



European Investment Bank

Complaints Mechanism Activity Report 2009-2012

Complaints Mechanism - Complaints Mechanism - Complaints Mechanism - Complaints Mechanism

EIB-CM Activity Report

2009-2012

December 2013

TABLE OF CONTENTS

Foreword3

1. EIB-CM OVERVIEW4

2. EUROPEAN OMBUDSMAN7

3. STATISTICS8

4. CASES AND THEMES12

5. INSTITUTIONAL COOPERATION17

6. OUTREACH18

Annex I - IAMs and Rio +2020

Annex II - List of Cases21

Foreword

*The EIB has been in the public eye more than ever since the financial crisis broke out in full four years ago and we are highly committed to delivering the results expected from us by the Member States and also by the general public. At the same time, the increased scrutiny coming with higher lending volumes and visibility requires a robust accountability framework. We must ensure that all EIB stakeholders have the **right to be heard** and the **right to complain**, if any issues are identified in relation with the planning, implementation and impact of EIB projects or other internal administrative aspects.*

***Accountability** is a key concept for the European Investment Bank (EIB). It is part of our commitment to **corporate responsibility**, a business practice that we take extremely serious because it is critical for achieving the right balance between economic growth, social well-being and the protection of the environment. The financial and economic crisis has brought to light the immense power that global actors – state and private – wield over the lives of individuals. This influence reaches far beyond the realm of finance; global organisations impact the lives of millions of people on a daily basis, in very diverse ways. However, those most affected by these organisations often have little or no recourse against them. That is why we have introduced a system under which the EIB can be held to account for its decisions and actions. Our scheme offers third parties direct access to a platform for expressing grievance and for seeking remedies as it helps detect and correct system deficiencies. It is meant to prevent situations where complaints take place through EU or national political bodies, or in the form of protests, boycotts or damaging press articles.*

To ensure that funds invested by us are used in the best possible way, that trust in our services is sustained and economic growth and job creation are not undermined, we need to exercise the best possible corporate governance. We need our organisations to be accountable, to respond to the needs as well as concerns of their stakeholders. On behalf of the EIB, we can say that we aim to lead the way and set standards of accountability, good governance and transparency.

You have before you the activity report of the EIB Complaints Mechanism for the years 2009-2012. Over the years, the activities of the EIB Complaints Mechanism underwent a quantitative leap from 35 admissible complaints in 2008 to 52 in 2012, with an increased complexity of the kind of complaints brought to it, and we have ensured that the EIB Complaints Mechanism has the necessary resources to handle such volumes and remains truly effective.

We believe that the EIB Complaints Mechanism has been highly effective in substantively addressing legitimate concerns raised by EIB stakeholders. Indeed, during the reporting period only a very limited number of complaints handled by the EIB Complaints Mechanism were taken to the European Ombudsman. In a substantial number of cases, the EIB Complaints Mechanism has contributed to friendly solutions with the stakeholders involved and/or made recommendations to the Bank for corrective actions or with areas for improvement which have been duly implemented by the Bank. This includes for example the numerous steps taken by the Bank to improve transparency and active stakeholder engagement which have resulted in a declining number of complaints in this area. In this way, we see the EIB Complaints Mechanism as a part of a continuous improvement process in meeting the highest standards of administration to which the EIB subscribes.

We sincerely hope that our stakeholders will continue to trust EIB accountability principles and processes and more particularly the EIB Complaints Mechanism as a way of effectively and timely addressing legitimate concerns about any area of the EIB's activity that they may wish to put forward.

Philippe de Fontaine Vive Curtaz
Vice-President

Jonathan Taylor
Vice-President



1. EIB-COMPLAINTS MECHANISM OVERVIEW

Accountable to our stakeholders

As part of the EIB horizontal accountability framework, also called Citizen-driven accountability, the objectives of the EIB Complaints Mechanism (EIB-CM) are:

- To enable stakeholders to seek and receive response for grievances and alleged harm.
- To enable stakeholders to hold the Bank to account for its decisions or actions by querying these and requesting an investigation and response.
- To provide a means to deal with issues in a pre-emptive way, and in doing so reducing the risk of escalation and/or reputational damage.
- To provide institutional learning related to the issues/cases investigated and detect systemic deficiencies.

In the context of the European Union, the accountability framework within which EU institutions (including the EIB) operate was profoundly affected by the 1992 Maastricht Treaty. The Treaty strengthened the openness and democratic accountability of the Union's Institutions in various ways, including through the establishment of the European Ombudsman (EO).

The EO is an EU institution to which any EU citizen or entity may appeal to investigate any EU institution or body on the grounds of maladministration. The EO was "created" by the Maastricht Treaty of 1992. Maladministration occurs when, in case of the EIB, the EIB Group fails to act in accordance with the applicable legislation and/or established policies, standards and procedures, fails to respect the principles of good administration or violated human rights. Some examples, as set by the European Ombudsman, are: administrative irregularities, unfairness, discrimination, abuse of power, failure to reply, refusal of information, unnecessary delay. Maladministration may also relate to the environmental or social impacts of the EIB Group activities and to project cycle related policies and other applicable policies of the EIB.

With the entry into force of the Lisbon Treaty in December 2009, the Charter of Fundamental Rights of the European Union became legally binding. Article 41 of the Charter defines the fundamental right to good administration as the right to have one's affairs handled "*impartially, fairly and within a reasonable time by the institutions, bodies, offices and agencies of the Union.*" The concept of good administration also includes the right of all people to be heard before a decision on any individual measure that could affect them is taken and the right to have access to their file. The Charter recognizes the right of every person to have the European Union make good any damage it causes.

As a body of the European Union, and uniquely among other International Financial Institutions, the EIB implements the EU model of accountability with a two-tiered mechanism – the internal Complaints Mechanism (EIB-CM) and the European Ombudsman. The latter is fully independent from the EIB (the EO is elected by the European Parliament) and part of the EU institutional framework. In providing a tool for alternative and pre-emptive resolution of disputes, the EIB Complaints Mechanism evidences the EIB efforts for continuous improvement and to maintain high standards of good administration.

In order to strengthen the EIB's Complaints Mechanism, the EIB and the EO signed a Memorandum of Understanding, (MoU)¹ of which the key elements are:
The EO's commitment to use its own initiative power for handling complaints brought by non-EU complainants, (when the complainant is not a citizen or resident of the European Union);
The existence of an effective internal Complaints Mechanism (IG/CM), with adequate engagement of stakeholders and adequate internal procedures;
The starting point and the scope of the EO's review, with the recognition of the EIB's internal mechanism as the prior administrative approaches required by Article 2.4 of the EO's Statute.

¹ <http://www.ombudsman.europa.eu/cooperation/en/20080709-1.htm>

Principles

EIB accountability rests upon several core principles – such as accessibility, transparency, independence, impartiality, integrity, and responsiveness – which are critical to creating an atmosphere of service and trust.

As mentioned above, the EIB Complaints Mechanism is part of the *institutional* context of the European Union and its development has been the result of an open *consultative* process with EIB's various stakeholders. Subject only to legal constraint, where and when applicable, the EIB-CM shall be *transparent* in its operations and outputs, *independent* of the EIB's services, which are responsible for the activities challenged by the complainant, *effective* in responding in a *timely* manner to concerns expressed by people that are or feel affected by EIB decisions and be *accessible* to affected people, their representatives and/or interested organisations or individuals. Moreover, any complainant has the right that her/his complaint shall be dealt with confidentially.

The operational *independence*, *impartiality* and *effectiveness* of the EIB-CM are ensured by its final responsibility regarding (i) the admissibility of complaints, (ii) the type of mediation and/or investigation to be performed for a particular complaint and (iii) the issuing of its Conclusions Report. In terms of *integrity*, all staff of the Complaints Mechanism is expected to apply and uphold specific Rules of Conduct.

Functions

The EIB-CM has the following functions:

- Complaints Investigation – Responsible for investigations / compliance reviews regarding registered complaints.
- Mediation Function – To provide different forms of mediation between, on one side, the Complainants/Requestors and on the other side, the Bank's Management/Services and/or Project Promoter and/or national authorities as appropriate.
- Advisory Function – Within the scope of its responsibilities, to provide advice to senior management on broader and systemic issues related to policies, standards, procedures, guidelines, resources, and systems, on the basis of lessons learnt from complaints handling.
- Monitoring Function – In the context of past complaints, to follow-up on further developments and implementation of proposed corrective actions and recommendations, accepted by the EIB.

The EIB CM cannot handle complaints concerning International organisations, Community institutions and bodies, national, regional or local authorities or investigate complaints concerning the working relations between the Group and its staff. Nor can the EIB-CM deal with complaints which have already been lodged or settled with other administrative or judicial review mechanisms.

Through its complaints investigation part, the EIB-CM addresses non-compliance by the EIB to its policies and procedures as well as significant harm which have not been properly mitigated or compensated. However, the EIB-CM increasingly endeavours to solve upstream implementation problems raised or identified by complainants in the context of EIB projects.

Policy and procedures

The revised "EIB Complaints Mechanism, Principles, Terms of Reference and Rules of Procedure" (CMPTR) was approved by the Board of Directors in February 2010. The Terms of Reference lay out the role of the EIB Complaints Mechanism, including its status, authority, responsibilities, rules of conduct, and relationship with the European EO and the other Bank's services. In addition, the Rules of Procedures entail provisions regarding the different steps of the mechanism, such as admissibility, how to and about what to complain, and the methods of inquiry.

The EIB-CM Operating Procedures (CMOP), implementing the CMPTR, have been submitted for consultation to the European EO and approved by the Bank's Management Committee in December 2011. The CMOP establishes and defines the different phases of two main procedural models for complaints handling:

- Standard procedure applied to all complaints except for complaints regarding the environmental and social impact or governance aspects of EIB lending operations.
- Extended procedure applied to complaints regarding the environmental and social impact or governance aspects of EIB lending operations. For this type of complaint, the normal inquiry process is formally structured in two phases: one assessment phase and a second one, which could be a mediation phase and/or an investigation phase.

Moreover, the consultation process regarding an EIB-CM draft Conclusions Report is well defined in terms of circulation to the stakeholders involved in the complaint process (assessment, investigation/ compliance review or mediation) for comments. Consultation means (i) inviting comments and (ii) considering them. As regards (i), the process cannot be blocked by failure to respond to the consultation. If no comments are received by the deadline, EIB-CM will proceed to the next stage. As regards (ii), EIB-CM must respond to critical comments on its findings and recommendations, but it does not have to obtain the agreement of the parties consulted before the process moves to the next stage.

The CMOP also enables the launch of own-initiative inquiries on the initiative of the President, the Management Committee or the Inspector General, or on the basis of a reasoned proposal from the Head of the EIB-CM.

