



2022

Annual Report

The reunion year

MICI Annual Report 2022

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Photography: MICI team.

Cataloging-in-Publication data provided by the Inter-American Development Bank Felipe Herrera Library

Independent Consultation and Investigation Mechanism: 2022 Annual Report / Inter-American Development Bank.

p. cm.

1. Development banks-Latin America-Yearbooks. 2. Social responsibility in banking-Latin America. 3. Economic development projects-Social aspects-Latin America. 4. Economic development projects-Environmental aspects-Latin America. I. Inter-American Development Bank. Independent Consultation and Investigation Mechanism.

IDB-AN-00342

JEL: O1, O10, O19, Q01

Keywords: Accountability, Complaints management, Consultation Phase, Compliance Review Phase, Access to information

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2022

Annual Report

Independent Consultation and Investigation Mechanism

IDB Group

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Cap-Haïtien, Haiti

From the Board of Executive Directors

The ability of multilateral organizations to influence development requires adequate accountability mechanisms and attentive and committed interaction with civil society. The impact on development, social and environmental responsibility, transparency, and accountability are increasingly intertwined and, in this context, the work of MICI as an interlocutor of the communities and actors involved or affected by the projects in which the IDB group contributes is a sign of our commitment to the well-being of individuals and populations, as well as a fundamental piece for learning and institutional strengthening.

The work of MICI has been key to incorporating the experience and feedback provided by the civilian population into our policies. In particular, MICI's compliance work contributed to the evaluation and revision of Environmental and Social Safeguards, which in 2021 resulted in a new framework of environmental and social policies that were among the most comprehensive and modern among multilateral institutions. In addition, when communities allege potential negative impacts, the contribution of MICI by facilitating dialogue at key stages of the project cycle increases the IDB group's capacity to respond directly and in a timely manner to feedback provided by beneficiaries and stakeholders on the IDB group's work and contribution to the development agenda in Latin America and the Caribbean.

The role of MICI in providing access to the voice of communities and civil society is an indispensable element for the IDB group to continue transforming lives with environmental and social responsibility, so we celebrate another year of its operations and fully support its role, mission, and activity, in favor of development and institutional strengthening.

Alejandro Gaytán González

Executive Director

Chair of the Policy and Evaluation Committee of the IDB

A more open MICI with even greater impact

In March 2021, when I assumed the position of Director of MICI, I submitted to the Board my vision and plan for a more transparent and even more effective Mechanism to increase accountability at the IDB Group. I feel that 2022 was a crucial step towards our objective to construct a more robust MICI, that can better serve Latin America and the Caribbean. These are the four primary causes.

2022 was the reunion year. Since the onset of the pandemic, the entire team has worked tirelessly to continue responding to complaints with as much normalcy as possible within the new reality imposed by remote work and video conferences. In the majority of cases, remote management could be accomplished without considerable detriment and, along the way, we learned to make the most of the possibilities that technology can offer us. Nevertheless, we also observed significant restrictions that have taken a heavy toll on some of the cases we managed. 2022 left us with recollections of emotional reunions, highly human and personal stories that distance obscured, and which are invaluable for conflict resolution and compliance review processes.

Together with this physical proximity, throughout the year we have strengthened our relationships with different key stakeholders, both internally in the IDB Group and externally with regional civil society organizations, local communities, professional associations, and universities. We were able to hear unique insights from each one and be enriched by their wisdom. Active listening and close collaboration with all stakeholders are essential for MICI to engage with all parties to jointly and collaboratively improve the environmental and social aspects of development projects.

Another fundamental aspect of our accountability work is creating new knowledge and insights that the IDB Group can use to enhance their performance at designing and implementing their projects. 2022

has been not only the year in which we published the most products in our knowledge program, MICI Reflections, but it has also been a pivotal moment in the spaces that have been created and the topics discussed. Throughout the year, we have organized a number of discussion series and work sessions with experts in areas such as retaliation, remedy, dispute resolution, environmental and social issues, and compliance review. I especially want to emphasize prevention and attention to the risk of reprisals: a reality that, unfortunately, remains all too pressing in our region. Despite the limitations of our own operational domain, we have worked to increase our ability to envisage these situations and to develop the skills and tools necessary to have a greater impact on the prevention and early identification of these risks.

These advances have also been the result of the continued support we have received from the Board of Executive Directors and, concretely, from the plan approved by the directors in 2020 to gradually consolidate the Mechanism's team with fixed positions. In 2022, this process concluded with a configuration of four permanent positions for each of the Phases, which has made it possible to guarantee greater stability in case management. This reinforced structure has already produced improved results in our processes and management times.

We still have a long road ahead, but I believe the IDB Group now has a more robust tool to collaborate with all relevant parties to ensure the social and environmental sustainability of their projects and, therefore, ensure the IDB Group's mission of improving lives in Latin America and the Caribbean. From MICI, we will continue working with everyone towards this objective of making development in our region even better.



Andrea Repetto
MICI Director

Highlights of 2022

33

In 2022, MICI managed a total of 33 complaints. Five of them correspond to IDB Invest, one to IDB Lab and 27 to IDB projects.

In 2022, the mechanism received **21 new complaints**,

41%

more than the median since 2015, when the current MICI policy came into effect.

These 21 new complaints constitute the highest total ever recorded since 2015, with a 9.5 percent increase compared to 2021.

66%

Two out of every three new complaints were closed in the registration or eligibility stages.

7

The Compliance Review Phase

managed seven cases, with four new cases transferred from the Consultation Phase.

The Phase completed the monitoring of the action plan with corrective measures for one of the complaints.

15 The Consultation Phase

managed 15 cases: six are new, while nine were received in prior years.

During the year, a new agreement was reached, and the Phase monitored agreements previously reached in seven cases. A complaint was closed with the full implementation of the agreement.

2,899



Almost 3,000 people took part in the **36 events in which the Mechanism was present in 2022**, both with the IDB Group and with external audiences.

42%

The complainant communities have expressed **fear of possible reprisals in 42 percent of the cases** managed by MICI in 2022.

This represents 13 points less than in 2021.



Interior of the Ituango hydroelectric project.

A post-pandemic mechanism

2022 has been the year of the reactivation of MICI field missions, suspended for two years during the pandemic. The return to face-to-face interactions allows MICI to work more closely with all the parties, while the virtuality of the past two years yields substantial insights for a new hybrid normalcy.

Reprisals: How to ensure safe access to the Mechanism

Continuing the efforts of prior years, MICI has increased its initiatives to promote an environment free of threats and reprisals towards the complainant communities. For the first time, the Mechanism made public statements and took actions to notify the Bank of a particularly concerning situation. Furthermore, new spaces have been created to share experiences and raise awareness within the Group.

New formats to foster discussion

The Mechanism has generated new spaces for sharing experiences, insights, and reflections with various key stakeholders. Thus, for instance, the Consultation Phase has engaged in practice communities with dispute resolution specialists from other peer mechanisms. Within the IDB Group, MICI has been called to multiple meetings with project teams and safeguards specialists, and has organized discussion and analysis sessions on themes vital to our work.

More knowledge products

This year, MICI published five new knowledge products. For the first time, one of these publications makes a panoramic analysis of multiple MICI investigations. Additionally, two years after the onset of the pandemic, a note examines the transformations that online mediation may bring about in the field of dispute resolution. Finally, three briefs summarize the key results in three cases under compliance review.

Team consolidation

In 2022, MICI completed the consolidation process of the permanent positions approved by the Board of Executive Directors in 2020 and 2021. The increase in positions and the conversion of temporary consultancies to permanent positions will contribute to greater stability and continuity in case management.

In the Consultation Phase

Hybrid dispute resolution

In April, the Consultation Phase carried out the first MICI field mission after 25 months of COVID restrictions. Resuming face-to-face meetings also meant recovering proximity and innumerable nuances, key elements of dispute resolution, which are omitted by screens and remote connections. In these past two years, strong levels of dedication and creativity enabled, for example, the successful closure of two complaints with completely remote monitoring in 2021 and 2022. Also evident, however, are the

limitations of remote work. Despite all the efforts made, no final agreement was reached for a complaint in Colombia ([MICI-CII-CO-2019-0152](#)), which had been in remote dialogue for more than two years and for which partial agreements were already begun to be implemented. Another case in Peru ([MICI-PE-2015-0094](#)), was transferred to the Compliance Review Phase after determining that it would not be feasible to implement the agreement reached in 2017.



Partial agreements were reached between the parties for the Autopista 4G Ruta del Cacao project

Time, a key factor

One of the cases closed this year with full implementation of the agreement between the parties, in Ecuador ([MICI-BID-EC-2018-0131](#)), accentuates the importance of timely managing dispute resolution processes. This is even more relevant after the recent creation and implementation of IDB's and IDB Invest's complaint mechanisms. In this case, the early activation of MICI made it possible to find a consensual solution



Dialogue session in Argentina

with many more options on the table since the construction on the project had just begun. Furthermore, during the monitoring stage, it was crucial to manage the timetables to overcome various delays and the complications of COVID. More information in this [brief](#).

Customized solutions

For the first time ever, a case managed by the Consultation Phase produced multiple agreements between the parties. It relates to the complaint regarding the construction of the metro in Bogota, Colombia, ([MICI-BID-CO-2022-0184](#)), for which it was necessary to reach multiple commitments in order to attend to the special circumstances of each complainant individually. By the end of the year, a good part of the agreements had already been implemented.



Meeting with complainants in Bogotá, Colombia

In the Compliance Review Phase

An eagerly awaited investigation

In June, the field mission of the experts from the investigation on the Ituango hydroelectric project in Colombia, initially planned for April 2020 and postponed because of the pandemic, was carried out. In addition to its significant value for the complainant communities, the mission, which presented numerous logistical challenges due to the complexity of the investigation and the insecurity context in the area, made it possible to complete the remote work and desk analysis that had been carried out in the last two years.

Enhancing processes to react more effectively

Starting this year, the Phase is reviewing its work methodology to optimize internal procedures and shorten processing times in order to contribute to the complainant communities and the IDB Group more effectively. As a result of these efforts, for the first time since 2017, the Phase has completed three investigation recommendations within the 21 business days established by the Policy, without needing to request deadline extensions.

Guatemala: the importance of relationship building

The complaint concerning two hydroelectric projects in Guatemala ([MICI-CII-GU-2018-0136](#)) has contributed to understand the need of a new form of relationship amongst the indigenous peoples and the IDB Group. Currently, MICI is monitoring the action plan that IDB Invest created in 2021 to address the recommendations and findings of the Compliance Review Report. To ensure a constructive exchange in the implementation of this plan, MICI facilitated the approach between the project team and the complainant communities, as well as their information and criteria exchange. Despite the logistical challenges, the parties have begun fostering a relationship aimed at a better understanding of



Meeting with the Ituango hydroelectric project team (top image) and with complainants (bottom) during the investigation mission in Colombia.



the work of the IDB Group and the needs and challenges of the local communities.

Reducing obstacles

For this case, the Phase translated an investigation and a summary brief, for the first time, into Mayan languages (Chuj and Q'anjob'al). In this way, the Mechanism aims to make their findings and recommendations more accessible and understandable to the indigenous communities that filed the complaint.

In access promotion

BY THE NUMBERS

Over
• **2,150** → **21**
participants in external events

Over
• **700** → **15**
participants in activities within the IDB Group

- Formation of the second generation of the **External Consultative Group**

In 2022, the Mechanism was able to resume access promotion activities in a face-to-face format, both in the region and at its headquarters, concurrently with the continuation of virtual interactions. These actions are crucial for increasing the Mechanism's visibility and accessibility to the communities that rely on MICI. In total, MICI organized or participated in 36 internal and external events, with a total audience of almost 3,000 people.



Dialogue with civil society

Throughout the year, MICI held five meetings with civil society organizations (CSOs) of the region: four were held remotely and one in person in New York within the context of the annual meeting with the independent accountability mechanisms (IAMnet). These exchanges made it possible to better understand their worries and concerns, and to present the main outcomes of the Mechanism's work, the [open data portal](#) "AccountabilityDATA", as well as the progress made in the OVE action plan.

Besides, MICI was invited by IDB and IDB Invest to participate, for the first time, in a meeting with CSOs to submit the new complaint response mechanisms created by both institutions. The session clarified questions regarding the articulation of the various available avenues, their respective roles, and features.

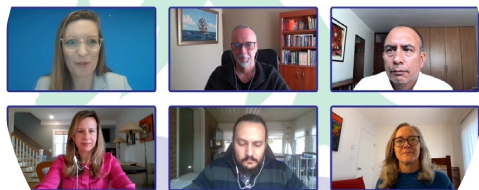


Information exchanges with the IDB Group

The Mechanism has organized, and has also been invited to, various internal discussion groups with different areas of the IDB and IDB Invest. Among others, two discussion sessions were held with external speakers to delve more into the analysis of remedy pathways in development projects. The Mechanism was also invited to numerous spaces to share knowledge and experiences regarding dispute resolution, environmental and social concerns, and accountability.



Why does stakeholder engagement matter for impact assessment in Latin America and the Caribbean?



Relationships with specialized audiences

The MICI team has continued to participate in international forums in disciplines relevant to the work of the Mechanism, such as dispute resolution, compliance review, and impact assessments. Like in prior years, MICI co-organized the American Mediation Congress, where it gave three presentations. MICI also [participated in two panels](#) at the annual International Association of Impact Assessment (IAIA) conference, attended by around 1,100 experts.

In the academic sphere, MICI has continued to engage with scholars of various Latin American universities to ensure the Mechanism is well-known among young professionals in the region. This year, the Public-Private Alliances Specialization, from LEAD University of Costa Rica, has been added to the existing collaborations of prior years.



