

Cases in Assessment

Assessment

Closed

Cases in Dispute Resolution

Latin America & The Caribbean

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Middle East & Pakistan

Dispute Resolution	36008	Pakistan	Karot Hydro-04	Karot Power Company Limited (KPCL)	IFC	Infrastructure	20-May-2022	30-Mar-2023	Dispute resolution process initiated
Dispute Resolution	36008	Pakistan	Karot Hydro-07	Karot Power Company Limited (KPCL)	IFC	Infrastructure	13-Aug-2022	2-May-2023	Dispute resolution process initiated

South Asia

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Multi-Regional

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Dispute Resolution
Monitoring
Closed

Cases in Compliance

East Asia & The Pacific

Investigation	29745	Cambodia	Financial Intermediaries 01-03	ABBank	IFC	Financial Markets	11-Jun-2018	5-Jul-2022	Investigation ongoing
Investigation	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	Investigation 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
Investigation	35880	Myanmar	Myanmar: Myanma Awba Group Company Ltd.-01/Myanmar	Myanma Awba Group Company Ltd.-01/Myanmar	IFC	Agribusiness	4-Oct-2017	23-Jun-2020	Management Response and MAP cleared in BOS

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	Myronivskyi 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	(Alto Maipo-01, 02 merged) Omnibus monitoring report released
Monitoring	31632	Chile	Alto Maipo-02/Cajon del Maipo	Alto Maipo SpA	IFC	Infrastructure	5-Jul-2017	12-Dec-2017	(Alto Maipo-01, 02 merged) Omnibus monitoring report released
Appraisal	34687	Haiti	Grupo M and CODEVI II-01	Grupo M and CODEVI II	IFC	Garment and Apparel	1-Mar-2020	21-Jan-2021	Appraisal ongoing.
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
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)

Cases in Compliance

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 ongoing (Tata Tea 01 & 02 merged)
Monitoring	25074	India	TataTea-02/ Assam	Amalgamated Plantations Private Limited	IFC	Agribusiness	2-Feb-2013	25-Nov-2013	Monitoring ongoing (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 ongoing (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 ongoing (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
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	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>