

Updated: 5 December 2016

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2014/04
Project name: South-West Corridor Road Project
Project number: 39258
Country: Kazakhstan

Step	Date	Remarks
1. Signed Complaint received by PCM Officer.	20 October 2014	Complaint is received in Russian and sent for translation into English.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	24 November 2014	Complaint is registered and reviewed under 2014 Rules of Procedure, which entered into force on 7 November 2014.
3. Receipt of Management Response.	19 January 2015	Under PCM RP 30 the Eligibility Assessment should be carried out within 40 Business Days.
4. PCM Expert Susan Wildau is assigned to conduct the Eligibility Assessment jointly with the PCM Officer.	2 February 2015	Eligibility Assessment began on this date due to delayed assignment of PCM Expert.
5. Eligibility Assessment Report (Compliance Review) is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	24 September 2015	This Eligibility Assessment Report covers only eligibility for Compliance Review. Eligibility for the Problem-solving Initiative is currently under assessment and will be covered in a separate report.
6. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	2 October 2015	
7. PCM Expert Andrea Saldarriaga is assigned as Compliance Review Expert for the Complaint.	2 October 2015	Under the Terms of Reference for the Compliance Review, the Compliance Review should be completed within 60 Business Days.
8. Eligibility Assessment Report and President's decision for the Problem-solving Initiative are publicly released and posted on the PCM website pursuant to PCM RP 36. Relevant parties are notified.	20 October 2015	

9. PCM Expert Susan Wildau is assigned as the Problem-solving Expert for the Complaint.	20 October 2015	Under the Terms of Reference for the Problem-solving Initiative, the Problem-solving Initiative should be completed within 60 Business Days.
10. Extension of Compliance Review Expert's assignment to 15 February 2016.	11 January 2016	
11. Extension of Problem-solving Expert's assignment to 15 April 2016.	14 January 2016	
12. Draft Compliance Review received and under processing pursuant to PCM RPs.	31 March 2016	
13. Extension of Problem-solving Expert's assignment to 5 September 2016.	23 August 2016	
14. Draft PSI Completion report received and under processing pursuant to PCM RPs.	9 September 2016	
15. Compliance Review Report, Management Action Plan, and Complainant Comments are publicly released and posted on the PCM website pursuant to PCM RP 46.	5 October 2016	
16. Problem-solving Completion Report is publicly released and posted on the PCM website pursuant to PCM RP 38.	5 December 2016	