

**Complaints Register
(as of July 26, 2018)**

Case Number	Receive Date	Project Country	Project Number	Case Title	Case Status	Case Type	Reason for inadmissibility	Case Outcome	Issues Raised
CAS-00502-D5W3Y4	7/26/2018	Nigeria	p103499	Nigeria Growth and Employment (GEM)	Intake	Environmental and/or Social Issues			Complaint raises issues about disbursement of grant funds to award recipients.
CAS-00487-Z2F5W9	7/20/2018	Bangladesh	P133653	Bangladesh Municipal Governance and Services	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding an ownership dispute on project land.
CAS-00486-D9Y1R3	7/20/2018	India	p150158	India Eastern Dedicated Freight Corridor 3	Intake	Environmental and/or Social Issues			Complaint raises issues regarding compensation for land acquisition. Received directly and also referred by team.
CAS-00492-K2B7B6	7/19/2018	Vietnam	p113904	Mekong Delta Region Urban Upgrading	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding involuntary resettlement. (Fourth of four complaints being addressed at same time.)
CAS-00489-T0K5C5	7/19/2018	Uganda	P133590	Uganda Second Kampala Institutional and Infrastructure Development	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding displacement of market vendors.
CAS-00488-N5W8V0	7/19/2018	Vietnam	p113904	Vietnam Mekong Delta Region Urban Upgrading	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding involuntary resettlement. (First of four complaints being addressed at same time.)
CAS-00490-W2H0J6	7/19/2018	Vietnam	p113904	Vietnam Mekong Delta Region Urban Upgrading	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding involuntary resettlement. (Second of four complaints being addressed at same time.)
CAS-00491-J8P8G0	7/19/2018	Vietnam	p113904	Vietnam Mekong Delta Region Urban Upgrading	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues regarding involuntary resettlement. (Third of four complaints being addressed at same time.)
CAS-00494-T6T2C2	7/18/2018	India	P164058	India Uttarakhand Disaster Recovery Additional Financing		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00495-Q0L2F1	7/18/2018	Nicaragua	p155197	Nicaragua Geothermal Resource Risk Mitigation	Intake	Environmental and/or Social Issues			Referred - Complaint raises issues concerning project design and consultation.
CAS-00493-M7W7N4	7/18/2018	Uganda	P117876	Uganda Support to Municipal Infrastructure Development Program	Intake	Environmental and/or Social Issues			Referred - Complaint raises construction-related impacts.
CAS-00485-L5Q1F5	7/16/2018	Nicaragua	p155235	Nicaragua Caribbean Regional Communications	Solution Phase	Environmental and/or Social Issues			Referred - Complaint alleges potential harm to indigenous communities. Complaint also alleges issues related to environment, OHS,

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				Infrastructure Program (CARCIP)					and involuntary resettlement, in closed Rural Telecom Project (P089989). Complaint handled by task team with monitoring and support from GRS.
CAS-00497-D4H9B6	7/15/2018	Vanuatu	p154149	Vanuatu Aviation Investment	Intake	Environmental and/or Social Issues			Complaint raises issues related to environmental management and labor and working conditions. A previous complaint had been filed but was closed as information requested was not received from the complainant. New information has now been provided and a new case has been opened.
CAS-00496-B7X7V7	7/14/2018	Indonesia	P105002	Indonesia PNPM	Intake	Environmental and/or Social Issues			Complaint raises employment-related issues.
CAS-00498-F6G9G5	7/12/2018	Nicaragua	p147006	Nicaragua Sustainable Rural Water Supply and Sanitation Sector		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00479-F6R1J7	7/10/2018	Nepal	P158364	Nepal Modernization of Rani Jamara Kulariya Irrigation Scheme - Phase 2	Intake	Environmental and/or Social Issues			Complaint raises issues related to land acquisition and compensation.
CAS-00499-P7N3L1	7/10/2018	Nigeria	p096572	Nigeria FADAMA	Intake	Environmental and/or Social Issues			Complaint raises issues concerning project implementation and training.
CAS-00482-B8Y0S2	7/9/2018	Uganda	P149965	Uganda Third Northern Uganda Social Action Fund		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00500-M5Z9J9	7/8/2018	Nigeria	p097026	Nigeria Public Sector Governance Reform and Development		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00481-F4R0V9	7/3/2018	Vietnam	p111548	Vietnam Hai Phong Urban Transport	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to resettlement and land acquisition. Complaint handled by task team with monitoring and support from GRS.
CAS-00480-G6J4P0	7/2/2018	Kenya	p113542	Kenya Informal Settlements Improvement	Intake	Environmental and/or Social Issues			Complaint raises issues of consultation and citizen engagement.
CAS-00501-D1N8X9	6/29/2018	India	p155038	India Andhra Pradesh 24x7 Power for All	Intake	Environmental and/or Social Issues			Complaint raises issues regarding land acquisition and compensation.
CAS-00477-K5R8B0	6/12/2018	Kenya	p151831	Kenya Youth Employment and Opportunities		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.

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CAS-00478-F6K9Z6	6/10/2018	Europe and Central Asia	P157416	Europe and Central Asia Trans-Anatolian Natural Gas Pipeline	Intake	Environmental and/or Social Issues			Complaint raises issues concerning working conditions.
CAS-00476-L2Q0N1	6/8/2018	India	p110371	India Sustainable Urban Transport	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Complaint raises concerns about a ramp connected to a flyover under the project. Project is closed. Task team has engaged with PIU to find a solution to the issues.
CAS-00474-S7X9W7	6/6/2018	India	p130339	India Second Kerala State Transport	Intake	Environmental and/or Social Issues			Complaint raises issues regarding safety of an uncovered drain in road construction.
CAS-00475-H5D6B4	6/6/2018	India	p130339	India Second Kerala State Transport	Intake	Environmental and/or Social Issues			Complaint raises issues regarding project design.
CAS-00473-J3N7G0	6/5/2018	Burundi	p151835	Burundi BI-Social Safety Nets (Merankabandi)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00472-J2R6R9	6/4/2018	Senegal	p133333	Senegal Quality and Equity of Basic Education	Intake	Environmental and/or Social Issues			Complaint raises issues regarding lack of educational materials and lack of salary payments.
CAS-00466-Q6V3S1	6/1/2018	Nepal	p115767	Nepal India Electricity Transmission and Trade	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to compensation in right of way. Complaint handled by task team with monitoring and support from GRS.
CAS-00465-V8T8K9	5/29/2018	Africa	p152457	Africa Transport Policy Program Third Development Plan DP3 (P152457)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00468-C1Y1D4	5/25/2018	Pakistan	p154524	Pakistan Third Punjab Education	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint raises employment-related concerns.
CAS-00470-Z1Q1C5	5/21/2018	Belize	p152415	Belize FCPF REDD+ Readiness Preparation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding stakeholder engagement and Indigenous Peoples. Complaint handled by task team with monitoring and support from GRS.
CAS-00462-L0D1R2	5/21/2018	Ghana	p093610	Ghana e-Ghana		Procurement	Project closed		Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00463-X3B7B6	5/21/2018	Nigeria	p103499	Nigeria Growth and Employment		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00469-G5S4Q8	5/16/2018	Burundi	p133610	Burundi Jiji and Mulembwe Hydropower	Intake	Environmental and/or Social Issues			Complaint raises issues related to transparency in compensation process.
CAS-00467-Z4R5Y0	5/13/2018	Pakistan	p154278	Pakistan FATA TDP	Intake	Environmental and/or Social Issues			Project cited but harm not explained. Requested more information.

