

Cases in Assessment

Assessment

| 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 | 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-02/Kenya | Bridge International Academies | IFC | Education Services | 16-Feb-2020 | 1-Oct-2020 | Agreement reached |
| 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 & Gas Exploration | 19-Aug-2019 | 1-Oct-2020 | Dispute resolution process ongoing |
| Monitoring Phase | 32390 | Morocco | Zalagh-01/Tiddas | ZALAR Holdings SA | IFC | Poultry Farming | 21-Mar-2016 | 16-Nov-2016 | Monitoring & implementation ongoing |
| Central Asia & Turkey | | | | | | | | | |
| Dispute Resolution | 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 | Dispute resolution process ongoing |
| 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 (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 ongoing (Merged with TPBank and VPBank-01) |
| Dispute Resolution | 32208 | Indonesia | Wings-01/ Long Beluah and Long Lian | Wings Group | IFC | Agribusiness | 1-Nov-2018 | 19-Sep-2019 | Dispute resolution process ongoing |
| Europe | | | | | | | | | |
| - | - | - | - | - | - | - | - | - | - |
| Latin America & The Caribbean | | | | | | | | | |
| Monitoring Phase | 43308 | Brazil | Brazil: Valor-01/ | Valor Venture Partners Management, LLC. | IFC | Venture Capital Fund | 21-Mar-2021 | 17-Aug-2021 | Monitoring and implementation |

Cases in Dispute Resolution

| | | | | | | | | | |
|--------------------|-------|-----------|---|---------------------------------|-----|---------------------|------------|-------------|-------------------------------|
| 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 |
| 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 | | | | | | | | | |
| Dispute Resolution | 43466 | Yemen | Yemen/HSA Foods 01 | Hayel Saeed Anam (HSA) Group | IFC | Grain Processing | 5-Apr-2021 | 23-Nov-2021 | Dispute resolution process |
| South Asia | | | | | | | | | |
| - | - | - | - | - | - | - | - | - | - |
| Multi-Regional | | | | | | | | | |
| - | - | - | - | - | - | - | - | - | - |

| | |
|--|--------------------|
| | Dispute Resolution |
| | Monitoring |
| | Closed |

| Compliance Cases | | | | | | | | | |
|-------------------------|---------------------------|--------------|---|--|-------------|--------------------|---------------------|--------------------------------|--|
| 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 |
| 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 (Bujagali 04, 06, 07 & 08 merged) |
| 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 (Bujagali 04, 06, 07 & 08 merged) |
| 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 (Bujagali 04, 06, 07 & 08 merged) |
| Central Asia & Turkey | | | | | | | | | |
| - | - | - | - | - | - | - | - | - | N/A |
| East Asia & The Pacific | | | | | | | | | |
| Appraisal | 35461 | Indonesia | PSBC-01 | Financial Intermediary | IFC | Financial Markets | 19-Oct-2019 | 12-Jan-2022 | Appraisal |

| Compliance Cases | | | | | | | | | |
|-------------------------------|-------------------------------|-------------|---|---|-------------|--|------------------|-------------|---|
| 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 | | | | | | | | | |
| Monitoring | 30979 | Albania | Enso Albania-01/Lengarica | Enso Hydro | IFC | Renewable Energy | 22-Jun-2015 | 3-Feb-2016 | Closed |
| Investigation | 31990 | Ukraine | Axzon-01/Halych and Kalush | Axzon | IFC | Agribusiness | 3-Feb-2014 | 21-Mar-2017 | On Hold |
| Appraisal | 34041 | Ukraine | MHP-01/Vinnytsia | Myronivskyi Khlipoproduct Publichne AT | IFC | Agribusiness | 18-Jun-2018 | 18-Jan-2019 | On Hold |
| 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 | 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 |
| Monitoring | 31458 | Guatemala | Real LRIF-01/Coban | Real LRIF | IFC | Financial Intermediary | 29-Oct-2014 | 26-Jun-2015 | Monitoring |
| Monitoring | 602084 | Panama | PL IV-01/Multiple Locations | ETESA | IFC | Advisory Services | 1-Jun-2018 | 1-Apr-2019 | Monitoring |
| Middle East | | | | | | | | | |
| Appraisal | 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 |
| Investigation | 39339 | Jordan | Masdar Baynouna-01/ East Amman | Masdar Jordan | IFC | Solar - Renewable Energy Generation | 11-Feb-2020 | 9-Sep-2020 | Investigation started |
| 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 | TataTea-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) |

Compliance Cases

| | | | | | | | | | |
|----------------|-------|-------|--|--------------------------------|-----|------------------------------|------------------|-------------|------------|
| Appraisal | 34628 | India | India / Shapoorji Pallonji-01/Pune | Shapoorji Pallonji | IFC | Construction and Real Estate | 8-Dec-2020 | 19-Oct-2021 | Deferred |
| Multi-Regional | | | | | | | | | |
| Investigation | Multi | World | Bridge International Academies-04/CAO VP Request | Bridge International Academies | IFC | Education Services | CAO VP Initiated | 3-Sep-2020 | Monitoring |
| Monitoring | Multi | World | Financial Intermediaries-01/CAO VP Request | IFC Financial Markets | IFC | Financial Intermediary | CAO VP Initiated | 27-Jun-2011 | Monitoring |

| | |
|--|---------------|
| | Appraisal |
| | Investigation |
| | Monitoring |
| | Closed |

For lists of eligible, referred and ineligible complaints, 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>