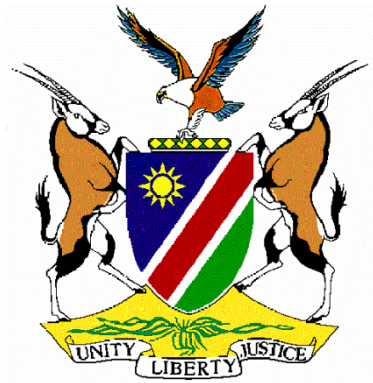


UPGRADING THE KRANZBERG TO TSUMEB, OTAVI TO GROOTFONTEIN RAILWAY LINE

A PROJECT BY THE MINISTRY OF WORKS AND TRANSPORT




STAKEHOLDER ENGAGEMENT PLAN

**Kranzberg Station to Otjiwarongo Station to Tsumeb
Station; Otavi Station to Grootfontein Station**

16 FEBRUARY 2023

PROJECT INFORMATION

Study Phase	IMPLEMENTATION
Project Title	Upgrade of the Railway Line from Kranzberg Station to Tsumeb Station; Otavi Station to Grootfontein Station
Project Location	Erongo, Otjozondjupa- Oshikoto Regions
Project Number	2022/12/MWT
Competent Authority	Ministry of Environment, Forestry and Tourism (fauna & flora) Ministry of Agriculture, Water and Land Reform (fauna & flora & water) National Heritage Council (archaeology)
Approving Authority	Directorate of Environmental Affairs (Ministry of Environment, Forestry and Tourism)
Proponent	Ministry of Works and Transport (railway lines) Private Bag 13341 6719 Bell Street Windhoek
Executing Agent	Ministry of Works and Transport Private Bag 13341 6719 Bell Street Windhoek
Financier	Africa Development Bank Group 
Consulting Engineers	Windhoek Consulting Engineering (PTY) Ltd. 

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TABLE OF CONTENTS

1	INTRODUCTION	1
1.1	PURPOSE OF THE STAKEHOLDER ENGAGEMENT PLAN	1
1.2	OBJECTIVES OF STAKEHOLDER ENGAGEMENT	2
1.3	STRUCTURE OF THE SEP	3
2	PROJECT LOCALITY & DESCRIPTION	4
2.1	OVERVIEW	4
2.2	LOCALITY	4
2.3	PROJECT OBJECTIVES	4
2.4	RESOURCES	6
2.5	INFRASTRUCTURE SPECIFICATIONS AND DESIGN	7
3	NATIONAL AND INTERNATIONAL REQUIREMENTS	10
3.1	NATIONAL NAMIBIAN LEGISLATIVE REQUIREMENTS	10
3.2	INTERNATIONAL REQUIREMENTS	14
4	STAKEHOLDER IDENTIFICATION AND ANALYSIS	17
4.1	PROJECT STAKEHOLDERS	17
4.2	SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	18
4.3	ESIA DISCLOSURE ENGAGEMENT	20
5	GRIEVANCE REDRESS MECHANISM	21
5.1	INTRODUCTION	21
5.2	GRM GOAL & OBJECTIVE	21
5.3	GRIEVANCE MECHANISM PRINCIPLES AND THE GRIEVANCE REVIEW COMMITTEE	22
5.4	COMMUNICATION CHANNELS	23
5.5	OPERATING PROCEDURES	23
5.5.1	INTRODUCTION	25
5.5.2	GRIEVANCE IDENTIFICATION	25

5.5.3	REGISTRATION AND CATEGORISATION	25
5.5.4	ACKNOWLEDGEMENT	26
5.5.5	INVESTIGATION AND CONSULTATION	26
5.5.6	COMMUNICATION OF RESOLUTION AND REQUEST FOR FEEDBACK	26
5.5.7	APPEAL	26
5.5.8	Grievance Resolution and Close-Out	27
5.5.9	GRM Monitoring Indicators	27
5.5.120	GRM Audit	28
6.	RESOURCES AND RESPONSIBILITIES	29
7	MONITORING AND REPORTING	31

LIST OF FIGURES

Figure 2.2-1 Locality Map Railway Line from Kranzberg to Tsumeb & Otavi to Grootfontein

Figure 5.5-1 Grievance Redress Mechanism Procedure

LIST OF TABLES

Table 1.3-1 SEP Structure

Table 5.5.9-1 – GRM Monitoring Checklist

APPENDICES

Appendix A	List of Interested and Affected Parties
Appendix B	Grievance Form
Appendix C	Stakeholder Grievance Procedure Database
Appendix D	Grievance Tracking and Close-Out Form

LIST OF ACRONYMS

AfDB	African Development Bank
BID	Background Information Document
DEA	Directorate of Environmental Affairs
DWA	Directorate Water Affairs
EA	Environmental Assessment
EAP	Environmental Assessment Practitioner
ECC	Environmental Clearance Certificate
ECO	Environmental Control Officer
EIA	Environmental Impact Assessment
EMA	Environmental Management Act

ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
GoN	Government of Namibia
GRC	Grievance Review Committee
Ha	Hectare
I&AP	Interested and Affected Parties
i.e.	Example
MET	Ministry of Environment and Tourism (formerly)
MEFT	Ministry of Environment, Forestry and Tourism
NamPower	Namibia Power Corporation (Pty) Ltd
PPP	Public Participation Process
SDG`s	Sustainable Development Goals
ToR	Terms of Reference

GLOSSARY OF TERMS

Adaptation - defined as any adjustment in natural or human systems in response to actual or expected climatic stimuli or their effects, which moderates harm or exploit beneficial opportunities (harness any beneficial opportunities).

Alternatives - A possible course of action, in place of another, that would meet the same purpose and need but which would avoid or minimize negative impacts or enhance project benefits. These can include alternative locations/sites, routes, layouts, processes, designs, schedules and/or inputs. The “no-go” alternative constitutes the ‘without project’ option and provides a benchmark against which to evaluate changes; development should result in net benefit to society and should avoid undesirable negative impacts.

Assessment - The process of collecting, organising, analysing, interpreting and communicating information relevant to decision making.

Competent Authority - means a body or person empowered under the local authorities act or Environmental Management Act to enforce the rule of law.

Environment - As defined in the Environmental Assessment Policy and Environmental Management Act - “land, water and air; all organic and inorganic matter and living organisms as well as biological diversity; the interacting natural systems that include components referred to in sub-paragraphs, the human environment insofar as it represents archaeological, aesthetic, cultural, historic, economic, paleontological or social values”.

Environmental and Social Impact Assessment (ESIA) - Process of assessment of the

effects of a development on the environment.

Environmental and Social Management Plan (ESMP) - A working document on environmental and socioeconomic mitigation measures, which must be implemented by several responsible parties during all the phases of the proposed project.

Evaluation – means the process of ascertaining the relative importance or significance of information, the light of people's values, preference, and judgements in order to make a decision.

Hazard - Anything that has the potential to cause damage to life, property and/or the environment. The hazard of a particular material or installation is constant; that is, it would present the same hazard wherever it was present.

Interested and Affected Party (I&AP) - any person, group of persons or organisation interested in, or affected by an activity; and any organ of state that may have jurisdiction over any aspect of the activity.

Proponent (Applicant) - Any person who has submitted or intends to submit an application for an authorisation, as legislated by the Environmental Management Act no. 7 of 2007, to undertake an activity or activities identified as a listed activity or listed activities; or in any other notice published by the Minister or Ministry of Environment, Forestry & Tourism.

Public - Citizens who have diverse cultural, educational, political and socio-economic characteristics. The public is not a homogeneous and unified group of people with a set of agreed common interests and aims. There is no single public. There are a number of publics, some of whom may emerge at any time during the process depending on their particular concerns and the issues involved.

Stakeholder Engagement / Public Consultation - The process of engagement between stakeholders (the proponent, authorities and I&APs) during the planning, assessment, implementation and/or management of proposals or activities. The level of stakeholder engagement varies depending on the nature of the proposal or activity as well as the level of commitment by stakeholders to the process. Stakeholder engagement can therefore be described by a spectrum or continuum of increasing levels of engagement in the decision-making process. The term is considered to be more appropriate than the term "public participation".

The term therefore includes the proponent, authorities (both the lead authority and other authorities) and all interested and affected parties (I&APs). The principle that environmental consultants and stakeholder engagement practitioners should be independent and unbiased excludes these groups from being considered stakeholders.

Sustainable Development – Development that meets the needs of the current generation without compromising the ability of future generations to meet their own needs and aspirations.

1 INTRODUCTION

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts.

Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and ongoing reporting to Affected Communities. The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.

In line with the IFC Performance Standards (2012), it is required to have Stakeholder Engagement Programme (SEP) according to which stakeholder engagement will be applied during the implementation phase of the Project.

This SEP for the upgrading of the Kranzberg to Tsumeb, Otavi to Grootfontein project (hereafter referred to as the Project) has been prepared by Urban Green Environmental Consultants, in collaboration with Windhoek Consulting Engineers. The SEP has been prepared as part of the Environmental and Social Impact Assessment (ESIA) for the Project (February 2023), which outlines the engagement process undertaken as part of the ESIA phase of the Project. The SEP is a document that adapts to the Project and receiving environment as the Project progresses and will accordingly be updated and refined by the Proponent throughout the duration of the Project.

This SEP has been prepared in accordance with the structure/contents for a SEP provided in Annex B of Guidance Note 1 (January 2012), which supports the application of IFC Performance Standard 1 and Operational Standard 1 of the Africa Development Bank on Assessment and Management of Environmental and Social Risks and Impacts.

1.1 PURPOSE OF THE STAKEHOLDER ENGAGEMENT PLAN

The SEP has the purpose of ensuring that a consistent, comprehensive and coordinated stakeholder engagement process is followed and transparent Project disclosure throughout the duration of the Project. It further underwrites the commitment of the Proponent, as the developer and the main implementing agency, to 'international best practice' approach to engagement. The Proponent is committed to full compliance with all Namibian legislation and regulations, as well as aligning to the international standards namely the African Development Bank (AfDB) Principles on Stakeholder Engagement (2015).

In line with current international best practice, this SEP aims to ensure that stakeholder engagement is conducted on the basis of timely, relevant, and accessible information distribution and continues communication with all stakeholders for the duration of the Project. In this way, the SEP seeks to ensure that stakeholders are given sufficient opportunity to raise their opinions and concerns, and that these concerns are considered in project

implementation.

The SEP thus stipulates (i) the approach to stakeholder engagement, showing how this will be integrated into the rest of the ESIA process and also throughout the project; (ii) identifies the main categories of stakeholders and how they will be included in the ESIA process; and (iii) identifies the ways according to which engagement undertaken throughout the project should be recorded.

1.2 OBJECTIVES OF STAKEHOLDER ENGAGEMENT

As required by regulations 21 to 24 of the Environmental Impact Assessment Regulations (GG. Notice 30 of 2012) of the Environmental Management Act (No. 7 of 2007), IFC PS1 and P5 Operational Standard of the Africa Development Bank, this stakeholder engagement plan has the objective of consulting with the affected individual, community and/or authority to disclose information on the Project, but also to gather information/concerns/questions from the affected party/ies to be considered in project design, construction, and operation.

In accordance with the general objectives, the objectives of the SEP are to:

- Ensure stakeholder understanding: To achieve this, an open, inclusive and transparent process of engagement and communication will be undertaken by the Proponent to ensure that stakeholders are well informed about the proposed Project and channels of continues stakeholder engagement. Information will be disclosed as early and as comprehensively as possible by means of direct verbal communication and/or written communication.
- Involve stakeholders in the assessment: Stakeholders were already engaged in the scoping of issues, the assessment of impacts, and management/mitigation measures defined in the Final ESIA Report (February 2023). The stakeholders also played an important role in providing local knowledge and information for the social baseline and informing the social impact assessment.
- Build relationships and obtain contact details: Through supporting open dialogue, engagement will help to establish and maintain a productive relationship between the Project team and stakeholders. This supported not only an effective ESIA, but also will strengthen the future relationships between the Project team and stakeholders.
- Manage expectations: It is important to ensure that the proposed Project does not create, or allow, unrealistic expectations to develop amongst stakeholders about potential Project benefits. The engagement process will serve as a mechanism for understanding and managing stakeholder and community expectations, by disseminating accurate information in an easily understandable manner.
- Ensure legal compliance: The stakeholder engagement process is designed to ensure compliance with both local regulatory requirements and international best practice.

1.3 STRUCTURE OF THE SEP

The SEP is organised in the following subsequent chapters:

Table 1.3-1 – SEP Structure

Chapter	Content
Chapter 2	Provides a description of the Project and locality
Chapter 3	Presents the national and international legislation applicable to stakeholder engagement for the ESIA stage
Chapter 4	Present the list of stakeholders forming part of the ESIA and Project, as well as the past engagement activities
Chapter 5	Stipulates and outline the grievance redress mechanism goal & objective, as well as the principles and responsibility of the Grievance Review Committee. The correct communication channels and operating procedures are also stipulated.
Chapter 6	Presents the resources and responsibilities to which the SEP applies
Chapter 7	Presents an overview of how records of the stakeholder engagement process will be kept and monitored

2. PROJECT LOCALITY & DESCRIPTION

2.1 OVERVIEW

Vision 2030 set the goal for Namibia to become the regional transport hub for land lock countries to export via Walvis Bay harbour. To achieve the mentioned goal, Namibia's Trans-Zambezi extension need to be upgraded and expanded. Upgrading from Walvis Bay to Kranzberg Station is currently underway.

The Government of Namibia, represented by the Ministry of Works & Transport (MoWT) is engaged in a process towards the upgrading of the section of the existing railway line located between Kranzberg Station and Tsumeb Station as well as Otavi Station to Grootfontein Station to improve safety and travel times and meet minimum SADC railway standards.

Financing for this Project has been sourced from the African Development Bank Group. Windhoek Consulting Engineers (WCE), a multi-disciplinary engineering consulting firm, was appointed by MoWT to perform engineering, procurement, and construction management of the Project, while Urban Green Environmental Consultants has been appointed to undertake the Study (see point 6 below).

Given the extent and scale of the Project, it has been divided into two phases, with Phase 1 being the section from Kranzberg Station to Otjiwarongo Station, and Phase 2 being the section between Otjiwarongo Station to Tsumeb Station, and the section from Otavi Station to Grootfontein Station.

2.2 LOCALITY

The Project stretches over a total distance of approximately 500km, from Kranzberg Station located approximately 11 km east from Usakos within the Erongo Region, proceeding north-east wards towards Otjiwarongo in the Otjozondjupa Region, and onwards to Tsumeb in the Oshikoto Region. From Otavi the railway line branches off in an easterly direction turning north-east towards Grootfontein (see Figure 2.2-1 below).

The Kranzberg Station to Tsumeb Station section of the railway line to be upgraded has an approximate length of 392km and passes through the towns and settlement of: Omaruru, Kalkfeld, Otjiwarongo, Otavi and Tsumeb, while the Otavi Station to Grootfontein Station section has an approximate length of 91 km and passes through the towns and settlement of: Otavi, Kombat and Grootfontein.

2.3 PROJECT OBJECTIVES

The primary objectives of this upgrade project are to improve safety and travel times and meet minimum SADC railway standards, while the secondary objectives are to enhance rail transport to contribute and stimulate socio-economic conditions within the affected towns and regions, as well as neighbouring countries.