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CAS-00459-J7G6T2	5/4/2018	Gambia, The	p163568	Gambia Electricity Restoration and Modernization		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00453-J5V6C3	5/3/2018	India	p121774	India Second Kerala Rural Water Supply and Sanitation (Jalanidhi II)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00460-Z6B5K2	5/2/2018	Uganda	p117876	Uganda Support to Municipal Infrastructure Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to project construction (drainage, culverts). Complaint handled by task team with monitoring and support from GRS.
CAS-00461-W3B9J8	5/2/2018	Uganda	p123204	Uganda Water Management and Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises environmental and social issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00452-Y4X3M2	4/26/2018	Dominica	p166328	Dominica Emergency Agricultural Livelihoods and Climate Resilience	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to selection of project beneficiaries. Complaint handled by task team with monitoring and support from GRS.
CAS-00447-R0S3Z2	4/26/2018	Guatemala	p167132	Guatemala FCPF - P167132	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to potential harm to Indigenous Peoples from displacement.
CAS-00458-W7R4D2	4/25/2018	India	P097985	India Integrated Coastal Zone Management		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00450-X4S6P6	4/24/2018	Cameroon	p143940	Cameroon Flood Emergency	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises environmental and social issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00451-G7C8T6	4/24/2018	Kenya	p113542	Kenya Informal Settlements Improvement	Intake	Environmental and/or Social Issues			Complaint raises issues regarding compensation for land acquisition.
CAS-00445-C6M1Y3	4/20/2018	Nigeria	p103499	Nigeria Growth and Employment	Intake	Environmental and/or Social Issues			Complaint raises concerns about grant awarded but not received. GRS requested additional information to complainant.
CAS-00457-M7C7H9	4/19/2018	Mauritania	p162125	Mauritania - Support to Youth Entrepreneurship and Climate Change in Mauritania (P162125)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.

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CAS-00440-W5B1X9	4/17/2018	Ecuador	p147280	Ecuador Ibarra Transport Improvement	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00441-Q1J4Y7	4/16/2018	Nigeria	p146330	Nigeria Electricity Transmission		Procurement			Complaint raises procurement related issues. Being handled by Procurement Manager.
CAS-00442-X8Q6Y8	4/14/2018	India	p130339	India Second Kerala State Transport	Solution Phase	Environmental and/or Social Issues			Complaint raises issues related to project construction and placement of transformer.
CAS-00443-K1N2T4	4/13/2018	Nigeria	p103499	Nigeria Growth and Employment	Intake	Environmental and/or Social Issues			Complaint raises issues related to selection process in project competition.
CAS-00430-L9V9P5	4/11/2018	India	p097985	India Integrated Coastal Zone Management		Procurement			Complaint raises procurement-related matters. Referred to responsible Procurement Manager.
CAS-00429-V3Z2B1	4/9/2018	Morocco	p104265	Morocco Support to ONE and Additional Financing	Inadmissible	Environmental and/or Social Issues	Project closed		Complaint raises issues regarding compensation for land acquisition for transmission line. closed.
CAS-00416-T2S3D5	4/8/2018	India	p151744	India Himachal Pradesh Horticulture Development	Solution Phase	Environmental and/or Social Issues			Solution formulation- Complaint raises issues regarding timing of provision of new trees for planting.
CAS-00435-S5L1W7	4/7/2018	Europe and Central Asia	p157416	Turkey Trans-Anatolian Natural Gas Pipeline	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to working conditions.
CAS-00434-V4M6V2	4/6/2018	Europe and Central Asia	p157416	Turkey Trans-Anatolian Natural Gas Pipeline	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to working conditions
CAS-00448-X2Z4Y3	4/5/2018	Uganda	p119737	Uganda Electricity Sector Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to compensation for land acquisition. Complaint handled by task team with monitoring and support from GRS.
CAS-00426-R4W6K8	3/29/2018	Afghanistan	p120398	Afghanistan On-Farm Water Management	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises concerns about tree cutting near irrigation canal.
CAS-00425-N9C8L4	3/28/2018	Peru	p148499	Peru DGM Saweto	Solution Phase	Environmental and/or Social Issues			Referred - Concerns recognition of Indigenous Peoples group. Complaint handled by task team with monitoring and support from GRS.
CAS-00428-M8Y1C6	3/27/2018	India	p159782	India MUTP 3	Intake	Environmental and/or Social Issues			Complaint raises concerns about land acquisition. Issues under review.
CAS-00427-M1J2H6	3/27/2018	India	p119085	India National Ganga River Basin	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises concerns about poor construction practices.

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CAS-00420-Q4S6V9	3/20/2018	Benin	p115886	Benin Agricultural Productivity and Diversification		Procurement			Complaint raises procurement related issues. Referred to responsible Procurement Manager
CAS-00421-G7P2K3	3/16/2018	Pakistan	p112901	Pakistan Punjab Cities Governance Improvement		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00419-W4V5B5	3/11/2018	Maldives	p153301	Maldives Climate Change Adaptation	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate – Referred to INT. Complaint raises issues related to fraud and corruption.
CAS-00417-L3P3B6	3/7/2018	Cameroon	p143940	Cameroon Flood Emergency	Solution Phase	Environmental and/or Social Issues			Solution formulation - Concerns dispute about work performed by subcontractor.
CAS-00418-Z8P5F3	3/7/2018	Pakistan	p126833	Pakistan FATA	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate – Referred to INT. Complaint raises issues related to fraud.
CAS-00415-J3Z4H5	3/3/2018	Dominican Republic	p054221	Dominica Water and Sanitation in Tourist Areas	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises environmental concerns relating to project construction and a local water resource. Complaint handled by task team with monitoring and support from GRS.
CAS-00414-Z3X8V8	3/2/2018	Europe and Central Asia	p157416	ECA Trans-Anatolian Natural Gas Pipeline (TANAP)	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues concerning working hours. Complaint handled by task team with monitoring and support from GRS.
CAS-00413-X6Y2B0	3/2/2018	Zambia	p133184	Zambia Lusaka Transmission and Distribution		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00409-J0L1T0	3/1/2018	Mauritania	p150430	Mauritania Social Safety Net System		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00410-Q3N7B0	2/28/2018	Kenya	p124109	Kenya Transport Sector Development	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues about community health and safety, as well as occupational health and safety.
CAS-00407-J0L6H7	2/26/2018	Zambia	P102459	Zambia Irrigation Development Support	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding land acquisition. Complaint handled by task team with monitoring and support from GRS.
CAS-00411-M2FOW7	2/17/2018	Dominica	p129992	Dominica Disaster Vulnerability Reduction	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding distribution of funds. Complaint handled by task team with monitoring and support from GRS.

