

## **IRM REGISTER OF UNREGISTERED COMPLAINTS AS OF 31 AUGUST 2022**

<b>No.</b>	<b>Date Received</b>	<b>Country</b>	<b>Project</b>	<b>Issues</b>	<b>Reason for Non-Registration</b>
1	01 August 2022	Algeria	Capacity Management Building Project, Guinea Bissau	<ul style="list-style-type: none"> <li>• Non-payment of consulting fees</li> </ul>	The complaint does not fall within the mandate of the IFOR as it relates to procurement issues, therefore transferred to the Deputy Director General of the West Africa Office.
2	25 July 2022	Tunisia	Support project for the implementation of the national strategic plan "Digital Tunisia 2020"	<ul style="list-style-type: none"> <li>• Dispute relating to the procedure for selecting a consultant</li> </ul>	The complaint does not fall within the mandate of the IRM, therefore has been transferred to the Regional Manager of the North Africa Office.
3	29 June 2022	Senegal	Participatory Management Project of Classified Forests for Redd+ (Pgfc/Redd+)	<ul style="list-style-type: none"> <li>• Complaint relating to the procedure for selecting a consultant for the recruitment of a Consultant / AMI "Preparation of the PGFC completion report and the mid-term review report of the PADA - AHAI"</li> </ul>	The complaint does not fall within the mandate of the IRM as it is related to procurement issues. Therefore, transferred to the department in charge of Procurement and the department initiating the project Agriculture.
4	01 June 2022	Senegal	Phase 2 of the Dakar-Diamniadio-AIBD Regional Express Train (REXT) project	<ul style="list-style-type: none"> <li>• Letter to the donors of the project for denunciation of the forfeiture on the process of freeing up the rights-of-way optional tranche</li> </ul>	Problem to be resolved at the operational level, therefore the IRM asked the complainants to seize the Management and if it was unsuccessful to submit a complaint to the IRM.
5	31 May 2022	Senegal	Dakar/Tivaouane/Saint-Louis Highway Construction Project	<ul style="list-style-type: none"> <li>• Alert on the environmental, socio-economic and health issues of the project</li> </ul>	The IRM recommended that the complainant contact the Bank's Management to resolve the problems raised and, if they were unable to find a solution, to contact IRM again.
6	08 March 2022	Congo	Central Africa Fiber Optic Backbone (CAB) Project – Congo Component	<ul style="list-style-type: none"> <li>• Complaint relating to unprocedural selection process of selection a firm regarding an ESIA study of the project</li> </ul>	The complaint does not fall within the mandate of the IRM as it is related to procurement issues, therefore transferred to Industrial & Trade Development Department (PITD).
7	25 January 2022	Cameroon	N/A	<ul style="list-style-type: none"> <li>• Complaint of a widow relating to non-payment of pension</li> </ul>	The complaint does not fall within the mandate of the IRM as it is related to HR/Pension issues, therefore transferred to the Staff Retirement Plan (PRP).
8	09 August 2021 (*) <sup>1</sup>	Mozambique	Mozambique LNG Area 1 Project	<ul style="list-style-type: none"> <li>• Loss of lands, improper relocation, and insufficient compensations</li> <li>• Inadequate consultations</li> <li>• Loss of access to fishing &amp; Insecurity and violence</li> </ul>	The complaint falls within the mandate of the IRM. Complainants were asked to provide additional information which has not been received to date despite multiple reminders.
9	28 June 2021 (*) <sup>2</sup>	Kenya	Nairobi Rivers Basin Rehabilitation and Restoration Program: Sewerage Improvement Project, Phase II	<p>The complainant is submitted by the youth of Kariobangi on:</p> <ul style="list-style-type: none"> <li>• An eviction without resettlement</li> </ul>	The case was pending before the Court and could not be registered according to IRM 2015 Rules. After the approval of IRM amended

