



LESOTHO INTEGRATED TRANSPORT, TRADE AND LOGISTICS PROJECT

REVISED STAKEHOLDER ENGAGEMENT PLAN

May 15, 2025



Contents

1. Introduction.....	3
2. Objective/Description of SEP	5
3. Stakeholder identification and analysis	5
3.1. Methodology.....	5
3.2. Affected parties and other interested parties	6
3.3. Disadvantaged individuals and vulnerable groups	7
4. Stakeholder Engagement Program	8
4.1. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement.....	9
4.2. Stakeholder Engagement Plan	11
4.3. INFORMATION DISCLOSURE STRATEGY.....	14
4.4. Reporting back to stakeholders.....	16
5. RESOURCES.....	16
6 GRIEVANCE REDRESS MECHANISM.....	18

1. Introduction

The Lesotho Integrated Transport Trade and Logistics Project (LITTTL Project) aims to improve climate resilient regional connectivity on the Katse to Thaba-Tseka road corridor, increasing logistics efficiency and improving border processes in Maseru, Ficksburg and Qacha's Nek. The LITTTL project comprises the following components:

Component I: Road Corridor Infrastructure Development (US\$ 60 million)

a) ***Sub-Component 1.1:*** Upgrading of Katse to Thaba Tseka Road corridor to paved standard (US\$ 55 million). This sub-component would consist of upgrading the existing engineered gravel surfacing of about 55km in length. The proposed upgraded road will significantly contribute to regional integration benefits as it is part of the regional trunk road network through the Maloti Drakensberg Trans-frontier Corridor (MDTC)- Corridor number 3. The upgraded road will reduce travel times for motorists, lower road user costs (Vehicle Operating Costs), decrease accidents, as well as uplifting and boost the economic activity in the area it traverses, thus reducing poverty among the local population. The upgrade will also include walkway improvements in Thaba-Tseka town. The upgrade would advance Lesotho's poverty alleviation strategy and promote drivers of economic growth such as mining, agriculture, tourism, fishing, and commerce.

b) ***Sub-component 1.2:*** Development of a sustainable road asset management system to ensure road maintenance and efficiency (US\$0.2 million). This sub-component focuses on investments in systems supporting road asset management, particularly assessment of existing systems, including financing mechanisms.

c) ***Sub-Component 1.3:*** Spot improvements along the A1 Economic corridor (US\$ 4.8 million). The A1 corridor connecting between Maseru and Botha Bothe serves as the primary economic corridor linking the three 24-hour commercial borders of Maseru, Ficksburg and Caledonspoort. The corridor also has a concentration of commercial farming and is linked to planned development of Climate controlled packing houses planned to be developed under the project. Improvement in this corridor will result in reduction of crop losses during transportation due to poor roads.

Component II: Regional Integration and Logistics Services (US\$ 15 million)

a) ***Sub-Component 2.1:*** Smart One-stop Border Post (OSBP) facilities at Maseru Bridge, and Maputsoe-Ficksburg and improvement of Qacha's Nek Border (US\$8 million). Along with South Africa, Lesotho plans to establish smart one stop border post at both Maseru Bridge and the Maputsoe-Ficksburg borders between the two countries to enable joint administration by South African and Lesotho border agencies, and facilitate movement of goods, people and consignments between the two countries in an automated non-stop process that does not require the truck driver or traveler to alight their vehicle. The OSBPs will require upgrading and reconfiguring of the existing physical border infrastructure, including the procurement of smart border equipment such

as number plate recognition, inline scanners, and systems integration to enable a collective, digital decision to be made at the joint border booth; to either automatically release the consignment or direct it into a secondary inspection process. Further improvement will also be made at Qacha's Nek Border.