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CAS-00403-R7P9J5	2/15/2018	India	p107649	India Second Karnataka State Highways Improvement	Closed	Environmental and/or Social Issues		Complaint addressed	Solution formulation - Alleges project-related damages to water resource (tank)
CAS-00405-Q8B1C1	2/15/2018	Uzbekistan	p146328	Uzbekistan Pap Angren Railway		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00400-G6M1C3	2/11/2018	Bosnia and Herzegovina	p152406	Bosnia and Herzegovina Federation Road Sector Modernization	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to land acquisition. Complaint handled by task team with monitoring and support from GRS.
CAS-00395-J9Z6M1	2/9/2018	Pakistan	p161624	Pakistan Sindh Enhancing Response to Reduce Stunting		Procurement			Complaint raises procurement related issues. Referred to responsible Procurement Manager
CAS-00402-F1B3F5	2/7/2018	India	p154847	India Andhra Pradesh Disaster Recovery		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00394-Z4T4D5	2/4/2018	Bangladesh	p149493	Bangladesh Urban Resilience		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00396-V6T9L9	2/1/2018	Mali	p159765	Mali Commercial Irrigation Agriculture Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding project benefits for affected people. Complaint handled by task team with monitoring and support from GRS.
CAS-00385-Z1Z0D1	1/25/2018	Montenegro	p122139	Montenegro Industrial Waste Management and Cleanup	Inadmissible	Environmental and/or Social Issues	No project related harm		Referred - Alleges poor implementation of project.
CAS-00382-X7C8B3	1/24/2018	Pakistan	p154255	Pakistan Balochistan Integrated Water Resource Management and Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding land acquisition and community consultation. Complaint handled by task team with monitoring and support from GRS.
CAS-00393-F9J0M8	1/23/2018	Ghana	P119063	Ghana GAMA Sanitation and Water		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager
CAS-00401-X2T9T9	1/20/2018	Kenya	p124109	Kenya Transport Sector Support	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition and compensation
CAS-00423-Q6P2Z8	1/16/2018	Kenya	p124109	Kenya Transport Sector Support	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues regarding consultation.
CAS-00386-B2C1Y8	1/16/2018	Uganda	P133590	Uganda Second Kampala Institutional and Infrastructure Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding damages to equipment. Complaint handled by task team with monitoring and support from GRS.

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CAS-00381-V1L0L3	1/12/2018	Niger	p095210	Niger PRODEX	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding damages to structures. Complaint handled by task team with monitoring and support from GRS.
CAS-00398-Y8T8W8	1/11/2018	Vietnam	p149696	Vietnam HCMC Flood Risk Management	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Complaint raises issues related to land acquisition and compensation.
CAS-00399-S5S9S7	1/7/2018	Somalia		No Bank project - Somalia	Inadmissible	Environmental and/or Social Issues	No project related harm		General issues raised. No project-related harm.
CAS-00424-Q7X7S0	1/7/2018	Somalia		No Bank project - Somalia	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		No Bank project identified.
CAS-00384-G7K3M9	1/3/2018	Vanuatu	p154149	Vanuatu Aviation Investment	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint alleged environmental harm. Additional information requested but not provided.
CAS-00392-N3L3W4	1/1/2018	Pakistan	p158099	Pakistan Punjab Tourism for Economic Growth		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00391-H9K5Y3	12/31/2017	Egypt, Arab Republic of	p117745	Egypt Farm Level Irrigation Modernization		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00383-C8Y5W2	12/20/2017	Uganda	p145101	Uganda Albertine Regional Sustainable Development (ARSDP)	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issue of wrongful termination. Complaint handled by task team with monitoring and support from GRS.
CAS-00378-N1T1K9	12/19/2017	Bangladesh	p133653	Bangladesh Municipal Governance and Services	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to construction-related damages and project design. Complaint handled by task team with monitoring and support from GRS.
CAS-00376-Q0C9J1	12/17/2017	Vietnam	p111548	Vietnam Hai Phong Urban Transport Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00390-G5H1K0	12/15/2017	Lao People's Democratic Republic	p130222	Lao PDR LA-Scaling-Up Participatory Sustainable Forest Management		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00377-T5S7R7	12/13/2017	Kenya	p113542	Kenya Informal Settlements Improvement	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises issues related to the pursuit of employment.
CAS-00374-V5F2M6	12/13/2017	Pakistan	p130835	Pakistan KP Southern Area Development	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint raises issues regarding selection of villages for project benefits.

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CAS-00370-G6L8N7	12/11/2017	India	p121774	India Second Kerala Water Supply and Rural Sanitation	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues regarding project infrastructure in the community.
CAS-00371-N4F6M1	12/11/2017	Africa	p131426	South Sudan-Eastern Africa Regional Transport, Trade and Development Facilitation Program	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues regarding road construction.
CAS-00373-Q8P1Q8	12/10/2017	Congo, Democratic Republic of	p129713	DRC Urban Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about EHS on construction site. Complaint handled by task team with monitoring and support from GRS.
CAS-00369-K7R0H4	12/7/2017	Kazakhstan	p128050	Kazakhstan East West Roads (CAREC)	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition/reclamation and compensation.
CAS-00368-K7F9T5	12/4/2017	Egypt, Arab Republic of	p145699	Egypt Strengthening Social Safety Net	Solution Phase	Environmental and/or Social Issues			Issues review. Complaint raises issues of discrimination - awaiting further information.
CAS-00412-P0N9C2	12/1/2017	Central Africa	p079736	Cameroon CEMAC Transport Transit Facilitation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues regarding non-compliance with ESMP. Complaint handled by task team with monitoring and support from GRS.
CAS-00364-R0Z4V6	11/30/2017	Africa	p126579	Eastern Electricity Highway Project under the First Phase of the Eastern Africa Power Integration Program	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues related to land acquisition and compensation.
CAS-00363-Y8K5Y7	11/29/2017	Tanzania	p150937	Tanzania Dar es Salaam Urban Transport	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to land acquisition. and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00365-J6J9R1	11/29/2017	Congo, Democratic Republic of	p091092	DRC Urban Water Supply		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00366-K1Z9S7	11/17/2017	Egypt, Arab Republic of	p157704	Egypt First Fiscal Consolidation, Sustainable Energy, and Competitiveness Programmatic Development Policy Financing	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint raises issues related to discrimination - Awaiting further information.