Second generation of the External Consultative Group

In November, the [second generation of the External Consultative Group \(ECG\) was formed](#), made up of six expert professionals who will advise the Mechanism on a pro bono and non-binding nature. This Group supports the enrichment of the Mechanism by incorporating the opinions and expertise of external specialists with extensive experience in critical areas of our activity, including environmental and social safeguards, civil society, conflict resolution, business management and human rights, among others. In such a way, the ECG contributes to strengthening MICI's performance, its quality of work and regional impact.



Work with other peer mechanisms

The exchange of experiences among the different independent accountability mechanisms is an important source of knowledge and insights to strengthen our work. As in previous years, MICI has continued collaborating closely with different members of the IAMnet, which brings together 23 peer institutions.

Throughout the course of the year, the team held several specialized sessions on the practice of dispute resolution, as well as a number of bilateral meetings with other institutions interested in learning more about the structure, organization and operation of the Mechanism. In October, a MICI delegation also participated in the XIX Annual Meeting of the IAMnet, which, for the first time was held in a hybrid virtual and face-to-face format and was attended by over 120 representatives.



For the first time, the XIX Annual Meeting of the IAMnet was held in a hybrid virtual and face-to-face format.





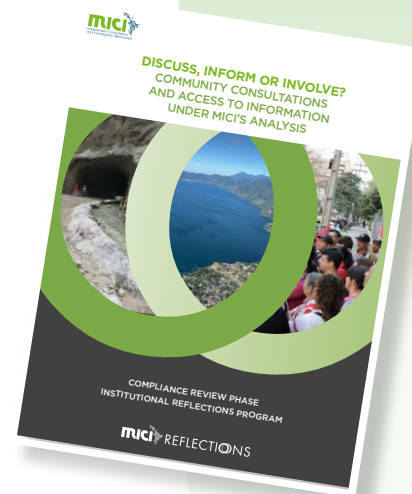
MICI Reflections

MICI Reflections is a knowledge program created to promote institutional reflection based on cases managed and to develop insights that contribute to improving the performance of the IDB Group. During the year, in addition to the publication of five new products, within this program MICI generated several spaces for feedback and analysis from the IDB Group to expand knowledge in a variety of fields.

Learnings from MICI's investigations

The 10 investigations carried out by the Compliance Review Phase since 2010 have uncovered recurring themes in the complaints filed by communities in the region. This new technical note from MICI Reflections that analyzes these investigations specifically addresses two recurrent themes: access to information and prior community consultation. Under the title: "[Discuss, Inform or Involve? Community consultations and access to information under MICI's analysis](#)", the note provides a valuable analysis of the implementation of the IDB Group's environmental and social policies.

For the preparation of this note, a discussion of the draft was held in May with a focus group from different departments of the IDB and IDB Invest. Based on their valuable inputs, the new publication was presented in December with an internal event.





Conflict resolution in a virtual context

The note [“Online Mediation and Social Conflict”](#), by the Consultation Phase Coordinator, Gastón Aín was published in October. The note examines the transformations that online mediation has brought to the practice of social and environmental dispute resolution. It includes considerations based both on daily experience and on the first scientific evidence in Latin America and the Caribbean, where a context of quickly ignitable social conflict is prevalent.



Summaries of three cases investigated by MICI

Within the series of case summaries launched in 2021, the Compliance Review Phase published three new case summaries, which collect lessons and insights from the investigations performed.

1. **Mexico** [Mareña Renovables: Reinforcing the “meaningful” in “meaningful consultations”](#)
2. **Paraguay** [Metrobus: a milestone in economic displacement management](#)
3. **Chile** [A new approach towards gender issues: lessons learnt in Alto Maipo](#)



MICI cases management in 2022

MICI MANAGED

33 complaints in 2022

12 corresponding to previous years

21

received throughout the course of the year



This is a new record for both the number of cases received and the overall number of cases managed in a single year.

Case	Country	Complaint name and Operation code	Status as of December 31, 2022
MICI-PE-2015-0094	Peru	Rural Land Titling & Registration Project in Peru – Third Phase (PTRT-3) (PE-L1026)	Compliance Review Phase — Selection of the investigation panel
MICI-BID-HA-2017-0114	Haiti	Productive Infrastructure Program — Request II (HA-L1055)	Consultation Phase — Monitoring of agreements
MICI-BID-CH-2017-0115	Chile	Alto Maipo Hydroelectric Power project (CH-L1067)	Compliance Review Phase — Closed during monitoring stage
MICI-BID-EC-2018-0131	Ecuador	Program for the Reconstruction of Electricity Infrastructure in Areas Affected by the Earthquake in Ecuador (EC-L1219)	Consultation Phase — Closed after the implementation of the agreement
MICI-CII-CO-2018-0133	Colombia	Ituango Hydropower Plant (11794-04)	Compliance Review Phase — Under investigation
MICI-CII-GU-2018-0136	Guatemala	Generadora San Mateo S.A. and Generadora San Andrés S.A. (GU3794A-01, GU3798A-01)	Compliance Review Phase — Preparation of the monitoring plan
MICI-BID-AR-2019-0148	Argentina	Reconquista River Basin Environmental Sanitation Program — Request III (AR-L1121)	Consultation Phase — Monitoring of agreements
MICI-CII-CO-2019-0152	Colombia	Ruta del Cacao 4G Toll Road (12252-01)	Compliance Review Phase — Preparation of the recommendation
MICI-BID-AR-2021-0164	Argentina	Development Program For Metropolitan Areas Outside the Capital II (AR-L1243)	Consultation Phase — Monitoring of agreements
MICI-BID-AR-2021-0170	Argentina	Integrated Urban Solid Waste Management Program — Request II (AR-L1151)	Consultation Phase — In dialogue process
MICI-BID-CR-2021-0171	Costa Rica	Cantonal Road Network II Program (CR-L1065)	Consultation Phase — Monitoring of agreements
MICI-BID-AR-2021-0178	Argentina	Water and Sanitation Program for Metropolitan Areas (AR-L1162)	Compliance Review Phase — Closed with the recommendation not to investigate
MICI-BID-AR-2022-0182	Argentina	Integrated Urban Solid Waste Management Program — Request IV (AR-L1151)	Compliance Review Phase — Preparation of the recommendation
MICI-BID-BO-2022-0183	Bolivia	Enhancing the Ecosystem for Entrepreneurship and Innovation in Bolivia (BO-T1346)	Closed — Not registered
MICI-BID-CO-2022-0184	Colombia	Metro of Bogota First Line - First Tranch — Request IV (CO-L1234)	Consultation Phase — Monitoring of agreements
MICI-BID-VE-2022-0185	Venezuela	Support to the Action Social Center of Music Program - Phase II (VE-L1017)	Closed — Not registered
MICI-CII-UR-2022-0186	Uruguay	Tacuarembó-Salto Green Transmission Line (12220-01)	Closed — Not registered
MICI-BID-AR-2022-0187	Argentina	Reconquista River Basin Environmental Sanitation Program — Request IV (AR-L1121)	Closed — Not registered
MICI-BID-AR-2022-0188	Argentina	Reconquista River Basin Environmental Sanitation Program — Request V (AR-L1121)	Consultation Phase — In dialogue process
MICI-BID-BR-2022-0189	Brazil	National Tourism Development Program - PRODETUR Nacional-Rio de Janeiro (BR-L1210)	Consultation Phase — Evaluation for the dialogue process
MICI-BID-TT-2022-0190	Trinidad and Tobago	Urban Upgrading and Revitalization Program (TT-L1057)	Closed — Not registered
MICI-BID-CO-2022-0191	Colombia	Program for the Adoption and Implementation of a Rural-Urban Multipurpose Cadastre (CO-L1164)	Closed — Not registered
MICI-BID-CO-2022-0192	Colombia	Metro of Bogota First Line - First Tranch — Request V (CO-L1234)	Consultation Phase — In dialogue process
MICI-BID-CO-2022-0193	Colombia	Metro of Bogota First Line - First Tranch — Request VI (CO-L1234)	Closed — Not registered
MICI-BID-CO-2022-0194	Colombia	Metro of Bogota First Line - First Tranch — Request VII (CO-L1234)	Closed — Not registered
MICI-BID-NI-2022-0195	Nicaragua	Project for the Improvement and Sustainable Management of Drinking Water and Sanitation Services in Urban and Periurban Areas (NI-L1145)	Closed — Not registered
MICI-BID-BR-2022-0196	Brazil	National Tourism Development Program in Bahia (PRODETUR National-Bahia) (BR-L1300)	Closed — Not eligible
MICI-BID-CO-2022-0197	Colombia	Porce III Hydroelectric Power Plant — Request II (CO-L1005)	Closed — Not registered
MICI-BID-BR-2022-0198	Brazil	Serra do Mar and Atlantic Forest Mosaics System Socioenvironmental Recovery Program — Request II (BR-L1241)	Closed — Not registered
MICI-CII-UR-2022-0199	Uruguay	Tacuarembó-Salto Green Transmission Line — Request II (12220-01)	Consultation Phase — Evaluation for the dialogue process
MICI-BID-CO-2022-0200	Colombia	Metro of Bogota First Line - First Tranch — Request VIII (CO-L1234)	Closed — Not registered
MICI-BID-AR-2022-0201	Argentina	General San Martín Railroad Improvement Project: Retiro-Pilar Branch Line (AR-L1267)	Eligibility — In progress
MICI-BID-BR-2022-0202	Brazil	City Of São Paulo Health Care Networks Restructuring and Quality Certification Project - Avanço Saúde SP (BR-L1429)	Closed — Not registered

The complaints, by the numbers

In comparison to the portfolio of complaints managed in 2021, 2022 showed an increase of...

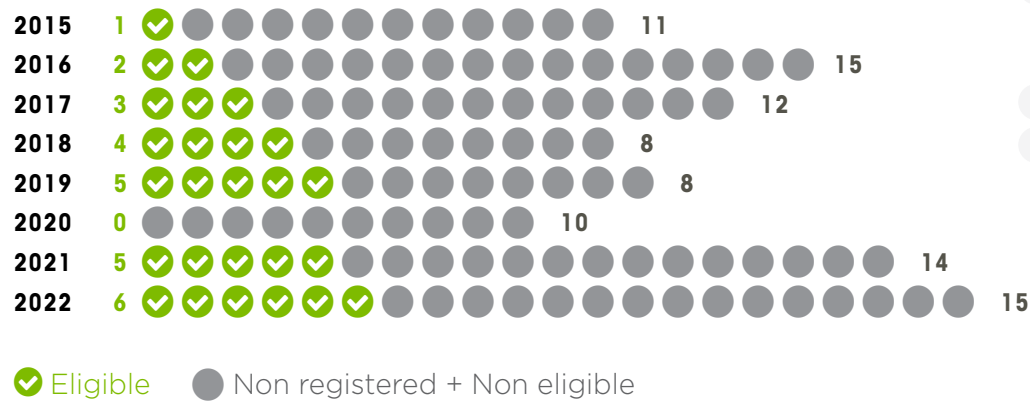
- ▲ The operations with environmental category A, which potentially pose higher risks
- ▲ The complaints linked to energy projects
- ▲ The total number of managed complaints
- ▲ The complaints submitted individually

... and showed a decrease of...

- ▼ The cases filed by community groups and indigenous communities.
- ▼ The projects with a medium environmental risk (B)

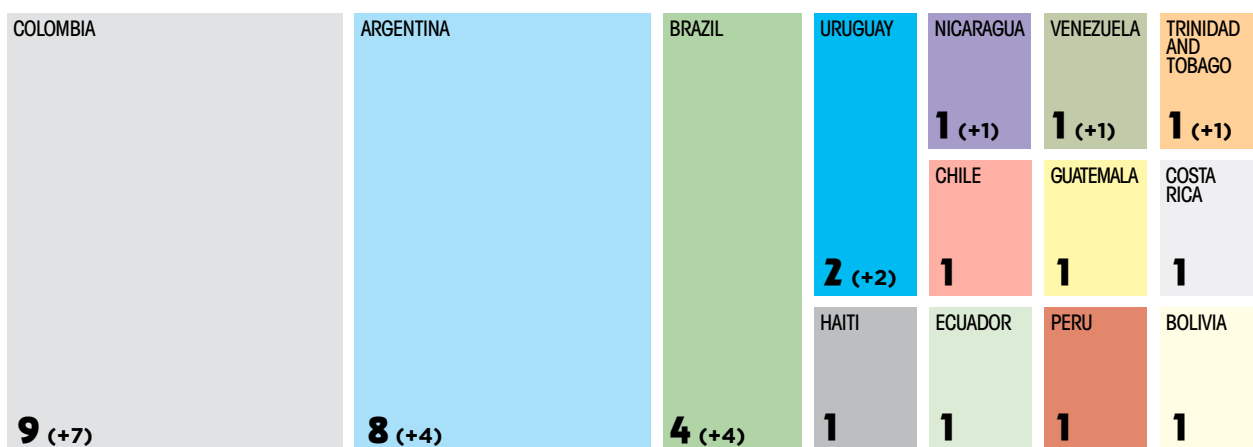
Changes in complaints received

The number of complaints received by MICI in a single year has continued to rise since 2020, until a record high of 21 new complaints in 2022. In addition, this has been the year in which the most cases were declared eligible (six) and, hence, have begun their management in the Phases.



Where do complaints come from?

The complaints managed this year came from 14 different countries, mainly from Colombia, Argentina, and Brazil. The number of complaints submitted in 2022 is led by Colombia with seven new complaints, and MICI received a complaint from Nicaragua for the first time.