Resources and Organisation

EIB-CM's *effectiveness* and *accessibility* are further strengthened by the staff composition of the EIB-CM, consisting of a Division chief, five complaints officers and one dedicated officer for communication and outreach with a diverse and adequate mix of prior professional experience as well as an external Senior Advisor and two support staff. Specialised consultants and experts are used on a case by case basis. Moreover, the EIB-CM has the right to obtain access to all necessary information for the performance of its duties and the EIB Group's staff has the duty to co-operate with the EIB-CM promptly, fully and efficiently, especially with a view to respecting the deadlines as well as to adhering to the standards and policies of the EIB Group.

Reporting lines

The Complaints Mechanism Division (EIB-CM) is part of the independent Inspectorate General, headed by the Inspector General, which groups together four Divisions². The EIB-CM findings, conclusions and recommendations are submitted directly to the EIB's Management Committee - or the EIF Chief Executive. This ensures that each complaint is dealt with by the highest standards of objectiveness while at the same time safeguarding the interest of all the internal and external stakeholders of the EIB Group. EIB-CM annual activity reports are submitted to the Board of Directors.

Challenges ahead

There are global challenges ahead, which are faced by the EIB-CM and that are shared by the other IFIs Accountability Mechanism. Emerging institutional, environmental, and socio-cultural trends and challenges require new capabilities. For example, trends in finance, including the use of financial intermediaries, could pose challenges to the effectiveness of accountability mechanisms if not well understood. Various sorts of new lending instruments pose new accountability challenges.

On-going social and cultural changes are raising people's expectations with regard to participation, self-determination, and the fulfilment of their human rights. Moreover, the capability and desire of communities to assert their own vision of what constitutes progress will put extra pressure on IFIs' accountability.

Also, as more and more projects are co-financed by more than one IFI, there is room for strengthening the coordination amongst the IAMs, also seeking some degree of harmonization.

² Complaints Mechanism, Fraud Investigation, Operations Evaluation and Internal Audit

2. EUROPEAN OMBUDSMAN

Article 228 of the Treaty on the Functioning of the European Union empowers the European Ombudsman (EO) to conduct enquiries into maladministration regarding the activities of the Union institutions, bodies, offices, and agencies, with the exception of the Court of Justice of the European Union acting in its judicial role. Every citizen of the Union has the right to complain to the EO. Residents, companies, and associations may also bring complaints. This right is one of the fundamental rights of citizenship of the Union, guaranteed by the Charter of Fundamental Rights (Article 43). There is no requirement that the complainant must be personally affected by the maladministration or have any special interest in the case.

The fundamental right to good administration is enshrined in Article 41 of the Charter of Fundamental Rights of the European Union. Since the entry into force of the Lisbon Treaty in December 2009, the Charter of Fundamental Rights has the same legal value as the Treaties. As a result, everyone is now legally entitled to good administration of his or her affairs by the EU institutions.

The EO has no power to make legally binding decisions, yet the level of compliance is very high. The EO relies primarily on the power of persuasion and publicity. If a case is not resolved satisfactorily during the course of his inquiries, the EO will try, if possible, to find a friendly solution which puts the case of maladministration right and satisfies the complainant. If the attempt at conciliation fails, the EO can make recommendations to solve the case. If the institution does not accept his recommendations, the EO can make a special report to the European Parliament.

The EO also conducts inquiries on his own initiative. In the MoU signed with the Bank, the EO commits to use its own initiative power systematically in order to handle complaints brought by non-EU complainants, should a complaint be inadmissible on the sole basis of article 2.2 of the EO Statute, i.e. when the complainant is not a citizen or resident of the European Union.

The MoU sets provisions for regular meetings between the Bank and the EO to review its practical implementation. These meetings have taken place regularly at service level and annually at President level. Since the signature of the MoU, no statement of maladministration or critical remark has been issued by the EO in cases brought by citizens to the EO against the Bank. Very few cases have been escalated to the EO after having been dealt with by the EIB-CM. In the annual implementation follow-up report that the EO issues on the implementation of the EU Institutions and Bodies of all remarks issued during the previous year the EIB has been regularly mentioned as an example of good practice and as a star case.

Complaints with the EO

At end of 2012 there were 6 complaints against the EIB being handled by the EO. One case concerns alleged EIB's failure to disclose personnel information. Two cases concern complaints challenging the EIB-CM findings on complaints regarding EIB financed projects; one case concerns the allegation that the EIB failed to finalise the assessment of a complaint within a reasonable time and that the complaint failed to automatically suspend EIB financing of the project; two cases have been brought to the EO by staff members, who can do so directly.

The outcome of EO cases against the Bank and closed between 2009 and 2011 is summarised in the Table below.

EO's Conclusion	2009	2010	2011	2012
Maladministration by the EIB (critical remarks ^[1])	-	-	-	-
Recommendations / further remarks ^[2] to the EIB	1	-	-	
No maladministration by the EIB	-	2	-	1
Case dropped by the complainant	-	-		1
Simplified telephone procedure (settled by EIB)	1	1	2	1
Total	2	3	5	3

^[1] **Critical remark:** synthetic expression of the EO's criticism in decisions acknowledging the maladministration committed by the institution/body complained against.

^[2] **Further remark:** (in case of no maladministration) indication of good practices to the institution/body complained against with a view to enabling it to enhance its culture of service, thus preventing further escalation of complaints to the EO.

3. STATISTICS

Since 2007, the number of complaints has more than doubled and between 2009 and 2012, the number of admissible complaints increased by one third. The substantial growth of numbers of complaints has either been regarding the environmental, social and developmental aspect of financed projects (2 in 2007, 21 in 2012), or regarding procurement of financed projects (10 in 2007, 19 in 2012). Not only the amount of complaints increased but also their complexity. The mismatch between the growth in activity of the Complaints Mechanism and that of staff resources is illustrated by the backlog at the end 2012 (54 complaints). Meanwhile, the EIB-CM has been gradually allocated the required resources and is currently reducing the backlog of complains, a process that it is expected to be complete by the 1st quarter 2014.

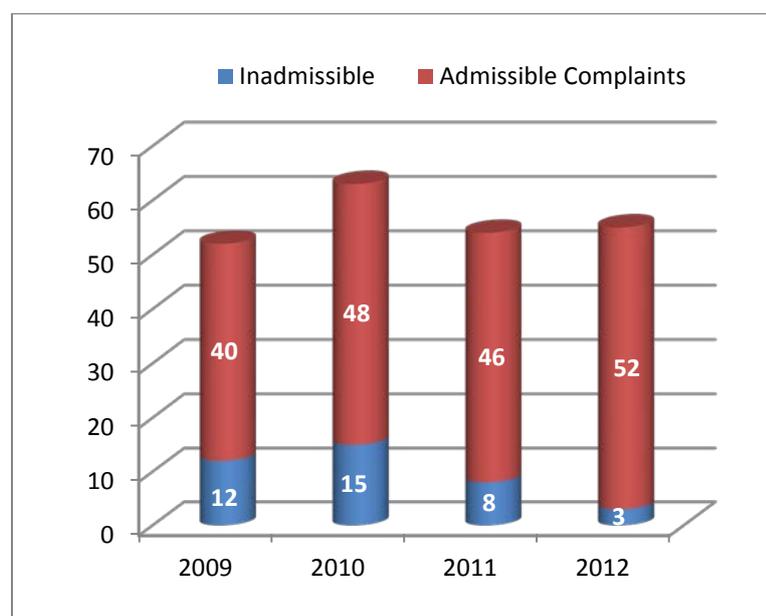
In a growing number of cases (8 in 2012), within well-established criteria (in some of the cases when the Bank's decision has not yet been taken) the EIB-CM has agreed the response to the complainant to be handled by the services, with the support of the EIB-CM. This is also contributing to foster a culture of service and accountability across the Bank's services.

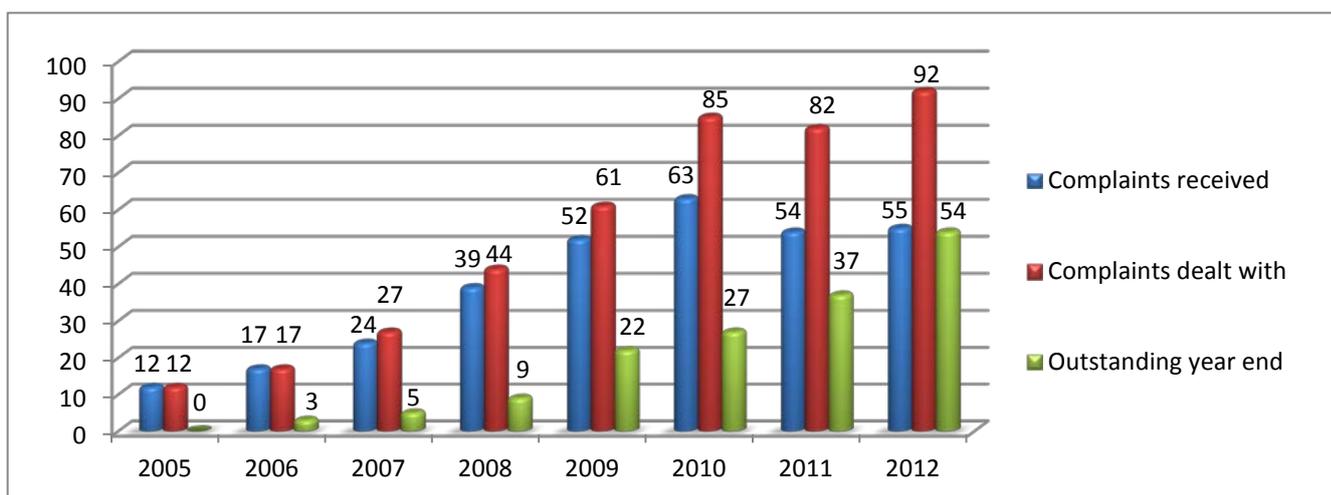
Overall, the EIB-CM has been effective in addressing legitimate concerns raised by stakeholders. In a number of cases (around 40% of admissible complaints), the EIB-CM has contributed to friendly solutions with the stakeholders involved and/or made recommendations to the Bank for corrective actions, or with areas for improvement.

Complaints handled

	2005	2006	2007	2008	2009	2010	2011	2012
Complaints received	12	17	24	39	52	63	54	55
Inadmissible	-	-	-	4	12	15	8	3
Admissible Complaints	12	17	24	35	40	48	46	52
Complaints dealt with	12	17	27	44	61	85	82	92
Outstanding year end	0	3	5	9	22	27	37	54

Admissible complaints are complaints relating to a decision, action or omission by the EIB; even at the stage the EIB is only considering offering support. Inadmissible complaints maybe: complaints concerning fraud or corruptions (which are dealt with by a separate Fraud Investigations Division); complaints from EIB staff; complaints concerning international organisations, EU bodies, or national and local authorities; complaints that have already been brought with, or settled by, other administrative or judicial review mechanisms; anonymous complaints (confidentiality is assumed, anonymity is inadmissible); complaints seeking an unfair competitive economic advantage; and complaints that are excessive, repetitive or clearly frivolous or malicious in nature.