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CAS-00362-T8R0P4	11/16/2017	Vietnam	p131558	Vietnam Transmission Efficiency	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00380-S8M9X9	11/14/2017	Eastern Africa	p075941	Africa Regional Rusumo Falls Hydroelectric	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues of working conditions. Complaint handled by task team with monitoring and support from GRS.
CAS-00355-Q8Z5L3	11/10/2017	Pakistan	p123394	Pakistan Punjab Health Sector Reform	Inadmissible	Fraud and/or Corruption	No project related harm		Complaint raises issues related to fraud in hiring.
CAS-00354-H1K3X1	11/9/2017	OECS Countries	p117871	Grenada Regional Disaster Vulnerability Reduction	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues concerning damages due to project construction.
CAS-00353-W6N7X5	11/1/2017	Nigeria	p124905	Nigeria Erosion and Watershed Management		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00375-T6Q8B0	11/1/2017	Somalia	p152241	Somali Core Economic Institutions and Opportunities Program	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues regarding selection of subprojects from business development fund under the project.
CAS-00286-L4L7J6	10/31/2017	Burkina Faso	p106909	Burkina Urban Water Sector		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00293-X7C2R0	10/30/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues related to land acquisition.
CAS-00285-V5C9R2	10/20/2017	Zambia	p133184	Zambia Lusaka Transmission and Distribution		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00328-G9K3M5	10/16/2017	Nigeria	p124905	Nigeria Erosion and Watershed Management	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns resettlement and land acquisition issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00329-S0M1F7	10/12/2017	Mali	p116602	Mali Urban Local Government Support	Solution Phase	Environmental and/or Social Issues			Referred - Complaint alleges lack of consultation and damages from project construction. Complaint handled by task team with monitoring and support from GRS.
CAS-00330-B1R1F7	10/12/2017	Cote d'Ivoire	p124715	Ivory Coast Additional Financing of the Ivory Coast Infrastructure Renewal	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.

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CAS-00331-J5V9R0	10/11/2017	Western Africa	p116323	Western Africa Abidjan Lagos Trade and Transportation Facilitation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns issues related to land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00332-T3D4D9	10/9/2017	Georgia	p147348	Georgia Transmission Grid Strengthening	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00337-X4R4N3	9/25/2017	Congo, Republic of	p124085	Congo Forest and Economic Diversification	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises environmental issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00347-H4K8X6	9/25/2017	Kenya	p120014	Kenya Electricity Modernization		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00339-Y9X4V5	9/22/2017	Peru	p117318	Peru Cusco Regional Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises issues related to siting of treatment plant and landfill. Complaint handled by task team with monitoring and support from GRS.
CAS-00471-C8H4V2	9/20/2017	West Bank and Gaza	p054051	West Bank and Gaza Solid Waste and Environmental Management	Inadmissible	Environmental and/or Social Issues	Project closed		Complaint raised issues related to community health impacts from a landfill. GRS supported the team in engaging authorities to find solutions to the issue
CAS-00349-K8R2N5	9/20/2017	Indonesia	p128832	Indonesia Village Innovation Program	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises issues related to fraud and corruption.
CAS-00350-M7K8L4	9/20/2017	Sao Tome and Principe	p157096	STP Power Sector Recovery		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00397-S4Z1R8	9/11/2017	Vietnam	p149696	Vietnam HCMC Flood Risk Management	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Complaint raises issues regarding land acquisition and compensation. Project dropped. Complaint handled by task team with monitoring and support from GRS.
CAS-00351-M6J3V7	9/9/2017	India	p107649	India Second Karnataka State Highway Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint alleges that structure built under the project creates damages to properties.
CAS-00341-L1F5F7	9/6/2017	Vietnam	p143596	Vietnam Results-Based National Urban Development Program - Northern Mountains PforR	Solution Phase	Environmental and/or Social Issues			Referred - Complaint concerns land acquisition and compensation issues. Complaint handled by task team with monitoring and support from GRS.

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CAS-00244-C9W0D2	8/30/2017	Kenya		Kenya – No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		More information requested from complainant - Concerns communications issues.
CAS-00243-S3T7W5	8/30/2017	Mozambique	p127303	Mozambique Integrated Growth Poles	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns delay in payment of grant to small business.
CAS-00245-H5V3B1	8/26/2017	India	p148870	India National Cyclone Risk Mitigation	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues related to land acquisition and compensation
CAS-00246-D8H9X2	8/23/2017	Western Africa	p123093	Mauritania West Africa Regional Communications Infrastructure		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00247-D1C5J4	8/18/2017	Somalia		Somalia – No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Project not identified. Complaint concerns project implementation issues.
CAS-00249-T1P0G3	8/16/2017	Kenya	p126637	Kenya Water and Sanitation Services Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises worker safety issues.
CAS-00248-F1K0Y4	8/16/2017	Kenya	p146797	Kenya GPE Primary Education Development		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00251-Y4N7Q0	8/9/2017	India	p090585	India Punjab State Road Sector		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00252-H5W1V6	8/8/2017	India	p157702	India Tamil Nadu Rural Transformation		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00253-G6Z7J6	8/2/2017	China	p126210	China Chongking Urban Rural Integration		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00254-J5D8S8	7/28/2017	India	p118826	India Bihar Integrated Social Protection and Strengthening		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00255-Z5Y0G0	7/26/2017	Somalia	p150374	Somalia Urban Investment Planning	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises issues related to corruption.
CAS-00256-F8J1M0	7/25/2017	Uzbekistan	p113349	Uzbekistan Health System Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00257-W8S8R2	7/25/2017	Kenya	p146797	Kenya GPE Primary Education Development		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00258-S5F9L0	7/19/2017	Nigeria	p148616	Nigeria Agro Processing, Productivity Enhancement,	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - No alleged harm.

