



Complaints Report 2024

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Foreword

Dear readers,

In the social and political discourse both here in Germany and internationally, the meaningfulness and relevance of development cooperation is increasingly being questioned. Alongside this is an increasing pressure to justify our international development activities – should we not tackle our own challenges first before we engage globally? As a bank committed to responsibility, our position is clear: development cooperation is more relevant than ever, and it will continue to be a central focus area of our work in the future. The major challenges of our time – climate change and natural disasters, the unprecedented loss of biodiversity, growing numbers of refugees and rising social and economic inequalities – do not stop at national borders. They call for solutions on an international level.

However, long-term success in development cooperation is only possible if it is supported by strong civil society structures. This is, first, because civil society organisations are indispensable partners in the implementation of the projects we finance. They often work where government actors cannot due to lack of capacity. Second, civil society plays a crucial role by providing critical scrutiny of government actions and giving disadvantaged groups a voice. In recent years, however, we have observed a worrying decline in civil society's scope for action in many partner countries. This trend poses a serious threat to human rights and democratic participation. We therefore also consider it part of our duty to counteract this as much as possible and to ensure

the voices of people and communities that feel negatively affected by KfW-funded projects are heard. They should be able to contact us without fear of retaliation, knowing that their concerns will be fairly handled.

KfW Development Bank's complaints mechanism is a central channel through which this is possible. In the 2024 reporting period, a total of 38 complaints were registered, of which 30 were declared admissible. A large proportion of the complaints concerned governance aspects relating to projects, in particular working conditions, while the remaining complaints were in relation to environmental and social aspects. Compared to the previous year, this reveals a similar trend in the focus areas.

In the future, we want to ensure that our complaints mechanism continues to be actively used and that the relevant target groups are aware of its existence, which is why we are developing it further. Our interactions with our stakeholders form an essential part of this process. Through regular dialogue, we gain valuable insights that help us optimise our procedures and better meet the needs of our target groups. Meaningful interactions not only foster transparency, but also trust in our institution. I therefore expressly welcome the dialogue on complaints mechanisms in development cooperation initiated by the Federal Ministry for Economic Cooperation and Development (BMZ) at the beginning of 2024. KfW Development Bank was involved in this right from

the outset and is using this path to pursue constructive, institution-wide interactions and mutual learning. In doing so, we have been transparent in highlighting where there is potential for improvement in the structure and process of our own complaints mechanism. We intend to continue working on this in 2025 with the active participation of our civil society partners.

You can find out more about the dialogue and what various stakeholders think about KfW Development Bank's complaints mechanism on page 7. I would like to thank everyone involved in this process. Our shared goal is to foster a culture of open dialogue and learning that enables us to optimise the positive impacts of financed projects and improve the quality of life of the people we support over the long term.

I hope you find this complaints report for the 2024 financial year informative.

Christiane Laibach

Christiane Laibach
Member of KfW Group's
Executive Board



Complaints in numbers

In the 2024 reporting period, there was the same number of admissible complaints as in the previous year. Of these, more than 70% have already been resolved.

A total of 38 complaints were received by KfW Development Bank in the 2024 reporting period. Of these, 30 were declared admissible, as was the case in 2023. Eight complaints were declared inadmissible.

In particular, complaints are not registered or are declared inadmissible if:

- no link to a KfW-funded project can be found;
- the individual submitting the complaint cannot be contacted or remains anonymous even after being asked for their details;
- the complaint does not relate to the individual submitting the complaint, or the individual does not represent the person concerned;
- the complaint is procurement-related or there is an indication of criminal offences.

Currently, eight complaints from 2024 are still being processed, one of which is in monitoring. This means that the remedial measures agreed in the course of complaint processing are still being implemented. A total of 21 complaints were resolved. In addition, three complaints

from 2023 were resolved during the reporting period.

A complaint is considered to be resolved when the issue has been examined and processed and any agreed measures have been implemented. The individuals who submitted the complaint are involved accordingly and receive a response regarding their concern.

