

Complaint Form

In order for the PCM to address your complaint, you must provide the following information:



Project
Complaint
Mechanism

Step 1: Details of the Complaint

1. Name of the Person(s) or Organisation(s) filing the Complaint ("the Complainant"). Nebojsa Mitrovic
2. Contact information of the Complainant (Please include address and, if possible, phone number and email address). Address: [REDACTED] Tel. [REDACTED] E-mail: [REDACTED]
3. Is there a representative making this Complaint on behalf of the Complainant? Yes <input type="checkbox"/> (if yes, please provide the Name and Contact information of the Representative): <i>Please attach proof that the Representative has been authorised by the Complainant to file the Complaint. For example, this can be in the form of a letter signed by the Complainant giving permission to the Representative to make the Complaint on his behalf.</i> No <input type="checkbox"/> NO representative
Is proof of authorisation included with the Complaint? NO
4. Are you requesting that this Complaint be kept confidential ? Yes (if yes, please explain why you are requesting confidentiality) I don't need. NO
5. Please provide the name or a description of the EBRD Project at issue. Kolubara Environmental Improvement Project (Project ID 41923 EPS)
6. Please describe the harm that has been caused or might be caused by the Project (please continue on a separate sheet if needed): Serbian public enterprise EPS wants to relocate me from my home in Vreoci in order to expand mine, but they payed me only one part of my property. The problem is I and my family cannot go away until we are payed in full, because we need to settle down somewhere else. We are a large family with 5 children. We also have dozens of sheep, which also cannot be put just like that to street; first some prerequisites are needed to be met. Because this didn't happen, we are not willing to move from here.

Please write on a separate sheet wherever needed.

The procedure for force eviction is on. Police was at our door earlier this spring to try to conduct force eviction, but the village stood with us and we blocked eviction with our lawyer and villagers. Stand off like this is expected soon again.

Step 2: Problem-solving Initiative

7. If you are requesting the PCM's help through a **Problem-solving Initiative**, you must have made a genuine effort to contact the EBRD or Project Sponsor (Client) regarding the issues in this complaint.

a. Have you **contacted the EBRD** to try to resolve the harm caused or expected to be caused by the Project?

Yes (If yes, please list when the contact was made, how and with whom):

EBRD was informed in written form about this case this spring; letter will be attached to this complaint.

Please also describe any response you may have received.

Response was not satisfactory.

No (please go to question 8)

Please provide a record of this contact with the EBRD, as instructed at the end of this form.

b. Have you **contacted the Project Sponsor** (Client) to try to resolve the harm caused or expected to be caused by the Project?

Yes (if yes, please list when the contact was made, how and with whom)

Project sponsor is more than informed; the least I can say is they were represented on an attempt to conduct force eviction.

Please also describe any response you may have received.

They were only interested to kick us out form our home, total inhuman attitude.

No (please go to question 8)

Please provide a record of this contact with the Project Sponsor (Client), as instructed at the end of this form.

We can provide you a video of standoff between police and villagers on attempt of forced eviction.

8. **If you have not contacted** the EBRD and/or Project Sponsor (Client) to try to resolve the harm or expected harm, please explain why.

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Step 3: Additional information

Although not required, it would be helpful to the PCM if you could also include the following information:

9. If you believe the EBRD may have failed to comply with its own policies, please describe which EBRD policies.

EBRD Performance Requirement 5 on Land Acquisition, Involuntary Resettlement and Economic Displacement

10. Please describe any other complaints you may have made to try to address the issue(s) at question (for example,

Please write on a separate sheet wherever needed.

court cases or complaints to other bodies).

There is a court case in which we are engaged against EPS to protect devaluation of our property.

11. Are you seeking a Compliance Review where the PCM would determine whether the EBRD has failed to comply with a Relevant EBRD Policy in respect of an approved Project?

No

12. Are you seeking a Problem-solving Initiative which has the objective of restoring a dialogue between you and the Project Sponsor (Client) to resolve the issue(s) underlying your Complaint without attributing blame or fault?

Yes

13. What results do you hope to achieve by submitting this Complaint to the PCM?

We want a fair and unbiased expert to estimate the situation and report to EBRD and EPS so their wrongdoings and inhumane deeds could be fixed and reverted. Firstly of all, we don't want to be kicked out with our 5 children, we don't want our sheep herd to die, we want first to be paid in full, prepare conditions and transport our sheep herd, and move away in peace.

Date: 12.7.2017.

Supporting documents

If possible, please provide the following supporting documents by email to pcm@ebrd.com:

- Proof that the Representative has been authorised by the Complainant to file the Complaint. For example, this can be in the form of a letter signed by the Complainant giving permission to the Representative to make the Complaint on his behalf.
- A written record of your correspondence with the EBRD in regards to this problem (these may be letters, emails or other form of correspondence and communication).
- A written record of your correspondence with the Project Sponsor (Client) in regards to this problem (these may be letters, emails or other form of correspondence and communication).

Please send your Complaint by fax, post, or email to:

**Project Complaint Mechanism
Attn: PCM Officer
European Bank for Reconstruction and
Development
One Exchange Square
London EC2A 2JN
Fax: +44 20 7338 7633
E-mail: pcm@ebrd.com**

Alternatively, a Complaint may be delivered by post or hand, at any one of the [EBRD Resident Offices](#) in the countries of operations. Please mark these "For the attention of the Project Complaint Mechanism Officer", indicating that it is for transmission to the PCM. Complaints may be sent using the Complaint [online form](#), available at: http://www.ebrd.com/eform/pcm/complaint_form