



The Kingdom of Lesotho

ASSET VERIFICATION, MAPPING AND DEVELOPMENT OF GEOREFERENCED ASSET
REGISTER WITHIN THE LESOTHO LOWLANDS WATER DEVELOPMENT PROJECT PHASE II
(LLWDP-II)

Resettlement Action Plan (RAP)



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Abbreviations, Definitions and Acronyms

AVF	Asset Verification Form
BEDCO	Basotho Enterprises Development Corporation
BOQ	Bill of Quantities
CIDB	Construction Industry Development Board
COVID 19	SARS CoV2 Coronavirus Disease of 2019
CoW	Commissioner of Water
CSV	Comma Separated Value
DA	District Administrator
ER	Engineer's Representative
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FAO	United Nations Food and Agricultural Organisation
FGD	Focus Discussion Group
GIS	Geographical Information System
GPS	Global Positioning System
GoL	Government of Lesotho
GRM	Grievance Redress Mechanism
HOD	Heads of Departments
KII	Key Information Interview
LAA	Land Administration Authority
LEA	Lesotho Environmental Authority
LHDA	Lesotho Highlands Development Authority
LHLDC	Lesotho Housing and Land Development Corporation
LHWP	Lesotho Highlands Water Project
LIDAR	Light Detection and Ranging
LLBWSS	Lesotho Lowlands Bulk Water Supply Scheme
LLWDP-II	Lesotho Lowlands Water Development Project – Phase 2
LRP	Livelihood Restoration Plan
LSL	Lesotho Loti
MOPWT	Ministry of Public Works and Transport
MOW	Ministry of Water
NISSA	National Information System for Social Assistance
NSPS	National Social Protection Strategy
NGO	Non-governmental Organization
PRA	Participative Rural Appraisal
PAP	Project Affected Person
PIU	Project Implementation Unit

PSC	Project Steering Committee
RAP	Resettlement Action Plan
RoD	Record of Decision
SDA	Selected Development Area
SHEQ	Safety Health Environment and Quality Management
SEP	Stakeholder Engagement Plan
SADP	Smallholder Agriculture Development Project
ToR	Terms of Reference
WASCO	Water Services Company

REVISIONS

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Section 0 Executive Summary

0.1 Aim and Scope of the RAP

This is a consolidated and updated Resettlement Action Plan (RAP) aimed at surveying, assessing, and mitigating the potential impacts that the construction and operation of the bulk water supply system, to be funded by the World Bank in the Maputsoe-Hlotse area, will have on affected households, communities, and institutions. The spatial scope of the RAP is outlined in Map 1-1.

The project area is under the Leribe District Administration and Leribe District Council. It also covers parts of the Maputsoe and Hlotse Urban Councils and falls within the area of jurisdiction of two Principal Chiefs, namely, the Principal Chief of Leribe and the Principal Chief of Peka, Tsikoane and Kolbere. The Community Councils affected include the Ma-oa-Mafubelu and Litjotjela Councils.

The pipeline covered under the RAP follows the A25 road from Ha Lesiamo to Hlotse and the A1 road from Hlotse to St Monica's and then the new Maputsoe by-pass road to Maputsoe Reservoir. The total length of the pipeline is 32 km. The impact area also includes the Hlotse River intake, pumpstation and water treatment works at Ha Setene and five reservoir sites, namely, the Khanyane C Reservoir (Z2R1), Khanyane Reservoir (Z2R2), Hlotse Reservoir (Z2R3), Tsikoane Reservoir (Z2R4) and the Maputsoe Reservoir (Z2R5). A second pumpstation will be constructed at the Khanyane Reservoir and a further reservoir site at Ha Lesiamo has been added. Additional land-take required for these works relates to the Hlotse River intake waterworks and reservoir sites at Hlotse, Khanyane and Ha Lesiamo.

These impacts could be temporary, due to loss of access or damage to infrastructure during construction. These impacts could also be permanent, due to development constraints imposed within the pipeline servitude and land acquisition required for the water intake and treatment works, pumping stations and reservoirs.

The report includes a detailed Georeferenced Asset Register, Owners Database and Valuation of all impacted assets. It also includes a Resettlement Action Plan and Livelihood Restoration Plan informed by a comprehensive Socio-Economic Survey of all the affected households. This Survey also provides a baseline for subsequent monitoring and evaluation of the impact of compensation, resettlement and livelihood restoration on affected communities.

The report is aimed at complying with the World Bank Policy requirements and procedures on Involuntary Resettlement (*OP 4.12 – Involuntary Resettlement*, revised April 2013), at the same time also adhering to national policy and requirements on land-take and resettlement.

0.2 Project Background and Objectives

The supply of reliable, potable water is a commitment under the United Nations (UN) Millennium Development Goals (MDGs) and the current Sustainable Development Goals (SDGs). To this end the Government of Lesotho (GoL) has embarked on a programme for the improvement of water supply across the country. The Lesotho Lowlands Water Supply Scheme (LLWSS) is a key initiative in this regard and is being implemented with financial assistance from the International Development Association (IDA), a member of World Bank.

Under the LLWSS, the Lowlands area of Lesotho was divided into eight distinct zones covering all clusters of settlements (urban, peri-urban, and rural areas) with inhabitants of more than 2,500 persons. Based on updated designs for the Scheme done since 2008, the implementation of the LLWSS program was grouped into six packages, with two prioritised for the next phase of the program: Project Package 4 entailing Zones 6 and 7 (Mafeteng and Mohales' Hoek) and Project Package 2 entailing Zones 2 and 3 (Hlotse - Maputsoe).

The World Bank, through the current project, will finance investments in Zones 2 and 3 comprising a water intake, water treatment works, transmission mains, pumping stations, reservoirs, and distribution networks. This component is referred to as Lowlands Water Development Project-Phase II (LWDP II).

In 2018 the Water Commission appointed Aurecon Lesotho (Pty) Ltd in association with White Life Consultants (Pty) Ltd and Fehrsen & Douglas to prepare the ESIA, the associated ESMP, and the Resettlement Action Plan (RAP) for Zone 2 and 3. This included a more detailed RAP for a sub-zoned area around the Maputsoe and Hlotse within Zones 2, as shown in Figure 1-2. The RAP report was completed in January 2019.

The RAP report prepared in 2018 did not contain a detailed Georeferenced Asset Register and Owners Database required for resettlement action planning. Moreover, detailed scope of the water supply works to be funded by the World Bank in the sub-zoned area around the Maputsoe and Hlotse has changed:

- The extent of the bulk water supply pipeline included in this phase has been reduced to servicing the area between Ha Lesiamo in the east to the Maputsoe Reservoir in west as shown in Figure 1-3. This excludes the pipeline line to Likhethlane and Hleoheng in the west and Mahobong in the east which was included in the 2018 RAP.
- The distribution network required to service individual users has been excluded from the scope of work.
- The detailed alignment of the pipeline route has been changed in certain locations to minimize the physical impact on people's livelihoods and assets.

In view of the above, the LLWDP-II issued a Request for Proposal to prepare an updated RAP and to update the ESIA and RPF documents with the information obtained from the RAP survey process.

Makhetha Development Consultants (hereinafter referred to as the Consultant) was appointed by the LLWDP-II in November 2020 to commence with this work. This report deals with the RAP component of the work.

0.3 RAP Process

The steps followed in preparing the RAP is shown in Figure 3-1 and started with initial consultations with local and traditional authorities within the project area. These leaders were given an overview of the assignment, the scope and processes regarding different activities and to solicit views and concerns on the assignment and their participation. This was to be followed by public meetings to further explain the methodology in doing the Asset and Socio-Economic Surveys. However, due to Covid 19 restrictions that were introduced by the Government of Lesotho in January 2021, these public meetings were put on hold. When field work proceeded in late February 2021, the meetings were restricted to small-scale gatherings of not more than 6 persons.

The technical process of planning started by sourcing the coordinates for the pipeline servitude and waterworks sites. These coordinates were used to mark the boundaries of the servitude and sites. The marking of the boundaries was followed by a transect walk along each section of the pipeline route. The purpose of the transect walk was to identify which assets and their owners are affected, so that they could be called upon to be present during the Asset Registration and Survey process. The transect walk was initially planned as a public event that would be witnessed by all interested and concerned parties. Because of the Covid-19 restriction the transect walk was only witnessed by a small group of local government and traditional authority leaders. These persons were selected based on their knowledge of the area. They assisted in compiling a list of affected owners and their contact details.

Those on the list were then contacted to participate in the Asset Registration and Survey process that took place shortly after each section of the transect walk had been completed. The Asset Registration was conducted using an electronic device (tablet) to record the names, addresses, identification documents of all those with affected assets. A Cadastral Survey was done of all affected properties and other fixed assets. Photos were taken of these assets in the presence of their owners and witnessed by local Chiefs and Councillors.

Because of the Covid-19 restrictions on public meetings, the asset survey and registration process was also the first opportunity to explain the project and methodology to the affected owners. Because of this, the process took longer than originally envisaged and was completed early in May 2021.

Once the data collected in the field had been verified and processed into the Asset Registration Database, it was used to launch the baseline Socio-Economic Survey and to prepare the maps and verification forms required for the asset verification process and to do the valuation of assets. This happened section by section allowing the Socio-Economic Survey (both the “quantitative” Household Survey and the “qualitative” Focus Group Discussion and Key Informant Interviews) to continue while Asset Registration and Survey was still underway.

Asset verification started on the 12th May 2021 and was completed on 15 July 2021.

A valuation was done of the verified assets and this was incorporated into the asset registration database. This database and the outcome of the Socio-Economic Survey was then used to prepare the compensation, resettlement and livelihood restoration plans and to enable LLWDP-II to prepare the compensation offers.

0.4 Project Impacts

The Project Impact is typically that of linear projects associated with the development of roads, railways, power transmission lines and pipeline infrastructure. As pointed out in the Involuntary Resettlement Handbooks issued by the World Bank, the defining characteristic of such projects creates both advantages and difficulties. Narrow strips of land generally displace few people. But the long, narrow project corridor may make administrative coordination difficult if the project passes through many local areas.

The Project impacts are defined by the following land-take requirements:

- Constructing and operating a 32 km bulk water supply pipeline. The “construction” needs define the temporary land-take requirements. The “operating” needs of the pipeline defines the permanent land-take requirements. The width of the permanent pipeline servitude is 6 meters (3 meters each side of the pipe centreline), with another 8 meters added as temporary land acquisition servitude (4 meters extra each side of the pipe centreline) – refer to Figure 5-1.
- The Project’s waterworks sites that include the Hlotse River water inlet, pump station and the land-take required for the reservoir sites at Hlotse, Khanyane C and Ha Lesiamo.

The nature of project losses can be characterised in terms of level of impact with reference to two sets of variables:

- Whether the loss is permanent or temporary (construction related):
- Whether the loss is total or partial

This is outlined in Table 5-1. On this matrix all the asset losses associated with the Project’s water inlet, pump stations and reservoirs are ‘permanent’ and ‘total’.

In most instances the asset losses associated with public servitudes are treated as partial losses. This would typically entail a limitation on the building structure and planting trees within a pipeline or powerline the pipeline servitude. The level of access control required to secure the integrity of the pipeline infrastructure and safety of people from burst pipes and flooding, would be higher in towns and villages than in the outlying field and grazing land areas. It is therefore proposed that all land within residential and business plots affected by the 6-meter-wide permanent pipeline servitude is treated as permanent land-take.

0.4.1 Asset and Ownership Profile

Land acquisition required for the Project impacts on a total of 1078 assets that belong to 375 owners in the following categories (summarised in Table 5-2):

Households: 354 individual households that own 999 assets ranging from arable land, residential plots and structures, to thickets, trees and fences. These households also own business properties and structures. Seventy-seven of the 79 business owners that own 155 formal and informal business structures and formal business plots are natural persons (households). The other two or companies as further described hereafter.

Communities: 10 communities that collectively own 25 “bundles” of affected assets. This includes 11,76 ha of rangeland, 4,43 ha of thickets and plant clusters, 220 fuel trees and tree stumps, a few water taps and water tanks.

Schools: Three schools – Leribe English Medium School, St Bernard Primary School and Khanyane Pre-school – own 15 affected assets. All three school sites will be subject to permanent land-take. The impact of this is significant for the Khanyane Pre-school that will permanently lose 22% of their plot. Leribe English Medium School will also lose a large part of their sports field (0,41 hectare) to the expanded reservoir site in Hlotse. Other losses include toilets, fences, walls and trees.

Government: LHLDC that owns 13 affected assets in Lisemeng 2. This includes limited permanent and temporary land-take on 3 residential plots, 16 trees and 85 meter of walls/fences.

Hospital: The DR Night Hospital in Sebothoane owns 10 affected assets. This includes two adjacent properties that are marginally affected by the pipeline servitude. The one property has a small office building that is affected, in addition to the loss of a hedge, fencing, paving and a gate.

Companies: There are two private companies that own businesses and have affected assets. Dishad Pty (Ltd) owns the Puma Garage in Hlotse and will lose a small portion of the business property and some poles affected by the pipeline servitude. Boliba Enterprise Limited own an affected business plot in Sebothoane. This is impacted by the pipeline servitude which will affect a dwelling, toilet and pigsty on property.

Utilities: WASCO, Road Department, LEC and Econet together own 8 “bundles” of affected assets. This includes 102 poles and pillars; 524 meters of pavement, 36 signboards, seven electrical transformers and various smaller items.

According to Table 5-3 just over two-thirds of all impacted assets are located in 15 villages and the remainder in 4 urban townships. The most impacted villages and townships are Lisemeng 1, Likonyeleng, Sebothoane, Barete/St Monica and Ha Lesiamo. Together these five locations account for 43% of all impact owners and 55% of all the impacted assets.

Table 5-4 distinguishes between permanent and temporary assets losses per village and township location. Temporary losses only apply to plots and fields within the construction servitude of the pipeline. It excludes all structures trees and other improvements on these properties, on the basis that they can be avoided and will be excluded from the construction site. Therefore, 74% of all affected assets are affected permanently and only 26% temporarily.

However, most of the affected owners (69%) only have temporarily affected assets. The other 31% of owners have permanently affected assets. The latter may, or may not, also have temporarily affected assets.

Most of the affected owners and individual assets relate to the land-take requirements for the pipeline servitude. However, the majority of permanent land losses in terms of rangeland (96%), arable land (80%), plant cluster (63%) and school sites (95%) are as a result of land-take associated with the Hlotse River intake systems the other reservoir sites.

0.4.2 Summary of Impacted Assets

The nature and quantity of assets impacted by the project is summarised in Table 5-18. The total land loss amounts to 12,719 ha of which 8,881 ha is permanent and 3,838 ha is temporary. Permanent losses also include 21 habitable dwellings, three formal business structure and 72 informal business structure occupied by roadside traders.

Two graveyards and three individual graves are also temporarily impacted but could possibly be excluded from the construction site.

The nature and extent of the project impacts are summarised in Table 5-17.

0.4.3 Other Losses

Impacted communities are not only affected in terms of the loss of physical assets but also because of the loss of livelihood opportunities that access to these assets offers them. These less tangible losses also need to be mitigated to ensure that the following World Bank Policy Objective on Involuntary Resettlement is met: *“Displaced persons (due to involuntary resettlement) should be assisted in their efforts to improve their livelihoods and standards of living, or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is highest.”* (OP 4.12 par. 2(c)).

These are losses suffered because of the following impacts:

- a. Relocation costs for businesses and homesteads, including moving expenses and transfer cost for replacement land.
- b. The loss of income due to business disruption during construction and/or during relocation.
- c. The loss of standing crops during land-take.
- d. Inconvenience and temporary loss of access to assets during construction.
- e. Inconveniences and expenses of having to engage with the compensation and resettlement processes and requirements.
- f. Increased vulnerability due to resettlement disruptions.

0.5 Socio-Economic Profile

0.5.1 Household Characteristics

The survey identified key household characteristics that informs compensation and resettlement planning, notably the following:

- Affected households are predominantly male-headed (68%), although almost a third of households are female-headed (32%).
- Most male headed households (72%), are married whilst 97% female household heads are widowed, single or separated, and therefore more vulnerable.
- Men are more predominant as household heads in the 30-60 age groups, whilst most female household heads are predominant in the 60+ age group, which adds to their vulnerability.
- Female headed households are marginally smaller in size (3,9) than the average size of male headed households (4,1).
- The number of heads of households with no education is low at 4%, with more men than women having no or little education.
- Only 8% of household heads have recorded “farming” as their main occupation. Main occupations are self-employed (41,5%) and wage-employed (30,9%).
- 70,7% household members are members of the immediate family, namely household heads, their spouses, and their sons and daughters. Although this suggests a move towards nucleation of households, the relatively large number of grandchildren (11,5%) as well as children-in-law of household heads (2,4%) indicates that many affected households consist of three generations.
- Nearly 80% of affected households participate in savings clubs or burial societies, which confirms the importance of social linkages and networks between households

0.5.2 Population Characteristics

The following key population characteristics were identified:

- The surveyed population of 1240 individuals is almost equally divided between male and female. The age distribution of the population shows the typical age pyramid associated with young populations, but with a decreasing child and infant population base.
- 33% of households live in urban townships and 67% in rural villages
- Most members of households (81,2%) live together at home and this reflects household dependence on local livelihood resource. Most of those not living at home are in their 20s 30s and 50s and live abroad (6,5%) and elsewhere in the village (5,5%).
- 71,4% of the population 11 years and older can read and write Sesotho and English and are functionally literate. Only 1.9% cannot read and write at all.
- Wage-employment is the main occupation for adult women at 24,9% followed self-employed at 19%. For adult men wage-employment and self-employed are similar and significantly higher than for women at 31,6% and 31,9%. As can be expected, women are significantly occupied by homemaking and domestic responsibilities (21,4%).

0.5.3 Access to Water and Sanitation

- About 90% of affected households have either access to a public tap (53%) or a private homestead connection (39%).
- Nearly 20% of all households need to walk 15 minutes or longer to get to their water source. Fetching water is no longer seen as the responsibility of women – all household members share this responsibility.
- More than half of all households interviewed indicated that water supply was not reliable. Many PAPs expressed the hope that the project would result in a more reliable water supply.
- Up to 70% of households also use potable water for irrigating their vegetable gardens.
- Only 9,3% of households have flush toilets. 36% have VIP latrines and 35% have ordinary pit latrines. 20% of households share toilet facilities with other households or use the “bush” for toiletry needs.

0.5.4 Livelihood Sources and Strategies

- Wage and self-employment are equally important primary livelihood source for 82% of households. This is followed crop production (8,3%) and grants (8,6%) as the seconded most important sources of livelihood.
- 44% of all employed adults are self-employed, 38% are full time employed and the remaining 17% are part time or seasonally employed.
- Most are employed in the wholesale and retail sector (21%), followed by construction (16% and farming (13%).
- As much as 23% of the employed adult population are engaged in microenterprise activities, mostly in small-scale retail (45%) followed by small scale production (40%) and the services sector (15%). This excludes small scale commercial farming activities, although there are backward linkages to farming in some of the production and retail activities
- Crop production is the most important secondary livelihood source for 16,3% of all household, mostly for male headed households. Livestock is not an important livelihood source for affected households.
- Cash and in-kind support is an important main source of income at 13%. This points to a dependence of a sizable portion of affected households on support from relatives, neighbours and friends.

- 28% of the rural households own fields and 50% own vegetable gardens. This is in sharp contrast to households living in the urban areas of which only 5% own fields and 22% have vegetable gardens. All the vegetable gardens are homestead-based, only is a communal garden.
- In the 2020/21 season just over 40% of households cultivated one or more field
- Male headed households cultivated twice as many fields compared to female headed households.
- Although most fields cultivated in 2020/21 are owned, sharecropping enables households to cultivate 27% of fields under production. Together with borrowed and rented fields this number increases to 41%.
- maize is the staple crop grown on most fields (65,2%) followed by beans (17,7%), sorghum (10,6%) and other lesser crops.
- Most crops are grown for both household use and selling (54.1%), followed by 28,4% for home consumption only and 12,1% for home consumption and animal feed. All fields cultivated are eventually used by livestock after the fields have been harvested.
- 73% of households do vegetable gardening
- The percentage of male headed households maintaining gardens is substantially higher than for female headed households. This may be due to the fact that because female headed households are mostly single headed and don't have the extra hands to help with gardening.
- Most gardens (89%) are watered by hand. 79% of the households fertilise their gardens using animal manure.
- Vegetables are produced primarily for household consumption and only 24% of households sell a portion of the crop they produce

0.6 Vulnerability

A key World Bank policy objective of involuntary resettlement is to assist displaced persons in their efforts to improve their livelihoods and standards of living, or at least to restore these to pre-project levels.

There are two target groups for livelihood restoration:

Pre-existing vulnerability: PAPs who have pre-existing condition in terms of poverty , health etc that makes them vulnerable to project impacts.

Project-induced vulnerability: PAPs who become vulnerable because of the severity of project related impact and losses. Informal roadside traders are an example of PAPs that may not have a pre-existing vulnerability, but could become vulnerable because of a substantial loss of income as a result of project displacement

0.6.1 Vulnerability based on Pre-existing Factors

From the information collected during the Socio-economic Survey, the most vulnerable households are listed below:

Vulnerability of heads of households based on Age: Below the age of 20 years there is one vulnerable female headed household. Below the age of 25 there is another potentially vulnerable male headed household. This group may not be indigent but would still be vulnerable in terms of their maturity in taking decisions about compensation and resettlement. There are seven potentially vulnerable household heads in their 80s and 90s.

Vulnerability of heads of households based on Disability: There are 13 household heads under 70 years of age and 3 household heads 70 years and older that have a disability. One household head has multiple disabilities, and may well be the most vulnerable, followed by the 3 persons with disabilities in their 70s and older.

Vulnerability of heads of households based on Chronic Illness: Nearly 40% of all heads of households, have a chronic illness. Of these, 5 persons are older than 70 years and may well be the most vulnerable.

Vulnerability of heads of households based on Literacy: There are 9 male heads of households that cannot read or write. These persons and many other with limited reading skills may need assistance in interpreting the compensation and resettlement options available to them and how this could impact on their livelihood.

Vulnerability of heads of households based on Livelihood Sources: According to the household survey there are 9 male heads of household that are unemployed and these households may be vulnerable because of this.

0.6.2 Project-induced Vulnerability

There are homesteads that will lose livelihood sources as a result of the project, notably the 72 informal roadside traders impacted by the project and the three owners that will each lose a whole field.

In addition to this, there are homesteads that have residential plots and structure impacted by the project. Those with impacted structure will have to replace the structure and those with substantial losses of land may have to relocate to alternative sites.

The highest impacted households are described in Table 5-17.

0.7 Compensation and Resettlement Plan

Table 6-2 depicts the compensation and resettlement measures proposed for different types of losses suffered because of the project. It is important to note the following:

- The only temporary project impact identified is the construction servitude for the water pipeline. Because of the linear nature of the construction site and the availability of the road reserve, it should be possible to avoid structures, other individual assets, and graves during the construction. This requires the contractor to do dilapidation survey and restore any impacted assets near the construction works.
- A clear distinction is made between the owners of land vis-à-vis the owners of structures, the owners of businesses and the owners of crops. These could be different owners depending on the tenancy arrangements. Also, “owners” could refer to households, companies, communities, and different types of institutions.

The next step in the compensation planning process will be to present PAPs with the compensation options/choices available to them and to explain the limitations and benefits of each. Once the compensation and resettlement choices have been made, final compensation offers can be made, signed and implemented.

0.8 Livelihood Restoration Plan

Livelihood restoration within the framework of resettlement needs to focus on programmes that could assist the vulnerable and poor to improve their livelihoods and standards of living, or at least to restore these to pre-project levels. These are PAPs that have a pre-existing vulnerability, or a project-induced vulnerability as outlined in section 7.1.

Roadside traders. This group is probably the most impacted by the project. Measures to improve, or at least restore, their livelihoods are needed. This could include business support services and training as well as the demarcation of permanent trading areas. Strategies for doing so would need to be discussed with various stakeholders including District and Local Councils, Ministry of Roads and Transport, Ministry of Small Business, Cooperatives and Marketing and, most importantly the traders themselves.

Crop Production. Most of the FGD held with PAPs on opportunities for livelihood improvements pointed to need to grow agri-businesses in the area in terms of crop farming and vegetable

gardening, supported by small scale animal production, notably poultry and piggery farming. Crop yields in Lesotho in general, have dropped over the past few decades and agricultural land-take can be mitigated through improved production quality and yields. This requires investing in improved farmer knowledge, farming practices and farming technology. There is an opportunity to do so by working with other similar project initiatives in the area.

Social Safety Net. Project related measures to address vulnerability needs to be harmonised with the National Social Protection Strategy (NSPS) which calls for coordinated action by different Government and non-Government agencies in implementing social protection measures. This should extend to Project related measure to protect the vulnerable. For example, ensuring that vulnerable household affected by the Project gain access to various grants and other support mechanisms available to the vulnerable.

Contracted employment. A key request made by PAPs during several public and briefing meetings was that those affected should be the ones that benefit from jobs created during construction. The undertaking was given that local employment will form part of the recruitment strategy during construction and that there would be further community engagements in this regard.

0.9 RAP Implementation

The tasks to be undertaken by LLWDP-II to further implement the RAP and associated activities and deadlines are outlined in Table 8-1.

0.10 Cost Estimate

0.10.1 Compensation Costs

The cost of implementing the compensation component of the RAP constitutes following:

- a. **Compensation for lost assets.** This has been calculated by the Project valuer for all assets, except for those that belong to the Government (LHLDC) and Utilities (WASCO, Road Directorate, LEC and Econet) It has been agreed that these agencies will be supplied with a full inventory of their impacted asset and they will present LLWDP-II with a replacement cost estimate. No cost calculation has been included for the exhumation and reburial or symbolic and spiritual removal of the graves affected. Some of these graves that fall within the construction servitude could possibly be avoided and, where not, a rate will have to be negotiated with the affected parties. The compensation estimates for the asset losses calculated is presented in Table 9-1 and amounts to **LSL 18 752 522**.
- b. **Disruption Allowance.** All project affected owners (except Government and Utilities) are provided with this allowance to compensate the inconvenience and transaction costs associated with compensation processes (this, among others, will include transportation costs, opening of bank accounts, printing services, and any other reasonable expenses) of engaging with the compensation process. This has been calculated at LSL 12 765 per owner for any permanent losses and SL 7 815 per owner for any temporary losses¹. The total Disruption is estimated at **SLS 5 207 545**.
- c. **Business Displacement Allowance.** Provision needs to be made for Business Displacement Allowances, for both formal and informal businesses and traders who will be displaced by the project, whether permanent or temporary. LLWDP-II Compensation Policy (endorsed by Government Valuation and Rating guidelines) requires that this the compensation rate must reflect the loss in turnover that the business suffered for the duration of the disruption. This “disruption” may be the result of a partial or total lockdown of the business during construction or loss of turnover during relocation.

¹ Note that in terms of these rates, all affected households irrespective of the scale of impact are entitled to the same Disruption Allowance. This may not be seen as sufficient for those that need to relocate and may result in them insisting that the relocation needs to be done by the project.

0.10.2 Resettlement Costs

Consideration should be given to the following two options:

- **Provision of replacement** housing, fields and business sites and structures where the project land-take requirements are permanent.
- **Lump sum compensation** linked to “free choice resettlement” by the owner who is physically displaced. Resettlement becomes the owner’s responsibility.

Whatever the choice, the responsibility lies with LLWDP-II to ensure that the PAPs reach Free, Prior and Informed Consent (FPIC) in making their choice. This would entail a cost benefit explanation of the options.

0.10.3 Livelihood Restoration Costs

There will be costs associated with the implementation of Livelihood Restoration Plan as outlined in section 0.8. These costs need to be worked out and agreed to between the Ministries involved.

0.11 Monitoring, Evaluation and Reporting

The monitoring framework for implementation is summarised in Table 10-1: RAP Monitoring Framework. It provides for quarterly and yearly performance monitoring, early qualitative impact and outcome monitoring and 5-year intervals for quantitative impact monitoring.

Section 10.1 of this report offers a set of indicators from the Socio-economic Survey that can be used for output and impact monitoring.

Section 1 Introduction

1.1 Project Background

The water supply situation is worsening rapidly in many areas of the Lowlands in Lesotho. The supply of reliable, potable water is a commitment under the United Nations (UN) Millennium Development Goals (MDGs) and the current Sustainable Development Goals (SDGs), and to this end the Government of Lesotho (GoL) has embarked on a programme for the improvement of water supply across the country. The Lesotho Water Sector Improvement Project (LWSIPP) is one of the key programmes that the Government of Lesotho (GoL) has embarked on to improve potable water supply and for which GoL secured financial assistance from the International Development Association (IDA) (member of World Bank) to construct the project. The Lesotho Lowlands Water Supply Scheme (LLWSS) aims to address the Lowlands water demands by supplying water to the Lowland settlements with a population greater than 2,500.

The original designs, which focused on bulk infrastructure only, were prepared with assistance from the EU in 2008. Under the LLWSS, the Lowlands area of Lesotho was divided into eight distinct zones (Figure 1-1) covering all clusters of settlements (urban, peri-urban, and rural areas) with inhabitants of more than 2,500 persons. The first phase of investments constructed under the scheme comprised the multi-donor funded Metolong Dam Water Supply Project, which covered Zones 4 and parts of Zones 3 and 5. With funding from the Water Sector Improvement Project, the GoL updated the designs of the bulk water infrastructure for the remaining zones of the scheme based on a revised design horizon to year 2045 (from 2035 used in 2008). The updated designs incorporate changes that have taken place in the target areas since 2008.

