



# Grievance Redress Service

ANNUAL REPORT

2017





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# Foreword

In its third year of operation, the World Bank's *Grievance Redress Service* (GRS) continues to be an important means for promoting development effectiveness in World Bank-financed operations. The GRS is the World Bank's corporate problem-solving service for communities. It complements project-level grievance redress mechanisms overseen by the country authorities and the World Bank's Inspection Panel, which functions independently of World Bank Management.

This year's increasing case load highlights the extended reach of the GRS in providing sustainable solutions in a variety of sectors, countries and regions. The Annual Report takes a close look at how this is done by highlighting several cases, including in Grenada, India, Kenya and Bangladesh. These cases illustrate how the GRS facilitated engagements between project-affected communities and World Bank Management to devise and implement corrective plans. These plans address a wide range of issues, from consultations with communities to occupational health and safety, among others.

The GRS is an accessible corporate service for communities to complain directly to the World Bank. This year, it expanded its scope to include complaints received by World Bank staff. It is now mandatory for World Bank staff to refer complaints to the GRS. This referral process helps ensure that all admissible complaints from affected people – no matter how they are received – are assessed and addressed appropriately. With a growing body of experience gained since its launch in 2015, the GRS will increasingly serve as a useful learning mechanism for World Bank operations. By working with communities and operational staff to identify, assess and resolve complaints, the GRS is already playing a significant role in managing risk, enhancing project implementation and improving project supervision. Knowledge and experience gained through the GRS will help World Bank staff strengthen the World Bank's support to both communities affected by World Bank-financed operations and country authorities alike.



**Manuela Ferro**

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# Introduction

This annual report of the Grievance Redress Service (GRS) provides an overview of cases and activities during the calendar year 2017, the third year of operation of the GRS. As the GRS has become more familiar to people affected by World Bank-supported projects, the number of complaints brought to the GRS has increased steadily. Data show that complaints are being addressed and that the GRS is an accessible tool that is helping to strengthen the World Bank's accountability and responsiveness. The data also demonstrate that three years into its operations, the GRS has grown into an effective service available to project-affected people to raise concerns, and have them promptly evaluated and addressed in accordance with the standards set forth in the World Bank's environmental and social policies.

**In 2017, the GRS received 115 complaints, out of which 74 pertained to environmental and social safeguard issues in World Bank-financed projects.** The remainder of the complaints related either to procurement matters, which the GRS forwarded to the relevant procurement teams for response, or to fraud and corruption, which were referred to the Institutional Integrity unit (INT). Twenty-six of the complaints received in 2017 were referred to the GRS by project teams, INT, or communications staff, in accordance with the 2017 GRS Procedure (as explained below). In the previous year, the GRS received 77 complaints, of which 45 related to environmental and social safeguard issues.

In 2017, the grievances in four cases were resolved. Three cases were closed for lack of information, 16 were deemed inadmissible, four were under initial review, and 47 were still in the process of being addressed as of the close of the year, with work ongoing in developing or implementing solutions to the grievances.

The majority of complaints related to transport sector operations; followed by social, urban and rural development; energy and extractives; and water sector operations. Grievances primarily related to issues of land acquisition and resettlement, community and worker health and safety in construction sites, and labor. The majority of complaints were related to operations in the South Asia and Africa regions.

# What is the GRS?

## Objectives

The GRS is a problem-solving mechanism of the World Bank that facilitates resolution of grievances raised by people directly affected by environmental and social impacts under World Bank-financed projects. The GRS provides a direct, accessible way for individuals and communities to complain directly to World 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.

## Mandate

The GRS enhances the development impact of World Bank-financed projects by facilitating timely, fair and pragmatic resolution of grievances with the support and oversight of the World Bank's senior Management. It supports accountability of the World Bank by working together with the complainants and the World Bank project team to facilitate solutions to project-related problems.

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 helps to close the gap between project-level grievance redress mechanisms (GRMs) and the Inspection Panel in the World Bank's accountability structure.

## Functions

The GRS has three core functions: (a) facilitating problem solving for project-related environmental and social complaints received by the World Bank; (b) data collection and reporting on complaints, including maintaining a central register of complaints, and escalating them to World Bank senior Management where warranted; and (c) providing analysis and extracting lessons learned from complaints received.

The GRS operates an efficient, responsive and accessible complaint handling system by:

- Maintaining easily accessible complaint handling channels (by email, web or mail).
- Providing time-bound and efficient preliminary analysis of all incoming complaints, with a public registry and notice of all eligible complaints to senior Management.
- Operating under a protocol that defines when to escalate complaints to senior Management.
- Facilitating resolution of complaints through a variety of means.

## Organization and structure

The GRS is located outside the operational matrix and under the CEO. It reports to the Operations Policy and Country Services (OPCS) Vice President (see Annex 2). It is part of the OPCS department responsible for safeguard policy and the Environmental and Social Framework (ESF). This arrangement means that the GRS is overseen and supported by senior Management responsible for World Bank policy. It also means that the GRS is functionally separate from the World Bank teams that are responsible for preparing and supporting implementation of projects.

## Operational modality

The GRS maintains complaint handling channels to assure accessibility. It reviews each complaint based on a clear methodology and admissibility criteria, and refers to the appropriate World Bank unit those complaints that are not related to environmental or social issues. The GRS facilitates fact-finding, including through engagement with project teams and field visits as needed, notifies senior Management and keeps it informed of progress, maintains a verifiable registry, engages with complainants, retains a roster of mediators and collaborates with other donors during problem solving, where appropriate. Through these varied functions, the GRS facilitates solutions agreeable to all parties as a credible and neutral broker, and thereafter monitors the agreed actions.

# How does the GRS work?

## Admissible complaints

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 resulting from the project. People 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 World Bank staff and referred to the GRS. World Bank staff are required to notify the GRS when they receive complaints that raise issues of harm to people or the environment, concern non-compliance with World Bank policies, or relate to a high-risk project. The GRS registers complaints referred to it by staff and monitors the complaint resolution process. It also provides support to project teams upon request. The referral process helps to ensure that all admissible complaints from affected people, no matter how they are received, are assessed and addressed appropriately.

### BOX 1 • What are inadmissible complaints?

Inadmissible complaints may be complaints that:

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

## Complaint assessment

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 World Bank's project team; discussions with complainants, project implementing agencies, and 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 considers compliance with the World Bank's policies and procedures when reviewing the issues raised in the complaint, but also works 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 initiates the problem-solving process in close consultation with the complainants. This initiation may take the form of facilitation of information sharing and/or of dialogue/negotiation, leading to agreed actions to address the concerns.

## Problem solving

The GRS facilitates the problem-solving process by working jointly with the complainants and the responsible World Bank project teams. Depending on the method needed to help resolve grievances, this collaboration can take various forms, and the GRS may play different roles. For example, the GRS may help by:

- **Ensuring dissemination of information.** The GRS can help ensure 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 by working together, an effective solution to the issues can be found.
- **Joint fact finding.** The GRS can help support a fact-finding process about the issues raised in the complaint. Through the fact finding, the GRS collaborates with the complainant and the project team, which in turn works with the Borrower, to identify a suitable solution in compliance with World Bank policies.
- **Dialogue/negotiation.** The GRS can facilitate dialogue between the complainant and the project 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.