b) **Sub-Component 2.2:** Inland inspection and laboratory testing facilities (US\$5 million). This subcomponent involves construction and equipping a central inland inspection facility that can service requirements by Lesotho's border agencies, including those located at the OSBPs, to perform physical examination of goods where required to mitigate risks identified by Customs, agriculture, health, standards, and environmental border agencies. The inspection center would enable easy access to and from the borders for traders. The facilities could be configured to provide audio and video communications links to the border agencies to inform the inspection and support reporting into the ASYCUDA World border processing system.

c) **Sub-Component 2.3:** Climate controlled Packing Houses (cold chain) (US\$5 million). The investment in climate-controlled packing houses will be at a minimum of 4 locations in 3 districts (Leribe, Maseru and Quthing). The investment will be aligned to and leverage, the ongoing investment through the Competitiveness and Financial Inclusion (CAFI) and Smallholder Agriculture Development (SADP-II) projects. The infrastructure would include a grid connected, pack house (modular), that can handle 50,000 kilos per day (at peak). The packhouse would include sorting, grading, and packing lines, with appropriate hygiene and sanitation facilities complying to HACCP norms. The storage (temperature controlled) would be for both incoming and processed/packed produce with appropriate quality inspection stations, staff hygiene stations and lockers, administrative rooms, loading- unloading bays, etc. While the packed product will be shipped out to supermarket retailers, wholesalers and other business-to-business (B2B) customers, the odd lots will be sold to local consumers through the on-premise retail outlet to local consumers. There will be a separate crate washing and drying area, adjacent to the packhouse. Waste produce (byproduct) is biomass that can be composted on site, to be supplied as high-quality compost neighboring farmers. Wastewater will be cleaned and supplied to neighboring farms.

Component 3: Technical assistance and capacity building (US\$2 million). This will support implementation of Bi-National Commission Agreement between South Africa and Lesotho. It will consist of technical assistance and capacity building for the implementing agencies, along with facilitating a stronger regional dialogue on trade facilitation.

Component 4: Contingency Emergency Response Component (\$0). This component will facilitate access to rapid financing by allowing a reallocation of uncommitted project funds in the event of a natural disaster, either by a formal declaration of a national or provincial government of

emergency or upon a formal request from the Government of Lesotho. Component 4 will use IDA Immediate Response Mechanism.

The proposed PDO after the restructuring is to: (1) improve climate resilient regional connectivity **on key road corridors and sections**; (2) reduce the costs of trade at three of Lesotho's commercial borders with South Africa; and (3) **enhance airport functionality, safety, and security, and strengthen the aviation sector's capacity to meet international standards**.

The LITTL project has various stakeholders that must be engaged during the project cycle hence the need to prepare a stakeholder engagement plan (SEP) as per the World Bank's Environment and Social Framework (ESF) Environmental and Social Standard 10 (ESS 10) on stakeholder Engagement and Information Disclosure. This Standard requires that the implementing agencies provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally sensitive manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

SEP is a communication tool aimed at enhancing project related information sharing with all stakeholders in a timely, culturally sensitive, indiscriminatory and transparent manner. The tool will outline an engagement plan with timelines to ensure efficiency, observe culture by choosing the appropriate time slots for engagements in communities using language used by the locals, identify all stakeholder groups including the vulnerable groups to avoid discrimination and inform stakeholders throughout the project life cycle. SEP will also aid a two-way communication whereby feedback from stakeholders regarding project related activities will be accommodated through a well-established feedback mechanism.

3. Stakeholder identification and analysis

The LITTL SEP identifies stakeholders as persons, organizations or groups who are directly or indirectly affected by the project activities, as well as those who may have interests in a project and/or the ability to influence its outcome, positively or negatively. These stakeholders are either affected and /or interested parties and their formal and informal representatives. Therefore, based on this definition, stakeholder identification will be based on the stakeholders' roles and responsibilities and their possible influence/interest on the project.

