Communication from the Complaints Mechanism of the European Investment Bank to the concerned members of Chipambo and Geisha communities

Mzuzu, 5 July 2022

Dear concerned members of Chipambo and Geisha communities,

The European Investment Bank (EIB) finances an investment programme of the Northern Region Water Board (NRWB) that aims at improving the water supply in the city of Mzuzu.

The Complaints Mechanism of the EIB offered to facilitate the dialogue between the concerned members of Chipambo and Geisha communities and the NRWB regarding the impact stemming from the installation of water pipes. The Grievance Redress Committee has been representing the concerned members of Chipambo and Geisha communities in this process.

The facilitators from the Complaints Mechanism offered to hold another round of facilitated dialogue meetings in Mzuzu between 3 and 5 July 2022, which was accepted by the parties. On 3 July 2022, the facilitators met with the representatives of the communities at Geisha CCAP Church and Kazando school to prepare the dialogue meetings. A dialogue meeting between the representatives of Kazando community and the NRWB took place on 4 July 2022 and a settlement agreement has been reached.

The dialogue meeting between the Grievance Redress Committee for Chipambo and Geisha was scheduled to take place on Tuesday 5 July 2022 at 9:00 a.m. However, on Monday 4 July in the evening the Grievance Redress Committee informed the facilitators that they will not attend the dialogue meeting and that the Complaints Mechanism must close the complaint. The Complaints Mechanism acknowledged this communication.

The Complaints Mechanism would like to inform the concerned members of Chipambo and Geisha communities about some recent developments as it understood them from past agreements and its exchanges with the core actors:

i. Due to concerns about the validity of the original valuation of assets impacted by the project, the Grievance Redress Committee requested a fresh valuation to be done by the Regional Commissioner for Lands North. This was discussed during meetings on 20 and 30 May 2022 facilitated by the Mzuzu City Council.
ii. The Regional Commissioner for Lands North has performed this requested fresh valuation of the assets that were impacted by the installation of pipes in Chipambo and Geisha. The draft valuation report was submitted to the NRWB.
iii. The officers from the Regional Commissioner for Lands North and the NRWB met with the community representatives to disclose the results of the fresh valuation on 28 June 2022. Members of the Mzuzu City Council were present during that meeting.
iv. The Grievance Redress Committee did not accept the fresh valuation of the Regional Commissioner for Lands North.
v. The NRWB stands ready to pay the affected households based on the fresh valuation.
vi. In cases of discontent with a valuation of the Regional Commissioner for Lands North, reasoned argument can be provided for the regional commissioner to revisit the valuation.
vii. So far, no reasoned argument has been provided for the Regional Commissioner for Lands North to review the valuation.

viii. The NRWB expressed to be still very much interested in an amicable solution with the affected community members of Chipambo and Geisha.

The Complaints Mechanism of the EIB would also like to clarify two important points that have led to false rumors in the past:

1. The EIB is financing infrastructure as part of the Water Efficiency Project of the NRWB. The EIB is <u>not</u> financing compensation.
2. The project team of the EIB has confirmed that the change of alignment of the exact location of the pipes does not require an approval of the EIB.

We hope that the community will find other constructive means of engaging with the NRWB in solving the issues raised.

This communication closes the facilitated dialogue offered by the Complaints Mechanism.

Kind regards,
The Dispute Resolution team, Complaints Mechanism of the European Investment Bank

Copy:
Northern Region Water Board
Regional Commissioner for Lands North
Mzuzu City Council
The Chiefs of Chipambo and Geisha
Members of the Grievance Redress Committee of Chipambo and Geisha

Translation to Chichewa:

Uthenga wochokera ku nthambi yoyang'anira za madando ya bungwe la zachuma ku ulaya la European Investment Bank kupita kwa onse okhudzidwa ochokera ku Chipambo ndi Geisha

Mzuzu, 5 July 2022

Okondedwa anthu okhudzidwa ndi chitukuko cha madzi a ku Chipambo ndi Geisha,

Bungwe la zachuma ku ulaya la European Investment Bank (EIB) lidapereka ngongole ya ndalama ku bungwe loyang'anira zachitukuko cha madzi kumpoto kwa dziko la Malawi la Northern Region Water Board (NRWB) pa ntchito yotukula kuperekera madzi mumzinda wa Mzuzu.

Pamene panapezeka kusagwirizana pakati pa anthu okhala ku Chipambo ndi Geisha kulingana ndi chitukuko cha madzi chimenechi, a nthambi yoyang'anira zamadandowa, anadzipereka kuti akhale othandizira pazokambirana pa kusagwirizana komwe kunadza chifukwa cha ntchito yoyika mapayipi kumadera a Chipambo ndi Geisha. Anthu omwe anali ndi madando pa ntchitoyi, amayimiliridwa ndi komiti yoyang'anira ndondomeko zoti zizitsatidwa pakakhala kusagwirizana kapena madando okhudzana ndi ntchito imeneyi yomwe pachizungu amayitcha Grievance Redress Committee (GRC)

Othandizira zokambirana ochokera ku bungwe la EIB anadzipereka kuti athandizirenso zokambiranazi kuno ku Mzuzu kuchokera pa 3 kufika pa 5 mwezi wa July chakachino cha 2022. Mbali zonse zokhudzidwa ndi nkhaniyi zinavomereza kuti zokambiranazi zichitike. Ndipo pa 3 July, othandizira pa zokambiranawa anakumana ndi omwe amayimilira anthu aku Geisha ndi Chipambo ku tchalitchi cha Geisha CCAP, komanso oyimilira anthu aku Kazando ku Kazando Primary School kuti akonzekere zokambiranazo. Kutsatira chikonzero chimenechi, pa 4 July, anthu oyimilira anzawo okhudzidwa aku Kazando anakhala ndi zokambirana ndi a NRWB ndipo anagwirizana mfundo ndi ndondomeko zoti atsatire kupita chitsogolo.