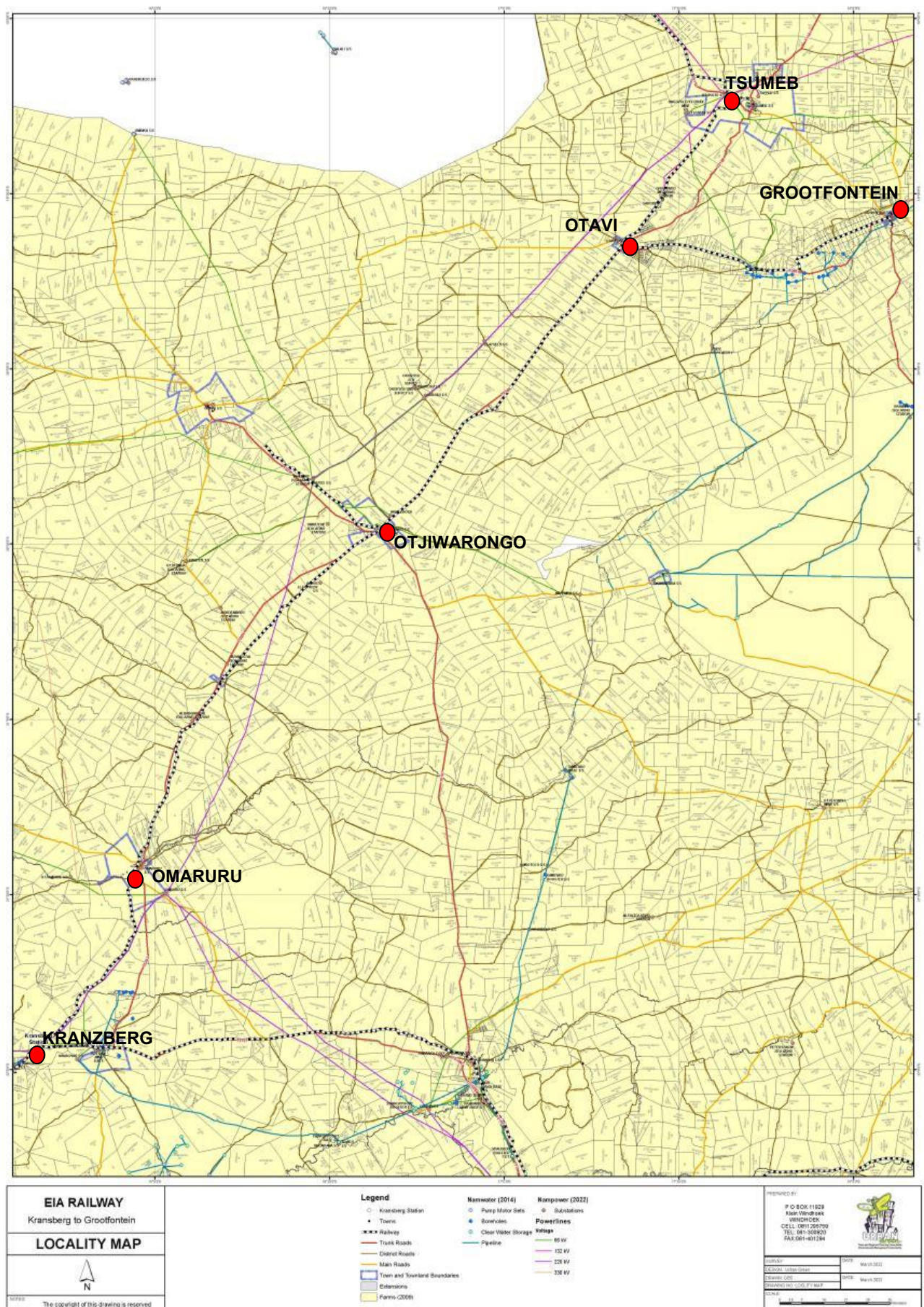


Figure 2.2-1: Locality Map – Railway Line from Krasberg to Tsumeb & Otavi to Grootfontein

2.4 RESOURCES

The resources required for the Project, includes additional land (railway deviations), aggregate (ballast stone), gravel and soil (embankments), and water (construction and compaction).

Land:

Given the increased load and speed capacity (see point 2.5. below) of the upgraded railway, deviations from the existing railway alignment are inevitable.

Each of the affected farm owners will be contacted to present the extent of the land affected and discuss the compensation process.

Gravel & Soil (borrow pits)

For purpose of the construction of new embankments, gravel and soil is required, which will be sourced from adjacent farms. The availability of the correct grade gravel and soil is subject to geotechnical investigations still to be undertaken.

It is expected that each of the adjacent farms will be affected and that borrow pits will be ± 5 km apart in distance for the length of the railway line. Existing borrow pits will be considered and subjected to an investigation to determine the grade and available volumes.

Each of the affected farm owners will be contacted to obtain access for purpose of the geotechnical investigations and to obtain consent for the borrow pit/s.

The method of opening-up, managing the borrow pit/s during construction and rehabilitation will be done as per the Roads Authority's Materials Manual and Borrow Pit Rehabilitation Plan.

Aggregate:

Aggregate (ballast) will be sourced from suppliers and transported via rail to the locality where required along the railway line.

Water:

Water for purpose of construction and compaction will be sourced from adjacent farms and other available sources (i.e., NAMWATER off takes; semi-purified wastewater from urban areas).

For this purpose, boreholes will be drilled at locations still to be identified following the hydrogeological assessment. Once the possible localities of these boreholes have been identified each affected farm owner will be contacted to obtain access for purpose of further investigation and to obtain consent for purpose of abstraction.

Construction Personnel

Given the nature of the Project and AfDB requirements to contribute to employment creation, construction will be labour based, of which most construction workers will be sourced from the local areas. It is expected that ± 150 people will be employed as labourers for the duration of the construction period, while the specialised work force will be ± 50 people.

The options of either transporting construction workers daily to and from site or establishing contractors' camp along the length of the railway line, is being considered and subjected to this environmental and social assessment. A contractor's camp to accommodate the materials and construction machinery will be set-up along the railway line within the 60m railway servitude. This contractor's camp will relocate as the work progresses along the length of the railway line.

2.5 INFRASTRUCTURE SPECIFICATIONS & DESIGN

All infrastructure, as presented below, will be designed, and constructed as per design standards adopted in South Africa to meet minimum SADC railway standards.

Track Gauge

Given that the gauge in all the neighbouring countries i.e., Angola, Zambia, Botswana, Zimbabwe, Democratic Republic of Congo (DRC) and South Africa (SA), is 'Cape Gauge' as is the case with all existing rails in Namibia, the gauge will remain 'Cape Gauge' (i.e., 1,067 mm).

Axel Load and Design Speed:

Like the Walvis Bay to Kranzberg section the axel load will be 18.5-ton at a speed potential of 80 km/h for freight and 100 km/h for passenger services as per AfDB's data portal.

Traction:

The Namibian Railway as well as the railways in Angola, Botswana and Zambia has been running on diesel traction. Maintaining diesel traction would maintain regional fluidity of train movements.

Curvature – Horizontal Alignment:

Curves are introduced on a railway track to bypass obstacles, to provide longer and easily traversed gradients, and to pass a railway line through obligatory or desirable locations. Horizontal curves are provided to follow a natural topography, i.e., when a change in the direction of the track is required.

Given the upgraded potential of higher axel loads at greater speed, the horizontal alignment will deviate at some points as identified by the Project Engineers.

Track Structure – Rails / Sleepers / Fastenings / Ballast:

For this Project, 48 Kg/m rail grade R260 having minimum hardness of 260 HB is recommended for use on this corridor for now. The newly installed rails (± 60 km) on the existing railway will be reused and installed on this upgraded railway.

In Namibia, the newly constructed sections and sections which are being upgraded (i.e., existing railway between Kranzberg Station and Otjiwarongo) are being provided with P2 type of concrete sleepers. The newly installed sleepers (± 287 km) on the existing railway will be reused and installed on this upgraded railway with a sleeper spacing of 700 mm.

Elastic fastenings which have an e-clip with liners (generally glass filled Nylon) and a neoprene pad below the sleepers are recommended.

To meet the desired performance requirements for concrete sleepers, ballast must be limited to crushed granites, trap rocks, or quartzite. For an N2 class of line, the ballast depth of 200 mm has been recommended in the Transnet Freight Rail (TFR) Manual. The newly inserted ballast on the existing railway will be screened and reused at the new upgraded railway line.

Earthworks – Formations:

The formation is an important constituent of the track, as it supports the entire track structure. Considering the changing topography over the extent of the railway line, embankments (i.e., when the formation is in the shape of a raised bank constructed above the natural ground) and cuttings (i.e., formation at a level below the natural ground) will be constructed. The height/depth of the formation depends upon the ground contours and the gradients adopted.

Road/Rail Crossing:

Existing intersections within urban and rural areas will remain. No additional intersections are foreseen at this stage. All existing intersections will be upgraded to ensure that adequate sight distances and signage for safe intersections apply. For both yield and stop control the sight distance required on the major road is about 400 m.

Generally, level crossings are provided at secondary roads and at lower-level roads. Level crossings may be guarded or unguarded. At an unstaffed level crossing, there is no gate person and road users cross the railway line at their own risk after taking the necessary precautions.

Namibian Railway Bridge Design standards:

All existing bridges will continue to be used, while new bridges will be designed according to design standards adopted from relevant specifications.

Access Roads:

Existing access roads in combination with existing rail access roads will continue to be used to eliminate additional accesses to the trunk road/s.

Service Roads:

The existing railway will serve as the future service road for the upgraded railway line. Once the rails, sleepers and ballast has been removed and installed on the new railway alignment, the formation will be prepared for purpose of a basic gravel road.

Apart from some sections of the existing services road that will continue to be used, the larger part of the existing service road will be rehabilitated.

Servitude:

A servitude width of 60 m will remain, which will result in the new servitude slightly extending

into adjacent farmlands, while larger servitude changes can be expected at the designed deviations.

Stations on Final Route:

The Otjiwarongo Station to Tsumeb Station and the Otavi Station to Grootfontein Station railway is primarily being upgraded as a Freight Railway. The purpose of 'Stations' on such railway is primarily 'Operational' one i.e., to facilitate stoppage and bypassing / crossing of trains on a single line railway route. The stations serve crucial operational functions of train management and control, breakdown and disaster management, crew management as well as commercial management.

3 NATIONAL AND INTERNATIONAL REQUIREMENTS

The stakeholder engagement plan has been prepared to ensure compliance with both Namibian legislative requirements (Environmental Management Act, No. 7 of 2007 and the Environmental Impact Assessment Regulations, No. 30 of 2012), as well international good practice standards as defined by IFC PS1 Assessment and Management of Environmental and Social Risks and Impacts (and the accompanying Guidance Note 1).

This Chapter presents the relevant standards and legislation identifying the key Namibian and international requirements for engagement.

3.1 NATIONAL NAMIBIAN LEGISLATIVE REQUIREMENTS

Stakeholder engagement or involvement of the public is covered in the following listed legislation:

- The Namibian Constitution (1990);
- Environmental Management Act (No. 7 of 2007); and
- Environmental Impact Assessment Regulations (No. 30 of 2012).

3.1.1 The Namibian Constitution (1990)

Article 32(3)h of the Namibian Constitution recognises public consultation as a means of good governance in the respect that consultation with the public on matters relating to the functions, powers and duties of Government.

3.1.2 The Environmental Management Act (No. 7 of 2007)

The Environmental Management Act No. 7 of 2007 (EMA) confirm and supports the necessity to request and consider the opinion of the public by requiring public consultation as part of the decision-making process (section 36(1)b and section 44).

The details to how and by whom the public consultation should be done is not presented in the Act, but rather within the Environmental Impact Assessment Regulations (GG. No. 30 of 2012), as provided for by section 56 of the Act.

It is also required by the EMA (2012) and AFDB to implement and maintain a procedure and record of external communications that includes methods to: (i) receive and register external communications from the public; (ii) screen and assess the issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate.

Based on the national legislation, the Proponent should make the ESIA report accessible to the public and seek comments on it, which was done during the study phase. As required, the comments made by the public, and in particular those communities likely to be affected by the

implementation of a project, were incorporated into the final ESIA report.

ESIA Reports and accompanying ESMP Reports are submitted to the Office of the Environmental Commissioner (Ministry of Environment, Forestry and Tourism), which is mandated to consult with other government entities (by providing them with copies of the ESIA Report and ESMP Report for review and comment). The Office of the Environmental Commissioner (Ministry of Environment, Forestry and Tourism) is also responsible for organising and implementing public hearings as an input to the 'approval' process for a project.

Line Ministries, Regional- and Local Governments also play an important role in conveying information on the project and facilitating local stakeholder comments on both the project and the disclosed ESIA Report and ESMP Reports. Few details are provided on how this should be done by regional and local governments. Project developers do not play a lead role; however, they are expected to participate in all public hearings.

People dissatisfied with the decision of the environmental authorities (who are also informed about the stakeholder engagement process during the ESIA stage) can in accordance with section 50 of the Act submit an appeal to the Minister of the Ministry of Environment, Forestry and Tourism. The notification of the decision of the Minister of the Ministry of Environment, Forestry and Tourism will be issued within 30 days of receipt of the appeal submission. In Namibia very few appeal notices have been submitted with the Minister of the Ministry of Environment, Forestry and Tourism in comparison to the number of studies approved. From previous experience of working on projects in Namibia, submission of such appeals has sometimes resulted in the authority issuing further requirements or conditions that must be met and incorporated into the Project.

3.1.3 Environmental Impact Assessment Regulations (GG. No. 30 of 2012)

The Environmental Impact Assessment Regulations (GG. No. 30 of 2012) to the Environmental Management Act (No. 7 of 2007), stipulates the requirements to public consultation (sections 7.1, 9, 21) and the process of conducting the environmental assessment and evaluation from the side of the authority.

Regulation 7(1)(a) of the Environmental Impact Assessment Regulations (GG. Notice 30 of 2012) requires that all ESIA Studies incorporate public consultation, with an aim to ensure all parties interested in a proposed project are informed of anticipated project impacts and benefits, and that their views, concerns, and recommendations are incorporated in project planning, design, construction, operation and decommissioning.

An important requirement stipulated with the Regulations is the one of public consultation as specified in Regulations 21, 22 and 23 of the Act. Detailed requirements are set for how public consultation should be done, as well as record keeping of public consultation undertaken, as listed below:

21. Public Consultation

21. (1) This regulation only applies where specifically required by a provision of these regulations.

(2) The person conducting a public consultation process must give notice to all potential interested and affected parties of the application which is subjected to public consultation by -

(a) fixing a notice board at a place conspicuous to the public at the boundary or on the fence of the site where the activity to which the application relates is or is to be undertaken;

(b) giving written notice to -

(i) the owners and occupiers of land adjacent to the site where the activity is or- is to be undertaken or to any alternative site

(ii) the local authority council, regional council and traditional authority, as the case may be, in which the site or alternative site is situated;

(iii) any other organ of state having jurisdiction in respect of any aspect of the activity; and

(c) advertising the application once a week for two consecutive weeks in at least two newspapers circulated widely in Namibia.

(3) A notice, notice board or advertisement referred to in sub regulation (2) must -

(a) give details of the application which is subjected to public consultation; and

(b) state -

(i) that the application is to be submitted to the Environmental Commissioner in terms of these regulations;

(ii) the nature and location of the activity to which the application relates;

(iii) where further information on the application or activity can be obtained: and

(c) the manner in which and the person to whom representations in respect of the application may be made.

(4) A notice board referred to in sub regulation (2) must be of a size at least 60 cm by 42 cm.

