

Updated: 23 July 2012

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2011/01  
Complaint: Tbilisi Railway Bypass 1  
Project name: Tbilisi Railway Bypass  
Project number: 40173  
Country: Georgia

Step	Date	Remarks
1. The Complaint is received by the PCM Officer.	28 February 2011	The Complaint was not signed by the Complainant. Complainant is asked to submit a signed copy of the Complaint.
2. The signed Complaint is received by the PCM Officer.	07 March 2011	The Complaint with scanned electronic signature of the Complainant is submitted to the PCM.
3. Complaint is registered according to PCM, RP 10.	14 March 2011	
4. Notification of registration sent to the Complainant and the Relevant Parties, pursuant PCM, RP12.	14 March 2011	Notification sent by email to the Complainant and the Relevant Parties.
5. The Complaint is noted on the PCM web-based Register and a copy of the Complaint is posted on the PCM website, pursuant PCM, RP 13	14 March 2011	
6. Eligibility Assessor appointed	21 March 2011	Dr Owen McIntyre
7. Pursuant PCM RP 62, the PCM Officer sanctioned an extension to the deadline for the submission of the EAR to ensure full and proper assessment.	12 May 2011	
8. Eligibility Assessment Report is sent to the Relevant Parties for comment pursuant PCM, RP 29	3 August 2011	
9. Eligibility Assessment Report is sent to the President and the Board pursuant PCM, RP 29	9 September 2011	
10. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant PCM, RP 29 (a)	19 September 2011	

<p>11. According to the PCM RP 50, the Board of Directors approved, based on the recommendation of the President, the <i>ad hoc</i> appointment of Dr Daniel Bradlow as a Compliance Review Expert for the Complaint.</p>	<p>4 November 2011</p>	
<p>12. The deadline for the Compliance Review Report is extended.</p>	<p>31 May 2012</p>	
<p>13. Compliance Review Report submitted to the PCM Officer</p>	<p>12 July 2012</p>	<p>The Report concluded that there were no cases of non-compliance in respect of any of the matters raised in the three complaints that were subject to the Compliance Review.</p>
<p>14. Compliance Review Report sent to Relevant Parties, including the President and the Board of Directors for information pursuant PCM RP 39</p>	<p>20 July 2012</p>	
<p>15. Compliance Review Report is posted on the PCM website pursuant PCM RP 39</p>	<p>23 July 2012</p>	