

# uThukela MPA Ecosystem Based Ecosystem Based Management Project

## Isijobelelo 1: yokwethula izikhalo Mechanism

### Wildlands Conservation Trust [WILDTRUST]

#### Inguqulo Control

Isihloko seProject	uThukela MPA Ecosystem Based
Document/ idokhumenti	indlela yokwethula izikhalo
Inguqulo	V2
Isimo	Ukusebenza okusalungiswa
Usuku inguqulo yokuqala	05 October 2021
Usuku lokugcina olusha	17 Desember 2021
Imfuneko zokulandelela izinguquko	Uma inguqulo yokugcina Yendlela Yezikhalazo isigunyazwe i-Blue Action Fund, sicela wenze zonke izinguquko ezengeziwe Zohlelo Lwezikhalazo zibonakale ngokulandela izinguquko noma ngokufaka izinguquko ngombala ohlukile ukuze usize noma yikuphi ukubuyekwezwa okulandelayo.

## 1. Isethulo

Le dokumenti ichaza indlela yezikhalo ngohlelo lwasoThukela MPA Ecosystem Based Management Project (emva kwalokho ebizwa ngokuthi "iProjekthi"), ichaza imigudu ezolandelwa yi-WILDTRUST ukuze kubhekanwe nanoma yikuphi ukuphawula, iziphakamiso, imibuzo nezikhalo ababambiqhaza abangaba nazo mayelana nalo msebenzi. Kanye nemisebenzi yayo. Uhlelo Lwezikhalazo lwakhiwe ngokuhambisana nezinqubo ezinhle zamazwe ngamazwe, okuhlenganisa nezimfuneko zeBlue Action Fund Environmental and Social Management System (ESMS) kanye namazinga eBhange Lomhlaba Lwezemvelo Nezenhlalakahle (ikakhulukazi i-ESS10), futhi ihambisana nezidingo zaseNingizimu Afrika kanye nezinqubomgomo nezinqubo zangaphakathi ze-WILDTRUST. Imininingwane mayelana nencazelo yeProjekthi, ingqikithi yenhlalo yomphakathi kanye nohlaka lomthetho ingatholakala ezigabeni ezimbili zokuqala zoHlelo Lokuphathwa Kwezemvelo kanye Nompakathi (ESMP), lapho le ndlela yezikhalo ifakwe khona.

I-Blue Action Fund idinga ukuthi amaprojekthi asungule indlela yezikhalazo yesikhashana, okuhlenganisa ukuphothulwa kwanoma yiziphi izivivinyo zangaphambi kwesikhathi ezidingekayo kanye nokubonisana ukuze kuqondwe izindlela zokulawula izikhalazo zabantu kanye nezinye zeProject nabantu abathintekayo, ngemva kokulethwa kwesiphakamiso esigcwele. Ububanzi, isikali kanye nohlobo lweNdelela Yezikhalazo kuzolingana nobunjalo nesikali sezingozi ezingaba khona kanye nomthelela wephrojekthi. Le ndlela yezikhalazo ingeyesikhashana (isigaba esigcwele sesiphakamiso). Njengoba le Ndelela Yezikhalazo ingeyesikhashana, izobuyekwezwa futhi isungulwe ezinyangeni ezintathu zokuqala



zokuqaliswa kwephrojekthi, ngemva kokubonisana okwengeziwe nokuqwashisa ngemiphakathi yendawo.

Isikhalo yinoma yisiphi isikhhalazo, ukuphawula, umbuzo, ukukhathazeka, isiphakamiso ngendlela iphrojekthi eyenziwa ngayo. Kungase kuthathe uhlobo lwezikhhalazo ezithile mayelana nemithelela, umonakalo noma ukulimala okudalwe iphrojekthi, ukungahambisani ne-Blue Action Fund kanye nezivikelo ze-WILDTRUST, ukukhathazeka mayelana nokufinyelela kwinqubo yokubandakanya ababambiqhaza bephrojekthi noma mayelana nokuthi imibono nokukhathazeka mayelana nemisebenzi yephrojekthi, noma izigameko ezicatshangwayo noma imithelela, sezixazululiwe.

Kuleprojekthi, izingxenye eziyinhloko zeProjekthi zokuphatha ngempumelelo i-MPA entsha yasoThukela, ukubuyiselwa kwemvelo kanye nezimpilo ezithuthukisiwe kanye nokuvikeleka kokudla emiphakathini esengozini. Ngakho-ke, izikhalo ezingase ziphakame ngenxa yale phrojekthi zingabandakanya lezo eziphathelele nokuxoxisana nababambiqhaza, ukungqubuzana phakathi kwemiphakathi yendawo kanye namanxusa omthetho, imingcele yokufinyelela kanye nezindaba zokuphila. I-WILDTRUST ayikho esimweni sokuxazulula zonke lezi zikhalo (njengoba ingekho ngaphansi kwegunya le-WILDTRUSTs). Nokho, **ngokweSigaba 2** (ukufaneleka) i-WILDTRUST izobika izikhhalazo ezingaphandle kwegunya le-WILDTRUST ezinhlakeni ezifanele. Ngaphezu kwalokho, ngesikhathi kuqhubeka lo msebenzi, abaphathi be-MPA (Ezemvelo KZN Wildlife) bazibophezele ekuthuthukiseni uHlelo Lwezikhalo ze-MPA yasoThukela kanye neziNdawo eziseduze Nezemvelo, njengoba kuchaziwe oHlelweni Lokuphathwa Kwemvelo kanye Nomphakathi (ESMP) lwalo msebenzi. ukuvumela ukuthi izikhalo eziphathelele nezindaba eziphathelele ne-MPA zidluliselwe kuziphathimandla ezifanele.