(5) If a deviation from sub regulation (2) is appropriate the person conducting the public participation process may deviate from the requirements of that sub regulation to the extent and in the manner agreed by the Environmental Commissioner after consultation with the competent authority.

(6) When complying with this regulation, the person conducting the public consultation process must ensure that -

(a) information containing all relevant facts in respect of the application is made available to potential interested and affected parties; and

(b) consultation by potential interested and affected parties is facilitated in such a manner that all potential interested and affected parties are provided with a reasonable opportunity to comment on the application.

(7) The public consultation process -

(a) in respect of an application for an environmental clearance certificate in terms of regulation 6(1); and

(b) the notification of an application and an assessment report in terms of regulation 16(1)(h), must be completed within 21 days.

Register of interested and affected parties

22. (1) An applicant responsible for an application must open and maintain a register which contains the names and addresses of -

(a) all persons who, as a consequence of the public consultation process conducted in respect of that application, have submitted written comments or attended meetings with the applicant;

(b) all persons who, after completion of the public consultation process referred to in paragraph (a), have requested the applicant responsible for the application, in writing, for their names to be placed on the register; and

(c) all organs of state which have jurisdiction in respect of the activity to which the application relates.

(2) An applicant responsible for an application must give access to the register to any person who submits a request for access to the register in writing.

Registered interested and affected parties

23. (1) A registered interested or affected party is entitled to comment in writing, on all written submissions made to the Environmental Commissioner by the applicant responsible for the application, and to bring to the attention of the Environmental Commissioner any issues which that party, believes may be of significance to the consideration of the application, as long as -

(a) comments are submitted within 7 days of notification of an application or receiving access to a scoping report or an assessment report; or

(b) the interested and affected party discloses any direct business, financial, personal or other interest which that party may have in the approval or refusal of the application.

(2) Before the applicant submits a report compiled in terms of these regulations to the Environmental Commissioner, the applicant must give registered interested and affected parties access to, and an opportunity to comment in writing on the report.

(3) Reports referred to in sub-regulation (2) include -

(a) scoping reports;

(b) scoping reports amended and resubmitted;

(c) assessment reports; and

(d) assessment reports amended and resubmitted.

(4) Any written comments received by the applicant from a registered interested or affected party must accompany the report when the report is submitted to the Environmental Commissioner.

(5) A registered interested or affected party may comment on any final report that is submitted by a specialist reviewer for the purposes of these regulations where the report contains substantive information which has not previously been made available to a registered interested or affected party.

Comments of interested and affected parties to be recorded

24. The applicant responsible for an application must ensure that the comments of interested and affected parties are recorded in reports submitted to the Environmental Commissioner in terms of these regulations, and comments by interested and affected parties on a report which is to be submitted to the Environmental Commissioner may be attached to the report without recording those comments in the report itself.

Regulation 25 of the Regulations stipulates the requirements to the process and information to be submitted during an appeal, as provided for by section 50 of the Environmental Management Act (No. 7 of 2012).

3.2 INTERNATIONAL REQUIREMENTS

AfDB Operating Safeguard 1 (OS1) states that the borrower or client shall be responsible for carrying out and providing evidence of meaningful consultation (i.e., consultation that is free, prior and informed) with communities likely to be affected by environmental and social impacts, and with other stakeholders. The key focus of meaningful consultation is inclusivity; namely, the approach taken needs to ensure that all groups (including those that are disadvantaged

and/or vulnerable) are included in the consultation process on equal terms, and that all stakeholders are given the opportunity to present their opinions, concerns and/or questions with the knowledge that these will be considered and included into the project design and implementation. OS1 also states that the developer/client (i.e., Ministry of Works and Transport) shall be responsible for ensuring the satisfaction of broad community support.

The AfDB requires that stakeholder engagement starts at an early stage during project planning and that it should continue throughout the study phase, implementation and operational phases, inclusive and until decommissioning. The results of such engagement should be adequately reflected in project design, as well as in the preparation of project documentation. In all cases, consultation should be carried out after, or in conjunction with, the release of environmental and social information.

Stakeholder engagement as referred to by the IFC is a cross-cutting requirement throughout the Performance Standards, but its specifically highlighted Performance Standard 1: Assessment and Management of Social and Environmental Risks and Impacts, which states, *“Performance Standard 1 underscores the importance of managing environmental and social performance throughout the life of a project. An effective Environmental and Social Management System (ESMS) is a dynamic and continuous process initiated and supported by management, and involves engagement between the client, its workers, local communities directly affected by the project (the Affected Communities), and where appropriate, other stakeholders.”* The goal is *“to ensure that grievances from affected communities and external communications from other stakeholders are responded to and managed.”*

As per Performance Standard 1, the stakeholder engagement section of the ESIA must highlight the following elements:

- Identification of I&APs and Engagement Plan:
 - Identify the I&APs considered to be of interest to and in the Project and consider proposed legal communications requirements (regulation 21 of EMA, 2012) according to which I&APs should be consulted;
 - Develop and implement a Stakeholder Engagement Plan.
- Disclosure and Presentation of Project Information:
 - “The client will provide Affected Communities with access to relevant information on: (i) the purpose, nature, and scale of the project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism. Disclosure of information must be done on an ongoing basis by communicating periodically with affected communities to inform them of project progress.”

- Consultation:
 - “When Affected Communities are subject to identified risks and adverse impacts from a project, the client will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them. The extent and degree of engagement required by the consultation process should be commensurate with the project’s risks and adverse impacts and with the concerns raised by the Affected Communities.”
 - “Effective consultation is a two-way process that should: (i) begin early identification of environmental and social risks and impacts and continue on an ongoing basis as risks and impacts arise; (ii) be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information. This should be in a culturally appropriate local language(s) and format that is understandable to Affected Communities; (iii) focus on the inclusive engagement of those directly affected, as opposed to those not directly affected; (iv) be free of external manipulation, interference, coercion, or intimidation; (v) enable meaningful participation, where applicable; and (vi) be documented.”
- Informed Consultation and Participation:
 - For projects with potentially significant adverse impacts on Affected Communities, the client will conduct an Informed Consultation and Participation (ICP) process that will build upon the steps outlined above in Consultation and will result in the Affected Communities’ informed participation.
- Indigenous Peoples:
 - Indigenous Peoples potentially impacted by a Project need to be engaged in an ICP process that is culturally appropriate, and in certain circumstances, the client is required to obtain their Free, Prior, and Informed Consent (FPIC). The requirements related to Indigenous Peoples and the definition of the special circumstances requiring FPIC are described in IFC Performance Standard 7.

A Grievance Mechanism for Affected Communities to review and record complaints and concerns is requested by the IFC and AfDB to facilitate the resolution of issues, which has been developed for this Project. It should aim to enable a quick resolution of issues using an understandable and transparent consultation process.

4 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder identification and analysis is an essential component of effective and meaningful stakeholder engagement activities.

Stakeholders are divided into two types:

- *“Affected communities – persons, groups and other entities within the Project Area that are directly influenced (actually or potentially, positively or adversely) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures; and*
- *Non-community stakeholders who may be able to influence decisions on the Project, or have an interest in the project”.*

4.1 PROJECT STAKEHOLDERS

To develop an effective SEP, it is necessary to identify stakeholders and understand their needs and expectations for engagement, and their priorities and objectives in relation to the proposed Project. This information is then used to tailor make an engagement process to each type of stakeholder identified. As part of this process, it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the proposed Project because of their marginalised or vulnerable status. Identifying stakeholders is a continues process, which has started during the ESIA study phase already and will continue until project decommissioning.

Considering the nature of the Project and the affected environment through which the existing railway passes, and proposed railway will pass, a detailed identification exercise was completed at the early stage of the Project to record potentially interested and affected parties.

As the public consultation process continued, the list of I&APs was updated to ensure the inclusion and participation of all I&APs having an interest in the Project. At this stage of the study, the methodology used for the stakeholders mapping was to identify the largest range of people affected directly or indirectly by the Project, keeping in mind Covid protocol.

The list of I&APs included the following -:

- Farm adjacent to the railway servitude;
- Local Authority areas through which the railway passes;
- Bulk infrastructure supplier, which infrastructure passes over or under the railway servitude;
- Governmental and regulatory authorities including national and decentralized agencies;

- Community members of all age, sex, and origin; and
- Special attention was given to identify vulnerable people, including Indigenous Peoples, women, and people living with disabilities (PLWD), elders and youth, that might be affected by the Project.

Stakeholders identified to date, based on previous stakeholder engagement, primarily for the ESIA study (2022), are categorised below and listed in Appendix A to this Stakeholder Engagement Plan.

4.2 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

It is important to note that a significant proportion of stakeholders within the communities identified within the Project Area have been previously engaged during the ESIA study phase (2022). The activities undertaken to date to ensure effective and adequate I&AP involvement are listed within Chapter 6 (point 6.4.1.1) of the ESIA Report, as briefly listed below -

- Compilation of Pre-Determined Interested and Affected Parties List, and List of vulnerable communities, as well as the continues update thereof as I&APs registered to the study (Appendix A);
- A notification email with Background Information Document and an invitation to attend a stakeholder meeting was distributed to I&APs and Authorities;
- Notification letter with BID and request to register as an I&AP and attend the stakeholder meetings was send via courier to Regional and Local Authorities outside Windhoek;
- Notification letter with BID and request to register as an I&AP and attend the stakeholder meetings was hand delivered to line Ministries and State-Owned Enterprises in Windhoek;
- Notification letters with BID were sent via registered post to neighbouring Farm owners;
- Public notices announcing the commencement of the ESIA and an invitation to register as an I&AP and to attend public meetings were placed in 'Die Republikein'; 'Namibian Sun'; 'Allgemeine Zeitung' Market Watch pages and 'The Namibian' newspapers;
- Notice boards were couriered to and displayed at the Local Authority and Regional Councils' administrative offices;
- Radio live reads were broadcasted twice per day on the NBC National FM in the English language; Kanaal 7 in the Afrikaans language and Hit Radio Namibia in the German language;
- Stakeholder engagement meetings were held at various urban centres (i.e., Karibib, Omaruru, Otjiwarongo, Otavi, Tsumeb and Grootfontein);
- The mentioned meetings' power point presentations, attendance registers and minutes of the meeting were distributed via email to all attendees and other I&APs for comment;

- A reminder notification email with BID and a copy of the initial notification letter was again send to neighbouring farm owners requesting for comment;
- A notification email with a Survey Questionnaire, as well as BID and Stakeholder Engagement Meeting Presentation was sent to neighbouring farm owners;
- A notification email with a Survey Questionnaire, as well as BID and Stakeholder Engagement Meeting Presentation was sent to the businesses making use of bulk transportation along the proposed railway upgrade sections;
- An email with BID, as well as Stakeholder Engagement Meeting Presentation was sent to various vulnerable communities, providing information on the Study and proposed Project and requesting for comment/input and concerns to be considered as part of the Study; and
- An email with Draft ESIA Report was send via email to all I&APs informing them of the availability of the ESIA Report for comment/question/clarification.

The objective of the engagements was to:

- Formally notify I&APs of the proposed Project and the ESIA study;
- Formally initiate an engagement process and introduce the study team; and
- Formally provide information on the proposed Project and extending an invitation to register to the study and provide comment/concerns/questions.

Relevant engagement materials were generated to support the engagement activities. The content thereof was written in a non-technical / accessible language in English. The material included information on the following:

- A background information and description of the proposed Project;
- The receiving environment in which the proposed Project is to be developed;
- Information on the client;
- Information on the ESIA process and timelines;
- Typical impacts associated with similar Projects; and
- Information on the ESIA consultants and their independence.

All comments, questions, concerns, and feedback received from I&APs and Authorities during the ESIA study phase are summarised in Tables 6.4.1.2-1 and 6.4.1.2-2 of the ESIA Report (February 2023).

The important issues raised from the side of the Stakeholders can be summarised as follows:

- Water usage from boreholes for construction purposes;
- Nuisances to tourist activities and attractions;

- Pollution by means of human waste, hazardous waste, and construction waste;
- Compromised security and safety;
- Increased poaching and theft, as well as feld fires;
- Current state of old borrow pits holding a safety risk;
- Free and uncontrolled access to railway servitude;
- Loss of agricultural land;
- Lack of maintenance of railway servitude; and
- Lack of infrastructure at station to ensure accessibility for the disabled.

All the above concerns have been addressed in the ESIA and mitigations proposed for implementation under the construction contract, apart from the last bullet, which need to be addressed independent from this project.

Details to the above concerns are presented within section 6.4.1.2 of the ESIA Report (February 2023).

4.3 ESIA DISCLOSURE ENGAGEMENT

During June 2022, the ESIA process was completed, and all I&APs was given the opportunity to comment and provide feedback on the Draft ESIA. This engagement was targeted at allowing I&APs an insight into the predicted impacts and mitigation and to contribute their local knowledge to the assessment and mitigation process. This process afforded stakeholders the opportunity to confirm that their needs, fears and aspirations have been recorded and where possible appropriately considered in the specialist investigations and Project design.

5 GRIEVANCE REDRESS MECHANISM

5.1 INTRODUCTION

Grievance management is one of the important pillars of responsible and effective stakeholder consultation. A Grievance Redress Mechanism (GRM) provides for the reception, treatment, and documentation of I&APs grievances. The GRM applies to all stages of the Project: from preparation (ESIA) to construction and operation. GRM requirements to this Project for implementation by the Proponent and his/her Contractor is presented in section 10.8 of this ESMP.

In this regard, there are two main tools through which this can be achieved: (i) raising public awareness and carrying out mandatory public displays; and (ii) establishment of a viable grievance redress mechanism (GRM).

Raising public awareness: Information about the grievance handling system described below should be distributed at an early stage of the Project implementation (i.e., pre-construction stage) to all project affected people as presented in Appendix D1 to the ESIA Report (as a minimum) through regular information channels used by the Project. This should include initiating meetings at the start of the Project where feasible, public meetings during Project implementation, notices in the printed media, radio broadcasts, email notifications, posting on notice boards at authorities and online. The process of raising a complaint should be explained by reaching out to the community or by conducting a meeting with community representatives. It is important that community representatives include women at all times.

Grievance Redress Mechanism (GRM): Transparency and accountability should be core elements of the Project. A comprehensive GRM should be set up to account for all potential complaints arising from the Project's potential impacts. In addition to the main project GRM, two additional GRMs should be developed by the Contractor; one for the community and the second for the workers.

5.2 GRM GOAL & OBJECTIVE

The goal of the GRM in general is to increase transparency and accountability and to reduce the risk of the Project affecting communities and serves as important feedback and learning mechanism that can help improve Project mitigation success.

The objective will be to provide channels for I&APs to provide feedback on Project activities via a mechanism that allows for the identification and resolution of issues affecting the Project, promptly and effectively in an appropriate manner and at no cost to the community. This includes safeguards-related complaints pertaining to this ESIA and the AfDB safeguards policies as a whole.