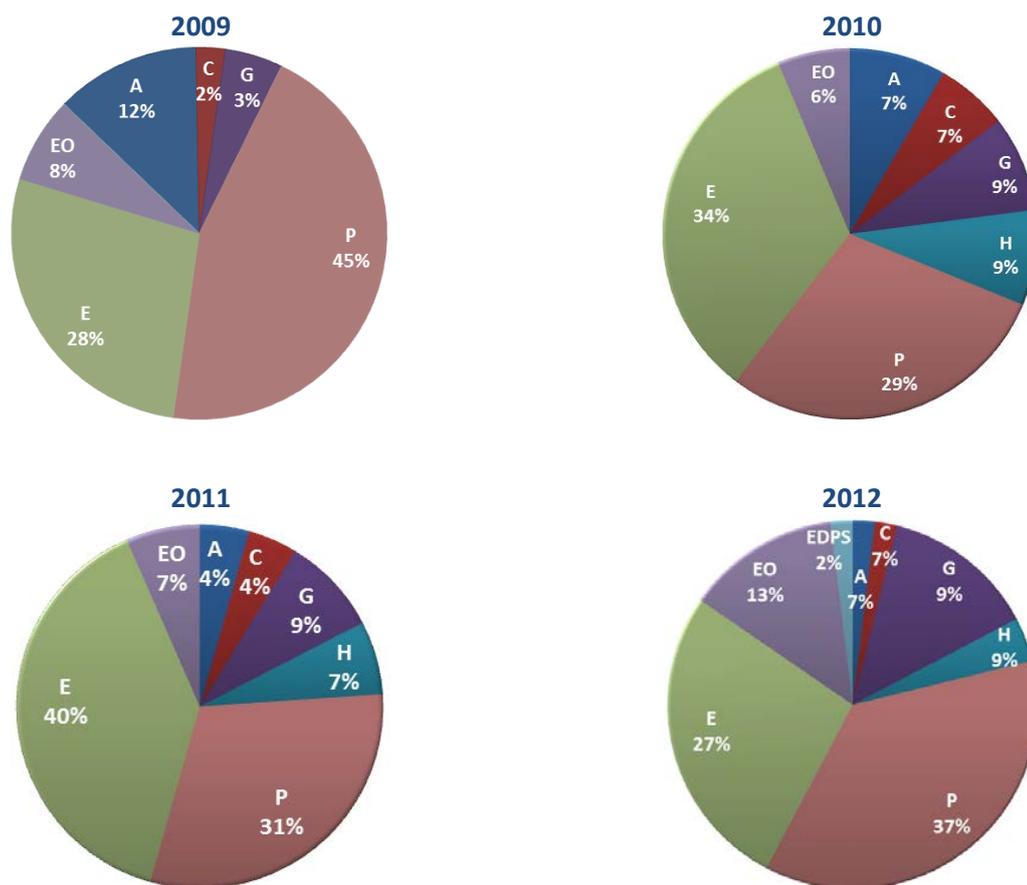


Outcome of complaints registered by the EIB-CM (2009-2012)	
Dropped by the complainant	6
Financing request dropped by the Promoter	2
Prevention *	29
No grounds	38
Areas for improvement	28
Friendly solution	5
Declared inadmissible during Initial Assessment	14
Total	122

* resolved / handled by the EIB services with support from the EIB-CM

Categorisation of complaints (EIB-CM)

Breakdown of complaints registered by the EIB-CM	2005	2006	2007	2008	2009	2010	2011	2012
Environment/Social/Developmental impacts	3	9	2	7	11	16	18	14
Governance	-	-	-	-	2	4	4	7
Procurement-related complaints	-	3	10	15	18	14	14	19
Access to Information	2	1	1	-	5	4	2	1
Human Resources	3	1	8	5	-	4	3	2
Customers' Relations	-	-	-	6	1	3	2	1
Total	8	14	21	33	37	45	43	44



A – Access to Information, C – Customer relations, E – Environmental and Social impacts of financed projects, G – Governance, H – Human resources, I – European Investment Fund, P – Procurement in the context of financed projects, EO – European Ombudsman

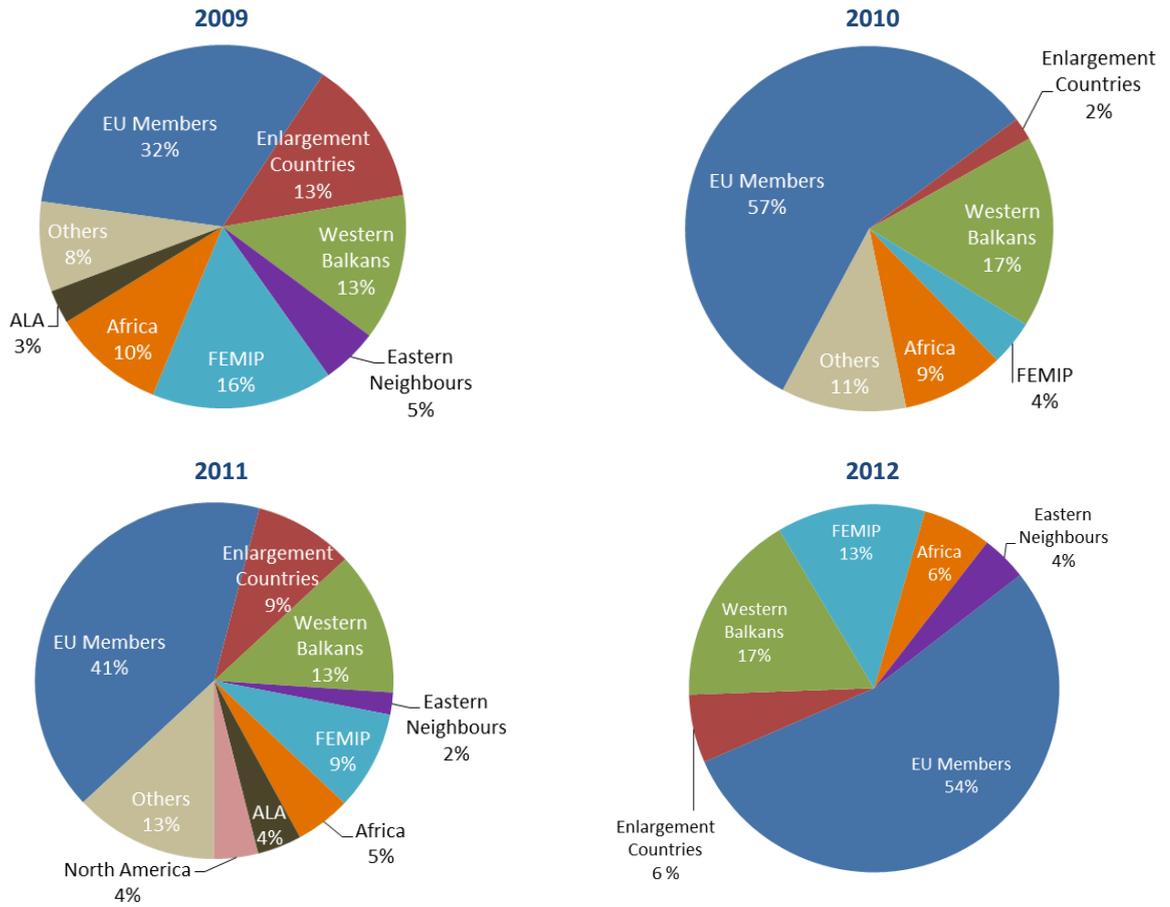
Complaints brought to other Institutions

During the reporting period (2009 to 2012) a limited number of complaints (8) handled by the EIB-CM were taken to the European Ombudsman. In 6 cases, no maladministration was been found by the EO; 2 still being under investigation at the end of the reporting period. During the reporting period, seven other- complaints were brought directly to the EO, mainly by staff members. Four of these were closed with no maladministration found, the other 3 were still under investigation.

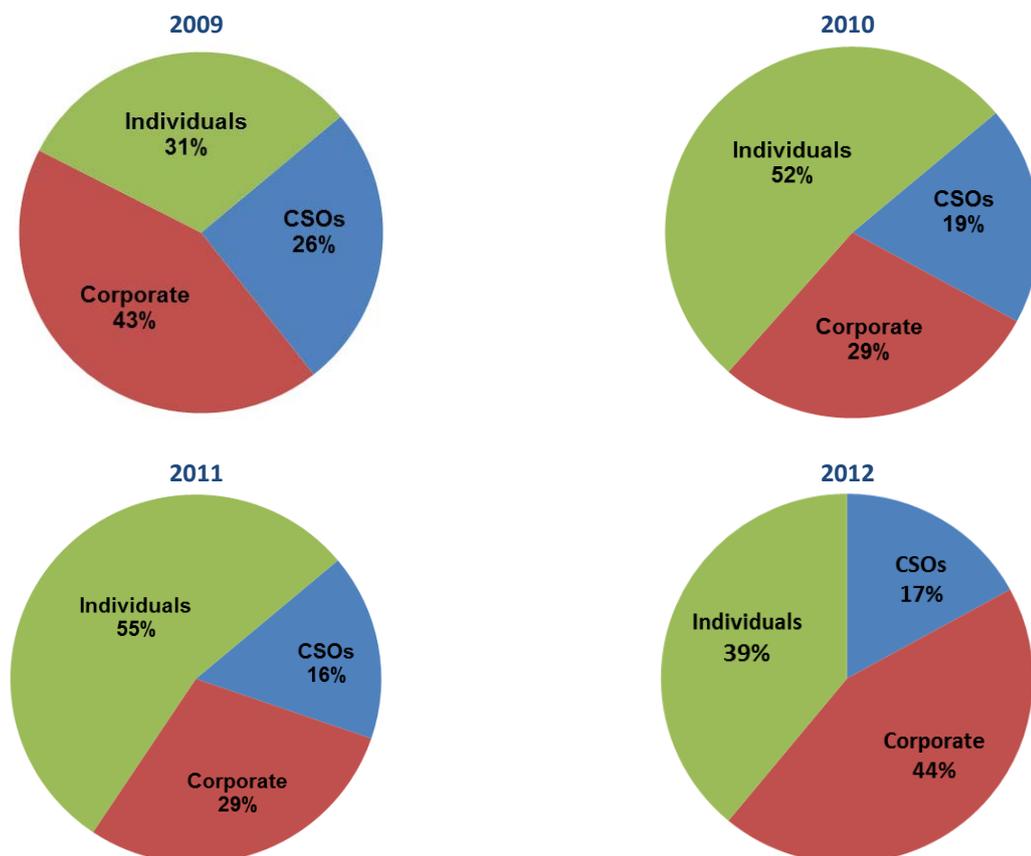
Two additional complaints have been launched against the EIB: one with the Aarhus Convention Compliance Committee (the EIB is subject to the Aarhus Convention, signed by the European Commission on behalf of EU Institutions and Bodies); and one with European Data Protection Officer (an EU Institution).

