

World Bank Grievance Redress Service (GRS) Complaints Register

The register provides information about the complaints received by the World Bank GRS. This register will be periodically updated to reflect the latest information recorded with regard to the progress and status of complaints.

No.	Date Received	Country	Project Name/Complaint	Status	Issues raised
51.	05/05/2016	India	Uttar Pradesh Sodic Lands Reclamation III Project (P112033)	Referred to responsible procurement manager.	Complaint raises procurement-related issues.
50.	05/04/2016	Afghanistan	Second Customs Reform and Trade Facilitation Project (P112872)	The team is currently conducting an initial assessment of the complaint.	
49.	05/04/2016	Colombia	CO Rio Bogota Environmental Recuperation and Flood Control Project (P111479)	Referred to responsible procurement manager.	Complaint raises procurement-related issues.
48.	04/27/2016	Armenia	Irrigation System Enhancement Project (P127759)	In Progress.	Complaint raises issues related to water management and distribution.
47.	04/25/2016	India	Second Tamil Nadu Road Sector Project (P143751)	In Progress.	Complaint raises issues related to land acquisition related to a road widening.

46.	04/20/2016	Lesotho	Lesotho Highlands Water Project (LHWP)	In Progress.	Complaint raises issued related to the compensation strategy as planned by the government of Lesotho.
45.	04/20/2016	Mongolia	MN-Mining Infrastructure Investment Support (P118109)	In Progress.	Information was requested from the complainant.
44.	04/19/2016	India	Tamil Nadu Urban Development Project III	In Progress.	Complaint raises issues related to the payment of compensation for land acquisition.
43.	04/15/2016	India	Uttarakhand Disaster Recovery Project (UDRP) – (P146653)	Referred to responsible procurement manager.	Complaint raises procurement-related issues.
42.	04/04/2016	India	Haryana Power System Improvement Project (P110051)	In Progress.	Complaint alleges a lack of consultation and missing access to information.
41.	03/30/2016	Guinea	Power Sector Recovery Project (P146696)	Referred to responsible procurement manager.	Complaint raises procurement-related issues.
40.	03/28/2016	India	Andhra Pradesh Community Based Tank Management Project (APCBTMP) (P100789)	Referred to responsible procurement manager.	Complaint raises procurement-related issues.
39.	03/23/2016	Pakistan	Social Action Program Project (02) (P037835)	Closed	Complaint raises concerns about performance of school project.

38.	03/17/2016	Egypt	Farm-level Irrigation Modernization (P117745)	Referred to responsible Procurement Practice Manager.	Complaint raises procurement-related issues.
37.	03/16/2016	Cameroon	Lom Pangar Hydropower Project (P114077)	In Progress.	Complaint raises concerns about contractor's labor practices at the project site.
36.	03/02/2016	India	Eastern Dedicated Freight Corridor-3 (P150158)	In Progress. Procurement-related matters referred to responsible Procurement Practice Manager.	Complaint raises concerns about technical design and construction aspects.
35.	02/13/2016	Bangladesh	Bangladesh Climate Change Resilience Fund (P115375)	Closed.	Complaint pertains to the non-selection of a project proposal for funding.
34.	02/12/2016	India	(P130339) Second Kerala State Transport Project	In Progress.	Complaint alleges that the Highway Project's construction activities have been put on hold.
33.	01/31/2016	Nigeria	Project (P072644) Rural Access and Mobility Project (RAMP)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
32.	1/26/2016	Bangladesh	Bangladesh Modern Food Storage Facility (P120583)	Closed.	Complaint raises questions about design and materials of House Hold Silos (HHS).