Source for all charts: MICI, complaint management system

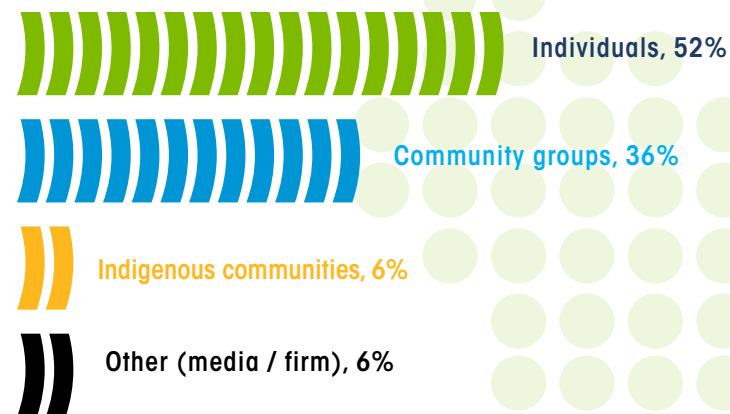
Cases by country (in parentheses, those received in 2022)

Complaints received in 2022

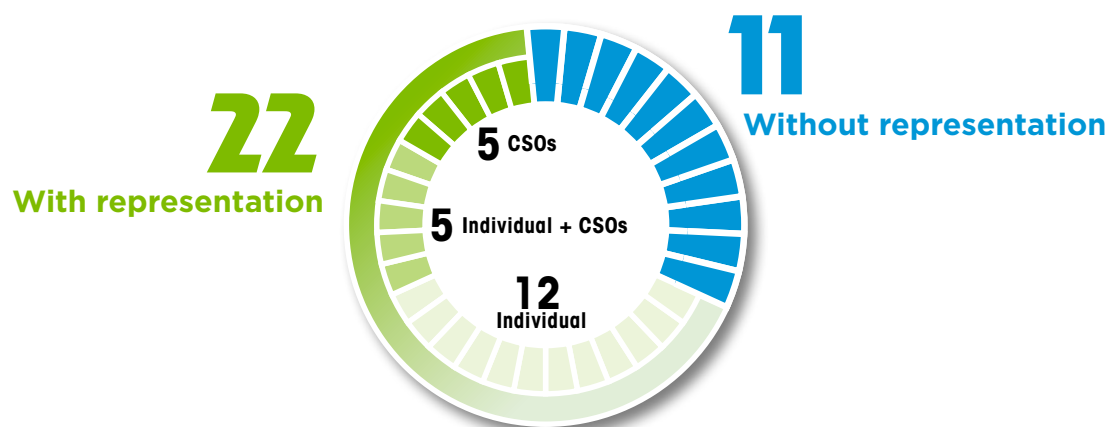
Complaints received in 2022 came from eight countries, mainly Colombia (one in every three new complaints), Brazil, and Argentina. Five of the seven new complaints from Colombia refer to the same project.

Who is filing the complaints?

In contrast to prior years, most of the complaints in the portfolio (17) were presented by individuals and correspond to new complaints received in 2022. In the portfolio as a whole, there are 14 complaints filed by community groups and indigenous communities.



In one-third of complaints (11), the complainants submitted their complaint personally, whilst the remaining 22 complaints were presented through a representative. 30% of complaints are accompanied by civil society organizations (CSOs), with a modest increase compared to the 2021 portfolio.

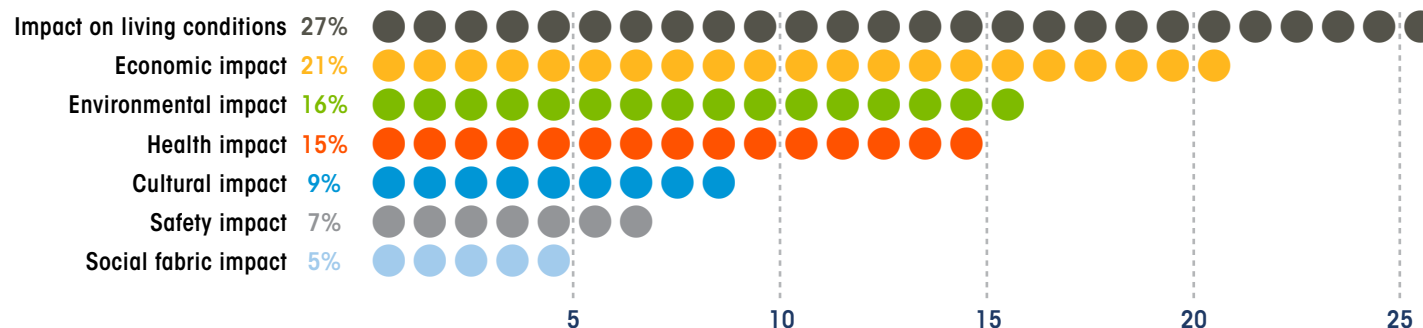


Complaints received in 2022

The majority (11) of complaints received in 2022 were submitted directly (without representation). Civil society organizations accompanied only two new complaints.

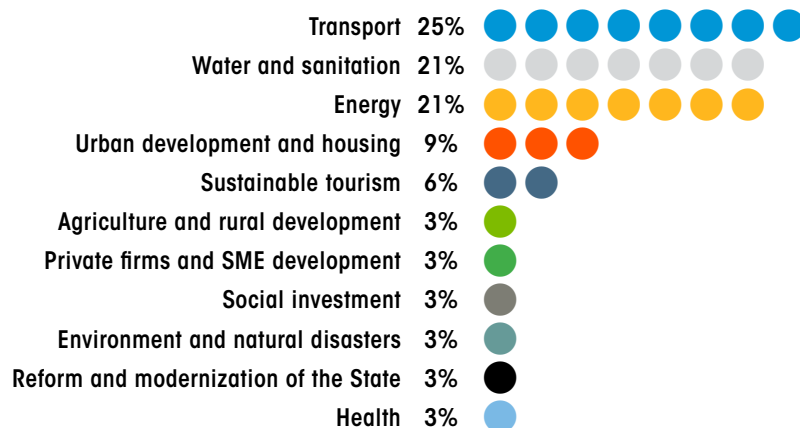
What type of harm is alleged?

The vast majority (26) of the complaints managed this year alleged impacts on the living conditions of the complainant communities. The complaints also recurrently refer to patrimonial (21), environmental (16), and health impacts (15).



What sectors do they come from?

Complaints related to the Transport sector have increased in 2022 and now account for one out of every four complaints. They are followed by the Water and sanitation (7), Energy (7), and Urban development and housing (3) sectors.



Complaints
received in

2022

By sector, the complaints received in 2022 show a similar pattern, with the operations in Transport, Water and sanitation, and Energy amassing the majority of complaints. One fourth (28%) of all new complaints relate to Transport projects. For the first time, MICI received a complaint regarding the health sector.

79% of the complaints relate to projects with public administrations, and those referring to the private sector increased slightly compared to the previous year (seven complaints, or 21%). Of these, five complaints refer to IDB Invest operations, mostly received in prior years.

What environmental category do they fall under?

Unlike previous years, operations with potentially more significant environmental and social impacts or with profound implications for natural resources (category A) are the most prevalent, with an 11-point increase compared to 2021. In contrast, the projects with medium environmental risk (B) decrease from 59% to 42%.



: Do you want to
: further explore
: MICI cases?



Explore all historical data
in our Open Data portal

AccountabilityData
www.iadb.org/mici/opendata



Management of complaints involving risk of reprisals

In 2022, MICI has intensified its efforts to prevent retaliation, both through its internal complaint management processes and through measures designed to raise awareness of the significance of this issue. This approach started in 2019, with the publication of a practical guide aimed at the independent accountability mechanisms and with the [implementation of operational guidelines](#) since 2020.

42%

Risk of reprisals in the complaints managed in 2022

In 14 out of the 33 cases managed this year (42%), complainants claimed fear of reprisals for having resorted to MICI and requested that their identities remain confidential. In these situations, complainants are not required to contact other instances of the IDB Group, and the Mechanism safeguards the identity of complainants at every stage of the process.

MICI's commitment to zero tolerance towards any type of retaliation against individuals or organizations that file complaints was reflected, among other actions, in a public statement made by the Mechanism in response to a critical situation denounced by Movimiento Ríos Vivos during one of the current investigations. Furthermore, MICI analyzed the risk of reprisals for some active cases and, in collaboration with the complainants, developed reprisal reduction plans for the most sensitive complaints.

Fostering understanding and analysis

Throughout the year, MICI also organized two actions within the IDB Group in order to raise awareness and build institutional capacity in relation to management of reprisals. On the one hand, a closed round table was held in coordination with the vice presidency for countries of the IDB and the Office of the United Nations High Commissioner to discuss the risk of reprisals and the IDB Group's zero-tolerance policy. On the other hand, over 80 officials from the environmental, social and risk divisions of IDB and IDB Invest participated in a discussion on the risk of reprisals to share perspectives, experiences, and best practices. Through these exchanges, areas of potential cooperation, contextual risk analysis dynamics and tools available to the Group staff were identified, which have incorporated prevention of risk of reprisals in both the IDB's [Environmental and Social Policy Framework](#) and in IDB Invest's [Environmental and Social Sustainability Policy](#).



For further information:

Complaint management in **2022**, case by case



Consultation Phase

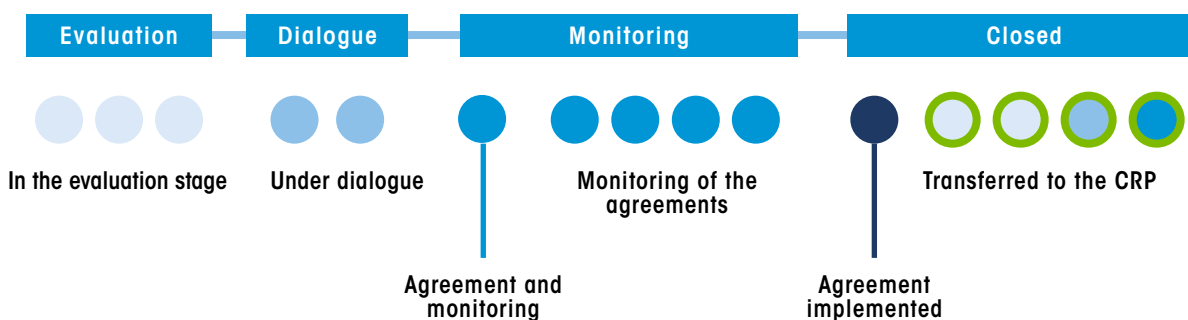
2022 ▶ **15** cases managed

By the numbers

- 1 case concluded with full compliance of the agreement
- 5 cases in agreement monitoring
- 6 agreements reached for the same complaint



Cases status as of December 31, 2022



The Consultation Phase managed 15 cases: six are new, while nine were received in prior years. Throughout the year:

- For the first time, to address the unique circumstances of each complainant, MICI reached multiple agreements for the same complaint.
- A claim was closed after verifying the full implementation of the agreement.
- Four cases are still in the agreement monitoring stage.
- Four cases were transferred to the Compliance Review Phase. One of them after several years of monitoring the agreements, and another after reaching partial agreements that were already being implemented.
- Two cases are still in a dialogue process, and three more are currently under assessment of conditions for dialogue.



The IDB is financing the construction of the Caracol Industrial Park (PIC) near the towns of Caracol, Limonade, Trou du Nord, and Terrier Rouge, as well as the development of the northern region of Haiti, through various grant operations to encourage private investment and new job creation.

The complaint was filed by *Kolektif Peyzan Tè Chabe* (Kolektif), a group of around 420 families represented by Accountability Counsel, Action Aid Haiti, and AREDE. The complaint alleges that the construction of the park's perimeter fence without prior notice prevented the complainants from accessing the plots of land they farmed and relied on as their means of subsistence. They claim that the consultation process took place late, with insufficient information, and with organizations that did not represent them. They further indicate that the compensation they received was insufficient, and that they are living under precarious subsistence conditions. They say they have difficulty ensuring food security for their families due to lost income, and that their children have dropped out of school because they cannot pay school fees. Women report being particularly vulnerable to the negative consequences of this economic displacement on the fabric of family life.

MICI management in 2022

The complaint has been in monitoring of agreements since December 2018. The general backdrop of the country, as a result of the instability generated by insecurity and the fuel crisis, has hindered the agreement's full implementation. Nonetheless, the strong commitment of all parties has allowed meaningful progress in three of the four main pillars of the agreement, which are extremely close to completion. These three

areas refer to the distribution of specialized agricultural equipment, the graduation program with access to microcredit, and the professional training for the complaining families. Regarding the latter pillar, which seeks to provide access to plots of land for the subsistence of families, more modest progress —though significant for its intricacy— was made. In 2022, 19 families gained access to land. Therefore, the percentage of program beneficiaries with access to land increased from 11% to 30%.

The five monitoring committee meetings facilitated by MICI during the year were conducted remotely and using technological solutions to ensure participation of the complainants by telephone and simultaneous French-Creole interpretation. The Mechanism remained in continual contact with the parties through bilateral meetings performed remotely via video conferences and telephone calls to assess the status of the agreed-upon items, as well as to identify the obstacles and activities required to implement them.

Highlights

Access to land has a great symbolic value for the farmers working in that area, and it has been especially challenging due to the complexities of land titling in Haiti, particularly in relation to private land. The fuel crisis has hindered the ability of the complainants to locate land parcels for acquisition and deliver documentation for the registration process.

The project

Grant Operation: **HA-L1055**

Sector: **Urban development and housing**

Environmental Category: **A (previously B)**

IDB Financing: **US\$ 55,000,000**



MICI-BID-EC-2018-0131

Closed after the implementation of the agreement

ECUADOR

Program for the Reconstruction of Electricity Infrastructure in Areas Affected by the Earthquake in Ecuador

The IDB is financing the reconstruction of electrical power generation and distribution infrastructures affected by the earthquake of 16 April 2016 in the provinces of Esmeraldas, Manabí, and Santo Domingo in Ecuador, through a multiple works loan.

