

Civil Society Engagement with the Independent Accountability Mechanisms: Analysis of Environmental and Social Issues and Trends



RIO+20
United Nations Conference
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Background

In the twenty years since the 1992 United Nations Conference on Environment and Development in Rio (“Earth Summit”), the governance architecture of the International Financial Institutions (IFIs) has evolved to include Independent Accountability Mechanisms (IAMs).¹ These mechanisms were set up in response to increased public pressure for greater accountability, transparency, and participation of civil society, especially marginalized and vulnerable groups, in development projects that affect their lives. The IAMs were founded with similar mandates—to provide a direct channel of recourse for project-affected communities with the goal of improving environmental and social outcomes on the ground and fostering greater public accountability of the development institutions involved.

This paper reviews the types of environmental and social issues and trends evidenced in complaints to the IAMs from affected communities over the past twenty years. It builds on, and compliments, the official submission by the IAM network to Rio+20 entitled “*Citizen-driven Accountability for Sustainable Development: Giving Affected People a Greater Voice—20 Years On*”.

Analysis of Complaints to the IAMs

IAMs have made substantial contributions to the evolution of the IFI’s social and environmental performance by pursuing issues of compliance and the responsible application of standards. Giving affected communities a voice and ensuring that their concerns are heard and acted upon by the IFIs, local and national decision-makers, and public- and private sector operators have helped lead to better development projects. Harnessing knowledge about common problems and pitfalls is critical to improving future development outcomes and ensuring that the good intentions of international finance institutions are delivered on the ground. IAMs are a key part of this work.

Twenty years of experience among the IAMs has produced a solid body of independent findings spanning multiple regions, development activities, social contexts, and environments around the world. This experience affords a unique glimpse into the practical challenges of sustainable development and poverty reduction from a grassroots perspective.

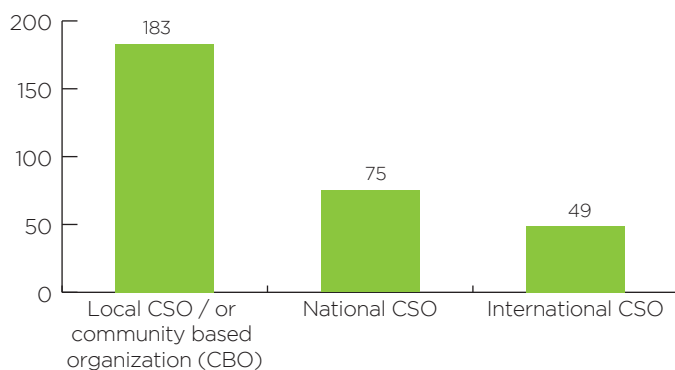
1. The majority of these IFIs are multilateral and regional development banks, but also include several bilateral agencies.

The following analysis looks at the body of complaints to the different IAMs to identify what types of environmental and social issues give rise to complaints, and what the underlying causes of these grievances might be. For the purpose of this paper, the analysis focuses solely on issues raised by affected parties in the actual letters of complaint to the IAMs (those deemed admissible), and did not analyze additional issues possibly uncovered or addressed during the IAMs' subsequent interventions.

Profile of Complaints

The IAMs that contributed to this analysis have together handled a total of 262² complaints or cases since the establishment of the first mechanism in 1993³. These complaints span 72 countries from all regions of the world. The complaints were filed by a mixture of local, national, and/or international civil society organizations (CSOs) on behalf of project-affected people and, in some cases, filed directly by community members themselves, without the support or representation of another organization (see Figure 1). What is notable in complaints to the different mechanisms is the predominant involvement of local civil society organizations and community based organizations (CBOs) in helping connect affected people to the mechanisms, either alone or in partnership with larger national or international CSOs.

Figure 1. Signatories to Complaints



Note: All complaints involve locally affected community members. Numbers reflect that some complaints were filed by a combination of local, national, and international CSOs.

2. Data in this section is based on information provided by the following Independent Accountability Mechanisms: African Development Bank - Independent Review Mechanism; Asian Development Bank - Accountability Mechanism; European Bank for Reconstruction and Development - Project Complaint Mechanism; European Investment Bank - Complaints Mechanism; Inter-American Development Bank - Independent Consultation and Investigation Mechanism; International Finance Corporation and Multilateral Investment Guarantee Agency - Office of the Compliance Advisor Ombudsman; Overseas Private Investment Corporation - Office of Accountability; and the International Bank for Reconstruction and Development (IBRD) and International Development Association (IDA) - Inspection Panel.

3. IBRD/IDA Inspection Panel

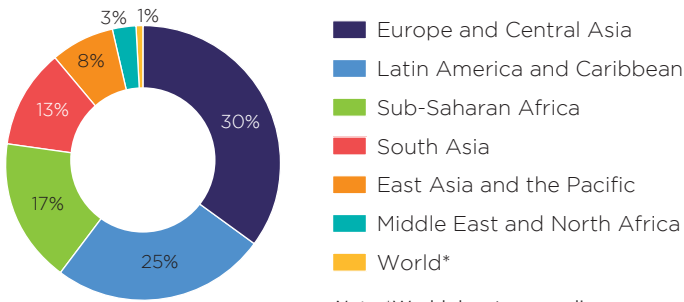
The complaints relate to both public sector and private sector development projects consistent with the mandates of the development finance institutions involved. Activities that have been subject to complaints include the full spectrum of development financing—from traditional loans, credits, guarantees, and equity investments to trust funds, technical assistance, advisory services, and political risk insurance. Analysis of the data reveals patterns in the distribution of complaints by region and sector, as well as the types of environmental and social issues that are raised by project-affected people.

Regional Distribution

IFI projects in Europe and Central Asia have accounted for 30 percent of complaints to the IAMS (see Figure 2a). The large majority of these complaints were filed by civil society in Georgia concerning the Baku-Tbilisi-Ceyhan Oil Pipeline—25 complaints to the Compliance Advisor Ombudsman for IFC/MIGA and one to OPIC’s Office of Accountability (see Figure 2b). The Latin American and the Caribbean region has accounted for 25 percent of complaints from 15 countries, with the most complaints (18 percent) lodged from Brazil (see Figure 2c). 17 percent of complaints have been lodged from 16 countries in Sub-Saharan Africa, of which 26 percent are from Uganda (see Figure 2d). South Asia accounts for 13 percent of complaints with the large majority (63 percent) lodged from India (see Figure 2e). Five countries in East Asia account for eight percent of complaints (see Figure 2f). Only 3 percent of complaints (seven in total) have been filed from the Middle East and North Africa region despite the large regional portfolios of some IFIs and the IAMS’ own outreach activities (see Figure 2g).

Regional diversity in the numbers may be explained in part by the level of mobilization of national and regional civil society networks, awareness of the IFIs and project disclosures, and awareness of the existence of the IAMS themselves. Feedback from external stakeholders gleaned from IAM outreach activities over several years suggests that lower numbers of complaints in some regions is due to minimal awareness of the IFIs as financiers of the projects; poor awareness that options for recourse exist, as well as a lack of trust in the credibility of the mechanisms by those who know about them; insufficient civil society capacity; and political and cultural barriers of various sorts. Accessibility of the IAMS to potential complainants in light of these obstacles is one of the biggest challenges to their effectiveness.

Figure 2a. Complaints by Region



Note: *World denotes compliance cases that are cross-regional

Figure 2b. Europe and Central Asia

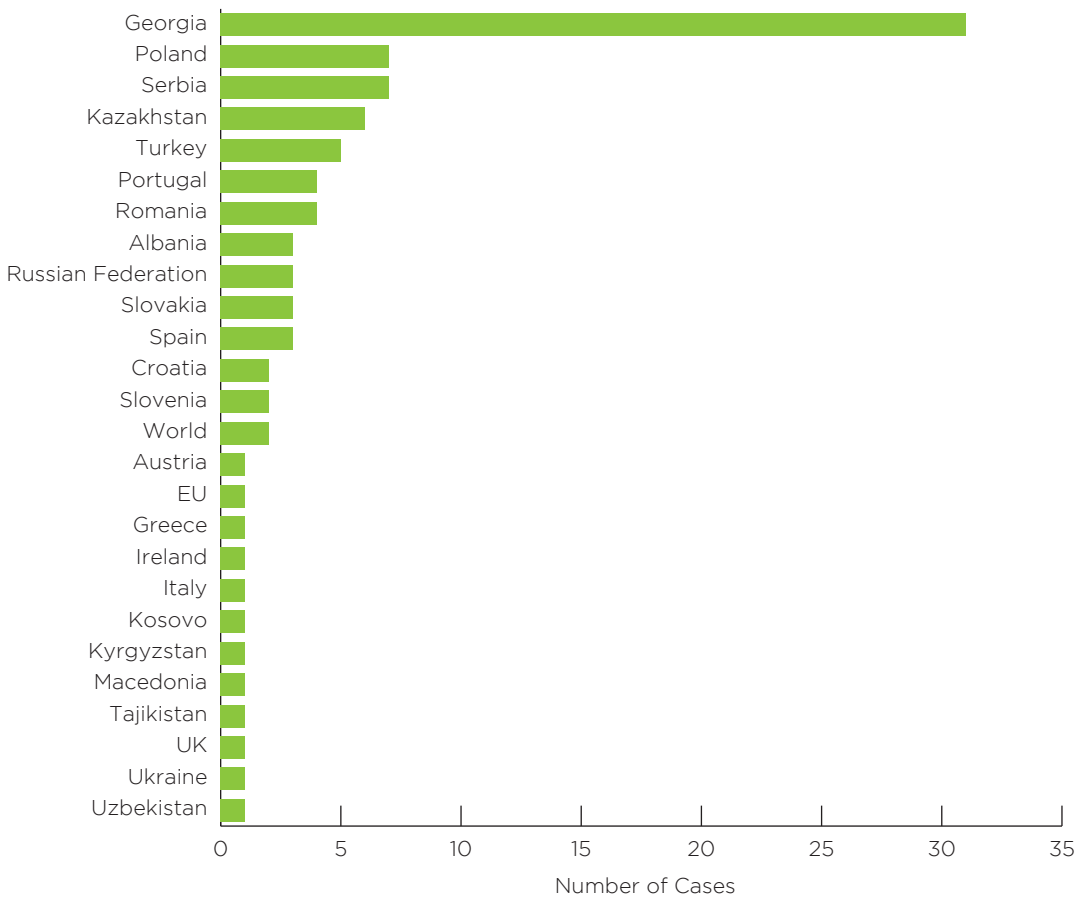
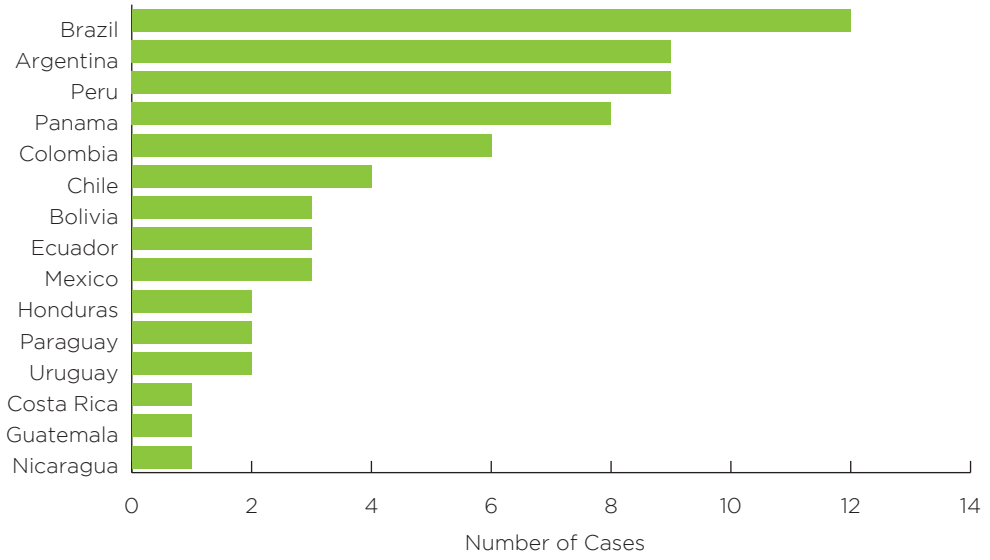


