

Complaint (Request for Inspection) Form

To: The Chair

The Chair, Inspection Panel

The World Bank Accountability Mechanism, MSN: MC 10-1007, 1818 H St., NW, Washington, DC 20433, USA. Fax: +1(202)-522-0916. Email: ipanel@worldbank.org

(Please answer the questions below as best as you can. Once the form is submitted, we will contact you to collect any additional necessary information.)

Section 1: Complaint

1. What harm do you believe the World Bank-financed project caused or is likely to cause to you or your community? Please describe in as much detail as possible.

We were (me and my family) pressured by the [REDACTED] to remove the fence that surrounded the plot on which the house was built, and we also had to remove the summer house from the plot. We received letters stating that if we do not remove the fence, it will be removed with construction machines at our expense. In other words, we would pay for the removal of the fence with our own money. After removing the fence and summer house, nothing was done for two years to use the river. This is a remark on the arrogant behavior and constant pressures by the authorities from the Novi Pazar Administration. They often called my brother on the phone and screamed at the pressure to remove the summer house. I personally talked to [REDACTED] and asked him to keep the summer house until the river in front of my house is used. The [REDACTED] also attended the conversation. My request, more precisely the request, was not accepted, allegedly because the World Bank, in other words, the contractors, demand that it be removed. They did not listen to our request that the fence and the summer house be on the plot until the work began. Because of this arrogant behavior on the part of the employees of the City Administration of Novi Pazar, my family and I were exposed to great stress. We have a problem with stray dogs entering the land where the house is built. On one occasion, a huge dog was lying on the stairs in front of the front door of the floor where the brother lives with his wife and four children. It could happen that the children were terrified. No one will take care of that. Second, the plot on which the house was built remained open as it is, for the access of animals that threaten the safety of my brother's children and his wife. No one has ever deigned to put up a protective fence, which would protect the children from dogs and from being exposed to the danger of the high level of the river, which flows close to the house. This reckless behavior is unacceptable. Another problem we have is that the bridge that my father built with his own money will probably not be paid for. As things stand now, we will not receive financial compensation from the City Administration for the costs of building the bridge. There is concern that we will not be paid for the costs: for the gate in the yard, the walls with which the yard is fenced, as well as the blocks with which the plot on which the house is built. We also do not know where the new bridge will be built. Please note that this bridge is the only approach to the house. We have a verbal explanation that the reason for the lack of monetary compensation for the bridge is supposedly the road that will be built and which will be compensation for the bridge. That is unacceptable! We do not have clear information whether the road will be asphalted at all. We are asking for the road to be asphalted and for us to be shown a document that proves it. There is a justified suspicion among citizens that only preparatory work for asphalt will be done, and that the road will not be asphalted. We also have objections regarding the width of the road. According to the information that we have, the road will be so wide that it will pass under our window, in other words through the bedroom. There is absolutely no need for such a wide road. That is unacceptable!

2. What is the name of the World Bank project? (If known)

Regulation of the Josanica river

3. Where is the World Bank project located? (Please include country name)

Serbia

4. Do you live in the project area?

Yes, I do.

5. Have your concerns previously been reported to the World Bank? If yes, please provide the details about those communications and explain why you are not satisfied with the Bank's response.

No, I have not been previously reported to the World Bank.

6. If known, please list the World Bank's operational policies procedures you believe have not been followed.

7. Do you expect any form of retaliation or threats for filing this complaint?

Yes, I do. I could expect a threat or retaliation from the [REDACTED]. There could be pressure from the [REDACTED]. If it happens, I hope you will do everything that is in your power to protect me and my family from such unpleasantness.

8. In addition to receiving information about the Compliance investigation process, would you also like to receive information about the option of dispute resolution?

Yes, I would like to receive information about that.

Section 2: Contact Information

9. Are you complainants or a representative of complainants*?

Complainants: I am a Complainants Representing a complainant or community: Other: (Please explain)

10. Would you like your name and contact details to be kept confidential? (We will not disclose your identities to anyone without your prior consent.) Yes **(Yes, I would like that my name and contact details be kept confidential.)** No

11. Complainants' or representatives' names (minimum two names and signatures are required):

	Complainant /Representative 1	Complainant /Representative 2
Name	[REDACTED]	[REDACTED]
Address	[REDACTED]	
Phone		
Email	[REDACTED]	

12. By completing and submitting this form, we authorize the Inspection Panel to investigate the issues as described in this form.

Signature 1	Signature 2
[Redacted]	[Redacted]

Signatures (more signatures can be sent as an attachment):

NOTES:

- **If you are a representative of complainants, we will need a letter from the complainants authorizing you to represent them.*
- *Please attach supporting documents, if available.*
- *If you have any difficulty in completing the form, please contact the World Bank Accountability Mechanism at Email: jpanel@worldbank.org or by phone: +1-202-458-5200.*

Special notes in the complaint

The specific remarks in the complaint refer to: in addition to inadequate and untimely information provided by the administration, the remarks are as follows: if the road goes through, my house will lose value because a part of the plot will be taken, then the way of living will completely change, and the very concept of life will be altered. So my household members will not have the privacy they had, the peace we had will be completely lost, and the current access to the house will be more distant than it is now. Children will lose their play space, or almost won't have any in the yard. I note that since the first public debate I attended, there have been many contradictions. I note that at first it was mentioned in the discussion that only rivers would be used, but later information about roads appeared. The first public discussion I attended has a lot of contradictions. Everything is quite confusing, and there is a lot of manipulation in terms of the availability of information.