



## **STAKEHOLDER ENGAGEMENT PLAN FIRST DRAFT**

**APRIL 2024**

## Contents

1. Introduction .....	3
2. Objective/Description of SEP .....	4
3. Stakeholder identification and analysis .....	5
3.1. Methodology .....	5
3.2. Affected parties and other interested parties .....	5
3.3. Disadvantaged individuals and vulnerable groups .....	6
4. Stakeholder Engagement Program .....	8
4.1. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement .....	11
4.2. Stakeholder Engagement Plan .....	13
4.3. INFORMATION DISCLOSURE STRATEGY .....	16
4.4. Reporting back to stakeholders .....	17
5. RESOURCES .....	17
6 GRIEVANCE REDRESS MECHANISM .....	20

## 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.

**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 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		✓

#### 4. Stakeholder Engagement Program

##### 4.1 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.

Refresher stakeholder consultations were held for various components of the project.

##### Component I

##### a) Sub-component 1.1 Upgrading of Katse to Thaba Tseka Road corridor to paved standard

Round table discussions were held on the 16-17 of April 2024 with the Councilors and Chiefs along the Thaba-Tseka – Katse road. The Thaba-Tseka Urban Council and Bokong Community Council were engaged respectively. At the former, the meeting was graced by the presence of the District Administrator and the Town Clerk. Seventy-two (72) members of the local authorities participated in the meetings (Appendix 1). The agenda covered the project rationale, 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.

The participants alluded to the bad road conditions and their impact on their livelihoods and day-to-day lives as articulated in the ESIA/ESMP reports. The challenges mentioned included:

- Increased road accidents
- Long travel times
- High vehicle maintenance
- Inconvenient travelling
- Adverse impact on business
- Poor access to socio-economic services such as the courts of Law, hospitals and schools
- Risk of children drowning when traveling to and from school
- Adverse impact on tourism

It was explained that all these observations the communities have on their road is the rationale for having the road upgraded to Bitumen Standard to address the challenges they are facing. The concerns of delayed processes for the proposed development were raised by the participants



indicating that they no longer have any hope that it will ever materialize. It was indicated that the delays were a result of lack of funds, of which we believe if the World Bank approves the project, then it will commence.

The participants showed knowledge in road construction activities and their potential environmental and social impacts. They mentioned relocations of properties, blasting, quarrying and processing including the campsite establishment as construction activities which were confirmed as part of the planned project activities. They also mentioned the following potential E&S impacts: compromised family bonds/relationships, creation of temporary jobs, impact on fields both temporarily and permanently, damage to rangelands and wetlands; these were also confirmed as identified by the ESIA/ESMP reports.

The meeting addressed the expected approach of prevention and mitigation of project risks and impacts by taking them through the World Bank Environment and Social Framework (ESF). All the Environment and Social Standards (ESSs) were discussed with the participants. An interactive session allowed the participants to ask questions and make recommendations and the discussion was as per the appended minutes (Appendix 2). High interest by participants was shown in ESS2 and ESS5 and much time was spent on discussing them to provide clarity to the participants.

Emphasis was made on GRM under ESS 2 whereby worker grievance was discussed and ESS10 which covered project wide GRM. Support from the local authorities in preparation of community engagements that are planned for the near future was sought. Emphasis was also made to include the vulnerable groups during such engagements so that their inputs would also be integrated into project design. It was also requested that they support other stakeholders such as the Consulting Engineer, the Valuer and any other stakeholder that would wish to engage the communities as once the project has been approved these engagements will intensify.

On the way forward, it was articulated that once the Bank approves all the submissions in May, procurement of Engineering, valuation and construction services for design review, construction supervision, land and property valuation including road construction respectively will commence. The procurement and actual provision of services will take some time such that the anticipated start time for physical construction is likely to be in 2025. The design review will yield updated ESIA/ESMP and other related E&S documents which will be publicly disclosed on RD website.

The other critical issues discussed were approvals and permits for quarry, water abstraction and waste management. The steps required for water use are well known, and the contractor just needs to apply through the Department of Water Affairs. Future guidance and support for application for quarry licenses was requested from these local authorities. A challenge that the Contractors often face to be allocated dumping sites during operations was raised and the Councils committed to assist once the project starts.

In general, the participants are highly anticipating the project's commencement. They also applauded the team from RD for the insightful engagement that often other developers fail to do.

b) Sub-component 1.3 Spot improvement of A1 economic corridor

A telephonic approach for engagement under this component was employed whereby the District Administrators for Maseru, Berea and Leribe districts were called and briefed on the proposed project.

The Project was introduced to the Administrators with reference to the proposal to rehabilitate the A1 Road in 2015. In 2015, a design was completed but implementation has not happened to date due to lack of funding. Since this is an economic route that services main border posts to South Africa, it has been prioritized to form part of the LITTL project for enhanced regional integration between Lesotho and South Africa. The scope will cover from Maqhaka (Maseru) to Hlotse in Leribe with key improvements at Maputsoe and Hlotse intersections. Due to time constraints, the telephonic discussion is just to initiate engagement at strategic level while the round table discussions with the councils and chieftains are yet to be held as well as community engagements. Support from the DAs offices going forward was sought.

The DAs are generally looking forward to the project implementation and are willing to offer any form of assistance that may be required of them. The list of the consulted is in the table below.

District	District Administrator	Contact Number
Maseru	Tsepo Lethobane	+266 62778657
Berea	Phahlane Makoko	+266 62606593
Leribe	Mohlophahi Mohobela	+266 59904416

## Component II

The Ministry of Trade, Industry and Business Development conducted a border coordination workshop in February 2024 with the purpose of introducing the project to all agencies working at the borders in Lesotho and South Africa, as well as showing them where the project will be implemented at the Maseru bridge. The stakeholders who were consulted included the Ministry of Foreign Affairs, Ministry of Agriculture, Food Security and Nutrition, Immigration, Revenue Services Lesotho, Roads Directorate, Port Health, Lesotho Mounted Police Services, National Security Services, Border Management Authority South Africa, see Appendix 4.

The stakeholders stated that the project will contribute to reducing traffic jams caused by uncoordinated services or procedures at the borders. Therefore, the business community will save time and maintain the quality of perishable goods. Furthermore, the project will strengthen data

management system at the borders and movement of agricultural products between Lesotho and South Africa will be effectively monitored.

