

Updated: 7 April 2017

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2015/01  
Project name: Altain Khuder debt & equity  
Project number: 39581 & 43804  
Country: Mongolia

Step	Date	Remarks
1. Signed Complaint received by PCM Officer.	30 December 2014	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	15 January 2015	
3. Receipt of Management Response.	17 February 2015	Under PCM RP 30 the Eligibility Assessment should be carried out within 40 Business Days.
4. PCM Expert Neil Popovic is assigned to conduct the Eligibility Assessment jointly with the PCM Officer.	16 March 2015	Eligibility Assessment began on this date due to delayed assignment of PCM Expert.
5. Eligibility Assessment Report is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	21 August 2015	
6. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	28 August 2015	
7. PCM Expert Albab Akanda is assigned as Compliance Review Expert for the Complaint.	28 August 2015	Under the Terms of Reference for the Compliance Review, the Compliance Review should be completed within 60 Business Days.
8. Extension of Compliance Review Expert's assignment to 22 February 2016.	6 January 2016	
9. Extension of Compliance Review Expert's assignment to 29 April 2016.	18 March 2016	
10. Draft report under consultation with the parties.	19 May 2016	

11. Draft Compliance Review report is sent to Bank Management for the development of an Action Plan.	24 October 2016	
12. Draft Compliance Review report and Management Action Plan are sent to the Complainant for comments.	15 December 2016	
13. Compliance Review Report, Management Action Plan, and Complainant Comments are publicly released and posted on the PCM website pursuant to PCM RP 46.	7 April 2017	