



THE WORLD BANK
IBRD • IDA



ANNUAL REPORT FY22

GRIEVANCE REDRESS SERVICE

Finding Solutions Together

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1818 H Street NW

Washington DC 20433

Telephone: 202-473-1000

Internet: www.worldbank.org

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FOREWORD



The World Bank's Grievance Redress Service (GRS) is a core part of our commitment to transparency and accountability. It is an avenue for people and communities to submit complaints directly to the World Bank if they believe a World Bank-supported project has or is likely to adversely affect them, their community, or their environment. Now in its eighth year of operation, the GRS helps more individuals and communities engage directly with the World Bank to raise their concerns and find solutions.

As multiple, overlapping crises continued to unfold over the past year, including the COVID-19 pandemic, climate change, and the war in Ukraine, the GRS served to be a valuable service that responded swiftly to resolve complaints received – always ensuring affected communities and people were at the center of the solution process. Through dialogue and negotiation, the GRS facilitated the management and resolution of cases, supporting World Bank teams and Borrowers in reaching sustainable solutions to complex problems in a timely and effective manner.

The GRS received 383 complaints in more than 70 countries in fiscal year 2022, which covers the period July 2021-June 2022. This was the highest number of complaints received since inception of the GRS in 2015. The increase of new complaints is a result of more stepped-up outreach and engagement efforts undertaken to raise awareness of the service among World Bank staff and project stakeholders.

Complaints submitted in fiscal year 2022 covered a wide spectrum of project-related environmental and social issues, including negative impacts on livelihoods, involuntary resettlement, occupational health and safety, and inadequate stakeholder consultation. By drawing on its invaluable casework, the GRS was able to serve as an effective tool for early identification, assessment, and resolution of environmental and social issues and risks in many World Bank-supported projects. This annual report provides a wealth of information, including an overview of cases, key themes and emerging trends, select regional case studies, and engagement activities.

I invite you to read through the report on how the GRS, despite the challenges of the past year, has helped the World Bank be more adaptive in resolving complex complaints it received. As the World Bank continues to work in challenging environments, the GRS is well positioned to contribute to the achievement of our developmental goals.

Ed Mountfield

*Vice President, Operations Policy
and Country Services, The World Bank*

INTRODUCTION

Development projects supported by the World Bank offer various platforms for affected people to make their voices heard. These channels play an important role in the management of risks and impacts in the development process. The Grievance Redress Service (GRS) is one of these platforms that form part of the World Bank's accountability framework. The GRS provides a single-entry point for people and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to cause them harm. It complements project-level grievance mechanisms overseen by the country authorities and the World Bank's Accountability Mechanism, including the Dispute Resolution Service and Inspection Panel, which functions independently of World Bank Management.

Launched in 2015, the GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed. Equally, the GRS facilitates response to such grievances by providing support to World Bank project teams to address issues raised in an effective manner.

Complaints brought to the GRS relate to a wide spectrum of project-related issues, including impacts on livelihoods or the environment, involuntary resettlement, occupational health and safety, and rights of affected communities to meaningful consultation. Over the last three years, the GRS processed an average of 302 complaints per year covering a broad range of issues. Since its inception, approximately 1,500 complaints have been received by the GRS, including 383 complaints received in fiscal year 2022 (July 2021 to June 2022).

For complaints to be processed as GRS cases, they must meet three key criteria for admissibility: (i) the complaint relates to a World Bank-supported project that is under preparation, is active, or has been closed for less than 15 months; (ii) the complaint is submitted by individuals or communities affected by a World Bank-supported project, or by their authorized representative; and (iii) the complainant(s) allege that they have been or will be affected by the World Bank-supported project. Of the 383 complaints received in FY22, 113 were considered admissible by the GRS, and 270 inadmissible. However, inadmissible complaints alleging fraud and corruption are referred to the World Bank's Integrity Vice Presidency, and inadmissible complaints related to bidding and procurement processes are referred to the Procurement team in the Operations Policy and Country Services (OPCS) Vice Presidency.

This Annual Report includes an overview of complaints received in FY22, key themes and emerging trends from the GRS portfolio of cases, select regional case studies, graphs detailing GRS statistics and casework, and engagement activities carried out from July 2021 through June 2022.

GRS OVERVIEW

The Grievance Redress Service (GRS) is an avenue that people and communities can use to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or the environment.

The GRS has four main functions:

Handling complaints. World Bank task teams and project-affected people use the GRS to resolve issues quickly and effectively through dialogue, collaboration, and a focus on sustainable solutions. The GRS facilitates the problem-solving process by promoting a better understanding of the concerns raised and working towards their resolution in collaboration with complainants, World Bank task teams, Borrowers, and other relevant stakeholders.

Advisory services. In addition to problem-solving, the GRS helps identify systemic issues in project implementation and lessons in improving the management of environmental and social aspects of World Bank-supported projects. The GRS is well positioned to extract such lessons based on its extensive experience working with complainants and various World Bank units across the institution on project-related issues. The GRS also provides capacity building and training for World Bank staff on handling and resolving complaints.

Monitoring and reporting. The GRS works with World Bank task teams to monitor the implementation of agreements reached between complainants and Borrowers. Monthly case logs are published on the GRS external website. The GRS monitoring and reporting function helps the World Bank identify recurrent issues and stay informed of emerging environmental and social risks relating to World Bank-supported projects across sectors and regions.

Outreach and communications. The GRS website -- worldbank.org/grs -- which is available in six languages, provides critical information on key areas, including how to file a complaint and the GRS intake channels. In addition, at the World Bank/IMF Spring Meetings and Annual Meetings, sessions for civil society groups are held to raise awareness about the GRS.

Confidentiality protocol

All complaints received by the GRS are treated as confidential, unless complainants provide written consent to disclose their personal data to the Borrower or relevant third parties (e.g., contractors) in the course of follow-up on a particular complaint. The GRS provides complainants with its privacy notice upon receipt of a complaint, explaining how their personal data is processed.



A'Melody Lee / World Bank

Accountability framework

The GRS complements the project-level grievance mechanisms set up by the Borrower and the World Bank's independent Accountability Mechanism which houses the Dispute Resolution Service and the Inspection Panel. Use of the GRS does not restrict complainants from accessing any other available redress mechanism.

Organizational Structure

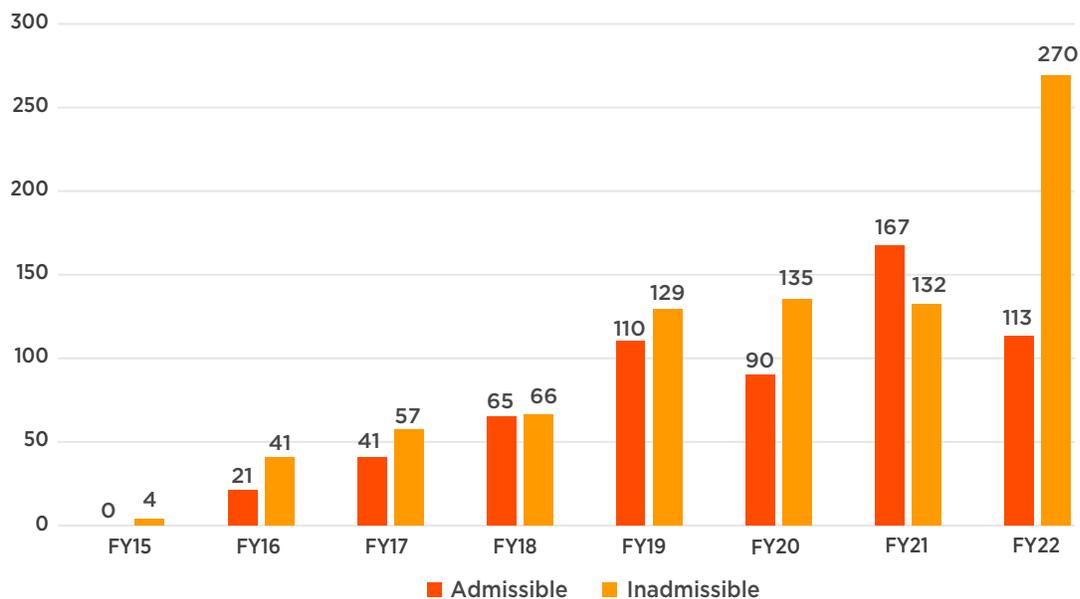
The GRS is a stand-alone unit in the Operations Policy and Country Services (OPCS) Vice Presidency of the World Bank. Equally, OPCS is responsible for the interpretation of the Environmental and Social Framework (ESF) and the World Bank's safeguard policies. The GRS is overseen and supported by Senior Management and is functionally separate from teams tasked with preparing and supporting projects in the World Bank's organizational structure.

GRS STATISTICS

Complaints received

383 complaints were received by the GRS in FY22, the highest number of complaints received in any given year since inception in 2015. There has been a consistent upward trend in numbers of complaints received on a yearly basis across the reporting years from FY15 (Figure 1). The increase in the intake of new complaints indicates in part the effectiveness of training and outreach efforts undertaken to raise broader awareness of the GRS among World Bank staff and project-affected communities.

FIGURE 1. Complaints received by the GRS from March 2015 to June 2022



Intake channels

In FY22, 59% of complaints received were submitted directly to the GRS; the remaining 41% of the total number of complaints were referred to the GRS by World Bank staff and units such as the Integrity Vice-Presidency (INT). This indicates broad awareness and use of the GRS by complainants, as well as a collaborative approach with respect to referral of complaints by World Bank staff.

New admissible complaints

In FY22, 30% of complaints received by the GRS (that is, 113 of 383 complaints) were deemed admissible and processed accordingly, with 39 of those cases closed in the same reporting year. The remaining 270 complaints submitted to the GRS were assessed as inadmissible by the GRS. More than half of such inadmissible complaints raised issues related to procurement, fraud and corruption. Others were submitted

anonymously, concern activities not financed by the World Bank, or relate to World Bank-financed projects that had been closed for more than 15 months. As such, those complaints did not meet the admissibility criteria for further processing in accordance with the GRS Procedure. Most of those inadmissible complaints were referred to the appropriate units in the World Bank. For example, the GRS referred inadmissible complaints related to fraud and corruption to the World Bank Integrity Vice Presidency (INT), and complaints related to bidding and procurement processes to the World Bank Procurement team in the Operations Policy and Country Services Vice-Presidency (OPCS).

Cases processed

In addition to the 113 admissible complaints received in FY22, another 113 cases were carried over from previous fiscal years, as the GRS continued to work on those cases to reach satisfactory resolutions. As a result, the GRS worked on 226 cases relating to environmental and social concerns that fall within the mandate of the GRS in FY22.

By Region

The majority of admissible complaints received in FY22 involved World Bank-supported projects in the World Bank's Eastern and Southern Africa region and the Latin America and the Caribbean region; each of these regions received 24 cases (See Figure 2a). In line with the trend observed in the previous fiscal year, few cases received by the GRS in FY22 originated from Middle East and North Africa or Europe and Central Asia regions.

Since its inception in FY15, most admissible cases processed by the GRS related to World Bank-supported projects in South Asia (28%), followed by Eastern and Southern Africa (19%) (See Figure 2b). In several instances, however, the same project was subject to multiple admissible complaints, thereby contributing to an increase in the number of GRS cases observed in a given region.

FIGURE 2A. Admissible cases by Region, FY22

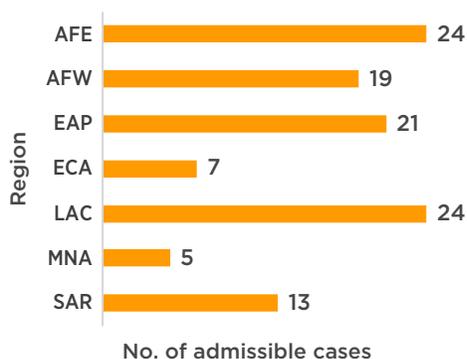
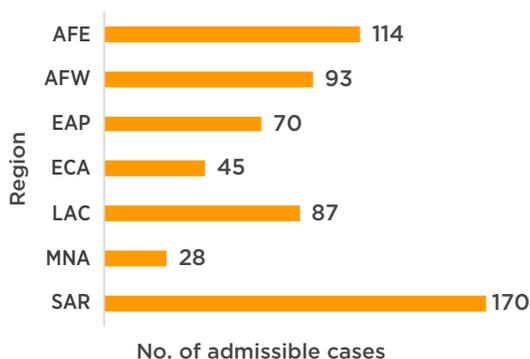


FIGURE 2B. Admissible cases by Region, FY15-22



AFE - Eastern and Southern Africa; AFW - Western and Central Africa; EAP - East Asia and the Pacific; ECA - Europe and Central Asia; LAC - Latin America and the Caribbean; MNA - Middle East and North Africa; SAR - South Asia

By Global Practice

In FY22, GRS data show that the highest number of admissible complaints relate to projects led by the Urban, Resilience and Land Global Practice and the Transport Global Practice (Figure 3a). This is consistent with the data observed since establishing the GRS in 2015. (Figure 3b).