## 1.1 Inhloso Yohlelo Lwezikhalo

Indlela Yokufaka Izikhalo iyindlela yamahhala, evulekile nefinyelelekayo, eyakhelwe kakhulu Abantu Abathintwe Iphrojekthi, futhi ifinyeleleka kubo bonke ababambiqhaza bomklamo, abasebenzi bephrojekthi (okuhlanganisa nosonkontileka nabasebenzi babo). Uhlelo lwezikhalo iyingxenye yesu lephrojekthi lokulawula ubungozi elichazwe ku-ESMP, elichaza izibopho zephrojekthi ezosetshenziswa yi-WILDTRUST ukuze ilawule imithelela engemihle engahle ibe khona futhi ithuthukise imithelela emihle engaba khona yephrojekthi. I-Grievance Mechanism isiza i-WILDTRUST ukuthi iqonde ukuthi kukhona yini ukwepulwa kwemigomo, izindinganiso nezinqubo nezibopho ezibekwe ku-ESMP ye-Blue Action Fund ESMS. Uma isikhalo esithunyelwe sinqunywa ukuthi sifanelekile (**Isigaba 2**), bese kulandelwa inqubo ukuze kutholakale umsuka wesikhalo futhi kuqinisekise ukuthi izindaba zokungalandelwa kwe-ESMS ziyalungiswa.

Ezinye izimo zezikhhalazo zingase zidinge izinyathelo zokulungisa ukulungisa umonakalo ongase ube khona ngenxa yokwehluleka ukuhlonipha ukunikezwa kwe-ESMS noma izinyathelo zokuvimbela ukugwema ukuphindaphinda ukungathobeli.

Ngokuqondile, lolu hlelo lwezikhalo luhlose ukuba:

- Ibe umhlahlandlela weWILDTRUST ekuphawuleni kanye nokubhekana nezikhalo, imibuzo, kanye neziphakamiso ezivela kubantu abathintekile Iphrojekthi kanye nabanye abanini malungelo nababambiqhaza, okuhlobene nephrojekthi kanye nemisebenzi yayo ngendlela enobulungisa nesobala, nengokoqobo;
- Lukhombe futhi lulawule ukukhathazeka kwababambe iqhaza futhi ngaleyo ndlela lusekele ukulawulwa kobungozi kwi phrojekthi;
- Ukuhlinzeka ababambiqhaza abesaba noma abahlushwa imithelela emibi evela kuPhrojekthi ngesiqiniseko sokuthi bazolalelwa futhi basizwe ngesikhathi esifanele;
- Lwakhe luphinde luginelwe ukwethembana kubo bonke ababambiqhaza ngaleyo ndlela kwakheke indawo evumela ukuthi iphrojekthi isebenze; kanye
- Nokuvimbela imiphumela emibi yohlelo Lokuhluleka ukubhekana nezikhhalazo ngendlela efanele.

Ngakho-ke, uhlelo lwezikhalo aluhlosile ukufaka esikhundleni sanoma yiziphi izinqubo ezikhona zokufaka izikhalo (e.g., uHlelo Lwezikhalo oluzosungulwa yi-Ezemvelo), kodwa kunalokho luhambisana futhi lwakhe phezu kwezinqubo ezikhona, kuyilapho luqinisekisa ukuthi i-WILDTRUST iyakwazi ukuhlonza, ukubhalisa (bheka **Isigaba 6**) futhi uphendule izikhalo ngendlela efanele. Loluhlelo

lokwehthula izikhalo libonisa futhi lisebenza ngaphansi komuhle umkhuba kanye nemigomo elandelayo:

- *Ezitholakalayo/Ukufinyelela*
- *okusebenzayo*
- *ukusebenza ngezinga eliphezulu nokufumana izimpendulo ngesikhathi*
- *Ukuba sobala*
- *Ukuzimela*
- *Ukuvikela ukuziphindiselela*
- *Ukugcinwa kwamarekhodi.*

## 2. Ukufanelekile

I-WILDTRUST isebenzela ukusungula indlela yokufanelekile kohlelo Lwezikhalo, oluzophothulwa phakathi nezinyanga ezintathu zokuqala zomsebenzi. Kule nguquko yohlelo lwezikhalo, imibandela yezikhhalazo ezifanele ihlanganisa:

- Noma yimuphi umphakathi, inhlango, ababambiqhaza kulohlelo lwezikhalo noma iqembu elithintekile (kuhlanganise nabantu) abakholelwa ukuthi bangase bathintekile noma bathintekile kabi yinoma yimiphi imisebenzi yephrojekthi esekelwa (yezobuchwepheshe noma yezezimali) i-WILDTRUST kanye /noma ngenxa yokwehluleka kwephrojekthi ukulandela i-Blue Action Fund kanye ne-WILDTRUST Environmental and Social Safeguards kanye nokunye ukuthobela umthetho njengoba kubekwe ku-ESMS, ngesikhathi kuhlelwa noma kuqaliswa lomsebenzi weProjekthi ithathwa lokhu okubizwa “Njengabathintekayo Bephrojekthi banelungelo lohambisa isikhhalazo;
- Imithelela engemihle ingabandakanya zonke izinhlobo zomthelela weProjekthi, okuhlanganisa imithelela eqondile nengaqondile yemisebenzi yephrojekthi (okuhlanganisa nemisebenzi iphrojekthi enikela kuyo noma exhumene nayo ngokuqondile). Njengobubanzi bokusetshenziswa kwe-Blue Action Fund ESMS, imiphumela engemihle ayikhawulelwe emisebenzini ye-WILDTRUST kodwa ihlanganisa imiphumela yemisebenzi yozakwethu bephrojekthi (kuhlanganise nozakwethu abasebenzisanayo bephrojekthi njengeziphathimandla Zendawo Evikelekile) abasekelwa ngokwezimali noma ngokobuchwepheshe. ngephrojekthi i-WILDTRUST (bheka Uhlelo Lokubandakanya Ababambiqhaza, **Isijobelelo 2** ku-ESMP).
- Noma iyiphi Iphrojekthi ethintekile ingase ifake isikhhalazo.
- Abameleli (umuntu noma inhlango yendawo) bangafaka isikhhalazo egameni leQembu Elithintekile Iphrojekthi, kodwa kufanele banikeze ubufakazi obuphathekayo lokubamela; kanye
- nezikhhalazo ezingaziwa zizobhekwa.