How do we receive complaints?

KfW Development Bank receives complaints about its projects through various channels. Almost half of the admissible complaints (47%) in the last financial year were received directly by KfW Development Bank's Central Complaints Office, either by e-mail or via the online form. Around 17% of those submitting the complaints contacted one of KfW Development Bank's international offices, while 10% contacted the responsible portfolio manager. The remaining 27% were received through various other channels, such as KfW Compliance and the Ombudsman.

Prompt processing

One key feature of our mechanism is that all complaints are processed, regardless of the channels through which they reach us. For us to be able to process the complaints promptly, those submitting one need to contact the Central Complaints Office directly wherever possible, either via the online complaints form or by e-mail (FZ-Complaints@kfw.de). Complaints received through other KfW channels first have to be forwarded internally, which can waste time.

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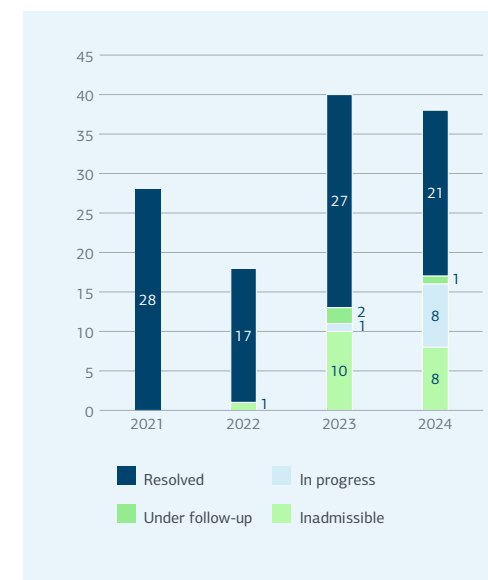


Figure 1: Registered complaints in the years 2021 to 2024 (reporting date 31 December 2024)

Complaints in numbers

Who is submitting the complaints?

As a rule, persons and communities concerned, as well as their legitimate representatives, can submit a complaint to KfW. Persons concerned can be represented, for example, by enterprises, citizens' initiatives or non-governmental organisations (NGOs).

In the reporting period 2024, as in previous years, private individuals represented the largest group of those submitting complaints (67%). As opposed to previous years, groups and citizens' initiatives came in second place at 23% (compared to just 11% in 2022/2023). In contrast, the proportion of business complaints fell from 17% to 10%. In addition, there were no admissible complaints from NGOs in 2024.

The fact that the proportion of complaints submitted by private persons remains high indicates that the complaints mechanism has low formal requirements for the submission of complaints.

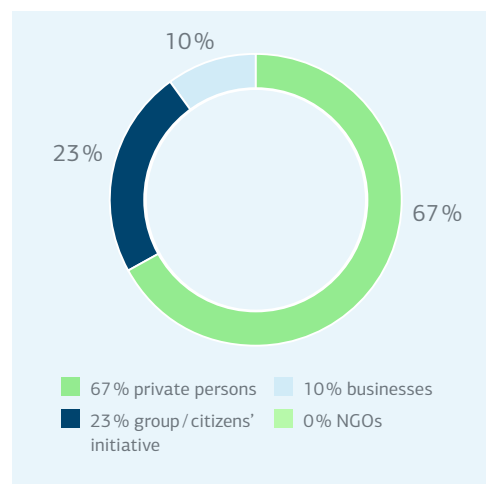


Figure 2: Who filed complaints in 2024?

What is the subject matter of the complaints?

During the reporting period, most of the admissible complaints were related to governance aspects of financed projects – 60% in total. Of these 18 complaints, 15 have already been resolved, while three are still being processed. Most of them concerned outstanding salary payments or insufficient payment of employees working on financed projects or along their value chain.

Relocation, expropriation, compensation

Twelve of the admissible complaints fall into the category of environmental and social sustainability – an increase of 7% compared to the previous year. Six of these complaints were resolved, five are being processed and one is in monitoring. The most common issues were land rights (relocation, expropriation or compensation) and adverse impacts on local residents and/or target groups. Another complaint alleged that collective consultation and consent rights were being violated, and that security forces were also violating the physical integrity of persons concerned.