31.	01/26/2016	Serbia	Corridor X Highway Project (P108005)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
30.	01/15/2016	India	National Highways and Interconnectivity Project	Closed	Complaint alleges destruction of village dwellings and adverse impacts on community life.
29.	01/04/2016	Philippines	Rural Development Project (P132317)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
28.	12/23/2015	Nigeria	Growth & Employment Project (P103499)	Closed	Complaint refers to irregularities in the job interview process of the complainant.
27.	12/18/2015	Kenya	Water and Sanitation Service Improvement Project (P096367)	In Progress	Complaint alleges northern collector tunnel will have negative impacts on water sources supporting people and habitats.
26.	12/18/2015	Pakistan	Sindh Skill Development Project (P118177)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
25.	12/17/2015	Philippines	Participatory Irrigation Development Project (P088926)	In Progress	Complaint alleges delays in project implementation resulting in loss of revenues for farmers.

24.	12/14/2015	Kenya	Kenya Informal Settlement Improvement Project (KISIP) (P113542)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
23.	12/09/15	Bangladesh	Clean Air and Sustainable Environment Project (P098151)	In progress	Complaint alleges design of physical improvements for traffic flow does not meet requirements for disabled accessibility.
22.	12/09/2015	Uzbekistan	Energy Efficiency Facility for Industrial Enterprises (P118737)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
21.	12/07/15	Kenya	Regional Pastoral Livelihood Resilience Project (P129408)	Referred to responsible Procurement Practice Manager.	Procurement-related complaint.
20.	12/02/15	Pakistan	Dasu Hydropower Project (P121507)	Closed	Complaint alleges conflict of interest in preparation of Environmental Assessment.
19.	11/30/2015	Philippines	Rural Development Project (P132317)	In progress.	Complaint alleges inadequate compensation for land acquisition.
18.	11/30/2015	Morocco	None	Closed	Complaint not related to WB financed project – complaint is inadmissible.
17.	11/25/2015	Argentina	Vega Flood Prevention and Drainage Project (P145686)	Closed	Complaint alleges lack of consultation and participatory processes in preparation and

					implementation
16.	11/24/2015	Kenya	AFD Kenya Informal Settlements Improvements Project Co-Financing Technical Assistance (P150944)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
15.	11/20/2015	Pakistan	Global Partnership Education Project Balochistan (P144454)	Closed – Complaint has been addressed.	Allegations not under GRS purview – complaint is inadmissible.
14.	11/09/2015	Jamaica	Community-based Landslide Risk Reduction (JSDF Grant) (P116471)	Closed	Project is closed – complaint is not admissible.
13.	11/09/2015	Albania	National Irrigation and Drainage Strategy (P121186)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
12.	11/01/2015	Bangladesh	Nuton Jibon Livelihood Improvement Project (NJLIP) (P149605)	Closed	Complaint refers to non-inclusion of cashew production as a project component.
11.	10/23/2015	Mongolia	eHealth Project (P149605)	Closed	No further information received from complainants.
10.	10/19/2015	India	Integrated Coastal Zone Management Project (P097985)	In Progress	Complaint raises issues regarding public consultation.
9.	10/06/2015	India	Tamil Nadu and Puducherry Coastal Disaster Risk Reduction Project (P143382)	Closed – Complaint has been addressed.	No further information received from complainant.

8.	09/20/2015	India	Nationale Cyclone Risk Mitigation Project (P092217/P144726/P148870 (AF))	Closed.	Complaint alleges use of poor quality material for road construction.
7.	09/17/2015	Nigeria	EarthCare Solid Waste Composting Project (P112329)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
6.	09/07/2015	India	Rajasthan Road Sector Modernization Project (P130164)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
5.	08/25/2015	Senegal, Mauritania, Mali	Alleged corruption in procurement practices.	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
4.	06/09/2015	Pakistan	Sindh Irrigated Agriculture Productivity Enhancement Project (P145813)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
3.	05/27/2015	Cape Verde	Recovery and Reform of the Electricity Sector Project (P115464)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
2.	04/25/2015	Pakistan	Second Sindh Education Sector Reform Program Project (P125952)	Referred to Responsible Procurement Practice Manager.	Procurement-related complaint.
1.	04/19/2015	Jamaica	Increasing the climate resilience of the Negril coastline.	Closed	Complaint alleges flaws in design of breakwaters on the coastline.