



ANNUAL REPORT FY20

GRIEVANCE REDRESS SERVICE

Finding Solutions Together

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Foreword

The World Bank's Grievance Redress Service (GRS) is an avenue for people and communities to submit complaints directly to the World Bank if they believe a Bank-funded project has or is likely to adversely affect them or their community. Now in its sixth year of operation, the GRS enhances the World Bank's responsiveness and accountability by ensuring that grievances are promptly reviewed and responded to, and problems and solutions are identified by working together. The process established by the GRS helps individuals and communities to engage with the World Bank and Borrowers to address issues that have not been resolved by project-level grievance mechanisms.

This annual report of the Grievance Redress Service (GRS) provides an overview of cases and activities during the World Bank's FY20. Since its creation in 2015, the demands on the GRS have grown steadily. There is a greater awareness among project-affected people of the existence of the GRS, as well as greater awareness among World Bank task teams regarding the need to refer complaints they receive to the GRS

Since its establishment, the GRS has proven its value as an accountability mechanism with a clear entry point, process and platform for people and communities to raise concerns, and which delivers effective and sustainable solutions. During these past five years, the GRS has worked to understand community-level concerns, identify solutions, and monitor agreed actions to resolve issues. That said, experience accumulated to date has shown the need to consolidate and further develop the GRS. A process to enhance the GRS is underway, as detailed in this report. This includes developing new procedures, strengthening risk-based approaches, hiring additional staff, streamlining internal systems and increasing outreach to affected communities.

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Introduction

This annual report of the Grievance Redress Service (GRS) provides an overview of cases and activities during FY20¹.

In FY20, the GRS received 225 complaints, 90 of which were admissible for processing. The remainder of complaints were outside the scope of the GRS, being unrelated to a Bank-financed project or concerning issues related to procurement, fraud or corruption. The GRS has seen a significant increase in the number of resolved cases, rising from 19 cases in FY16 to 77 cases in FY19 and 45 cases in FY20. One-third of admissible cases received in FY20 were closed in the same year (30 of 90 cases). The remainder were in the process of being addressed as of June 30, 2020 with work ongoing to develop or implement solutions to grievances.

Several trends in the nature and profile of cases have continued from previous years. Complaints related to issues of land acquisition, compensation, resettlement, stakeholder engagement, and project implementation tend to prevail. Similarly, the majority of GRS complaints come from World Bank-financed operations in the Africa and South Asia regions. New trends emerged in FY20, however, with complaints related to more nuanced types of environmental and social issues, such as protection of project workers in the workplace and COVID-19 related concerns.

The number of complaints received directly by the GRS has risen steadily since its inception in 2015, due in large part to increasing awareness of the GRS as a means to raise concerns to World Bank management about issues occurring on World Bank-financed projects. This trend is likely to continue with the implementation of the World Bank's Environmental and Social Framework which makes explicit reference to the GRS. In addition, the GRS serves as a centralized unit for tracking environmental and social-related complaints referred to it by World Bank staff. As such, it has become a repository of information regarding environmental or social issues at the project level.

The GRS continually reviews means to improve the services it provides to project-affected communities, resolving project-level complaints with an aim to maximize the development impact of projects. A GRS-strengthening exercise began in 2019 and is ongoing. Measures to enhance the GRS include (i) hiring of additional staff; (ii) developing new procedures and practices for consistent approaches to handling grievances and maintaining confidentiality; (iii) using a risk-based approach for addressing grievances as well as the risk of retaliation; (v) developing a roster of expert mediators to facilitate resolution of complaints; and (vi) building an updated case management system to support the efficient functioning of the GRS, monitor response time on complaints, and facilitate necessary analytics for reporting on KPIs and lessons learned. Outreach is being strengthened so that affected communities are increasingly aware of their ability to access the GRS. Many of these activities are outlined in this report, with more to come in the year ahead.

¹ The World Bank's fiscal year (FY) runs from July 1 to June 30.

What is the GRS?

The GRS is an avenue for people and communities to raise environmental and social issues if they believe a World Bank-financed operation has or is likely to adversely affect them. It provides an entry point in the World Bank for these complaints, and serves as part of the World Bank's accountability structure between project-level grievance mechanisms (GMs) and the World Bank's Inspection Panel.

The GRS seeks to address issues quickly and effectively, works collaboratively to help achieve long-lasting solutions and serves as a tool for early identification of potential project-level issues.

Background

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**. Since it was established in 2015, the GRS has evolved and continues to develop means to better meet the needs of complainants and project-affected peoples. It has also evolved to meet the standards of new Bank operational policies and development priorities, such as the Environmental and Social Framework.

Functions

The GRS has four core functions:

Complaints-handling: The GRS facilitates prompt responses to grievances by providing support to World Bank task teams to address issues raised by project-affected people and other stakeholders.

Advisory: The GRS identifies systemic issues and lessons learned by analyzing complaints received across sectors and regions. It also provides training for World Bank staff on complaints handling and resolution.

Monitoring and reporting: The GRS together with World Bank task teams monitor the implementation of agreements reached between complainants and Borrowers. The GRS reports on the status of complaints through a Monthly Status Report to World Bank Senior Management including relevant Vice Presidents and Directors and a log of complaints published on its external website.

Outreach and communications: The GRS maintains an external website (<http://www.worldbank.org/grs>), which includes information on how to file a complaint with the GRS. The GRS also produces information material and conducts outreach to enhance understanding of the GRS.

Organization and structure

The GRS is located in Operations Policy and Country Services (OPCS) vice presidency of the World Bank, which is also responsible for policy formulation and interpretation of the Environmental and Social Framework and the World Bank's safeguard policies. This arrangement means the GRS is overseen and supported by senior Management responsible for World Bank policy and is functionally separate from the World Bank task teams that are responsible for preparing and supporting projects.



Approach

GRS activities and complaint-handling processes are guided by the **GRS Bank Procedure**. The GRS carefully reviews each complaint it receives and consistently applies the admissibility criteria outlined in this Procedure. This evaluation may include research, information-gathering, examination of the merits of the complaint and early identification of possible solutions based on prior GRS experience. Where a complaint raises issues appropriate for another World Bank unit – such as procurement, or fraud and corruption – the GRS refers the complaint to that unit. GRS complaints regarding procurement are forwarded to the World Bank’s Chief Procurement Officer for resolution. Cases alleging fraud and corruption are referred to the Institutional Integrity unit (INT). If a complaint is found to be admissible, it moves to a solution-seeking phase which works to identify and develop solutions to issues raised, working in collaboration with the complainant, the Borrower and the World Bank. Annex 1 includes further information on complaint handling and complaint admissibility criteria.

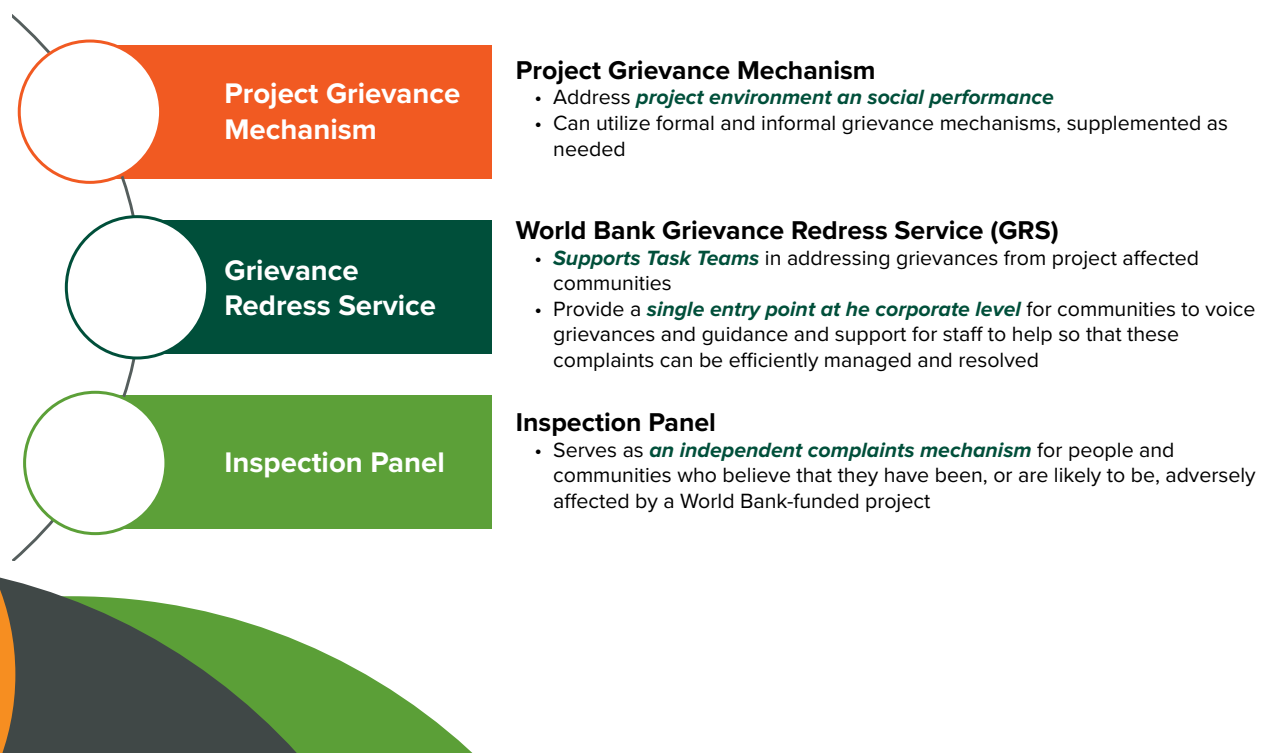
Confidentiality

The GRS is committed to respecting confidentiality in case management and data handling. Complainants may request that the GRS keep their identity confidential; in such instances, the GRS maintains confidentiality of personal information as requested by a complainant.

