

From: Farhan Dabobi <chairman_farhan@easep-jo.org>
Sent: Tuesday, February 11, 2020 5:53 PM
To: CAO <cao@worldbankgroup.org>
Subject: Re: Baynouna Solar Power Plant complaint

[External]

Dear CAO,

Reference is made to Masdar / Baynouna solar power plant in East Amman / Jordan.

In the last quarter of 2018, we realized that there is an activity in our land fronts in East Amman, so we went to see the project team & asked them about the type of project to be installed as we knew nothing about it & then we knew that a solar power plant was to be built at the location where the project is constructed.

We held many meetings with the project management of the said project including the main subcontractor "Environmena" & tried our best to solve the disputes & concerns in a constructive dialogue between the complainants " names are attached" & Baynouna / Masdar, but after more than five meetings & many correspondences "as attached" sent to the client, they refused any kind of discussions & completely ignored our requests & informed us that they will **only deal with "the local governor & security authorities" & warned us not to contact the company.**

According to this misconduct of the project management, we raised our concerns to the official authorities represented by the Ministry of Environment, but they too ignored our requests & didn't respond at all.

On 19/07/2019 we had no choice, but file an official PCM complaint to FMO bank signed by "36" persons affected by the said project & authorized me to raise & follow the complaint.

FMO requested us to raise our complaint directly to IFC / CAO as the complaint was not admissible under the complaints policy of FMO according to the attached notice which states that FMO does not enter into a contractual relationship with the client under a B-Loan commitment.

Early August, I was summoned by the Governor of Amman through the police authorities & he intimidated, warned & harassed me to withdraw the complaint & refrain from contacting Baynouna and/or the financing banks & accused me of obstructing the investment in Jordan through these illegal acts "PCM complaints".

The next day, Mr. [REDACTED] / FMO called me to make sure that the security authorities represented by Amman & Sahab Governors didn't detain me & I told him what happened with me.

Mr. [REDACTED] / FMO also suggested to meet me along with IFC & Baynouna staff in IFC headquarter in Amman on 23/9/2019 & thus I agreed & asked him to **freeze the complaint** until we see the results of the said meeting.

On 23/09/2019, I met with IFC/FMO/Baybouna at IFC headquarters in Amman & went through the items of the complaint & agreed to solve five urgent items of urgent concern &

need immediate solution " Employment, SEP, Grievance Mechanism & Liaison Officer, ESMMP " & Baynouna manager Mr. Al Buhaji committed to solve these issues immediately.

During the meeting, IFC & FMO told me that the claimed ESIA is published in English on IFC web site but **wasn't disclosed on the company's website or any other means & no Arabic version was made.**

Baynouna broke their promise & refused to get into a dialogue with us & on the contrary they went back to hide behind the security & governors' authorities to protect them & prevent any community complaints or even grievances & didn't even respond to any calls.

In Nov. 2019, IFC / Mr. [REDACTED] requested me to file a "Grievance Mechanism Complaint" through the project management in the site "they had no Grievance Mechanism before we met on sep/2019 & realized that they use this mechanism in order to buy more time" & I agreed **in the hope that a goodwill dialogue between us & the client will solve the disputes & establish a lasting good respectful relationship between Baynouna power plant & the local affected communities** & accordingly sent our complaint to the project site was delayed until this moment except one meeting with two junior personal of the subcontractor who have no authority nor they know an idea about the IFC performance standards or the contents & details of the complaint.

It is very obvious that the client doesn't recognize the rights & concerns of the local affected communities & stakeholders & they are hiding behind the government security authorities to prevent anyone from raising their voice & IFC have played an observatory role during this period.

I believe giving the client & the government authorities such a long time "17 months" in the hope to solve the disputes & concerns through a bilateral dialogue between the complainants & the client with the support of the government & the retaliation of the government by warning, harassing & intimidating me & the ignorance of the client & their cover up behind the local governors & security authorities, we have no choice but to file an official complaint to the office of CAO.

We the mentioned list of complainants, file a complaint against Masdar / Baynouna Solar Power Plant in East Amman after we have exhausted all possible direct positive constructive dialogue with the company & the government.

Attached with, please find, please find the following:

- Authorization letter of the complainants to Mr. Farhan Issa Ahmad Al-Daboubi.
- Complainants lists.
- The complaint Sheet.
- A table of "correspondences & meetings"
- A copy of the listed correspondences.
- A letter to Baynouna regarding requesting bilateral dialogue to solve the concerns & disputes.
- Summary of correspondences between Baynouna manager & me.
- Grievance complaint form submitted on 17/11/2019.
- A copy of the required Grievance Redress Mechanism Form with the covering letter.
- FMO Notice

Should you require any more information, feel free to contact me, I remain.

Sincerely Yours

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