Early Warning System

EIB-20110619

LV WATSAN - KISUMU

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Quick Facts

Countries	Kenya
Financial Institutions	European Investment Bank (EIB)
Status	Proposed
Bank Risk Rating	U
Voting Date	2017-05-29
Borrower	LAKE VICTORIA SOUTH WATER SERVICES BOARD
Sectors	Water and Sanitation
Investment Amount (USD)	$ 40.32 million
Project Cost (USD)	$ 103.67 million

Project Description

The project entails the rehabilitation and construction of water supply and wastewater systems in Kisumu and some peri-urban areas. The project involves the expansion of the water supply and rehabilitation and expansion of the wastewater system in the city of Kisumu, as well as certain satellite towns around the city. The operation is expected to contribute to the achievement of the Sustainable Development Goals by increasing access for the population to safe drinking water and sewerage connection while protecting the environment and sustaining the development of communities in the Lake Victoria region.

Investment Description

- European Investment Bank (EIB)

Contact Information

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces

Bank Documents

- Project Information