

## What is the IDB Group?

The Group is the leading development bank in Latin America and the Caribbean and finances projects for governments and public institutions (through the IDB), as well as companies and the private sector (through IDB Invest and IDB Lab).



## Can I file a complaint on any topic?

The claims handled by the MICI must refer to current or future harm arising from a project financed by the IDB Group and related to social, environmental or access to information issues. These issues are part of the bank's safeguards and are included in the **IDB's Environmental and Social Policy Framework**, **IDB Invest's Sustainability Framework**, and **Access to Information Policies**. These safeguards are mandatory for all projects, from design to execution, and cover aspects such as effective community participation, risk management and impact mitigation, the promotion of gender equality, and the protection of indigenous peoples' rights, among others. On these issues, there are also two corporate bodies to address your concerns: the **IDB complaints protocol** and **IDB Invest's MGM**.

Other offices of the group have competence over ethics or fraud complaints, prohibited practices and procurement processes, finance, or internal administration.

*This booklet summarizes the key concepts about MICI and is not a substitute for the Mechanism's Policy, which always prevails in case of doubt or error.*

## Contact us

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# We work with you to make development better

**The IDB Group finances development projects in Latin America and the Caribbean to improve lives:** from social and job creation programs to projects such as roads, sanitation plants, or solar power farms. Yet sometimes these activities can have unintended negative impacts. When that happens, the Independent Consultation and Investigation Mechanism (MICI) is here to work with everyone to remedy the situation.





# MICI offers two instruments:



## Dispute Resolution (CONSULTATION PHASE)

MICI facilitates an independent mediation between the complainants, the project executor (whether a company or government), and the IDB Group to reach an agreement with solutions that resolve the concerns raised.



## Investigation (COMPLIANCE REVIEW PHASE)

MICI conducts an independent fact-finding process to verify whether the IDB Group complied or failed to comply with its environmental, social, and access to information standards. The investigation generates recommendations to respond to requesters' situations and ensure that policies are followed.

## Some examples of cases managed by MICI:



### Argentina

In San Carlos de Bariloche, MICI facilitated a dialogue process after receiving a complaint from 250 merchants, affected by two years of works for the pedestrianization of the most touristic street in the city. Their revenues had dropped significantly, and the future of their businesses was in jeopardy. In just two months, an agreement was reached that allowed the construction to be completed while respecting the interests of all parties involved. In addition, a mobility plan was designed for the center, lighting was improved, and native trees were planted.

### Paraguay

The complaint of some residents and merchants of Asunción, affected by the capital's Metrobus project, led to a substantial change in the IDB's environmental and social policies. Based on MICI's investigation into this case, the safeguards included the concept of economic displacement (the loss of sources of income or other means of subsistence due to limited access to land or economic assets), thus contributing to institutional strengthening and the sustainability of future projects.