The complaint was filed by 547 residents of eight communities in Manabí Province, Ecuador, through a representative, who originally requested confidentiality.* The request refers to the relocation of 9 km of sub-transmission line (STL) between the towns of San Vicente and Jama, and alleges noncompliance with the Bank's Operational Policies due to the absence of an environmental and social impact assessment, an inadequate risk assessment in a highly seismic area, and the lack of citizen participation procedures. The complainants claim that the new location of the sub-transmission lines could reduce tourist activity, which they depend on for their livelihood. They also cite negative health impacts due to the proximity of the lines to heavily traveled roads, and the environmental impact of those lines on birds.

* The complainants originally asked to remain anonymous for fear of reprisals, but during the process their fears were allayed, and they decided to make their identities public.

MICI management in 2022

Throughout the course of the year, the Consultation Phase facilitated nine bilateral meetings to monitor the compliance with the commitments undertaken in the agreement signed between the parties in April 2019. The meetings verified all items agreed upon had been implemented and, after three years of monitoring, the case was concluded in July 2022.

As a result of this agreement, the sub-transmission line retained its original layout, thereby increasing the power of the STL without generating new impacts. To prevent any effects derived from the repowering, the agreement included a provision to move one of the STL towers away to distance part of the sub-transmission line that ran over the house of one of the complainant families.

Additionally, as a result of this process, multiple geological, geotechnical, and electromechanical design studies were conducted and disseminated among the communities.

Highlights

This claim illustrates the significance of timing in dispute resolution processes in the context of development projects. The rapid activation of MICI, when the major works had not yet commenced, allowed the dialogue to focus on preventing potential impacts and implementing a variety of mitigation measures. Significant delays in the implementation of the agreements, due to factors beyond the control of the parties, led MICI to monitor the project constantly and closely, and to manage the timeframes with the parties in order to convey calm and predictability to the requesters.

The monitoring was conducted entirely remotely due to the pandemic. Faced with this scenario, the Mechanism reinforced its relationship with the stakeholders through videos, calls, georeferencing, and photographic documentation to verify compliance with the commitments undertaken and ensure consensus among all parties.

The project

Loan Operation: **EC-L1219**

Sector: **Energy**

Environmental Category: **B**

IDB Financing: **US\$ 60,000,000**



The program, financed through a loan from the Bank, is aimed at restoring the environmental quality of the Reconquista River Basin through the implementation of a comprehensive management plan. The plan will prioritize investments to improve solid waste management; increase water, sewerage, and wastewater treatment coverage; improve connectivity and access to outlying neighborhoods; and strengthen the operational management capacity of the Reconquista River Basin Committee.

The complaint was filed by residents of several municipalities in the river basin in the provinces of Buenos Aires and Tigre who allege that the program has failed to consider the basin as a territorial unit and the river's capacity as a receiving body. They report high levels of pollution and negative impacts on the quality of life and health of the inhabitants of the lower basin, which could worsen if industrial and sewage pollution is not considered. They also cite the effects of the construction of the Drainage Canal/National Rowing Course, which altered water flows and made the delta the final destination of highly polluted water. They further allege that they have not had access to information and that there has been no consultation or participation process to engage the affected population.

MICI management in 2022

The complaint has been in monitoring of agreements since November 2019. In 2022, MICI verified that three of the four points of the agreement were being met. These points refer to the availability of information about the quarterly monitoring of water quality, the effluent management program, and cumulative effect studies in the delta. In contrast to these

three points, which had made progress in the past years, the first point of the agreement, which seeks measures to mitigate pollution on the islands of the delta of the Parana river (San Fernando and Tigre), remained stalled. Lastly, the collaborative spirit among the parties enabled the incorporation of a new actor to the MICI process. Thus, a technical and impartial entity will assist in identifying potential alternatives to address this point.

Throughout the year, MICI facilitated four meetings of the monitoring committee, two of them virtually and the other two, face-to-face. The in-person sessions took place in the two field missions the Mechanism made to Argentina, one in May and another in December. The missions were significant to exchange information with the stakeholders and to support the implementation of the agreement.

Highlights

The flexibility provided by the MICI Consultation Phase process allowed new actors to join the monitoring stage in order to unblock its implementation, thanks to a joint decision by the complainants, the executing agency, and the IDB.

The project

Loan Operation: **AR-L1121**

Sector: **Water and sanitation**

Environmental Category: **A**

IDB Financing: **US\$ 230,000,000**



MICI-BID-AR-2021-0164

Active — Monitoring of agreements

ARGENTINA Development Program For Metropolitan Areas Outside the Capital II

The IDB is supporting the Plan for the Restructuring of the Complex comprising the Eva Perón teaching hospital and Juan Domingo Perón boarding school in the province of Santa Fe, Argentina, through a loan for the Development Program for Metropolitan Areas Outside the Capital II. The project consists of enhancing and rehabilitating a 53-hectare urban site in the city's downtown area, which has historical, urban design, and environmental value. The works include water, sewer, gas, and electricity infrastructure, street lighting, street furniture, the creation of storm water reservoirs, and the afforestation of green areas.

In February 2021, 81 city residents, who have requested confidentiality, filed a complaint with MICI alleging negative environmental, health, and historical heritage impacts linked to the complex. According to the requesters, these impacts were not correctly identified before the intervention, nor were adequate consultation, information, and public communication processes carried out with the affected population.

MICI management in 2022

The complaint has been in monitoring of agreements since August 2021. In 2022, two of the five axes of the agreement were advanced, including the reforestation of the property with 800 trees and the renaming of the site. The last three provisions of the agreement are linked to the completion of the works, which are advancing in accordance with the commitments made and are expected to be completed in 2023.

To monitor compliance with the agreements, MICI maintained monthly contact with the parties via telephone conversations and email exchanges, in addition to holding meetings at the parties' behest. The



Mechanism visited the project site during two missions to Argentina, one in May and the other in December. These in-person visits made it easier to monitor the agreements, the progress of the works, and their conclusion.

Highlights

The constructive and cooperative spirit among the parties has made it easier to go beyond the mere fulfillment of some agreements. Hence, for example, those in charge of the project facilitated that the Baigorria Verde organization and the John Deere Foundation donated 11 trees, which were planted on the property in September, within the commitment to reforest various tree species.

The project

Loan Operation: **AR-L1243**

Sector: **Urban development and housing**

Environmental Category: **B**

IDB Financing: **US\$ 40,000,000**



MICI-BID-AR-2021-0170

Active — In dialogue process

ARGENTINA

Integrated Urban Solid Waste Management Program — Request II

The objective of the Chascomús Environmental Ecopark project is to clean up and close the Chascomús landfill in the province of Buenos Aires, Argentina, and open an Ecopark designed to achieve the maximum recovery of materials and the minimum final disposal of waste. The Bank is financing a loan for US\$ 150 million of the project's US\$ 187 million cost.

In July 2021, 30 residents of Chascomús, who requested that their identities be kept confidential, filed a complaint alleging potential environmental harm to the community, to their health, and to their property and economy, with a differentiated impact on the livelihoods of some women producers, farmers, and livestock breeders. Their main concerns are the drainage capacity of the land where the Ecopark is slated to be built, the potential pollution of the region's wetland system, the impact on water wells, the potential loss of value and productive capacity of neighboring properties, and the potential impacts on native fauna.

MICI management in 2022

The case has been in a dialogue process since November 2021. Throughout 2022, MICI facilitated four meetings between the parties that allowed a partial agreement to be reached in June. This partial agreement has commitments pertaining to the final project design and specific areas that must be included in the Environmental and Social Impact Assessment (ESIA) and Environmental and Social Management Plan.

Upon completion of the ESIA and based on the results of the studies and consultations regarding potential impacts, the feasibility of a second dialogue stage from which a definitive agreement might be reached will be considered.



Highlights

The two-stage dialogue methodology proposed by MICI made it easier for the parties to reach a partial agreement prior to the preparation of the ESIA, which would allow for it to be more robust and to incorporate some of the requesters' concerns.

The project

Loan Operation: **AR-L1151**

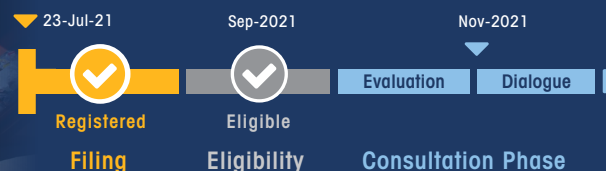
Sector: **Water and sanitation**

Environmental Category: **B**

IDB Financing: **US\$ 150,000,000**



COMPLAINT'S TIMELINE



Left photo: Martin Gallino

The specific objective of the IDB-financed Cantonal Road Network II Program is to improve the cantonal road network through rehabilitation and maintenance works that include climate change adaptations, resulting in reduced travel time and operating costs, and to strengthen the institutions responsible for road network management.

A group of 28 residents of the canton of Buenos Aires, province of Puntarenas, Costa Rica, filed this complaint about the implementation of two projects under the program. The request describes the program's impact on their living conditions as a result of damage to the access roads to the indigenous territories of Salitre and Ujarrás and other roads in the canton's road network; socioenvironmental impacts due to the installation of a crusher; and the lack of public information and community engagement mechanisms.

MICI management in 2022

During the first year of monitoring of the agreement, the Mechanism confirmed considerable progress in its implementation. In particular, 67% of the parties' commitments have been completed satisfactorily, and the monitoring committee was set up and put into operation.

Throughout the course of the year, MICI remained in close contact with the parties and coordinated three meetings of the monitoring committee, which verified the compliance of several clauses of the agreement and followed up on pending actions. On December 7, 2022, a visit to the area of influence of the project was carried out, with the presence of the requesters, the IDB project team, the executing agency, the municipality of Buenos Aires, and MICI.

Regarding the elements of the agreement pending implementation, the bidding of certain works presented delays because of the interest in carrying out a comprehensive and transparent bidding process. These delays have not allayed some of the concerns raised by the requesters. Works are expected to be completed in 2023.

Highlights

In the first year of monitoring of the agreement, there was a change in the national government of Costa Rica and in the representatives of two of the three parties of the MICI process. Despite these changes, the parties expressed their desire to continue with the dialogue process and subsequent monitoring.

The project

Loan Operation: **CR-L1065**

Sector: **Transport**

Environmental Category: **B**

IDB Financing: **US\$ 144,036,000**



With this operation, the IDB offers technical assistance and supports the financing of the start of works for the first line of the Bogota metro through two components: preparatory activities, civil works, and inspections; as well as environmental and social management of the project.

On February 15, 2022, MICI received a request from a group of 17 citizens with leases, real estate properties, or businesses on 24th street and Caracas Avenue in the central district of the city of Bogota, Santa Fe neighbourhood.

Although each requester presented a specific situation, in general, all requesters describe potential economic harm as well as harm to property, living conditions, and health stemming from the resettlement and expropriation processes for the project's construction.

MICI management in 2022

In April, during the eligibility stage, a delegation of the Mechanism held in-person meetings with the requesters, the staff of *Empresa Metro de Bogotá* (EMB) and officials of the project team. Furthermore, the delegation toured the project's area of influence and talked with third parties to gather information required to determine whether the complaint was eligible.

In May, the request was deemed eligible and transferred to the Consultation Phase at the requesters' behest. Considering the extensive exchanges between the parties before and during the eligibility process, as well as the express interest of all actors in exploring a solution through facilitated dialogue, MICI proposed implementing an intensive and shortened methodology and conducting the assessment and the dialogue stages simultaneously.



On June 6, the Consultation Phase traveled to Bogota and facilitated eight plenary work sessions among the three parties, as well as numerous bilateral and information-exchange meetings over three days. During the plenary sessions, the specific cases of each requester were addressed. Given the peculiarities and specific situation of each requester, it was necessary to negotiate and reach multiple separate agreements. The first five agreements were entered into in June, while the sixth and last one was reached in August. MICI began monitoring the implementation of the different agreements and, by the end of the year, compliance with four out of six agreements had been confirmed.

Highlights

This is the first complaint managed by MICI in which, given the peculiarities of the case and the specific situation of each requester, it was necessary to reach multiple agreements to address the issues raised.

The project

Loan Operation: **CO-L1234**

Sector: **Transport**

Environmental Category: **A**

IDB Financing: **US\$ 70,000,000**



COMPLAINT'S TIMELINE



MICI-BID-AR-2022-0188

Active — In dialogue process

ARGENTINA

Reconquista River Basin Environmental Sanitation Program — Request V

The program, financed by the IDB through a loan, intends to restore the environmental sanitation of the Reconquista river basin. Among the projects financed by the program is the “Construction of Sewage Network in the Catonas IV North and South areas” project that will be built in the river’s middle basin located in the Moreno district, referred to in this request. The project involves building a system of sewers and collectors up to a discharge point at an existing collector for final conveyance to an effluent treatment plant.

On July 8 2022, MICI received a request from a group of 60 residents of Villa Anita, Moreno district, Buenos Aires Province, Argentina. The Federal Prosecutor for the Moreno district supported the requesters throughout the MICI process. The requesters allege harm to their quality of life, degradation of the public space, and lack of access to public services due to the halt in construction of Lot 2 of the project.

MICI management in 2022

On September 12, the complaint was deemed eligible and transferred to the Consultation Phase at the complainants’ behest. The Phase made a virtual assessment and concluded there were conditions to begin a dialogue process. On December 7, MICI facilitated the first dialogue session in which two of the agenda items validated by the parties were discussed: access to information regarding the state of the work and the multiple impact allegations concerning the halt in construction. The parties agreed to resume the sessions in 2023 to make progress on the items of the agenda.



