

Cases in Assessment									
Phase	Project Number	Country	Case Name	Client/Sponsor Name	Institution	Sector	Date Filed with CAO	Start of Assessment	Notes
Africa									
Assessment	37251, 37633, 40386, 40390, 37636, 37637, 39728, 37580, 40019, 37713, 37591, 39724, 14043, 39995, 39997 (IFC) 14043, 14059, 14080, 14516, 14517, 14518, 14519, 14521, 13956, 13952, 13972, 39728, 37637 (MIGA)	Egypt	Benban Solar-01	Benban Solar Developers Association (BSDA)	IFC & MIGA	Infrastructure	8-Jun-2022	26-Jul-2022	Assessment ongoing
Assessment		Egypt	Benban Solar-02	BSDA	IFC & MIGA	Infrastructure	13-Jun-2022	26-Jul-2022	Assessment ongoing
Assessment		Egypt	Benban Solar-03	BSDA	IFC & MIGA	Infrastructure	15-Jun-2022	26-Jul-2022	Assessment ongoing
Assessment		Egypt	Benban Solar-04	BSDA	IFC & MIGA	Infrastructure	24-Jun-2022	26-Jul-2022	Assessment ongoing
Assessment		Egypt	Benban Solar-05	BSDA	IFC & MIGA	Infrastructure	23-Sep-2022	19-Oct-2022	Assessment ongoing
Assessment		Egypt	Benban Solar-06	BSDA	IFC & MIGA	Infrastructure	19-Jul-2022	17-Oct-2022	Assessment ongoing
Assessment		Togo	Togo LCT-03	LCT	IFC	Infrastructure	20-Aug-2022	21-Dec-2022	Assessment ongoing
East Asia & the Pacific									
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Europe									
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Latin America & the Caribbean									
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Middle East									
Assessment	34365	Pakistan	HBL-01	CSAIL, China Three Gorges Corporation (CTGC), China Three Gorges Investments (CTGI)	IFC	Infrastructure	3-Mar-2022	7-Sep-2022	Assessment ongoing
Assessment	36008	Pakistan	Karot Hydro-07	Karot Power Company Limited (KPCL)	IFC	Infrastructure	6-Jun-2022	15-Dec-2022	Assessment ongoing
South Asia									
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Multi-Regional									

