



GOVERNMENT OF MALAWI

MINISTRY OF AGRICULTURE

SHIRE VALLEY TRANSFORMATION PROGRAMME II (SVTP-2)

STAKEHOLDER ENGAGEMENT PLAN



August 2023

EXECUTIVE SUMMARY

Introduction

This Stakeholder Engagement Plan is prepared for the second phase of the Shire Valley Transformation Program (SVTP-2) to be implemented by Government of Malawi with financial support from the World Bank. The Government of Malawi will implement this project through the Ministry of Agriculture.

The proposed SVTP-2 will support the program with an IDA credit of around US\$175 million. The proposed focus of SVTP-2 will continue to be infrastructure development, land tenure, and natural resources management, but development of agricultural modernization and commercialization will play an increasingly important role, including private sector and value chain support.

The proposed PDO of SVTP-2 will be to provide access to gravity-fed irrigation services on the eastern side of the canal and pump fed irrigation on the western side, secure land tenure for smallholder farmers, and increase agriculture productivity and commercialization in areas developed for irrigation under SVTP-1. The components will include: (i) Component 1 - Irrigation Service Provision; (ii) Component 2 - Land Governance and Land Consolidation; (iii) Component 3 - Agriculture Development and Commercialization; Component 4 – Strengthening Landscape and Natural Resources Management in the Lower Shire; and (v) Component 5 - Project management, coordination, and communication.

The purpose of the SEP is to develop and maintain good and sustainable relationship by creating balance values for SVTP-2 stakeholders throughout the project cycle through proper identification of project stakeholders and key stakeholders, timing for engagement, issues and risks to the project, and to develop strong Project's resources to support SEP.

The SEP has provided necessary policy and legal framework to guide the implementation of all stakeholder engagement activities. The Plan has also identified and analysed all necessary stakeholders that might affect the project both positively and negatively and affected parties. Gender and social inclusion consideration will be undertaken throughout project implementation to ensure that views of vulnerable groups are taken on board. The SEP has also provided a summary of stakeholder engagement related activities undertaken during the first phase of the project.

Stakeholder Identification and Analysis

The Project has identified affected parties that are falling in various levels as described below:

At community level, affected parties shall include communities in the surrounding areas where the Project interventions will be undertaken. Specifically, the groups that would be affected include out of school youths, Area Development Committees (ADC), Village Development Committees (VDC), Natural Resources Management Committees, Community Based Organisation (CBOs), skilled and unskilled labourers.

At District level, the Project shall target the District Executive Committee (DEC), the District Environmental Sub-Committee (DESC) which is the DEC's focal point on issues of Environment. Other important Stakeholders at district level include District Hospitals and Non-Governmental Organizations (NGOs) in the district.

At national level stakeholders include Ministries of Agriculture; Natural Resources Energy and Mining; Finance; Economic Planning and Development; Ministry of Lands and Housing; Contractors and Supervising Engineers; Environmental Affairs Department; Department of Parks and Wildlife and all other relevant ministries and departments

Strategy for the Engagement Process and Disclosure

The engagement of the various identified stakeholders will involve a number of strategies that will have to conform to COVID 19 restrictions. Channels for information disclosure have been provided in the SEP to ensure easy flow of information to stakeholders at all levels including channels for community engagement on all areas relating to the project. Some of the channels for information disclosure will include public meetings, print, online, and electronic media among others. The documents will also be disclosed on SVTPs website and in newspapers. The African Development Bank and the World Bank will also disclose the documents on their respective websites.

Grievance Redress Mechanism

A comprehensive Grievance Redressed Mechanism (GRM) has been provided in the SEP. The GRM provides a platform for Project Affected Persons (PAPs) to lodge complaints or concerns, without cost, and with the assurance of a timely and satisfactory resolution of the issues. The SEP has also included a GRM on resettlement activities.

Monitoring and Reporting

The SEP has provided for an approach to risk management whereby all sensitivities in relation to information on the project is managed. The project will provide information to stakeholders at all levels and ensure that all queries are responded to without delays. Implementation of the SEP will be monitored to ensure effectiveness, quality and relevance. The implementation of the SEP will be monitored on a regular basis. The effectiveness of engagement activities will be evaluated against the goals and objectives set out in the plan and stakeholder engagement key performance .Include a set of Key Performance Indicators (KPIs) ,targets and monitoring measures to enable monitoring and evaluation of the implementation the SEP . PMT shall report on the progress of the implementation of SEP in line with other project activities during the various phases of the project. SEP implementation will be reported through monthly, quarterly, and annual reports together with environmental and social implementation reports

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ABBREVIATIONS AND ACRONYMS

AEDO	Agricultural Extension Development Officers
AfDB	African Development Bank
ADC	Area Development Committee
CBO	Community Based Organization
CDA	Community Development Assistant
CSO	Civil Society Organization
DC	District Council
DEC	District Executive Committee
DFID	Department for International Development
DTF	District Task Force
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
EU	European Union
FGDs	Focus Group Discussions
GEF	Global Environment Facility
GoM	Government of Malawi
GVH	Group Village Headman
GRM	Grievance Redress Mechanism
INGOs	International Organizations
MEPA	Malawi Environmental Protection Agency
MoA	Ministry of Agriculture
MEPA	Malawi Environmental Protection Agency
MoLHUD	Ministry of Lands, Housing and Urban Development
MoNREM	Ministry of Natural Resources, Energy and Mining
MoT	Ministry of Trade
MoI	Ministry of Industry
NGOs	Non-governmental organizations
PAP	Project affected persons
PDO	Programme development objectives
PMP	Pest Management Plan
PMT	Programme Management Team
PSC	Project Steering Committee
PTC	Project Technical Committee
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
SMEs	Small and medium enterprises
SOCFE	Smallholder Owned Commercial Farm Enterprise
SVIP	Shire Valley Irrigation Project
SVTP	Shire Valley Transformation Programme
T/A	Traditional Authority
VDC	Village Development Committee
VH	Village Headman
WUA	Water Users Association

CHAPTER 1: INTRODUCTION AND BACKGROUND TO THE PROJECT

1.1 Project Background

The Government of Malawi is implementing the second phase of the Shire Valley Transformation Programme (SVTP-2) with financial support from the African Development Bank and the World Bank. The SVTP will irrigate 43,370 hectares of land by abstracting water from the Shire River at Kapichira Dam and conveying it by gravity to the irrigable area in Chikwawa and Nsanje Districts through canals. This will ensure a more consistent supply of water to farmlands throughout the year.

The Program Development Objective (PDO) for the Shire Valley Transformation Program is:

- i. To increase agricultural productivity and commercialization for targeted households in the Shire Valley; and to improve the sustainable management and utilization of natural resources;
- ii. To provide access to reliable gravity fed irrigation and drainage services, secure land tenure for smallholder farmers, and
- iii. Strengthen management of wetlands and protected areas in the Shire Valley.

The SVTP-2 will support the program with an IDA credit of around US\$175 million. Discussions on provision of co-financing are on-going with other Development Partners. The focus of SVTP-2 will be on infrastructure development, land tenure, and natural resources management, but development of agricultural modernization and commercialization will play an increasingly important role, including private sector and value chain support.

The PDO of SVTP-2 is to provide access to gravity-fed irrigation services on the eastern side of the canal and pump fed irrigation on the western side of the canal, secure land tenure for smallholder farmers, and increase agriculture productivity and commercialization in areas developed for irrigation under SVTP-1.

The project is comprised of the following key components:

Component 1 – Irrigation Service Provision

This component finances the construction of about 70 km of main canal, starting at the northern boundary of Lengwe National Park to the Bangula area in Nsanje District. This section of the main canal will eventually supply water to the Phase II project area, which comprises the agricultural blocks south of Lengwe National Park. The first 14 km of this section of the main canal will pass through Lengwe National Park, bisecting ‘Old Lengwe’ from ‘New Lengwe’. The design and approach to construction ensures that the canal will not hamper the restoration of the park to a favourable conservation status. A separate contract will be awarded for the construction of the canal in Lengwe.

The component will also finance the construction of a number of secondary canals, the number depending on the available funds for development of agriculture blocks and secondary canals. The SVTP-2 will continue the development of secondary canals in the Phase I area so that all 14 consolidated pieces of land that have been identified with a total area of about 11,000 ha will be under irrigation before the end of SVTP-2.

Adequate office accommodation for DoI and the Special Purpose Vehicle that will own the irrigation and drainage infrastructure will be constructed in Lilongwe.

Component 2 – Land Governance and Land Consolidation

The Customary Land Act of 2016 provides the legal basis for land registration. The Ministry of Lands, with the support of SVTP-1, has set up the local governance bodies in the Phase 1 project area. Ministry of Lands, Housing and Urban Development (MoLHUD) has demarcated and adjudicated over 23,000 plots with a total area of 13,268 ha in Phase I. SVTP-1 will continue to support this work so that the entire Phase I area will be demarcated and adjudicated by project completion. The registration of consolidated customary estates will also be carried out under SVTP-1. The registration of the demarcation and adjudication results will be evidence of land contribution by individual land parcel owners to the irrigation block. Proper and explicit registration of these “shares” is essential considering that the certificate will only be issued at block level.

SVTP-2 will continue with similar activities in the Phase 1 project area as implemented under SVTP-1. It will set up local governance bodies, including the Traditional Land Management Areas, Customary Land Committee, Customary Land Tribunals at Traditional Authority (TA) level), and the Nsanje District Land Tribunal. SVTP-2 will support the development of District Physical Development Plans, and the provision of equipment and capacity strengthening at the district level institutions for land delimitation and administration. It will support the process of land consolidation and registration of customary estates through systematic demarcation and adjudication of all lands in the Phase 2 project area.

Component 3 – Agriculture Development and Commercialization

SVTP-1 has so far focused on sensitization meetings in 96 villages, involving 11,162 landowners, in the Phase I project area. A total of 14 consolidated pieces of land have been identified with a total area of about 11,000 ha. During the remaining SVTP-1 project duration a number of blocks will be developed for agricultural production, with the number depending on the available funds and the time required to develop the blocks. Preparatory activities for the remaining blocks in the Phase I project area will take place, so that development can take place early during SVTP-2 implementation.

SVTP-2 will continue adopting the current farmer driven approach around the smallholder owned commercial farm enterprises (SOCFE) and the productive alliance (PA) model that will farm on consolidated lands with coordinated production and collective sale of

produce. Besides core agricultural production, blocks could also develop fishponds, vegetable gardens, and sustainable woodlots for charcoal production.

SVTP-2 will finance service providers (SP) with good knowledge of the approach being adopted to support SOCFEs with the development of agricultural blocks. Lessons from other projects show that: (i) considerable time and effort is needed in the social formation process of developing clusters of farmers into enterprises; (ii) the process of having clusters develop well thought-through business plans takes time and considerable support; and (iii) continued viable operation of newly formed enterprises needs considerable support, especially in management and facilitating market linkages.

The SPs will thus be crucial to support the SOCFEs with the identification of a pathway of their choice, determination of the choice of value chains, to a large extent based on the identification of off-takers, and sensitization of the SOCFEs on matching grant requirements. SPs will be recruited at the start of SVTP-2 implementation. In addition to the remaining blocks in the Phase I project area, SVTP-2 will finance the development of a number of blocks in the Phase II project area, with the number mostly depending on the availability of funds.

As the number of agricultural blocks to be developed is expected to rapidly increase under SVTP-2, the component will put a lot of emphasis on ensuring that matching grants are made available in a timely manner. SVTP-2 will continue to explore ways of linking SOCFEs with commercial banks and other potential financiers, including Development Partners. Loans or grants to SOCFEs will have to be matched with engagement of SOCFEs with viable value chains for their products. Thus, a three-party arrangement of commercial banks, off-takers, and SOCFEs should be the model from the outset.

During SVTP program development an Agricultural Development Planning Strategy was prepared in 2015 which laid the foundation for selection of value chains. SVTP-1 will update the strategy and work with strategic partners such as IFC on the selection of crops for which off-takers can be identified. There may be need for additional studies during SVTP-2 implementation, including regular market studies and road shows to identify additional prospective off-takers and where possible enter into pre-contractual arrangements on specific value chains. The SOCFEs owners and managers will also need to be equipped with the skills to make production and management adjustments in the light of evolving market conditions. Other crops chosen need to be technically and financially viable, fit into the developed irrigation application method, and have an appropriate position in a crop rotation.

SVTP-2 will also support industrial park development. An industrial park has the potential to be a major enabler of the value chain development and industrial enterprise multipliers. However, experience elsewhere also shows that such investments can be non-productive and non-performing if not well managed. It would therefore be essential that such investments are subjected to rigorous technical and financial analysis. Failure to

effectively conduct such an analysis could mean that the investment would be a supply-driven non-performing asset.

Component 4-Strengthening Landscape and Natural Resources Management in the Lower Shire

The Lower Shire Valley includes ecological regions, protected areas, and biodiversity hotspots which are important for the communities and sustainable development of the region.

Critical watersheds are becoming degraded, leading to reduced water availability, deteriorating water quality, and increased vulnerability to droughts and floods. Experience from SVTP-1 has demonstrated the importance of strengthening the management of the natural resources for achieving the long-term vision of transforming the valley.

This component will promote the sustainable management and financing of these same areas in the Lower Shire. Proposed activities include strengthening of the management of protected areas (Lengwe, Mwabvi), the Elephant Marshes, and forest reserves, and strengthening of solid waste and pollution management in the Lower Shire.

Despite the investments made during SVTP-1, there is an infrastructure deficit in the protected areas and forest reserves to ensure effective surveillance, monitoring, and enforcement. In addition, investments in eco-tourism facilities are needed to attract an increase in traffic in tourism visits to the parks. Proposed infrastructure to be supported under SVTP-2 includes development of park trails/roads, ranger camps, eco-tourism facilities, fences, water holes, and utilities. Accompanying these proposed investments will be critical community livelihoods interventions in the areas around the protected areas.

An important effort to be supported by SVTP-2 is the promotion of sustainable financing for the protected areas by sourcing and engaging with suitable partners for co-investment in the areas through facilitating the establishment of a Public Private Partnerships. SVTP-2 will also support strengthening of the management of the Elephant Marshes that provides a unique habitat sanctuary to birds and flora through the implementation of the Community Conservation Area management plan. This may further include promotion of Ecosystem Based Fisheries Management, Integrated Agriculture Aquaculture, and post-harvest fish technologies. Forests provide a range of environmental services, such as greenhouse gas (GHG) mitigation, watershed regulation, climate regulation, soil and water conservation, biodiversity support, and nutrient cycling.

The landscape in the Lower Shire has experienced significant degradation from deforestation. To shift towards ensuring sustainable financing of the management of the forest reserves, proposed activities will promote private sector engagement and

investment in the sustainable management of the resources through two proposed mechanisms: (i) performance-based grants (PBG); and (ii) carbon credits.

Long existing constraints in the pollution and solid waste management sector have recently received additional scrutiny as environmental pollution increases with rapid urbanization, accompanied by adverse impacts of unregulated waste dumping and burning, as well as the additional challenges of hazardous waste disposal, including that associated with COVID-19. There is a need for support in facilitating implementation of a green growth strategy to decouple the expected industrialization and urbanization processes from the historically correlated environmental degradation. As the Lower Shire transforms and the generation of waste increases, there is a necessity to prepare the services for the communities and private enterprises to manage pollution and comply with environmental regulations.

Component 5 – Project Management, Coordination, and Communication

SVTP-2 will continue to provide funds for the PMT to provide day-to-day management and coordination, monitoring and evaluation, communication, and management of the Grievance Redress Mechanism. The PMT is fully staffed with qualified and competent specialists. It also has an external GBV service provider assist with GBV mitigation measures.

1.1 Project Location

Construction of the irrigation scheme will be done in two phases. Phase I covers the area from Chikwawa in the north to the edge of the Lengwe National Park. Phase II covers the area from south of Lengwe National Park along the Main Road to Bangula in the South.

The intake is within the Majete Wildlife Reserve. The design and construction methods are minimizing the impact on the environment as much as possible. Portions of the canal passing through the Majete Wildlife Reserve will be underground in the form of siphons to allow animals to pass and people to access tourist sites. Where the canal is open, it will be fenced. The design is intended to maintain the environmental flow at Kapichira Dam.