3.1. Methodology

The methodology used for this SEP is premised on best practice principles for stakeholder engagement.

a) **Openness and life-cycle approach:** public consultations will be planned for the whole project life-cycle approach, and these will be carried out in an open manner without external manipulation, interference, coercion or intimidation.

b) **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.

c) **Inclusive and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

d) **Flexibility:** other forms of engagement will be adopted such as internet or phone-based communication in cases whereby the traditional face-to-face is inhibited.

3.2. Affected parties and other interested parties

a) Positively affected

The positively affected parties will be the direct project beneficiaries from communities with limited access or seasonal to key basic infrastructure, who will be provided with better access through the road constructed between Katse and Thaba-Tseka including improved A1 Road. Construction activities will also offer direct benefits to the construction companies and employment to the local people. Indirect project beneficiaries are the tradeable sectors of the economy and the private sector, whose growth will be supported by job opportunities assisted by enhanced access and connectivity to the markets and services.

Furthermore, the project will directly benefit immigration, customs officers and health inspectors at Maputsoe and Maseru bridges as well as Qacha's Nek border facility including other agencies that work at the border. The Regulating authorities in Lesotho and South Africa also form part of direct project beneficiaries. Other stakeholders, including the public that cross the borders and communities involved in agricultural production will be direct beneficiaries of the project.

b) Negatively affected

The negatively affected PAPs include individuals and institutions with various interests in the land within the project area. The project will likely affect assets such as agricultural land, standing crops,

and structures along the road corridor. The structures include some within the road reserve and others outside. Owners of cemeteries are among other parties that will be negatively impacted on. Vulnerable groups such as women, children and disadvantaged individuals will likely be impacted by the project due to exclusion during engagements. Some businesses will temporarily be affected due to delays in transportation of goods during construction.

Other interested parties

An interested party is any person, group of persons or organizations interested in an activity and may include project proponents, local or national authorities, politicians, traditional authorities, religious leaders, civil society organisations including non-governmental organisations (NGOs), community-based organisations (CBOs), and other businesses and/or private sector.

3.3. Disadvantaged individuals and vulnerable groups

This group constitutes individuals or groups who will possibly be excluded from consultations and eventually not accommodated by the project design. These are children, women headed households and women led informal businesses, persons with disabilities and their caretakers, the unemployed, the elderly, orphans, youth and herders. Various reasons that limit their participation include but not limited to:

- Parents denying their children to participate in consultation meetings
- Fear of expressing themselves
- Language barrier
- Transport limitations
- Nature of disability
- Cultural limitations

Consultation design will be in such a way that it is all inclusive to ensure wider reach and reasonable representation of the disadvantaged individuals and vulnerable groups. Consultation design consideration will include the following:

- Location accessibility: universal access required
- Flexible hours: timing correspond to availability
- Duration of sessions: concise and brief to avoid fatigue
- Timely and wide distribution of invitations
- Services to improve participation: translator, sign language, accessible venues, focus group discussions (FGDs)

Table 1 Identified Stakeholders for the LITTL project

No.	Stakeholder	Project Affected Parties	Other Interested Parties
1	Principal chiefs		✓
2	District Administrators		✓
3	Local Chiefs	✓	
4	Local Councilors		✓
5	District Council		✓
6	Relevant Ministries, agencies, regulatory authorities		✓
7	Land and property owners along the road corridor	✓	
8	Social Institutions (churches, schools and hospital/health centers)	✓	
9	Motorists	✓	
10	Public Transport Operators (taxis, truck drivers etc.)	✓	
11	Vulnerable groups	✓	
12	NGOs and CBOs		✓
13	Local Communities	✓	
14	Parliament members		✓
15	Micro, Small & Medium enterprises	✓	
16	Traffic and Road Safety Departments		✓
17	Lesotho Tourism Development Corporation		✓
18	Lesotho Border Management Services/Border Management Authority	✓	
19	Academia		✓
20	Media		✓
21	Development partners		✓
22	Farm Workers	✓	

4. Stakeholder Engagement Program

3.1 Summary of stakeholder engagement done during project preparation

Environmental and Social Impact Assessment (ESIA) was developed in 2022 during the project feasibility study. Community mobilization along the road corridor for participation in public meetings was undertaken. The SIA indicates that 31 villages in the Bokong and Thaba-Tseka community councils participated in the feasibility study. This constituted a total of 249 households and a total of 746 individuals whom 396 were females and 388 were males.

