

## Cases in Assessment

| Phase                         | Project Number                                  | Country  | Case Name                   | Client/Sponsor Name   | Institution | Sector            | Date Filed with CAO | Start of Assessment | Notes              |
|-------------------------------|---|----------|-----------------------------|---|-------------|-------------------|---------------------|---------------------|--------------------|
| Africa                        |   |          |                             |   |             |                   |                     |                     |                    |
| Assessment                    | 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         | 10-May-2022         | Assessment ongoing |
| Central Asia & Turkey         |   |          |                             |   |             |                   |                     |                     |                    |
| -                             | -   | -        | -                           | -   | -           | -                 | -                   | -                   | -                  |
| East Asia & the Pacific       |   |          |                             |   |             |                   |                     |                     |                    |
| Assessment                    | 30607, 32642, 34386, 35963, 37594, 42480, 44882 | Cambodia | Financial Intermediaries 04 | ACLEDA, Amret, Prasac, Hattha Bank, LOLC, Sathapana                                 | IFC         | Financial Markets | 10-Feb-2022         | 7-Apr-2022          | Assessment ongoing |
| Europe                        |   |          |                             |   |             |                   |                     |                     |                    |
| -                             | -   | -        | -                           | -   | -           | -                 | -                   | -                   | -                  |
| Latin America & the Caribbean |   |          |                             |   |             |                   |                     |                     |                    |
| -                             | -   | -        | -                           | -   | -           | -                 | -                   | -                   | -                  |
| Middle East                   |   |          |                             |   |             |                   |                     |                     |                    |
| -                             | -   | -        | -                           | -   | -           | -                 | -                   | -                   | -                  |
| 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            | 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                            |
|                               | 32171  | Kenya      | Bridge International Academies-02/Kenya  | Bridge International Academies          | IFC         | Education Services      | 16-Feb-2020         | 1-Oct-2020                  | Case closed   |
| 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                            |
|                               | 32390  | Morocco    | Zalagh-01/Tiddas                         | ZALAR Holdings SA                       | IFC         | Poultry Farming         | 21-Mar-2016         | 16-Nov-2016                 | Case closed   |
| Central Asia & Turkey         |  |            |  |   |             |                         |                     |                             |   |
| Dispute Resolution            | 38266, 30893, 32024, 35062, 33596, 27615, 36170, 30657 | Uzbekistan | Inorama Kokand/ Hamkor Bank-01           | Inorama 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 (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) |
| Dispute Resolution            | 32208  | Indonesia  | Wings-01/ Long Beluah and Long Lian      | Wings Group                             | IFC         | Agribusiness            | 1-Nov-2018          | 19-Sep-2019                 | Dispute resolution process                                    |
| 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                                 |
| Monitoring Phase              | 28492  | Colombia   | Colombia: Alqueria-01/Cajicá             | Alqueria                                | IFC         | Agribusiness            | 1-Apr-2013          | 1-Sep-2013                  | Monitoring and implementation                                 |

## Cases in Dispute Resolution

|                    |       |           |  |                              |     |                     |            |             |                               |
|--------------------|-------|-----------|--|------------------------------|-----|---------------------|------------|-------------|-------------------------------|
| 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