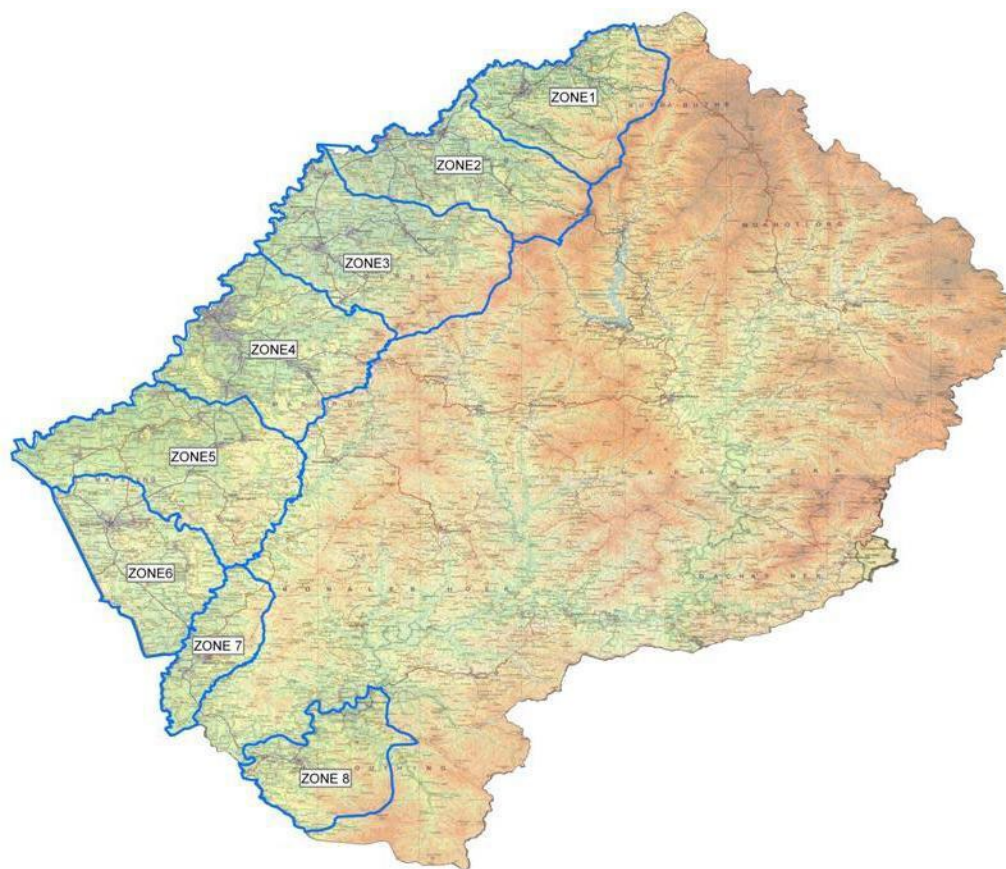


Figure 1-1: LLWDP-II Zones

The scope of work for the design update covered only the bulk water infrastructure, including the water intake, treatment plant, transmission pipeline, and associated infrastructure. It did not include detailed design and tender documentation for the distribution systems.

Based on the updated designs, implementation of the LLWSS program was grouped into six packages, with two prioritised for the next phase of the program: Project Package 4 entailing Zones 6 and 7 (Mafeteng and Mohales' Hoek) and Project Package 2 entailing Zones 2 and 3 (Hlotse - Maputsoe). The World Bank, through the current project, will finance investments in Zones 2 and 3 comprising a water intake, water treatment works, transmission mains, pumping stations, reservoirs, and distribution networks. This component is referred to as Lowlands Water Development Project-Phase II (LWDP II).

In 2018 the Water Commission appointed Aurecon Lesotho (Pty) Ltd in association with White Life Consultants (Pty) Ltd and Fehrnsen & Douglas to prepare the ESIA, the associated ESMP, and the Resettlement Action Plan (RAP) for Zone 2 and 3. This included a more detailed RAP for a sub-zoned area around the Maputsoe and Hlotse within Zones 2, as shown in Figure 1-2. The RAP report was completed in January 2019.

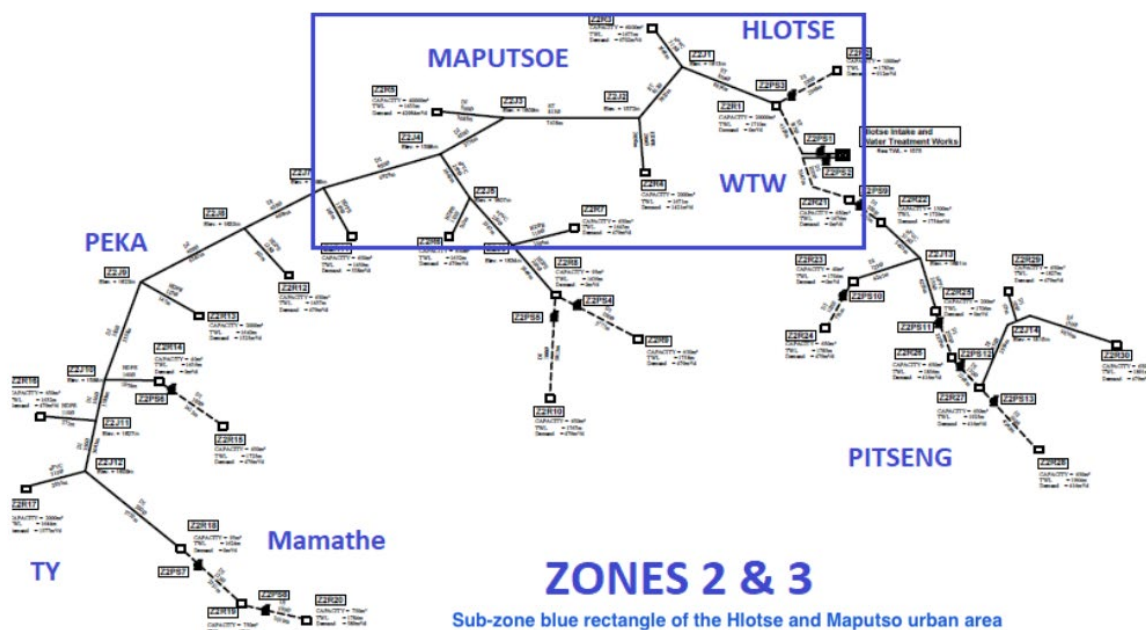


Figure 1-2: Scope of the 2018 ESIA, ESMP and the Resettlement Action Plan (RAP)

The RAP report prepared in 2018 did not contain a detailed Georeferenced Asset Register and Owners Database required for resettlement action planning. Moreover, detailed scope of the water supply works to be funded by the World Bank in the sub-zoned area around the Maputsoe and Hlotse has changed:

- The extent of the bulk water supply pipeline included in this phase has been reduced to servicing the area between Ha Lesiamo in the east to the Maputsoe Reservoir in west as shown in Figure 1-3. This excludes the pipeline line to Likhetlane and Hleoheng in the west and Mahobong in the east which was included in the 2018 RAP.
- The distribution network required to service individual users has been excluded from the scope of work.
- The detailed alignment of the pipeline route has been changed in certain locations to minimize the physical impact on people's livelihoods and assets.

In view of the afore-mentioned, the LLWDP-II issued a Request for Proposal to prepare an updated RAP and to update the ESIA and RPF documents with the information obtained from the RAP survey process.

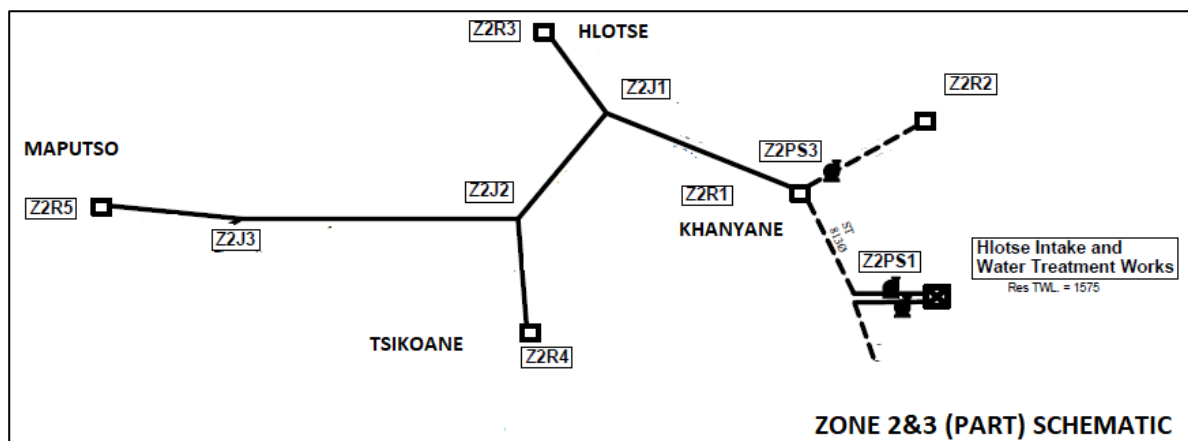


Figure 1-3: Scope of the current Resettlement Action Plan (RAP)

Makhetha Development Consultants (hereinafter referred to as the Consultant) was appointed by the LLWDP-II in November 2020 to commence with this work. This report deals with the RAP component of the work.

1.2 Project Description

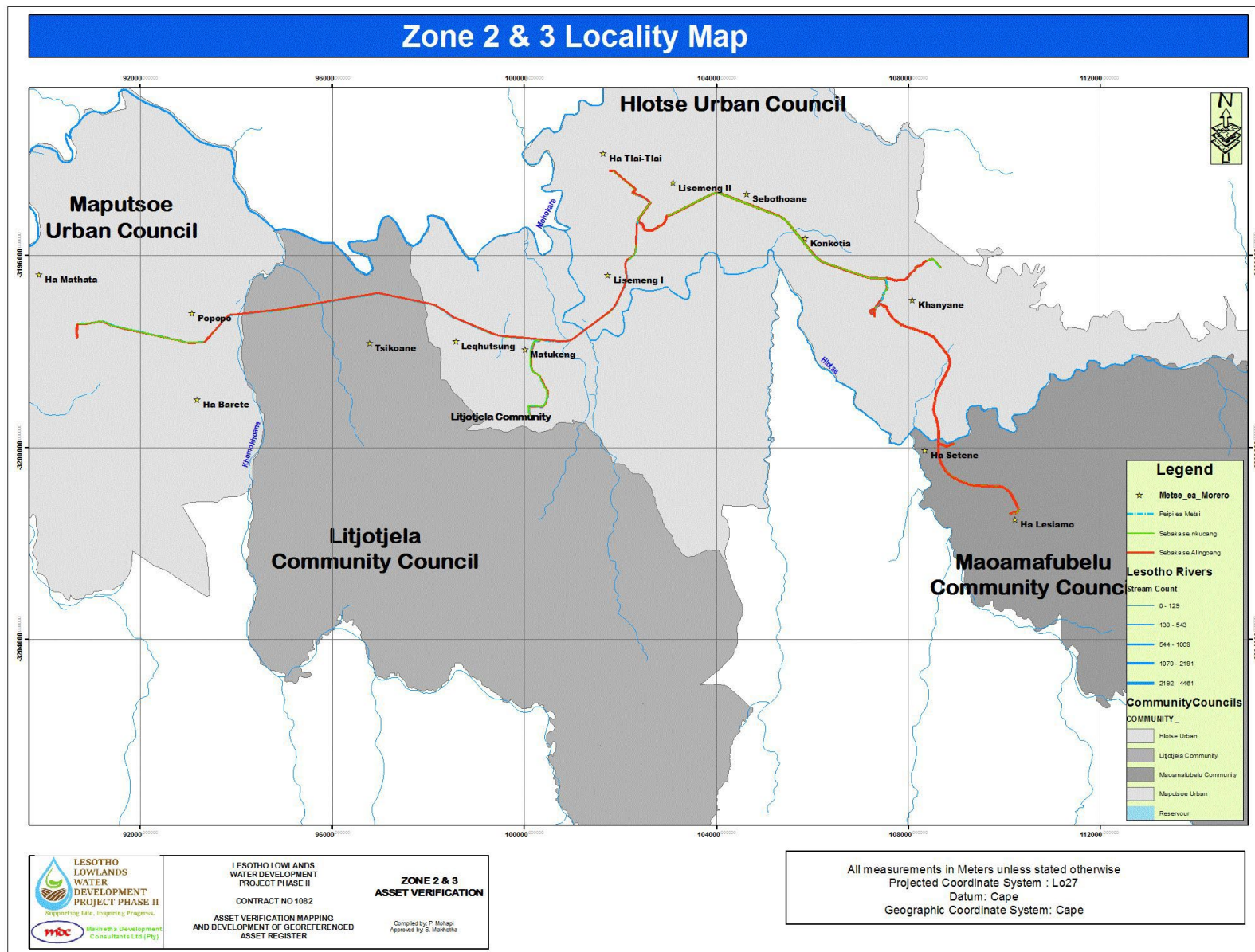
The project area and communities covered under this assignment is part of Zone 2 and lie within the district of Leribe as indicated in Map 1-1.

The area includes a mixture of urban, peri-urban and rural settlements adjacent to the bulk transmission system, namely, but not limited to, Ha Setene, Khanyane, Hlotse, Tsikoane, and Maputsoe. The pipeline follows the A25 road from Ha Lesiamo to Hlotse and the A1 Road from Hlotse to St Monica's and then the new Maputsoe by-pass road to Maputsoe Reservoir. The total length of the pipeline is 32 km. The width of the permanent pipeline servitude is 6 meters (3 meters each side of the pipe centreline), with another 8 meters added (4 meters extra each side of the pipe centreline) as a temporary servitude for use during construction. The total permanent and temporary impact area of the pipeline is therefore 14 meters wide. Most of the pipeline servitude overlaps with the adjacent road servitude thus limiting the impact area on properties. However, this is offset by the fact that the intensity of land uses along the road is high.

The impact area also includes the Hlotse River intake, pumpstation and water treatment works at Ha Setene and five reservoir sites, namely, the Khanyane C Reservoir (Z2R1), Khanyane Reservoir (Z2R2), Hlotse Reservoir (Z2R3), Tsikoane Reservoir (Z2R4) and the Maputsoe Reservoir (Z2R5). A second pumpstation will be constructed at the Khanyane Reservoir and a further reservoir site at Ha Lesiamo has been added. Additional land-take required for these works relates to the Hlotse River intake waterworks and reservoir sites at Hlotse, Khanyana and Ha Lesiamo.

The 2045 population projection to be serviced by the water works is around 191,060.

The project area is under the Leribe District Administration and Leribe District Council. It also covers parts of the Maputsoe and Hlotse Urban Councils. It falls within the area of jurisdiction of two Principal Chiefs, namely, the Principal Chief of Leribe and the Principal Chief of Peka, Tsikoane and Kolbere. The Community Councils affected include the Ma-oa-Mafubelu and Litjotjela Councils.



Map 1-1: The Project Area

1.3 Purpose and Scope of Report

This is a consolidated and updated RAP report aimed at surveying, assessing and mitigating the potential impacts that the construction and operation of the bulk water supply pipeline and works as outlined in Figure 1-3 will have on affected households, communities and institutions. These impacts could be temporary, due to loss of access or damage to infrastructure during construction. These impacts could also be permanent, due to development constraints imposed within the pipeline servitude and land acquisition required for the water intake and treatment works, pumping stations and reservoirs.

The report includes a detailed Georeferenced Asset Register, Owners Database and Valuation of all impacted assets. It also includes a Resettlement Action Plan and Livelihood Restoration Plan informed by a comprehensive Socio-Economic Survey of all the affected households. This Survey also provides a baseline for subsequent monitoring and evaluation of the impact of compensation, resettlement and livelihood restoration on affected communities.

The report is intended to comply with the World Bank Policy requirements and procedures on Involuntary Resettlement (*OP 4.12 – Involuntary Resettlement*, revised April 22013), at the same time also adhering to national policy and requirements in this regard.

1.4 Structure of Report

This RAP report is divided into the following sections:

Section 0 - Executive Summary

The Executive Summary will summarize the report. It will include an overview and background to the Project, the methodology used to collect register, verify and value asset and the owners of the assets and relevant socio-economic data. It summarises the key findings in terms of impact mitigation options and the proposed mitigation plan for compensation, resettlement and livelihood restoration. The Executive Summary will also be available as a stand-alone document.

Section 1 - Introduction

The introduction section will cover the background, the project description, purpose and scope of the report and how the report is structured.

Section 2 – Regulatory Framework

The section describes the policy and legal framework that guides the RAP, as well the institutional framework required for its implementation. It also highlights the gaps between national legislation and World Bank policies especially OP 4.12

Section 3 – Compensation, Resettlement and Livelihood Planning

Section 3 describes the compensation, resettlement and livelihood restoration planning stages and activities that informed this report. This includes the development of data management systems, stakeholder engagement procedures, as well as fieldwork, data collection and planning methodologies implemented

Section 4 – Socio-Economic Profile

This section first provides a demographic profile of the affected population. This includes an analysis of population characteristics such as the gender and age distribution, place of residence, education and literacy levels and occupation patterns. Then it analyses the household characteristics such as household size, household composition, gender, age, literacy and education levels. This is followed by an analysis of affected households' livelihood strategies, access to livelihood sources and the vulnerability profile of PAPs.

Section 5 – Impact Description

The section gives the details of the assets affected by the bulk water supply line and associated waterworks. The assets are analysed according to village, asset type, asset quantity and ownership.

Section 6 – Compensation and Resettlement Plan

The section gives details of the eligibility criteria for compensation and resettlement, cut-off date for submitting claims, valuation rates and the compensation options and resettlement choices available to PAPs.

Section 7 – Compensation Plan

The section outlines the compensation options available and the next steps required to present and enable PAPs to make choices, sign off on compensation agreements and develop a framework for implementation.

Section 8 – Resettlement Plan

The section outlines the livelihood restoration approach and options for consideration and stakeholder approval.

Section 9 – RAP Implementation

The tasks to be undertaken by LLWDP-II to further implement the RAP are outlined in this section.

Section 10 – Cost Estimate

This section discusses the cost estimates for the implementation of compensation, resettlement, and livelihood restoration.

Section 11 – Monitoring Evaluation and Reporting

The section gives details of the monitoring and evaluation system proposed during and after project construction and reporting mechanism to be applied in this regard.

Section 2 Regulatory Framework

2.1 Policy and Legal Framework

Involuntary resettlement and economic displacement can lead to the impoverishment of resettled and displaced communities. Social safeguard measures are required to mitigate these risks. The social safeguard measures are guided by the draft LLWDP Compensation Policy, March 2020. This Policy requires compliance with the following:

- Key pieces of National Legislation that protects the rights of people and sets legal requirements for dealing with a project that impact on the social-economic and physical environment.
- World Bank Safeguard Policies particularly OP/BP 4.12 on Involuntary Resettlement
- Guiding principles based international best practice in compensation and resettlement.

This RAP is compliant with these legal and policy prescripts.

2.1.1 Legislation

The following key pieces of National legislation apply to the Project:

- (a) **Lesotho Constitution, 1993.** Articles 17, under the heading “*Freedom from arbitrary seizure of property*” states that “*no property, movable or immovable, shall be taken possession of compulsorily, and no interest in or right over any such property shall be compulsorily acquired, except where the following conditions are satisfied: (a) the taking of possession or acquisition is necessary in the interests of defence, public safety, public order, public morality, public health, town and country planning or the development or utilisation of any property in such manner as to promote the public benefit; (b) the necessity therefore is such as to afford reasonable justification for the causing of any hardship that may result to any person having an interest in or right over the property; and (c) provision is made applicable to that taking of possession or acquisition for the prompt payment of full compensation.*”

Article 17 (2) grants a person with an interest in or right over property that is compulsorily acquired, a right of direct access to the High Court for:

- The determination of his interest or right, the legality of the taking of possession or acquisition of the property, interest or right and the amount of any compensation to which he is entitled; and
 - The purpose of obtaining prompt payment of that compensation”.
- (b) **The Land Act No. 42 of 2010 (supported by the Land Regulations of 2011).** This is the main legislation governing land tenure, including the acquisition of property for public and development purposes. It provides inter-alia for:
- The expropriation of land for public purposes and in the public interest subject to prior adjudication and compensation
 - The establishment of public servitudes by Government, Local Councils, or a statutory body
 - The payment of compensation for compulsory acquisition of property at market value
 - The creation of land courts and the settlement of disputes relating to land

Section 58 of the Land Act, read with section 42 of the Land Regulations, outlines the standards and procedures for the valuation of affected assets.

Section 10(1) of the Land Act confers joint title to property to both spouses married in community of property (under civil, customary or any other law, irrespective of the date on which the marriage was entered into), and equal powers in land transactions².

- (c) **Water Act No. 15 of 2008.** Section 30 deals with compensation and states that “*where compulsory acquisition of land is required in terms of this Act, compensation may be paid in accordance with the Land Act 2010*”
- (d) **Roads Act No 24 of 1969.** Section 25 provides for compensation for any direct damage resulting from road construction or maintenance “*to dwellings, buildings, gardens, plantations, crops, cultivated trees or lands under irrigation*”. This Act applies to the construction of temporary roads or the diversion of roads as ancillary infrastructure during the construction or for the operation of the pipeline.
- (e) **Historic Monuments, Relics, Fauna and Flora Act No. 41 of 1967.** This Act provides for the protection of man-made cultural sites and artefacts, as well as flora and fauna.
- (f) **The Environment Act No. 81 of 2008.** This Act defines the ground rules for environmental management in Lesotho including the requirements for environmental impact assessments (Sections 19 to 27).
- (g) **Legal Capacity of Married Persons Act No. 9 of 2006.** This Act removes the following restrictions which the marital power placed on the legal capacity of wives:
 - entering into a contract;
 - registering immovable property in her name;
 - acting as an executrix of a deceased’s estate;
 - acting as a trustee of an estate;
 - acting as a director of a company;
 - binding herself as surety;
 - performing any other act which was restricted by any law due to the marital power before the commencement of this Act.

The Act requires that both spouses obtain consent of the other spouse when entering into any agreements concerning the joint estate, but it does not specify that the consent be written.

2.1.2 World Bank Social Safeguard Policies

The World Bank policy objectives as outlined in OP 4.12 are as follows:

- (a) “*Involuntary resettlement should be avoided where feasible, or minimised, exploring all viable alternatives*”
- (b) “*Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.*”
- (c) “*Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher*”

The Bank’s involuntary resettlement safeguarding regulations and requirements are triggered when a project leads to the involuntary taking of land resulting in:

² The Legal Capacity of Married Persons Act (2006) has similar provisions regarding the power of spouses married in community of property.

- Relocation or loss of shelter;
- Loss of assets or access to assets; or
- Loss of income sources or means of livelihood, whether or not the affected person must move to another location.

OP 4.12 identifies three categories of affected people eligible for compensation or assistance:

- (a) Those who have formal legal rights to land, including customary and traditional rights recognised under the laws of the country;
- (b) Those who do not have formal legal rights to land but have a claim to such land or assets provided that such claims are recognised under the laws of the country or become recognised through a process identified in the resettlement plan.
- (c) Those who have no recognisable legal right or claim to the land they are occupying.

Category (a) and (b) people should be compensated for the land they lose.

Category (c) people should be provided with resettlement assistance *in lieu* of compensation for the land they occupy as well as other assistance as necessary if they have occupied the area prior to an agreed cut-off date for entitlements.

All three categories should be provided with compensation for loss of assets other than land.

OP 4.12 also requires that displaced people are provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project; provided with assistance (such as moving allowances) during relocation; and provided with residential sites. The policy requires that the taking of land and related assets may occur only after compensation has been paid and, where applicable, resettlement sites and moving allowances have been provided.

Guidance is given to the identification and protection of vulnerable people, stating that they need be given special attention to remove the barriers that stand in the way of their equal participation in projects, or through special project components and targeting strategies tailored to their needs.

The Bank's OP 4.12: *Involuntary Resettlement*, which requires consultation of project-affected people (PAP), host communities and local NGOs, as appropriate. Opportunities to participate in the planning, implementation, and monitoring of the resettlement program must be provided, *"especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan), and for establishing appropriate and accessible grievance mechanisms"*. Particular attention must be paid to the needs of vulnerable groups among those displaced, *"especially those below the poverty line, the landless, the elderly, women and children, Indigenous Peoples, ethnic minorities, or other displaced persons who may not be protected through national land compensation legislation"*.

In a similar manner, Bank Procedure (BP) 4.20 encourages the inclusion of women in project design, appraising: (a) the local circumstances that may affect the different participation of women and men in the project; (b) the contribution that women and men could make to achieving the project's objectives; (c) ways in which the project might be disadvantageous to one gender relative to the other; and (d) the project's proposed mechanisms for monitoring the different impacts of the project on women and men.

2.1.3 Guiding Principles

Based on international best practices, the draft LLWDP Compensation Policy, 2020, identifies the following key guiding principles for the design and implementation of the Project:

Asset acquisition and involuntary resettlement will be minimized. Where possible, alternative routing and design will be adopted to avoid impacting people negatively.

Ongoing and meaningful consultation should occur with PAPs and other key stakeholders. They have a right to be:

- a) Informed of Project activities and implementation schedules
- b) Consulted on, and take part in issues that affect them such as identification, selection and development of livelihood restoration measures
- c) Informed of land acquisition dates well in advance of the commencement of the activities
- d) Have access to Project information at a place accessible to them, in a form and language that they understand.

Compensation and resettlement planning will be done in a manner that:

- a) Acquisition and resettlement costs are built into the Project budgets
- b) management mechanisms are set up and maintained to implement the requirements for management of social impacts
- c) Asset Registration and acquisition will be done well ahead of civil works activities and construction commencement.
- d) Construction will commence only after acquisition procedures and negotiations have started

PAPs will be assisted to restore and or improve their livelihood by providing:

- a) Prompt compensation for loss of assets occasioned by the project
- b) Housing support (lump sum or in-kind compensation) where physical relocation is required
- c) Resettlement support where relocation is unavoidable
- d) Livelihood restoration and other development measures

The vulnerable will be catered for. The needs of vulnerable groups (women, people living with disability, the aged and the youth) will be taken care of by:

- a) Ensuring that they are represented on the community participation structures
- b) Implementing assistance programs specifically targeted at them, ensuring that they get equal opportunity in employment

Lack of Legal rights to assets lost will not bar PAPs from entitlement to compensation and rehabilitation.

Gender Mainstreaming: the needs and rights of men and women will be taken care of by ensuring their participation on public representation structures, employment opportunities, planning, negotiation and receiving of compensation

Cultural and Religious practices will be respected. The interests, cultural and religious practices of affected communities will be handled in a manner so as to avoid raising complaints and dissatisfaction.

Grievance Redress monitoring procedures will be put into place to ensure that grievances and complaints are dealt with promptly.

Monitoring procedures will be put in place to assess effectiveness of land acquisition, compensation and resettlement.

2.2 Comparison between national legislation and World Bank OP4.12

There are some differences between World Bank Policy and the laws of Lesotho on involuntary resettlement. The Land Act 2010 restricts itself to fair and prompt compensation following expropriation. The World Bank on the other hand, requires provision of alternative land and resettling affected persons and compensation before acquisition. The Constitution makes provision for prompt and full compensation without providing the timing or what full refers to.

Table 2-1: Comparison of Lesotho and World Bank Policies on Resettlement and Compensation

Category of PAPs/Type of Lost Assets	Lesotho Law	World Bank OP 4.12
Landowners	All land is vested in Basotho and is held in trust by the King. And a person shall not hold any title to land except as provided for by the Land Act ie. All land is held under leasehold	Identification of PAPs is done through census and socio-economic surveys of the affected people. Even PAPs with no legal/formal title to land, should be compensated for using the land to derive a living
Land Squatters	There are no specific provisions for illegal settlers. PAPs must have a legally recognized title to land to claim compensation	All PAPs must be compensated regardless of whether they have legally recognized title to the land or not.
Land Users/ Sharecroppers	There are no specific provisions for sharecroppers or land users or occupiers	PAPs who make a living from a place are entitled to compensation even without legally recognized title
Owners of permanent buildings	Cash compensation at market value as certified by an odd number of valuers, one of whom shall be the Government valuer, having regard to the present and replacement value. In assessing compensation, regard shall be had to the expenses incidental to any necessary change of residence or place of business.	Entitled to in-kind compensation or cash compensation at full replacement cost including labour and relocation expenses, prior to displacement
Owners of non-permanent structures	No provision for relocation assistance	Recommends in-kind or cash compensation at full replacement cost including relocation assistance
Perennial and annual crops	Nothing shall be deemed to preclude payment of compensation for damage to crops on land affected by the exercise of a servitude	Income restoration and land for land compensation allows people to re-establish annual crops

Livelihood Restoration	National Social Protection Strategy (NSPS) 2014/15 – 2018/19. The NSPS calls for coordinated action by different Government and non-Government agencies in implementing social protection measures.	Livelihoods are to be restored to pre-displacement or better conditions.
Timing of compensation payments	Any person who claims to have an interest which ceases to subsist due to creation of a servitude, may, within 3 months from the date of publication of the declaration notice, claim compensation. In all cases of compulsory acquisition, compensation shall be made before conclusion of expropriation	There will be no construction before compensation is paid to the affected persons.
Consultation and disclosure	There are provisions for consultations and disclosure but there are separate and disparate guidelines by agencies and Government departments on the subject	Consult project-affected persons, host communities and local level bodies. Provide them opportunities to participate in the decisions that affect them from inception, planning, implementation and monitoring of the resettlement programme as well as voicing concerns and complaints
Relocation and Resettlement	The Constitution 1993 and the Land Act 2010 give Government, local authorities and agencies to acquire and expropriate land for public use, purpose or interest.	Avoid or minimize involuntary resettlement; where it is not feasible so to do displaced persons should be assisted in improving or restoring their livelihoods and standards of living to pre-displacement levels or better whichever is better.
Grievance Redress Mechanism	Land Act 2010 provides for land courts to resolve land disputes. The Chieftainship Act 1968 gives chiefs powers to preside over cases of customary law in relation to property and other disputes	Establish clearly defined and accessible grievance redress mechanisms and monitor grievances and close them at the very local level where they arise.

In all cases where national legislation or policy falls short of legal or policy provisions comparable to those of the OP 4.12, the World Bank Guidelines will be followed.

2.3 Institutional Framework

2.3.1 Project Institutions

The LLWDP-II is implemented by the Ministry of Water (MoW), through the office of the Commissioner of Water (CoW), under an established Project Implementation Unit (PIU). The Principal Secretary, MoW is the Chief Accounting Officer of the project, and reports to a high-level Project Steering Committee (PSC).

The PIU, under the general supervision and guidance of the Project Manager, is responsible for Compensation, Resettlement and Livelihood Restoration planning and implementation.

Once constructed, the Water Services Company (WASCO) will be responsible for operating and maintaining the bulk water supply system.

The institutional framework to implement the RAP is as follows:

- a) The Commissioner of Water through appropriate departments (including the Project Implementation Unit) will manage the whole RAP implementation program.
- b) The Lesotho Lowlands Water Development Project Phase II (LLWDP II) will be responsible for the overall procurement issues and preparation of the safeguard's instruments ensuring that the RAP is implemented, monitored for compliance; Stakeholders engagements are done, Livelihood Restoration Plan is implemented; the RAP is cleared and disclosed.
- c) To accomplish these tasks, within the PIU, under the Social Safeguards Specialist, there is a Community Liaison Officer (1) and four (4) Assistant Community Liaison Officers whose main responsibilities are to create awareness in the communities about project activities and act as the primary contact between the project and its stakeholders and to maintain the communication channel to the affected population.
- d) The Community Liaison Officer is also responsible for addressing, recording and referring grievance at the community level.