The ESIA/ESMP report will be disclosed on the Roads Directorate and Ministry of Public Works website and a link will be provided on Roads Directorate Facebook page upon approval by the Bank and the Department of Environment.

4.1. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

The method of engagement to be employed will be dependent on the nature and needs of each stakeholder group. Therefore, below is a summary of each method and the list of stakeholder groups it will be applicable to.

Table 2: Applicable Stakeholder Engagement Method per stakeholder

Method	Description	Target Stakeholders
Letters, e-mails, roundtable discussions	Information sharing to interested parties and extending invitations to participate in project activities.	Principal and local chiefs, community and district councils, District Administrators, relevant Ministries, agencies, and regulatory authorities, members of parliament, road safety and traffic departments, Academia, development partners in Lesotho and South Africa
Structured or unstructured questionnaires	This assists in revealing opinions, beliefs and attitudes of individuals or groups.	Land and property owners along the road corridor, Social Institutions (churches, schools and hospital/health centers)
One-on-one interviews, semi-structured interviews and public meetings (Pitsos)	One-on-one may be used for evaluation; it can be informal including ad-hoc conversations that will gather additional information from stakeholders. The semi-structured interview will enhance controversial discussions, two-way communication and focused engagement. Public gatherings allow messages to reach mass numbers at the same time and elicit feedback from the participants.	Local communities, Micro, Small & Medium Enterprises (MSMEs), public transport operators, farm workers

Focus group discussions (FGDs)	The FGDs provide a relaxed, non-intimidating environment for a small group of stakeholders (not more than 12) who have common vulnerabilities (a FGD for people with disability). The method reveals information on preferences and opinions of participating groups.	Vulnerable groups
Flyers, mass media (radio and television), social media, websites	These allow mass coverage of stakeholders countrywide and internationally therefore they can be used for information dissemination to the interested parties.	NGOs and CBOs, motorists
Phone calls	Urgent messaging that requires short turn-around time	Media

4.2. Stakeholder Engagement Plan

Table 3:Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/Message	Method Used	Target Stakeholders	Responsibilities
Preparation	July 2024	Rationale for the project Planned activities Anticipated project environmental, social, health and safety risks and impacts Grievance Redress Mechanism Invitations for public participation Prospects of local employment Approvals and permits	Letters, e-mails, face-to-face	District Administrators, Principal and local chiefs, local and district councils, relevant Ministries, agencies, and regulatory authorities, members of parliament, road safety and traffic departments in Lesotho and South Africa	Environmental and Social Specialists RD, CAFI and SADP II
	April 2024	Rationale for the project Development of Gender Action Plan (GAP) Land and property valuation	Structured or unstructured questionnaires	Land and property owners along the road corridor, Social Institutions (churches, schools and hospital/health centers), MSMEs	Environmental and Social Specialists RD, CAFI and SADP

		Compensations and relocations GRM			
	August 2024	Rationale for the project Planned activities Anticipated ESHS risks and impacts, proposed mitigation measures Labour recruitment (LMP) GRM	One-on-one interviews , semi-structured interviews and public meetings (Pitsos)	Local communities, MSMEs, public transport operators	Environmental and Social Specialists RD, CAFI and SADP, HR RD
IMPLEMEN TATION	September 2024 - 2029	Progress updates Establishment of GRCs Sensitization about SEA/SH/TIP	Letters, e-mails, face-to-face, press release, public notices	District Administrators, Principal and local chiefs, local and district councils, relevant Ministries, agencies, and regulatory authorities, members of parliament, road safety and traffic departments in Lesotho and South Africa, media houses, academia, public	Environmental and Social Specialists RD, CAFI, SADP, PR RD, PR Trade
		Stakeholder feedback	WhatsApp , telephone, suggestion boxes,	Project-Affected parties, vulnerable groups/individuals and other interested parties	Environmental and Social Specialists RD, CAFI, SADP, PR RD, PR Trade