## CAO Public Disclosure: Monthly Case List

Sept. 2022

| 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        | <a href="#">Alex Dev-01/Wadi al-Qamar</a>                             | Alexandria Development Limited (ADL)                 | IFC         | Manufacturing      | 9-Apr-2015          | 11-May-2016                    | Monitoring ongoing                           |
| Investigation           | 27022                     | Egypt        | <a href="#">Alex Dev Ltd-02/Beni Suef</a>                             | Alexandria Development Limited (ADL)                 | IFC         | Manufacturing      | 17-Feb-2017         | 28-Jun-2018                    | Investigation (Alex Dev Ltd. 02 & 03 merged) |
| Investigation           | 27022                     | Egypt        | <a href="#">Alex Dev Ltd-03/Beni Suef</a>                             | Alexandria Development Limited (ADL)                 | IFC         | Manufacturing      | 1-Apr-2017          | 1-Oct-2017                     | Investigation (Alex Dev Ltd. 02 & 03 merged) |
| Monitoring              | 33385                     | Kenya        | <a href="#">Bidco Bev. &amp; Det.-01/Thika</a>                        | Bidco Africa Limited                                 | IFC         | Manufacturing      | 1-Jun-2016          | 1-Dec-2016                     | Monitoring (Bidco 01 & 04 merged)            |
| Monitoring              | 33385                     | Kenya        | <a href="#">Bidco Bev. &amp; Det.-04/Thika</a>                        | Bidco Africa Limited                                 | IFC         | Manufacturing      | 23-May-2017         | 5-Mar-2018                     | Monitoring (Bidco 01 & 04 merged)            |
| Investigation           | 32171                     | Kenya        | <a href="#">Bridge International Academies-01/Kenya</a>               | New Globe Schools Inc.                               | IFC         | Education Services | 14-Jul-2018         | 1-Apr-2019                     | Investigation                                |
| Investigation           | 32171                     | Kenya        | <a href="#">Bridge International Academies-04/Kenya</a>               | New Globe Schools Inc.                               | IFC         | Education Services | 3-Sep-2020          | 3-Sep-2020                     | Investigation initiated by CAO DG            |
| Investigation           | 26510                     | Liberia      | <a href="#">Salala Rubber Corporation (SRC)-01/Margibi &amp; Bong</a> | Salala Rubber Corporation (SRC)                      | IFC         | Natural Fibers     | 27-May-2019         | 1-Mar-2020                     | Investigation ongoing                        |
| Monitoring              | 30967, 40420              | Nigeria      | <a href="#">Eleme Fertilizer-01/Port Harcourt</a>                     | Indorama Eleme Fertilizer and Chemicals Ltd. (IEFCL) | IFC         | Chemicals          | 18-Apr-2018         | 26-Feb-2019                    | Monitoring ongoing                           |
| Investigation           | 24803                     | South Africa | <a href="#">Lonmin-02/Marikana</a>                                    | Lonmin Platinum Group Metals Project                 | IFC         | Mining             | 16-Jun-2015         | 30-May-2017                    | Investigation ongoing                        |
| Monitoring              | 29197                     | Togo         | <a href="#">Togo LCT-01/Lomé</a>                                      | Société Lomé Container Terminal                      | IFC         | Infrastructure     | 6-Mar-2015          | 19-Aug-2015                    | Monitoring ongoing                           |
| Monitoring              | 24408 (IFC) & 6732 (MIGA) | Uganda       | <a href="#">Bujagali Energy -04/Bujagali</a>                          | Bujagali Energy Ltd<br>World Power Holdings          | IFC<br>MIGA | Infrastructure     | 21-Mar-2011         | 12-Dec-2013                    | Monitoring report published                  |
| Monitoring              | 24408 (IFC) & 6732 (MIGA) | Uganda       | <a href="#">Bujagali Energy -06/Bujagali</a>                          | Bujagali Energy Ltd<br>World Power Holdings          | IFC<br>MIGA | Infrastructure     | 10-Apr-2013         | 5-Nov-2014                     | Monitoring (Bujagali 04, 06, 07 & 08 merged) |
| Monitoring              | 24408 (IFC) & 6732 (MIGA) | Uganda       | <a href="#">Bujagali Energy -07/Bujagali</a>                          | Bujagali Energy Ltd<br>World Power Holdings          | IFC<br>MIGA | Infrastructure     | 2-Feb-2015          | 11-May-2016                    | Monitoring (Bujagali 04, 06, 07 & 08 merged) |
| Monitoring              | 24408 (IFC) & 6732 (MIGA) | Uganda       | <a href="#">Bujagali Energy-08/Bujagali</a>                           | Bujagali Energy Ltd<br>World Power Holdings          | IFC<br>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               | 29745                     | Cambodia     | <a href="#">Financial Intermediaries 01-03</a>                        | ABBank and another IFC banking client in the region  | IFC         | Financial Markets  | 11-Jun-2018         | 17-Jun-2020                    | Appraisal ongoing                            |

| Cases in Compliance           |                               |             |   |   |             |  |                  |             |   |
|-------------------------------|-------------------------------|-------------|---|---|-------------|--|------------------|-------------|---|
| Closed                        | 35461                         | Indonesia   | PSBC-01   | Financial Intermediary                      | IFC         | Financial Markets                        | 19-Oct-2019      | 12-Jan-2022 | Case closed                                 |
| 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/Vynnytsia                                | Myronivsky Khiboproduct Publichne AT        | IFC         | Agribusiness                             | 18-Jun-2018      | 18-Jan-2019 | On Hold                                     |
| Investigation                 | 33435, 37781, 601447<br>12315 | Georgia     | AGL-01/Makhalakidzeebi                          | Adjaristsqali Georgia LLC                   | IFC<br>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       | 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) |

## Cases in Compliance

|                |       |       |  |                                |     |                              |                  |             |   |
|----------------|-------|-------|--|--------------------------------|-----|------------------------------|------------------|-------------|---|
| Monitoring     | 25797 | India | <a href="#">Tata Ultra Mega-02/Tragadi Village</a>               | Coastal Gujarat Power Limited  | IFC | Power                        | 27-Apr-2016      | 12-May-2017 | Monitoring (Tata Ultra Mega 01 & 02 merged) |
| Deferred       | 34628 | India | <a href="#">India / Shapoorji Pallonji-01/Pune</a>               | Shapoorji Pallonji             | IFC | Construction and Real Estate | 8-Dec-2020       | 19-Oct-2021 | Deferred at appraisal                       |
| Multi-Regional |       |       |  |                                |     |                              |                  |             |   |
| Investigation  | Multi | World | <a href="#">Bridge International Academies-04/CAO VP Request</a> | Bridge International Academies | IFC | Education Services           | CAO VP Initiated | 3-Sep-2020  | Monitoring ongoing                          |
| Monitoring     | Multi | World | <a href="#">Financial Intermediaries-01/CAO VP Request</a>       | 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>