#### 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*

<b>Method</b>	<b>Description</b>	<b>Target Stakeholders</b>
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
Focus group discussions (FGDs)	The FGDs provide a relaxed, non-intimidating environment	Vulnerable groups

	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.	
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	<p>Rationale for the project</p> <p>Planned activities</p> <p>Anticipated project environmental, social, health and safety risks and impacts</p> <p>Grievance Redress Mechanism</p> <p>Invitations for public participation</p> <p>Prospects of local employment</p> <p>Approvals and permits</p>	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 and CAFI
	April 2024	<p>Rationale for the project Development of Gender Action Plan (GAP)</p> <p>Land and property valuation</p>	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 and CAFI

		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 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, 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, 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, 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, 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, and CAFI
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 and CAFI
Implementation/Construction	Progress reports: - Implementation of site specific ESMP, and	Websites, Stakeholders' email addresses,	Communities living along the project areas, relevant Ministries and Agencies,	Environmental and Social Specialists RD, CAFI



	LMP; -Implementation of ESCP, SEP, GRM, GAP and any documents related to ESIA's.	meetings, visual displays, public gatherings	community and district councils, NGOs, community leadership, business community, transporters and general road users, border users, farmers, district administrators.	
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

## 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 oversee 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
<b>1. Estimated staff salaries* and related expenses</b>					
1a. Travel costs for staff	10	1700	60	1,020,000.00	
<b>2. Events</b>					
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	
<b>3. Communication campaigns</b>					
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	
<b>4. Trainings</b>					
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	
<b>5. Beneficiary surveys</b>					
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	
<b>6. Grievance Mechanism</b>					
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	
<b>7. Other expenses</b>					
7a. Contingencies				334,700.00	
<b>TOTAL STAKEHOLDER ENGAGEMENT BUDGET:</b>				<b>3,681,700.00</b>	

## 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](mailto: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. A GRM log register is appended (Appendix 3). 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: Attendance Registers

## ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS ENVIRONMENT AND SAFETY



### ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 16/04/2024

PLACE: Thaba-Tseka-Urban Council

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	Council
1	Caene	Alali	Councilor	59100320	[Signature]	K06
2	Tsebaq	mphoso	Councilor	63606062	[Signature]	K03
3	moraneung	moalos	Councilor	57902230	Am moalos	K02
4	Matsiso	Mahe	Councilor	50727615	M. Mahe	K05
5	Mantate M	Mtate	Councilor	59219998	M. Mantate	K02
6	Maphakiso	Thanya	Councilor	56253994	M Thanya	K05
7	Pose nthoa-ntho	nthoa-ntho		50145286	[Signature]	K01
8	Sello	Tomebsi	Councilor	57291402	S. Tomebsi	K07
9	Paulosi Letsofa	Letsofa	Councilor	50774826	P. Letsofa	K04
10	[Signature]		Councilor	54867349	[Signature]	K03
11	Mabetaung Julia	Likhama	Chief/Thaba-Tseka II	59 56408911	[Signature]	
12	Malickob Khetsi		Chief/Thaba-Tseka II	58515701	[Signature]	
13	Tankiso	Phaila	Councilor	57926362	[Signature]	K06
14	Maakoe	Letsie	Chief/Thaba-Tseka II	58854849	[Signature]	

ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS  
ENVIRONMENT AND SAFETY



ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 16/04/2024

PLACE: Thaba-Tseka Urban Council

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	Council
15	Tsepo	Phaila	Chief/Ha Phaila	58052599	T. Phaila	
16	Teboho	Batere	Chief/Hill Side I	59980779	X	
17	Tsietse	Moreki	Chief/Kalbere	59977360	X	
18	Gack	Moto	Chief/Ha Mueko	59985701	X	
19	Masupha	Mpora	Chief/Ha Mpora	57340766	M Mpora	
20	MAFEKI	LEKHANYA	COUNCILLOR 05	58574507	X	KOS
21	Thabang Retso	MOTSEPA	CHIEF/Ha Mosepa	59205538	X	
22	Bitiso	Seroko	Chief Hill Side II	59414709	T. Seroko	
23	MOFEREFERE	RAMOTHAMMO	DISPOL	58996395	Ramothamo	
24	Tsepele	ramore	Chief Maseka	59207291	X	
25	Samoityane IV	Ntate	Chief Molekeng	59153228	S. Ntate	
26	Makutsa	Ntate	Chief getheng	56876136	Ntate	
27	Tsoadelo	Ntate	Chief majuba	57530007	T. Ntate	
28	Lekate	Lesitsi	Chief Khweng	63320572	L. Lesitsi	



ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS  
ENVIRONMENT AND SAFETY



ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 16/04/2024

PLACE: Thaba-Tseka Urban Council

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	Council
29	Sekwenyela	Matamane	Chief <sup>Thabana</sup> Mahlanya	86313984	SM	
30	Maoa	Ntane	Chief <sup>Thabana</sup> Mahlanya	50995225	HA	
31	Lebeze	Ntate	Ha Kaka	59789898	PO	
32	Libupua	Ntate	Morena Pontseng	58443093	HA	
33	Molekeng	Ranthitho	Morena <sup>Thabana</sup> Mahlanya	50635394	PO	
34	Moso	Khushu	Morena <sup>Thabana</sup> Mahlanya	63121653	M. Khushu	
35	Mosuo	Letsie	Morena Kolobere	51815616	M Letsie	
36	Motkalefi	Maluke	Ha-Sisishe	59685437	MA	
37	Tlali	Tabela	Town Clerk	58565062	TH	
38						
39						
40						
41						
42						



ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS  
ENVIRONMENT AND SAFETY

BOKONG  
COMMUNITY COUNCIL  
17 APR 2024  
ADMINISTRATION OFFICE  
THABA - TSEKA

ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 17/04/2024

PLACE: Katse, LHDA Townsite hall

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	Council
1.	Malas	Seephephe	Khokho <del>Morena</del>	53880001 50166184		
2.	Makothane	Phothela	Khokho <del>Morena</del>	57370488		
3.	Monyake	Lephoto	MORANA <sup>ha Ramani</sup>	56472938	Monyake	
4.	Thamaha	Khatala	MORANA <sup>hamatimole</sup>	53670116	Khatala	
5.	Lephoto	Rakhaane	MORANA Sepharang	56678199	+	
6.	Thatisang	Matsumunyane	Councilor	56239739	T. Matsumunyane	Kot4
7.	Rejiloe	Noko	Councilor	59099132		Kot4
8.	Kirico	SENTLA	CCS	63343432		Kot4
9.	Mkhanyane TL	TLADI	MORANA <sup>HA</sup> NKUMANE	56088202		
10.	Makhalane	mathinkane	BCC	59211296	Makhalane	Kot4
11.	Mamaine N	Makhabenyane	MORANA Barutiny	63442320	M. Makhabenyane	
12.	Mohlolo	Kobeli	MORANA Momenyane	62639591	Mohlolo	
13.	Tschiso	Mpholo	MORANA Rapa	58963970	Tschiso	
14.	L'khethe	Letuka	MORANA Chena	59112853		

ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS  
ENVIRONMENT AND SAFETY

BOKONG  
COMMUNITY COUNCIL  
17 APR 2024  
ADMINISTRATION OFFICE  
THABA - TSEKA

ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 17/04/2024

PLACE: Katse, LHDA Townsite hall

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	WOUNG?
15	Kabai	Kabai	Mokone na Makhebe	57340230	Ka	
16	Mokete	MOLEFI	Mokone, Linkweng	59486725	X	
17	Mkopane	Mokotifi	Mokone Letlapa			
18	Mokhele	Mokhele	Mokone Baroa		Mokhele	
19	Konyane	Mothepa	Mokone hamphele	51711365	K Mokhele	
20	Malerato	Leteketa	cancelara	57530533	Mokhele	K04
21	Mpolokeng	Lekau	cancelara	5171102	M. Lekau	K04
22	MAPHAKISO	LEKIBA	COUNCELLARA	57472249	M. LEKIBA	K04
23	Maphale	Mohanyane	COUNCELLARA	58075751	Mohanyane	K04
24	Makhele	Mokhele	Mokone	63219395 / 5969392	Mokhele	Mokhele
25	TSEKISO	Takane	COUNCELLARA	63040235	T. Takane	K04
26	SIMOLLANG	TEKANE	MOCANCELARA	64002696	S. Tekane	K04
27	Mate	Eselelele	Mokhele	57134215	Mokhele	
28	Motsoni	Tefo	59408900 councilor.	5-9408900	Tefo	K04


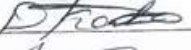


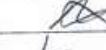
ROAD NETWORK PLANNING DIVISION STAKEHOLDER CONSULTATIONS  
ENVIRONMENT AND SAFETY

ATTENDANCE REGISTER FOR LOCAL AUTHORITIES

DISTRICT: THABA-TSEKA

DATE: 17/04/2024

PLACE: Katse, LHDA TOWN SITE HALL

	NAME	SURNAME	DESIGNATION	CONTACTS	SIGNATURE	Council
29	Mphanya	Mphanya	R.A	59472755		
30	Mojela	Sekoko Roane	K.R	62438627	M. Sepokotane	
31	Photo	Katiba	Councillor	57403542		Ko4
32	Letu ka	Fekany	CEA/100	59955337		Ko4
33	Moitlisi	MOSOLA	Councillor Makunong	59776666		Ko4
34	Kabelo	Lenka	Morena	56569400	K. Lenka	
35	Letu ka	Tomanyane	Morena Hamaphike	57517660	L. Tomanyane	
36	Mokkali	Manoeli	Morena de Berezi	59974428	M. Manoeli	Ko4
37	Mrekele	Mrekele	Morena Mokunong	50052233		
38	Khoeli	Sekanyela	Morena	57112306	K. Sekanyela	
39						
40						
41						
42						

BOKONG  
COMMUNITY COUNCIL  
17 APR 2024  
ADMINISTRATION OFFICE



## Appendix 2: Minutes of the Meetings

STAKEHOLDER CONSULTATION MEETING: THABA-TSEKA - KATSE ROAD  
Held at Thaba-Tseka Council on 16/04/2024

Agenda: Project Rationale, stakeholder engagement Plan and Methodology, Information disclosure, Reporting back to stakeholders, Grievances Redress Mechanism, Planned activities, Prospects of local employment, Invitation for Public Participation, Anticipated project environmental, social, health and safety risks and impacts.

Kopano e qalile ka thapelo ke e mong oa maraba ka 10.30 AM

DA a bula kopano ka ho amohela bohle, ho isa litumeliso le tlhompheho ho bohle batsoamaisi le litho tse teng.  
- A re sepho ke ho tsohle linaba tsa tsela ea Thaba-Tseka - Katse.

1. Mof. Malintle Petlane, Mookameli oa Environment Roads. A ithalosa le ho hlalisa basebetsi-umeliso. A hlalosa sepho sa kopano le ho batla baemo le liqholotso tsa tsela. Tsena

- ① - e bile tse latelang
  - e baiko i-Kotsi
  - e ama maseto ka mako
  - e senya thepa, makoloi
  - e tsamaneha hobohloko

② A b-a ka moralo oa tsela eo hore e murehong oa ho utlafatsa, e mong oa maraba are la tsela moralo leha o i-cha ho akofa/galoa. Mof. Malintle a hlalosa hore qholotso ke chelete 'mie' World Bank e murehong oa ho fana ka chelete hore morero o qale.

- A re ko Motseleang ho enoetso hore morero o hlohanolofatsoe o'nto qala.

mekbetsi ea ho lo etsa tsela (otsa ka Mof. Malintle) li-earabo

Thuiso ea mesebetsi

- e ama thepa - litso, masimo, lifate, matlo, tikoloho
- ho chekoa kaori, le ho sila majoe
- ho hloma plant le kampo
- ho hlalisoa le ho ngolisa thepa bakeng sa tsenyiso
- e ama likamano tsa malapa.

Katamelo ea ho nyenyefatsa litlamorao tsa tšebetso. Boikarabello ke ka Motseleang ho nyenyefatsa tsenyiso, ho ngolisa le ho theba thepa e ka ameha

Itsepo tse kaamehang tsa tikoloho

- lekhulo - ha motsepa ho isa Botong
- Likoti tsa kaori li tso hlalisoa menyetle ea liholotso ho bona le tse ling

- Mookameli a hlalosa ka moralo oa hore na ho ita laotloa litaba tsa tikoloho le sechaba joang (Environment & Social Management Plan. World Bank e hlola

- Impact Assessment - e phethetsoe

- Khoro - moko oa khoro o hlalisoa o nang le bonaletso xho sebetsoa le maraba le moananelana. Batho ba be ka lora 5km bakeng sa ho fihla ka mako mosebetsing nako eohle.

- ho nyolisa batho ba metse ho nta etsoa lipalo-palo ho nta lenane le nepahetseng motse le metse. ho latela tlhoko ea mokonteraka.

- Bosebetsi ba ba fetolwa nako le nako ho latela

- Khiso e tsamaisoa ka mabao oa Khiso oa 1992.

- Matseliso o l'kotso tse ku hlahang mosebetsing

- Ho kopatsa mosebetsi ea litsebo bakeng sa litsebo tse khethelileng. Empa metseng ho hira ka manane.

\* Boitlamo ba Boitsamo

- Bo etsoa ke mokonteraka ho liola baschetsi

- ho ntoa baschetsi le sehlobo ho utamela le ho tuteha ka Sexual Exploitation & Abuse.

Tlhaliso le hore ho hlalose taba ea khiso ntlheng ea ho ba haufi le mosebetsi ho latela karhano ea metse le bahole ba cona (e mong oa marena)

- Kurabo ku Mrs. Motlomelo le Mrs. Matantle.