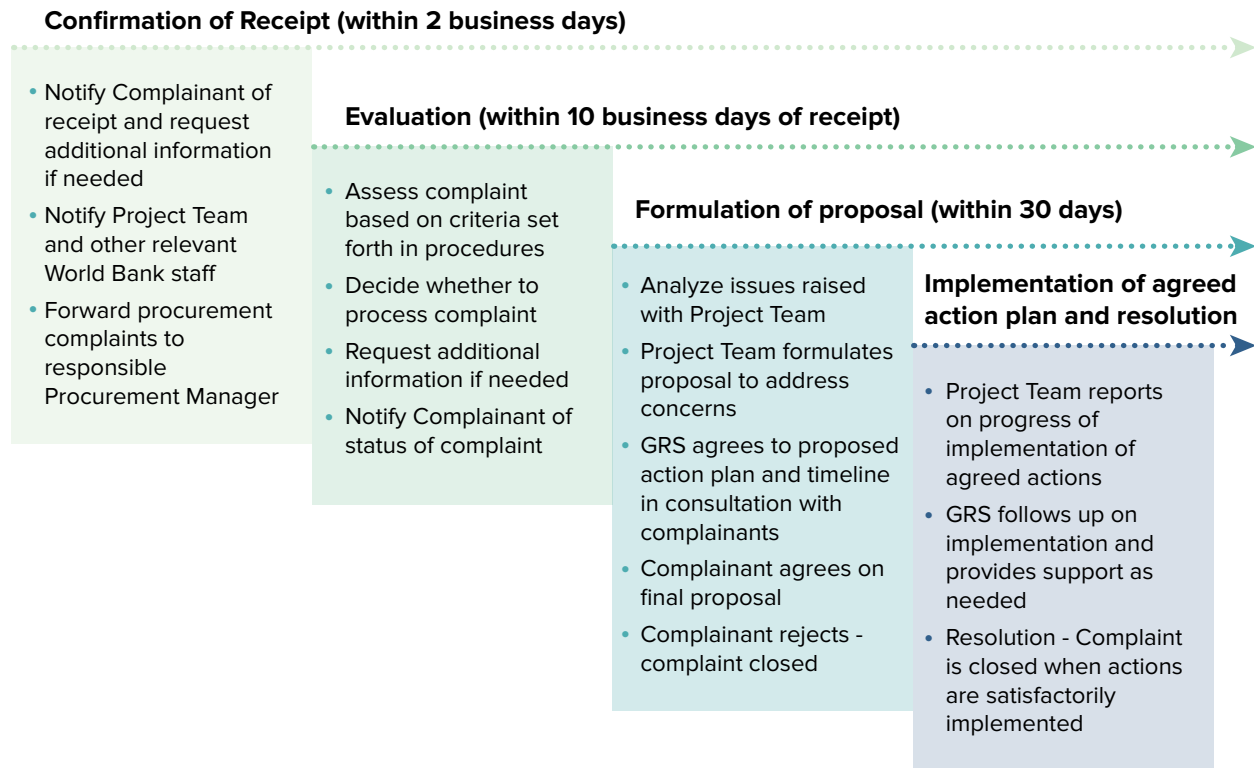
In this process, working with World Bank staff and Management, the GRS can support the project team to analyze grievances in the project context; advise on policy compliance and related issues; assist in engaging with communities throughout the process; help ensure actions are agreed to address grievances; and assist in following up on the implementation of agreed actions.



## Process

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**



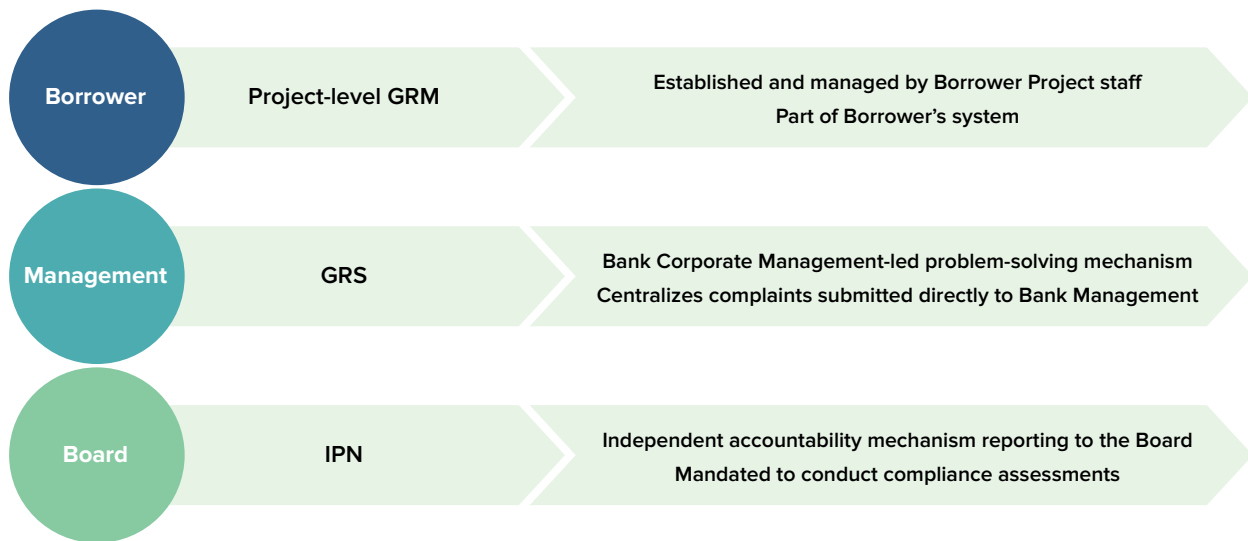
## Inadmissible complaints

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. Finally, while the GRS accepts complaints regarding procurement issues, which are forwarded to the World Bank's responsible Procurement Practice Manager for resolution through the Procurement Complaint Handling System, the GRS does not follow-up on procurement complaints after initial processing. Cases alleging fraud and corruption are referred to the Institutional Integrity unit (INT). See Box 1.

# Grievance redress across the World Bank

There should be at least three possible 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.

**FIGURE 2 • Avenues for Addressing Grievances in Bank-financed Operations**



Project-level GRMs can provide the most effective way for people to raise issues and concerns about projects that affect them. However, experience has shown that project-affected people often reach out directly to the World Bank to raise their concerns because there is no GRM available for the affected communities, or the existing GRM does not function effectively, or it is not accessible or known to the affected population. In some cases, affected people do not trust that the project-level GRM will hear and address their complaint in a timely way, impartially and with fairness.

While the GRS does not replace the need for project-level GRMs, it provides an additional means for affected people to express their grievances. In addressing complaints it receives and in collaboration with the World Bank's Social Development practice, the GRS can support project 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.

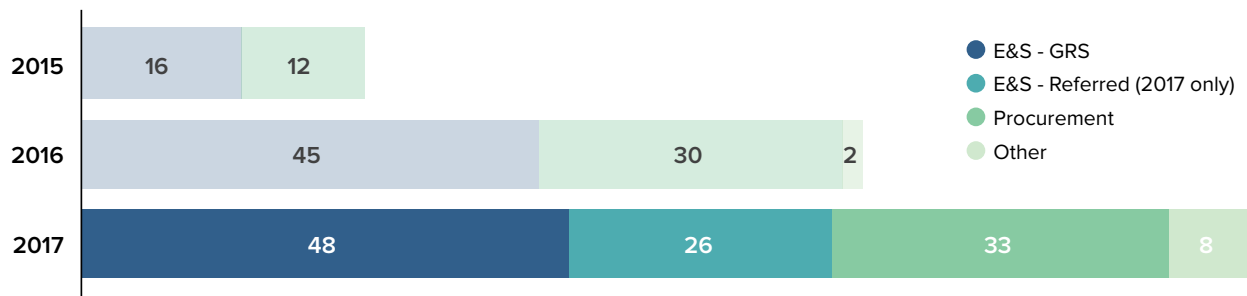
Project teams and other World Bank staff may also receive complaints on World Bank projects. As a result of the Action Plan for the Uganda Transport Sector Development Project, the role of the GRS was expanded under the Bank Procedure to include such complaints. As noted earlier, staff must refer a complaint to the GRS when the complaint raises issues of harm to people or the environment, concerns non-compliance with World Bank policies, or relates to a high-risk project. The GRS registers all complaints it receives, including those from staff, and monitors the complaint resolution process.

# Case statistics

## Case types

Figure 3 shows the number of complaints received since 2015 by type. In 2017, the GRS received 115 complaints, of which 74 were related to environmental and social issues, 33 to procurement, and eight to other issues, including fraud and corruption. In the previous year, the GRS received 77 complaints, 45 of which were related to environmental and social safeguard issues.

