Early Warning System

EIB-20180058

DEIR ALLA WATER SUPPLY AND SANITATION

Quick Facts

Countries	Jordan
Specific Location	Deir Alla
Financial Institutions	European Investment Bank (EIB)
Status	Proposed
Bank Risk Rating	U
Borrower	MINISTRY OF WATER AND IRRIGATION - HASHEMITE KINGDOM OF JORDAN
Sectors	Water and Sanitation
Investment Type(s)	Loan
Investment Amount (USD)	$ 73.96 million

Project Description

According to bank documents, the overall long-term objectives of the project are to contribute to:

1. Improvement of potable water quality in the project area;
2. Mitigating climate change impact by minimising water losses through leakages and thus a reduction of non-revenue water;
3. Reduced energy consumption in the water supply system through increased energy efficiency and reduced leakages of the water supply system;
4. Improvement of the groundwater quality;
5. Improvement in security of water supply for agriculture by providing an additional source of water and thus mitigating climate change impact;
6. Job creation, during construction and operation, in one of the poorest areas of Jordan; and
7. Institutional strengthening of the beneficiary.

Investment Description

- European Investment Bank (EIB)

Total financing for the project amounts EUR 81m, consisting of about EUR 65m of EIB loan and about EUR 16m of a an Economic Resilience Initiative (ERI) investment grant.

Contact Information

Contact information not provided at the time of disclosure

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