Khiso e thaba ho latela tataiso le pursano ka office ea DA. Marena le li Council hore ho hira ka nepo batho ba hla atleha ho fillo le ho tsoa mosebetsing ho ipapirisa le 5km

Pots: Ha hla thibela khiso ea batho ba hlahang ntle ho metse joang. Kurabo le hore Marena le li Council ba nee batlanello ho nyola batho ba nepahetseng, ho fika menyetla ea batho ba hlahang ka ntle ho metse.

② ho fika batho ba hlahang ntle e fika khahlamelo ho likamano tsa malapa.

Pots e ba hore na ba hira mabaoeng ba atamela joang.

\* ho hira etsoa le marena le li Council ho barollo marato a khiso. Ho latela litsoelo tso metseng tso ho utama mosebetsing e thaba bobele.

- Pots e bile hore na ho hira hlaola ~~kurumetsa~~ ea polotiki joang khirong.

Karabo le hore ehang liholotso li ba teng marena ho kaba le marena ea hore batho ba hlahise litlalelo tse li nirello (grievance Redress Mechanism)

③ Environmental Management and Protection (ho sireletsa le ho laola tikoloho, linela, liphosofo).

lit libata tse sireletsweng

\* Mekhato le mekhato e khethelileng

- Lekala kharetso (spinal alve)

- Sphlakko

- Mofifi le limatse ling tse hlokolosi

so enteng ho sireletsa lihlokolosi

- Boteng ba Katse botanical garden ho hlokolosi.

Potso ea Maj. Molintle: Tikhohu kang

\* tikhohu ke sebaka se akaretse mabai, lumela le tshele tse fumanehang, sebakeng

Melwa ea ho kutula lihlolimoeng tse kang metsi bakeng sa tšebeliso

- Ho kenngoa kopo ea tšebeliso ho Water affairs

④ Bophelo ba botle ba sehlobo (Community Health & Safety)

- Boikarabellu ba ho boloka sehlobo e ba boikarabellu ba mokonteraka. Natung ea tšebetso le kamnako.

Thuto ea polokeho ea e-ba hore motšua a kenngoe le hore na a bolokela joang.

Tletlebo e bile mohloli oa ho rarolla litlaleho ka mako joaloka thepa e senngwang le likhato tse nkoang.

Karabo e bile hore e-ke ba amehang ba ka hlophisa melwa ea ho sireletsa le ho sala morao litaba tsa thepa e sentseeng le ho ramakoloi. Me qholotso e 'ngoe ke rikelele tsa ho lokiso

⑤ Land acquisition and Resettlement

- ho be le tumellano ea mungo thepa le mokonteraka bakeng sa phano le tšebeliso ea thepa. Li be le bopaki.

- Ho be le tumellano tse ngotseeng e le bopaki bakeng sa tšalo-morao

- Thepa le sebaka se sentseeng li be boemong ba betere kamora tšebetso.

\* litaba tse anngoeng ke tsela li fua motšelisō kamora litataiso tsa litsebi ho hakanya boteng ba matšelisō. (Valuation) litsebi li ho tšela

Thepa e ka amehang

- matlo, masimo, mabitla, lijate, mabala a lipapali, likho

Valuation of Property: Maj. Khopoto Motlamele

Motšelisō a thepa a etsoa hamngoe bophelong ba tsela

Thepa ea ho japana e tšelisoa ka ho japana ha mofuta

- Phalliso e ba ka motho oa ho nehelano ka thepa joaloka matlo, masota

- Tse ka potolwang e kabo masimo, mabai le lijate ho ipapisa le lipalo (rates)

- Chelete a matšelisō a disturbance e ba hamngoe deela e akaretse: tšhele tse amehang ka holimo ho matšelisō a thepa.

- Potso ba tšelisang ba be le litokomane tse moleang

① Potso: Motho o ahelela mo a ratang kapa che?

- Ho khothaletsa ke hore phalliso e be kahare kapa haufi le moo motho a lulang ho latela lipuisano

② Potso: Ke litokomane kje tse amehelang. Hu

\* Hara tse teng 'form C' <sup>le lease</sup> e be karolo holima bopaki ba Council le morena ho qoba liqholotso tsa boikarabelli (ownership)



④ Valuers tso peli li ebeisa joang? oa mmoa le ea  
itemetseng oa sechaba.

\* Ba sebetso mmoa ho etsa lipalo tse nepahetseng  
ho se be le ea hatikehoang

- Qholotto e bile hore ho ba le li form C tse  
tsoamang tso sebaka/therpa ho batho bo fapaneng  
haholo-holo jw.-C

maikutlo e bile hore metseng metsoareng e ka ntle ho  
meeli ea teropo ea Thaba-Tseka qholotto e ka fokola  
me li form C li ka amohela, ho ntsa ho ipapiktsa  
le setempe.

\* Karolong ea Urban Council maikutlo e bile hore  
Council enke boikarabelo ba ho hlalohale le ho ntefatsa  
litokamane.

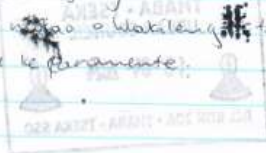
⑤ Potso ke hore na jalokulwa LHDA e ne tielisa batho  
ho tlo sebetsoa joang?

Karabo ke hore ba kileng ba fua matšeliso ho ba  
amgor ke tseba ho se tshoe kaha meeli ea tseba  
e se e ntlwe le ho tshisa. Ho tla batla records tsa  
compensation ho LHDA hore batho ba se phetoe ka  
matšeliso

- Ho be le tsalo-mona ea hore batho ba se hlale ba  
khutlela khar'a setsa sa tseba

⑥ - Moloa o tla sebetsoa pang ho batla la setsa sa tseba?

\* ho ho se be le ntlwe o hlalohale tsoamano se so  
emetse ho fetisoa le paramente.



⑥ Potso ea hore na ba ahleng ka har'a tseba kamora  
likopano tso morena ho tla etsoa joang.

Council e tla nke boikarabelo me batho hao  
ba se tielise.

sid 7 Indigenous people (Batho ba khale sebakeng)

- Ho ho batho ba joalo khar'a tseba

Maemo a Setso (Cultural Heritage)

Ho be le kutamelo ho sekala la Bohalaoli bakeng sa  
libaka kapa thepa ea bochaba/setso 'moho le  
bafusi ba tseba e joalo.

Stakeholder engagement Plan

- Mpho oa ho sebetso le methahlelo e fapaneng  
ea batho le mmoa a fane joaloka bukosa le  
tse ling

- Ho sebetso le lithelebo le maikutlo a batho  
bale ba amehang. Ho kaba le mabokose a  
lithelebo a bulokhileng, litumeli tse nang le bemele  
ba methahlelo eale e amehang.