In 2024, there were no complaints regarding the topics “KfW governance” or “Access to information”. Complaints are categorised based on the dominant and most serious concern. However, lack of information is also an issue in many cases, and it is not uncommon for concerns about negative environmental or health effects to be addressed through information measures and the involvement of the communities concerned.



Figure 3: Admissible complaints by topic (2021 to 2024)

Which countries do the complaints originate from?

The 30 admissible complaints from 2024 related to a total of 25 projects in 17 countries. The countries of origin of the most complaints were Somalia (5), Kenya (3), Jordan (3) and Lebanon (3). A large number of complaints came from Sub-Saharan Africa (30%).

Overall, since the start of public reporting in 2020, North Africa and the Middle East have been the regions of origin for most of the admissible complaints (40%).

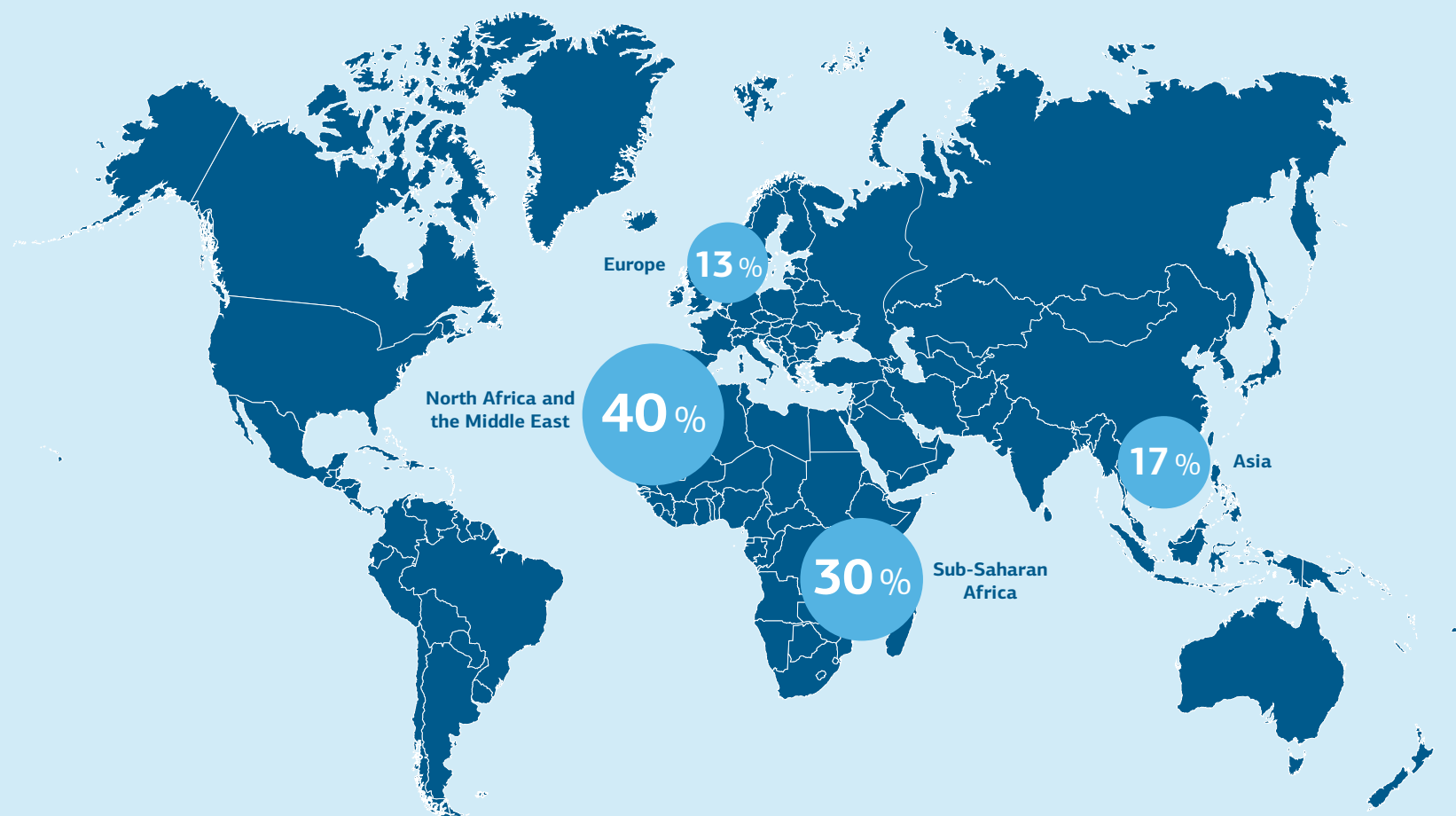


Figure 4: Admissible complaints in 2024

Complaints mechanism in practice

Constructive dialogue with civil society

Key stakeholders in development cooperation participate in the BMZ dialogue. The objective: to further develop the complaints mechanisms of implementing organisations.

Collecting basin for treated water in Morocco

As the implementing organisation for the German Federal Government's development policy projects, KfW Development Bank places a strong focus on the provisions of the Federal Ministry for Economic Cooperation and Development (BMZ). The basic framework is formed by human rights principles such as participation and accountability, which are anchored in the new Human Rights Strategy for German Development Policy.

UNGP: Protecting human rights

KfW Development Bank also places a significant focus on the UN Guiding Principles on Business and Human Rights (UNGP). They were adopted by the UN Human Rights Council in 2011 and are intended to serve as a global tool to help tackle human rights abuses in economic contexts. States are obligated to protect human rights, and companies likewise have a responsibility to respect them.

The UNGPs also serve to develop preventive and remedial measures for affected persons. An essential element of this are effective complaints mechanisms that ensure affected persons are able to voice their concerns and have access to remedial action. The UNGP define appropriate effectiveness criteria for complaints mechanisms. In order to further