The main irrigation canal for Phase II will pass through a dry area in Lengwe National Park. The design will make it possible for animals to access drinking water and to cross the canal.

Cultural heritage impact assessment was undertaken within the Phase 1 of the project where over 29 archaeological sites including one active shrine were identified. Government is working at conservation of these sites. The project design has tried, as much as possible, to avoid going through graveyards.

With funding from the Global Environment Facility (GEF), the SVTP will ensure that all impacts on the environment and wildlife are mitigated at all stages of the Project in

five protected areas including, Lengwe National Park, Majete Wildlife Reserve, Mwabvi Wildlife Reserve, the Elephant Marsh, and Matandwe Forest Reserve. Below is the map of the project area:

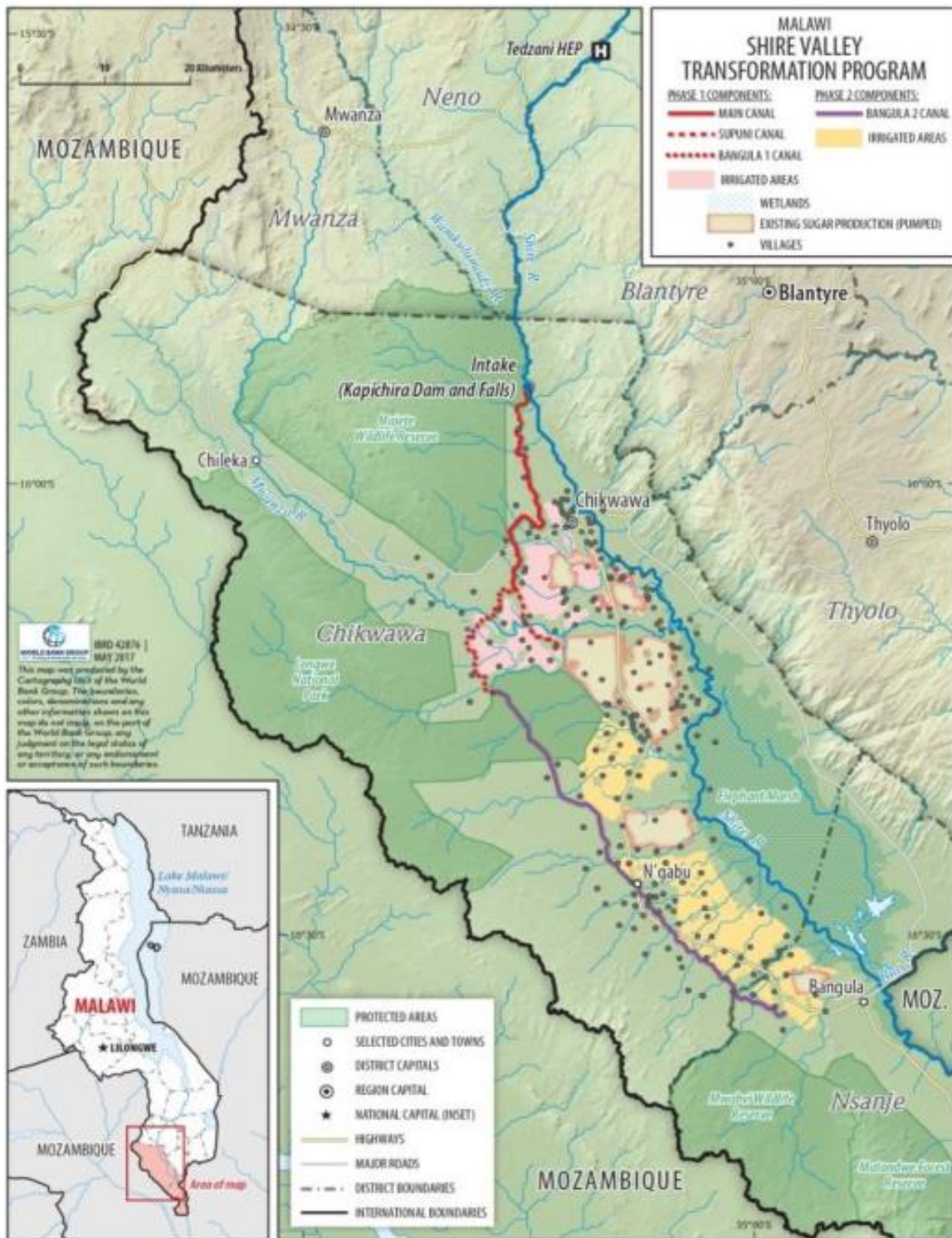


Figure 1: Map showing the SVTP Phase 1 and 2 target area including five protected areas

1.2. Objectives and Principles of the SEP

1.2.1 Objectives the SEP

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project will communicate with stakeholders and includes a Grievance Redress Mechanism - mechanism by which people can raise concerns, provide feedback, or make complaints about the SVTP project and any activities related to the project. The involvement of the local population is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

Main objectives of a Stakeholder Engagement Plan (ESS10) are as follows:

- To establish a systemic approach for stakeholder engagement that will allow the project to identify the stakeholders and maintain a constructive relationship during the project lifecycle;
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and implementation;
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow the project to respond to and manage such grievances.

1.2.2. Principles of Stakeholders Engagement

In order to meet best practice approaches, SVTP will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects(s) is inclusive. All stakeholders at all times 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, in particular women, youth, elderly including diverse ethnic groups.

CHAPTER 2: POLICY AND LEGAL FRAMEWORK

Review of Policies and Laws on Resettlement in Malawi

This chapter presents Policy and Legal framework linked to the implementation of the Stakeholder Engagement Plan (SEP). The Policy and Legal framework cited in the SEP include the Constitution of Republic of Malawi, Malawi National Land Policy; Land Act, 2016; Customary Land Act, 2016; Land Survey Act, 2016; the Lands Acquisition and Compensation Act, 2016; Physical Planning Act, 2016; Land Survey Act, 2016; the Forestry (Amendment) Act, 2016; Registered Land (Amendment) Act, 2016; Public Roads (Amendment) Act, 2016; and Local Government (Amendment) Act, 2016. Reference will also be made to the World Bank ESS 10.

2.1 Policy and Legal Framework

2.1.1 The Malawi National Land Policy (2002)

The Malawi National Land Policy focuses on land as a basic resource common to all people of Malawi for enhancement of socio-economic development. Section 4.11 affirms equitable access to land to all citizens of Malawi. The policy recognizes human settlement and agriculture as the major benefactor of land use. As such, the policy advocates for orderly resettlements of villages or households especially in rich agricultural zones. Furthermore, the policy guarantees full legal protection to customary land tenure to the people of Malawi to enable the ordinary Malawians adequately participate in subsistence farming and socio-economic development activities. The Malawi National Land Policy of 2002 also advocates for fair compensation on open market value to local people on all classes of land (whether held under customary land tenure or leasehold) in case such land is acquired for public interest or for development of public infrastructure. In reference to relocation of displaced people, the policy advocates adequate consultations with the affected people so that their interests are taken care of.

2.2 Legal Framework

2.2.1 Constitution of Malawi (1995)

The Constitution of the Republic of Malawi is the supreme law of the land. All other pieces of legislation or acts of government are valid to the extent of their consistency with the Constitution.

Section 37 of the Constitution guarantees the right to information and states that every person shall have the right of access to all information held by the State or any of its organs at any level of Government in so far as such information is required for the exercise of his or her rights. Under Section 13 of the Constitution, the State has the responsibility to ensure gender equality, through the full participation of women in all spheres of Malawian society on the basis of equality with men, implementation of the

principles of non-discrimination, the implementation of policies to address social issues that include lack of economic exploitation and rights to property.

Section 13 (d) provides for the State to manage the environment responsibly in order to prevent the degradation of the environment, provide a healthy living and working environment for the people of Malawi, accord full recognition to the rights of future generations by means of environmental protection and the sustainable development of natural resources, and conserve and enhance the biological diversity of Malawi. Section 30 provides for the State to take all necessary measures for the realization of the right to development. The State shall take measures to introduce reforms aimed at eradicating social injustices and inequalities.

In terms of equality, generally, Section 20 of the Constitution prohibits discrimination of any form and on account of any status. Women have special protection under Section 24 of the Constitution in that “Women have the right to full and equal protection by the law, and have the right not to be discriminated against on the basis of their gender or marital status which includes (a) to be accorded the same rights as men in civil law, including equal capacity to (i) enter into contracts, (ii) acquire and maintain rights in property, independently or in association with others, regardless of their marital status...and any law that discriminates against women on the basis of gender or marital status is invalid...” Special recognition of women’s rights under the project is therefore necessary where applicable. Cultural practices that tend to discriminate against women need to be handled cautiously under the project.

Regarding protection of property rights, the Constitution has three key sections on the subject (Section 28, 24 and 44). Section 24 concerns women’s rights as discussed above. On the other hand, Section 28 entrenches the right to property. It provides that “Every person shall be able to acquire property alone or in association with others, and that no person shall be arbitrarily deprived of property. According to Section 44(2) “expropriation of property shall be permissible only when done for public utility and only when there has been adequate notification and appropriate compensation, provided that there shall always be a right to appeal to a court of law.” In Malawi, the courts have held that this constitutional protection of property rights avails to customary and registered land alike.

The same Constitution in Section 44(1) says that no restriction or limitation may be placed on any constitutional rights unless such restriction is prescribed by law, is reasonable, is recognized by international human rights standards and is necessary in an open and democratic society. It needs to be noted that this criterion is cumulative. In implementing the project, SVTP-2 must therefore exercise care and caution in all the project stages, given those activities of the project may be the subject to constitutional challenges, even if they passed the statutory steps. However, the project’s RPF principles 1 and 2 are aimed at ensuring that cases of relocation of people, resettlement, and compensation are avoided or minimized as early as possible during project site selection and resettlement screening.

2.2.2 The Land Act (2016)

The Land Act 2016 is the principal legislation dealing with land tenure and land use. It repealed the Land Act 1965. Sections 6 and 8 of the Land Act reiterate the Constitutional provisions that all land is vested in perpetuity in the Republic. The Act provides that all land is administered by the Commissioner of Lands on behalf of the Republic and the Minister responsible for land matters, who may delegate any of the powers and duties conferred on him to the Commissioner. Section 7 of the Act recognizes two categories of land namely; public land and private land.

2.2.3 Land Tenure Regimes in Malawi

Malawi embraces the capitalistic ideals with regard to land ownership. There are six distinct land tenure classes existing in Malawi. The implementation of the SVTP-2 would likely involve land access to any one of the classes. Furthermore, cases of construction of new sub projects within selected sites would trigger land tenure and access changes. The description and extents of the classes of land in Malawi are as follows:

(i) Customary Land

This is land held in trust for all people of Malawi by the State President, who delegates his authority to traditional chiefs. This constitutes about 75% of the total 9.5 million hectares of the land. The land is commonly held and distributed to the people by local chiefs. Although each person has recognised ownership to a piece of land, he or she cannot trade on it as the land can be reassigned to other people in case the chiefs deem it fit. A coherent system in the distribution of land exists in both patrilineal and matrilineal societies. This system has allowed smallholder agriculture to survive without access to bank loans.

(ii) Leasehold Land

This is part of private land that is leased by individuals or other legal residents. The lease period varies according to type of use that someone has applied for. Currently these falls into three groups of 3 to 21 years old leases for agricultural uses, 33 to 99 years old for property and infrastructure developments, and over 99-year lease for those who would wish to sublease to tenants of 99 years. About 8% of the land in Malawi is in this category.

(iii) Registered Land

This is grouped into two classes called customary registered and adjudicated land. The first exists in Lilongwe District only. This land is registered in the family leader name with all family names in that area registered including the size of their land holdings. Their implicit freehold status as the families can trade in its holding by leasing out or selling bits of it with groups consent. Loans can

therefore be obtained on strength of their certificates to the land. The second class is a simplified leasehold system, which allows owners to have certificates for their pieces of land based on survey and registration number. This is common in the urban areas, but has been applied in rural areas for agricultural, commercial and residential uses.

(iv) Freehold Land

This is land which has been granted to persons for perpetuity. The government has no specific control on transactions except on planning permission on uses. This lease is now limited to Malawian citizenship only. It is difficult to enforce conservation measures on this land because of the exclusivity, which the persons enjoy.

(v) Government Land

The land which is owned and used by government for public utilities, schools, hospitals, government offices and other properties, markets, government farms and other public goods throughout the country.

(vi) Public Land

Land managed by agencies of the government and traditional leaders in trusts for the people of Malawi, openly used or accessible to the public at large. This includes catchment areas, protected forest reserves, national parks, game reserves, dambos (flood plains), community forests, river lines, flood plains, wet lands, military sites and others.

a. Public Land

The Act defines public land as held in trust for the people of Malawi and managed by Government, a local government authority and a Traditional Authority. Public land includes; Any land held by Government or a local government authority consequent upon a reversion thereof to the Government or local government authority on the termination, surrender or falling in of any freehold or leasehold estate therein pursuant to any covenant or by operation of law; Land acquired and privately owned by Government or a local government authority used for dedicated purposes such as Government buildings, schools, hospitals and public infrastructure; Land gazetted for national parks, recreation areas, forest reserves, conservation areas, historic and cultural sites; Land vested in Government as a result of uncertain ownership, abandonment or land that cannot be used for any purposes; and unallocated and communal land within the boundaries of a Traditional Land Management Area.

b. Private Land

Private land is defined as all land which is owned, held or occupied under a freehold title, leasehold title or as a customary estate or which is registered as private land under the registered Land Act. Customary estate means any customary land which is owned, held or occupied as private land within a traditional land management area, and which is registered as private land under the registered Land Act. Customary land means all land used for the benefit of the community and includes unallocated customary land within

the boundaries of a traditional land management area. Freehold is defined as an estate which is held in perpetuity and a lease includes an agreement for lease.

2.2.4 The Lands Acquisition and Compensation Act (2017)

The Lands Acquisition and Compensation Act No. 9 of 2017 has amended some provisions of the Lands Acquisition Act, the main one being that the Amendment Act now provides for the acquisition and compensation of land in the citation.

Section 3 of the Act read with the Amendment Act, empowers the Minister responsible for lands whenever he is of the opinion that it is desirable or expedient in the interests of Malawi, to acquire land for public utility, either compulsorily or by agreement, and pay compensation as may be agreed or determined under the Act.

Sections 5-7 of the Act provide for the issuing of notices upon the persons who are possessed of an interest in the land. According to section 12 of the Amended Act when a notice to acquire land has been issued and published, the land shall revert to the Government as public land within 2 months of the publication of the notice.

Section 9 as amended provides for the payment of compensation. It provides that where any land is acquired by the Minister under this Act the Minister shall pay in respect thereof appropriate compensation agreed or determined in accordance with the provisions of this Act. The Amendment Act further provides that compensation shall be paid in one lump sum; therefore, the assumption is that compensation shall only be monetary.

Amended provisions relating to assessment of appropriate compensation provide that an assessment is to be done by an independent valuer appointed by the Minister, unless the parties agree otherwise. The Amendment to the Act also provides information on the grounds on which compensation can be calculated which include; loss of occupational rights, loss of land, costs of professional advice and disturbances which are a natural and reasonable consequence of the disposition of land. The Amendment has inserted substantive provisions on matters to be taken into consideration in assessing compensation for alienated land under section 10A.

Section 11 of the Act deals with the effect of payment of the compensation and states that a person who has been paid compensation for land cannot make further claims in respect of the land. However, this does not prevent any subsequent proceedings against the person to whom the same was awarded by any person claiming to have a better right to the compensation or the right to a share thereof.

2.2.5 The Registered Land Act (2016)

The Act makes provision for the registration of title to land and for dealings in land that has been registered. The Act has been amended several times since 1967 with the most current amendments passed in 2016. The Amendment Act amends some provisions in the Registered Land Act including new definitions of customary estate and land to ensure conformity with the Land Act, 2016.