- Tsebeliso ea marangrang ho kopano/mamelo litaba tsa  
sechaba, i.e. folderbook page ea Roads Directorate, website



STAKEHOLDER CONSULTATION MEETING FOR THABA-TSEKA KATSE ROAD UPGRADE  
Held at LHDA Townsite Hall, <sup>Katse</sup> on the 17 April 2024 : 10:40 AM

SEPLEO SA KATSE: Ho hlalosa ka morena oa ho ntlofatsa tsela (road upgrade project), Tsebelisano moho le sechaba ka methahlelo eole ea sona, Mokhoa oa phano, Phatlalatsa ea litaba le pleticetlano ea melaetsa, Meralo ea tsebetso, Khironehlang, Mokhoa oa ho fetisa le ho anabela lillo, litetlebo le maikutlo, ~~maemo le ta~~ Ho lepa litloko tse ha ama tikeloho, bophelo, pheliso le polokeho, le litlamorao tsa morena

Bo bitang teng ho phanang

- Moifo oa letala la litsela oa tikeloho le polokeho (Environment and Safety)
- Morena le makhanelana a tikeloho ea Katse.
- RD Thaba-Tseka, Post bank Katse
- Maj. Petlane a etsa lithebisano kamor'a thapelo

#### ① mesebeti: ea setsi

- ho etsa litseto:
- ho lokisa moo li senyehang
- matoleho
- ho hloa seba sa tsela



- ② maikutlo a sechaba ke hore tsela e bochenang bo hloaetsang,
- e satsa ho fihla mahateng ka nako
- e thefutse khafo
- e ama litsebetso tsa makholla
- e thefutse litsebetso tsa bophelo, tsebisano ea bakuli
- e hloa sechaba le bana tlakotlang
- e ama bohlatso

#### ③ maemo a ho tsela ka Morena

- Karolo ea lobatso ba tsela ka nako.
- tsebisano ea ho phethela kapa ho qala morena ke qheliso e hlakisa tšepo \*
- ha ho tsebe ka tsebisano ea consultation
- World Bank e senye ho akopiso morena ka thuso ea tsebetso.

#### ④ litaba tsa tikeloho le sechaba

- \* mesebeti ea makhono
- Phatlalatsa ea thepa
- e ama masimo - ho a ja le ho khathala le mori
- e ama mola
- khironehlang ea makhono tsa sechaba
- Ho qhoma
- Ho chela kora
- khono ea likampo tsa bolulo

\* lithebisano tsa Banka e khola ka tikeloho le le sechaba

#### → Lithebisano le tikeloho

- ~~tsela~~ tsela e se e le teng, meralo oa ho tsela le ho laola liqheliso polokeho le litlamorao (environmental & social management).



#### → Tsebetso

- mmo oa tsebetso le botebete oa 1992
- Matheiso a botebete 1992
- Khironehlang e be le fonaletso
- mmo a bolokehlang a tsebetso le tikeloho
- Botopanya joaloka makholla ea botebete
- linako tsa phomolo joaloka matsatsi a phomolo naheng ea botsoetse, bakuli



- ③ Phano le phatlalatso ea litaba joalo ka likho  
 +so mosebetsi e foba ka litaba tse nepahetseng  
 - ngolis'o bakeng sa ba nang litsebo  
 - Phatlalatso ea likho bakeng sa litsebo  
 - Ho sebetsoa le babusi ho etsa manane a sechaba  
 ho ut'o etsa lipalo-palo ho nka lipalo tse  
 nepahetseng  
 - Ba hlohang litsebo, khoro e ba kahiare ho kilomitara  
 tse hlano mathokong a tsela.  
 - ka lebaka la tlhokahalo ea mekhetso ka har'a naha  
 ea lesotho, mosebetsi loo meteng ba fetoloe ho latela:  
 \* metse ea mosebetsi o leng ho ona ho ipapisoa le 5 Km  
 \* likeletso tsa mokonteraka ho latela maemo a mosebetsi

Ntlha ea mongoli oa Council ke hore ba latetse e ke khoro  
 ea kahar'a Council ea Bokong hore le metse e ka thoko  
 ho nako, na bao ba tla siua khorong.

\* Moj. Petlane a anaba ka ho fana ka setšoantšo sa  
 khoro ka har'a 5 km 'me ea utloisisoa le bohle hore  
 e tla sebetsoa joan.

#### ④ Meehola ea basebetsi

- \* Meehola e tla laolwa ke Gazette bakeng sa ba hlohang litsebo
- \* Ho ba litsebo e ba puisano ea mohiri le mosebetsi. ea joalo
- \* Tsebelisano le tso ea lihona tse ka thoko ho nako ea  
 mosebetsi



#### ③ Ho Motamela le ho baballa Tikoloho

Tikoloho leng

- Sebaka le limela, mabu
- Sebaka sa tšebetsa
- metsi, moea, limela, batho, liphoofolo, bareame ba tloleho,

mekhetso ea mokonteraka e lokela ho baballa likarolo  
 tseo tsa tikoloho le ho se e si'ajetse

#### ④ Polokeho ea basebetsi le sechaba

- liaparo tse tsebetsoeng sebakeng sa tšebetsa
- ho baballe hophelo ba sechaba linakong tsa tšebetsa
- mokonteraka a laole basebetsi khahlanong le malapa  
 le sechaba
- Ho nqaleke basebetsi ho nqale, tšebetsa le tso ea 'ona.

Tlatsetso ke hore har'a lipalo-palo tsa litlhatlhobo tsa  
 HIV/AIDS maphapha a ikarabellang a leke ho laola le  
 ho tšibela sekhahla sena. Liphoofutsoeng tsa hantzi  
 e bile bacha ba 4 ho ba 20 ba hlalang ho se  
 tsoaetso. Maphapha a mo a kopua ho fana ka litlupeto  
 metseng pele ho qalo ea mosebetsi.

Qhudatso ea ho phanalla hore tsoaetso ke tlala. ho hmo  
 tesello ke hore phetoho ea nako le nako ea basebetsi etla  
 rarahla.



- ⑤ Thepa e amehang natong mosetli le lilla-mara
- phalliso ea thepa
  - ho thefala tekano la chelete
  - ho ama mola e kaba hakhut'soangone/hoe nako e telele.