strengthen these aspects in the future, the BMZ human rights concept provides for the initiation of a systematic dialogue between the BMZ and the implementing organisations, as well as those who represent civil society and other institutions, in addition to scientific representatives.

KfW has been involved in this dialogue since the start of 2024 and actively uses it for constructive, inter-institutional exchange and joint learning. When designing a fair complaints process, it is important that KfW incorporates the perspectives and expert opinions of the various stakeholders.

How well is the dialogue working?

Below are interviews we conducted with some of the stakeholders involved in the dialogue in order to learn their perspectives: Michael Schloms from the BMZ, Sebastian Spitzer from KfW Development Bank, Lena Stamm from the German Institute for Human Rights (DIMR) and Dustin Schaefer from the non-profit association ugewald.

The talks will focus on a brief review of what has already been achieved, expectations for a continuation of the dialogue process in 2025 – and its impact on the planned realignment of KfW's complaints mechanism.

‘Giving the affected person a voice’

Michael Schloms from the Federal Ministry for Economic Cooperation and Development (BMZ) on the objectives of and participants in the BMZ dialogue process, the necessary considerations of interests and possible further developments in relation to the complaints mechanisms.

How long has the BMZ dialogue process been in place – and what is its purpose?

Michael Schloms: The first meeting took place in April 2024. One of the reasons why we launched the dialogue was because we at the BMZ have redesigned our human rights concept for German development cooperation. This not only has a signalling effect in the public sphere, but also has a steering effect on an internal level. For example, in this concept, we explain why we engage in development policy. It's not just about being generous and providing help to those who ask us for it – it's about always keeping the focus on human rights and government responsibilities.

What role does the BMZ dialogue play in this?