Complaints brought to other Institutions	2005	2006	2007	2008	2009	2010	2011	2012
European Ombudsman	4	3	3	1	3	3	3	7
European Data Protection Officer	-	-	-	-	-	-	-	1
Aarhus Convention Compliance Committee	-	-	-	1	-	-	-	-

Complaints by Region



Complaints by Origin



4. CASES AND THEMES

Below are presented some examples of cases handled by the EIB-CM during the reporting period, as well as some relevant themes of complaints during the same reporting period.

JER-002/2 Financial Instrument

This complaint concerned the unfair rejection of a potential investor's expression of interest³ for participation in Joint European Resources for Micro to Medium Enterprises (JEREMIE). This call for an expression of interest concerns acting as JEREMIE Holding Fund (JHF) for risk capital operations on behalf of the EIF (and thus receive EIF funding) up to a EUR 35 million.

The EIB-CM found that such a call for an expression of interest should not be considered as public procurement and that the management fee for a Financial Intermediaries should not to be considered as a price. A call for an expression of interest should be judged on the qualifications of the intermediary deploying EU funds and the management fee as an incentive and a compensation for the intermediary's administration.

The EIB-CM also concluded that, in order to maintain fair competition between all applicants, informal (telephone) contacts cannot allow a change of the terms of a submission from one of the applicants. Such informal (telephone) contacts may not lead to any legitimate expectation or right of additional, unsolicited, information should be taken into account in the decision. The EIF has the right to request clarification from the applicant and that right shall be exercised at the discretion of the EIF subject to transparency and sufficient justification. In the end, the EIF's formal reply to the non-successful applicant may have been considered as too laconic and this may have led to the conviction that the EIF only partially addressed the weaknesses of the complainant's application. Therefore an open and clear reference to the evaluation of the strength and weakness of an application undertaken by the EIF would have been preferred, with a clear presentation of the positive evaluation of – e.g. the track vs. a perceived poor specialisation - in e.g. the SME sector (the key JEREMIE objective).

Regarding the transparency in the selection process and the name and score obtained by the selected applicants, the EIB-CM found that after the approval of the commercial due diligence of all the contenders by the EIF, all contenders should have been provided with the information on all other applicants, including the scores that each applicant had obtained for each of the Quality Assessment Criteria.

EIB Bonds

This complaint concerns an investment of EUR 50,000 in EIB Bonds in 2005 on the advice of the complainant's account manager at his bank, who had assured him that the bonds could be redeemed 'at par' on each annual interest-due date and notably also 15 September 2010. However, the maturity date of bond was 15 September 2045. In fact the complaint evolved, around the misleading information of the complainant's bank and the fact that, if he had been properly informed, he would never have purchased this bond. This complaint ran parallel with a procedure before the Spanish National Securities Market Commission (Comisión Nacional del Mercado de Valores - CNMV). The CNMV had, in June 2009, found that customer's bank had acted improperly, that the securities order for the bonds had been characterised by material deficiencies, that the investor had received inadequate information on the bond issue and that, in general, the complainant had been well founded.

The EIB-CM found that the Bank has the duty to provide information on the investment product to the investors, and that indeed, the bank disposed of all necessary information to explain the proposed investment to the complainant. Moreover, the customer's bank had the obligation to inquire about the qualification of the investor to whom he intended to sell structured securities - "know your client". The EIB CM concluded that *therefore* the EIB did not commit an instance of maladministration.

Procurement

Within the framework of the inquiries carried out by the EIB-CM on procurement procedures for EIB lending operations, a trend was seen of concerns raised by complainants for projects outside the EU. Shortcomings were identified in terms of access to justice i.e. to adequate administrative and judicial review procedures available at local level. Indeed, access to justice in the field of procurement constitutes one of the cornerstones in European Union project procurement, with a market founded on fair competition and transparency. In other words, to grant to economic operators access to systems of resolution of disputes with contracting authorities, as part of the EU

³ For call No JER-002/2

acquis in the field of procurement, enshrined in the jurisprudence of the EU courts and the Remedies Directive is a condition for EIB involvement in a project.

The EIB-CM encountered a series of complaints on public procurement procedures carried out in a new Member State and in various Accession Countries. The complaints concerned irregularities in the handling of tendering procedures (in substance) and denial of justice (procedural). During its enquiries the EIB-CM found that country authorities had considered the EIB Guide to Procurement merely a “special procedure of an international organisation” and not the tool to provide information on arrangements to be made for procuring works, goods and services for the projects,⁴. As a result, the administrative review mechanisms had declared their incompetence to deal with cases concerning the contested procedures. During the enquiries, the EIB-CM noted that the two levels of review (administrative and judicial) had been triggered and that in both cases the national authorities had declared the inadmissibility of the complaints. This would have left the complainants with no access to justice in the field of procurement. Denial of justice, specially outside the EU, poses a concrete problem as the *vacuum iustitiae* at local level cannot be filled by merely ascertaining the State’s failure to comply with EU law and therefore requires prompt intervention of the EIB to re-establish the compliance of the lending operation to the required standards.

South Sinai Power Plant – Nuweiba

This complaint concerned the environmental and social impact of a project for the construction of a 750MWe natural gas-fired combined-cycle power generation plant in Nuweiba, Egypt, 200 Km north of Sharm-el-Sheik on the west coast of South Sinai, Aqaba Golf. The project promoter was the Egyptian Electricity Holding Company (EEHC).

Since May 2009, the EIB-CM received 24 different complaints, from managers/owners of hotels, scuba diving centres, beach side camp owners, citizens of Nuweiba, local NGOs, tourist operators, and resident EU citizens as well as from local communities including the 2 major Bedouin tribes in the area, challenging the Environmental and social aspects of the Project. An on-line petition to the Egyptian government to stop the Project raised more than 2.300 signatures.

The allegations were lack of proper public consultation, no proper consideration given to local economy, tourist resources and local communities and no proper consideration given to preservation of local biodiversity and marine habitats.

EIB-CM conducted its Initial Assessment, which included extensive stakeholder engagement and an on-site fact finding visit in order to determine the opportunities for mediation/consultation process and/or the need for a compliance review. As a result of this assessment it appeared that the concerns raised by the Project’s Interested and Affected People were serious and needed to be further examined. In line with applicable procedures, the EIB-CM commissioned an independent expert review on three main areas of concern:

- The project’s impact on the biodiversity of the sea waters (Aqaba gulf);
- The economic impact of the project on the local tourist industry;
- The social impact of the project on local communities, particularly the Bedouins.

The EIB-CM’s final assessment, supported by independent experts, concluded that, under the proposed conditions (if the Power Plant would be constructed in the proposed Nuweiba location), the damage to the environment, to the local tourist industry and the negative social impact on local communities would be serious indeed and could be irreparable. Moreover, the EIB-CM considered that these could lead to violence and conflict in the area.

On that basis, and considering the EIB’s position not to consider financing for the project at that given juncture, the promoter withdrew the request for EIB support towards this project.

A new project Giza North II power plant, adjacent to an already existing power plant in an area without human occupation, was presented to the Bank and approved in September 2011.

⁴ In his conclusions report, the EIB-CM argued that according to the Guide to Procurement, the rights and obligations of the Promoter vis-à-vis the tenderers for works, goods or services to be furnished for a project are governed by the local legislation and tender documents published by the Promoter, and not by the Guide.

Gazela Bridge – Belgrade

The complaint was filed in 2009 by two NGOs⁵ concerning the Gazela Bridge Rehabilitation Project in Serbia. The complainants accused the EIB to have failed to adhere to its own transparency policy and social standards in the appraisal and monitoring of the project.

The complainants argued that the EIB's appraisal of the direct social impact of the project had lacked essential information and that the EIB had not obtained, and had therefore not endorsed, before approving the loan for the project, the Resettlement Action Plan for Roma living under the bridge nor had the EIB given its clearance prior to the resettlement process. In addition, the complainants stated that the EIB monitoring procedures for the resettlement process were not properly implemented.

On the basis of the allegations raised, the EIB-CM conducted a full compliance review and follow-up. During this compliance review, the national authorities reported that cracks developed in the bridge structure raising concerns of its stability and therefore the national authorities requested an initial disbursement.

The EIB-CM took the view that in case the EIB would consider an initial disbursement on the basis of the invoked emergency situation and in order to effectively address legitimate concerns of the Project Affected People:

- An Action plan addressing the improvement of housing and the livelihood restoration would need to be discussed with the project affected people and be approved by the EIB.
- The implementation of the most urgent actions needed to bring current temporary housing and related conditions (including access to education) to a standard accepted by the EIB would need to be implemented as soon as possible;

As a result of the close interaction between the EIB-CM and the EIB management, the provisional findings and recommendations of the EIB-CM were taken into account in the Bank's decision as well as in the process of enforcement and monitoring of resettlement conditions. Therefore, the Bank approved the first limited disbursement under new contractual conditions. An amendment to the Finance Contract reflected the Board of Director's decision that subsequent disbursements would be conditional upon the implementation of the resettlement framework Action Plans as agreed by both the City of Belgrade and the Ministry of Labour and Social Policy.

In January 2011, the EIB-CM conducted an audit mission to Serbia and commissioned an independent expert review on two main areas of concern:

- Social impact of the project on the project affected people.
- Structure and conditions of the provided housing and settlements

During the mission the EIB-CM engaged with the representatives of the national authorities in charge of the implementation of the project as well as with the project affected people. The purpose of the mission was to follow-up on the resettlement framework Action Plans, in line with the recommendations made by EIB-CM in its Conclusions Report of 14 July 2010, to improve transparency and social standards associated with the Resettlement Action Plan developed for the Gazela Bridge Rehabilitation Project. Moreover, compliance with EIB Board decision was assessed, before next disbursement.

On the basis of its mission, the EIB-CM produced a Follow-up Report. Although not all major short term issues of the Action Plan had been fully completed, the report noted the important achievements of the Serbian authorities under the difficult environment under which they operate. The EIB-CM furthermore provided recommendations amongst other on the follow-up from the EIB services.

⁵ Centre of Ecology and Sustainable Development (CEKOR) and CEE Bankwatch Network.

MOZAL II

On 26 October 2010, a coalition of Mozambican NGOs (Justiça Ambiental, Livaningo, Liga Moçambicana dos Direitos Humanos, Centro Terra Viva, Kulima and Centro de Integridade Pública) lodged a complaint with a number of independent accountability mechanisms of financial Institutions including the EIB Complaints Mechanism (EIB-CM), the Office of the Compliance Advisor Ombudsman (CAO) for IFC & MIGA and the OECD UK National Contact Point. The complainant concerned (i) the alleged breach by Mozal of the EIB Statement of Environmental and Social Principles and Standards - Mozal's decision to operate under bypass for 6 months during the rehabilitation of the smoke and gas treatment centres would mean that there would be air emissions without passing through filters, which could have an adverse effect on the environment and the health of the people living in the area (including Maputo). (ii) the alleged lack of transparency from the promoter

Based on the outcome of an on-site Initial Assessment in December 2010, it was agreed that the CAO would pursue its mediation process, while the EIB-CM would conduct a compliance review. From February to May 2011, the EIB-CM conducted a further assessment of a compliance review nature, which included a site visit in February 2011. During this visit, the EIB-CM participated in the first mediation meeting between the parties organised by IFC CAO.