<sup>1</sup> Restated

<sup>2</sup> Restated

No.	Date Received	Country	Project	Issues	Reason for Non-Registration
				<ul style="list-style-type: none"> <li>Impact on the youth education and more than 5000 families livelihoods</li> </ul>	Rules in July 2022, IRM requested complainants so resubmit the complaint to be considered under new Rules 2021, but till today no feedback from the complainants after many attempts.
10	26 June 2021	Senegal	Agriculture and Agro-Industry Department (AHAI) projects: Group Risk Management Function (PGFC) & Cashew Development Support Project (PADA)	<ul style="list-style-type: none"> <li>Complaint regarding a consultant's procedure</li> </ul>	The complaint is outside of the IRM mandate as it is related to procurement/ recruitment issues. Complaint to transferred to Bank's Procurement Division.
11	25 June 2021	Kenya	Nairobi Rivers Basin Rehabilitation and Restoration Program: Sewerage Improvement Project, Phase II.	<ul style="list-style-type: none"> <li>Complaint concerning eviction without resettlement</li> </ul>	The complaint did not meet the registration criteria for the 2015 rules (legal proceedings).
12	07 April 2021	Kenya	GDC geothermal power plant in Tiati	<ul style="list-style-type: none"> <li>Complaint of no compensation for land, area pollution and corruption of leaders</li> </ul>	The complaint is outside of the IRM mandate since the Bank did not finance project.
13	29 March 2021	Togo	Project « Agropole pilote du bassin de la Kara (PTA-Togo)»	<ul style="list-style-type: none"> <li>Complaint of a project's procurement</li> </ul>	The complaint is outside of the IRM mandate since related to procurement/Recruitment issues.
14	18 March 2021	Comoros	N/A	<ul style="list-style-type: none"> <li>Request for the suspension loan request submitted by the current government</li> </ul>	The complaint is outside of the IRM mandate since related to political issues.
15	10 December 2020	Senegal	South Agro-Industrial processing zone project (PZTA-SUD) or Agropole Sud	<ul style="list-style-type: none"> <li>Request for a compliance review of the recruitment procedure on the Agropole Sud project - Social protection specialist position</li> </ul>	The complaint is outside the mandate of the IRM. Therefore, it was forwarded to relevant departments to handle it Agriculture and Rural Finance Department (AHFR) & Senegal Country Office.
16	09 November 2020	Kenya	Nairobi Rivers Basin Rehabilitation and Restoration Program: Sewerage Improvement Project, Phase II.	<ul style="list-style-type: none"> <li>Complaint concerning a forcefully eviction without resettlement</li> </ul>	Complaint under consideration. IRM awaiting to receive additional information from the complainant.
17	19 October 2020	Sudan	Solar Water Pumps project in North and West Kordofan States	<ul style="list-style-type: none"> <li>Complaining about an unfair and un-procedural process of the project staff recruitment and requesting clarification of his situation from the hiring committee via the Bank.</li> </ul>	The complaint is outside the mandate of the IRM. Therefore, IRM forwarded to Director General, RDGE & Director for Power Systems Development (PESD).
18	06 October 2020	Kenya	Multinational - Lake Victoria Maritime Communications and Transport Project	<ul style="list-style-type: none"> <li>Request to investigate on Fraud for Tender awarding.</li> </ul>	The complaint is outside the mandate of the IRM. Therefore, IRM forwarded to PIAC (Integrity and Anti- Corruption Department) to handle it.