Our job is to help our partner governments fulfil their commitments. And if we wish to understand the people that we want to help lead a dignified life through our development cooperation – as people with rights – then this naturally includes taking them seriously when organising development projects. Their voices must be heard and they must be able to file a complaint if, in their opinion, their rights have been violated in connection with a measure



Dr Michael Schloms

Head of Division G13
Human Rights, Inclusion
and Media at the BMZ

financed by the BMZ. The purpose of the dialogue is to improve these complaints mechanisms – we want to discuss the dialogue process and share ideas with the different stakeholders.

How does the process work in concrete terms?

This round of meetings is intended to help review and further develop the complaints mechanisms at the BMZ as the commissioning body and four state implementing organisations. There have been doubts, particularly in civil society, as to whether the current complaints mechanisms are in line with international standards. The dialogue aims to make the existing mechanisms transparent: where do we see deficits? What plans have the implementing organisations put in place on their own initiative to make improvements?

Who are the participants involved in this dialogue?

Of course, the four state implementing organisations – i.e. GIZ and KfW for technical and financial cooperation, as well as the Federal Institute for Geosciences and Natural Resources (BGR) and the Physical-Technical

Federal Institute (PTB). The German Institute for Human Rights (DIMR) is there to advise us, as is DEval, the institute that evaluates German development cooperation. And, of course, civil society is also involved, represented through the Human Rights Forum and VENRO – the association of developmental and humanitarian non-governmental organisations.

How often do you meet?

We meet about every three months. So far, the main focus has been on the self-assessment of the two major implementing organisations and on fostering discussion among all participants regarding possible improvements to the complaints mechanism.

How would you describe KfW's role in this process?

KfW's role is essential for various reasons, especially because the development bank finances the measures and is closely monitored by civil society in the area of human rights standards and human rights complaints. It plays a key role as a developmental actor and has a special responsibility – it also has a lot of experience with complaints mechanisms.

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Mobile PCR test lab in Kenya

1 year

The BMZ dialogue has been running for one year. Now we have to decide if we want to continue it.

What opportunities for improvement have already been identified for the complaints mechanisms?

One finding is that there is no such thing as the perfect complaints mechanism. Developing complaints mechanisms is often a case of weighing up pros and cons. For example, one aim is to ensure that complaints are processed quickly and that those who filed the complaint receive a quick response, whether in the form of a decision regarding the complaint or a solution to the problem. You are most likely to achieve this if you work closely with the operational units and on operational activities. On the other hand, there is the principle of independence – those who process complaints should, if possible, not be part of the operational department. There is no right or wrong way of doing things here. It is simply important to consider which compromise is the right one for the respective institution. We are discussing this, and in the end each institution will reach its own decisions that align with its own criteria. It helps us if everyone contributes their views and if the institution is also transparent about its internal processes, as well as being open to suggestions and feedback. I think this has a positive effect on all sides.

Do you have any other examples of possible improvements?

For us, it is essential that anyone who needs to is able to file a complaint. Is the accessibility threshold for the mechanism low and accessible to everyone? What if you don't have internet access? Or can't read? Or only speak a local language? Or are blind? Another issue is transparency: how are complaints received and processed reported? And if it has been found that people have been harmed, what remedial mechanisms are in place? We are discussing all these issues.

The dialogue has now been taking place for a year. What is your interim conclusion?

A lot has been achieved so far. In particular, the self-assessment processes are transparent and the discussions are very productive and collegial. The dialogue has helped us to share knowledge and experiences and to understand different perspectives. That alone is very positive from my point of view. The dialogue was planned to take place over the course of about one year – we now need to decide whether we wish to make it a permanent fixture. I personally feel very positive about it and would be very interested in continuing it.



“The purpose of the dialogue is to make the complaints mechanisms transparent.”

Dr Michael Schloms

‘Creating a basis of trust’

Sebastian Spitzer, Head of KfW Development Bank’s Central Complaints Office, on the BMZ dialogue, the further development of the complaints mechanism and valuable contributions from external stakeholders.



Sebastian Spitzer

Head of Central Complaints
Office KfW Development Bank

How would you describe the wider political context in which the Complaints Office’s work takes place?

