

Cases in Assessment									
Phase	Project Number	Country	Case Name	Client/Sponsor Name	Institution	Sector	Date Filed with CAO	Start of Assessment	Notes
Africa									
Assessment	(IFC) 29197	Togo	Togo LCT-03	LCT	IFC	Infrastructure	20-Aug-2022	21-Dec-2022	Assessment ongoing
Central Asia & Türkiye									
-	-	-	-	-	-	-	-	-	-
East Asia & the Pacific									
-	-	-	-	-	-	-	-	-	-
Europe									
-	-	-	-	-	-	-	-	-	-
Latin America & the Caribbean									
-	-	-	-	-	-	-	-	-	-
Middle East & Pakistan									
Assessment	36008	Pakistan	Karot Hydro-04	Karot Power Company Limited (KPCL)	IFC	Infrastructure	20-May-2022	30-Mar-2023	Assessment ongoing
South Asia									
-	-	-	-	-	-	-	-	-	-
Multi-Regional									
-	-	-	-	-	-	-	-	-	-

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	(IFC) 37633, 40386, 40390, 37636, 37637, 39728, 37580, 40019, 37713, 37591, 39995, 39997, 39729 (MIGA) 14043, 14059, 14080, 14516, 14517, 14518, 14519, 14520, 14521, 13956, 13952, 13971	Egypt	Benban Solar-01	Benban Solar Developers Association (BSDA)	IFC & MIGA	Infrastructure	8-Jun-2022	26-Jul-2022	Dispute resolution process ongoing	
Dispute Resolution		Egypt	Benban Solar-02	BSDA	IFC & MIGA	Infrastructure	13-Jun-2022	26-Jul-2022	Dispute resolution process ongoing	
Dispute Resolution		Egypt	Benban Solar-04	BSDA	IFC & MIGA	Infrastructure	24-Jun-2022	31-Jan-2023	Dispute resolution process ongoing	
Dispute Resolution		(IFC) 39728	Egypt	Benban Solar-05	BSDA	IFC & MIGA	Infrastructure	23-Sep-2022	19-Oct-2022	Dispute resolution process ongoing
Dispute Resolution		Egypt	Benban Solar-06	BSDA	IFC & MIGA	Infrastructure	19-Jul-2022	17-Oct-2022	Dispute resolution process ongoing	
Dispute Resolution		Egypt	Benban Solar-07	BSDA	IFC & MIGA	Infrastructure	2-Dec-2022	10-Jan-2023	Dispute resolution process initiated	
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	26014	Guinea	NedBank Tier II-01/Kintinian	Nedbank Group. Ltd.	IFC	Financial Markets	27-Apr-2017	10-Jan-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	29197	Togo	Togo LCT-02/Lomé	Société Lomé Container Terminal	IFC	Infrastructure	18-Feb-2018	1-Aug-2018	Dispute resolution process ongoing	
Central Asia & Türkiye										
Monitoring	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 ongoing	
Dispute Resolution	20926	Cambodia	VEIL II-01/Ratanakiri Province	Dragon Capital Group	IFC	FI	10-Feb-2014	5-May-2014	Dispute resolution process ongoing	
Europe										

Cases in Dispute Resolution

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Latin America & The Caribbean										
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	
Closed	32253	Nicaragua	Ingenio Montelimar-01/ Montelimar Environs	Corporacion Montelimar SA	IFC	Agribusiness	1-Oct-2015	10-Feb-2016	Case closed; conclusion report available	
Middle East & Pakistan										
Dispute Resolution	36008	Pakistan	Karot Hydro-07	Karot Power Company Limited (KPCL)	IFC	Infrastructure	6-Jun-2022	15-Dec-2022	Dispute resolution process initiated	
Monitoring	43466	Yemen	HSA Foods 01	Hayel Saeed Anam (HSA) Group	IFC	Grain Processing	5-Apr-2021	23-Nov-2021	Monitoring and implementation ongoing	
South Asia										
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Multi-Regional										
-	-	-	-	-	-	-	-	-	-	-

	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	Omnibus monitoring report released
Investigation	27022	Egypt	Alex Dev Ltd-02/Beni Suef	Alexandria Development Limited (ADL)	IFC	Manufacturing	17-Feb-2017	28-Jun-2018	Alex Dev 2-3 circulated to BOS. IFC Management Response expected
Investigation	27022	Egypt	Alex Dev Ltd-03/Beni Suef	Alexandria Development Limited (ADL)	IFC	Manufacturing	1-Apr-2017	1-Oct-2017	Alex Dev 2-3 circulated to BOS. IFC Management Response expected
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
Appraisal	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	Appraisal 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	Elemo Fertilizer-01/Port Harcourt	Indorama Elemo Fertilizer and Chemicals Ltd. (IEFCL)	IFC	Chemicals	18-Apr-2018	26-Feb-2019	Omnibus monitoring report released
Investigation	24803	South Africa	Lonmin-02/Marikana	Lonmin Platinum Group Metals Project	IFC	Mining	16-Jun-2015	30-May-2017	IFC requested extension on Lonmin FR&C response
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 available
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 available
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 available
Central Asia & Türkiye									
-	-	-	-	-	-	-	-	-	N/A
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

Cases in Compliance

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: Aceda 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
Investigation	32208	Indonesia	Wings-01/ Long Beluah and Long Lian	Wings Group	IFC	Agribusiness	1-Nov-2018	31-Oct-2022	Investigation 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	Omnibus monitoring report released
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/Vynnytsia	Myronivsky Khiboproduct Publichne AT	IFC	Agribusiness	18-Jun-2018	18-Jan-2019	Appraisal ongoing
Investigation	33435, 37781, 601447 12315	Georgia	AGL-01/Makhalakidzebi	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	Omnibus monitoring report released
Monitoring	31632	Chile	Alto Maipo-02/Cajon del Maipo	Alto Maipo SpA	IFC	Infrastructure	5-Jul-2017	12-Dec-2017	Omnibus monitoring report released
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	Omnibus monitoring report released
Middle East & Pakistan									
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
Appraisal	34365	Pakistan	HBL-01	CSAIL, China Three Gorges Corporation (CTGC), China Three Gorges Investments (CTGI)	IFC	Infrastructure	3-Mar-2022	17-Jan-2023	Appraisal 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	4-Dec-2020	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 ongoing
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	TataTea-02/ Assam	Amalgamated Plantations Private Limited	IFC	Agribusiness	2-Feb-2013	25-Nov-2013	Monitoring (Tata Tea 01 & 02 merged)

Cases in Compliance

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	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

	Appraisal
	Investigation
	Monitoring
	Closed

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>