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19	31 August 2020	Uganda	Multinational Busega-Mpigi and Kagitumba-Kayonza-Rusumo Roads project	<ul style="list-style-type: none"> <li>Complaint over unpaid services rendered and unfair treatment by the project constructor</li> </ul>	The complaint is outside the mandate of the IRM. Therefore, IRM forwarded it to the Uganda Country Manager on 7 September 2020 to handle it.
20	14 August 2020	South Africa	10 MW Biomass Feasibility Study project in the Harding	<ul style="list-style-type: none"> <li>Complaint for the Bank for non-compliance of payment of services rendered</li> </ul>	The complaint falls outside the mandate of the IRM. Therefore, IRM forwarded it to the Renewable Energy Division (PERN1) on 20 August 2020 to handle it.
21	29 June 2020	Niger	Trans-Sahara Optic Fiber Backbone Project	<ul style="list-style-type: none"> <li>Follow up of his complaint for breach and termination of his contract as Project Coordinator</li> </ul>	The complaint is outside the mandate of the IRM because related to labor issues and was forwarded, to the department originator of the Project & Country Manager of Niger for action.
22	27 June 2020	Kenya	Last mile Connectivity Program	<ul style="list-style-type: none"> <li>Complaint for no payment of done work</li> </ul>	Complaint is outside the Mandate of the IRM because it concerns contract and labor issues. IRM has asked for additional information from the Requestor to assist in forwarding the complaint the relevant department.
23	17 June 2020	Kenya	Nairobi Rivers Basin Rehabilitation and Restoration Program: Sewerage Improvement Project Phase II.	<ul style="list-style-type: none"> <li>Kariobangi Illegal Eviction</li> </ul>	<p>There is a court case pending before the Environment and Land Court in Nairobi, Kenya concerning the same issue of eviction.</p> <p>The IRM Rules provide that the IRM cannot handle matters before national courts.</p> <p>IRM advised the Complainants that they can resubmit the complaint to IRM once the case has been determined by the court and/or the case is no longer pending before the court.</p>
24	4 June 2020	South Africa	N/A	<ul style="list-style-type: none"> <li>Request for CSO partnership sponsoring</li> </ul>	The complaint is outside the mandate of the IRM and forwarded to CSO division.
25	9 April 2020	Nigeria	N/A	<ul style="list-style-type: none"> <li>Request for financial support for Covid-19</li> </ul>	The complaint is outside the mandate of the IRM and could not be shared with other departments of the Bank because the request looked suspicious and frivolous.
26	7 April 2020	Nigeria	N/A	<ul style="list-style-type: none"> <li>Request for financial support for Covid-19</li> </ul>	The complaint is outside the mandate of the IRM and could not be shared with other departments of the Bank because the request looked suspicious and frivolous.
27	05 Mar 2020	Niger	Trans-Sahara Optic Fiber Backbone Project	<ul style="list-style-type: none"> <li>Complaint for breach/termination of his contract as</li> </ul>	The complaint is outside the mandate of the IRM and was

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						forwarded to the Department originator of the project “Département de l'industrie et du commerce” for follow up.
28	21 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe. Requesting compensation of an equivalent to the 43 years prior vacation	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
29	21 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe	Follow up of a complaint submitted earlier to IRM.
30	21 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe	Follow up of a complaint submitted earlier to IRM.
31	21 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe	Follow up of a complaint submitted earlier to IRM.
32	15 Feb 2020	Kenya	Geothermal Development Company's (GDC) - Proposed Geothermal Drilling Project in Menengai West		• Complaint about the ESIA for a proposed project which do not comply with the safeguards and social policies	The complaint is outside the mandate of the IRM because the Bank has not received any request for funding the project from the Government of Kenya.
33	14 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate houses issued with intended inadequate compensation	Follow up of a complaint submitted earlier to IRM.
34	14 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate houses issued with intended inadequate compensation (600 EUR only which is worth Ksh 8000 EUR)	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
35	13 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate houses issued with intended inadequate compensation (Ksh 2,165,220 only which is worth Ksh 7,958,000)	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
36	03 Feb 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh.50,000/) only	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
37	06 Jan. 2020	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate houses issued with intended inadequate compensation (Ksh 50.000 only which is worth Ksh 1 million or 10.000 EUR)	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
38	12 Dec 2019	Kenya	Mombasa-Mariakani Project	Road	• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 48,000/= only)	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.

