

Updated: 08.05.2019

European Bank for Reconstruction and Development
Project Complaint Mechanism

Request number: 2017/07

Project name: Lukoil Shah Deniz Stage II

Project number: 46766

Country: Azerbaijan

Step	Date	Remarks
1. Complaint 2017/07 received by the PCM Officer.	5 September 2017	Complaint is received by email.
2. Complaint 2017/07 is registered according to PCM RPs 11-13. Relevant parties are informed.	6 September 2017	
3. PCM Expert Neil Popovic is appointed as Eligibility Assessment Expert for the Complaint. His assignment will start upon receipt of Management Response to the Complaint.	18 September 2017	
4. Eligibility Assessment Report is sent to the relevant parties, the President and the Board of Directors pursuant to PCM RP 33.	30 November 2017	
5. Eligibility Assessment Report is publicly released and posted on the PCM website pursuant to PCM RP 33 (a).	7 December 2017	
6. <i>Ad hoc</i> PCM Expert Luc Zandvliet is appointed as the Compliance Review Expert for the Complaint and his assignment will start from 2 January 2018.	12 December 2017	
7. A draft report is under consultation with the parties.	20 August 2018	
8. Compliance Review report is sent to the Bank Management to prepare a Management Action Plan.	7 November 2018	
9. Draft Compliance Review report and Management Action Plan are sent to the	14 February 2019	

Complainant for comments.		
10. Compliance Review Report, Management Action Plan (MAP) and Complainants' Comments are publicly released and posted on the PCM website pursuant to PCM RP 46.	8 May 2019	