			emails, regular meetings		
	Ongoing	Environmental and Social Management Plan, GAP, Health and Safety Management Plan, Traffick Management Plan, employment opportunities, GRM, contractor-community engagement, feedback on input received prior consultations	Public meetings, workshops , FGDs on specific topics/gro ups	Project-Affected parties, vulnerable groups/individuals and other interested parties	Environmental and Social Specialists RD, CAFI, SADP, HR RD, consultants and contractors
Maintenanc e	Beyond construction phase	Day to day road use, Road Safety Risks Special needs, Other risks and challenges, Routine maintenance, safety and risks of cold packing houses, routine maintenance of borders, feedback on input received prior consultations	Interviews , public meetings, workshops , FGDs	Community living along the project areas, local government agencies, NGOs, CBOs.	Environmental and Social Specialists RD, CAFI, SADP, HR RD, consultants and contractors

4.3. INFORMATION DISCLOSURE STRATEGY

Table 4: Information Disclosure Strategy

PROJECT STAGE	INFORMATION TO BE DISCLOSED	METHODS PROPOSED	TARGET STAKEHOLDER	RESPONSIBILITIES
Planning	Project concept note	Websites and social media, emails, meetings that are accessible for different groups and during times and in places where everyone can participate.	District Administrators, Principal and local chiefs, community and district councils, relevant Ministries, agencies, and regulatory authorities, members of parliament, road safety and traffic departments in Lesotho and South Africa, media houses, academia, public	Environmental and Social Specialists RD, CAFI and SADP

Design	ESMF, ESMP, LMP, SEP, ESCP, RAP, GAP	Websites and social media, emails, radio, TV, print media, meetings that are accessible for different groups and during times and in places where everyone can participate.	Communities living along the project areas, relevant Ministries and Agencies, community and district councils, NGOs, community leadership, business community, transporters and general road users, border users, farmers, district administrators.	Environmental and Social Specialists RD, CAFI and SADP
Implementation/Construction	Progress reports: - Implementation of site specific ESMP, and LMP; - Implementation of ESCP, SEP, GRM, GAP and any documents related to ESIA's.	Websites, Stakeholders' email addresses, meetings, visual displays, public gatherings	Communities living along the project areas, relevant Ministries and Agencies, community and district councils, NGOs, community leadership, business community, transporters and general road users, border users, farmers, district administrators.	Environmental and Social Specialists RD, CAFI and SADP
Closure	Rehabilitation and closure plans	Websites, Stakeholders' email addresses, meetings, visual displays, public gatherings	Communities living along project areas, relevant ministries and agencies, community and district councils, NGOs, community leadership, business community, transporters and general road users, border users, farmers, district administrators.	Environmental and Social Specialists RD, CAFI and SADP

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. RESOURCES

The E&S team consisting of representatives from the Roads Directorate, Competitiveness and Financial Inclusion Project and Smallholder Agriculture Development Project II will be in charge of Stakeholder Engagement Plan activities, and the budget for the implementation of SEP will be included in component 3 of the project. The table below details the budget for this SEP.