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				Livelihood Improvement					
CAS-00342-R3G1T7	7/17/2017	Lebanon	p125184	Lebanon Water Supply Augmentation	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises number of environmental and social issues regarding design and implementation of the project. Complaint handled by task team with monitoring and support from GRS.
CAS-00259-B4C5G4	7/4/2017	Pakistan	p125952	Pakistan Second Sindh Education	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint raises issues regarding selection process for schools.
CAS-00260-T8L5S7	6/28/2017	India	p154990	India Jhelum and Tawi Flood Recovery		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00343-L4M7Y2	6/22/2017	Cameroon	p110177	Cameroon Kribi Gas Power	Inadmissible	Environmental and/or Social Issues	Project closed		Referred - Project closed – Complaint alleges non-payment of compensation for land and assets affected by transmission line. Task Team forwarded to PIU to address.
CAS-00261-X7S3V8	6/22/2017	Pakistan	p131850	Pakistan Enhanced Nutrition for Mothers and Children	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises issues related to the pursuit of employment.
CAS-00388-H8T1Z8	6/21/2017	Pakistan	p130835	Pakistan KP Southern Area Development	Closed	Environmental and/or Social Issues		Insufficient information	Raised issues regarding selection of community groups benefiting from project. Closed due to lack of information.
CAS-00242-V4Q4Z5	6/18/2017	Kenya	p107314	Kenya Nairobi Metropolitan Services Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00345-Z4F9T7	6/16/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about implementation of resettlement plan. Complaint handled by task team with monitoring and support from GRS.
CAS-00240-Q0T5K8	6/15/2017	India	p107648	India National Dairy Support	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises issues of corruption.
CAS-00239-D0Y4D6	6/15/2017	India	p132620	India Partial Risk Sharing Facility for Energy Efficiency	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises issues related to the pursuit of employment.
CAS-00238-Q2Q1Y4	6/15/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises issues regarding land acquisition and compensation.
CAS-00237-M6V8Y6	6/14/2017	Pakistan	p115893	Pakistan Tarbela Fourth Extension	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint concerns compensation for

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									resettlement under Ghazi-Barotha and Tarbela projects.
CAS-00234-Q1H5B5	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00235-L4V1G5	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00236-Q0F5C7	6/10/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00231-X5Z3R6	6/8/2017	Pakistan	p103160	Pakistan Social Safety Net	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Alleges problems with survey methods and raises issues related to the pursuit of employment.
CAS-00232-G0J5Q0	6/8/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00233-P1D1J9	6/8/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns land acquisition issues for project.
CAS-00228-R5S8G7	6/5/2017	Kenya	p124109	Kenya Transport Sector Support	Solution Phase	Environmental and/or Social Issues			Solution implementation - Concerns about noise, vibrations and emissions and impact on housing - possible need for resettlement.
CAS-00224-Q2F9Y1	5/31/2017	Uganda	p119737	Uganda Electricity Sector Development	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns delay in compensation for land acquisition.
CAS-00389-R2W9Q5	5/31/2017	India	p150158	India Third Eastern Dedicated Freight Corridor	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues related to land acquisition and compensation.
CAS-00229-F6S0Y6	5/30/2017	Rwanda		Rwanda - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Complaint on Doing Business report on Rwanda. Not related to Bank project.
CAS-00439-M6L0R7	5/29/2017	Romania		Romania - No Bank project identified	Inadmissible	Fraud and/or Corruption	No project related harm		Project not identified. Concerns issues related to fraud or corruption.
CAS-00226-R5F0X5	5/28/2017	Afghanistan	p129663	Afghanistan SEHAT		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00223-N1C7H3	5/26/2017	Romania	p145174	Romania Health Sector Reform		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00227-W6B8W4	5/18/2017	Ukraine	p132386	Ukraine Second Urban Infrastructure		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00230-T4Y9F0	5/15/2017			Cameroon - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Seeks financial assistance for local public sanitation/flood prevention.

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CAS-00346-G5C0C2	5/15/2017	India	p143751	India Second Tamil Nadu Road Sector	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns about compensation issues. Complaint handled by task team with monitoring and support from GRS.
CAS-00209-K0F1J7	5/14/2017	Tanzania	p150496	Tanzania Dar es Salaam Maritime Gateway	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues with land acquisition and displacement.
CAS-00154-R2L1Z6	5/6/2017	Kenya	p156634	Kenya Water and Sanitation Development	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint concerns problems during construction activities as well as land acquisition issues.
CAS-00152-X1K7B3	4/18/2017	Vietnam	p116398	Vietnam Medium Cities	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns regarding land acquisition and compensation. Complaint handled by task team with monitoring and support from GRS.
CAS-00213-S8W6J9	4/9/2017	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint concerns road safety issues and request for bypass.
CAS-00219-V7V7Z5	4/5/2017	Pakistan	p128966	Pakistan FATA Emergency Rural Roads		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00212-J5J7X4	4/3/2017	India		India – No Bank project identified	Inadmissible	Environmental and/or Social Issues	No project related harm		Request for financial assistance - Not Project related.
CAS-00211-N9L3J3	3/31/2017	Ghana		Ghana - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Seeking involvement in water and sanitation sector of complainant's NGO. No identified project.
CAS-00218-Q2Q6L9	3/31/2017	Paraguay	p114971	Paraguay Energy Sector Strengthening		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00222-C2R3G1	3/30/2017	Zambia	p133184	Zambia Lusaka Transmission and Distribution	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate – Referred to INT. Complaint raises issues related to fraud and corruption.
CAS-00217-M9M2M8	3/30/2017			IFC Project - Gender Housing Finance Pilot		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Management - IFC.
CAS-00145-R4Y2W4	3/29/2017	Bulgaria	p154710	Bulgaria Energy Efficiency PforR	Solution Phase	Environmental and/or Social Issues			Referred - Complaint alleges analysis of impacts does not take into account potential impacts of the program on fauna species in the area. Complaint handled by task team with monitoring and support from GRS.
CAS-00146-J9G8B9	3/29/2017	China	p117341	China HaJia Railway	Closed	Environmental and/or Social Issues		Complainant did not	Construction impact: living conditions deteriorated because of

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								accept solution	demolitions around complainant's house. Complainant would like his family to be resettled.
CAS-00149-R8G0X4	3/29/2017	Bangladesh	p128276	Bangladesh Coastal Embankment Improvement	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises issues regarding land acquisition.
CAS-00221-N8G6L6	3/17/2017	Uzbekistan	p113349	Uzbekistan Health 3		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00216-Z0C6L0	3/16/2017	Nigeria	p149936	Nigeria State Health Investment	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Request for financial assistance.
CAS-00220-W4Q7C3	3/16/2017	Ukraine		Ukraine Crop Receipts (IFC)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Management - IFC.
CAS-00125-S1T8X2	3/15/2017	Afghanistan	p132742	Afghanistan Second Skills Development	Solution Phase	Environmental and/or Social Issues			Referred - Complaint alleges harm through: salary cut for teachers. Complaint handled by task team with monitoring and support from GRS.
CAS-00214-N8N3N8	3/14/2017	Kenya	p120014	Kenya Electricity Modernization		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00126-F1D1X2	3/13/2017	Ethiopia	p117731	Ethiopia Mizan Dima Road	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raised concerns regarding impacts from quarry dust. Complaint handled by task team with monitoring and support from GRS.
CAS-00124-Q7L4B2	3/8/2017	Cameroon	p118018	Cameroon Ngoyla Mintom	Solution Phase	Environmental and/or Social Issues			Referred - Complaint raises concerns regarding consultation process for wildlife management plan and reserve boundaries. Complaint handled by task team with monitoring and support from GRS.
CAS-00263-F1P1P5	3/7/2017	Afghanistan	p143841	Afghanistan National Horticulture and Livestock Productivity		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00087-M0N3L5	3/5/2017	India	p150158	India Third Eastern Dedicated Freight Corridor	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises concerns about payments of compensation not yet occurred.
CAS-00107-G2V0H2	3/1/2017	India	p159808	India Amaravati Sustainable Capital City Development (APCCDP)	Closed	Environmental and/or Social Issues		Issues considered by the Inspection Panel	Complaint raises concerns about the extent of land acquisition under the project.