2.3.2 Local Authority Institutions

Central Government Ministries are represented at district level and coordinated through the District Administrative Office headed by a District Administrator (DA). The DA represents the interests of the central government at the local level and coordinates the decentralization of government in districts. Matters relating to land acquisition, customary law and land administration, are handled at district level. In relation to customary law issues the DA will act on advice from the traditional authority.

Elected local government in Lesotho has a two-tier structure comprising a first tier of District Councils and a second tier of Community Councils and Urban Councils.

District Councils comprise nominated representatives from Community Councils in the District. They also include two appointed Chiefs nominated from the Community Councils in the administrative district.

Community Councils comprise members elected by the electoral division, Chiefs representing traditional leadership, and women occupying reserved seats.

Urban Councils are composed of elected members, Chiefs and women, according to party political proportional representation.

The project area is under the Leribe DA. It covers part of the Maputsoe and Hlotse Urban Councils within this District. There are also two Community Councils affected, namely, the Ma-oa-Mafubelu and Litjotjela Community Councils. These and other Community Councils in the

District fall under the Leribe District Council. Both Urban and Community Councils have villages that fall under their area of jurisdiction.

This structure is illustrated in Figure 2-1 and the affected villages are listed in 2-1.

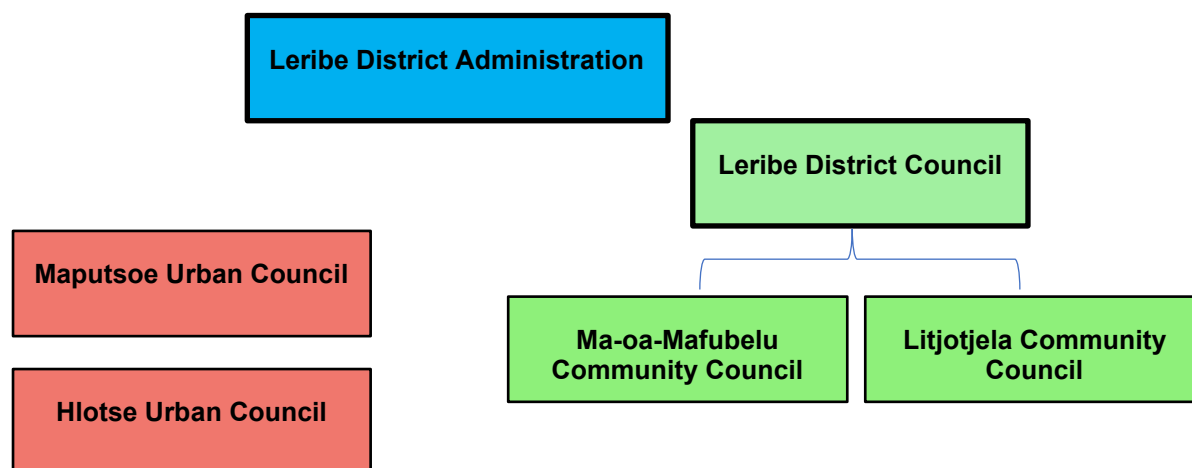


Figure 2-1: District and Local Government Administration in Project area

2.3.1 Traditional Authority Structures

Traditional leadership in the country is through hereditary chieftainship which is hierarchically organized consisting of the King, Principal Chiefs, Area Chiefs and Village Chiefs (or headmen). Each one of these levels is represented in District Councils and Community Councils. Principal Chiefs are responsible for overseeing all issues of traditional governance in their respective areas.

Areas that will be affected by the Project are under the jurisdictions of the Principal Chief of Leribe and the Principal Chief of Peka, Tsikoane and Kolbere.

Area Chiefs administer smaller administrative areas and take orders and advice from the Principal Chiefs. Village Chiefs or headmen function as assistants to the Area Chiefs and manage the daily administration of their villages. Table 2-1 below shows the names of the Chiefs and headmen and their respective villages within the Project area.

Villages and households that will be physically and economically displaced by the Project are represented in local government structures through elected Councillors and traditional Chiefs.

The Project Structures engaged with the existing community structures in all compensation, resettlement and livelihood restoration planning processes. There was no need to provide for new project-specific community structures for this purpose.

Table 2-2: Chiefs & Headmen of Affected Villages in Urban & Community Council areas

Litjotjela Community Council		
Principal Chief of Peka Tsikoane and Kolbere		Chief Pontšo Seoehla Mathealira
Villages	Chief's title	Chief's name
Linotšing Ha Mokokoana	Morena oa Linots'ing Ha Mokokoane	Pabala Mokokoana
Tsikoane	Morena oa Tsikoane	Matlaselo Molapo
Leqhutsung	Ramotse oa Leqhutsung	Raletšaba Ntšoereng
Ha Bene	Ramotse oa Ha Bene	Boithatelo Taoana
Ha Poulo	Morena oa Hloahleng	'Mathabo Jonathan

Urban Council Hlotse Town		
Principal Chief of Peka Tsikoane and Kolberg		Chief Pontšo Seoehla Mathealira
Villages	Chief's title	Chief's name
Matukeng Ha Letuka	Morena oa Matukeng Letuka	Kabelo Letuka
Matukeng Ha Malimatle	Morena oa Matukeng Ha Malimatle	Ntseke Malimatle Molapo
Urban Council Maputsoe		
Principal Chief of Peka Tsikoane and Kolberg		Chief Pontšo Seoehla Mathealira
Villages	Chief's title	Chief's name
Ha Barete/St Monicas	Ramotse oa Barete	Molefi Makhorole
Popopo	Ramotse oa Popopo	Ramohanoe Taaso
'Mathata	Morena oa Ha Manama le Bokong	Keketso Molapo
Maoa-Mafubelu Community Council		
Principal Chief of Leribe		Chief Joele Motšoene
Villages	Chief's title	Chief's name
Mahobong	Morena oa Mahobong, Thaba-Phatšoa Le Bokong	Khethisa Khethisa
Ha Lesiamo	Morena oa Litaung Ha Lesiamo	'Maseoehla Lesiamo
Ha Setene	Ramotse oa Ha Setene	Sello Lesiamo
Ha Moseli	Ramotse oa Moseli	'Malintle Molapo
Urban Council Hlotse Town		
Principal Chief of Leribe		Chief Joele Motšoene
Villages and townships	Chief's title	Chief's name
Khanyane	Area Chief	Malefetsane Moliboea
Tšenase	Ramotse oa Tšenase	Manamolela Tšenase
Mokoko	Ramotse oa Mokoko	Mokitjimi Tabola
Phephetho	Ramotse oa Phephetho	Molemo Phephetho
Likonyeleng	Ramotse oa Likonyeleng	Teboho Ramothello
Sebipela	Ramotse oa Sebipela	'Mamary Khalane
Khokhotsaneng	Ramotse oa Khokhotsane	Moshoeshoe Molapo
Konkotia	Ramotse oa Konkotiea	Thabo Sekhoenyana
<i>Sebothoane**</i>	<i>Ramotse oa Sebothoane</i>	<i>Marise Mphuthing</i>
Mankoaneng	Ramotse oa Mankoaneng	Ntala Fekefeke
Ha Molibeli	Ramotse oa Molibeli	'Mats'oanyane Ramotse
Hlotse Reserve	Reserve Chief	Peete Sekonyela Molapo
<i>Tlai-Tlai**</i>	<i>Ramotse oa Tlai-Tlai</i>	<i>Letlotlo Seantlo</i>
<i>Lisemeng 1**</i>	<i>Ramotse oa Lisemeng 1</i>	<i>Mafonyoko Motemekoane</i>
<i>Lisemeng 2**</i>	<i>Ramotse oa Lisemeng 2</i>	<i>Mohau Letete</i>

**** Urban Townships**

Section 3 Compensation, Resettlement and Livelihood Planning

3.1 Stages in the Planning Process

The steps followed by the to implement the RAP planning process are shown in Figure 3.1.

Initial consultations were carried out with local and traditional authorities within the project area. These leaders were given an overview of the assignment, the scope and processes regarding different activities and to solicit views and concerns on the assignment and their participation. This was to be followed by public meetings to further explain the methodology in doing the assets and Socio-Economic Surveys. However, due to Covid 19 restrictions that were introduced by the Gol in January 2021, these public meetings were put on hold. When field work proceeded in late February 2021, the meetings were restricted to small-scale gatherings of not more than 6 persons.

The technical process of planning started by sourcing the coordinates for the pipeline servitude and waterworks sites. These coordinates were used to mark the boundaries of the servitude and sites. The marking of the boundaries was followed by a transect walk along each section of the pipeline route. The purpose of the transect walk was to identify which assets and their owners are affected, so that they could be called upon to be present during the Asset Registration and Survey process. The transect walk was initially planned as a public event that would be witnessed by all interested and concerned parties. Because of the Covid-19 restriction the transect walk was only witnessed by a small group of local government and traditional authority leaders. These persons were selected based on their knowledge of the area. They assisted in compiling a list of affected owners and their contact details.

Those on the list were then contacted to participate in the Asset Registration and Survey process that took place shortly after each section of the transect walk had been completed. The Asset Registration was conducted using an electronic device (tablet) to record the names, addresses, identification documents of all those with affected assets. A Cadastral Survey was done of all affected properties and other fixed assets. Photos were taken of these assets in the presence of their owners and witnessed by local Chiefs and Councillors.

Because of the Covid-19 restrictions on public meetings, the asset survey and registration process was also the first opportunity to explain the project and methodology to the affected owners. Because of this, the process took longer than originally envisaged and was completed early in May 2021.

Once the data collected in the field had been verified and processed into the Asset Registration Database, it was used to launch the baseline Socio-Economic Survey and to prepare the maps and verification forms required for the asset verification process and to do the valuation of assets. This happened section by section allowing the Socio-Economic Survey to continue while Asset Registration and Survey was still underway.

Asset verification started on the 12th May 2021 and was completed on 15 July 2021.

A valuation was done of the verified and assessed properties and this was incorporated into the asset registration database.

This database and the outcome of the Socio-Economic Survey was then used to prepare the compensation, resettlement and livelihood restoration plans and to enable LLWDP-II to prepare the compensation offers.

The contents of the various steps are further detailed in sections 3.4 to 3.7 hereafter.

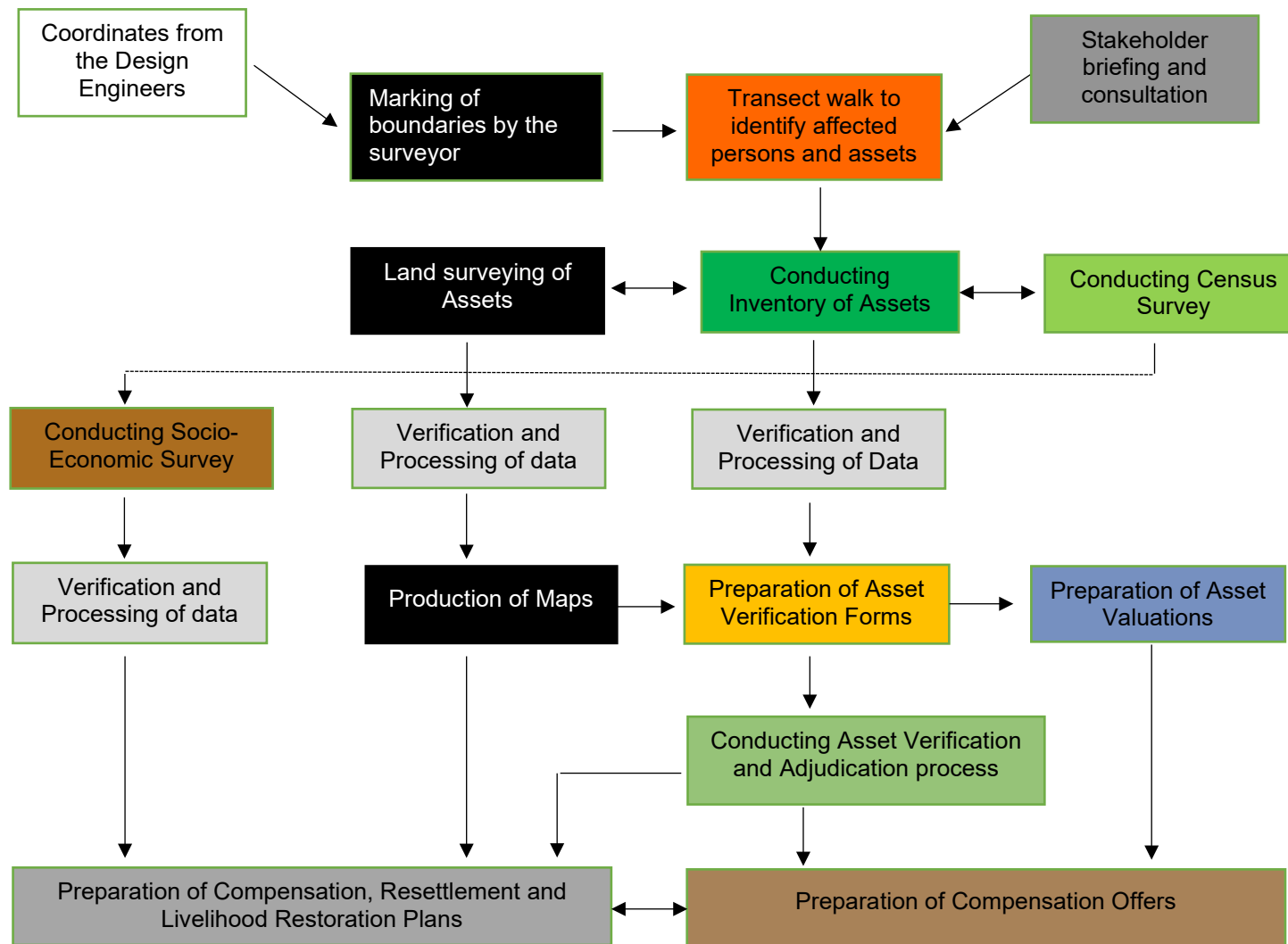


Figure 3-1: RAP Planning Process

3.2 Development of Data Management System

3.2.1 System Overview

The database design adheres to recognised resettlement database standards, using normalised data tables linked via unique identifiers (key fields), as well as a menu-based front-end for ease of use and navigation. The data, except for survey coordinates, were collected digitally by means of tablets.

The database incorporates the following key datasets:

- Details of affected persons, households, communities and other entities;
- The asset registration and adjudication information;
- Relocation information.

Tablet-based forms were used to capture all Census and Asset Registration data. This data was uploaded to the MS Access Census and Asset Registration database using electronic forms, allowing it to be captured and verified quickly and accurately. Controls such as pick-lists, data selectors and option boxes were used to streamline data capture and verification, and to minimise data input errors.

Photographs and other image-based documents were not physically stored in the database but were hyperlinked so that they could be easily viewed and used in reports.

Spatial data relating to the location and vertices of assets was compiled by the cadastral surveyor during the Asset Survey and Registration process. Each asset was tagged with a unique identifier provided by the Asset Registration enumerator so as to link the survey results with the Asset Registration information. The data was then uploaded to the ArcGIS geographic information system database where it was used to define shapes (e.g., land areas), linear elements (e.g., fences) and locations (e.g., trees) superimposed on orthophotos. Global Positioning System (GPS) coordinates were stored in the database as attributes and used to create shape-files, which could then be viewed in the ArcGIS. The intersection of design servitudes with asset areas, lines and points were used to determine the extent of the loss or devaluation of affected assets. These size of the loss (and original extent and remnant sizes where applicable) were uploaded to the Asset Registration database. All geographically referenced data was analysed in ArcGIS to ensure it was correctly positioned. The resulting verified datasets was provided to the Client as shape-files with appropriate GIS metadata.

Information in the Census and Asset Registration database and ArcGIS database was used to prepare the Asset Verification Forms (AVF) and accompanying maps that were printed. The printed Forms were then reviewed and signed by the owners and witnesses during the Asset Verification process that followed. These signed forms and accompanying maps were scanned and hyperlinked as image to the MS Access Census and Asset Registration database.

While the AVF's and maps were being prepared, the Census data of the affected households was loaded on tablets to identify households to be surveyed for Socio-Economic data. Tablet-based forms were then used to capture household Socio-Economic data. This was loaded on a separate MS Access Socio-Economic database.

3.2.2 Data Collection, Processing and Storage

Alpha-numerical data

Existing tablet-based forms were used to capture Asset Registration data:

- Household information including the village and household head (asset owner)

- Owner (household member) information identifying household, relationships, identity documents, pictures, etc.
- Assets by type, picture, and unique survey code
- Asset ownership

Two additional forms were developed to collect qualitative information on the attributes of building and fences to facilitate the valuation of these assets – refer to section 3.4.3. - as outlined in section for asset qualitative information.

Data was uploaded to the MS Access Asset Registration database and checked for compliance and completeness. The list of Households was loaded on tablets to identify households to be surveyed for Socio-Economic data.

Tablet based forms were used to capture household Socio-Economic data. This included the following:

- The identity of the household being surveyed by householder and GPS location of the residence. This was linked to the Census household identifier in the Asset Registration database
- Information of all the members of the household – name, age (year of birth), qualifications, skills, employment, chronic illnesses, relationship to the household head, etc.
- Resources available to the household, such as the residence itself, access to equipment, other structures, income sources, etc
- Transport availability, availability of public services, energy sources, water sources and household expenditure

Data was uploaded to the Socio-Economic database and checked for compliance, consistency, and completeness.

Spatial data

Spatial data relating to the location and vertices of assets was compiled by the land surveyor and tagged with a unique identifier provided by the Asset Registration enumerator. The data was uploaded to the ArcGIS geographic information system database where it was used to define shapes (e.g., land areas), linear elements (e.g., fences) and locations (e.g., trees) superimposed on orthophotos.

Detailed map of each measurable asset was provided, showing the location and ownership of asset. All deliverables will be tied to the National Grid and in a format compatible to all maps produced in the country, so that the information can easily be superimposed on existing maps for the project area.

Assets that fall within the boundary of the pipeline servitudes and waterworks were identified and shape and extent calculated. This information identifying original asset extent and loss size together with maps appropriately tagged with the unique asset identifiers provided by the Asset Registration tablet survey application, was forwarded to the Asset Registration database.

The Asset Registration database was updated to reflect the measured asset extents and loss sizes and their location utilizing matching on the unique asset identifiers.

Databases

The principal MS Access databases is stored on a shared server located at the Consultants offices. These included the Asset Registration database and the Socio-Economic database. Working databases (on laptops and desktop PCs) were linked to these databases to perform data capture, validation, correction and data extracts. These databases were backed up to the shared server on a regular basis. The shared server was backed up incrementally daily and complete backed up weekly. Shared server backups were made to an offsite facility.

GIS data was stored on the GIS workstation backed up to the shared server daily.

Upon completion of the project all the databases will be transferred to the Client.

Documents and Images

Maps and pictures of assets and pictures of asset owners and their documents were stored separately and linked to the assets and asset owners respectively in the Asset Registration database.

Documents such as Asset Verification Forms (AVF) were generated from the Asset Registration database and tagged with the appropriate asset registration reference number.

An Asset Status Table was maintained to track the status of all registered assets. The statuses tracked was initiated by the capture of the asset uploaded from the tablet; the Client approval of the signed AVF; and the completed status of the asset.

Additionally, an Asset Valuation table was maintained to capture, and track Asset Valuations and provide the basis for Client reporting on the valuation process. Valuations were acquired by providing batches of households and assets to the Valuer in spreadsheet format. The completed spreadsheets were used to update the Asset Valuation table which was then used to produce batches of extracts in spreadsheet form supported by individual folders for each household and each asset owned together with supporting scanned documents, maps and photos.

Reports and documents required by the Client for compensation purposes can be generated from the Asset Registration Database linked to the appropriate maps and pictures.

3.2.3 Field Procedures for Electronic Capturing and Processing of Data

The following procedures applied to data capturing and processing activities implemented by different teams in the field:

Census Survey

Comma Separated Value (CSV) files extracted from the Asset Registration database were uploaded to the tablet applications to populate the tablets' base tables identifying villages and chief hierarchies, as well as asset types, descriptors, and units of measure.

On completion of each day's work, data support uploaded household and household member in the form of CSV files from each tablet to the laptop-based copy of the MS Access Asset Registration database. Using tools provided, the data was validated and confirmed. The household and household member data was exported as CSV files and downloaded to the tablets' and re-imported to the tablets' local database for use in the Asset Registration phase.

Asset survey and registration

On completion of each period of work, data support exported all data from each tablet as CSV files. The household, household member, asset, and asset owner files from each tablet were uploaded to the laptop-based copy of the MS Access Asset Registration database. Using tools provided, the data was validated and confirmed. The laptop-based database data was uploaded to the server-based Asset Registration database tables. The Asset Status table entries were created for each asset.

Asset verification

On receipt of all asset related data (Asset Registration and GIS), reports were prepared for the valuator to determine the compensation due for each Asset.

On completion of the valuator's assessment, values were updated against each asset in the Asset Valuation table and the Asset Status table updated to reflect the status change.

On receipt of all asset related data and maps, Asset Verification Forms (AVFs) and any other supporting documents were compiled and printed for field teams to be verified by the owner and witnesses. This happened prior to valuation. Verification was for confirmation of assets

affected and the extent to which they were. Valuation of Assets, Compensation Offers is outside the Consultants' scope of services under this Contract.

On receipt of signed forms, the Asset Status table was updated to reflect the status of the asset. All household documents were scanned and indexed in the Asset Registration database. All household documents were provided to the Client in such format as is required and the Asset Status table updated to reflect that prior to valuation.

Socio-Economic Survey

CSV files extracted from the Asset Registration database were uploaded to the tablet application repository to populate the tablets' base tables identifying households by the householders' names and tablets used by the operator names. This data was linked to each application form. The forms were downloaded to each tablet and installed and initialized incorporating the Households and Tablets selection lists into each form.

On completion of each period's work (daily, weekly) the instances folder, storing the captured form data, was transferred to data support by email for evaluation.

Data support validated the data and produced a spreadsheet indicating any missing data or errors. Corrections could be made on the tablet.

On completion of the survey all instances folders were transferred from the tablets to the server.

On the server, the tablet data was imported into the MS Access Socio-Economic database for final validation and completeness and compliance checking.

3.3 Stakeholder Engagement

Comprehensive stakeholder engagement occurred during all stages of this Assignment. This happened within the policy framework outlined by the World Bank in section 2.1.2, tailored to the specific need of the Project as outlined in the LLDWP II Stakeholder Engagement Plan, February 2021. This is to ensure that affected households and communities are the architects of their own compensation, resettlement and livelihood restoration plans, within the legislative and best-practice guidelines laid down for this purpose.

3.3.1 Stakeholder Analysis

The stakeholder categories that are engaged with, are outlined in Table 3-1 below.

The Primary Stakeholders are all the Project Affected People (PAPs), which refers to those individuals, groups and other entities (inclusive of households, as the basic unit for sharing livelihood resources) whose livelihoods and standards of living are adversely affected by project activities through either:

- a) Loss of assets or access to assets;
- b) Loss or deprivation of resources;
- c) Loss of income sources or means of livelihood as a result of the above; or
- d) Physical relocation, or other losses that may be identified during the process of resettlement planning.

Primary Stakeholders include vulnerable individual and households (in terms of poverty, age health etc.) impacted by the project requiring special attention.

The Secondary Stakeholders include all district and local level leader and authorities representing and serving the affected communities, as well as national ministries involved in policy and decision making affecting the Project.

The third group of stakeholder referred to as Intermediaries, are community-based and non-government organisations that operate within the affected area and can play an enabling role in supporting resettlement and livelihood restoration activities required to mitigate Project impacts.

Table 3-1: Stakeholder Analysis

Stakeholder Levels	Primary Stakeholders	Secondary Stakeholders	Intermediaries
Local and District Level	<ul style="list-style-type: none"> • Affected households • Affected communities • Affected business/shack owners • Affected schools • Vulnerable groups • Host communities³ 	<ul style="list-style-type: none"> • Chiefs (Principal Chiefs, Reserve Chiefs, Area and Village Chiefs) • District, Urban and Community Councils • District Administrators • Members of Parliament in the project area 	<ul style="list-style-type: none"> • Community organizations • Faith-based organizations • Local NGOs
National Level		<ul style="list-style-type: none"> • Ministry of Local Government and Chieftainship Affairs • Ministry of Water Affairs • Ministry of Public Works • Ministry of Transport • Ministry of Agriculture and Food Security • Ministry of Tourism, Environment and Culture • Ministry of Social Development 	<ul style="list-style-type: none"> • Lesotho Council of NGOs • Transformation Resource Centre • Other NGOs with vested interests

3.3.2 Stakeholder Engagement Process

The Consultant was responsible for managing and implementing the stakeholder engagement process required for the assignment at local and district level. This work was managed and supervised by the Consultant's Consultation Specialist and undertaken by Field Support Supervisor and two Community Liaison Assistants who were generally based at the project site.

LLWDP II's Social Safeguard Specialist supported by two Community Liaison Officers assigned to the Project Zones 2&3 and 6 facilitate all official communication with traditional, local and district authorities. These officials also participated in of the public meetings and leadership briefing sessions during the course of the assignment.

These project structures engaged with the existing community structures in all compensation, resettlement and livelihood restoration planning processes. There was no need to provide for new project-specific community structures for this purpose.

A targeted stakeholder engagement process was followed, where the nature and level of stakeholder engagement depended on the affected parties' interest and influence regarding the task at hand. The rollout of stakeholder engagement process was planned according to the field work steps as outlined in **Error! Reference source not found.** below. The actual work undertaken under each step is further elaborated in section 3.4 hereafter.

³ Communities receiving displaced population and therefore also impacted by the Project in terms of increased pressure on public infrastructure and possible overcrowding.

Table 3-2: Planned Stakeholder Engagement Process

Steps	Activities	Stakeholder Involved
Step 1: Initial consultations		
Meetings with authorities	Face-to-face meeting and telephonic consultations to: <ul style="list-style-type: none"> - Explain project scope and processes. - Soliciting views and concerns on project and their participation 	District Administrator, Principal Chiefs, Area Chiefs, Reserve Chief, District, Urban and Community Councils, Relevant District Government Departments
Public meetings	Public Meetings for communities in affected areas (mainly at Area Chiefs place)	Community and local authorities
Step 2 Impact Identification		
Marking of the boundaries	Boundaries of pipeline servitude and water works sites marked by the surveyor	Local Chief and council and any two community representatives invited to attend
Transect Walk	Transect walk during demarcation of affected assets to: <ul style="list-style-type: none"> - Identify the extent and scope of impact. - Identify type of assets affected - ascertain ownership details 	Chief and council representative and any two community representatives provided by the chief who knows the area and assets in the community
Step 3 Survey & inventory of Asset and Owners		
Preparatory meetings	Meetings with PAPs to explain the policy and process of the asset inventory, valuation and adjudication	PAPs, respective chief and council of the area. The LLWDP Community Liaison Officer.
Survey and inventory of impacted assets	Transect walk to: <ul style="list-style-type: none"> - Record and surveying of assets. - Take photos of assets and owners. - Sign asset daily asset inventory form 	Asset owners or their mandated representatives Chief, community councillor of the area, Council APP, and LLWDP Community Liaison Officer
Census survey	Collect and record ownership details during Transect Walk	PAPs
Step 4 Socio-Economic Survey		
Focus Group Discussion and Key Informant Interviews	Conduct qualitative survey of affected communities	Members of communities Community leaders
Household survey	Conduct quantitative survey of impacted households	PAPs
Step 5 Asset Verification, Valuation and Adjudication		
Notices and Cut-off date	<ul style="list-style-type: none"> - Issue notice to acquire land and assets. - Issue notice of cut-off date for entitlements 	General public
Document preparation	<ul style="list-style-type: none"> - Compile and prepare Asset Verification Forms (AVF's) - Source support documentation 	Facilitate the signing of AVF's
Asset verification	<ul style="list-style-type: none"> - Facilitation of signing of AVFs - Facilitate signing of valuation forms. 	Asset owners or their mandated representatives. Chief, community councillor of the area
Asset valuation and adjudication	<ul style="list-style-type: none"> - Do asset valuations - Settle conflicting claims and valuation disputes 	Asset owners or their mandated representatives. Chief, community councillor of the area
Step 6 RAP Planning		

Compensation Planning	<ul style="list-style-type: none"> - Prepare compensation offers - Present compensation offers - Sign off on compensation offers 	Asset owners or their mandated representatives. Chief, community councillor of the area
Resettlement Planning	<ul style="list-style-type: none"> - Confirm availability of compensation land - Identify resettlement options - Prepare resettlement Plan 	Asset owners or their mandated representatives. Chief, community councillor of the area
Livelihood restoration Planning	<ul style="list-style-type: none"> - Confirm livelihood restoration needs - Identify livelihood restoration options - Prepare livelihood restoration plan 	Affected communities Vulnerable groups Local authorities Relevant departments and development agencies

3.4 Field Work and Data Collection

3.4.1 Initial Consultations

During the Inception phase, the Consultant's team partook in various stakeholder engagements. These engagements were aimed at (2) introducing the Project Consultant to the local authorities; (2) ensuring that there is a common purpose and understanding of what the Project entails; and (3) providing clarity on the Project steps and requirements going forward.

Stakeholder engagements included:

- a. Project site visit and introductory meetings to the local authorities on 20th November 2020, namely, the office of the District Administrator, District council, Leribe Principal Chief, Reserve Chief and Town Clerk of Hlotse, as well as the Litjotjela and Maoamafubelu Community Councils. Consultations were done through telephone communication and one-on-one meetings to establish the jurisdictional powers and boundaries, protocols, schedule meetings and communication channels used in order to align our communication processes.
- b. The office of the LLWDP Social Safeguard was consulted on 2nd December 2020 to determine the existing stakeholder engagement activities, approaches and techniques as well as challenges. Previous stakeholder engagement in the project involves the following:
 - Awareness of the project to the local authorities DA, Principal Chiefs, Area Chiefs and Headmen in the project area.
 - A workshop on Compensation Policy was held with local authorities, mainly the Principal Chief, District and Community Council.
- c. Meetings were held with various Area Chiefs, Town Clerks and District Council representatives between 15th to 17th and 23rd December to give a project overview, hear concerns about the project and discuss the clustering of villages for Pitsos and participation in the project.
- d. Following the initial consultations with local and district leadership, the Consultant had to carry out public meetings in the affected areas after festive season in January. These meetings were aimed at providing information about the project and soliciting community concerns, views as well as involvement in the project. Only three public meetings were held on 6th and 7th January 2021 in Mahobong, Ha Lesiamo and Ha Setene villages. It was noticeable that communities had just emerged from a devastating Covid-19 experience during the festive season and were not as eager to participate as they had been before. Focus Group Discussion involving members of these villages also took place during this time – see section 3.4.6.