Ngakolunye uhlangothi, imibandela yamanje yezikhhalazo ezingafaneleki ihlanganisa:

- Izikhhalazo ngokuphathelene nezenzo noma ukweqiwa okungasekelwe ngokobuchwepheshe noma ngokwezimali kwiprojekthi, noma mayelana nezinhlangano ezingebona ozakwethu noma ababambisene nabo Kuphrojekthi;
- Izikhhalazo ngezindaba ezingaphandle kobubanzi beProjekthi, okuhlanganisa nangaphandle Kwendawo yephrojekthi;
- Izikhhalazo ezifakiwe:
  - Ngemva kosuku lokuvalwa ngokusemthethweni kwephrojekthi; noma
  - Ezinyangeni eziyi-18 ngemuva kosuku lokuvalwa ngokusemthethweni kweProjekthi ezimeni lapho isikhhalazo sibheka umthelela obangelwe yimisebenzi yephrojekthi ebingaziwa, futhi ebingeke yaziwa, ngaphambi kosuku lokuvalwa ngokusemthethweni.
- Izikhhalazo eziphathelene nemithetho, izinqubomgomo, kanye neziqondiso zaseNingizimu Afrika, ngaphandle uma lokhu kuhlobana ngokuqondile nesibopho se-WILDTRUST sokuhambisana nemigomo, amazinga kanye nezinqubo zeProjekthi ye-ESMS;
- Izikhhalazo eziphathelene nezindaba ze-WILDTRUST ezingahlobene nokugcinwa kwezindlu, njengezezimali, izinsiza zabasebenzi kanye nokunakekela (izikhhalazo zale ndlela, bheka Inqubomgomo Yezikhhalazo Ye-WILDTRUST Kuzinqubomgomo Zokuphathwa Kwabasebenzi) etholakalayo uma uyicela).
- Izikhhalazo ezihanjiswa ngummangali ofanayo ezindabeni abazithumele Kuhlelo Lwezikhhalazo

ngaphambili, ngaphandle uma kunikezwa ubufakazi obusha, noma iprojekthi ayizange iphendule lesi sikhaziso ngesikhathi esiboniswe ngezansi (**Isigaba 3**)

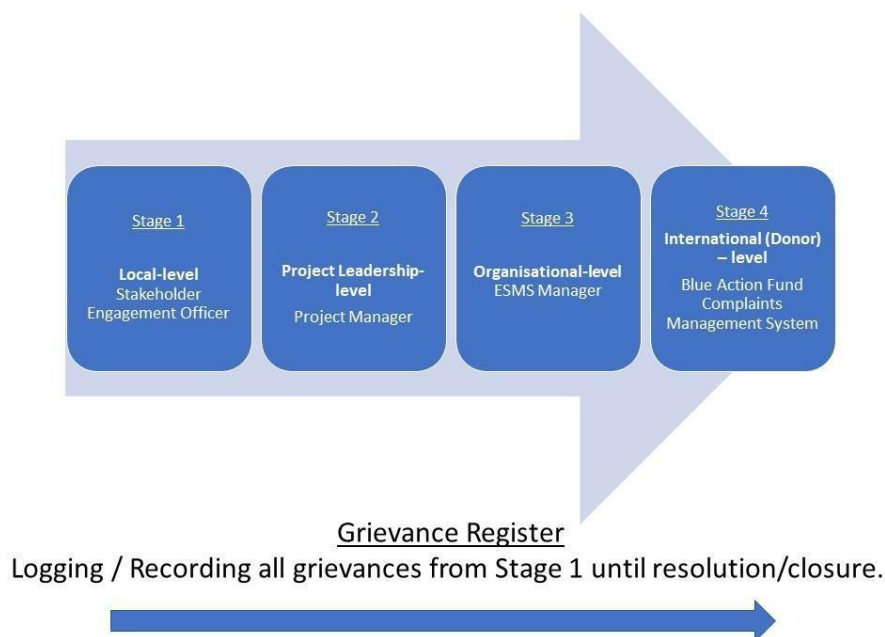
Isikhaziso ngasinye sizobuyekezwa Umphathi we-WILDTRUST ESMS ukuze kutholwe ukuthi sifanelekile yini noma asifaneleki. Uma isikhaziso singafaneleki, uMphathi we-ESMS uzokwazisa abamangali esho isizathu sokufaneleka futhi lokhu kuzobhalwa phansi (Bheka **7** Isifanekiso Sokubhalisa Izikhaziso Sesigaba).

