

Updated: 29 October 2015

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2012/04

Project name: EPS Kolubara Environmental Improvement

Project number: 41923

Country: Serbia

Step	Date	Remarks
1. The signed complaint is received by the PCM Officer	24 August 2012	Complaint received by mail.
2. Complaint is registered according to PCM, RP10. Relevant parties are informed.	31 August 2012	
3. PCM Expert Susan Wildau is appointed as Eligibility Assessment Expert for the Complaint.	12 November 2012	
4. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant PCM RP 29.	5 August 2013	
5. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant PCM RP 29(a).	9 August 2013	
6. According to the PCM RP 50, the Board of Directors approved, based on the recommendation of the President, the <i>ad hoc</i> appointment of Mr Glen Armstrong as a Compliance Review Expert for the Complaint.	9 September 2013	
7. In the interests of procedural and administrative efficiency, the Eligibility Assessment Report recommended that the Compliance Review processes required for Complaints 2012/04 and 2013/03 should be combined into a single process. Mr Glen Armstrong has been assigned to conduct Compliance Review on both Complaints.	10 March 2014	

8. Draft Compliance Review report is sent to Bank Management for the development of an Action Plan.	12 December 2014	
9. Draft Compliance Review report and Management Action Plan are sent to the Complainant for comments.	22 April 2015	
10. Compliance Review Report, Management Action Plan, and Complainant Comments are publicly released and posted on the PCM website pursuant PCM RP 43.	29 October 2015	