- e. Due the worsening Covid-19 pandemic, further meetings were cancelled. This was prompted by Government's Orange Covid-19 Alert level. These included restrictions and a prohibition on public gathering, safe for Covid-19 education and awareness purposes. This was communicated by way of a letter dated 8th January 2021 instructing the Consultant to discontinue public engagements and comply with this prohibition, which continued even after there was a step down from Red to the Orange Alertness Level on 3rd February 2021.
- f. On 19th February 2021 the Client requested the Consultant to revise their strategy to meet the contracted time for concluding the Project within the constraints of the prohibition of public gatherings. Doing so required the following modifications to the implementation plan:
 - i. To cancel all further public meetings and rely on Chiefs and Councillors to convey information on the procedures to be followed in working with authorities and communities to identify, quantify, register, and verify asset losses. Chiefs and Councillors were briefing accordingly.
 - ii. To proceed with the Marking of the Boundary and Transect walk but to limit attendance to a max 10 people, including Project staff, Local Chief, Councillor and owner or mandated representative.
 - iii. To combine the Transect Walk with the Survey and Inventory of Assets to save time. In practice this proved to be difficult and was not implemented.
 - iv. To proceed with the Focus Group Discussion but to limit these to smaller groups of not more than 10 people and to limit each session to 40 minutes.
- g. On 25th and 26th February 2021 the Consultant team briefed and consulted with Chiefs and councils on the revised plan to proceed with the work under Covid-19 restrictions into account. The letter sent to local authorities is attached as **Appendix 1**.
- h. To minimize time lost during the Covid-19 lockdown, work proceeded from 2nd March with the marking of the boundaries of the impact areas and the transect walk to do an initial identification of affected assets and their owners – see section 3.4.3. While the one consultant field team continued this work, the second team proceeded on 11th March with village level PAP briefing meetings to explain the project and deal with questions and concerns. These briefing meetings concluded on 6 May 2021 and took place in villages not covered during the earlier public meetings in Mahobong, Ha Lesiamo and Ha Setene villages.



Figure 3-2: PAPs briefing meetings at Matukeng ha Malimatle and Hlotse



Figure 3-3: Briefing meetings at Sebothoane, Ha Mphuthing (Khanyane) and Tsikoane

Before concluding these PAPs briefing meetings, work had already started in some villages on the survey and inventory of assets and owners as outlined in section 3.4.3. This overlap of activities was necessary to keep the Project on schedule.

The list of public meetings held from early January 2021 until the Covid 19 lockdown on 8th January, followed by the village level briefing meetings involving smaller groups from 11th March 2021 onwards, is presented in Table 3-3 on the following page.

The following issues and concerns were raised during these meetings:

- a. People welcomed the project and expressed the need to improve water supply to towns and villages. However similar initiatives were undertaken in previous years, people were stopped from making improvements, but years passed without construction taking place. People lacked confidence that the project will in fact be implemented. In reply LLWDP-II officials explained that construction is scheduled for the new financial year which start in April 2022.
- b. People wanted the assurance that all villages affected by the project will benefit from the supply of water. It was confirmed that all villages affected will benefit from the supply of water.
- c. Local communities and those affected should be the ones that benefit from jobs created during construction. It was confirmed that local employment will form part of the recruitment strategy during construction and that there would be further community engagements in this regard.
- d. People wanted the assurance that the compensation to be paid will be prompt, fair and adequate. This was confirmed and the LLWDP-II officials explained that the Compensation Policy will be discussed with communities and local authorities in June 2021.
- e. Most rural property owners indicated that they do not have proof of ownership in terms of Form C's for fields, plots and gardens. They requested LLWDP-II official to assist them in getting these documents.
- f. Concerns were expressed about damage to structures and properties during construction. They wanted to know what arrangements would be put in place in this regard.
- g. Concerns were expressed about security during construction when fences are removed. They wanted to know what arrangements would be put in place in this regard.

- h. Concerns were expressed about the risk of traffic accidents during construction. The LLWDP-II officials agreed to consult with the Department of Road to address this concern.
- i. People had several specific queries regarding compensation and replacement. The following explanation was given at the meetings by LWDP-II officials:
- Replacement plots will be of the same size of the impacted plot. The replacement houses in cases where houses need to be re-built will be of the same value or improved depending on discussions with the affected person.
 - Entitlement to relocation is if the owner is left with very small land to live on, or the site left is too dangerous for anyone to continue living in there.
 - Business shacks will be moved at the costs of the project and compensation for lost turnover during the move will be provided.
 - Affected graves will be reburied with dignity and responsible relatives afforded due support to perform traditional rituals and practices.

Table 3-3: Schedule of Public and PAP briefing meetings, including consultations on Livelihood Restoration Plan

Village	Type of Meeting	Date	Project Participants	Community Participants
Mahobong	Public meeting	6 January 2021	Consultants team	Males - 31 Females – 8
Lesiamo	Public meeting & focus group discussion	7 January 2021	Consultants team	Males - 34 Females - 22
Ha Setene	Public meeting & focus group discussion	7 January 2021	Consultants team	Males - 14 Females - 15
Khanyane	PAPs briefing meeting	11 & 17 March 2021	Consultants team	Males - Females -
	Public meeting (Hosted by Police)	14 April 2021	Consultant team	Male – 128 Female - 89
Sebothoane	PAPs briefing meetings	4 May 2021	Client and Consultants team	Males - 22 Females - 17
Hlotse	PAPs briefing meetings	19 & 30 April 2021	Client and Consultants team	Males - 2 & 6 Females – 7 and 7
Hlotse DA's Office	Government Housing Committee Hlotse	20 April 2021	Consultant team	Males – 2 Females - 1
Matukeng	PAPs briefing meeting	22 April & 05 May 2021	Client and Consultants team	Males - 8 Females - 8
Matukeng Ha Letuka	PAPs briefing meetings	05 May 2021	Client and Consultants team	Males - 4 Females - 6
Popopo	PAPs briefing meeting	26 April 2021	Consultant team	Males - 7 Females - 2
Tsikoane	PAPs briefing meeting	06 May 2021	Client and Consultants team	Males - Females -
Maputsoe	PAPs briefing meeting	03 May 2021	Client and Consultants team	Males-6 Females -1

3.4.2 Impact Identification

Based on the coordinates provided by the design engineers, the boundary of the pipeline servitudes and new reservoirs and other waterworks sites were surveyed and marked by the Consultant's Land Surveyor. This was done to facilitate the identification of affected assets and entailed paint-marking stones or other fixed objects at regular intervals to show the boundary line. This was only done where assets such as structures, trees, residential plots and fields are affected. Sections of the pipeline route that pass through grazing land, as well as the boundary line of the pipeline servitudes between the road surface and pipeline were not surveyed and marked.

As the boundaries were being marked, the Consultant team together with the local chief and councillor for the area did the transect walk to point out and confirm which assets and their owners are affected by the pipeline servitude (permanent and temporary) and the proposed waterworks sites.

This information was recorded on a hardcopy of *Form 1: Identification of Affected Owner and Asset* – attached as **Appendix 2**. A new Form was completed for each village visited.

These activities took place from 2nd March to 1st April 2021. Because of the large number of assets impacted by the pipeline route between the A25 road Motebang Hospital, the route here was re-aligned to pass behind the Hospital. The marking of the boundary and transect walk in the new location was executed on 7th April 2012.



Figure 3-4: Marking of the boundary and transect walk with chief and councilor at Tsikoane,

3.4.3 Inventory of Assets and Owners

The inventory was done section-by-section along the pipeline route. This started on 8th April and was completed by 30th April 2021. All the affected project areas were covered from Ha Lesiamo, Ha Setene, Khanyane, Hlotse, Matukeng, Tsikoane, Popopo to Ha Barete/'Matau.

The inventory entailed (1) compiling a register of all assets and owners affected and (2) undertaking a cadastral survey of the affected assets so that losses can be quantified, mapped and costed. All permanent and temporary losses incurred by the affected households, communities and other entities were included. Communal assets were only registered and surveyed if the loss was permanent. This would include rangeland required as waterworks sites or trees within the pipeline reserved that have to be removed. This would not include rangeland within the pipeline reserve; this land would still be available once the construction work is completed.

Protocol required that the asset owners or co-owners be present during the inventory. Also for local Chiefs and Councillors to witness the event and vouch for those who claim ownership of assets. At Ha Mathata in the Maputsoe Urban Council area and at Ha Setene in the Maa-Mafubelu Community Council area the event was also witnessed by the Council Assistant Physical Planners.

Form 1: Identification of Affected Owner and Assets (Appendix 2) that was completed during the transect walk, was used to identify those PAPs required for the inventory. Where the owner and/or co-owner could not be present, she/he could sign the *Power of Attorney Form – spousal or non-spousal* (attached as **Appendix 3**) to nominate an outside representative or available spouse to identify (and later verify) assets on the owner's behalf.

The following tasks were undertaken during the inventory:

- a. Determining the location, quantity, and size of all affected assets. This was done by the Land Survey Team who took the coordinates and measurements of the assets. The following procedure was followed:
 - i. Each asset was allocated a unique reference number linked to the owner's reference number.
 - ii. The survey was always done in the presence of the designated asset owner, local Chiefs and Councillors and the Consultant's field team.
 - iii. The designated asset owner identified the extents of assets to be surveyed by pointing out boundaries or marking the boundaries with poles and stones as follows:
 - o The total area of all area-based asset (fields, plots, structures, and plant clusters/thickets) will be surveyed not only the affected portion. This assumes that in the case of structure the whole affected structure would be compensated; whereas in the case of plots and plant clusters/tickets only the portion to be permanently acquired will be compensated but the loss will be calculated from the project coordinates available.
 - o Linear assets, (such as fences, walls, gates, hedges, and pavements) surveyed by indicating the start and end points of impact.
 - o Individual assets (such as poles, fuel trees, and tree stumps) will be located and only the centroid coordinates of each asset recorded.

These coordinates were given to the GIS Specialist, who uploaded the data onto the ArcGIS platform.



Figure 3-5: PAP Briefing before and asset survey and registration at Ha Lesiamo

- b. Electronic capturing on tablets of all ownership and Asset Registration information as per *Form 4: Asset Register* attached as **Appendix 4**. At the end each day or week this data was downloaded from the tablets by the Data Management Team onto the MS Access database.
- c. Photographing all asset owners with their assets and owner ID documents, where available. These images were exported to the database server and stored as files with their link information attached to each asset in the MS Access database.
- d. Additional information was collected on the attributes of building and fences to facilitate the valuation of these assets. This includes *Form 5: Asset Valuation Data Collection – Buildings* (**Appendix 5**) and *Form 6: Asset Valuation Data Collection – Fences* (**Appendix 6**). At the end of each day, the assets surveyed were recorded and signed for by the asset owner and the village councillor and chief by completing *Form 2: Daily Asset Inventory* (**Appendix 7**).
- e. Once all the assets of a household had been surveyed, the asset information was transferred to *Form 3: Household Asset Inventory* (**Appendix 8**) which the household head or representative signed. These images were exported to the database server and stored as files with their link information attached to each asset in the MS Access database.
- f. Following the field work, the surveyor created a table with the asset identifier and the Cape LO27 coordinates of each asset location or extent. Where areas are recorded, the coordinate pairs (eastings and northings) were ordered in a clockwise or anticlockwise direction as they define the boundaries of the asset. The table will be provided to the GIS specialist who used it to define the shapes (e.g., land areas), linear elements (e.g., fences) and locations (e.g., trees) superimposed on orthophotos.

The Asset Registration process itself went smoothly. Village Chiefs and Councillors were most helpful in encouraging those affected to be present during the inventory and in resolving disputes. However, the survey and registration process took longer than anticipated; in the absence of public meetings (Pitsos), extra time was required to explain to individual PAPs what the asset survey and registration entailed, how this would lead to the next step of asset verification and what was needed from them in terms of supporting documentation.

3.4.4 Asset Verification

This task was aimed at documenting the Asset Registration and Survey results and returning them to the field to be verified and signed by the owners and co-signed by the local chief and councillor.

This task started with the uploading of asset coordinates onto the ArcGIS platform and transfer of ownership and asset data onto an MS Access database. This data was used to prepare the AVF's and maps for all the affected assets – templates attached as **Appendix 9**.

These AVFs and supporting documents (grouped into folders, one folder for each asset owner) were returned field to be verified at a pre-arranged date time and venue.

A notice was placed in newspapers announcing a schedule of verification meetings for those affected by the Project – copy attached as **Appendix 10**. The same information was broadcast at intervals on radio. The announcement described the project and requested affected asset owners come forward on specified dates to verify their documented assets. PAPs were asked to report at one of eleven village venues based on the location of their affected assets. The Notice also requested that both spouses should avail themselves. If one spouse is absent, he or she must provide written Power of Attorney giving consent for the other spouse to represent both. If both spouses are unavailable the Power of Attorney would give consent to a third party to represent the owners – copy attached as **Appendix 3**.

People were also requested to present proof of identification, such as a valid Identity Document or Passport when verifying ownership.



Figure 3-6: Asset Verification at Khanyane

The first meeting was scheduled for 10th May and the last for 25th May 2021. However, producing the AVF's and maps required for verification took considerably longer than anticipated. Asset verification started late, on 12th May, and was only completed on 15th July 2021. The local Chiefs were alerted to the delay and affected households were also contact by phone to communicate date changes. As a result many of the households were visited a home to have their AVF's verified and then taken to the chief and Councillors to co-sign the Forms. The last assets to be verified belonged to households resident in Maseru and were visited there to get their AVF's

signed. Although the delays and rescheduling of dates caused annoyance, it did not jeopardise the outcome of the verification exercise.

The verification process itself proceeded smoothly. Facilitators went through each person's folder with them to check all the details recorded on the AVF Form and accompanying map. In some case signed corrections were made to the Form or Map, in other cases the Form had to be reissued and signed later, but in most cases the Forms were verified without change. No instances were reported of people voicing counter claims to cases submitted. There was a handful of cases where properties had changed ownership and the new owners were only identified during verification.

As pointed out earlier, very few property owners outside proclaimed towns have written proof of their ownership of that land. They relied on the evidence of the local chief and councillor, and the absence of counter claims, that they are the rightful owners. The evidence is convincing but needs to be backed in law⁴. LLWDP-II decided to not to delay the asset verification process for this reason but request local authorities to issue Form C's for these properties before finalising any compensation payment. Process of issuance of Form C's was completed in March 2022.

The issuing of Form C's is a final step in the verification process that still needs to be completed. This however is outside the scope of the current Consultancy.



Figure 3-7: Asset verification at Ha Lesiamo

3.4.5 Asset Valuation

All physical information describing location, types, sizes and other attributes of the assets required to do the valuations, had been collected during the Asset Registration and Survey process. Information on the location types and sizes of assets is contained in the Asset Register,

⁴ Clause 23. (1) of the 2010 Land Act also states that the Certificate of Allocation issued by the Allocating Authority should be in the "prescribed form". "Prescribed form" is described in the 2011 Land Regulations as "a form designated for a particular purpose by the relevant authority responsible for management and administration of land". This is not further specified, and the Regulations and the nature of this form is therefore at the discretion of the "allocating authority". Most local authorities still use the Form C format which was in use before the 2010 Land Act

while information on the attributes of the assets was recorded separately using the *Asset Valuation Data Collection Forms for Buildings and Fences* (**Appendixes 5 and 6**). These descriptions were supported by photos of all the assets.

This information was used by the Consultant's valuer to calculate the value of property and other asset losses due to the Project. The valuation of assets was limited to permanent losses and does not cover temporary asset losses that could be incurred during construction phase. These losses were calculated as outlined in section 6.3.

The final valuation of affected assets needs to comply with the requirements of the Land Act, 2010, read with the Land Regulations, 2011. This Act provides for the appointment of two valuers:

- The valuer appointed by "acquiring authority" provided for in section 42(3) of the Land Regulations. In this case acquiring authority is LLWDP-II.
- The valuer representing "person claiming compensation" as outlined in section 42(3) of the Land Regulations 2011. Section 42(4) of the same Regulations makes it clear that the acquiring authority will have to "pay or sponsor" the valuation service required by the claimants.

Section 52(a) of the Land Act 2010 requires that "*the Government shall first negotiate with the holder of land rights which are the subject of potential expropriation and resort to expropriation only upon failure of the negotiations...*" therefore, negotiations over specific compensation payments will, in the first instance, be based on the rate agreement reached between the valuers representing the claimant and the acquiring authority.

Finally, it must be noted that those assets belonging to Utilities such as Econet Lesotho, Lesotho Housing and Land Development Corporation, Lesotho Electricity Company, WASCO and Department of Roads that fall within the permanent pipeline reserve, have all been recorded and georeferenced. However, they won't be valued with those of other asset owners. These files will be handed over to these utilities to do their own replacement cost calculations.

3.4.6 Socio-Economic Survey

The planning and implementation of the resettlement programme requires reliable socio-economic data as well as a qualitative understanding of the livelihoods of affected households and communities. The survey was done for this reason and to set the socio-economic baseline for subsequent project-impact monitoring and evaluation exercises.

The approach followed was to combine qualitative methodologies and participative techniques with statistical surveys as outlined hereunder.

Both surveys were conducted by the Consultant's Socio-Economic Team that was made up of one (1) Sociologist leading the Team, one (1) Field Supervisor and two (2) Enumerators.

Qualitative Survey

The qualitative survey was aimed to get information on perceptions, opinions and attitudes of those affected in regard to current practices as well as future aspirations around livelihoods and income patterns. The survey comprised of Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs).

The Focus Groups were stratified in terms of age, gender and vulnerability. These FGDs were conducted in directly affected villages and were made up of a mixture of people who were directly impacted by the project or that live in close proximity. Using prepared discussion guides, participants were asked about their backgrounds, livelihood strategies, use of land resources as well as opportunities and constraints that may be caused by the LLWDP-II. A total of 24 FGDs took place involving different age and gender groups in different villages along the Project route. The FGDs conducted and groups involved are listed in Table 3-4.

The FGD sessions were disrupted during the Covid-19 lockdown in early January until fieldwork resumed under strict Covid conditions. These conditions limited the number of participants in each FGD session to six (6). They also limited the duration of sessions to 30-40 minutes. The street vendors gathered in a large numbers to attend the FGD because of the impact the Project will have on their sidewalk trading.

Working under Covid-19 constraints limited the depth and breadth of information that could be gained from the FGD sessions. Nevertheless, the survey provided useful insights and supplementary information to help interpret the quantitative household survey results. The variations between age, gender and location gave a rich understanding of how different groups in the community view their livelihood options and how this might vary between affected villages.

Table 3-4: Schedule of Focus Group Discussions

Location	Date	Target group	# Participants
Mahobong Moreneng	06 Jan., 2021	Community	Less than 50
Ha Lesiamo	07 Jan., 2021	Women: 25 - 49	6
		Men: 25 - 49	6
Ha Setene	07 Jan., 2021	Mixed men & women: 25 - 70	10
Khanyane Moreneng	19 April 2021	Young Men: 25 - 49	5
		Widows: 35-65 years	5
		Elderly men: 50-60 years	6
		Children of school going age/Primary School: 8 - 12	6
		Children of School going age/High School 13 - 19	6
Hlotse/Street Vendors	21 April 2021	Men (all ages): 25 - 68 years	15
		Elderly women: 49 - 70	10
		Women: 35 - 65	7
		Young women: 23 - 37	7
Matukeng	22 April 2021	Elderly men: 49 - 68	5
		Elderly women: 48-73 years	5
		men: 20 - 25	6
		Young women: 20 - 32	5
Popopo	23 April 2021	Elderly men: 41-65 years	5
		Elderly women: 41 - 64	7
		Young women: 24 - 37	5
Hlotse/LEMS	22 April, 2021	Young Children (Mixed Primary) 12-14	6
		Older Children (Mixed High school) 15 - 19	6
Hlotse/St. Mary's	20 April, 2021	Young women: 21 -31 (Tertiary)	6
		Young women: 19 – 25 (Tertiary)	8
Hlotse/TSL	23 April, 2021	Young women: 21 - 24	6
		Young men:	

Note: LEMS – Leribe English Medium School; CTSL – Catholic Technical School of Leribe

The inaugural discussions with local authorities and tradition leaders enabled the Socio-Economic Survey team Consultant team to ask questions regarding the livelihood circumstances of people likely to be affected. This was followed in April 2021 by KII's conducted amongst school teachers, principals and business owners/operators and was aimed at soliciting the following information:

- Past and ongoing development initiatives in the area
- Knowledge of the LLWDP-II and its impacts
- Livelihood strategies
- Business opportunities and constraints

These are listed in

Table 3-5 and the results of the FGDs and KIIs are further discussed in Section 4.

Table 3-5: Schedule of Key Informant Interviews

Location	Date	Person interviewed	Position and organisation
Lisemeng 2	23 April 2021	Mareka Mathunya	Teacher; Catholic Comprehensive Community College
Ha Tlai Tlai	22 April 2021	Sibongile Lefosa	Teacher; Leribe English Medium Primary School
Ha Tlai Tlai	22 April 2021	Maboitumelo Leuta	Teacher; Leribe English Medium Primary School
Lisemeng 1	20 April 2021	Moroane Majoro	Teacher; St Mary's Home Economics School
Lisemeng 1	20 April 2021	Teboho Shelile	Teacher; St Mary's Home Economics School
Khanyane	20 April 2021	Maliengoane Mohapi	Principal; Ntloana-Tšoana High School
Khanyane	19 April 2021	Mamatsitsi Letsota	Principal; St Bernard Primary School
Lisemeng 2	21 April 2021	Bongane Lefosa	Hlotse Liquor Store (off sales)
Khanyane	19 April 2021	Mpho Lekena	Owner of business building available for rent
Leribe Town	20 April 2021	Jalal Anwaiy	Owner; Roma Filling Station
Matukeng	22 April 2021	Name withheld	Owner; Rose Garden Off Sales
Matukeng	22 April 2021	Motšoane Poea	Owner; Baphuthing Bricks

Quantitative Survey

A household questionnaire (**Appendix 11**) was developed to conduct the Socio-Economic Survey. This questionnaire covers the following themes:

- Household Members. This addresses all the questions relating to the demographic profile of each individual members of the household.
- Resources. This identifies all the resources available to the household including assets (fixed and movable) and income sources.
- Food. This identifies all food resources utilized by the household including gardens, fields and livestock. The section also addresses staple availability, utilization and food scarcity.
- Energy, Transport and Expenditure. This identifies energy usage, access to transport and utilization and household expenditure patterns.
- Water and sanitation. This deals with access to water and sanitation services and water use patterns.

All directly affected households that have impacted assets, whether these impacts are permanent or temporary because of construction activities, were included in the survey. The survey includes those households that own impacted businesses structures. In most cases

these businesses are also operated by the owners. However, there were few instances where the owners of the business structures leased these structures to business operators. These business operators were not included in the survey, instead only the owners were included.

The household questionnaire was uploaded onto tablets to enable electronic capturing of the data. Most of the development work had already been done when the questionnaire was previously applied to the LHDA resettlement project. The data fields were updated to include the changes made to the questionnaire, including the additional questions on water and sanitation.

The household survey started on 3rd May and was completed on 11th June. The process started with downloading core household details collected during the Asset Registration and Survey onto the tablet by the Data Management Staff. This household data was used by the supervisor as a Control List to ensure that all affected households are surveyed and by enumerators to start with the survey,

This survey was conducted at people's homesteads or business sites by interviewing the male or female head of the household. Other household members could be called on to provide information covered in the questionnaire.

The Global Positioning System (GPS) coordinates for the residence of each affected household were determined using the GPS Instrument and those coordinates were converted using WGS 1984 LO 27 coordinates. These coordinates were entered into the household survey database.

Collected data (forms) were forwarded to Data Management on a daily or weekly basis for quality control purposes. Data Management would then notify the survey supervisor of any issues identified in the data that needed to be addressed.

A total of 342 households were covered in the survey which represents 85% of all the affected household. Thirteen households were not included in the survey because of difficulties locating the heads of households or that they did not want to participate in the survey.

3.5 Compensation and Resettlement Planning

According to the World Bank the concept of *Involuntary resettlement* refers both to physical displacement (relocation and/or loss of home) and economic displacement (loss of access to resources for income generation or means of livelihood) due to land acquisition. Mitigating these impacts could entail financial compensation or in-kind compensation, such as the provision of alternative land and/or replacement structures.

The results from the field work and data collection enables compensation and resettlement planning to commence. Section 5 offers a profile of the impacted assets and their owners. This ranges from: several impacted homes (20), formal businesses (4) and informal businesses (66) to three total fields lost totally, while most other impacted properties and fields are only marginally impacted. There are also two impacted graveyards and 3 individual graves.

The next step was to determine the severity of the impact (see Section 5) and then to identify the range of options to be considered for compensation and resettlement as outlined in section 6.4.

The next step in the compensation planning process will be to present PAPs with the compensation options/choices available to them and to explain the limitations and benefits of each.

Indications are that most PAPs will opt for monetary compensation, and do 'self-relocation' if necessary, rather than opting for 'replacement structures' through 'project-resettlement'. How that eventually turns out depends on whether the compensation offers (based on the agreed valuations of assets) will meet PAPs expectations.

Whether these options should include 'resettlement' would depend on the nature and extent of each impact and the availability of replacement land. Generally speaking, replacement land is not readily available, particularly replacement fields. Therefore, the need for replacement land needs to be defined before it can be fully investigated.

Once the compensation and resettlement choices have been made, final compensation offers will be signed and implemented.

3.6 Livelihood Restoration Planning Process

Livelihood restoration measures may be required to return PAPs to the same or better livelihood status that they had before the implementation of the Project and needs to be planned for.

Such a Plan must be based on a proper understanding of the livelihood circumstances and strategies of affected homesteads/households. The information collected and insights gained from the stakeholders engagements (section 3.3) and the Socio-Economic Surveys conducted (section 3.4.6), provides a good understanding in this regard.

Section 7 sets out a draft framework for such a Livelihood Restoration Plan.

3.7 Grievance Redress Procedures

3.7.1 Overview

A Grievance Redress Mechanism (GRM) has been designed by LLWDP-II whereby affected people can bring up complaints for consideration and redress. The Mechanism for grievance redress includes:

- Establishment of grievance redress committee that includes a representation of men, women, youth and vulnerable households.
- Procedure for assessment of grievances
- Timeline for responding to grievances.
- Mechanism for adjudicating grievances and appealing decisions

The GRM provides a channel for dispute resolution during project implementation. It serves to complement but not replace or supplant existing legally accepted channels of dispute resolution such as the courts of law, tribunals, ombudsman and other recourse mechanisms for addressing grievances.

The GRM has wide application within the Project. Regarding Compensation and Resettlement, it will deal with the following:

- Behaviour of staff.
- Eligibility criteria for receiving compensation.
- Compensation entitlements for loss of livelihood or use of land.
- Resettlement and temporary displacement issues.
- Value of loss of land and assets.
- Delay in disbursement of Project funds.
- Delay in accessing project implementing resources.
- Concerns over the impact on local cultures and customs.
- Sexual Exploitation and Harassment.
- Political Interference.
- Data or information provision.
- Resource based conflicts.

3.7.2 Methodology

The Grievance Redress Mechanism provides for three escalating levels to deal with Grievances:

At First Tier: Community Level resolution of a grievance will be done by local GRM Committees within ten (10) working days and notification of the fact will be sent through standardized Disclosure Form LLWDP-II/GRM/004. Should the grievance not be resolved within this period it will be referred to the next level redress. Also, if the complainant requests immediate transfer of an issue to the next level or is dissatisfied with the recommendation made, the issue will be taken to the next level redress.

At Second Tier: District Level resolution of a grievance will be done within fourteen (14) working days and notification of the fact will be sent through standardized Disclosure Form LLWDP-II/GRM/004. Should the grievance not be resolved within this period it will be referred to the next level redress. Also, if the complainant requests immediate transfer of an issue to the next level or is dissatisfied with the recommendation made, the issue will be taken to the next level redress.

At Third Tier: National Level resolution will take a maximum of twenty (20) working days and the concerned shall be notified through LLWDP-II/GRM/004. If the grievance is not solved within this period, the complainant will be advised to seek recourse through the Ombudsman or the courts of law.

Section 52(d) of the Land Act, 2010, provides for a party whose land rights are the subject of expropriation to seek review from the Land Court against the decision. Section 59 of the same provides for conflicting claims to be submitted to the Minister responsible for land matters who must then refer the case to the relevant District Court.

Section 4 Socio-Economic Profile

4.1 Introduction

The socio-economic profile of the PAPs is based on the results of the quantitative household survey informed and contextualised by the qualitative survey based on FGDs and KIIs as outlined in section 3.4.6. Both these surveys were conducted to gain insight into the livelihood circumstance and strategies employed by household in the project area and to set the Socio-Economic Baseline for subsequent project-impact monitoring and evaluation exercises

The coverage of the quantitative household survey is outlined in Table 4-1. The survey covered 85% of all the directly affected households. Those not included could not be located or refused to make themselves available for the survey or declined taking part.

Table 4-1: Household Survey Coverage

	Asset registration survey	Socio-economic survey
Number of permanently affected households	305	259
Number of temporary affected households only	49	43
Total number of permanently affected households	354	302

Survey results are presented as follows:

- Household characteristics
- Population characteristics
- Livelihood source and strategies
- Vulnerability status of PAPs

4.2 Household Characteristics

4.2.1 Household Heads

The status of the head of households is examined in terms of key variables: gender, age marital status, literacy, education and occupation.

Project affected households are predominantly (68%) male-headed (Table 4-2), a substantial portion of households (32%) is female-headed.

Table 4-2: Household Heads by Gender of Surveyed Population

	Asset registration survey	Socio-economic survey
Number of permanently affected households	305	259
Number of temporary affected households only	49	43
Total number of permanently affected households	354	302*

*Includes a questionnaire answered by a proxy for Pane Mathiba, with limited information on the Household Head - hence excluded from some of the responses

This breakdown is in line with the average family according to the 2016 Lesotho Population and Household Census (PHC)⁵.

Figure 4-1 shows that the age of household heads varies from very young (one female headed household in her late teens) to significantly old (7 male and female headed households over 80 years of age). Men are more predominant as household heads in the 30-60 age groups, whilst most female household heads are predominant in the 60+ age group. This trend - the decrease in the percentage of male-headed households and the increase in the percentage of female-headed households with the increase in age - is clear in the Figure.

It can reasonably be assumed that the socio-economic circumstances of the 1 female headed household that is younger than twenty, the 5 female headed households in their 20s and the 5 female headed households in their 80s could well be more precarious than the rest and may require special attention before, during and after project implementation.