FIGURE 3A. Admissible cases by Global Practice, FY22

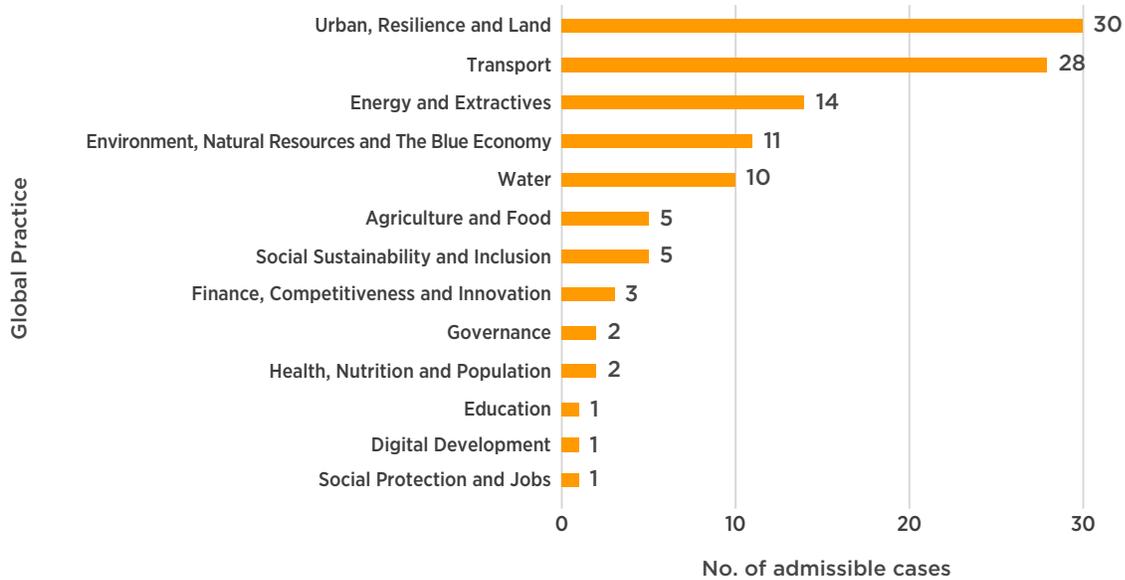
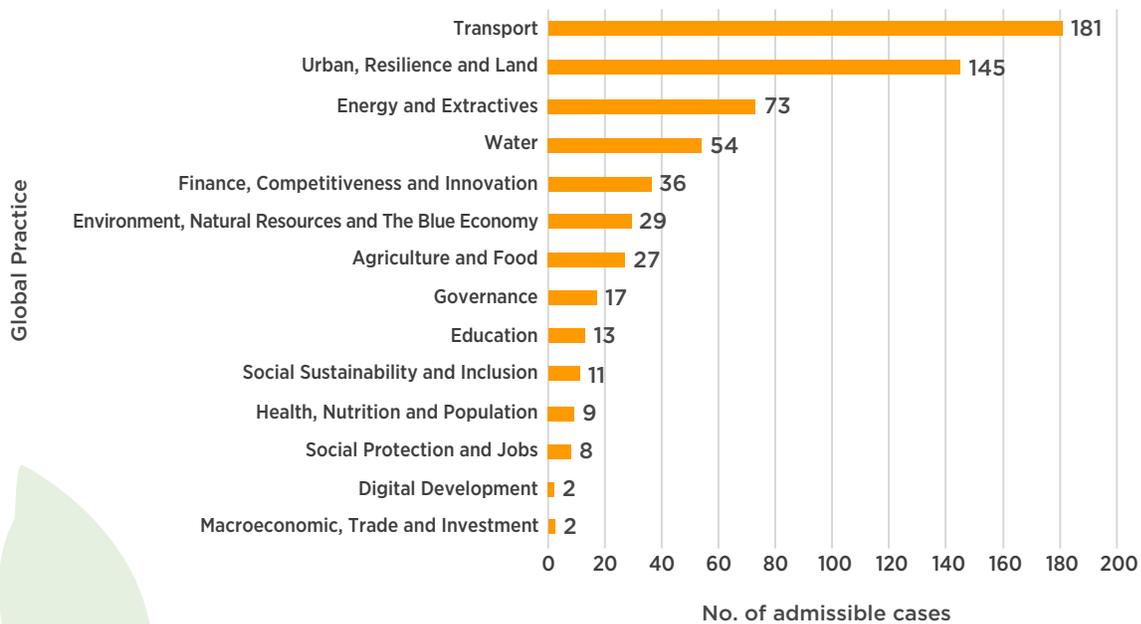


FIGURE 3B. Admissible cases by Global Practice, FY15-22



KEY THEMES & EMERGING TRENDS

Land acquisition and resettlement

Since the GRS was established in 2015, concerns about the land acquisition and resettlement process in Bank-financed projects have been the most recurrent issues raised in complaints handled. Around half of admissible complaints in FY22 related to such issues. In most of these cases, complainants alleged inadequate compensation for acquisition of land, residential properties, and other assets such as crops and productive trees affected by the projects. The GRS also processed other recurring allegations about inadequate compensation for loss of income and livelihoods as well as delays in receipt of compensation payments. A significant share of these complaints also raised concerns about inadequacies in project consultation on land acquisition and involuntary resettlement and related disclosure of information to project-affected people.

Over the course of the complaint-handling process, World Bank task teams ensured that Borrowers thoroughly reviewed complainants' compensation entitlements, often with the assistance of third-party monitors or independent social audits of resettlement action plans carried out by experts. For example, World Bank task teams from Vietnam routinely requested third-party project monitors to conduct site visits and prepare detailed reports of the issues raised in complaints. In addition, the GRS facilitated information-sharing within the World Bank, with the view that the lessons learned from GRS cases will inform future operations.

With World Bank support, Borrowers implemented a range of remedial measures to address issues raised, depending on the substance and complexity of the cases. These include reevaluating affected properties, providing support to complainants in identifying equivalent replacement properties, accelerating disbursement of compensation payments, and conducting additional consultations to ensure complainants' full understanding of their compensation entitlements. In cases where systemic gaps were identified, project resettlement action plans were updated to bridge these gaps. In this way, complaints received by the GRS also became instrumental in adapting the management of Bank-financed projects to enhance their social and environmental sustainability.

Case studies from Albania and Vietnam presented below illustrate the solutions achieved with complaints that raised concerns about land acquisition, resettlement and associated compensation. A case study from The Gambia points to where a village committee representing project-affected people raised concerns about a project rejecting the compensation claims made by villagers whose customary collective grazing and farming lands were affected by the project. The World Bank worked with the Borrower to assess these claims through a collaborative process involving the village committee, and which

included multiple site visits, third-party verification of compensation entitlements under the project's resettlement action plan, and a review by the project's higher-level reconciliation committee. As a result, eligibility of the affected people for compensation for the project's acquisition of their lands was confirmed and the Borrower compensated the affected people accordingly. This case was considered resolved by the GRS when the village committee confirmed disbursement of all agreed compensations and expressed its satisfaction with the outcome.

Damages to properties of project-affected people

In FY22, the GRS handled a number of complaints that alleged damages to private properties, including residential houses and structures such as wall fences and agricultural lands, resulting from activities in World Bank-supported projects. Such complaints were received from complainants in countries across regions, namely Ecuador, Peru, Argentina, Nigeria, Tanzania, Kenya, Vietnam, Georgia, and Uzbekistan. Damages occurred from at least two main sources: vibrations from construction activities such as ground compacting for road works, drilling of tunnels or blasting; and flooding due to inadequate drainage and construction works. The alleged severity and scale of impacts varied considerably, ranging from minor cracks in walls to houses becoming unsafe for living, and from a single affected household to cases with allegedly multiple affected families.

Seeking solutions to these issues became complex due to the absence in most cases of reliable baselines of the affected structures and disagreements between complainants and project contractors on the attribution of damages to project activities. In some cases, the World Bank and Borrowers requested an independent technical assessment to appraise the damages and determine their likely causes. When such assessments established partial or full attribution to the project, the World Bank worked with Borrowers, complainants, and contractors to find practical solutions to repairing the affected properties or payment of relevant compensations. To avoid recurrence of similar damages, the World Bank requested Borrowers to implement preventive measures such as adjusting construction techniques to reduce vibrations, conducting comprehensive baselines of existing structures prior to the start of new construction activities, and monitoring structures during construction.

In a successfully resolved case related to a transport project in Vietnam, members of a household alleged that bridge construction works caused multiple cracks on the walls of their adjacent house. Acting on the complaint, the Borrower first ascertained that the construction activities producing vibrations had already been completed and that there was no outstanding risk of further damages. As the project contractor denied responsibility for the damages, the Borrower requested an independent technical assessment. While the assessment was not fully conclusive due to the absence of a baseline, it determined that the construction works were a possible source of the damages. Based on this assessment, the contractor agreed to pay compensation for the expenses incurred for the repairs. The GRS proceeded with case closure once the agreed compensation payment was made.

Workplace harassment

The GRS received multiple complaints in FY22 alleging workplace harassment and discrimination. Such complaints were received across all regions and originated from both project workers and the Borrower's project implementation units. In approximately half of these cases, the complainants requested confidentiality as they feared retaliation.

In response to these complaints, the World Bank supported Borrowers to enhance working conditions. Among the key measures implemented were: (i) conducting awareness trainings on respectful workplace environments; (ii) developing or strengthening existing codes of conduct for project personnel and contractors, explicitly including provisions on zero-tolerance of harassment and discrimination, as well as associated sanctions; (iii) strengthening project-level grievance mechanisms to enhance the capacity to handle such complaints while keeping the identities of complainants confidential to avoid the risk of retaliation; and (iv) closely monitoring the situation of complainants with respect to potential risk of retaliation. For projects prepared under the World Bank's Environmental and Social Framework, Environmental and Social Standard 2 on Labor and Working Conditions provided valuable guidance to address workplace harassment concerns, including through the requirement to put in place labor management procedures and differentiated grievance mechanisms for project workers.

In one case, a complainant alleged discrimination and workplace harassment. Fearing retaliation, the complainant initially requested confidentiality. To address these issues without disclosing the existence of the complaint, the World Bank agreed with the Borrower on an action plan applicable across the project, including contractors and the Project Implementation Unit (PIU). The action plan included strengthening key instruments for managing labor issues, such as the project Code of Conduct and the grievance mechanism, and conducting awareness training on appropriate workplace conditions. The World Bank Country Management Unit (CMU) also conducted trainings on workplace conditions across all PIUs engaged in Bank-financed projects in a cluster of countries covered by the CMU, as well as a review of potential workplace issues in the portfolio. While the complainant had resigned from her position after finding alternative employment, she expressed her appreciation for the agreed measures to avoid recurrence of workplace harassment.

Environmental issues and emergency response

In FY22, several project-affected people and communities raised concerns about the environmental impacts of project-related activities, such as road construction and other civil works. Some activities allegedly posed risks of flooding, soil erosion, and invariably, damage to public spaces and private properties—all of which were considered by complainants as jeopardizing the health, safety, and livelihoods of individuals and communities.

In some projects, for example, drainage works were undertaken as part of road construction works to prevent surface runoffs, promote road safety, and protect

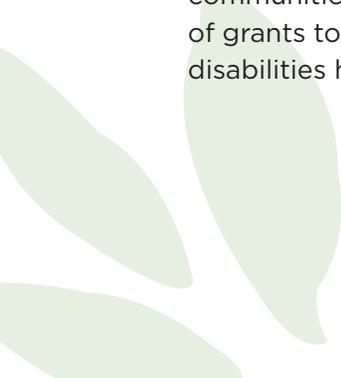
properties from adverse impacts of heavy rainfall during certain seasons of the year. In other projects, measures such as fencing the right-of-way and the erection of protection barriers were carried out to mitigate risks from soil erosion or other weather conditions. Where such risks and impacts could not be mitigated, the damages were either repaired under the project or adequate compensation was provided to affected communities.

Longer-term solutions, on the other hand, allowed Borrowers and the World Bank to employ proactive measures that resulted in not only timely remediation, but also avoidance of the damage to properties and the environment altogether. Regular consultations with complainants and project-affected communities, combined with strengthening the project-level grievance mechanism improved stakeholder engagement and participation. Equally important were environmental audits that were conducted before contractors departed work sites. Finally, the issues were managed to a great extent by the Borrowers' mitigation measures to address environmental risks, the funds and resources Borrowers allocated to implement the measures, and their commitment to handling community grievances.

With several regions in Kenya experiencing locust invasion and dealing with displacement impacts, World Bank-supported projects helped the country with emergency response during the invasion and access to services in communities affected by displacement impacts. Project-affected people submitted GRS complaints raising concerns about inadequate project information disclosure and public consultations. The complaints also alleged exclusion of vulnerable groups and persons with disabilities from project grants that were meant to help project-affected people implement community-led sub-projects or restore their livelihoods.

The Borrower's implementing agencies and local coordination units, in consultation with the World Bank, adopted remedial actions that utilized various channels for sharing project-related information with the complainants and their communities. These channels included public information offices in local units and villages, as well as community liaison officers whose number increased in response to the complaints. In planning remedial actions, the Borrower and the World Bank also took into consideration the security situation in project areas and how it might have affected the communities' participation in public consultations, their communication with local coordination units, and their access to information about the project. Finally, committees in project implementing units were formed to review appeals and respond to queries regarding project grants.

The project's adaptiveness and stakeholder outreach helped the Borrower and the World Bank address information gaps, raise awareness about the project among communities in remote and conflict-affected areas, accelerate the review and release of grants to community groups, and ensure that vulnerable groups and persons with disabilities have access to those grants.



REGIONAL CASES

Africa: Eastern and Southern

[Uganda Second Kampala Institutional and Infrastructure Development Project \(P133590\)](#)

Complaint

A project-affected community raised concerns about road safety and environmental degradation due to flooding and incomplete works on the project's drainage system. The community also alleged that the project's grievance handling committee was not responsive.

Resolution

The GRS facilitated discussions between the World Bank, the Borrower, and a representative of the local community. This resulted in an action plan with the following agreements: i) the World Bank financed the cost of upgrading drainage works on community roads; ii) the Borrower, contractor, and the community representative who was also the principal complainant signed an agreement on the scope and timeline of works with monitoring arrangements by both the Borrower's implementing agency and the community representative. Upon implementation of the agreed action plan and completion of the road upgrade works, the complaint was thereafter closed to the community's satisfaction.

PROJECT INFORMATION

The Project Development Objective is enhanced infrastructure and institutional capacity of the Kampala Capital City Authority (KCCA) to improve urban mobility in Kampala.

