



OFFICE OF THE COMPLIANCE ADVISOR/OMBUDSMAN  
FOR INTERNATIONAL FINANCE CORPORATION (IFC) AND MULTILATERAL  
INVESTMENT GUARANTEE AGENCY (MIGA) MEMBERS OF THE WORLD BANK GROUP  
2121 PENNSYLVANIA AVENUE, NW • WASHINGTON, DC 20433, USA  
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November 17, 2011

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AW Boyce  
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Suku Anak Dalam Kelompok Mat Ukup

Acil Saputra  
Ketua Suku Anak Dalam Kelompok Mat Ukup

*Sent via e-mail ([marcus@forestpeoples.org](mailto:marcus@forestpeoples.org))*

*Re: 3rd complaint about Wilmar International, PT Asiatic Persada (PT AP), (IFC Project #26271)*

Dear Complainants:

This letter confirms that your complaint, received by us on November 9th, 2011, meets CAO's three eligibility criteria for further assessment:

1. The complaint pertains to a project that IFC/MIGA is participating in, or is actively considering.
2. The issues raised in the complaint pertain to the CAO's mandate to address environmental and social impacts of IFC/MIGA investments.
3. The complainant (or those whom the complainant has authority to represent) may be affected if the social and/or environmental impacts raised in the complaint occurred.

According to CAO's Operational Guidelines, the CAO Ombudsman will now begin an assessment of the opportunities for resolving the complaint. The assessment period is limited to a maximum of 120 working days, but may be completed more quickly. The Ombudsman team within the CAO office will be lead by Ms. Julia Gallu. Her contact details are as follows:

Ms. Julia Gallu  
Specialist Ombudsman, CAO  
International Finance Corporation  
2121 Pennsylvania Ave, N.W.  
Mailstop No.: F10K-1011  
Washington, D.C. 20433  
USA  
Tel. No.: (+1-202) 473-6545  
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The purpose of the Ombudsman assessment is to work with the parties to clarify the issues raised by the complainants, to gather information on how other stakeholders see the situation, and to help stakeholders determine whether and how they might be able to resolve the issues through the Ombudsman or Compliance functions of the CAO. Although a complaint may meet our eligibility criteria, this does not imply any judgment on the part of the CAO of the merit of the issues raised in the complaint.

In acknowledging the complaint, please respond whether the CAO has permission to share the complaint with other relevant parties and to post on our website. If you prefer that any information in the complaint be kept confidential, please advise us of that, as well.

Yours sincerely,



 Meg Taylor  
Compliance Advisor/Ombudsman