- ho letela ho be le tokomane ea tumellano bakeng sa khiso ea mola le litša tse kang masimo
- Bopong ba thepa ba ba batla boeletsi ho lithepa sa

BOPONG SA  
COMMUNITY COUNCIL

17 APR 2024

ADMINISTRATION

#### Matšeliso

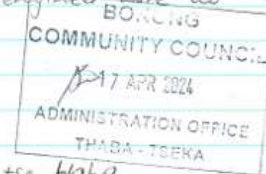
- Thepeng e nkelang ruri, muskarabelli o fana matšeliso ho ipapisa le boeletsi ba lithebi tsa boleng ba matšeliso a thepa (Valuation officers)
- lithebi e ba tse peli ho lumellana ka matšeliso a nepahetseng.
- Kamona ho hlalosa ke sethebi sa muso tumellano le boeletsi li tla fana e nt'o ba matšeliso
- Matšeliso a tsitiso (disturbance) a fana hangoe joela ntle ho matšeliso a thepa e amehang
- \* Kaha tšela ha e qale ho etsoa ho ntle ho e-na le matšeliso a LHDA.

- Potsi: Matšeliso a hlalosa ho motonteraka kap efi sa litšelo
- Matšeliso a tenyo e ba lekala la litšelo
  - Ho thepa e kalingang ke boikarabelli ba motonteraka.

Theliso ka motanetane oa Katse, ofisi e etse lipheputso mabapi le thepa e amehang nakong ea LHDA le maemo a lilla le matšeliso khakong ea tšela.

\* Tabeng ea phalliso ho aboe litamano tsa hae le sechaba ho molisoa oa ho kopana le ba amehang putso.

\* Ho tla sebetsoa ka litšo tsa li engineer hae ho qoqoe li tše



le Bopong  
Tikoloho, le lipheputso

- Mentsoanyana le tse ling lipheputso tse hlaha

- Linela

- li sebetsoa bakeng sa meriana le ho rula matlo le libes joalojoalo
- Katamela e ba hlakolosi bakeng sa lihloboeng tse hloksing
- Motonteraka a hlakolosi le ho temisa ka libaka le lipheputso le lihloboeng tse hlakolosi ke sechaba e kaba ka ho hlalela lekala la tikoloho

Ho  
Potsi ke hore na botlebi ba tla ba teng ho atamela lipheputso tse hlakolosi kapa litlamo.

\* Pele ke hore ho sebetsoe le Kule Botanical Garden ho boloka litlamo tse hloksing.

\* Ho feta mas ke hore lekala le ntle le ho hlalela sechaba ka tsebetso e hloksing ea linela; ho hlalosa tse hloksing le matšani ea ho li hlalela.

- ⑦ Uluopho tra la amehang tsebetsong <sup>(hotho la khale)</sup> ~~(stateholder)~~
- Methoa ea ho atamela boluhalo bo fapaneng ba botho haholo botho la khale joaloka bana
  - \* Ho fumanele hore ha ho mefuta e joalo ha e eo sebakeng sa morero.

- ⑧ Libaka tsa boluhalo, meetlo le lithoale
- Libaka tsa meetlo
  - mabilla, lithothobolo, mahlala, meaho ea khale-khale

lintho tse fumanoang e le tsa boemo bona li hahleloe moreno o se li senye, o li baballe

- liemahale ho: ho hella

- ⑨ Metsetlano le liphele tsa chelete ho

- 10 Moralo oa ho kenyeletsa boitse ba amehang <sup>Grievance</sup> ~~(Stakeholder)~~ <sup>Redress</sup> ~~Engagement~~ Ho sebetsoa paang bona bokong ea morero
- sechaba
  - Baphatlalatsi
  - lithoale tsa libaka le ho fana ka maikutlo

Ho be le mabokose a bolokhileng ho fana ka maikutlo

- liasimoro

- li-council le marena; e ka ba mangolo kapa ho letsa

- ho etsa litapano le linmoka tsa mehlaleho ehlile ea botho joaloka bana, batsoali, li-council, lifofu le ba bang ho kenyeletsa maikutlo a bona a karelle mererong

- ⑩ Moralo oa mesebetsi

Tseello ka hore World Bank e hlhlolefathe morero le

- ho nkelama ku chelete
- ho batsoa Consultant e ha wahlola le ho ba mosupisi
- Ho fua Consultant mnyetta oa ho hlalobisa moralo oa tsele
- Ho the latela hore kamora hore Consultant a hlalobe moralo ka nako ea lihoeli tse tseleteng
- ho etsa papatiso ena kha ena mkonteraka ea ho aha tsele
- Khiso ea xhaba se ha sebetso

- Other ideas

Na lekala la puso ea libaka le Public works ba buisane ho thusana tokolong ea nkuama moo ho senyehileng.

\* Roads Directorate Thaba-Tseka e ha anabela

- \* Methati ea ho rafa kaari

DA — Council — Morero — Sechaba



- \* Mkonteraka a tshibe ku libaka tsa lithoale

- a ku tsele pele ho sebetsoa moo LHDA e nang e qhallo

Ho be le liphele le litumellano bakeng sa tso

- ka ngo ea Urban Council, ho joalo ba ha tsele urban Council

- \* E mang oa malanelara a fana ka litseho le ho tsoale
- Moh. Makubane a kapa hore ho be le tsoa ea nakoana ka local government.

### Appendix 3: Sample Grievance Register

## GRIEVANCE REGISTER

[illegible]