Board approval date: March 20, 2014

Closing date: May 31, 2023

Sector: Urban, Resilience and Land

Applicable E&S Policies: Safeguards

Environmental category: B

Africa: Western and Central

Mauritania Sahel Irrigation Initiative Support Project (P154482)

Complaint

A civil society organization submitted a complaint on behalf of a rural community in one of the provinces covered by the project. The complaint raised allegations of land acquisition without compensation and lack of public consultations. It also raised concerns about potential inter-communal conflicts due to limited access to grazing land, soil erosion and health problems due to community exposure to the project's toxic fertilizers, as well as discrimination and exclusion of the minority community from project activities.

Resolution

The World Bank and the Borrower's implementing agency agreed on a range of remedial actions to strengthen the project's environmental and social risk management action plans, and project-level grievance mechanism. The Bank engaged an international mediator who facilitated an agreement signed by the Borrower and the village representative to ensure the community members' participation in targeted community-led sub-project activities. The Bank also provided technical assistance to the Borrower's implementing agency to enhance its capacity to monitor implementation activities in community-led sub-projects in line with the project's environmental and social action plans.

The Bank's prompt response coupled with the direct engagement of the Borrower with the village representative and the community led to positive outcomes. The ongoing dialogue helped identify stakeholders who participated in the mediation exercise. The in-depth assessment of local governance dynamics carried out as part of the update of the project's environmental and social action plan identified factors that had resulted in community exclusion and the appropriate communication channels that helped with effective stakeholder engagement with the community. The community's discussions with the Borrower and the World Bank helped establish a clear understanding of the scope of community-led sub-project activities and the role of recipient community members. The complaint was resolved to the community's satisfaction.

PROJECT INFORMATION

The Project Development Objectives are to improve the stakeholders' capacity to develop and manage irrigation and increase irrigated areas in participating countries across the Sahel.

Board approval date: December 5, 2017

Closing date: March 31, 2024

Sector: Water

Applicable E&S Policies: Safeguards

Environmental category: A

East Asia and the Pacific

Vietnam Can Tho Urban Development and Resilience Project (P152851)

Complaint

Members of a household that was required to resettle filed a complaint stating that its land and home were affected by the project. The complaint raised allegations of compensation below market value, an allocated resettlement land plot that is smaller than the land acquired by the project, and potential enforcement of compulsory land acquisition before replacement housing was available for move-in.

Resolution

At the World Bank's request, the Borrower's project implementing agency placed the compulsory land acquisition process on temporary hold as it conducted further consultations with the complainant. The project's third-party monitor verified that the complainant was provided compensation at replacement cost in accordance with the requirements of the project's resettlement action plan, and the implementing agency informed the complainant accordingly. As available sites for resettling project-affected persons did not include plots equivalent to the complainants' land, the implementing agency offered other options in an alternative site that was under development. The complainant and the agency agreed on a resettlement land plot and a lump sum compensation payment for the complainant's temporary relocation in a rented residence until the resettlement land plot became available. Once the Borrower disbursed the agreed compensation for temporary relocation, the complainant voluntarily handed over the acquired property to the project.

PROJECT INFORMATION

The Project Development Objective is to reduce flood risk in the urban core area, improve connectivity between the city center and the new low risk urban growth areas, and enhance the capacity of city authorities to manage disaster risk in Can Tho City.

Board approval date: March 24, 2016

Closing date: June 30, 2024

Sector: Urban, Resilience and Land

Applicable E&S Policies: Safeguards

Environmental category: A

Europe and Central Asia

[Albania Project for Integrated Urban and Tourism Development \(PIUTD\) \(P155875\)](#)

Complaint

A group of three complainants filed a complaint raising concerns related to the demolition of their business premises on grounds of illegal operation in the area.

Resolution

Upon follow-up by the World Bank, the Borrower's project implementing agency met with the complainants and agreed on an amicable solution allowing the operation of the complainants' businesses and granting them the right of first entry in a newly-designated area for businesses once its protected area management plan was approved. The Borrower also agreed to assess the situation and update the project's Resettlement Policy Framework for the project's additional financing, as well as integrate the agreed measures in project documentation.

Following those two measures, the Borrower worked towards designating a new protected area, culminating in the approval of the specific Protected Area Management Plan. Such a Management Plan was necessary to establish specific locations where business can operate legally. The complainants would have the first right to lease the newly constructed space to operate their businesses prior to any other small business owners, and they would benefit from larger and better facilities to offset the costs incurred in the original demolition of their business premises. This approach has been welcomed by the complainants and its implementation was monitored by the World Bank.

The case was closed based on the adequate actions taken by the Borrower's project implementing agency, with the support of the World Bank, to address the concerns raised by the complainants, as well as the complainants' written confirmation that they were satisfied with the resolution of their complaint and could operate their businesses without any issues.

PROJECT INFORMATION

The Project Development Objective is to improve urban infrastructure, enhance tourism assets, and strengthen institutional capacity to support tourism-related local economic development in selected areas in the south of Albania.

Board approval date: November 15, 2016

Closing date: July 31, 2025

Sector: Urban, Resilience and Land

Applicable E&S Policies: Safeguards

Environmental category: B

Latin America and the Caribbean

[Paraguay Market Access for Agricultural Products Project \(P168153\)](#)

Complaint

The GRS received a complaint raising concerns about the inadequate inclusion of indigenous communities as direct project beneficiaries. The initial dialogue between the Borrower and the complainants revealed an underlying concern by the complainants that indigenous organizations—as representatives of beneficiary communities—were not given sufficient opportunities to participate in project implementation.

Resolution

To help indigenous communities access project benefits, the Borrower's project implementing agency hired several outreach specialists to assist the communities and facilitate the process. These professionals had experience working with indigenous peoples. Moreover, following a dialogue with the complainants, the implementing agency prepared an action plan for systematic engagement with representatives of indigenous communities throughout project implementation. The plan included, among other measures, periodic meetings with these representatives to discuss progress of the project, coordination on the process to be conducted towards obtaining the Free, Prior, and Informed Consent (FPIC) of the affected communities, as well as their participation in key project activities at the community level. Given that this project is implemented under the Environmental and Social Framework (ESF), it offers enhanced opportunities for indigenous groups to participate in, and benefit from, the development process through the Free, Prior, and Informed Consent (FPIC) process, compared to projects implemented under the World Bank's Safeguard Policies. FPIC builds on meaningful consultation with affected groups, and incorporates both an agreed process to carry out good faith negotiations and a documented outcome.

At the complainants' request, the implementing agency conducted broad consultations on the action plan, including with representatives of indigenous organizations and communities. During the consultations, participants agreed with the proposed action plan. Subsequently, the implementing agency updated the project's Indigenous Peoples Planning Framework and included the agreed measures. Throughout the process, the World Bank task team provided technical support to the implementing agency on constructive engagement with indigenous communities as project stakeholders.

PROJECT INFORMATION

The Project Development Objective is to enhance access to markets and provide emergency support to Agricultural Producer Organizations, Indigenous Communities and their members, for the current COVID-19 emergency and future Eligible Crises or Emergencies.

Board approval date: March 19, 2020

Closing date: June 30, 2026

Sector: Agriculture and Food

Applicable E&S Policies: ESF

E&S Risk: Substantial

Middle East and North Africa

[Jordan Exploring High Value, Socially Inclusive and Water Efficient Agriculture Project \(P170476\)](#)

Complaint

The GRS received a complaint raising concerns about working conditions, such as non-issuance of training and work agreements, unsuitable training conditions, and threats of exclusion from participation in training activities.

Resolution

The World Bank task team and the Borrower's project implementing agency agreed on a remedial action plan with a two-pronged approach: the first was to put in place sustainable institutional measures to address workplace issues and avoid their recurrence; and the second was to meet the immediate needs for proper training conditions.

Subsequently, the World Bank and the project implementing agency carried out regular site visits and prepared needs assessment reports related to fostering conducive training conditions. Among these conditions were the use of proper safety equipment, separate rest rooms for women trainees, and rehabilitation of training sites. The project implementing agency also signed training and work agreements and paid the outstanding fees due to its trainees. Finally, the implementing agency adopted a code of conduct and organized associated awareness sessions for the project and training teams on respectful workplace environments and grievance filing at the project-level. The case was resolved to the complainants' satisfaction.

PROJECT INFORMATION

The Project Development Objective is to pilot an environmentally sustainable, commercially viable and socially-inclusive hydroponic agriculture business model.

Board approval date: May 9, 2020

Closing date: March 28, 2024

Sector: Agriculture and Food

Applicable E&S Policies: ESF

E&S Risk: Moderate



South Asia

India Rajasthan State Highways Development Program II (P157141)

Complaint

The GRS received a complaint raising allegations of encroachment by the project contractor into the complainant's private property and causing damages to the property. The complainant also claimed that there was inadequate road elevation related to project works and causing environmental and health concerns, particularly when it rained.

Resolution

The World Bank task team discussed the issues raised with the Borrower's project implementing agency. The Borrower's project implementing agency conducted a site visit, during which it did not find any encroachment or damages to the complainant's property. With respect to the issue of road elevation, the contractor installed a drainage pipe to address the complainant's concerns. In addition, the project implementing agency explained the details of the project-level grievance mechanism to the local community. As part of the project's communication and outreach efforts, the agency posted information about the project-level grievance mechanism, along with contact details, on a public information display board. The complainant agreed that the issues raised were resolved and the complaint was closed satisfactorily.

PROJECT INFORMATION

The Project Development Objective is to build capacity for better management of state highways and to improve traffic flows on selected state highways in the state of Rajasthan.

Board approval date: March 29, 2019

Closing date: March 29, 2024

Sector: Transport

Applicable E&S Policies: Safeguards

Environmental Category: B

Sri Lanka Climate Resilience Multi-Phase Programmatic (P160005)

Complaint

The complainant raised allegations of loss of income as a result of complying with the official requirements in preparing for property acquisition by the project.

The complainant alleged that upon receiving notification of the project's acquisition of his property, he had cancelled his long-term leases and stopped repairing a retaining wall. Since the property was about to be acquired, he could not find any tenants interested in a short-term lease and started falling behind on his mortgage payments for the property. Meanwhile, the project was scaled down and the land on which his property was built was no longer needed for acquisition by the project.

Resolution

The World Bank task team worked with the Borrower's project implementing agency on an action plan to resolve this case. The implementing agency set up a special grievance committee to review project documents and investigate the allegations mentioned in the complaint. Through this process, the Borrower was also able to identify additional cases where similar instances had occurred, and extend the possibility of remediation to those other affected people. The composition of the committee had been robust as the committee's evaluation of these cases required inter-agency collaboration within various government structures. It included the project implementing unit, various government ministries, and other relevant government bodies (such as the Ministry of Land, Ministry of Irrigation, and Divisional secretaries). Although the process took time, the GRS and the World Bank task team continued following up with the Borrower to ensure that the issues raised are given adequate attention. Each claim raised to the committee, including the GRS case, was reviewed. After the committee submitted its final report agreeing to the compensation for the losses incurred by the complainant, the compensation was approved and paid by the Borrower.

PROJECT INFORMATION

The Project Development Objective of the first phase is to enhance the capacity of the Government to deliver improved weather and climate forecasting and early warning; and to reduce flood risks in the lower Kelani basin (between Hanwella and Kaduwela).

Board approval date: June 25, 2019

Closing date: December 31, 2026

Sector: Water

Applicable E&S Policies: Safeguards

Environmental category: A



COMMUNICATION AND OUTREACH

In FY22, the GRS undertook several activities to enhance its communication and outreach to stakeholders, including civil society organizations, project-affected communities, as well as World Bank staff. These efforts helped expand access to the GRS through information-sharing and joint collaboration.

Staff Training

In FY22, the GRS delivered a series of training sessions to approximately 250 World Bank staff based in headquarters and country offices. These learning sessions were facilitated by GRS regional focal points who presented the GRS support available to World Bank task teams and shared lessons learned from the GRS experience in collaborating with colleagues across the institution towards the resolution of various types of complaints received from stakeholders.

The GRS also disseminated its e-learning course which was launched in May 2022 on the World Bank's Open Learning Campus (OLC). The self-paced course introduces World Bank staff to the GRS complaint-handling cycle and presents an interactive case study that explains the process of resolving a complaint.

Civil Society Engagement

The World Bank provides civil society and external stakeholders with spaces for dialogue and exchange of information on a wide range of shared development issues. During the World Bank Group-International Monetary Fund (WBG-IMF) Spring and Annual Meetings in October 2021 and April 2022, the World Bank hosted sessions to update civil society organizations on the GRS. As part of the ESF Dialogue Series, a virtual discussion was held with CSO representatives and other stakeholders in June 2022. Such engagements help raise awareness on the GRS among CSOs and representatives of project-affected individuals and communities, and provide invaluable feedback on environmental and social risks and impacts related to World Bank-supported projects.

GRS Website

In FY22, the GRS website recorded a 21 percent increase in average page traffic compared to FY21. More than half of the unique users visiting the GRS website accessed it from developing countries. In addition to the increase in online traffic, the GRS website and complaint form are available in six languages to facilitate outreach to stakeholders, knowing that complaints can be filed in any language. Online visitors also used the website to submit web-based complaints through the online form. Such complaints are automatically tracked in the GRS case management system and form close to 10 percent of complaints received in FY22. The GRS continues to improve the website's usability in terms of features and functionalities.

Annex I: GRS Complaint-handling Cycle

The GRS seeks to handle complaints promptly and collaboratively, while keeping complainants updated throughout the complaint-handling cycle. The GRS process for handling complaints is set out in the [Bank Directive](#) and [Bank Procedure](#) issued in 2021, both of which are available on the GRS website. The complaint-handling process consists of five phases: (i) intake and receipt of complaints; (ii) evaluation and review of the issues raised; (iii) solution-seeking and reaching agreement on the way forward; (iv) monitoring implementation of the identified solution; and (v) process conclusion with case closure. Figure 4 illustrates the process of receiving and processing complaints.