5.3 GRIEVANCE MECHANISM PRINCIPLES AND THE GRIEVANCE REVIEW COMMITTEE

The Grievance Mechanism, developed for the proposed Project is based on the following principles:

- **Accessibility:** Ensuring that the Grievance Mechanism is accessible to those who may wish to submit a grievance. It includes the ability to submit a grievance verbally, which should be recorded in writing;
- **Disclosure:** Publicising and explaining the Grievance Mechanism to all external stakeholders. This disclosure will be implemented in a format and language readily understandable to the local population and/or communicated orally in areas where literacy levels are low. In addition to informing stakeholders about the Grievance Mechanism, the Proponent will report back periodically to stakeholders on how it has been responding to the grievance it has received;
- **Transparency:** Clarifying at the outset who is expected to use the Grievance Mechanism, and assuring stakeholders that there will be neither costs nor retribution associated with lodging a grievance. Stakeholders will be informed that grievance can be submitted anonymously and that they can request that their identity be kept confidential. The entire process – from how a grievance is received and reviewed, through to how decisions are made and, in the case of a grievance, the possibilities that exist for appeal – will be made as transparent as possible through good communications;
- **Efficiency:** Publicly communicating and committing to a timeframe within which all recorded grievance will generate a response and ensure that all response times are met. This will help to allay frustration by informing people when they can expect to be contacted and/or receive a response to their grievances. During critical time periods, such as during the project construction phase, it is important to have an early (if not immediate) response to time- sensitive grievances;
- **Fairness:** Ensuring that an appeal procedure for complainants who reject the Proponent's intended action to redress a grievance is in place. The Proponent will establish a Grievance Review Committee (GRC) to hear appeals; and
- **Written records:** Maintaining written records of all grievances received (comments/concerns will be recorded and tracked under a wider stakeholder engagement database) as this is critical for effective grievance management. Each record will contain:
 - The name of the individual or organisation (except if the party want to remain anonymous);
 - The date and nature of the grievance;
 - The date set for the resolution of the grievance;
 - A description of subsequent BAC actions taken;

- How and when this decision was communicated to the complainant;
- The complainant's response to the action;
- Date of acceptance by the complainant of the action to resolve the complaint;
- Date and timeframe for an appeal lodged by a complainant against the BAC action; and
- Date of acceptance or rejection by the complainant of the appeal decision.

The role of the GRC will be to act to resolve grievances that have not been closed out by the Proponent's actions. The permanent members of the GRC will include a nominated member from the office of the Environmental Commissioner (to be the chairperson), the Project Engineer, Independent Environmental Control Officer and nominated person from the AfDB. Co-opted members will include community representatives. The complainant will have the right to bring one other person to support him/her present his/her case to the GRC. Decisions will be reached by consensus. If a consensus cannot be reached a decision will be made by majority voting (excluding the chairperson). In the event of a tie then the chairperson's casting vote is final.

The cost for the GRC will be financed as part of the Contract with the AfDB, of which the cost is presented within Table 10.2-1 of the ESIA Report and Table 8.1 of the ESMP.

5.4 COMMUNICATION CHANNELS

As a minimum, the Project should establish the following channels through which the identified, Interested and Affected Parties (I&APs) and Authorities can provide their grievances, comments and or feedback regarding Project activities:

- A dedicated email address;
- A dedicated phone and facsimile line;
- A dedicated postal address to send written letters;
- A dedicated physical address that can be visited;
- Feedback via community representatives and/or local authority offices; and
- Periodic community meetings, each of which shall include women.

The above-mentioned channels should as a minimum include that of the Contractor, Project Engineer and the Independent Environmental Consultant. A pro-forma complaint sheet should be drafted and made available at various platforms.

5.5 OPERATING PROCEDURES

Based on the principles described under point 5.3 above, the Grievance Mechanism involves seven stages which are presented and described briefly below and, also, shown in Figure 5.5-1.

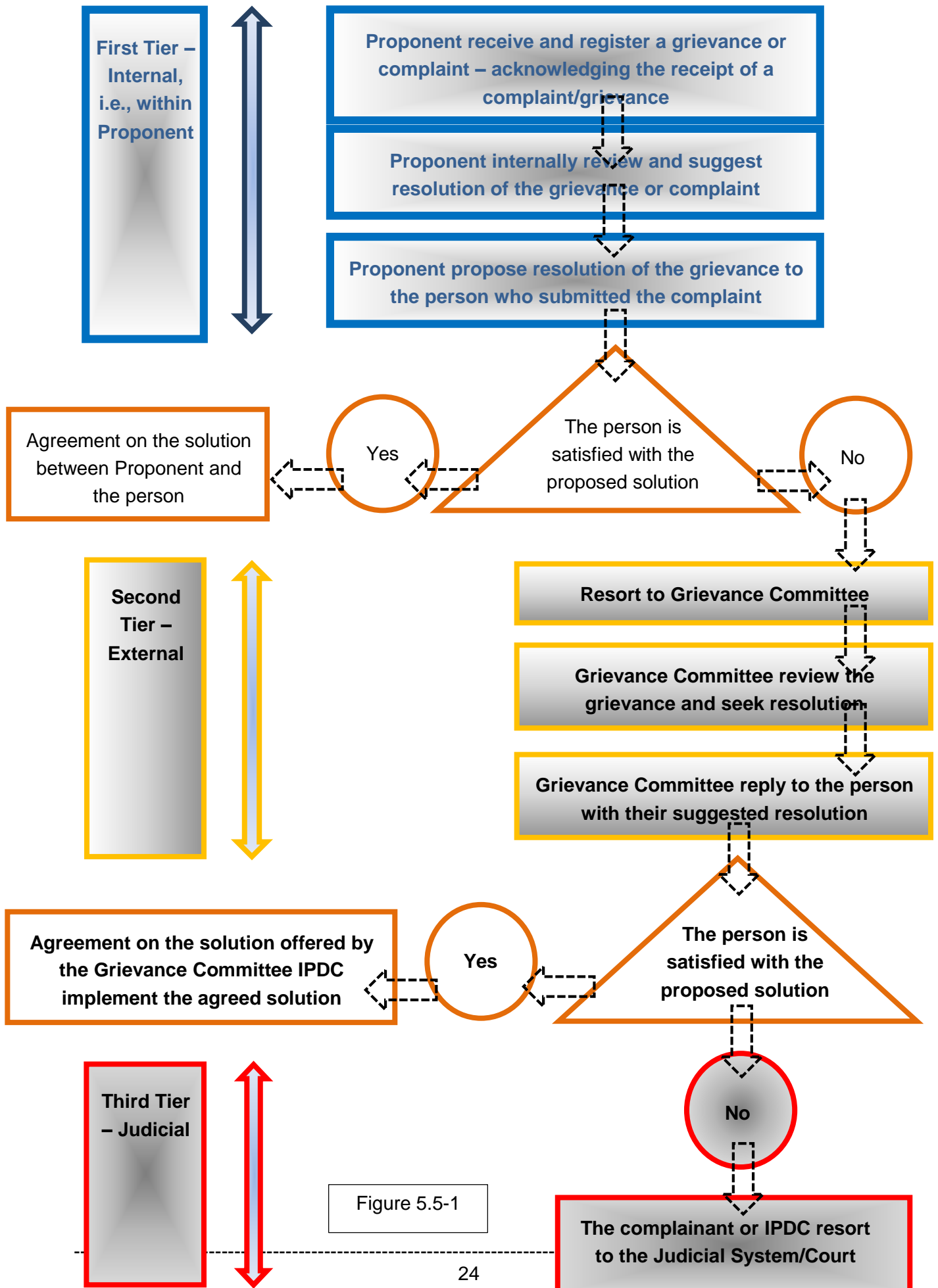


Figure 5.5-1

5.5.1 Introduction

The Proponent in consultation with the Interested and Affected Parties will determine how grievances can be submitted, which should include as a minimum:

- Setting-up grievance boxes in well-known and publicly accessible locations (i.e., Regional- and Local Authority offices). Complainants can submit a written grievance or made verbal to be recorded in writing;
- Via designated persons, such as the Community Liaison Officer (CLO), who are regularly in contact with local stakeholders (presented orally or in writing), local community representatives such as the Councillor or Chairperson of the local community organisation, communicating directly to the Proponent and Independent Environmental Consultant;
- Via email or hard copy page; and
- By telephone/SMS/WhatsApp to a dedicated telephone number (cell and landline numbers).

In its disclosure of the Grievance Mechanism, the Proponent will explain the means to be used to submit a grievance and take immediate action to ensure that these means are in place and working.

5.5.2 Grievance Identification

The complainant or his/her representative is responsible for managing individual grievances. Grievance (either verbally or in written form) should be recorded in the Grievance Form (Appendix B) and 'sign off' by the complainant and representative (**Step 1**).

If a grievance does not relate to the proposed Project, the Proponent will contact the complainant and provide the details of the appropriate person or organisation to address the grievance raised.

5.5.3 Registration and Categorisation

All grievances received verbally or in writing will be recorded by the Proponent in the Stakeholder Grievance Procedure Database (Appendix C) by means of the Grievance Tracking and Close-Out Form (Appendix D). The Grievance Redress Committee will assess the significance of the grievance and allocate it to one of the following categories:

- Critical Priority: potential for significant breach of Proponent's policies and/or negative media attention or a local, isolated or 'one-off' grievance that may affect the interests of a community to the extent that livelihoods of a significant number of its inhabitants are jeopardised in the near term;
- Medium Priority: widespread and/or ongoing repeated grievance, for example, noise during construction or a local, isolated or 'one-off' grievance that may affect the

interests of an individual, or household to the extent that livelihoods are jeopardised in the near term; and

- Low Priority: a local, isolated or 'one-off' grievance with no significant reputational or livelihood implications.

The complainant and/or representative remains responsible for tracking the grievance and ensuring that it is addressed.

5.5.4 Acknowledgement

Upon submission of a grievance, regardless of the method used, the complainant will be issued a letter/email of acknowledgement within 48 hours informing him/her that his/her grievance has been received and logged. Oral acknowledgement will be provided, where appropriate, and information will be provided on the course of action to be followed, an indicative timeframe for resolution, and contact details of the person representing the Proponent assigned to deal with the grievance (**Step 2**)

5.5.5 Investigation and Consultation

Following assignment of a grievance to an appropriate person, an investigation will be conducted into the grievance, during which field investigation the complainant or representative should accompany the investigation. The assigned individual or team will work in collaboration with the Proponent to identify action(s) to resolve the grievance as appropriate (**Step 3**).

5.5.6 Communication of Resolution and Request for Feedback

The Proponent will communicate the outcome of the investigation to the complainant directly or via his/her representative and request feedback on the proposed action to close out the grievance. All grievances must be responded to within 10 working days of being received, even if the response is just a summary of what is planned and when it is likely to be implemented, or an explanatory note clarifying why action is not required. The response must be in writing, though a verbal response will also be provided where appropriate. If a grievance was submitted anonymously (for example, through a grievance box), the Proponent will make public the results of the investigation and the proposed course of action. All actions will be logged in the grievance database.

A proposed action to resolve a grievance must be conveyed to the complainant within 30 calendar days of receipt of the grievance (**Step 4**). Complainants will be asked to give their response to the proposed action.

5.5.7 Appeal

If a resolution cannot be achieved, the complainant can appeal to the GRC (**Step 5**).

5.5.8 Grievance Resolution and Close-Out

When specific actions are agreed upon by Proponent and the complainant, the Proponent will be responsible for ensuring that these corrective actions are implemented and effective at resolving the grievance. If no further action is required, then the Proponent and complainant will agree to close the grievance and record this action in the grievance database. The Company and the complainant will both sign a closure form.

If the complainant rejects a decision of the Grievance Committee, then recourse to judicial or administrative procedures remains open to the complainant (legal or administrative resolution of the grievance).

5.5.9 GRM Monitoring

For purpose of determining the effectiveness of the GRM, monthly monitoring by means of the following indicators (Table 5.5.9-1) should be done for further action/mitigation and communicated to the GRC and Interested and Affected Parties.

Table 5.5.9-1 – GRM Monitoring Checklist

Indicator	Outcome				
Number of registered complaints (age group, gender, etc.)	Number	Age Group	Gender	Locality	
Number and nature of complaints	Theft	Poaching	Assault	Abuse	Other
Number of complaints dealt with					
Number of unprocessed complaints					
Number of complaints that received a favorable settlement outcome					
Number of complaints for which no settlement agreement was obtained					
Reason/s for no settlement outcome reached					
Number of claims processed and sent to the higher conflict resolution body					

Number of confidential complaints (e.g., Corruption, GBV cases, etc.)	
Level of perception of company workers on claims management	
Percentage of complaints dealt with on time	
Percentage of complaints dealt with at the local/communal/departamental/regional level	

5.5.10 GRM Audit

For complex projects, the AfDB may require periodic external audits of the grievance management system as part of its monitoring activities. Such audits would typically include:

- review of logging, tracking and documentation systems including acknowledgement of receipts and resolution agreements;
- check that deadlines and timeframes committed on by the client are generally met;
- check that potentially affected people, workers and other stakeholders are generally aware of the avenues available to lodge a grievance;
- check of the variations in time of the number of open and closed grievances;
- check on a sample of grievances of;
 - how resolution responsibility is assigned;
 - complainant satisfaction with the process (timely, fair);
 - evidence that “closed” grievances have been closed following satisfactory due process; and
 - complainant satisfaction with the outcomes.

6. RESOURCES AND RESPONSIBILITIES

The overall oversight responsibility for implementing this SEP lies with Proponent. A key task is to ensure adequate recording of stakeholder comments and existence of a clear auditable 'trail' showing the comments, their source and how they were considered in the ESIA updating process. The Proponent will be assisted by the appointed Independent Environmental Control Officer and its appointed Consulting Engineers, to implement specific disclosure and consultation activities. The Proponent will ensure that a senior staff member will attend all consultation events.

Key stakeholder engagement tasks to be undertaken by the Proponent are (not in order of importance):

- Assisting in reviewing information disclosure materials and timely issuance of approvals for their disclosure;
- Providing timely approvals for allocation of resources for printing and distribution of disclosure materials;
- Sending formal written invitations to workshops and other stakeholder events;
- Identifying and organising meeting/event venues with appropriate technical and welfare facilities and providing refreshments (as considered necessary);
- Arranging and managing transport for selected stakeholders (limited to certain Affected Community stakeholders) so that they can attend meetings/events;
- Provision of responses to comments from members of the public, government authorities, media and NGOs;
- Grievance mechanism administration;
- Managing information for disclosure (with periodic updates) on the Proponent's website;
- Weekly collation and analysis of all stakeholder comments/concerns received via email or via Company website (as per the comment/concern management procedure outlined above in section 5) and reporting to senior management;
- Weekly collation and analysis of grievances received (as per the Grievance Mechanism presented above in section 5) and reporting to senior management and the ESIA team; and
- Monthly reporting on SEP implementation progress to senior management.

The Independent Environmental Control Officer will play a key role in implementing the SEP commitments. He/she will liaise closely with the Proponent regarding day-to-day operational matters. An important function will be to ensure that all stakeholder engagement activities are recorded (specific templates for recording key information on participants and the results of meetings/events will be developed). All comments from consultation events will be recorded

in both a consistent and transparent fashion. Meeting/event Minutes will be incorporated into the stakeholder database that will be maintained by the Proponent.

The Proponent will establish a stakeholder database that includes details of key stakeholders, their participation in ESIA consultations processes and issues raised. The database will be designed to allow information to be assembled, collated and analysed. The stakeholder database is a dynamic tool that will be revised and updated, as necessary, to enable it to be used in the project construction phase, should the necessary approvals for the proposed Project be obtained.

7 MONITORING AND REPORTING

Stakeholder engagement should be monitored and reported by the Proponent throughout the entire life cycle of the project, which should involve:

- Updates of the stakeholder list;
- Records of all consultations held;
- Records of all grievances received and dealt with (entered into a Grievance Log on the system or a computer);
- GRM Monitoring; and
- GRM audit.

The Proponent is responsible for continues reporting to the I&APs and the office of the Environmental Commissioner via the communication channels set out above and as per the requirements of the Environmental Management Act (No. 7 of 2007).