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CAS-00264-Y7T8Y9	2/10/2017	India	p155303	India Madhya Pradesh Urban Development		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00208-D4W3R8	2/2/2017	Somalia		Somalia - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Complaint not related to Bank project. Requests assistance for people suffering from drought and for refugees.
CAS-00265-S8L4H0	1/26/2017	Pakistan	p128307	Pakistan Sindh Agricultural Growth		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00207-L6T9L9	1/19/2017	Nepal	p155969	Nepal Earthquake Housing Reconstruction	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises allegations of fraud and corruption.
CAS-00433-D3P6Q9	1/18/2017	Kenya	p074106	Kenya Western Kenya Community Driven Development and Flood Mitigation		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00206-T8J0B5	1/13/2017	Somalia	p152241	Somalia Somali Core Institutions and Opportunities	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Referred to INT. Complaint raises allegations of favoritism and regionalism regarding allocation of grants.
CAS-00266-Y2Z3C1	1/12/2017	Turkey	p144534	Turkey Renewable Energy Integration		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00108-C7P1B8	1/11/2017	Kenya	p125388	Kenya W3 GPOBA Electricity	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises concerns about road obstructions and other community health and safety issues resulting from project implementation.
CAS-00267-F6X1N6	1/9/2017	Ethiopia	p143302	Ethiopia Competitiveness and Job Creation		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00111-F8Q9W6	12/31/2016	India	p071250	India Andhra Pradesh and Telangana Municipal Development	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises allegations of declining water supply as a result of the project.
CAS-00268-Z7X2T9	12/29/2016	Bangladesh	p127015	Bangladesh Climate Resilient Participatory Afforestation and Reforestation		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00109-N2M3Y9	12/24/2016	Kenya	p113542	Kenya Informal Settlements Improvement (KISIP) (1)	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises allegations of land grabbing and threats by project officials.

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CAS-00112-F9Y2W0	12/19/2016	India	p090585	India Punjab State Road Sector	Solution Phase	Environmental and/or Social Issues			Solution formulation - Complaint alleges poor compensation and irregularities in land acquisition.
CAS-00205-Z3F3B8	12/16/2016			Bangladesh - No Bank project identified	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Request to include additional activities. No project related harm
CAS-00269-R7L6T2	12/15/2016	India	p121774	India Second Kerala Rural Water Supply and Sanitation (Jalanidhi II)		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00431-K3Z2V2	12/5/2016	Mongolia	p118109	Mongolia Mining Infrastructure Investment Support		Procurement			Complaint raises concerns regarding environmental studies' tendering process. Referred to responsible Procurement Manager. Information on stakeholders' consultation process provided to complainant.
CAS-00270-J0G6M4	12/1/2016	Kosovo	p147402	Kosovo Health		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00271-K7N5W9	11/24/2016	Albania	p153211	Albania FSA-SECO Trust Fund for Strengthening Supervisory Capacities		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00272-M2L3H8	11/19/2016	Bangladesh	p123828	Bangladesh Second Rural Transport Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00200-H6L1S7	11/18/2016	Lebanon	p103063	Lebanon Greater Beirut Water Supply	Closed	Environmental and/or Social Issues		Issues considered by the Inspection Panel	Complaint raises concerns about adequacy of project design and analysis of alternatives. Issues reviewed under previous Inspection Panel investigation
CAS-00199-Z7K2S8	11/16/2016	Pakistan	p110099	Pakistan Water Sector Capacity Building and Advisory Services	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Employment issues.
CAS-00198-F1C8M8	11/15/2016	Egypt, Arab Republic of	p157395	Egypt Upper Egypt Local Development	Closed	Environmental and/or Social Issues		Complaint addressed	Outside GRS mandate - Requests to include additional activities Complaint addressed - translation of project documents to Arabic
CAS-00197-H4J2G3	11/15/2016	Kenya	p149019	Kenya Transparency and Infrastructure	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - relating to employment matters
CAS-00273-H4Y3S0	11/15/2016	Albania	p130492	Albania Environmental Services		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00194-P5K8J0	11/9/2016	Pakistan		Pakistan - No Bank project identified	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Allegations relating to water supply scheme.

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CAS-00274-C1B5N6	10/28/2016	Madagascar	p151785	Madagascar Electricity Sector Operations and Governance Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00193-R6Q5G2	10/26/2016	Serbia	p152018	Serbia Floods Emergency Recovery	Closed	Environmental and/or Social Issues		Issues considered by the Inspection Panel	Complaint alleged irregularities in land acquisition, and insufficient compensation. Case filed with Inspection Panel
CAS-00275-J0Y3C2	10/21/2016	Pakistan	p131324	Pakistan Sindh Barrage Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00192-V9N4Q3	10/19/2016	Ghana		Ghana - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Not related to Bank project - More information requested but not received.
CAS-00191-Z9P9R9	10/18/2016	India		India - No Bank project identified	Inadmissible	Environmental and/or Social Issues	No project related harm		Not clear what complaint related to.
CAS-00190-B8G2Z5	10/2/2016	Azerbaijan	p122943	Azerbaijan IDP Living Standards and Livelihood Support	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns about quality of construction of facility for internally displaced people. Action Plan implemented
CAS-00113-F3C7L2	9/29/2016	China	p128919	China Zhengzhou Urban Rail	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns regarding the land acquisition and valuation process. Action plan implemented.
CAS-00189-C4X4P2	9/26/2016	Tonga	p151806	Tonga Transport Sector Consolidation Additional Financing	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Refers to employment matters.
CAS-00276-D7X6F5	9/25/2016	Afghanistan	p120397	Afghanistan Agricultural Inputs		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00114-T8M0Y4	9/24/2016	Pakistan	p128307	Pakistan Sindh Agricultural Growth	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint raises concerns about the quality of management in project implementation.
CAS-00115-M3F2Q5	9/21/2016	Nepal	p122406	Nepal Kabeli A Hydro Electric	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns related to compensation for land acquisition.
CAS-00185-L9F8J3	9/20/2016	Poland	p147460	Poland Odra-Vistula Flood Management	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns regarding public participation and project planning. Complaint addressed.
CAS-00184-X7P4P9	9/7/2016	India	p107649	India Second Karnataka State Highway Improvement	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns regarding impacts of project construction and housing demolition for road widening. Complaint addressed. Complainant not project-affected person
CAS-00277-Z5W3M9	8/24/2016	India	p143382	India Tamil Nadu and Puducherry		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.