Sebastian Spitzer: The issue of complaints mechanisms has gained attention in recent years – in Germany in particular through the Supply Chain Act, and at European level through the Corporate Sustainability Due Diligence Directive (CSDDD). Both have placed the topic of complaints mechanisms in the spotlight and both are closely aligned with the UNGPs, the United Nations Guiding Principles on Business and Human Rights, which in turn set the guidelines for responsible business conduct. At KfW we are also committed to the UNGPs. That’s why working on our complaints mechanism is important to us.

How has the political context changed in recent times?

On the one hand, human rights in development cooperation has gained in importance, including with the new human rights concept of the Federal Ministry for Economic Cooperation and Development (BMZ). On the other hand, development cooperation is being met with ever more fierce criticism among the general public – dialogue with partners and stakeholders is becoming increasingly important.

What is special about the BMZ dialogue, in which development finance stakeholders exchange ideas?

The BMZ brings together stakeholders from the areas of civil society, science and development to discuss current issues relating to human rights complaints mechanisms. Their perspectives help us to develop our complaints mechanism further.

In what form does the dialogue take place?

The dialogue takes place in the form of virtual meetings with 15 to 20 representatives from civil society and implementing organisations, in addition to the science community. The meetings last around three hours and the first one took place in April 2024. It was a safe space where we were able to discuss all relevant issues surrounding the complaints mechanism.

What significance does the dialogue have for the KfW complaints mechanism?

As a development bank, we benefit from the wide range of expertise represented by the various stakeholders. Many of the NGOs have years of practical experience in the areas of mediation and conflict resolution.

What impact are the results of the dialogue having on the further development of the complaints mechanism?

We explained what our current mechanism looks like, what our self-assessment on the basis of the UNGP criteria has revealed and what potential for improvement we see. On the back of this, we received important and valuable input on issues such as accessibility. For example, how can we reach the relevant target groups in our partner countries, where the context is sometimes difficult? How can we build trust, improve accessibility or make more people aware of the complaints mechanism? We now want to incorporate this input into the further development of our complaints mechanism.

How?

For example, in which languages people can submit their complaints. We have also determined that we can make our presentation on the internet even more accessible so it is clear what people need to do to submit a complaint. We are also looking closely at how we can strengthen the independence of the complaints office.

How would you describe the cooperation with the other stakeholders?

Very positive. We are happy that two important stakeholders, the German Institute for Human Rights (DIMR) and urgewald, contributed to this year’s complaints report. I believe that they and others appreciate it when open and transparent discussions take place about where there are flaws. No mechanism is 100% perfect. It creates a basis of trust when we are interested in the assessment and perspectives of others. We have already established contact with some key stakeholders, with whom we want to stay in touch beyond the dialogue process.

How does the complaints mechanism work abroad? Are discussions taking place in other countries as well?

At European and global level, for example, the World Bank and the African and Asian development banks all have institutional complaints mechanisms. Some of them have decades of experience in handling complaints, which we can draw on in shaping our own complaints mechanism. We regularly exchange in the Independent Accountability Mechanisms Network (IAMNet) forum – mainly on the topic of the complaints mechanism.

Statement by DIMR

‘A central component’

The establishment of effective human rights complaints mechanisms in international cooperation is a central component of human-rights-based development policy. The right to remedial action is an independent human right and a core element of all human rights. The dialogue process gives us the opportunity to examine existing complaints structures in terms of human rights. The Institute supports the dialogue process – for example through inputs on UN standards, scientific publications or through constructive human rights-based questioning of existing grievance structures at the implementing organisations.

If there is a risk of a human rights violation or if one has already occurred, it is essential that there are ways to eliminate or contain it. This is only possible if complaints mechanisms are

in place, such as that of KfW Development Bank. Only with an effective complaints mechanism will persons affected have the opportunity to articulate an alleged violation of human rights and have this redressed.

