

Updated: 11 April 2017

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2015/03
Project name: Turk Traktor
Project number: 44173
Country: Turkey

Step	Date	Remarks
1. Signed Complaint received by PCM Officer.	2 September 2015	Complaint is received by email.
2. Complaint is registered according to PCM RPs 11-13. Relevant parties are informed.	11 September 2015	
3. PCM Expert Albab Akanda is assigned to conduct the Eligibility Assessment jointly with the PCM Officer.	11 September 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.	12 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.	7 December 2015	
6. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	9 December 2015	
7. PCM Expert Halina Ward is assigned as Compliance Review Expert for the Complaint.	4 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 25 April 2016.	11 April 2016	
9. Draft report under consultation with the parties.	21 April 2016	
10. Extension of deadline for submission of Management	14 November 2016	

Action Plan pursuant to PCM RP 45 (c) to 5 December 2016.		
11. Draft Compliance Review report and Management Action Plan are sent to the Complainant for comments.	6 December 2016	
12. Compliance Review Report, Management Action Plan, and Complainant Comments are publicly released and posted on the PCM website pursuant to PCM RP 46.	11 April 2017	