2.2.6 The Customary Land Act (2016)

The Customary Land Act 2016 provides for the management and administration of customary land and for matters connected therewith and incidental thereto. Customary land means all land used for the benefit of the community as a whole and includes unallocated customary land within the boundaries of a traditional land management area, including:

- a) Land within the boundaries of a Traditional Land Management Area other than Government or reserved land;
- b) Land designated as customary land under the Land Act 2016;
- c) Land and boundaries demarcated as customary land under any written law or administrative procedure in force at any time before this Act came into operation whether that demarcation has been formally approved or published in the gazette;
- d) Land, the boundaries of which have been agreed upon by a land committee claiming jurisdiction over that land.

The main act is customary land administration and management in Malawi. The Act establishes “customary estates”, which is customary land owned, held or occupied as private land within a traditional land management area and which is registered as private land under the Registered Land Act 2016. As such, customary land will no longer be treated as valueless commodity, but will be given equal value as any privately-owned land such as leasehold or freehold (Government of Malawi, 2017).

In terms of operation, the Customary Land Act 2016 creates customary land committees (CLCs) at group village headman (GVH) level to manage land within a Traditional Land Management Area (TLMA). The CLC will be chaired by a GVH and will have six elected members from the community, three of which will be women. In discharging its duties, the CLC shall, among others, have regard for the principle of sustainable development and the relationship between land use, natural resources and the environment contiguous to the customary land; seek and consider views of other local government authorities having jurisdiction in the TLMA; and not allocate land or grant a customary estate without the prior approval of the relevant Traditional Authority. Local government authorities shall provide advice and guidance based on the same being originating from the Commissioner of Lands. Local government authorities will oversee the operations of the CLCs (Government of Malawi, 2017).

The Customary Land Act 2016 defines the terms for customary land in a Traditional Land Management Area transfer to Government or reserve land for public interest. It also focuses on the Declaration of Hazardous Land, on grant and management of customary estates, on adjudication of interest in customary land and on dispute settlement.

The essence of community ownership and control is that all members of a particular community have access to land and all its products without exception and that the role of chiefs is to ensure not only political protection for the community but, essentially, a

more equitable distribution of that land among current members of the community and future generations.

2.2.7 Land Survey Act (2016)

The Land Survey Act provides for land surveys, the establishment of the Land Surveyors Registration Board, the licensing and control of land surveys, survey marks and boundaries and the establishment of the Malawi Geographic Information Council.

2.2.8 The Physical Planning Act (2016)

The Act repeals the Town and Country Planning Act. It provides for physical planning and the orderly and progressive development of land in both rural and urban areas and for issues relating to the grant of permission to develop land and for other powers of control over the use of land. The Act is administered by the Commissioner for Physical Planning and also provides for the establishment of the Physical Planning Council. The Act provides for development permission including application forms, processing and revocation. Section 54 provides that a person shall not commence the development of any subdivision of any land unless he first obtains a grant of development permission. In addition, a person applying for the registration of any land under the Registered Land Act must attach a copy of the grant of development permission in order for his documents to be considered.

Part VII of the Act deals with acquisition of land and compensation. The section provides that the Minister may acquire any land, either compulsorily or by agreement if it is considered desirable or expedient in the interests of the implementation of any plan of the proper control and furtherance of development of any land under the Act. Compensation will be paid in accordance with the Lands Acquisition Act as amended. Section 68 of the Act provides for occasions when compensation is payable for planning actions, section 69 deals with how compensation can be assessed and section 70 provides for how a claim for compensation can be made. The Second Schedule of the Act is on the calculation of compensation under section 68.

The Act provides for circumstances when an appeal can be made and the fact that an appeal can be made to the Council. A person aggrieved by a decision of the Council may apply to the High Court for judicial review.

2.2.9 The Local Government (Amendment) Act (2017)

The Local Government Amendment Act, 1998 consolidates the law relating to local Government. Section 34 of the 1998 Act, provides for the acquisition of land by Agreement. It states that for the purpose of (a) any of its functions under this Act or any other written law; or (b) the benefit, improvement or development of its area, the Assembly may acquire whether by way of purchase, lease, exchange or gift, any land, whether situated inside or outside its area. Subsection 2 of Section 34 of the 1998 Act has been deleted and substituted with a new Subsection 2 that provides that subject to the provisions of the Land Acquisition Act, the Council may acquire land to be used for any of the Council's functions.

The Amendment Act also amends the principal Act by providing that the Council may dispose of land held by it in accordance with the Land Act 2016 and the Registered Land Act 2016.

2.2.10 Public Roads (Amendment) Act (2017)

The Public Roads Act of 1962 as amended was enacted to consolidate and amend the law relating to Public Roads. In this Act the highway authority is assigned responsibilities for the construction, care and maintenance of any road or class of road in accordance with the Act.

The Public Roads Act provides for various instances when compensation may or may not be paid. Sections 44-50 of the Act provide for issues relating to compensation including assessment of compensation generally and for surface rights, compensation for land which becomes public land, matters to be taken into consideration in assessing compensation for alienated land and claims for compensation. The part also provides for procedures to be followed before a Land Tribunal and the right to apply to the High Court for judicial review if the claimant of highway authority is unhappy with a decision of the Land Tribunal.

2.2.11 Environment Management Act (2017)

The Environment Management Act of 2017 (EMA) was enacted to make provision for the protection and management of the environment and the conservation and sustainable utilization of natural resources. Section 5 (1) of the act provides for public participation in environmental management and subsection of (2) empowers MEPA to promulgate guidelines and if necessary regulations for the better implementation of public participation. Part VI of the Act provides for Environmental Impact Assessment to be done in certain circumstances, development of ESIA guidelines and regulations for strategic environmental and social assessments. In 1997 the Government of Malawi developed Guidelines for Environmental Impact Assessment (EIA). The purpose of these Guidelines is to facilitate compliance with Malawi's EIA requirements by Government, project developers, donor partners and the general public. The guidelines help to integrate environmental concerns in national development and will be applicable to all types of projects in the public and private sectors for which EIA studies may be or are required.

2.2.12 The Forestry (Amendment) Act (2017)

The principal legislation that governs forestry matters in Malawi is the Forestry Act No. 11 of 1997, which provides for participatory forestry, forest management, forestry research, forestry education, forest industries, protection and rehabilitation of environmentally fragile areas and international cooperation in forestry and for matters incidental thereto or connected therewith.

The purposes of the Act include; promoting community involvement in the conservation of trees and forests in forest reserves and protected forest areas and protection of fragile

areas such as steep slopes, river banks, water catchment and to conserve and enhance biodiversity.

The Forestry (Amendment) Act amends some provisions in the Forestry Act of 1997 including the inclusion of a new definition of customary land committee which is in accordance with the Customary Land Act, 2016. The Amendment Act also amends section 30 of the Forestry Act so that it provides that ‘any customary land committee may, with the advice of the Director of Forestry, demarcate on unallocated customary land a village forest area which shall be forest areas protected and managed in the prescribed manner for the benefit of that village community.

2.2.13 Employment (Amendment) Act (2010)

The Employment (Amendment) Act (2010) amends some sections of Employment Act of 2000 which makes provision for establishment, reinforcement and regulating minimum standards of employment with the purpose of ensuring equity necessary for enhancing industrial peace, accelerated economic growth and social justice and for matters connected therewith and incidental thereto.

The Employment (Amendment) Act (2010) amends Section 35 of employment Act by deleting subsection (1) and substituting therefor the following new subsection (1) : on the termination of contract as a result of redundancy or retrenchment, or due to economic difficulties, or technical, structural or operational requirements of the employer, or on unfair dismissal of an employee by the employer, and not in any circumstances, an employee shall be entitled to be paid by the employer, at the time of termination, a severance allowance to be calculated in accordance with Part 1 of the First Schedule

Section 5 (1) of the Act is on anti-discrimination states that no person shall discriminate against any employee or prospective employee on the grounds of race, colour, sex, language, religion, political or other opinion, nationality, ethnic or social origin, disability, property, birth, marital or other status or family responsibilities in respect of recruitment, training, promotion, terms and conditions of employment, termination of employment or other matters arising out of the employment relationship.

Section 22 (1) of the Act states that no person between the age of fourteen and eighteen years shall work or be employed in any occupation or activity that is likely to be harmful to the health, safety, education, morals or development of such a person; or prejudicial to his attendance at school or any other vocational or training program. In line with this Act, the contractor working under the SVTP-2 will have to ensure that there is no discrimination of any form when it comes to employment. In addition, the contractor will ensure that only people who are aged 18 years and above are employed.

2.2.14 Gender Equality Act (2012)

An Act to promote gender equality, equal integration, influence empowerment, dignity and opportunities, for men and women in all functions of society, to prohibit and provide redress for sex discrimination, harmful practices and sexual harassment, to provide for public awareness on promotion of gender equality and to provide for connected matters. Section 6(1) of the Act states that a person who commits an act of

harassment if he or she engages in in any form of unwanted verbal, non-verbal or physical conduct of a sexual nature in circumstances, would have anticipated that the other person would be offended, humiliated or intimidated, and (2) a person who sexually harasses another in terms of the foregoing subsection is liable to a fines and imprisonment specified under subsection (2).

Section (7) of the Act makes provision for Government to take active measures to ensure that employees have developed and are implementing appropriate policy and procedures aimed at eliminating sexual harassment in the workplace.

In line with the provisions of this Act, SVTP-2 will ensure that it promotes gender equality in all of its operations. SVTP-2 should also ensure that there are no forms of sexual harassment among its employees and clients.

2.3 Overview of the World Bank Environmental and Social Framework

There is a total of ten Environmental and Social Standards related to World Bank financed projects. In this plan, two applicable standards will be applied, namely: ESS5 on Land Acquisition, Restriction on Land Use and Involuntary Resettlement will be reviewed for the development of the Resettlement Policy Framework and ESS10 on Stakeholder Engagement and Information Disclosure.

2.3.1 Land acquisition, Restriction on land use and involuntary resettlement (ESS5)

ESS5 recognizes that land acquisition for project activities can have adverse impacts on communities and persons. The ESS5 was therefore developed with the following objectives, to:

- a) Avoid or minimize involuntary resettlement by exploring project design alternatives.
- b) Avoid forced eviction.
- c) Mitigate unavoidable adverse impacts from land acquisition or restrictions on land use through timely compensation for loss of assets at replacement cost and assisting displaced persons in their efforts to improve, or at least restore, livelihoods and living standards in real terms to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- d) Improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security tenure.
- e) Ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and informed participation.

It contains criteria on voluntary transactions, land donations, forced eviction and eminent domain; as well as a definition of replacement cost, including where inflation exists.

ESS5 provides some flexibility where a party derived substantial income from multiple illegal rental units. It includes provisions to protect and support women, including documentation, training, access to credit and jobs.

Where resettlement is unavoidable, the standard stipulates criteria for eligibility to compensation, resettlement assistance and rehabilitation assistance measures to project affected persons on the following conditions:

- a. Those who have legal rights to land or assets, including customary and traditional rights recognized under the legal laws or traditional practices of Malawi. This class of people includes those holding leasehold land, freehold land and land held within the family or passed through generations.
- b. Those who have no legal rights to land or assets at the time of the census but have a claim to such land or assets provided that such claims are recognized under the legal or traditional laws of Malawi.
- c. Those who have no legal right or claim to the land or assets they are occupying or using prior to an established cut-off date (date of original census). This class of people includes squatters and those that settle at a place on semi-permanent basis.

2.3.2 Stakeholder Engagement and Information Disclosure (ESS10)

This ESS recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project. This ESS was, therefore, developed to achieve the following objectives.

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.

- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- To provide project-affected and interested parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

These legislations will guide all stakeholder engagement activities in SVTP-2 to ensure that activities are within the law. The World Bank ESS10 which encourages stakeholder engagement and information disclosure will guide the implementation of project activities under SVTP-2.

2.4 Overview of the African Development Bank Operational Safeguards

2.4.1 AfDB Operational Safeguards

OS1 (ISS,2015, V Volume 2: Guidance on Safeguard Issues) relates to stakeholder engagement and states that the following issues must be considered:

- The client shall conduct and provide evidence of meaningful consultation (consultation that is free, prior, and informed) with communities likely to be affected by environmental and social impacts, and with other local stakeholders.
- The key focus of meaningful consultation is equity and inclusivity i.e. ensure that all groups (including those that are disadvantaged or vulnerable) are embraced within the consultation process on equal terms and that all groups are given the capacity to express their views with the knowledge that these views will be properly considered.
- The client shall ensure the satisfaction of Broad Community Support (BCS), especially for Category 1 projects and for projects affecting Indigenous Peoples, to promote appropriate solutions that do not harm livelihoods.
- Consultation shall start at the project identification stage or at least at an early stage during project preparation and continue throughout, Consultation shall be based upon a stakeholder analysis.
- Consultation shall also be conducted on time in the context of key project-preparation steps, in an appropriate language, and in a manner that is accessible and fully informed as a result of prior disclosure of project information. The results of such consultation shall be adequately reflected in project design, as well as in the preparation of project documentation.
- In all cases consultation should be carried out after, or in conjunction with, the release of environmental and social information.
- Stakeholder engagement should start at an early stage & continue throughout the project life cycle. A grievance mechanism needs to be established as well to facilitate the resolution of stakeholders' concerns and grievances about the Project's environmental and social performance

In addition, consultation shall be: Open, Accessible, Transparent, Sensitive, Inclusive, Fair and even-handed and Effective.

CHAPTER 3: ENVIRONMENTAL, SOCIAL AND RESETTLEMENT RISK MITIGATION MEASURES

It is expected that the SVTP-2 will bring about some environmental and social risks to the areas within the project proximity. A detailed outline of the anticipated environmental and social risks is highlighted in the project’s Environmental and Social Impact Assessment Report and in the Environmental and Social Management Plan.

This SEP is one of the tools to be used to sensitize Project Affected Persons on mitigation of identified risks and to source feedback from communities which will in turn feed into the Project’s monitoring and evaluation system. Table 3.0.0 below summaries the anticipated social and environmental risks.

Table 1: Anticipated Environmental, Social and resettlement Risks for SVTP 2

NO.	Expected Environmental /Social impacts	Proposed Mitigation/Enhancement Measures	Responsibility for implementing/Monitoring Mitigation Measures
1	Employment opportunities due to coming in of contractors to implement civil works	Employ locals where possible	Contractor District Labour Office PMT
2	Enhanced local business opportunities	Procure construction materials from locals	Contractor PMT
	Skills transfer to some members of the local community	Employ local artisans	Contractor PMT
4	Dust emission from construction activities	Apply water to suppress dust	Contractor PMT
		Provide face masks to construction workers	Contractor
5	Increased generation of rubble	Reuse rubble to fill degraded areas, e.g. gullies	Contractor
6	Nuisance originating from smelly chemicals used during construction	Provide face masks to construction workers	Contractor PMT
7	Noise pollution from construction works	Limit construction activities to day hours	Contractor PMT
8	Increased generation of solid waste from construction materials	Provide waste receptacles in strategic places on site	Contractor PMT MEPA
		Dig a refuse pit for use on project site	Contractor MEPA

9	Increased cases of open defecation	Provide temporary pit latrines on site for men and women	Contractor
10	Loss of land by individuals who will provide land for canal construction	Acquire land from individuals	Chikwawa District Council PMT
11	Risk of injuries by construction workers and community members	Provide personal protective equipment (PPE) to workers and enforce its use	Contractor PMT
		Screen off the project site to limit access	Contractor PMT Chikwawa/Nsanje District Labour Office
		Sensitize workers and surrounding community members on occupational health hazards associated with the project	Chikwawa District Council
12	Risk of sexual exploitation and gender-based violence	Sensitize workers and surrounding community members on issues of sexual exploitation and gender-based violence	PMT/GBV Service Provider/Contractor
13	Risk of spread of HIV/AIDS and other STIs	Sensitize workers and community members on HIV/AIDS and STIs	Chikwawa District Health Centres
		Provide condoms to workers	Contractor/HSA/ District Hospital
14 14	Risk of spread of Covid-19	Raise awareness on COVID-19 awareness	Contractor, Chikwawa and Nsanje DHOs
		Provide facial masks on the project site	Contractor HSA District Hospital
		Provide handwashing facilities on the project site	Contractor
15	Interference in marriages for local people by workers	Sensitize workers and community members on social rules related to project	PMT/GBV Service Provider/Contractor
16	Conflict over use of resources e.g., water	Negotiate with community members on resource use agreement	Contractor DEO PMT

17	Risk of child labour	Employ workers who are above 18 years old	Contractor District Labour Office PMT
18	Risk of theft of construction materials	Employ and deploy security guards on project site	Contractor
19	Risk of resettlement	Canal and farm block design to avoid affecting households as much as possible. All affected people or communities to be compensated in accordance to the approved RPF for the project and subsequent site-specific RAPs.	PMT

CHAPTER 4: STAKEHOLDER ENGAGEMENT PLAN

4.1 Objectives of the Stakeholder Engagement and Communications Plan

Stakeholder engagement is key to the success of the SVTP as it promotes effective collaboration between the project and local communities and helps to minimize and mitigate environmental and social risks related to the proposed project activities.