Grievance Redress across the World Bank

The GRS complements other channels (project-level GMs and the World Bank’s Inspection Panel) for individuals and communities to raise issues related to World Bank-financed projects. Project-level Grievance Mechanisms (GMs) can provide the most direct way for people to raise issues and concerns about projects that affect them. Under the Environmental and Social Framework, all World Bank-financed investment projects are required to have a project-level GM. While the GRS does not replace the need for project-level GMs, it provides an additional means for affected people to express their grievances.

FIGURE 1 • Project Grievance Mechanisms

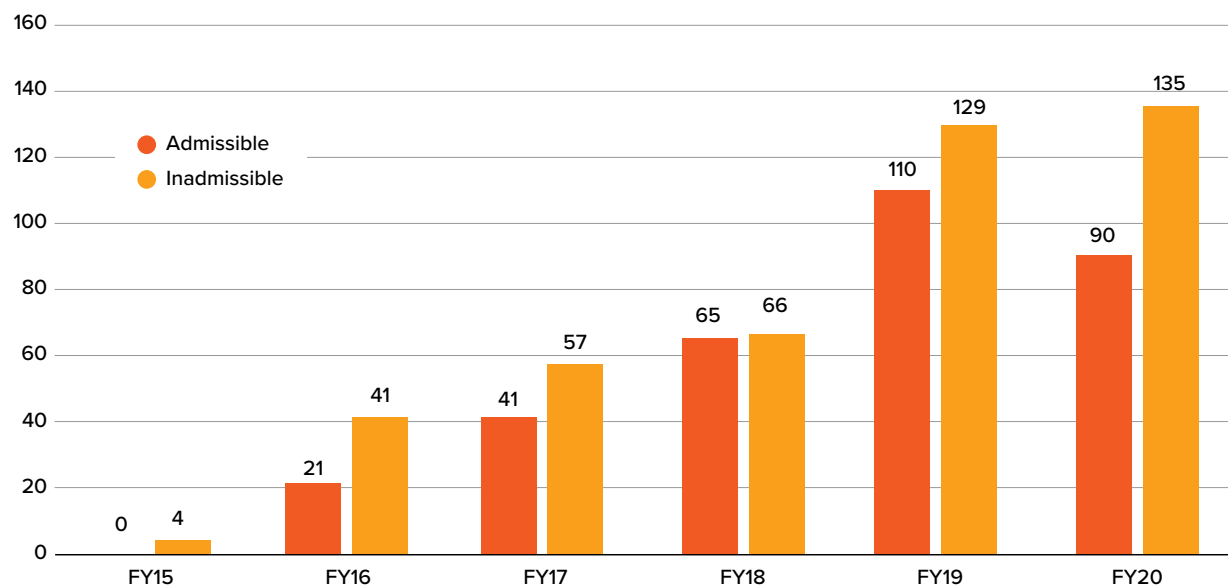


Case statistics

Case numbers

Since the GRS was established in March 2015, the number of complaints received each year has grown significantly. 4 complaints were received in FY15, 62 complaints in FY16, 98 complaints in FY17, 131 complaints in FY18, 239 in FY19 and 225 in FY20. Figure 1 shows the number of complaints received by the GRS from March 2015 until June 30, 2020.

FIGURE 1 • GRS cases from March 2015 to June 2020



Case intake

Of 225 complaints received by the GRS between July 2019 and June 2020, which corresponds with the World Bank's FY20, 143 complaints were received directly from complainants while 82 were referred from World Bank staff. The number of complaints referred to the GRS by World Bank staff has increased steadily since this intake channel was introduced in 2017.

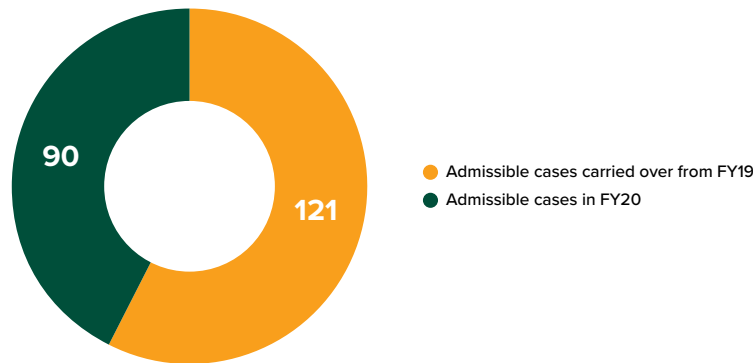
Equally, of those 225 complaints received in FY20, 90 complaints were determined to be admissible while 135 complaints were inadmissible. The 90 admissible complaints were then processed by the GRS.



Cases processed

In addition to the 90 admissible complaints received in FY20, 121 cases were carried over from FY19. In short, the GRS worked on 211 admissible cases at various stages of processing in FY20 (Figure 2).

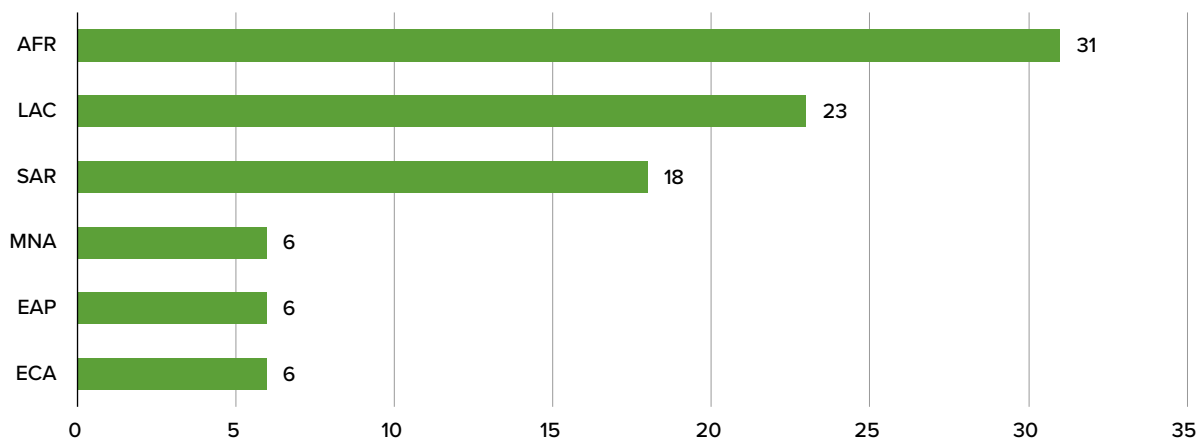
FIGURE 2 • Cases processed by GRS in FY20



By region

By region, South Asia and Africa were the regions with the largest number of complaints received in FY20; 73 complaints were received from South Asia followed by 70 from Africa. This is consistent with trends from previous years, where these two regions account for approximately two-thirds of complaints received. That said, less than one-half of the complaints from the Africa region and less than one-third of the complaints from the South Asia region were considered admissible but instead pertained to issues of procurement, fraud and corruption or other topics. Figure 3 shows admissible complaints processed in FY20 by region.

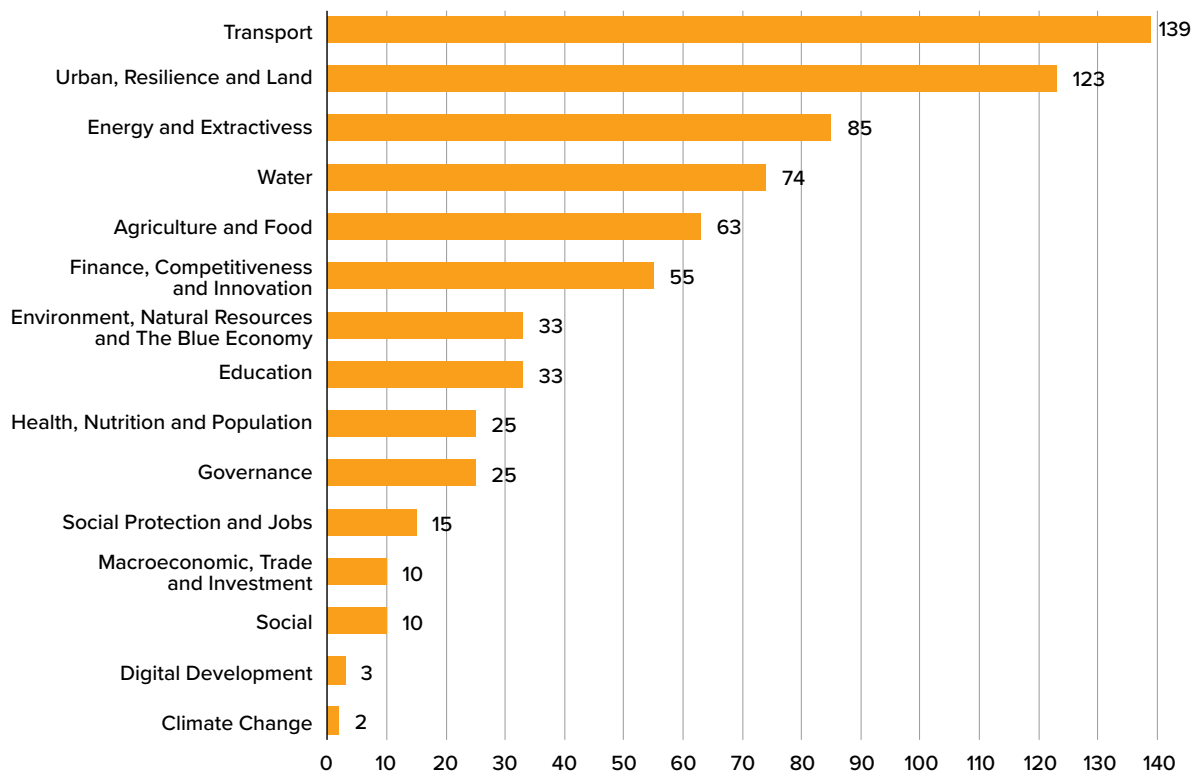
FIGURE 3 • Admissible Cases Processed by the GRS in FY20 by region



Global Practices

In FY20, the largest number of admissible complaints processed by the GRS relate to World Bank-supported projects originating in the Transport Global Practice; these accounted for nearly half of the admissible complaints in FY20. Since 2015, the largest share of admissible complaints has come from World Bank-supported projects managed by the Transport Global Practice, followed by the Urban, Resilience and Land Global Practice. Figure 4 shows the number of complaints, received directly and referred, related to each Global Practice since the establishment of the GRS.