**FIGURE 3 • Case Type by Year**

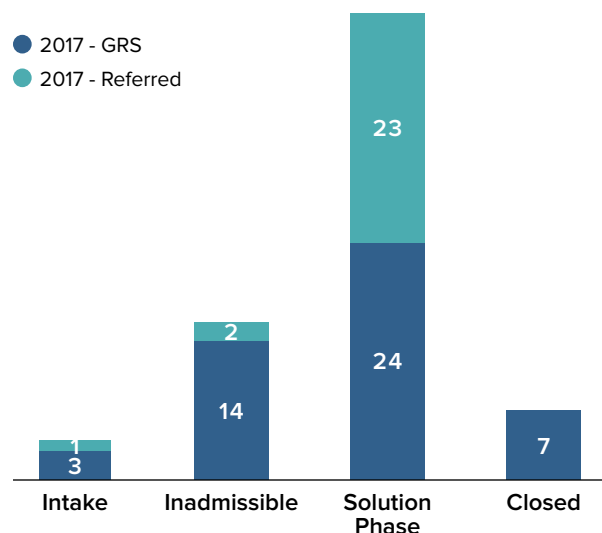


Of the complaints received by the GRS in 2017, 26 were referred by project teams, INT, or the communications department. Project team leaders and environmental and social specialists on project teams referred the most complaints to the GRS. Of these referred cases, the GRS supported project teams on 23 complaints related to environmental and social issues, which are in the solution phase; of those remaining, two were inadmissible and one is currently under review.

## Case status

Seventy-four complaints related to environmental and social issues were received by or referred to the GRS in 2017. See Figure 4. Of these, four are under review, 16 are inadmissible, 47 are in the solution phase, and seven are closed. Of the closed cases, four were addressed and three were closed due to lack of information, issues already being considered by the Inspection Panel, or refusal of the proposed solution by the complainant. In addition, six of the cases the GRS received in 2016 were still active during 2017. Of these, two were closed for lack of information, one was addressed, and three are still in the solution phase.

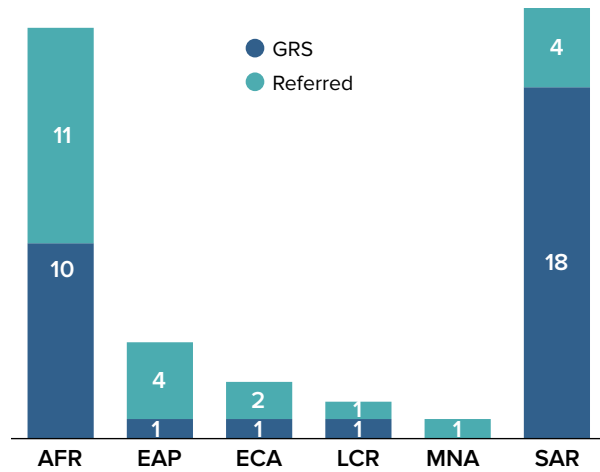
**FIGURE 4 • E&S Case Status (2017)**



### By region

Of the 31 admissible complaints received by the GRS, 18 concerned projects in the South Asia region, while 10 came from the Africa region. In addition, most complaints that were referred to the GRS by project teams came from the Africa region. The number of complaints received and referred from each region is shown in Figure 5.

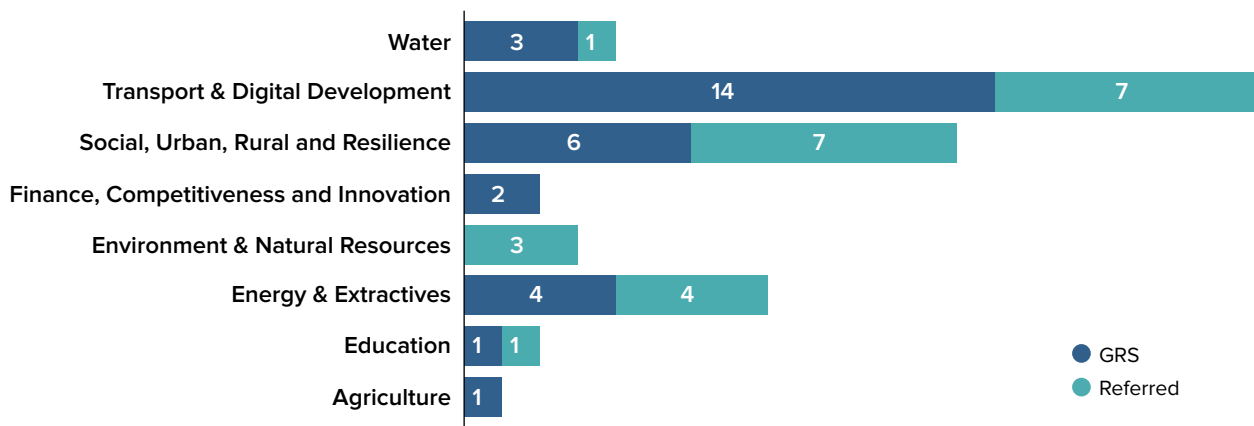
**FIGURE 5 • Admissible E&S Cases by Region (2017)**



### Global Practices

In 2017, 14 of the 31 admissible complaints were related to projects in the Transport and Digital Development Global Practice, six to projects in the Social, Urban, Rural and Resilience Global Practice (SURR), and four to projects in the Energy and Extractives Global Practice. Other Global Practices account for a smaller share of GRS cases. Referred complaints followed a similar trend, with the majority concerning projects in the SURR and Transport Global Practices. Figure 5 shows the number of complaints received and referred concerning each Global Practice.

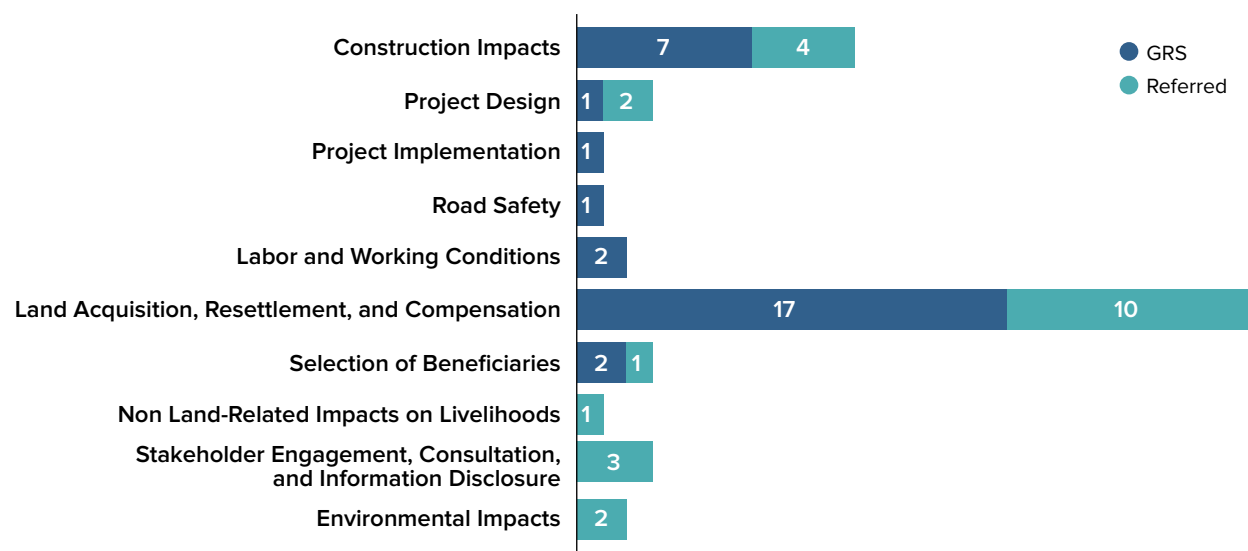
**FIGURE 6 • Admissible E&S Cases by Global Practice (2017)**



## Subject matter

Figure 7 shows that while GRS complaints raise a wide variety of issues, a high number of them concern land acquisition/resettlement. Such issues most often relate to lack of or inadequate compensation for assets taken, such as land or trees (for example, multiple complaints on the India Punjab State Road Sector Project and a complaint on the India National Cyclone Risk Mitigation Project), or the extent of land acquisition under the project (for example, a complaint on the India Amaravati Sustainable Capital City Development Project). One complaint raised issues regarding land reclamation and restoration activities following closure of a quarry in a road project (complaint on the Kazakhstan – East West Roads Project, CAREC). An increasing number of complaints relate to community health and safety issues and raise concerns of damage to properties or potential harm caused by project-financed civil works (for example, complaints on the India Second Karnataka State Highway Improvement Project; Kenya GPOBA Electricity Project; Mali Urban Local Government Support Project). Workers' rights and labor conditions on construction sites are also the subject of a growing number of grievances submitted to the GRS (for example, complaints on the Kenya Water and Sanitation Services Improvement Project; Afghanistan Second Skills Development Project; Africa Regional Rusumo Falls Hydroelectric Project).