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39	09 Dec 2019	Nigeria	TEF 2019 cohort sponsored by AfDB	<ul style="list-style-type: none"> <li>• Delay in receiving AfDB disbursement according to signed MOU while other sponsors cohort received theirs from the other sponsored agencies</li> </ul>	Request outside the Mandate of the IRM as it related to release of seed money to start up a business and was forwarded to the Human and Social Development Department for follow-up.
40	04 Dec 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 48,600/= only)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
41	04 Dec 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 46,800/= only)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
42	30 Nov 2019	Tanzania	TANROADS Tanzania	<ul style="list-style-type: none"> <li>• Complaint on an issue of procurement of a consultant re: TANROADS Tanzania.</li> </ul>	Request outside the Mandate of the IRM as it related to procurement issue and was forwarded to the Procurement department & Tanzania Office for follow-up.
43	19 Nov 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 48,000/= only)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
44	16 Nov 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 48,600/= only)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
45	16 Nov 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Notice to vacate New Flats Houses in Changamwe issued with intended inadequate compensation (Ksh. 48,600/= only)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
46	07 Nov 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Destruction of business premises in Changamwe by KeNHA since April 2016 without compensation</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
47	6 Nov 2019	Burundi	Multinational Burundi / Rwanda Rehabilitation Project - Section of the RN3 Mugina-Manda-Nyanza-Lac	<ul style="list-style-type: none"> <li>• Inadequate and insufficient compensations unresolved compensation issues</li> </ul>	After a deep review of the complaint and meetings with the complainant, the Burundi office & the PIU, the request was not eligible for the registration. However, IRM conducted negotiations and managed to get the complainant received additional compensation.
48	04 Sept 2019	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Destruction of 3-roomed house for rental by ground shaking caused by road construction machineries and KeNHA has refused to compensate the affected family</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.

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49	02 Sept 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• .Payment of 15% (Ksh. 30,000/=) as disturbance allowance and KeNHA is silent when it will pay the balance of compensation of 85%.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
50	20 Aug. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Destruction of family house due to ground shaking from the construction machineries and damage to the environment due to changed storm water drainage.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
51	19 Aug. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Destruction of family houses by storm water from the road and ground shaking by road construction machineries and KeNHA has refused to compensate the affected family.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
52	19 Aug.2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Destruction of family house ground shaking caused by road construction machineries and KeNHA has refused to compensate the affected family.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request because it was submitted by one person.
53	07 August 2019	Benin	Water Loss Reduction and Performance Improvement of Drinking Water Supply Systems in Cotonou, Porto-Novo and Their Suburbs		<ul style="list-style-type: none"> <li>• Contesting bid evaluation procedure and decision awarding the contract to a certain company</li> <li>• Request submitted by an individual representing the Unit Export Limited of Great Britain</li> </ul>	The complaint concerns procurement issue which is outside the mandate of the IRM. Therefore, the IRM forwarded the complaint to the Procurement Department for action on 6.09 2019.
54	07 Aug. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Damage to houses and soil collapsing at Bangaladeshi area due to re-routing of the drainage by the construction works.</li> </ul>	The 2-Complainant NGOs request for answers from lenders on the matters raised in their letter.
55	06 Aug. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Damage to her rental house due to construction work by KeNHA</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
56	24 July 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Destruction of water pipes denying the complainant a source of income from selling fresh water.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
57	24 July 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Destruction of medicinal trees leaving the complainant with no source of income</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.
58	20 July 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Lack of compensation for damage done to housing arising from road construction works by KeNHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.
59	11 July 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>• Business of the Complainant is affected by the Project but no valuation, compensation or consultation meetings have been held by KENHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.