The project

Loan Operation: **AR-L1121**

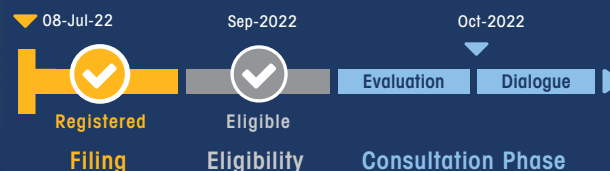
Sector: **Water and sanitation**

Environmental Category: **A**

IDB Financing: **US\$ 230,000,000**



COMPLAINT'S TIMELINE



MICI-BID-BR-2022-0189

Active — Evaluation for
the dialogue process

BRAZIL

National Tourism Development Program - PRODETUR Nacional-Rio de Janeiro

As part of its support to the tourism sector in Brazil, the IDB financed the PRODETUR Nacional Rio de Janeiro program. This operation, approved in 2010, had the state of Rio de Janeiro as the borrower and the Federative Republic of Brazil as the guarantor. The main goal of the program was to contribute to increasing employment, revenue, and foreign exchange generated by the tourism sector in the state of Rio de Janeiro. Among the works to be financed was the “Project on Sanitation, Drainage and Urban Development of Vila do Abraão, Ilha Grande, Angra dos Reis,” which is the reason for this request before MICI. As reported by the IDB, the operation is no longer active, and the executing agency was dissolved upon its closure.

The case was submitted by four family members from the Vila do Abraão community. They claimed that the construction and subsequent suspension of the works had negative social and environmental repercussions. The allegations include environmental and public health impacts, as well as the loss of livelihoods.

Although the complaint was originally sent to the Mechanism on July 1, the email contained only the address of the new IDB Environmental and Social Complaints Protocol. The Protocol staff subsequently informed MICI that, due to an unintentional omission, the complaint was sent to MICI 12 days later.

MICI management in 2022

On September 30, MICI concluded this complaint was eligible and transferred it to the Consultation Phase. The Phase is conducting the assessment remotely through interactions with the group of requesters and IDB Management. MICI has not interacted with the executing agency because it was dissolved after the operation was closed, as reported by IDB Management. Due to the complexity caused by the dissolution of the executing agency and the internal reorganization of the IDB Group, MICI requested for an extension of the assessment stage period, which would expire on April 2, 2023.

The project

Loan Operation: **BR-L1210**

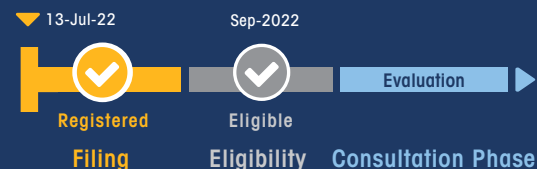
Sector: **Sustainable tourism**

Environmental Category: **B**

IDB Financing: **US\$ 112,000,000**



COMPLAINT'S TIMELINE



With this operation, the IDB offers technical assistance and supports financing the start of works for the first line of the Bogota metro through two components: preparatory activities, civil works, and inspections, as well as environmental and social management of the project.

On August 12, 2022, MICI received a request from three individuals who own a commercial company for an automotive service station operating in the neighborhood of San Bernardo in central Bogota, Colombia.

The requesters describe potential harm to their living conditions and property stemming from the expropriation of their automotive service station to build the metro. They also allege the lack of information and inconsistencies concerning the communications with the executing agency, which has caused a scenario of uncertainty regarding their future.

MICI management in 2022

On October 7, 2022, the complaint was deemed eligible and transferred to the Consultation Phase at the complainants' behest. Considering the extensive exchanges between the parties before and during the eligibility process, as well as the express interest of all actors in exploring a solution through facilitated dialogue, MICI proposed implementing, on this occasion, an intensive and shortened methodology, and conducting the assessment and dialogue process stages simultaneously.

Several bilateral talks between the parties have already taken place during the dialogue process. Based on those discussions, it was agreed to hire an impartial entity that can issue an objective technical concept on the land valuation, which was the main subject of the complaint. This will

be a fundamental input for the plenary dialogue sessions and to seek an agreement between the parties.

Highlights

This is the second request related to the first line of the Bogota metro that MICI deemed eligible in 2022.

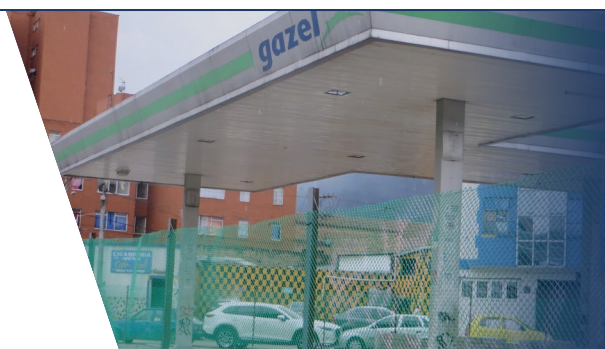
The project

Loan Operation: **CO-L1234**

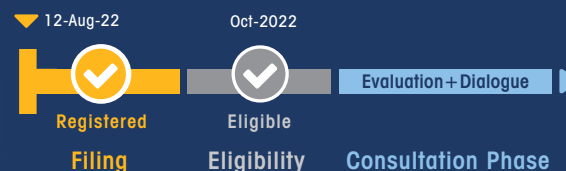
Sector: **Transport**

Environmental Category: **A**

IDB Financing: **US\$ 70,000,000**



COMPLAINT'S TIMELINE



MICI-CII-UR-2022-0199

Active — Evaluation for the dialogue process

URUGUAY

Tacuarembó-Salto Green Transmission Line — Request II

The operation, financed by IDB Invest, consists of the design, construction, operation, and maintenance of a high-voltage line (500 kV) of 350 km, the creation of an electrical substation, and the provision of auxiliary services to connect the departments of Tacuarembó and Salto in Uruguay. The goal is to ensure the reliability of the nation's electrical system and to support the integration of renewable energies.

The request was filed by two residents and owners of a property located in the department of Paysandú, represented before MICI by two lawyers and an environmental expert. The complaint alleges that the installation and building of roughly 20 48-meter-high metal towers for the electrical line caused damage to the property. The complainants consider that the analysis and identification of impacts were inadequate, particularly with regard to preserving historical landmarks, and that neither a sufficient complete investigation of the alternatives nor any protocols to protect cultural sites were carried out. Additionally, they claim the lack of consultation processes and available information.

This complaint is directly linked to request [MICI-CII-UR-2022-0186](#)

MICI management in 2022

On December 13, MICI deemed the request eligible and transferred it to the Consultation Phase. To expedite the process, the parties immediately began bilateral dialogues to establish whether the conditions for a dispute resolution process were met.

Highlights

The Mechanism conducted an expedited process to determine eligibility based on the progress made on works on the complainants' property and the eight months in which IDB Invest's Management Grievance Mechanism (MGM) managed the complaint.

The project

Loan Operation: **12220-01**

Sector: **Energy**

Environmental Category: **B**

IDB Invest Financing: **US\$ 164,068,000**

COMPLAINT'S TIMELINE

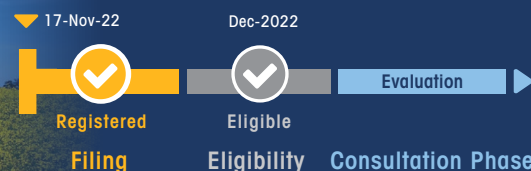


Photo: IDB Invest

Compliance Review Phase

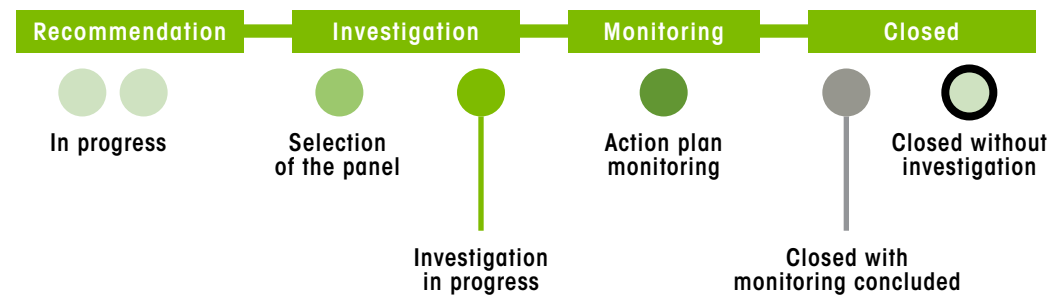
2022 ▶ 7 cases managed

By the numbers

- **One field mission for an investigation,** after the restrictions imposed by the pandemic
- **Three recommendations completed** within 21 business days
- **One monitoring of the action plan ongoing, and another completed**
- **One case closed in the monitoring stage**



Cases status as of December 31, 2022



The Compliance Review Phase managed seven cases; three pertained to prior years, and four were transferred from the Consultation Phase. Throughout the course of the year:

- The monitoring of a Management's action plan was concluded, while another plan addressing the investigation's findings continues under monitoring.
- An investigation was nearly concluded after the post-pandemic situation allowed travel for the field mission.
- The Board of Executive Directors approved a new investigation, which will begin in January 2023.
- The Phase has completed three Recommendations to conduct a Compliance Review. In one case (mentioned above), the recommendation was to conduct the compliance review, and in another case, the Phase recommended against conducting the investigation. One recommendation is currently awaiting the parties' comments. Furthermore, the Phase began drafting its recommendation for a fourth case.



MICI-PE-2015-0094

Active — Selection of the investigation panel

PERU

Rural Land Titling & Registration Project in Peru – Third Phase (PTRT-3)

The complaint refers to the third phase of the *Proyecto Especial de Registro y Titulación de Tierra* (PTRT3) in Peru for the titling and registration of rural lands, which aims to improve the security of the tenure of rural land and benefit agricultural producers, local communities and native communities.

The complaint was presented by the Asociación Interétnica de Desarrollo de la Selva Peruana (AIDESEP), representing 64 indigenous communities and 1,809 indigenous peoples in the Peruvian Amazon. It alleges that executing the project will cause irreparable harm to indigenous peoples and that it will violate their ownership and use rights over indigenous territories by granting titles to settlers first. They further allege environmental and socioeconomic harm including the deforestation of ancestral land, degradation of ecosystems, and loss of indigenous peoples' livelihoods due to potential failures to comply with the Environment and Safeguards Compliance Policy (OP-703) and the Indigenous Peoples Policy (OP-765).

MICI management in 2022

Since August 2017, the complaint had been in monitoring of the agreements reached between the parties. Despite some progress, only 2.48% of the target of the PTRT3 land titling of native communities' territories had been attained by January 2022. The persistent lack of compliance with this crucial agreement provision over the course of four years of monitoring was among the key elements that informed the decision, in April, of closing the Consultation Phase and transferring the case to Compliance Review Phase. Previously, the government of Peru had informed that PTRT3-related credit would not be extended. As a

result, it would be impossible to meet the agreement obligations, which were closely linked to the implementation of the project.

After the case was transferred, the team issued a Recommendation to conduct a Compliance Review which the IDB Board of Executive Directors approved on August 5. Since then, two experts have been identified to serve on the Investigation Panel and begin with the Compliance Review in the first quarter of 2023. The investigation will focus on three essential aspects (the consultation process, the identification of social and environmental impacts, and their management measures, as well as the project categorization), and is expected to last nine months.

Highlights

The Study on Land Trafficking, which had been a relevant aspect of the agreement, was presented in a virtual event on February 10, 2022. Originally, the study was to be published in July 2018; however, a number of setbacks prevented this from happening.

Based on lessons learned from previous cases, the Compliance Review Phase is currently implementing methodological improvements to comply with the deadlines stated in the MICI Policy without deadline extensions, thereby reducing the total duration of the processes. In this case, the recommendation for the investigation was made, for the first time since 2017, within the 21 business days' term set forth in the Policy.

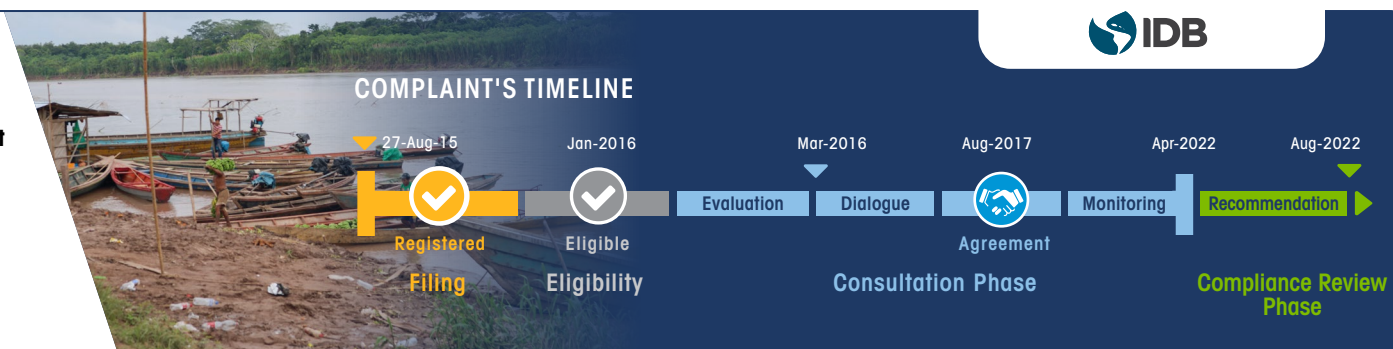
The project

Loan Operation: **PE-L1026**

Sector: **Agriculture and rural development**

Environmental Category: **A**

IDB Financing: **US\$ 40,000,000**



The IDB financed the construction, operation, and maintenance of two 531 MW run-of-river hydroelectric power plants in the San José de Maipo area. The power plants will capture the upper-basin water flows from the Maipo, Yeso, Volcán, and Colorado rivers, then return the water to the Maipo river through the construction of 70 km of tunnels in the Andes Mountain range. When the complaint was received, the project was being financed by OPIC, the IFC, and other international financial institutions.