**FIGURE 7 • Subject Matter of Admissible Complaints (2017)**



# Selected cases

## GRENADA

### Regional Disaster Vulnerability Reduction (P117871)

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#### Complaint Received

November 2017

#### Project Background

The objective of the Regional Disaster Vulnerability Reduction Project (RDVRP) is to measurably reduce vulnerability to natural hazards and climate change impacts in Grenada and in the Eastern Caribbean Sub-region. The project aims to: (a) ensure climate risk reduction outcomes for an important part of Grenada's population and economy, through improved drainage and flood prevention infrastructure in selected urban areas; and (b) contribute critical building blocks to the technical and institutional capacity to manage climate resilience of the forestry and water resource management departments.

#### Complaint

Under the project, a bridge that had been destroyed by a previous storm was reconstructed. The complaint concerned (a) need for more consultations and information about the status of the bridge; (b) the height of the bridge and whether it was adequate; (c) the size and functionality of street drainage inlets; (d) safety aspects related to the design of the sidewalk; (e) reduction of channel width due to placement of boulders, resulting in flooding on streets; and (f) poor access to street by some homes after bridge construction.

#### Resolution

The GRS engaged with the representative of the complainants and together with the World Bank project team facilitated a meeting between the community and project representatives. In its dialogue with the complainants, the GRS stressed that it would monitor the process closely to identify a suitable solution and that the direct feedback from the community was essential to identify the best way forward and ensure that the concerns were addressed. Within a month of the submission of the complaint (in December 2017), two consultation meetings were held with the community to discuss its concerns and agree on corrective actions. It was agreed that while the height of the bridge was adequate, dredging would be required following recent storm events, and the contractor would undertake to: remove existing asphalt and repave to ensure the drainage inlets were free of debris; correct the surface slope of the drains; and implement an alternative solution for the sidewalk. It was also agreed that boulders which had been placed on some private land would be removed following the request of the property owners. An issue of access was discussed with the homeowners and resolved. The representative of the complainants communicated to the GRS that the community was satisfied with the outcome of the meetings and the agreed actions, and was looking forward to their implementation.

#### Status

Actions under implementation - GRS monitoring.

#### PROJECT AT A GLANCE

- **Board approval date:** June 23, 2011
- **Region:** Latin America and the Caribbean
- **Sector:** Social, Urban, Rural and Resilience Global Practice
- **Environmental category:** B
- **Closing date:** December 31, 2018

## INDIA

### Second Karnataka State Highway Improvement (P107649)

#### Complaint Received

September 2017

#### Project Background

The development objective of the Second Karnataka State Highway Improvement Project for India is to accelerate the development of the core road network through leveraging public sector outlays with private sector financing and improving the institutional effectiveness of the road sector agencies to deliver effective and safe roads to users.

#### Complaint

The complaint alleged that a new narrow concrete drain constructed on either side of the road by the project was obstructing the natural flow of water, allowing water to enter adjacent buildings and cause damage.

#### Resolution

The GRS engaged with the complainant to review the issues and understand the context in which the complaint arose. Given that the problem appeared to be confined to the complainant's property, the GRS, following consultation with the complainant, advised the project implementing agency, KRDCCL, to engage with the complainant to understand the issues in depth and identify a solution. The World Bank project team worked in parallel with KRDCCL to develop actions to address the issues raised in the complaint and consulted with the complainant on the proposed plan. It was learned that stormwater pipes that had been installed by a property owner and were not visible during construction had not been removed; in addition, runoff from an adjacent catchment had not been taken into account. As a result, this runoff was obstructed and during heavy rains, water flowed into buildings. The stormwater pipes were removed and further steps were agreed upon to address the adjacent catchment runoff, including an additional drain, and re-laying of stormwater pipes. An additional request by the complainant for larger pipes over a longer distance was not accepted and the engineering reasons for this decision were conveyed to the complainant. The GRS also advised the team on project-level GRM best practice to ensure that issues such as those raised in the complaint to the GRS could be effectively resolved at the project level.

#### Status

Actions under implementation – GRS monitoring.

#### PROJECT AT A GLANCE

- **Board approval date:** March 24, 2011
- **Region:** South Asia
- **Sector:** Transport & ICT Global Practice
- **Environmental category:** A
- **Closing date:** December 28, 2018

## KENYA

### W3 GPOBA Electricity (P125388)

#### Complaint Received

January 2017

#### Project Background

The objective of this project is to use an output-based aid (OBA) approach to encourage expansion of the Kenyan electricity grid into slum areas. Kenya is one of the fastest urbanizing countries in Sub-Saharan Africa and incidence of urban poverty has been on the rise. Slum dwellers' access to basic services such as water, sanitation, electricity, and transportation is very poor. The local utility, Kenya Power and Lighting Company (KPLC) would like to increase connections in slum areas in order to meet targets for new connections, reduce theft and vandalism, and raise quality of life in the slums.

#### Complaint

The complaint raised concerns about electricity poles obstructing the road, encroachment on private land, and threats to public safety from improper installation of the poles. The complainant also expressed the view that the public had not been adequately consulted. The complainant asked that the World Bank and KPLC, the implementing agency, make a visit to the area to assess and address the situation.

#### Resolution

The GRS engaged with the complainant and the World Bank project team to ensure that the complaint could be examined and addressed in a timely manner. The project team solicited the intervention of KPLC to address the problem raised. KPLC subsequently made several site visits accompanied by World Bank staff. Remedial actions were developed, including an audit of pole installation and immediate rectification of any identified issues; meeting with the complainant and other affected persons; review by World Bank safeguard staff and KPLC of the project grievance process to ensure that it remains transparent and responsive in any future complaints; and documented stakeholder engagement by KPLC.

Site visits ascertained that three power poles were on private property and it was agreed that these would be removed. In addition, KPLC undertook to carry out stakeholder engagement to consult residents on issues of safety, security, new connections and wayleaves.

Pending issues: The Project Engineer has not been able to remove the three poles from the private property. Some structures were built after the pole installation and need to be removed by their owner before the poles can be removed. KPLC has been unable to hold a baraza (public meeting) with property owners as the latter did not attend two arranged sessions.

#### Status

Actions currently under implementation – GRS monitoring.

#### PROJECT AT A GLANCE

- **Board approval date:** February 24, 2010
- **Region:** Africa
- **Sector:** Energy & Extractives Global Practice
- **Environmental category:** B
- **Closing date:** N/A



## KENYA

### Transport Sector Support Project (P124109)

#### Complaint Received

June 2017

#### PROJECT AT A GLANCE

- **Board approval date:** April 21, 2011
- **Region:** Africa
- **Sector:** Transport & ICT Global Practice
- **Environmental category:** B
- **Closing date:** December 31, 2018

#### Project Background

The objectives of the Transport Sector Support Project for Kenya are to: (a) increase the efficiency of road transport along the Northern Corridor and the Tanzania-Kenya-Sudan road corridor; (b) enhance aviation safety and security to meet international standards; and (c) improve the institutional arrangements and capacity in the transport sector. There are four components to the project: rehabilitation and improvement of roads, roadside facilities and road safety interventions; institutional strengthening and capacity building in the transport sector; support to the Kenya Airports Authority; and support to the Kenya Civil Aviation Authority.