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60	06 July 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation for destruction of medicinal trees by road construction works by KeNHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.
61	30 June 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation for damage and destruction of property arising from road construction works by KeNHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.
62	27 June 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation for damage arising from road construction works by KeNHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
63	26 June 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation for injuries/damage arising from road construction works by KeNHA.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
64	20 June 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation of an elderly, sick and poor person (man) in Mikindani Area</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
65	28 May 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Lack of compensation of an elderly, sick and vulnerable widow at kwaJomvu madafuni</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person.
66	25 March 2019	Kenya	Mombasa-Mariakani Road Project	Road	<ul style="list-style-type: none"> <li>Concerns about the concluded mediation process by EIB under the CAP process</li> </ul>	It was submitted as observations to the concluded process.
67	16 March 2019	Kenya	Mombasa-Mariakani Road Project	Road	<ul style="list-style-type: none"> <li>Lack of consultation of a business owner and a group of newspaper vendors who will be affected by the Project</li> </ul>	The documents were submitted to Resident Engineer in November 2018. The documents stamped by the Resident Engineer were forwarded to IRM for information.
68	26 Feb. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Name of the complainant missing from the compensation list prepared by National Land Commission (NLC)</li> </ul>	The complaint did not fulfill the criteria for registration of the Request, as it is submitted by one person.
69	06 Feb. 2019	Kenya	Mombasa-Mariakani Project	Road	<ul style="list-style-type: none"> <li>Inadequate compensations</li> <li>Names of PAPs missing from the compensation list</li> </ul>	All 13 requests were submitted individually and separately by 13 persons. IRM advised them to join other groups represented by the 3 Principal Requestors
70	Sept. 2018	Kenya	Mombasa-Mariakani Road Project	Road	<ul style="list-style-type: none"> <li>Inadequate compensation</li> <li>Loss of livelihood</li> <li>No resettlement assistance provided</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person. Requestor advised to join one of the eligible groups and be represented by it.
71	August 2018	Kenya	Mombasa-Mariakani Road Project	Road	<ul style="list-style-type: none"> <li>Inadequate compensation</li> <li>Loss of livelihood</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person. Requestor advised to join one of the eligible groups and be represented by it.

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72	July 2018	Kenya	Mombasa-Mariakani Road Project	<ul style="list-style-type: none"> <li>• Inadequate compensation</li> <li>• Loss of livelihood</li> <li>• Lack of information on how compensation was arrived at.</li> </ul>	The complaint did not fulfill the criteria for registration of the Request as it is submitted by one person. Requestor advised to join one of the eligible groups and be represented by it.
73	03 Sept 2019	Seychelles	Not clearly stated in the compliant	<ul style="list-style-type: none"> <li>• Non-payment of contract fees for services rendered in a project funded by the AfDB</li> </ul>	The complaint falls outside the mandate of the IRM. Therefore, IRM forwarded to the Deputy Director General of RDGE and the Acting Country Program Officer for Seychelles at AfDB on 19.09.2019.
74	21 June 2019	Impetus Europe Inc. (UK) (Project in Zambia)	Support to Science and Technology Education Project (SSTEP)- Copperbelt University	<ul style="list-style-type: none"> <li>• Failure to comply with Procurement rules in tendering process</li> </ul>	Request outside the Mandate of the IRM as it related to procurement issue and was forwarded to the Procurement department for follow-up.
75	10 April 2019	Steadman Global Consulting Limited, Uganda	A project in Sudan (Ministry of Finance and Economic Planning)	<ul style="list-style-type: none"> <li>• AfDB non-compliance with the bidding process</li> </ul>	Request outside the Mandate of the IRM as it related to procurement issue and was forwarded to the Procurement department for follow-up.
76	26 Feb. 2019	Cote d'Ivoire	Abidjan 4 <sup>th</sup> Bridge	<ul style="list-style-type: none"> <li>• Non-payment for services rendered.</li> </ul>	Request submitted by a company (Evacane) which raised a commercial dispute between it and the Ministry of Transport and Industry.
77	11 Feb. 2019	Kenya	Isebania-Ahero-Kisii Road Project	<ul style="list-style-type: none"> <li>• Likely demolition of a police post without assistance for relocating it.</li> </ul>	The issue was resolved by project Implementing Unit. It clarified that the post will not be affected by the Project and the Requestors were advised accordingly.
78	July 2018	Kenya	Ethiopia Kenya Power Systems Interconnection Project	<ul style="list-style-type: none"> <li>• Lack of wayleave compensation to Marsabit County Government</li> <li>• Inadequate information concerning compensation</li> </ul>	The complaint did not fulfill the criteria for registration of the Request. The Requestor referred to a land dispute over which the transmission lines traverse that is pending in the Court of Appeal in Kenya; the IRM cannot handle a complaint, which relates to a matter pending in national courts (see Para. II.b.2.d of IRM Rules 2015).
79	Mar. 2018	Cameroon	Youth Essay Contest: Africa of our Dreams.	<ul style="list-style-type: none"> <li>• Complainant unable to submit her essay because the Bank's system is down.</li> </ul>	Complaint outside the mandate of the IRM. IRM forwarded it to the Jobs for Youth in Africa (JfYA) to follow up.
80	February 2018	Burkina Faso	Gazetted Forests Participatory Management Project for REDD+ (PGFC/REDD+)	<ul style="list-style-type: none"> <li>• Local NGO representing affected people</li> <li>• inadequate consultation,</li> <li>• Loss of livelihoods</li> <li>• Land ownership</li> </ul>	IRM carried out consultations with complainants and Management followed by a field mission in September 2018. IRM noted that the Bank communication with the project implementation unit with regard to halting any activities that will negatively impact livelihoods



