Early Warning System

EIB-20190132

SOUTHERN SSA OFF-GRID SOLAR ENERGY ROLL-OUT

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Quick Facts

Countries	Malawi, Mozambique
Financial Institutions	European Investment Bank (EIB)
Status	Proposed
Bank Risk Rating	U
Borrower	*Borrower information not provided at the time of disclosure*
Sectors	Energy
Investment Type(s)	Loan

Project Description

According to bank documents, the project will finance the roll-out of off-grid solar energy systems in Mozambique and potentially other countries in Southern Sub-Saharan Africa.

The operation aims at deploying last mile distribution for underserved rural off-grid households and micro-entrepreneurs communities in Mozambique and to a lesser extent in Malawi. The operation consists in the distribution, installation, and financing of Solar Home Systems (SHS) and devices in Southern Africa by the promoter.

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