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				Coastal Disaster Risk Reduction					
CAS-00278-Y2Y0L8	8/23/2016	Uzbekistan	p113349	Uzbekistan Health 3		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00183-D5N8X8	8/19/2016	Pakistan	p121507	Pakistan Dasu Hydropower	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside of GRS mandate - Complaint raises concerns regarding project management. No project-related harm raised.
CAS-00182-P6P3H1	8/16/2016	India	p121185	India National Highways Interconnectivity Improvement	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises concerns about revised street structure (reduction of road width). Did not provide requested additional relevant information about project-related harm.
CAS-00279-G0Z5R6	8/4/2016	China	p127036	GEF Large Cities Congestion and Carbon Reduction		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00181-Z6M7T2	8/3/2016	Pakistan	p121507	Pakistan Dasu Hydropower	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises concerns about availability of professional expertise in project implementation -No project related harm raised.
CAS-00280-B0T6X7	7/28/2016	Uzbekistan	p112719	Bukhara and Samarkand Sewerage		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00180-M3M7J5	7/20/2016	Sri Lanka	p147827	Sri Lanka LK Water Supply and Sanitation Improvement	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises concerns related to construction of water storage tank and water supply lines. Did not provide requested additional relevant information about project-related harm.
CAS-00179-H6Q5V3	7/18/2016	Pakistan	p115893	Pakistan Tarbela Fourth Extension	Closed	Environmental and/or Social Issues		Complaint Addressed	Complaint alleges lack of involvement of project affected people and raises concerns regarding land acquisition. Project was closed. Referral to relevant complaint mechanism.
CAS-00118-P3V2Z7	7/18/2016	Ukraine	p149322	Ukraine Road Sector Development	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns related to building norms and potential land acquisition.
CAS-00177-L0H4Y6	7/1/2016	Indonesia		Indonesia - No Bank project identified	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Complaint raises fraud related issues.
CAS-00283-R6V9Z9	6/29/2016	China	p117341	China HaJia Railway		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.

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CAS-00282-Z0D3K2	6/24/2016	Pakistan	p112901	Pakistan Punjab Cities Governance Improvement		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00178-S2R0M2	6/23/2016	Argentina	p145686	Argentina Vega Flood Prevention and Drainage	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint about public participation and consultation. Other issues outside GRS mandate.
CAS-00284-D1N3W6	6/22/2016	India	p091031	India Capacity Building for Industrial Pollution Management		Procurement			Complaint raises procurement-related issues. Referred to responsible Procurement Manager.
CAS-00176-H8X7F9	6/21/2016	Pakistan		Pakistan - No Bank project identified	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Allegations of corruption in school projects.
CAS-00175-K3K8X5	6/15/2016	Indonesia	p128832	Indonesia Village Innovation Program	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate.
CAS-00287-P7H3W8	6/15/2016	Kosovo	p108080	Kosovo Financial Sector Strengthening		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00174-J9H6Y9	6/14/2016	India	p088520	India Biodiversity Conservation and Rural Livelihoods Improvement	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises issues related to involvement of communities in project conservation activities. Did not provide requested additional relevant information about project-related harm.
CAS-00325-G2K9R2	6/8/2016	Colombia	p111479	Colombia Rio Bogota Environmental and Flood Control	Closed	Environmental and/or Social Issues		Issues considered by the Inspection Panel	Complaint raises concerns regarding consultation and public participation. Transferred to Inspection Panel.
CAS-00173-W5R8C3	6/8/2016	Vietnam	p082295	Vietnam Coastal Cities Sanitation	Inadmissible	Environmental and/or Social Issues	Project closed		Complaint raises land acquisition and resettlement issues. Inadmissible as project is closed.
CAS-00170-D8Q5Z7	6/4/2016	Pakistan	p130835	Pakistan KP Southern Area Development	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises employment issues -
CAS-00288-G8Y7Y8	5/26/2016	Belize		Belize - No Bank project identified		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00169-K8F8T3	5/25/2016	Western Africa	p126974	Nigeria Africa Higher Education Centers of Excellence	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises concerns about continuation of project implementation and disbursements.
CAS-00291-X2S2V9	5/24/2016	Romania	p145174	Romania Health Sector Reform		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00168-T4F3Q3	5/23/2016	India	p110051	India Haryana Power System Improvement	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises concerns regarding electricity power cuts and service delivery. Did not provide requested

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									additional relevant information about project-related harm.
CAS-00167-S6T6P2	5/16/2016	Cameroon	p110177	Cameroon Kribi Gas Power	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Concerns consultancy contract.
CAS-00292-B3W0Y0	5/5/2016	India	p112033	India Uttar Pradesh Sodic Lands Reclamation		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00166-G9T1S2	5/4/2016	Afghanistan	p112872	Afghanistan Second Customs Reform and Trade Facilitation	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate – Complaint raises employment related issues.
CAS-00294-J4N8R5	5/4/2016	Colombia	p111479	Colombia Rio Bogota Environmental Recuperation and Flood		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00117-B4L2R7	4/21/2016	India	p143751	India Second Tamil Nadu Road Development	Solution Phase	Environmental and/or Social Issues			Solution implementation - Complaint raises concerns about land acquisition process.
CAS-00165-T0J1J0	4/20/2016	Lesotho		Lesotho - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Not related to Bank-financed project. raises issues related to compensation and resettlement.
CAS-00164-K5T4V8	4/19/2016	India	p083780	India Third Tamil Nadu Urban Development	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises issues related to payment of compensation for land acquisition. Did not provide additional requested information related to project harm.
CAS-00295-N3P3P6	4/12/2016	India	p146653	India Uttarakhand Disaster Recovery		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00163-S4V2Z3	4/4/2016	India	p110051	India Haryana Power System Improvement	Closed	Environmental and/or Social Issues		Insufficient information	Complaint alleges lack of consultation and missing access to information. Did not provide additional requested information on project-related harm.
CAS-00296-N1L8B7	3/30/2016	Guinea	p146696	Guinea Power Sector Recovery		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00297-D9Z8R9	3/28/2016	India	p100789	India Andhra Pradesh and Telangana Community Based Tank Management		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00162-T4B2Q7	3/23/2016	Pakistan	p037835	Pakistan Social Action Program	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises concerns about performance of a school subproject. Complainant did not provide requested additional relevant information about project-related harm