Figure 2c. Latin American and the Caribbean



Note: This category includes cross-country/regional cases related to the European Union (EU) and World.

Figure 2d. Sub-Saharan Africa

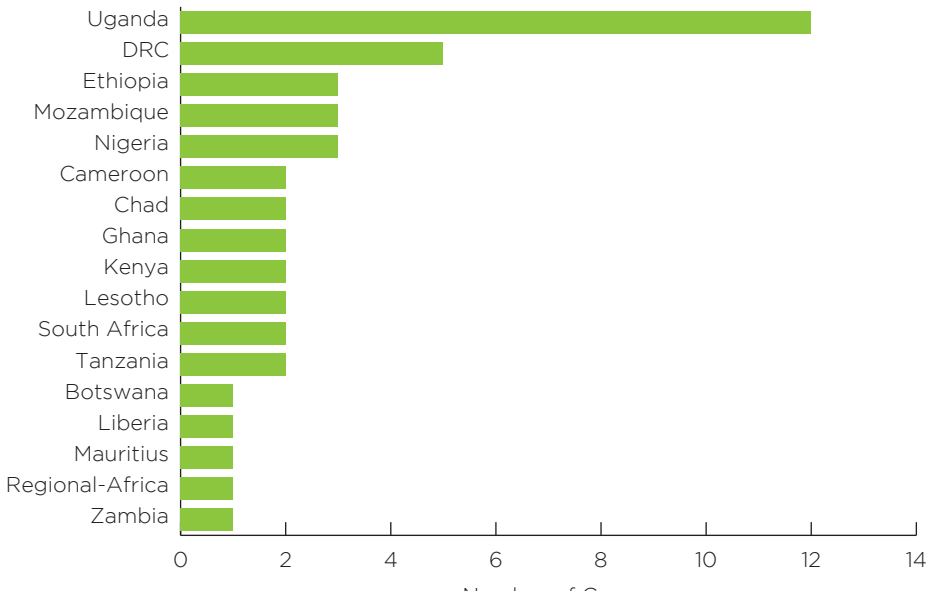


Figure 2e. South Asia

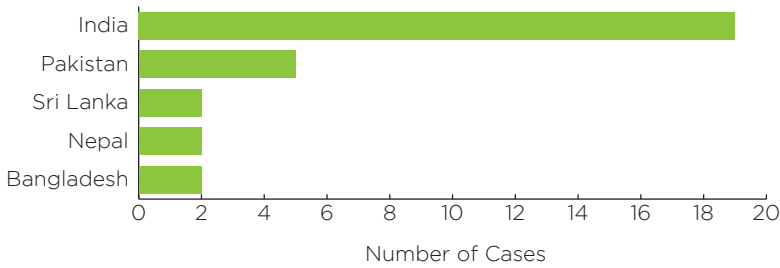


Figure 2f. East Asia and the Pacific

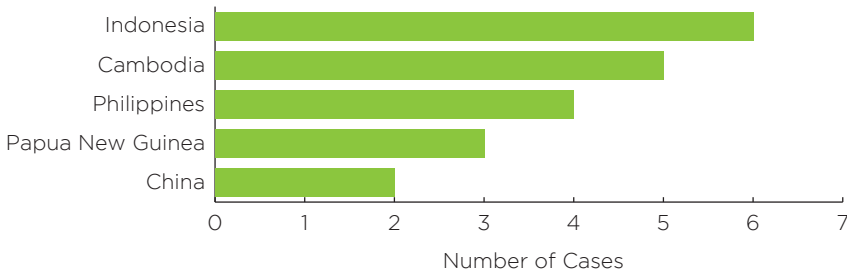
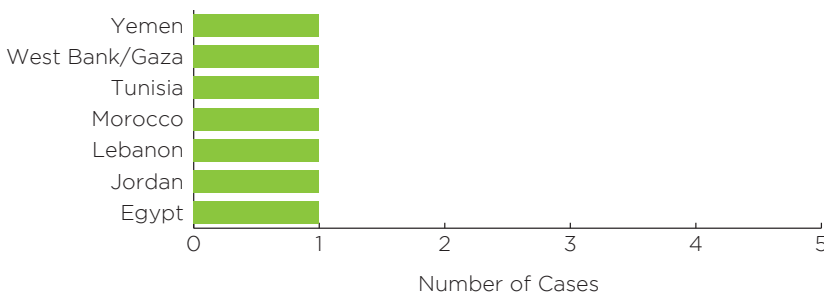


Figure 2g. Middle East and North Africa

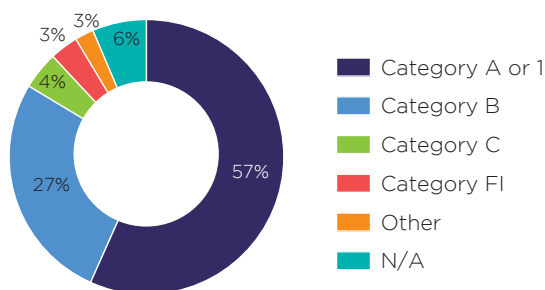


Project Categorization

While the IFIs differ in the methodologies used for appraising projects, a form of “categorization” is typically used to assess projects for potential environmental and social impacts and therefore inform mitigation strategies, disclosure, and consultation. Many IFIs assign projects a category of A, B, C or 1, 2, 3 (in the case of lending to financial intermediaries) in descending order of environmental and social sensitivity. Analysis of complaints relating to IFI projects that do use such categorizations⁴ reveals that over half (57 percent) are Category “A” or “1”

projects, meaning that they have been identified as having potentially significant adverse environmental and/or social impacts (see Figure 3). Another 27 percent are Category B or 2 projects, with potentially limited environmental and social impacts that can be mitigated. Category C or 3 projects (minimal or no impacts) account for just 4 percent of complaints, and financial intermediary projects account for only 3 percent of complaints.

Figure 3: Environmental Categorization of Projects in Complaints



Sector Distribution

A wide variety of sectors⁵ is represented in complaints to the IAMs, but those projects with large physical footprints, such as infrastructure (specifically, transportation and hydropower) and extractive industries predominate (see Figure 4a). Transportation projects account for a total 24 percent of complaints, of which concerns related to road infrastructure represent 66 percent of those complaints (see Figure 4b). Complaints related to extractive industries (oil, gas, mining and chemicals) account for 23 percent of IAM cases, dominated by concerns raised about oil and gas projects in 67 percent of those cases, followed by mining in 28 percent (see Figure 4c). The energy/power sector accounts for 19 percent of complaints, and is notable for the predominance of complaints related to hydropower dams in 72 percent of those cases (see Figure 4d). Aggregated, the agriculture sector accounts for only 8 percent of IAM cases; however, some IAMs are experiencing an upswing in complaints related to large scale agriculture/agribusiness projects in recent years.

What is similar across the sectors that give rise to most grievances is their resource intensity, particularly in terms of land and water use, which has obvious implications for local communities that depend on these resources for their livelihoods.

4. This includes complaints related to projects financed by the ADB, AfDB, EBRD, IDB, OPIC, and WB. Complaints related to EIB are not included in the sample.

5. Sectors have been grouped by CAO into categories to allow for uniformity in the analysis of complaints across different IAMs.