Complaint Channels

Complaints can be submitted to the GRS in two ways: directly from project-affected people (Direct Complaints), or via referral through World Bank staff who have received such complaints from project-affected people (Referred Complaints). For submission of complaints directly to the GRS, affected individuals and communities or their authorized representatives may use the complaint form available on the GRS website which can be completed in any language and sent to the GRS. A dedicated service account, grievances@worldbank.org, is also available for receiving and processing grievances from complainants via email. When World Bank staff receive a complaint alleging harm to people or the environment in relation to a World Bank-supported project, they are required to promptly notify and refer the complaint to the GRS within ten business days of receipt in accordance with the Bank Procedure mentioned above. This referral process helps ensure that all complaints from project-affected people, regardless of how they are received, are assessed and tracked appropriately. Complaints can also be submitted by mailing a complaint letter to any World Bank country office or to the World Bank Headquarters in Washington, D.C.

Figure 4. GRS Complaint Handling Process



Intake of Complaints

All complaints received by the GRS, either directly from complainants or via referral through World Bank staff, are recorded in the GRS case management system and undergo a preliminary intake assessment. This assessment determines whether a complaint meets admissibility criteria for further evaluation by the GRS, or if it is inadmissible and should be referred to another World Bank unit for follow-up, such as when it relates to procurement or fraud and corruption. [See Box 1.]

Inadmissible Complaints

Complaints need to describe the actual or potential adverse environmental and social risks or impacts that the complainants believe they have endured as a result of the World Bank-supported project. However, issues related to World Bank-supported projects that fall outside the mandate of the GRS may be deemed inadmissible for further processing, and are typically referred to other World Bank units with the appropriate mandate to handle such grievances. For example, complaints related to fraud and corruption are referred to the Integrity Vice Presidency (INT) and complaints related to bidding and procurement processes are referred to the procurement unit in the Operations Policy and Country Services Vice-Presidency (OPCS). In addition to fraud, corruption and procurement-related matters,

the GRS does not handle issues pertaining to employment or the pursuit of employment with the World Bank, IFC or MIGA-supported projects, or anonymous and frivolous complaints. Complaints regarding matters already assessed by the GRS are also inadmissible in the absence of new facts or compelling evidence to revisit the complaint.

Complaint Evaluation

There are three criteria that must be met for a complaint to be considered admissible for further processing by the GRS:

1. The complaint relates to a World Bank-supported project that is under preparation, is active, or has been closed for less than 15 months.
2. The complaint is submitted by individuals or communities affected by the World Bank-supported project (or their authorized representative).
3. The complainants allege that they have been or will be affected by the World Bank-supported project.

Each complaint is carefully evaluated by the GRS to determine whether it raises concerns that fall within the GRS mandate. This assessment may include a review of relevant project information and documentation, a request for further information from the complainant or relevant World Bank task team, and meetings with the World Bank Management and staff responsible for supervision of the project. At the conclusion

BOX 1

INADMISSIBLE COMPLAINTS

- » Procurement matters - referred to the World Bank's procurement unit in OPCS
- » Fraud or corruption - referred to the World Bank's Integrity Vice Presidency
- » Employment or pursuit of employment with the World Bank or the project
- » IFC or MIGA-supported projects
- » Anonymous or frivolous in nature

of the evaluation phase, the GRS determines whether the complaint is admissible or inadmissible and identifies potential next steps. In evaluating the complaint, the GRS forms an independent and reasoned view regarding the issues raised. The GRS also examines the potential for collaborative resolution of the issues raised and initiates the solution-seeking process accordingly.

Solution Seeking

For admissible complaints, the GRS collaborates with World Bank task teams towards the resolution of these cases. Depending on the nature of the issues raised, various approaches can be used in resolving grievances, such as through:

- **Ensuring dissemination of information.** The GRS helps ensure that the complainants have access to relevant information about the project, its risks and impacts, and related mitigation measures.
- **Promoting fact finding.** The GRS supports a fact-finding process on the issues raised in the complaint. The GRS facilitates exchanges with complainants and World Bank task teams and any requests for additional information, and Bank teams in turn work with the Borrower to better understand and address the concerns related to the complaint.
- **Facilitating dialogue and negotiation.** Together with World Bank task teams and relevant Bank units, the GRS facilitates dialogue between complainants and the Borrower with the objective of arriving at an effective and sustainable solution through negotiation and agreement.
- **Establishing a mediation process.** When a dispute between the parties may benefit from mediation or dispute resolution, the GRS establishes a process for engaging qualified experts who can help achieve mutually agreeable solutions to the concerns raised.

Monitoring and Case Closure

The GRS may close a case in various circumstances. A case is typically closed when a complainant agrees to the actions proposed to address the complaint, and those actions are implemented satisfactorily. The GRS monitors implementation of the agreed actions and closes the case only when the necessary actions have been completed. Documentation or other means of verification are required. If actions are not carried out as agreed, the GRS engages with the parties involved until further progress toward resolution of the concerns is no longer possible. A case may also be closed when a complaint cannot be resolved through the process outlined in the GRS Procedure, in which case the GRS informs the complainant of the reasons for closing the case.

Confidentiality

The GRS is committed to respecting the privacy and confidentiality of complainants in case management and personal data handling. Under its confidentiality protocol, the GRS treats all complaints as confidential, unless complainants provide consent to the disclosure of their personal data to the Borrower or relevant third parties

(e.g., contractors). This means the GRS will not share the complainants' identity or identifiable information with any external person without the complainants' written authorization. The GRS personal data privacy notice is published on the GRS website and shared with complainants upon receipt of new complaints.

Grievance Redress in the World Bank

The GRS was established following a review of the World Bank's Safeguard Policies by the Independent Evaluation Group in 2010, which recommended that the World Bank create a grievance redress and conflict resolution mechanism to complement the independent Inspection Panel. The Inspection Panel is part of the World Bank Accountability Mechanism (Figure 5) which also houses a Dispute Resolution Service (DRS).

The GRS complements the Dispute Resolution Service and Inspection Panel which function independently of World Bank Management, and project-level grievance mechanisms (GMs) set up by Borrowers. Project-level grievance mechanisms provide the most direct way for people to raise issues and concerns about projects that affect them. Under the Environmental and Social Framework (ESF), all World Bank-supported investment projects are required to have a project-level GM. While the GRS does not replace the need for project-level GMs or restrict access to the World Bank's Accountability Mechanism, it provides an additional means for affected people to express their grievances directly to World Bank Management.

Figure 5. Grievance Redress within the World Bank's Accountability Framework

| | |
|---|---|
| <p>Project Grievance Mechanism</p> | <p>Project-level Grievance Mechanism</p> <ul style="list-style-type: none"> • Handles complaints raised by affected people at the project level • Established and managed by the Borrower |
| <p>Grievance Redress Service (GRS)</p> | <p>Grievance Redress Service (GRS)</p> <ul style="list-style-type: none"> • Provides a single entry point at the corporate level for project-affected people to voice grievances to World Bank Management • Provides guidance and support to World Bank staff so that these complaints can be efficiently managed and resolved |
| <p>Accountability Mechanism</p> | <p>Accountability Mechanism which houses the Inspection Panel</p> <ul style="list-style-type: none"> • Serves as an independent complaints mechanism for people and communities who believe that they have been, or are likely to be, adversely affected by a World Bank-funded project • Reports directly to the Board of Executive Directors |