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					in additional Gazetted area, which was not initially planned for by Project. Should the Bank efforts to resolve complaints fail to materialize, the request will be registered and handled in 2019.
81	Apr. 2017	Uganda	Construction of the Isimba Dam	<ul style="list-style-type: none"> <li>• Likely flooding of the Kalagala offset if the dam is built at the tallest proposed height</li> </ul>	The Bank is not financing the project.
82	Mar. 2017	France	African Guarantee Fund	<ul style="list-style-type: none"> <li>• ITEKA accuses African Guarantee Fund of violating contract provision related to non-disclosure agreement.</li> </ul>	The issue concerned a third-party commitment in which the Bank was not involved. The issue was beyond the scope of the IRM.
83	Feb. 2017	Central African Republic	Reconstruction effort for communities in Central African Republic	<ul style="list-style-type: none"> <li>• Procurement and fraud issues</li> </ul>	Issues beyond the scope of the IRM and the IRM. Complaint forwarded to mandated Procurement Department and Integrity and Anti-Corruption Department (IACD) to handle the issues (Para. II.b of IRM Rules 2015).
84	Jan. 2017	Liberia	Rural Water, Sanitation and Hygiene (RWASH) Program	<ul style="list-style-type: none"> <li>• Delayed payment of consultancy fees</li> </ul>	Complaint is beyond the scope of the IRM and referred to mandated Procurement Department (Para. II.b of IRM Rules 2015).
85	Jun. 2016	Tunisia	Name of project not provided by complainants, but it is in the gas sector.	<ul style="list-style-type: none"> <li>• Water pollution</li> <li>• Access to farms blocked by the oil company</li> <li>• Locals not hired to provide labor to the company</li> </ul>	Requestors did not provide name of the project. Requestors did not provide additional and essential information for the IRM to follow up with the issues.
86	Jun. 2016	Kenya	ADB/GOK Education III Project at Kitale Secondary School	<ul style="list-style-type: none"> <li>• Non-completion of project which stalled immediately after it was started</li> </ul>	The project was withheld and the IRM forwarded Request to the Department in charge of Education in the Bank for follow-up with complainants.
87	Jun. 2016	Morocco	Youth Agribusiness Entrepreneurs Program	<ul style="list-style-type: none"> <li>• Denial of access to credit facility (finance) for implementing business plans developed under training financed by the Bank</li> </ul>	AfDB not involved in the finance of credit to trained young entrepreneurs. However, the IRM carried out a fact-finding mission in Morocco in Apr. 2017 and held a facilitation meeting between Requestors, ADA (the PIU), and the AfDB's National Office in Morocco (COMA). COMA and ADA agreed to contact National Credit Fund to accelerate processing of credit applications of Requestors.
88	Dec. 2015	Sierra Leone	Addax Bioenergy Project	<ul style="list-style-type: none"> <li>• Land issues</li> <li>• Understanding the causes and effects of development investment</li> <li>• Support to local communities</li> </ul>	AfDB worked out loan and was no longer involved in the project.

No.	Date Received	Country	Project	Issues	Reason for Non-Registration
89	Sep. 2015	Mali	Diversification of Moulin Moderne du Mali (M3) Project	<ul style="list-style-type: none"> <li>• Resettlement</li> <li>• Compensation</li> </ul>	The complaint did not fulfill the criteria for registration of the Request. The Request made some reference to relevant case before the national courts, limiting IRM from handling it (see Para. II.b.2.d of IRM Rules 2015). This case was later registered in 2016 after IRM verified there was no pending court case and received additional information from the Requestor.
90	Apr. 2015	Nigeria	Urban Water and Sanitation Improvement Project in Oyo and Taraba States	<ul style="list-style-type: none"> <li>• Allegation of presentation of fraudulent documentation during procurement process in Oyo State</li> </ul>	The complaint is beyond the scope of the IRM. Complaint was referred to mandated Procurement Department and Anti-corruption department for action.
91	Mar. 2015	Democratic Republic of Congo	Rural and Peri-Urban Electrification Project	<ul style="list-style-type: none"> <li>• Compensation</li> </ul>	Complaint related to a project that the Bank is not financing.
92	Nov. 2014	Republic of Congo	Support to the Monitoring and Evaluation System of the Poverty Reduction Strategy Project	<ul style="list-style-type: none"> <li>• Private company claiming payment by government for work done</li> </ul>	The Bank Management and the Government of the Republic of Congo, through dialogue facilitated by the IRM, handled the complaint. The IRM did not register this Request based on IRM Rules 2010 on prerequisites to be Requestor (Para. III.b).
93	Jul. 2014	Kenya	Olkaria Geothermal Project	<ul style="list-style-type: none"> <li>• Resettlement</li> <li>• Compensation</li> </ul>	Request was not registered since it was related to a project that the Bank was not financing.
94	Apr. 2014	Kenya	Outer Ring Road Project	<ul style="list-style-type: none"> <li>• Resettlement</li> <li>• Compensation</li> </ul>	Requestors did not contact management prior to filing complaint with the IRM (a prior condition that should have been fulfilled under the previous IRM Rules 2010). Request was later registered in 2015 as Requestor could not reach an agreement with the PIU. IRM intervened to facilitate the resolution of complaint through the Country Office in Nairobi.
95	2014	Republic of Congo	Support to the Monitoring and Evaluation System of the Poverty Reduction Strategy Project	<ul style="list-style-type: none"> <li>• Facilitation</li> </ul>	The Bank's funding in this project had no link with the concerns of the Requestors. The Bank had not violated any of its policies and procedures in this project. Issues raised were not within the scope of the Bank.
96	2012	Senegal	Public Road Project	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	Complaint successfully handled by Senegal Field Office in line with IRM Rules 2010 (Para. III.b.5.e).

<b>No.</b>	<b>Date Received</b>	<b>Country</b>	<b>Project</b>	<b>Issues</b>	<b>Reason for Non-Registration</b>
97	2012	Kenya	Public Road Project	• N/A	Complaint successfully handled by Kenya Field Office in line with IRM Rules 2010 (Para. III.b.5).
98	2012	Madagascar	Mining Project	• N/A	Request made by one individual and was not registered since IRM Rules 2010 require any group of two people to file a complaint (Para. III.3.a.4.a). Requestor could not come up with proof of other groups similarly affected by the project.
99	Sep. 2010	South Africa	Power Project	• N/A	Complaint relating to corruption referred by the IRM to mandated Anti-corruption department in line with IRM Rules 2010 (Para II.b).
100	2009	Tanzania	Public Road Project	• N/A	Complaint successfully handled by Tanzania Field Office.
101	2009	Kenya	Public Road Project	• N/A	Complaint successfully handled by Kenya Field Office.