FIGURE 4 • Case distribution by global practice since 2015



Select cases

The following is a sample of cases which the GRS worked on in FY20. They represent a range of sectors and regions and demonstrate the complexity of cases handled by the GRS.

India Eastern Dedicated Freight Corridor 3 Project (P150158)

Project Background

The Project Development Objectives are to: (a) provide additional rail transport capacity, improved service quality, and higher freight throughput on the 401 kilometer Ludhiana - Khurja section of the Eastern rail corridor; and (b) develop the institutional capacity of the Dedicated Freight Corridor Corporation to build, maintain, and manage the dedicated freight corridor infrastructure network.

PROJECT AT A GLANCE

Board approval date: June 30, 2015

Region: South Asia

Sector: Transport

Environmental category: A

Closing date: November 30, 2021.

Complaints

The GRS has received ten complaints relating to the project from different project-affected persons. The issues raised relate to various environmental and social issues, including dust pollution, inadequate compensation for loss of assets, and damage to water connection systems.

Resolution

The GRS developed technical proposals together with the World Bank task team to help resolve the complaints. This included proposals for improving communication with affected communities to raise awareness of compensation processes. The World Bank task team provided the GRS with records confirming payment of compensation to the complainants and other eligible parties for the loss of their properties by the project. Additionally, repairs were carried out to restore the damaged water connection systems in the affected areas.

Georgia Fourth East-West Highway Improvement Project (P130413)

Project Background

The Project Development Objectives are to (a) contribute to the gradual reduction of road transport costs and to improve road safety along the section upgraded under the project; and (b) strengthen the capacity of the Roads Department and the Ministry of Regional Development and Infrastructure to plan and manage the road network and improve road traffic safety.

PROJECT AT A GLANCE

Board approval date: May 9, 2013

Region: Europe and Central Asia

Sector: Transport

Environmental category: A

Closing date: December 31, 2019

Complaints

The GRS received two complaints relating to this project. The issues raised related to adverse impacts of the project on water, air pollution and emissions, community health, poor management of hazardous wastes, inadequate compensation for loss of fruits trees and inadequate stakeholder engagement.

Resolution

While the World Bank only financed the feasibility study and road design for this project and not the procurement of works or construction, it was deemed important to address these complaints. Following support and guidance from the GRS and World Bank task team, the Borrower's project implementing agency carried out sites visits to consult with local communities and opened escrow accounts for compensation of affected persons. The complaint also led to improvements in the Environmental and Social Impact Assessment (ESIA). As part of the road design, the World Bank will clear the final road design only when an ESIA satisfactory to the World Bank has been prepared.



AFR RI Regional Rusumo Falls Hydroelectric Project (P075941)

Project Background

The Project Development Objective is to increase the electric power supply to the national grids of Burundi, Rwanda, and Tanzania. The project includes components for civil works for access to and construction of power facilities, offices, and housing; mechanical and electrical works for hydro-mechanical equipment, turbine-generator sets and auxiliaries, generation substations, and power complex control and communications equipment; and construction of transmission lines.

PROJECT AT A GLANCE

Board approval date: August 6, 2013

Region: Africa

Sector: Energy and Extractives

Environmental category: A

Closing date: December 31, 2020

Complaints

The GRS received four complaints relating to this project. Complaints concern working conditions of laborers, including group dismissals without proper Human Resource hearings, sanctions of day without payment and long work hours.

Resolution

The Borrower's project implementing agency completed labor and employment contract audits and an action plan was developed and implemented to effectively address labor issues such as late wage payments. Additional studies were prepared to mitigate the adverse impacts of blasting on houses of those living near the construction site. The GRS closed the case involving labor issues satisfactorily while other complaints are under continued monitoring.

Mekong Delta Region Urban Upgrading Project (P113904)

Project Background

The Project Development Objective is to improve infrastructure services in low income areas in the cities in the Mekong Delta Region.

Complaint

The GRS received five complaints relating to this project between July and December 2018. The GRS found four of these complaints admissible. While the project was completed and closed on December 31, 2018, due to the complexity of issues raised, the GRS and the World Bank task team continued to follow up on the resolution of these complaints in 2019. The issues raised in these complaints related to dissatisfaction with the project's resettlement process; inadequate compensation offered for loss of structures; and deficiencies in the project-level GRM, including length of processes.

Resolution

Follow-up by the GRS and the World Bank task team led to the preparation of a time-bound action plan implemented by the local municipalities under the monitoring of the Borrower's project implementing agency. The remedial actions covered several measures to stop forcible land acquisition; recruitment of independent consultants to review the compensation value for the complainant households; an update of the compensation plan for structures; further consultations with the complainants on their relocation preferences; and strengthening the project-level grievance mechanism through improving its filing system and reducing the time needed for settling complaints.

PROJECT AT A GLANCE

Board approval date: March 22, 2012

Region: East Asian and Pacific

Sector: Urban

Environmental category: A

Closing date: December 28, 2018



Turkey Gas Sector Development Project (P093765)

Project Background

The Project Development Objective is to increase the reliability and stability of gas supply in Turkey by implementing critically needed gas storage and network infrastructure, and support the state-owned oil and natural gas pipelines and trading company to strengthen its operations as a financially stable and commercially managed corporation.

Complaint

The complaint raised concerns around worker exposure to COVID-19 as contractors and project implementing agency lacked relevant emergency plans relating to COVID-19.

Resolution

The World Bank task team shared with the complainant the emergency plans and communication action plan and kits developed by the state-owned oil and natural gas pipelines and trading company and its contractors. The World Bank task team confirmed the adequacy of measures put in place and has continued close monitoring of these measures. The case was closed satisfactorily, and the GRS received no further complaints.

PROJECT AT A GLANCE

Board approval date: November 29, 2005

Region: Europe and Central Asia

Sector: Energy & Extractives

Environmental category: A

Closing date: December 31, 2020

Cameroon Flood Emergency Project (P143940)

Project Background

The Project Development Operation (DPO) is to rehabilitate key hydraulic infrastructure and improve disaster-preparedness in target areas in the Far North Region of Cameroon.

Complaint

A complaint was submitted to the World Bank task team by an NGO representing project-affected persons. In accordance to the GRS Procedure, the team forwarded the complaint to the GRS. The complainant alleged non-payment of amounts earmarked for the reconstruction of the houses of affected people as part of the project's disaster relief activities. The complainant also expressed concerns around sub-standard works carried out by the contractor (e.g., deep holes that could pose safety risks to people living in the area).

Resolution

The GRS and the World Bank task team developed a solution and the task team then followed up with the project implementation unit (PIU) and the complainant NGO. The PIU undertook several remedial actions including: (i) conducting additional public consultations with the affected people at the request of the complainant; (ii) facilitating access to project-level grievance mechanism for the affected people; and (iii) reconstructing houses of affected people. In addition, the PIU is preparing technical studies for the rehabilitation of the drainage system to protect these houses from future flooding damage. The PIU provided the World Bank with a proof of consultation with the complainant NGO during the planning of the remedial actions. The World Bank task team shared with the GRS the relevant PIU's report confirming that the affected people have moved to their rehabilitated houses. As of May 2020, the PIU had completed 3,706 out of 3,859 of these structures (i.e. 96%); another 116 structures (3%) are under construction; and the remaining 37 houses structures (1%) are yet to be built. The team informed the GRS that the PIU will carry out the remaining works in August 2020, with the delays due to the flooding season and the COVID-19 global pandemic constraints. The World Bank task team will monitor these works as part of project implementation support and will inform the complainant NGO once the works are completed.

PROJECT AT A GLANCE

Board approval date: June 11, 2013

Region: Africa West

Sector: Water

Environmental category: A

Closing date: May 31, 2020



Building and disseminating lessons

In addition to its core grievance-handling role, an important task of the GRS is to capture and communicate the lessons from complaints it receives and processes, with the objective of fostering improvements to new and existing operations. The GRS maintains data regarding complaints, which can be used in identifying trends and systematic issues across multiple projects. In building the knowledge and understanding of World Bank staff involved in preparing and supporting the implementation of World Bank-financed projects, the GRS enables World Bank task teams to engage in project supervision more effectively through timely resolution of concerns that emerge during implementation.

The engagement with project-affected people fostered by the GRS process also provides an additional mechanism for citizen engagement. The GRS further provides an avenue to keep World Bank Senior Management informed of potential environmental and social risks, which can assist in determining whether institutional action may be warranted. It also strengthens the learning process by drawing attention to sectors or areas that call for further consideration or improvement.

Future directions

Experience from five years of complaint-handling, as well as internal and external feedback, have created a good basis from which to reflect on what is successful in resolving complaints and what may be improved in the processes and functioning of the GRS. Areas that may benefit from further review and strengthening include:

- **Processes:** Promoting consistency in the receipt, evaluation, documentation and response to complaints;
- **Timelines:** Reviewing the timeframes for each stage of the complaint-handling process to ensure they are suitable;
- **Roles:** Better delineation of roles between the GRS team and the World Bank task teams in handling complaints;
- **Relation with other accountability mechanisms:** Building greater awareness among internal and external audiences of the role of the GRS; and
- **Confidentiality:** Defining specific steps to enable Bank staff to protect the confidentiality of complainants.