Annex II: FISCAL YEAR 2022 Complaints Register

JULY 1, 2021 - JUNE 30, 2022

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------|--------|--|----------------|-------------------------------------|------------------|--------------------------|------------|--|
| FY22-GRS-1435 | 06-10-2022 | Kenya | AFE | Water and Sanitation Development Project | P156634 | Water | Direct Complaint | E&S Issues | Evaluation | Allegations of workplace harassment. |
| FY22-GRS-1346 | 03-21-2022 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | Task Team | E&S Issues | Closed | Concerns related to alleged adverse impacts on the community. Impacts were unrelated to a World Bank-supported Project. |
| FY22-GRS-1278 | 01-11-2022 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | E&S Issues | Closed | Concerns related to lack of public consultation and non-selection for a Project grant. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1242 | 12-09-2021 | Burundi | AFE | Coffee Sector Competitiveness Project | P151869 | Agriculture and Food | Direct Complaint | Other Operations Matters | Closed | Concerns related to compensation for losses incurred due to the Project's early closure. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1227 | 11-24-2021 | Kenya | AFE | Emergency Locust Response Program | P173702 | Agriculture and Food | INT | E&S Issues | Closed | Concerns related to lack of access to Project-related information. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1226 | 11-28-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | E&S Issues | Closed | Concerns related to lack of Project information disclosure and exclusion from Project benefits. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1211 | 11-12-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | E&S Issues | Closed | Concerns related to lack of access to Project-related information. Complaint was resolved to the complainant's satisfaction. |
| FY22-GRS-1168 | 10-05-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | E&S Issues | Closed | Concerns related to lack of Project information disclosure and non-selection for Project grants. Complaint was resolved to the complainants' satisfaction. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------|--------|---|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1136 | 09-14-2021 | Uganda | AFE | Securing Natural Resource Base in Protected Areas Project | P174337 | Environment, Natural Resources and the Blue Economy | Direct Complaint | E&S Issues | Closed | Concerns related to the Project's potential adverse impacts on the community. There was no link between the alleged harm and the Project grant's income support activities. |
| FY22-GRS-1067 | 07-12-2021 | Kenya | AFE | Transforming Health Systems for Universal Care Project | P152394 | Health, Nutrition and Population | INT | E&S Issues | Closed | Concerns related to lack of consultations and lack of Project information disclosure. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1410 | 05-20-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | E&S Issues | Evaluation | Concerns related to non-reimbursement of medical expenses for a workplace injury. |
| FY22-GRS-1456 | 06-26-2022 | Mozambique | AFE | Sustainable Rural Economy Program | P174002 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1448 | 06-17-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1447 | 06-17-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1446 | 06-17-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1443 | 06-14-2022 | Burundi | AFE | Great Lakes Regional Integrated Agriculture Development Project | P161781 | Agriculture and Food | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1417 | 05-27-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------|--------|---|----------------|---|------------------|-------------------------|--------------|---|
| FY22-GRS-1414 | 05-25-2022 | Kenya | AFE | AFCC2/RI-East Africa Trade and Transport Facilitation Project | P079734 | Transport | INT | E&S Issues | Inadmissible | Allegations of involuntary resettlement by the Project. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1386 | 05-04-2022 | Tanzania | AFE | Development Corridors Transport Project | P165660 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1375 | 04-25-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1364 | 03-31-2022 | Kenya | AFE | Mombasa and Coastal Water Supply Project | P001361 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and the Project was no longer active. |
| FY22-GRS-1363 | 04-01-2022 | Kenya | AFE | Judicial Performance Improvement Project | P105269 | Governance | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1360 | 03-30-2022 | Zambia | AFE | Agribusiness and Trade Project | P156492 | Finance, Competitiveness and Innovation | Task Team | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1343 | 03-21-2022 | Kenya | AFE | AFCC2/RI-East Africa Trade and Transport Facilitation Project | P079734 | Transport | Direct Complaint | E&S Issues | Inadmissible | Allegations of involuntary resettlement due to Project land acquisition. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1340 | 03-16-2022 | Madagascar | AFE | Basic Education Support Project | P160442 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------|--------|--|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1333 | 03-03-2022 | Kenya | AFE | Transport Sector Support Project | P124109 | Transport | Direct Complaint | E&S Issues | Inadmissible | Concerns related to the Project's delay in providing alternative sites following Project acquisition of a market site. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1325 | 02-28-2022 | Rwanda | AFE | Second Urban Development Project | P165017 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1319 | 02-18-2022 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1309 | 02-08-2022 | Kenya | AFE | Electricity Modernization Project | P120014 | Energy and Extractives | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1308 | 02-03-2022 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | INT | E&S Issues | Inadmissible | Concerns around road safety due to incomplete Project construction works. Complaint was anonymous and thus did not meet the admissibility criteria under the GRS Procedure. |
| FY22-GRS-1303 | 01-28-2022 | Kenya | AFE | Secondary Education Quality Improvement Project | P160083 | Education | Direct Complaint | E&S Issues | Inadmissible | Allegations of the Project's adverse impacts. Complainant did not indicate any harm suffered or likely to be suffered as a result of the Project. |
| FY22-GRS-1288 | 01-24-2022 | Kenya | AFE | National Agricultural and Rural Inclusive Growth Project | P153349 | Agriculture and Food | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1281 | 01-15-2022 | Sudan | AFE | Sustainable Natural Resources Management Project | P129156 | Environment, Natural Resources and the Blue Economy | Direct Complaint | E&S Issues | Inadmissible | Allegations of Project land acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------------|--------|--|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1273 | 01-11-2022 | Tanzania | AFE | Metropolitan Development Project | P123134 | Urban, Resilience and Land | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1268 | 01-06-2022 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1259 | 12-26-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1251 | 12-20-2021 | Kenya | AFE | EA Regional Transport, Trade and Development Facilitation Project, Phase II | P148853 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1243 | 12-10-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to Project management. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1241 | 12-03-2021 | Kenya | AFE | EA Regional Transport, Trade and Development Facilitation Project, Phase II | P148853 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1238 | 12-04-2021 | Burundi | AFE | AFR RI-Regional Rusumo Falls Hydroelectric Project | P075941 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1237 | 12-04-2021 | Burundi | AFE | AFR RI-Regional Rusumo Falls Hydroelectric Project | P075941 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1232 | 11-30-2021 | Congo, Dem. Rep. | AFE | AFR RI-Great Lakes Trade Facilitation Project | P151083 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------------|--------|--|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1231 | 11-25-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | E&S Issues | Closed | Allegations of marginalization of the local community by the Project. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1229 | 11-25-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1218 | 11-17-2021 | Comoros | AFE | Post-Kenneth Recovery and Resilience Project | P171361 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1204 | 11-07-2021 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1202 | 11-06-2021 | Kenya | AFE | EA Regional Transport, Trade and Development Facilitation Project, Phase II | P148853 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1201 | 11-04-2021 | Burundi | AFE | AFR RI-Regional Rusumo Falls Hydroelectric Project | P075941 | Energy and Extractives | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1199 | 10-27-2021 | Congo, Dem. Rep. | AFE | Goma Airport Safety Improvement Project | P153085 | Transport | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1197 | 10-29-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Other Operations Matters | Inadmissible | Allegations of inequitable distribution of Project resources. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1196 | 10-28-2021 | Angola | AFE | Health System Performance Strengthening Project | P160948 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------------|--------|--|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1194 | 10-27-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1191 | 10-23-2021 | Kenya | AFE | Youth Employment and Opportunities Project | P151831 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1184 | 10-24-2021 | Congo, Dem. Rep. | AFE | AFR RI-Great Lakes Trade Facilitation Project | P151083 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1183 | 10-18-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to non-selection for a Project grant. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1175 | 10-13-2021 | Congo, Dem. Rep. | AFE | AFR RI-Great Lakes Trade Facilitation Project | P151083 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1173 | 10-12-2021 | Comoros | AFE | RCIP4 - Regional Communications Infrastructure Program | P118213 | Digital Development | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1172 | 10-09-2021 | Malawi | AFE | Digital Malawi Program Phase I: Malawi Digital Foundations Project | P160533 | Digital Development | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1166 | 10-05-2021 | Angola | AFE | Health System Performance Strengthening Project | P160948 | Health, Nutrition and Population | Other Bank Staff | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1163 | 10-04-2021 | Angola | AFE | Health System Performance Strengthening Project | P160948 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------------|--------|--|----------------|-------------------------------------|------------------|--------------------------|--------------|--|
| FY22-GRS-1160 | 09-29-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Other Bank Staff | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1159 | 09-25-2021 | Congo, Dem. Rep. | AFE | Goma Airport Safety Improvement Project | P153085 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1158 | 09-25-2021 | Kenya | AFE | Development Response to Displacement Impacts Project (DRDIP) in the Horn of Africa | P161067 | Social Sustainability and Inclusion | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1151 | 09-21-2021 | Kenya | AFE | Youth Employment and Opportunities Project | P151831 | Social Protection and Jobs | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1150 | 09-21-2021 | Kenya | AFE | Nairobi Metropolitan Services Improvement Project | P107314 | Urban, Resilience and Land | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1146 | 09-20-2021 | Kenya | AFE | COVID-19 Health Emergency Response Project | P173820 | Health, Nutrition and Population | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1143 | 09-17-2021 | Sudan | AFE | Family Support Project | P176154 | Social Protection and Jobs | INT | Other Operations Matters | Inadmissible | Allegations of lack of support by the Project. Complainant did not provide sufficient information to determine admissibility in accordance with the GRS Procedure. |
| FY22-GRS-1139 | 09-16-2021 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1122 | 09-02-2021 | Zambia | AFE | Irrigation Development and Support Project | P102459 | Agriculture and Food | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------|--------|---|----------------|-------------------------------------|------------------|--------------------------|----------------|---|
| FY22-GRS-1118 | 08-31-2021 | Kenya | AFE | National Urban Transport Improvement Project | P126321 | Transport | INT | E&S Issues | Inadmissible | Allegations of non-payment of compensation for Project land acquisition. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1115 | 08-30-2021 | Burundi | AFE | Coffee Sector Competitiveness Project | P151869 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1114 | 08-30-2021 | Burundi | AFE | Coffee Sector Competitiveness Project | P151869 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1105 | 08-23-2021 | Kenya | AFE | Transforming Health Systems for Universal Care Project | P152394 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1090 | 08-06-2021 | Burundi | AFE | Investing in Early Years and Fertility Project | P165253 | Health, Nutrition and Population | Task Team | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1081 | 07-26-2021 | Burundi | AFE | Integrated Community Development Project | P169315 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1354 | 03-30-2022 | Kenya | AFE | EA Regional Transport, Trade and Development Facilitation Project, Phase II | P148853 | Transport | Direct Complaint | E&S Issues | Solution Phase | Concerns related to reimbursement of medical expenses for a workplace injury and allegations of mistreatment by a Project contractor. |
| FY22-GRS-1321 | 02-22-2022 | Malawi | AFE | Mpatamanga Hydropower Project | P165704 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of lack of meaningful consultations with local communities during ongoing Project preparation activities. |
| FY22-GRS-1228 | 11-25-2021 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Concerns related to potential road safety risks due to Project road construction works, and allegations of encroachment on private property. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|---|------------------|--------------------------|----------------|--|
| FY22-GRS-1095 | 08-13-2021 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Concerns related to the Project's delay in providing alternative shops following Project acquisition of a market site. |
| FY22-GRS-1459 | 06-28-2022 | Kenya | AFE | Water and Sanitation Development Project | P156634 | Water | Task Team | E&S Issues | Evaluation | Concerns related to compensation for loss of a business stall and disturbance due to Project construction activities. |
| FY22-GRS-1458 | 06-24-2022 | South Sudan | AFE | Enhancing Community Resilience and Local Governance Project | P169949 | Urban, Resilience and Land | INT | E&S Issues | Evaluation | Allegations of a Project contractor's use of child labor, non-adherence to Health and Safety standards and sub-standard construction works on community structures. |
| FY22-GRS-1453 | 06-22-2022 | Tanzania | AFE | AFR RI-Regional Rusumo Falls Hydroelectric Project | P075941 | Energy and Extractives | Task Team | E&S Issues | Evaluation | Concerns related to delays in payment of compensation for damage to properties due to Project construction activities and allegations of harassment during revaluation of affected properties. |
| FY22-GRS-1450 | 06-21-2022 | Zambia | AFE | Mining and Environmental Remediation and Improvement Project | P154683 | Environment, Natural Resources and the Blue Economy | Task Team | E&S Issues | Evaluation | Allegations of lack of information disclosure by the Project. |
| FY22-GRS-1180 | 10-15-2021 | Tanzania | AFE | AFR RI-Regional Rusumo Falls Hydroelectric Project | P075941 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Concerns related to delays in payment of compensation for damages to properties due to Project construction activities. |
| FY22-GRS-1144 | 09-17-2021 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Solution Phase | Concerns related to road safety risks due to Project construction works. |
| FY22-GRS-1124 | 09-02-2021 | Kenya | AFE | Coastal Region Water Security and Climate Resilience Project | P145559 | Water | Task Team | E&S Issues | Solution Phase | Concerns related to inadequate consultations and compensation for Project land acquisition. |
| FY22-GRS-1078 | 07-20-2021 | Kenya | AFE | Urban Support Program | P156777 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Solution Phase | Concerns related to damage to a community road due to Project construction activities. |
| FY22-GRS-1329 | 03-01-2022 | Kenya | AFE | EA Regional Transport, Trade and Development Facilitation Project, Phase II | P148853 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|---|------------------|-------------|--------------|--|
| FY22-GRS-1391 | 05-16-2022 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | INT | E&S Issues | Closed | Concerns related to compensation for Project encroachment on private property and damage to crops. Compensation was paid to the complainant. |
| FY22-GRS-1233 | 11-30-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | Task Team | E&S Issues | Closed | Allegations of damage to private property due to Project construction works. Compensation was paid to the complainant. |
| FY22-GRS-1107 | 08-17-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | INT | E&S Issues | Closed | Allegations of damage to private property due to Project construction works. Compensation was paid to the complainant. |
| FY22-GRS-1075 | 07-16-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | Direct Complaint | E&S Issues | Closed | Allegations of damage to private property due to Project construction works. The allegedly affected property was outside the Project area. |
| FY22-GRS-1452 | 06-21-2022 | Cameroon | AFW | Health System Performance Reinforcement Project | P156679 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1449 | 06-17-2022 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1431 | 06-03-2022 | Mauritania | AFW | Public Sector Governance Project | P146804 | Governance | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1420 | 05-31-2022 | Congo, Rep. | AFW | Urban Development and Poor Neighborhood Upgrading Project | P146933 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1419 | 05-31-2022 | Cameroon | AFW | Livestock Development Project | P154908 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|--------------------------|--------|---|----------------|---|------------------|-------------|--------------|---|
| FY22-GRS-1392 | 05-16-2022 | Nigeria | AFW | States Fiscal Transparency, Accountability and Sustainability PforR | P162009 | Governance | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1389 | 05-11-2022 | Mauritania | AFW | Social Safety Net System Project II | P171125 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1379 | 04-29-2022 | Burkina Faso | AFW | Solar Development in Sub-Saharan Africa - Phase 1 (Sahel) | P162580 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1369 | 03-24-2022 | Gambia, The | AFW | OMVG Interconnection Project | P146830 | Energy and Extractives | Direct Complaint | E&S Issues | Inadmissible | Concerns related to potential loss of rental income due to Project construction of an electricity tower on private land. Complainant had already been compensated by the Project. |
| FY22-GRS-1357 | 03-30-2022 | Cameroon | AFW | Transport Sector Development Project | P150999 | Transport | INT | E&S Issues | Closed | Allegations of Project damage to property without compensation. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1355 | 03-30-2022 | Niger | AFW | Enhancing Niger Northeastern Connectivity Project | P171793 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1353 | 03-28-2022 | Senegal | AFW | Cadastre and Land Tenure Improvement Project | P172422 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1341 | 03-17-2022 | Central African Republic | AFW | Natural Resources Governance Project | P161973 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1331 | 03-02-2022 | Congo, Rep. | AFW | Urban Development and Poor Neighborhood Upgrading Project | P146933 | Urban, Resilience and Land | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|---|------------------|-------------------------|--------------|---|
| FY22-GRS-1282 | 01-17-2022 | Gambia, The | AFW | OMVG Interconnection Project | P146830 | Energy and Extractives | Task Team | E&S Issues | Inadmissible | Concerns related to low compensation and potential loss of income due to Project land acquisition. Complainant had already been compensated by the Project. |
| FY22-GRS-1270 | 01-10-2022 | Gabon | AFW | eGabon Project | P132824 | Digital Development | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1264 | 12-31-2021 | Cameroon | AFW | Social Safety Nets Project | P128534 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1262 | 12-29-2021 | Cameroon | AFW | Lom Pangar Hydropower Project | P114077 | Energy and Extractives | Direct Complaint | E&S Issues | Inadmissible | Concerns related to the Project's adverse impacts. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1250 | 12-20-2021 | Chad | AFW | Regional Sahel Pastoralism Support Project | P147674 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1247 | 12-15-2021 | Senegal | AFW | Natural Resources Management Project | P175915 | Environment, Natural Resources and the Blue Economy | Task Team | E&S Issues | Inadmissible | Allegations of involuntary resettlement by the Project and damage to private property. Concerns raised did not relate to the World Bank-supported Project. |
| FY22-GRS-1223 | 11-22-2021 | Cameroon | AFW | Mining Sector Technical Assistance Project | P122153 | Energy and Extractives | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1212 | 11-12-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------------|--------|---|----------------|---|------------------|-------------|--------------|--|
| FY22-GRS-1193 | 10-26-2021 | Niger | AFW | Kandadji Project | P130174 | Water | INT | E&S Issues | Inadmissible | Concerns related to the Project's potential adverse social impacts. Complainant did not indicate any harm suffered or likely to be suffered as a result of the Project and the complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1179 | 10-15-2021 | Cote d'Ivoire | AFW | Infrastructure for Urban Development and Competitiveness of second cities Project | P151324 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1174 | 10-12-2021 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1171 | 10-08-2021 | Guinea | AFW | Integrated Agricultural Development Project | P164326 | Agriculture and Food | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1164 | 10-04-2021 | Benin | AFW | Global Partnership for Education Project Phase 3 | P167432 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1161 | 10-03-2021 | Benin | AFW | Early Years Nutrition and Child Development Project | P166211 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1157 | 09-24-2021 | Cameroon | AFW | Inclusive and Resilient Cities Development Project | P156210 | Urban, Resilience and Land | INT | E&S Issues | Closed | Concerns related to compensation for loss of business due to Project construction works. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1148 | 09-20-2021 | Niger | AFW | Niger Disaster Risk Management and Urban Development Project | P145268 | Urban, Resilience and Land | Task Team | E&S Issues | Inadmissible | Allegations of potential soil erosion due to Project drainage works. Complaint was anonymous, and did not meet the admissibility criteria under the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|----------|--------|---|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1142 | 09-17-2021 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1138 | 09-15-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | INT | E&S Issues | Inadmissible | Concerns related to the Project's compensation process. Complainant did not provide sufficient information to determine admissibility in accordance with the GRS Procedure. |
