Early Warning System

EIB-20140437

EAU ET ASSAINISSEMENT COTONOU PHASE 3

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Quick Facts

Countries	Benin
Financial Institutions	European Investment Bank (EIB)
Status	Active
Bank Risk Rating	U
Borrower	Government of Benin
Sectors	Water and Sanitation
Investment Amount (USD)	$ 33.85 million
Project Cost (USD)	$ 84.62 million

Project Description

The project aims at extending water services to the unserved population (approximately 360 000 inhabitants), improving the reliability and continuity of the population's water supply, improving the collection and Wastewater treatment in Cotonou, reducing the risk of water-borne diseases and improving the quality of service to customers.The project aims at strengthening the drinking water supply system in urban and peri-urban areas of Cotonou to meet demand up to 2025.

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