

COMPLAINTS MECHANISM

SG/E/2026/07

KENYA POWER DISTRIBUTION LAST MILE CONNECTIVITY (KENYA)

CONCLUSIONS REPORT

13 MAY 2026



SG/E/2026/07

Kenya Power Distribution Last Mile Connectivity (Kenya)

Conclusions report

Complaint confidential: No

External distribution

Complainant
Promoter

Internal distribution

Management Committee
Secretary General
Inspector General
Relevant EIB services

Disclaimer

The conclusions presented in this report are based on the information available to the EIB Group Complaints Mechanism up to 31 March 2026.

Instead of issuing an initial assessment report, the Complaints Mechanism hereby closes the complaint with this conclusions report, on the basis of paragraph 2.3.3 of the EIB Group Complaints Mechanism Procedures.

The EIB Group Complaints Mechanism

The EIB Group Complaints Mechanism (Complaints Mechanism) is a tool enabling the resolution of disputes if any member of the public feels that the European Investment Bank (EIB) might have done something wrong, that is, if it has committed an act of maladministration. The Complaints Mechanism is not a legal enforcement mechanism and will not substitute the judgment of competent judicial authorities.

Maladministration means poor or failed administration. It occurs when the EIB fails to act in accordance with a rule or principle that is binding upon it, including its own policies, standards and procedures. The concept of maladministration includes failure by the EIB to comply with human rights, applicable law or the principles of good administration. Maladministration may relate to the EIB Group's decisions, actions or omissions and this may include the environmental or social impact of the EIB's projects and operations.

One of the main objectives of the Complaints Mechanism is to ensure the right to be heard and the right to complain. The mandate of the Complaints Mechanism includes the resolution of problems raised by complainants in cooperation with relevant internal and external stakeholders. Where possible, the Complaints Mechanism also actively promotes and supports local resolution efforts (for example, through project-level grievance mechanisms). For more information on the Complaints Mechanism please visit: <https://www.eib.org/en/about/accountability/complaints/index.htm>.

Complainants that are not satisfied with the EIB's response to their complaint may file a complaint of maladministration against the EIB with the European Ombudsman.¹

¹ Available at: <https://www.ombudsman.europa.eu/en/home>. For more information see [EIB Group Complaints Mechanism policy dated November 2018](#), section 4.5.

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EXECUTIVE SUMMARY

The Complaints Mechanism received a complaint from a subcontractor affected by the Kenya Power Distribution Last Mile Connectivity project. The complainant, the contractor and the promoter of the project addressed all the concerns raised during the initial assessment phase of the complaint to the satisfaction of the involved parties. The complaint and the related exchanges brought the issue to the promoter's attention and provided additional information, thereby enabling the promoter to more effectively monitor its contractors as required under labour standards.

This report marks the closure of the complaint. It provides the complainant, the EIB and interested members of the public with information about the general outcome of the process. It also describes the complaint received and the work carried out by the Complaints Mechanism.

1 PROJECT

- 1.1 On 19 July 2016, the EIB Board of Directors approved financing of up to €60 million for the Kenya Power Distribution Last Mile Connectivity project (the **project**).² The borrower is the Republic of Kenya, and the project is being developed and implemented by the Kenya Power and Lighting Company KPLC (the **promoter**). The project is co-financed by *Agence Française de Développement* (AFD) and the EU-Africa Infrastructure Trust Fund.
- 1.2 The project comprises a programme of electrification schemes targeting the connection of customers to the distribution network in 32 of Kenya's 47 counties. The works are expected to be finalised in April 2027.

2 COMPLAINT

- 2.1 On 3 February 2026, the Complaints Mechanism received a complaint from an individual acting on behalf of a sub-contractor (the **complainant**) engaged to carry out project design services for one of the promoter's contractors.
- 2.2 The complainant alleged that, despite having performed the agreed design services, the contractor had not provided the sub-contractor with a signed version of the relevant contract and had not processed the submitted invoices, leading to a lack of payment.

3 WORK PERFORMED

- 3.1 From the outset of the complaint handling process, the complainant, the promoter and the contractor expressed willingness to seek an amicable resolution. The EIB project team and the Complaints Mechanism facilitated a prompt resolution of the concerns raised.
- 3.2 To facilitate resolution, the Complaints Mechanism undertook several actions, including holding meetings with the EIB project team and conducting numerous calls and written exchanges with the complainant. Employing a shuttle diplomacy approach, the Complaints Mechanism and the EIB project team fostered communication between the complainant and the contractor.
- 3.3 Following these exchanges, the complainant confirmed in March 2026 that the contractor provided the subcontractor with a signed version of the contract and reviewed the outstanding invoices. The contractor and sub-contractor agreed that payments be made in instalments between March and June 2026. On 31 March 2026, the complainant informed the Complaints Mechanism that the sub-contractor had received the first instalment.

4 OUTCOMES

- 4.1 Thanks to the collaborative efforts of the complainant, the contractor, the promoter, the EIB project team and the Complaints Mechanism, the concerns raised could all be addressed during the initial assessment phase of the complaint to the satisfaction of the involved parties. The complaint and the related exchanges brought the issue to the promoter's attention and provided additional information, thereby enabling the promoter to more effectively monitor its contractors as required under labour standards. As a result, no further action is needed.

² More information on the project can be found at: [Kenya power distribution last mile connectivity](#).

EIB Group Complaints Mechanism — Conclusions report

- 4.2 In line with paragraph 2.3.3 of the EIB Group Complaints Mechanism Procedures,³ the initial assessment phase and the complaint are hereby closed with the issuance of this conclusions report.

EIB Group Complaints Mechanism

13.05.2026

³ [EIB Group Complaints Mechanism Procedures dated November 2018](#), paragraph 2.3.3.