Figure 4-1: Household Heads of Surveyed Population by Age and Gender

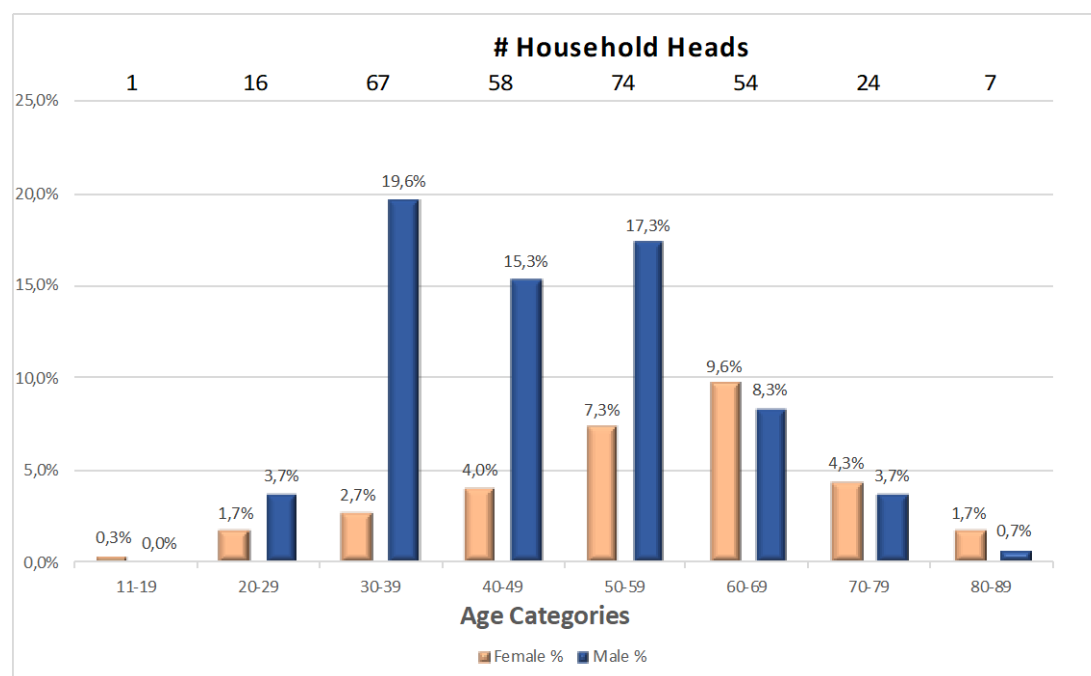


Table 4-3, shows that most male headed households are married, and most women headed households are widowed or single. This highlights the vulnerability of female headed households.

Table 4-3: Marital Status of Household Heads of the Surveyed Population

Marital status	Female		Male		Total	
	Number	%	Number	%	Number	%
Married	4	4%	149	72%	153	51%
Widowed	64	67%	22	11%	86	29%
Separated	5	5%	11	5%	16	5%
Divorced	1	1%	4	2%	5	2%
Single	21	22%	20	10%	41	14%
Total	95	100%	206	100%	301	100%

⁵ Source: LLWDP-II EIA report, March 2019.

Table 4-4 shows that 79% of surveyed household heads live at home. Those that don't regularly live at home, live mostly outside the country, in South Africa. It is noticeable that there is hardly any gender difference in this regard. This is a far cry from the times that male headed absenteeism was the norm and most Lesotho families were divided by migrant labour.

Table 4-4: Residential Status of Household Heads of the Surveyed Population

Location	Female		Male		Total	
	Number	%	Number	%	Number	%
Homestead	74	77,9%	163	79%	237	79%
Elsewhere in Village	5	5,3%	8	4%	13	4%
Elsewhere in District	2	2,1%	5	2%	7	2%
Elsewhere in Lesotho	4	4,2%	12	6%	16	5%
Abroad	10	10,5%	18	9%	28	9%
Total	95	100%	206	100%	301	100%

Table 4-5 shows that female heads of households have a higher level of education, particularly at school level, than their male counterparts. This is common in Lesotho.

The number of heads of households with no education is low at 4%. What is surprising is low general levels of primary schooling at 33% of household heads. This is less than the 51% of the recently surveyed heads of households affected by the corridor development under the LHDA Phase II project in the Highland.⁶ This is also less than the almost 50% of males in the Leribe district and 44% of females aged 15 years or older have attained an education of Standard 7 or less. Only a few household heads continued to Secondary and Tertiary education. However, there is a relatively high number of tertiary educated heads of household (18%). This is considerably higher than the 4% tertiary educated heads of households in the aforementioned LHDA project.

Table 4-5: Education Levels of Household Heads of the Surveyed Population

Education level	Female		Male		Total	
	Number	%	Number	%	Number	%
No education	3	3%	14	7%	17	6%
Primary	39	41%	60	29%	99	33%
Junior Secondary	17	18%	50	24%	67	22%
Senior Secondary	18	19%	37	18%	55	18%
Technical	2	2%	7	3%	9	3%
Tertiary	16	17%	38	18%	54	18%
Total	95	100%	206	100%	301	100%

⁶ Source: LHDA Phase II, Consolidated RAP Polihali Western Access Corridor, August 2020

According to Table 4-6, levels of illiteracy is low at 3% of heads of households and is only found amongst a handful of males. More than 60% of the heads of households can read and write in Sesotho and English.

Table 4-6: Literacy Levels of Household Heads of the Surveyed Population

Literacy level	Female		Male		Total	
	Number	%	Number	%	Number	%
Cannot read or write	0	0,0%	9	4,4%	9	3,0%
Read and write Sesotho	37	38,9%	64	31,1%	101	33,6%
Read & write Sesotho & English	39	41,1%	88	42,7%	127	42,2%
Read and write English	1	1,1%	0	0,0%	1	0,3%
Computer literate	18	18,9%	45	21,8%	63	20,9%
Total	95	100%	206	100%	301	100%

Table 4-7 shows that only 8% of household heads have recorded their main occupation as farming. Main occupations are self-employed (41,5%) and wage-employed (30,9%).

The above is true for both male and female headed households, although employment levels are somewhat lower for females than males. This is partly due to the higher age profile of women, with considerably more household headed women (17,9%) relying on pension as a main source of income than men (4,9%). It is not surprising that more women are unemployed or involved in other activities (including domestic activities) at 14,7% than men at 8,3%.

It is clear from the above that women household-heads play an equally important role in the household economy as men do.

Table 4-7: Main Occupation of Household Heads of the Surveyed Population

Occupation level	Female		Male		Total	
	Number	%	Number	%	Number	%
Farming	7	7,4%	17	8,3%	24	8,0%
Wage-employed	22	23,2%	71	34,5%	93	30,9%
Herding	0	0,0%	1	0,5%	1	0,3%
Self-employed	35	36,8%	90	43,7%	125	41,5%
Pensioner	17	17,9%	10	4,9%	27	9,0%
Other/Unemployed	14	14,7%	17	8,3%	31	10,3%
Total	95	100%	206	100%	301	100%

4.2.2 Household Size

According to Table 4-8 the mean household size is 4,1 members per household, with female headed households marginally smaller at 3,9. These household sizes are slightly higher than the national average of 3,7⁷. This is consistent with the trend of having larger households in rural areas and the project being in a semi-rural location.

⁷ <https://www.prb.org/international/indicator/hh-size-av/map/>

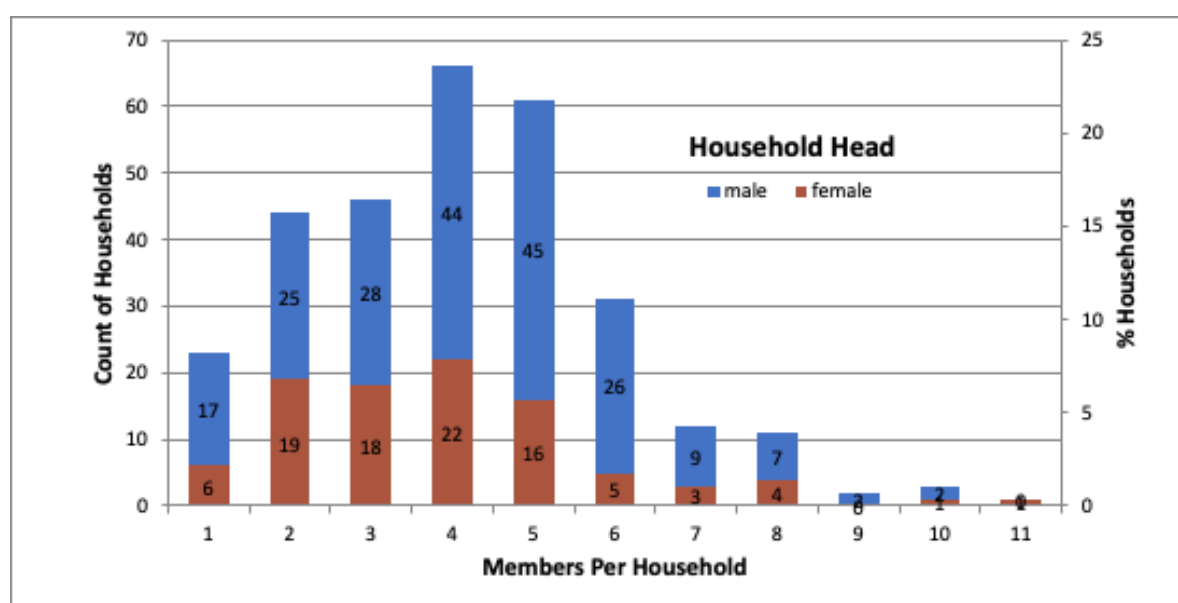
Table 4-8: Mean Household Size of the Surveyed Population

Household Head	# Members	# Households	Mean Size
Female	370	95	3,9
Male	866	206	4,2
Total	1236	301	4,1

According to Figure 4-2, the most frequent household size is 4 at 22%, with 20% of the households consists of 5 members and 15% of 3 and 2 members. There is a gradual decrease in numbers of households with larger and smaller household sizes.

The profiles of female and male headed household sizes are similar. The fact that male headed households constitute just over two-thirds of all households is also apparent.

Figure 4-2: Household Heads of Surveyed Population by Age and Gender



4.2.3 Household Composition

Table 4-9 shows that 521 (70,7%) household members of the surveyed population are members of the immediate family, namely household heads, their spouses, and their sons and daughters. Sons and daughters (34,5%) make up the highest percentage of household members' relationship to household heads.

Although this suggests a move towards nucleation of households, the relatively large number of grandchildren (11,5%) as well as children-in-law of household heads (2.4%) indicates that many affected households consist of three generations, namely, household heads and their spouses, children living with spouses and grandchildren.

Table 4-9: Household Member's Relationship to Household Heads

Relationship	Number	Percentage
Head of Household	301	24,3%
Spouse	147	11,9%
Parent/Parent in Law	18	1,5%
Grandparent	8	0,6%
Son/daughter	428	34,5%
Son-in-law/daughter-in-law	23	1,9%
Grandchild	143	11,5%
Sibling	49	4,0%
Nephew/niece/cousin	62	5,0%
Other relative	19	1,5%
Other	41	3,3%
Total	1239	100,0%

4.2.4 Social Support Networks

Besides extended family relations, other social arrangements confirm the importance of social linkages and networks between households, and the interdependence of households within and between villages. Networks of mutual support and relationships of trust, reciprocity and cooperation manifest in membership of formalized savings and rotation groups and burial societies, as well as in relations of financial assistance, food aid and sharing, labour support and caring. Table 4-10 shows that close to 80% of affected households and 38,1% of the adult population participate in savings clubs or burial societies as outlined in Table 4-11. The most important support groups by far are burial societies.

Table 4-10: Membership of Formal Support Groups

	Number	Percentage
Households involved	240	79,7%
Households not involved	61	20,3%
Members involved	389	38,1%
* Percentages of all 301 project affected households surveyed		
** Percentage of all 1021 adult population surveyed		

Table 4-11: Type of Support Groups

	Burial Societies	Sharing Associations	Rotating Associations	Total
Members	331	44	14	389
Percentages	32,4%	4,3%	1,4%	38,1%
Note: Seven members have two savings types, one has three				

Table 4-12 lists the benefits derived from the support groups. The main benefit derived from burial societies, is the care, support and assistance, they provide during times of bereavement (86,6%). Rotation and savings associations or clubs provide funds to help cover food and general household expenses to a further 11.9% of members of associations. A small share of rotational or credit funds is used for school fees and health.

Table 4-12: Benefits derived from Support Groups

Benefit Usage	Usage%
Bereavement Support	86,6%
Capital for Livelihood Initiatives	5,7%
Food and General household expenses	6,2%
School Fees and Health	1,5%
	100,0%

Membership contributions and benefits are detailed in Table 4-13. Membership of societies or associations requires regular financial contributions, and 88,9% of members contribute monthly.

Contributions are mostly cash from informal economic activities (39,1%), which is nearly on par with contributions from wages and formal income at 37%, This high reliance and wages and formal incomes is indicative of the urban and peri-urban economy of the area.

Even though most members contribute on a monthly basis, the benefits of membership are shared on an occasional, rather than a monthly or weekly basis, largely because members are predominantly members of burial societies who receive support only when bereaved.

Table 4-13: Membership Contributions and Benefits; Sources and Frequencies

Contribution Sources				
Informal Income	Wages Formal Income	Gifts	Grants	Savings, household
39,1%	37,0%	11,8%	5,4%	6,7%
100,0%				
Contribution Frequencies				
Annually	Monthly	Weekly	Occasional	
4,4%	88,9%	1,0%	5,7%	
100,0%				
Benefit Frequencies				
Annually	Monthly	Weekly	Rotational	Occasional
3,3%	1,0%	0,5%	6,7%	88,4%
100,0%				

Besides formal groups, informal relations of cooperation and support between households are important sources for individuals and households to sustain their livelihoods. These relationships are outlined in Table 4-14.

Table 4-14: Households giving and receiving Support

Households Giving Support (220 of the 301 households give support)				
Kind of Support	Food	Labour	Monetary	Care
No households	147	86	93	56
% of total households	67%	39%	42%	25%
Frequency of Support				
Monthly	22%	22%	30%	43%
Regularly	40%	38%	43%	39%
Occasionally	38%	65%	43%	35%
	100%	100%	100%	100%
Relationship: Receiver of Support				
Children/Grandchildren	4%	2%	9%	13%
Neighbours/Friends	59%	59%	40%	32%
Parents/Grandparents	11%	15%	18%	20%
Relatives	27%	23%	33%	36%
	100%	100%	100%	100%
Households Receiving Support (162 of the 301 households receive support)				
Kind of Support	Food	Labour	Money/Cash	Care
No households	74	56	46	32
% of total households	46%	35%	28%	20%
Frequency of Support				
Monthly	15%	7%	7%	19%
Regularly	43%	41%	39%	50%
Occasionally	42%	52%	54%	31%
	100%	100%	100%	100%
Relationship: Giving Support				
Children/Grandchildren	7%	2%	13%	3%
Neighbours/Friends	46%	79%	33%	50%
Parents/Grandparents	8%	0%	11%	3%
Relatives	39%	20%	43%	44%
	100%	100%	100%	100%

Relations of cooperation between households revolves mainly around food (67%) and money (42%). In the highlands the focus is more sharing food and labour⁸. Most of the assistance in labour is being provided occasionally, whereas the other forms of support are given more regularly. The recipients of this support are mostly neighbours and friends, except for monetary support that goes mostly to family members. The support given to neighbours and friends highlights the importance of community life.

⁸ Source: LHDA Phase II, Consolidated RAP Polihali Western Access Corridor, August 2020

The support received is mostly in the form of food (46%) followed by labour (35%). Most support received is occasional and regular, but not monthly. Most of the support is received from neighbours, friends and relatives.

4.3 Population Characteristics

4.3.1 Gender and Age Distribution

















The surveyed population of 1240 individuals is almost equally divided between male and female. Table 4-15 shows 3% difference in the gender distribution of the surveyed population in favour of females. The higher percentage of female population is in-line but noticeably higher than the national average given by the United Nations⁹, as having a slightly higher female population at 50,8% female and 49.2% male.

Table 4-15: Gender Distribution of Surveyed Population

Gender	Number	% Share
Male	592	47,7%
Female	648	52,3%
Total	1240	100,0%

As outlined in Figure 4-3, the population is evenly distributed by gender across age groups. The age distribution of the population shows the typical age pyramid associated with young populations, but with a decreasing child and infant population base.

Figure 4-3: Surveyed Population by Age and Gender

Age Group	Female	%pop	Age Distribution		%pop	Male
70 +	31	3%			1%	17
60 - 69	52	4%			3%	32
50 - 59	50	4%			5%	57
40 - 49	68	5%			4%	54
30 - 39	102	8%			8%	103
20 - 29	111	9%			8%	98
11 - 19	124	10%			9%	111
0 - 9	110	9%			10%	120
Total	648	52%			48%	592

Only 19% of the population is under the age of 20, which is considerably lower than the national average of 41% for the under 25 age group¹⁰.

4.3.2 Place of Residence

Table 4-16 shows that most members of households (81,2%) live together at home. Most of those not living at home, live abroad (6,5%) and elsewhere in the village (5,5%). Most absentee household members who are not currently staying at home, are in their 20s 30s and 50s.

⁹ United Nations Department of Economics and Social Affairs, Population Division

¹⁰ https://en.wikipedia.org/wiki/Demographics_of_Lesotho

The high numbers of household members that live locally reflect household dependence on local livelihood resources. The relatively small share of the population resident outside the country reflects the decline in migrant labour absenteeism from around 20% in the 1970s¹¹, to current levels.

Table 4-16: Place of Residence by Age of Surveyed Population

Age Group	Homestead	Village	District	Lesotho	Abroad	of Total
0 - 5	7,3%	0,6%	0,1%	0,2%	0,2%	8,3%
6 - 10	9,0%	0,7%	0,0%	0,4%	0,1%	10,2%
11 - 19	16,7%	1,0%	0,2%	0,4%	0,6%	19,0%
20 - 29	12,6%	0,7%	0,3%	1,8%	1,5%	16,9%
30 - 39	12,9%	0,6%	0,5%	0,8%	1,7%	16,5%
40 - 49	7,9%	0,5%	0,2%	0,6%	0,6%	9,8%
50 - 59	6,5%	0,2%	0,3%	0,3%	1,3%	8,6%
60 - 69	5,0%	0,9%	0,2%	0,2%	0,6%	6,8%
70 +	3,2%	0,3%	0,1%	0,2%	0,0%	3,9%
Total	81,2%	5,5%	1,9%	4,8%	6,5%	100,0%

4.3.3 Education

Lesotho spent 6,51% of its Gross Domestic Product (GDP) in 2018 on education, which is amongst the highest in the world¹². The level of education of the adult population shows mixed results. Only 5,26% of the surveyed population older than 20 years had never been to school (Table 4-17). Only 26,5 % have completed primary education. However, 23,6% have moved on from Primary level to complete Junior Secondary, and 23% to complete their Senior Secondary education. 21,8% proceeded to complete a higher level of education. This points to a low dropout rate from Primary to Junior to Senior School to post school education.

The gender disparity is not significant, although women are generally more educated than men.

The greater difference lies in age, with the younger generation more educated than the older.

¹¹ Colin Murray (1981), *Families Divided: The Impact of Migrant Labour in Lesotho*. Raven Press Johannesburg.

¹² https://www.theglobaleconomy.com/Lesotho/Education_spending/

Table 4-17: Education Status by Gender and Age of Surveyed Population

Age/Gender	None	Primary school	Junior Secondary	Senior Secondary	Technical/Vocational	Tertiary	Total
Female total	3,9%	26,8%	24,4%	22,2%	2,9%	19,8%	100,0%
70+	12,9%	58,1%	0,0%	6,5%	0,0%	22,6%	100,0%
60-69	5,8%	42,3%	23,1%	13,5%	3,8%	11,5%	100,0%
50-59	4,0%	30,0%	18,0%	22,0%	2,0%	24,0%	100,0%
40-49	4,4%	32,4%	17,6%	19,1%	4,4%	22,1%	100,0%
30-39	2,0%	16,7%	34,3%	21,6%	2,0%	23,5%	100,0%
20-29	1,8%	15,3%	29,7%	33,3%	3,6%	16,2%	100,0%
Male total	6,6%	26,0%	22,7%	23,8%	5,3%	15,5%	100,0%
70+	17,6%	47,1%	5,9%	17,6%	0,0%	11,8%	100,0%
60-69	6,3%	37,5%	25,0%	9,4%	9,4%	12,5%	100,0%
50-59	12,3%	31,6%	19,3%	14,0%	3,5%	19,3%	100,0%
40-49	7,4%	22,2%	40,7%	14,8%	1,9%	13,0%	100,0%
30-39	3,9%	26,2%	18,4%	21,4%	7,8%	22,3%	100,0%
20-29	4,1%	17,3%	21,4%	42,9%	5,1%	9,2%	100,0%
Grand Total	5,2%	26,5%	23,6%	23,0%	4,0%	17,8%	100,0%

The current school attendance for different age groups is presented in Table 4-18. A significant number of children of five years and younger (48%) attend pre-primary school¹³.

Education is compulsory between the ages of 6 and 13, and fee elimination starting with Standard One, was implemented in phases from the beginning of school terms in 2000. This is reflected in the high percentage of people under 18 currently attending school. Only 5% of children between 6 and 19 years are not attending school

Table 4-18: Current School Attendance for Different Age Groups

Age Groups	Attending school	Not attending school	Total number
0-5	48%	52%	103
6-10	95%	5%	127
11-19	95%	5%	231
20-30	17,5%	82,5%	209

4.3.4 Literacy

Table 4-19 shows that only 1,9% of the population 11 years of age and older are illiterate and cannot read or write Sesotho. This comprises mostly men.

A large proportion of the 26,7% of the population 11 years and older who can read and write only Sesotho - would be considered functionally illiterate. The remaining 71,4% would be considered functionally literate. The percentage of women who are literate is somewhat higher than for men. The relatively high levels of literacy amongst PAP's enables them to better cope with the changes in livelihood circumstance brought about by the project.

¹³ "School" was not defined, and no distinction can be made between those attending primary school and those attending pre-primary school.

Table 4-19: Literacy by Gender of Surveyed Population

Literacy levels	Male population	Female population	Total population
Cannot read or write	1,7%	0,2%	1,9%
Read and write Sesotho	12,2%	14,5%	26,7%
Read and write Sesotho and English	19,8%	25,4%	45,2%
Read and write English	12,2%	13,4%	25,6%
Can read and write and is also Computer Literate	0,5%	0,1%	0,6%
Total	46,4%	53,6%	100,0%

4.3.5 Occupation

According to Table 4-20, wage-employment is the main occupation for women at 24,9% followed self-employed at 19%. For men wage-employment and self-employed are similar and significantly higher than for women at 31,6% and 31,9%. Employment is no longer the domain of men. Income through employment comes from both men and women.

As can be expected, women are significantly occupied by homemaking and domestic responsibilities (21,4%).

Only a small portion of the adult population (4,6%) and mostly men, relies on farming as their main occupation. This is much less than the 23% adult population that recorded reliance on agriculture during a recent survey of PAPs affected by the corridor development under the LHDA Phase II project in the Highland.¹⁴ The same applied to animal herding which employs less than 1% compared to 11,5% in the LHDA Phase II project in the Highland.

Table 4-20: Main Occupation by Gender of Surveyed Population (18+ years)

Occupation	Female		Male		Total	
	# Members	% Members	# Members	% Members	# Members	% Members
Farming	12	2,7%	26	6,8%	38	4,6%
Wage-employment	110	24,9%	121	31,6%	231	28,0%
Herding		0,0%	6	1,6%	6	0,7%
Self employed	84	19,0%	122	31,9%	206	25,0%
Unemployed	41	9,3%	41	10,7%	82	9,9%
Not economically active	5	1,1%	7	1,8%	12	1,5%
Homemaker/housewife	78	17,6%		0,0%	78	9,5%
Domestic responsibilities	17	3,8%	1	0,3%	18	2,2%
Inactive/retired	7	1,6%	5	1,3%	12	1,5%
Pensioner	29	6,6%	15	3,9%	44	5,3%
School going youngster	59	13,3%	39	10,2%	98	11,9%
Total	442	100,0%	383	100,0%	825	100,0%

It is also notable that levels of unemployment reported are relatively low at 9,9%, and similar between men and women. Considering the relatively low levels of income and wage in the Leribe

¹⁴ Source: LHDA Phase II, Consolidated RAP Polihali Western Access Corridor, August 2020

area, many people hold multiple jobs and move from one job opportunity to another to earn a living. The official unemployment rate in Lesotho is much higher at 24,65 in 2020¹⁵.

Analysis of the PAPs main occupation in terms of age, introduces a historical and dynamic dimension to the analysis, which further explains the occupation patterns (Table 4-21).

Young men tend to leave school earlier and start work earlier than young women. This can be seen from the higher school attendance for women compared to men in their teens and twenties, and higher levels of employment for men in their twenties and thirties with more women entering employment at a later age.

There is also a substantial increase in farming as an occupation by men in their 60s and 70s. This increase is also noticeable amongst older women, but not to the same extent. Income from pensions plays an important role for both male and female PAPs when they reach their 70s.

The overall profile for PAPs is that of people that have a foothold in both the urban and rural economy. They rely, as households, on multiple and changing livelihood sources, as further discussed hereafter.

Table 4-21: Main Occupation by Age and Gender of Surveyed Population (18+ years)

Occupation	70+	60-69	50-59	40-49	30-39	20-29	18-19
Female							
Farming	6%	10%	6%	3%	0%	0%	0%
Wage employment	0%	8%	36%	41%	39%	18%	0%
Self employed	10%	31%	34%	28%	18%	10%	0%
Unemployed	0%	0%	0%	1%	15%	21%	7%
Not economically active	0%	8%	0%	0%	1%	0%	0%
Homemaker/housewife	0%	17%	20%	24%	21%	17%	11%
Domestic responsibilities	0%	8%	4%	1%	6%	3%	4%
Inactive/retired	6%	10%	0%	0%	0%	0%	0%
Pensioner	77%	10%	0%	0%	0%	0%	0%
School going youngster	0%	0%	0%	1%	1%	32%	79%
Total	100%	100%	100%	100%	100%	100%	100%
Male							
Farming	18%	28%	4%	7%	5%	1%	9%
Wage employment	0%	16%	46%	31%	43%	29%	5%
Herding	0%	0%	2%	0%	1%	2%	9%
Self employed	12%	31%	42%	50%	35%	23%	0%
Unemployed	0%	0%	2%	6%	13%	22%	9%
Not economically active	0%	6%	2%	6%	0%	1%	0%
Domestic responsibilities	0%	0%	0%	0%	1%	0%	0%
Inactive/retired	12%	6%	2%	0%	0%	0%	0%
Pensioner	59%	13%	2%	0%	0%	0%	0%
School going youngster	0%	0%	0%	0%	3%	21%	68%
Total	100%	100%	100%	100%	100%	100%	100%

¹⁵ <https://www.statista.com/statistics/448024/unemployment-rate-in-lesotho/>

4.3.6 Access to Water and Sanitation

Access to water and sanitation is critical to the health and wellbeing of people and an is the main why there is widespread support for the project in the affected communities. Reliable water supply is a key concern raised by by PAPs during public and briefing meetings.

Access to water and sanitation was covered in the household survey and the results are presented in Table 4-22.

Table 4-22: Access to Water and Sanitation of Surveyed Population

Access to water and Sanitation		% Households	% Total
Source of household water	Well / Spring	8,3%	100,0%
	River	0,3%	
	Public Tap	52,5%	
	Private connection to the Homestead/in the house	38,9%	
Walking distance from supply	0 – 5 mins	58,1%	99,7%
	6 – 10 mins	13,3%	
	11 – 15 mins	8,6%	
	16 – 30 mins	10,0%	
	More than 30 mins	9,6%	
Reliability of supply	Reliable / plenty of water	38,5%	100,0%
	Well / spring dries up	4,3%	
	Inadequate capacity of the water source	52,2%	
	Water is rationed	5,0%	
Who fetches the water	Piped water	7,0%	100,0%
	Women	14,3%	
	Men	15,3%	
	Children	9,3%	
	Everyone	54,2%	
Preferred supply connection	Already connected in house	29,9%	100,0%
	Public stand-pipe	10,0%	
	Private in-house connection	6,3%	
	Homestead stand pipe	53,8%	
Preferred provider	Already connected	33,2%	100,0%
	Private connection	57,8%	
	Public water service	9,0%	
What are the household toilet facilities?	Own Ordinary Pit Latrine	34,9%	100,0%
	Neighbour Ordinary Pit Latrine	1,7%	
	Own Ventilated Pit Latrine	35,9%	
	Neighbors Ventilated Pit Latrine	2,3%	
	Communal Bush	2,7%	
	Shared Ordinary Pit Latrine with other families	7,6%	
	Shared VIP with other Families	5,6%	
	Private water connection / Flush Toilet	9,3%	
What is the household water used for?	Drinking and Cooking	100,0%	
	Washing and Bathing	100,0%	
	Laundry	99,7%	
	Water Animals	35,5%	
	Irrigation	69,8%	

About 90% of affected households have either access to a public tap (53%) or a private homestead connection (39%). Nearly 20% of all households need to walk 15 minutes or longer

to get to their water source. Fetching water is no longer seen as the responsibility of women – all household members share this responsibility.

More than half of all households interviewed indicated that water supply was not reliable. Many PAPs expressed the hope that the project would result in a more reliable water supply.

Up to 70% of households also use potable water for irrigating their vegetable gardens.

Only 9,3% of households have flush toilets. 36% have VIP latrines and 35% have ordinary pit latrines. 20% of households share toilet facilities with other households or use the “bush” for toiletry needs.

4.4 Livelihood Sources and Strategies

Table 4-23 distinguishes between primary and secondary livelihood sources of all the 301 surveyed households.

Wage and self-employment are equally important primary livelihood source for 82% of households. This is followed crop production (8,3%) and grants (8,6%) as the seconded most important sources of livelihood. Crop production is the most important secondary livelihood source for 16,3% of all household, mostly for male headed households.

Livestock is not an important livelihood source for affected households.