Abasebenzi kanye nosonkontileka:

Ngaphezu Kwabathintekayo Beprojekthi, lendlela yezikhaziso izotholakala kubasebenzi beprojekthi, okuhlanganisa onsonkontileka namavolontiya asebenza ezikhundleni ezibalulekile, uma benomuzwa wokuthi ukukhathazeka kwabo kusetshenzwe ngendlela efanele ngeNqubomgomo Yezikhaziso ye-WILDTRUST njengoba ichazwe ku- Izingqubomgomo Zokuphathwa Kwabasebenzi, Inqubomgomo engunombolo 16 ikhasi 28, bonke abasebenzi be-WILDTRUST nosonkontileka bayakwazi ukufinyelela kuyo. Onsonkontileka ngokwesibonelo abasebenza ekulungisweni kwesikhungo sezinsiza zomphakathi (uma bengenazo izindlela zabo zokukhononda) bazokwazi ukufinyelela kulindlela Yezikhaziso. Lokhu kuzofakwa kuzo zonke izinkontileka nezivumelwano i-WILDTRUST engena kuzo nosonkontileka. Bonke abasebenzi bazokwaziswa ngezinqubo zokufaka izikhaziso futhi abasebenzi abasha bazokwaziswa uma sebengenela umsebenzi. Ulwazi olumayelana nezindawo zokuxhumana luzofakwa emabhodini olwazi lwabasebenzi nasemabhodini olwazi asendaweni.

### 3. Inqubo yezikhaziso

Yokuxazulula izikhaziso zalolu hlelo ichazwe kulezi zigaba. Ukuze kube nokwenzeka futhi kungabizi kakhulu, ukuxazululwa kwezikhaziso kufanele kufunwe ezingeni eliphansi kakhulu ngangokunokwenzeka. Inqubo yeProjekthi ihlose ukubhekana nokukhathazeka kwababambiqhaza ngokushesha, ngempumelelo nangokusobala, njengoba kubonisiwe **kuMfanekiso 1**.



**Umfanekiso 1:** Inqubo yezinyathelo ezine yokukhalaza.

#### **Isigaba 1: isixazululo sezinga lendawo**

Indlela engcono kakhulu yokuxazulula izikhaziso ibandakanya i-WILDTRUST kanye neqembu elithintekile kwiprojekthi ukuthi babuyekeze ukungqubuzana futhi banqume ndawonye indlela eya phambili

ezothuthukisa izintshisekelo zabo ezifanayo. Lokhu kukhombisa iqiniso lokuthi amaqembu endawo kanye neziphathimandla zivame ukuba nolwazi olungcono nokuqonda izimbangela zezingxabano ezivela ekuqalisweni kwephrojekthi. Izindlela 'zokunquma ndawonye' ngokuvamile ziyizindlela ezifinyeleleka kakhulu, ezingokwemvelo, ezingasongelayo nezingabizi kakhulu zemiphakathi kanye nokuphathwa kwephrojekthi ukuxazulula ukungezwani.

## Izinqubo zezikhalazo

Iphrojekthi ineRejista lezikhalazo (**Isigaba 7**) esebenza njengerekhodi lezikhalazo ezifakiwe. Lezi zinqubo ezilandelayo zenzelwe iphrojekthi:

### 1. Ukwethulwa kwesikhalo:

- a) Iphrojekthi isazohlona futhi iqinisekise izindlela ezifanele kakhulu okuzothunyelwa ngazo izikhalo ezingeni lendawo. Izibonelo ezingezansi zivela kwamanye amaphrojekthi e-WILDRUST anendlela yezikhalazo futhi esekelwe kulwazi lwe-WILDTRUST ekongweni komphakathi. Ukubonisana kwangaphambilini mayelana nezikhalo kwakungenakwenzeka ngesikhathi sokuhlolwa kwe-E&S, ngenxa yesimo sangaphambi kwesikhathi sokusebenzisana kwephrojekthi ezingeni lendawo, futhi lokhu kuxoxisana kuzokwenziwa phakathi nezinyanga ezintathu zokuqaliswa kwephrojekthi, ukuze kunqunywe mayelana nezinqubo eziqondile ukuhambisa izikhalo.
- b) Ababambiqhaza/ abathintekayo kuphrojekthi bazokwazi ukusebenzisa noma iyiphi yalezi zindlela ezilandelayo ukuhambisa isikhalazo:
  - I. Izinga lomphakathi: Ngomlomo (mathupha) enduneni yendawo (Isiteji 1) / ikomidi lokuxazulula izingxabano nabamele abaqokiwe (tbc)
  - II. Ngokukhuluma (mathupha) noma ngocingo kumxhumanisi wendawo yomsebenzi noma Isikhulu sokubambisana ababambe iqhaza (Isiteji 1)
  - III. imiyalezo ye-SMS/WhatsApp yomsebenzi noma Isikhulu sokubandakanya ababambe iqhaza (Isiteji 1)
  - IV. kuMxhumanisi wendawo ngomlomo (mathupha noma ngocingo), ngokubhala (SMS/WhatsApp/ Thumela i-imeyili) ngqo kuMphathi wephrojekthi (esimweni lapho lokhu kuyindawo eyinhloko yokuxhumana yomuntu - isibonelo endabeni yabaxhumanisi) (Isigaba 1)
  - V. Ukugcwalisa Ifomuku-inthanethi ([www.wildtrust.co.za/governance](http://www.wildtrust.co.za/governance)) ; kanye nangokubhala
  - VI. kusetshenziswa amabhokisi eziKhalazo abekwe ezindaweni ezehlukene emphakathini (izikhungo zezinsiza zomphakathi; ezinye izindawo ezisazonqunywa).
- c) Isikhalazo sirekhodwa futhi sihlukaniswe 'Ebukwini Lezikhalazo'<sup>1</sup> (bheka **Isigaba 7**) (esibhalwayo nese-elektroniki) Isikhulu sokubandakanyeka kwabathintekayo (Isigaba 1) esizokwazi ukufinyeleleka kuMphathi Wephrojekthi (Isigaba 2) kanye noMphathi we-ESMS (Isigaba 3) . Ummangali angacela ukugcinwa kuyimfihlo, futhi izikhalazo ezingaziwa zizokwamukelwa. Le rejista izogcinwa endaweni efinyeleleka kubasebenzi abanomthwalo wemfanelo kuphela, futhi ingahlanganyelwa namaqembu angaphandle<sup>1</sup>.
- d) Uma uhambisa isikhalo, isikhalazo kufanele sihlose ukufaka lolu lwazi olulandelayo [abasebenzi bephrojekthi abanomthwalo wemfanelo bazokweseka abamangali abahambisa izikhalazo ngomlomo ukuze kufakwe yonke le mininingwane].
  - I. Igama kanye neminingwane yokuxhumana; [kodwa izikhalazo zingalethwa ngokungaziwa];
  - II. Uma kungafakwanga ngokuqondile ngummangali, ubufakazi bokuthi labo abamele abantu abathintekile banegunya lokwenza lokho;