The complainants live and work mainly in the town of San José de Maipo and are represented by the *Coordinadora Ciudadana No Alto Maipo* and the organization Ecosistemas, with support from the Center for International Environmental Law (CIEL). They allege harmful impacts on their way of life and economic conditions, and increased insecurity. They emphasize that the project's impacts on the environment and the surrounding communities were not assessed comprehensively, and that no appropriate mitigation measures were proposed. They further contend that the area has seen fewer tourists because of the increased vehicular traffic.

They further allege potential environmental harm related to the future operation of the project, mainly due to adverse impacts on the availability of water and the flow of the rivers involved. They assert that this harm can be attributed to noncompliance with several of the Bank's operational policies, and they have asked MICI to conduct a compliance review.

MICI management in 2022

Since 2020, MICI had been monitoring the action plan created by IDB Invest to address the findings and recommendations of the Compliance Review. In February 2022, the IDB Group withdrew from the project after carrying out a financial analysis of the investment. Given that the requesters did not see added value in completing the action plan and upon the Group's withdrawal, MICI considered that the conditions necessary to keep the case open did not exist.

The Phase wrote a draft of the Action Plan Monitoring Report and Case Closure Report and met with both parties to ensure that their perspectives were included. Additionally, it coordinated a plenary meeting with the parties to discuss the closure of the case and create an opportunity to answer the complainants' queries.

Over the last quarter of the year, MICI closed the case and indicated in its final report that 12 out of 21 action plan steps had been implemented, while 7 remained ongoing and 2 showed no progress.

Highlights

This case contributed to important updates of the IDB Group's environmental and social safeguards on gender issues, leading to institutional strengthening and sustainability of future projects.

The project

Loan Operation: **CH-L1067**

Sector: **Energy**

Environmental Category: **A**

IDB Financing: **US\$ 200,000,000**

COMPLAINT'S TIMELINE



The Ituango Hydropower Project, currently under construction, is a hydropower plant with an installed capacity of 2,400 MW that harnesses the flow of the middle stretch of the Cauca River, in the department of Antioquia, some 170 km from Medellín. IDB Invest has been financing the project with a corporate loan operation since 2016. In April 2018, an emergency arose in the project because of landslides and tunnel blockages, which continues to be dealt with by the construction.

The complaint was filed by 477 residents of nine municipalities (Briceño, Ituango, Toledo, Peque, Sabanalarga, Valdivia, Cauca, San Andrés de Cuerquia, and Sopetrán) in the department of Antioquia, Colombia, represented by the organization *Movimiento Ríos Vivos* and supported by two civil society organizations: the Center for International Environmental Law (CIEL) and the Interamerican Association for Environmental Defense (AIDA).

In their complaint they allege current and potential impacts due to the construction and operation of the project, related to the identification of the area of influence and the affected population; the identification and management of social and environmental impacts; the increase in conflict, insecurity, and violence in the project area and gender-differentiated impacts; the absence of adequate public consultation and participation; and the lack of adequate resettlement or compensation plans for physical and economic displacement. The requesters also maintain that the emergency that began in April 2018 has worsened and led to additional impacts both upstream and downstream of the dam, and that the project operator, EPM, has inadequately handled the consequences and related information.

MICI management in 2022

The case has been under investigation since 2020. The field mission, initially planned for April 2020, was postponed due to the pandemic. Since then,

the Phase had advanced with the analysis of documents, virtual interviews, verification of information, and meetings and communication with the parties.

In June, the investigation team conducted a field mission and carried out multiple interviews with over 30 individuals, as well as meetings in Medellín with the requesters, project officers, people allegedly affected by the project who were not part of the requesters' group, and officers from international organizations such as the Office of the United Nations High Commissioner for Human Rights. Additionally, it visited several communities surrounding the project, like Toledo, Ituango and Cauca, it traveled along Cauca River and participated in *Movimiento Ríos Vivos* members assemblies. The draft of the investigation report is in its final phase and, by early 2023, the parties will receive it for comments.

Highlights

Since MICI received this case, the complainants have denounced a situation of violence, insecurity, and reprisals. Following the mission, the group of requesters asserted that some individuals who attended the meetings had been threatened and demanded modifications to the Reprisal Risk Reduction Plan drafted by them and the Mechanism. Within the framework of this plan, MICI has collaborated closely with the communities and issued a [press release](#) in November. The project began operations in December, and the complainants said that threats increased as a result of *Movimiento Ríos Vivos*' objection to the project's beginning of operation. Based on its mandate and the principle of zero tolerance for reprisals, MICI continues to work with the complainants by adopting actions that can help reduce the risk of reprisals.

The project

Loan Operation: 11794-04

Sector: Energy

Environmental Category: A

IDB Invest Financing: US\$ 400,000,000



MICI-CII-GU-2018-0136

Active — Preparation of the monitoring plan

GUATEMALA

Generadora San Mateo S.A. and Generadora San Andrés S.A.

This project consists of the construction and operation of two run-of-river hydroelectric power plants, Generadora San Mateo S.A. (GSM) and Generadora San Andrés S.A. (GSA), financed through two IDB Invest loan operations. GSM will use the Negro and Pojom Rivers, while GSA will use the Primavera, Varsovia, and Palmira Rivers. Both projects are located in the municipality of San Mateo de Ixtatán, in the Department of Huehuetenango, Guatemala.

The complaint was filed by residents from five communities (Ixquisis, Bella Linda, Yulchen Frontera, Nuevo San Mateo, and Pojom) in the Ixquisis microregion, who requested the confidentiality of their identities for fear of reprisals. They are represented by the Q'anjob'al, Popti, Chuj, Akateko, and Mestizo Plurinational Ancestral Government, the Interamerican Association for Environmental Defense (AIDA), and the International Platform Against Impunity.

The complaint alleges breaches of IDB Invest's due diligence and oversight obligations, including the absence of a complete environmental and social impact assessment and inadequate consultation and access to information procedures, considering the impact on the interests and territory of indigenous communities. They also describe environmental impacts on water bodies that would affect the household and agricultural activities of the communities, as well as impacts on the culture and traditional way of life of the indigenous peoples of the area, with gender-differentiated impacts.

The complaint additionally details serious conditions of insecurity, the breakdown of the family and community fabric, and ongoing violence and retaliation against opponents of the projects, due to a climate of

confrontation that the complainants say began with the arrival of the hydroelectric projects.

MICI management in 2022

In 2021, IDB Invest created an action plan to address the recommendations and findings of the Compliance Review Report. Throughout the consultation process with the parties about MICI's monitoring plan, the complainant communities indicated that neither the action plan nor, consequently, the monitoring plan addressed their needs. Thus, MICI began discussions with both parties to examine the requesters' issues in depth. Subsequently, MICI participated, as an observer, in spaces for the exchange of criteria between the parties, in accordance with the no-harm and liability principles. Hence, Management has reported a number of agreements regarding the execution of the action plan which will have an impact on MICI's monitoring.

Highlights

In order to guarantee full cultural access for the complainant groups, the Compliance Review Report and the investigation summary were released in Chuj and Q'anjob'al Mayan languages. It is the first time that MICI translates these types of reports into native languages.

Together with the requesters, the Phase elaborated a Joint Plan for Reprisal Reduction (PCRR) that has been updated throughout the course of the year and was also translated into Chuj and Q'anjob'al to facilitate its dissemination to the different communities.

The project

Loan Operation:

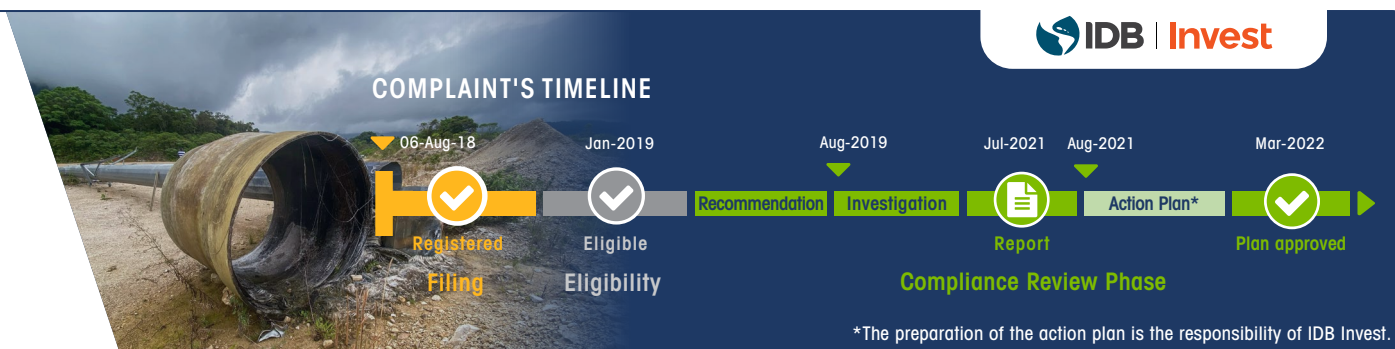
GU3794A-01, GU3798A-01

Sector: **Energy**

Environmental Category: **B**

IDB Invest Financing:

US\$ 7,000,000 and US\$ 6,000,000



MICI-CII-CO-2019-0152

Active — Preparation of the recommendation

COLOMBIA Ruta del Cacao 4G Toll Road

IDB Invest is financing the Bucaramanga-Barrancabermeja-Yondó concession project, which is part of the second wave of the Fourth Generation of Concessions (4G Program) promoted by Colombia's National Infrastructure Agency under a public-private partnership arrangement. The project consists of a road interconnection between Bucaramanga with the western area of the Department of Santander, the municipality of Yondó (in the Department of Antioquia), and the Ruta del Sol II concession.

Several communities in the area of influence of the project filed a complaint through the *Veeduría Ciudadana de la Ruta del Cacao VCRC-4G* (Ruta del Cacao 4G Toll Road Citizens' Watch Group), alleging environmental harm from water, soil, and air pollution, as well as harm to local flora and fauna associated with the construction and subsequent operation of the road. The complaint also alleges damage to homes and properties, economic damages to the merchants working along the road, and inadequate compensation for the property owners affected by the project.

MICI management in 2022

The dialogue process for this complaint began in August 2020. The talks were held remotely due to the pandemic. The Consultation Phase could eventually conduct two field missions, in April and September 2022. On the first visit, MICI's team toured the project and gained first-hand knowledge of the situations stated by the requesters. On the second mission, the 15th dialogue plenary was held so that the parties could reach a definitive agreement. Furthermore, over the course of the year, two additional plenary meetings were held, the client and the complainants jointly visited the potentially affected houses and premises at least twice, 15 bilateral meetings were held with the parties, and tens of telephone calls were made with the key actors of the process.



Despite the parties' extraordinary efforts over the course of two years of negotiations, which led to the signing and initial implementation of two partial agreements, the process did not reach a definitive agreement and was transferred to the Compliance Review Phase in December. The team began drafting the recommendation for a Compliance Review, which will be shared with the parties in 2023. Additionally, the Phase began coordinating meetings with Management and the requesters.

Highlights

Of the partial agreements reached, it was possible to verify that 78% of road safety and pedestrian bridge commitments, and 46% of housing and property commitments were fulfilled.

This is the first case that MICI managed entirely remotely, from the assessment stage until April 2022, when the IDB Group's travel restrictions due to the pandemic were eased. Case management has subsequently continued in a hybrid manner, with MICI missions and the coordination of virtual sessions.

The project

Loan Operation: **12252-01**

Sector: **Transport**

Environmental Category: **A**

IDB Invest Financing: **375,000,000,000 COP**



MICI-BID-AR-2021-0178

Closed with the recommendation
not to investigate

ARGENTINA

Water and Sanitation Program for Metropolitan Areas

The complaint was filed by 114 residents of San Andrés in the province of Tucumán, Argentina, who asked to remain anonymous for fear of reprisals. In their request, they describe future and potential environmental and health impacts to the community, as well as to their quality of life, property, and livelihood activities due to the construction and operation of the San Andrés Treatment Plant, which is part of the water and sanitation program (PAYs). They also cite potential harm to local agricultural activities from the discharge of sewage into the nearby Sali River.

Finally, the requesters allege that meaningful public consultations were not held and that information on the works and current, complete documentation of the environmental impacts in the project area is not available.

MICI management in 2022

MICI deemed the complaint eligible in January 2022. During the assessment stage to examine the feasibility of a dispute resolution process, MICI held 12 bilateral meetings with the parties. Among them, the Mechanism held a meeting with over 30 requesters as part of a field mission in May. Additionally, the Mechanism convened and facilitated two plenary meetings—one virtual and the other one in-person—with the participation of the IDB, the executing agency (ENOHSA), and the complainants. Following these discussions, the requesters asked for the Compliance Review Phase to be implemented after deciding they would not participate in any kind of dialogue.



MICI prepared a recommendation to conduct a Compliance Review within 21 business days. In this case, it was advised against continuing the investigation because the Mechanism did not find any evidence of noncompliance of the IDB operational policies. Subsequently, the IDB Board of Executive Directors approved said recommendation and, therefore, the case was closed on October 12.