#### Complaint

The complainant raised concerns about health impacts due to dust, vehicle fumes, noise during and post construction, and house cracks and vibration due to road construction works, as well as design changes undertaken without consultation of the affected people. The complainant requested the implementing agency to collect baseline data before construction began.

#### Resolution

The GRS worked with the project team, which met with the complainant, visited the site in conjunction with the implementing agency, KeNHA, and discussed and agreed on remedial actions. The GRS maintained contact with the complainant throughout the implementation of the actions. Some measures were carried out immediately, including sharing the Contractor Environmental and Social Management Plan with affected people, which included mitigation measures for environmental impacts caused by civil works; and sharing the baseline data on the issues of concern, such as air quality and noise. Other actions required a longer implementation period. These included a structural integrity assessment of the houses close to the road, and a baseline survey on the issues in the complaint, such as air quality assessment, noise level assessment, updating the stakeholder engagement plan and carrying out engagements with the residents along the road alignment. The remedial actions addressing the complaint also included improving the grievance mechanism to ensure that it was accessible and robust. An additional measure was to carry out further stakeholder mapping to consider relevant additional stakeholders, including other housing estates along the road alignment. KeNHA also committed to communicating to stakeholders the road design changes that had led to a reduction in land acquisition and number of stakeholders affected, since the design changes meant that a service road no longer needed to be built. Finally, as an ongoing commitment to ensure complaints are properly managed, KeNHA committed to respond to all communications from complainants in time, and maintain adequate records of complaints.

#### Status

Actions under implementation – GRS monitoring.

## KENYA

### Water and Sanitation Service Improvement Project (P096367)

#### Complaint Received

August 2017

#### Project Background

The Water and Sanitation Service Improvement Project is aimed at increasing access to reliable, affordable and sustainable water supply and sanitation services; and improving the water and wastewater services in the areas served by Athi Water Services Board (AWSB), Lake Victoria North Water Services Board and Coast Water Services Board. The Northern Collector Tunnel Phase I (NCT1) supported under the project consists of a tunnel that will transfer raw water through approximately 11.8 km from intakes at the Maragua, Gikigie and Irati Rivers to an outlet at the Githika River near Makomboki, upstream of the existing Thika (Ndaikaini) Reservoir, which serves Nairobi County, into which the water will be transferred. The NCT1, which aims to reduce water shortages in Nairobi City, is the largest contract under the project and is implemented by AWSB.

#### Complaint

In August 2017, the GRS received a complaint from a worker, who wished to maintain confidentiality, about occupational health and safety issues in the workers' camps, such as inadequate medical services for workers, and lack of payment of workers' salaries in one of the subprojects supported by the project, the NCT1. The complaint also indicated that a worker had died during work hours and the death was not reported.

#### Resolution

The GRS immediately engaged with the complainant and with the project team to understand better the facts and the problems reported and whether they raised issues of non-compliance with the Environmental, Health and Safety Guidelines applicable to World Bank-supported projects as well as the project Environmental and Social Management Plan. The GRS liaised with the project team to advise on assessments and verifications to be made at project level and ensure that corrective actions with specific outcomes and timelines were developed. Issues to be assessed on site included: verifying the facts related to the claims in the complaint, including the allegation of a fatality at the construction site; the contractor's compliance with its contractual obligations under the project, particularly with respect to health and safety provisions at the construction sites; and the contractor's overall compliance with the project's Environmental and Social Management Plan. The team's evaluation also needed to determine whether all due compensation was paid to workers employed by the contractor at the project sites (e.g., salaries, overtime, social security payments). The project team and AWSB conducted fact-finding missions to verify the claims and prepared remedial actions to address the identified shortcomings.

As part of its engagement, in October 2017 the GRS indicated to the complainant that the implementing agency had made arrangements to have an audit undertaken by an independent firm to evaluate labor, environmental and safety issues in relation to the contractor. The project team reviewed the terms of reference for the audit to ensure that labor issues were included. With respect to addressing health issues, two ambulances were posted at the construction site. The World Bank also requested that AWSB hire an interpreter to conduct interviews with foreign workers as needed. AWSB also requested the contractor to provide evidence of payment to its foreign workers. The contractor confirmed that there had been a delay in payment of salaries but that they

#### PROJECT AT A GLANCE

- **Board approval date:** December 20, 2007
- **Region:** Africa
- **Sector:** Water
- **Environmental category:** B
- **Closing date:** December 31, 2019

had since been fully paid. The contractor also committed to provide evidence of payments, which would be verified by the independent audit. The death of the worker reported in the complaint was also investigated with assistance from local police.

### Status

Actions under implementation. At the time of writing, the GRS had conducted a monitoring mission to the project area to assess progress in implementing the actions and review additional issues, such as labor influx impacts and effectiveness of the GRM, which are commonly associated with the concerns raised in the complaint received.

## KENYA

### 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), which is also a management-led complaints mechanism. The mediation 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 delivery of further benefits to the community, 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 World 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

A joint GRS – EIB CM monitoring mission was carried out in May 2017. The mission assessed the status of implementation of the mediation agreement commitments of both KenGen and the community. The team visited the resettlement location, called RAPland, to verify progress in implementation of works in providing water supply, upgrading roads and securing soil stability. One of the most important issues extensively reviewed by the team during the visit related to the process of transferring land titles to RAPland and to the Cultural Center to the project-affected people, which had not yet been initiated at the time of the mission. At the time of writing, some issues pending in 2017 had been resolved and the transfer process was moving forward. Other issues discussed with stakeholders and reviewed included: results of the post-resettlement clinic to identify any project-affected person that may have been excluded from the 2009 census and did not receive entitlements under the project; and the status of livelihood restoration activities, including skill training for affected people. These issues were addressed.

#### PROJECT AT A GLANCE

- **Board approval date:** May 27, 2010
- **Region:** Africa
- **Sector:** Energy & Extractives Global Practice
- **Environmental category:** A
- **Closing date:** December 31, 2017

## BANGLADESH

### Coastal Embankment Improvement Project (P128276)

#### Complaint Received

March 2017

#### Project Background

The Coastal Embankment Improvement Project for Bangladesh has five components: (a) rehabilitation and improvement of polders to increase community resilience to tidal flooding and storm surges; (b) implementation of environmental and social management frameworks and plans to support consultation with and strengthening of polder stakeholders and beneficiaries; (c) construction supervision, monitoring and evaluation of project and coastal zone monitoring; (d) project management, technical assistance, training and strategic studies to support the Bangladesh Water Development Board in implementing the project; and (e) contingent emergency response.

#### Complaint

The complaint concerned earth that was removed from the complainant's property by the project contractor for use in constructing coastal embankments. The complainant alleged that this removal rendered the land unusable for agriculture.

#### Resolution

The project team contacted the project implementing unit, which met with the complainant concerning the removal of earth. The complaint was found to be valid, and appropriate compensation was paid to the complainant, with an agreement signed in the presence of witnesses.

#### Status

The complaint was closed.

#### PROJECT AT A GLANCE

- **Board approval date:** June 26, 2013
- **Region:** South Asia
- **Sector:** Social, Urban, Rural and Resilience  
Global Practice
- **Environmental category:** A
- **Closing date:** December 31, 2020

# Outreach activities

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

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

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.

## Learning lessons

The GRS is an effective tool to help manage risks in World Bank-financed projects by facilitating early identification of issues, and assessment and resolution of project-related complaints. Thus, the GRS is helping the World Bank support Borrowers to mitigate and correct harm to people and/or the environment that may have resulted from projects it supports. At the same time, GRS engagement can present an additional tool to enhance project supervision through its support to project teams to identify, assess and address in a timely manner issues emerging in project implementation. The engagement with project-affected people fostered by the GRS process also provides an additional mechanism for citizens' participation in projects that affect them.

