

Tool Kit on effective grievance mechanism

ZAMBIA APPLICATION MODEL

The identified project area -community (Shibuyunji) is a developing Mine area with potential to grow and attract more mining activities (Sanje Hill Iron Ore Mine). The company has not put in place a community grievance system or mechanism.

Stage 1

Community Identification



The proximity of the community to the capital and the level of discontent and increasing number of complaints among the key stakeholders attracted SARW to introduce the tool kit to the community.

Stage 2

Tool Kit Sensitisation -Orientation



An orientation for policymakers such as the Office of Members of Parliament and local government officers together with civic leaders and traditional leaders

Stage 4

Challenges and how they were Navigated



- Some community dynamics involving power relations for traditional leaders and their relationship with mining companies and lack of community engagement.
- The community claimed that it had lost a lot of social and economic valuables such as grazing land for animals, communal assets such as churches, roads and ancestral burial site and that efforts to engage the company has proved futile.
- The community alleged that they could not involve the office of the MP because the current MP, Hon. Machila Jamba was the consultant for the mine, and he was already conflicted and compromised to handle the matter.
- The community complaints raising were in line with the departure by the company from the execution of the agreed deliverables contained in the following key documents.

- 1.Memorandum of Understanding
- 2.Resettlement Action Plan -RAP
- 3.ZEMA -Decision letter
- 4.Approval Letter
- 5.Approved Map for the mining license area

Stage 3

Application of the tool kit



- After being trained on how to use the tool kit on grievance management the community adopted to use the tool kit in responding to the many identified grievances.
- The community developed a criteria and agreed to handle disputes and grievances at the local level
- The community identified the following the following interest groups in the community to be part of the working group/committee; Women, youths, councillors, Ward Development Committee (WDC) representative, Office of the MP, business houses, disabled, NGOs, CBOs, Camdec Mine, Konkola Copper Mines and Sanje Hill Iron Ore Mine
- The mandate of the working group is to resolve grievances in a transparent and inclusive manner, while popularising the importance of grievance mechanism between mining community and mining companies in the area in the presence of policymakers and legislators.
- The project is hosted by the Shibuyunji Town council,
- The committee tasked to raises awareness about human rights in communities and the difficulties communities experience in accessing remedies.

Stage 5

Tool kit-based Solution



- The home grown and tailor-made terms of reference were developed and adopted by the community.
- The Community Grievance Working Group was created.
- All stakeholders agreed to respect the role of the working group.
- The complaints were submitted and considered for further investigation in liaison with other key line ministries and government entities

Stage 6

The work of the Community Grievance Working Group



Community Complaints - Grievance Meeting Land displacement and Compensation

- The complainants alleged that according to the RAP, the company promised and committed to a compensation package that included a) Land Swap, b) Crop and property compensation, c) Disturbance allowance for 424 affected households. But only monitory compensation in form of disturbance allowance and property was fulfilled.The community further alleged that the land swap has not been completed despite the complete purchase of the alternative land by the company. But the company has allegedly informed ZEMA that the compensation package has been delivered when it has not been done in full.

Non -Completion of Resettlement

- According to the Environmental Impact Assesment of the mine, it was agreed and advised that, there cannot be any human presence nor activities within the parameters of 1.5 Kilometers radius, but the company has only drawn the buffer maps for 1Kilomenter which is not safe for those within the remaining half kilometer.

Stage 7

Outcome of the process



- The working group to be adopted by the council and to be receiving complaints on a regular basis.
- Expression by Lufwanyama and Serenje Town councils to apply the tool kit to resolve the many identified conflicts driven by mining.



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