APPENDIX A – INTERESTED AND AFFECTED PARTIES

PHASE 1 - SECTIONS 1 AND 2 - KRANZBERG TO OMARURU & OTJIWARONGO RAILWAY LINE UPGRADE – LIST OF I&APs

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
APPROVING AUTHORITY (MINISTRY OF ENVIRONMENT, FORESTRY AND TOURISM)			
Mr T. Nghitila	Executive Director (Ministry of Environment and Tourism)	Tel: +264 (0) 61 284 2333 Fax: +264 (0) 61 229 936	Private Bag 13306, Windhoek ps.secretary@met.gov.na
Mr T. Mufeti	Environmental Commissioner - Directorate of Environmental Affairs	Tel: +264 (0) 61 284 2751 Fax: +264 (0) 61 240 339	Private Bag 13306, Windhoek Timoteus.mufeti@met.gov.na
Ms S. Angula	Department of Environmental Affairs Deputy Director – EIA`s, Waste Management, Control and Inspection	Tel: +264 (0) 61 284 2717 Fax: +264 (0) 61 240 339	Private Bag 13306, Windhoek saima@webmail.co.za Saima.Angula@met.gov.na
PROPONENT			
TransNamib Holdings Limited	Proponent	Tel: +264 (0) 61 298 1111 Fax: +264 (0) 61 2982277	P/Bag 13204, Windhoek
ENGINEERS			
WCE Consulting Engineers	Engineer – WCE Consulting Engineers	Tel: +264 61 370 900	wce@wce.com.na
Mr. T. Fourie	Engineer – WCE Consulting Engineers	Cell: +264 (0) 81 896 7416	Tiaan.Fourie@wce.com.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
ENVIRONMENTAL CONSULTANT (URBAN GREEN CC)			
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COMPETENT AUTHORITY (MINISTRY OF WORKS AND TRANSPORT)			
Ms E. Kaapanda	Executive Director	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
Ms. M. A. Uupindi	Personal Assistant to Executive Director	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
Ms NE. Hilokwah	Deputy Director - Directorate Fixed Assets	Tel: +264 (0) 61 208 8583 Fax: +264 (0) 61 208 8529	Private Bag 13341, Windhoek Ellah.Hilokwah@mwtc.gov.na
Mr EM. Nengola	Interim Executive Director – Namibia Civil Aviation Authority	Tel: +264 (0) 83 235 2781 Cell: +264 (0) 81 122 3500 Fax: +264 (0) 61 702 066	Private Bag 12003, Ausspannplatz nengolae@ncaa.na
Mr E. Nengola	General Manager – Aviation Safety	Tel: +264 (0) 61 702 252/3 Fax: +264 (0) 61 702 222	Private Bag 12003, Ausspannplatz nengolae@ncaa.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Drenam was only renting for period year 2021 (Bruni&McLaren responsible for farm portion)	Farm Kranzberg No. 59	Tel: +264 (0) 61 237 030 Cell: +264 (0) 81 127 9970	PO. Box 11267, Klein Windhoek trustees@africaonline.com.na mclaren@iafrica.com.na
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Government of Namibia (Ms E .Kaapanda)	Portion 1 of Sonnenschein of the Farm Kanona West No. 84	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
O. J. G. H. Waldschmidt	Farm Kanona Ost No. 81	Tel: +264 (0) 64 570 846 Cell: +264 (0) 81 128 3608	PO. Box 79, Omaruru eggs@waldschmidteggs.com
Kanona Wes (Pty) Ltd	Farm Kanon West No. 84	Tel: +264 (0) 64 570 844 Cell: +264 (0) 81 124 1361	PO Box 645, Swakopmund kanonahunt@gmail.com
D. J. Van Niekerk	Farm Kamombonde West No. 80	Tel: +264 (0) 64 571 104 Cell: +264 (0) 81 338 153	PO Box 762, Otjiwarongo

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
E. Goagoseb (A. J. Lang)	Farm Okapenaha No. 85	Tel: +264 (0) 64 570 145 Cell: +264 (0) 81 228 7596/ 124 2018/ 260 0830	PO. Box 125, Omaruru res7@journeysnamibia.com
NEIGHBOURING PROPERTY OWNERS (OMARURU – OTJIWARONGO)			
M & H Cavanagh	Portion 80 of Omaruru Townlands No. 85	Cell: +264 (0) 81 836 8804	N/A
J. Pauline & G. Van Wyk	Portion 81 of Omaruru Townlands No. 85	Cell: +264 (0) 81 127 5232	PO. Box 81, Usakos
N.A	Portion 89 of Omaruru Townlands No. 85	N/A	N/A
N/A	Portion 90 of Omaruru Townlands No. 85	N/A	N/A
F. Iambrecht	Portion 91 of Omaruru Townlands No. 85	Cell: +264 (0) 81	PO Box 3880, Swakopmund fritzlampies@gmail.com
P. J. Kotze	Portion 92 of Omaruru Townlands No. 85	Cell: +264 (0) 81	PO Box 3909, Vineta, Swakopmund
S. H. Van Biljon	Portion 94 of Omaruru Townlands No. 85	Cell: +264 (0) 81	PO Box 4469, Swakopmund
S. Klein	Portion 95 of Omaruru Townlands No. 85	Cell: +264 (0) 81	PO Box 583, Swakopmund
E. Meyer	Portion 96 of Omaruru Townlands No. 85	Cell: +264 (0) 81 128 1203	PO. Box 44, Omaruru

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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A. Herbst	Portion 97 of Omaruru Townlands No. 85	N/A	she@iway.na
M. Birkenstock	Portion 98 of Omaruru Townlands No. 85	N/A	PO Box 67, Swakopmund doctor.melgard82@gmail.com
The Municipality of Karibib (Mr: L. G. Goreseb)	Portion 42 of Omaruru Townlands No. 85 (Ozondje Township)	Tel: +264 (0) 64 550 016 Fax: +264 (0) 64 550 032	PO. Box 19, Karibib goreseb@karibibtown.org
Omaruru Equity Grow Number fifteen cc	Ptn 110 (a portion of a portion 63) of Omaruru Townlands No. 85	N/A	PO Box 160, Omaruru
J. Marius	Ptn 111(a portion of a portion 63) of Omaruru Townlands No. 85	N/A	jwm@telkomsa.net
I.V & M Slippers	Ptn 112 (a portion of a portion 63) of Omaruru Townlands No. 85	N/A	N/A
Omaruru Equity Grow Number thirty-three cc (represented by Ryan)	Ptn 113 (a portion of a portion 63) of Omaruru Townlands No. 85	Cell: +264 (0) 81 320 2008	subsea.offshore@gmail.com
Omaruru Equity Grow Number thirty-four cc (represented by Muller)	Ptn 114 (a portion of a portion 63) of Omaruru Townlands No. 85	Cell: +264 (0) 81 234 2895	montie@iway.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Omaruru Equity Grow Number thirty-nine cc (represented by J. C. Hamilton)	Ptn 115 (a portion of a portion 63) of Omaruru Townlands No. 85	N/A	Kobus@hamilton.com.na
C. Retief	Ptn 116 (a portion of a portion 63) of Omaruru Townlands No. 85	Cell: +264 (0) 81 129 9736/ 129 1271	cara@iway.na
J. Muller	Ptn 117 (a portion of a portion 63) of Omaruru Townlands No. 85	N/A	PO Box 160, Okahandja
Government of Namibia (Ms E .Kaapanda)	Omaruru Town and Townlands No.85	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
Government of Namibia (Ms E .Kaapanda)	Municipality Proclamation No. 48/72	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
A. G. Piechazek	Portion 29 of Farm Piechazek No. 236	Tel: +264 (0) 61 239 955 Cell: +264 (0) 81 160 0060	PO Box 4607, Windhoek pika@pikaql.com lorainne@pika.com.na eddyp@lk-law.net eddy@piechazek.com
A. G. Piechazek	Portion 22 to 27 of Farm Piechazek No. 236	Tel: +264 (0) 61 239 955 Cell: +264 (0) 81 160 0060	PO Box 4607, Windhoek pika@pikaql.com

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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A. G. Piechazek	Portion D of Farm Kakombo No. 90	Tel: +264 (0) 61 239 955 Cell: +264 (0) 81 160 0060	PO Box 4607, Windhoek pika@pikaql.com lorainne@pika.com.na eddyp@lk-law.net eddy@piechazek.com
C. W. Piechazek	Portion E of Farm Kakombo No. 90	Tel: +264 (0) 64 570 901	PO Box 188, Omaruru pika@pikaql.com lorainne@pika.com.na eddyp@lk-law.net <u>eddy@piechazek.com</u>
J. Redler	Portion F of Farm Kakombo No. 90	Tel: +264 (0) 61 253 344	PO Box 4607, Windhoek
C. W. F. Sandmann	Farm Epako Sud No. 39	Tel: +264 (0) 67 302 689 Cell: +264 (0) 81 124 7378	PO Box 439, Otjiwarongo
Epako Kamel Game Ranch (Pty) Ltd (Nr.	Farm Epako No. 38	Tel: +264 (0) 64 570 551	PO. Box 108, Omaruru

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91/231)		Fax: +264 (0) 64 570 553	contact@epako.com.na
Westwood Farming cc	Portion 4 of Farm Okassandara No. 40	Cell: +264 (0) 81 349 9321	PO. Box 583, Omaruru hkli4@yahoo.de info@kashana-namibia.com
Government of the Republic of Namibia (Ms E .Kaapanda)	Portion 5 and 6 of Farm Okassandara No. 40	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na
W.L Meyer renting the place (Owner: T. Wiesner)	Farm Otjua No. 37	Cell: +264 (0) 81 294 0845/ 285 9559/0049 170 307 3560	PO. Bo 69, Omaruru tgwiesner@web.be
Roidina Farm (PTY) LTD (Francois A Kotze)	Farm Roidina No. 44 now consolidated into Farm No. 217	Tel: +264 (0) 64 577 788 Fax: +264 (0) 81 308 7445	PO. Box 640, Omaruru frandrepm@gmail.com
The Trustees for the Time Being of Kurt Jurgen & Juan clausen Trust (P. & U. Clausen)	Farm Okosongoro Sud No. 45	Tel: +264 (0) 67 290 170/ Cell: +264 (0) 81 251 1404/ 081 582 9232	PO. Box 324, Omaruru info@okosongoro.com
Otuwapa (Pty) Ltd sold to the Government of Namibia	Resettlement Farm Otuwapa No. 36	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssectorary@mwtc.gov.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
(Ms E .Kaapanda)			
U. Jakob	Resettlement Farm Weissenfels No. 35	Tel: +264 (0) 62 572 112 Cell: +264 (0) 81 292 3821/ 124 1818	PO. Box 408, Omaruru rosemariefayrohr@gmail.com
G. Steckel (Ms. Silvier – daughter K. Friedensdorp)	Farm Ondombo Wes No. 210	Tel: +264 (0) 67 290 117 Cell: +264 (0) 81 269 0838	PO. Box 19, Kalkfeld kfriedensdorf@iway.na
Chappa'AI Investments Five (Pty) Ltd	Farm Okosongoro Nord No. 209	Tel: +264 (0) 67 290 170/ 61 300 213 Cell: +264 (0) 81 302 2896/ 251 1404/ 731 1532	PO. Box 324, Omaruru info@okosongoro.com
A. H. L. Engelhard	Farm Wilhelm Albrechtstal No. 84	Tel: +264 (0) 67 290 184 Cell: +264 (0) 81 248 5519	PO. Box 43, Kalkfeld ksg.namibia@gmail.com
H-G. Engelhard	Farm Georg-Ferdinandhohe No. 512	Tel: +264 (0) 67 290 184 Cell: +264 (0) 81 248 5519	PO. Box 31, Swakopmund ksg.namibia@gmail.com
B. A. Kurz	Farm Otjimbonde No. 85	Cell: +264 (0) 81 319 2551/ 404 1001	PO. Box 72, Kalkfeld

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
J. D Kruger	Portion B of Otjimbonde No. 86	Tel: +264 (0) 67 234 347 Cell: +264 (0) 81 399 9801	PO. Box 96, Otavi
Elshorst Farming (Pty) Ltd	Resettlement Farm Quelldamm No. 110	Tel: +264 (0) 67 290 069 Cell: +264 (0) 81 128 0904/ 81 165 3667	PO. Box 907, Otjiwarongo Gotlieb.Elifas@mlr.gov.na
Elshorst Farming (Pty) Ltd	Farm Elshorst No. 513	Tel: +264 (0) 67 290 069 Cell: +264 (0) 81 128 0904/ 81 165 3667	PO. Box 907, Otjiwarongo Gotlieb.Elifas@mlr.gov.na
The Trustees for the Time Being of the Wilhelm Family Trust (L. O. K. Wilhelm) (Mr Peter Wilhelm)	Farm Eisenberg No. 78	Tel: +264 (0) 67 290 022/ 302 675	PO. Box 78, Kalkfeld beckers@iway.na
The Trustees for the Time Being of the Wilhelm Family Trust (L. O. K. Wilhelm) (Mr Peter Wilhelm)	Remainder of Eisenberg 545	Tel: +264 (0) 67 290 022/ 302 675	PO. Box 78, Kalkfeld beckers@iway.na
The Trustees for the Time Being of the Wilhelm Family Trust (Mr Peter Wilhelm)	Farm Hedwigstal No. 77	Tel: +264 (0) 67 290 022	PO. Box 78, Kalkfeld beckers@iway.na

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The Trustees for the Time Being of the Wilhelm Family Trust (L. O. K. Wilhelm) (Mr Peter Wilhelm)	Farm No. 480 comprises of Farm Neu Lehmputz No. 513 and Remainder of Farm Hedwigstal No. 77	Tel: +264 (0) 67 290 022/ 302 675 Cell: +264 (0) 81 345 6375	PO. Box 78, Kalkfeld/Otjiwarongo beckers@iway.na
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V. H. Kreft	Farm Omuronga No. 111	Tel: +264 (0) 67 290 103 Cell: +264 (0) 81 389 8552/ 203 1773	P O Box 24, Kalkfeld kalkfeld@hotmail.com/ vhkreft@gmail.com kalkfeldbv@gmail.com
M & E Wilhelm (F. S. Nuunyanggo)	Farm Hedwigstal No 546	Cell: +264 (0) 81 286 8866/ 124 2787	PO. Box 23643, Windhoek
M. H. A. Seelig	Farm Otjipaue No. 112	Tel: +264 (0) 67 290 117/ 290 111 Cell: +264 (0) 81 328 8235	PO. Box 75, Kalkfeld aims.otjipaue@hotmail.com
B. W. Oelofsen	Farm Etaneno No. 44	Tel: +264 (0) 67 333 207 Cell: +264 (0) 81 127 3196/ 364 2664	PO. Box 24, Outjo boelofsen@afol.com.na

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U. Wilckens Does not have an email address but took your details for future enquiries	Farm Avondschaduw No.43	Tel: +264 (0) 64 571 321 Cell: +264 (0) 81 148 7718	PO. Box 851 Otjiwarongo
D. U. Kaiser	Farm Kuhwarder No. 114	Tel: +264 (0) 60 899 9010 Cell: +264 (0) 81 802 4321	PO. Box 86, Otjiwarongo kaiser@iway.na kaiserfarming@iway.na
D. U. Kaiser	Farm Waltersshagen No. 135	Tel: +264 (0) 60 899 9010 Cell: +264 (0) 81 802 4321	PO. Box 86, Otjiwarongo kaiser@iway.na kaiserfarming@iway.na
A. W. J. Pretorius	Farm Erundu No. 136	Tel: +264 (0) 67 303 782 Cell: +264 (0) 81 296 6627/ 81 296 6027	PO. Box 317, Otjiwarongo erundu1@iway.na
Endelela Farming cc (K. Engelbrecht)	Farm Yakondonga No. 528	Tel: +264 (0) 67 316 512 Cell: +264 (0) 81 703 2286	PO. Box 82, Otjiwarongo endelela@swakop.com

