

Updated: 7 April 2017

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2014/05
Project name: Dariali HPP
Project number: 45542
Country: Georgia

Step	Date	Remarks
1. Signed Complaint received by PCM Officer.	24 November 2014	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	8 December 2014	Complaint is registered and reviewed under the 2014 PCM Rules of Procedure, which entered into force on 7 November 2014.
3. Receipt of Management Response.	12 January 2015	Under PCM RP 30 the Eligibility Assessment should be carried out within 40 Business Days.
4. PCM Expert Maartje van Putten 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.	26 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 Neil Popovic is assigned as Compliance Review Expert for the Complaint.	2 September 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.	8 January 2016	
9. Extension of Compliance Review Expert's assignment to 2 May 2016.	18 February 2016	Delayed due to postponement of site visit because of poor weather conditions.

10. Extension of Compliance Review Expert's assignment to 13 May 2016.	18 March 2016	Delayed due to postponement of site visit because of poor weather conditions.
11. Extension of Compliance Review Expert's assignment to 30 June 2016.	3 June 2016	
12. Draft Compliance Review received and under processing pursuant to PCM RPs.	18 July 2016	Complainant requested extension of 3 weeks for their comments.
13. Draft Compliance Review report is sent to Bank Management for the development of an Action Plan.	21 November 2016	
14. Draft Compliance Review report and Management Action Plan are sent to the Complainant for comments.	21 December 2016	
15. 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	