

Updated: 29 March 2017

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2013/01

Project name: Energy Resources Phase II & Oyu Tolgoi

Project number: 39957 & 41158

Country: Mongolia

Step	Date	Remarks
1. The signed Complaint is received by PCM Officer.	2 July 2013	Complaint received by mail.
2. Complaint is registered according to PCM RP 10. Relevant parties are informed.	2 August 2013	PCM Officer requested additional information and clarifications from the Complainants which delayed the registration process of the Complaint. All relevant parties were informed.
3. PCM Expert Susan Wildau is appointed as an Eligibility Assessor for the Complaint. Her assignment will start upon receipt of Management Response to the Complaint.	15 August 2013	
4. Receipt of Management Response.	25 November 2013	Under PCM RP 26 the Eligibility Assessment should be carried out within 40 Business Days.
5. Addition to the original Complaint received and registered by PCM Officer.	15 April 2014	The supplementary document will form part of the Complaint.
6. Receipt of additional Management Response.	10 June 2014	
7. Eligibility Assessment Report addressing eligibility for Compliance Review and Problem-solving Initiative for Energy Resources, and Compliance Review for Oyu Tolgoi, is sent to all relevant parties, the President and the Board of Directors pursuant to PCM RP 29.	15 December 2014	Eligibility for Problem-solving for Oyu Tolgoi is currently under assessment and will be covered in a separate report.
8. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 29(a).	22 December 2014	

9. PCM Expert Owen McIntyre is assigned as Compliance Review Expert for the Complaint.	26 January 2015	Under the Terms of Reference for the Compliance Review, the Compliance Review should be completed within 60 Business Days.
10. Eligibility Assessment Report addressing eligibility for Problem-solving Initiative for Oyu Tolgoi is publicly released and posted on the PCM website pursuant to PCM RP 29(a). Relevant parties are notified.	30 July 2015	
11. Extension of Compliance Review Expert's assignment to 29 January 2016.	11 January 2016	
12. Draft Compliance Review Report for Oyu Tolgoi received and under processing pursuant to PCM RPs.	22 March 2016	
13. Extension of Compliance Review Expert's assignment to 24 June 2016 (for Energy Resources II Compliance Review).	9 June 2016	
14. Draft Compliance Review Report for Energy Resources Phase II received and under processing pursuant to PCM RPs.	8 September 2016	
15. Compliance Review Report for Oyu Tolgoi is sent to Relevant Parties and to the Board of Directors for information pursuant to PCM RP 39.	17 February 2017	
16. Compliance Review Report for Oyu Tolgoi is posted on the PCM website pursuant to PCM RP 39.	23 February 2017	
17. Compliance Review Report for Energy Resources Phase II is sent to Relevant Parties and to the Board of Directors for information pursuant to PCM RP 39.	22 March 2017	

18. Compliance Review Report for Energy Resources Phase II is posted on the PCM website pursuant to PCM RP 39.	29 March 2017	
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