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Ohiwa Farming cc (Mr. G. F. Visagie Junior)	Farm Ohiwa No. 29	Cell: +264 (0) 81 124 1370	PO. Box 91, Otjiwarongo frik@mtcmobile.com.na
West Properties cc (J. Pieterse)	Farm Hillenhof No. 28	Tel: +264 (0) 61 303 315 Cell: +264 (0) 81 286 4136	PO. Box 538, Otjiwarongo pietersejp@iway.na
A. W. J. Pretorius	Farm Patagonia No. 137	Tel: +264 (0) 67 303 782 Cell: +264 (0) 81 296 6627	PO. Box 317, Otjiwarongo
H – J. Gomoll (H. Henke)	Farm Aberfelde No. 27	Tel: +264 (0) 67 303 041 Cell: +264 (0) 81 127 0462	PO. Box 838, Otjiwarongo admin@otjibricks.com
M.J and C. Riedmaier (Huurder – Renting)	Farm Welgelegen No. 303	Tel: +264 (0) 67 303 546 Cell: +264 81 441 6101	PO. Box 960, Otjiwarongo sjac@iway.na
L. Zwart (N. Badenhorst)	Portion 1 of Wieringin No. 25	Cell: +264 81 127 6379	PO. Box 10, Kransburg PO. Box 1113, Otjiwarongo neelsb@iway.na
H. E. Hopfner	Farm San Remo No. 26	Tel: +264 (0) 67 303 780	PO. Box 404, Otjiwarongo ahopfner@iway.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Christa One Hundred and Ninety Four (Pty) Ltd (M. Hoffmann)	Portion 1 of Farm Good Hope No. 298	Cell: +264 (0) 81 269 1290	PO. Box 2192, Otjiwarongo hoffmannmariette@gmail.com
Die Poort Boerdery (PTY) LTD (S. P. J. Badenhorst)	Portion 2 of (Die Poort) No. 298	Tel: +264 (0) 67 302 993 Cell: +264 (0) 81 257 7107/ 81 147 4620	PO. Box 9, Otjiwarongo spj@fabupharmproducts.com
D. V. Rensburg	Portion 701 of the Farm Good Hope No. 298	Cell: +264 (0) 81 036 7904	PO. Box 1899, Otjiwarongo Danou@onshow.properties
B. E. Orlane	Farm Good Hope Plot No. 298	Cell: +264 (0) 81 774 9382	PO. Box 2087, Otjiwarongo emmanuel.bonnin1@gmail.com
R. Kubirske	Farm Good Hope Plot No. 298	Cell: +264 (0) 81 122 6430	ELIZEKUBI@GMAIL.COM
J. N. Kingesi	Portion 739 of Farm Good Hope No. 298	Cell: +264 (0) 81 305 8697	PO. Box 50805, Bachbrecht janekingsi69@gmail.com
E. Nangombe	Portion 723 of Farm Good Hope No. 298	Cell: +264 (0) 81 275 0494	PO. Box 1748, Otjiwarongo

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
			nangombeemmanuel246@gmail.com
Municipality of Otjiwarongo (Mr. M. Matyayi)	Portion 4 of the Good Hope	Tel: +264 (0) 67 302 231 Fax: +264 (0) 67 302 098	Private Bag: 2209 Otjiwarongo secretary@otjimun.org.na
J. M. Hoffman	Remainder of the Farm Good Hope No. 298	Cell: +264 (0) 81 128 6757	PO. Box 1363, Otjiwarongo Matthiam@fabupharmproducts.com
C.J. Badenhorst (N. Badenhorst)	Farm Wieringen No. 25	Cell: +264 (0) 81 127 6379	PO. Box 1113, Otjiwarongo neelsb@iway.na
TransNamib Holding Limited (Mr J Smith)	Farm Otjitasu No. 19	Tel: +264 (0) 61 298 2169 Fax: +264 (0) 61 298 2649	P/Bag 13204, Windhoek Johny.Smith@TransNamib.com.na
Grace Investments One One Six (Pty) Ltd	Portion 27 of the Farm Otjitasu no 19 Wesrand no 19	N/A	N/A
Municipality of Otjiwarongo (Mr. M. Matyayi)	Portion 26 of the Farm Otjitasu no 19	Tel: +264 (0) 67 302 231 Fax: +264 (0) 67 302 098	Private Bag: 2209 Otjiwarongo secretary@otjimun.org.na
Namibia Power Corporation (Pty) Ltd (Mr. S. Haulofu)	Portion 33 of the Farm Otjitasu no 19	Tel: +264 (0) 61 205 2302 Fax: +264 (0) 61 205 2302	PO Box 2864, Windhoek Simson.haulofu@nampower.com.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Municipality of Otjiwarongo (Mr. M. Matyayi)	Otjiwarongo Town and Townlands No. 18	Tel: +264 (0) 67 302 231 Fax: +264 (0) 67 302 098	Private Bag: 2209 Otjiwarongo secretary@otjimun.org.na
Municipality of Otjiwarongo (Mr. M. Matyayi)	Otjiwarongo Town and Townlands South No. 303	Tel: +264 (0) 67 302 231 Fax: +264 (0) 67 302 098	Private Bag: 2209 Otjiwarongo secretary@otjimun.org.na

PHASE 2: SECTIONS 3 AND 4 – OTJIWARONGO TO OTAVI AND TO TSUMEB RAILWAY LINE UPGRADE

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
APPROVING AUTHORITY (MINISTRY OF ENVIRONMENT, FORESTRY AND TOURISM)			
Mr T. Nghitila	Executive Director (Ministry of Environment and Tourism)	Tel: +264 (0) 61 284 2333 Fax: +264 (0) 61 229 936	Private Bag 13306, Windhoek ps.secretary@met.gov.na ED@meft.gov.na ED.Secretary@meft.gov.na
Mr T. Mufeti	Environmental Commissioner - Directorate of Environmental Affairs	Tel: +264 (0) 61 284 2751 Fax: +264 (0) 61 240 339	Private Bag 13306, Windhoek Timoteus.mufeti@meft.gov.na EC.Secretary@meft.gov.na
Ms S. Angula	Department of Environmental Affairs Deputy Director – EIA's, Waste Management, Control and Inspection	Tel: +264 (0) 61 284 2717 Fax: +264 (0) 61 240 339	Private Bag 13306, Windhoek saima@webmail.co.za Saima.Angula@meft.gov.na
PROPONENT			
Ms E. Kaapanda	Proponent - Ministry of Works and Transport	Tel: +264 (0) 61 208 8822/ 8747	P/Bag 13341, Windhoek ED@mwt.gov.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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ENGINEERS			
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ENVIRONMENTAL CONSULTANT (URBAN GREEN CC)			
Mr B. van Zyl	Urban Green - EAP	Tel: +264 (0) 61 300 820 Fax: + 264 (0) 61 401 294	PO Box 11929, Windhoek urbangreen@iway.na
MINISTRY OF WORKS AND TRANSPORT			
Ms E .Kaapanda	Executive Director	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek pssecretary@mwt.gov.na ED@mwt.gov.na Maurice.Munyama@mwt.gov.na
Ms M. A. Uupindi	Personal Assistant to Executive Director	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
Ms N. E. Hilokwah	Deputy Director - Directorate Fixed Assets	Tel: +264 (0) 61 208 8583	Private Bag 13341, Windhoek

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MINISTRY OF MINES AND ENERGY			
Mr S. Negumbo	Executive Director	Tel: +264 (0) 61 284 8312 Fax: +264 (0) 61 248 8817	Private Bag 13297, Windhoek Johanna.Ambata@mme.gov.na
Mr J. Titus	Director – Directorate of Energy	Tel: +264 (0) 61 284 8322 Fax: +264 (0) 61 284 8200	Private Bag 13297, Windhoek John.Titus@mme.gov.na
Mr E. Kaitungwa	Chief Engineer	Tel: +264 (0) 61 284 8295 Fax: +264 (0) 61 284 8200	Private Bag 13297, Windhoek Eino.Kaitungwa@mme.gov.na
MINISTRY OF AGRICULTURE, WATER AND LAND REFORM			
Ms N. Nghituwamata	Acting Executive Director	Tel: +264 (0) 61 208 7696	Private Bag 13184, Windhoek

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Ms C. Ortmann	Deputy Director - Directorate of Resource Management, Division Water Environment	Tel: +264 (0) 61 208 7169 Fax: +264 (0) 61 208 7160	Private Bag 13184 Windhoek Cynthia.Ortmann@mawlr.gov.na
Mr G. Rhodes	Directorate Extension and Engineering Services	Tel: +264 (0) 61 208 7454 Fax: + 264 (0) 61 288 7778	Private Bag 13184, Windhoek Rhodesg@mawlr.gov.na
Ms L. Matheus	Secretary to the Executive Director	Tel: +264 61 208 7649 Fax: +264 61 208 7666	Private Bag 13306, Windhoek ED@mawlr.gov.na
MINISTRY OF URBAN AND RURAL DEVELOPMENT			

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Mr B. D. Kondunda	Director - Directorate of Habitat and Housing Development	Tel: +264 (0) 61 297 5046 Fax: +264 (0) 61 297 5159	Private Bag 13289, Windhoek dkondunda@murd.gov.na
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MINISTRY OF ENVIRONMENT, FORESTRY AND TOURISM			
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NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Otjozapare Rentes Farming CC (CC/2017/00635)	Farm Hohental Nord No. 554	Tel: +264 (0) 67 302 132 Cell: +264 (0) 81 124 8090 Tel: +264 (0) 64 570 210	PO Box 212, Omaruru
M. Shilunga	Farm Hohental No. 327	Cell: +264 (0) 81 124 7422 (M) Tel: +264 (0) 61 218 021 (M)	PO Box 4004, Windhoek (OPA)
H. H. Haraseb & B. Harases	Farm Deutch Erde No. 553	Cell: +264 (0) 81 603 3394 (HH)	PO Box 81213, Windhoek (HH)
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G. H. Von Alvensleben	Farm Hagestolz No. 93	Cell: +264 (0) 81 265 5688/ 81 268 9734 Tel: +264 (0) 67 234 384	PO Box 180, Otavi
J. N. Theodore	Farm Vindsval No. 582	Cell: +264 (0) 81 122 9370 (J. N) Tel: +264 (0) 61 290 2392 (J. N)	PO Box 4338, Windhoek (J. N)
Achalm Farming cc (cc/95/029)	Farm Achalm No. 583	Tel: +264 (0) 67 234 413 Cell: +264 (0) 85 562 3494 (HKE) Tel: +264 (0) 67 234 413 (HKE) Cell: +264 (0) 81 232 3676 (H) Tel: +264 (0) 67 234 398 (H)	PO Box 22, Otavi (HKE) PO Box 304, Otavi (H)
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E. R. Ammon transferred to H. W. Henle (FA Pretorius & Co. Legal Practitioners –	Farm Elephantenberg Wes. No. 792	Tel: +264 (0) 67 222 008 Fax: +264 (0) 67 222 010	P.O. Box 31, Tsumeb wilhelmien@fapretoriuslaw.com

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responsible for transferee)			petra@fapretoriuslaw.com
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H. W. Freyer	Remainder of Farm Elephantenberg Noord No. 793	Cell: +264 (0) 81 337 4333	PO Box 6, Kombat
Khorab Safari Lodge	Portion 2 of Farm Elephantenberg Noord No. 793	Cell: +264 81 149 2670 Tel: +264 (0) 67 234 352 Fax: +264 (0) 67 234 520	PO Box 186, Otavi Namibia reservations@khorablodge.com
TransNamib Holdings	Portion 6 of Swaps No. 755	Tel: +264 (0) 61 298 2169 Fax: +264 (0) 61 298 2649	P/Bag 13204, Windhoek Johny.Smith@TransNamib.com.na
NEIGHBOURING FARM OWNERS (OTAVI - TSUMEB)			
Municipality of Otavi (Mr S. W. Haulofu – CEO) Townlands area	Portion 103 to 106 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236)	PO Box 59, Otavi ceo@otavitown.org.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Municipality of Otavi (Mr S. W. Haulofu – CEO) Townlands area	Portion 4 Hoets No. 1134	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Municipality of Otavi (Mr S. W. Haulofu – CEO) N. Angolo Rentes Farming cc (cc/2017/00635)	Portion 1 of the Farm Rentes No. 783	Tel: +264 (0) 67 302 132 Cell: +264 (0) 81 124 8090 Tel: +264 (0) 64 570 210	PO Box 212, Omaruru angolofarming @iway.na
F. K. Zaphe (<u>Remainder Ptn 2</u>) M. Muchopa Townlands area	Portion 2 of the Farm Rentes No. 783	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236 Cell: +264 (0) 81 217 0401 (P) Cell: +264 (0) 81 626 1204 (M)	PO Box 59, Otavi <u>ceo@otavitown.org.na</u> P.O. Box 90, Otavi (P) PO Box 444, Otavi (MN) monicamuchopa2@gmail.com
Municipality of Otavi (Mr S. W. Haulofu – CEO)	Portion 7 of the Farm Rentes No. 783	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Municipality of Otavi (Mr S. W. Haulofu – CEO)	Farm Woeker No. 799	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
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J. J. De Klerk C. J. De Klerk	Potion 35 of the Klein Otavi No. 799	Cell: +264 (0) 81 127 4793 (JJ) Tel: +264 (0) 067 234583 Cell: +264 (0) 81 248 6747 (CJ) Tel: +264 (0) 67 234 583 (CJ)	PO Box 102, Otavi (CJ)/ (JJ)
Municipality of Otavi	Potion 36 of the Klein Otavi No. 799	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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TransNamib Holdings (Mr J Smith – CEO)	Potion 37 of the Klein Otavi No. 799	Tel: +264 (0) 61 298 2169 Fax: +264 (0) 61 298 2649	P/Bag 13204, Windhoek Johny.Smith@TransNamib.com.na
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Government of Namibia (Ms E .Kaapanda) (M. F. Van Rooyen) J. Tjamuaha E. Tjamuaha M. Gariseb	Farm Hannover No. 549	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560 Cell: +264 (0) 81 206 4486 (J) Cell: +264 (0) 81 349 2277 (E) Cell: +264 (0) 81 311 480 (M)	PO. Box 160, Otavi PO Box 1052, Grootfontein (J) PO Box 393, Otavi (E) PO Box 11, Otavi (M)
B. Tjivikua	Portion 2 of Farm Sargberg No. 585	Tel: +264 (0) 61 261 576 Cell: +264 (0) 81 250 5376 Tel: +264 (0) 61 261 576	PO Box 97, Otavi
V. N. Tjivikua	Remainder of the Farm Sargberg No. 585	Cell: +264 (0) 81 146 2727 (VN) Tel: +264 (0) 67 234 446 (VN)	PO Box 97, Otavi (VN)