Table 4-23: Main Livelihood Sources of Surveyed Households

Households	Crop production	Wage employment	Self employed	Grants	Livestock production	Natural resources	No second source	Total Households
Primary Livelihood Source								
Female headed	2,7%	11,6%	10,6%	6,3%	0,3%	0,0%	0,0%	31,6%
Male headed	5,6%	29,2%	30,2%	2,3%	1,0%	0,0%	0,0%	68,4%
Total	8,3%	40,9%	40,9%	8,6%	1,3%	0,0%	0,0%	100,0%
Secondary Livelihood Source								
Female headed	3,0%	2,0%	2,3%	1,7%	0,0%	0,0%	22,6%	31,6%
Male headed	13,3%	7,6%	7,0%	1,3%	1,7%	0,3%	37,2%	68,4%
Total	16,3%	9,6%	9,3%	3,0%	1,7%	0,3%	59,8%	100,0%

To sustain their livelihoods, the 301 surveyed households, on average each derive “regular” income from 1,5 sources of income (468 divided by 301). Although this points to a dependence on more than one source for household livelihoods, it is not at the same level of multiplicity of sources (3,5) found in similar survey conducted in the Highlands, which is more typical of a more subsistence land based economic than in the Lowlands.

Wage-employment is a regular source of income for 58% of the affected households, followed by self-employment (38%) and grants (16%). Cash and in-kind support is also an important main source of income at 13%. This points to a dependence of a sizable portion of affected households on support from relatives, neighbours and friends. The regularity with which households receive these sources of income is reflected in the fact that these figures are the same as the last months income figures.

Some 27% of households rely on farming and natural resources product for an income. Although the project area is mostly urban and peri-urban many affected household continue to rely on and land for livelihoods. It is these livelihood sources, as well as roadside trading, that will be most impacted by project related land-take.

Table 4-24 illustrates this diversification of economic activities and shows households' regular income sources¹⁶ as well as the sources from which households derived income during the month preceding the survey¹⁷.

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Table 4-24: Income Sources of Surveyed Households

Household Income Sources	Main Sources of Income		Income Last Month	
	# households	% households	# households	% households
Employment	175	58%	175	58%
Self employment	115	38%	115	38%
Sale of goods, services & rentals	11	4%	11	4%
Sale of natural resources & products	20	7%	20	7%
Sale of wool & mohair	10	3%	10	3%
Sale of crops, vegetables, fruit and seedlings	29	10%	1	0%
Sale of livestock	1	0%	1	0%
Sale of livestock products	5	2%	5	2%
Sale of poultry & eggs	14	5%	14	5%
Grants	48	16%	48	16%
Cash / In-kind support	40	13%	40	13%
Total number of income sources	468		440	
Total number of households	301	100%	301	100%

4.4.1 Farming

Reference has been made in the previous section to the fact that farming, although limited in scale, remains a key source of income, particularly so for the elderly and poor. Only one project affected household could be identified that owned a commercial scale farming operation in both crop and livestock production.

Most, but not all, farming is conducted by households that live in the rural villages rather than the urban towns. This is reflected in the percentage of rural based households owning agricultural assets as outlined in Table 4-25. 28% of the rural households (representing 68% of

¹⁶Regular resources could include besides main and secondary sources, also other sources.

¹⁷ Survey was conducted in May and June 2021, and the income sources listed should reflect the income during the late summer.

¹⁸ Source: LHDA Phase II, Consolidated RAP Polihali Western Access Corridor, August 2020

all affected households) own fields and 50% own vegetable gardens. This is in sharp contrast to households living in the urban areas of which only 5% own fields and 22% have vegetable gardens. All the vegetable gardens are homestead-based, only is a communal garden. Only a small percentage of households own livestock.

Table 4-25: Ownership of assets by Urban and Rural Surveyed Households¹⁹

	Agricultural Assets Owned by Rural based Households						
	Fields	Gardens	Cattle	Sheep	Goats	Donkeys	Horses
Households owning	28%	50%	17%	15%	4%	1%	1%
Households not owning	72%	50%	83%	85%	96%	99%	99%
	Agricultural Assets - Urban						
	Fields	Gardens	Cattle	Sheep	Goats	Donkeys	Horses
Households owning	5%	22%	4%	5%	1%	1%	1%
Households not owning	95%	78%	96%	95%	99%	99%	99%

Crop production

In the 2020/21 season just over 40% of households cultivated one or more field (Table 4-26). The number of fields cultivated by households ranged between 1 and 15, the mean being one fields per household. Male headed households cultivated twice as many fields compared to female headed households, and this ratio is more-or-less maintained for different field sizes. Yet, the 59,5% not cultivating fields, also comprised mostly male headed households, who are probably less reliant on subsistence farming than female headed households.

Table 4-26: Number of Fields Cultivated during 2020/21 Season by Rural Households

	Number of Fields Owned						
	0	1	2	3	4	15	Total
Female headed	19,0%	9,3%	1,5%	1,5%	0,0%	0,0%	31,2%
Male headed	40,5%	14,6%	7,8%	4,9%	0,5%	0,5%	68,8%
Total	59,5%	23,9%	9,3%	6,3%	0,5%	0,5%	100,0%

Only 52% of the households who own fields, cultivated all their fields (Table 4-27). Of those that do not cultivate all the fields they own, two-thirds lacked the finance to acquire the inputs needed. The remaining households mostly reported that they had not planted because of drought.

¹⁹ Household are defined as urban or rural depending on the location of their residential or business plots

Table 4-27: Use of Fields by Surveyed Rural Households Owning Fields

Characteristics	Number of Fields	Percentage
Households Farming all fields		
Male headed	31	37%
Female headed	12	14%
Total (of 97 owning fields)	43	52%
Households not farming all fields		
Male headed	27	33%
Female headed	13	16%
Total (of 97 owning fields)	40	48%
Reasons for not Cultivating:		
Lacking finance for inputs		67,39%
Lacking labour		6,52%
Lacking draught animals		0,00%
Lacking implements		0,00%
Drought		23,91%
Fallow land		2,17%
Total		100%

The fact that owners sometimes do not cultivate all their fields increases the possibilities for sharecropping and other cropping arrangements. The tenure status of fields is shown in Table 4-28. Although most fields cultivated in 2020/21 are owned, sharecropping enables households to cultivate 27% of fields under production. Together with borrowed and rented fields this number increases to 41%. The same figure in the Highlands was a lot lower at 15% and highlights the importance of sharecropping in the project area by offering households access to land who either do not have land, but who have the means to invest in production, or, who have both land and the means to extend agricultural production.

Table 4-28: Use of Fields by Surveyed Rural Households Owning Fields

Tenure arrangements	Number of fields	Percentage
Ownership	83	59%
Sharecropping	38	27%
Borrowed	4	3%
Rented	16	11%
Total cultivated fields	141	100%

According to Table 4-29, maize is the staple crop grown on most fields (65,2%) followed by beans (17,7%), sorghum (10,6%) and other lesser crops.

Most crops are grown for both household use and selling (54.1%), followed by 28,4% for home consumption only and 12,1% for home consumption and animal feed. All fields cultivated are eventually used by livestock after the fields have been harvested.

Table 4-29: Main Crops and Crop Usage on fields cultivated in 2020/21 season

Crop cultivation	
Maize	65,2%
Beans	17,7%
Sorghum	10,6%
Wheat	2,1%
Peas	2,1%
Barley	0,7%
Potatoes	0,7%
Pumpkin	0,7%
Total	100,0%
Crop usage	
Household Food	28,4%
Both Food and Selling	52,5%
Animal Feed	0,7%
Both Food and Animal Feed	12,1%
Selling	6,4%
Total	100,0%

The cultivation practices of farmers are presented in Table 4-30. In the absence of draught animal power and commercial scale operations, 58% farmers relied on hired tractors to plough their fields. A sizable amount of farmers (24,8%) use their own tractors, and probably also rent them out to other farmers.

46,8% of the farmers use commercial fertilisers and a further 34,8% use mostly manure. Given the relatively low productivity rates fertilizer application is probably constrained by the high input cost thereof.

It is important to note that 65,2% of farmers use purchased hybrid seeds. Together with purchased common seed this amounts to 74,4% of farmers that used purchased seeds.

Table 4-30: Cultivation Practices on fields cultivated in 2020/21 season

Means of cultivation	% of fields
Own cattle or donkeys	6,4%
Hired tractor	58,2%
Shared use of cattle or donkeys	2,1%
Hired cattle and donkeys	8,5%
Own tractor	24,8%
Total	100%
Fertilization use	% of fields
No fertilization	15,6%
Mostly manure	34,8%
Mostly commercial fertilizer	46,8%
Combnd mix	2,8%
Total	100%
Seed use	% of fields
Kept and untreated seed	23,4%
Kept treated seed	2,1%
Purchased common seed	9,2%
Purchased hybrid seed	65,2%
Total	100%

Gardening

Table 4-31 shows the importance of gardening as a livelihood strategy for 73% of the affected homesteads. The percentage of male headed households maintaining gardens is substantially higher than for female headed households. This may be due to the fact that because female headed households are mostly single headed and don't have the extra hands to help with gardening.

Although a range of other vegetable crops are produced, the six most produced vegetables are radish, beetroot, cabbage and spinach. Most gardens (89%) are watered by hand. 79% of the households fertilise their gardens using animal manure.

Vegetables are produced primarily for household consumption and only 24% of households sell a portion of the crop they produce.

Table 4-31: Gardening Ownership and Practices

Households	Male headed	Female Headed
Ownership (as % of all households)		
Homestead Garden	50%	22%
Communal Garden	0%	0%
Total	51%	22%
Grand Total: Owning	73%	
Grand Total: Not Owning	27%	
Main Garden Crops (as % of all households)		
Cabbages	36%	
Spinach	31%	
Radishes	45%	
Beetroot	45%	
Tumips	17%	
Method of Irrigation (as % of all crops grown)		
Water by hand	89%	
No irrigation	11%	
Method of Fertilization (as % of all crops grown)		
No fertiliser used	15%	
Mostly animal manure	79%	
Mostly compost material	3%	
Mostly chemical fertiliser	2%	
Combinations	0%	
Crop Use (as % of all households)		
All Consumed	57%	
Consumed and shared	19%	
Consumed and sold	24%	

4.4.2 Employment

According to Table 4-23, 82% of households rely on wage or self-employment as their primary livelihood source. It is therefore important to look at employment patterns more closely. This is presented in Table 4-32.

44% of all employed adults are self-employed, 38% are full time employed and the remaining 17% are part time or seasonally employed.

Most are employed in the wholesale and retail sector (21%), followed by construction (16% and farming (13%).

Only 38% of those employed are employed within the same village or township where they reside. 36% work elsewhere in the district, 15% elsewhere in Lesotho and 11% outside Lesotho. Many affected households therefore have to travel long distances to their place of work.

Table 4-32: Patterns of Employment: Employed Adult Population

Employment Type	Percentage of employed
Regularly employed (full-time)	38%
Regularly employed (part-time)	2%
Self employed	44%
Irregularly employed (seasonal, casual, piece jobs)	15%
Total	100%
Employment Sector	
Wholesale and retail	21%
Construction	16%
Farming	13%
Domestic services	8%
Education	7%
Manufacturing and Processing	6%
Other Sectors	28%
Total	100%
Place of Work	
Local Village	38%
District	36%
Lesotho	15%
Outside Lesotho	11%
Total	100%

4.4.3 Microenterprise Activities

As much as 23% of the employed adult population of 474, are engaged in microenterprise activities as outlined in Table 4-33. Most of the microenterprise activities are in small-scale retail (45%) followed by small scale production (40%) and the services sector (15%). This excludes small scale commercial farming activities, although there are backward linkages to farming in some of the production and retail activities.

Table 4-33: Microenterprise Activities by Surveyed Adult Population (18+years)

Enterprise	Number	Enterprise	Number
Production		Services	
Brewing	36	Bookkeeping	2
Cooking and baking	5	Healing/medicine	1
Shoes and leather work	1	Marketing services	1
Grass/reed products	2	Haulage	2
Total	44	Taxi	3
Retail		Sewing	5
Selling/hawking	25	Welding	1
Small retail/Spaza	24	Building	1
Total	49	Roofing	1
		Total	17
		Grand Total	110

4.5 Vulnerability of PAPs

4.5.1 Vulnerability Framework

Caroline Moser, who introduced the concept of vulnerability in development studies, identified women, children and young men and women as vulnerable as they are often invisible and silent and have special needs. In this way, Moser cautioned that in any development context there are vulnerable categories/groups with special needs. Since then, the concept has been incorporated into the resettlement discourse to highlight the plight of persons, households and groups who would be potentially more vulnerable to project-induced changes because of their precarious socio-economic situation, and whose special needs have to be noted and addressed.

4.5.2 Vulnerability based on Age

Table 4-34 shows affected households that are vulnerable based on the age of the heads of households. Below the age of 20 years there is one vulnerable female headed household. Below the age of 25 there is another potentially vulnerable male headed household. This group may not be indigent but would still be vulnerable in terms of their maturity in taking decisions with regard to compensation and resettlement.

There are seven potentially vulnerable household heads in their 80s and 90s.

Table 4-34: Vulnerable Household Heads based on Age of Surveyed Population

Age groups	Female		Male		Total	
	Number	%	Number	%	Number	%
85-89		0,0%	1	0,3%	1	0,3%
80-84	5	1,7%	1	0,3%	6	2,0%
75-79	5	1,7%	7	2,3%	12	4,0%
70-74	8	2,7%	4	1,3%	12	4,0%
Total 70+	18	6,0%	13	4,3%	31	10,3%
20-24		0,0%	1	0,3%	1	0,3%
15-19	1	0,3%		0,0%	1	0,3%
Total 15-24	1	0,3%	1	0,3%	2	0,7%
All HH Heads	95	31,6%	206	68,4%	301	100,0%

Appendix 12 contains a list of the names and locations of all the identified potentially vulnerable households.

4.5.3 Vulnerability based on Disability

According to Table 4-35, there are 13 household heads under 70 years of age and 3 household heads 70 years and older that have a disability. The one household head with multiple disabilities may well be the most vulnerable, followed by the 3 persons with disabilities in their 70s and older.

Table 4-35: Vulnerable Household Heads based on Disability

Age group	Crippled	Visual	Hearing	Mental	Muliple	Total
Numbers						
70 + years	3		1	1		5
< 70 years	9	1		2	1	13
Total	12	1	1	3	1	18
Percentage						
70 + years	16,7%	0,0%	5,6%	5,6%	0,0%	27,8%
< 70 years	50,0%	5,6%	0,0%	11,1%	5,6%	72,2%
Total	66,7%	5,6%	5,6%	16,7%	5,6%	100,0%

4.5.4 Vulnerability based on Chronic Illness

According to Table 4-36, 118 heads of households, comprising nearly 40% of all heads of households, have a chronic illness. Of these, 5 persons are older than 70 years and may well be the most vulnerable.

Table 4-36: Vulnerable Household Heads based on Age and Chronic Illness

Age group	Arthritis	Asthma	Diabetes	Hypertension	TB/HIV	Total
Numbers						
70 + years				4	1	5
< 70 years	1	1	14	52	45	113
Total	1	1	14	56	46	118
Percentage						
70 + years	0,0%	0,0%	0,0%	3,4%	0,8%	4,2%
< 70 years	0,8%	0,8%	11,9%	44,1%	38,1%	95,8%
Total	0,8%	0,8%	11,9%	47,5%	39,0%	100,0%

4.5.5 Vulnerability based Literacy

In terms of Table 4-6 there are 9 male heads of households that cannot read or write. These persons and many other with limited reading skills may needs assistance in interpreting the compensation and resettlement options available to them and how this could impact on their livelihood.

4.5.6 Vulnerability based on Livelihood Sources

According to the household survey there are 9 male heads of household that are unemployed and these households may be vulnerable because of this. The names and locations of these vulnerable households are also contained in **Appendix 12**.

In addition to this there are homesteads that will lose livelihood sources as a result of the project, notably the many roadside traders impacted by the project and the owners that will lose their whole fields. This is further analysed in section 5.4.14.

Section 5 Impact Description

5.1 Overview

The Project Impact is typically that of linear projects associated with the development of roads, railways, power transmission lines and pipeline infrastructure. As pointed out in the Involuntary Resettlement Handbooks issued by the World Bank, the defining characteristic of such projects creates both advantages and difficulties. Narrow strips of land generally displace few people. But the long, narrow project corridor may make administrative coordination difficult if the project passes through many local areas.

The Project impacts are defined by the following land-take requirements:

- Constructing and operating a 32 km bulk water supply pipeline. The “construction” needs define the temporary land-take requirements. The “operating” needs of the pipeline defines the permanent land-take requirements. The width of the permanent pipeline servitude is 6 meters (3 meters each side of the pipe centreline) , with another 8 meters added as temporary land acquisition servitude.(4 meters extra each side of the pipe centreline).

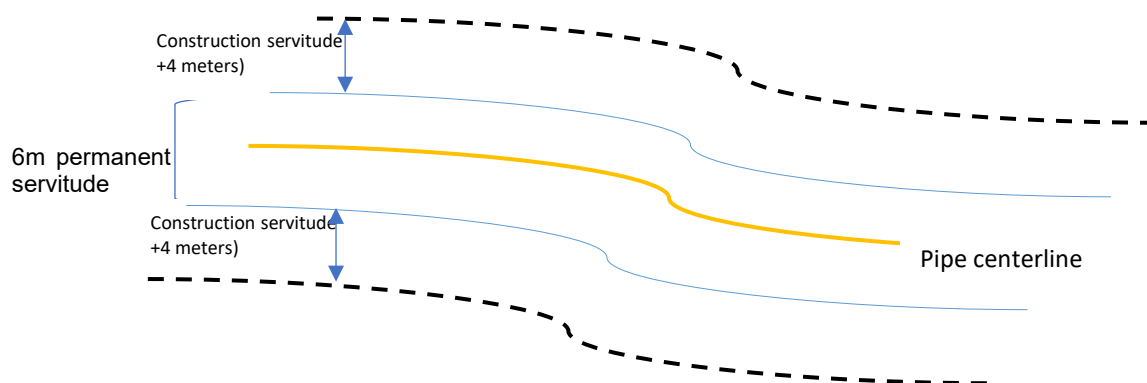


Figure 5-1: Illustration of Pipeline Servitude Requirements

- The Project’s waterworks sites that include the Hlotse River water inlet, pump stations and the land-take required for the reservoir sites at Hlotse, Khanyane C and Ha Lesiamo. This is all permanent land-take and no additional land is required as construction sites for these works.

5.2 Impact Assessment Framework

5.2.1 Impacts covered

The World Bank policy as contained in the Operational Manual (PO 4.12) on Involuntary Resettlement, revised in 2013, covers director economic and social impacts caused by “*the involuntary taking of land*” resulting in:

- i. relocation or loss of shelter;
- ii. loss of assets or access to assets; or
- iii. loss of income sources or means of livelihood, whether or not the affected person must move to another location”

The following needs to be underlined:

- a. It is about project impact on communities, whether it cause relocation or loss.
- b. Loss entails:
 - i. Loss of fixed assets (land, shelter and other improvements)
 - ii. Loss of access to assets - barriers to the movement of peoples and livestock

iii. Loss of income sources

5.2.2 Level of Impact

The nature of project losses can be characterised in terms of level of impact with reference to two sets of variables:

- Whether the loss is permanent or temporary (construction related):
- Whether the loss is total or partial

This is outlined in Table 5-1.

Table 5-1: Asset loss impact matrix

Asset loss:	Permanent	Temporary
Total	Loss of ownership of land & associated fixed assets (e.g., structures, fences, roads and trees) Loss of roadside business	Permit to use land as construction site during construction
Partial	Restrictions on land use within public servitudes (usually forbidding structures and trees)	Access restrictions to properties during construction Compensation for infrastructure damages during construction

On this matrix all the asset losses associated with the Project's water inlet, pump stations and reservoirs are 'permanent' and 'total'.

In most instances the asset losses associated with public servitudes are treated as partial losses. This would typically entail a limitation on the building structure and planting trees with a pipeline or powerline the pipeline servitude. Not having this limitation would interfere with safety of the pipeline, as well as the safety of the structures and users of those structure should the pipe bust a leak or overhead cables collapse needs to be repaired

This is apparent from the formulation of section 54(1) of the Land Act states that no compensation shall be payable for a public servitude where:

- “(a) the land which suffers damage has been either replaced or restored;*
- (b) movable property damaged has been either replaced or restored; or*
- (c) the works constructed do not interfere substantially with the enjoyment of land.”*

Ideally, LLWDP-II requires unfettered access to the permanent servitude, which includes the right to fence off and control access to the servitude, if necessary. The level of access control required to secure the integrity of the pipeline infrastructure and safety of people from burst pipes and flooding, would be higher in towns and villages than in the outlying field and grazing land areas. It is therefore proposed that all land within residential and business plots affected by the 6-meter-wide permanent pipeline servitude is treated as permanent land-take.

However, where the pipeline transverses fields and grazing land areas, use restriction will apply within the servitude that prohibit the building of structures and the planting of trees, but permits land cultivation and grazing to continue. Making this spatial distinction also has a practical consideration: to restrict the movement of people, vehicles and animals across the servitude outside the towns and settlement with limited and ill-defined access roads, would be difficult to manage without fencing-off the servitude; and that could lead to animosity against the Project. This could also open the Project to claims for compensation because of the potential impact that a “closed-off” servitude would have on limiting access onto the main road.

5.2.3 Measuring asset losses

Fixed asset losses are measured in:

- m² area (total footprint of impacted structures and vegetable gardens; impacted areas of plots fields, plant clusters etc.)
- meter lengths (fences, walkways, pipes etc.)
- numbers (fuel trees, water tank etc.)

It is important to note that in the case of structures the loss is taken as “total” if any part of the structure, however small, is impacted. In the case of plots, fields and plant clusters the loss area is deducted from the remaining area. How these assets are valued is further discussed in section 9.

5.2.4 Measuring other losses

Impacted communities are not only affected in terms of the loss of physical assets but also because of the loss of livelihood opportunities that access to these assets offers them. These “less tangible” losses also need to be mitigated to ensure that the following World Bank Policy Objective on Involuntary Resettlement is met: *“Displaced persons (due to involuntary resettlement) should be assisted in their efforts to improve their livelihoods and standards of living, or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is highest.”* (OP 4.12 par. 2(c)).

These are losses suffered because of the following impacts:

- g. Relocation costs for businesses and homesteads, including moving expenses and transfer cost for replacement land.
- h. The loss of income due to business disruption during construction and/or during relocation.
- i. The loss of standing crops during land-take.
- j. Inconvenience and temporary loss of access to assets during construction.
- k. Inconveniences and expenses of having to engage with the compensation and resettlement processes and requirements.
- l. Increased vulnerability due to resettlement disruptions.

The entitlement framework for these losses is described in section 6.3.

5.3 Asset and Ownership Profile

Land acquisition required for the Project impacts on a total of 1078 assets that belong to 375 owners in the following categories (summarised in Table 5-2):

Households: 354 individual households that own 999 assets ranging from arable land, residential plots and structures, to thickets, trees and fences. These households also own business properties and structures. Seventy-seven of the 79 business owners that own 155 formal and informal business structures and formal business plots are natural persons (households). The other two are companies as further described hereafter.

Communities: 10 communities that collectively own 27 “bundles” of affected assets. This includes 11,76 ha of rangeland, 4,43 ha of thickets and plant clusters, 220 fuel trees and tree stumps, a few water taps and water tanks.

Schools: Three schools – Leribe English Medium School, St Bernard Primary School and Khanyane Pre-school – own 15 affected assets. All three school sites will be subject to permanent land-take. The impact of this is significant for the Khanyane Pre-school that will permanently lose 22% of their plot. Leribe English Medium School will also lose a large part of their sports field (0,41 hectare) to the expanded reservoir site in Hlotse. Other losses include toilets, fences, walls and trees.

Government: LHLDC that owns 13 affected assets in Lisemeng 2. This includes limited permanent and temporary land-take on 3 residential plots, 16 trees and 85 meter of walls/fences.

Hospital: The DR Night Hospital in Sebothoane owns 10 affected assets. This includes two adjacent properties that are marginally affected by the pipeline servitude. The one property has a small office building that is affected, in addition to the loss of a hedge, fencing, paving and a gate.

Companies: There are two private companies that own businesses and have affected assets. Dishad Pty (Ltd owns the Puma Garage in Hlotse and will lose a small portion of the business property and some poles affected by the pipeline servitude. Boliba Enterprise Limited own an affected business plot in Sebothoane. This is impacted by the pipeline servitude which will affect a dwelling, toilet and pigsty on property.

Utilities: WASCO, Road Department, LEC and Econet together own 8 “bundles” of affected assets. This includes 102 poles and pillars; 524 meters of pavement, 36 signboards, seven electrical transformers and various smaller items.

Table 5-2: Ownership profile of affected assets

Type of owner	# Owners	# Assets Affected
Household	354	999
Community	10	27
School	3	15
Hospital	1	10
Company	2	8
Government	1	13
Utility	4	8
Total	375	1080

Table 5-3 profiles these assets and their owners based on village location and whether the assets are urban or rural.

Where owners have multiple assets, these are usually located in the same villages. However, there are owners who have affected assets in more than one village, which brings the sum total of owners per village to 389. This adds up to 14 owners more than the total for the whole project. To avoid this duplication ownership has been assigned to the village where most of the assets are located. Public assets owned by utilities could not be assigned to particular village and have been listed as ‘Project Area’.

According to Table 5-3 just over two-thirds of all impacted assets are located in 15 villages and the remainder in 4 urban townships. The most impacted villages and townships are Lisemeng 1, Likonyeleng, Sebothoane, Barete/St Monica and Ha Lesiamo. Together these five locations account for 43% of all impact owners and 55% of all the impacted assets.

Table 5-3: Urban-rural and village location of Project affected owners and assets

Project Affected Townships and Villages	Rural		Urban		Total	
	# Owners	# Assets	# Owners	# Assets	# Owners	# Assets
Project Area	2	3	1	3	3	6
Ha Barete/St Monicas	35	107			35	107
Ha Bene	10	11			10	11
Ha Lesiamo	28	69			28	69
Ha Mosele	1	2			1	2
Ha Setene	15	33			15	33
Khanyane	17	48			17	48
Khokhotsaneng	11	31			11	31
Konkotiea	20	59			20	59
Leqhutsung	13	40			13	40
Likonyeleng	42	165			42	165
Lisemeng 1			54	112	54	112
Lisemeng 2			20	40	20	40
Matukeng Ha letuka	32	94			32	94
Matukeng Ha Malimatle	9	23			9	23
Popopo	6	16			6	16
Sebipela	4	13			4	13
Sebothoane			40	142	40	142
Tlai-Tlai			10	60	10	60
Tsikoane	5	9			5	9
Total #	250	723	125	357	375	1080
Total %	67%	67%	33%	33%	100%	100%

Table 5-4 distinguishes between permanent and temporary assets losses per village and township location. The distinction as outlined in section 5.2.2 has been applied. Temporary losses only apply to plots and fields within the construction servitude of the pipeline. It excludes all structures trees and other improvements on these properties, on the basis that they can be avoided and will be excluded from the construction site. Therefore, 74% of all affected assets are affected permanently and only 26% temporarily.

However, most of the affected owners (69%) only have temporarily affected assets. The other 31% of owners have permanently affected assets. The latter may, or may not, also have temporarily affected assets.

Table 5-4: Permanent and Temporary losses per village location

Villages or <i>Townships</i>	Permanent		Temporary	
	# Owners	# Assets	# Owners	# Assets
Project Area	4	6	0	0
Ha Barete/St Monicas	3	75	32	32
Ha Bene	3	4	7	7
Ha Lesiamo	6	37	23	23
Ha Moseli	0	1	1	1
Ha Setene	9	31	8	9
Khanyane	2	27	17	18
Khokhotsaneng	4	24	9	10
Konkotiea	1	37	20	23
Leqhutsung	3	30	10	10
Likonyeleng	0	122	42	43
Lisemeng 1	32	88	22	22
Lisemeng 2	15	33	5	7
Matukeng Ha letuka	12	69	20	20
Matukeng Ha Malimatle	9	26	2	2
Popopo	4	14	2	2
Sebipela	1	10	4	4
Sebothoane	10	111	31	32
Tlai-Tlai	0	50	10	10
Tsikoane	3	7	3	3
Total #	121	802	268	278
Total %	31%	74%	69%	26%

Most of the affected owners and assets relate to the land-take requirements for the pipeline servitude. Those related to the waterworks sites are summarised in Table 5-5. These asset losses impact on four communities, two schools and 6 households.

Table 5-5: Land Area Losses due to Waterworks Sites

Waterworks sites	Village/ township	Permanent land area losses					
		Rangeland	Arable land	Plant clusters	Residential plot	School sites	Total
Ha Lesiamo Reservoir	Ha Lesiamo	2 508,74	-	-	272,26	1 120,51	3 901,51
Khanyane C Reservoir	Likonyeleng	11 124,90	-	-	-	-	11 124,90
Hotse Reservoir	Tlai-Tlai	-	-	-	-	4 149,28	4 149,28
Hotse River intake	Ha Setene	6 073,25	14 675,96	15 549,69	295,13	-	36 594,03
All Waterworks sites		19 706,89	14 675,96	15 549,69	567,39	5 269,79	55 769,72

These impacts constitute the majority of permanent land losses in terms of rangeland (97%), arable land (80%), plant cluster (56%) and school sites (95%) under the project. However, in terms of the number of total assets lost and PAPs, these impacts are limited compared to the rest of the project.

5.4 Impact Descriptions

The quantum of loss for the various asset categories per location is outlined hereunder.

5.4.1 Rangeland

The impact on rangeland is limited to permanent community owned land-take for the waterworks and two community owned rangeland sites in Khanyane impacted by the pipeline servitude. The total impact amounts to 2,03 ha as outlined in Table 5-6.

Table 5-6: Loss of Rangeland per Village

Affected Village or Township	Permanent loss		
	# Owners	# Assets	Loss (m ²)
Ha Lesiamo	1	1	2508,74
Ha Setene	1	1	6073,25
Khanyane	1	2	634,75
Likonyeleng	1	1	11 124,90
Total	4	5	20 341,64

5.4.2 Arable Land

Table 5-7 outlines the land-take requirements for fields. Most of the permanent losses are due to the waterworks sites and all the temporary losses are within the pipeline construction servitude. Thirteen owners have impacted fields that have both permanent and temporary losses. All field losses, except two community owned fields, are suffered by households.

Table 5-7: Loss of Arable Land per Village/Township

Affected Village or Township	Permanent loss			Temporary loss		
	# Households	# Fields	Loss (m ²)	# Households	# Fields	Loss (m ²)
Ha Barete/St Monicas	8	8	3 087,06	9	9	5 077,24
Ha Bene	1	1	343,59	6	6	570,54
Ha Lesiamo	3	3	231,60	4	4	939,18
Ha Moseli	1	1	3,93	1	1	118,60
Ha Setene	5	5	14 751,33	6	7	1 229,31
Khanyane				4	4	211,58
Lisemeng 1				3	3	570,51
Matukeng Ha letuka				1	1	89,74
Tsikoane				1	1	147,88
Total	18	18	18 417,51	35	36	8 954,58

Notes: Owners could own assets in more than one village. # owners derived from counting unique Owners under each Village or Township in the pivot table

Same owners could be listed as having both permanent and temporary losses

The total permanent loss of fields is 1,84 ha and half that (0,9 ha) is for temporary field losses. Most permanent losses are at Ha Setene and are largely due to land-take requirements for the

Hlotse River intake and waterworks. Most arable land losses are limited to less than 10% of the total field sizes. There are only three cases where the losses are between 10 and 14%, one case at 25% and 3 cases where the loss is 100% of the affected fields.

