

Updated: 26 June 2017

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2016/01
Project name: EPS Restructuring
Project number: 47318
Country: Serbia

Step	Date	Remarks
1. Signed complaint received by the PCM Officer.	16 February 2016	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	23 February 2016	Complaint is registered under the 2014 Rules of Procedure which entered into force on 7 November 2014.
3. PCM Expert Susan Wildau is appointed as Eligibility Assessment Expert for the Complaint. Her assignment will start upon receipt of Management Response to the Complaint.	23 February 2016	
4. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant to PCM RP 33.	24 May 2016	
5. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	31 May 2016	
6. PCM Expert Andrea Saldarriaga is appointed as Compliance Review Expert for the Complaint.	2 June 2016	
7. Extension of Compliance Review Expert's assignment to 14 October 2016.	9 September 2016	
8. Draft Compliance Review received and under processing pursuant to PCM RPs.	26 October 2016	
9. Draft Compliance Review report is sent to Bank Management for the development of an Action	4 January 2017	

Plan.		
10. Draft Compliance Review report and Management Action Plan are sent to the Complainant for comments.	13 February 2017	
11. Compliance Review Report, Management Action Plan (MAP), and Complainant's Comments on MAP are publicly released and posted on the PCM website pursuant to PCM RP 46.	26 June 2017	