| FY22-GRS-1137 | 09-16-2021 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1135 | 09-09-2021 | Senegal | AFW | Community-based Sustainable Land Management Project | P124018 | Agriculture and Food | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1131 | 09-07-2021 | Cameroon | AFW | Health System Performance Reinforcement Project | P156679 | Health, Nutrition and Population | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to Project management. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1119 | 08-31-2021 | Nigeria | AFW | Rural Access and Agricultural Marketing Project | P163353 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1097 | 08-16-2021 | Liberia | AFW | Forest Sector Project | P154114 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to Project design. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1093 | 08-09-2021 | Gabon | AFW | Skills Development and Employability Project | P146152 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1089 | 08-04-2021 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------------|--------|--|----------------|---|------------------|--------------------------|----------------|---|
| FY22-GRS-1088 | 08-04-2021 | Nigeria | AFW | Better Education Service Delivery for All Project | P160430 | Education | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1085 | 08-03-2021 | Ghana | AFW | Greater Accra Resilient and Integrated Development Project | P164330 | Urban, Resilience and Land | Task Team | E&S Issues | Inadmissible | Allegations of involuntary resettlement without compensation. Alleged impacts were not related to a World Bank-supported Project. |
| FY22-GRS-1066 | 07-12-2021 | Nigeria | AFW | Fiscal Governance and Institutions Project | P163540 | Governance | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1063 | 07-08-2021 | Cote d'Ivoire | AFW | Land Policy Improvement and Implementation Project | P157206 | Urban, Resilience and Land | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1061 | 07-08-2021 | Nigeria | AFW | National Social Safety Nets Project | P151488 | Social Protection and Jobs | INT | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1362 | 03-31-2022 | Cameroon | AFW | Nachtigal Hydropower Project | P157734 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of unfair compensation for Project land acquisition. |
| FY22-GRS-1361 | 03-31-2022 | Cameroon | AFW | Nachtigal Hydropower Project | P157734 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of adverse environmental impacts of the Project and low compensation for loss of livelihoods. |
| FY22-GRS-1336 | 03-14-2022 | Cameroon | AFW | Nachtigal Hydropower Project | P157734 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of the Project's adverse environmental and social impacts on local communities. |
| FY22-GRS-1261 | 12-29-2021 | Cameroon | AFW | Nachtigal Hydropower Project | P157734 | Energy and Extractives | Direct Complaint | E&S Issues | Solution Phase | Concerns related to the Project's adverse impacts, and allegations of loss of livelihoods by the local community. |
| FY22-GRS-1367 | 04-11-2022 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | INT | E&S Issues | Solution Phase | Allegations of inadequate compensation for damages to properties due to Project construction works. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------------|--------|--|----------------|---|------------------|------------|----------------|--|
| FY22-GRS-1065 | 07-12-2021 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | Direct Complaint | E&S Issues | Solution Phase | Concerns related to damages to a community road due to Project construction works. |
| FY22-GRS-1442 | 06-14-2022 | Gambia, The | AFW | Electricity Restoration and Modernization Project | P163568 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of low compensation for property acquired by the Project. |
| FY22-GRS-1441 | 06-13-2022 | Cameroon | AFW | Electricity Transmission and Reform Project | P152755 | Energy and Extractives | INT | E&S Issues | Solution Phase | Allegations of lack of information regarding compensation for properties to be acquired by the Project. |
| FY22-GRS-1368 | 04-11-2022 | Liberia | AFW | Accelerated Electricity Expansion Project (LACEEP) | P133445 | Energy and Extractives | INT | E&S Issues | Closed | Concerns related to potential health and safety risks due to the Project's passage of high voltage transmission lines over a residential area. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure, and referred to the World Bank task team for follow-up. |
| FY22-GRS-1327 | 02-25-2022 | Liberia | AFW | Forest Sector Project | P154114 | Environment, Natural Resources and the Blue Economy | Direct Complaint | E&S Issues | Solution Phase | Allegations of lack of meaningful stakeholder engagement and information disclosure by the Project. |
| FY22-GRS-1320 | 02-21-2022 | Nigeria | AFW | Erosion and Watershed Management Project | P124905 | Environment, Natural Resources and the Blue Economy | Task Team | E&S Issues | Solution Phase | Allegations of soil erosion and damage to private property due to Project drainage works. |
| FY22-GRS-1222 | 11-19-2021 | Cote d'Ivoire | AFW | Abidjan Urban Mobility Project | P167401 | Transport | Task Team | E&S Issues | Solution Phase | Concerns related to compensation for a property acquired for construction of a Project associated facility. |
| FY22-GRS-1116 | 08-30-2021 | Cameroon | AFW | Nachtigal Hydropower Project | P157734 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Concerns related to lack of information on compensation for Project land acquisition. |
| FY22-GRS-1248 | 12-15-2021 | Vietnam | EAP | Can Tho Urban Development and Resilience Project | P152851 | Urban, Resilience and Land | Task Team | E&S Issues | Closed | Concerns related to compensation for Project land acquisition. Complaint was resolved to the complainant's satisfaction. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|------------------|--------|--|----------------|---|------------------|--------------------------|--------------|--|
| FY22-GRS-1162 | 10-04-2021 | Vietnam | EAP | Can Tho Urban Development and Resilience Project | P152851 | Urban, Resilience and Land | Task Team | E&S Issues | Closed | Concerns related to compensation for Project land acquisition. Compensation was paid to the complainants. |
| FY22-GRS-1120 | 09-01-2021 | Cambodia | EAP | Solid Waste and Plastic Management Improvement Project | P170976 | Environment, Natural Resources and the Blue Economy | Task Team | E&S Issues | Closed | Allegations of Project land acquisition without compensation, associated loss of livelihood, inadequate consultations, and adverse health impacts from the Project. Complainants were informed that the respective site had not been selected for inclusion in the World Bank-supported Project. |
| FY22-GRS-1071 | 07-15-2021 | Vietnam | EAP | Can Tho Urban Development and Resilience Project | P152851 | Urban, Resilience and Land | Task Team | E&S Issues | Closed | Concerns related to Project land acquisition and eligibility for a resettlement land plot. Complaint was satisfactorily resolved. |
| FY22-GRS-1395 | 05-19-2022 | Vietnam | EAP | Northern Delta Transport Development Project | P095129 | Transport | Task Team | E&S Issues | Inadmissible | Allegations of adverse impact due to the Project. Complaint raised matters already assessed by the GRS in a previous case submitted by the complainant, and there was no compelling evidence to revisit the complaint in accordance with the GRS Procedure. |
| FY22-GRS-1224 | 11-24-2021 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Inadmissible | Allegations of lack of Project information and concerns of potential loss of land. Activities complained of were outside the scope of the World Bank-supported Project. |
| FY22-GRS-1214 | 11-15-2021 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | INT | Other Operations Matters | Inadmissible | Concerns related to Project design. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1203 | 11-08-2021 | Philippines | EAP | Customs Modernization Project | P163428 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1086 | 08-02-2021 | Papua New Guinea | EAP | Productive Partnerships in Agriculture Project | P110959 | Agriculture and Food | Task Team | E&S Issues | Inadmissible | Concerns related to potential adverse impact of the Project. Alleged impacts were not related to a World Bank-supported Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------------|--------|--|----------------|----------------------------|------------------|---------------------------------|----------------|--|
| FY22-GRS-1083 | 07-29-2021 | Solomon Islands | EAP | Tina River Hydropower Development Project | P161319 | Energy and Extractives | Task Team | Not Related to World Bank Group | Inadmissible | Concerns related to public remarks by a Project worker. Comments were not related to a World Bank-supported Project. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1070 | 07-13-2021 | Solomon Islands | EAP | Tina River Hydropower Development Project | P161319 | Energy and Extractives | Direct Complaint | Other Operations Matters | Inadmissible | Allegations of retaliation. Complaint was anonymous, and did not meet the admissibility criteria under the GRS Procedure. |
| FY22-GRS-1133 | 09-09-2021 | Vietnam | EAP | Coastal Cities Sustainable Environment Project | P156143 | Water | Task Team | E&S Issues | Solution Phase | Concerns related to compensation for Project land acquisition and relocation of the complainant's business. |
| FY22-GRS-1463 | 06-29-2022 | Vietnam | EAP | Vietnam Coastal Cities Sustainable Environment Project | P156143 | Water | Task Team | E&S Issues | Evaluation | Allegations of inadequate information disclosure and low compensation for Project land acquisition. |
| FY22-GRS-1433 | 06-05-2022 | Vietnam | EAP | Can Tho Urban Development and Resilience Project | P152851 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Concerns related to Project land acquisition and eligibility for a resettlement land plot. |
| FY22-GRS-1430 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1429 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1428 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1427 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1426 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1425 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------------|--------|--|----------------|---|------------------|-------------|----------------|---|
| FY22-GRS-1424 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1423 | 05-30-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1422 | 05-31-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1421 | 05-31-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1373 | 04-21-2022 | Mongolia | EAP | Export Development Project | P147438 | Finance, Competitiveness and Innovation | Task Team | E&S Issues | Solution Phase | Allegations of workplace harassment. |
| FY22-GRS-1365 | 04-06-2022 | Vietnam | EAP | Scaling up Urban Upgrading Project | P159397 | Urban, Resilience and Land | Task Team | E&S Issues | Solution Phase | Allegations of lack of consultation and information disclosure relating to the Project land acquisition process. |
| FY22-GRS-1351 | 03-28-2022 | Mongolia | EAP | Export Development Project | P147438 | Finance, Competitiveness and Innovation | Task Team | E&S Issues | Solution Phase | Allegations of workplace harassment. |
| FY22-GRS-1338 | 03-15-2022 | Vietnam | EAP | Coastal Cities Sustainable Environment Project | P156143 | Water | Task Team | E&S Issues | Solution Phase | Concerns related to compensation for loss of income due to Project land acquisition and claims of eligibility for a resettlement land plot. |
| FY22-GRS-1317 | 02-18-2022 | Tajikistan | ECA | Rural Economy Development Project | P168326 | Finance, Competitiveness and Innovation | Direct Complaint | E&S Issues | Closed | Allegations of a hostile workplace environment. Complaint was resolved to the complainant's satisfaction. |
| FY22-GRS-1186 | 10-25-2021 | Poland | ECA | Odra-Vistula Flood Management Project | P147460 | Water | Task Team | E&S Issues | Closed | Allegations of mistreatment by a Project contractor, and concerns related to the contractor's violation of OHS regulations. The Borrower addressed the concerns raised. |
| FY22-GRS-1411 | 05-20-2022 | Kyrgyz Republic | ECA | Enhancing Resilience Project | P162635 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------------|--------|---|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1366 | 04-07-2022 | Moldova | ECA | Second District Heating Efficiency Improvement Project | P172668 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1332 | 03-03-2022 | Türkiye | ECA | Irrigation Modernization Project | P158418 | Water | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1311 | 02-10-2022 | Serbia | ECA | Corridor X Highway Project | P108005 | Transport | Direct Complaint | E&S Issues | Inadmissible | Allegations of noise pollution due to Project construction works. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1305 | 01-31-2022 | Tajikistan | ECA | Strengthening Critical Infrastructure against Natural Hazards Project | P158298 | Urban, Resilience and Land | Task Team | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1302 | 01-28-2022 | Türkiye | ECA | Organized Industrial Zones Project | P171645 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1283 | 01-18-2022 | Kyrgyz Republic | ECA | Third Phase of the Central Asia Regional Links Program | P159220 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1272 | 01-11-2022 | Uzbekistan | ECA | Rural Infrastructure Development Project | P168233 | Social Sustainability and Inclusion | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1246 | 12-12-2021 | Georgia | ECA | Fourth East West Highway Improvement Project | P130413 | Transport | Direct Complaint | E&S Issues | Inadmissible | Allegations of damage to private property due to Project construction works. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------------|--------|---|----------------|-------------------------------------|------------------|--------------------------|----------------|---|
| FY22-GRS-1140 | 09-16-2021 | Kyrgyz Republic | ECA | Sustainable Rural Water Supply and Sanitation Project | P154778 | Water | Task Team | Other Operations Matters | Inadmissible | Concerns related to Project supervision. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1132 | 09-08-2021 | Tajikistan | ECA | Public Finance Management Modernization Project 2 | P150381 | Governance | INT | E&S Issues | Closed | Allegations of mistreatment of workers by a Project contractor. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1126 | 09-02-2021 | Serbia | ECA | Emergency COVID-19 Response Project | P173892 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1121 | 09-02-2021 | Serbia | ECA | Emergency COVID-19 Response Project | P173892 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1091 | 08-09-2021 | Kyrgyz Republic | ECA | CASA1000 Community Support Project | P163592 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1084 | 07-29-2021 | Kazakhstan | ECA | Social Health Insurance Project: Improving Access, Quality, Efficiency and Financial Protection | P152625 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1461 | 06-28-2022 | Türkiye | ECA | Sustainable Cities Project | P128605 | Urban, Resilience and Land | Task Team | E&S Issues | Evaluation | Allegations of pollution and road damage due to Project construction works, and lack of Project-related information. |
| FY22-GRS-1436 | 06-10-2022 | Tajikistan | ECA | Central Asia South Asia Electricity Transmission and Trade Project (CASA-1000) | P145054 | Energy and Extractives | Task Team | E&S Issues | Solution Phase | Allegations of road safety concerns due to road damage as a result of Project construction works. |
| FY22-GRS-1413 | 05-25-2022 | Tajikistan | ECA | Tax Reform Operation | P171892 | Governance | Task Team | E&S Issues | Solution Phase | Allegations of unfair termination of contract, hostile work environment and threats of retaliation. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|--------------------------------|--------|---|----------------|---|------------------|--------------------------|----------------|--|
| FY22-GRS-1134 | 09-11-2021 | Georgia | ECA | Third Secondary and Local Roads Project | P148048 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of damage to private property due to Project construction works. |
| FY22-GRS-1376 | 04-26-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Closed | Allegations of delays in payment of compensation for property to be acquired by the Project. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1330 | 03-03-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | E&S Issues | Closed | Allegations of extemporaneous communication related to acquisition of the complainants' property by the Project. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1153 | 09-21-2021 | Ecuador | LCR | Quito Metro Line One Project | P144489 | Transport | Task Team | E&S Issues | Closed | Allegations of noise pollution and loss of revenue due to Project-related construction works. Concerns raised were addressed in accordance with the Project's applicable environmental and social instruments. |
| FY22-GRS-1127 | 08-23-2021 | El Salvador | LCR | Growing Up and Learning Together: Comprehensive Early Childhood Development Project | P171316 | Education | Task Team | E&S Issues | Closed | Concerns related to participation in Project consultations. Complaint was satisfactorily resolved. |
| FY22-GRS-1073 | 07-15-2021 | Dominica | LCR | Additional Financing Dominica Disaster Vulnerability Reduction Project | P166540 | Urban, Resilience and Land | INT | E&S Issues | Closed | Concerns related to compensation for Project land acquisition. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1460 | 06-23-2022 | St. Vincent and the Grenadines | LCR | Digital Transformation Project | P171528 | Digital Development | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1445 | 06-15-2022 | Peru | LCR | National Program for Innovation in Fisheries and Aquaculture Project | P155902 | Environment, Natural Resources and the Blue Economy | Task Team | Other Operations Matters | Inadmissible | Concerns related to non-selection for a Project grant. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|----------|--------|---|----------------|---|------------------|-------------|--------------|--|
| FY22-GRS-1434 | 06-07-2022 | Ecuador | LCR | COVID-19 Emergency Response Project | P173773 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1432 | 06-03-2022 | Peru | LCR | Enhancement of Environmental Quality Services Project | P147342 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1393 | 05-16-2022 | Colombia | LCR | Sustainable Low-Carbon Development in Orinoquia Region Project | P160680 | Environment, Natural Resources and the Blue Economy | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1378 | 04-27-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1349 | 03-23-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | INT | E&S Issues | Inadmissible | Allegations of unfair compensation for Project acquisition of property. Complaint raised matters already assessed by the GRS in a previous case submitted by the complainant, and there was no compelling evidence to revisit the complaint, in accordance with the GRS Procedure. |
| FY22-GRS-1347 | 03-21-2022 | Bolivia | LCR | Rural Alliances Project II | P127743 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1337 | 03-11-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1335 | 03-04-2022 | Suriname | LCR | Competitiveness and Sector Diversification Project | P166187 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1326 | 02-15-2022 | Colombia | LCR | Support to the National Urban Transit Program Project | P117947 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------|--------|---|----------------|----------------------------------|------------------|--------------------------|--------------|--|
| FY22-GRS-1310 | 02-10-2022 | Honduras | LCR | Integrating Innovation for Rural Competitiveness Project | P168385 | Agriculture and Food | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1265 | 01-03-2022 | Honduras | LCR | Early Childhood Education Improvement Project | P169161 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1235 | 12-02-2021 | Dominica | LCR | Third Phase Disaster Vulnerability Reduction Project | P129992 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1221 | 11-19-2021 | Jamaica | LCR | Second Rural Economic Development Initiative (REDI II) Project | P166279 | Agriculture and Food | Task Team | E&S Issues | Inadmissible | Allegations of workplace harassment. Complaint was anonymous, and did not meet the admissibility criteria under the GRS Procedure. |
| FY22-GRS-1219 | 11-18-2021 | Haiti | LCR | Sustainable Rural and Small Towns Water and Sanitation Project | P148970 | Water | Task Team | Other Operations Matters | Inadmissible | Concerns related to the quality of Project works. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1195 | 10-27-2021 | Honduras | LCR | Disaster Risk Management Project | P131094 | Urban, Resilience and Land | Task Team | Procurement | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1165 | 10-04-2021 | St. Lucia | LCR | Health System Strengthening Project | P166783 | Health, Nutrition and Population | Task Team | Other Operations Matters | Inadmissible | Allegations of a breach of data privacy. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1117 | 08-31-2021 | Peru | LCR | Support to the Subnational Transport Program Project | P132515 | Transport | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1110 | 08-25-2021 | Brazil | LCR | Rio Grande do Norte Regional Development and Governance Project | P126452 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1106 | 08-19-2021 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | INT | Other Operations Matters | Inadmissible | Concerns related to Project oversight. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------|--------|---|----------------|---|------------------|--------------------------|----------------|--|
| FY22-GRS-1098 | 08-16-2021 | Brazil | LCR | Environmentally Sustainable Project | P089440 | Environment, Natural Resources and the Blue Economy | INT | E&S Issues | Inadmissible | Concerns related to the Project's resettlement process. The Project had been closed for more than 15 months, and the GRS no longer had mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1068 | 07-12-2021 | Argentina | LCR | Matanza-Riachuelo Basin Sustainable Development Project | P105680 | Environment, Natural Resources and the Blue Economy | INT | Other Operations Matters | Inadmissible | Concerns related to Project design. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1455 | 06-23-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of adverse environmental and social impacts of the Project. |
| FY22-GRS-1454 | 06-22-2022 | Peru | LCR | Centralized Emergency Response System Project | P170658 | Digital Development | Task Team | E&S Issues | Solution Phase | Allegations of workplace harassment. |
| FY22-GRS-1444 | 06-15-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of delays in compensation for Project resettlement of a tenant. |
| FY22-GRS-1415 | 05-26-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of non-payment of compensation for Project resettlement and associated loss of livelihood. |
| FY22-GRS-1394 | 05-13-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of environmental impacts during the demolition of properties acquired by the Project. |
| FY22-GRS-1388 | 05-09-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of delays in payment of compensation for property acquired by the Project. |
| FY22-GRS-1387 | 05-09-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of delays in payment of compensation for property acquired by the Project. |
| FY22-GRS-1382 | 04-28-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of inadequate compensation for Project land acquisition and loss of income. |
| FY22-GRS-1381 | 04-28-2022 | Argentina | LCR | Northwestern Road Development Corridor Project | P163115 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of restrictions of access to the complainant's business and associated economic impacts due to the Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|----------|--------|--|----------------|----------------------|------------------|------------|----------------|---|
| FY22-GRS-1380 | 04-29-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of delays in compensation for Project resettlement of a tenant and associated economic impacts. |
| FY22-GRS-1377 | 04-27-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | E&S Issues | Solution Phase | Concerns related to compensation for Project land acquisition. |
| FY22-GRS-1374 | 04-21-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of air and noise pollution, and inadequate management of green areas and traffic by the Project. |
| FY22-GRS-1372 | 04-21-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of adverse economic impacts due to poor planning of the property acquisition process by the Project. |
| FY22-GRS-1334 | 03-09-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of inadequate compensation for Project land acquisition and associated economic impacts. |
| FY22-GRS-1316 | 02-17-2022 | Peru | LCR | Lima Metropolitan BRT North Extension Project | P170595 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of damages to properties due to Project construction works. |
| FY22-GRS-1306 | 02-02-2022 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of inadequate compensation for Project land acquisition. |
| FY22-GRS-1176 | 10-12-2021 | Ecuador | LCR | Quito Metro Line One Project | P144489 | Transport | Task Team | E&S Issues | Solution Phase | Allegations of damages to houses due to Project construction works. |