A GRS-strengthening exercise began in FY20 and is ongoing. Measures to enhance the GRS include developing new procedures and practices for consistent approaches to handling grievances and maintaining confidentiality, introducing a risk-based approach to address grievances, enabling a suite of dispute resolution mechanisms, hiring additional senior staff, and establishing a roster of expert mediators to facilitate resolution of complaints. An updated case management system will support the efficient functioning of the GRS and oversight on response time, while facilitating necessary analytics for reporting on KPIs and lessons learned. Finally, outreach is being strengthened so that affected communities are increasingly aware of their ability to access the GRS. All of these are expected to be in place before the end of FY21.

Annex 1 – GRS Complaint handling process

The GRS seeks to handle complaints quickly and collaboratively, while keeping complainants updated at appropriate points throughout the process. The GRS process for handling complaints is set out in the corresponding [Bank Procedure](#), which is available online. Figure 1 illustrates the process of receiving and processing complaints.

FIGURE A1 • GRS complaint resolution process



Complaint channels

Complaints may reach the GRS in two ways – directly from project-affected people, or via World Bank staff who have received complaints from project-affected people. For direct complaints, a complaint form is available on the GRS website which may be completed in any language and sent to the GRS. A dedicated service account is available for receiving emails from complainants – grievances@worldbank.org. Alternatively, World Bank staff are required to notify the GRS when they receive complaints, where the complaint alleges harm to people or the environment related to a World Bank-financed project. This referral process, introduced in 2017, helps ensure that all serious complaints from project-affected people, no matter how they are received, are assessed and tracked appropriately.

Intake of complaints

All complaints received by the GRS – both directly from complainants and those referred by World Bank staff – are logged and subject to a preliminary assessment, which among other things checks if the case should be referred to another appropriate Bank unit, such as procurement, or fraud and corruption.



Complaint evaluation

There are the three criteria that must be met for a complaint to be considered admissible for further processing by the GRS:

- (i) The concerns relate to a project that is active (i.e., it has not yet reached its closing date);
- (ii) The complaint originates with an individual(s) and/or communities (or authorized representative) who are directly and adversely affected by the project; and
- (iii) The complaint alleges environmental and/or social harm causes or likely to be caused by the project.

Other complaints may be inadmissible (see Box 1). Each complaint is carefully evaluated by the GRS to confirm that it raises concerns that fall within the GRS' mandate detailed in the GRS Procedure. This assessment may include a review of relevant project information and documentation; request for further information from the complainant or World Bank task team; meetings with the World Bank task team for the project and; discussions with complainants, project implementing agencies and external stakeholders. At the conclusion of the evaluation, the GRS confirms whether the complaint is admissible and identifies potential next steps.

In evaluating the complaint, the GRS forms an independent and reasoned view regarding the issues raised. The GRS examines the potential for collaborative resolution of the issues and initiates the solution-seeking process accordingly.

Inadmissible complaints

Complaints need to describe the actual or potential adverse impact that the complainants believe results from the World Bank-financed project. However, some issues that could cause adverse impacts are not within the mandate of the GRS, including the procurement processes, allegations of fraud and corruption, and the alleged failure of the project to meet its development objectives. Complaints received regarding the same subject and by the same complainant, which have already been addressed, are linked to existing cases and follow-up upon where additional information is presented.

BOX 1 • What complaints are inadmissible for the Grievance Redress Service?

Complaints that:

- Relate to procurement matters (which are addressed through the World Bank's procurement complaints-handling process)
- 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
- Pertain to IFC- or MIGA-supported projects
- Are frivolous in nature

Solution-seeking

For those complaints which are admissible, the GRS works collaboratively with the responsible World Bank task teams in addressing the complaint. Depending on the nature of the issues raised, a variety of tools may be employed to help resolve grievances. 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.
- **Promoting fact finding.** The GRS can help support a fact-finding process around the issues raised in the complaint. The GRS engages with the complainant and the project task team, which in turn works with the Borrower, to better understand and address the issues underlying the complaint.
- **Facilitating dialogue/negotiation.** The GRS can facilitate dialogue between the complainant and the project task team, which supports the Borrower in addressing the complaint. The objective is to arrive at an effective and durable solution through negotiation and agreement.
- **Establish a mediation process.** When a dispute between the parties is well suited for mediation, the GRS can establish a process aimed at achieving mutually agreeable solutions to concerns raised. In FY21, a roster of qualified mediators will be developed.

Case closing and monitoring

The GRS may close a case in various circumstances. Ideally and most frequently, a case is closed when a complainant agrees to the actions proposed to address the complaint, and those actions are satisfactorily implemented. The GRS monitors implementation of the agreed actions and only closes the case when the necessary actions have been completed. Documentation or other means of verification are required. If actions are not carried out as agreed, the GRS seeks to engage with the parties until further progress towards resolution of the concerns is no longer possible. A case may also be closed when a complaint cannot be resolved through the process outlined in the GRS Procedure, in which case the GRS informs the complainant of the reasons for closing the case.



Annex 2 –FY20 Complaints Register

GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00753-X9K9Q0	7/8/2019	South Africa	Eskom Investment Support Project	P116410	Energy & Extractives	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to compensation and relocation of project-affected people.
CAS-00758-N6V4V4	7/10/2019	India	Assam State Roads Project	P096018	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to project design and adverse impact of the proposed drainage system on the environment. Drainage issues were fixed, and civil works undertaken to address road safety concerns.
CAS-00757-R1V4K5	7/11/2019	Burundi	BI-Jiji and Mulembwe Hydropower Project	P133610	Energy & Extractives	Direct Complaint	Procurement	Inadmissible	Allegations of corruption in the procurement process. Complaint was referred to Procurement and the Integrity Vice Presidency.
CAS-00761-T5F9C0	7/11/2019	Madagascar	GEF Sustainable Landscape Management Project	P154698	Environment, Natural Resources & the Blue Economy	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00756-Y6Z7K1	7/12/2019	Myanmar	National Electrification Project	P152936	Energy & Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00755-G6C9P0	7/12/2019	Nepal	REDD Readiness Preparation Program	P125198	Environment, Natural Resources & the Blue Economy	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00759-F5J4F4	7/15/2019	Peru	Lima Metro Line 2 Project	P145610	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to damage to property and claim for compensation for temporary relocation. The project covered expenses for temporary relocation, and the damaged property was repaired and handed back to the complainant.

GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00760-L8Z7D3	7/18/2019	Colombia	Support to the National Urban Transit Program Project	P117947	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to property damage caused by project construction activities. Construction works were completed, and the damaged property was repaired.
CAS-00765-S9Y1Q2	7/24/2019	India	Eastern Dedicated Freight Corridor- II	P131765	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to compensation for land acquisition. Compensation was paid for the acquired land.
CAS-00764-W4K5F6	7/25/2019	Peru	National Program for Innovation in Fisheries and Aquaculture Project	P155902	Environment, Natural Resources & the Blue	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00762-R6Y2V0	7/27/2019	Zambia	Kariba Dam Rehabilitation Project	P146515	Water	Referred from other World Bank staff	E&S issues	Inadmissible	Concerns related to forceful eviction from land during the Dam's construction in the 1950s. The alleged eviction and relocation took place before the World Bank-supported project came to the area.
CAS-00763-Y6Q1X1	7/29/2019	Afghanistan	Land Administration System Project	P164762	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00767-N8Y3N1	7/30/2019	Uganda	Second Kampala Institutional and Infrastructure Development Project	P133590	Urban, Resilience and Land	Direct Complaint	E&S issues	Inadmissible	Concerns related to negative impact of construction and claim for compensation. The area in question was outside the project's area of influence.
CAS-00766-X6W5P3	7/31/2019	Kenya	Petroleum Technical Assistance Project	P145234	Energy & Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00768-Z7L5M6	8/2/2019	Kenya	Informal Settlements Improvement Project	P113542	Urban, Resilience and Land	Referred from Integrity Vice Presidency	E&S issues	Closed	Concerns related to land acquisition and involuntary resettlement without compensation. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure.



GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00769-R6G6X2	8/8/2019	Bangladesh	Multipurpose Disaster Shelter Project	P146464	Urban, Resilience and Land	Referred from World Bank task team	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00771-G6D3P9	8/9/2019	Romania	Health Sector Reform Project	P145174	Health, Nutrition and Population	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00770-P7K1H0	8/9/2019	Maldives	Sustainable Fisheries Resources Development Project	P157801	Environment, Natural Resources & the Blue Economy	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00779-X6M4X9	8/12/2019	Brazil	Teresina Enhancing Municipal Governance and Quality of Life Project	P088966	Water	Referred from World Bank task team	E&S issues	Closed	Concerns related to involuntary resettlement and inadequate consultations with project-affected communities. Complaint was closed as it was under investigation by the Inspection Panel.
CAS-00784-B1B2K8	8/12/2019	India	PMGSY Rural Roads Project	P124639	Transport	Referred from Integrity Vice Presidency (INT)	E&S issues	Closed	Concerns related to project works affecting road access and damage to buildings. Relevant civil works were undertaken to address road connectivity issues, and a retaining wall was constructed.
CAS-00782-X5G7T8	8/13/2019	Pakistan	Higher Education Development Project	P161386	Education	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud. Complaint was referred to the Integrity Vice Presidency.
CAS-00780-J0Y1J0	8/13/2019	World	Pandemic Emergency Financing Facility	P160261	Global Programs & Partnerships	Referred from Integrity Vice Presidency (INT)	Other Operations Matters	Inadmissible	Concerns related to the effectiveness of the Pandemic Emergency Financing Facility. Complaint was outside GRS mandate.
CAS-00777-F4J9F9	8/13/2019	Brazil	Pernambuco Rural Economic Inclusion Project	P120139	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00772-C5H4Q0	8/14/2019	Uganda	Integrated Water Management and Development Project	P163782	Water	Direct Complaint	E&S issues	Solution Phase	Concerns related to lack of public consultation and disclosure of information about compensation due to project-affected people.

GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00773- Y5K6G6	8/15/2019	China	Lushan Earthquake Reconstruction and Risk Reduction Project	P153548	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to non-compliance of the Environmental Impact Assessment and Resettlement Action Plan and alleged misappropriation of project funds. Complaint was submitted anonymously, and the complainant was non-responsive to GRS' requests for additional information.
CAS-00785- R9M2G2	8/15/2019	Kenya	Adaptable Program Lending for Infrastructure Finance and Public- Private Partnership Project	P121019	Finance, Competitiveness and Innovation	Direct Complaint	E&S issues	Inadmissible	Concerns related to negative impact of project. The area in question was not covered by the Project.
CAS-00786- B0P4V2	8/15/2019	Kenya	Adaptable Program Lending for Infrastructure Finance and Public- Private Partnership Project	P121019	Finance, Competitiveness and Innovation	Direct Complaint	E&S issues	Inadmissible	Concerns related to land acquisition, involuntary resettlement and lack of stakeholder engagement. Complaint did not relate to a World Bank- supported project.
CAS-00774- DOC3X6	8/16/2019	India	Project Not Identified	N/A	N/A	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to access to water and lack of public consultation. Complaint did not relate to a World Bank-supported project.
CAS-00788- J7J0N7	8/27/2019	Kenya	Project Not Identified	N/A	N/A	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00787- N3T1F9	8/27/2019	India	Technical Education Quality Improvement Project III	P154523	Education	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00789- X9V5S2	8/28/2019	Pakistan	Indus Eco Region Community Livelihood Project (IECLP)	P146252	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud and corruption. Complaint was referred to the Integrity Vice Presidency.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00792- J2R3J3	8/31/2019	India	West Bengal Institutional Strengthening of Gram Panchayats Program II	P159427	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00791- T2X0P3	9/2/2019	India	Uttarakhand Disaster Recovery Project	P146653	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00793- G6H9H6	9/6/2019	Pakistan	Sindh Enhancing Response to Reduce Stunting Project	P161624	Health, Nutrition and Population	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00794- Y4L2S3	9/8/2019	India	Technical Education Quality Improvement Project III	P154523	Education	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the allocation of research funds. Complaint did not raise any adverse environmental and/or social impacts for the GRS to examine.
CAS-00796- Z5L0R1	9/9/2019	Mali	Livestock Sector Development Support Project	P160641	Agriculture and Food	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00795- Y6Q3T7	9/10/2019	Nigeria	Growth & Employment Project	P103499	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to non-selection for a grant under the project. Complaint was determined to be inadmissible since the project had already closed.
CAS-00797- W6F5L9	9/13/2019	Peru	FCPF Carbon Fund Peru Emissions Reductions Program	P160122	Environment, Natural Resources & the Blue Economy	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to negative impact of the Carbon Fund Emissions Reduction Program. Complaint was determined to be inadmissible since the Project was not approved.
CAS-00806- J1C8F1	9/17/2019	Peru	Lima Metropolitan BRT North Extension Project	P170595	Transport	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to stakeholder engagement, biodiversity impact, and possible corruption. Complaint was determined to be inadmissible since the Project was still under preparation, and not yet active.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00798-Z5B4Z3	9/17/2019	Afghanistan	Fiscal Performance Improvement Support Project	P159655	Governance	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's recruitment process. Complaint was referred to Procurement.
CAS-00801-X8R2X0	9/22/2019	Nigeria	State & Local Governance Reform Project	P133045	Governance	Direct Complaint	Other Operations Matters	Closed	Concerns related to non-payment of per diem for attending a World Bank-supported training. Complaint was closed for lack of response by the complainant, in accordance with the provisions of the GRS Procedure.
CAS-00803-B6L7S5	9/22/2019	Kenya	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00804-W6Y8K5	9/24/2019	Samoa	Airports Infrastructure Project	P143408	Transport	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00809-W8F6Y3	9/27/2019	Madagascar	GEF Sustainable Landscape Management Project	P154698	Environment, Natural Resources & the Blue Economy	Referred from World Bank task team	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00807-V2Q3N7	9/27/2019	Egypt	Upper Egypt Local Development Program-for Results Project	P157395	Urban, Resilience and Land	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to wrongful termination from employment, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00816-D8F1L2	10/1/2019	Kenya	Urban Support Program	P156777	Urban, Resilience and Land	Direct Complaint	E&S issues	Closed	Concerns related to negative economic impact of project. Complaint was closed for lack of response by the complainant, in accordance with the provisions of the GRS Procedure.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00810-L1S2X9	10/2/2019	Spain	Project Not Identified	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud. Complaint did not relate to a World Bank-supported project.
CAS-00814-H8X5C1	10/4/2019	Nigeria	Growth and Employment Project	P103499	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to non-payment of per diem for attending a World Bank-supported training. Complaint raised operational issues, outside the mandate of the GRS and was forwarded to the World Bank task team for follow up.
CAS-00813-P8Q1Z7	10/6/2019	Pakistan	Karachi Neighborhood Improvement Project	P161980	Urban, Resilience and Land	Direct Complaint	E&S issues	Closed	Concerns related to non-disclosure of project information and lack of stakeholder engagement. The World Bank task team met the complainant and resolved the issues of concern satisfactorily.
CAS-00815-X7D0P3	10/6/2019	Pakistan	Pakistan Raises Revenue Project	P165982	Governance	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud. Complaint was referred to the Integrity Vice Presidency.
CAS-00811-N5D5T3	10/6/2019	Pakistan	Sindh Agricultural Growth Project	P128307	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00812-T0P2V0	10/6/2019	Pakistan	Sindh Agricultural Growth Project	P128307	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00830-V9J3V2	10/9/2019	Bolivia	Urban Infrastructure Project	P083979	Urban, Resilience and Land	Direct Complaint	E&S issues	Inadmissible	Concerns related to potential negative impact of the project. The World Bank confirmed that the issues raised in the complaint did not relate to the Project.
CAS-00818-N5N4W6	10/11/2019	Sierra Leone	Integrated and Resilient Urban Mobility Project	P164353	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to alleged encroachment on the complainant's property. Case was closed following the complainant's withdrawal of the complaint.
CAS-00819-J0P0L2	10/15/2019	India	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud and corruption. Complaint was referred to the Integrity Vice Presidency.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00821-L8J5P7	10/15/2019	Pakistan	Sindh Solar Energy Project	P159712	Energy and Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00820-Q1N5C2	10/15/2019	Zambia	Southern Africa Tuberculosis and Health Systems Support Project	P155658	Health, Nutrition and Population	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00822-M0C6J1	10/16/2019	Zambia	Kariba Dam Rehabilitation Project	P146515	Water	Referred from World Bank task team	E&S issues	Closed	Concerns related to non-payment of employment benefits. Complaint was closed following its official registration with the project-level grievance mechanism.
CAS-00823-T9L6L3	10/17/2019	Nepal	REDD Readiness Preparation Program	P125198	Environment, Natural Resources & the Blue Economy	Referred from World Bank task team	Fraud and/or Corruption	Inadmissible	Allegations of fraud and corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00833-S1D0P5	10/18/2019	Nicaragua	Sustainable Rural Water Supply and Sanitation Sector Project	P147006	Water	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to political opposition to an NGO's work. Complaint did not raise issues relating to the project, which had already closed.
CAS-00824-D7G5V1	10/21/2019	Kenya	Urban Support Program Project	P156777	Urban, Resilience and Land	Direct Complaint	E&S issues	Inadmissible	Concerns related to compensation for land and lack of stakeholder engagement. The land subject of the complaint was outside of the project area and unrelated to the project.
CAS-00825-K8D3Z3	10/21/2019	Nigeria	Second National Fadama Development Project	P063622	Agriculture and Food	Direct Complaint	E&S issues	Inadmissible	Concerns related to demolition of property and lack of compensation. Complaint was determined to be inadmissible since the Project closed in December 2009.
CAS-00828-C7W7K2	10/22/2019	India	Second Kerala State Transport Project	P130339	Transport	Direct Complaint	E&S issues	Closed	Concerns related to road safety and poor drainage on the roads. Footpaths and drainage systems were constructed, and streetlights were installed to address road safety issues.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00832-M6N2N3	10/22/2019	Syria	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to a World Bank-supported Project	Inadmissible	Concerns related to resettlement by UNHCR. Complaint did not relate to a World Bank-supported project.
CAS-00826-B8R4V9	10/22/2019	India	Uttar Pradesh Pro-Poor Tourism Development Project	P146936	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of mental and financial exploitation and threats to personal safety. Complaint was referred to the Integrity Vice Presidency.
CAS-00831-W0B0B8	10/23/2019	India	India Second Kerala State Transport Project	P130339	Transport	Direct Complaint	E&S issues	Closed	Concerns related to road safety due to incomplete road construction works. Remediation work was carried out to address road safety concerns.
CAS-00829-J8H7G0	10/23/2019	Turkey	Employment Support Project	P161670	Social Protection and Jobs	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00838-S4W3L0	10/24/2019	Nigeria	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the lack of updates about the complainant's application to participate in the Project. Complaint raised operational issues outside the mandate of the GRS, and was referred to the World Bank task team for follow up.
CAS-00834-P7D1Q2	10/26/2019	India	National Highways Interconnectivity Improvement Project	P121185	Transport	Direct Complaint	Other Operations Matters	Solution Phase	Concerns related to road safety and project design.
CAS-00836-Z5M4R5	10/28/2019	Pakistan	Khyber Pakhtunkhwa Integrated Tourism Development Project	P163562	Finance, Competitiveness and Innovation	Direct Complaint	E&S issues	Inadmissible	Concerns related to resettlement issues and traffic congestion. The road, subject of the complaint, was not part of the Project.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00839- JOR3M7	10/31/2019	India	Rural Water Supply and Sanitation Project for Low Income States	P132173	Water	Referred from World Bank task team	E&S issues	Closed	Concerns relating to lack of community amenities, road safety and poor quality of project construction works. Pipe laying works were completed, and necessary road restoration works were undertaken to address issues of concern.
CAS-00840- Z3N0P4	10/31/2019	Nigeria	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the lack of information during project preparation. The World Bank task team provided the complainant with the information he was seeking.
CAS-00849- D5Z2T7	11/4/2019	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Referred from other World Bank staff	Other Operations Matters	Inadmissible	Concerns related to the impact of land-use planning activities and regulations. Complainant was not directly and adversely affected by the activities.
CAS-00844- B4K3L5	11/5/2019	Colombia	Support to the Bogota Metro Line 1 Section 1 Project	P165300	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to involuntary resettlement without compensation.
CAS-00843- V9Z7D4	11/5/2019	Pakistan	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complainant was referred to the Integrity Vice Presidency.
CAS-00845- T8R9X5	11/6/2019	Pakistan	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complainant was referred to the Integrity Vice Presidency.
CAS-00846- S0K8H1	11/7/2019	India	National Agricultural Higher Education Project	P151072	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complainant was referred to Procurement.
CAS-00847- K8V3D4	11/7/2019	Zimbabwe	Idai Recovery Project	P171114	Urban, Resilience and Land	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to the obligations under a consultancy agreement. Complainant was referred to Procurement.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00848-M5N2K0	11/8/2019	India	Andhra Pradesh Integrated Irrigation & Agriculture Transformation Project	P160463	Climate Change	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to project design and coverage, which are operational issues outside the mandate of the GRS.
CAS-00855-T6N8R4	11/11/2019	Kenya	Second Informal Settlements Improvements Project	P167814	Urban, Resilience and Land	Direct Complaint	E&S issues	Inadmissible	Concerns related to potential land acquisition. Complaint was determined to be inadmissible since the project was still under preparation, and not yet active.
CAS-00851-L3B1J8	11/13/2019	Brazil	Sao Paulo State Sustainable Transport Project	P127723	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to project design and road safety issues. A footbridge was constructed to address issues of concern.
CAS-00852-X0B2F3	11/14/2019	Kenya	Development Response to Displacement Impacts Project	P161067	Social	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00853-W2J8J8	11/19/2019	Tanzania	Dar es Salaam Metropolitan Development Project	P123134	Urban, Resilience and Land	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to non-fulfillment of contractual obligation. Complaint was referred to Procurement.
CAS-00854-B4X9Z1	11/20/2019	Sint Maarten	Emergency Debris Management Project	P167347	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to project design, which is an issue outside the mandate of the GRS.
CAS-00856-R3Z6C0	11/25/2019	Zambia	Southern Africa Tuberculosis and Health Systems Support Project	P155658	Health, Nutrition and Population	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00857-B4N8L4	11/27/2019	India	National Highways Inter-Connectivity Improvement Project	P121185	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to road safety.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00858-H7N4J7	11/27/2019	Sint Maarten	Emergency Debris Management Project	P167347	Urban, Resilience and Land	Direct Complaint	E&S issues	Closed	Concerns related to damage to property, loss of livelihood, environmental harm and health concerns. Complaint was determined to be outside the project's scope of coverage.
CAS-00859-GZHL2	11/28/2019	Kenya	Youth Employment and Opportunities Project	P151831	Social Protection and Jobs	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to non-payment of allowances due to project beneficiaries. As per the provisions of the GRS Procedure, complaint was determined to be inadmissible since it was anonymous.
CAS-00862-G6V9M2	11/30/2019	India	PMGSY Rural Roads Project	P124639	Transport	Direct Complaint	E&S issues	Closed	Concerns related to forcible acquisition of land. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure.
CAS-00861-B7Q8L1	11/30/2019	Tanzania	Project Not Identified	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00860-K7Y3B7	12/2/2019	West Bank and Gaza	Finance for Jobs Project	P151089	Finance, Competitiveness and Innovation	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud and corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00863-V9P8Y4	12/3/2019	India	Maharashtra Rural Water Supply and Sanitation Project	P126325	Water	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to the slow implementation of the project, which is an issue outside the mandate of the GRS.
CAS-00864-F3X2T7	12/4/2019	Kenya	East Africa Public Health Laboratory Networking Project	P111556	Health, Nutrition and Population	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00865-V8L4C7	12/4/2019	Peru	Integrated Water Resources Management in Ten Basins Project	P151851	Water	Direct Complaint	Procurement	Inadmissible	Concerns related to non-payment of fees for services rendered to a contractor. Complaint was referred to Procurement.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00867-S5N9C8	12/6/2019	Sint Maarten	Enterprise Recovery Project	P168549	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to project design, which is an issue outside the mandate of the GRS.
CAS-00868-C2Y0N2	12/9/2019	India	National Hydrology Project	P152698	Water	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00866-X1C7P5	12/9/2019	Kenya	Electricity Modernization Project	P146005	Energy and Extractives	Referred from Integrity Vice Presidency (INT)	E&S issues	Inadmissible	Concerns related to land acquisition, negative environmental impact and lack of public consultation. Complaint was determined to be inadmissible since the Project was dropped.
CAS-00869-M7L8V3	12/12/2019	India	Rural Water Supply and Sanitation Project for Low Income States	P132173	Water	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00870-Q6P5F2	12/14/2019	India	Second Kerala Rural Water Supply and Sanitation Project (Jalanidhi II)	P121774	Water	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00871-D8Q5C5	12/16/2019	Afghanistan	Women's Economic Empowerment Rural Development Project	P164443	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00872-T8C5Q2	12/20/2019	Afghanistan	Afghanistan Gas Project	P172109	Energy and Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00873-Q0F6T9	12/20/2019	Burundi	Landscape Restoration and Resilience Project	P160613	Environment, Natural Resources & the Blue Economy	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00874-X6V0M5	12/23/2019	Kenya	EA Regional Transport Trade and Development Facilitation Project	P148853	Transport	Direct Complaint	E&S issues	Closed	Concerns related to harassment and discrimination at work; and threats of termination. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure.
CAS-00876-Z1M9H4	12/27/2019	India	Uttarakhand Water Supply Program for Peri Urban Areas Project	P158146	Water	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00875-J0F9L4	12/30/2019	Cameroon	Multimodal Transport Project	P143801	Transport	Referred from Integrity Vice Presidency (INT)	E&S issues	Closed	Concerns related to non-adherence by the project with employment standards and social rights of workers. Complaint was resolved at the Project-level grievance mechanism for workers and the Project Implementing Agency hired an NGO to monitor workers' conditions at the site.