Key objectives of this Stakeholder Engagement Plan (SEP) can be summarized as follows:

- To provide a framework for stakeholder engagement including public information disclosure and consultation, throughout the entire project cycle;
- To identify key stakeholders affected by the project, interested parties and those that can influence the project and its activities;
- To develop effective strategies for raising awareness of the project to stakeholders at all levels to promote involvement in project planning, design and implementation;
- To provide a grievance redress mechanism for project-affected parties and other stakeholders to raise concerns and provide feedback on social and environmental-related issues in line with the project; and to ensure that concerns are addressed in a timely manner.

The plan will be mainstreamed throughout the project life cycle. The SEP is a live document and hence will be updated in line with emerging issues during implementation. Specific action plans will be developed to suit needs identified under each Programme component.

Table 2: Stakeholder Analysis Plan

Target stakeholder	Key Characteristics	Language needs	Engagement Channel
Traditional Leaders	Influences progress of project through provision of information to their subjects	Needs to customize information for better understanding considering literacy levels. Many cannot read or write.	<ul style="list-style-type: none"> • Meetings with T/A, GVH and • Chairpersons of the ADCs within the SVTP areas • SVTP Chikwawa District Task Force meeting
Politicians	<ul style="list-style-type: none"> • Influences political buy-in including approval of budgets in Parliament 	<ul style="list-style-type: none"> • Information to be packaged in language and style easily understood 	<ul style="list-style-type: none"> • DC meetings • Individual T/A meetings • Site tours
<ul style="list-style-type: none"> • Vulnerable Groups 	These include people living with disabilities, the deaf, the blind	Written materials will need to be translated to braille for those	Braille writings and physical meetings

	and others	with sight challenges	
<ul style="list-style-type: none"> • Farmers • General public 	Uses of the water for irrigation	Physical meetings crucial as many cannot read or write	Public meetings at Group Village levels
<ul style="list-style-type: none"> • Private Sector • Other development partners (DPs) • Farmers associations 	<ul style="list-style-type: none"> • Can influence availability of funding and markets 	<ul style="list-style-type: none"> • Write up on project progress, website e.t.c. 	<ul style="list-style-type: none"> • Individual meetings • Institutional meetings
News Media	<ul style="list-style-type: none"> • Influences public perception and image of the project 	<ul style="list-style-type: none"> • Summary highlighting activities being undertaken 	<ul style="list-style-type: none"> • Press meetings • Press kit/press releases • Media tours to cover the Programme • Production of feature stories • Media coverage (general) • Social media pages
All stakeholders including the DC, DEC, ADC and VDC meetings listed under internal stakeholders	<ul style="list-style-type: none"> • All stakeholders 	<ul style="list-style-type: none"> • Simplified information and language used for ease of understanding. 	<ul style="list-style-type: none"> • SVTP leaflet • SVTP website • Case stories, case studies and/or fact sheets • Social media • Mobile PA announcements • Theatrical performances • Public meetings below district level • Press releases and meetings/conferences • Radio broadcasts

4.2 Stakeholder Engagement Activities Undertaken SVTP-1 Implementation

Many consultations and engagement activities have been undertaken at national, district and community levels during the implementation of the SVTP-1. At national level, stakeholders including ministers and heads of different ministries and departments and development partners were engaged in the quest to gain support on the SVTP. At district level, consultative meetings have been undertaken with stakeholders at district level as owners of the project quarterly as a way of addressing identified issues and

providing updates on progress. These stakeholders have also conducted monitoring visits to the site to assess progress. At community level, awareness/engagement meetings have been undertaken regularly to ensure that information is provided as much as possible and feedback is sourced for consideration by the project on areas for improvement and decision making.

These activities will be scaled up and adopted into SVTP-2 as the phases will be overlapping. While new stakeholder engagement activities will be undertaken tailored to identified needs and situations. These needs and concerns were utilized to inform project activities.

Table 3 provides a summary of some key stakeholder engagement activities undertaken during the implementation of the SVTP-2.

Table 3: summary of Key Stakeholder Engagement Activities During Phase 2

Level of Stakeholder Engagement	Key issues identified	Stakeholders consulted/engaged	Relevant stakeholder engagement activities undertaken	Outcome of activities
National level stakeholder engagement	Accountability for project resources and results	<ul style="list-style-type: none"> Project Steering Committee Project Technical Committee 	<ul style="list-style-type: none"> Consultation meetings on annual work plans and budgets Meetings on progress in project implementation including site visits 	<ul style="list-style-type: none"> Timely approval and implementation of annual work plans and budget
		<ul style="list-style-type: none"> Financiers and other Development Partners (World Bank, AfDB, GEF, etc.) 	<ul style="list-style-type: none"> Implementation support missions, site visits and community engagement meetings Engagement meetings with heads of diplomatic missions (DFID, EU, IFAD) 	<ul style="list-style-type: none"> Discussions on funding modalities and project progress Sourcing support and collaboration on commodity production and marketing from the project
		<ul style="list-style-type: none"> Parliamentary Committees (Agriculture, Public Sector Reforms, Finance) 	<ul style="list-style-type: none"> Engagement meetings and site visits to monitor progress 	<ul style="list-style-type: none"> Support in approval and consideration for funding in the National Budget
		<ul style="list-style-type: none"> Ministry of Agriculture and 	<ul style="list-style-type: none"> Annual work plan and budget 	<ul style="list-style-type: none"> Approved annual work

Level of Stakeholder Engagement	Key issues identified	Stakeholders consulted/engaged	Relevant stakeholder engagement activities undertaken	Outcome of activities
		other implementing partners	<ul style="list-style-type: none"> preparatory meetings Regularly site meetings and stakeholder engagement meetings on progress and community meetings 	<ul style="list-style-type: none"> plans and budget Improvements in implementation following input from implementing partners
		<ul style="list-style-type: none"> High level stakeholders including the Vice President and cabinet ministers (Ministers of Agriculture, Lands and Natural Resources and Wildlife) 	<ul style="list-style-type: none"> Engagement meetings and site visits to monitor progress 	<ul style="list-style-type: none"> Marketing of project activities Improvements in project implementation
		<ul style="list-style-type: none"> Media 	<ul style="list-style-type: none"> Media workshop, site tour and coverage during high level visits 	<ul style="list-style-type: none"> Wide coverage of SVTP stories in the media
		<ul style="list-style-type: none"> Private sector (meetings with suppliers and buyers in the agriculture sector) 	<ul style="list-style-type: none"> National and regional meetings on issues of agriculture commercialization and marketing 	<ul style="list-style-type: none"> Potential collaboration and agreements with farmers on input supply and markets
District level stakeholder engagement	<ul style="list-style-type: none"> Support for smooth project implementation Progress in project implementation Issues of theft of 	<ul style="list-style-type: none"> District Consultative Committee (involving chiefs, councillors, private sector and NGO representatives, including women groups 	<ul style="list-style-type: none"> Quarterly engagement meetings and site visits to monitor progress Targeted community meetings to address identified challenges e.g. theft of construction 	<ul style="list-style-type: none"> Support in addressing identified issues e.g. theft of construction materials, charcoal burning Greater buy-in of project

Level of Stakeholder Engagement	Key issues identified	Stakeholders consulted/engaged	Relevant stakeholder engagement activities undertaken	Outcome of activities
	<p>construction materials and charcoal burning</p> <ul style="list-style-type: none"> • RAP implementation • Preparation of physical and urban development plans • Natural resource management 	<p>and other vulnerable people and the District Council)</p> <ul style="list-style-type: none"> • Chikwawa District Council 	<p>materials, RAP implementation, land adjudication and demarcation, preparation of physical and urban development plans, natural resource conservation</p>	<p>activities by community members</p>
Community level stakeholder engagement	<ul style="list-style-type: none"> • Disclosure of the ESIA/ESMP • Implementation of the Resettlement Action Plan to affected communities and the general public • Land adjudication and demarcation • Land tenure security • Chikwawa Physical Development and Urban Plans • Establishment of Smallholder Owned Commercial Farm Enterprises (SOCFES) and SVTP 	<ul style="list-style-type: none"> • Chiefs • Community members • Prospective farmers • Construction workers • Schools • Religious leaders • Established committees in the areas • DNPW, Department of Forestry, Department of Fisheries, EAD • Natural Resources Committees 	<p>Community engagement meetings on different issues</p> <p>Coverage in the media e.g. use of jingles and announcements</p> <p>Use of public address van</p>	<ul style="list-style-type: none"> • Great buy-in and support of implemented activities among communities • Timely resolution of grievances raised through established GRM structures • Timely resolution of land issues • Strong reporting mechanisms for GBV issues

Level of Stakeholder Engagement	Key issues identified	Stakeholders consulted/engaged	Relevant stakeholder engagement activities undertaken	Outcome of activities
	<p>approach to agriculture development and commercialization</p> <ul style="list-style-type: none"> • Natural resource management in five protected areas focusing on issues of wildlife, forestry, fisheries and environmental management • Grievance redress mechanism • Awareness on GBV /SEA/SH issues to construction workers, communities, schools, religious leaders. 			

In addition, to the summary of key stakeholder engagement undertaken, Table 4 below shows the statistics in regards to activities undertaken for each stakeholder engagement medium used:

Table 4: Summary of Reach out Media Used for Stakeholder Engagement in Phase 1

Number of radio programmes and jingles aired	279 ¹ out of the planned 70 as at mid-term
Number of TV programmes aired	155 ² out of 140 planned to mid-term
Number of documentaries produced by type	10 ³ out of planned 14 as at mid-term
Number of publications produced by type	12 ⁴
Number of press briefings done	3 ⁵
Number of website hits	14,746 hits since the website went live in July, 2020
Number of IEC materials produced by type	53 ⁶

Stakeholder Mapping and Analysis

Communication mechanisms and relations were mapped and analyzed by COWI during the preparatory phase in order to explore how existing relationships may be utilized and new ones be established where need be. Both internal and external stakeholders have own interests, agendas, and expectations in the SVTP hence need for communication activities to be formulated in line with identified needs. Stakeholder identification and analysis will be an on-going activity throughout the project life cycle looking at changes in relationships between different stakeholders that might affect the project both positively and negatively. Much emphasis will be put on parties affected or likely to be affected by the project (project affected parties); and those that may have an interest in the project (other interested parties). Stakeholders will mostly be mapped based on power analysis (level of influence) and level of interest.

¹ 60 jingles on land verification, 44 on project launch, 30 jingles on Chikwawa PDP launch, 9 radio casts, 3 on launch, 3 on visit by former Irrigation Minister in 2020, 90 jingles on COVID-19 in 2020, 4 on handover at Lengwe, 1 on one-stop centre, 4 on CKPDP launch, 1 on CK demonstrations, 9 on general progress, 4 on Minister of Lands visit, 7 on Vice President's visit, 4 Minister of Agriculture visit in 2020, focusing on visit by Parliamentary Committees on Agriculture and Government Assurances and Public Sector Reforms, and the visit by the Minister of Agriculture in 2021

² 52 instances of documentary airing, 3 stations on the launch, 3 stations on Minister of Irrigation visit in 2020, 4 documentaries + 2 mini documentaries on Vice President's visit aired on 8 TV stations, 1 on handover at Lengwe, 3 CKPDP launch, 6 general progress, 3 Minister of Lands visit, 2 Minister of Agriculture visit, 3 Vice President's visit in 2020

³ Documentary on the project launch, 1 online mini-video on COVID-19 in 2020, 4 main documentaries focusing on construction, agriculture commercialization, compensations and natural resource management and 2 mini documentaries on the VP's visit and 2 mini documentaries on construction for the web in 2021

⁴ Produced 2 editions of the SVTP newsletter in 2019, produced and shared 2 editions of the SVTP newsletter and 1 programme leaflet in 2020, 1 PowerPoint template, 1 program photobook, 1 third edition newsletter

⁵ PC press briefing with Zodiak Radio on progress of the SVTP in 2020, Progress on construction

⁶ 3 types calendars, 3 types diaries, 1 zitenje, 1 umbrellas, 1 caps, 1 golf shirts, 1 t-shirts, 17 signposts, 5 billboards, 5 banners, 4 posters, 2 fliers, 1 folder, 1 brochure, 7 leaflets

Reference to the stakeholder identification and analysis done by COWI has greatly assisted with bringing to light unresolved issues, risks and liabilities to consider for prioritization and management in relation to areas for decision making. The COWI study made an assessment of internal and external stakeholders and targeted audiences using the following criteria:

- The Role and reason for being selected as a stakeholder for the Programme.
- The level of importance specifying if they are primary, secondary or tertiary target audiences to the implementation and success of the project. Primary audiences are the most critical.
- Interest in the Programme.
- Assumptions made by the stakeholders about their participation and whether they will be able to benefit from the Programme.
- The risk the stakeholder face/see or may face/see due to implementation of the Programme. It can also be risks that the SVTP may encounter when communicating with stakeholders.

Building on the stakeholder identification and analysis done by COWI, the SVTP has during the first phase of implementation conducted stakeholder assessments based on the following check list:

- What are the various interests of project stakeholders and what level of influence they might have on the project?
 - Who strongly supports or opposes the changes that the project will bring and why?
 - Whose opposition could be detrimental to the success of the project?
 - Who is critical to engage and why, at any point of project implementation?
 - What is the optimal sequence of engagement?

The SVTP pays attention to special interest groups (as emphasized in the ESS10) to ensure that information is provided as they can positively and negatively affect the project as follows:

- Affected or likely to be affected by the project (project affected parties);
- May have an interest in the project (other interested parties); and
- Disadvantaged/vulnerable individuals/groups

4.3 Affected Parties

Affected parties under the SVTP include communities within the vicinity of the planned activities, community members and other groups including business entities that may be directly affected by the project both positively and negatively. Specifically, these affected parties may be subject to direct impacts of the project hence need for close engagement to identify the impacts for decision making on mitigation and management. There is always need to provide more information on the processes taking place to the project affected parties.

During the implementation of SVTP-1, project affected persons (PAPs) were identified along the canal route. Information was provided through awareness meetings and media campaigns to ensure that issues and concerns are addressed accordingly during the implementation of the Resettlement Action Plan. Project affected persons were compensated in both cash and in-kind. Grievances and concerns from the RAP process were addressed through the Grievance Redress Mechanisms in the impact area. The project also works with communities around protected areas to ensure that there is greater buy-in and participation in project activities.

4.4 Other Interested Parties

A summary of identified internal and external stakeholders including their roles, interests, level of importance and levels of risks has been presented in Table 5.

