



Española Investicijų Bankas  
Evropská investiční banka  
Den Europæiske Investeringsbank  
Europäische Investitionsbank  
Euroopa Investeeringispank  
Ευρωπαϊκή Τράπεζα Επενδύσεων  
European Investment Bank  
Banco Europeo de Inversiones  
Banque européenne d'investissement  
Banca europea per gli investimenti  
Eiropas Investīciju banka  
Europos investicijų bankas  
Európai Beruházási Bank  
Bank Europew ta' l-Investment  
Europese Investeringsbank  
Europejski Bank Inwestycyjny  
Banco Europeu de Investimento  
Banca Europeană de Investiții  
Európska investičná banka  
Evropska Investicijska banka  
Euroopan investointipankki  
Europeiska investeringsbanken

Luxembourg, 19 March 2014

IG/CM/2014/AA/vr

EXP BEI-EIB  
B 000789 19.MAR 14

**TO THE COMPLAINANTS OF CAIRO METRO LINE SG/E/2012/12**

Dear Madam, Dear Sir,

We refer to the exchange of emails and phone calls with your representatives after sending the final copy of the Initial Assessment Report in September 2013. In particular we refer to your email of 26 February 2014, where it was indicated that "...we [the Complainants] had unanimously agreed to refuse mediation since the present route is totally unacceptable to us..." In the same email, it was also added that "It is, thus, our decision to participate in future discussions only related to an alternative route that avoids all the dangers and shortcomings of the present one".

The Initial Assessment Report (IAR) discusses the work of the EIB-CM in assessing the Bank's services due diligence. The IAR includes details of the different documents prepared by the project Promoter (NAT) in order to identify the most appropriate route for the metro line as well as of the related the public consultation process. Based on its assessment, the EIB-CM concluded at the time of preparing the IAR that, to a large extend, the Bank's funding decision was in line with applicable policies and procedures, and therefore the EIB cannot intervene in the selection of the route, which is the exclusive responsibility of NAT.

From the EIB-CM point of view, we appreciate the frank and honest discussion we had with all of you in trying to understand the issues that potentially may affect the works of the project in the Island of Zamalek in general and in the Ismail Mohamed Street neighborhood in particular. We assure that your views and comments have been taken into consideration and certainly have helped to identify areas where NAT and the Bank's services must pay additional attention during the subsequent stages of implementation of the project. At the EIB-CM, we also believe that it is of crucial importance to follow up this dialog with the key partners of this project, not only the Bank as financier, but primarily with NAT and the future contractors of the works.

We therefore regret to learn of your rejection of the EIB-CM's proposal to facilitate further dialog with NAT. As it was indicated in our letter of 9 September 2013 that accompanied the final IAR, NAT had agreed with the proposed way forward, which included the facilitation of dialog with yourselves and the implementation of a grievance mechanism in accordance to the Stakeholders Engagement Plan, amongst others.



Taking into account your final views and reactions to the EIB-CM's proposal, the EIB-CM proceeds to close the present case. We will however continue following-up with the EIB's services the implementation of the rest of our proposals included in the IAR, as they are in the interest of all the parties involved.

Once again, we would like to thank you the trust you put on the EIB-CM to confide your claims. We would like to remind you that the closing of this case will not prevent you from presenting any other allegation of maladministration of the Bank concerning the implementation of the project.

Yours sincerely,

EUROPEAN INVESTMENT BANK

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Complaints Mechanism

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