Msonkhano wokambirana pakati pa oyimilira anthu aku Geisha ndi Chipambo (GRC) ndi a NRWB unakhazikitsidwa kuti uchitika lachiwiri pa 5 July kuyambira nthawi ya 9 koloko mmawa. Koma usiku wa lolemba pa 4 July, a GRC analemba kalata kuwadziwitsa othandizira zokambiranawa kuti sabwera kumsonkhano womwe unakonzedwawo ndipo nthambi yomva madando a anthuyi isapitilire kugwira ntchito imeneyi ndipo itseke mafayilo a nkhani imeneyi ku ofesi kwawoko.

A nthambi yoyang'anira za madandowa, akufuna kudziwitsa anthu aku Chipambo ndi Geisha zina mwazomwe awona panthawi yomwe akhala akugwira ntchito imeneyi ndi anthu okhudzidwawa motere:

i. Choyamba, chifukwa cha nkhawa zomwe zinalipo kukhudzana ndi chupukuta misozi chomwe anakonza a NRWB kuti apepesere anthu omwe anakhudzidwa ndi ntchito ya chitukuko cha madziyi, a GRC anapempha kuti a ku ofesi yoyang'anira za malo yakumpoto kuno (Regional Commissioner for Lands North) akayezenso ndikupanga kafukufuku wokhudzana ndi chipepeso mwatsopano, ndicholinga chokuti ndondomeko ndi zotsatirazo zikhale zovomerezeka ndi onse okhudzidwa. Zimenezi anakambirana ndikugwirizana pa msonkhano womwe a ofesi ya khonsolo ya mzinda wa Mzuzu anayitanitsa ndi kuthandizira zokambiranazo pa 30 May chaka chomwe chino cha 2022.

ii. A Ofesi yoyang'anira zamalo kumpoto kuno anapanga malingana ndi mgwirizanowu, kukapanga kafukufuku wina watsopano, kuwerengera katundu yemwe anawononongeka kamba ka ntchito ya chitukuko cha madzi a mumpopiyi. Zotsatira zoyamba zakafukufuku amaneyi zinaperekedwa ku bungwe la NRWB.

iii. Ogwira ntchito mu ofesi yoyang'anira zamalo kumpotoyi, pamodzi ndi ogwira ntchito ku NRWB anakonza msonkhano ndikukakumana ndi anthu okhudzidwawa kuti akawawonetse ndikuwadziwitsa zotsatira zakafukufukuyi pa 28 June chakachino. Ogwira ntchito ku khonsolo ya mzinda wa Mzuzu analinso pa msonkhanowu.

iv. Oyimira anthu odandaula ndikukhudzidwa ndi ntchito ya chitukuko cha madzi amumpopiwa (GRC) sanagwirizane ndi zotsatira zomwe zinaperekedwa ndi a ofesi yoyang'anira za malo kumpoto kuno.

v. A NRWB atsimikiza kuti ndiokonzeka kupereka chipukuta misonzi malingana ndi zotsatira za kafukufuku watsopanoyu.

vi. A anena kuti ngati pali ena omwe sanakhutitsidwe ndi chipukuta misonzichi, akuyenera kunena zifukwa zomveka bwino kupangira kuti nawo a ofesiyi athe kuwunikanso bwino chipukuta misonzichi

vii. Kufikira lero, iwo a ofesi yoyang'anira za malo kumpoto kuno anena kuti palibe amene wanena zifukwa zomveka bwino zoti ziwathandize iwo kuwunikanso chipukuta misonzichi.

viii. A NRWB anenanso kuti iwo ali okonzeka kukambirana ndikupeza njira zoyenera zothetsera kusamvanaku ndi anthu okhudzidwa aku Chipambo ndi Geisha.

A nthambi yoyang'anira za madando aku EIB wa akufunanso kuwunikirapo pankhani zina ziwiri zomwe akuwona kuti panali mphekesera zabodza m'mbuyomu:

1. A bungwe la EIB anapereka ngongole ya ndalama zoti zigwire ntchito ya chitukuko cha madzi a mmipopi ya NRWB. Koma iwo akukanitsitsa kuti ndalama ya ngongole yomwe anaperekayo imayenera kugwira ntchito yopereka chipukuta misonzi kwa anthu okhudzidwa.

2. Ogwira ntchito ku EIB oyang'anira za chitukuko akufuna kukutsimikizirani kuti posintha njira yomwe anadutsa mapayipi amadzi pa ntchito yachitutkuko imeneyi, a NRWB samayenera kupempha chilolezo kuchokera ku EIB.

A nthambi yoyang'anira za madando yaku EIB wa ali ndi chikhulupiriro kuti inu anthu okhudzidwa ndi ntchito ya chitukuko cha madzi am'mipopiyi mupeza njira zina zomwe zingakuthandizeni kukambirana ndi a bungwe la NRWB kuti mupeze mayankho pa madando amene muli nawo.

Uthenga umenewu ndiwomaliza ndipo ukutseka ndondomeko yomwe a nthambi yoyang'anira za madando yaku EIB inakonza.

Tikukufunirani zabwino zonse
Nthambi yoyang'anira za madando yaku EIB

Uthengawu upitenso kwa:
Northern Region Water Board
Regional Commissioner for Lands North
Mzuzu City Council
The Chiefs of Chipambo and Geisha
Members of the Grievance Redress Committee of Chipambo and Geisha