KfW Development Bank can also benefit from the dialogue process, for example through inter-institutional exchange, mutual learning, transparency and sharing ideas with civil society – and in this way further develop complaints management to promote and protect human rights.

Lena Stamm
Senior Researcher
and Policy Advisor –
Department International Human Rights
Policy

DIMR
The German Institute
for Human Rights
(DIMR), founded in
Berlin in 2001, is
Germany's independent
national human
rights institution.

Statement by urgeward

‘A clear message’

For many people, drawing attention to negative effects of development policy measures remains a challenge. It is therefore all the more important that Germany fulfils its human rights responsibility beyond its borders by providing easily accessible, independent and effective complaints channels.

We do not yet consider this commitment sufficiently fulfilled – which is why we are actively participating in the BMZ dialogue. Our central concern is the further development of complaints mechanisms in state development cooperation to create a comprehensive, effective complaints system.

The human rights situation is complex in some of the countries in which KfW operates. For this reason, KfW must ensure that the rights of potentially

affected people are protected. Independent complaints mechanisms can serve as an early warning system and enable KfW to take quick and effective remedial action. In addition, each complaint case offers the opportunity to improve KfW's processes in order to avoid errors in the future.

We hope the dialogue process fosters the political will to commit to the highest standards – and send a clear message when it comes to advancing human rights and increasing the legitimacy of development cooperation.

Dr Dustin Schäfer
Team Lead –
Multilateral Financial
Institutions –
urgeward e.V.

urgeward
urgeward e.V. is a
non-profit association
that has been
working for human
rights and environmental
protection
since 1992.

Outlook

More cooperation, more independence, more internationality.
In the coming year, the complaints mechanism is set to become even more effective.

In the coming year, the work of the Central Complaints Office (CCO) will continue to focus on the processing of complaints, with the overriding aim of ensuring that the complaints mechanism is effective in terms of both process and outcome. People who are negatively affected by KfW Development Bank projects should be able to contact us in the knowledge that their concerns will be taken seriously, that complaints will be handled fairly with an aim to finding a solution, and that suitable corrective action will be taken. In order to achieve this goal even more effectively in the future, we have made a number of commitments:

Further development of the complaints mechanism

In 2025, our complaints mechanism will be set up to operate on a new foundation. Based on the core UNGPs for institutional complaints mechanisms and established complaints management practices at development banks, we will further develop our procedures, increase the independence of the Central Complaints Office and create more transparency regarding the results of complaints processing.

Strengthening stakeholder dialogue

A transparent and active dialogue with stakeholders is of central importance for the functioning of a complaints mechanism. It strengthens trust in the institution from those concerned and fosters accountability. By actively participating in the BMZ dialogue in 2025, we want to build on the strong foundations that have already been laid. In addition, we want to discuss our planned procedure changes in a consultation process with civil society stakeholders, as well as organise targeted information and dialogue events to raise awareness of our complaints mechanism and improve its accessibility.

Strengthening international cooperation

Our aim for 2025 is to continue to build upon our interactions with national and international partners in development financing. Making contact with international networks, such as the Independent Accountability Mechanisms Network (IAMNet) of independent complaints bodies, creates fertile soil for exchanging ideas and learning from each other. Furthermore, trust-based cooperation in the case of complaints concerning cofinanced projects helps to address the concerns of those submitting the complaints in a more comprehensive, transparent and coordinated manner. It also helps to better take their concerns into account.