| FY22-GRS-1154 | 09-22-2021 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of inadequate compensation for Project land acquisition and loss of income. |
| FY22-GRS-1125 | 09-02-2021 | Colombia | LCR | Support to the Bogota Metro Line 1 Section 1 Project - (Series 1) | P165300 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of inadequate compensation for loss of income and Project resettlement of the complainant's business. |
| FY22-GRS-1245 | 12-09-2021 | Jordan | MNA | Exploring High-Value, Socially Inclusive and Water-Efficient Agriculture Project | P170476 | Agriculture and Food | INT | E&S Issues | Closed | Concerns related to working conditions at a Project site. Complaint was resolved to the complainants' satisfaction. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|--------------------|--------|--|----------------|----------------------------|------------------|--------------------------|--------------|--|
| FY22-GRS-1072 | 07-15-2021 | Egypt, Arab Rep. | MNA | Upper Egypt Local Development PforR | P157395 | Urban, Resilience and Land | Task Team | E&S Issues | Closed | Allegations of damage to private properties due to Project construction works. Complaint was resolved to the complainants' satisfaction. |
| FY22-GRS-1416 | 05-26-2022 | Yemen, Rep. | MNA | Additional Financing for Social Fund for Development IV Project | P133699 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Complaint raised operational matters and the Project was no longer active. |
| FY22-GRS-1385 | 05-09-2022 | Lebanon | MNA | Emergency Crisis and COVID-19 Response Social Safety Net Project | P173367 | Social Protection and Jobs | INT | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1307 | 01-31-2022 | West Bank and Gaza | MNA | Improving Early Childhood Development Project | P168295 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1300 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1299 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1298 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1297 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1296 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1295 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|---|------------------|--------------------------|--------------|--|
| FY22-GRS-1294 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1293 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1292 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1291 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1287 | 01-14-2022 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1284 | 01-19-2022 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1260 | 12-29-2021 | Tunisia | MNA | Integrated Landscapes Management in Lagging Regions Project | P151030 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to delays in Project implementation. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1234 | 11-30-2021 | Jordan | MNA | Municipal Services and Social Resilience Project | P147689 | Urban, Resilience and Land | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1217 | 11-16-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|---|------------------|---------------------------------|----------------|--|
| FY22-GRS-1215 | 11-13-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to management of the Project's cash transfer program. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1206 | 11-10-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1205 | 11-09-2021 | Tunisia | MNA | Integrated Landscapes Management in Lagging Regions Project | P151030 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to delays in Project implementation. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1198 | 10-29-2021 | Yemen, Rep. | MNA | Emergency Crisis Response Project | P159053 | Social Protection and Jobs | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1080 | 07-25-2021 | Tunisia | MNA | Integrated Landscapes Management in Lagging Regions Project | P151030 | Environment, Natural Resources and the Blue Economy | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1315 | 02-14-2022 | Jordan | MNA | Exploring High-Value, Socially Inclusive and Water-Efficient Agriculture Project | P170476 | Agriculture and Food | Direct Complaint | E&S Issues | Solution Phase | Allegations of unsuitable working and training conditions. |
| FY22-GRS-1437 | 06-10-2022 | Yemen, Rep. | MNA | Emergency Social Protection Enhancement and COVID-19 Response Project | P173582 | Social Protection and Jobs | INT | E&S Issues | Solution Phase | Allegations of unsuitable working conditions and non-responsiveness by the Project to workers' grievances. |
| FY22-GRS-1149 | 09-20-2021 | Lebanon | MNA | Water Supply Augmentation Project | P125184 | Water | Direct Complaint | E&S Issues | Solution Phase | Concerns related to compensation for Project land acquisition. |
| FY22-GRS-1418 | 05-28-2022 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1352 | 03-28-2022 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Concerns related to employment issues. Complaint did not relate to a World Bank-supported Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|---------|--------|---|----------------|-----------------|------------------|---------------------------------|--------------|---|
| FY22-GRS-1304 | 01-31-2022 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1290 | 01-26-2022 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Concerns around a dispute with a commercial bank. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1280 | 01-14-2022 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Concerns related to a dispute with a commercial bank. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1252 | 12-16-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1244 | 12-10-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Concerns related to employment issues. Complaint did not relate to a World Bank-supported Project. |
| FY22-GRS-1178 | 10-14-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1155 | 09-21-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of corruption in Project activities. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1123 | 09-01-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1112 | 08-26-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Allegations of maladministration of refugees by aid agencies. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1109 | 08-24-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of adverse environmental impacts of the Project. Concerns raised did not relate to a World Bank-supported Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-----------|--------|---|----------------|------------------------|------------------|---------------------------------|--------------|---|
| FY22-GRS-1104 | 08-19-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Allegations of irregularities in the Banking sector. Concerns raised did not relate to a World Bank-supported Project |
| FY22-GRS-1103 | 08-19-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Request for information on a World Bank Human Resources related matter. Complaint did not relate to a World Bank-supported Project. |
| FY22-GRS-1099 | 08-16-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of Project property acquisition without compensation. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1082 | 07-29-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | IFC Related | Inadmissible | Allegations of involuntary resettlement by the Project. Complaint was referred to the IFC Environmental and Social Policy and Risk team. |
| FY22-GRS-1076 | 07-16-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | INT | Not Related to World Bank Group | Inadmissible | Allegations of adverse impacts of hydropower projects on the ecological system. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1062 | 07-08-2021 | N/A | N/A | Not Related to a World Bank-supported Project | N/A | N/A | Direct Complaint | Not Related to World Bank Group | Inadmissible | Concerns related to application to a Youth Summit. Concerns raised did not relate to a World Bank-supported Project. |
| FY22-GRS-1263 | 01-02-2022 | Pakistan | SAR | National Transmission Modernization I Project | P154987 | Energy and Extractives | Direct Complaint | E&S Issues | Closed | Concerns related to loss of livelihood and low levels of proposed compensation for Project land acquisition. Complaint was satisfactorily resolved. |
| FY22-GRS-1240 | 12-07-2021 | Sri Lanka | SAR | Water Supply and Sanitation Improvement Project | P147827 | Water | Task Team | E&S Issues | Closed | Allegations of obstruction of personal property due to Project activities. The complaint was resolved to the complainant's satisfaction. |
| FY22-GRS-1207 | 11-08-2021 | Pakistan | SAR | National Transmission Modernization I Project | P154987 | Energy and Extractives | Direct Complaint | E&S Issues | Closed | Concerns related to compensation for Project land acquisition and loss of livelihood. The Borrower provided explanations to the complainant regarding mitigation measures and the land acquisition process. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1181 | 10-17-2021 | Sri Lanka | SAR | Climate Smart Irrigated Agriculture Project | P163742 | Agriculture and Food | Task Team | E&S Issues | Closed | Allegations of involuntary resettlement from agricultural lands and loss of access to irrigation water. An agreement was reached on temporary use of land and access to irrigation water. |
| FY22-GRS-1169 | 09-29-2021 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Inadmissible | Concerns related to road improvement and upgradation works and road safety risks. Alleged impacts were not related to a World Bank-supported Project. |
| FY22-GRS-1451 | 06-21-2022 | Pakistan | SAR | Punjab Human Capital Investment Project | P164785 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1440 | 06-09-2022 | India | SAR | Atal Bhujal Yojana (Abhy)-National Groundwater Management Improvement Project | P158119 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1439 | 06-09-2022 | India | SAR | Atal Bhujal Yojana (Abhy)-National Groundwater Management Improvement Project | P158119 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1438 | 06-09-2022 | India | SAR | Atal Bhujal Yojana (Abhy)-National Groundwater Management Improvement Project | P158119 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1412 | 05-25-2022 | Afghanistan | SAR | Kabul Municipal Development Program | P125597 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1408 | 05-20-2022 | Pakistan | SAR | Digital Jobs in Khyber Pakhtunkhwa Project | P165684 | Social Sustainability and Inclusion | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to the selection of Project grantees. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1406 | 05-20-2022 | India | SAR | Odisha Integrated Irrigation Project for Climate Resilient Agriculture | P163533 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1405 | 05-20-2022 | Pakistan | SAR | Digital Jobs in Khyber Pakhtunkhwa Project | P165684 | Social Sustainability and Inclusion | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1403 | 05-20-2022 | Pakistan | SAR | Punjab Human Capital Investment Project | P164785 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1401 | 05-20-2022 | Pakistan | SAR | Tarbela Fourth Extension Hydropower Project | P115893 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1396 | 05-19-2022 | Afghanistan | SAR | Trans-Hindukush Road Connectivity Project | P145347 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1390 | 05-12-2022 | Pakistan | SAR | Punjab Human Capital Investment Project | P164785 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1384 | 05-06-2022 | Pakistan | SAR | National Immunization Support Project | P132308 | Health, Nutrition and Population | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1383 | 05-05-2022 | India | SAR | Rural Water Supply and Sanitation Project for Low Income States | P132173 | Water | INT | Other Operations Matters | Inadmissible | Concerns related to Project performance. Complaint was referred to the World Bank task team for follow-up. |
| FY22-GRS-1371 | 04-21-2022 | Pakistan | SAR | Tarbela Fourth Extension Hydropower Project | P115893 | Energy and Extractives | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|----------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1370 | 04-06-2022 | Sri Lanka | SAR | COVID-19 Emergency Response and Health Systems Preparedness Project | P173867 | Health, Nutrition and Population | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to COVID-19 vaccines. The harm complained of was not related to a World Bank-supported Project. |
| FY22-GRS-1359 | 03-30-2022 | India | SAR | Vishnugad Pipalkoti Hydro Electric Project | P096124 | Energy and Extractives | Direct Complaint | E&S Issues | Inadmissible | Allegations of loss of lives and lack of adequate compensation. Alleged impacts were not related to a World Bank-supported Project. |
| FY22-GRS-1358 | 03-30-2022 | Pakistan | SAR | Sindh Barrages Improvement Project | P131324 | Water | INT | E&S Issues | Inadmissible | Allegations of workplace harassment. The complaint was anonymous, and did not meet the admissibility criteria under the GRS Procedure. |
| FY22-GRS-1356 | 03-30-2022 | Nepal | SAR | Modernization of Rani Jamara Kulariya Irrigation Scheme - Phase 2 Project | P158364 | Water | Direct Complaint | Other Operations Matters | Inadmissible | Allegations of sexual harassment. The complainant could not be identified, as a result of which the complaint did not meet the GRS admissibility criteria and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1348 | 03-24-2022 | India | SAR | Andhra Pradesh Disaster Recovery Project | P154847 | Urban, Resilience and Land | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1345 | 03-20-2022 | Afghanistan | SAR | Trans-Hindukush Road Connectivity Project | P145347 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1344 | 03-20-2022 | Bangladesh | SAR | Cash Transfer Modernization Project | P160819 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1342 | 03-16-2022 | Afghanistan | SAR | Trans-Hindukush Road Connectivity Project | P145347 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1339 | 03-15-2022 | Bangladesh | SAR | Municipal Governance and Services Project | P133653 | Urban, Resilience and Land | INT | E&S Issues | Inadmissible | Allegations of involuntary resettlement. Alleged impacts were not related to a World Bank-supported Project. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1324 | 02-27-2022 | Afghanistan | SAR | Citizens' Charter Afghanistan Project | P160567 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1323 | 02-25-2022 | Afghanistan | SAR | Fiscal Performance Improvement Support Project | P159655 | Governance | Other Bank Staff | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1322 | 02-18-2022 | Pakistan | SAR | Punjab Rural Sustainable Water Supply and Sanitation Project | P169071 | Water | INT | Other Operations Matters | Inadmissible | Concerns related to the availability of sanitation and water services. Complaint was closed for lack of response by the complainant, who did not provide sufficient information to determine admissibility. |
| FY22-GRS-1318 | 02-17-2022 | India | SAR | National Hydrology Project | P152698 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1314 | 02-16-2022 | India | SAR | National Hydrology Project | P152698 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1313 | 02-16-2022 | India | SAR | National Hydrology Project | P152698 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1312 | 02-14-2022 | Sri Lanka | SAR | Climate Smart Irrigated Agriculture Project | P163742 | Agriculture and Food | Task Team | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1301 | 01-26-2022 | Sri Lanka | SAR | Early Childhood Development Project | P151916 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1289 | 01-19-2022 | India | SAR | Kerala Solid Waste Management Project | P168633 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|---|------------------|--------------------------|--------------|---|
| FY22-GRS-1286 | 01-21-2022 | Pakistan | SAR | Punjab Cities Program | P156972 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1279 | 01-12-2022 | Bangladesh | SAR | Urban Resilience Project | P149493 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1277 | 01-11-2022 | Pakistan | SAR | Higher Education Development Project | P161386 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1274 | 01-11-2022 | Pakistan | SAR | Khyber Pakhtunkhwa Integrated Tourism Development Project | P163562 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1271 | 01-10-2022 | Sri Lanka | SAR | Agriculture Sector Modernization Project | P156019 | Agriculture and Food | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1269 | 01-11-2022 | India | SAR | Eastern Dedicated Freight Corridor - I Project | P114338 | Transport | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to a World Bank staff member. Complaint was handled by INT. |
| FY22-GRS-1267 | 01-06-2022 | Pakistan | SAR | Khyber Pakhtunkhwa Human Capital Investment Project | P166309 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1266 | 01-03-2022 | Pakistan | SAR | Sindh Water Sector Improvement Project Phase I | P084302 | Water | INT | E&S Issues | Closed | Concerns related to the Project's water system improvement. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1258 | 12-25-2021 | Afghanistan | SAR | Eshteghal Zaiee - Karmondena (EZ-Kar) Project | P166127 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|---|------------------|--------------------------|--------------|--|
| FY22-GRS-1256 | 12-18-2021 | Afghanistan | SAR | Citizens' Charter Afghanistan Project | P160567 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1255 | 12-18-2021 | Afghanistan | SAR | Eshteghal Zaiee - Karmondena (EZ-Kar) Project | P166127 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1254 | 12-18-2021 | Afghanistan | SAR | COVID-19 Relief Effort for Afghan Communities and Households Project | P174119 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1253 | 11-25-2021 | India | SAR | Punjab Rural Water and Sanitation Sector Improvement Project | P150520 | Water | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1249 | 12-15-2021 | India | SAR | Odisha Integrated Irrigation Project for Climate Resilient Agriculture | P163533 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1239 | 12-06-2021 | Pakistan | SAR | Khyber Pakhtunkhwa Integrated Tourism Development Project | P163562 | Finance, Competitiveness and Innovation | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1236 | 12-05-2021 | India | SAR | Second Kerala State Transport Project | P130339 | Transport | Direct Complaint | E&S Issues | Closed | Concerns related to the lack of a bus shelter on a road constructed by the Project. The Borrower provided relevant information and clarifications to the complainant regarding his concerns. |
| FY22-GRS-1230 | 11-26-2021 | Pakistan | SAR | Khyber Pakhtunkhwa Integrated Tourism Development Project | P163562 | Finance, Competitiveness and Innovation | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1225 | 11-24-2021 | India | SAR | Amaravati Sustainable Infrastructure and Institutional Development Project | P159808 | Urban, Resilience and Land | Direct Complaint | Other Operations Matters | Inadmissible | Concerns related to Project planning. The Project was no longer active. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|--|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1220 | 11-19-2021 | Sri Lanka | SAR | N/A | N/A | N/A | Task Team | Other Operations Matters | Inadmissible | Allegations of harassment. Concerns raised did not relate to a World Bank-supported activity. |
| FY22-GRS-1216 | 11-15-2021 | India | SAR | National Cyclone Risk Mitigation Project-II | P144726 | Urban, Resilience and Land | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1213 | 11-09-2021 | Pakistan | SAR | Khyber Pakhtunkhwa Revenue Mobilization and Public Resource Management Project | P162302 | Governance | INT | Other Operations Matters | Inadmissible | Concerns related to Project management. The complainant did not respond to GRS' request for additional information regarding the concerns raised. |
| FY22-GRS-1209 | 11-09-2021 | Afghanistan | SAR | Higher Education Development Project | P146184 | Education | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1208 | 11-09-2021 | Afghanistan | SAR | Trans-Hindukush Road Connectivity Project | P145347 | Transport | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1200 | 11-07-2021 | Afghanistan | SAR | Afghanistan Education Quality Reform Project | P159378 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1192 | 10-22-2021 | Pakistan | SAR | Competitive and Livable City of Karachi Project | P161402 | Urban, Resilience and Land | INT | E&S Issues | Inadmissible | Concerns related to Project design. Activities complained of were not financed by the World Bank-supported Project. |
| FY22-GRS-1190 | 10-23-2021 | Afghanistan | SAR | Kabul Municipal Development Program | P125597 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1189 | 10-23-2021 | Afghanistan | SAR | Eshteghal Zaiee - Karmondena (EZ-Kar) Project | P166127 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|-------------------------------------|------------------|--------------------------|--------------|--|
| FY22-GRS-1188 | 10-23-2021 | Afghanistan | SAR | Eshteghal Zaiee - Karmondena (EZ-Kar) Project | P166127 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1187 | 10-23-2021 | Afghanistan | SAR | Kabul Municipal Development Program | P125597 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1185 | 10-24-2021 | Afghanistan | SAR | National Horticulture and Livestock Productivity Project | P143841 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1182 | 10-18-2021 | Afghanistan | SAR | Kabul Municipal Development Program | P125597 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1177 | 10-13-2021 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | INT | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1170 | 10-07-2021 | Afghanistan | SAR | Afghanistan Sehatmandi Project | P160615 | Health, Nutrition and Population | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1156 | 09-24-2021 | Afghanistan | SAR | National Horticulture and Livestock Productivity Project | P143841 | Agriculture and Food | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1152 | 09-21-2021 | India | SAR | Second Kerala State Transport Project | P130339 | Transport | INT | E&S Issues | Closed | Concerns related to road safety risks due to Project construction works. Complaint was closed for lack of response by the complainant, in accordance with the GRS Procedure. |
| FY22-GRS-1130 | 09-05-2021 | Sri Lanka | SAR | COVID-19 Emergency Response and Health Systems Preparedness Project | P173867 | Health, Nutrition and Population | Task Team | Other Operations Matters | Inadmissible | Concerns related to delays in accessing the COVID-19 vaccine. Complaint was referred to the World Bank task team for follow-up. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|-------------|--------|---|----------------|-------------------------------------|------------------|--------------------------|--------------|---|
| FY22-GRS-1113 | 08-29-2021 | India | SAR | Technical Education Quality Improvement Project III | P154523 | Education | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1111 | 08-25-2021 | Pakistan | SAR | Solid Waste Emergency and Efficiency Project | P173021 | Urban, Resilience and Land | INT | E&S Issues | Inadmissible | Allegations of involuntary resettlement without compensation. Alleged impacts were not related to a World Bank-supported Project. |
| FY22-GRS-1108 | 08-18-2021 | India | SAR | Madhya Pradesh Urban Development Project | P155303 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Inadmissible | Allegations of substandard works and concerns related to community health and safety. Activities complained of were not financed by the World Bank-supported Project. |
| FY22-GRS-1096 | 08-14-2021 | India | SAR | Technical Education Quality Improvement Project III | P154523 | Education | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1094 | 08-10-2021 | Afghanistan | SAR | Eshteghal Zaiee - Karmondena (EZ-Kar) Project | P166127 | Social Sustainability and Inclusion | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1092 | 08-06-2021 | India | SAR | National Rural Livelihoods Project | P104164 | Agriculture and Food | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1087 | 08-03-2021 | Afghanistan | SAR | Kabul Municipal Development Program | P125597 | Urban, Resilience and Land | Direct Complaint | Fraud and/or Corruption | Inadmissible | Complaint raised integrity-related concerns and was referred to the Integrity Vice-Presidency in accordance with the GRS Procedure. |
| FY22-GRS-1079 | 07-21-2021 | India | SAR | Eastern Dedicated Freight Corridor-3 Project | P150158 | Transport | INT | Other Operations Matters | Inadmissible | Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up. |
| FY22-GRS-1069 | 07-11-2021 | Sri Lanka | SAR | Climate Smart Irrigated Agriculture Project | P163742 | Agriculture and Food | Task Team | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |

| Complaint Number | Date Received | Country | Region | Project Name | Project Number | Global Practice | Complaint Source | Type | Status | Issues Raised |
|------------------|---------------|----------|--------|---|----------------|----------------------------|------------------|-------------|----------------|---|
| FY22-GRS-1064 | 07-12-2021 | Pakistan | SAR | Punjab Human Capital Investment Project | P164785 | Social Protection and Jobs | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1060 | 07-07-2021 | Pakistan | SAR | Disaster and Climate Resilience Improvement Project | P154036 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1059 | 07-07-2021 | Pakistan | SAR | Disaster and Climate Resilience Improvement Project | P154036 | Urban, Resilience and Land | Direct Complaint | Procurement | Inadmissible | Complaint raised procurement-related concerns and was referred to the OPCS Procurement team in accordance with the GRS Procedure. |
| FY22-GRS-1462 | 06-21-2022 | Pakistan | SAR | Competitive and Livable City of Karachi Project | P161402 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Evaluation | Concerns related to unattended and unfinished Project construction works, and debris on-site at a public park. |
| FY22-GRS-1457 | 06-25-2022 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Evaluation | Allegations of poor road construction works and the use of sub-standard materials during Project road upgradation works. |
| FY22-GRS-1285 | 01-18-2022 | India | SAR | Rajasthan State Highways Development Program II | P157141 | Transport | Direct Complaint | E&S Issues | Solution Phase | Allegations of Project encroachment on private property, damage to property and concerns related to health hazards. |
| FY22-GRS-1257 | 12-19-2021 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Solution Phase | Concerns related to road safety risks due to non-completed Project construction works. |
| FY22-GRS-1077 | 07-18-2021 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Solution Phase | Allegations of adverse environmental impacts of the Project. |
| FY22-GRS-1074 | 07-15-2021 | India | SAR | Jhelum and Tawi Flood Recovery Project | P154990 | Urban, Resilience and Land | Direct Complaint | E&S Issues | Solution Phase | Allegations of river pollution due to emission of sewage by the Project's pumping stations. |

