

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-03	Nachtigal Hydropower Company (IFC client) & Electricité de France—EDF (MIGA client)	IFC & MIGA	Infrastructure	4-Jan-2024	21-Feb-2024	Assessment Ongoing
Assessment	39995, 39997 (IFC) 14080 (MIGA)	Egypt	Acciona Benban 2&3-01	Benban Solar Developers Association (BSDA)	IFC & MIGA	Infrastructure	28-Mar-2024	30-May-2024	Assessment Ongoing
Central Asia & Türkiye									
Assessment	44364	Uzbekistan	Zarafshan-04	Shamol Zarafshan Energy FE LLC	IFC	Infrastructure	7-Mar-2024	21-May-2024	Assessment Ongoing
East Asia & the Pacific									
-	-	-	-	-	-	-	-	-	-
Europe									
-	-	-	-	-	-	-	-	-	-
Latin America & the Caribbean									
-	-	-	-	-	-	-	-	-	-
Middle East & Pakistan									
Assessment	36008	Pakistan	Karot Hydro-08/Jhelum River	Karot Power Company Limited (KPCL)	IFC	Infrastructure	6-Feb-2024	7-Dec-2020	Assessment Ongoing
South Asia									
Closed	14989	India	India DFCCIL -01	MUFG Bank Ltd.	MIGA	Infrastructure	7-Sep-2024	1-Nov-2023	Closed after assessment
Multi-Regional									
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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
Monitoring	(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	Monitoring and implementation ongoing
Dispute Resolution		Egypt	Benban Solar-02	BSDA	IFC & MIGA	Infrastructure	13-Jun-2022	26-Jul-2022	Dispute resolution process ongoing
Monitoring		Egypt	Benban Solar-04	BSDA	IFC & MIGA	Infrastructure	24-Jun-2022	31-Jan-2023	Monitoring and implementation ongoing
Monitoring	(IFC) 39728	Egypt	Benban Solar-05	BSDA	IFC & MIGA	Infrastructure	23-Sep-2022	19-Oct-2022	Monitoring completed
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-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 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	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	Monitoring and implementation ongoing
Central Asia & Türkiye									
Monitoring	44364	Uzbekistan	Zarafshan-01	Shamol Zarafshan Energy FE LLC	IFC	Infrastructure	25-Jul-2023	24-Oct-2023	Monitoring and implementation ongoing
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 completed
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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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 ongoing
Dispute Resolution	36008	Pakistan	Karot Hydro-07	Karot Power Company Limited (KPCL)	IFC	Infrastructure	13-Aug-2022	2-May-2023	Dispute resolution process ongoing

South Asia

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Multi-Regional

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Dispute Resolution
Monitoring
Closed

Cases in Compliance

East Asia & The Pacific									
Appraisal	35461	Cambodia	PSBC-02	Postal Savings Bank of China PSBC	IFC	Financial Markets	22-Aug-2023	24-May-2024	Appraisal 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	Compliance Investigation completed. Management Response and MAP received
Appraisal	42034	Indonesia	KEB Hana Indonesia Rights Issue IV	KEB Hana Indonesia Rights Issue IV	IFC	Commercial Banking - General	13-Sep-2023	14-Mar-2024	
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 Khlipoproduct Publichne AT	IFC	Agribusiness	18-Jun-2018	18-Jan-2019	Appraisal ongoing
Investigation	33435, 37781, 601447	Georgia	AGL-01/Makhalakidzebi	Adjaristsqali Georgia LLC	IFC	Infrastructure	18-Feb-2018	2-Nov-2020	Investigation ongoing
	MIGA								
Appraisal	14629	Serbia	Serbia: Morava Corridor Motorway-01	Morava Highway	MIGA	Infrastructure	26-Aug-2023	27-Feb-2024	Appraisal ongoing
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
Investigation	34687	Haiti	Grupo M and CODEVI II-01	Grupo M and CODEVI II	IFC	Garment and Apparel	1-Mar-2020	21-Jan-2021	Compliance appraisal report released. Investigation ongoing
Monitoring	26031	Guatemala	CIFI-01/Santa Cruz	CIFI	IFC	Infrastructure	15-Jul-2015	19-May-2016	Monitoring ongoing. Monitoring Report published
Monitoring	31458	Guatemala	Real LRIF-01/Coban	Real LRIF	IFC	Financial Intermediary	29-Oct-2014	26-Jun-2015	Monitoring ongoing. Monitoring Report published
Monitoring	602084	Panama	PL IV-01/Multiple Locations	ETESA	IFC	Advisory Services	1-Jun-2018	1-Apr-2019	Monitoring ongoing. Monitoring Report published
Middle East & Pakistan									
Deferred	35349	Jordan	Daehan Wind Power Company – 01/Taflia	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 ongoing (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 ongoing (Karot 02 & Karot 03 merged)

Cases in Compliance

South Asia

Closed	26237	India	India Infrastructure Fund-01/Dhenkanal District	India Infrastructure Fund	IFC	Finance & Insurance	15-Apr-2011	28-Mar-2013	Case closed after monitoring
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 Report published
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 Report published
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

Management Action Plan

	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>