Figure 4a. Complaints by Sector



Figure 4b. Transportation

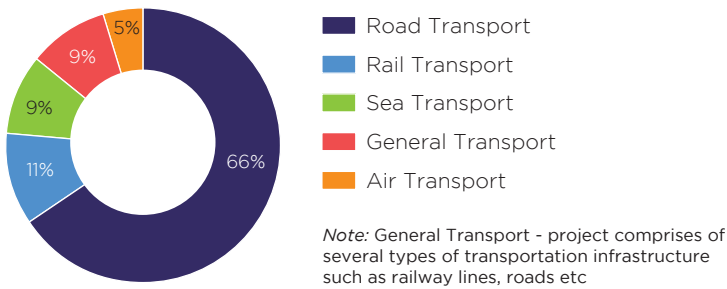


Figure 4c. Extractive Industries

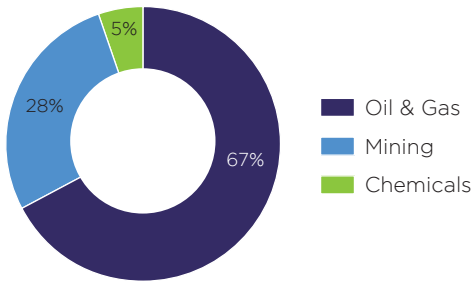
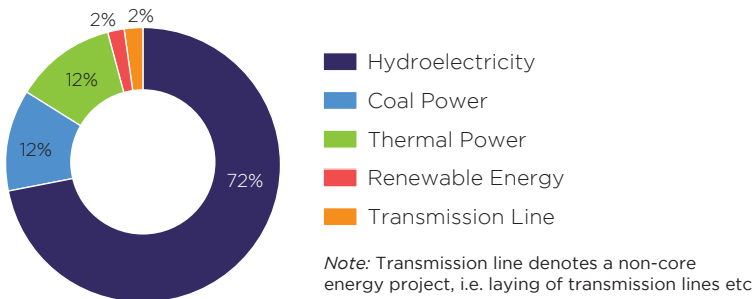


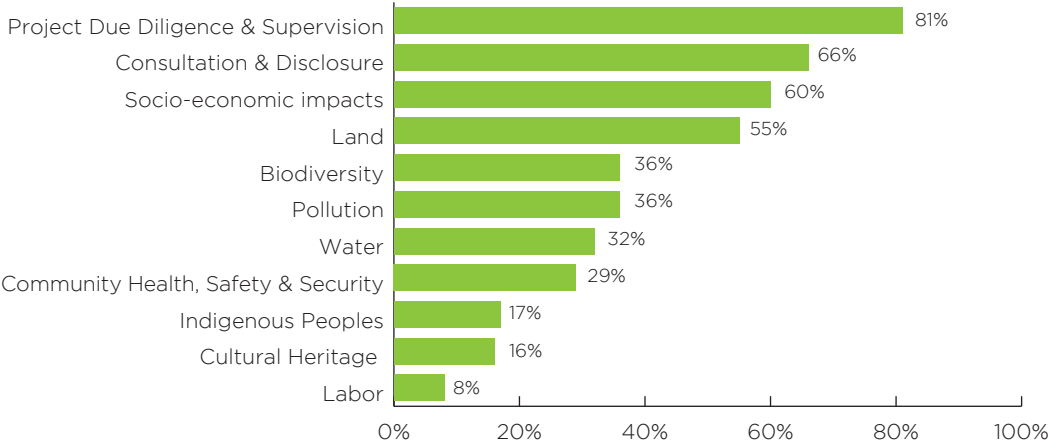
Figure 4d. Energy/Power Sector



Environmental and social issues

Many of the issues articulated in complaints to the IAMs are cross-cutting, with a level of complexity that requires deeper analysis. However, initial findings reveal a number of dominant themes in complaints filed to the IAMs: concerns related to project processing and supervision; issues related to project-level consultation and disclosure; the distribution of socio economic benefits at the project level; and impacts to natural resources - specifically, land, biodiversity, water, and air. (see Figure 5a).

Figure 5a. Environmental and Social Issues Cited in Complaints



Project Due Diligence, Consultation, and Disclosure

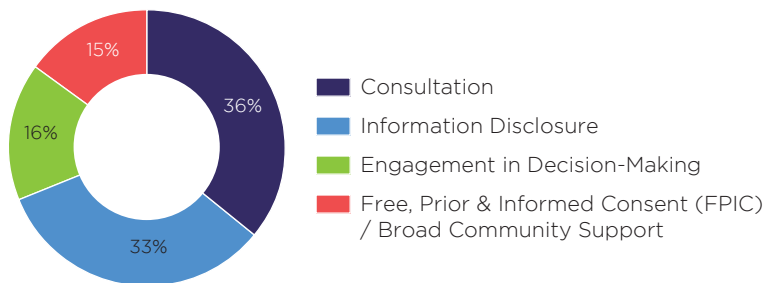
In the majority of complaints—81 percent—people cite concerns related to project due diligence and supervision—roles and responsibilities that are often shared by an IFI and the public or private sector entity implementing the project. Complainants raise specific concerns related to environmental impact assessment, mitigation, and management, and the application of policies that are not deemed to be providing an adequate level of protection. Other prominent issues include project siting, environmental categorization, and exit strategies. (see Figure 5a and 5b). Grievances about policy violations may sometimes be due to a lack of clarity or communication about how impacts are being mitigated and the roles of different parties in the process, including government, private sector operators, or the IFI. This points to the importance of effective local engagement and project level disclosures to address community concerns and help provide predictability about both project impacts and potential opportunities for affected people.

Figure 5b. Project Due Diligence and Supervision



In a total of 66 of complaints, communities identify what they see as inadequate project-level consultation and information disclosure. Issues raised about consultation question how communities are engaged in decision-making and how Free, Prior, and Informed Consent (FPIC) or broad community support are determined (see Figure 5a and 5c). Concerns about information disclosure include how information about the project is shared and to whom, how project impacts might be prevented and/or mitigated, and whether such information is provided in a culturally appropriate language or format. As with project due diligence and supervision, consultation and disclosure requirements are often responsibilities that are shared by the IFI and their public or private sector client, although few complainants make this distinction.

Figure 5c. Consultation and Disclosure



Environment and Natural Resources

Impacts to natural resources—specifically land and water—are raised in 55 percent and 32 percent of complaints, respectively (see Figure 5a). Community grievances about project impacts to land are predominantly related to resettlement (34 percent), compensation (30 percent), acquisition (19 percent), and management of land (see Figure 5d). Concerns about water relate to water quality (33

percent) and water quantity (23 percent), water management (20 percent), and access to water (20 percent), all of which may impact negatively on community health and productivity (see Figure 5e). Pollution of these resources is raised by complainants in over a third of IAM cases, with water contamination the biggest concern in this category (34 percent), followed by contamination to air and land (see Figure 5f). Over a third of complaints cite impacts to biodiversity on which communities may depend for their livelihoods, such as forests, coastal habitats, and wildlife (see Figure 5g).

Conflicts over natural resources often have deep roots as these resources are central to the fabric of life for many communities affected by development projects. In different cultural contexts, these assets are not easily defined, or titled, or monetized, and processes for allocating and determining who use these resources may not reflect the diversity of competing interests and underlying value for different stakeholders. This is why projects that are “resource intensive” are often ripe for conflict and can present intractable challenges when disputes arise.

Figure 5d. Land

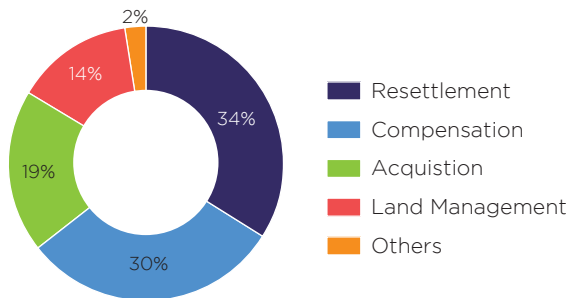


Figure 5e. Water.

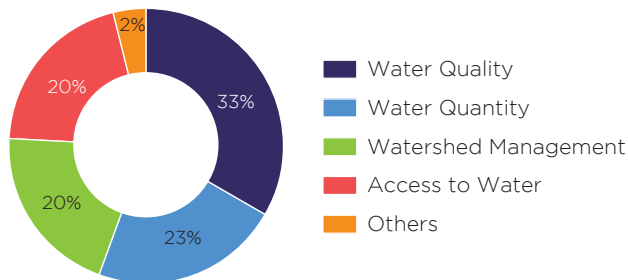


Figure 5f. Pollution

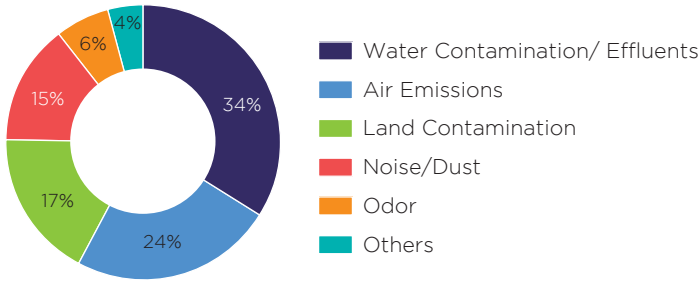
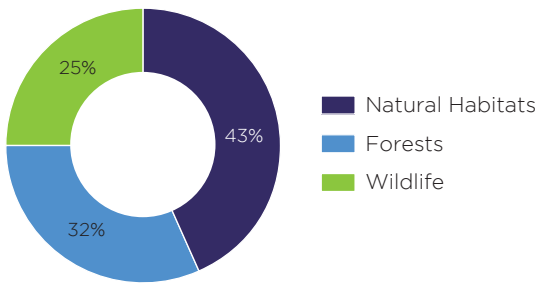


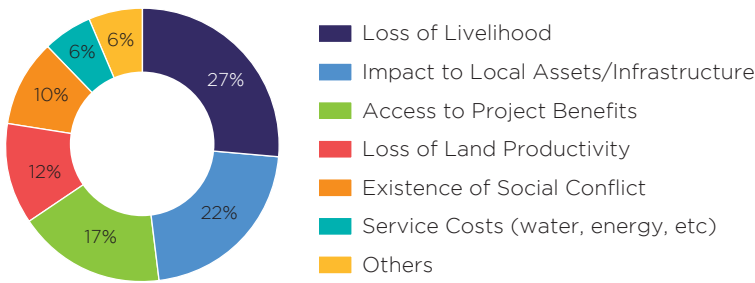
Figure 5g. Biodiversity



Communities and Livelihoods

Socioeconomic issues are raised by people in 60 percent of complaints to the IAMs (see Figure 5a). At the heart of these concerns are the real and perceived costs of development for local communities that host the projects. Over a quarter of socioeconomic concerns focus on loss of livelihood (27 percent). Impacts to local assets and infrastructure, such as buildings, roads, water supplies, and land feature in 22 percent of complaints in this category (see Figure 5h). Other issues include access to project benefits, in terms of jobs and economic opportunities, increase in social conflict perhaps due to uneven compensation patterns or influx of migrant workers, and service cost increases, maybe caused by privatization of water or electricity, or a lack of such services for communities despite the existence of the project in their locality.

Figure 5h. Socioeconomic Impacts



What underlies all these issues is how communities benefit from projects, and how project operators and their financiers distribute such benefits. Grievances might be based on the perception that valuable commodities have been removed from a locality or benefits are realized downstream of the project site. Often, these problems are compounded by a lack of awareness, understanding, or information about the project and how its anticipated upsides and downsides for a community will be managed.

Issues about community health and safety are raised in 29 percent of complaints (see Figure 5a), with such concerns typically related to real or perceived harm arising from compromised water supplies, for example, or land contamination, air pollution, or project construction. In a small number of cases, security concerns are raised by complainants due to allegations of intimidation or coercion (see Figure 5i).

Figure 5i. Community Health, Safety and Security



Impacts to Indigenous Peoples and cultural heritage account for 17 percent and 16 percent of concerns raised in complaints, respectively (see Figure 5a). These concerns typically involve impacts to customary or ancestral lands, community consent procedures, and disruption of traditional livelihoods.

Labor issues account for just 8 percent of IAM complaints, but are an increasingly emergent issue for some mechanisms, particularly around occupational health and safety, rights to association, and worker compensation due to retrenchment, wages, or workplace injury (see Figure 5j).

Figure 5j. Labor



Summary

The work of the IAMs provides a valuable lens through which to assess the level of participation, equity, and sustainability experienced by local communities who live at the coal face of projects. As global development increases, so do the risks associated with it, and issues evidenced in complaints to the IAMs reflect the greater pressure that exists on vulnerable communities as they compete with others for scarce resources essential to support their livelihood needs.

Through the IAMs, affected communities have sent a clear message about the need for sufficient consultation and information disclosure, as well as competent project processing and adequate supervision. But the underlying issues driving many communities' grievances are competition over basic resources such as land and water, tension around how public and private goods are determined and allocated, and whether their socioeconomic priorities are being met by development projects that affect their lives. All of these elements point to the importance of good local implementation for development projects to be successful. As we look forward, the work of the IAMs can also help provide an indication of where disputes are likely arise around future projects - and why.

APPENDIX A. ACRONYMS & ABBREVIATIONS

Institutions

ADB	Asian Development Bank
AfDB	African Development Bank
EBRD	European Bank for Reconstruction and Development
EIB	European Investment Bank
GEF	Global Environment Facility
IBRD	International Bank of Reconstruction and Development
IDA	International Development Association
IDB	Inter-American Development Bank
IFC	International Finance Corporation
MIGA	Multilateral Investment Guarantee Agency
OPIC	Overseas Private Investment Corporation

Independent Accountability Mechanisms

AM	Accountability Mechanism for ADB
CAO	Compliance Advisor Ombudsman for IFC/MIGA
ICIM	Independent Consultation and Investigation Mechanism for IDB
IP	Inspection Panel for IBRD/IDA
IRM	Independent Review Mechanism for AfDB
OA	Office of Accountability for OPIC
PCM	Project Complaint Mechanism for EBRD
CM	Complaints Mechanism for EIB

APPENDIX B. IAM COMPLAINT LOG¹

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
ADB ACCOUNTABILITY MECHANISM (AM)								
1	ADB	AM	Nepal: Melamchi Water Supply Project	May 2004	South Asia	Municipal Infrastructure	Complainants withdrew and went to Compliance	Loan
2	ADB	AM	Sri Lanka: Southern Transport Development Project	Jun 2004	South Asia	Transport Infrastructure	Closed after mediator determined that mediated settlement not possible	Loan
3	ADB	AM	Indonesia: Community Empowerment for Rural Development Project	Feb 2005	East Asia and the Pacific	General Infrastructure	Resolved and closed	Loan
4	ADB	AM	Pakistan: National Highway Development Sector Investment Program	Sept 2006	South Asia	Transport Infrastructure	Resolved and closed	
5	ADB	AM	Cambodia: Phnom Penh to Ho Chi Minh City Highway Project	Jul 2007	East Asia and the Pacific	Transport Infrastructure	Resolved through ADB TA. Complaint closed.	Loan
6	ADB	AM	People's Republic of China: Fuzhou Environmental Improvement Project	Jan 2009	East Asia and the Pacific	Municipal Infrastructure	5 of the 7 households accepted compensation through mediation; 2 went to compliance	Loan
7	ADB	AM	Pakistan: Southern Punjab Basic Urban Services Project	Feb 2009	South Asia	Municipal Infrastructure	Ongoing	Loan
8	ADB	AM	Pakistan: Rawalpindi Environmental Improvement Project (Sewage Treatment Plant Component)	May 2009	South Asia	Municipal Infrastructure	No further consultation purposeful. Complaint closed.	Loan
9	ADB	AM	Kazakhstan: CAREC Transport Corridor I Investment Program	Nov 2009	Europe and Central Asia	Transport Infrastructure	Ongoing	MFF Loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
10	ADB	AM	Tajikistan: Education Sector Reform Project	Aug 2010	Europe and Central Asia	Education	Resolved and closed	Loan
11	ADB	AM	Kyrgyz Republic: CAREC Transport Corridor 1 (Bishkek-Torugart Road) Project 2	Sept 2010	Europe and Central Asia	Transport Infrastructure	Resolved and closed	Loan
12	ADB	AM	Indonesia: Integrated Citarum Water Resources Management Investment Program	Jan 2011	East Asia and the Pacific	Municipal Infrastructure	Complainants withdrew and went to compliance	MFF Loan
13	ADB	AM	Philippines: Visayas Base-Load Power Project	Feb 2011	East Asia and the Pacific	Energy Infrastructure	Complainants withdrew and went to compliance	Private Sector Loan
14	ADB	AM	Cambodia: Rehabilitation of the Railway in Cambodia Project	Nov 2011	East Asia and the Pacific	Transport Infrastructure	Ongoing	Loan
AFDB INDEPENDENT REVIEW MECHANISM (IRM)								
15	AfDB	IRM	Uganda: Bujagali hydropower and Transmission lines projects	May 2007	Sub-Saharan Africa	Energy Infrastructure	Compliance review completed	Loan
16	AfDB	IRM	Ethiopia: GIBE iii Hydropower project	Mar & Jul 2009	Sub-Saharan Africa	Energy Infrastructure	Closed since ADB will not finance project	Under consideration for finance
17	AfDB	IRM	Morocco: Marrakech-Agadir Motorway	Apr 2010	Middle East and North Africa	Transport Infrastructure	Problem solving concluded and recommendation for monitoring made	Loan
18	AfDB	IRM	South Africa: Medupi Power Project	Oct 2010	Sub-Saharan Africa	Energy Infrastructure	Compliance review report submitted to ADB Board.	Loan
EBRD PROJECT COMPLAINT MECHANISM (PCM)								
19	EBRD	PCM	Slovakia: DI motorway Phase I Project	Jun 2010	Europe and Central Asia	Transport Infrastructure	Compliance review completed. Complaint closed	Loan
20	EBRD	PCM	Georgia: Tbilisi Railway Bypass 1	Feb 2011	Europe and Central Asia	Transport Infrastructure	Compliance review in process	Loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
21	EBRD	PCM	Georgia: Tbilisi Railway Bypass 2	Mar 2011	Europe and Central Asia	Transport Infrastructure	Compliance review in process. Problem-solving initiative terminated	Loan
22	EBRD	PCM	Georgia: Tbilisi Railway Bypass 3	Mar 2011	Europe and Central Asia	Transport Infrastructure	Compliance review in process. Problem-solving initiative terminated	Loan
23	EBRD	PCM	Georgia: Tbilisi Railway Bypass 4	Mar 2011	Europe and Central Asia	Transport Infrastructure	Problem-solving initiative terminated	Loan
24	EBRD	PCM	FYR Macedonia: Boskon Most HPP	Nov 2011	Europe and Central Asia	Energy Infrastructure	Eligibility assessment in process	Loan
25	EBRD	PCM	Croatia: Ombila HPP	Nov 2011	Europe and Central Asia	Energy Infrastructure	Eligibility assessment in process	Loan
26	EBRD	PCM	Georgia: Paravani HPP	Dec 2011	Europe and Central Asia	Energy Infrastructure	Eligibility assessment in process	Loan
27	EBRD	PCM	Ukraine: Rivne - Kyiv High Voltage Line	Jan 2012	Europe and Central Asia	Energy Infrastructure	Eligibility assessment in process	Loan
28	EBRD	PCM	Slovenia: Sostanj Thermal Power Plant	Jan 2012	Europe and Central Asia	Energy Infrastructure	Eligibility assessment in process	Loan
EIB COMPLAINTS MECHANISM (CM)								
29	EIB	CM	Ethiopia: SG/E/2009/01 Gilgel Gibe III Dam, Ethiopia	Mar 2009	Sub-Saharan Africa	Energy Infrastructure	Closed after: - Initial assessment	Ordinary Loan
30	EIB	CM	Serbia: SG/E/2009/02 Gazela Bridge Rehabilitation	Mar 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Initial assessment	Ordinary Loan
31	EIB	CM	Slovakia: SG/E/2009/03 Slovak Motorways (PPP) D1 Phase I	May 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
32	EIB	CM	Italy: SG/E/2009/04 Salvaguardia Venezia - Sistema Mose	May 2009	Europe and Central Asia	Municipal Infrastructure	Closed after: - Compliance review	Ordinary Loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
33	EIB	CM	Egypt: SG/E/2009/05 South Sinai power plant	May 2009	Middle East and North Africa	Energy Infrastructure	Closed after: - Compliance Review - Full investigation	Ordinary Loan
34	EIB	CM	Serbia: SG/E/2009/07 Gazela Bridge Rehabilitation	Sep 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review - Full investigation - Follow-up audit	Ordinary Loan
35	EIB	CM	Croatia: SG/E/2009/08 ZADAR NEW PORT	Nov 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
36	EIB	CM	Uganda: SG/E/2009/09 Bujagali Hydroelectric Project	Dec 2009	Sub-Saharan Africa	Energy Infrastructure	Open / Draft report: - Compliance review - Full investigation	Ordinary Loan
37	EIB	CM	Poland: Poland: SG/E/2009/10 Motorway A-2 Poland	Dec 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
38	EIB	CM	Panama: SG/E/2009/11 Barro Blanco Hydroelectric Project	Dec 2009	Latin America and Caribbean	Energy Infrastructure	Closed after: - Compliance Review	Ordinary Loan
39	EIB	CM	Uganda: SG/A/2009/02 Bujagali - Sherpa	Feb 2009	Sub-Saharan Africa	Energy Infrastructure	Closed After: - Compliance review	Ordinary Loan
40	EIB	CM	Slovakia: SG/A/2009/04 Slovak Motorways D1	Oct 2009	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
41	EIB	CM	Portugal: SG/G/2009/01/PR PT Portugal	Jun 2009	Europe and Central Asia	Education	Closed after: - Initial assessment (Settled by the Services)	Ordinary Loan
42	EIB	CM	Poland: SG/E/2010/01 DTS Expressway	Jan 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
43	EIB	CM	Serbia: SG/E/2010/03 BELGRADE URBAN RENEWAL	Feb 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Programme Loan
44	EIB	CM	Serbia: SG/E/2010/04 BELGRADE URBAN RENEWAL	Mar 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Programme Loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
45	EIB	CM	Spain: SG/E/2010/05 Guipuzcoa waste Management Project - Spain - Green Peace	Jul 2010	Europe and Central Asia	Municipal Infrastructure	Open - Draft Report: - Compliance review - Full investigation	Ordinary Loan
46	EIB	CM	Poland: SG/E/2010/06 Warsaw Ring Road	Jul 2010	Europe and Central Asia	Transport Infrastructure	Closed: - Compliance review	Ordinary Loan
47	EIB	CM	Mozambique: SG/E/2010/08 Ecocimento Fibre Cement	Jul 2010	Sub-Saharan Africa	Manufacturing	Open: - Compliance review	Ordinary Loan
48	EIB	CM	Poland: SG/E/2010/09 Confirmatory Motorway A-2	Jul 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Desk review	Ordinary Loan
49	EIB	CM	UK: SG/E/2010/11 Scottish & Southern Renewables I	Sep 2010	Europe and Central Asia	Energy Infrastructure	Closed after: Compliance review	Ordinary Loan
50	EIB	CM	Spain: SG/E/2010/12 Austrias waste management	Sep 2010	Europe and Central Asia	Municipal Infrastructure	Closed after: - Initial assessment (Settled by the Services)	Ordinary Loan
51	EIB	CM	Austria: SG/E/2010/13 BRENNER BASE (RAILWAY) TUNNEL	Sep 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Initial assessment (Settled by the Services)	Ordinary Loan
52	EIB	CM	Poland: SG/E/2010/15 Toruń City Bridge	Oct 2010	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
53	EIB	CM	Mozambique: SG/E/2010/16 MOZAL II	Oct 2010	Sub-Saharan Africa	Education	Open - Draft Report: - Compliance review	Conditional Loan - Equity
54	EIB	CM	European Union: (B.F.E.L.D): SG/G/2010/01 ArcelorMittal R D Facility	Mar 2010	Europe and Central Asia	Manufacturing	Closed After: - Compliance review	Ordinary Loan
55	EIB	CM	Ethiopia: SG/A/2010/01 Gilgel Gibe 3 - CRBM	Jun 2010	Sub-Saharan Africa	Energy Infrastructure	Closed after: - Compliance review	Ordinary Loan
56	EIB	CM	Ireland: SG/A/2010/02 Eirgrid East-West Interconnector	Nov 2010	Europe and Central Asia	Energy Infrastructure	Closed after: - Compliance review	Ordinary Loan
57	EIB	CM	Regional Africa: SG/G/2010/04 AFRICAP II	Dec 2010	Sub-Saharan Africa	Financial Markets	Open - Draft Report: - Compliance review - Full investigation	Equity

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58	EIB	CM	Poland: SG/A/2011/01 CHP Bielsko Biala project	Mar 2011	Europe and Central Asia	Energy Infrastructure	Closed after: - Compliance review	Ordinary Loan
59	EIB	CM	Poland: SG/E/2011/01 Warsaw Ring Road	Feb 2011	Europe and Central Asia	Transport Infrastructure	Closed after: - Compliance review	Ordinary Loan
60	EIB	CM	Slovenia: SG/E/2011/02 TES-Thermal Power Plant Sostanj	Feb 2011	Europe and Central Asia	Energy Infrastructure	Open: - Compliance review	Ordinary Loan
61	EIB	CM	Portugal: SG/E/2011/03 Subconcessao Do Pinhal Interior 10	Mar 2011	Europe and Central Asia	Transport Infrastructure	Open: - Compliance review	Ordinary Loan
62	EIB	CM	Panama: SG/E/2011/05 Panama Canal Expansion	Mar 2011	Latin America and Caribbean	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
63	EIB	CM	Romania: SG/E/2011/06 Bucharest Metro Line 5	Apr 2011	Europe and Central Asia	Transport Infrastructure	Open: - Compliance review	Ordinary Loan
64	EIB	CM	Portugal: SG/E/2011/07/PR Iberdrola Hydro Portugal	May 2011	Europe and Central Asia	Energy Infrastructure	Closed after: - Initial assessment (Settled by the Services)	Programme Loan
65	EIB	CM	Serbia: SG/E/2011/08 Corridor X (E-75) Motorway	May 2011	Europe and Central Asia	Transport Infrastructure	Open: - Compliance review	Ordinary Loan
66	EIB	CM	Greece: SG/E/2011/09 K-T-K Motorway PPP 2005	May 2011	Europe and Central Asia	Transport Infrastructure	Open: - Compliance review	Ordinary Loan
67	EIB	CM	Turkey: SG/E/2011/10 Eurasia Tunnel	May 2011	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
68	EIB	CM	Serbia: SG/E/2011/11 Belgrade By-Pass	Sep 2011	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
69	EIB	CM	Romania: SG/E/2011/12 Roads Rehabilitation	Sep 211	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
70	EIB	CM	Uganda: MC/E/2011/13 NFC Forestry Projec	1. SFT: Dec 2008 2. SFT: Dec 2009	Sub-Saharan Africa	Environment	On Hold	Ordinary Loan - Investment fund
71	EIB	CM	Serbia: SG/E/2011/14 Municipal & Regional Infrastructure Loan	Oct 2011	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
72	EIB	CM	Portugal: SG/E/2011/16 Porto De Aveiro	Nov 2011	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan

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73	EIB	CM	Tunisia: SG/E/2011/17 STEG Centrale de Sousse	Dec 2011	Middle East and North Africa	Energy Infrastructure	Open: - Initial assessment	Ordinary Loan
74	EIB	CM	Spain: SG/E/2011/18 Terminal Contenedores Cadiz	Dec 2011	Europe and Central Asia	Transport Infrastructure	Open: - Initial assessment	Ordinary Loan
75	EIB	CM	Romania: SG/G/2011/04/PR Rehabilitation Romanian national Roads	Oct 2011	Europe and Central Asia	Transport Infrastructure	Closed after: - Initial assessment (Settled by the Services)	Ordinary Loan
IBRD/IDA INSPECTION PANEL (IP)								
76	IDA	IP	Nepal: Arun III Proposed Hydroelectric Project and Restructuring of IDA Credit (1994)	Nov 1994	South Asia	Energy Infrastructure	Investigation completed	Credit
77	IDA	IP	Tanzania: Power VI Project (1995)	May 1995	Sub-Saharan Africa	Energy Infrastructure	No investigation	Technical Assistance
78	IBRD	IP	Brazil: Rondônia Natural Resources Management Project (1995)	Jun 1995	Latin America and Caribbean	Environment	Factual review (rather than investigation) at direction of Board.	Loan
79	IDA	IP	Bangladesh: Jute Sector Adjustment Credit (1996)	Nov 1996	South Asia	Advisory	No investigation	Adjustment Credit
80	IBRD	IP	Argentina/ Paraguay: Yacyretá Hydroelectric Project (1996)	Sep 1996	Latin America and Caribbean	Energy Infrastructure	No investigation, but an additional review report	Loan
81	IDA	IP	Bangladesh: Jamuna Multipurpose Bridge Project (1996)	Aug 1996	South Asia	Transport Infrastructure	No investigation	Credit
82	IBRD	IP	Brazil: Itaparica Resettlement and Irrigation Project (1997)	Mar 1997	Latin America and Caribbean	Agriculture / Agribusiness	Investigation recommended, but not approved	Loan
83	IBRD	IP	India: NTPC I Power Generation Project (1997)	May 1997	South Asia	Energy Infrastructure	Investigation completed	Loan
84	IDA, GEF	IP	India: Eco development Project (1998)	Apr 1998	South Asia	Environment	No investigation	Credit, Global Environment Facility (GEF) Grant/Trust Fund

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85	IDA	IP	Lesotho and South Africa: Proposed Phase 1B of Lesotho Highland Water Project - 1st Request (1998)	May 1998	Sub-Saharan Africa	Energy Infrastructure	No investigation	Credit
86	IDA	IP	Nigeria: Lagos Drainage and Sanitation Project (1998)	Jun 1998	Sub-Saharan Africa	Municipal Infrastructure	No investigation	Credit
87	IBRD	IP	Brazil: Land Reform and Poverty Alleviation Pilot Project--1st Request (1998)	Dec 1998	Latin America and Caribbean	Land management	No investigation	Loan
88	IDA	IP	Lesotho: Highlands Water Project--2nd Request (1999)	Apr 1999	Sub-Saharan Africa	Energy Infrastructure	No investigation	Loan
89	IBRD, IDA	IP	China: Western Poverty Reduction Project (1999)	Jun 1999	East Asia and the Pacific	Energy Infrastructure	Investigation completed	Loan, Credit
90	IBRD	IP	Argentina: Special Structural Adjustment Loan (1999)	Jul 1999	Latin America and Caribbean	Advisory	No investigation	Adjustment Loan
91	IBRD	IP	Brazil: Land Reform Poverty Alleviation Project, 2nd Request (1999)	Sep 1999	Latin America and Caribbean	Land management	No investigation (RQ not eligible)	Loan
92	IDA, GEF	IP	Kenya: Lake Victoria Environmental Management Project (1999)	Oct 1999	Sub-Saharan Africa	Environment	Investigation completed	Credit, GEF Grant/Trust Fund
93	IBRD	IP	Ecuador: Mining Development and Environmental Control Assistance Project (1999)	Dec 1999	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Investigation completed	Loan
94	IDB	IP	Chad: Petroleum Development and Pipeline Project, Management of the Petroleum Economy Project, and Petroleum Sector Management Capacity Building Project (2001)	Mar 2001	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Investigation completed	Credit
95	IBRD, IDA	IP	India: Coal Sector Mitigation Project and Coal Sector Rehabilitation Project (2001)	Jun 2001	South Asia	Energy Infrastructure	Investigation completed	Loan, Credit
96	IDA	IP	Uganda: Third Power Project, Fourth Power Project, and Proposed Bujigali Hydropower Project (2001)	Jul 2001	Sub-Saharan Africa	Energy Infrastructure	Investigation completed	Credit

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97	IBRD	IP	Papua-New Guinea: Governance Promotion Adjustment Loan (2001)	Dec 2001	East Asia and the Pacific	Advisory	No investigation	Adjustment Loan
98	IBRD	IP	Paraguay/ Argentina: Reform Project for the Water and Telecommunications Sectors, SEGBA V Power Distribution Project (Yacyretá) (2002)	May 2002	Latin America and Caribbean	Energy Infrastructure	Investigation completed	Loan
99	IBRD, IDA	IP	Cameroon: Petroleum Development and Pipeline Project, and Petroleum Environment Capacity Enhancement Project (2002)	Sep 2002	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Investigation completed	Loan, Credit
100	IBRD	IP	Philippines: Manila Second Sewerage Project (MSSP) (2003)	Sep 2003	East Asia and the Pacific	Municipal Infrastructure	No investigation	Loan
101	GEF	IP	Mexico: Indigenous and Community Biodiversity Project (COINBIO) (2004)	Jan 2004	Latin America and Caribbean	Environment	No investigation	GEF Grant/ Trust Fund
102	IBRD	IP	Colombia: Cartagena Water Supply, Sewerage and Environmental Project (2004)	Apr 2004	Latin America and Caribbean	Municipal Infrastructure	Investigation completed	Loan
103/104	IBRD, IDA	IP	India: Mumbai Urban Transport Project (2004)	Apr 2004	South Asia	Transport Infrastructure	Investigation completed	Loan, Credit
105	IDA	IP	Pakistan: National Drainage Program Project (2004)	Sep 2004	South Asia	Municipal Infrastructure	Investigation completed	Credit
106	IDA	IP	Cambodia: Forest Concession Management and Control Pilot Project (2005)	Jan 2005	East Asia and the Pacific	Environment	Investigation completed	Credit, Specific Investment Loan, Trust Fund
107	IDA	IP	Democratic Republic of Congo: Transitional Support for Economic Recovery Credit and Emergency Economic and Social Reunification Support Project (2005)	Nov 2005	Sub-Saharan Africa	Environment/ land reform	Investigation completed	Credit, Development Credit Agreement (DPL)
108	IDA	IP	Honduras: Land Administration Project (2006)	Jan 2006	Latin America and Caribbean	Land management	Investigation completed	Credit

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109	IBRD	IP	Romania: Mine Closure and Social Mitigation Project (2006)	Jan 2006	Europe and Central Asia	Oil, Gas, Mining and Chemicals	No investigation	Loan
110	IDA	IP	Ghana/ Nigeria: West African Gas Pipeline Project (2006)	Apr 2006	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Investigation completed	Guarantee
111	GEF	IP	Brazil: Parana Biodiversity Project (2006)	Jul 2006	Latin America and Caribbean	Environment	Two eligibility reports issued, no investigation recommended	GEF Grant/Trust Fund
112	IBRD	IP	Argentina: Santa Fe Infrastructure Project (Proposed) and Provincial Road Infrastructure Project (2006)	Aug 2006	Latin America and Caribbean	Transport Infrastructure	No investigation	Loan
113	IBRD	IP	Argentina: Santa Fe Infrastructure Project (Proposed) and Provincial Road Infrastructure Project (2006)	Sep 2006	Latin America and Caribbean	Transport Infrastructure	No investigation	Loan
114	IDA	IP	Uganda: Private Power Generation Project (2007)	Mar 2007	Sub-Saharan Africa	Energy Infrastructure	Investigation completed	Guarantee
115	IDA	IP	India: Uttaranchal Decentralized Watershed Development Project (2007)	Mar 2007	South Asia	Municipal Infrastructure	No investigation recommended	Credit
116	IDA	IP	Albania: Power Sector Generation and Restructuring Project (2007)	Apr 2007	Europe and Central Asia	Energy Infrastructure	Investigation completed	Credit
117	IDA, GEF	IP	Albania: Integrated Coastal Zone Management and Clean-Up Project (2007)	Jul 2007	Europe and Central Asia	Environment/land management	Investigation completed	Adaptable Program Credit, GEF Grant/Trust Fund
118	IDA, GEF	IP	Albania: Integrated Coastal Zone Management and Clean-Up Project (2007)	Aug 2007	Europe and Central Asia	Environment/land management	Investigation completed	Adaptable Program Credit, GEF Grant/Trust Fund

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
119	IDA	IP	Ghana: Second Urban Environment Sanitation Project (UESP II) (2007)	Aug 2007	Sub-Saharan Africa	Municipal Infrastructure	Investigation completed	Credit
120	IDA	IP	Argentina: Santa Fe Infrastructure Project and Provincial Road Infrastructure Project (2007)	Sep 2007	Latin America and Caribbean	Transport Infrastructure	Investigation completed	Loan
121	IBRD	IP	Colombia: Bogotá Urban Services Project (2007)	Oct 2007	Latin America and Caribbean	Transport Infrastructure	No investigation	Loan
122/123	IBRD	IP	Panama: Land Administration Project (2009)	1. Request Feb 2009 2. Request Mar 2009	Latin America and Caribbean	Land management	Investigation completed	Loan
124/125/126	IDA	IP	Democratic Republic of Congo: Private Sector Development and Competitiveness Project (2009/2010)	1. Request: Feb 2009 2. Request: Mar 2009 3. Request: Dec 2009	Sub-Saharan Africa	Advisory	No investigation recommended on the basis of an action plan	Credit
127	IDA	IP	Yemen: Institutional Reform Development Policy Financing (2009)	Apr 2009	Middle East and North Africa	Advisory	Investigation not approved, action plan implemented	Development Credit Agreement (DPL)
128	IBRD, IDA	IP	India: Mumbai Urban Transport Project (2009)	May 2009	South Asia	Transport Infrastructure	No investigation recommended	Loan, Credit
129	IDA	IP	Cambodia: Land Management and Administration Project (2009)	Sep 2009	East Asia and the Pacific	Land management	Investigation completed	Development Credit Agreement (DPL)
130	IBRD, GEF	IP	Peru: Lima Urban Transport Project (2009)	Oct 2009	Latin America and Caribbean	Transport Infrastructure	Investigation completed	Loan, GEF Grant/Trust Fund
131	IDA	IP	Papua New Guinea: Smallholder Agriculture Development Project (2009)	Dec 2009	East Asia and the Pacific	Agriculture / Agribusiness	Investigation completed	Credit
132	IDA	IP	Pakistan: Tax Administration Reform Project (2010)	Dec 2009	South Asia	Advisory	No investigation recommended	Credit

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133	IBRD	IP	South Africa: Eskom Investment Support Project	Apr 2010	Sub-Saharan Africa	Energy Infrastructure	Investigation completed	Loan, Use of Country Systems
134	IBRD	IP	Kazakhstan: South-West Roads, Western Europe-Western China International Transit Corridor (CAREC-1b & 6b) (IBRD Loan No. 7681-KZ) (2010)	Apr 2010	Europe and Central Asia	Transport Infrastructure	No investigation recommended	Loan
135	Bank Managed TF	IP	Chile: Quillico Hydropower Project	Apr 2010	Latin America and Caribbean	Energy Infrastructure	No investigation recommended	Trust Fund, Emission Reduction Purchasing Agreement
136	Bank Managed TF	IP	Liberia: Development Forestry Sector Management Project (2010)	Sep 2010	Sub-Saharan Africa	Advisory	No investigation recommended	Trust Fund, Technical Assistance
137	IDA	IP	Uzbekistan: Energy Loss Reduction Project (Rogun HPP, Tajikistan) (2010)	Oct 2010	Europe and Central Asia	Energy Infrastructure	No investigation recommended	Credit, Study Program
138	IBRD	IP	Lebanon: Greater Beirut Water Supply Project	Nov 2010	Middle East and North Africa	Municipal Infrastructure	No investigation recommended	Loan
139	IBRD	IP	India: Madhya Pradesh Water Sector Restructuring Project (2011)	Aug 2010 and Jul 2011	South Asia	Municipal Infrastructure	No investigation recommended	Loan
140	IBRD	IP	Argentina: Second Norte Grande Water Infrastructure Project (2011)	May 2011	Latin America and Caribbean	Municipal Infrastructure	No investigation recommended	Loan
141	IBRD	IP	Kazakhstan: South-West Roads, Western Europe-Western China International Transit Corridor (CAREC-1b & 6b) (IBRD Loan No. 7681-KZ) (2010)	Jun 2011	Europe and Central Asia	Transport Infrastructure	No investigation recommended	Loan
142	Bank Managed TF	IP	West Bank/Gaza: Red Sea - Dead Sea Water Conveyance Study Program	Jun 2011	Middle East and North Africa	Municipal Infrastructure	Eligibility report will be available soon	Trust Fund, Study Program

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IDB INDEPENDENT CONSULTATION AND INVESTIGATION MECHANISM (ICIM)								
143	IDB	ICIM	Argentina: Program for Production Support of Infrastructure Development in Entre Rios	Jun 2010	Latin America and Caribbean	General Infrastructure	Open - Consultation Phase - Drafting agreement	Loan
144	IDB	ICIM	Argentina: Provincial Agricultural Services program II (PROSAP II)	Nov 2010	Latin America and Caribbean	Agriculture / Agribusiness	Resolved and closed	Loan
145	IDB	ICIM	Bolivia: Northern Corridor Highway Improvement Program, Santa Barbara-Rurnabaque Section	Mar 2011	Latin America and Caribbean	Transport Infrastructure	Open - Consultation phase - dialogue	Loan
146	IDB	ICIM	Brazil: Program for Social-Environmental Recovery of the Serra do Mar and Mosaic Systems of the Mata Atlantica	May 2010	Latin America and Caribbean	Environment	Open - compliance review phase - pending submission of recommendations to the IDB Board	Loan
147	IDB	ICIM	Brazil: Estrada Nova Watershed Sanitation Program (PROMIABEN)	Oct 2010	Latin America and Caribbean	Municipal Infrastructure	Resolved and closed	Loan
148	IDB	ICIM	Brazil: Mario Covas Rodoanel Project - Northern Section (I)	May 2011	Latin America and Caribbean	Transport Infrastructure	Open - compliance review phase - pending submission of recommendation to IDB Board	Loan
149	IDB	ICIM	Brazil: Low-income Neighborhood Improvement Program (Habitar Brasil)	Jun 2011	Latin America and Caribbean	General Infrastructure	Open - consultation phase - dialogue	Loan
150	IDB	ICIM	Brazil: Mario Covas Rodoanel Project - Northern Section (II)	Jul 2011	Latin America and Caribbean	Transport Infrastructure	Open - consultation phase - assessment	Loan
151	IDB	ICIM	Brazil: São Jose dos Campos Urban Structuring Program	Jun 2011	Latin America and Caribbean	General Infrastructure	Open - consultation phase - assessment	Loan
152	IDB	ICIM	Colombia: San Francisco-Mocoa Alternate Road Constructionf Project	Jul 2011	Latin America and Caribbean	Transport Infrastructure	Open - consultation phase - dialogue	Loan
153	IDB	ICIM	Colombia: El Dorado International Airport	Aug 2011	Latin America and Caribbean	Transport Infrastructure	Open - consultation phase - assessment	Loan

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154	IDB	ICIM	Costa Rica: Electric Interconnection System for the Central American Countries (SIEPAC)	Dec 2010	Latin America and Caribbean	Energy Infrastructure	Open - consultation phase terminated and transferred to compliance review phase	Loan
155	IDB	ICIM	Panama: Pando-Monte Lirio Hydroelectric Power Plant Project	Mar 2010	Latin America and Caribbean	Energy Infrastructure	Open - compliance review underway	Loan
156	IDB	ICIM	Panama: Panama Canal Expansion	Oct 2011	Latin America and Caribbean	Transport Infrastructure	Open - consultation phase - assessment	Loan
157	IDB	ICIM	Paraguay: Development of the Industry of Products of the Vegetable Sponge	Feb 2010	Latin America and Caribbean	Agriculture / Agribusiness	Resolved and closed	Technical Cooperation
158	IDB	ICIM	Paraguay: Program to Improve Highway Corridors in Paraguay	Nov 2010	Latin America and Caribbean	Transport Infrastructure	Open - compliance review underway	Loan
IFC/MIGA Compliance Advisor Ombudsman (CAO)								
159	IFC	CAO	Chile: Empresa Eléctrica Pangué S.A.-01/Upper Bio-Bio Watershed	Aug 2000	Latin America and Caribbean	Energy Infrastructure	Settled after Ombudsman assessment	Loan and Equity
160	MIGA	CAO	Peru: Compañía Minera Antamina S.A.-01/Huarmey	Sep 2000	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance audit	Investment Guarantee
161	IFC	CAO	Peru: Yanacochoa-01/Cajamarca	Dec 2000	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A and B loans & equity
162	IFC	CAO	Jordan: Jordan Gateway Projects Co -02/Bet Shean Valley	Jan 2001	Middle East and North Africa	General Infrastructure	Settled after Ombudsman assessment	A loan
163	IFC	CAO	Peru: Yanacochoa-02/Cajamarca	Mar 2001	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A and B loans & equity
164	IFC	CAO	Nigeria: Niger Delta Contractor Revolving Credit Facility-01/Niger Delta	Jun 2001	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Revolving A loan

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165	IFC & MIGA	CAO	Uganda: Bujagali-02/Bujagali Falls	Jun 2001	Sub-Saharan Africa	Energy Infrastructure	Settled after Ombudsman assessment	A & C loans
166	IFC & MIGA	CAO	Uganda: Bujagali-03/Canada	Jul 2001	Sub-Saharan Africa	Energy Infrastructure	Settled after Ombudsman assessment	A & C loans
167	MIGA	CAO	Tanzania: Bulyanhulu Project-01/Kankola	Jan 2002	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Investment guarantee
168	IFC	CAO	India: Chemplast-01/Cuddalore District	Jun 2002	South Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A Loan, Equity
169	IFC	CAO	Chile: Empresa Electrica Pangué S.A.-02/Upper Bio-Bio Watershed	Jul 2002	Latin America and Caribbean	Energy Infrastructure	Settled after Ombudsman assessment	Loan and Equity
170	IFC	CAO	Bolivia: Comsur V-01/Bosque Chiquitano	Jun 2003	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance audit	Equity
171	IFC	CAO	Zambia: Konkola Copper Mines Plc (KCM)-01/Ming'omba and Kawama	Jul 2003	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Equity
172	IFC	CAO	Georgia: BTC Pipeline-02/Rustavi	Mar 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
173	IFC	CAO	Georgia: BTC Pipeline-06/Bashkovi	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
174	IFC	CAO	Georgia: BTC Pipeline-07/Dgvari	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
175	IFC	CAO	Georgia: BTC Pipeline-08/Sagrasheni	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
176	IFC	CAO	Georgia: BTC Pipeline-09/Tetritskaro	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
177	IFC	CAO	Georgia: BTC Pipeline-10/ Tetrtskaro	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
178	IFC	CAO	Georgia: BTC Pipeline-11/ Tsikisjvari	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
179	IFC	CAO	Georgia: BTC Pipeline-12/Tba, Tsemi, Sadgeri	May 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
180	IFC	CAO	Georgia: BTC Pipeline-13/Tsalka	Jul 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
181	IFC	CAO	Georgia: BTC Pipeline-14/Vale	Aug 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
182	IFC	CAO	Kazakhstan: Lukoil Overseas-01/ Berezovka	Sep 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance audit	A loan, B loan
183	IFC	CAO	India: AD Hydro Power Limited-01/Himachal Pradesh	Oct 2004	South Asia	Energy Infrastructure	Settled after Ombudsman assessment	Equity and A loan
184	IFC	CAO	Brazil: Amaggi Expansion-01/FC Executive Vice President Request	Nov 2004	Latin America and Caribbean	Agriculture / Agribusiness	Closed after referral and compliance appraisal/audit	A loan
185	IFC	CAO	Botswana: Kalahari Diamond-01/ Kalahari	Nov 2004	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Equity
186	IFC	CAO	Georgia: BTC Pipeline-15/ Tetrtskaro	Dec 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
187	IFC	CAO	Georgia: BTC Pipeline-16/ Tetrtskaro	Dec 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
188	IFC	CAO	Georgia: BTC Pipeline-17/Tadzrisi	Dec 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
189	IFC	CAO	Georgia: BTC Pipeline-18/ Tetrtskaro	Dec 2004	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
190	IFC	CAO	Guatemala: Marlin-01/Sipacapa	Jan 2005	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Loan
191	IFC	CAO	Georgia: BTC Pipeline-19/Atskuri	Apr 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
192	IFC	CAO	Georgia: BTC Pipeline-20/Atskuri	Apr 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
193	IFC	CAO	Turkey: BTC Pipeline-21/Posof	Jun 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
194	IFC	CAO	Georgia: BTC Pipeline-22/Tsemi	Jun 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
195	IFC	CAO	Georgia: BTC Pipeline-23/Tsemi	Jun 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
196	MIGA	CAO	Peru: Compañía Minera Antamina S.A.-02/Huarmey	Jun 2005	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Investment Guarantee
197	MIGA	CAO	Democratic Republic of Congo: Anvil Mining Congo, SARL-01/ World Bank President Request	Jul 2005	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Closed after referral and compliance appraisal/audit	MIGA guarantee
198	IFC & MIGA	CAO	Uruguay: Celulosas de M'Bopicua (CMB) & Orion-01/Argentina and Uruguay	Sep 2005	Latin America and Caribbean	Manufacturing	Closed after Ombudsman assessment and compliance audit	A & B loans
199	IFC	CAO	Georgia: BTC Pipeline-26/ Krtsanisi	Dec 2005	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	A loan, B loan

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
200	IFC	CAO	Peru: Yanacochoa-03/Cajamarca Dept.	Mar 2006	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A and B loans (& equity)
201	IFC	CAO	Georgia: BTC Pipeline-27/Tbilisi	Jun 2006	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	A loan, B loan
202	IFC	CAO	India: Atul Ltd.-01/ Gujarat	Jun 2006	South Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	Equity and A loan
203	IFC	CAO	Turkey: BTC Pipeline-28/Adana & Ceyhan	Jul 2006	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
204	IFC	CAO	Georgia: BTC Pipeline-29/Tsalka	Jul 2006	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
205	IFC	CAO	India: Mahindra Farm Services-01/ Confidential	Oct 2006	South Asia	Agriculture / Agribusiness	Closed after Ombudsman assessment and compliance appraisal	Equity
206	IFC	CAO	India: Mahindra Farm Services-02/Confidential	Oct 2006	South Asia	Agriculture / Agribusiness	Closed after Ombudsman assessment and compliance appraisal	Equity
207	IFC	CAO	India: Mahindra Farm Services-03/Confidential	Feb 2007	South Asia	Agriculture / Agribusiness	Closed after Ombudsman assessment and compliance appraisal	Equity
208	IFC	CAO	India: Mahindra Farm Services-04/Confidential	Mar 2007	South Asia	Agriculture / Agribusiness	Closed after Ombudsman assessment and compliance appraisal	Equity

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
209	IFC	CAO	Kazakhstan: Lukoil Overseas-02/ Berezovka	Apr 2007	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	A loan, B loan
210	IFC	CAO	Indonesia: Wilmar-01/West Kalimantan	Jul 2007	East Asia and the Pacific	Agriculture / Agribusiness	Ombudsman settlement in process and on-going compliance audit	Partial Investment Guarantees, A Loan
211	IFC	CAO	Georgia: BTC Pipeline-30/Vale	Aug 2007	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
212	IFC	CAO	India: Ramky-03/Gummidipoondi	Oct 2007	South Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	Equity
213	IFC	CAO	Russian Federation: Russkiy Mir II-01/Taman	Oct 2007	Europe and Central Asia	Transport Infrastructure	Closed after Ombudsman assessment and compliance appraisal	A & B loans
214	MIGA	CAO	Ecuador: Interagua-01/Guayaquil	Jan 2008	Latin America and Caribbean	Municipal Infrastructure	Settled after Ombudsman assessment	MIGA guarantee
215	IFC	CAO	Russian Federation: Russkiy Mir II-02/Taman	Feb 2008	Europe and Central Asia	Transport Infrastructure	Closed after Ombudsman assessment and compliance appraisal	A & B loans
216	IFC	CAO	Kenya: Pan African Paper-01/Webuye	Feb 2008	Sub-Saharan Africa	Manufacturing	Settled after Ombudsman assessment	Loan