From its assessments, the EIB-CM concluded that although the promoters decision to operate under bypass during the rehabilitation of smoke and gas treatment centres could be considered justified and had not generated major negative impacts, there had been room for improvement regarding (i) transparency and stakeholder engagement; (ii) management and monitoring of emissions to the environment; (iii) operational monitoring and maintenance of key mitigation equipment.

Regarding the alleged breach of non-compliance with the EIB Statement of Environmental and Social Principles and Standards, the EIB-CM took note that the initial transparency on the process and related stakeholders' engagement revealed deficiencies. Also the monitoring and management of emissions revealed to be sub-optimal. Indeed, perceived lack of access to information on the environmental impacts and on management in relation with the bypass process, as well as a general perceived lack of transparency and initial unwillingness to engage with local NGOs from Mozal side, seem to have led to the initial manifested deterioration of the relationship between Mozal and the Coalition and to the confrontation thereafter. Regarding the stakeholders engagement between Mozal and the Coalition, it must be noted that the involvement of the IFC-CAO and the EIB-CM has contributed to clarify the dialogue and to better engagement in a meaningful way, more in line with the public expectations.

Although further assurance was still requested (see recommendation below), at the time of the EIB-CM report, the project seemed to be compliant with the EIB Statement of Environmental and Social Principles and Standards.

The EIB-CM further concluded that it was difficult for the EIB operational services to have known about the bypass and its actual starting date, before they had received the communication dated 16.11.2010 and before having been informed about the complaint. The quick reaction from the Bank as soon as the complaint was received should be noted. Furthermore, the control of emissions and the monitoring of air quality by the promoter, as agreed with MICOA, were reinforced by the intervention of the EIB-CM, the IFC-CAO and the IFC services. The bypass, being the technical solution to deal with the problem, had been decided by the project Promoter on the basis of the then current FTCs conditions and the consequent urgency of the repair, with no room for manoeuvre. Therefore, the EIB-CM concludes that there has not been an instance of maladministration on the part of the EIB

The EIB-CM recommended that an independent technical review and an assessment of the existing environmental management, monitoring systems and reporting mechanisms should be undertaken. In view of the CAO mediation process, where a final agreement could not be reached between the parties, the EIB-CM recommended that the EIB ensured that the promoter regularly reported ahead of time on future bypasses of mitigation equipment. This reporting should include communication to the public and description of possible impacts. Moreover the EIB-CM recommended the establishment and further development of a broad forum/mechanism of dialogue with the civil society in the context of management of environmental impacts.

Bujagali Hydropower Project

On 2 December 2009 several NGOs NAPE (Uganda), Counter Balance (Europe), CLAI (Italy), Sherpa (France) and legal representatives of locally affected people launched a complaint with the EIB-CM. The complainants alleged non-compliance with a substantial number of the Bank's policies, standards, guidelines and procedures, leading to:

- Failure to meet European development objectives
- Failure to assess the economic and environmental soundness of the project
- Failure to guarantee fair compensation to affected communities
- Failure to ensure the implementation of the mitigation measures

On that basis the complainants claimed that the EIB would suspend disbursement until the above issues were correctly addressed.

The EIB-CM work aimed at establishing whether maladministration by the EIB had taken place. The EIB-CM (i) assessed whether significant harm had been done by the financed project, which had not been appropriately mitigated, (ii) reviewed the Bank's due diligence process in assessing compliance with applicable rules, regulations, Bank's policies, standards and procedures, and (iii) assessed whether current Bank policies, standards and procedures had failed to provide adequate protection. On the basis of an Initial Assessment, the EIB-CM identified the major areas of concern, including negative environmental, social and developmental impacts, mostly regarding the project implementation, for which specific investigation work was undertaken: economic feasibility and affordability; the Resettlement Action Plan (Naminya Community); compensation of T-line affected people; spiritual matters; blasting effects (mainly impacting the Malindi Community); Implementation of the Kalagala Offset (an environmentally protect area) as per the contract signed between the World Bank and the Government of Uganda.

The EIB-CM took stock of the large number of issues/allegations, of the unresolved complexity/controversial nature of some of the issues (e. g. climate change impacts) and of the resources available, and concentrated its work on practical implementation issues and in ensuring effective addressing of related negative impacts. In particular, the EIB-CM took into account the outcome of past investigations by the World Bank's Inspection Panel (WB-IP) and by the African Development Bank's Independent Recourse Mechanism, that were triggered by a similar complaint.

Although the Bank had been found to be broadly compliant with its mandate and applicable policies, the EIB-CM found that, in some cases the negative environmental and social impacts on the ground had not been adequately mitigated, which suggests that these impacts and related mitigation measures may have not been fully assessed ex-ante, despite the fact that the impacts had been identified at appraisal time. Indeed, local complexities - relating to the land expropriation and compensation processes, to the implementation of the Resettlement Action plan, to the implementation of the Kalagala offset and to the spiritual/cultural issues – seem to have been underestimated. In addition, the monitoring and follow-up of the above and various other concerns related to the implementation of the project⁶, such as the blasting effects and the spiritual matters, seem not to have taken very serious.

More specifically on:

Compensation of the people affected by Transmission line - The EIB-CM decided to try to achieve an out of court settlement. Therefore a committee comprising of the legal counsels of the 557 plaintiffs, lawyers from UECTL, representatives of relevant national authorities was established with the possibility to take an observation role of an independent neutral witness NGO. Such a committee could examine, on a case by case basis, all compensation issues in order to reach an acceptable solution for each case, by all parties involved.

Blasting effects - The issue of compensation and/or reparation of real blasting effects needed to be appropriately addressed by the Borrower and the local authorities, with the help of project financiers if necessary. The EIB-CM recognised that there was room for dialogue facilitation and/or mediation and offered the parties involved to facilitate a collaborative resolution process in cooperation with IFC CAO. This offer was accepted by the parties concerned – the borrower, the government agencies involved in the project and the Uganda complainants.

Spiritual matters - The EIB-CM underlined the importance of Jaja Budhagaali as a recognised spiritual leader over the last decades and noted that the appeasement ceremonies as requested by Jaja Budhagaali remains as an unresolved issue regarding the Bujagali Hydropower project.

Kalagala Offset - Potential gaps related to the implementation of the Kalagala offset Sustainable Management Plan were identified by the EIB-CM and appropriate recommendations were formulated, notably regarding the availability of appropriate budget resources.

⁶ E.g. the blasting effects and the spiritual matters.

5. INSTITUTIONAL COOPERATION

In the two decades since the 1992 United Nations Conference on Environment and Development in Rio de Janeiro, commonly known as the Earth Summit, International Financial Institutions (IFIs) have established Independent Accountability Mechanisms (IAMs) as part of their governance structures. Though IAMs vary in their size, scope, and structure, their shared underlying *raison d'être* is to provide recourse for citizens and communities adversely affected by IFI-funded projects, particularly in instances when IFIs are alleged to have failed to follow their own social and environmental safeguard policies, guidelines, standards, or procedures.

These (IAMs) have formed a network for exchanging and sharing knowledge, experiences and challenges, seeking to identify and foster means for cooperation within their respective mandates, to contribute to the regular exchange of ideas and best practices, and to assist with institutional capacity-building in accountability as components of corporate governance. The IAM Network has its roots in an inaugural gathering of IAMs in Washington, D.C. in May 2004 and current members are listed below.

Institution	Mechanism
African Development Bank	Independent Review Mechanism
Asian Development Bank	Compliance Review Panel & Office of the Special Projects Facilitator
European Bank for Reconstruction and Development	Project Complaint Mechanism
European Investment Bank	Complaints Mechanism
European Ombudsman	
Inter-American Development Bank	Independent Consultation and Investigation Mechanism
International Finance Corporation & Multilateral Investment Guarantee Agency	Office of the Compliance Advisor Ombudsman
Japan Bank for International Cooperation	Examiner for Environmental Guidelines
Japan Nippon Export and Investment Insurance	Objection Procedures on Environmental Guidelines
United States Overseas Private Investment Corporation	Office of Accountability
World Bank	Inspection Panel
Nordic Investment Bank	
Caribbean Development Bank	
Black Sea Trade & Development Bank	
United Nations Development Programme	Environmental and Social Compliance Review & Grievance Process
Office of the Extractive Sector Corporate Social Responsibility	

The EIB-CM (or the EIB Complaints' Office as it was known before) has been a member of this "IAM network" since 2007. The EO became a member in 2010. The network interacts on-going and holds annual meetings in the various host-cities of an IFI and its relevant IAM. Successive IAM Annual Meetings are placed under a commonly selected general theme.

In 2009, the 6th annual meeting was held in Washington DC, hosted by the Compliance Advisor/Ombudsman of IFC/MIGA. In 2010 the 7th annual meeting was held in Tokyo hosted jointly by the Japan Bank for International Cooperation's and Nippon Export and Investment Insurance's IAMs. The 8th annual meeting in 2011 took place, again, in Washington DC, this time hosted by the Inter-American Development Bank's Independent Consultation and Investigation Mechanism.

In 2012 the IAM annual meeting was held for the first time in Luxembourg, co-organised by the EO and the EIB-CM, with as main themes Accountability and Human Rights with a specific focus on substantive and technical operationalisation of the mandates of the IAMs and on contributing to supporting institutional capacity building of community of practice. It was attended by more than 50 representatives of all the members of the IAMs Group.

6. OUTREACH

Since 2011, the EIB-CM has a senior officer responsible for communication and outreach.

INTERNAL

All new EIB staff goes through a training session on the EIB Complaints Mechanism, in the context of a comprehensive induction programme. In these sessions the EIB-CM has the opportunity to present itself and its mandate as well as the type of work performed, illustrated by one or two recent cases.

The EIB-CM also runs awareness sessions for specific Directorates/Departments of the Bank on a regular basis. These sessions enable EIB staff to directly interact with the EIB-CM and become aware of the work and the purpose of the Complaints Mechanism.

One example: On the 7th December 2011 the EO Mr P. Nikiforos Diamandouros, and the EO's Secretary General Mr Ian Harden visited the EIB for an official meeting with EIB President Mr Philippe Maystadt and a working session with EIB-CM staff members. This official/working visit was combined with an awareness raising Seminar for the EIB staff on the role of the EO and to explain in parallel the links between the EIB Complaints Mechanism and the EO Office. In the seminar the EO explained the historical and political background of the EO's status inside the EU legislation and institutions. Moreover he explained the bottom-up accountability of the EU institutions as it was introduced in the Maastricht Treaty of 1992 as well as the role, duties, and independency of his office, and reiterated the obligation of transparency inside the EU Institutions.