Table 5: An Analysis of Identified Internal and External Stakeholders

Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
Internal Stakeholders					
Development partners/Donors	World Bank (WB), African Development Bank (ADB), GEF and others	Contribute to the national poverty reduction agenda of Malawi	Increase income and reduce poverty among beneficiaries by ensuring a successful SVTP implementation	Will remain committed on financial assistance	Their position might be affected by fiduciary, social and environmental safeguard issues or political factors i.e., with-holding or withdrawing funding
SVTP Management	Project Steering Committee (PSC): Comprised of Principal Secretaries of Ministries under SVTP chaired by PS, MoA	Make strategic decisions on the SVTP	Ensure successful and timely implementation of the Programme	The Committee is proactive and efficient in decision making	Delays in decision making will delay implementation and might affect funding
	Project Technical Committee (PTC): Directors of line ministries chaired by Director of Irrigation Services	<ul style="list-style-type: none"> • Guide the Project Management Team • To make technical decisions that do not need Steering Committee endorsement 	To ensure successful and timely implementation of the project	The Committee is proactive and efficient in making decisions	Delays in decision making will delay implementation and might affect funding
	SVTP Project Management Team (PMT)	Day to day implementation of the Programme	Ensure successful and timely implementation of the project	All planned activities done on time in coordination with all stakeholders	Delays in decision making result in delays and increased costs

Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
	Inter-ministerial Task Force-chaired by Project Management Coordinator	Mobilize ministries when required and provide outputs on need basis	Ensure a smooth information flow between the Programme and line Ministries	Each of the member departments shall proactively participate in the project preparation	Limited coordination within the Task Force may cause delays
	Consultative Committee	<ul style="list-style-type: none"> Gather main stakeholders to a forum where various interests will be discussed Inform the PTC and PMT on the position of and trade-off between stakeholders. 	Ensure that consultations with communities are based on the principles of free and informed consent	The Committee will be proactive in carrying out its activities	<ul style="list-style-type: none"> Delays in the implementation of the Committee's activities Lower quality outputs because stakeholders' considerations are not sufficiently incorporated
District Local Government	District Councils, District Executive Committees and District Council staff	<ul style="list-style-type: none"> Advance the government agenda of implementing the project Mobilize key stakeholders in the district and solicit their input Represent stakeholders within their areas and communicate their views Make strategic decisions on issues concerning local people in the district 	<ul style="list-style-type: none"> Ensure that the SVTP benefits the district and local people Successful and timely implementation of the project Achieve national objectives 	<ul style="list-style-type: none"> Proactive and efficient in making decisions Provide necessary support in a timely and efficient manner Finance investment Implement land re-allocation and resettlement satisfactorily Good governance 	<ul style="list-style-type: none"> Delays in decision making may result in project operational inefficiencies and increased costs Limited government resources result in delays and hamper effective, efficient and fair implementation of SVTP

Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
					<ul style="list-style-type: none"> Lack of opportunities and/or insufficient commitment to reach all target audiences, especially vulnerable groups, gender and youth
Below District Local Government	Area Development Committee, Area Executive Committee and the Village Development Committee	<ul style="list-style-type: none"> Advance government agenda of implementing the project Mobilize key stakeholders and solicit their input Represent the stakeholders within their areas and communicate their views 	<ul style="list-style-type: none"> Ensure that the SVTP benefits their communities Reach all relevant people and make sure their voices are heard. 	<ul style="list-style-type: none"> Provide necessary support in a timely and efficient manner Capable and committed to reach target audiences, including vulnerable groups Implement the project within their area as designed 	<ul style="list-style-type: none"> Unable to provide information on time and in the needed quality Lack of opportunities and/or insufficient commitment to reach all target audiences, especially vulnerable group, gender and youth Favouritism of some audiences
SVTP District Consultative Committee	Members of the committee	Coordinate operational activities of the SVTP in the district	Ensure successful and timely implementation of the Programme	The Committee is proactive and efficient in making decisions	Delays and insufficient commitment to the implementation of the SVTP

Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
External Stakeholders					
Central Government	National Government Ministries and Departments	Advance government agenda of implementing the Programme; Sustain existing moratorium on land transfer and transaction to guard against elite capture	<ul style="list-style-type: none"> • Successful and timely implementation of the Programme • Achieve national objectives • Increased income levels of SVTP participants 	<ul style="list-style-type: none"> • Provide necessary support efficiently • Finance investment • Implement land reallocation and resettlement satisfactorily; • Government remains committed to creation of customary estates and sustains moratorium on land transactions • Good governance 	Limited government resources result in delays and hamper effective, efficient and fair implementation of SVTP
	Social Welfare department under Ministry of Gender	Champion GBV prevention and response	Guide issues of gender equality, GBV prevention and response	Gender mainstreaming done in all activities	Resistance in mainstreaming gender and delayed response to GBV,SH and SEA
	Ministry of Labour	Compliance with Labour Laws	The Programme and all its associated stakeholders adhere to set Labour Laws	Labour Laws will be adhered to	None adherence to the Labour Laws
	Political representatives: Members of Parliament and Ward Councillors	Disseminating information and messages	Increase development in the target area	Support Programme activities	Not support activities and relay contrary messages
	National Parks and Wildlife and Forest Reserves (Majete Wildlife Reserve,	Protect game and other natural resources	<ul style="list-style-type: none"> • Ensure the Programme will not negatively affect game and protected 	<ul style="list-style-type: none"> • Will be able to benefit from the SVTP View the Programme 	Parks may become less attractive to tourists during the construction period

	Lengwe National Park, Mwabvi Wildlife Reserve, Matandwe Forest Reserve, and Elephant Marsh)		natural resources <ul style="list-style-type: none"> • Ensure game reserves and national parks remain attractive to tourists 	positively	hence decrease in revenue
Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
Farmers	Rain fed crop growers, livestock farmers, irrigation farmers, commercial and locally organized farmers	<ul style="list-style-type: none"> • Grow crops for subsistence and commercial use • Rear animals for subsistence and commercial use • Protect the rights of farmers • Coordinate activities of farmers 	<ul style="list-style-type: none"> • Increase in crop and animal production and livelihood • Access to reliable irrigation water may increase their profits • Ensure that farmers are not exploited • Support to members to avoid falling victim to land speculations • Ensure their farmers get support to change to irrigated farming 	<ul style="list-style-type: none"> • Will be able to benefit from the SVTP • View the project positively • Will be willing to participate in scheme and share experiences • SVTP will be able to deliver sufficient irrigation water at the time it is required • View the project as a positive development for the farmers • Provide support to farmers to establish and manage irrigated farms 	<ul style="list-style-type: none"> • Non-reliable supply of irrigation water will affect their agricultural production and hence income negatively • Conditions for participation in the SVTP are unfavourable and result in increased costs • Gain large and/or prioritized access to irrigation water depriving other farmers
Vulnerable groups and project affected persons (PAP)	Women and youth, people living with disabilities, people living with HIV/AIDS, PAPS mainly farmers	Protect their basic human rights	<ul style="list-style-type: none"> • SVTP will improve their livelihood through increased crop and livestock production • Increased fulfilment 	<ul style="list-style-type: none"> • View the project positively • Will be able to benefit from the SVTP 	Loss of land and increased poverty, e.g., through falling victim to land speculation or land/shares not

			of their human basic -rights		registered in their name
Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
Traditional leaders	Paramount Chief, T/As (Chiefs), Group Village Heads, Village Heads	Protect the rights of community members in all affected T/As.	<ul style="list-style-type: none"> • Re-allocation is done in an honest and transparent manner • Increased income and welfare in their area 	<ul style="list-style-type: none"> • Will appreciate SVTP benefits and view the project positively 	<ul style="list-style-type: none"> • Loss of authority and control, especially over land issues
Private sector	Small and medium enterprises (SMEs), Agribusinesses, transporters, marketing, processors, exporters, and other private sector stakeholders	<ul style="list-style-type: none"> • Provide goods and services to local communities • Produce and/or process and/or sale of agri-business product • Provide goods and support services to agri-businesses and local communities • Provide transport services Provide value adding services 	<ul style="list-style-type: none"> • Increased income in the project area will increase their business and profits • Increased/new business opportunities • Increased profits • Increased supply of agricultural products 	<ul style="list-style-type: none"> • Will be able to benefit from the SVTP • View the project positively 	<ul style="list-style-type: none"> • Land reform results in poor access to current business location • Might increase their own benefits by misinforming farmers and community members, among others • Low employment of local people totally and specifically in management positions resulting in reduced income opportunities • Loss of business opportunities

Media	Journalists, newspapers, magazines, radio and TV	To publicize information about the SVTP	<ul style="list-style-type: none"> • Get newsworthy stories • Publicize information about the SVTP 	<ul style="list-style-type: none"> • View the project positively • Will publicize accurate information about the SVTP 	<ul style="list-style-type: none"> • Might take a negative angle to news stories • Might produce biased and inaccurate reports on the SVTP
Stakeholder Group	Target Audience	Role	Interest in SVTP	Assumption (s)	Risk (s)
Academia	Research and educational institutions	<ul style="list-style-type: none"> • Provide independent advice based on research findings to the SVTP • Provide education in areas required in the SVTP area 	<ul style="list-style-type: none"> • Perform outreach functions to the SVTP • Obtain funding for research • Increased income from increased student numbers 	<ul style="list-style-type: none"> • Will be open to willingly provide technical advice as need arises 	<ul style="list-style-type: none"> • Funds for conducting research and developing new courses might be (too) low • Competition from other research and educational institutions outside the area and possibly country may take away their business
Supervising Engineer / Associated consultants	Local and international consultants	Provide technical expertise	<ul style="list-style-type: none"> • Ensure that the project is a success and can be used as a reference 	<ul style="list-style-type: none"> • That the consultants can perform and deliver as agreed • Good coordination among consultants and with the technical team 	<ul style="list-style-type: none"> • Delays in deliverables • Quality standard is not met
Contractor	Project Worker (Local and Expatriate workers)	Implement construction activities	<ul style="list-style-type: none"> • Ensure that construction is done according to the detailed designs 	<ul style="list-style-type: none"> • The contractor has qualified personnel to deliver • Unskilled and semi-skilled labourers to be 	<ul style="list-style-type: none"> • High labour influx • Poor quality of works • GBV/SEA/SH • Child labour

				recruited locally from the project area	<ul style="list-style-type: none"> • Delayed execution of the contract • Un-rehabilitated parallel works (borrow pits and open quarry pits) • Conflict in the use of resources (e.g. water, energy)
Other stakeholders	Vendors, residents in the area, skilled and unskilled labour	<ul style="list-style-type: none"> • Offer various services • Stimulate demand for goods and services 	<ul style="list-style-type: none"> • Produce as well as supplies of input • How they are going to be protected 	<ul style="list-style-type: none"> • Irrigation farmers will need various goods and services • Project will attract new immigrants 	<ul style="list-style-type: none"> • Goods and services not available • Increased pressure on goods and services
General public	Citizens of Malawi	Protect the rights of people in Malawi	How the project will benefit citizens	View the project positively	Might feel that the project will lead to loss of land and exploitation of farmers and other vulnerable groups
Other organizations	Agricultural organizations (PSOs), NGOs, INGOs, CBOs, CSOs and faith-based organisations	<ul style="list-style-type: none"> • Enhance the productivity of farmers and protect them from exploitation • Improve the business environment • Increase livelihoods by providing technical, financial and organizational support • Protect the rights of community/members • Protect the rights of farmers and other vulnerable groups • Implement business 	<ul style="list-style-type: none"> • How the rights of community members will be protected • Provide advice and services to irrigation farmers which might increase their income • Protect the rights of farmers and other vulnerable groups • Provide advice and services on farm management and establishing farm management entities 	<ul style="list-style-type: none"> • Will be able to benefit from SVTP • View the project positively • SVTP will improve the opportunities for a better livelihood. • Members/target groups will have the same or increased access, control and use of their land and other resources • Increased capability for farm management 	<ul style="list-style-type: none"> • Loss of land which will increase poverty • Destabilization/collapse of their association <ul style="list-style-type: none"> • Loss of membership and loss of land by their members/target groups • Loss of access, control and use of land resources

		development programs		of their members	<ul style="list-style-type: none"> • Reduced livelihoods Increased costs of farming that cannot be funded and affects profitability or even results in loss of income
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4.5 Gender and social inclusion

The programme will promote gender and social inclusion throughout its implementation to ensure the inclusion of the disadvantaged and the vulnerable. Views of women and other vulnerable groups on the Project will be taken into account in order to have a holistic picture of potential risks and impacts the Project may pose and come up with effective mitigation measures considering that men and women view things differently. The Programme will ensure that inequalities between men and women are addressed and all unintended effects on gender dynamics for example, domestic violence are prevented.

The SVTP will ensure that there is representation and participation of women and other vulnerable groups including people living with disabilities, people living with HIV/AIDS different religious groups, marital status, the youth and children in all community consultations, meetings and interactions about the Programme as these will be equally affected by the Programme. The SVTP will ensure that venues for meetings are accessible to vulnerable groups and that information is provided in a language that is easy to understand. This work shall be done in collaboration with other NGOs working in the area, particularly those working with vulnerable groups such as women and adolescent girls.

All data collected by the SVTP will be disaggregated by gender for effective decision making. Hence, for each meeting, the number of men and women, youth and children will be recorded. To ensure that views of different categories of people are captured, special focus group discussions (FGDs) will be held for men only, women only, people with disabilities as well as people living with HIV/AIDS. Special attention will also be paid FGDs for the elderly and youth; disaggregating them into male and female.

Representation and participation of women and other vulnerable groups in different committees will be prioritized by the Programme with special emphasis given to the women to influence decisions that affect them and make their voices heard. Where need be, focus group discussions will be organized where women will be given a platform to raise their own issues and concerns in regards to the Programme as sometimes discussions can be dominated by men. Issues important to women will be given equal weight hence will be included in meeting agendas and group discussions among others.

SVTP-2 will have a Gender Based Service Provider (GBV SP). The GBV SP will disseminate information and raise awareness on issues of GBV/SEA/ SH and child protection in the impact area, overall the GBV SP will champion the GBV/SEA/SH response in the project area. The Programme will also work with the One-Stop Centre where GBV and SEA survivors have access to support services from service providers like the hospital, police, magistrate court and social welfare among others.

4.6 Stakeholder Engagement Plan

The SVTP SEP was developed to guide the process through which the SVTP will reach out to stakeholders in order to give stakeholder confidence, skills and power to shape and influence what the project intends to do in the project area. The plan will be mainstreamed throughout the project life cycle in all the project components. This is a live document and hence will be updated in line with emerging issues during the Implementation Phase. Specific action plans will be developed to suit needs identified under each Programme component. The SEP will create empowerment opportunities among the stakeholders. This will happen at various levels which will include:

- **Empowering:** Supporting the stakeholders (especially local communities) to take action on their own in order to bring about ownership of every aspect of the programme;
- **Partnering:** Work with the public and private sectors in each aspect of the SVTP, including the development of alternatives and the identification of the preferred solution;
- **Involving:** Acting together with the local communities and stakeholders;
- **Consulting:** Asking people what they think so in order to improve decision making; and
- **Informing:** Giving people information and knowledge so that they are informed and are able to make informed decisions.

4.7 Community Engagement

The SVTP considers community engagement a critical aspect in Programme implementation. The Programme will strive to engage communities at each stage of implementation for greater buy-in and ownership. Community engagement is key to the SVTP because:

- Community members will be made aware of on-going consultations, negotiations and decisions affecting their lives through the project hence, promoting transparency.
- It provides a platform for communities to monitor project delivery and demand accountability.
- Community members will have an opportunity to have input into the Project through participation in public meetings.

4.8 Aims of the Stakeholder Engagement Plan

In order to ensure that the SVTP addresses the proposed engagement activities in a consistent and coordinated manner, the following aims have been adopted:

- To put stakeholder involvement at the centre of everything we do;
- To strive for a broader coverage of the SVTP stakeholders;
- To be honest, open and transparent in communications with the stakeholders and the general public to ensure there is easy access to relevant and clear information;
- To ensure that the views, needs, expectations and outcomes of engagement activities are used to inform decision making processes, policy development and SVTP's service planning;
- To provide clear guidance and promote consistent standards of engagement across the SVTP-1; and
- To listen to communities, stakeholders and the general public and give feedback to all involved about outcomes of engagement activities.

4.9 Community Engagement Spectrum

The above aims are understood better with the application of the community engagement spectrum. The spectrum serves to emphasize that community engagement requires the continuous involvement of communities in planning and decision-making. The International Association of Public Participation IAP2 Spectrum (see Table 6 below) is a recognized model and provides a structured and consistent approach to community engagement.

This approach recognizes that engagement can occur at any or all levels of the spectrum to support deepening community involvement, understanding, and impact on decisions. All levels of engagement are important, depending on the objectives for engaging and the outcomes sought.

The engagement spectrum recognizes that the highest level of engagement places final decision-making in the hands of communities. For some issues the SVTP acknowledges its limitations in transferring decision-making control to communities. Prior to the start of community engagement processes, we will use our spectrum as a guide to determine the most appropriate and meaningful level of participation of communities and commit to being transparent about any identified limitations throughout the project implementation period.

