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European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2017/03 & 2017/04

Project name: EPS Restructuring and EPS Kolubara Environmental Improvement

Project number: 47318 and 41923

Country: Serbia

Step	Date	Remarks
1. Complaint 2017/03 received by the PCM Officer.	12 June 2017	Complaint is received by email.
2. Complaint 2017/03 is registered according to PCM RPs 11-13. Relevant parties are informed.	15 June 2017	
3. Constantin-Adi Gavrilă appointed <i>ad hoc</i> PCM Expert to conduct the Eligibility Assessment jointly with the PCM Officer.	26 June 2017	
4. Complaint 2017/04 received by the PCM Officer.	14 July 2017	
5. Complaint 2017/04 is registered according to PCM RPs 11-13. Relevant parties are informed.	25 July 2017	Complaints 2017/03 and 2017/04 have been joined and will be processed together.
6. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant to PCM RP 33.	4 August 2017	
7. Eligibility Assessment Report and President's decision for the Problem-solving Initiative are publicly released and posted on the PCM website pursuant to PCM RP 33(b).	11 August 2017	
8. <i>Ad hoc</i> PCM Expert Adi Gavrilă is assigned as the Problem-solving Expert for the Complaints.	14 August 2017	It is intended that the first stage of the process, including capacity-building and facilitated discussions among the Relevant Parties, will be completed within 45 calendar days. It is understood that the time for

		subsequent stages will be guided by the requirements of the process.
9. Draft Problem-solving Completion Report received and under processing pursuant to PCM RPs.	23 October 2017	Final draft is being consulted with the parties.
10. Problem-solving Completion Report Summary is publicly released and posted on the PCM website pursuant to PCM RP 38.	2 November 2017	