

Updated: 2 January 2014

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2011/06
Project name: Ombla HPP
Project number: 42219
Country: Croatia

Step	Date	Remarks
1. The complaint is received by the PCM Officer	17 November 2011	Complaint received by email.
2. Complaint is registered according to PCM, RP10. Relevant parties are informed.	24 November 2011	
3. PCM Expert Dr Owen McIntyre is appointed as Eligibility Assessment Expert for the Complaint.	1 December 2011	
4. The deadline for the Eligibility Assessment Report is extended.	9 March 2012	
5. Eligibility Assessment Report is sent to all relevant parties, including the President and the Board of Directors pursuant PCM RP 29.	6 July 2012	
6. Compliance Review Expert appointed.	9 July 2012	Mr Graham Cleverly
7. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant PCM RP 29(a).	12 July 2012	
8. Draft Compliance Review report is sent to Bank Management for the development of an Action Plan.	11 March 2013	
9. Draft Compliance Review report and Management Action Plan are sent to the complainant for comments.	3 June 2013	
10. Compliance Review Report, Management Action Plan, and Complainant Comments are publicly	2 January 2014	

released and posted on the PCM website pursuant PCM RP 43.		
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