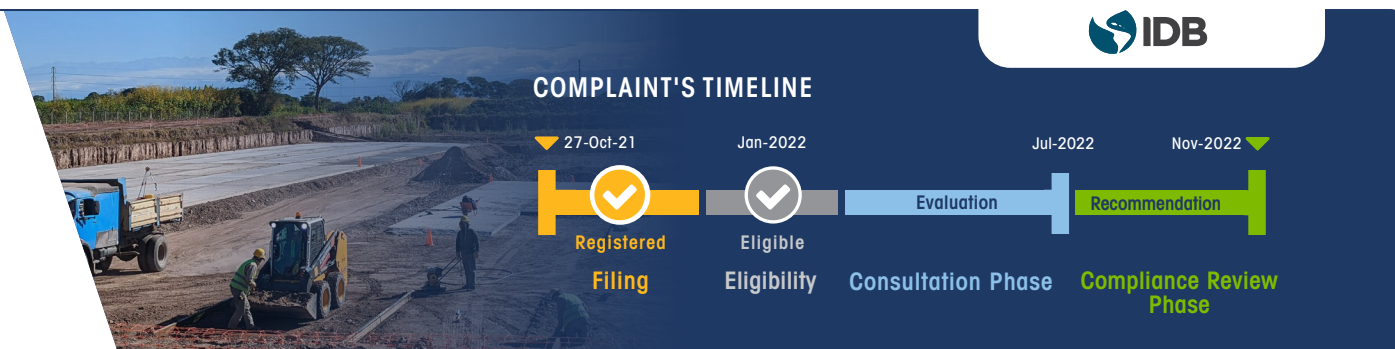
The project

Loan Operation: **AR-L1162**

Sector: **Water and sanitation**

Environmental Category: **B**

IDB Financing: **US\$ 200,000,000**



MICI-BID-AR-2022-0182

Active — Preparation of the recommendation

ARGENTINA

Integrated Urban Solid Waste Management Program — Request IV

The project is related to Luján Environmental Center, located in Buenos Aires province, Argentina, and is a component of a multiple-works program financed by the IDB. The project's objective is to improve the quality and operation of waste management services in the area through the construction of a sorting plant for source-separated waste, and a final disposal module with facilities for collecting and treating leachate and collecting biogas. The project further considers the cleanup and closure of an open dump, which includes municipal land and private lands.

The complaint was filed by a group of 60 residents of the city and describes potential harm to the area's environment and cultural heritage, as well as to residents' health, property, and quality of life. This harm may be linked to the cleanup of an open dump that is currently in operation, and to the future building and operation of a new sanitary landfill and environmental eco park.

MICI management in 2022

The claim was deemed eligible in April and the Consultation Phase was activated and began to examine the feasibility of a dispute resolution process. During that stage, MICI conducted two missions to Argentina where it held two bilateral meetings, visited the project site and facilitated a face-to-face plenary meeting. The assessment concluded that the conditions existed to start a dialogue, and the Phase conducted 36 exchanges with the parties, including bilateral, trilateral calls, informal calls, and plenaries between April and September.

The main alternative to address the concerns of the complainants was to acquire the land surrounding the open dump for final waste



disposal, thereby avoiding the installation of cells in Sucre property. While analyzing this alternative, the requesters demanded a strong commitment that waste would not be disposed of at the Sucre site under any circumstance. This was unacceptable for the IDB and for the executing agency since it would result in huge uncertainty for the project. By September, it was evident that it would be impossible to reach an agreement between the parties. Therefore, the dialogue process was concluded and the case was transferred to the Compliance Review Phase.

In accordance with the MICI Policy, the team developed a recommendation to conduct a Compliance Review within 21 business days. Once the parties' comments are received, the final recommendation will be submitted to the consideration of the Board of Executive Directors in 2023.

The project

Loan Operation: **AR-L1151**

Sector: **Water and sanitation**

Environmental Category: **B**

IDB Financing: **US\$ 150,000,000**



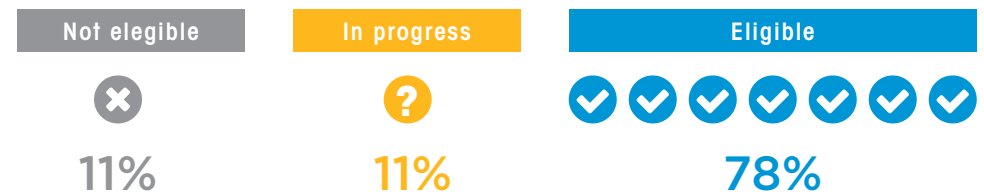
Complaints under eligibility analysis

In 2022, nine cases were assessed for eligibility, including one that had been received in 2021 and eight that had been received throughout the year. During this stage, MICI thoroughly examines the concerns raised and collects more information from the complainants and those responsible for the project, who can provide their perspective on the issues raised in the complaint. For the first time since the pandemic, the team was able to hold face-to-face meetings in a field trip to complete the stage.

2022 ▶ 9 cases examined



Cases status as of December 31, 2022



Of the nine cases examined in this stage:

- Seven cases were deemed eligible and transferred to the Consultation Phase at the requesters' choice.
- A complaint related to the National Tourism Development Program in Bahia, Brazil (MICI-BID-BR-2022-0196), was deemed not eligible because several exclusions applied.
- At the end of the year, the complaint related to the General San Martin Railroad Improvement Project in Argentina was still under the eligibility process. (MICI-BID-AR-2022-0201).



MICI-BID-BR-2022-0196

Closed — Not eligible

BRAZIL

National Tourism Development Program in Bahia (PRODETUR National-Bahia)

The complaint was filed by three residents of Bahia, Brazil, who requested the confidentiality of their identities for fear of reprisals, and who are represented by a lawyer. In their complaint, they allege potential harm to their assets and living conditions due to supposed irregularities in the expropriation process in connection with various operations in the area. Specifically, they report improper involuntary resettlement practices, in this case the wrongful and unlawful expropriation of properties, as well as the resulting adverse economic impact, which translates into material harm due to the loss of land and houses, lost rental income, and disproportionate collection of property taxes.

MICI management in 2022

On September 27, following an extension granted by MICI for the complainants to provide additional information, the request was registered. On November 29, MICI concluded the request was not eligible since the allegations of harm could not be linked to the Bank-financed operations. Furthermore, the exclusion on complaints filed after 24 months following the final disbursement of the Bank-financed operation did apply on several projects (exclusion 19.f of the Mechanism Policy).

Highlights

MICI conducted a historical examination of the seven operations of the abovementioned sector from 1993 to the present as part of the eligibility determination process to ensure a comprehensive and meticulous procedure that could provide clarity to the complainants regarding the conclusion.

The project

Loan Operation: **BR-L1300**

Sector: **Sustainable tourism**

Environmental Category: **B**

IDB Financing: **US\$ 71,960,757**



The complaint was filed by 176 residents of the city of Buenos Aires, Argentina, who requested the confidentiality of their identities for fear of reprisals. The request describes potential environmental, social, economic harm, and affectation to their living conditions derived from the electrification works and construction of tunnels for the improvement of a General San Martín Railroad: Retiro-Pilar Branch Line. The group of requesters states that the design of the project would affect the urban design of the locality and would make it a less accessible neighborhood for pedestrians and people with disabilities. Likewise, they allege that the construction of the tunnels would affect access to entire sectors dedicated to commerce, affecting small businesses and their workers, in addition to the fact that the passages to hospitals and access to other services would be affected. Similarly, the complainants allege that the project has undergone various modifications and that the last public consultation was conducted in 2017; therefore, the existing information is confusing and outdated.



MICI management in 2022

The complaint was registered on December 21, when the complainants delivered the missing information from the initial request. The deadline to determine the eligibility is March 2023.

The project

Loan Operation: **AR-L1267**

Sector: **Transport**

Environmental Category: **B**

IDB Financing: **US\$ 400,000,000**



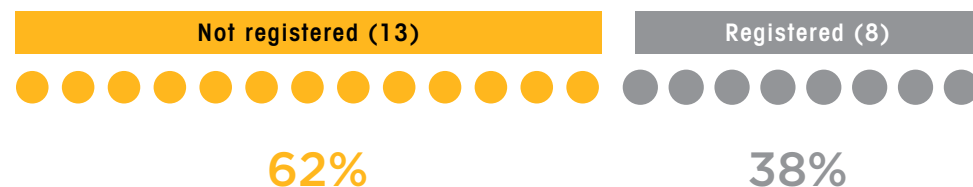
Photo: IDB

Not registered complaints

When the Mechanism receives a new complaint, it reviews its contents within five business days to verify whether it meets the requirements and provides the information needed for its initial processing (paragraph 14) and to determine whether any exclusions (paragraph 19) to the MICI Policy apply.

Of the 21 complaints received in 2022, 13 either failed to comply with the requirements or were subject to exclusion, and therefore MICI completed their processing at the registration stage.

2022 ▶ **21** complaints received

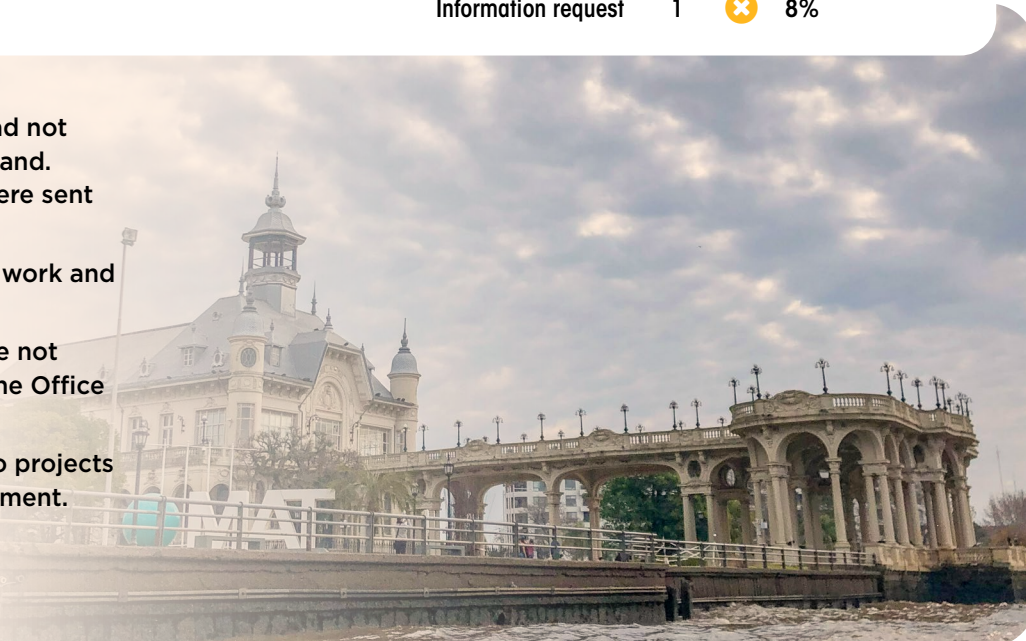


Complaints received in 2022: Reasons for non-registration

No prior contact with Management	5	×	×	×	×	×	38%
Related to procurement and / or contracting	3	×	×	×			23%
Received 24 months after the last disbursement	2	×	×				15%
Relating solely to corruption considerations	2	×	×				15%
Information request	1	×					8%

Not registered complaints

- Five complaints were not registered because the requesters had not contacted the IDB, IDB Invest or IDB Lab project team beforehand. Since the complainants did not express fear of reprisal, they were sent to Management.
- Three complaints did not refer to issues within MICI's scope of work and were sent to the Bank's Procurement Office.
- Two complaints referred solely to corruption themes, which are not within the Mechanism's domain; therefore, MICI sent them to the Office of Institutional Integrity (OII) of the Bank.
- Two complaints were not registered because they involved two projects in which over two years had passed since the last IDB disbursement.
- Lastly, a complaint solely had an information request and was forwarded to Management.



Complaints not registered for not pertaining to MICI domain

Five requests were not registered because they dealt exclusively with prohibited practices, corruption, procurement, or bidding processes, which do not fall within MICI's purview (exclusion 19.a). In such cases, the request is transferred to the appropriate office within the Bank and the documentation is classified as confidential.

MICI-BID-BO-2022-0183

Closed — Not registered

BOLIVIA

Enhancing the Ecosystem for Entrepreneurship and Innovation in Bolivia

The complaint was filed by a resident of Bolivia, who raised concerns tied to prohibited practices and potential violations to the Bank's Code of Ethics.

MICI management in 2022

The complaint was not registered and MICI referred the requester to the Office of Institutional Integrity (OII) and the Office of Ethics of the Bank.

Highlights

This is the second complaint related to IDB Lab operations that MICI received since the current MICI Policy went into effect in 2015.

The project

Technical Cooperation: **BO-T1346**

Sector: **Private firms and SME development**

Environmental Category: **C**

IDB Lab Financing: **US\$ 750,000**



COMPLAINT'S TIMELINE

▼ 31-Jan-22



Not Registered

Filing

MICI-BID-TT-2022-0190

Closed — Not registered

TRINIDAD AND TOBAGO Urban Upgrading and Revitalization Program

The complaint was filed by a private company of Trinidad and Tobago, which cited allegations of potential irregularities in procurement processes related to the Urban Upgrading and Revitalization Program.

MICI management in 2022

The request was not registered because it solely contained allegations that fell outside the scope of the Mechanism. Consequently, it was transferred to the Bank's Procurement team.

The project

Loan Operation: TT-L1057

Sector: Urban development and housing

Environmental Category: C

IDB Financing: US\$ 1,750,000



COMPLAINT'S TIMELINE

22-Jul-22



Not Registered

Filing

MICI-BID-CO-2022-0191

Closed — Not registered

COLOMBIA Program for the Adoption and Implementation of a Rural-Urban Multipurpose Cadastre

The complaint was filed by a resident of Bogota, Colombia. It alleges potential irregularities in procurement processes of the Program for the Adoption and Implementation of a Rural-Urban Multipurpose Cadastre.

MICI management in 2022

The complaint was not registered and was transferred to the Bank's Procurement team so they could address the above-mentioned issues.

The project

Loan Operation: CO-L1164

Sector: Reform and modernization of the State

Environmental Category: A

IDB Financing: US\$ 50,000,000



COMPLAINT'S TIMELINE

22-Jul-22



Not Registered

Filing

MICI-BID-NI-2022-0195

Closed — Not registered

NICARAGUA

Project for the Improvement and Sustainable Management of Drinking Water and Sanitation Services in Urban and Periurban Areas

The complaint, filed by a company headquartered in Managua, Nicaragua, solely contained allegations of irregularities related to the hiring and procurement process.