Cases in Assessment

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- Assessment
- Closed

Cases in Dispute Resolution									
Sub-Phase	Project Number	Country	Case Name	Client Name	Institution	Sector	Date Filed with CAO	Start of Dispute Resolution	Notes
Africa									
Dispute Resolution	37673 (IFC), 13075 (MIGA)	Cameroon	Nachtigal Hydropower Co-01	Nachtigal Hydropower Company (IFC client) & Electricité de France—EDF (MIGA client)	IFC & MIGA	Infrastructure	19-Apr-2022	1-Nov-2022	Dispute Resolution process ongoing
Dispute Resolution	26014	Guinea	Guinea/ Nedbank Tier II-01/Kintinian	Nedbank Group Ltd.	IFC	Financial Markets	17-Apr-2017	17-Dec-2017	Dispute resolution process ongoing
Dispute Resolution	34203	Guinea	CBG-01/Sangaredi	Compagnie des Bauxites de Guinée (CBG)	IFC	All other metal	1-Feb-2019	19-Aug-2019	Dispute resolution process ongoing
Dispute Resolution	29197	Togo	Togo LCT-02/Lomé	Société Lomé Container Terminal	IFC	Infrastructure	18-Feb-2018	1-Aug-2018	Dispute resolution process ongoing
Dispute Resolution	32171	Kenya	Bridge International Academies-03/Kenya	Bridge International Academies	IFC	Education Services	16-Feb-2020	21-Jan-2021	Dispute resolution process ongoing
Dispute Resolution	26510	Kenya	Delonex and Africa Oil-01/ Kerio Valley	Delonex Energy Limited and Africa Oil	IFC	Oil and Gas Exploration	19-Aug-2019	1-Oct-2020	Dispute resolution process ongoing
Central Asia & Turkey									
Monitoring Phase	38266, 30893, 32024, 35062, 33596, 27615, 36170, 30657	Uzbekistan	Indorama Kokand/ Hamkor Bank-01	Indorama Kokand Textile and Hamkor Bank	IFC	Manufacturing	30-Jun-2016	18-Mar-2018	Monitoring and implementation
East Asia & The Pacific									
Dispute Resolution	37920, 41043, 39020, 38038	Cambodia	TPBank and VPBank-01/Ratanakiri Province	TPBank and VPBank	IFC	Commercial Banking	1-Mar-2019	1-Jan-2020	Dispute resolution process (Merged with VEIL II-01)
Dispute Resolution	20926	Cambodia	VEIL II-01/Ratanakiri Province	Dragon Capital Group	IFC	FI	10-Feb-2014	5-May-2014	Dispute resolution process (Merged with TPBank and VPBank-01)
Europe									
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Latin America & The Caribbean									
Monitoring Phase	28492	Colombia	Colombia: Alqueria-01/Cajicá	Alqueria	IFC	Agribusiness	1-Apr-2013	1-Sep-2013	Monitoring and implementation
Dispute Resolution	34687	Haiti	Grupo M and CODEVI II-01	Grupo M and CODEVI II	IFC	Garment and Apparel	1-Mar-2020	21-Jan-2021	Dispute resolution process ongoing
Monitoring Phase	32253	Nicaragua	Ingenio Montelimar-01/ Montelimar Environs	Corporacion Montelimar SA	IFC	Agribusiness	1-Oct-2015	10-Feb-2016	Monitoring and implementation
Middle East									
Monitoring Phase	43466	Yemen	Yemen/HSA Foods 01	Hayel Saeed Anam (HSA) Group	IFC	Grain Processing	5-Apr-2021	23-Nov-2021	Monitoring and implementation initiated
South Asia									

Cases in Dispute Resolution

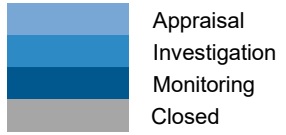
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Multi-Regional									
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- Dispute Resolution
- Monitoring
- Closed