#### Appendix 4: Component 2 Engagement Registers

No	Name and Surname	Organization	Designation	Email	Contacts
1	Tseko Nyesemane	Revenue Services Lesotho	Deputy Commissioner Customs	<a href="mailto:t.nyesemane@rsl.org.ls">t.nyesemane@rsl.org.ls</a>	62212120
2	Makoa Rakoakoana		Commissioner Client Services	<a href="mailto:r.makoa@rsl.org.ls">r.makoa@rsl.org.ls</a>	58884240
3	Tsepiso Mosasane	Immigration	Immigration Manager	<a href="mailto:tmosasane9@gmail.com">tmosasane9@gmail.com</a>	58774394
4	J Lephoto	RSA HC	First Secretary	<a href="mailto:lephotoj@dirco.co.za">lephotoj@dirco.co.za</a>	58822268
5	Dr. Seeiso Tabi	MAFSN	Director UPH	<a href="mailto:seeisoabitha@yahoo.com">seeisoabitha@yahoo.com</a>	58854212
6	Limpho Lebesa	Kayhil	CSA	<a href="mailto:reception1@kayhil.co.ls">reception1@kayhil.co.ls</a>	63028361
7	Likeleli Sehlabaka	LTV	Journalist	<a href="mailto:rosesehlabaka@gmail.com">rosesehlabaka@gmail.com</a>	68825157
8	Makara Tloane	LTV	Camera Operator		
9	Thapelo Moleli	RSL	Deputy Commissioner Customs Advisory Services	<a href="mailto:t.moleli@rsl.org.ls">t.moleli@rsl.org.ls</a>	62115707
10	Thato Mpooa	Ministry of Trade, Industry and Small Business	Competitiveness and product Development	<a href="mailto:thatompooa@gmail.com">thatompooa@gmail.com</a>	51977124
11	M. Khaile	CAFI	Environment and Social Specialist	<a href="mailto:mkhaile@cafi.org.ls">mkhaile@cafi.org.ls</a>	58738952
12	M. Sekhokoane	WBG	Local Consultant	<a href="mailto:sekhokoanepm@gmail.com">sekhokoanepm@gmail.com</a>	58760867
13	L. Mafisa	NSS	SOL	<a href="mailto:dfistos@gmail.com">dfistos@gmail.com</a>	62620731
14	M. Reynhard	SA HC	Counsellor	<a href="mailto:reynhardtm@dirco.gov.za">reynhardtm@dirco.gov.za</a>	58852001
15	S.M. Molatela	Agric	Senior Research Officer	<a href="mailto:m.molateli@yahoo.co.uk">m.molateli@yahoo.co.uk</a>	58965880
16	K. Kikine	Roads Directorate	Director of Planning	<a href="mailto:kikinesk@rd.org.ls">kikinesk@rd.org.ls</a>	58902638
17	T.I Tau	SARS	Senior Manager	<a href="mailto:ltau1@sars.gov.za">ltau1@sars.gov.za</a>	0824473560
18	S. Thibeli	NTFC	Co-Chairperson	<a href="mailto:sechaba@traingle.co.ls">sechaba@traingle.co.ls</a>	56713300
19	Mantletse Maile	MTIBD	Senior PR Officer	<a href="mailto:mantletse.maile@gov.ls">mantletse.maile@gov.ls</a>	59536238
20	Matseliso Lehlohla	MTIBD	CLO	<a href="mailto:matseliso.lehlohla@gov.ls">matseliso.lehlohla@gov.ls</a>	58460714

21	M. Mosala	MAFS	MO	<a href="mailto:Kmothabeng1@gmail.com">Kmothabeng1@gmail.com</a>	62784056
22	T. Mohapi	Foreign	Counsellor	<a href="mailto:teboho.mohapi@gov.ls">teboho.mohapi@gov.ls</a>	63067473
23	Mpho Kabelo	MAFSN	Economic Planner	<a href="mailto:mpho.kabelo@gov.ls">mpho.kabelo@gov.ls</a>	59155407
24	Mampoi Letsie	Trade	ATRO	<a href="mailto:Mampoi.letsie@gov.go.ls">Mampoi.letsie@gov.go.ls</a>	58834029
25	Malineo Seboholi	Trade	Manager Regional Trade	<a href="mailto:malineo.seboholi@gov.ls">malineo.seboholi@gov.ls</a>	63083973
26	Angela Rapotso	Trade	STRO	<a href="mailto:Angela.rapotso@gov.ls">Angela.rapotso@gov.ls</a>	57528807
27	Mantsenki Mohapeloa	Trade	SEP	<a href="mailto:Mantseki.mohapeloa@gov.ls">Mantseki.mohapeloa@gov.ls</a>	63012482
28	Mosito Kanono	Standards-Trade	TI	<a href="mailto:Mositokanono@gmail.com">Mositokanono@gmail.com</a>	58051691
29	Lerata Phatsoane	Immigration	Chief Immigration Officer	<a href="mailto:lerataphatsoane@gmail.com">lerataphatsoane@gmail.com</a>	59458504
30	Sebabatso Rannyama	LNDC	Lesotho Tribune	<a href="mailto:sebabatsorannyama@gmail.com">sebabatsorannyama@gmail.com</a>	59604804
31	Tsepo Matela	LENA	Journalist	<a href="mailto:mamateladorothy@gmail.com">mamateladorothy@gmail.com</a>	51623011
32	Malikhabiso Majara	LTEA	Secretary General	<a href="mailto:secretaryltea@gmail.com">secretaryltea@gmail.com</a>	63019617
33	Vinani Ntlhabyane	SARS	Head Land Modality	<a href="mailto:vntlhabyane@sars.org.za">vntlhabyane@sars.org.za</a>	0714838842
34	M. Selebalo	MTISB	Senior Trade Relations Officer	<a href="mailto:Mpeshe.selebalo@gov.ls">Mpeshe.selebalo@gov.ls</a>	22322215
35	M. Mphane	MTISB	Manager Imports and Exports	<a href="mailto:mphane.m25@gmail.com">mphane.m25@gmail.com</a>	58077963
36	Masitise Makhotla	MTISB	Assistant Marketing Officer	<a href="mailto:Masitise123@gmail.com">Masitise123@gmail.com</a>	56374587
37	Sabelo Klass	LT	Videographer	<a href="mailto:kabeloklass@gmail.com">kabeloklass@gmail.com</a>	58400413
38	Noliwe Tlamane	LENA	Journalist	<a href="mailto:Noliwetlamane@gmail.com">Noliwetlamane@gmail.com</a>	53914533
39	S. Mofolo	NSS	Dep Director	<a href="mailto:sbabymofolo@gmail.com">sbabymofolo@gmail.com</a>	62320307
40	Ramathuba. M	BMA-SA	Assistant Commissioner	<a href="mailto:murdock.ramathuba@bma.gov.za">murdock.ramathuba@bma.gov.za</a>	+27725549538