MICI management in 2022

The request was not registered and was transferred to the Bank's Procurement team.

The project

Loan Operation: NI-L1145

Sector: Water and sanitation

Environmental Category: B

IDB Financing: US\$ 72,000,000



COMPLAINT'S TIMELINE

▼ 26-Aug-22



Not Registered

Filing

MICI-BID-BR-2022-0202

Closed — Not registered

BRAZIL

City Of São Paulo Health Care Networks Restructuring and Quality Certification Project - Avança Saúde SP

The request was filed by a resident of the city of São Paulo, São Paulo state, Brazil. It presented allegations of potential corruption practices during the execution of the project.

MICI management in 2022

The complaint was not registered since the allegations were out of the scope of the Mechanism and it was sent to the Office of Institutional Integrity (OII) of the Bank.

The project

Loan Operation: BR-L1429

Sector: Health

Environmental Category: B

IDB Financing: US\$ 200,000,000



COMPLAINT'S TIMELINE

▼ 13-Dec-22



Not Registered

Filing

Complaints not registered - without prior contact with Management.

One of the requirements to register a complaint is that the requesters have resorted to the IDB Group Management to try to resolve their concerns before resorting to MICI, unless they fear they may be subject to reprisals for expressing their concerns. When this requirement is not met, MICI provides the information so complainants and the IDB Group project team can establish initial contact. Complainants are informed that they can always file their request again if they feel that their concerns have not been properly addressed. This situation occurred in five complaints received in 2022.

MICI-CII-UR-2022-0186

Closed — Not registered

URUGUAY

Tacuarembó-Salto Green Transmission Line

The request was filed by four members of the Morató family, residents of Paysandú, Uruguay. The complaint cites potential damage to their property due to the construction and installation of roughly 20 48-meter-high metal towers for the high-voltage electrical line contemplated in the project.

The complainants believe the impact analysis and determination were inadequate, particularly regarding preserving historical landmarks. In addition, they claim that neither a sufficient complete investigation of the alternatives nor any protocols to protect cultural sites were conducted. They also claim there were no consultation processes and a lack of available information.

MICI management in 2022

The request was not registered in March to let the complainants contact the project team to try to solve their concerns.

Nevertheless, once the prior contact requisite was fulfilled, and after considering their concerns were still unresolved, in November the requesters decided to return to the Mechanism and submitted complaint [MICI-CII-UR-2022-0199](#), previously described.

The project

Loan Operation: **12220-01**

Sector: **Energy**

Environmental Category: **B**

IDB Invest Financing: **US\$ 114,069,000**



COMPLAINT'S TIMELINE

15-Mar-22



Not Registered

Filing

Highlights

This is the first complaint that MICI formally sent to IDB Invest's Management Grievance Mechanism to address the concerns directly and as a first option.

MICI-BID-AR-2022-0187

Closed — Not registered

ARGENTINA

Reconquista River Basin Environmental Sanitation Program — Request IV

The complaint was filed by two residents of Villa Anita, Moreno district, Buenos Aires Province, Argentina. The requesters were being represented by the Federal Prosecutor for the Moreno district. The requesters allege potential harm to their living conditions because of unfinished works on a sewer network project. Likewise, they report the lack of communication and access to information for residents of the area concerning the future of the works.

MICI management in 2022

The request was not registered because the requesters had not contacted the project team beforehand. In the succeeding months, however, a group of complainants chose to return to MICI (complaint number [MICI-BID-AR-2022-0188](#)) because they believed the complaints presented remained unsolved.

The project

Loan Operation: **AR-L1121**

Sector: **Water and sanitation**

Environmental Category: **A**

IDB Financing: **US\$ 230,000,000**



COMPLAINT'S TIMELINE

▼ 01-Jun-22



MICI-BID-CO-2022-0193

Closed — Not registered

COLOMBIA

Metro of Bogota First Line - First Tranch — Request VI

A resident of Bogota, Colombia, filed this complaint regarding potential harm to his property and living conditions stemming from the expropriation of a commercial building to construct the project of the first line of the Bogota metro.

MICI management in 2022

The request was not registered because the requesters had not contacted the Bank Management beforehand. MICI sent the complaint to the IDB Protocol and brought it to the attention of the project team.

The project

Loan Operation: **CO-L1234**

Sector: **Transport**

Environmental Category: **A**

IDB Financing: **US\$ 70,000,000**



COMPLAINT'S TIMELINE

▼ 19-Aug-22



MICI-BID-CO-2022-0194

Closed — Not registered

COLOMBIA

Metro of Bogota First Line - First Tranch — Request VII

A resident of Bogota, Colombia, filed this complaint concerning potential harm to his property and living conditions stemming from the expropriation of a commercial building, a mechanical workshop, to build the project of the first line of the Bogota metro.

MICI management in 2022

The request was not registered because the requesters had not contacted the Bank's Management beforehand. MICI sent the complaint to the IDB Protocol and brought it to the attention of the project team.

The project

Loan Operation: **CO-L1234**

Sector: **Transport**

Environmental Category: **A**

IDB Financing: **US\$ 70,000,000**



COMPLAINT'S TIMELINE

▼ 19-Aug-22



MICI-BID-CO-2022-0200

Closed — Not registered

COLOMBIA

Metro of Bogota First Line - First Tranch — Request VIII

The complaint was filed by a resident of Bogota, Colombia, who was represented by his lawyer. The complaint cites potential harm to his living conditions and those of his family caused by the eviction from his property to build the project of the first line of the Bogota metro. Specifically, the requester alleges that the measurements made by the executing agency are incorrect, in addition, the terms of the eviction do not consider the loss of profit since part of the property is leased to companies. Likewise, the complaint establishes that the domestic use of the property was not considered since the requester and his family live there and, if the eviction was carried out, they would be left homeless.

MICI management in 2022

The request was not registered because the requesters had not contacted the Bank's Management beforehand. MICI sent the complaint to the IDB Protocol and brought it to the attention of the project team.

The project

Loan Operation: **CO-L1234**

Sector: **Transport**

Environmental Category: **A**

IDB Financing: **US\$ 70,000,000**



COMPLAINT'S TIMELINE

▼ 29-Nov-22



Complaints not registered due to reception period

Two requests were not registered because they were filed more than 24 months after the last disbursement of the operation, and were therefore excluded under 19.f paragraph of the MICI Policy.

MICI-BID-CO-2022-0197

Closed — Not registered

COLOMBIA

Porce III Hydroelectric Power Plant — Request II

The complaint was filed by residents of the municipalities of Amalfi, Anorí, Guadalupe, Gómez Plata and various villages bordering the Porce river in the district of Antioquia, Colombia. The complainants requested the confidentiality of their identities for fear of reprisals.

The complaints allege the Porce II, Porce III and Porce IV hydroelectric power plant projects have generated a negative impact on the living conditions of the region's inhabitants due to the forced resettlement to which they would have been subjected. The complaint also alleges the disappearances of social leaders, farmers, and the uprooting and impoverishment of the region that are linked to the construction and operation of the projects. It must be noted that this group had already contacted the Mechanism in 2015, and their complaint, under number [MICI-CO-2015-096](#), was determined not eligible.

MICI management in 2022

The request was not registered since two of the exclusions provided for in the MICI Policy apply. Exclusion 19(f) of the Policy applies to the Porce II and Porce III Projects because 24 months had elapsed after the end of the operation. Specifically, the last disbursements were processed in July 2001 and December 2012. On the other hand, the operation related to the Porce IV project has not yet been approved by the Bank's Board of Executive Directors, so one of the stipulated exclusions (19.e) also applied. Concerning this last project, MICI proposed the

The project

Loan Operation: **CO-L1005**

Sector: **Energy**

Environmental Category: **A**

IDB Financing: **US\$ 200,000,000**



COMPLAINT'S TIMELINE

▼ 24-Oct-22



complainants contact IDB Management through the Environmental and Social Complaints Protocol in order to learn the status of the operation. Likewise, the Mechanism informed IDB's Management as regards this complaint and the significance of clarifying the information related the Bank's intervention.

Highlights

Thanks to the interaction between MICI and the Protocol, the complainants received official information where the Bank informed them that it would not be financing the PORCE IV project, thus clarifying the operations in the region.

MICI-BID-BR-2022-0198

Closed — Not registered

BRAZIL

Serra do Mar and Atlantic Forest Mosaics System Socioenvironmental Recovery Program — Request II

The complaint was filed by two residents of the city of Peruíbe, in the state of São Paulo, Brazil. The group had contacted the Mechanism in 2010 (case number [MICI-BR-2010-003](#)) and, like on that occasion, the request cited allegations about potential harm to their living conditions derived from the construction of a hotel-restaurant within the framework of the project, which would allegedly cause unfair competition with the local communities.

MICI management in 2022

The complaint was not registered since the IDB processed the last disbursement for this project in August 2019, and by the time the request was filed, over 24 months had elapsed.

The project

Loan Operation: **BR-L1241**

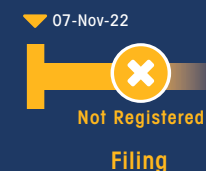
Sector: **Environment and natural disasters**

Environmental Category: **A**

IDB Financing: **US\$ 470,163,000**



COMPLAINT'S TIMELINE



Not registered - Information request

When a request does not contain an allegation of harm but is requiring information or particular documentation of an operation financed by the IDB Group, MICI refers the complainants to the Bank's website to make a formal [request for information](#) and notifies the Access to Information Office.

MICI-BID-VE-2022-0185

Closed — Not registered

VENEZUELA

Support to the Action Social Center of Music Program - Phase II

The request was filed by a media company seeking access to the project's information and an interview with a Bank representative.

MICI management in 2022

The complaint was not registered since it was an information request. This was communicated to the IDB's office of Access to Information and the Communications department.

The project

Loan Operation: **VE-L1017**

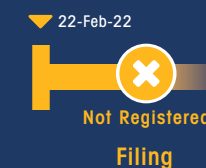
Sector: **Social investment**

Environmental Category: **C**

IDB Financing: **US\$ 150,000,000**



COMPLAINT'S TIMELINE





Annexes

Annex 1. 2022 budget

Approved and Executed Budget for 2022 Figures in US Dollars

2022 Budget Items	IDB	IDB Invest	Total
Salaries	2,138,513		2,138,513
Request Management	603,057	535,184	1,138,241
Institutional Learning	67,600	5,500	73,100
Outreach and Strategic Engagement	17,500	36,200	53,700
MICI's Team Strengthening	28,370	11,180	39,550
Contingency Fund	50,000	30,000	80,000
Total Budget Approved + Contingency Fund	2,905,040	618,064	3,523,104

2022 Execution	IDB	IDB Invest	Total
Total Executed	2,152,920	477,086	2,630,006
Contingency Fund Executed			
Total Executed + Contingency Fund Executed	2,152,920	477,086	2,630,006

Annex 2. Outreach in 2022

External outreach

Month	Event	City
February	Panel of the American Bar Association (ABA) on international best practices	Virtual
March	Participation of MICI in the Fourth American Mediation Congress	Virtual
March	Participation of MICI in LEAD University - Public-Private Alliances Specialization	Virtual
April	Learning Forum on dispute resolution (5 sessions)	Virtual
April	MICI's discussion group with Civil Society Organizations - Spanish	Virtual
April	MICI's discussion group with Civil Society Organizations - Portuguese	Virtual
April	MICI's discussion group with Civil Society Organizations - English	Virtual
May	MICI's session for the Executive Secretariat of the IACHR	Virtual
May	Participation in the annual conference of the International Association of Impact Assessment (IAIA)	Vancouver, Canada
June	MICI's presentation in American University - Washington College of Law	Washington, DC (USA)
June	Conversation of IACHR representatives with MICI staff	Virtual
June	Grievance Redress and Accountability Mechanism (GRAM) webinar	Virtual
June	IDB Invest sustainability week	Miami, FL (USA)
July	Regional Forum on Business and Human Rights	Bogota, Colombia
July	Participation in the "Regional Consultation in the Americas to improve cooperation between the United Nations and the Regional Mechanisms on Business and Human Rights"	Virtual
August	MICI's Participation in the Annual Session of the External Review Panel of IDB's Access to Information Policy	Virtual
October	Second edition: UDP Business and Human Rights Certification Course	Virtual
October	XIX IAMnet Annual Meeting	New York, NY (USA)
October	Meeting with Civil Society Organizations within the framework of IAMNet Annual Meeting	New York, NY (USA)
December	Presentation in Practitioner Dialogues on "Responsible Exit"	Virtual
December	Presentation of the IDB Group's Complaint Mechanisms to Civil Society Organizations	Virtual

Internal dissemination

Month	Event	City
February	Discussion group on "Reprisal risk: sharing perspectives and experiences"	Virtual
April	IDB <i>Onboarding</i> session	Virtual
April	MICI's presentation at the IDB country office in Colombia	Bogota, Colombia
May	Focus group for MICI Reflections - Significant consultations and access to information	Washington, DC (USA)
May	Discussion group with management and country offices of the Southern Cone (CSC)	Virtual
May	Presentation in the Fundamentals of Sovereign Guaranteed Operations Workshop	Virtual
June	MICI's presentation for the Andean Group countries (CAN)	Virtual
June	Remedy discussion series - First Session	Virtual
September	Discussion session: IDB Invest 2.0 – "Non-financial risks"	Washington, DC (USA)
October	Remedy discussion series - Second Session	Washington, DC (USA)
October	Institutional Orientation Seminar for New IDB Group Staff and Members of the Board of Directors	Virtual
October	Presentation in the Fundamentals of Sovereign Guaranteed Operations Workshop	Virtual
November	Session with environmental and social issues teams from the country representations (2 sessions)	Washington, DC (USA)
December	Launch of the publication: MICI Reflections: Discuss, Inform or Involve? Community consultations and Access to information under MICI's analysis	Washington, DC (USA)

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