

Updated: 4 January 2017

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2015/02  
Project name: IPP4 Al-Manakher Power Project  
Project number: 44284  
Country: Jordan

Step	Date	Remarks
1. Signed Complaint received by PCM Officer.	3 August 2015	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	11 August 2015	
3. PCM Expert Halina Ward is assigned to conduct the Eligibility Assessment jointly with the PCM Officer.	18 August 2015	PCM Expert's assignment will begin upon receipt of the Management Response, which is to be received within 21 Business Days of registration of the Complaint.
4. Receipt of Management Response.	1 October 2015	Under PCM RP 30 the Eligibility Assessment should be carried out within 40 Business Days.
5. Eligibility Assessment Report is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	6 January 2016	A one-month delay in issuing the Eligibility Assessment Report was due to internal processing considerations.
6. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	8 January 2016	
7. PCM Expert Albab Akanda is assigned as Compliance Review Expert for the Complaint.	18 January 2016	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 16 May 2016.	8 April 2016	
9. Extension of Compliance Review Expert's assignment to 30 June 2016.	23 May 2016	

10. Draft report under consultation with the parties.	13 September 2016	
11. Compliance Review Report sent to Relevant Parties and to the Board of Directors for information pursuant to PCM RP 43.	29 December 2016	
12. Compliance Review Report is posted on the PCM website pursuant to PCM RP 43.	4 January 2017	