### Ecuador

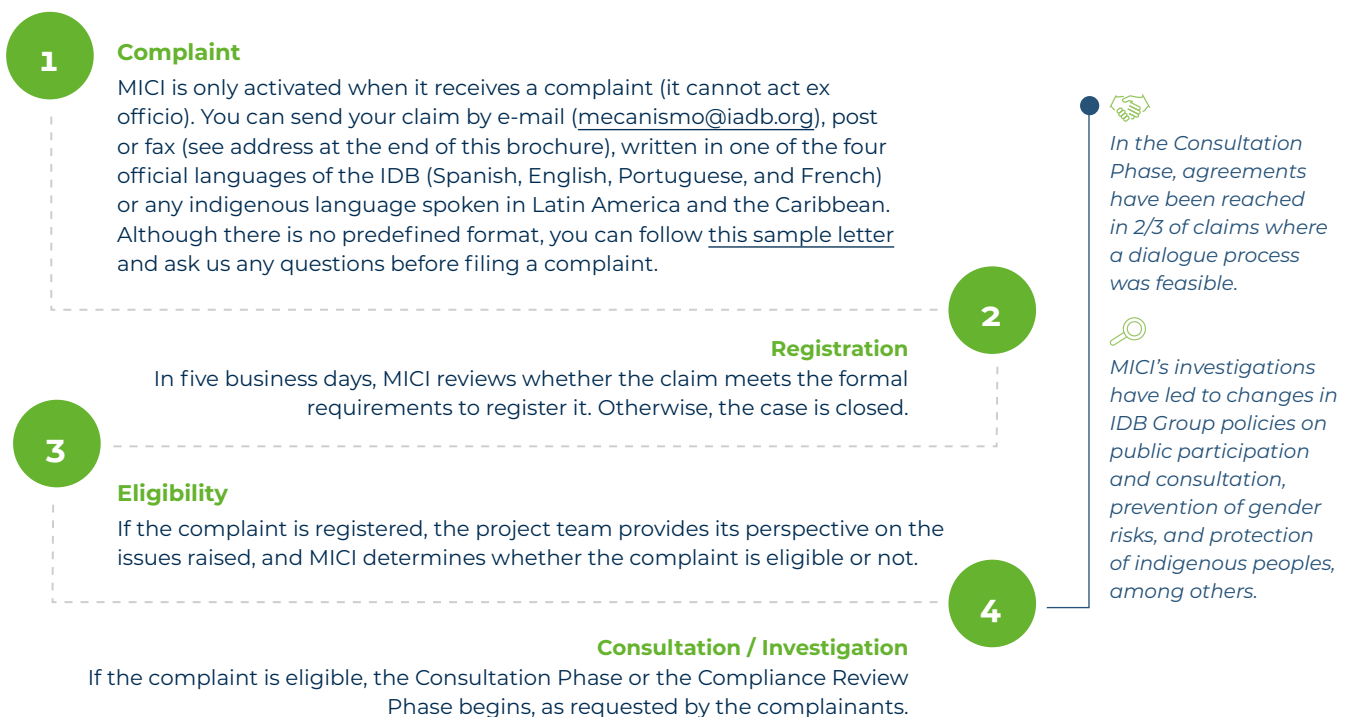
After the 2016 earthquake, 547 residents of Manabí denounced the environmental, social, and economic impacts of the repowering of an electric transmission line, which could obstruct evacuation routes and impact tourism activities in the area, people's health, flora, and fauna. MICI facilitated an agreement about the final layout of the line and the generation of additional technical studies and monitored the implementation of the agreed solution for three years.

### Chile

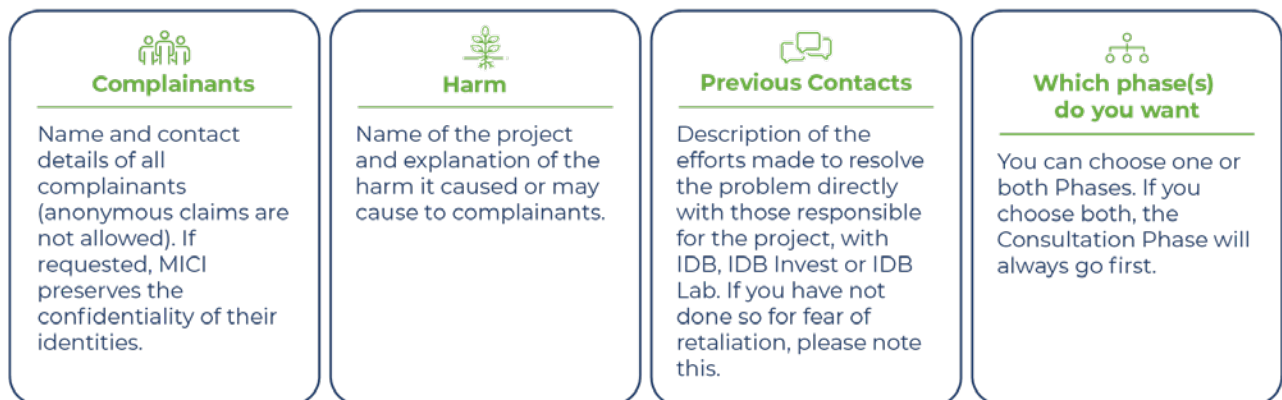
Several communities warned about the impacts of the Alto Maipo hydroelectric project on their living conditions, insecurity in the area, and lack of adequate evaluations and mitigation measures. MICI's investigation identified, among other aspects, differentiated impacts on women. The IDB and IDB Invest made important updates to gender safeguards based on MICI's recommendations.



## Stages of a complaint:



## All complaints must include information about:



Complainants can access MICI directly or, if they wish, seek the advice of a Civil Society Organization or appoint a representative. The MICI process is non-judicial and does not require a lawyer. MICI does not require any monetary or non-monetary compensation for its work.



### MICI cannot:

- › Stop or halt a project.
- › Offer monetary compensation to requesters.
- › Handle complaints about projects in the design phase (projects still not approved by the Board of Executive Directors) or when 24 months have passed since the last disbursement by the IDB Group.