

Updated: 4 August 2015

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2013/02  
Project name: EPS Power II  
Project number: 27005  
Country: Serbia

Step	Date	Remarks
1. The unsigned complaint is received by the PCM Officer.	12 August 2013	PCM Officer requested a signed copy of the complaint.
2. The signed complaint is received.	16 August 2013	Electronic scanned copy received by email.
3. Complaint is registered according to PCM, RP10. Relevant parties are informed.	23 August 2013	
4. PCM Expert Graham Cleverly is appointed as Eligibility Assessment Expert for the Complaint.	19 September 2013	
	15 March 2014	Mr Cleverly's contract with the PCM expired during the course of the Eligibility Assessment and the report was finalised solely by the PCM Officer, per PCM RP 48.
5. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant to PCM RP 29.	26 November 2014	
6. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 29 (a).	3 December 2014	
7. PCM Expert Albab Akanda is appointed as Compliance Review Expert for the Complaint.	16 March 2015	
8. Compliance Review Report sent to Relevant Parties and to the Board of Directors for information pursuant to PCM RP 39.	29 July 2015	
9. Compliance Review Report is posted on the PCM website pursuant to PCM RP 39.	4 August 2015	