Table 6: Applying Community Engagement Spectrum



		Inform	Consult	Collaborate	Transfer Decision making	Community driven/led
Goals for Community Participation	These are our goals for community participation in various areas of the spectrum	Communicate to share information, listen for understanding, and clarify information	Two-way communication to obtain feedback on existing issue(s), processes or ideas	Partner in each aspect of decision making including the development of alternatives and identification of preferred solutions	Place final decision-making in the hands of communities	Support the priorities and ideas identified and led by communities

Promise to Community	These are ways in which we will approach our work as PMT. In all areas of this spectrum there will be opportunities for bi-directional communication and feedback	We will provide communities with balanced and objective information to assist them in understanding SVTP issues, opportunities, alternatives, and potential solutions	We will inform communities of SVTP issue(s) or decisions that need to be made, obtain their feedback, and report back on how their input influenced decision(s)	We will establish shared decision-making roles with communities and commit to working together to identify SVTP issue(s) and solutions	We will guide and provide sufficient resources to communities so they can lead the development and implementation of agriculture commercialization and natural resources management policies and strategies	We will support community identified issues, plans, strategies, and public policies based on availability of SVTP-1 resources and capacity
Example Engagement Techniques	These are examples that can be used in various areas of the spectrum. These examples may be changed or elaborated as needed	<ul style="list-style-type: none"> • Emails • Newsletters • Press releases • Fact sheets • Yellow vans • Theatre for Development • Radio programs • Road shows • Web site • Agriculture fairs • Media tours 	<ul style="list-style-type: none"> • Suggestion box • Focus groups • Surveys • Community meetings • Consultative committee meetings • Workshops • Parliamentary briefings 	<ul style="list-style-type: none"> • Consultative committee meetings • Project Steering committees • Project Technical Committee • Task Force • Parliamentary briefings • Business meetings 	<ul style="list-style-type: none"> • District Council • MoLHUD • Ministry of Tourism, Wildlife and Culture • Ministry of Natural Resources, Energy and Mining • Ministry of Trade (MIT) • Ministry of Industry (MI) • WUAs • Cooperative/ Association boards 	SVTP will support by: <ul style="list-style-type: none"> • Attending community meetings • Serving as advisory members • Providing funding, data, and technical assistance • Providing policy guidelines

4.10 Stakeholder Consultation

Considering the complexity and environmental and social impacts of the Programme, the SVTP will strive to undertake thorough consultations with different stakeholders throughout the project life cycle. This will help to bring about understanding of the Project and a clear picture of how external parties view the Project and its attendant risks, impacts, opportunities, and mitigation measures. Listening to stakeholder concerns and feedback will be a valuable source of information for improving project management and managing risks.

It will also form the basis for future collaboration and partnerships. Stakeholder consultations will be participatory to ensure that vulnerable groups including women, the youth, people living with disabilities, people living with HIV/AIDS participate in the Project. This will ensure consensus around possible solutions where there is need for addressing issues. Some of participatory tools to be used by the project will include community meetings, focus group discussions and joint consultative meetings, among others. The SVTP will ensure that targeted stakeholders have all requisite information packaged in an understandable language and format, and techniques used are culturally appropriate and acceptable, and gender and socially inclusive. Emphasis will therefore be on one-to-one contact. The Programme will document all consultations and key issues raised and report back to those consulted with clarity in terms of next steps. This will be an ongoing process during the Project life span.

Raising awareness on the SVTP is paramount to the project success. The content and form of awareness meetings will be tailored to the target audience. The project uses and will continue to use the established system for announcement of community meetings which uses extension workers (such as Agricultural Extension Development Officers (AEDOs), Community Development Assistants (CDAs), Veterinary Assistants, Forestry Assistants, etc.) who are resident in the communities. Announcement will be made at least two days in advance of the meetings. This is usually face to face and an accompanying letter. For more general announcements, radios and the Mobile Public Announcement (PA) system will be also be used.

Community awareness meetings will be conducted mostly in Chichewa while Sena will be used in Nsanje. This will be done frequently throughout the Programme lifespan. Meetings will be conducted by the Consultative Committees at all levels (Steering, Technical, component and even at district levels) to develop and agree on plans, monitor progress, and address other identified issues. Public awareness meetings at Group Village level. Internally the PMT will be conducting meetings to plan for activities and access progress of the Project.

4.11 Negotiations and Partnerships

The SVTP will develop strategic partnerships with different stakeholders and prioritize consultations to ensure that there is an exchange of views and information. On the other hand, negotiations will be undertaken to reach an agreement on specific issues identified with different stakeholders as a risk management measure; as any stoppages in terms of disagreements and court cases may delay Project implementation. Negotiations will assist in facilitating mutually acceptable outcomes of the Programme as there will be buy-in by all stakeholders involved, will provide assurance to communities of the Programme's commitment to ensuring that all things that might affect them are addressed, for example, on issues of resettlement, negotiations will help in reaching a settlement outside the legal

system to determine compensations. All negotiations will be transparent, will be done in a language and format understood and agreed by all parties, and participatory.

The Programme will not use intimidation, will have mutual respect and will consider culture sensitivities. Further, the Programme will be flexible and willing to compromise where need be and all outcomes from the negotiations will be documented. One main approach the SVTP will employ for negotiations is the Grievance Redress Mechanism (GRM) which will provide a platform for the PMT and communities to address concerns and grievances raised by project affected persons. Interests of both the Programme and community members will be considered hence, principles of joint problem solving and consensus will apply.

CHAPTER 5: SVTP INFORMATION DISCLOSURE AND GRIEVANCE REDRESS MECHANISM

5.0 SVTP Information Disclosure

The SVTP will provide relevant information to the general public. All information will be available at the SVTP Office, Chikwawa and Nsanje District Offices and online through the website for easy access. Stakeholders at all levels including community members will be informed of the progress of the Project in detailed terms. Some of the channels for information disclosure will include advertisements, press releases, public meetings, and information presentations to different project stakeholders, distribution of leaflets and posters, brochures, and disclosure of progress on the website among others.

Further areas of disclosure will include and not limited to progress of construction works, funds utilized by the Programme, grievance redress mechanism, procurement related announcements and the implementation of the resettlement action plan among others. All other activities, from consultation and informed participation to negotiation and resolution of grievances, will be more constructive if stakeholders, including affected communities, have accurate and timely information about the project, its impacts, and any other aspects that may have an effect on their lives. Information disclosure will assist the SVTP to promote awareness about the Programme, avoid misinformation about the Programme and engendering public trust.

The Programme will ensure that all relevant information is disclosed early for communities to ably participate in the Programme in an informed manner. Information will be packaged in a format and language that is understandable and tailored to the targeted stakeholder groups. Cultural considerations, language, literacy and gender will be considered when packaging information.

Table 7: Proposed Disclosure Plan

Project stage	List of information to be disclosed	Target stakeholders	Methods proposed	Location	Responsibilities
Phase II preparation	Project Appraisal Document Stakeholder Engagement Plan Environmental and Social Commitment Plan, Resettlement Policy Framework	National-MoA MoLHUD MoIT MITC MOLHUD Districts-DEC, District Consultative Committee Community-ADC, VDC, Traditional Leaders, Women, Girls and Vulnerable Groups	Meetings Community Meetings, Events, and gatherings, SVTP and World Bank websites	National Chikwawa and Nsanje Districts, Villages in the implementation area	PMT, MoA, World Bank, Chikwawa District Council

Project stage	List of information to be disclosed	Target stakeholders	Methods proposed	Location	Responsibilities
	Labour Management Plan Environmental and Social Management Plan	Targeted farmers			
Project implementation	Project Progress Reports Stakeholder Engagement Plan Environmental and Social Commitment Plan Resettlement Policy Framework; Labour Management Procedures; Environmental and Social Management Plan Resettlement Action Plan (RAP); Grievance Redress Mechanism (GRM);	National-Districts-DEC, DESC, District Consultative Committee, Community-VDC, CMC, VNRMC, VDC, Traditional Leaders, Women, Girls and Vulnerable Groups	PTC, PSC and district review meetings; supervision missions; and Reports, Community Meetings, Events, and gatherings, websites, newspapers, radio programs, TV programs, farmers	continuous (but on quarterly basis)	PMT
Project Closure	Project Completion and evaluation Report	National-Ministry responsible for Irrigation and all Implementing Ministries Districts-DEC, DESC Community-VDC,	PTC, PSC and district review meetings; and Reports, Community Meetings, Events, and gatherings		PMT

Project stage	List of information to be disclosed	Target stakeholders	Methods proposed	Location	Responsibilities
		Targeted farmers, Traditional Leaders, Women, Girls and Vulnerable Groups			

5.1 Communication Goals and Principles

Communication goals

Communication efforts must support and reflect the overall objective of Malawi 2063 Agenda which seeks to transform Malawi into a wealthy and self-reliant industrialized ‘upper middle-income country’ by the year 2063. Communications efforts must also support the objectives of the SVTP. In order to achieve the set objectives, the overall communication goals are listed in Table 8.

Table 8: Communication goals

Communication goals
<ol style="list-style-type: none"> 1. Build awareness and knowledge of the SVTP. 2. Create a knowledge sharing and learning culture 3. Encourage dialogue and create a two-way information flow. 4. Keep key stakeholders informed on a regularly and timely basis. 5. Influence behaviour through capacity building and understanding.

Communication Principles

The fundamental driving force for all communication under the SVTP is expressed in the principles in Table 9. These are essential for ensuring that the objective of the project and the communication goals are achieved in an accountable and effective way.

Table 9: Communication Principles

Integrity	<ul style="list-style-type: none"> • We share information in an open, transparent and accountable way; • We provide the necessary and promised communication tools; • We do what we say we do
Dialogue and responsiveness	<ul style="list-style-type: none"> • We attach great importance to a positive two-way dialogue; • We listen actively to all stakeholders and value their opinions; • We offer easy, accessible opportunities to provide feedback, especially for target audiences directly affected by the SVTP
Clarity	<ul style="list-style-type: none"> • We communicate in a clear and concise manner; • We communicate in a language and style that is easy to understand
Audience adaption	<ul style="list-style-type: none"> • We gain insight into the needs and perceptions of target audiences; • We tailor communication to meet the needs of target audiences; • We share information in a format that is easy and accessible for all target audiences
Respect	<ul style="list-style-type: none"> • We respect and support human rights; • We treat every person with dignity and courtesy; • We embrace diversity and fair treatment for all

5.2 Key Messages

For communication to be effective, it must focus on being consistent, trustworthy and on delivering a few key messages that are repeated across different communication materials. The key messages need to be clear, short, benefit-oriented and written in a language and style that target audiences can understand and relate to.

Throughout, when addressing issues on land and resettlement, it is important to take the sensitive nature of the issues into account as well as the real and perceived risks by each target audience.

The brand message for the SVTP is: “Irrigation and Cash Crops for a Better Life”. It is defined based on the objective of the SVTP and it is supported by the key messages in Table 10, which are also part of the overall objective. Their purpose is to underpin how the brand message will be achieved, and in communication materials they will be reinforced by sub-messages that may be adjusted as the project evolves and findings are available. Both the brand messages and the key messages will be translated into Chichewa.

In Table 10, “We deliver on the brand message by” is put in front of the key messages for illustration purposes, but in SVTP’s communication each message will stand on its own. For instance, “Enhancing yields, crop quality and cultivation of cash crops” would be the

key message to use on some of the posters, roll ups, articles in newsletter and as a heading in the leaflet for the SVTP. The intention is to use the brand message and key messages in communication materials promoting the SVTP. Under each key message why, how, what, who and when will be addressed and explained.

Table 10: SVTP Branding

Brand message	Irrigation and Cash Crops for a Better Life
<p>Key messages</p>	<ul style="list-style-type: none"> • SVTP aims at bringing water for irrigation to all farmers • Both cash and food crops can be grown • Users pay a fee for irrigation water • SVTP is not intended to expand the estates • Hold on to your land in order to benefit • People affected by the main canals will be resettled and compensated • Get involved – your views and opinions count • Increase productivity, food security and income • Manage water catchments and the environment for sustainable irrigation farming and improved livelihoods

The starting point for defining these messages is the communication goals. Other elements to take into consideration are stakeholder identification, analysis and allocation of roles, current awareness and knowledge of the project. In some cases, the same messages can be applied towards target audiences while in others they need to be tailored.

The main interests of internal stakeholders are a successful and timely implementation of the SVTP, and a smooth flow of information. Key messages towards external stakeholders

are more diverse and serve as sub messages to the brand and key messages for the Programme. These messages will be aimed at removing real or perceived risk concerns, if possible. Key messages targeting both internal and external stakeholders have been presented in Table 10. Other messages will be developed when need arises.

Table 11: Key Messages Towards Internal and External Stakeholders

Target audience	Key messages
Internal Stakeholders	
	<p>We ensure a successful and timely implementation by:</p> <ul style="list-style-type: none"> • Working as a team and sharing our knowledge; • Building awareness and knowledge of the SVTP; • Listening and engaging in a two-way dialogue; • Keeping stakeholders informed on regular and timely basis; • Striving to improve livelihoods through capacity building and understanding; • Respecting human rights.
External Stakeholders	
All farmers and farmers associations	<ul style="list-style-type: none"> • Increased access to market through cultivation of cash crops; • Organize yourself to take on management of an irrigation block; • New partnership opportunities; • SVTP is likely to increase the value of land, so hold on to it; • SVTP respects your rights to your land; • We can achieve more by working together – men, women and youth

<ul style="list-style-type: none"> ✓ Smallholder crop farmers; ✓ Livestock farmers; ✓ Commercial crop and livestock farmers 	<ul style="list-style-type: none"> • Sustainable solutions to business challenges • Increase crop and livestock production
Target audience	Key messages
Irrigation farmers	<ul style="list-style-type: none"> • Jointly we can improve livelihoods • Reduced costs of pumping water from the source
Farmers Associations	<ul style="list-style-type: none"> • Increased crop and livestock production
Government <ul style="list-style-type: none"> • Ministries and Departments • Political Representatives 	<ul style="list-style-type: none"> • Sustainable economic growth • Jointly we can improve livelihoods • Increased confidence in the Government • Different institutions working as a team
Protected Areas	<ul style="list-style-type: none"> • Wildlife and protected natural resources unaffected or mitigated • Project to increase visibility of the protected areas • Manage water catchments and the environment for sustainable irrigation farming and improved livelihoods
Vulnerable Groups (under all target audiences)	<ul style="list-style-type: none"> • Increase in gender balance improves livelihood for everyone • Lowering out-migration of youth improves livelihood for the whole community • A more promising future for the youth • Increased crop and livestock production • Increased access to markets • New partnership opportunities • SVTP respects your human rights • SVTP is likely to increase the value of land, so hold on to it
Traditional Leaders (All target audiences)	<ul style="list-style-type: none"> • Develop local businesses • Increased income and welfare for people • Your involvement and views are important
Private Sector	Small and Medium Enterprises (SMEs) <ul style="list-style-type: none"> • Increased business opportunities • New partnership opportunities
	Agri-businesses <ul style="list-style-type: none"> • Increased business • New business opportunities • Increased supply of agricultural products
	Other private investors or businesses <ul style="list-style-type: none"> • Increased access to business opportunities
Academia and associated consultants	Research and educational institutions <ul style="list-style-type: none"> • Increased demand for education and further research • Opportunity for advisory and consulting roles

	<p>Local and international consultants</p> <ul style="list-style-type: none"> • Same key messages as for internal stakeholders
Other development partners	<p>Agricultural PSOs</p> <ul style="list-style-type: none"> • Support sustainable business growth Strengthen and improve the business environment for their members
	<p>NGOs an INGOs CBOs and CSOs Faith-based organizations</p> <ul style="list-style-type: none"> • Jointly we can improve livelihoods • SVTP will benefit disadvantages groups • Opportunities for service delivery
News media: newspapers, magazines, online, radio and television	<ul style="list-style-type: none"> • The project brand and key messages. Other key messages will depend on a given news story and focus on ensuring that criteria for bringing news stories are met.
General Public	<p>Primarily the Malawian public</p> <ul style="list-style-type: none"> • The project brand and key messages
	<p>Public in other countries is relevant as well</p> <ul style="list-style-type: none"> • Development aid benefits rural people • Development aid works and reduces poverty

5.3 Communication Activities and Channels

Achieving the set communication goals and meeting the needs and expectations of internal and external stakeholders is paramount to the SVTP. Activities and channels considered as some of the most suitable tools for reaching the target audiences and achieving the communication goals are listed in Table 12. The impact of communication for change increases in line with personal involvement of stakeholders as it makes them more likely to take ownership and act.

