

 Early Warning System

EIB-20180180

ONEE-AEP AMELIORATION ET ASSAINISSEMENT II



Quick Facts

Countries	Morocco
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2019-12-13
Borrower	OFFICE NATIONAL DE L'ELECTRICITE ET DE L'EAU POTABLE
Sectors	Water and Sanitation
Investment Type(s)	Loan
Investment Amount (USD)	\$ 42.26 million
Project Cost (USD)	\$ 83.40 million



Project Description

According to bank provided information, the project concerns a loan aimed at the modernization and rehabilitation of existing networks and infrastructures for the production and distribution of drinking water across Morocco.

The project will support high-priority environmental and social infrastructure for drinking water - in Morocco through the modernization and rehabilitation of existing infrastructure and networks, thereby supporting ONEE in its challenge and its obligation to provide its customers with high quality and reliable drinking water. This infrastructure is essential to support the economic growth and social development of municipalities, with a significant impact on SMEs and the creation of local jobs due to the small size of the investments planned.



Investment Description

- European Investment Bank (EIB)



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>