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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J. J &. Mbandi	Farm Sovis No. 50	Cell: +264 (0) 81 122 6018 (JJ) Tel: +264 (0)61 246 054 (JJ)	PO Box 23418, Hochland, (JJ)
E. M. Bartholomae D. Bartholomae	Farm Khorab No. 51	Cell: +264 (0) 81 234 440 Tel: +264 (0) 67 234 440	PO Box 238, Otavi PO Box 190, Otavi
Hadacoha Investments (Pty) Ltd Coy no 2000/410 (H. Geingob)	Farm Khorab Ost No. 328	Cell: +264 (0) 81 448 7310	PO Box 238, Otavi PO Box 17, Otavi
E. M. Bartholomae	Farm Wallroda No. 547	Cell: +264 (0) 81 234 440	PO Box 238, Otavi
M. K. Shipanga	Farm Walroda No. 546	Cell: +264 (0) 81 122 5322/ 290 2615 Tel: +264 (0) 61 301 454	PO Box 578, Windhoek
Government of Namibia (Ms E .Kaapanda) (Rented by M. Van Rooyen)	Farm Walroda Ost No. 545 (Lease A)	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	PO. Box 160, Tsumeb

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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Town Council of Otavi Municipality of Otavi (Mr S. W. Haulofu – CEO)	Portion 6 of the Tsumore No. 761	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
L. M. J. Nel	Portion 34 of the Tsumore No. 761	Cell: +264 (0) 81 129 4102	PO Box 15310, Oshakati
Town Council of Otavi Municipality of Otavi (Mr S. W. Haulofu – CEO) H – P. Kapolo	Portion 38 of the Tsumore No. 761	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236 Cell: +264 (0) 81 237 0775 (H – P) Tel: +264 (0) 63 274 389 (H – P)	PO Box 59, Otavi ceo@otavitown.org.na PO Box 237, Rosh (H – P)
Town Council of Otavi Municipality of Otavi (Mr S. W. Haulofu – CEO)	Portion 39 of the Tsumore No. 761	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Town Council of Otavi	Portion 49 of the Tsumore No. 761	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Municipality of Otavi (Mr S. W. Haulofu – CEO)			ceo@otavitown.org.na
Town Council of Otavi Municipality of Otavi (Mr S. W. Haulofu – CEO) (H – P. Kapolo)	Tsumore No.491	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236 Cell: +264 (0) 81 237 0775 (H – P) Tel: +264 (0) 63 274 389 (H – P)	PO Box 59, Otavi ceo@otavitown.org.na PO Box 237, Rosh (H – P)
G. Reiff	Farm Danevis Sud No. 49	Cell: +264 (0) 81 448 7310	PO Box 17, Otavi
Afrihunt Safari CC	Farm Danevis Noord No. 48	Cell: +264 (0) 81 148 6807 Cell: +264 (0) 81 261 6738 Tel: +264 (0) 67 234 031	justus@afrihuntsafaris.com PO Box 10, Otavi
J. E. & N. E. Van der Merwe	Remainder of the Tanto Uberior No. 785	Tel: +264 (0) 65 220 331 Fax: +264 (0) 65 221 788 Cell: +264 (0) 81 127 9666	Po Box 7009, Oshakati jupy250270@gmail.com Jupyvandermerwe @yahoo.com
J. E & W. E van der Merwe	Portion 1 & 2 of Farm Ubi Bene No. 786	Tel: +264 (0) 65 220 331 Fax: +264 (0) 65 221 788 Cell: +264 (0) 81 127 9666	Po Box 7009, Oshakati jupy250270@gmail.com Jupyvandermerwe @yahoo.com

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TransNamib Holdings Pty Ltd	Farm Bobos Sylyn No. 1078	Tel: +264 (0) 61 298 2169 Fax: +264 (0) 61 298 2649	P/Bag 13204, Windhoek Johny.Smith@TransNamib.com.na
E. Van Druken	Farm Emilienhof No. 588	Cell: +264 (0) 81 127 2878	Rsq1@afol.com.na

PHASE 2: SECTION 4 – OTAVI TO GROOTFONTEIN RAILWAY LINE UPGRADE

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
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PROPONENT			
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ENGINEERS			

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ENVIRONMENTAL CONSULTANT (URBAN GREEN CC)			
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MINISTRY OF WORKS AND TRANSPORT			
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MINISTRY OF MINES AND ENERGY			
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Mrs P. Spall	Head of Technical Division	Tel: +264 (0) 61 710 000 Fax: +264 (0) 61 713 805	PO Box 2864, Windhoek SpallP@namwater.com.na

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NAMIBIA AGRICULTURAL UNION (NAU) – NLU FARMERS ASSOCIATION – ERONGO REGIONAL AGRICULTURAL UNIONS			
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Ms E. C. W. Cloete	Treasurer– Grootfontein Farmers Association	Tel: +264 (0) 61 237 838	ahcloete726@gmail.com
Ms I. Steyn	Secretary – Grootfontein Farmers Association	Tel: +264 (0) 61 237 838	ilsesteyn57@gmail.com
Mr W. A Falk	Chairperson - Otavi Farmers Association	Cell: +264 (0) 81 242 1146	ondjondjo@iway.na
Mr C. Stoman	Secretary - Otavi Farmers' Association	Cell: +264 (0) 81 244 6034 Fax: +264 (0) 88 652 1020	stoman@afol.com.na

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Ms S. Gunzel	Secretary – Rietfontein Farmers Association	Tel: +264 (0) 67 240 332	kaspar@iway.na / a_rothauge@yahoo.de
NAMIBIA NATIONAL FARMERS UNION (NNFU)			
Mr K. Shamathe	Chief Executive Officer	Tel: +264 (0) 61 271 117 Fax: +264 (0) 61 271 155	PO Box 3117, Windhoek kshamathe@nnfu.org.na
Ms C. D Totong	Administration Officer	Tel: +264 (0) 61 271 117 Fax: +264 (0) 61 271 155	PO Box 3117, Windhoek totong@nnfu.org.na info@nnfu.org.na
D AND M RAIL CONSTRUCTION (PTY) LTD			
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OSHIKOTO REGIONAL COUNCIL			
Hon. P. Ya Ndakolo	Governor	Tel: +264 (0) 65 244 800 Fax: +264 (0) 65 244 071	PO Box 19551, Omuthiya

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Ms C. Mwenyo	Chief Regional Officer	Tel: +264 (0) 65 244 800 Fax: +264 (0) 65 244 071	PO Box 19247, Omuthiya cro@otshikotorc.gov.na
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OTAVI MUNICIPALITY			
Mr S. W. Haulofu	Chief Executive Officer	Tel: +264 (0) 67 234 236/022 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na

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OTAVI CONSTITUENCY			
Hon. I. G. Garab	Otavi Constituency Councillor	Tel: +264 (0) 67 234 217	PO Box 303, Otavi
Ms A. Sazita	Control Administrative Officer	Tel: +264 (0) 67 234 217 Cell: +264 (0) 81 317 1039	PO Box 303, Otavi annasazita@gmail.com
KOMBAT SETTLEMENT			
Ms R. Mbango	Constituency: Control Administrative Officer	Cell: +264 (0) 81 289 0356	PO Box 1682, Otjiwarongo rosambango224@gmail.com
OTJOZONDJUPA REGIONAL COUNCIL			
Hon. J. Uerikua	Governor	Tel: +264 (0) 67 302 646/303 702 Fax: +264 (0) 67 302 760	PO Box 1682, Otjiwarongo governor@otjozondjupaog.gov.na
Mrs A. Mweti	Chief Regional Officer	Tel: +264 (0) 67 303 702 Fax: +264 (0) 67 307 037	PO Box 1682, Otjiwarongo

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GROOTFONTEIN MUNICIPALITY			
Mrs S. Hangara	Acting Chief Executive Officer	Tel: +264 (0) 67 243 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
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GROOTFONTEIN CONSTITUENCY			
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NEIGHBOURING FARM OWNERS (OTAVI – GROOTFONTEIN)			
Otavi Municipality (Mr S. W. Haulofu - CEO)	Otavi Townlands No. 794 (PG-5DA)	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59 Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO)	Portion 1 of the Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59 Otavi ceo@otavitown.org.na
P. A. Gottert	Portion 2 of Swaps No. 755	Cell: +264 (0) 81 129 4024	PO Box 354, Otavi

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Government of Namibia Ministry of Works and Transport (Ms E. Kaapanda – ED) (M. H. Amadhila D. P. Amutenya)	Portion 1 to 8 of Hoets No 1134	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560 Cell: +264 (0) 81 122 1893 279 6125 (HM) Cell: +264 (0) 81 775 2371 (DP)	P/Bag 13341, Windhoek ED@mwt.gov.na PO Box 22687, Windhoek (HM) P/Bag 1097, Grootfontein (DP)
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Government of Namibia Ministry of Works and Transport (Ms E. Kaapanda – ED) (C.J. De Klerk P. Haipare E. Nikanor R. R. Useb E Geiseb	Portion 3 of Klein Otavi No. 799	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560 Cell: +264 (0) 81 248 6747 (CJ) Tel: +264 (0)67 234583 (CJ) Cell: +264 (0) 81 122 6752 (P) Tel: +264 (0) 67 302275 (P)	P/Bag 13341, Windhoek ED@mwt.gov.na Maurice.Munyama@mwt.gov.na PO Box 102, Otavi (P) PO Box 645, Otjiwarongo (P) PO BOX 69, Otavi (E) PO BOX 54, Otavi (RR) PO Box 1630, Tsumeb (E)

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Government of Namibia		Tel: +264 (0) 61 208 8822/	P/Bag 13341, Windhoek
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W. Vosloo Townlands area	Portion 3 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
F. Kasdorf Townlands area	Portion 4 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
H. Lochhef Townlands area	Portion 1 of a Portion 5 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
A. Boshof	Remainder of a Portion 5 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 272	PO Box 101, Otavi
Bon Quelle (Pty) Ltd Townlands area	Portion 6 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na PO Box 145, Otavi

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A. De Beer Townlands area	Portion 8 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
H. Pieterse Townlands area	Portion 9 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Government of Namibia Ministry of Works and Transport (Ms E .Kaapanda – ED)	Portion 10 of the Otavi Pforte No. 798	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na Maurice.Munyama@mwt.gov.na
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P. A. Gottert	Portion 12 of the Otavi Pforte No. 798	Cell: +264 (0) 81 129 4024 Tel: +264 (0) 67 234 326	PO Box 354, Otavi
G. Dronia	Portion 13 of the Otavi Pforte No. 798	Cell: +264 (0) 81 128 4783 Tel: +264 (0) 64 206 247	PO Box 1019, Walvis Bay

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Grace Investments Twenty Three (Pty) Ltd (CC/2012/0931)	Portion 16 of the Otavi Pforte No. 798	Cell: +264 (0) 81 124 1761	PO Box 59, Otavi ceo@otavitown.org.na
Grace Investments Twenty Three (Pty) Ltd (CC/2012/0931)	Portion 17 of the Otavi Pforte No. 798	Cell: +264 (0) 81 124 1761	PO Box 59, Otavi ceo@otavitown.org.na
Fountain Gate Farming cc (cc/2017/07343)	Portion 18 of the Otavi Pforte No. 798	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO) S. Badenhorst Townlands area	Portion 27 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na

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Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 104 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Bon Quelle (Pty) Ltd Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 32 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 145, Otavi PO Box 59, Otavi ceo@otavitown.org.na
Bon Quelle (Pty) Ltd Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 90 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 145, Otavi PO Box 59, Otavi ceo@otavitown.org.na
Bon Quelle (Pty) Ltd Otavi Municipality	Portion 91 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 145, Otavi PO Box 59, Otavi

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Bon Quelle (Pty) Ltd Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 50 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 145, Otavi PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 66 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 67 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality	Otavifontein Police site No. 794	Tel: +264 (0) 67 234 236	PO Box 59, Otavi

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Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 71 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 53 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Otavi Municipality (Mr S. W. Haulofu - CEO) Townlands area	Portion 54 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Broken Hill Property cc (Reg no. cc/98/1584)	Portion 6 of Otavifontein No. 794	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
The Evangelical Lutheran Church in Namibia (ELCN)	Portion 102 of Otavifontein No. 794	Tel: +264 (0) 61 224 531	PO Box 5069, Aussspanplatz
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Heigan Family Trust (C. J.de.Jager & L. H. de Jager)	Farm Hermanstal No. 1591	Cell: +264 (0) 81 156 5417/ 156 5416 (C. J) Tel: +264 (0) 67 234 442	PO Box 222, Otavi (C. Jo)/ (C. Ja) jawena@mweb.co.za
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Mulyns Investments Twenty-Two Close Corporation Reg no CC/2010/0677	Portion 3 of the Farm Karolinenhof No. 512	Cell: +264 (0) 81 161 2229	PO Box 286, Otavi boshoffwines@gmail.com
H. J. Nel	Portion 4 of the Farm Karolinenhof No. 512	Cell: +264 (0) 81 161 2229	PO Box 286, Otavi boshoffwines@gmail.com
Karolinenhof Portion Eight and Nine Property CC Reg no.CC/2003/1184 (Townlands area)	Portion 6 & 7 of the Farm Karolinenhof No. 512	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Elaone One Hundred and Thirty-One Close Corporation Reg no CC/2016/1623 (Townlands area)	Portion 8 of the Farm Karolinenhof No. 512	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
T. Kandonga	Portion 9 of the Farm Karolinenhof No. 512	Cell: +264 (0) 81 256 2074 Tel: +264 (0) 67 234 666	PO Box 140, Otavi
J. M. Van Sittert	Portion 10 of the Farm Karolinenhof No. 512	Cell: +264 (0) 81 306 5059 Tel: +264 (0) 67 234 159	PO Box 26, Kombat
Farm Baltick Number Five One Two CC Reg CC/99/1805	Farm Baltika No. 1515	Cell: +264 (0) 81 124 3073 Tel: +264 (0) 67 231 132	PO Box 255, Otavi