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CAS-00298-Z1J2D3	3/17/2016	Egypt, Arab Republic of	p117745	Egypt Farm Level Irrigation Modernization		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00119-W7P2T0	3/16/2016	Cameroon	p114077	Cameroon Lom Pangar Hydropower	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns about contractor's labor practices at the project site.
CAS-00299-X4P8G6	2/26/2016	India	p150158	India Eastern Dedicated Freight Corridor		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00157-Z3V6W4	2/12/2016	India	p130339	India Second Kerala State Transport	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint alleges that construction activities have been put on hold. Did not answer requests for more information.
CAS-00300-C2M7X6	1/31/2016	Nigeria	p072644	Nigeria Rural Access and Mobility		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00156-K8L0K4	1/26/2016	Bangladesh	p120583	Bangladesh Modern Food Storage Facility	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises questions about design and materials of household silos - did not provide information on allegations related to project
CAS-00301-K2S7N6	1/26/2016	Serbia	p108005	Serbia Corridor X Highway		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00160-R2Z1H9	1/22/2016	Bangladesh		Bangladesh - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Complaint pertains to non-selection of a project proposal for funding - not related to activities financed by Bank
CAS-00116-Q6X5N7	1/15/2016	India	p121185	India National Highways Interconnectivity Improvement	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Outside GRS mandate - Complaint is not related to a Bank project.
CAS-00302-B9V6F2	1/4/2016	Philippines	p132317	Philippines Rural Development		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00144-Y4T3Y8	12/23/2015	Nigeria	p103499	Nigeria Growth and Employment	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Not related to harm from project.
CAS-00143-K4F0Z5	12/18/2015	Kenya	p096367	Kenya Water and Sanitation Service Improvement	Closed	Environmental and/or Social Issues		Issues considered by Inspection Panel	Complaint raises concerns about negative impacts of project on water sources. IP request submitted / case transferred to Inspection Panel
CAS-00303-L7J4R5	12/18/2015	Pakistan	p118177	Pakistan Sindh Skills Development		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00120-Q0T8H4	12/16/2015	Philippines	p088926	Philippines Participatory Irrigation Development	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns over delays in project implementation.

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CAS-00309-C3J7Z4	12/14/2015	Kenya	p113542	Kenya Informal Settlement Improvement		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00121-L2B7V0	12/9/2015	Bangladesh	p098151	Bangladesh Clean Air and Sustainable Environment	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns regarding accessibility in the design of improvements for traffic flow.
CAS-00311-B7R1S7	12/9/2015	Uzbekistan	p118737	Uzbekistan Energy Efficiency Facility for Industrial Enterprises		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00313-B7Z1G4	12/7/2015	Africa	p129408	Kenya Regional Pastoral Livelihood Resilience		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00142-H8S4J4	12/2/2015	Pakistan	p121507	Pakistan Dasu Hydropower	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate - Complaint raises concerns about potential conflict of interest in preparation of Environmental Assessment.
CAS-00141-M7Q6B2	11/30/2015	Morocco		Morocco - No Bank project identified	Inadmissible	Fraud and/or Corruption	No project related harm		Outside GRS mandate - Not related to a Bank project,
CAS-00122-V1M2S8	11/29/2015	Philippines	p132317	Philippines Rural Development	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns regarding compensation for land acquisition.
CAS-00140-F8N6Y2	11/25/2015	Argentina	p145686	Argentina Vega Flood Prevention and Drainage	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns about consultation and participatory processes in project preparation and implementation.
CAS-00314-X2S6K3	11/24/2015	Kenya	p113542	Kenya Informal Settlement Improvement (AFD Co-fin)		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00139-N0Z8D6	11/20/2015	Pakistan	p144454	Pakistan Global Partnership Education Balochistan	Inadmissible	Environmental and/or Social Issues	No project related harm		Outside GRS mandate – Complaint raises employment issues. Not related to harm from project.
CAS-00138-B4C0Y5	11/9/2015	Jamaica	p116471	Jamaica Community based Landslide Risk Reduction	Inadmissible	Environmental and/or Social Issues	Project closed		Outside GRS mandate – Project closed. Complaint raises concerns about design of drainage system.
CAS-00315-N8L3Q6	11/9/2015	Albania	p121186	Albania National Irrigation and Drainage		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00136-G4S7W5	10/23/2015	Mongolia	p131290	Mongolia eHealth	Closed	Environmental and/or Social Issues		Insufficient information	Insufficient information received from complainant
CAS-00137-M0B6Z3	10/22/2015	Bangladesh	p149605	Bangladesh Nuton Jibon Livelihood Improvement	Inadmissible	Environmental and/or Social Issues	No project related harm		Complaint refers to non-inclusion of cashew production as a project component; harm not related to project.
CAS-00135-V1R9F4	10/19/2015	India	p097985	India Integrated Coastal Zone Management	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises issues regarding public consultation. Complainant did not provide requested additional

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									relevant information about project-related harm
CAS-00134-V9T7X4	10/6/2015	India	p143382	India Tamil Nadu and Puducherry Coastal Disaster Risk Reduction	Closed	Environmental and/or Social Issues		Insufficient information	Complaint raises concerns about selection of beneficiaries - no further information received.
CAS-00133-R4C5D0	9/20/2015	India	p092217	India National Cyclone Risk Mitigation	Closed	Environmental and/or Social Issues		Complaint addressed	Complaint raises concerns about quality of material for road construction. Complaint has been addressed.
CAS-00318-J9T3V0	9/7/2015	India	p130164	India Rajasthan Road Sector Modernization		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00317-P4B9Q5	9/2/2015	Nigeria	p112329	Nigeria Earth Care Solid Waste Composting		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00319-L0J9L4	8/25/2015	Western Africa	p147921	Regional AFR OMVS Transmission Expansion		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager. (submitted by paper mail)
CAS-00321-F3P1G9	6/9/2015	Pakistan	p145813	Pakistan Sindh Irrigated Agriculture Productivity Enhancement		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00322-C0Q8W4	5/27/2015	Cabo Verde	p115464	Cape Verde Recovery and Reform of Electricity Sector		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00323-S7L9T8	4/25/2015	Pakistan	p125952	Pakistan Second Sindh Education Sector Reform		Procurement			Complaint raises procurement related matters. Referred to responsible Procurement Manager.
CAS-00153-R0N5J2	4/19/2015	Jamaica		Jamaica - No Bank project identified	Inadmissible	Environmental and/or Social Issues	Not related to a Bank Project		Complaint alleges increase in climate resilience of the Negril coastline - not a Bank project.