To Civil Society

The EIB-CM regularly organises and/or participates in outreach workshops and seminars to ensure awareness by the public of the existence of the mechanism and of its mandate and processes.

On 29 June 2010, following the 7th IAMs annual meeting in Tokyo, the EIB-CM participated in an NGO Forum on IAMs for Japan-Based NGOs.

In July 2010 the EIB organised a seminar on "IFI's Accountability Mechanisms and Human Rights" in Johannesburg. During the seminar the rationale of having accountability mechanisms like the Complaints Office of EIB and the IRM of ADB (African Development Bank) were discussed as well as the outcome of the recent reviews of these mechanisms. About 30 representatives of African Civil Society Organisations (CSOs) and private enterprises with operations in Africa attended the seminar.

In September 2010 the EIB-CM participated in a CSOs Workshop organised by Compliance Review and Mediation Unit of the African Development Bank, in collaboration with the South African National NGO Coalition (SANGOCO) on Improving Access to the Accountability Mechanisms of International Financing Institutions. Other participating IAMs were the IFC CAO and the Office of Accountability of OPIC. CSO participants presented their respective experiences with projects funded by the MDBs, and pointed out the lack of information about these projects, especially at the community level, and inadequate consultations when such projects are prepared. The recommendation coming out of this workshop was clearly that CSOs should be engaged early on and up-stream in the process of project preparation and implementation.

On 18 October 2011 the EIB-CM organised an outreach meeting with CSOs in Brussels to present, in particular, the EIB-CM's Operating Procedures as well as discussing recent developments and challenges. The meeting was attended by 24 representatives of the Civil Society community and took place on the day following the first meeting of CSOs with members of the EIB Board. Representatives of the CRMU of the African Development Bank and the Brussels' representative of the EO also participated in this Brussels' outreach seminar in a panel discussion on "Benchmarking IAMs".

On 17-18 July 2012, the EIB-CM participated in a Workshop organised in Lomé by the CRMU and IACD departments of the AfDB on "Accountability, Integrity and fight against corruption"

An outreach event for Civil Society Organisations was attached to the IAMs' 2012 meeting, organised on 28 September 2012 by the EO in the context of the International "Right to Know Day". This event took place in the European Parliament in Brussels under the theme "Transparency and accountability in International Financial Institutions". The International Right to Know Day, celebrated each year on 28 September, was established in 2003 by access to information advocates from around the world. Given that approximately one third of the inquiries carried out by his Office annually concern lack of transparency, the EO was keen to highlight the importance of every individual's right of access to information.

To Academia and think tanks

On 24th July 2011, following the 8th IAMs annual meeting in Washington, the EIB-CM participated to one day Civil Society Organisations' market place and a Symposium at the American University College of Law on "Independent Accountability Mechanisms".

The 2012 IAMs meeting was supplemented by a pre-conference Symposium, on 25th September 2012, organised together with the EIB Institute and the University of Luxembourg⁷ for academia, practitioners, international public organisations and think tanks. The theme was "IAMs and Public Sector Accountability - Accountability and Human Rights". The symposium's objective was to stimulate debate on the Accountability of International Financial Institutions and their capacity to monitor the impact of IFI-financed projects on Human Rights⁸. Peer accountability mechanisms were asked to provide best practices of inquiries which led to assessment of social impacts of projects and to the establishment of corrective measures mitigating and monitoring social impacts. The discussions were facilitated by international scholars and officials of relevant international organisations, including the EU.

⁷ in the context of the MoU between the EIB Institute and the University

⁸ Human Rights in the broadest sense, right on settlement-compensation, right to be informed, right on informed consent on procedures vs. outcomes etc.

ANNEX I - IAMs and Rio +20

In June 2012, the EIB-CM participated in the Rio+20m Conference, also representing the EO at his request. The EIB-CM attended a series of parallel events organised by the IAM Group as a “Major Group”, under the general theme of Citizen-Driven Accountability and Sustainable Development, part of the ‘stakeholder participation’ for a high level of engagement for all kinds of representatives within the Rio+20 processes. Participation in Rio+20 constituted: (i) an opportunity to present the achievements/efforts made by the IFI community in terms of accountability over the last 20 years; (ii) an opportunity to discuss accountability achievements and challenges specially with academia and think tanks; and (iii) an efficient outreach and networking opportunity taking advantage of the large gathering of civil society organisations.

The EIB-CM contributed to a paper named *“Citizen-driven Accountability for Sustainable Development: Giving Affected People a Greater Voice—20 Years On”* as a contribution to Rio+20 by the Independent Accountability Mechanisms Network. The paper argues that the twenty-year experience of IAMs at IFIs has shown that “citizen-driven accountability” not only works, but is critical for an effective institutional framework for sustainable development. The paper provides a brief history of IAMs and reviews their general impacts over the last twenty years. It describes the architecture of accountability mechanisms, particularly their underlying principles and core functions, and explores the limitations and challenges inherent in current IAM design. It reviews systemic risks, issues, and trends evidenced in complaints from affected communities over the past two decades, and concludes with recommendations of two sorts—those directed at ensuring the future effectiveness of the IAMs and those directed at other development actors wishing to strengthen their own accountability for equitable, sustainable development.

IAMs reflect the principle of “citizen-driven accountability,” which aims to give greater voice and rights of recourse to people with respect to actions that affect them. When an IFI-funded project imperils, or results in harm to people or the environment, IAMs give project-affected people a clear, independently administered channel to bring their grievances to the highest levels of IFI decision-making. “Harm” is defined broadly to include a range of adverse effects on people, communities, and the environment. Examples of harm in complaints submitted to IAMs over the years include the following: inadequate compensation for forced resettlement; destruction of culturally significant or ecologically unique landscapes; loss of traditional user-rights to forest or other natural resources; loss of access to resources or livelihoods; environmental degradation; threats to community health or safety resulting from increased levels of air pollution or poor road design; loss of livelihood resulting from regulatory or policy reforms; and poor project implementation stemming from inadequate consultation, participation, or information-sharing.

Cases that come before IAMs commonly centre on conflicts over control of scarce natural resources, disputes about the distribution of project risks and benefits, and socioeconomic impacts like the loss of livelihoods or threats to cultural identity. The rights of vulnerable people, including indigenous peoples, and the protection of forests and other unique ecosystems are, in a sense, “trademark” IAM issues. Their scope is far broader, however, extending over a host of issues that arise from the myriad trade-offs and competing interests that invariably are part and parcel of large, complex development projects and programs. When asymmetries of power, historical enmity among stakeholders, lack of capacity and/or due diligence, insufficient information, or a breakdown of trust make local-level resolution impossible, IAMs offer people affected by IFI-financed projects a way forward.

As of June 2012, the members of the IAMs Group have addressed more than 260 cases from 72 countries around the world. These cases span development investments as diverse as extractive industries, agribusiness, infrastructure (e.g. roads and transport, power plants, dams), water and/or forest resources management, and regulatory reform. IAMs have grappled with some of the world’s thorniest development dilemmas, often rooted in deep-seated social, cultural, and historical conflicts and replete with difficult trade-offs. Though not every issue that has come before the IAMs has been resolved to the satisfaction of all involved, IAMs have:

- Helped broker solutions to safeguard people’s health, livelihoods, rights, cultural heritage, and ways of life;
- Catalysed actions necessary for IFIs to bring their projects into compliance with their own published policies and standards;
- Protected unique environments from damage, at times potentially irreversible;
- Provided people and communities adversely affected by IFI-funded projects redress to rebuild their lives and livelihoods;
- and Improved the social and environmental sustainability of development projects.

ANNEX II - List of Cases

(As of 31/12/2012)

Cases Open

Cases Closed

1. FORMAL COMPLAINTS LODGED WITH THE EIB-CM

Environmental and social impacts and governance aspects of financed operations

Reference	Project	Country	Received	Work performed						Recommendations	Closed
				Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/E/2009/01	Gibe III Hydropower Plant (2008-0179)	Ethiopia	04/03/2009	✓	✓						✓
SG/E/2009/02	Gazela Bridge Rehabilitation (2006-0229)	Serbia	19/03/2009	✓				✓			✓
SG/E/2009/03	Slovak Motorways (PPP) D1 Phase (2008-0070)	Slovakia	05/05/2009	✓	✓			✓		✓	✓
SG/E/2009/04	Salvanguardia Venezia Mose (2008-0191)	Italy	06/05/2009	✓	✓			✓		✓	✓
SG/E/2009/05	South Sinai Power Plant (2007-0382)	Egypt	19/05/2009	✓	✓		✓	✓		✓	✓
SG/E/2009/06/INA	REPSOL IX - Petronor URF (2008-0149)	Spain	31/08/2009	✓							✓
SG/E/2009/07	Gazela Bridge Rehabilitation (2006-0229)	Serbia	28/09/2009	✓	✓		✓	✓	✓	✓	✓
SG/E/2009/08	Zadar New Port (2009-0169)	Croatia	26/11/2009	✓	✓			✓		✓	✓
SG/E/2009/09	Bujagali Hydroelectric Project (2005-0357)	Uganda	02/12/2009	✓	✓	✓	✓	✓	✓	✓	✓
SG/E/2009/10	A2 Toll Motorway 2 nd Segment-Ten (2008-0213)	Poland	03/12/2009	✓				✓			✓
SG/E/2009/11	Barro Blanco Hydroelectric (2009-0056)	Panama	11/12/2009	✓	✓						✓
SG/G/2009/01	Vlore Combined Cycle Power Plant (2002-0080)	Albania	01/07/2009	✓	✓			✓			✓
SG/G/2009/01/PR	Zon Next Generation Network (2009-0257)	Portugal	04/06/2009	✓							✓
SG/E/2010/01	DTS Expressway II (2004-0679)	Poland	15/01/2010	✓	✓		✓	✓		✓	✓
SG/E/2010/02/INA	N11-N7 Motorway PPP (2009-0577)	Ireland	22/02/2010	✓							✓
SG/E/2010/03	Belgrade Urban Renewal (2009-0577)	Serbia	28/02/2010	✓	✓			✓		✓	✓
SG/E/2010/04	Belgrade Urban Renewal (2002-0362)	Serbia	01/03/2010	✓	✓			✓		✓	✓
SG/E/2010/05	Gipuzkoa Waste Management (2009-0118)	Spain	06/07/2010	✓	✓		✓	✓			
SG/E/2010/06	Warsaw Ring Road (TEN) (2006-0538)	Poland	13/07/2010	✓	✓		✓	✓			✓
SG/E/2010/08	Ecocimento Fibre Cement (2004-0102)	Mozambique	14/07/2010	✓	✓		✓	✓			✓
SG/E/2010/09	A2 Toll Motorway 2nd Segment - TEN (2008-0213)	Poland	10/07/2010	✓	✓			✓			✓
SG/E/2010/11	Scottish & Southern Renewables I (2009-0001)	UK	08/09/2010	✓	✓			✓			✓