Table 12: Communication Activities and Media Channels

Printed media/publications	Digital media	Events/face to face communication
<ul style="list-style-type: none"> • Newspaper articles • Single sheet case stories • Policy briefs • Fact sheets/case studies • Fast facts sheets • Infographics sheets • Leaflets and fliers • Posters, banners, and roll ups • Training and learning materials • Visibility-t-shirts, caps, chiptunes etc. • Billboards • Newspapers 	<ul style="list-style-type: none"> • Website • Social media-Facebook, Twitter, YouTube • e-newsletters • Radio broadcasts • Mobile PA announcements including vans • Television broadcasts • Video documentary • PowerPoint presentation • SMSes • blogposts 	<ul style="list-style-type: none"> • Focus groups • Interviews • Meetings • Trainings • Seminars and workshops • Information Office • Field visits and study tours • Press briefings • Theatre plays & performances • Exhibitions • Agricultural open days and fairs

<ul style="list-style-type: none"> • Magazines and newsletters • Press releases 		
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COMMUNITY SPECIFIC COMMUNICATIONS ACTIVITIES AND MEDIA CHANNELS

- Community meetings
- Radio broadcasts
- Road shows
- Mobile vans
- Customized trainings and workshops
- Focus group discussions
- Theatre for development performances

6.0 Stakeholder Engagement, Implementation and Communications Action Plan

6.1 Values and Principles for Stakeholder Engagement Plan

The stakeholder engagement plan is based on values and principles which aim to guide the practice of equitable and inclusive stakeholder engagement across all sub-projects of the SVTP and represent what stakeholders at all levels can expect when engaging with the SVTP team. The values are described in Table 13 below.

Table 13: Values and Principles for Stakeholder Engagement

Values	Principles
Transparency	<ul style="list-style-type: none"> Communicate clearly and honestly about decisions that need to be made and what stakeholders should expect from the engagement process including goals, anticipated outcomes, roles and responsibilities, and key decision-makers; Report the outcomes and process results of decisions and/or community engagement activities regularly and promptly.
Accountability	<ul style="list-style-type: none"> Start engagement early and seek to understand how communities wish to participate in decision-making processes and/or engagement activities; Respect community members' time and investment by communicating how their involvement affects the outcome of decisions.
Inclusion	<ul style="list-style-type: none"> Remove barriers to participation in planning and decision-making for all unengaged groups and under-resourced communities; Use bi-directional, culturally and linguistically appropriate engagement tools and strategies.
Equity	<ul style="list-style-type: none"> Ensure community participation reflects the gender and socio-economic experiences and needs of those most impacted by SVTP.
Transformation	<ul style="list-style-type: none"> Value communities as partners by committing to long-term relationships and ongoing dialogues beyond funding and project periods. Monitor the effectiveness of our engagement and partnerships and be open to continuous improvement based on evaluation results and stakeholder feedback.
Sustainability	<ul style="list-style-type: none"> Support a culture of mutual learning and development; Expand the strengths and assets of communities through training, data sharing, technical assistance and other applicable resources; Build awareness of the SVTP landscape – including key allies and resources – so communities can continue the work beyond project end dates.

6.2 Generic Stakeholder Engagement Action Plan

This SEP strategy has identified various stakeholders. The plan (Table 14) provides a guide to how SVTP plans to engage and communicate with each stakeholder group. The broad groups of stakeholders are as follows:

- Farmers;
- Local government and district level stakeholders;
- Central government – Task force, Project Technical Committee, Project Steering
- Parliamentary Committees, Ministers;
- Private sector;
- Development partners;
- Academia; and
- Media.

Table 14: Generic Stakeholder Engagement Action Plan

STAKEHOLDER GROUP	ENGAGEMENT ACTIVITY	TIMING	RESPONSIBLE BODY
Farmers	Community meetings	Continuous	PMT/Consultants
	Consultations	Continuous	
	Focus group discussion	As required	
	Surveys	As required	
	Theatre for development	As required	
	Roadshows and mobile vans	As required	
	Radio broadcasts	Continuous	
	Newsletters	Quarterly	
Local government and district level stakeholders	Consultative Committee meetings	Quarterly	PMT
	District Council briefings	Bi-annually	
	District Executive Committee (DEC) meetings	As required	
Central government	Task force meeting	Regularly	PMT
	Project Technical Committee meetings	As needed	
	Project Steering Committee meetings	Quarterly	
	Members of Parliament briefings	As needed	
	Cabinet briefing	Annually	
Private sector	Business fora	Quarterly	PMT
	Trade and Agricultural fairs	When they happen	
Development partners	Missions	Bi-annually	PMT
	Reports	Monthly/Quarterly	
	Newsletter	Quarterly	
Academia	Newsletters	Quarterly	PMT
	Conferences/workshops	Annually	
Media	Press releases	As needed	PMT
	Media briefings	As needed	

7.0. Grievance Redress Mechanisms (GRM) (Overview)

The grievance and redress system at the African Development Bank comprises five elements:

- (i) policies and procedures established by the Bank on addressing requests for dispute resolution in the environmental and social context;
- (ii) (ii) public access to the process through the Bank country office or through the Compliance Review and Mediation Unit (CRMU);
- (iii) (iii) country-level responsibility for receiving and responding to requests for redress;
- (iv) (iv) the CRMU, which provides a corporate window for receiving requests for dispute resolution and mediation process; and
- (v) (v) tracking and monitoring grievances and their resolutions. Although the Bank addresses grievances primarily at the country level, it has an interest in ensuring that these processes are responsive, treat claimants fairly, and operate effectively.

- **Country-level grievance and redress mechanism**

The Bank ensures that clients establish credible and independent local grievance and redress mechanisms to help resolve affected people's grievances and concerns regarding the environmental and social impacts of the project.

- **Independent Review**

The mandate of the Bank's Independent Review Mechanism (IRM) is to provide people who are, or are likely to be, adversely affected by a project financed by the Bank Group as a result of violation of the Bank Group's policies and procedures with an avenue to request the Bank to comply with its own policies and procedures. The requestors first seek to resolve their complaints with Bank Management; but if in their opinion, Bank Management has not adequately handled their complaints, they may submit their requests to IRM. The IRM comprises two separate, but related, phases: (i) a grievance or problem-solving phase, led by the CRMU reporting directly to the Bank President, to assist project-affected people in finding solutions to their problems; and (ii) a compliance review phase, led by a three-member panel drawn from the IRM roster of experts.

- **Approach to compliance**

The ISS is closely tied to the Bank's business processes and products through compliance checkpoints that generate key safeguard information that can be integrated into project documentation and used in requests and clearance processes. It is the superseding reference for all matters directly linked to safeguards and compliance, and for the management of environmental and social risks associated with operations and programme activities.

7.1 The Aim of the grievance redress mechanism

In view of the foregoing, the aim of the grievance redress mechanism is to facilitate quick and fair response, clarification and settlement; or redress to any grievances, complaints and queries; and to quickly and fairly clarify to complainants as well as stakeholders, in a manner that is acceptable to all parties. The general approach is to respond to issues and seek solutions to problems in the earliest stage and avoid taking complaints to courts for redress.

The key objectives of a grievance redress mechanism in a resettlement action plan typically include:

1. Ensuring that affected individuals or communities have easy access to the mechanism and are aware of their rights to raise grievances or complaints.
2. Establishing a transparent and accountable process that provides clear information on how grievances can be submitted, processed, and resolved.
3. Ensuring that the mechanism operates in a fair and impartial manner, treating all parties involved with respect and without bias.
4. Promoting a timely resolution of grievances, with clear timelines for acknowledgement, investigation, and response to complaints.
5. Providing appropriate remedies and compensation to address the harm or losses suffered by affected individuals or communities, in line with relevant laws, regulations, and project commitments.
6. Utilizing the mechanism to gather feedback, monitor trends, and identify systemic issues to improve future project planning and implementation.

In the implementation of the GRM for this Programme, the procedures shall ensure the following:

1. Simple, straightforward and accessible ways for raising concerns, making complaints or resolving any disputes that may arise due to the implementation of the Programme;
2. Identification and implementation of appropriate and mutually acceptable processes and actions to address complaints;
3. Feedback that is treated confidentially, assessed impartially, and handled in a transparent manner
4. Satisfaction of the complainants, with the outcomes of the corrective processes and actions;
5. Facilitate the complainants to report their grievances, queries and/or comments through the process; and
6. Avoidance of the tendency to resort to judicial proceedings.

7.2 Likely grievances

Even with adequate implementation of the RAP and appropriate compensation, involuntary resettlement inevitably gives rise to grievances among the affected population and with the developer. Usually, the grievances arise over issues ranging from rates of compensation and eligibility criteria, to disturbances and other issues during construction. The types of grievances that could occur during Programme planning and design, RAP implementation and construction stages are indicated in table 15 below.

Table 15: Potential grievances that May Arise During the RAP Process

Stage	Types of grievances (indicative)
RAP Implementation followed by Construction	<ul style="list-style-type: none"> i) non-payment for improvements carried out to structures post survey and valuation but prior to compensation payments; ii) mode of payment of compensation and time delays; iii) not enough work during construction and dissatisfaction over wages given; iv) wrong identification of livelihood restoration schemes, their inadequacy, training support and lack of necessary assistances; v) increased cases of HIV/AIDS due to in-migration; vi) Noise and disturbance from construction activities vii) likelihood of increase in Gender Based Violence (GBV); viii) loss of access to services and sources of livelihoods; ix) restrictions or delays on access to irrigation water and farm inputs; x) loss of property due to theft allegedly by construction personnel; xi) loss or damage to crops and property by ongoing construction work; xii) inadequate support in relocating to resettlement sites/replacement structures

Composition of Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) has been set up to address various types of grievances, relocations, and entitlements associated with the Programme. The GRM operates under the oversight of the SVTP Programme Management Team (PMT). It is led by the Social Safeguard Specialist and assisted by a Communication Officer, Environmental Safeguard Specialist, and Monitoring and Evaluation Specialist, all under the supervision of the Project Coordinator.

The composition of the grievance committee at the district and lower levels remains the same as used in phase one of the project. However, for phase two, new committees have been established specifically in areas where the project will be implemented. These committees play a crucial role in ensuring the effective functioning of the Grievance Redress Mechanism and addressing grievances in a timely and appropriate manner.

In an effort to promote conflict resolution, Chikwawa and Nsanje have established Grievance Redress Committees (GRCs) at the community level. In Chikwawa, there are a total of 45 committees, with 41 located at the community level, 3 at the area level, and one at the District level. Similarly, in Nsanje, there are 18 committees, with 16 located at the community level, 1 at the area level, and one at the District level. On average, each committee has eight members. It is worth noting that most of these committees were pre-existing in the community, and the project adopted them, but in some cases, new committees were elected.

To ensure effective functioning of the Grievance Redress Committees (GRCs), a member of staff from the District Commissioner's (DC's) Office is assigned to each committee as the secretary. The secretary is responsible for record-keeping and follow-up on cases for timely resolution. This support ensures that the committees run smoothly, and grievances are resolved in a timely and efficient manner. As of April 2023, training had already been conducted for the GRCs in Chikwawa. In Nsanje, training is still ongoing and is expected to last until the second week of May 2023. This training will further equip the committees with the necessary skills and knowledge to carry out their duties effectively.

The main responsibilities of the PMT in the GRM include overall management of the GRM, including but not limited to managing the grievance redress process and procedures; registration of complaints; capacity building of the grievance committee(s), outreach and external communications; tracking performance and monthly reporting. The SSS is the overall responsible person for implementation of the GRM, while the Communication Officer is responsible for building community capacity on handling grievances, accessing the Shire Valley Transformation Programme Grievance Redress Mechanism and creating demand for the GRM through information, education and communication activities. The field officers under the DC's office are responsible for mobilising and supporting communities (PAPs) to access and use the Grievance Redress Mechanism.

The PMT has operationalized the GRM structures at GVH, TA and District level to ensure that PAPs have easy access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints. As much as there are different tiers of the redress mechanism, PAPs will be free to use any facility they deem approachable and efficient to them. However, the design of the GRM is to ensure that grievances are resolved at the lowest tier and, as much as possible, avoid escalating cases to higher levels. But the decision to appeal to higher levels will solely lie in the hands of the aggrieved person. A PAP representative will sit in all the different grievance levels and where necessary the system will ensure that there is female, youth and the vulnerable representation by co-option. The proposed composition of the committees and their roles and responsibilities are presented in Table 8.2.

Table 16: Proposed Composition and roles and responsibilities of the Grievance Redress Committees

Grievance Redress Committee	Operational level	Members	Roles and Responsibilities
Community Grievance Redress Management Committee (CGRMC)	Group Village Headman/Woman	<ul style="list-style-type: none"> ● Representative from Village Development Committee (VDC) ● Representative from Child Protection ● Representative from Women’s Forum ● Representative from Community Based Organisation (CBO) ● Representative from Government – Extension worker (Secretary) ● Representative from Customary Land Committee (CLC) ● Representative from Community Policing Forum ● Representative from Youth Network ● Representative from Pastors Fraternal ● Group Village Head/ Traditional Authority ● Cooperative member Representative ● One influential person who is development oriented 	<ul style="list-style-type: none"> ● Providing local oversight for the other committees and the Shire Valley Transformation Programme (SVTP) ● Acting as the voice of the villagers and as a point of contact with the SVTP GRMC and the other committees. ● Acts as the voice of SVTP CGRMC in communicating messages to all community members, in particular women through a female committee representative. ● Overall responsibility for reporting the Programme success and grievances to SVTP CGRMC and ensuring that the grievances are addressed in a timely manner. ● Recording grievances in GRM project logbooks. ● Overall responsibility for communicating with the complainant regarding progress of the grievance resolution. ● Acts as SVTP CGRMC local monitoring and oversight on grievance management. ● Responsible for documenting community meeting minutes, where required; including taking a register of the participants. ● Responsible for organising community meetings or meetings between SVTP CGRMC and the complainant, where required. ● Responsible for organising VGRC meetings.
Area Grievance Redress Committee (AGRC)	Traditional Authority Level	<ul style="list-style-type: none"> ● Representative from Area Development Committee (ADC) ● Representative from Child Protection ● Representative from Women’s Forum ● Representative from Community Based Organisation (CBO) ● Representative from Government - Agriculture Extension Development Coordinator (Secretary) ● Representative from Customary Land 	<ul style="list-style-type: none"> ● Receiving and redressing grievances that have been referred to the Area Grievance Redress Committee by the CGRC ● Providing direction and advice to the CGMC committee on grievance redress procedures and practices ● Referring grievances that the committee cannot redress to the DGRC ● Acts as the voice of DGRC in communicating messages to the CGRC, in particular women through a female, youth and the vulnerable committee representatives.