5.4.3 Residential plots

Table 5-8 outlines the land-take for residential plots. This affects a large number of plots (130) and owners (126). Yet residential land take requires only 1,47 ha permanently and 2,16 ha temporarily (during construction). This translates to limited impact for most owners at an average loss of between 114/m²/plot for permanent land-take and 118 m²/plot for temporary land-take. 25 affected plots, just under 20% of all permanently affected plots, are subjected to permanent land-take that amounts to 20% or more of the total plot size.

Losses cover 17 villages and towns. The most impacted location is Likonyeleng, where a quarter of all affected owners, affected properties and land area losses are to be found.

All impacted residential plots are owned by individual households, except three affected properties in Lisemeng 2 which are owned by Government (LHLDC).

Table 5-8: Loss of Residential Plots per Village/Township

Affected Village or Township	Permanent			Temporary		
	# Plots	# Owners	Loss (m ²)	# Plots	# Owners	Loss (m ²)
Ha Barete/St Monicas	16	16	1 160,31	21	21	3 339,28
Ha Lesiamo	5	5	678,20	8	8	706,44
Ha Setene	3	3	295,13	1	1	6,72
Khanyane	2	2	340,95	6	6	749,65
Khokhotsaneng	8	7	877,39	8	7	1 035,29
Konkotiea	1	1	146,96	14	14	684,88
Leqhutsung	2	2	53,58	8	8	779,71
Likonyeleng	33	32	4 603,02	40	39	5 018,92
Lisemeng 1	14	14	1 265,48	17	17	2 054,40
Lisemeng 2	1	1	96,24	1	1	159,98
Matukeng Ha letuka	13	13	1 711,66	17	17	1 245,20
Matukeng Ha Malimatle	9	9	1 681,02	2	2	514,22
Popopo	2	2	585,16	2	2	738,99
Sebipela				2	2	92,94
Sebothoane	8	8	294,31	23	22	2 079,43
Tlai-Tlai	9	9	714,36	9	9	1 259,67
Tsikoane	1	1	125,97	2	2	483,09
Total	127	125	14 629,74	181	178	20 948,81

5.4.4 Residential Structure

Twenty-seven dwellings/primary structures are permanently impacted by the project. The total footprint of these structures amounts to 2 067,53 m². Twenty-two are completed dwellings, four are unroofed structures and one is an incomplete roofed structure. These structures are in the 6 villages and 3 townships as indicted in Table 5-9.

Impacted outbuildings are also presented in in this Table and are restricted to 5 cases.

All the above-mentioned buildings are owned by households, except one dwelling which is on a business site in Sebothoane that is owned by a company.

Other residential buildings losses comprise 28 toilets. One of these impacted toilets is associated with the dwelling on the business site referred to above. Just over half of these 28 toilets are in Sebothoane and Tlai-Tlai.

Table 5-9: Loss of Residential Structures

Affected Village or Township	Dwelling/primary structures			Outbuildings/secondary structures		
	# Structure	# Owners	Loss (m ²)	# Structure	# Owners	Loss (m ²)
Ha Setene				2	2	41,16
Khanyane	2	2	72,96			
Likonyeleng	9	9	641,51			
<i>Lisemeng 1</i>	1	1	105,17	2	2	9,46
Matukeng Ha letuka	1	1	145,14			
Matukeng Ha Malimatle	2	2	56,74			
Popopo	1	1	51,32			
Sebipela	1	1	38,39	1	1	93,89
Sebothoane	4	4	455,04			
Tlai-Tlai	6	6	501,26			
Total	27	27	2067,53	5	5	144,51

5.4.5 Business plots

Table 5-10 outlines the land-take for business plots²⁰. Permanent land-take affects 26 business plots totalling 2 730 m², while temporary land-take affects 39 plots totalling 5 778 m².

The permanent impact on individual plots varies greatly: 15 plots have a land take of less than 10%; 7 plots between 10% and 20%; and 4 plots between 20% and 44% of the total plot size.

Two business sites are owned by companies and the others by individual households. The land-take affects 12 villages and 3 urban townships. Impact is evenly spread between the different locations.

²⁰ This refers to all legally and customary recognized rights the land. This excludes informal roadside business that have established themselves within the road reserve. Their loss relates to the compensation for top structure and business turnover loss suffered

Table 5-10: Loss of Business Plots per Village/Township

Affected Village or Township	Permanent			Temporary		
	# Plots	# Owners	Loss (m ²)	# Plots	# Owners	Loss (m ²)
Ha Barete/St Monicas	4	4	493,44	2	2	614,29
Ha Bene				1	1	115,83
Ha Lesiamo	1	1	93,64	2	2	67,41
Ha Setene	1	1	751,73	1	1	219,35
Khanyane	2	2	48,07	6	5	813,24
Khokhotsaneng	1	1	159,72			
Konkotiea	3	3	149,48	9	6	949,84
Leqhutsung	2	2	131,79	2	2	167,38
Likonyeleng	1	1	143,16	1	1	56,45
Lisemeng 1	1	1	8,81	1	1	197,81
Lisemeng 2	2	2	61,26	3	3	343,59
Matukeng Ha letuka	1	1	27,64	2	2	204,13
Popopo	1	1	43,49			
Sebipela				2	2	992,09
Sebothoane	6	6	617,84	8	8	1036,58
Total	26	26	2 730,07	40	36	5 777,99

5.4.6 Business Structures

Table 5-11 shows that affected business structures are in 8 villages and 4 townships, with the highest impact in Lisemeng 1 and 2.

There are three permanently impacted formal business structures; one is on a business plot, one on a residential plot and one within the road reserve. The total footprint of these structures amounts to 88,65 m².

There are also 74 permanently impacted informal business structures totalling 9 977,87 m². One is on a formal business site, 65 within the permanent road servitude and 8 (all in Ha Lesiamo) within the construction site. Whether the latter will be permitted to relocate in-situ still has to be decided from a traffic and safety point of view.

Table 5-11: Loss of Business Structures

Affected Village or Township	Formal business structures			Informal business structures		
	# Structure	# Owners	Loss (m ²)	# Structure	# Owners	Loss (m ²)
Ha Barete/St Monicas	1	1	5,51			
Ha Lesiamo	1	1	74,93	8	8	124,72
Khanyane				1	1	6,95
Leqhutsung				3	2	50,6
Likonyeleng				1	1	23,65
Lisemeng 1				26	26	327,04
Lisemeng 2	1	1	8,21	15	14	226,45
Matukeng Ha letuka				5	5	72,1
Popopo				1	1	5,18
Sebothoane				11	11	89,81
Tlai-Tlai				1	1	4,14
Tsikoane				2	2	47,23
Total	3	3	88,65	74	72	977,87

5.4.7 School sites and structures

The sites of three schools – Leribe English Medium School, St Bernard Primary School and Khanyane Pre-school – are impacted as outlined in Table 5-12.

The permanent loss suffered by Leribe English Medium School represents 12% of the total school site and affects the school's sports field. This area is required for the expansion of the next door Hlotse water reservoir site. No structures, apart from 3 toilets, are affected by the land loss.

The permanent losses suffered by St Bernard Primary School is limited to 2% of the total school site. Because of the smaller school site, the permanent loss of land suffered by the Khanyane Pre-primary school is significant at 21% of the total school site. No structures are impacted at these two schools.

Table 5-12: Loss of School sites per Village/Township

School	Village/ township	Land area losses (m2)	
		Permanent	Temporary
Leribe English Medium School	Tlai-Tlai	4149,28	715,85
St Bernard Primary School	Likonyeleng	1120,51	166,68
Khanyane Pre-school	Likonyeleng	248,7	193,68
Total		5518,49	1076,21

5.4.8 Hospital sites and structures

Because of the large number of assets impacted by the pipeline route between the A25 road Motebang Hospital, the route here was re-aligned to pass behind the Hospital.

The only remaining hospital site impacted by the project is DR Night Hospital in Sebothoane, which owns two adjacent properties affected by the pipeline servitude. The total permanent loss is 85,71 m² and the temporary loss is 126, 97 m². There is also an affected office building on the one property totalling 12,93 m².

5.4.9 Graves

Two graveyards and three individual graves impacted by the project:

Ha Barete/St Monicas: Graveyard belonging to the Al Fatiha Islamic Organisation. 108,32 m² within the permanent land acquisition pipeline servitude and 771,45 m² in the temporary land acquisition servitude.

Ha Setene: Community owned graveyard with 18 graves located within the temporary land acquisition pipeline servitude.

Ha Lesiamo: Single family grave located within the temporary land acquisition pipeline servitude.

Matukeng Ha Malimatle: two separate single-family graves located within the permanent land acquisition pipeline servitude.

Impacting on the graves and graveyards within the pipeline construction reserve should be avoided where possible and this needs further investigation. The design review process may assist in avoiding these impacts.

5.4.10 Thickets and Plant Clusters

A total of 37 plant clusters/thickets totalling 2,67 ha are impacted by the project as presented in Table 5-13.

Thirty plant clusters are owned by 22 households and 7 communities. Four plant clusters owned by households (two in Khanyane and two Khokhotsaneng) are within the pipeline's temporary construction reserve.

Table 5-13: Loss of Thickets/Plant Clusters per Village/Township

Affected Village or Township	Permanent		
	# Clusters	# Owners	Loss (m ²)
Ha Bene	1	1	44,13
Ha Lesiamo	1	1	251,27
Ha Setene	9	5	16 841,48
Khanyane	3	2	376,90
Khokhotsaneng	3	2	389,71
Konkotiea	2	2	1 126,23
Leqhutsung	2	2	298,33
Lisemeng 1	8	8	802,67
Lisemeng 2	1	1	2312,78
Matukeng Ha Malimatle	3	2	976,32
Popopo	3	2	2 006,43
Tlai-Tlai	1	1	1 304,38
Grand Total	37	29	26 730,63

Losses occur in 12 villages and townships. The most impacted location is Ha Setene as a result of the loss of thickets due to the Hlotse River intake and waterworks.

5.4.11 Vegetable gardens

Permanent land-take will affect 24 vegetable gardens. These are all owned by households and form part of their impacted residential plots in 6 villages and 2 townships – see Table 5-14.

Impacted vegetable gardens vary in size from 162 m² to 6m², averaging 28 m² per garden.

Table 5-14: Loss of Vegetable Gardens per Village/Township

Affected Village or Township	Permanent		
	# Vegetable Gardens	# Owners	Loss (m ²)
Ha Barete/St Monicas	5	5	335,02
Ha Lesiamo	1	1	39,28
Khanyane	1	1	6,67
Leqhutsung	1	1	22,68
Likonyeleng	7	6	153,01
Lisemeng 1	3	2	46,74
Matukeng Ha letuka	3	2	32,44
Sebothoane	3	3	41,63
Total	24	21	677,47

5.4.12 Crops, plants and trees

Apart from tree-cluster and vegetable garden losses previously discussed, the following losses also need to be accounted for:

Crop losses on arable land subject to both permanent and temporary. Because of the seasonal nature of these losses, this will only be calculated when the land acquired.

Individual plant and tree losses. These are listed in Table 5-15, and have been individual located and counted. These losses include aloes, flowers, fruit trees, fuel trees and medicinal plant. This amounts to 645 loss items that belong to 151 owners, mostly households.

Garden lawns and useful grass losses. These are also listed in Table 5-15, and includes three lawns overing 237,6 m² and one 74,27 m² area of useful grasses

5.4.13 Other Physical Infrastructure

There are various other infrastructure assets that are impacted by the project, including the loss of fences, pavements water tanks and billboards. These are listed Table 5-16. This also includes 102 impacted electricity and telecommunication poles located throughout the project area.

Table 5-15: Loss of Other Plants and Trees

Asset Categories:	Aloes/Agave		Flowers		Fruit tree / Black Cherry / Prickly Pear		Fruit Tree Saplings		Fuel tree saplings		Fuel trees		Garden lawns		Medicinal Plants		Tree stumps		Use full grasses	
Affected Villages and Townships	No Owners	Loss (#)	No Owners	Loss (Households)	No Owners	Loss (#)	No Owners	Loss (#)	No Owners	Loss (#)	No Owners	Loss (#)	No Owners	Loss (m2)	No Owners	Loss (Households)	No Owners	Loss (#)	No Owners	Loss (m2)
Ha Barete/St Monicas	1	4	1	1	8	15					1	2	1	127,56					1	74,27
Ha Bene											1	7								
Ha Lesiamo	2	7			1	3					7	31					3	6		
Ha Moseli																				
Ha Setene					1	1	1	2			2	23	1	27,26						
Khanyane			1	4	2	6									1	1				
Khokhotsaneng					2	2			1	1	2	4					1	1		
Konkotiea					5	9									1	1				
Leqhutsung	2	7			3	10					5	13								
Likonyeleng	1	4	2	9	11	23	1	1	2	12	3	13			2	2	2	3		
<i>Lisemeng 1</i>			1	8	3	16					6	204			1	1	1	3		
<i>Lisemeng 2</i>					1	1					2	14					1	1		
Matukeng Ha letuka	3	10	1	1	6	12					8	16								
Matukeng Ha Malimatle					1	4					2	9					1	1		
Popopo					2	4					2	6					1	4		
Project Area																				
Sebipela																	1	1		
Sebothoane			4	12	10	32					8	28					1	1		
<i>Tlai-Tlai</i>					1	3					1	4	1	82,78			1	10		
Tsikoane									1	6	1	5								
Grand Total	9	32	10	35	57	141	2	3	4	19	51	379	3	237,60	5	5	13	31	1	74,27

Table 5-16: Loss of Other Infrastructure

Asset Categories:	Billboard		Borehole		Compost Heap		Drainage/water stone		Electric Transformer		Pavement		Washing line		Water Meter box		Water Tank		Water Tap	
Affected Villages and Townships	No Owners	Loss (m2)	No Owners	Loss (Household(s))	No Owners	Loss (m3)	No Owners	Loss (m2)	No Owners	Loss (#)	No Owners	Loss (m)	No Owners	Loss (m)	No Owners	Loss (m2)	No Owners	Loss (vary)	No Owners	Loss (#)
Ha Barete/St Monicas			1	1	1	1														
Khanyane											1	61,2					1	20,59	3	3
Konkotiea											1	136,8								
Leqhutsung											1	55,9								
Likonyeleng			1	1																
Lisemeng 1											6	128	1	15,4			1	1,95		
Lisemeng 2											1	18,3								
Matukeng Ha letuka											1	3,7								
Matukeng Ha Malimatle																			1	2
Popopo																				
Project Area	1	36					1	26	1	7					1	4				
Sebothoane											3	745,2	1	8,8					2	2
Tlai-Tlai											1	128,9								
Tsikoane																				
Grand Total	1	36	2	2	1	1	1	26	1	7	15	1278	2	24,2	1	4	2	22,54	6	7

Note: the above does not include 102 poles and pillars owned by utilities in various locations

5.4.14 Impact Summary

The nature and extent of the project impacts are summarised in Table 5-17. The names and locations of the highly impacted households are contained in **Appendix 13**

Table 5-17: Summary of Impacts

Asset categories	Affected Owners	Highly impacted Owners
Rangeland	Four villages that together lose 2,03 ha of rangeland	None
Fields	16 households and 2 communities that together permanently lose 1,84 ha 33 households and 2 communities that temporarily lose 0,9 ha of fields	Three households that each permanently lose a whole field One household with 25% loss of field
Residential plots	126 owners (mostly households) of 130 impacted plots that permanently lose 1,47 ha 181 owners (mostly households) of 184 impacted plots that temporarily lose 2,16 ha	20 households with 20% or more loss of plot area
Residential structures	27 household with permanently impacted dwellings (22 completed)	22 households that lose their habited structures
Business plots	26 owners (mostly households) of 26 impacted plots that permanently lose 2 730 m ² 35 owners (mostly households) of 39 impacted plots that temporarily lose 2 730 m ²	4 households with 20% or more loss of plot area
Business structures	3 households owning 3 permanently impacted formal structures that will be permanently lost 72 households owning 74 permanently impacted informal structures that will have to be relocated	72 households that lose their informal structures
School sites	3 schools that together permanently lose 5 518,49 m ² of their school sites 3 schools that together temporarily lose 1076,21 m ² of their school sites	Khanyane Pre-primary school with 21% permanent loss of school site Leribe English Medium School with 4 149,28 m ² loss of sports field
Hospital site and structure	DR Night Hospital that permanently loses 85,71 m ² of their site with an affected office building of 12,93 m ² Same owner that temporarily loses 126, 97 m ² of their site	None
Thickets/plant-clusters	29 owners (22 households and 7 communities) of 37 impacted tickets that permanently lose 2,67 ha	None
Vegetable gardens	21 households owning 24 vegetable gardens totalling 677,47 m ² – all gardens in residential plots	None
Other trees and plants	151 owners of 645 useful trees and plants 4 owners of 311,87 m ² of lawns and useful grasses	None

Other infrastructure	Various owners of affected infrastructure items such water taps and tanks, pavements, boreholes, billboards and poles	None
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Table 5-18: Summary of Asset Losses

Asset Type	Unit	Extent of Loss	Affected Owners
Land		127 742,11	
Fields - permanent	m ²	18 432,86	19
Fields - temporary	m ²	9 872,54	35
Garden Land - Permanent	m ²	677,47	21
Thickets / Coppice / Aloes / Agave - Plant Cluster	m ²	26 117,51	27
Thickets / Coppice / Aloes / Agave - Plant Cluster - temp	m ²	613,12	4
Range land	m ²	20 341,64	3
Residential plots - rural	m ²	12 259,35	93
Residential plots - urban	m ²	2 370,39	30
Residential plots - rural temp	m ²	15 395,33	129
Residential plots - urban temp	m ²	5 553,48	47
Business plot - rural	m ²	2 042,16	17
Business plot - urban	m ²	687,91	9
Business plot - rural temp	m ²	4 200,01	23
Business plot - urban temp	m ²	1 577,98	12
School plot - perm	m ²	5 518,49	2
School plot - temp	m ²	1 076,21	3
Government Housing plot - perm	m ²	107,21	3
Government Housing plot - temp	m ²	685,77	3
Hospital plot - perm	m ²	85,71	1
Hospital plot - temp	m ²	126,97	1
Structures		3 291,49	
Dwellings/Primary Structures	m ²	1 761,58	21
Dwellings / Primary Structures - Unroofed structure	m ²	173,47	4
Dwellings / Primary Structures - Roofed no windows and doors	m ²	132,48	1
Outbuildings/Secondary Structures	m ²	144,51	3
Formal Business Structures	m ²	88,65	3
Informal Business Structures	m ²	853,15	64
Informal Business Structures - temp	m ²	124,72	8
Hospital structures	m ²	12,93	1
Kraals	m ²	210,80	2
Pig Sty	m ²	146,86	5
Toilets	numbers	31,00	29
Septic /groundhole	m ²	80,98	8
Fence/ Wall/ Devils Fork	metres	9 256,50	154
Green House	m ²	69,94	1
Poles: Fence, Electricity, Communication	Batches	139,00	10
Gate	metres	128,50	31
Hedge	m ²	281,80	15
Plants and Trees			
Aloes/Agave	numbers	32,00	9
Fruit tree / Black Cherry / Prickly Pear	numbers	141,00	57
Fruit Tree Saplings	numbers	3,00	2
Fuel trees	numbers	379,00	50
Fuel tree saplings	numbers	19,00	4
Tree stumps	numbers	31,00	13
Garden lawns	m ²	237,60	3
Medicinal Plants	households	5,00	5
Flowers	m ²	35,00	10
Usefull grasses	m ²	74,27	1
Other Assets			
Compost Heap	m ³	1,00	1
Borehole	numbers	2,00	2
Washing line	metres	24,20	2
Electric Transformer	numbers	7,00	1
Water Tank	numbers	22,54	2
Water Tap	numbers	7,00	4
Water Meter box	numbers	4,00	1
Billboard	m ²	36,00	1
Pavement	metres	1 278,00	15
Drainage/water stone	numbers	26,00	1
Graveyard	numbers	2,00	1
Graves	households	4,00	4

Section 6 Compensation and Resettlement Plan

6.1 Eligibility Criteria

6.1.1 Compensation

According to LLWDP-II Compensation Policy all PAP who sustain losses whether individual, institutional or communal, and whether physically displaced or otherwise, will be eligible for compensation.

Both par. 5.1 of the LLWDP-II Compensation Policy and par. 15 and 16 of the World Bank Operational Manual (PO 4.12) on Involuntary Resettlement, identify the same three categories of PAPs as being eligible for types of compensation benefits. This is outlined in Figure 6-1.

Figure 6-1: Compensation Eligibility Matrix

Groups (based on right to land) Eligibility for impact mitigation	Those who have formal legal rights to land (including customary and traditional rights recognised under the laws of the country)	Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets-provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement plan	Those who have no recognizable legal right or claim to the land they are occupying
Compensation for loss of land	√	√	X
Compensation for loss of assets other than land	√	√	√
Resettlement and relocation assistance	√	√	√
Displacement, business disruption and loss of income support	√	√	√
Orphan Land or unusable land remaining after a portion has been acquired	√	√	X

Matrix based on par. 15 and 16 of the World Bank Operational Manual (PO 4.12) on Involuntary Resettlement

According to this matrix all PAPs who are the recognised as the owners of affected plots and fields (whether formal or not) can claim compensation for land losses. They are also eligible for resettlement and relocation assistance but under conditions described in section 6.1.2 hereafter.

Nonowners also have rights to compensation:

PAPs who own informal business structures located within the road reserve, are eligible for compensation for the loss of those structure, but not for the loss of land. In most case the owners of these structure and the operators of the business are the same persons. However, in a few case the business operators lease the structures from someone else. These business owners, as opposed to the owners of the structures, will be entitled to compensation for business disruption and may be eligible for resettlement and relocation assistance as further discussed in section 6.1.2 . The owners of those structures would only be eligible for compensated for the loss of the structures.

Likewise, sharecroppers and tenant farmers whose farming operations have been affected are entitled to compensation for crop losses, but only within the framework of the tenancy agreement they have with the landowners. I.e., if the agreement is renewable on a year-to-year basis,

sharecroppers and tenant farmers could claim crop losses for one season but not any further loss of future earnings.

In short, a clear distinction needs to be made regarding eligibility for compensation as it relates to landowners, other asset owners, business owners and tenants.

6.1.2 Replacement and Resettlement

According to World Bank policy *“preference should be given to land-based resettlement strategies for displaced persons whose livelihoods are land-based. These strategies may include resettlement on public land, or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettlers are provided with land for which a combination of productive potential, locational advantages, and other factors is at least equivalent to the advantages of the land taken.”* (par. 11, World Bank OP 4.12 Involuntary resettlement, revised 2013, our underlining)

There is a caveat to this (par. 11, World Bank OP 4.12 Involuntary resettlement, revised 2013):

“Payment of cash compensation for lost assets may be appropriate where:

- (a) livelihoods are land-based but the land taken for the project is a small fraction of the affected asset and the residual is economically viable;*
- (b) active markets for land, housing, and labour exist, displaced persons use such markets, and there is sufficient supply of land and housing; or*
- (c) livelihoods are not land-based. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.”*

Condition (a) refers to the scale of impact and land losses suffered by PAPs. *The Involuntary Resettlement Source Book* issued by the World Bank, provides further guidelines in this regard. It states that cash compensation is “generally sufficient” for PAPs losing less than 20% of their agricultural land holding. If it is more than 20% loss replacement land should be considered unless the remaining portion is “economically viable”. According to the same source, this requires a judgement call considering the particular circumstance of the affected household.

In situations where farmers depend entirely on farming for their income the loss of one tenth or more of their holdings could be considered severe, and preference should be given to land-based resettlement strategies. However, households commonly have both farm and nonfarm sources of income, especially in densely populated rural and in peri-urban areas, as is the case with this project. In such areas, the extent of land loss alone is insufficient for estimating the impacts of land acquisition. Estimating the total family income in these cases also requires analysis of household employment patterns and income structures. Furthermore, in areas with diversified income streams, giving a range of options to DPs allows them to protect (or enhance) their incomes, as they deem appropriate. Either a land-replacement option or cash compensation, as well as rehabilitation assistance, to allow them to restore and improve their income.

The same principle can be applied to the loss of residential plots: Should remaining plot size and shape be sufficient to continue to be used as a residential stand cash compensation for the loss would be sufficient. If not, relocation measures will need to be considered.

6.2 Cut-off Date

The *LLWDP-II Compensation Policy (draft March 2020)* requires that a public notice be issued of the cut-off date for eligibility to resettlement and compensation entitlements to be upon completion of the adjudication exercise. This is aimed preventing encroachers and speculators from embarking on activities prejudicial to the adjudicated liability amounts.

The cut-off date was announced in the same notice (copy attached as **Appendix 10**) that was placed in newspapers announcing a schedule of verification meetings for those affected by the Project. The same information was broadcast at intervals on radio and contained the following announcement:

“The Cut-off Date for eligibility to resettlement and compensation entitlements are the same as the end dates for asset verification as listed above. No further claims will be entertained thereafter, and no further construction is allowed to take place within the boundaries of the pipeline servitude and waterworks sites.”

Moreover, during the asset verification process, the AVF that was signed by the owners and counter signed by local Chiefs and Councillors, contains a clause stating that the signatories agree that there will be no compensation payable for any further development on the property. This means that different cut-off dates apply to different properties depending on when the AVF was signed. This varies between 12th May and 15th July 2021.

6.3 Valuation Methodology and Rates

All the physical information describing the location, types, sizes and other attributes of the assets needed to do the valuations, will be collected during the Asset Registration and Survey process. Information on the location types and sizes of assets will be contained in the Asset Register, while information on the attributes of the assets will be recorded separately using the Asset Valuation Data Collection Forms for Buildings and Fences (Appendixes 5 and 6). These descriptions were supported by photos of all the assets.

The valuation of affected assets was carried out in terms of section 58 of the Land Act, 2010, which requires that consideration shall be given to *the present and replacement value; and to the expenses incidental to any necessary change of residence or of place of business.*” [our underlining] This is in line with the World Bank Policy on Involuntary Resettlement that “*compensation must be at full replacement cost for losses of assets”* (par. 6, OP 4.12) and “*loss of income sources or means of livelihood*” (par 3, OP 4.12).

Based on these policy guidelines, compensation valuations were offered as follows:

- a. **Land** based on the open market price for that land.
- b. **Building and other structures** based on the net replacement cost thereof using the Depreciated Replacement Cost Approach. This cost is arrived at by calculating the present-day reinstatement cost of constructing similar structures in the same location, less depreciation for age, functional obsolescence, and conditional dilapidations.
- c. **Other assets** such as standing crops, plants, poles, and fences based on the replacement value thereof.
- d. **Business Displacement Allowance** based on loss of turnover suffered by business owners because of the project, whether temporary (disruption during project construction) or permanent.
- e. **Household Disruption Allowances** for the inconveniences of having to engage with the compensation and resettlement processes.

Section 52(a) of the Land Act requires that “*the Government shall first negotiate with the holder of land rights which are the subject of potential expropriation and resort to expropriation only upon failure of the negotiations...*” Section 42(4) of the Land Regulations, 2011 provides for the “*acquiring authority*” (in this case, LLWDP-II) to “*pay or sponsor*” the valuation service required by the claimants.

At the time writing, the appointment of the “second” valuer representing the claimants was still outstanding. Because of this, the rates which were used to determine the compensation values were derived from the similar project in the Botha-Bothe district that which was conducted in 2019/2020.

These are preliminary valuation rates and are presented in and still need to be agreed with the valuer to be appointed on behalf of the claimants.

Table 6-1: Compensation Valuation Rates for different types of Losses

Compensation Item	Unit of Measure	Method of Payment	Recommended Rate
Loss of Land			
Rangeland	m ²	Once off – lump sum	LSL 0,21
Fields (permanent)	m ²	Once off – lump sum	LSL 16,66
Fields (temporary)	m ²	Once off – lump sum	LSL 4,15
Residential plot (rural-permanent)	m ²	Once off – lump sum	LSL 45,00
Residential plots (rural-temporary)	m ²	Once off – lump sum	LSL 34,00
Residential plot (urban-permanent)	m ²	Once off – lump sum	LSL 85,00
Residential plots (urban-temporary)	m ²	Once off – lump sum	LSL 60,00
Business plot (rural-permanent)	m ²	Once off – lump sum	LSL 210,00
Business plots (rural-temporary)	m ²	Once off – lump sum	LSL 190,00
Business plot (urban-permanent)	m ²	Once off – lump sum	LSL 430,00
Business plots (urban-temporary)	m ²	Once off – lump sum	LSL 260,00
Vegetable gardens	m ²	Once off – lump sum	LSL 40,37
Displacement of Structures			
Dwellings/primary structures	m ²	Once off – lump sum	Replace at cost per approved quote
Secondary structures	m ²	Once off – lump sum	Replace at cost per approved quote
Formal business structures	m ²	Once off – lump sum	Replace at cost per approved quote
Informal business structures	m ²	Once off – lump sum	Replace at cost per approved quote
Other structures (toilets, tanks etc.)	m ²	Once off – lump sum	Replace at cost per approved quote
Displacement of infrastructure			
Fences, walls, gates and paving	metres	Once off – lump sum	Replace at cost per approved quote
Pylons, streetlights, signboards etc.	number	Once off – lump sum	Replace at cost per approved quote
Crop losses			
Tickets, plant clusters	m ²	Once off – lump sum	LSL 24,50
Hedges	m ²	Once off – lump sum	LSL 190,00
Fruit trees/prickly pears	number	Once off – lump sum	LSL 462,94
Fruit tree saplings	number	Once off – lump sum	LSL 30,00
Fuel trees	number	Once off – lump sum	LSL 587,21
Fuel tree saplings	number	Once off – lump sum	LSL 67,89
Tree stumps	number	Once off – lump sum	LSL 150,00
Aloes/agave	number	Once off – lump sum	LSL 45,00
Flower plants	number	Once off – lump sum	LSL 5,50
Medicinal plants	number	Once off – lump sum	LSL 329,00
Garden lawns	m ²	Once off – lump sum	LSL 21,76
Useful grasses	m ²	Once off – lump sum	LSL 432,00
Other losses			
Graves (exhumation & reinternment)	household	Undertaken by project	At cost, as agreed by parties
Graves (reburial ceremony)	household	Once off – lump sum	At cost, as agreed by parties

Compensation Item	Unit of Measure	Method of Payment	Recommended Rate
Business displacement allowance	business turnover	Once off – lump sum	Estimated monthly turnover
Household disruption allowance (temporary)	household	Once off – lump sum	LSL 7 815,00
Household disruption allowance (permanent)	household	Once off – lump sum	LSL 12 765,00

6.4 Compensation and Resettlement Options

The Table below depicts the compensation and resettlement options proposed for different types of losses suffered because of the project.