The registering of cases allows the GRS to keep senior Management informed of the number and type of issues raised on various projects, which can help in determining whether institutional action may be warranted. It also strengthens the learning process by identifying sectors or areas that call for additional attention or improvement.

Learning from the complaints management process is an important part of the evolving GRS function. The GRS provides feedback and lessons learned from past complaints to foster institutional learning on how such lessons can be applied in new and existing operations. This aims at increasing the knowledge and understanding of World Bank staff involved in preparing and supporting the implementation of World Bank-financed projects. The analysis of GRS cases also allows World Bank senior Management to recognize and consider potentially underlying systemic issues that may lead to repeated or similar complaints. Thus, the GRS delivers staff training, which includes lessons learned on selected issues, to raise awareness of staff and Management. This includes focused discussions with staff, regional management teams or safeguard staff working on lending operations, to highlight trends or patterns observed.

# Annex 1 • 2017 Complaints Register

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00267-F6XIN6	1/9/2017	Ethiopia	p143302	Ethiopia Competitiveness and Job Creation		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00108-C7PIB8	1/11/2017	Kenya	P125388	Kenya W3 GPOBA Electricity (P125388)	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises concerns about road obstructions and other community health and safety issues resulting from project implementation.
CAS-00266-Y2Z3C1	1/12/2017	Turkey	p144534	Turkey Renewable Energy Integration		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00206-T8J0B5	1/13/2017	Somalia	p152241	Somalia Somali Core Institutions and Opportunities	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Raises allegations of favoritism and regionalism regarding allocation of grants.
CAS-00433-D3P6Q9	1/18/2017	Kenya	p074106	Kenya Western Kenya Community Driven Development and Flood Mitigation		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00207-L6T9L9	1/19/2017	Nepal	p155969	Nepal Earthquake Housing Reconstruction	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Raises allegations of fraud and corruption.
CAS-00265-S8L4H0	1/26/2017	Pakistan	p128307	Pakistan Sindh Agricultural Growth		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00208-D4W3R8	2/2/2017			Somalia - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Complaint not related to Bank project. Requests assistance for people suffering from drought and for refugees.
CAS-00264-Y7T8Y9	2/10/2017	India	p155303	India Madhya Pradesh Urban Development		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00107-G2V0H2	3/1/2017	India	p159808	India Amaravati Sustainable Capital City Development (APCCDP)	Closed	Environmental and/or Social Issues		Issues considered by the Inspection Panel	Complaint raises concerns about the extent of land acquisition under the project.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00087-MON3L5	3/5/2017	India	p150158	India Third Eastern Dedicated Freight Corridor	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complainant raises concerns about payments of compensation not yet occurred.
CAS-00263-FIP1P5	3/7/2017	Afghanistan	p143841	Afghanistan National Horticulture and Livestock Productivity		Procurement			Raises procurement related issues. Referred to responsible Procurement Manager.
CAS-00124-Q7L4B2	3/8/2017	Cameroon	p118018	Cameroon Ngoyla Mintom	Solution Phase	Environmental and/or Social Issues			Referred - Complainant raises concerns regarding consultation process for wildlife management plan and reserve boundaries. Complainant handled by task team with monitoring and support from GRS.
CAS-00126-FID1X2	3/13/2017	Ethiopia	p117731	Ethiopia Mizan Dima Road	Solution Phase	Environmental and/or Social Issues			Referred - Complainant raised concerns regarding impacts from quarry dust. Complainant handled by task team with monitoring and support from GRS.
CAS-00214-N8N3N8	3/14/2017	Kenya	p120014	Kenya Electricity Modernization		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00125-SIT8X2	3/15/2017	Afghanistan	p132742	Afghanistan Second Skills Development	Solution Phase	Environmental and/or Social Issues			Referred - Complainant alleges harm through: salary cut for teachers. Complainant handled by task team with monitoring and support from GRS.
CAS-00216-ZOC6L0	3/16/2017	Nigeria	p149936	Nigeria State Health Investment	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Request for financial assistance.
CAS-00220-W4Q7C3	3/16/2017			Ukraine Crop Receipts (IFC)		Procurement			Raises procurement-related issues. Referred to responsible Procurement Management - IFC.
CAS-00221-N8G6L6	3/17/2017	Uzbekistan	p113349	Uzbekistan Health 3		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00145-R4Y2W4	3/29/2017	Bulgaria	p154710	Bulgaria Energy Efficiency PforR	Solution Phase	Environmental and/or Social Issues			Referred - Complainant alleges analysis of impacts does not take into account potential impacts of the program on fauna species in the area. Complainant handled by task team with monitoring and support from GRS.
CAS-00146-J9G8B9	3/29/2017	China	p117341	China HaJia Railway	Closed	Environmental and/or Social Issues			Construction impact: living conditions deteriorated because of demolitions around complainant's house. Complainant would like his family to be resettled.



Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00149-R8G0X4	3/29/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Closed	Environmental and/or Social Issues		Complaint addressed	Raises issues regarding land acquisition.
CAS-00222-C2R3G1	3/30/2017	Zambia	P133184	Zambia Lusaka Transmission and Distribution	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate – Referred to INT. Complaint raises issues related to fraud and corruption.
CAS-00217-M9M2M8	3/30/2017			IFC Project - Gender Housing Finance Pilot		Procurement			Raises procurement-related issues. Referred to responsible Procurement Management - IFC.
CAS-00211-N9L3J3	3/31/2017			Ghana - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Seeking involvement in water and sanitation sector of complainant's NGO. No identified project.
CAS-00218-Q2Q6L9	3/31/2017	Paraguay	p114971	Paraguay Energy Sector Strengthening		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00212-J5J7X4	4/3/2017			India – No Bank project identified	Inadmissible	Environmental and/or Social Issues	No project related harm		Request for financial assistance - Not Project related.
CAS-00219-V7V7Z5	4/5/2017	Pakistan	p128966	Pakistan FATA Emergency Rural Roads		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00213-S8W6J9	4/9/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint concerns road safety issues and request for bypass.
CAS-00152-X1K7B3	4/18/2017	Vietnam	p116398	Vietnam Medium Cities	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns regarding land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00154-R2L1Z6	5/6/2017	Kenya	p156634	Kenya Water and Sanitation Development	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns problems during construction activities as well as land acquisition issues.
CAS-00209-K0F1J7	5/14/2017	Tanzania	p150496	Tanzania Dar es Salaam Maritime Gateway	Closed	Environmental and/or Social Issues		Complaint addressed	Raises issues with land acquisition and displacement.
CAS-00230-T4Y9F0	5/15/2017			Cameroon - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Seeks financial assistance for local public sanitation/flood prevention.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00346-G5C0C2	5/15/2017	India	p143751	India Second Tamil Nadu Road Sector	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about compensation issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00227-W6B8W4	5/18/2017	Ukraine	p132386	Ukraine Second Urban Infrastructure		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00223-NIC7H3	5/26/2017	Romania	p145174	Romania Health Sector Reform		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00226-R5FOX5	5/28/2017	Afghanistan	p129663	Afghanistan SEHAT		Procurement			Raises procurement related issues. Referred to responsible Procurement Manager.
CAS-00439-M6LOR7	5/29/2017	Romania		Romania - No Bank project identified	Inadmissible	Fraud and/or Corruption	Not related to a Bank Project		Project not identified. Concerns issues related to fraud or corruption.
CAS-00229-F6S0Y6	5/30/2017			Rwanda - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Complaint on Doing Business report on Rwanda. Not related to Bank project.
CAS-00224-Q2FY91	5/31/2017	Uganda	p119737	Uganda Electricity Sector Development	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns delay in compensation for land acquisition.
CAS-00389-R2W9Q5	5/31/2017	India	p150158	India Third Eastern Dedicated Freight Corridor	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues related to land acquisition and compensation.
CAS-00228-R5S8G7	6/5/2017	Kenya	p124109	Kenya Transport Sector Support	Solution Phase	Environmental and/or Social Issues			Solution implementation - Concerns about noise, vibrations and emissions and impact on housing - possible need for resettlement.
CAS-00231-X5Z3R6	6/8/2017	Pakistan	p103160	Pakistan Social Safety Net	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Alleges problems with survey methods and raises issues related to the pursuit of employment.
CAS-00232-G0J5Q0	6/8/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00233-PID1J9	6/8/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues relating to compensation for land acquisition.
CAS-00234-QIH5B5	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues concerning compensation for land acquisition. Multiple complainants received.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00235-L4V1G5	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns issues related to compensation for land acquisition.
CAS-00236-Q0F5C7	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns issues related to compensation for land acquisition.
CAS-00237-M6V8Y6	6/14/2017	Pakistan	P115893	Pakistan Tarbela 4th Extension	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint concerns compensation for resettlement under Ghazi-Barotha and Tarbela projects.
CAS-00240-Q0T5K8	6/15/2017	India	p107648	India National Dairy Support	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Raises issues of corruption.
CAS-00239-D0Y4D6	6/15/2017	India	p132620	India Partial Risk Sharing Facility for Energy Efficiency	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Raises issues related to the pursuit of employment.
CAS-00238-Q2Q1Y4	6/15/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues regarding land acquisition and compensation.
CAS-00345-Z4F9T7	6/16/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about implementation of resettlement plan. Complaint handled by task team with monitoring and support from GRS.
CAS-00242-V4Q4Z5	6/18/2017	Kenya	p107314	Kenya Nairobi Metropolitan Services Improvement	Procurement				Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00388-H8T1Z8	6/21/2017	Pakistan	p130835	Pakistan KP Southern Area Development	Closed	Environmental and/or Social Issues		Insufficient information	Raised issues regarding selection of community groups benefiting from project. Closed due to lack of information.
CAS-00343-L4M7Y2	6/22/2017	Cameroon	p110177	Cameroon Kribi Gas Power	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Project closed – Complaint alleges non-payment of compensation for land and assets affected by transmission line. Task Team forwarded to PIU to address.
CAS-00261-X7S3V8	6/22/2017	Pakistan	p131850	Pakistan Enhanced Nutrition for Mothers and Children	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Raises issues related to the pursuit of employment.
CAS-00260-T8L5S7	6/28/2017	India	p154990	India Jhelum and Tawi Flood Recovery	Procurement				Raises procurement-related issues. Referred to responsible Procurement Manager.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00259-B4C5G4	7/4/2017	Pakistan	p125952	Pakistan Second Sindh Education	Solution Phase	Environmental and/or Social Issues			Solution formulation - Raises issues regarding selection process for schools.
CAS-00342-R3GIT7	7/17/2017	Lebanon	p125184	Lebanon Water Supply Augmentation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises number of environmental and social issues regarding design and implementation of the project. Complaint handled by task team with monitoring and support from GRS.
CAS-00258-S5F9L0	7/19/2017	Nigeria	p148616	Nigeria Agro Processing, Productivity Enhancement, Livelihood Improvement	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - No alleged harm.
CAS-00256-F8JIM0	7/25/2017	Uzbekistan	p113349	Uzbekistan Health System Improvement		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00257-W8S8R2	7/25/2017	Kenya	p146797	Kenya GPE Primary Education Development		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00255-Z5Y0G0	7/26/2017	Somalia	p150374	Somalia Urban Investment Planning	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Raises issues related to corruption.
CAS-00254-J5D8S8	7/28/2017	India	p118826	India Bihar Integrated Social Protection and Strengthening		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00253-G6Z7J6	8/2/2017	China	p126210	China Chongqing Urban Rural Integration		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00252-H5WTV6	8/8/2017	India	P157702	India Tamil Nadu Rural Transformation		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00251-Y4N7Q0	8/9/2017	India	p090585	India Punjab State Road Sector		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00249-TIPOG3	8/16/2017	Kenya	p126637	Kenya Water and Sanitation Services Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises worker safety issues.
CAS-00248-FIKOY4	8/16/2017	Kenya	p146797	Kenya GPE Primary Education Development		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00247-DIC5J4	8/18/2017			Somalia - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Project not identified. Complaint concerns project implementation issues.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00246-D8H9X2	8/23/2017	Western Africa	p123093	Mauritania West Africa Regional Communications Infrastructure		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00245-H5V3B1	8/26/2017	India	p148870	India National Cyclone Risk Mitigation	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues related to land acquisition and compensation
CAS-00244-C9W0D2	8/30/2017			Kenya – No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		More information requested from complainant - Concerns communications issues.
CAS-00243-S3T7W5	8/30/2017	Mozambique	p127303	Mozambique Integrated Growth Poles	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns delay in payment of grant to small business.
CAS-00341-L1F5F7	9/6/2017	Vietnam	p143596	Vietnam Results-Based National Urban Development Program - Northern Mountains PforR	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00351-M6J3V7	9/9/2017	India	p107649	India Second Karnataka State Highway Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint alleges that structure built under the project creates damages to properties.
CAS-00397-S4Z1R8	9/11/2017	Vietnam	p149696	Vietnam HCMC Flood Risk Management	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Raises issues regarding land acquisition and compensation. Project dropped. Complaint handled by task team with monitoring and support from GRS.
CAS-00471-C8H4V2	9/20/2017	West Bank and Gaza	p054051	West Bank and Gaza Solid Waste and Environmental Management	Inadmissible	Environmental and/or Social Issues	Project closed		Complaint raised issues related to community health impacts from a landfill. GRS supported the team in engaging authorities to find solutions to the issue
CAS-00349-K8R2N5	9/20/2017	Indonesia	p128832	Indonesia Village Innovation Program	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises issues related to fraud and corruption.
CAS-00350-M7K8L4	9/20/2017	Sao Tome and Principe	p157096	STP Power Sector Recovery		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00339-Y9X4V5	9/22/2017	Peru	p117318	Peru Cusco Regional Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to siting of treatment plant and landfill. Complaint handled by task team with monitoring and support from GRS.