<sup>1</sup> Kwezinye izimo, ukwabelana ngeRejista yezikhalazo nomuntu wangaphandle kungadingeka. Isibonelo, endabeni yokuhlolwa kwephrojekthi ye-Blue Action Fund. Kulezi zimo, ulwazi lomuntu siqu kufanele luqale lukhishwe kurejista, futhi imigomo yokwabelana nokusetshenziswa ibekwe ngokucacile. I-World Bank Environmental and Social Framework (2017) iphinde idinga ukuthi phakathi neProjekthi, irekhodi elibhala izimpendulo zazo zonke izikhalo ezitholiwe lenziwe litholakale esidlangalaleni: leli rekhodi lingasekelwe kuRejista Yezikhalazo, kodwa lisuse lonke ulwazi lomuntu siqu.



- III. Iphrojekthi ethile noma uhlelo olukhathazayo kubandakanya indawo;
- IV. Ukulimala okubangelwa noma okungase kube umphumela wawo;
- V. Inqubomgomo efanele yezenhlalakahle noma ukuhlinzekwa (uma kwaziwa);
- VI. Noma yiluphi olunye ulwazi olubalulekile noma imibhalo (isb, usuku lomcimbi);
- VII. Noma yiziphi izinyathelo ezithathiwe kuze kube manje (uma zikhona) ukuxazulula inkinga;
- VIII. Isixazululo esihlongozwayo; kanye nokuthi
- IX. ukugcinwa kuyimfihlo kuyacelwa yini (esho isizathu).

e) Isikhalazo singafakwa ngesiNgesi noma ngolimi lwendawo. Uma isikhalo singazange sithunyelwe ngokungaziwa futhi kungakhathaliseki ukuthi ukugcinwa kuyimfihlo kuyacelwa yini, ubunikazi bommangali buyogcinwa kuphela lthimba Lezikhalazo Zephrojekthi, noma isisebenzi sephrojekthi esisebenza endaweni esingethe udaba ngokuqondile i.e. Isikhulu sokubambisana nababambiqhaza. Lapho kusetshenzwa ukuxazulula icala, ubunikazi babamangali buzogcinwa ngaphakathi kweqembu elincane ngangokunokwenzeka ukuze kuqinisekiswa ukuvikelwa ekuziphindiseleni.

## 2. Ukwazisa nokusingatha isikhalazo:

- a) samukelwa ngokusemthethweni ngomhlangano womuntu siqu, ucingo, i-imeyili noma incwadi njengoba kufanele, zingakapheli izinsuku zokusebenza eziyi-10 zithunyelwe. Uma isikhalo singaqondakali kahle noma uma kudingeka ulwazi olwengeziwe, ummangali kufanele acaciselwe ngalesi sinyathelo.
- b) Umsebenzi onesibophezelo (bheka uMdwebo 1 wabasebenzi abanomthwalo wemfanelo esigabeni ngasinye) uzophenya ukufaneleka kwesikhalo, kubandakanya nokuthi sihlobene yini nosonkontileka. Uma singeke saxazululeka ezingeni labo, bayobe sebedlulisela isikhalo kubasebenzi abafanele. Kuzophenywa umsuka wembangela futhi kuhlonzwe isigaba sobungozi (okungukuthi, ingozi isikhalo esiba nayo kuMuntu Othikamezekile Womklamo futhi kuProjekthi ibalwa njengephezulu, emaphakathi noma ephansi).
- c) Impendulo yenziwa ngabasebenzi abanomthwalo wemfanelo ngokufaka okuvela kwabanye, uma kunesidingo. I-WILDTRUST izobheka ukusetshenziswa kwezindlela zokuxazulula izingxabano zosiko ezikhona ezizobonakala ngesikhathi sokubonisana nemiphakathi ezinyangeni ezintathu zokuqala iprojekthi. Lokhu kungabandakanya ukusebenzisana nezinqubo zesintu ezikhona noma ukusungula "ikomiti" lokuxazulula ukungqubuzana kwephrojekthi lokuphatha izindaba eziyinkimbinkimbi zezikhalazo. Lokhu kungabandakanya abasebenzi bephrojekthi, iziphathimandla zendawo nabaholi bendabuko/abamele umphakathi.
- d) ezidingekayo izenzo ezisetshenziswayo ukubhekana nenkinga, kanye nokuqedwa kwalokhu, zirekhodwa kwirejista yezikhalazo.
- e) Impendulo isayinwe ngabasebenzi abanomthwalo wemfanelo. Ukusayinda kungase kube isiginesha ebhukwini lezikhalazo noma ezincwadini okufanele zigcwaliswe nesikhalo ukukhombisa isivumelwano.
- f) Impendulo idluliselwa kothintekayo; impendulo kufanele ihlanganiswe ngokucophelela. Abasebenzi abanomthwalo wemfanelo baqinisekisa ukuthi indlela efanelekile yokuxhumana nenhlangano ethintekile iyavunyelwana futhi iyasetshenziswa. Impendulo yesikhalo izonikezwa ezinsukwini zokusebenza ezingama-20 ngemuva kokutholwa kwesikhalo.
- g) Impendulo yommangali irekhodwa ukuze isize ukuhlola ukuthi isikhalo sivaliwe yini noma kusadingeka ezinye izinyathelo. Abasebenzi abanomthwalo wemfanelo kufanele basebenzise imigudu efanele yokuxhumana ukuze baqinisekise ukuthi ummangali ukuzwisile yini futhi wanelisekile ngempendulo. Izimpendulo zabamangali zizorekhodwa kuRejista yeZikhalo, futhi zombili zizihlangothi zizosayina isikhalazo ukuze ziqinisekise ukuvala.
- h) Isikhalo sivalwa ngokuthi kusayinwe abasebenzi ababhekelele, okuyibo abanquma ukuthi isikhalo singavalwa yini noma kudingeka ukunakwa okwengeziwe nokwenziwayo. Uma kudingeka ukunakwa okwengeziwe, izisebenzi ezinomthwalo wemfanelo kufanele zibuyele eSinyathelweni sesi-2 ukuze zihlole kabusha isikhalazo bese zithatha izinyathelo ezifanele. Uma umsebenzi onesibophezelo esesihlolile ukuthi isikhalo singavalwa yini, uzosayina ukuze agunyaze ukuvalwa kwesikhalo kwiRejista yezikhalo noma ngokubhala incwadi.