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. Travel costs for staff	10	1700	60	1,020,000.00	
2. Events					
2a. Translators/sign language interpreter	2	3000	10	60,000.00	
2b. Transport	40	150	10	60,000.00	
2c. Accessible venues	1	3500	10	35,000.00	
3. Communication campaigns					
3a. Posters, flyers	1	10	5000	50,000.00	
3b. Mass media (radio, Tv, newspaper)	1	5000	20	100,000.00	
3c. Road Safety Awareness Campaign	20	1700	3	102,000.00	
4. Trainings					
4a. Training on social/environmental issues for PIU and contractor staff	1	50,000.00	3	150,000.00	
4b. Training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	1	50,000.00	3	150,000.00	
5. Beneficiary surveys					
5a. Mid-project perception survey	1	250,000.00	1	250,000.00	
5b. End-of-project perception survey	1	500,000.00	1	500,000.00	
6. Grievance Mechanism					
6a. Training of GRCs	10	1,700.00	5	85,000.00	
6b. Suggestion boxes in villages	10	2,000.00	1	20,000.00	
7. Other expenses					
7a. Contingencies				334,700.00	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				3,681,700.00	

6 GRIEVANCE REDRESS MECHANISM

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1 DESCRIPTION OF GRM

Lesotho has a well-established National Contact Centre which is a platform that serves as a link between government ministries and the nation by inviting questions, compliments and complaints and finding solutions to challenges people encounter daily. The queries are submitted through email at contact.centre@gov.ls and facebook page at Lesotho National Contact Centre. The Roads Directorate (RD) has been receiving grievances from various projects being implemented across the country through this platform. In addition to this national platform, RD has established digital GRM with support from the previous Transport and Infrastructure Connectivity Project (TICP) accessible on RD website at [Roads Directorate \(rd.org.ls\)](http://Roads Directorate (rd.org.ls)). The project will have a project specific GRM system whereby the project will designate GRM focal point to receive, log, solve or refer grievances at project level. Various forms of submission will include walk-ins, suggestion boxes located at project sites and calls to the GR focal person. Report on GRM management will be reported to the Bank on frequency to be agreed by the Bank and the Borrower.

STEP	DESCRIPTION OF PROCESS	TIMEFRAME	RESPONSIBILITY	REMARKS
Identification of grievance	Face to face; phone; letter, e-mail; recorded during public/community interaction; others	1 Day	GRM Focal Points, PR office RD, E&S Specialists, Community Liaison Officers	Email address; hotline number
Grievance assessed and logged	Significance assessed and grievance recorded or logged (i.e. on Grievance Register (appendix 1))	4-7 days	GRM Focal Points, PR office RD, E&S Specialists, Community Liaison Officers	Significance criteria: Level 1 –one off event; Level 2 – complaint is widespread or repeated; Level 3- any complaint (one off or repeated) that indicates breach of law or policy or this

				ESMF provisions
Grievance is acknowledged	Acknowledgement of grievance through appropriate medium	7-14 Days	GRM Focal Points, PR office RD, E&S Specialists, Community Liaison Officers	
Development of response	Grievance assigned to appropriate party for resolution. Response development with input from management/ relevant stakeholders	4-7 Days 7-14 Days	- GRM Focal Points, E&S Specialists, GRCs	
Response signed off	Redress action approved at appropriate levels	4-7 Days	- GRM Focal Points, E&S Specialists, GRCs	
Complaints Response	Redress action recorded in grievance logbook. Confirmed with complainant that grievance can be closed or determine what follow up is necessary.	4-7 days	- GRM Focal Points, E&S Specialists, GRCs	
Close Grievance	Record final sign-off of grievance. If grievance cannot be closed, return to step 2 or refer to sector minister or recommend third-party arbitration or resort to court of law	4-7 Days	- GRM Focal Points, E&S Specialists, GRCs	Final sign off on by LITTL Coordinator

Appendix 1: Sample Grievance Register

GRIEVANCE REGISTER

Ref.No .	Date received	Investig ator	Date closed	Name &Surna me	District	Village/ Road Project	Reportin g method	Type of grievanc e	Outcom e	Date outcom e advised to complai nant	Resoluti on accepte d or rejected	Signatur e of complai nant	Resolution/ action recommend ed	Escalat ion of grievan ce	Notes