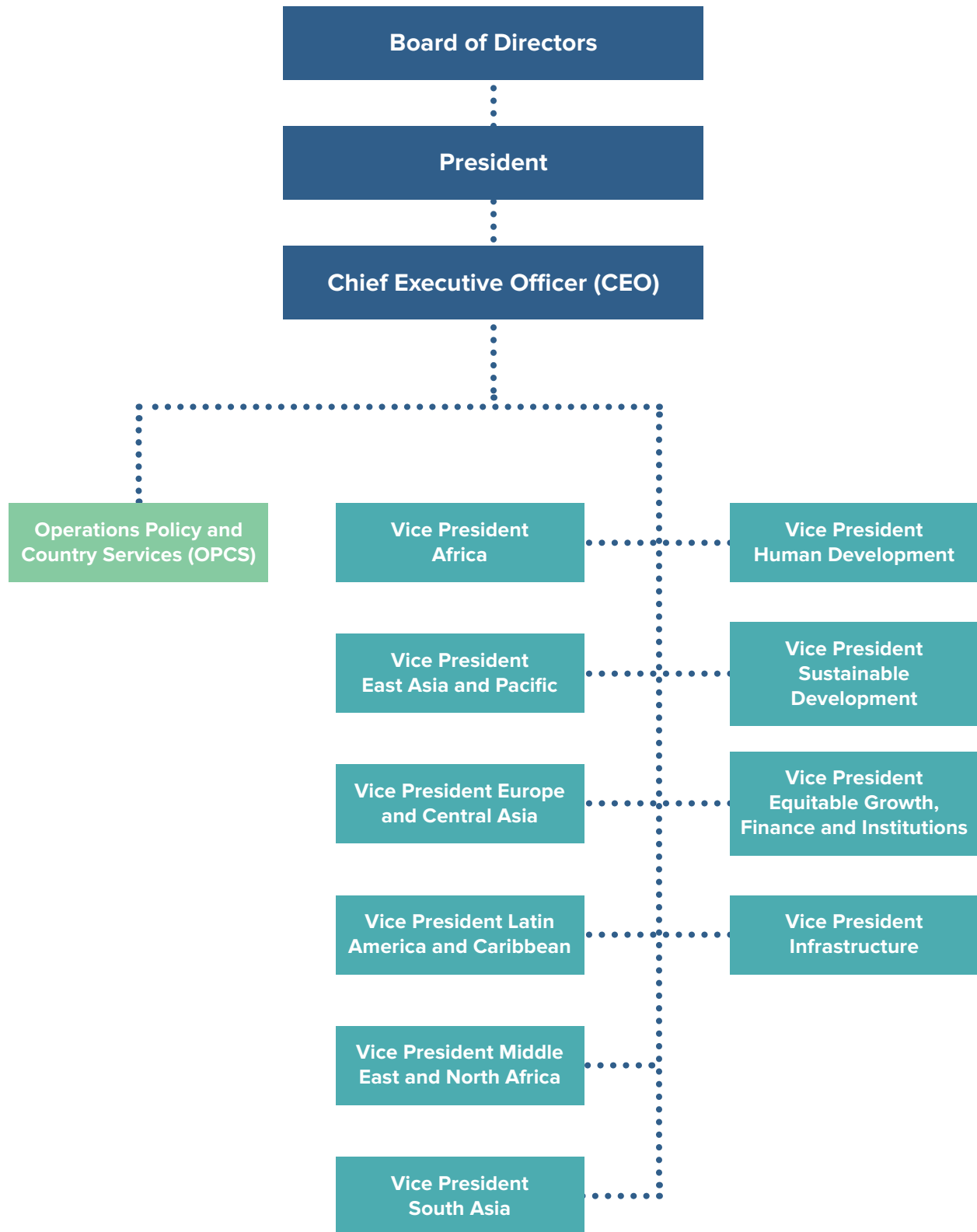
Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00337-X4R4N3	9/25/2017	Congo, Republic of	p124085	Congo Forest and Economic Diversification	Solution Phase	Environmental and/or Social Issues			Referred - Raises environmental issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00347-H4K8X6	9/25/2017	Kenya	p120014	Kenya Electricity Modernization		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00332-T3D4D9	10/9/2017	Georgia	p147348	Georgia Transmission Grid Strengthening	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00331-J5V9R0	10/11/2017	Western Africa	p116323	Western Africa Abidjan Lagos Trade and Transportation Facilitation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns issues related to land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00329-S0M1F7	10/12/2017	Mali	p116602	Mali Urban Local Government Support	Solution Phase	Environmental and/or Social Issues			Referred - Complaint alleges lack of consultation and damages from project construction. Complaint handled by task team with monitoring and support from GRS.
CAS-00330-B1R1F7	10/12/2017	Cote d'Ivoire	p124715	Ivory Coast Additional Financing of the Ivory Coast Infrastructure Renewal	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00328-G9K3M5	10/16/2017	Nigeria	p124905	Nigeria Erosion and Watershed Management	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns resettlement and land acquisition issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00285-V5C9R2	10/20/2017	Zambia	p133184	Zambia Lusaka Transmission and Distribution		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00293-X7C2R0	10/30/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition.
CAS-00286-L4L7J6	10/31/2017	Burkina Faso	p106909	Burkina Urban Water Sector		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00353-W6N7X5	11/1/2017	Nigeria	p124905	Nigeria Erosion and Watershed Management		Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00375-T6G8B0	11/1/2017	Somalia	p152241	Somali Core Economic Institutions and Opportunities Program	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues regarding selection of subprojects from business development fund under the project.
CAS-00354-H1K3X1	11/9/2017	OECS Countries	p117871	Grenada Regional Disaster Vulnerability Reduction	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues concerning damages due to project construction.
CAS-00355-Q8Z5L3	11/10/2017	Pakistan	p123394	Pakistan Punjab Health Sector Reform	Inadmissible	Fraud and/or Corruption	No project related harm		Raises issues related to fraud in hiring.
CAS-00380-S8M9X9	11/14/2017	Eastern Africa	p075941	Africa Regional Rusumo Falls Hydroelectric	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues of working conditions. Complaint handled by task team with monitoring and support from GRS.
CAS-00362-T8R0P4	11/16/2017	Vietnam	p131558	Vietnam Transmission Efficiency	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00366-K1Z9S7	11/17/2017	Egypt, Arab Republic of	p157704	Egypt First Fiscal Consolidation, Sustainable Energy, and Competitiveness Programmatic Development Policy Financing	Intake	Environmental and/or Social Issues			Complaint raises issues related to discrimination - Awaiting further information.
CAS-00363-Y8K5Y7	11/29/2017	Tanzania	p150937	Tanzania Dar es Salaam Urban Transport	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to land acquisition, and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00365-J6J9R1	11/29/2017	Congo, Democratic Republic of	p091092	DRC Urban Water Supply	Procurement	Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00364-R0Z4V6	11/30/2017	Africa	p126579	Eastern Electricity Highway Project under the First Phase of the Eastern Africa Power Integration Program	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition and compensation.
CAS-00412-P0N9C2	12/1/2017	Central Africa	p079736	Cameroon CEMAC Transport Transit Facilitation	Solution Phase	Environmental and/or Social Issues			Referred - Raises issues regarding non-compliance with ESMP. Complaint handled by task team with monitoring and support from GRS.
CAS-00368-K7F9T5	12/4/2017	Egypt, Arab Republic of	p145699	Egypt Strengthening Social Safety Net	Intake	Environmental and/or Social Issues			Complaint raises issues of discrimination - Awaiting further information.

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00369-K7R0H4	12/7/2017	Kazakhstan	p128050	Kazakhstan East West Roads (CAREC)	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition/reclamation and compensation.
CAS-00373-Q8PIQ8	12/10/2017	Congo, Democratic Republic of	p129713	DRC Urban Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about EHS on construction site. Complaint handled by task team with monitoring and support from GRS.
CAS-00370-G6L8N7	12/11/2017	India	p121774	India 2nd Kerala Water Supply and Rural Sanitation	Solution Phase	Environmental and/or Social Issues			Solution implementation - Raises issues regarding project infrastructure in the community.
CAS-00371-N4F6M1	12/11/2017	Africa	P131426	South Sudan- Eastern Africa Regional Transport, Trade and Development Facilitation Program	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues regarding road construction.
CAS-00377-T5S7R7	12/13/2017	Kenya	p113542	Kenya Informal Settlements Improvement	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Raises issues related to the pursuit of employment.
CAS-00374-V5F2M6	12/13/2017	Pakistan	P130835	Pakistan KP Southern Area Development	Intake	Environmental and/or Social Issues			Complaint raises issues regarding selection of villages for project benefits.
CAS-00390-G5HIK0	12/15/2017	Lao People's Democratic Republic	p130222	Lao PDR LA-Scaling-Up Participatory Sustainable Forest Management	Procurement	Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00376-Q0C9J1	12/17/2017	Vietnam	p111548	Vietnam Hai Phong Urban Transport Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00378-N1TK9	12/19/2017	Bangladesh	p133653	Bangladesh Municipal Governance and Services	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to construction-related damages and project design. Complaint handled by task team with monitoring and support from GRS.
CAS-00383-C8Y5W2	12/20/2017	Uganda	p145101	Uganda Albertine Regional Sustainable Development (ARSDP)	Intake	Environmental and/or Social Issues			Referred - Raises issue of wrongful termination. Complaint handled by task team with monitoring and support from GRS.
CAS-00391-H9K5Y3	12/31/2017	Egypt, Arab Republic of	p117745	Egypt Farm Level Irrigation Modernization	Procurement	Procurement			Raises procurement-related issues. Referred to responsible Procurement Manager.



# Annex 2 • Organizational Chart





## For more information

[www.worldbank.org/grs](http://www.worldbank.org/grs)

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