

REGISTER OF UNREGISTERED REQUESTS

REQUESTS RECEIVED BY CRMU BUT NOT REGISTERED

No.	Complaint Received	Country	Project	Issues	Reason for Non-Registration
1.	2015	Democratic Republic of Congo	The Rural and Peri-Urban Electrification Project	Compensation	Request related to a project that the Bank is not financing. IRM Operating Rules and Procedures 2015 mandate the IRM to handle only requests relating to projects under consideration for financing or financed by the Bank Group.
2.	2015	Republic of Congo	Support to the Evaluation of the Poverty Reduction Strategy Project	Private company claiming payment by government for work done	The Bank Management and the Government of the Republic of Congo through dialogue facilitated by CRMU are currently handling the complaint. The CRMU did not register this request in line with Paragraph III (b) of the IRM Rules which describes the people who can file a request to the IRM.
3.	2014	Kenya	Outer Ring Road Project	Resettlement and compensation	Previous IRM Rules of 2010 required the requestors to approach the Bank to resolve issues prior to submitting their complaint to the IRM. Paragraph III.b.5.e required the requestors to provide in the text of the complaint a description of the steps taken by the affected parties to resolve the problem with Bank Group staff, and explanation of how the Bank Group's response was inadequate unless the Requestor(s) have requested confidential treatment pursuant to paragraph 8 of the IRM Rules; This requirement is overruled by the new IRM Rules of 2015.
4.	2014	Republic of Congo	Projet d'appui au système de suivi et d'évaluation de la stratégie de réduction de la pauvreté	Facilitation	Request for CRMU Problem-Solving approach to assist in settlement of contract
5.	2012	Senegal	Public Road Project	N/A	Complaint successfully handled by Senegal Field Office (SNFO) in line with IRM Rules 2010 Paragraph III.b.5.e as stated above.
6.	2012	Kenya	Public Road Project	N/A	Complaint successfully handled by Kenya Field Office KEFO in line with IRM Rules 2010 Paragraph III.b.5.e as stated above.
7.	2012	Madagascar	Mining Project	N/A	Request made by only 1 (one) individual and rejected since IRM Rules of Para.III.3.a.4.(a) stated "the CRMU has authority to receive Requests from the following people or entities: (a) any group of two or more people in the country or countries where the Bank Group-financed project is located who believe that as a result of the Bank Group's violation, their rights or interests have been, or are likely to be, adversely affected in a direct and material way.

8.	2010	South Africa	Power Project	N/A	Complaint relating to corruption referred by CRMU to Integrity and Anti-Corruption Department (IACD).The old IRM Rules of 2010 Para. II.b. ii stated that: “CRMU is not authorized to receive Requests relating to: fraud or corruption”.
9.	2009	Tanzania	Public Road Project	N/A	Complaint successfully handled by Tanzania Field Office (TZFO). In line with the old IRM Rules of 2006, Paragraph III.b.e, the request should include: “a description of the steps taken by the affected parties to resolve the violations with Bank Group staff, and explanation of how the Bank Group’s response was inadequate”.
10.	2009	Kenya	Public Road Project	N/A	Complaint successfully handled by Kenya Field Office (KEFO) In line with the old IRM Rules of 2006, Paragraph III.b.e, the request should include: “a description of the steps taken by the affected parties to resolve the violations with Bank Group staff, and explanation of how the Bank Group’s response was inadequate”.