

Updated: 29 October 2015

European Bank for Reconstruction and Development  
Project Complaint Mechanism

Request number: 2013/03

Project name: EPS Emergency Power Sector Reconstruction Loan, EPS Power II and EPS Kolubara Environmental Improvement

Project number: 17829, 27005 and 41923

Country: Serbia

Step	Date	Remarks
1. The Complaint is received by the PCM Officer.	1 October 2013	The Complainant was informed about the delay with the registration.
2. Complaint is registered according to PCM, RP10. Relevant parties are informed.	29 October 2013	
3. PCM Expert Owen McIntyre is appointed as Eligibility Assessment Expert for the Complaint.	18 November 2013	
4. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant PCM RP 29.	7 March 2014	
5. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant PCM RP 29(a).	10 March 2014	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.
6. Mr Glen Armstrong earlier appointed as an <i>ad hoc</i> Compliance Review Expert for Complaint 2012/04 has been assigned to conduct Compliance Review on both Complaints (2012/04 and 2013/03).	10 March 2014	
7. Draft Compliance Review report is sent to Bank Management for the development of an Action Plan.	12 December 2014	
8. Draft Compliance Review report and Management Action	22 April 2015	

Plan are sent to the Complainant for comments.		
9. 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	