Grievance Committee	Redress	Operational level	Members	Roles and Responsibilities
			<ul style="list-style-type: none"> Tribunal (CLT) Representative from Community Policing Forum Representative from Youth Network Representative from Pastors Fraternal Traditional Authority/Paramount Chief Cooperative member Representative One influential person who is development oriented 	<ul style="list-style-type: none"> Overall responsibility for monitoring and reporting the Programme success and grievances to the DGRC and ensuring that the grievances are addressed in a timely manner. Responsible for documenting community meeting minutes, where required; including taking a register of the participants. Responsible for organising community meetings or meetings between DGRC and complainants, where required. Responsible for organising AGRC meetings
District Redress (DGRC)	Grievance Committee	District level	<ul style="list-style-type: none"> Chair – Director of Planning and Development Co-Chair – Director of Administration Secretary – District Environmental officer District Gender officer Police representative Judiciary representative District Lands Officer Civil Society Organisation representative District Labour Officer District Social Welfare Officer District Community Development Officer Non-Governmental Organisation representative. 	<ul style="list-style-type: none"> The District Commissioner’s office acts as the main contact for SVTP GRMC in reporting and the coordination of grievances resolving. Acts as the Secretariat for the DGRC and as the second point of contact for SVTP GRMC. Consolidates grievances and support the tracking of grievances Responsible for reporting on land and compensation related community grievances and for tracking the resolution of grievances and communicating with the aggrieved person Responsible for reporting and tracking any planning related grievances to the SVTP GRMC and providing support in establishing a resolution, where required Responsible for reporting and tracking any grievances related to health, safety and security; in particular, related to sexual harassment, worker-community interaction, gender-based violence or other social welfare issues to the SVTP GRMC.
Central Redress Committee	Grievance Committee	National level	<ul style="list-style-type: none"> PMT – Secretariat Representative of the Ministry of Natural Resources and Climate Change. Representative of the Ministry of Civic Education and National Unity. 	<ul style="list-style-type: none"> Providing policy and direction to the DGRC and monitoring grievance redress activities at national level. Assisting in the resolution of grievances that cannot be addressed at the district level Organising meetings and workshops for reporting and

Grievance Committee	Redress	Operational level	Members	Roles and Responsibilities
		<ul style="list-style-type: none"> ● Representative of Ministry of Gender, Children, Disability and Social Welfare ● Representative of the MoA ● Representatives and Ministry of Lands, Housing and Urban Development ● Representative of the Ministry of Local Government and Rural Development 	<ul style="list-style-type: none"> ● giving feedback on grievance resolution activities at national level. ● Facilitating high level evaluation, monitoring and reporting on grievance management. 	

7.3 Grievance redress procedures

It is important to recognise that this GRM will cover grievances beyond land conflicts. At the same time, stakeholders and the GRM Committee members at all levels need to understand that, under the Customary Land Act (CLA), there is a structure established to handle land conflicts. These are the Customary Land Committees, Customary Land Tribunals, District Land Tribunals and Central Land Board which are at Group Village Head level, Traditional Authority, District, and national levels. Field officer and all the committees have been trained on this matter and have been made aware that it is crucial to ensure that these structures are recognised and used for grievances relating to land matters.

The success of the Programme will largely depend on the PAPs accepting the compensations and the successful redress of grievances. It is therefore necessary to provide an accessible and credible means for PAPs to pursue and report grievances. The institutions or persons where grievances can be reported to include the following:

- a) Community Grievance Redress Committee;
- b) Area Grievance Redress Committee;
- c) District Grievance Redress Committee;
- d) Central Grievance Redress Committee; and
- e) The Courts of Law

Channels (modes of communication) for reporting the complaints and grievances can be verbal (in person), by telephone (calling, sending an SMS or an email), letter, official webpage or social media.

The key steps for grievance redress are elaborated as follows:

Step 1: Contact and Dialogue between the Aggrieved Party and the 'Respondent'.

Where possible, the first step in the GRM should be contact and dialogue to reach an amicable position before it is formally lodged with a GRC.

Step 2 – Lodging of grievances.

As a second step, all complaints and grievances relating to any aspect of the Programme are to be lodged to either the secretary of CGRC as receivers who will hear and try to resolve the grievance. The secretary analyses the grievance and advises the complainant on the way forward. If the grievance is addressed, there will be no further action. If the complaint is not addressed and it has been analysed that it is project related, it will be referred to the Community Grievance Redress Committee or Customary Land committee (Step 3).

Step 3 – Grievance redress at the Community Grievance Redress Committee Level

Complaints that are not resolved at Step 2 are referred to the Community Grievance Redress Committee (CGRC) which shall investigate and rule within 14 days. The CGRC shall record and maintain a register of all complaints/ grievances received so that these can be kept collectively in one place. The register will be fed into the RAP Database. At this step, all cases (except land disputes, which

must be referred to the Customary Land Tribunal) are to be heard by the CGRC and addressed through consultations conducted in a transparent manner; and aimed at resolving matters through consensus. Minutes of the CGRC meetings shall be kept and if the resolution proposed by the CGRC or the Customary Land Tribunal is accepted by the PAP, the PAP will sign the grievance redress form (Annex 6) to show agreement. The grievance will subsequently be closed; otherwise, Step 4 will be followed in an appeal. A period of 14 days is provided to hear and redress the grievance. The SVTP shall facilitate the formation of the Community Grievance Redress Committee (CGRC).

Obligations of the CGRC

During the first meeting of the committee, the members shall be introduced to the chairman and elect a vice chairman and secretary from amongst themselves. The two shall serve in that capacity for one (1) year. The Committee must:

- Ensure representation of the youth, women and vulnerable groups at community meetings;
- Enforce transparency and accountability, in line with SVTP requirements at all times;
- Hold committee meetings, as follows;
 - Meet twice in a month for the first six months and ongoing during the construction phase (or more frequently if the situation demands).
 - During construction, the committee must meet monthly, or as required and agreed.
- Attend a short training session, by the Shire Valley Transformation Programme (SVTP) Grievance Redress Management Committee (GRMC), on the following;
 - Approach to the grievance process and response times;
 - Administrative framework governing the Programme, particularly the ADB and World Bank requirements;
 - Confirming the roles and responsibilities of representatives and meeting requirements.

Step 4 – Grievance redress at Area Grievance Redress Committee level

If the complainant does not receive any response from the GVGRM within 14 days of lodging the complaint, or that the complainant is not satisfied with the response, then the issue will be appealed to the Area Grievance Redress Committee (AGRC). This committee will work hand in hand with the Customary Land Tribunal which will investigate and rule within 14 days. During the appeal to the AGRC, all the necessary details will be attached, and the Complainant will be accordingly notified of the venue, date and time set for hearing and a resolution must be made within 14 days' time. If the resolution proposed by the AGRC or the Customary Land Tribunal is accepted by the PAP, the PAP will sign the grievance form to confirm agreement; and the grievance will subsequently be closed. Otherwise, the complaint will be referred to the District Grievance Redress Committee and the District Land Tribunal.

Step 5 –Grievance redress at the District Grievance Redress Committee level

If the complainant does not receive any response from the AGRC within 14 days of lodging the complaint or if the complainant is not satisfied with the response, then the issue will be appealed to the District Grievance Redress Committee (DGRC), which shall work hand in hand with the District Land Tribunal. The DGRC is to hear and pass a resolution within 14 days. If the resolution is accepted by the PAP, the PAP is to sign the grievance form to confirm agreement; and the case will subsequently be closed; otherwise, the complaint will be referred to the Central Grievance Redress Committee (Step 6).

The DGRC will capture, and track grievances related to land, environment, development and social welfare, when such issues are reported by Project affected people or other stakeholders.

Obligations of the DGRC

The District Grievance Redress Committee must:

- Represent interests of affected communities and key stakeholders in the district and work together with the District Land Tribunal on land matters;
- Support SVTP in identification of affected persons, replacement land and land acquisition processes as and when required, in line with international requirements, with guidance from SVTP;
- Have representatives for reporting and tracking grievances arising from land acquisition and other Programme activities.
- Ensure transparency and accountability during property valuation surveys and compensation claims through public participation.
- Support SVTP with monitoring in relation to encroachment, health, safety and security issues.
- Prepare short monthly progress reports to SVTP and the District Executive Committee regarding grievances raised and resolutions.
- Hold meetings at least once a month for the first six months and throughout the construction period (or more frequently if the situation so demands);
- Decide on the frequency of meetings as deemed appropriate during operation.
- Attend a short training session that includes the following:
 - The approach to the grievance process and response times.
 - Administrative framework governing the Programme, particularly the IFC requirements.
 - Confirming the roles and responsibilities of representatives; and
 - Meeting requirements.

Step 6 – Grievance redress at the Central Grievance Redress Committee (Shire Valley Transformation Project Management Team or Ministry) level

If the resolution proposed by the DGRC is not accepted, the affected person will be allowed to appeal to the SVTP (GRMC) Technical Team or MoA. Further, the appeal can also be made to the Regional Lands Commissioner and the Central Government (Ministry of Lands, Housing and Urban Development, MoLHUD). The Central Grievance Redress Committee will work together with the Central Land Tribunal to hear the complaint and make a resolution within 14 days. If the resolution is accepted by the PAP, he/ she must sign the grievance form to

confirm agreement; and the grievance will subsequently be closed; otherwise, legal action (Step 7) may be pursued.

The Shire Valley Transformation GRMC will primarily be responsible for capturing, logging, tracking and resolving grievances reported through the various mechanisms. It will also ultimately be responsible for ensuring that complainants and the Committees are fully informed and up-to-date with the resolution of such grievances.

7.4 Obligations of the SVTP GRMC

Obligations of the Grievance Redress Management Committee of the Shire Valley Transformation Programme include to:

- Work with the Central Land Tribunal on land matters;
- Ensure that Project affected communities are fully informed of the grievance redress process and means by which they can report grievances;
- Hold and document monthly meetings with committee members to gather feedback on the grievance process;
- Ensure that grievances are documented in the grievance form and log and that there is a paper trail regarding the resolution and close-out process;
- Ensure that the grievance process is accessible to all community representatives; and
- Ensure that the committees are fully aware of their roles and responsibilities, and that they are formalised through letters of agreement.

Step 7 – Civil courts option

If the complainant is not satisfied with the decision made at any level, he/ she will be informed of his/ her rights to take the grievance to the courts of law, which include magistrate courts, the high and supreme courts of Malawi. While the complainants will be encouraged to do this as a last resort, right from the start; they will be informed of the right to take the grievances to court at any stage of grievance redress. The complainant will also be informed that they will do so at their own expense, unless the court awards damages to them. The decision of the court of law will be final.

Grievance reporting

All grievances shall initially be documented in a grievance form for the complainant to sign (by hand or thumb print). Additionally, details of the grievance should be populated into a grievance log (Annex 7) tracking for grievances. The Shire Valley Transformation Programme is responsible for ensuring that the grievance reporting forms (Annex 6) are completed on receipt of a grievance and that the log (Annex 7) is always up to date to monitor progress of outstanding issues, in order to follow up as required.

The Grievance Redress Mechanism Process is graphically presented in figure 8.1

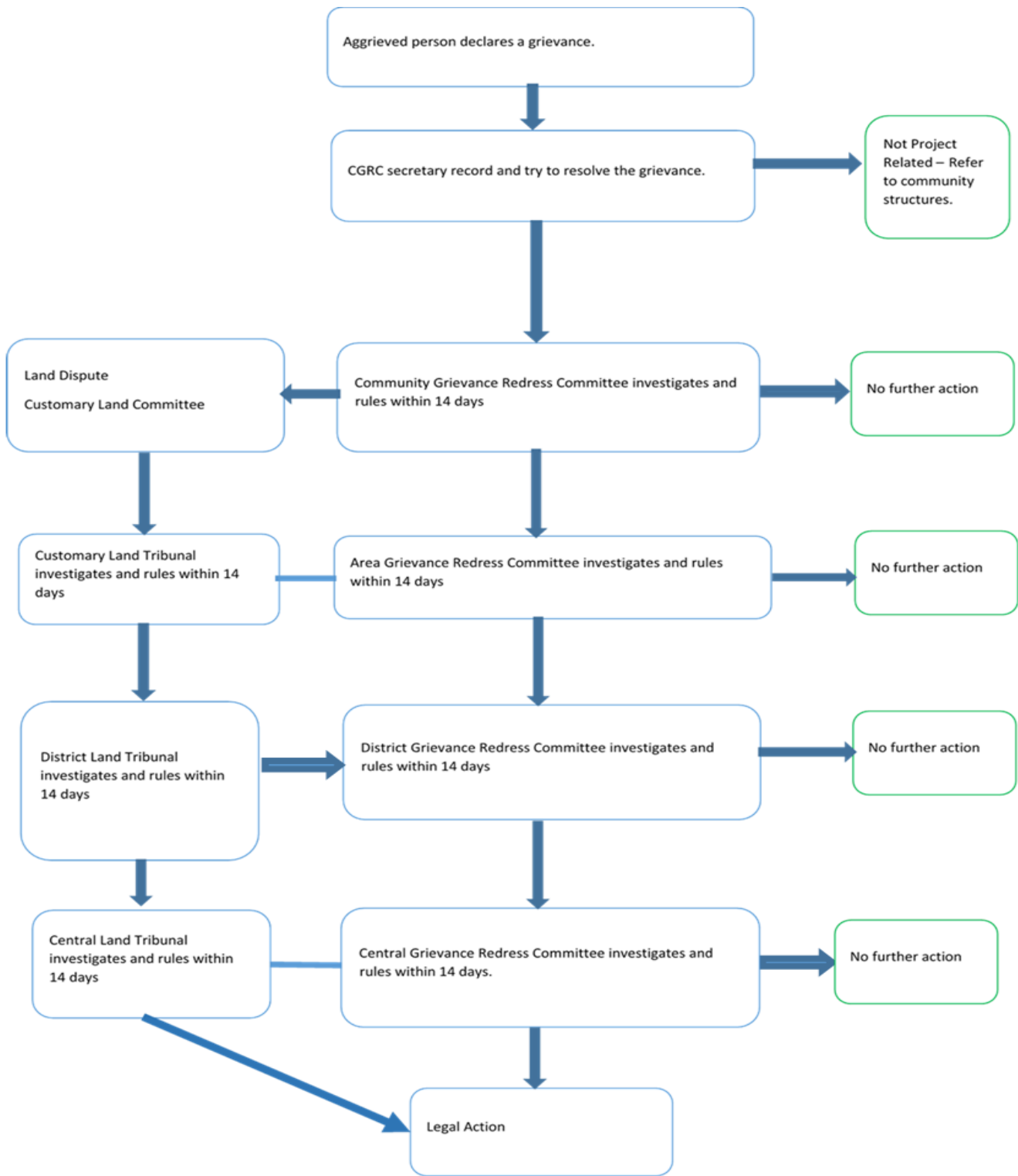


Figure 2: Grievance Redress Mechanism Figure Process

7.5 Timeframe

The total timeframe provided for the process, from the stage of recording of the grievances to their redress **14 days** per each stage. This entails that, if a grievance goes all the way to the Central Level before resolution, it will take a **maximum of 56 days**.

7.6 SEP Implementation Budget

The Estimated Budget for implementation of this SEP is pegged at MKW **1,060,200,000,000.00**

SEP IMPLEMENTATION BUDGET	
Item	Cost (in Malawi Kwacha)
1 Project launch Workshop	20,000,000,000.00
2 Consultation Meetings	40,000,000,000.00
3 Production and Dissemination of Communication materials	200,000,000.00
4 Grievance Redress Mechanism in Chikwawa	600,000,000,000.00
5 Grievance Redress Mechanism in Nsanje	400,000,000,000.00
7 Total Budget	1,060,200,000,000.00

Annexes

Annex 1: Workers' Grievance Log & Resolution Form

SECTION A: GENERAL INFORMATION

Form Number

District Name:

TA.....GVH.....

...

Name of Project Location/ Catchment Area:	Name of Community/ Village:	Reporting Dates:	
Name of Complainant	Complainant Sub Component:	Household Identification:	Phone Number, E-Mail:

SECTION B: DETAILS OF THE GRIEVANCE

Ref No	Date of Grievance	Summary description of Grievance/Complaint	Follow-up/Investigation		Resolution Made
			Date	Person Assigned	
G1					
G2					
G3					

Name of Reporting Officer:

.....

SECTION C: SUBMISSION OF GRIEVANCE

If case is closed, GRM Committee members & complainant to sign below

WGRM Committee Chair _____

Name & Signature of Project Affected Person

/Beneficiary _____

WGRM Committee Secretary _____

Date: _____

SECTION D: REFERRAL OF CASES

Referred to DGRMC

Ref No.	Date of Referral	Follow up / Investigation		Summary of action undertaken
		Date	Person Assigned	
G1				
G2				
G3				

RECEIPT: SUBMISSION OF GRM

Form number

Complaint:	
Household ID:	TA:
Districts:	Program:
Name of Complainant:	Reporting officer:
Case: - Closed { } - Referred { }	Signature of complainant: