

# GRIEVANCE REDRESS SERVICE (GRS) ANNUAL REPORT 2016





## Foreword



The World Bank's Grievance Redress Service (GRS) is an important mechanism for promoting transparency and accountability in Bank-financed operations. By providing an avenue for project affected people and communities to raise concerns directly to Bank Management, the GRS assures responsiveness to stakeholders' concerns and facilitates a collaborative approach to finding timely, effective and lasting solutions.

Since its creation in March 2015, the GRS has forged a close collaboration with task teams across the World Bank in working with complainants to understand their concerns and identify and monitor actions to resolve them. By fostering dialogue and acting as a facilitator in conflict resolution, the GRS embodies the Bank's emphasis on proactive problem-solving and the delivery of effective and sustainable solutions.

This important work is reflected in the GRS' results for 2016, which attest to its growing traction among stakeholders of Bank-financed projects and its efficacy in facilitating successful resolution of admissible complaints. These results also point to the important role the GRS is playing within the World Bank's accountability architecture, as an effective complement to grievance redress mechanisms at the project level and the Inspection Panel.

Building on its growing experience and track record, the GRS is well-positioned to support operational teams in early identification, assessment and resolution of complaints and in channeling knowledge garnered through this work to help identify systemic issues and devise appropriate solutions. The GRS' work will be particularly important as we commence the implementation of the World Bank's new Environmental and Social Framework.

Manuela Ferro

Vice President

Operations Policy and Country Services



## Contents

|  |    |
|--|----|
| Introduction.....                            | 1  |
| What is the GRS? .....                       | 1  |
| How does the GRS work? .....                 | 2  |
| Grievance redress across the World Bank..... | 6  |
| Casework statistics .....                    | 6  |
| Outreach.....                                | 11 |
| Examples of GRS cases.....                   | 12 |
| Annex A - 2015–2016 Complaints Register..... | 17 |



# GRIEVANCE REDRESS SERVICE (GRS)

## ANNUAL REPORT 2016

### Introduction

This is the second annual report of the GRS, which provides an overview on cases and activities during the calendar year 2016 which is the second year of the GRS' operation. The GRS provides an avenue for affected communities and individuals who have concerns about potential or actual adverse impacts stemming from Bank-supported projects to raise such grievances. The GRS responds to grievances received from project affected people and ensures that such grievances are reviewed and addressed in a timely manner. The volume of complaints received from people affected by World Bank-supported projects more than doubled in 2016, which demonstrates that the GRS is accessible for those whom it is intended to reach. A similar rise in the numbers of complaints that have been successfully resolved or have an action plan under implementation, confirms that the GRS, through its mandated problem-solving function, is helping strengthen the World Bank's accountability and responsiveness.

In 2016, the GRS received 76 complaints, out of which 45 pertained to environmental and social safeguard issues in Bank-supported projects. The remainder of the complaints related to procurement matters, which the GRS forwarded to the relevant procurement teams for response. In the previous year, the GRS had received 28 complaints, 16 related to environmental and social safeguard issues.

In 2016, the grievances in 15 cases were resolved (5 cases carried forward from 2015 and 10 of those received in 2016). At the end of 2016, 5 cases were still open, with ongoing work in progress on developing solutions to resolve the grievances.

### What is the GRS?

The Grievance Redress Service (GRS) is one of the World Bank's complaints mechanisms. It has a problem-solving function and is led by Bank Management. The GRS provides a direct, accessible way for individuals and communities to complain directly to Bank Management if they believe that a World Bank-supported project has had or is likely to

have adverse effects on them, their community or the environment in which they live. The GRS enhances the World Bank's responsiveness and accountability by promptly reviewing grievances received and then identifying practical solutions to address the complaints together with the project task teams and the complainants. It is housed in the World Bank's Operational Policy and Country Services Vice Presidency and is functionally separate from the Bank's teams that are responsible for preparing and supporting the implementation of projects.

The GRS represents a collaborative problem-solving effort, the ultimate goal of which aims at reaching long-lasting solutions that address stakeholder concerns. It is an effective tool for early identification, assessment and resolution of project-related concerns.



The GRS was created following a review of the World Bank's safeguard policies by the Independent Evaluation Group (IEG) in 2010, which recommended that the World Bank create a grievance redress and conflict resolution mechanism to complement the independent Inspection Panel. The GRS closes the gap between project-level grievance redress mechanisms (GRMs) and the Inspection Panel in the Bank's accountability structure.

## How does the GRS work?

Complaints submitted to the GRS are admissible when they are presented by people directly affected by an ongoing World Bank-supported project and relate to alleged harm that results from the Project. Complainants may submit a complaint directly or through a representative, and their identities will remain confidential, should they request it. The GRS also reviews complaints received by Bank staff and referred to the GRS. Bank staff are required to notify the GRS when they receive complaints that concern high risk projects, raise issues of compliance with World Bank policies and procedures, or allege that a Bank-supported project has caused or will cause harm to people or the environment.

Each complaint is carefully assessed by the GRS to determine whether it raises concerns that are within the GRS' mandate. This initial assessment may include a review of available and relevant information and documentation; meetings with the Bank's task



team; discussions with complainants, project implementing agencies, relevant external stakeholders; and site visits if necessary. Based on the initial assessment, the GRS decides whether the complaint is admissible and what further steps may be required. The GRS specifically considers compliance with the Bank's policies and procedures when reviewing the issues raised in the complaint, but will also attempt to find a resolution to complaints that are not related to policy compliance.

In the initial assessment phase, the GRS forms an independent and reasoned opinion regarding the issues under examination. If there is an opportunity for collaborative resolution of the issues, the GRS starts the problem-solving process. This may take the form of facilitation of information sharing and/or of dialogue/negotiation, leading to an agreed action plan to address the concerns.

The GRS manages the problem-solving process jointly with the responsible Bank task teams. The GRS supports the resolution of complaints by using collaboration to arrive at a shared understanding of the issue; foster trust between the parties; and identify and agree on a solution. This collaboration can take various forms, in which the GRS may play different roles:

- ***Ensuring dissemination of information.*** The GRS ensures that the complainants have access to relevant information about the project, its impacts and related mitigation measures. It responds to any additional questions the complainants may have, so that together an effective solution to the issues can be found.
- ***Joint fact finding.*** The GRS carries out with the task team and the complainant, a fact-finding process about the issues raised in the complaint. The objective is to help clarify the facts related to the concerns raised, and whether there are instances of noncompliance with Bank policies and procedures that must be addressed in the project. Through the fact finding, the GRS collaborates with the complainant and the task team, which in turn works with the Borrower, to identify a suitable solution in compliance with Bank policies.
- ***Dialogue/negotiation.*** The GRS facilitates dialogue between the complainant and the task team, which supports the Borrower in addressing the complaint, with a view to arriving at an effective solution through negotiation and agreement.

- **Mediation.** When the grievances/disagreements between parties are such that collaboration as described above is not possible, the GRS can facilitate establishing and overseeing a formal mediation process to arrive at a mutually agreed solution.

In this process, the GRS supports the task team to analyze the issues/concerns in the project context; advises on policy compliance and related issues; assists in engaging with communities throughout the process; advises on project-level GRMs and good practices; and assists in following up on the implementation of the agreed action plan.

Complaints need to describe the actual or potential adverse impact that the complainants believe results from the World Bank-supported project. Some issues, are, however, not within the mandate of the GRS, including allegations concerning fraud, corruption, staff/ employment disputes, or the alleged failure of the project to meet its development objectives. Repetitive complaints on the same subject and by the same complainant, which have already been addressed, will not be considered unless new facts or circumstances are presented (see Box 1). Finally, the GRS accepts complaints regarding procurement issues, which are forwarded to the Bank's responsible Procurement Practice Manager for resolution through the Procurement Complaint Handling System.

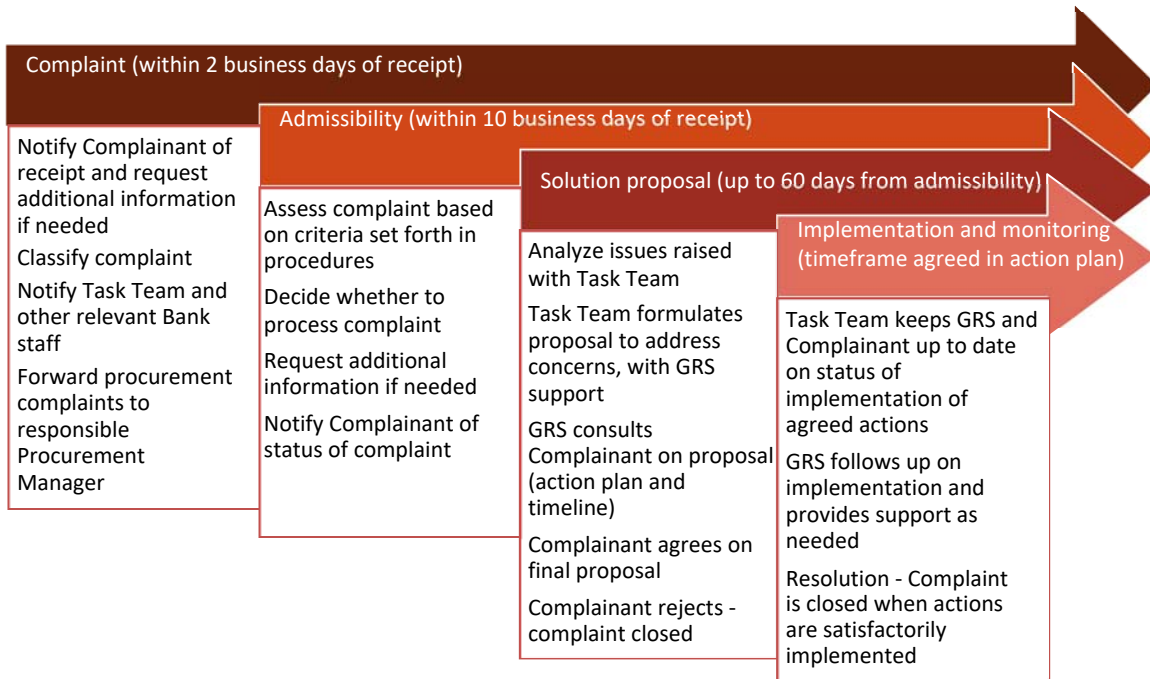
**Box 1. What are inadmissible complaints?**

Inadmissible complaints may be complaints that:

- Concern fraud or corruption (which are dealt with by the Bank's Integrity Vice Presidency)
- Concern employment or pursuit of employment with the Bank or the project
- Are made by Bank Staff
- Have already been subject to an investigation by the Inspection Panel
- Have been submitted anonymously (confidentiality is ensured, but anonymous complaints are inadmissible)
- Are unrelated to Bank-supported projects, relate to closed Projects or are repetitive or clearly frivolous in nature.

The GRS process is set out in the [corresponding Bank Procedure](#) which was updated in March 2017, and is available online. Figure 1 illustrates the process of receiving and processing complaints.

**Figure 1: GRS Complaint Resolution Process**



## Grievance redress across the World Bank

There are multiple avenues for grievance redress in World Bank-supported projects—the project-level grievance redress mechanisms (GRMs), the GRS and the Inspection Panel. The GRS does not alter the role of the Inspection Panel. Project affected individuals and communities continue to have the same access to the Panel, provided they meet the criteria set out in the Panel Resolution. Likewise, if a complaint is related to a project with an existing project-level GRM, the GRS makes the complainant aware of the GRM's existence. The GRS, however, can process a complaint it receives even if a project-level GRM already exists or if there is already a complaint in a project-level GRM. It is the decision of the complainant to withdraw or continue with a project-level GRM, the GRS process, or both.

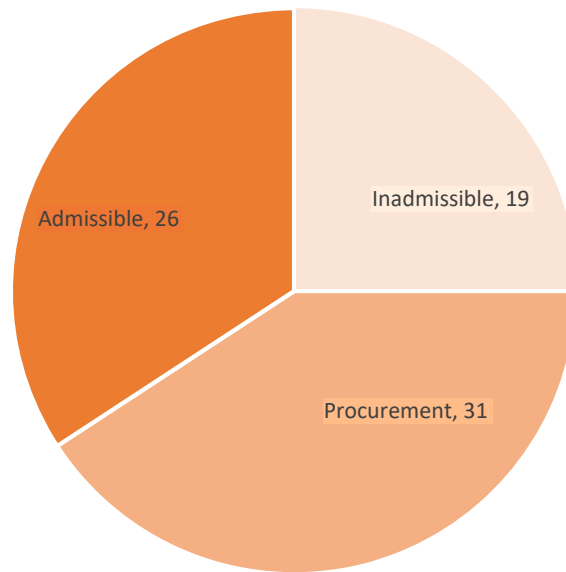
While project-level GRMs can provide the most effective way for people to raise issues and concerns about projects that affect them, sometimes they are not available or are unable to reach all project stakeholders. Experience has shown that project affected people often reach out directly to the World Bank to raise their concerns. The GRS does not replace the need for project-level GRMs, but provides an additional, responsive avenue for affected people to express their grievances. In addressing complaints that it receives, and in collaboration with the Bank's Social Development practice, the GRS supports task teams to review the performance of existing project-level GRMs, understand their weaknesses and identify ways to strengthen them, and advise borrowers on actions needed to ensure a functioning grievance redress system on the ground.

## Casework statistics

In 2016, the GRS received 76 complaints – 45 regarding environmental and social issues and 31 on procurement. Out of the 45 complaints relating to environmental and social issues received, 19 were inadmissible (see Figure 2).<sup>1</sup>

---

<sup>1</sup> The GRS 2015-2016 Complaints Register is attached to this Report as Annex A.

**Figure 2: Type of complaints received in 2016**

The number of complaints received in 2016 constitutes a significant increase compared to the 28 complaints (16 on environmental and social matters and 12 on procurement) received in the first nine months of operation of the GRS in 2015.

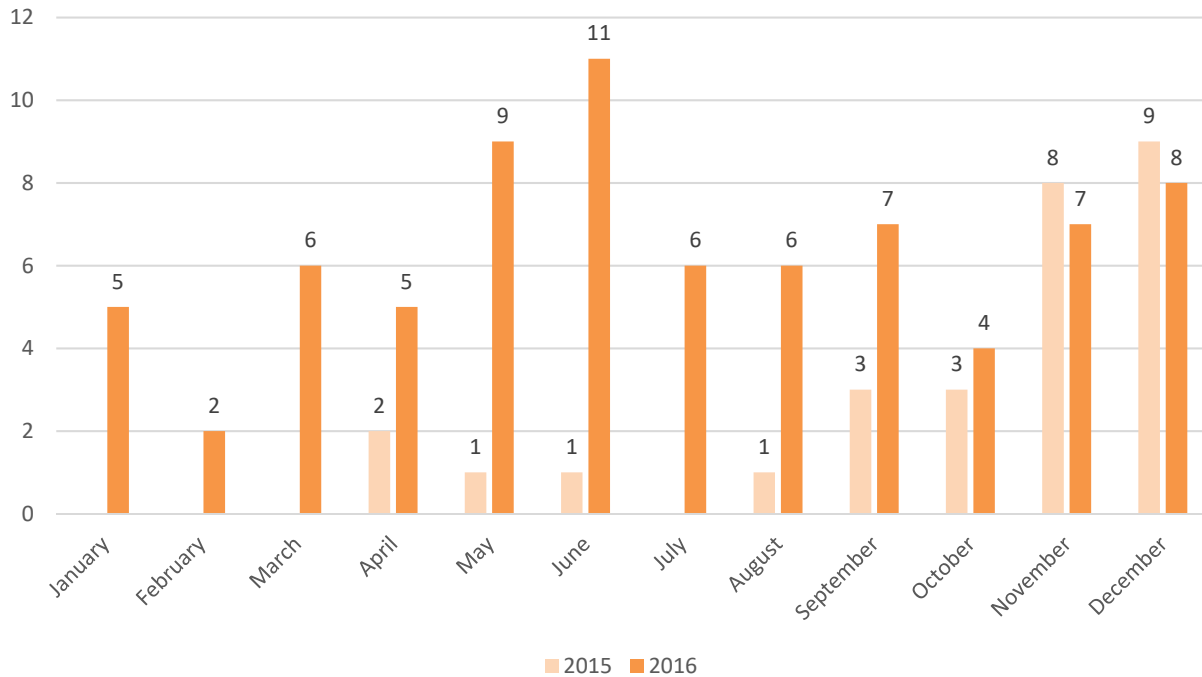
**Table 1. Complaints Received in 2015 and 2016\***

|                             | 2015 | 2016 |
|-----------------------------|------|------|
| Complaints received (total) | 28   | 76   |
| <i>Inadmissible</i>         | 7    | 19   |
| Environmental and Social    | 9    | 26   |
| Procurement                 | 12   | 31   |

\* Calendar year.

A breakdown of the complaints received by month since the GRS was established in April 2015 is shown in Figure 3.

**Figure 3: Total number of complaints received by month since establishment of the GRS**



Among the inadmissible complaints received in 2016, 14 were outside the mandate of the GRS, 3 complaints alleged harm that could not be connected to a World Bank-supported project, 1 pertained to a closed project and 1 to a previous Inspection Panel case

### Status of the admissible complaints

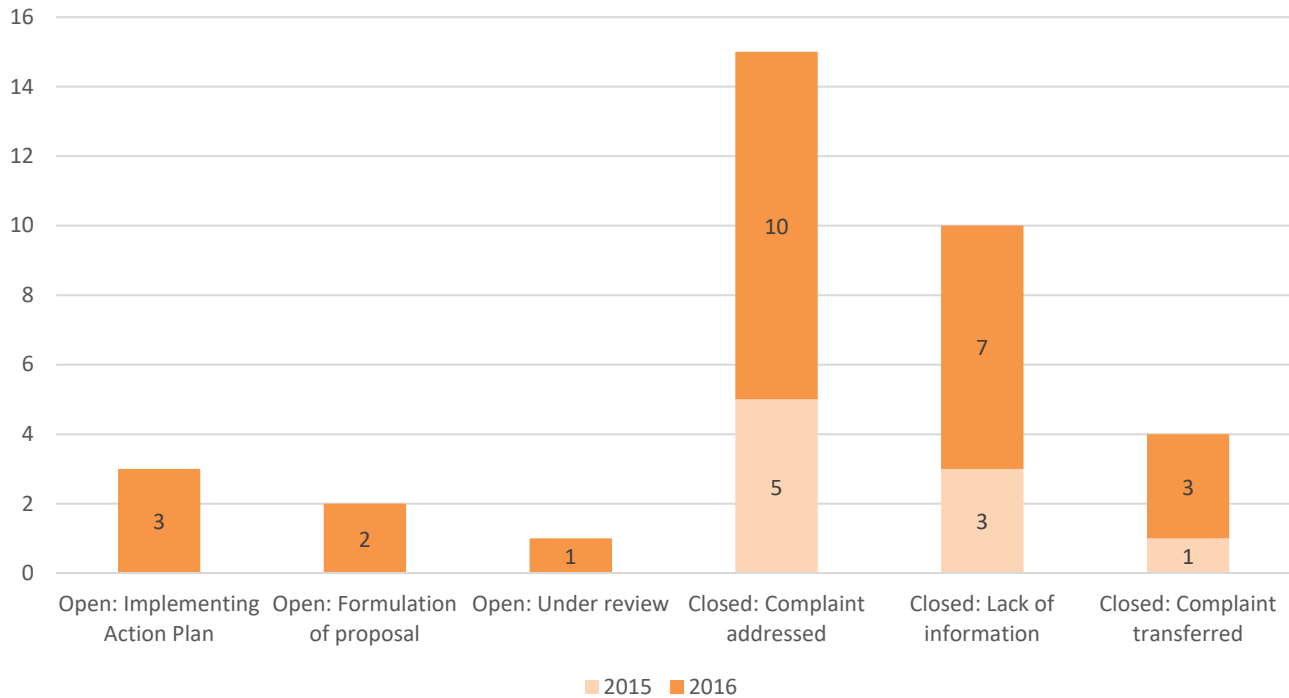
Of the 26 admissible complaints relating to environmental and social concerns received by the GRS in 2016, 10 complaints have been successfully resolved through developing and implementing an agreed action plan which addressed the grievances. (see Examples of Cases, below). In addition, the 5 outstanding grievances from 2015 also were resolved and brought to closure in 2016.

For the 6 grievance cases that remained open at the end of 2016, in 3 cases, action plan implementation is ongoing, in 2 cases problem solution proposals are being developed by the GRS, task team, and complainant, and the remaining case is under issues review.

The GRS closed 7 complaints received in 2016 because it did not receive sufficient information from the complainants to be able to assess the alleged harm, despite multiple follow ups.

The status of all admissible environmental and social complaints received since 2015 is reported in Figure 4.

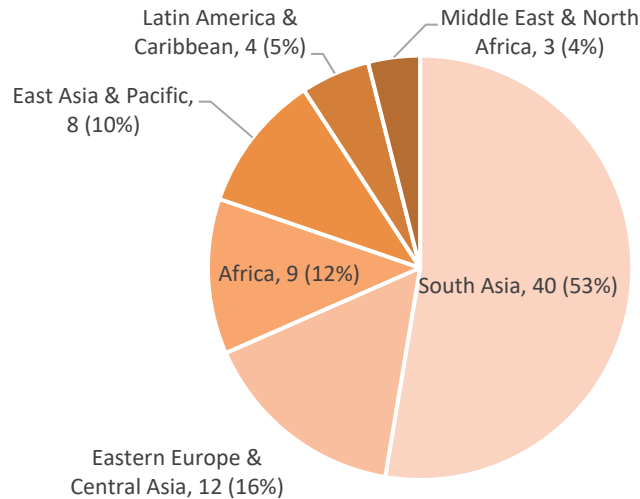
**Figure 4: Status of admissible complaints (non-procurement) received since 2015**



### Geographic distribution

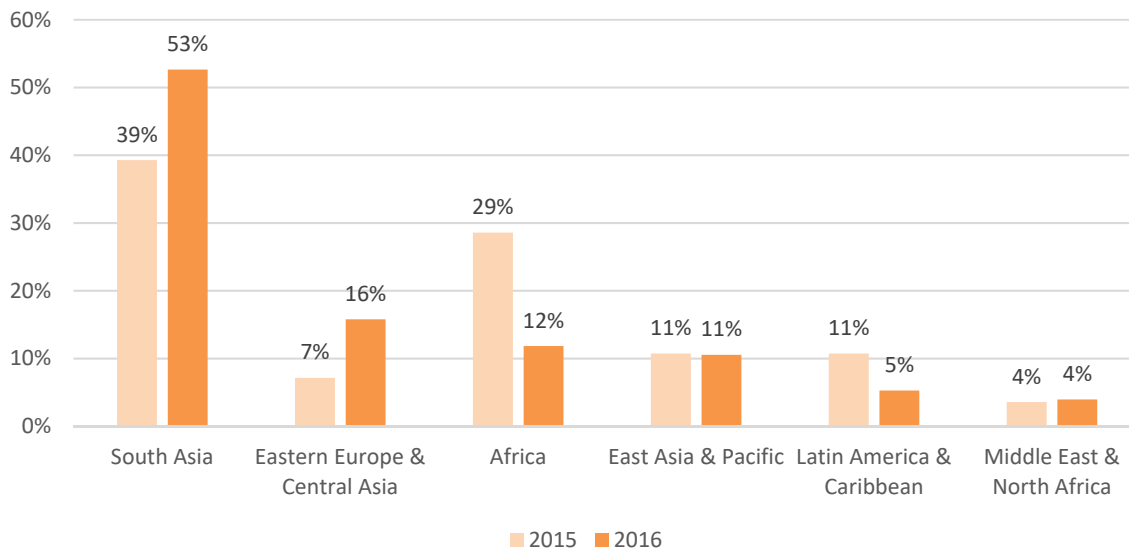
The majority of complaints received (both admissible and inadmissible) concerned projects in the South Asia region. More than half (53% of complaints received) came from this region. The percentage of complaints per region and the total number of complaints received in 2016 is shown in Figure 5.

**Figure 5: Geographic distribution of complaints received in 2016 (total number of complaints and percentage)**



Compared to 2015, South Asia remains the region with the highest share of complaints, with the percentage of complaints to the GRS from that region increasing. The percentage of complaints decreased for Africa and Latin America and the Caribbean and remained the same for East Asia and the Pacific, and the Middle East and North Africa (see Figure 6).

**Figure 6: Distribution of complaints per region in 2015 and 2016**





## Outreach

Outreach activities to make the GRS better known to Bank staff and communities affected by World Bank financed projects include internal training sessions, information meetings, external outreach to project affected people and NGOs, and presentations at international conferences. Internal training sessions on safeguard policies routinely include a presentation on the GRS. The GRS also has held information meetings with Washington-based NGOs and with NGOs attending the World Bank's Spring and Annual Meetings to introduce the work of the GRS, answer questions and establish a dialogue with stakeholders.

The GRS maintains a website and a central complaints database to monitor and track grievance redress progress that is published on the website (<http://www.worldbank.org/grs>).

Since January 2015, the Project Appraisal Document (PAD) of all projects/programs financed by the World Bank includes information for project stakeholders about available avenues to submit complaints on project related issues. This information mentions project-level GRMs, the GRS and the Inspection Panel. The language included in the Investment Project Financing PADs reads as follows:

***Grievance Redress.*** *Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.*

*Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond.*

*For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>*

*For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org)*

Similar and program specific language is included in the PADs of Development Policy Financing and Program-for-Results operations.

## Examples of GRS cases

### Bangladesh Clean Air and Sustainable Environment Project (P098151)

**Complaint received** December 2015

**Project background** The project aims at improving air quality and safe mobility in Dhaka through the implementation of demonstration initiatives in urban transport and brick making. These initiatives include construction of pedestrian bridges and rehabilitation and improvement of sidewalks throughout the city.

**Complaint** The complaint concerned accessibility by disabled people to pedestrian bridges and potential barriers to street crossing for those unable to utilize the bridges.

**Resolution** The GRS advised the task team on Bank policy requirements with regard to the impacts of project works on people with disability as well as on how to engage with complainants. The GRS facilitated a dialogue between the complainants and the task team to allow a thorough understanding of mobility issues for people with disability in each location where the project supported construction of pedestrian bridges and sidewalk works. The team also conducted a site visit together with representatives of the complainants and other affected people to explore possible practical solutions and options to address barriers to mobility raised by the complainants. With the input of the complainants and their representatives, the team explored remedial measures to address the obstruction of road crossings in some locations; it also considered ways to ensure that future World Bank engagements take issues of disability and access into account in a more systematic manner. Actions agreed to address the complaint included measures to improve accessibility for people with disability at four selected foot-over bridges through rectifying works, such as removing a fence, and/or putting up ramps, road marking, new lighting and signs. A GRS team member visited the project site to jointly review with the team and implementing agency's representatives how the complaint was addressed. During the visit, the implementing agency indicated that it also plans to construct elevators for selected pedestrian bridges.

**Status** The commitments by the implementing agency to address the complaint were integrated into the project design and are under implementation.

## China Zhengzhou Urban Rail Project - Line 3 (Phase 1) (P128919)

**Complaint received** September 2016

**Project background** The objective of the Zhengzhou Urban Rail Project is to improve urban mobility for the population of Zhengzhou along Line 3 from Xin Liu Lu Station to Hang Hai Dong Lu Station. The project consists of four components, including construction of the Zhengzhou Urban Rail Line 3 (about 25.2 km) which will connect the city center of Zhengzhou with its northwest and southeast development areas. Project implementation requires resettlement of about 660 households.

**Complaint** The complainants were one of several households which declined to sign a resettlement agreement, contesting the valuation of property and resulting compensation amounts.

**Resolution** The GRS supported the task team in carrying out fact finding activities to ascertain the situation of the complainants and evaluate whether the complaint raised issues of compliance with the Bank's policy on involuntary resettlement. With advice from the GRS, the task team, supported by social specialists and an external monitor, met with the complainants to hear their concerns. The GRS engaged extensively with the complainants to explore the suitability of potential solutions. Following extensive discussions with the complainants and the Project Implementation Unit to identify an agreeable solution, suitable replacement housing was eventually identified for the complainant household and transition assistance was provided.

**Status** The complaint was addressed to the satisfaction of the complainants.

## India Andhra Pradesh and Telangana Municipal Development Project (P071250)

**Complaint received** December 2016

**Project background** The project objective is to help improve urban services in selected cities of Andhra Pradesh and Telangana, and the capacity of Urban Local Bodies (ULBs) to develop and manage urban services. The project's Urban Infrastructure Investment component finances high-priority investments identified by ULBs to improve urban services, among them water supply.

**Complaint** The complaint was raised by residents in the area who believed that the water supply had worsened since the project started, specifically that the water pressure had deteriorated and that there were excessive delays in completion of works, including disruption to roads due to excavation.

**Resolution** The GRS facilitated sharing of information with the complainants to clarify the scope of the Bank-supported project. The project aims are relevant to addressing the problems described in the complaint, and ensuring a reliable water service by upgrading the water distribution network and storage and pumping facilities of the water supply system. The GRS engaged with the complainants to share all relevant information about project implementation, particularly that the works were expected to be completed within a few months and that the delays in implementation were being addressed. Actions to address the issues raised in the complaint included providing additional information and updates to the project affected communities on the project objectives and implementation progress and strengthening the local grievance redress mechanisms to respond promptly to community queries.

**Status** The GRS is currently monitoring the implementation of these actions.

### Cameroon Lom Pangar Hydropower Project (P114077)

**Complaint received** March 2016

**Project background** The development objective of the Lom Pangar Hydropower Project is to increase hydropower generation capacity and reduce seasonal variability of water flow in the Sanaga River and to increase access to electricity.

This includes construction of a dam, power plant and transmission line, and rural electrification.

**Complaint** The complaint raised concerns about the contractor's labor practices at the project site, notably, failure to pay required allowances – e.g., overtime, sick leave and social security payments; and other harms, including poor housing conditions, failure to guarantee health and safety at the construction site, and discriminatory practices.

**Resolution** Upon receipt of the complaint, the GRS immediately engaged with the complainants, the task and country teams, and other relevant Bank units, and coordinated and carried out fact-finding activities to ascertain the nature of the issues and whether the complaint raised issues of compliance with Bank policies. The GRS

maintained regular communication with the complainants, and facilitated several meetings between the task team and the complainants in the Bank's office in Yaoundé to review and discuss the issues to arrive at a joint understanding. The assessment of the complaint and relevant project documents and the fact-finding activities confirmed the validity of the complaint submitted to the GRS. The task team further followed up with the implementing agency, which holds the contract with the contractor, to ensure that the contractor complies with its contractual obligations toward project workers. An Action Plan was prepared and agreed with the complainant. The GRS monitored progress of the implementation of the Action Plan.

**Status** The action plan was fully implemented and the GRS case is now closed.

### India Second Tamil Nadu Road Sector Project (P143751)

**Complaint received** July 2016

**Project background** The development objective of the Second Tamil Nadu Road Sector Project for India is to increase road capacity, enhance quality of maintenance, improve safety, and support institutional development of Tamil Nadu's core road network (CRN). The project comprises three components, of which the first, network improvement, will support upgrading and maintenance of selected roads within the state's core road network.

**Complaint** The complainant, although in support of the project, raised concerns about the land acquisition process and compensation. The GRS team contacted the complainant to discuss the claims and to evaluate whether issues relevant to Bank policy compliance were raised.

**Resolution** With advice from the GRS, the team followed up with a site visit and met with the complainant on site to discuss the concerns. The project implementing agency agreed with the complainant on several measures to address concerns, including a realignment of the road and adequate compensation for the complainant's assets. As a result, the amount of land to be acquired was to be reduced by two meters, as per the request of the complainant, and appropriate compensation for loss of fruit bearing trees was proposed and agreed upon.

**Status:** Implementation of the agreed action plan is nearly completed and the GRS is monitoring progress to ensure the complaint is fully addressed.

## Mediation Process: Kenya Electricity Expansion Project (P103037)

**Background** The GRS successfully co-facilitated a mediation process in collaboration with the Complaints Mechanism (CM) of the European Investment Bank (EIB). This process aimed at resolving a dispute between Maasai communities living in the project area of Olkaria and the project implementing agency, KenGen. The joint GRS/CM facilitation work led to the finalization and signing of a mediation agreement between the parties in May 2016 during a third and final mediation session. The agreement provides for corrective actions under the project's Resettlement Action Plan and delivering to the community further benefits, including additional cash compensation. Fifteen out of sixteen Maasai community representatives signed the agreement, which was presented to the whole community at a *Baraza* (public community meeting) on June 10, 2016 and was supported by a clear majority. Actions agreed under the mediation agreement were subsequently reflected in an Action Plan that Bank Management presented to the Board of Executive Directors in response to the findings of an investigation report prepared by the Inspection Panel, to which the Maasai had submitted a Request for Inspection.

**Status** The GRS, jointly with the CM, is monitoring progress in the implementation of the mediation agreement.

## Annex A: 2015 – 2016 Complaints Register

### 2015

| No. | Date       | Country                   | Project   | Status  | Comments   |
|-----|------------|---------------------------|---|---|--|
| 1.  | 4/19/2015  | Jamaica                   | None  | <b>Inadmissible:</b> Complaint not related to Bank-financed project.  | Complaint raises concerns about the design of breakwaters on the coastline.    |
| 2.  | 4/25/2015  | Pakistan                  | Second Sindh Education Sector Reform Project (P125952)                      | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 3.  | 5/27/2015  | Cape Verde                | Recovery and Reform of the Electricity Sector Project (P115464)             | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 4.  | 6/9/2015   | Pakistan                  | Sindh Irrigated Agriculture Productivity Enhancement Project (P145813)      | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 5.  | 8/25/2015  | Senegal, Mauritania, Mali | Alleged corruption in procurement practices                                 | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 6.  | 9/7/2015   | India                     | Rajasthan Road Sector Modernization Project (P130164)                       | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 7.  | 9/17/2015  | Nigeria                   | EarthCare Solid Waste Composting Project (P112329)                          | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                   |
| 8.  | 9/20/2015  | India                     | National Cyclone Risk Mitigation Project (P092217/P144726/P148870 (AF))     | <b>Closed: Complaint addressed</b> Complainant did not follow up with GRS. However, Task Team agreed on Action Plan to address issues with implementing agencies. | Complaint raises concerns about the quality of material for road construction. |
| 9.  | 10/6/2015  | India                     | Tamil Nadu and Puducherry Coastal Disaster Risk Reduction Project (P143382) | <b>Closed: Lack of information</b>  | No further information received from complainant.                              |
| 10. | 10/19/2015 | India                     | Integrated Coastal Zone Management Project (P097985)                        | <b>Closed: Lack of information</b> Complainant did not provide requested additional relevant information about project-related harm.                              | Complaint raises issues regarding public consultation.                         |
| 11. | 10/23/2015 | Mongolia                  | eHealth Project (P149605)   | <b>Closed: Lack of information</b> Complainant did not provide requested additional relevant information about project-related harm.                              | Not indicated  |
| 12. | 11/1/2015  | Bangladesh                | Nuton Jibon Livelihood  | <b>Inadmissible:</b>  | Complainant requests   |

| No. | Date       | Country     | Project  | Status   | Comments  |
|-----|------------|-------------|--|--|---|
|     |            |             | Improvement Project (NJLIP) (P149605)  | Complainant did not provide information about project-related harm.  | that the program include additional activities.   |
| 13. | 11/9/2015  | Albania     | National Irrigation and Drainage Strategy Project (P121186)                                    | <b>Procurement:</b> Referred to responsible Procurement Manager.     | Complaint raises procurement-related issues.  |
| 14. | 11/9/2015  | Jamaica     | Community-based Landslide Risk Reduction Project (JSDF Grant) (P116471)                        | <b>Inadmissible:</b> Project closed.                                 | Complaint raises concerns regarding the design of the drainage system   |
| 15. | 11/20/2015 | Pakistan    | Global Partnership Education Project Balochistan (P144454)                                     | <b>Inadmissible:</b> Outside of GRS mandate.                         |   |
| 16. | 11/24/2015 | Kenya       | AFD Kenya Informal Settlements Improvement Project Co-Financing Technical Assistance (P150944) | <b>Procurement:</b> Referred to responsible Procurement Manager.     | Complaint raises procurement-related issues.  |
| 17. | 11/25/2015 | Argentina   | Vega Flood Prevention and Drainage Project (P145686)   | <b>Closed: Complaint addressed</b>                                   | Complaint raises concerns about consultation and participatory processes in project preparation and implementation. |
| 18. | 11/30/2015 | Philippines | Rural Development Project (P132317)  | <b>Closed: Complaint addressed</b>                                   | Complaint raises concerns regarding compensation for land acquisition.  |
| 19. | 11/30/2015 | Morocco     | None   | <b>Inadmissible:</b> Complaint not related to Bank-financed project. | .   |
| 20. | 12/2/2015  | Pakistan    | Dasu Hydropower Project (P121507)  | <b>Inadmissible:</b> Outside of GRS mandate.                         | Complaint raises concerns about a potential conflict of interest in preparation of Environmental Assessment.        |
| 21. | 12/7/2015  | Kenya       | Regional Pastoral Livelihood Resilience Project (P129408)                                      | <b>Procurement:</b> Referred to responsible Procurement Manager.     | Complaint raises procurement-related issues.  |
| 22. | 12/9/2015  | Uzbekistan  | Energy Efficiency Facility for Industrial Enterprises Project (P118737)                        | <b>Procurement:</b> Referred to responsible Procurement Manager.     | Complaint raises procurement-related issues.  |
| 23. | 12/9/2015  | Bangladesh  | Clean Air and Sustainable Environment Project (P098151)  | <b>Closed: Complaint addressed</b>                                   | Complaint raises concerns regarding accessibility in the design of improvements for traffic flow.                   |
| 24. | 12/14/2015 | Kenya       | Kenya Informal Settlement Improvement Project (KISIP) (P113542)                                | <b>Procurement:</b> Referred to responsible Procurement Manager.     | Complaint raises procurement-related issues.  |
| 25. | 12/17/2015 | Philippines | Participatory Irrigation Development Project (P088926)   | <b>Closed: Complaint addressed</b>                                   | Complaint raises concerns over delays in  |



| No. | Date       | Country  | Project  | Status   | Comments  |
|-----|------------|----------|--|--|---|
|     |            |          |  |  | project implementation.   |
| 26. | 12/18/2015 | Kenya    | Water and Sanitation Service Improvement Project (P096367) | <b>Closed: Complaint transferred to Inspection Panel</b>         | Complaint raises concerns about project impacts on water sources. |
| 27. | 12/18/2015 | Pakistan | Sindh Skill Development Project (P118177)                  | <b>Procurement:</b> Referred to responsible Procurement Manager. | Complaint raises procurement-related issues.                      |
| 28. | 12/23/2015 | Nigeria  | Growth & Employment Project (P103499)                      | <b>Inadmissible:</b> Outside of GRS mandate.                     |   |

## 2016

| No. | Date      | Country     | Project   | Status  | Comments   |
|-----|-----------|-------------|---|---|--|
| 1.  | 1/4/2016  | Philippines | Rural Development Project (P132317)                 | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 2.  | 1/15/2016 | India       | National Highways and Interconnectivity Project     | <b>Inadmissible:</b> Complaint not related to Bank-financed subproject.   | Complaint raises concerns regarding the preservation of village dwellings and project impacts on community life. |
| 3.  | 1/26/2016 | Serbia      | Corridor X Highway Project (P108005)                | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 4.  | 1/26/2016 | Bangladesh  | Bangladesh Modern Food Storage Facility (P120583)   | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises concerns about the quality of design and materials used in construction.                        |
| 5.  | 1/31/2016 | Nigeria     | Rural Access and Mobility Project (RAMP) (P072644)  | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 6.  | 2/12/2016 | India       | Second Kerala State Transport Project (P130339)     | <b>Closed: Complaint addressed</b>  | Complaint raises concerns regarding construction activities of a highway project.                                |
| 7.  | 2/13/2016 | Bangladesh  | Bangladesh Climate Change Resilience Fund (P115375) | <b>Inadmissible:</b> Outside of GRS mandate.  | Complaint raises concerns about the selection process of a project proposal for funding.                         |
| 8.  | 3/2/2016  | India       | Eastern Dedicated Freight Corridor-3 (P150158)      | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |

| No. | Date      | Country     | Project  | Status  | Comments   |
|-----|-----------|-------------|--|---|--|
| 9.  | 3/16/2016 | Cameroon    | Lom Pangar Hydropower Project (P114077)                                    | <b>Closed: Complaint addressed</b>  | Complaint raises concerns about contractor's labor practices at the project site.    |
| 10. | 3/17/2016 | Egypt       | Farm-level Irrigation Modernization (P117745)                              | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 11. | 3/23/2016 | Pakistan    | Social Action Program Project (02) (P037835)                               | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises issues regarding the performance of a school project.               |
| 12. | 3/28/2016 | India       | Andhra Pradesh Community Based Tank Management Project (APCBTMP) (P100789) | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 13. | 3/30/2016 | Guinea      | Power Sector Recovery Project (P146696)                                    | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 14. | 4/4/2016  | India       | Haryana Power System Improvement Project (P110051)                         | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises concerns about consultation and access to information.              |
| 15. | 4/15/2016 | India       | Uttarakhand Disaster Recovery Project (UDRP) (P146653)                     | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 16. | 4/19/2016 | India       | Third Tamil Nadu Urban Development Project (TNUDP III) (P083780)           | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises issues related to the payment of compensation for land acquisition. |
| 17. | 4/20/2016 | Lesotho     | Lesotho Highlands water project  | <b>Inadmissible:</b> Complaint not related to Bank-financed project.  | Complaint raises issues related to compensation and resettlement.                    |
| 18. | 4/25/2016 | India       | Second Tamil Nadu Road Development Project (P143751)                       | <b>Open: Implementing Action Plan</b><br>GRS follow-up  | Complaint raises issues related to land acquisition.                                 |
| 19. | 5/4/2016  | Colombia    | Rio Bogota Environmental Recuperation and Flood Control Project (P111479)  | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 20. | 5/4/2016  | Afghanistan | Second Customs Reform and Trade Facilitation Project (P112872)             | <b>Inadmissible:</b> Outside of GRS mandate.  |  |

| No. | Date      | Country   | Project   | Status  | Comments   |
|-----|-----------|-----------|---|---|--|
| 21. | 5/5/2016  | India     | Uttar Pradesh Sodic Lands Reclamation III Project (P112033)                                 | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 22. | 5/12/2016 | India     | Not indicated.  | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 23. | 5/16/2016 | Cameroon  | Cameroon – Kribi Gas Power Project (P110177)  | <b>Inadmissible:</b> Outside of GRS mandate.  | Complaint raises concerns regarding consultancy contract.  |
| 24. | 5/23/2016 | India     | Haryana Power System Improvement Project (P110051)  | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises concerns regarding electricity power cuts and service delivery.                       |
| 25. | 5/24/2016 | Romania   | Not indicated   | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 26. | 5/25/2016 | Nigeria   | Africa Higher Education Centers of Excellence Project (P126974)                             | <b>Inadmissible:</b> Outside of GRS mandate.  | Complaint raises concerns about continuation of project implementation and disbursements.              |
| 27. | 5/26/2016 | Belize    | Not indicated   | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.   |
| 28. | 6/4/2016  | Pakistan  | KP Southern Area Development Project (P130835)  | <b>Inadmissible:</b> Outside of GRS mandate.  | Complaint raises employment issues related to the project.   |
| 29. | 6/6/2016  | Vietnam   | Coastal Cities Sanitation Project (P082295)   | <b>Inadmissible:</b> Project closed.  | Complaint raises resettlement and compensation-related concerns.                                       |
| 30. | 6/8/2016  | Colombia  | Rio Bogota Environmental and Flood Control Project (P111489)                                | <b>Closed: Complaint transferred to Inspection Panel</b>  | Complaint raises concerns regarding consultation and public participation.                             |
| 31. | 6/14/2016 | India     | Biodiversity Conservation and Rural Livelihoods Improvement Project (P088520)               | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint alleges issues related to the involvement of communities in project conservation activities. |
| 32. | 6/15/2016 | Indonesia | National program for community empowerment in rural areas (PnPM Rural (2012-2015) (P125405) | <b>Inadmissible:</b> Outside of GRS mandate.  | Complaint raises concerns regarding irregularities in the selection process for village facilitators.  |

| No. | Date      | Country    | Project  | Status  | Comments  |
|-----|-----------|------------|--|---|---|
| 33. | 6/15/2016 | Kosovo     | Kosovo Financial Strengthening and Market Infrastructure Project (P108080) | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 34. | 6/21/2016 | Pakistan   | Not indicated.   | <b>Inadmissible:</b><br>Outside of GRS mandate.   | Complaint raises allegations of corruption in school projects.  |
| 35. | 6/22/2016 | India      | Not indicated.   | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 36. | 6/23/2016 | Argentina  | Vega Flood Prevention and Drainage Project (P145686)                       | <b>Closed: Complaint addressed</b>  | Complaint raises allegations of insufficient contingency plans and a lack of public participation.    |
| 37. | 6/24/2016 | Pakistan   | Pakistan Punjab Cities Governance Improvement Project (P112901)            | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 38. | 6/29/2016 | China      | Not indicated.   | <b>Procurement:</b> Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.  |
| 39. | 7/18/2016 | Ukraine    | Road Sector Development Project (P149322)                                  | <b>Closed: Complaint addressed</b>  | Complaint raises concerns related to building norms and potential land acquisition.                   |
| 40. | 7/18/2016 | Pakistan   | Tarbela Fourth Extension Hydropower Project (P115893)                      | <b>Closed:</b><br>Complaint transferred to resettlement commission established to address legacy issues related to Tarbela dam. | Complaint raises concerns regarding land acquisition process under a previous Tarbela phase.          |
| 41. | 7/20/2016 | Sri Lanka  | Not indicated.   | <b>Inadmissible:</b><br>Complainant did not provide requested additional relevant information about project-related harm.       | Complaint raises concerns related to the construction of a water storage tank and water supply lines. |
| 42. | 7/22/2016 | India      | Second Tamil Nadu Road Sector Project (P143751)                            | <b>Open: Implementing Action Plan</b><br>GRS follow up.   | Complaint raises concerns about land acquisition process.   |
| 43. | 7/28/2016 | Uzbekistan | Not indicated.   | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 44. | 7/29/2016 | India      | National Highways Interconnectivity Improvement Project (P121185)          | <b>Open: Formulation of proposal</b>  | Complaint raises concerns regarding the design and width of a road project.                           |

| No. | Date      | Country     | Project   | Status  | Comments  |
|-----|-----------|-------------|---|---|---|
| 45. | 8/3/2016  | Pakistan    | Dasu Hydropower Stage 1 Project (P121507)                                     | <b>Inadmissible:</b><br>Outside of GRS mandate.<br>No project-related harm raised.  | Complaint raises concerns about the availability of professional expertise in project implementation. |
| 46. | 8/4/2016  | China       | China GEF Large Cities Congestion and Carbon Reduction Project (P127036)      | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 47. | 8/16/2016 | India       | National Highways Interconnectivity Improvement Project (P121185)             | <b>Closed: Lack of information</b><br>Complainant did not provide requested additional relevant information about project-related harm. | Complaint raises concerns about a revised street structure.   |
| 48. | 8/19/2016 | Pakistan    | Dasu Hydropower Stage 1 Project (P121507)                                     | <b>Inadmissible:</b><br>Outside of GRS mandate. No project-related harm raised.   | Complaint raises concerns regarding project implementation and management.                            |
| 49. | 8/24/2016 | Uzbekistan  | Uzbekistan Health System Improvement Project (P113349)                        | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 50. | 8/24/2016 | India       | Not indicated.  | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 51. | 9/7/2016  | India       | Second Karnataka State Highway Improvement Project (P107649)                  | <b>Closed: Complaint addressed</b>  | Complaint raises concerns regarding impacts of construction activities.                               |
| 52. | 9/20/2016 | Poland      | Odra-Vistula Flood Management Project (P147460)                               | <b>Closed: Complaint addressed</b>  | Complaint raises concerns regarding public participation and project planning.                        |
| 53. | 9/21/2016 | Nepal       | Kabeli – A Hydro Electric Project (P122406)                                   | <b>Closed: Complaint addressed</b>  | Complaint raises concerns related to compensation for land acquisition.                               |
| 54. | 9/24/2016 | Pakistan    | Sindh Agricultural Growth Project (P128307)                                   | <b>Inadmissible:</b><br>Outside of GRS mandate.   | Complaint raises concerns about the quality of management in project implementation.                  |
| 55. | 9/25/2016 | Afghanistan | Afghanistan Agricultural Inputs Project (P120397)                             | <b>Procurement:</b><br>Referred to responsible Procurement Manager.   | Complaint raises procurement-related issues.  |
| 56. | 9/26/2016 | Tonga       | Tonga Transport Sector Consolidation Project – Additional Financing (P120908) | <b>Inadmissible:</b><br>Outside GRS mandate.  | Complaint refers to employment matters.   |

| No. | Date       | Country    | Project  | Status   | Comments   |
|-----|------------|------------|--|--|--|
| 57. | 9/29/2016  | China      | China - Zhengzhou Urban Rail Project (P128919)   | <b>Closed: Complaint addressed</b><br>Action Plan implemented.                         | Complaint raises concerns regarding the land acquisition and valuation process.  |
| 58. | 10/2/2016  | Azerbaijan | IDP Economic Development Support Project (P089751)                                     | <b>Closed: Complaint addressed</b><br>Action Plan implemented.                         | Complaint raises concerns about the quality of construction of a facility for Internally Displaced People.                         |
| 59. | 10/21/2016 | Pakistan   | PK-Sindh Barrages Improvement Project (P131324)  | <b>Procurement:</b><br>Referred to responsible Procurement Manager.                    | Complaint raises procurement-related issues.   |
| 60. | 10/26/2016 | Serbia     | Floods Emergency Recovery Project (P152018)  | <b>Closed: Complaint transferred to Inspection Panel.</b>                              | Complaint alleges insufficient compensation and cadaster fraud linked to the land acquisition process.                             |
| 61. | 10/28/2016 | Madagascar | MG Electricity Sector Operations and Governance Improvement Project (ESOGIP) (P151785) | <b>Procurement:</b><br>Referred to responsible Procurement Manager.                    | Complaint raises procurement-related issues.   |
| 62. | 11/15/2016 | Kenya      | Kenya Transparency and Infrastructure Project (P149043)                                | <b>Inadmissible:</b><br>Outside of GRS mandate.  | Complaint raises employment issues.  |
| 63. | 11/15/2016 | Albania    | Environmental Services Project (P130492)   | <b>Procurement:</b><br>Referred to responsible Procurement Manager.                    | Complaint raises procurement-related issues.   |
| 64. | 11/15/2016 | Egypt      | Upper Egypt Development PforR (P157395)  | <b>Closed: Complaint addressed</b>   | 1) Complainant requests that program include additional activities.<br>2) Also raises concerns about project document translation. |
| 65. | 11/16/2016 | Pakistan   | Water Sector Capacity Building and Advisory Services Project (WCAP) (P110099)          | <b>Inadmissible:</b><br>Outside of GRS mandate.  | Complaint raises employment issues.  |
| 66. | 11/18/2016 | Lebanon    | Greater Beirut Water Supply Project (P103063)  | <b>Inadmissible:</b><br>Issues reviewed under previous Inspection Panel investigation. | Complaint raises concerns about adequacy of project design and analysis of alternatives.   |
| 67. | 11/19/2016 | Bangladesh | Second Rural Transport Improvement Project (P123828)                                   | <b>Procurement:</b><br>Referred to responsible Procurement Manager.                    | Complaint raises procurement-related issues.   |
| 68. | 11/24/2016 | Albania    | FSA – SECO Trust Fund for Strengthening Supervisory Capacities (P153211)               | <b>Procurement:</b><br>Referred to responsible Procurement Manager.                    | Complaint raises procurement-related issues.   |

| No. | Date       | Country    | Project   | Status   | Comments   |
|-----|------------|------------|---|--|--|
| 69. | 12/1/2016  | Kosovo     | Kosovo Health Project (P147402)   | <b>Procurement:</b><br>Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                       |
| 70. | 12/5/2016  | Mongolia   | Mining Infrastructure Investment Support Project (P118109)                        | <b>Procurement:</b><br>Referred to responsible Procurement Manager. Information on stakeholders' consultation process provided to complainant. | Complaint raises concerns regarding environmental studies' tendering process.      |
| 71. | 12/15/2016 | India      | 2nd Kerala Rural Water Supply and Sanitation Project (Jalanidhi II) (P121774)     | <b>Procurement:</b><br>Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                       |
| 72. | 12/16/2016 | Bangladesh | Bangladesh Pilot Program for Climate Resilience (P118957)                         | <b>Inadmissible:</b><br>Outside of GRS mandate. No project-related harm raised.  | Complainant requests that project include additional activities.                   |
| 73. | 12/19/2016 | India      | Punjab State Sector Project (P090585)   | <b>Open: Formulation of proposal</b>   | Complaint alleges poor compensation and irregularities in land acquisition.        |
| 74. | 12/23/2016 | Kenya      | Kenya Informal Settlements Improvement Project (KISIP) (P113542)                  | <b>Open: Issues under review</b><br>Issues review – formulation of proposal  | Complaint raises allegations of land grabbing and threats by project officials.    |
| 75. | 12/29/2016 | Bangladesh | Climate Resilient Participatory Afforestation and Reforestation Project (P127015) | <b>Procurement:</b><br>Referred to responsible Procurement Manager.  | Complaint raises procurement-related issues.                                       |
| 76. | 12/31/2016 | India      | Andhra Pradesh and Telangana Municipal Development Project (P071250)              | <b>Open: Implementing action plan</b>  | Complaint raises allegations of declining water supply as a result of the project. |