41	Nkhoma. M	BMA-SA	Regional Manager	<a href="mailto:Moses.nkhoma@bma.gov.za">Moses.nkhoma@bma.gov.za</a>	+2760982087
42	C. Vanvollenhua	BMA-SA	Chief Border	<a href="mailto:cyprian.vanvollenhua@bma.gov.za">cyprian.vanvollenhua@bma.gov.za</a>	0724445038
43	T. Muvnelo	BMA-SA	Maseru-RSA	<a href="mailto:Talita.muvnelo@bma.gov.za">Talita.muvnelo@bma.gov.za</a>	0609732115
44	T. Ntsane	BMA-SA	Maseru Border	<a href="mailto:Nimrod.ntsane@bma.gov.za">Nimrod.ntsane@bma.gov.za</a>	0812651688
45	M.C. Tjale	BMA-SA	Maseru Border	<a href="mailto:Morapedi.tjale@bma.gov.za">Morapedi.tjale@bma.gov.za</a>	0825129789
46	M. Thoso	C-BRTA	Senior Researcher	<a href="mailto:mthoso@ebrta.co.za">mthoso@ebrta.co.za</a>	+27732371850
47	Isaac Tau	SARS	Senior Manager	<a href="mailto:ltau1@sars.gov.za">ltau1@sars.gov.za</a>	0824773560
48	Lusanne Fouche	BMA	Assistant Commissioner	<a href="mailto:Lusame.fauche@bma.gov.za">Lusame.fauche@bma.gov.za</a>	0827818837
49	Col Ntsohi	MOD	Senior Staff Officer	<a href="mailto:Tau.ntsohi@gov.ls">Tau.ntsohi@gov.ls</a>	58857010
50	Col Bon Matomane	SA High Commissioner	Defence Attache	<a href="mailto:matomanee@dirco.gov.za">matomanee@dirco.gov.za</a>	56660020
51	David Noah	CBRTA	Acting Senior Manager	David.noahcbta.co.za	0791371011
52	Ephrain Lekoeneha	Port Health	SHF	<a href="mailto:lekoenehas@yahoo.com">lekoenehas@yahoo.com</a>	58771826
53	Solomon Motlatsi Molatela	Agric Research	SRO-PRO	<a href="mailto:mmolatela@yahoo.com">mmolatela@yahoo.com</a>	58965880
54	Mpho Kabelo	MAFSN-DPPA	EP	<a href="mailto:Mpho.kabelo@gov.ls">Mpho.kabelo@gov.ls</a>	51155407
55	Thuso Molapo	MAFSN- DOM	SMO	<a href="mailto:Thuso7.molapo@gov.ls">Thuso7.molapo@gov.ls</a>	58794377
56	Matsepo Mokhakala	Foreign Affairs	Counselor	<a href="mailto:palesamokhakala@gov.ls">palesamokhakala@gov.ls</a>	62104284
57	Lisemelo Zachia	Port Health	Port Health Clinical	<a href="mailto:zlisemelo@gmail.com">zlisemelo@gmail.com</a>	50757491
58	Malisimelo Mosala	MAFSN-DOM	MO	<a href="mailto:Kmothabeng1@gmail.com">Kmothabeng1@gmail.com</a>	62784056
59	Lehana Ntaote	MOFPD	EP	<a href="mailto:ntaotelehana@yahoo.com">ntaotelehana@yahoo.com</a>	58013449

60	Maipato Mokhele	Ministry of Health	RNM	<a href="mailto:mamosa.sekosha@gmail.com">mamosa.sekosha@gmail.com</a>	58143911
61	Ramosoanyane Mahapa	LMPS	IP	<a href="mailto:ramosoanyane@gmail.com">ramosoanyane@gmail.com</a>	63432323
62	Pule Mofolo J.	Agric Livestock	VPHO	<a href="mailto:mofopul@gmail.com">mofopul@gmail.com</a>	59455463
63	Amohelang Hatase	MTIB-STANDARDS	WTO TBT NEP	<a href="mailto:Amohelang.sefume@gmail.com">Amohelang.sefume@gmail.com</a>	56601626
64	Limpho Lekhooa	Port Health	Port Health Officer	<a href="mailto:cladyslekhooa@gmail.com">cladyslekhooa@gmail.com</a>	50483813
65	Molisane Motopi	Agric Research	Plant Health Ins	<a href="mailto:kikyrek@gmail.com">kikyrek@gmail.com</a>	56291877
66	Makhala Ralile	Tourism LTDC	Info. Officer	<a href="mailto:makhalalarile@gmail.com">makhalalarile@gmail.com</a>	58069322
67	Retselisitsoe Rammolai	MTIBD	MO	<a href="mailto:Tseli4ramilai@yahoo.com">Tseli4ramilai@yahoo.com</a>	62482482
68	Rentseng Mosaase	RSL	Manager MSB	<a href="mailto:rmosaase@rsl.org.ls">rmosaase@rsl.org.ls</a>	62862889
69	T. Mohasoa	Traffic	Senior Bridge Inspector	<a href="mailto:tebohomichael04@gmail.com">tebohomichael04@gmail.com</a>	58960605
70	Makibinyane Thoso	C-BRTA	Senior Researcher	<a href="mailto:mthoso@brta.co.za">mthoso@brta.co.za</a>	0732371850
71	Bertha Piletso	Immigration	Acting Director	<a href="mailto:Bertha.piletso@gov.ls">Bertha.piletso@gov.ls</a>	56052024
72	Koena Mokobolo	Informative	Writer/ Editor	<a href="mailto:Koenamoko256@gmail.com">Koenamoko256@gmail.com</a>	57620922
73	Retselisitsoe Rammolai	Trade	Marketing	<a href="mailto:Tseli4ramilai@yahoo.com">Tseli4ramilai@yahoo.com</a>	62482482
74	Mpho Shelile	Finite Managzine	Journalist	<a href="mailto:Mphosh219@gmail.com">Mphosh219@gmail.com</a>	58590670
75	Mamphaka Mabesa	MOLGCHAP	PS	<a href="mailto:Mamphaka.mabesa@gov.ls">Mamphaka.mabesa@gov.ls</a>	62107404
76	Matsepo Mokhakola	Foreign Affairs	Counsellor	<a href="mailto:Palesa.mokhakola@gov.ls">Palesa.mokhakola@gov.ls</a>	
77	Rapelang Moekane	MPWT	Chief Legal Officer	<a href="mailto:rjmoekane@gmail.com">rjmoekane@gmail.com</a>	63581719
78	Thakane Motuba	Chief Transport Inspector	CTI	<a href="mailto:thakanemotuba@gmail.com">thakanemotuba@gmail.com</a>	59589253



79	Khothatso Tswaedi		Principal TI		62606044
80	Malikhabiso Majara	Lesotho textile Exporters Ass (LTEA)	Secretary G	<a href="mailto:secretaryltea@gmail.com">secretaryltea@gmail.com</a>	63019617
81	Mapaseka Ntichi	RL	Journalist	<a href="mailto:Mapasekantichi30@gmail.com">Mapasekantichi30@gmail.com</a>	57728804
82	Batho Piti	Radio Lesotho	Journalist	<a href="mailto:bathopiti@gmail.com">bathopiti@gmail.com</a>	58485723
83	Thokane Matuba	DTT	CTI	<a href="mailto:thakanemotale@gmail.com">thakanemotale@gmail.com</a>	59589253
84	Moipone Makhemeng	Leihlo la Basotho	Journalist	<a href="mailto:moiponemakhemeng@gmail.com">moiponemakhemeng@gmail.com</a>	59936370
85	Mamosi Bulane	MOFPD	Chief Economic Planner	<a href="mailto:mamosibulane@gmail.com">mamosibulane@gmail.com</a>	
86	Mahlompho Chaotsane	MOFPD	Senior Economic Planner	<a href="mailto:mchaotsane@gmail.com">mchaotsane@gmail.com</a>	
87	Khotso Mabaso	Foreign Affairs	Counsellor	<a href="mailto:Khotso.mabaso@gov.ls">Khotso.mabaso@gov.ls</a>	62200482
88	Nyane Moeti	Foreign Affairs	Legal Officer	<a href="mailto:Nyane.moeti@gov.ls">Nyane.moeti@gov.ls</a>	62082908