SG/E/2010/12	Asturias waste management plant (2010-0417)	Spain	24/09/2010	✓			✓	✓			✓
SG/E/2010/13/PR	Brenner Base (Railway) Tunnel (2005-0299)	Austria	28/09/2010	✓							✓
SG/E/2010/14	DISI - Amman Water Conveyor (1998-2318)	Jordan	14/10/2010	✓				✓			✓
SG/E/2010/15	Torún City Bridge (2009-0227)	Poland	19 /10/2010	✓	✓			✓			✓
SG/E/2010/16	Mozal II (2000-0361)	Mozambique	26/10/2010	✓	✓	✓	✓	✓	✓	✓	✓
SG/G/2010/01	Arcelormittal R D Facility (2008-0197)	B, F, E, L, D	03/03/2010	✓	✓			✓		✓	✓
SG/G/2010/02/INA	Itezhi- Tezhi Hydro Project (2008-0263)	Zambia	19/08/2010	✓							✓
SG/G/2010/03	Arcelormittal R D Facility (2008-0197)	B, F, E, L, D	08/09/2010	✓	✓			✓			✓
SG/G/2010/04	AFRICAP II (2006-099)	Reg. Africa	01/12/2010	✓	✓	✓	✓				
SG/E/2011/01	Warsaw Ring Road (2006-0538)	Poland	07/02/2011	✓	✓		✓	✓			✓
SG/E/2011/02	TES-Thermal Power Plant Sostanj (2006-0319)	Slovenia	28/02/2011	✓	✓		✓				
SG/E/2011/03	Subconcessao Do Pinhal Interior 10 (2008-0510)	Portugal	28/02/2011	✓	✓	✓					
SG/E/2011/04/INA	BTA Toll Road (2009-0060)	Dominican Republic	09/03/2011	✓							✓
SG/E/2011/05	Panama Canal Expansion (2006-0467)	Panama	28/03/2011	✓	✓		✓				
SG/E/2011/06	Bucharest Metro Line 5 (2006-0340)	Romania	29/04/2011	✓	✓	✓		✓			✓
SG/E/2011/07/PR	Iberdrola Hydro Portugal (2009-0036) EDP Hydro (2009-0614)	Portugal	02/05/2011	✓							✓
SG/E/2011/08	Corridor X (E-75) Motorway (2006-0324)	Serbia	04/05/2011	✓	✓			✓			✓
SG/E/2011/09	K-T-K Motorway PPP (2005-0620)	Greece	18/05/2011	✓	✓			✓			
SG/E/2011/10	Eurasia Tunnel (PPP) (2009-0678)	Turkey	27/05/2011	✓	✓			✓			✓
SG/E/2011/11	Belgrade By-Pass (2006-0385)	Serbia	23/09/2011	✓	✓		✓	✓			
SG/E/2011/12	Roads Rehabilitation VI (2003-0153)	Romania	30/09/2011	✓	✓			✓			
MC/E/2011/13	NFC Forestry Project (2006-0582) Agri-Vie Fund PCC (2009-0430)	Uganda	20/10/2011	✓							
SG/E/2011/14	Municipal & Regional Infrastructure (2008-0083)	Serbia	27/10/2011	✓	✓	✓	✓				
SG/E/2011/15/INA	Infraestructuras de la Nueva Dársena de Cartagena	Spain	04/11/2011	✓							✓
SG/E/2011/16	Porto De Aveiro (2004-0055)	Portugal	08/11/2011	✓	✓			✓			✓
SG/E/2011/17	STEG Centrale de Sousse (2009-0293)	Tunisia	12/12/2011	✓	✓		✓				
SG/E/2011/18	Terminal Contenedores Cadiz (2010-0591)	Spain	27/12/2011	✓	✓			✓			✓
SG/G/2011/02/INA	Rabobank Loan for SME III (2011-0086)	Netherlands	07/07/2011	✓							✓
SG/G/2011/04/PR	Rehabilitation Romanian national Roads	Romania	03/10/2011	✓						✓	✓
SG/G/2011/03	GEEREF-Barefoot Power	Uganda	05/09/2011		✓			✓		✓	✓

SG/G/2011/01/PR	Energie Holding (IASPERS)	Czech Rep.	14/04/2011	✓	✓						✓
SG/E/2012/01	Autoroute Sfax-Gabes (2007-0491)	Tunisia	13/02/2012	✓			✓				
SG/E/2012/02	Municipal and Regional Infrastructure (2008-0083)	Serbia	01/03/2012	✓	✓		✓				
SG/E/2012/03	Waste Disposal Plant (2005-0579)	Croatia	14/03/2012	✓							
SG/E/2012/04	Ambatovy Nickel Project (2006-0398)	Madagascar	09/05/2012	✓			✓				
SG/E/2012/05	Valencia Centros Escolares (2004-0726 and 2006-0215)	Spain	13/04/2012	✓	✓			✓			
SG/E/2012/06	Eastern Poland Roads Ten-T (2011-0362)	Poland	02/05/2012	✓	✓			✓			
SG/E/2012/07	Larnaca Sewerage and Drainage I (2006-0155)	Cyprus	21/05/2012	✓							
SG/E/2012/08	Rivne-Kyiv High Voltage Line (2006-0447)	Ukraine	06/07/2012	✓	✓			✓			
SG/E/2012/09	Poland Motorways (2005-0428)	Poland	09/05/2012	✓	✓						
SG/E/2012/10	DTS Expressway Poland (2004-0679)	Poland	12/07/2012	✓							
SG/E/2012/11	ICL Specialty Chemicals R&D (2009-0479)	Spain	19/10/2012	✓							
SG/E/2012/12	Cairo Metro Line 3 (Phase 3) (2010-0613)	Egypt	05/11/2012	✓			✓				
SG/E/2012/13	Transit Roads V Lot No 17 Road II-16 (2006-0087)	Bulgaria	14/12/2012	✓							
SG/E/2012/14	N11-N7 Motorway PPP (2009-0577)	Ireland	07/12/2012	✓							
EIF/F/2012/01/PR	Alleged unfair refusal of loan application under EIF agreement with the Central Bank in Cyprus.	Cyprus	23/08/2012	✓							✓
SG/F/2012/01	TES-Thermal Power Plant Sostanj (2006-0319)	Slovenia	09/01/2012	✓							
SG/F/2012/02	Clinical Centers Rehabilitation Project (2004-0340)	Serbia	21/05/2012	✓	✓			✓			
SG/F/2012/03	Autoroute Sfax-Gabes (2007-0491)	Tunisia	04/04/2012	✓							
SG/F/2012/04/INA	Banque de Depot et de Crédit Djibouti (2008-0012)	Djibouti	01/08/2012	✓							✓
SG/F/2012/05	Igape Loan SMEs & Galicia Automotive (2008-0365)	Spain	22/08/2012	✓				✓			
SG/F/2012/06	Access Bank Azerbaijan	Ivory Coast	27/11/2012	✓				✓			

Procurement in financed projects

Reference	Project	Country	Received	Work performed						Recom.	Closed / Status
				Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/P/2009/01	Railway Modernisation II (2000-0223)	Romania	11/02/2009	✓	✓			✓			✓
SG/P/2009/02	Roads Rehabilitation VI (2003-0153)	Romania	15/05/2009	✓	✓			✓			✓
SG/P/2009/03	ONAS IV (2004-0151)	Tunisia	08/06/2009	✓	✓			✓			✓
SG/P/2009/04	Transit Roads V (2006-0087)	Bulgaria	17/06/2009	✓	✓			✓		✓	✓

SG/P/2009/05	Corridor VC - First Phase – North (2007-0168)	Bosnia&Her.	24/06/2009	✓	✓			✓			✓
SG/P/2009/06/INA	AES Sonel Cameroun (2002-0722)	Cameroun	20/07/2009	✓							✓
SG/P/2009/07	Corridor VC - First Phase – North (2007-0168)	Bosnia&Her.	03/08/2009	✓	✓			✓			✓
SG/P/2009/08/INA	Radiotherapy Project Tunisia	Tunisia	05/08/2009	✓	✓						✓
SG/P/2009/10	Autoroute Sfax – Gabes (2007-0491)	Tunisia	05/11/2009	✓	✓			✓			✓
SG/P/2009/11	Autoroute Sfax – Gabes (2007-0491)	Tunisia	05/11/2009	✓	✓			✓			✓
SG/P/2009/12	Belgrade Urban Renewal (2002-0362)	Serbia	09/11/2009	✓	✓			✓			✓
SG/P/2009/13/INA	Plinacro Gas Pipelines II (2007-0176)	Croatia	10/11/2009	✓							✓
SG/P/2009/14/INA	Zadar New Port (2006-0169)	Croatia	10/11/2009	✓							✓
SG/P/2009/01/PR	Power Sector Reconstruction (2001-0558)	Montenegro	07/05/2009	✓							✓
SG/P/2009/02/PR	Turkish Education Framework (2001-0602)	Turkey	04/08/2009	✓							✓
SG/P/2009/03/PR	South Lebanon Waste Water (2002-0096)	Lebanon	31/07/2009	✓							✓
SG/P/2009/04/PR	Bank Of Ireland Loan For SME I (2008-0655)	Ireland	24/08/2009	✓							✓
SG/P/2010/01	Belgrade Urban Renewal (2002-0362)	Serbia	05/01/2010	✓	✓			✓			✓
SG/P/2010/01/PR	Sofia municipal infrastructure (2009-0121)	Bulgaria	01/04/2010	✓							✓
SG/P/2010/02	Istanbul-Ankara Railway (2004-0379)	Turkey	29/01/2010	✓				✓			✓
SG/P/2010/03	BIH Railways II (2004-0626)	Bosnia&Her.	04/02/2010	✓	✓			✓			✓
SG/P/2010/04	Roads and Bridges Rehabilitation (2005-0105)	Serbia	24/06/2010	✓	✓			✓			✓
SG/P/2010/05	Sofia Municipal Waste Project (2009-0313)	Bulgaria	08/07/2010	✓	✓			✓			✓
SG/P/2010/06	Bucharest school infra. Rehab. - AFI (2001-0158)	Romania	22/07/2010	✓	✓			✓			✓
SG/P/2010/07	Belgrade City Sava Bridge (2009-0526)	Serbia	27/07/2010	✓				✓			✓
SG/P/2010/08	Road Rehabilitation Federation BIH (2005-0455)	Bosnia&Her.	10/08/2010	✓	✓						
SG/P/2010/09	Belgrade Urban Renewal (2002-0362)	Serbia	17/06/2010	✓	✓			✓		✓	✓
SG/P/2010/10	Electric Power Reconstruction II (2005-0452)	Bosnia	24/09/2010	✓	✓			✓		✓	✓
SG/P/2010/12	Voiries Prioritaires V (2007-0119)	Tunisia	05/11/2010	✓	✓			✓			✓
SG/P/2010/13/PR	EMS Electricity Network Upgrading (2007-0244)	Serbia	05/11/2010	✓							✓
EIF/P/2011/01	JER-002/2 Financial Instrument	Ireland	11/11/2011	✓	✓			✓			
SG/P/2011/01	Moldova European Roads (2006-0485)	Moldova	03/02/2011	✓	✓						
SG/P/2011/02/PR	Railways Rehab Project on Corridor IV (2001-0413)	Romania	15/02/2011	✓							✓
SG/P/2011/03	Public Sector Research and Development (2009-0283)	Serbia	12/04/2011	✓	✓			✓			✓