Cases in Compliance									
Sub-Phase	Project Number	Country	Case Name	Client Name	Institution	Sector	Date Filed with CAO	Date Transferred to Compliance	Notes
Africa									
Monitoring	27022	Egypt	Alex Dev-01/Wadi al-Qamar	Alexandria Development Limited (ADL)	IFC	Manufacturing	9-Apr-2015	11-May-2016	Monitoring ongoing
Investigation	27022	Egypt	Alex Dev Ltd-02/Beni Suef	Alexandria Development Limited (ADL)	IFC	Manufacturing	17-Feb-2017	28-Jun-2018	Investigation (Alex Dev Ltd. 02 & 03 merged)
Investigation	27022	Egypt	Alex Dev Ltd-03/Beni Suef	Alexandria Development Limited (ADL)	IFC	Manufacturing	1-Apr-2017	1-Oct-2017	Investigation (Alex Dev Ltd. 02 & 03 merged)
Monitoring	33385	Kenya	Bidco Bev. & Det.-01/Thika	Bidco Africa Limited	IFC	Manufacturing	1-Jun-2016	1-Dec-2016	Monitoring (Bidco 01 & 04 merged)
Monitoring	33385	Kenya	Bidco Bev. & Det.-04/Thika	Bidco Africa Limited	IFC	Manufacturing	23-May-2017	5-Mar-2018	Monitoring (Bidco 01 & 04 merged)
Investigation	32171	Kenya	Bridge International Academies-01/Kenya	New Globe Schools Inc.	IFC	Education Services	14-Jul-2018	1-Apr-2019	Investigation ongoing
Investigation	32171	Kenya	Bridge International Academies-04/Kenya	New Globe Schools Inc.	IFC	Education Services	3-Sep-2020	3-Sep-2020	Investigation initiated by CAO DG
Investigation	26510	Liberia	Salala Rubber Corporation (SRC)-01/Margibi & Bong	Salala Rubber Corporation (SRC)	IFC	Natural Fibers	27-May-2019	1-Mar-2020	Investigation ongoing
Monitoring	30967, 40420	Nigeria	Eleme Fertilizer-01/Port Harcourt	Indorama Eleme Fertilizer and Chemicals Ltd. (IEFCL)	IFC	Chemicals	18-Apr-2018	26-Feb-2019	Monitoring ongoing
Investigation	24803	South Africa	Lonmin-02/Marikana	Lonmin Platinum Group Metals Project	IFC	Mining	16-Jun-2015	30-May-2017	Investigation ongoing
Monitoring	29197	Togo	Togo LCT-01/Lomé	Société Lomé Container Terminal	IFC	Infrastructure	6-Mar-2015	19-Aug-2015	Monitoring ongoing
Monitoring	24408 (IFC) & 6732 (MIGA)	Uganda	Bujagali Energy -04/Bujagali	Bujagali Energy Ltd World Power Holdings	IFC MIGA	Infrastructure	21-Mar-2011	12-Dec-2013	Monitoring (Bujagali 04, 06, 07 & 08 merged)
Monitoring	24408 (IFC) & 6732 (MIGA)	Uganda	Bujagali Energy -06/Bujagali	Bujagali Energy Ltd World Power Holdings	IFC MIGA	Infrastructure	10-Apr-2013	5-Nov-2014	Monitoring reports published
Monitoring	24408 (IFC) & 6732 (MIGA)	Uganda	Bujagali Energy -07/Bujagali	Bujagali Energy Ltd World Power Holdings	IFC MIGA	Infrastructure	2-Feb-2015	11-May-2016	Monitoring reports published
Monitoring	24408 (IFC) & 6732 (MIGA)	Uganda	Bujagali Energy-08/Bujagali	Bujagali Energy Ltd World Power Holdings	IFC MIGA	Infrastructure	17-Jun-2017	23-Mar-2018	Monitoring reports published
Central Asia & Turkey									
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East Asia & The Pacific									
Investigation	29745	Cambodia	Financial Intermediaries 01-03	ABBank and another IFC banking client in the region	IFC	Financial Markets	11-Jun-2018	5-Jul-2022	Investigation ongoing
Appraisal	21856, 27827, 30607, 31467, 32642, 34386, 34748, 35963, 37594, 38609, 39167, 41294, 42480, 44211, 44231, 44742, 44882, 45535	Cambodia	Financial Intermediaries 04	Six banks: Acleda Bank, Amret, Hattha Bank, LOLC (Cambodia), Prasac Microfinance Institution, and Sathapana Bank through 3 funds: MEF, MIFA Fund, and North Haven Thai Private Equity and 1 holding company: Advans S.A	IFC	Financial Markets	10-Feb-2022	14-Nov-2022	Appraisal ongoing