## **Isigaba 2: Ubuholi Obusezingeni bephrojekthi**



Izikhalo ekuhlulekayo ukuxazulula ukuxazulula ezingeni lasekhaya umphakathi ne nababambe iqhaza Engagement Officer, uzobe isidluliselwa kwi-WILDTRUST umholi weprojekthi osezingeni eliphezulu lobuholi kwiprojekthi, kuzolandela inqubo evezwe esigabeni 1.

### ***Isigaba 3: Izinga ngokwenhlangano***

lenhlangano Lapho impendulo yanoma yisiphi isikhalo ngeSigaba 1 kanye nesesi-2 ithathwa njengengagculisi kulowo onesikhalazo, obambe iqhaza angafaka isikhalazo kuMphathi we-WILDTRUST ESMS [ku-ESMS@wildtrust.co.za](mailto:ku-ESMS@wildtrust.co.za).

- a) Umphathi we-ESMS uzohlola ukufaneleka kwesikhalazo bese enikeza impendulo yokuthi sifanelekile noma cha, ngokuhambisana nalezi zindlela ezingenhla zingakapheli izinsuku eziyi-10 zebhizinisi ngemuva kokuthola isikhalazo).
- b) Uma isikhalazo sithathwa njengesifanelekile, i-WILDTRUST izokwakha isu nesikhathi sokuphenya, okuzokwaziswa ummangali, phakathi kwezinsuku eziyi-10 zebhizinisi isikhalazo sifakiwe.
- c) Ithimba le-WILDTRUST lizobe selicubungula lolu daba, ngokusekelwa okwengeziwe kwezobuchwepheshe uma kudingeka (isb, okuvela eMnyangweni Wezabasebenzi we-WILDTRUST noma Ithimba Lobuholi, noma iqembu lesithathu elizimele). Ngokusekelwe emiphumeleni, ithimba lizobe selisebenza nezinhlangothi ezithintekayo ukwakha nokusebenzisa uhlelo lokusebenza nesikhathi sokuxazulula noma yiziphi izinkinga.
- d) Isifinyezo sokukhathazeka okuveziwe, izinyathelo ezithathiwe, iziphetho okufinyelelwe kuzo, uhlelo lokulandelela nesikhathi sokuqedwa kuzobhalwa phansi (kuRejista yezikhalazo) futhi kwaziswe njengoba kuvunyelwene phakathi kwezinhlangothi. I-WILDTRUST izokwenza lula ukwesekwa ukuze kuqhutshekwe nokucacisa, ukuhlola, nokuxazulula izinkinga ezengeziwe, njengoba kudingeka.

Ezimeni lapho izinkinga zingasingathwanga ngendlela efanele ngabanikezeli, ababambiqhaza bangafaka isikhalo ngokuqondile ku-Blue Action Fund (Isigaba 4 ngezansi).

### ***Isigaba sesi-4: Ukuthunyelwa ku-Blue Action Fund Project Management Complaints Management System***

Esimeni sezikhalazo ezibucayi noma lezo ezingaxazululeki ngokushesha, i-WILDTRUST inesibopho sokwazisa iBlue Action Fund ngemininingwane. Ukwengeza, iBlue Action Fund igcina umzila ohlukile wokuxhumana ovulekele ababambiqhaza basendaweni uma kwenzeka izinkinga zingaxazululwa ngendlela efanele izibonelelo. I-Blue Action's own institutional Grievance Mechanism itholakala kuwebhusayithi yeBlue Action Fund ([lapha](#)).