CAS-00877-N3B7X3	1/1/2020	Afghanistan	Irrigation Restoration and Development Project	P122235	Water	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to wrongful dismissal from employment, which is an issue outside the mandate of the GRS.
CAS-00885-M0V9S2	1/1/2020	Haiti	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	E&S issues	Inadmissible	Concerns related to displacement from land. Complaint was determined to be inadmissible as it did not relate to a World Bank-supported project.
CAS-00884-Q6Q7N9	1/2/2020	Peru	Lima Metro Line Two Project	P145610	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to potential adverse impact of project construction on property.
CAS-00878-R1F1C4	1/3/2020	China	Wuhan Integrated Transport Development Project	P148294	Transport	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of corruption. Complaint was referred to the Integrity Vice Presidency.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00890-L0F0K1	1/6/2020	Cameroon	Flood Emergency Project	P143940	Water	Referred from World Bank task team	E&S issues	Closed	Concerns related to resettlement, lack of compensation and poor quality of works. Additional public consultation activities were held, and measures taken to restore the drainage system so as to protect houses from damage by flooding in future. Construction of new homes for project-affected people was completed.
CAS-00880-F3Y4Q7	1/7/2020	India	Mizoram State Roads Project II- Regional Transport Connectivity Project	P145778	Transport	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to a dispute between competing firms, which is an issue outside the mandate of the GRS.
CAS-00879-B9Y6H9	1/8/2020	Kiribati	Pacific Aviation Investment Project	P128938	Transport	Referred from other World Bank staff	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00881-Q0D1O4	1/9/2020	Pakistan	Higher Education Development Project	P161386	Education	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00882-S0R4F4	1/12/2020	Vietnam	Renovation of General Education Project	P150058	Education	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00883-V0F3N1	1/13/2020	India	Third Eastern Dedicated Freight Corridor	P150158	Transport	Direct Complaint	E&S issues	Closed	Concerns related to environmental harm and safety concerns due to use of residential road by construction vehicles. Access to the road was closed for commercial trucks and a boundary wall was constructed as a safety measure.
CAS-00886-W7P7J6	1/15/2020	Kenya	Urban Support Program Project	P156777	Urban, Resilience and Land	Referred from other Bank Staff	E&S issues	Closed	Concerns related to poor quality of works by the contractor. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00887-Z5H8W7	1/17/2020	India	Maharashtra Rural Water Supply and Sanitation Program Project	P126325	Water	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to dispute in contract for works. Complaint was referred to Procurement.
CAS-00888-T3S5T5	1/21/2020	Pakistan	Pakistan Punjab Tourism for Economic Growth Project	P158099	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00889-W7N2Y0	1/23/2020	Pakistan	Dasu Hydropower Stage I Project	P121507	Energy and Extractives	Direct Complaint	E&S issues	Closed	Concerns related to violation of basic rights of the local community in employment by the Project. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure.
CAS-00891-J1B2K1	1/28/2020	Chad	Value Chain Support Project	P133021	Finance, Competitiveness and Innovation	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to the Project's adverse impact on the community's health and safety.
CAS-00893-G5G4G3	1/28/2020	India	Maharashtra Climate Resilient Agriculture Project	P160408	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00892-J3W3R3	1/29/2020	Pakistan	Pakistan Raises Revenue Project	P165982	Governance	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00894-L4K6Q8	2/1/2020	Iraq	Transport Corridors Project	P131550	Transport	Referred from World Bank task team	Other Operations Matters	Inadmissible	Concerns related to non-payment of consultancy fees, which is an operational issue outside the mandate of the GRS. Complaint was forwarded to the World Bank task team for follow up.
CAS-00895-B9G9Y7	2/4/2020	Bangladesh	Digitizing Implementation Monitoring and Public Procurement Project	P160758	Governance	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00896-J9K4C8	2/5/2020	Pakistan	Sindh Global Partnership for Education Project	P146451	Education	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the recruitment of teachers on a contractual basis and request for regularization of their recruitment through legislation. Complaint was determined to be inadmissible since the project had already closed.
CAS-00897-M1J1G4	2/5/2020	Sint Maarten	Emergency Recovery Project 1	P167339	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00898-M7V9X1	2/6/2020	Vietnam	Vinh Phuc Flood Risk and Water Management Project	P152460	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to compensation and resettlement.
CAS-00899-S8G2C0	2/8/2020	Kazakhstan	Kazakhstan SME Competitiveness Project	P147705	Finance, Competitiveness and Innovation	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud. Complaint was referred to the Integrity Vice Presidency.
CAS-00900-B5V8R9	2/10/2020	Kenya	Nairobi Metropolitan Services Improvement Project	P107314	Urban, Resilience and Land	Direct Complaint	E&S issues	Solution Phase	Concerns related to loss of source of livelihood without compensation.
CAS-00901-R3D5L8	2/11/2020	Gabon	Second Infrastructure and Local Development Project	P151077	Urban, Resilience and Land	Direct Complaint	E&S issues	Closed	Concerns related to non-disclosure of information about project activities. The World Bank task team shared project information with the complainant.
CAS-00903-G1W0H9	2/11/2020	Poland	Poland Odra-Vistula Flood Management Project	P147460	Water	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to termination of a consultancy contract, which is an operational issue, outside the mandate of the GRS. The complaint was forwarded to the World Bank task team for follow up.
CAS-00902-Y4T4F0	2/11/2020	Pakistan	Punjab Tourism for Economic Growth Project	P158099	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00904-T8C9H5	2/13/2020	The Gambia	Gambia OMVG Interconnection Project	P146830	Energy and Extractives	Referred from World Bank task team	E&S issues	Closed	Concerns related to land acquisition and compensation. A settlement agreement was reached between the Project Implementing Agency and the complainant, who was compensated, and consented to the use of his land for the transmission line.
CAS-00905-V2R5N0	2/13/2020	Sint Maarten	Emergency Recovery Project 1	P167339	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the termination of contract and delays in procurement. Complaint was referred to Procurement.
CAS-00906-W5Q3Y7	2/17/2020	Afghanistan	Eshteghal Zaiee - Karmondana (EZ-Kar) Project	P166127	Social	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00907-S1L7L9	2/23/2020	India	Assam Agribusiness and Rural Transformation Project	P155617	Agriculture and Food	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00908-V2X1K9	2/24/2020	Uganda	North Eastern Road Corridor Asset Management Project	P125590	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to compensation for damage caused by project construction activities.
CAS-00909-N4M4Z5	2/25/2020	Uganda	Albertine Region Sustainable Development Project	P145101	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to demolition of property without compensation.
CAS-00912-R6Y7K2	2/25/2020	Vietnam	Road Asset Management Project	P123961	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to land acquisition and compensation.
CAS-00910-K9H2Y9	2/25/2020	West Bank and Gaza	West Bank and Gaza Additional Financing for the Education to Work Transition Project	P158951	Education	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of salary by the Project Implementing Agency.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00911-F3B7G3	2/25/2020	West Bank and Gaza	West Bank and Gaza Health System Resiliency Strengthening Project	P150481	Health, Nutrition and Population	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of salary by the Project Implementing Agency.
CAS-00913-P1K9N7	2/28/2020	China	Wuhan Integrated Transport Development Project	P148294	Transport	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to alleged illegal operations in the bidding process. Complaint was submitted anonymously, and additional information, though requested by the GRS was not provided.
CAS-00914-H6H4H0	3/2/2020	Kenya	Secondary Education Quality Improvement Project	P160083	Education	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of allowances, discrepancy in payment amounts, and lack of information on amount of allowances to be paid to trainers and teachers.
CAS-00916-Y3W2X8	3/3/2020	Bulgaria	Municipal Infrastructure Development Project	P099895	Water	Referred from Integrity Vice Presidency (INT)	Other Operations Matters	Inadmissible	Concerns related to project activities and alleged misuse of project funds. Complaint was determined to be inadmissible since the Project had closed and was no longer active.
CAS-00915-B3C4K3	3/3/2020	Cameroon	CEMAC Transport Transit Facilitation Project	P079736	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to wrongful dismissal by the Project Implementing Agency. The World Bank shared records indicating that the complainant had approached national courts, and the Project Implementing Agency had agreed to pay compensation to the complainant, if ordered to do so by the court.
CAS-00918-R0K7S2	3/4/2020	Democratic Republic of Congo	Quality and Relevance Secondary and Tertiary Education Project	P149233	Education	Referred from Integrity Vice Presidency (INT)	E&S issues	Solution Phase	Concerns related to ownership of project land, and the land's alleged unsuitability for the project.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00917-X4Z7K4	3/4/2020	Peru	Cusco Transport Improvement Project	P132505	Transport	Referred from Integrity Vice Presidency (INT)	E&S issues	Inadmissible	Concerns related to land acquisition and compensation. Complaint was determined to be inadmissible due to non-eligibility for compensation.
CAS-00919-C1K8F5	3/4/2020	Senegal	Saint Louis Emergency Recovery and Resilience Project	P166538	Urban, Resilience and Land	Referred from Integrity Vice Presidency (INT)	E&S issues	Solution Phase	Concerns related to lack of information about compensation and confiscation of land titles from affected owners.
CAS-00920-Y7B3V4	3/6/2020	Indonesia	Geothermal Energy Upstream Development Project	P155047	Energy and Extractives	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to project's potential harm to the community and negative impact to livelihood.
CAS-00921-D2G8Y3	3/11/2020	Rwanda	Quality Basic Education for Human Capital Development Project	P168551	Education	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00922-V6X6K7	3/12/2020	China	Hajia Railway Project	P117341	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to noise levels due to project activities and dispute over resettlement packages.
CAS-00925-M0W3Q7	3/16/2020	India	Eastern Dedicated Freight Corridor 1 Project	P114338	Transport	Referred from World Bank task team	E&S issues	Closed	Concerns related to compensation for land acquisition. Compensation was paid to the complainant as sought.
CAS-00923-X1H2T9	3/16/2020	Kenya	Informal Settlements Improvement Project	P113542	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to forcible eviction without compensation and allegations of corruption. Corruption allegations were referred to the Integrity Vice Presidency.
CAS-00924-V4K7B7	3/16/2020	Uganda	Great Lakes Trade Facilitation Project	P151083	Macroeconomics, Trade and Investment	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of end-of-service benefits by the Project Implementing Agency.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00926-S4V6G0	3/18/2020	India	Rural Water Supply and Sanitation Project for Low Income States	P132173	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to poor execution of project works.
CAS-00927-G4B0Q9	3/19/2020	Zambia	Improved Rural Connectivity Project	P159330	Transport	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00928-V4Z9R3	3/20/2020	Egypt	Sustainable Rural Sanitation Services Program-for-Results Project	P154112	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to community health and safety.
CAS-00930-X0T0N3	3/20/2020	Kenya	National Urban Transport Improvement Project	P126321	Transport	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to loss of livelihood for project workers due to closure of the project. Complaint was determined to be inadmissible since the project had closed.
CAS-00929-H0Q6C3	3/20/2020	Philippines	Project Not Identified	N/A	N/A	Direct Complaint	Other Operations Matters	Closed	Concerns related to non-payment of professional fees for services rendered to the Project Implementing Agency. Complainant notified the GRS that he had received the payment he was seeking.
CAS-00931-R0C4Y3	3/22/2020	Nigeria	Project Not Identified	N/A	N/A	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud and corruption. Complaint was referred to the Integrity Vice Presidency.
CAS-00933-V0F2S3	3/27/2020	Turkey	Gas Sector Development Project	P093765	Energy and Extractives	Referred from World Bank task team	E&S issues	Closed	Concerns related to exposure to risks of COVID-19 as workers continued to be on site, without any emergency plan in place. The World Bank task team received action plans and awareness communication kits, prepared by the Project Implementing Agency and the contractor; and the World Bank will continue monitoring the implementation of these plans.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00932-X0P3Z8	3/26/2020	Tajikistan	Strengthening Critical Infrastructure Against Natural Hazards Project	P158298	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to lack of compensation for loss of source of livelihood.
CAS-00934-R5W9D8	3/29/2020	Pakistan	Pakistan Raises Revenue Project	P165982	Governance	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of mismanagement of project funds. Complaint was referred to the Integrity Vice Presidency.
CAS-00935-S5T4Q6	3/31/2020	Colombia	Multipurpose Cadaster Project	P162594	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00936-W0X2Y8	4/2/2020	Uzbekistan	Health System Improvement Project	P113349	Health, Nutrition and Population	Referred from other World Bank staff	Procurement	Inadmissible	Concerns related to non-payment of consultancy fees. Complaint was referred to Procurement.
CAS-00937-W3G4N6	4/8/2020	Turkey	Sustainable Cities Project	P128605	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to inadequate public consultations and potential risks to public health due to the lack of a treatment plant for the Project's elevation station.
CAS-00942-X3H7F4	4/8/2020	Turkey	Sustainable Cities Project	P128605	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to inadequate public consultations and potential risks to public health due to the lack of a treatment plant for the Project's elevation station.
CAS-00938-S8Y6S2	4/10/2020	West Bank and Gaza	Electricity Sector Performance Improvement Project	P148600	Energy and Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00939-C9X7V8	4/14/2020	Kenya	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to the resettlement process; lack of information about the compensation process, and lack of consultation with beneficiary communities.
CAS-00943-D4P6B7	4/14/2020	Kenya	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to loss of income by fisheries communities due to project acquisition of their fishing areas.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00944-N6K0Q4	4/14/2020	Kenya	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to project implementation and lack of transparency of process, including falsification of documents concerning project affected people.
CAS-00940-NOC8F9	4/16/2020	Lebanon	Water Supply Augmentation Project	P125184	Water	Direct Complaint	E&S issues	Solution Phase	Concerns related to dam safety and adverse impacts on heritage sites, biodiversity, and agricultural lands which would lead to the loss of livelihoods.
CAS-00941-X8L9W0	4/21/2020	Pakistan	Punjab Tourism for Economic Growth Project	P158099	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00945-V3X5R2	4/22/2020	Ghana	Public Financial Management Reform Project	P151447	Governance	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00946-R4Z6W6	4/25/2020	Pakistan	Sindh Multi-Sectoral Action for Nutrition Project	P158769	Water	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to wrongful termination, which is an issue outside the mandate of the GRS.
CAS-00947-X3K4F1	4/29/2020	Pakistan	First National Transmission Modernization Project	P154987	Energy and Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00948-L8Z4P3	5/4/2020	India	National Hydrology Project	P152698	Water	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00949-Y9D3T6	5/5/2020	Egypt	Local Development Program for Results Project	P157395	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Solution Phase	Concerns related to workplace mistreatment of a consultant engaged by the Project Implementation Unit.
CAS-00950-D5H3R7	5/7/2020	Bangladesh	COVID-19 Emergency Response and Pandemic Preparedness Project	P173757	Health, Nutrition and Population	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00952-D6J7M3	5/7/2020	Ethiopia	Enhancing Shared Prosperity Through Equitable Services Project	P151432	Social Protection and Jobs	Direct Complaint	E&S issues	Inadmissible	Concerns related to project development effectiveness and administrative mechanisms, which are issues outside the mandate of the GRS.
CAS-00951-J2V1P8	5/7/2020	Tajikistan	Strengthening Critical Infrastructure Against Natural Hazards Project	P158298	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Closed	Concerns related to loss of livelihood and impact of the project on access to property. The Project Implementing Agency met with the complainant to discuss the complaint, and issues of concern to the complainant were resolved.
CAS-00953-Z2S0T5	5/10/2020	Uganda	Support to Municipal Infrastructure Development Program Project	P117876	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00954-K3B2M2	5/11/2020	Yemen	COVID-19 Response Project	P173862	Health, Nutrition and Population	Direct Complaint	E&S issues	Solution Phase	Concerns related to inadequate access to emergency services and treatment facilities as anticipated by the COVID-19 Emergency Project.
CAS-00955-P2R7M1	5/15/2020	Serbia	Tax Administration Modernization Project	P163673	Governance	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00956-H9Y5B9	5/17/2020	Sierra Leone	Skills Development Project	P163723	Education	Direct Complaint	Fraud and/or Corruption	Inadmissible	Allegations of fraud. Complaint was referred to the Integrity Vice Presidency.
CAS-00957-B3J9P2	5/19/2020	Pakistan	Higher Education Development Project	P161386	Education	Direct Complaint	E&S issues	Solution Phase	Concerns related to the Project Implementing Agency's collection of granular data, by use of coercion and threats.
CAS-00958-Q4G6Y0	5/21/2020	Afghanistan	Urban Development Support Project	P147147	Urban, Resilience and Land	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00959-W4H9Y8	5/26/2020	Vanuatu	Rural Electrification Project	P150908	Energy and Extractives	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.