Cases in Compliance										
Appraisal	32208	Indonesia	Wings-01/ Long Beluah and Long Lian	Wings Group	IFC	Agribusiness	1-Nov-2018	31-Oct-2022	Appraisal ongoing	
Monitoring	30235, 32853, 34115, 37489	Philippines	Rizal Commercial Banking Corporation (RCBC)-01	Rizal Commercial Banking Corporation (RCBC)	IFC	Financial Markets	17-Oct-2017	19-Oct-2019	Monitoring	
Europe										
Investigation	31990	Ukraine	Axzon-01/Halych and Kalush	Axzon	IFC	Agribusiness	3-Feb-2014	21-Mar-2017	Investigation ongoing	
Appraisal	34041	Ukraine	MHP-01/Vinnytsia	Myronivsky Khiboproduct Publichne AT	IFC	Agribusiness	18-Jun-2018	18-Jan-2019	Appraisal ongoing	
Investigation	33435, 37781, 601447 12315	Georgia	AGL-01/Makhalakidzeebi	Adjaristsqali Georgia LLC	IFC MIGA	Infrastructure	18-Feb-2018	2-Nov-2020	Investigation	
Latin America & The Caribbean										
Monitoring	31632	Chile	Alto Maipo-01/Cajon del Maipo	Alto Maipo SpA	IFC	Infrastructure	24-Jan-2017	26-Oct-2017	Monitoring (Alto Maipo 01 & 02 merged)	
Monitoring	31632	Chile	Alto Maipo-02/Cajon del Maipo	Alto Maipo SpA	IFC	Infrastructure	5-Jul-2017	12-Dec-2017	Monitoring (Alto Maipo 01 & 02 merged)	
Monitoring	26031	Guatemala	CIFI-01/Santa Cruz	CIFI	IFC	Infrastructure	15-Jul-2015	19-May-2016	Monitoring ongoing	
Monitoring	31458	Guatemala	Real LRIF-01/Coban	Real LRIF	IFC	Financial Intermediary	29-Oct-2014	26-Jun-2015	Monitoring ongoing	
Monitoring	602084	Panama	PL IV-01/Multiple Locations	ETESA	IFC	Advisory Services	1-Jun-2018	1-Apr-2019	Monitoring ongoing	
Middle East										
Deferred	35349	Jordan	Daehan Wind Power Company – 01/Tafila	Daehan Wind Power Company	IFC	Wind Power - Renewable Energy Generation	16-Jun-2020	15-Dec-2020	Deferred at appraisal	
Investigation	39339	Jordan	Masdar Baynouna-01/ East Amman	Masdar Jordan	IFC	Solar - Renewable Energy Generation	11-Feb-2020	9-Sep-2020	Investigation ongoing	
Investigation	36008	Pakistan	Karot Hydro-02/Jhelum River	Karot Power Company Limited (KPCL)	IFC	Infrastructure	1-Aug-2019	7-Dec-2020	Investigation (Karot 02 & Karot 03 merged)	
Investigation	36008	Pakistan	Karot Hydro-03/Jhelum River	Karot Power Company Limited (KPCL)	IFC	Infrastructure	6-Jul-2020	7-Apr-2021	Investigation (Karot 02 & Karot 03 merged)	
South Asia										
Monitoring	26237	India	India Infrastructure Fund-01/Dhenkanal District	India Infrastructure Fund	IFC	Finance & Insurance	15-Apr-2011	28-Mar-2013	Monitoring	
Monitoring	25074	India	Tata Tea-01/CAO Vice President Request	Tata Tea	IFC	Agribusiness	CAO VP Initiated	12-May-2012	Monitoring (Tata Tea 01 & 02 merged)	
Monitoring	25074	India	Tata Tea-02/ Assam	Amalgamated Plantations Private Limited	IFC	Agribusiness	2-Feb-2013	25-Nov-2013	Monitoring (Tata Tea 01 & 02 merged)	
Monitoring	25797	India	Tata Ultra Mega-01/Mundra and Anjar	Coastal Gujarat Power Limited	IFC	Power	14-Jun-2011	2-Feb-2012	Monitoring (Tata Ultra Mega 01 & 02 merged)	
Monitoring	25797	India	Tata Ultra Mega-02/Tragadi Village	Coastal Gujarat Power Limited	IFC	Power	27-Apr-2016	12-May-2017	Monitoring (Tata Ultra Mega 01 & 02 merged)	
Deferred	34628	India	India / Shapoorji Pallonji-01/Pune	Shapoorji Pallonji	IFC	Construction and Real Estate	8-Dec-2020	19-Oct-2021	Deferred at appraisal	
Multi-Regional										
Monitoring	Multi	World	Financial Intermediaries-01/CAO VP Request	IFC Financial Markets	IFC	Financial Intermediary	CAO VP Initiated	27-Jun-2011	Monitoring ongoing	

Cases in Compliance



Complaint Eligibility Status

For lists of eligible, referred and ineligible cases, please click the buttons below.

Eligible Complaints

Referred Eligible Complaints

Ineligible Complaints

For more details visit our cases center: <https://www.cao-ombudsman.org/cases>