I-WILDTRUST ingase inikeze ukulamula njengenketho lapho Abathintekayo Beprojekthi benganelisekile ngesinqumo esihlongozwayo. Ekugcineni, ababambiqhaza bangase baphendukele ezinkantolo ngokuhambisana nomthetho okhona waseNingizimu Afrika, futhi le nqubo yezikhalazo akufanele ivimbele ukufinyelela kwamanye amakhambi omthetho noma okuphatha atholakala ngaphansi koMthetho.

**Ithebula1:** Imininingwane yokuxhumana ukuba kuhlinzekwe ku ukuxhumana ngephrojekthi yokwethula uhlelo lwezikhaziso.

	<b>Isinyathelo 1: Local: Isikhulu Sokubandakanyeka Kwababambe iqhaza</b>	<b>Isinyathelo 2: National Imenenja yePhrojekthi</b>	<b>Isinyathelo 3: Umphathi weESMS</b>	<b>Isinyathelo 3: Blue Action Fund yokwethula uhlelo lwezikhaziso</b>
<b>Isikhundla</b>	Isikhulu Sokubandakanyeka Kwababambe iqhaza	iMenenja yePhrojekthi	iMenenja ye-ESMS	ESMS
<b>imeyili</b>	(TBC)	TBC	<a href="mailto:ESMS@wildtrust.co.za">ESMS@wildtrust.co.za</a>	<a href="mailto:grievance@blueactionfund.org">grievance@blueactionfund.org</a>
<b>Ucingo</b>	TBC	TBC	+27 33 343 6380 +27 82 421 4418	+49 30 20092786
<b>Ikheli</b>	TBC	WILDTRUST, Isitezi sesibili, Block A Townbush Office Park, 460 Townbush Road, eMgungundlovu 3201		Blue Action Isikhwama c/o Imvelo Trust I-Alliance GbR Friedrich-Ebert-Anlage 36 60325 Frankfurt am Main Germanysefomu lezikhaziso zethulwe

Isifanekiso sefomu lezikhaziso e**Sigabeni sesi-7** ngezansi.

#### 4. Ukwazisa Ababambiqhaza ngohlelo lwezikhaziso

NgoHlelo Lwezikhaziso Ukuze Indlela Yezikhaziso isebenze kahle futhi ifinyeleleke, i-WILDTRUST izothatha izinyathelo eziqinile ukuze yazise bonke ababambiqhaza abafanelekile bomklamo ngobukhona kanye nobubanzi beNdelela Yezikhaziso kanye nezinhlinzeko ezifanele ze-ESMS. Kubalulekile ukuthi ababambiqhaza bazi ngemibandela yokufaneleka yezikhaziso kanye nendlela yokwethulwa kwesikhaziso. Uhlelo lwezikhaziso lizoshicilelwa olimini lwesiZulu futhi yabelwane nemiphakathi ethintekile kumaphrojekthi. Ngaphezu kwalokho, ukuqwashisa okuqhubekayo kohlelo lwezikhaziso kuzokwenzeka ezinyangeni ezi-3 zokuqala zephrojekthi, kuqinisekise ukuthi ulwazi lwethulwa ngendlela efanele ngokwesiko ukuze lufinyelele kuzo zonke izinhlaka ezithintekayo kanye nabantu abathintekile kuphrojekthi okuhlanganisa nabesifazane namaqembu asengozini.

Izindlela ezehlukene zizosetshenziswa ukuze kuqwashiswe ngeNdelela Yezikhaziso kanye nezinqubo ezihlanganisa ukuxhumana ngomlomo (isb, ngemihlangano yokubonisana, izifinyezo kanye nokuqeqeshwa) ukuxhumana ngokubhala (isb. nge-imeyili, iwebhusayithi yephrojekthi kanye nasemahhovisi endawo endaweni/ezindaweni zephrojekthi) kanye nezikhungo). Ngaphezu kwalokho, amabhokisi ezikhaziso azofakwa emihlanganweni nasezifundweni zokuqeqesha. Isikhaziso singalethwa ngesiNgisi noma ngesiZulu.

Ukufinyeleleka kudinga ukuthi ukuhanjiswa kwesikhaziso, ukuphathwa kanye nokurekhodwa kuklanywe ngendlela yokuthi ababambiqhaza bathembe indlela kanye nezinqubo zokuvikela abamangali kunoma yiluphi uhlobo lwesenzo sokuziphindiselela, okuhlanganisa izinhlinzeko zokuqondiswa kwezigwegwe noma ezinye izinyathelo ezifanele uma kwenzeka bephulwa. yalesi simiso. I-WILDTRUST izoqinisekisa ukuthi bonke ababambiqhaza bayakwazi lokhu.

#### 5. Ukubika Isigameko Esibucayi

Uma isikhaziso sihlonzwa njengesigameko esibucayi, esichazwa ngokuthi "noma isiphi isigameko esingahlelelwe noma esingalawuleki esinomthelela omubi kubasebenzi, kumalungu omphakathi noma endaweni engaphakathi kweNdawo Yethonya lephrojekthi noma izehlakalo ezingaba namandla okuba





*nezinto noma imiphumela engemihle emibi ekusebenzeni kwephrojekthi noma okubangela izikweletu ezingaba khona noma ubungozi”, besithunzi inqubo yokubika isigameko esibucayi se-WILDTRUST izosungulwa. Le nqubo ichazwa ku-ESMP yephrojekthi.*

## 6. Ukugcina Amarekhodi kanye Nezenzo Zokuqapha

Zonke izikhalo, kungakhathaliseki ukuthi zifanelekile noma cha, kufanele zibhalwe kuRejista Yezikhalazo (**Isigaba 7.1** ngezansi). Le rejista izobhala zonke izikhalazo, iziphakamiso, ukuphawula, imibuzo ethunyelwe ababambiqhaza ngendlela ehlukeneyo ngaphansi kwezihloko ezinhlanu eziyinhloko:

