

# IT IS YOUR RIGHT TO RAISE CONCERNS REGARDING PROJECTS FINANCED BY THE EUROPEAN BANK FOR RECONSTRUCTION AND DEVELOPMENT, **HERE IS HOW TO DO IT...**



## WHAT IS IPAM?

IPAM is the independent grievance mechanism of the European Bank for Reconstruction and Development. We address requests from project affected communities who consider they are suffering harm (or will suffer harm) from projects that are financed by our Bank.

## WHEN TO SUBMIT A REQUEST?

IPAM is a last resort. Before contacting IPAM, you should have approached the project developer or the Bank project team directly through [cs0@ebrd.com](mailto:cs0@ebrd.com). However, at times you might face the risk of retaliation, so IPAM can waive the requirement in this case, allowing you to approach IPAM as first instance.

IPAM receives requests from the moment a project is approved for funding by the Board of the EBRD until 24 months after the Bank has ceased to have a financial interest in the project.

## WHO CAN SUBMIT A REQUEST?

You, as an affected individual or community can submit a request directly as requester, or through a designated representative. If you choose to have a representative, we need your written and duly signed authorization for that person to act as your representative.

## HOW CAN YOU SUBMIT?

Your request has to be submitted in writing in any official language of the country where the project is being developed. No specific format is needed but you need to provide the basic information listed below for IPAM to be able to review it.

## CHECKLIST OF REQUIRED INFORMATION

- ☐ Your name and other individuals that are presenting the request.
- ☐ Your contact details (residential or mailing address, e-mail, phone number (landline or mobile)).
- ☐ If you have a representative, the name and contact details of the representative and the written authorization for him/her to represent you and the other individuals.
- ☐ A description of the project that is or will affect you (project name, location, the name of the developer, the project activity)
- ☐ A detailed narrative of how the project is (or will) affect you.
- ☐ Information on your interactions with the project developer and/or the Bank team prior to contacting IPAM

# WHERE TO SEND IT AND WHAT TO EXPECT



## WHERE TO SEND IT?

You can send your request to IPAM in one of the following options:

**Via e-mail:** [ipam@ebrd.com](mailto:ipam@ebrd.com)

Post to: EBRD Independent Project Accountability Mechanism

**Attn:** Victoria Marquez-Mees,  
Chief Accountability Officer  
European Bank for Reconstruction  
and Development  
One Exchange Square  
London EC2A 2JN  
United Kingdom

You can also use the electronic form in our webpage. The form is available in English, Arabic and Russian (<https://www.ebrd.com/project-finance/independent-project-accountability-mechanism.html>)

**We listen:** If you need to talk to us before submitting a request on guidance regarding how to write and submit a request, you can send us an email ([ipam@ebrd.com](mailto:ipam@ebrd.com)) with your contact details and we will call you. We will always engage with you in your own language if that is easier for you.

## WHAT CAN YOU EXPECT ONCE YOU SUBMIT YOUR REQUEST?

IPAM will acknowledge receipt of your request within 10 days and will contact you to get more information, and to explain our process of registration and assessment. If your request is within the mandate of IPAM, and is registered as a case, there are two following options to address your concerns:

**1) Problem Solving** - IPAM acts as an independent third party to facilitate a dialogue between you and the project developer with the objective of finding mutually acceptable solutions to your concerns.

**2) Compliance** - IPAM acts as an independent investigator to determine if the Bank has complied with its environmental, social and transparency standards. The findings are included in a report that provides recommendations to address any EBRD's non-compliance related to your concerns.

Please note that IPAM may not recommend the award of compensation to the requesters beyond that which may be expressly provided for in the Environmental and Social Policy.

For more information, go to our webpage <https://www.ebrd.com/project-finance/ipam.html>