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217	IFC	CAO	Georgia: BTC Pipeline-31/ Naokhrebi	Feb 2008	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	A loan, B loan
218	IFC	CAO	Nicaragua: Nicaragua Sugar Estate Limited-01/León and Chinandega	Mar 2008	Latin America and Caribbean	Agriculture / Agribusiness	Ombudsman -dispute resolution in process	A loan, B loan
219	IFC	CAO	Kazakhstan: Lukoil Overseas-03/ Berezovka	May 2008	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman assessment and compliance appraisal	A loan, B loan
220	IFC	CAO	Philippines: Ambuklao-Binga Hydroelectric Power-01/Binga	Jun 2008	East Asia and the Pacific	Energy Infrastructure	Settled after Ombudsman assessment	A & C loans
221	IFC	CAO	Turkey: Standard Profil II-01/ Duzce	Sep 2008	Europe and Central Asia	Manufacturing	Ombudsman settlement in monitoring	A loan (& holds equity)
222	IFC	CAO	Georgia: BTC Pipeline-32/Vale	Sep 2008	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Settled after Ombudsman assessment	A loan, B loan
223	IFC	CAO	Russian Federation: Russkiy Mir II-03/Taman	Sep 2008	Europe and Central Asia	Transport Infrastructure	Settled after Ombudsman assessment	A & B loans
224	IFC	CAO	Turkey: Assan Aluminium-01/ Dilovasi	Sep 2008	Europe and Central Asia	Manufacturing	Settled after Ombudsman assessment	A & B loans
225	IFC	CAO	Indonesia: Wilmar-02/Sumatra	Dec 2008	East Asia and the Pacific	Agriculture / Agribusiness	Ombudsman-dispute resolution in process	A loan
226	IFC & MIGA	CAO	World: SN Power-01/CAO Vice President Request	Dec 2008	World	Infrastructure	Closed after referral and compliance appraisal/audit	A & B loans, quasi-equity (C) & equity

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
227	IFC	CAO	Peru: AgroKasa-01/Ica	May 2009	Latin America and Caribbean	Agriculture / Agribusiness	Settled after Ombudsman assessment; on-going compliance audit	Corporate A loan
228	IFC & MIGA	CAO	Uruguay: Orion-02/Gualeguaychu	Aug 2009	Latin America and Caribbean	Manufacturing	Closed after Ombudsman assessment and compliance appraisal	A&B loans
229	IFC	CAO	Sri Lanka: Rainforest Ecologde Linkages-01/Deniyaya	Aug 2009	South Asia	Advisory	Settled after Ombudsman assessment	Advisory services
230	IFC	CAO	Chile: Aconcagua-01/Santa Barbara	Nov 2009	Latin America and Caribbean	Energy Infrastructure	Settled after Ombudsman assessment	A & B loan and equity
231	IFC	CAO	Colombia: TCBuen-01/Buenaventura	Dec 2009	Latin America and Caribbean	Transport Infrastructure	Settled after Ombudsman assessment	A + B loans and equity
232	IFC	CAO	Cambodia: Cambodia Airports-01/Preah Shihanouk	Dec 2009	East Asia and the Pacific	Transport Infrastructure	Ombudsman – dispute resolution in process	A loan
233	IFC	CAO	Panama: Pando Montelirio-01/Chiriqui	Jan 2010	Latin America and Caribbean	Energy Infrastructure	Compliance appraisal in process	A loan, C-loan, IFC swap
234	IFC	CAO	Peru: Maple Energy-01/Nuevo Sucre and Canaan	Apr 2010	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Transferred from Ombudsman to Compliance appraisal	Equity
235	MIGA	CAO	Indonesia: PT Weda Bay Nickel-01/Weda Bay	Jul 2010	East Asia and the Pacific	Oil, Gas, Mining and Chemicals	Transferred from Ombudsman to Compliance appraisal	Guarantee
236	IFC	CAO	Ghana: Tullow Oil, Kosmos Energy & Jubilee FPSO-01/ CAO Vice President Request	Aug 2010	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Closed after Ombudsman referral to compliance appraisal/audit	A & B loans and equity

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
237	IFC & MIGA	CAO	Mozambique: Mozal-01/Matola and Maputo	Oct 2010	Sub-Saharan Africa	Manufacturing	Transferred from Ombudsman to Compliance appraisal	Quasi-equity and loans
238	IFC	CAO	Ecuador: Pronaca Expansion-01/Santo Domingo	Dec 2010	Latin America and Caribbean	Agriculture / Agribusiness	Transferred from Ombudsman to Compliance appraisal	Loan
239	IFC	CAO	World: Financial Intermediaries-01/ CAO Vice President Request	April 2011	World	Financial Markets	Compliance audit in process	All financial sector products
240	IFC & MIGA	CAO	Uganda: Bujagali Energy-04/ Bujagali	Mar 2011	Sub-Saharan Africa	Energy Infrastructure	Ombudsman – dispute resolution in process	A&C loans
241	IFC	CAO	India: India Infrastructure Fund-01/Dhenkanal District	Apr 2011	South Asia	Financial Markets	Ombudsman assessment in process	Equity
242	IFC	CAO	Panama: Panama Canal Expansion-01/Lake Gatun	May 2011	Latin America and Caribbean	Transport Infrastructure	Transferred from Ombudsman to Compliance appraisal	A Loan
243	IFC & MIGA	CAO	Uganda: Bujagali Energy-05/ Bujagali	May 2011	Sub-Saharan Africa	Energy Infrastructure	Ombudsman – dispute resolution in process	A&C loans
244	IFC	CAO	Cameroon: Chad-Cameroon Pipeline-02/Cameroon	Jun 2011	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Ombudsman – dispute resolution in process	Loan
245	IFC	CAO	India: Tata Mega Ultra-01/Mundra and Anjar	Jun 2011	South Asia	Energy Infrastructure	Transferred from Ombudsman to Compliance appraisal	A & B loans and equity
246	IFC	CAO	Georgia: BTC Pipeline-33/Vale	Jun 2011	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed after Ombudsman settlement	A loan, B loan
247	IFC	CAO	India: Tata Tea/CAO Vice President Request	Jul 2011	South Asia	Agriculture / Agribusiness	Compliance appraisal in process	Investment Guarantee

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
248	IFC	CAO	Papua New Guinea: SEZ-01/	Jul 2011	East Asia and the Pacific	Advisory	Ombudsman - dispute resolution in process	Advisory services
249	IFC	CAO	Kosovo: Kosovo KEK-01/Pristina	Aug 2011	Europe and Central Asia	Advisory	Transferred from Ombudsman to Compliance appraisal	Advisory Services
250	IFC	CAO	Philippines: Mindoro Resources-01/Jabonga	Sep 2011	East Asia and the Pacific	Oil, Gas, Mining and Chemicals	Ombudsman assessment and compliance appraisal	Equity
251	IFC	CAO	Chad: Chad-Cameroon Pipeline-03/Doba	Oct 2011	Sub-Saharan Africa	Oil, Gas, Mining and Chemicals	Ombudsman - dispute resolution in process	Loan
252	IFC	CAO	Indonesia: Wilmar Group - 03/Jambi	Nov 2011	East Asia and the Pacific	Agriculture / Agribusiness	Ombudsman - dispute resolution in process	A Loan
253	IFC	CAO	Colombia: Avianca-01/Bogata	Nov 2011	Latin America and Caribbean	Transport Infrastructure	Transferred from Ombudsman to Compliance appraisal	Loan
254	IFC	CAO	Mexico: Harmon Hall	Nov 2011	Latin America and Caribbean	Education	Ombudsman - dispute resolution in process	Equity
255	IFC	CAO	Peru: Quellaveco Mining	Nov 2011	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Ombudsman assessment	Equity
256	IFC	CAO	Uganda: Agri-Vie - 01/Kiboga (Luwanga)	Dec 2011	Sub-Saharan Africa	Agriculture / Agribusiness	Ombudsman - dispute resolution in process	Equity
257	IFC	CAO	Uganda: Agri-Vie - 02/Mubende (Namwasa)	Dec 2011	Sub-Saharan Africa	Agriculture / Agribusiness	Ombudsman - dispute resolution in process	Equity

Number of complaints	Institution	IAM	Complaint	Date submitted	Region ²	Sector ³	Status	Type of financing
258	IFC	CAO	Honduras: Dinant/CAO Vice President Request	Feb 2012	Latin America and Caribbean	Agriculture / Agribusiness	Compliance appraisal in process	Loan
259	IFC	CAO	Mauritius: Africa Investco-01/ London	Mar 2012	Sub-Saharan Africa	Transport Infrastructure	Ombudsman assessment in process	Equity
OPIC Office of Accountability (OA)								
260	OPIC	OA	Mexico: Cerro de Oro Hydro	Nov 2011	Latin America and Caribbean	Energy Infrastructure	Open: Problem-solving stage concluded without resolution. Compliance review process initiated.	Guarantee
261	OPIC	OA	Bolivia: Coeur d'Alene Mining	Apr 2008	Latin America and Caribbean	Oil, Gas, Mining and Chemicals	Closed: Compliance review audit completed	Political risk insurance
262	OPIC	OA	Georgia: Baku-Tbilisi-Ceyhan Pipeline	Mar 2006	Europe and Central Asia	Oil, Gas, Mining and Chemicals	Closed: Compliance review audit completed	Political risk insurance

Notes:

1. Complaints are listed by order of institution and date received. Complaints listed are those accepted as eligible by the IAMs in the period November 1994 to April 2012.
2. For the purpose of this analysis, Regions are categorized according to World Bank Group nomenclatures.
3. Sectors have been grouped by CAO into these categories to allow for uniformity in the analysis of complaints across different IAMs.



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