Overview of complaints in 2024

Nr.	Projects	Sector	Country	Type of complaint	As of: 31 December 2024
1	Water supply/basic sanitation and sustainable land management in Somaliland	Water and wastewater / waste management	Somalia	Governance aspects of financed operations	Resolved
2	EU ITF EAC regional corridor Mombasa–Mariakani	Transport and storage	Kenya	Governance aspects of financed operations	Resolved
3	Support to water and sanitation services in peri-urban areas	Water and wastewater / waste management	Kenya	Governance aspects of financed operations	Resolved
4	Promotion of technical and vocational education and training	Education	Mauretania	Governance aspects of financed operations	Resolved
5	Water supply/basic sanitation and sustainable land management in Somaliland	Water and wastewater / waste management	Somalia	Governance aspects of financed operations	Resolved
6	German credit facility to assist the return of IDPs (internally displaced persons) in Iraq (UFL)	Peace and security	Iraq	Governance aspects of financed operations	Resolved
7	Indo-German green urban mobility partnership	Transport and storage	India	Governance aspects of financed operations	Resolved
8	SFD strengthening educational opportunities in Yemen II (VPT 1)	Education	Yemen	Governance aspects of financed operations	Resolved
9	Climate-resilient reconstruction after flooding in Kerala (loan)	Transport and storage	India	Governance aspects of financed operations	Resolved
10	ACF employment-intensive programme (Phase III)	Peace and security	Lebanon	Governance aspects of financed operations	Resolved
11	Support to COVID-19 vaccination campaigns in East Africa	Health	Kenya	Governance aspects of financed operations	Resolved
12	FAO-resilience programme water and agricultural sector	Agriculture	Yemen	Governance aspects of financed operations	In progress
13	Water supply/basic sanitation and sustainable land management in Somaliland	Water and wastewater / waste management	Somalia	Governance aspects of financed operations	Resolved
14	ACF employment-intensive program (Phase III)	Peace and security	Lebanon	Governance aspects of financed operations	Resolved
15	Drinking water supply AoD	Water and wastewater / waste management	Morocco	Governance aspects of financed operations	In progress
16	Employment-intensive public sector maintenance and upkeep (phase II: public schools in Jordan)	Peace and security	Jordan	Governance aspects of financed operations	In progress

Overview of complaints in 2024

Nr.	Projects	Sector	Country	Type of complaint	As of: 31 December 2024
17	Water supply/basic sanitation and sustainable land management in Somaliland	Water and wastewater / waste management	Somalia	Governance aspects of financed operations	Resolved
18	Promotion of energy-efficiency in public buildings and hydro power – greening public infrastructure	Energy	Montenegro	Governance aspects of financed operations	Resolved
19	400 kV transmission line Albania–Macedonia	Energy	Albania	Environmental, social and human rights impacts of a financed project	In monitoring
20	Programme for the promotion of renewable energy, phase I	Energy	Bosnia and Herzegovina	Environmental, social and human rights impacts of a financed project	In progress
21	Programme for the promotion of renewable energy, phase I	Energy	Bosnia and Herzegovina	Environmental, social and human rights impacts of a financed project	In progress
22	Promoting employment for Palestinian refugees in Lebanon	Other multisectoral measures	Lebanon	Environmental, social and human rights impacts of a financed project	Resolved
23	Geothermal energy programme	Energy	Indonesia	Environmental, social and human rights impacts of a financed project	In progress
24	IWRM coastal protection programme in Tunisia II	Environmental protection	Tunisia	Environmental, social and human rights impacts of a financed project	Resolved
25	Climate-resilient drinking water management for Hargeisa	Water and wastewater / waste management	Somalia	Environmental, social and human rights impacts of a financed project	Resolved
26	Promoting the future of young people and young adults inside and outside Rohingya – refugee camps, phase III	Education	Bangladesh	Environmental, social and human rights impacts of a financed project	In progress
27	Development of hydropower and renewable energy II	Energy	Pakistan	Environmental, social and human rights impacts of a financed project	Resolved
28	School construction programme II	Education	Jordan	Environmental, social and human rights impacts of a financed project	Resolved
29	School construction programme II	Education	Jordan	Environmental, social and human rights impacts of a financed project	Resolved
30	UNDP Palestinian territories, investment program for resilience, phase III (IPR III)	Multisector aid	Palestinian territories	Environmental, social and human rights impacts of a financed project	In progress



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KfW Group
KfW Development Bank
Palmengartenstrasse 5–9
60325 Frankfurt am Main, Germany
Phone +49 69 7431-0
info@kfw-entwicklungsbank.de
www.kfw.de

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