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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00960-M9T2G9	5/28/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00962-B5W8R3	5/29/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00961-T0Y6X1	5/29/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00964-R7C6Y8	5/29/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00963-G9X3Y4	5/29/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00965-W0H0F8	5/30/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00968-F3B3M8	6/1/2020	Cameroon	CEMAC-Transport Transit Facilitation Project	P079736	Transport	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to unfair dismissal from work for failure to report to work due to illness.
CAS-00966-H4Q7D6	6/1/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00967-S9C4N2	6/1/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.

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Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00969-C3S1Q2	6/3/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00971-D2D9Y0	6/6/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00970-B9M9P5	6/6/2020	Pakistan	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the project's hiring process. Complaint was referred to Procurement.
CAS-00972-F9Y5N6	6/7/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00973-Y0P3D5	6/9/2020	Colombia	Subnational Institutional Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00974-Z6X9V8	6/9/2020	Vietnam	Vietnam Can Tho Urban Development and Resilience Project	P152851	Urban, Resilience and Land	Referred from World Bank task team	E&S issues	Solution Phase	Concerns relating to insufficient compensation, disclosure of information and threat of forced displacement.
CAS-00975-S7D8W4	6/11/2020	Somalia	Somalia Urban Resilience Project	P163857	Urban, Resilience and Land	Direct Complaint	E&S issues	Solution Phase	Concerns related to forcible eviction from property, lack of compensation, loss of livelihood and corruption. Corruption allegations were referred to the Integrity Vice Presidency.
CAS-00976-M3G9R5	6/12/2020	Colombia	Subnational Strengthening Project	P123879	Governance	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of fees for professional services rendered to a contractor.
CAS-00977-K4G9S4	6/13/2020	India	Project Not Identified	N/A	N/A	Direct Complaint	Not related to a World Bank-supported project	Inadmissible	Concerns related to a payment dispute between contractors. Complaint did not pertain to a World Bank-supported project.



GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00999-D1R9F7	6/14/2020	Nepal	Nepal-India Electricity Transmission and Trade Project	P115767	Energy and Extractives	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to inadequate public consultation; and risks to community health due to the passage of high voltage transmission lines over community lands.
CAS-00978-S5W2L0	6/14/2020	The Gambia	The Gambia Social Safety Net Project	P167260	Social Protection and Jobs	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00979-J6R8B2	6/15/2020	Kyrgyz Republic	Sector Support for Education Reform Project	P113350	Education	Direct Complaint	Procurement	Inadmissible	Concerns related to the bidding process. Complaint was referred to Procurement.
CAS-00980-F8Q1V3	6/15/2020	Uganda	Kampala Institutional and Infrastructure Development Project	P078382	Urban, Resilience and Land	Referred from Integrity Vice Presidency (INT)	E&S issues	Inadmissible	Concerns related to the poor conditions of roads constructed under the project. Complaint was determined to be inadmissible since the project was no longer active, having closed in 2013.
CAS-00982-S8B7D3	6/22/2020	Brazil	Mato Grosso Fiscal Adjustment and Environmental Sustainability DPL	P164588	Macroeconomics, Trade and Investment	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to a proposed new law, and its negative impact on the rights of indigenous people.
CAS-00986-B4F3R2	6/22/2020	Nicaragua	Caribbean Coast Emission Reduction Program	P167434	Environment, Natural Resources & the Blue Economy	Referred from World Bank task team	E&S issues	Inadmissible	Concerns related to negative impact of the Emission Reduction Program on Indigenous Peoples. Complaint was determined to be inadmissible since the Project was not approved.
CAS-00984-G8Y9J3	6/24/2020	Brazil	Mato Grosso Fiscal Adjustment and Environmental Sustainability DPL	P164588	Macroeconomics, Trade and Investment	Referred from World Bank task team	E&S issues	Solution Phase	Concerns related to a proposed new law, and its negative impact on the rights of indigenous people.
CAS-00983-J4Y0Q9	6/24/2020	Cameroon	CEMAC Transport Facilitation Project	P079736	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to unfair dismissal, non-payment of wages and failure to issue work certificates.

GRS CASE LOG FY20									
Case Number	Date Received	Project Country	Project Name	Project Number	Global Practice	Complaint Source	Case Type	Case Status	Issues Raised
CAS-00985-B5Q1F5	6/25/2020	India	Tamil Nadu and Paducherry Coastal Disaster Risk Reduction Project	P143382	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Inadmissible	Concerns related to the use of poor- quality materials by the contractor. Complaint is not under the GRS mandate and was referred to the World Bank task team for follow up.
CAS-00988-T5P1R0	6/26/2020	India	The Jhelum and Tawi Flood Recovery Project	P154990	Urban, Resilience and Land	Direct Complaint	E&S issues	Solution Phase	Concerns related to the Project's encroachment on private property and negative impact of construction activities on community health.
CAS-00987-N4X0R8	6/26/2020	Pakistan	Punjab Tourism for Economic Growth Project	P158099	Finance, Competitiveness and Innovation	Referred from World Bank task team	Procurement	Inadmissible	Concerns related to the Project's hiring process. Complaint was referred to Procurement.
CAS-00989-G2G6R6	6/27/2020	India	Green National Highways Corridor Project	P167350	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to road safety.
CAS-00990-J4B9R1	6/29/2020	Cameroon	CEMAC Transit Project	P079736	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of salary and other employment benefits.
CAS-00991-M5W4X3	6/29/2020	Cameroon	CEMAC Transit Project	P079736	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of salary and other employment benefits.
CAS-00992-F6H5M9	6/29/2020	Cameroon	CEMAC Transit Project	P079736	Transport	Direct Complaint	E&S issues	Solution Phase	Concerns related to non-payment of salary and other employment benefits.





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