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
(G. Hellinghausen)			
Kupperberg Estates (Pty) Ltd Coy No. 88/056 (G. Hellinghausen)	Farm Kaiserfelden No. 758	Cell: +264 (0) 81 124 3073 Tel: +264 (0) 67 231 132	PO Box 255, Otavi
G. Hellinghausen	Farm Bachmuehle No. 516	Cell: +264 (0) 81 124 3073 Tel: +264 (0) 67 231 132	PO Box 255, Otavi
G. Hellinghausen	Farm Kupferberg No. 517	Cell: +264 (0) 81 124 3073 Tel: +264 (0) 67 231 132	PO Box 255, Otavi
L. Nest	Farm Andvord No. 518	Tel: +264 (0) 67 231 132	PO Box 231, Otavi
G. Hellinghausen	Farm Hellertal No. 521	Cell: +264 (0) 81 124 3073 Tel: +264 (0) 67 231 132	PO Box 255, Otavi
M. A. Du Toit Government of Namibia Ministry of Works and Transport (Ms E .Kaapanda – ED)	Portion 1 of the Farm Thor No.519	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na Maurice.Munyama@mwt.gov.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Townlands area			
M. A. Du Toit	Remainder of the Farm Thor No.519	Tel: +264 (0) 67 234 588	PO Box 1684, Otjiwarongo
P. P. Grobler J. F. Lusse	Farm Karlsruh No. 520	Tel: +264 (0) 67 302 643 (PP) Cell: +264 (0) 81 122 8586 (JF) Tel: +264 (0) 67 231 034 (JF)	PO Box 12, Kombat PO Box 1390, Otjiwarongo (JF) PO Box 145, Kombat (JF)
Bonadei Farms (Pty) Ltd (81/036) (G. Hellinghausen)	Farm Gross Otavi No. 805	Cell: +264 (0) 81 124 3073 (G) Tel: +264 (0) 67 231 132 (G)	PO Box 255, Otavi (G)
Government of Namibia Ministry of Works & Transport (Ms E .Kaapanda)	Portion 9 of Block No. 656	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
H. Schulz	Portion 14 of Block No. 656	Tel: +264 (0) 62 503 776	PO Box 586, Okahandja
Otavi Municipality (Mr S. W. Haulofu - CEO)	Portion 16 of Block No. 656	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na
Not registered Otavi Municipality	Farm 1407	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 59, Otavi ceo@otavitown.org.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
(Mr S. W. Haulofu - CEO)			
Namibia Water Corporation Ltd (Coy No. 97/459) (Mr A. Nehemia – CEO)	Farm Asis Ost No. 526	Tel: +264 (0) 61 712 217 Fax: +264 (0) 61 713 805	Private Bag 13389, Windhoek BenadeD@namwater.com.na
Government of Namibia Ministry of Works and Transport (Ms E. Kaapanda – ED)	Portion 1 of the Neu Farm Sommerau No. 1359	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na Maurice.Munyama@mwt.gov.na
Government of Namibia Ministry of Works and Transport (Ms E. Kaapanda – ED)	Kombat Mining Site No. 1107 now consolidated into Erf 1407	Tel: +264 (0) 61 208 8822/ 8747 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na Maurice.Munyama@mwt.gov.na
H. E. Van Biljon K. H. Van Biljon	Portion 1 of Farm Rietfontein No. 344	Tel: +264 (0) 67 23 1587	PO Box 1, Kombat
A. B. Van Biljon	Portion 2 of Farm Rietfontein No. 344	Tel: +264 (0) 67 23 1587	PO Box 1, Kombat
Ongopolo Mining Limited Company Number 325 (Weatherly Mining Namibia - 97.5%-owned subsidiary)	Portion 14 of Farm Rietfontein No. 344	Tel: +264 (0) 61 293 1000 Fax: +264 (0) 61 293 1200	PO Box 40798, Windhoek,

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
E. J. van Eden Du Toit (P. Du Toit)	Portion 11 to 12 of Farm Rietfontein No. 344	Tel: +264 (0) 67 231 170	PO Box 93, Kombat
E. J. van Eden Du Toit	Portion 15 of Farm Rietfontein No. 344	Tel: +264 (0) 67 231 170	PO Box 93, Kombat
Namibia Water Corporation Ltd (COY No. 97/459) (Mr A. Nehemia – CEO)	Portion 21 to 22 of Farm Rietfontein No. 344	Tel: +264 (0) 61 712 217 Fax: +264 (0) 61 713 805	Private Bag 13389, Windhoek BenadeD@namwater.com.na
K. H. Van Biljon	Farm Nehlen No. 1782	Tel: +264 (0) 67 23 1587 Cell: +264 (0) 81 128 214	PO Box 1, Kombat
Government of Namibia Ministry of Works & Transport (Ms E. Kaapanda)	Portion 6 of Block No. 596	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
Government of Namibia Ministry of Works & Transport (Ms E. Kaapanda)	Farm Rietfontein No. 44	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
Bonsa Investments Fifty Six (Pty) Ltd (COY No. 2009/0717)	Portion 6 of the Farm Awagobibas No. 45	Cell: +264 (0) 81 278 9041 Tel: +264 (0) 67 234 460	PO Box 432, Otavi

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
K. Blume	Portion 7 of the Farm Awagobibas No. 45	Cell: +264 (0) 81 278 9041 (V) Tel: +264 (0) 67 234 460 (V)	PO Box 432, Otavi (V)
Casjan Farming (Pty) Ltd	Portion 8 of the Farm Awagobibas No. 45	Tel: +264 (0) 67 234 460	PO Box 1008, Grootfontein
Government of Namibia Ministry of Works & Transport (Ms E. Kaapanda)	Portion C of Farm Rietfontein No. 344	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
A. H. Scholz	Farm Odin No. 380 consolidated into Farm Schoenbrunn No. 747	Tel: +264 (0) 67 240 366	PO Box 67, Grootfontein scholart@gmail.com
A. H. Scholz	Farm Meleager No. 366 consolidated into Farm Schoenbrunn No. 747	Tel: +264 (0) 67 240 366	PO Box 67, Grootfontein scholart@gmail.com
A. Scholz	Farm Atalanta No. 365 consolidated into Farm Schoenbrunn No. 747	Tel: +264 (0) 67 240 366	PO Box 67, Grootfontein scholart@gmail.com
E. N. Shikongo	Farm Valerie No. 30	Tel: +264 (0) 67 240 371	PO Box 280, Grootfontein
Awagobib Investments (Pty) Ltd Coy 85/055	Farm Alfredshoehe Noord No. 364	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 277, Grootfontein

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Awagobib Investments (Pty) Ltd	Farm Klippbockfontein No. 31	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 277, Grootfontein
Namatonga Properties CC Reg no, cc/2003/0037 (J. N. Malan)	Portion A of the Farm Venus No. 379	Cell: +264 (0) 81 124 0463 (JN) Tel: +264 (0) 67 242 094 (JN)	PO Box 336, Grootfontein (JN) PO Box 202, Grootfontein
Heinshof Farming CC Reg no. CC/97/628	Portion B of the Farm Venus No. 379	Tel: +264 (0) 67 240 368 (SM)	PO Box 202, Grootfontein (SM) heinshof@iway.na
Awagobib Investments (Pty) Ltd Coy 85/055	Farm Leyboldsruhe No. 377	Tel: +264 (0) 67 234 236 Fax: +264 (0) 67 234 236	PO Box 277, Grootfontein
Litouen Number Thirty-Two CC (cc/2000/2374) (C. M. Opperman & P. J. J. Fourie)	Farm Litauen No. 32	Cell: +264 (0) 81 296 0052 (PJJ) Tel: +264 (0) 67 240 499 (PJJ)	PO Box 799, Grootfontein (PJJ) PO Box 817, Grootfontein
W F & M. R. Lubbe	Portion 1 of the Farm Polzins No. 1594	Cell: +264 (0) 81 124 0239 (WF) Tel: +264 (0) 67 243 660 (WF)	PO Box 22, Grootfontein (WF)
J. Lewis W. F. Lubbe	Portion 2 of the Farm Polzins No. 1594	Cell: +264 (0) 81 320 2362/ 295 7585 (J)	PO Box 962, Grootfontein (J) murucamp@afol.com.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
		Cell: +264 (0) 81 124 0239 (WF) Tel: +264 (0) 67 243 660 (WF)	PO Box 22, Grootfontein (WF)
H. A. Pfeiffer J. N. Malan	Remainder of the Farm Polzins No. 1594	Cell: +264 (0) 81 124 0463 (JN) Tel: +264 (0) 67 242 094 (JN)	PO Box 336, Grootfontein (JN)
Heinshof Farming CC (F. X Menne) (S. M. & S. D. Menne)	Farm Heinshof No. 2022	Cell: +264 (0) 85 600 5316 Tel: +264 (0) 67 240 368 (SM) Cell: +264 (0) 564 6606 (SM) Tel: +264 (0) 67 240 161 (SD)	PO Box 202, Grootfontein (SM) heinshof@iway.na PO Box 1227, Grootfontein (SD) bergland@iway.na
A. Coetzee	Farm Otago No. 24	Tel: +264 (0) 67 242 857	PO Box 23, Grootfontein
A. Coetzee	Farm Herrmannskamp No. 361	Tel: +264 (0) 67 242 857	PO Box 23, Grootfontein
Kalahari Holdings (Pty) Ltd (89/186)	Portion I to II of the Farm De Rust No. 359	Cell: +264 (0) 81 280 9125 (Kalahari) Tel: +264 (0) 67 240 361 (Kalahari)	PO Box 672, Grootfontein (Kalahari)
Kalahari Holdings (Pty) Ltd (Coy No.	Farm Frankfort No. 360	Tel: +264 (0) 61 225 333	PO Box 20919, Windhoek,

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
89/186)		Tel: +264 (0) 61 221 158	PO Box 672, Grootfontein george@kalahariholdings.com
W. F. Lubbe	Farm Bender No. 356	Cell: +264 (0) 81 124 0239 (WF) Tel: +264 (0) 67 243 660 (WF)	PO Box 22, Grootfontein (WF)
Eichenbach (Pty) Ltd (Reg no. 81/062)	Farm Eichenbach Suid No. 324	Tel: +264 (0) 61 233 645 (UD)	PO Box 487, Grootfontein
Hallie Investments Number Three Thousand One Hundred And Seventy (Pty) Ltd (Reg no. 2016/0982)	Farm Tiefburg No. 378	Cell: +264 (0) 81 129 3651	PO Box 561, Grootfontein
Government of Namibia Ministry of Works & Transport (Ms E. Kaapanda)	Farm Wasmer No. 34	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na
Ossa Farming CC (reg no. cc/98/903) (W. F. Lubbe)	Farm Ossa No. 1397	Cell: +264 (0) 81 124 0239 (WF) Tel: +264 (0) 67 243 660 (WF)	PO Box 22, Grootfontein (WF) wim@QBATIC.COM.NA
Feist Investments Number Forty One cc (CC/2009/0718)	Portion 1 of the Farm Karlshof No. 35	Cell: +264 (0) 81 403 0155 Tel: +264 (0) 67 240 384	PO Box 445, Grootfontein

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
C. H. Smit			
C. H. Smit	Remainder of the Farm Karlshof No. 35	Cell: +264 (0) 81 403 0155 Tel: +264 (0) 67 240 384	PO Box 445, Grootfontein
M. Tietz G. B. G. G. & S. W. Tietz	Farm Hansa No. 355	Cell: +264 (0) 81 317 6035	PO Box 911, Grootfontein
C. S. Kriel	Farm Boehme No. 36	Cell: +264 (0) 81 403 0155 Tel: +264 (0) 67 240 384	PO Box 445, Grootfontein
Jarma Farming CC (reg n. cc/2005/1346)	Farm Beteigeuse No. 628	Tel: +264 (0) 67 240 384	P O Box 126, Grootfontein
M. Tietz W. Tietz G. B. G. M. Siegfried	Farm Amrib No. 20	Cell: +264 (0) 81 317 6035	PO Box 911, Grootfontein
F. A. Bamberger	Portion 1 of the Farm Raeburn No. 789	Cell: +264 (0) 81 033 9094	PO Box 1216, Grootfontein
Grootfontein Holdings (Pty) Ltd	Portion 2 of the Farm Raeburn No. 789	Cell: +264 (0) 81 210 7177	PO Box 181, Grootfontein
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 36 of the Grootfontein Townlands No. 754	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 42 of the Grootfontein Townlands No. 754	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 54 of the Grootfontein Townlands No. 754	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 21 of the Grootfontein Townlands No. 754	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Farm No. 1128	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 30 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 6 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 24 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein	Portion 25 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101	PO Box 23, Grootfontein

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
(Mrs S. Hangara (Acting CEO))		Fax: +264 (0) 67 242 2930	jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 26 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 27 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 28 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Portion 29 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein (Mrs S. Hangara (Acting CEO))	Grootfontein Town and Townlands No. 101	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Kupperberg Estates Pty (Ltd) Reg no. 85/056 (Townlands area)	Portion 4 of the Farm Kranzfontein No. 758	Tel: +264 (0) 67 243 689	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Government of Namibia Ministry of Works & Transport	Grootfontein Lughawe No. 1143	Tel: +264 (0) 61 208 8822 Fax: +264 (0) 61 228 560	P/Bag 13341, Windhoek ED@mwt.gov.na

NAME	POSITION / DEPARTMENT	TEL & FAX:	ADDRESS &/OR E-MAIL
(Ms E. Kaapanda)			
I. Ndime R. Vendelinus (Townlands area)	Farm Canopus No. 629	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 6 of the Grootfontein Townlands No. 54	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
Municipality of Grootfontein Mrs S. Hangara (Acting CEO)	Portion 23 of the Grootfontein Townlands No. 814	Tel: +264 (0) 67 242 101 Fax: +264 (0) 67 242 2930	PO Box 23, Grootfontein jhangara@grootfonteinmun.com.na
T. Hoeses	Farm Arcadia	Cell: +264 (0) 81 731 7091	hoesestheresia@gmail.com
R. Kapner	Farm Arcadia	Cell: +264 (0) 81 404 4738	roaslinkapner@gmail.com

APPENDIX B - GRIEVANCE FORM

Concern/Complaint Reference Number	(for Company use only): _____
Full Name of individual or organization/community (an individual's name to be inserted if complainant agrees) ¹	<div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div>
Contact Information: <i>Please indicate by marking the box how you wish to be contacted (in person, by telephone/SMS, by e-mail, by post) and then provide the appropriate contact information</i>	<div style="margin-bottom: 10px;"> By Post: Please provide full address: <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> </div> <div style="margin-bottom: 10px;"> By Telephone/SMS: <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> </div> <div style="margin-bottom: 10px;"> By E-mail <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> </div> <div> In person: Please provide name and surname with ID no. <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> </div>
Description of your concern/complaint:	What happened? Where did it happen? Who did it happen to? What has been the consequence for you?

¹ A concern or complaint can be submitted anonymously.

Frequency of cause/s of your concern/complaint	Single incident (date_____)
	Happened more than once (how many times?_____)
	On-going (currently experiencing problem)

<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>			
Signature		Date	

APPENDIX C - EXAMPLE OF KEY DATA TO BE RECORDED IN A GRIEVANCE REGISTER

Example of Key Data to be Recorded in a Grievance Register

Grievance ID	Name/address	Concern orcomplaint	Response mechanism	Answer	Status	Response accepted (yes/no?)	Appeal decision accepted (yes/no?)
Format as year.mm.dd and concern/ complaint number (e.g. 17.05.26:#01)	Insert name and address of the person submitting a concern or complaint (if provided)	Summary of the concern or complaint	Personal letter, e-mail, telephone call/ SMS, orally backed up by letter, information board announcement.	Summary of the response	Date of response, identify whether the grievance is addressed and closed	Yes/ No	Yes/ No

APPENDIX D - GRIEVANCE TRACKING AND CLOSE-OUT FORM

PART 1: REGISTRATION DETAILS

COMPLAINT REGISTRATION No.

(No. to be taken from complaints log)

DATE RECEIVED

PHYSICAL LOCATION

.....

Complainant (Name)

Telephone Number

Address (If Applicable)

.....

.....

.....

PART 2: GRIEVANCE DESCRIPTION

Category of grievance (please circle the appropriate category)

- Property (built structures) damage
- Land encroachment
- Access restriction
- Damage to land/crops
- Loss to livestock/game
- Water availability/quantity (e. g. supply disruption)
- Water quality (e.g., pollution)
- Noise/air quality (including dust)
- Resettlement/valuation/compensation
- Traffic/vehicle behavior (e. g. speeding)
- Other (Specify)
- Details of Grievance:

.....

.....

.....

.....

.....

.....

.....

.....

.....

Priority of Grievance (please circle as appropriate)

- Critical
- Medium
- Low

PART 3: PROPOSED RESPONSE/ CORRECTIVE ACTION

Immediate Action

Date for completion

Responsible Person:

Signature Date:

Long term Action

Date for completion

Responsible Person: Signature:

Date:

Other resolution details

PART 4: VERIFICATION OF CORRECTIVE ACTION

Follow up details (If applicable)

Closed out (Yes/No) :

Signatures:

Complainant:

Company:

(Date)