1. Ukubhaliswa kwezikhalazo: okuhlanganisa isihloko sesikhalazo, incazelo yesikhalazo kanye nemibandela yokufaneleka;
2. Ukwazisa: I- WILDTRUST iyavuma ukuthi yasithola isikhalo zingakapheli izinsuku eziyi-10 zokusebenza;
3. Uphenyo (Iwezikhalazo ezifanele kuphela): I- WILDTRUST iphenya umsuka, ukuthi isimangalo siyiqiniso noma singamanga futhi iphakamisa izinyathelo zokulungisa;
4. Impendulo: I- WILDTRUST inikeza impendulo kummangali; futhi
5. Vala: I- WILDTRUST ivala isikhalazo uma sesixazululwe ngokwanele futhi salungiswa futhi nempendulo inikezwe ummangali.

Izinhlalo zokusebenza okuvunyelwene ngazo zizobeka izikhathi zokuqapha inqubo evamile ukuze kuxazululwe isikhalo.

Umpathi we-ESMS uzodidiyela ukuqapha ngokuhlola ukuhlola ngezikhathi ezithile, ahlanganise izinhlangothi ezithintekayo kanye nabeluleki bezobuchwepheshe abafanelekile bemihlangano noma okunye ukuxhumana ngesimo sezitshalo zokusebenza, kuze kube kuqedwa. I-WILDTRUST izohlola ukusebenza kahle kwenqubo yokuxazulula lesi sikhalazo minyaka yonke futhi ibone noma yiziphi izidingo zokuthuthukiswa.

Indlela Yezikhalazo kanye nesipredishithi esihambisana ne-excel (Irejista Yezikhalazo) kufanele igcinwe, igcinwe endaweni evikelekile futhi ibuyezwe njalo.

Izinkomba ezizosetshenziswa ukuze kuqashwe futhi kuhlolwe ukuphumelela koHlelo Lwezikhalo Lomklamo zidweliswe ngezansi ngokusetshenziswa kweRejista Yezikhalazo:

- nezingafaneleki) ngesikhathi sokubika/sokubuyezwe;
- Inani lezikhalazo ezamukelwe ngesikhathi/azivunywanga ngesikhathi, okuhlanganisa nokuthi kungani;
- Inani lezikhalo lapho uphenyo belu/lungaqedwanga ngesikhathi, kubandakanya nokuthi kungani;
- Inani lezikhalazo ezixazululiwe nezingaxazululiwe.
- Inani lezikhalazo ezitholiwe futhi zarekhodwa (ezihlukaniswe ngabafanelekile

## 7. Isigaba 7: Amathuluzi nezifanekiso nohlelo lwezikhalo

Lesi sigaba sigqamisa amathuluzi engeziwe nezifanekiso zokuqalisa uhlelo lwezikhalo.

### 7.1 Isifanekiso ithempulethi

Sokubhaliswa Kwezikhalo I-WILDTRUST igcinaYerejista Yezikhalazo esendaweni evikelekile futhi elawulwa ngokwezinjongo zephrojekthi kuphela.

### 7.2 Ifomu Lezikhalazo Zomphakathi

Uhlaka lwefomu lezikhalazo zomphakathi lukhonjisiwe ngezansi.

<b>Yefomu Lomphakathi Lezikhalazo</b>	
<b>Inombolo Yereferensi(inikezwe Uzakwethu WokuQalisa):</b>	
Sicela ufake imininingwane yakho yokuxhumana nesikhalo. Lolu lwazi kuzobhekwana nalo ngokuyimfihlo. Sicela uqaphele: Uma ufisa ukuhlala ungaziwa, sicela ufake ukuphawula/isikhalo sakho ebhokisini elingezansi ngaphandle kokubonisa noma yiluphi ulwazi lokuxhumana - ukuphawula kwakho kusazobhekwa.	
<b>Igama Eligcwele</b>	
<b>Ukuhanjiswa okungaziwa</b>	<input type="checkbox"/> Ngifuna ukuhlala ngingaziwa
<b>Sicela umake ukuthi ufisa ukuthintwa kanjani (i-imeyili, ucingo, i-imeyili).</b>	<input type="checkbox"/> Ngemeyili (sicela unikeze ikheli leposi):
	<input type="checkbox"/> Ngocingo (sicela unikeze inombolo yocingo):
	<input type="checkbox"/> Nge-imeyili (sicela unikeze ikheli le-imeyili):
<b>Ulimi olukhethwayo lokuxhumana</b>	<input type="checkbox"/> IsiZulu <input type="checkbox"/> IsiZulu <input type="checkbox"/> Okunye, sicela ucacise: _____
<b>Incazelo yesigameko noma isikhalo:</b>	
	Kwenzekeni? Kwenzeke kuphi? Kwenzeke kubani? Uyini umphumela wenkinga?
<b>Usuku lwesigameko/sesikhalo:</b>	<input type="checkbox"/> Isikhathi esisodwa isigameko/isikhalo (usuku _____) <input type="checkbox"/> Senzeke izikhathi ezingaphezu kwesisodwa (kangaki? _____) <input type="checkbox"/> Okuqhubekayo (okwamanje sinenkinga)
<b>Yini ongathanda ukuyibona yenzeke ukuze uxazulule inkinga?</b>	

Sicela ubuyisele ifomu lesikhalo kuMphathi wakwezemvelo nezenhlalakahle (ESMS), [ESMS@wildtrust.co.za](mailto:ESMS@wildtrust.co.za)