Table 6-2: Compensation and Resettlement Options for different types of Losses

Type of losses	Mitigation measures	Entitled person
Loss of Land		
Rangeland	○ Compensation at market prices	○ Landowner
Fields (permanent)	○ Compensation at market price ○ Replacement land as option for “severe” losses (see section 6.1.2)	○ Landowner
Fields (temporary)	○ Compensation at market price	○ Landowner
Residential and business plots (permanent)	○ Compensation at market price ○ Replacement land as option for “severe” losses (see section 6.1.2) ○ Relocation assistance, if required	○ Landowner
Residential business plots (temporary)	○ Compensation for temporary land occupation	○ Landowner
Remnant land parcels after land-take	○ Compensation at market prices	○ Landowner
Vegetable gardens (permanent)	○ Replacement value	○ Landowner
Vegetable gardens (temporary)	○ Avoidance – exclude from construction zone	
Displacement of Structures		
Dwelling houses and formal business structure (permanent)	○ Replacement value of structure ○ Replacement structure ○ Relocation assistance, if required	○ Owner of structure
Dwelling houses and formal business structure (temporary)	○ Avoidance – exclude from construction zone	
Informal business structure (permanent and temporary)	○ Replacement value of structure ○ Relocation assistance, if required	○ Owner of structure ○ Business owner
Secondary structure and toilet (permanent)	○ Replacement value of structure	○ Owner of structure
Secondary structure and toilet (temporary)	○ Avoidance – exclude from construction zone	
Displacement of other infrastructure		
Individually and community owned assets (permanent)	○ Replacement value of infrastructure	○ Infrastructure owners
Public facilities such as pylons, poles streetlights (permanent)	○ Negotiated compensation for replacement.	○ Public Utility as owner
All other infrastructure (temporary)	○ Avoidance and replacement or restoration if impacted	

Type of losses	Mitigation measures	Entitled person
Crop losses		
All crops (permanent)	<ul style="list-style-type: none"> Replacement value of crops 	<ul style="list-style-type: none"> crop owners, incl. tenant farmers and sharecroppers
Trees (temporary)	<ul style="list-style-type: none"> Avoidance and replacement if impacted 	<ul style="list-style-type: none"> crop owners, incl. tenant farmers and sharecroppers
Other crops (temporary)	<ul style="list-style-type: none"> Replacement value of crops 	<ul style="list-style-type: none"> crop owners, incl. tenant farmers and sharecroppers
Other losses		
Graves (permanent)	<ul style="list-style-type: none"> Exhumation and reburial Symbolic and spiritual removal 	<ul style="list-style-type: none"> Affected families
Graves (temporary)	<ul style="list-style-type: none"> Avoidance – exclude from construction zone 	
Loss of income due to business disruption	<ul style="list-style-type: none"> Business Displacement Allowance based on business turnover 	<ul style="list-style-type: none"> Business owners
Inconveniences of having to engage with the compensation and resettlement processes	<ul style="list-style-type: none"> Household Disruption Allowance 	<ul style="list-style-type: none"> All PAPs

With reference to Table 6-2, it is important to note the following:

- A clear distinction is made between the owners of land vis-à-vis the owners of structures, the owners of businesses and the owners of crops. These could be different owners depending on the tenancy arrangements. Also, “owners” could refer to households, companies, communities, and different types of institutions.
- The only temporary project impact identified is the construction servitude for the water pipeline. Because of the linear nature of the construction site and the availability of the road reserve, it should be possible to avoid structures, other individual assets, and graves during the construction. This requires the contractor to do dilapidation survey and restore any impacted assets near the construction works.
- During consultations in spring of 2021 and during conducting socio-economic survey, PAPs strongly indicated that they prefer cash rather than land-for-land compensation.

Section 7 Livelihood Restoration Plan

As outlined in section 2.1.2, a key policy objective under involuntary land-take is to assist displaced persons in their efforts to improve their livelihoods and standards of living, or at least to restore these to pre-project levels. Livelihood restoration is of particular concern where land take affects poor and vulnerable segments of the population. This includes women headed households, orphans and vulnerable children, the handicapped, the sick and the elderly, who are often susceptible to hardship and may be less able than other groups to reconstruct their lives after land-take.

7.1 Target groups

There are two target groups for livelihood restoration:

Pre-existing vulnerability: PAPs who have pre-existing condition in terms of poverty, health etc that makes them vulnerable to project impacts and less able than other groups to reconstruct their lives after land take.

Project-induced vulnerability: PAPs who become vulnerable because of the severity of project related impact and losses. Informal roadside traders are an example of PAPs that may not have a pre-existing vulnerability but could become vulnerable because of a substantial loss of income as a result of project displacement.

7.2 Focus Areas

Based on the above target groups, the Livelihood Restoration plan focuses on the following four areas of intervention:

7.2.1 Roadside trading

Informal roadside traders are greatly impacted by the project. Four formal business structures and 66 informal business structures must make way for the permanent pipeline servitude, while 8 informal business structures fall within pipeline construction reserve and need to be moved, at least temporarily.

Roadside traders, more than any other group, may be the most impacted by the project. Measures to improve, or at least restore, their livelihoods would be an appropriate focus area. Strategies for doing so would need to be discussed with various stakeholders including District and Local Councils, Ministry of Roads and Transport, Ministry of Small Business, Cooperatives and Marketing and, most importantly the traders themselves.

There are 3 Street vendor associations active in the Hlotse urban area namely Mehahlaula, Kopanang Baitšokoli and Khathang Tema.

All street traders have to register with the Urban council. There are no set criteria for registration with the council. Anyone is allowed to trade as long as they can pay for their monthly 'trader's space'. The Urban council or the office of the Market Master collects revenue according to the following categories.

- Spaces around malls (outside big retail stores around town) is LSL 60,00 per month
- Spaces elsewhere such as beside the road, bus-stop or market area is LSL 40,00 per month
- Non-permanent structures such as an umbrella; or 'mobile' seller (not stationed at one place) is LSL 20,00 per month.

All street vendor activity is coordinated through the social services office. The social services committee is made up of the social services dept. staff and representatives of the street vendor associations and decisions made in the committee are binding. There is however no legal document to facilitate interaction. There are set monthly meetings, but other meetings may be held anytime there is an issue to address. There are 66 registered (with Urban Council) street vendors in the area. This number may change depending on the final design of the pipeline.

Compensation will be paid to all street vendors regardless of their registration status with the urban council. A rate of M1,100 per square metre is offered for shacks to enable them to re-establish their businesses. This amount meets replacement cost value. Upon finalization of the design, there will be additional consultations with Urban Council on any unregistered or new vendors that may be impacted and are not currently among 374 identified PAPs. This RAP therefore will take adaptive measures and be updated (if necessary) in line with World Bank OP 4.12, as well as Lesotho laws, after the design is finalized.

7.2.2 Crop production

Most of the FGD on opportunities for livelihood improvements held with PAPs, pointed to need to grow agri-businesses in the area in terms of crop farming and vegetable gardening, supported by small scale animal production (poultry and piggery).

Crop yields in Lesotho in general, have dropped over the past few decades. In the 1980s yields for maize were in excess of 5 mt/ha. Today national yields of maize are about 0,8 mt/ha, with slightly higher yields of 0,9 mt/ha for Leribe.

Reasons offered are manyfold, including climate change, leached soils, and poor agricultural practices, reduced government support for agriculture and a shrinking budget allocation to agricultural extension services. Land-take projects and urbanisation have decreased the land available for agriculture. The only and substantial opportunities for increased agriculture production and profitability is through improved production quality and yields. This requires investing in improved farmer knowledge, farming practices and farming technology.

There are three well-known livelihood and income improvement initiatives operating in Leribe District that could be approached as project partners, namely World Vision Lesotho, Help Lesotho and the Smallholder Agriculture Development Project (SADP).

- Although World Vision's core focus is on child welfare and protection, they do support vulnerable families to increase crop and livestock production. They encourage communities to diversify incomes with non-agricultural activities. They work with smallholder farmers to improve food production and enhance nutrition for children/families.
- The SADP project has been established to support increased adoption of climate-smart agricultural (CSA) technologies in Lesotho's agriculture, enhanced commercialization, and improved dietary diversity among targeted beneficiaries. This is done through a matching grants program. Farmers can access funds either as individuals or groups. To qualify however, farmers must be a registered agricultural business and have been in that business at least for a year.
- Help Lesotho works in Leribe District with vulnerable young mothers in their own communities in the areas of economic strengthening and improved health and life skills in terms of leadership, self-esteem, goal setting, gender equity, and psychosocial support/resilience. Although the focus is on young women, all age groups and gender are included. For those on the program, Help Lesotho provides entrepreneurial training and a 'starter-pack' to start a small business e.g., a voucher of M 350.00.

7.2.3 Social safety net

Project related measures to address vulnerability needs to be harmonised with Social Protection Agenda of Government as contained in the National Social Protection Strategy (NSPS) 2014/15 – 2018/19. The NSPS call for coordinated action by different Government and non-Government agencies in implementing social protection measures. This should extend to Project related measure to protect the vulnerable. For example, ensuring that vulnerable household affected by the Project gain access to grants that are available.

This includes the following:

- Ensuring that vulnerable heads of households over 70 years or age receive their monthly pension benefits.
- Ensure that poor and vulnerable households have access to the Government Safety Net Programmes – Child Grant Programme (CGP), Public Assistance (PA), and OVC Bursary. This means ensuring that vulnerable PAPs are registered on the National Information System for Social Assistance (NISSA) database²¹.

7.2.4 Contracted employment

A key request made by PAPs during several public and briefing meetings was that those affected should be the ones that benefit from jobs created during construction. The undertaking was given that local employment will form part of the recruitment strategy during construction and that there would be further community engagements in this regard.

7.2.5 Proposed Interventions and Implementing Partners

Interventions to implement the above measures are summarised in table 7-1 below. Majority of PAPs and their representatives have been consulted in the spring of 2021 (see Table 3.3), and are aware of the LRP provisions, including on the Safety Net as described in this RAP. The key LRP provisions and RAP provisions were therefore agreed with stakeholders.

The project will have continuous consultations throughout implementation to keep up with evolving developments, including on the design.

Table 7-1: Proposed Interventions and Implementing Partners

Area of Intervention	Selected Enterprise	Implementing Partners
Agriculture	Improved Horticulture Crop cultivation	Ministry of Agriculture Crops Department
Livestock	Training on poultry production and piggery	Ministry of Agriculture
Off-farm business	Sale of Medicinal and Cosmetic products Tailoring	BEDCO, Ministry of Small Business
Road Side Trading	Business training and skills development Financial literacy	Ministry of Small Business Local Banks
Business development	Business Planning, Linage to financial entrepreneurship, institutions, cooperative formation	BEDCO, local banks, Lesotho Cooperative College, Ministry of Small Business Development.

²¹ Vulnerable people can register for support with the MoSD through Village Chief and councillor responsible for the village or a concerned citizen. Some villages have established a community committee that endorses vulnerability. Such applications will then be given to the district MoSD office which will follow up the case and based on their assessment, pass it on to the national office.

Section 8 RAP Implementation

The tasks to be undertaken by LLWDP-II to further implement the RAP and associated activities and deadlines are outlined in Table 8-1.

Table 8-1: RAP Implementation Schedule

Tasks	Activities	Suggested Deadlines
1. Finalise valuation process	Appointment valuer representing PAPs	December 2021
	Agree on valuation rated for presentation to PAPs	February 2022
	Finalise valuation rates	March 2022
	Agree with Utilities (WASCO, Road Department, LEC and Econet) on infrastructure compensation arrangements	To await Design Review
2. Declaration of land and servitude required for Public Purposes	Prepare Notice in terms of Section 59 of the Land Act, 2010 of consultation with relevant local authorities	Mid-August 2022
	Assist Minister to serve Notice on PAPs	End of August 2022
	Assist Minister to publish notice in Gazette	Early September 2022
3. Activate Grievance Redress procedures	Establish community level GRM Committees	End October 2022
4. Confirm ownership of land losses	Requesting local authorities to issue Form C's as the final step in the verification process – see section 3.4.4	Mid-September 2021
	Follow up on the issuing of Form C's	December 2021
5. Select Compensation and Resettlement Choice	Presents PAPs with the compensation and resettlement choices available and explain the limitations and benefits of each.	October – December 2021
	Identify available site for residential, business and grave-yard relocation	End December 2021
	Sign compensation offers	Mid-February 2022
6. Livelihood Restoration Planning	Stakeholder discussion and agreement on Livelihood Restoration Planning approach and details	End October 2021
	Prepare Livelihood Restoration implementation and responsibility schedule	End November 2021
	Facilitate and monitor implementation	Throughout all phases
	Provide physical relocation support	End July 2022
	Monitor implementation	Throughout all project phases
7. Training and learnerships on financial management/literacy and investment	Recruit institutions to give training and mentorship to PAPs on financial literacy, micro enterprise development, horticulture	End May 2022
8. Disclose RAP, Compensation Rates and other relevant information	Put on display approved RAP, Compensation rates. Translate RAP's Executive Summary into Sesotho	End September 2022
9. Pay Compensation	Compile documentation including title documents, banking details, sign contracts and process payments	End October 2022
10. Monitoring and Evaluation	Monitor and evaluate indicators as outlined in Section 10 below	All project phases
11. RAP Completion Report	Prepare RAP Completion Report	Project closure

Section 9 Cost Estimates

9.1 Compensation costs

The cost of implementing the compensation component of the RAP constitutes following:

- a. **Compensation for lost assets.** This has been calculated by the Project valuer for all assets, except for those that belong to the Government (LHLDC) and Utilities (WASCO, Road Directorate, LEC and Econet) It has been agreed that these agencies will be supplied with a full inventory of their impacted asset and they will present LLWDP-II with a replacement cost estimate. No cost calculation has been included for the exhumation and reburial or symbolic and spiritual removal of the graves affected. Some of these graves that fall within the construction servitude could possibly be avoided and, where not, a rate will have to be negotiated with the affected parties. The compensation estimates for the asset losses calculated is presented in Table 9-1 and amounts to **LSL 18 752 522**.

Table 9-1: Compensation for Loss of Assets

Type of Institution	Type of Asset	Loss Extent	Proposed Amount	Affected Assets	Nominal Rate	Unit of Measure
Community		25 965,57	284 934,27			
	Fields - Permanent	15,35	255,73	1	16,66	m2
	Fields - Temporary	917,96	3 809,54	2	4,15	m2
	Fuel trees	219,00	131 400,00	5	600,00	numbers
	Graves	18,00	-	1	negotiated	households
	Range land	20 341,64	4 271,75	5	0,21	m2
	Thickets / Coppice / Aloes / Agave - Plant Cluster	4 427,03	108 462,25	7	24,50	m2
	Tree stumps	1,00	150,00	1	150,00	numbers
	Water Tank	20,59	30 885,00	1	1 500,00	numbers
	Water Tap	5,00	5 700,00	4	1 140,00	numbers
Government		994,28	-			
	Fence/ Wall/ Devils Fork	185,30	-	3	not valued	metres
	Fruit tree/ Black Cherry / Prickly Pear	1,00	-	1	not valued	numbers
	Fuel trees	14,00	-	2	not valued	numbers
	Residential plots - urban	107,21	-	3	not valued	m2
	Residential plots - urban temp	685,77	-	3	not valued	m2
	Tree stumps	1,00	-	1	not valued	numbers
Hospital		460,04	245 640,80			
	Plot - urban	85,71	36 855,30	1	430,00	m2
	Plot - urban temp	126,97	33 012,20	1	260,00	m2
	Fence/ Wall/ Devils Fork	83,10	70 677,50	2	850,51	metres
	Flowers	3,00	16,50	1	5,50	m2
	Formal Structures	12,93	64 650,00	1	5 000,00	m2
	Gate	11,20	8 960,00	2	800,00	metres
	Hedge	29,03	5 515,70	1	190,00	m2
	Pavement	108,10	25 953,60	1	240,09	metres
School		7 231,80	2 542 372,22			
	Plot - rural	1 120,51	235 307,10	1	210,00	m2
	Plot - rural temp	166,68	31 669,20	1	190,00	m2
	Plot - urban	4 149,28	1 784 190,40	1	430,00	m2
	Plot - urban temp	715,85	186 121,00	1	260,00	m2
	Fence/ Wall/ Devils Fork	510,80	21 431,90	3	41,96	metres
	Fuel trees	11,00	6 600,00	1	600,00	numbers
	Plot - rural	248,70	11 191,50	1	45,00	m2
	Plot - rural temp	193,68	6 585,12	1	34,00	m2
	Septic /groundhole	7,82	14 076,00	1	1 800,00	m2
	Toilets	97,48	243 700,00	3	2 500,00	numbers
	Tree stumps	10,00	1 500,00	1	150,00	numbers

Type of Institution	Type of Asset	Loss Extent	Proposed Amount	Affected Assets	Nominal Rate	Unit of Measure
Household		108 988,27	15 242 631,59			
	Aloes/Agave	32,00	1 441,92	9	45,06	numbers
	Borehole	2,00	2 200,00	2	1 100,00	numbers
	Business plot - rural	2 042,16	428 853,60	17	210,00	m2
	Business plot - rural temp	4 200,01	802 199,50	28	191,00	m2
	Business plot - urban	504,24	216 823,20	7	430,00	m2
	Business plot - urban temp	1 357,92	370 861,60	10	273,11	m2
	Compost Heap	1,00	100,00	1	100,00	m3
	Dwellings / Primary Structures - Roofed no windows	132,48	397 440,00	1	3 000,00	m2
	Dwellings / Primary Structures - Unroofed structure	173,47	339 820,00	4	1 958,96	m2
	Dwellings/Primary Structures	1 697,55	6 138 293,00	21	3 615,97	m2
	Fence/ Wall/ Devils Fork	8 477,30	1 146 371,87	149	135,23	metres
	Fields - Permanent	18 417,51	306 835,71	18	16,66	m2
	Fields less than 1000 m2 size - Temporary	8 954,58	37 834,46	36	4,23	m2
	Flowers	32,00	176,00	9	5,50	m2
	Formal Business Structures	88,65	277 347,00	3	3 128,56	m2
	Fruit tree / Black Cherry / Prickly Pear	140,00	64 811,40	56	462,94	numbers
	Fruit Tree Saplings	3,00	90,00	2	30,00	numbers
	Fuel tree saplings	19,00	1 290,00	4	67,89	numbers
	Fuel trees	135,00	79 273,50	43	587,21	numbers
	Garden Land - Permanent	677,47	27 352,15	24	40,37	m2
	Garden Lawn	237,60	5 169,27	3	21,76	m2
	Gate	117,30	88 454,50	35	754,09	metres
	Graves	882,77	1,00	5	negotiated	households
	Green House	69,94	4 546,10	1	65,00	m2
	Hedge	252,77	48 026,30	14	190,00	m2
	Informal Business Structures	853,15	898 853,00	66	1 053,57	m2
	Informal Business Structures - temp	124,72	111 727,00	8	895,82	m2
	Kraals	210,80	44 842,25	2	212,72	m2
	Medicinal Plants	5,00	1 645,00	5	329,00	households
	Outbuildings/Secondary Structures	144,51	449 066,00	5	3 107,51	m2
	Pavement	645,50	195 760,00	13	303,27	metres
	Pig Sty	78,93	56 378,50	4	714,28	m2
	Residential plots - rural	12 259,35	555 007,96	95	45,27	m2
	Residential plots - rural temp	15 395,33	525 361,59	131	34,12	m2
	Residential plots - urban	2 370,39	200 846,65	32	84,73	m2
	Residential plots - urban temp	5 553,48	333 208,80	50	60,00	m2
	Septic /groundhole	73,16	120 543,00	7	1 647,66	m2
	Thickets / Coppice / Aloes / Agave - Plant Cluster	21 690,48	531 401,37	26	24,50	m2
	Thickets / Coppice / Aloes / Agave - Plant Cluster - tem	613,12	15 021,45	4	24,50	m2
	Toilets	176,16	367 683,00	27	2 087,21	numbers
	Tree stumps	19,00	2 850,00	10	150,00	numbers
	Usefull grasses	74,27	32 084,64	1	432,00	m2
	Washing line	24,20	2 171,70	2	89,74	metres
	Water Tap	2,00	2 210,00	2	1 105,00	numbers
	Poles, Posts, Pillars: Fence, Electricity, Comms	27,00	10 357,60	7	383,61	numbers
Utility		706,35	-			
	Billboard	36,00	-	-	not valued	m2
	Drainage/water stone	26,00	-	-	not valued	numbers
	Electric Transformer	7,00	-	-	not valued	numbers
	Pavement	524,40	-	-	not valued	metres
	Water Meter box	4,00	-	-	not valued	numbers
	Water Tank	1,95	-	-	not valued	numbers
	Poles, Posts, Pillars: Fence, Electricity, Comms	107,00	-	-	not valued	numbers
Company		542,70	436 943,70			
	Business plot - urban	183,67	78 978,10	2	430,00	m2
	Business plot - urban temp	220,06	57 215,60	2	260,00	m2
	Dwellings/Primary Structures	64,03	192 090,00	1	3 000,00	m2
	Pig Sty	67,93	101 895,00	1	1 500,00	m2
	Toilets	2,01	3 015,00	1	1 500,00	numbers
	Poles, Posts, Pillars: Fence, Electricity, Comms	5,00	3 750,00	1	750,00	numbers
	Grand Total	144 889,01	18 752 522,58	1 072		

- b. **Disruption Allowance.** All project affected owners (except Government and Utilities) are provided with this allowance to compensation for resettlement costs and the inconvenience of engaging with the compensation process. This has been calculated at LSL 12 765 per owner for any permanent losses and LSL 7 815 per owner for any temporary losses. The total Disruption is estimated at **LSL 5 207 545**.
- c. **Business Displacement Allowance.** Provision needs to be made for Business Displacement Allowances, for both formal and informal businesses and traders who will be displaced by the project, whether permanent or temporary. LLWDP-II Compensation Policy (endorsed by Government Valuation and Rating guidelines) requires that this the compensation rate must reflect the loss in turnover that the business suffered for the duration of the disruption. This “disruption” may be the result of a partial or total lockdown of the business during construction or loss of turnover during relocation.

Note: There appear to be stringent eligibility requirements to qualify for state funded Business Displacement Allowances: The business must be in good standing with the Lesotho Revenue Authority and must be able to present records of their trading history. Such requirements and levels of compliance may rule out most roadside traders from receiving this²².

9.2 Project Resettlement costs

Where project impacts translate into physical displacement of PAPs, consideration should be given to the following two options:

- **Provision of replacement** housing, fields and business sites and structures where the project land-take requirements are permanent.
- **Lump sum compensation** linked to “free choice resettlement” by the owner who is physically displaced. Resettlement becomes the owner’s responsibility.

Whatever the choice, the responsibility lies with LLWDP-II to ensure that the PAPs reach Free, Prior and Informed Consent (FPIC) in making their choice. This would entail a cost benefit explanation of the options.

9.3 Livelihood Restoration cost

There will be costs associated with the implementation of Livelihood Restoration Plan as outlined in Section 7. These costs need to be worked out and agreed to between the Ministries involved.

²² Street vendors are not a legal entity; thus trade at their own risk(?) See Khathang Tema Baitšokoli and Another v Maseru City Council and Others (Ref: <https://www.informea.org/en/court-decision/khathang-tema-baitsokoli-and-another-v-maseru-city-council-and-others>)

Section 10 Monitoring, Evaluation and Reporting

10.1 Monitoring and Evaluation Framework

The overall aim of the monitoring programme is to measure the extent to which the goals of the RAP have been achieved. This is measured at the following levels of intervention:

Performance Monitoring: Is the RAP performing poorly or well in terms of what it was mandated to do? Does it deliver according to plan. If not, why not and what is the corrective action that need to be taken?

Impact monitoring: What is the impact of land-take on livelihood? How effective has the interventions been to restore and improve the livelihoods of PAPs?

Indicators, their means of verification and targets (the quantified levels of the indicators to be achieved at a given point in time) will be established in consultation with affected communities and other key stakeholders.

The following range of indicators will be established:

- a. Input indicators: to measure the financial, physical and human resources allocated for the attainment of resettlement and livelihood restoration goals.
- b. Process indicators: to measure and assess implementation processes; e.g., the functioning of liaison/participation structures, the levels of representation of different social categories and the processes by which conflicts and disputes are resolved.
- c. Output indicators: to measure the services/goods and activities produced by the inputs, e.g., compensation disbursements for acquired assets, preparation of resettlement sites and allocation of residential plots and the construction of replacement services/facilities.
- d. Outcome indicators: to measure the extent to which the outputs are accessible and used, and the levels of satisfaction with services and activities produced by the inputs, e.g., the ways in which compensation was used by recipients, and changing local attitudes to project implementation. Key quantitative indicators that could be used to monitor the outcomes of the RAP would include:
 - Changes in school attendance
 - Changes in levels of education
 - Changes in occupation patterns
 - Changes to social support networks
 - Changes to incomes and livelihood sources
 - Changes in ownership of agricultural assets
 - Changes in use of fields
 - Changes in tenure status of fields
 - Changes in cultivation practices
 - Changes in microenterprise activities
 - Changes and improvements to household services, structures and assets

Baseline data is available through the Socio-Economic Survey to measure these changes.

- e. Impact indicators: to measure the key dimensions of livelihood restoration to determine whether the goals of the resettlement programme have been achieved, e.g., restoration and diversification of income levels across different social categories, the sustainability of income-generating activities and changes in literacy levels.
 - Changes in access to water and sanitation
 - Changes in levels of literacy
 - Changes in household food security
 - Changes in patterns of employment
 - Changes in vulnerability of households based on chronic illness

Baseline data is also available through the Socio-Economic Survey to measure these changes.

10.2 Monitoring Activities and Reporting

The monitoring framework for implementation is summarised in Table 10-1.

Table 10-1: RAP Monitoring Framework

Monitoring Activity	Indicator Type	Overall Responsibility	Frequency
Performance monitoring	Input, process and output indicators, measuring: <ul style="list-style-type: none"> Human and financial resource allocation. Procedures in operation. Physical progress against established milestones. 	LLWDP-II PMC	Monthly internal reports Formal quarterly/ annual reports
Impact, including outcome, monitoring (qualitative)	Community-derived indicators measuring: <ul style="list-style-type: none"> User satisfaction levels of services and products, including community participation and consultation. Attitudes to key implementation and mitigation issues. Perceptions and suggestions relating to project impacts, both negative and positive. Disturbances to the social practices and fabric of local communities. 	LLWDP-II External agencies e.g. NGO's	Annually for resettlement duration, then periodically
Standard Impact monitoring and evaluation (quantitative)	Indicators measuring: <ul style="list-style-type: none"> Social impact against baseline, e.g. demographic changes; changes to status of women, children and vulnerable groups; changes to land use and tenure patterns; Economic impact against baseline e.g. employment levels; crop output and production costs; household asset profiles and landholdings; income, expenditure and consumption levels; success of income restoration and development initiatives; Success of resettlement and livelihood restoration measures. 	LLWDP-II M&E consultant	12 months after resettlement, then 5-year intervals
Completion Audit	<ul style="list-style-type: none"> Confirm that all physical inputs specified in the RAP documents have been delivered; Confirm all outputs achieved under the resettlement programme; and Cases whether the outcomes of the resettlement programme have had the desired beneficial impacts. 	External agency	On completion of different components of the resettlement programme

10.3 Monitoring and Evaluation Mechanism

Monitoring and Evaluation mechanism will ensure that planned RAP activities are done in a timely manner and generate reliable data on performance and outcomes. It is important to ensure that data is collected in a systematic fashion to enable monitoring and evaluation of the performance of safeguards.

10.4 Specific Indicators to be Tracked

The information collected during RAP preparation exercise will serve as baseline for the monitoring and evaluation indicators. The following specific indicators shall be monitored:

Table 10-2: Proposed Indicators

Indicator	Source of Information	Frequency of measurement
Input indicators		
Number of information campaigns and consultation meetings with PAPs	LLWDP Reports	Monthly
Status of land acquisition and payments of compensation		
Overall spending on compensation and other interventions (planned)	Valuation and Financial Reports	Weekly
Number of PAPs compensated, and amounts paid to individual PAPs	Compensation tabulations	Weekly
Number of grievances received and status of redress	Grievance records	Weekly
Process Indicators		
Number of community structures participating	LLWDP Records	Fortnightly
Level of participation/interaction	Meetings and discussions	As necessary
Are participation structures representative of all sections of the community	Community Liaison Records	Monthly
Is the GRM procedure effectively used	GRM Records	Fortnightly
Output indicators		
Overall spending on compensation and other interventions (spent)	LLWDP Records	Fortnightly
Compensation disbursements for acquired assets	Financial Records	Fortnightly
Number of PAPs who have been reached (dialogue)	Records	Fortnightly
Number of assets compensated, and number of public facilities restored or rehabilitated	LLWDP Records	Monthly
Number and category of people paid their compensation and rehabilitated	LLWDP Records	Monthly
Number of vulnerable groups receiving special assistance	LLWDP Records	Monthly
Number of grievances settled	LLWDP Records	Fortnightly
Outcome Indicators		
Number of people engaged in income generating activities	LLWDP Records	Monthly
Number of people with improved income	LLWDP Records	Monthly
Number of micro enterprises	LLWDP Records	Quarterly

Number of households in improved agriculture	LLWDP Records	Half yearly
Number of households with improved housing and housing services	LLWDP Records	Half yearly
Impact Indicators		
Number of households with access to clean water and sanitation	Records	Yearly
Reduced number of people with chronic illness	Ministry of Health Records	Quarterly
Number of households that are food secure	Ministry of Agriculture and Food Security	Quarterly
Number of people inserted into jobs	LLWDP Records	Quarterly
Number of training opportunities and learnerships provided	LLWDP records	Monthly
Level of satisfaction of PAPs in the post-compensation period	LLWDP beneficiary satisfaction survey	At completion of works
Socio-economic conditions of the PAPs after project interventions	LLWDP Records; Bureau of Statistics periodic socio-economic reports	Half yearly

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