

# CONSTRUCTION AND REHABILITATION OF HYDROMET STATIONS IN NILE BASIN COUNTRIES

## SUGGESTED FORM FOR REGISTERING A COMPLAINT

We [*insert name(s) and /or name of the institution*] live and/or represent others who live in the project area [*insert name of project or name of area, country*].

1. The following project [*insert description of project*] implemented by NBI and [*insert name of executing agency*] is a cause for concern as a result of the following failures or omissions:

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2. Description of the harm that is, or may be resulting from failures or omissions by NBI and/or the executing agency:

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3. List (if known) the relevant World Bank ESIA principles, standards, or procedures you believe have not been followed:

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4. List the actions taken to solve the issue(s), including previous contacts with NBI and/or executing agency staff, describe explanations given and (if any) actions proposed, and why these are not considered satisfactory:

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5. We request NBI to investigate these matters according to the NBI Project Complaints Management System.

6. Signatures: \_\_\_\_\_ Date: \_\_\_\_\_

7. Contact address(es), telephone number(s), fax number(s) and email address(es):

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List of supporting documents and attachments, as appropriate