SG/P/2011/04	Turkey Education Framework (2001-0602)	Turkey	26/04/2011	✓				✓			✓
SG/P/2011/05	Sorek Desalination Plant (2009-0589)	Israel	28/05/2011	✓	✓			✓		✓	✓
SG/P/2011/05/PR	Alleged unpaid invoice by the EIB	US	26/09/2011	✓							✓
SG/P/2011/06	Road Rehabilitation Federation BIH (2005-0455)	Bosnia	31/05/2011	✓	✓			✓			✓
SG/P/2011/07/PR	Montenegro Water and Sanitation (2005-0221)	Montenegro	26/05/2011	✓							✓
SG/P/2011/08	Société Réseau Ferroviaire Rapide de Tunis SA (2009-0154)	Tunisia	27/05/2011	✓	✓						
SG/P/2011/09/PR	Assainissement du site Taparura (2000-0605)	Tunisia	22/06/2011	✓							✓
SG/P/2011/10	Malawi Peri-Urban Water and Sanitation (2006-0201)	Malawi	23/09/2011		✓			✓			✓
SG/P/2011/11	Corridor X Project (E-80) Motorway Phase I (2008-0546)	Serbia	15/11/2011								
SG/P/2011/12/PR	Istanbul-Ankara Railway Tranche B (2011-0171)	Turkey	22/12/2011	✓							✓
EIF/P/2012/01	JER 005/2-03 Jeremie Slovakia	Slovakia	20/07/12	✓	✓			✓			
EIF/P/2012/02	JER 005/2-02 Jeremie Slovakia	Slovakia	10/10/12								
SG/P/2012/01	Thermal Power Plant Sostanj (2006-0319)	Slovenia	09/01/12								
SG/P/2012/02	Larnaca Sewerage and Drainage I (2006-0155)	Cyprus	13/02/12	✓				✓			
SG/P/2012/03/PR	Rail Rehabilitation (2010-0515)	Turkey	15/03/12								
SG/P/2012/04/PR	Mombasa-Nairobi Transmission Line (2007-0435)	Kenya	13/04/12								✓
SG/P/2012/05	Valencia Centros Escolares (2004-0726 and 2006-0215)	Spain	13/04/12					✓			
SG/P/2012/06	Complaint Sorek Desalination Plant (2009-0589)	Israel	19/05/12					✓			✓
SG/P/2012/07	ONEE Projet Eolien (2012-0174)	Morocco	28/06/12					✓			
SG/P/2012/08	Railways Rehabilitation II (2004-0338)	Serbia	29/06/12	✓	✓			✓			✓
SG/P/2012/09/PR	Municipal Water (2002-0361)	Serbia	14/08/12	✓							✓
SG/P/2012/10	Corridor Vc (2009-0782 and 2007-0168)	Croatia	07/09/12								
SG/P/2012/11	ONAS IV (2004-0151)	Tunisia	02/08/12	✓	✓						
SG/P/2012/12/PR	Construction supervision of Corridor V c (2008-0045)	Tunisia	11/10/12	✓							✓
SG/P/2012/13	Croatian Roads Rehabilitation II (2004-0560)	Croatia	29/10/12								
SG/P/2012/14/PR	Motorway on Corridor 5C - Second phase (2008-0045)	Croatia	30/10/12	✓							✓
SG/P/2012/15/PR	BIH Railways II (2004-0626)	Bosnia&Her.		✓							✓
SG/P/2012/16	PG Technopoles Tunisie (2004-0150)	Tunisia	27/11/12	✓	✓						
SG/P/2012/17	Motorway on Corridor 5C - Second phase (2008-0045)	Bosnia&Her.	04/12/12	✓							

Environment / Procurement on EIB's own account

Reference	Project/Allegation	Country	Received	Work performed						Recom.	Closed / Status
				Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/P/2009/09	EIB-ref.KB-813 Call for tenders "Multi-sector Framework Contracts for small assignments"	Luxembourg	15/09/2009	✓	✓			✓			✓
SG/E/2010/07	Alleged Machinery noise from EIB building	Luxembourg	14/07/2010	✓				✓			✓
SG/E/2010/10	Alleged Machinery noise from EIB building	Luxembourg	29/07/2010	✓				✓			✓
SG/P/2010/11	Alleged unpaid invoice by the EIB	Spain	21/09/2010	✓				✓			✓
SG/P/2011/05/PR	Alleged unpaid invoice by the EIB	US	26/09/2011	✓							✓

Access to information

Reference	Project/Allegation	Country	Received	Work performed						Recom.	Closed / Status
				Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/A/2009/01/PR	Alleged failure to reply	Poland	30/01/2009	✓				✓			✓
SG/A/2009/02	Bujagali Hydroelectric Project (2005-0357)	Uganda	24/02/2009	✓				✓		✓	✓
SG/A/2009/03	Alleged failure to disclose the Framework Agreement between the EIB and the Republic of Tajikistan	Tajikistan	25/03/2009	✓				✓		✓	✓
SG/A/2009/04	Slovak Motorways (PPP) D1 PHASE Project (2008-0070)	Slovakia	20/10/2009	✓				✓		✓	✓
SG/A/2009/05	Bujagali Hydroelectric Project - Confirmatory (2005-0357)	Uganda	24/06/2009	✓						✓	✓
EIF/A/2010/01	Jeremie 002/2 Financial Instrument	Romania	18/10/2010	✓	✓			✓		✓	✓
SG/A/2010/01	Gibe III Hydropower Plant	Ethiopia	08/06/2010	✓	✓			✓		✓	✓
SG/A/2010/02	Eirgrid East-West Interconnector TEN-E (2008-0326)	Ireland	04/11/2010	✓	✓			✓		✓	✓
SG/A/2010/03/INA	Alleged non-disclosure of the complainant's advices provided to the EIB in 2008.	Greece	29/12/2010	✓							✓
SG/A/2011/01	Bielsko Biala Municipal Project (1999-0345)	Poland	29/03/2011	✓	✓			✓			✓
SG/A/2011/02/PR	Request financing Finland	Finland	11/12/2011	✓							✓
SG/A/2012/01/PR	Menengai Phase I Geothermal - Kenya (2011-0024)	Kenya	02/05/2012	✓				✓			✓

Human resources

Reference	Allegation	Received	Work performed						Recom.	Closed / Status
			Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/HR/2010/01	Allegedly unfair language requirements for a job	13/02/2010	✓				✓			✓
SG/HR/2010/02/INA	Alleged discrimination in the recruitment process	11/09/2010	✓				✓			✓
SG/HR/2010/03	Alleged non- disclosure of the reasons of disqualified job application.	24/09/2010	✓	✓			✓			✓
SG/HR/2010/04/RPM	Alleged unfair evaluation of the candidature	20/12/2010	✓				✓			✓
SG/HR/2011/01/PR	Alleged unfair evaluation of the candidature	20/01/2011	✓				✓			✓
SG/HR/2011/01/PR	Alleged failure to provide reasons for the rejection of an internship application	04/04/2011	✓				✓			✓
SG/HR/2011/02/PR	Alleged error in the paid family allowance of an EIB staff	14/04/2011	✓				✓			✓
SG/HR/2012/02	Alleged EIB's failure to provide an external consultant with requested taxation information in relation to his contract	07/10/2012	✓				✓			
SG/HR/2012/01/INA	Alleged breach of recruitment information system	04/04/2012	✓				✓			✓

Customer relations

Reference	Allegation	Received	Work performed						Recom.	Closed / Status
			Assessment	Investigation	Mediation	Site visits	Consultation	Follow-up		
SG/C/2009/01	ISK bond XS0230695123	21/01/2009	✓	✓			✓		✓	✓
SG/C/2010/01	Alleged failure to provide adequate information on EIB bonds	05/01/2010	✓	✓	✓		✓		✓	✓
SG/C/2010/02	Alleged failure to provide adequate information on EIB bonds	18/06/2010	✓	✓	✓		✓		✓	✓
SG/C/2010/03	Alleged failure to pay the correct interest of the EIB bond	15/09/2010	✓	✓			✓			✓
SG/C/2011/01	ISK bonds	23/04/2011	✓				✓			✓
SG/C/2011/02	Alleged failure to provide adequate information on EIB bonds	22/09/2011	✓	✓			✓		✓	✓
SG/C/2012/01	Alleged failure to pay the correct interest of the EIB bond	08/02/2012	✓				✓			✓

2. EUROPEAN OMBUDSMAN

Directly to the European Ombudsman

Reference	Allegations	Date Received	Decision	Date Decision
3207/2008/TN	EIB's refusal to reimburse a staff member for the purchase of additional EIB pension insurance years	29/01/2009	No maladministration.	29/01/2009
149/2009/MF Confidential	Alleged unfair delay concerning the handling of a complaint of moral harassment Alleged lack of transparency in dealing with her internal complaint	16/02/2009	EIB has taken adequate steps to settle the matter.	02/04/2009

2271/2011/OV	Alleged irregularities in the implementation of the EIB expatriation allowance Alleged failure to inform staff that the deadline for requesting conciliation is three months (staff)	06/12/2011	-	-
0179/2012/JF Confidential	Having voluntarily accepted " <i>Mediation</i> " to resolve its dispute with the complainant, the EIB failed to participate properly in the " <i>Mediation</i> " process. (staff)	03/07/2012	Withdrawn by the complainant.	23/02/2012
0526/2012/ER	Alleged non-compliance of EIB decisions concerning the education allowances of the complainant's children (staff)	13/04/2012	-	-
1471/2012/BEH	Irregularities in the implementation of the EIB Pensions rights.	19/07/2012	Inadmissible, no prior administrative approach.	10/09/2012
2510/2011/CK	Alleged failure to reply to the complainant's correspondence. Alleged failure to provide the complainant with information about the status and the duration of the employment contract between the EIB and X	05/01/2012	-	-

Escalation to European Ombudsman after being lodged with the EIB-CM

<i>Reference</i>	<i>Allegations</i>	<i>Date Received</i>	<i>Outcome</i>	<i>Date Decision</i>
2145/2009/RT	Alleged failure to provide access to the Framework Agreement with Tajikistan Alleged failure to justify the non-disclosure of the framework Agreement concluded with the Republic of Tajikistan	15/09/2009	EIB has taken adequate steps to settle the matter and has thereby satisfied the complainant.	12/03/2010
2537/2010/IP Confidential	Alleged failure to provide information concerning rejection of an application – Complaint SG/HR/2010/03 on-going	15/12/2010	The EIB-CM Conclusions Report provided the adequate information.	14/02/2011
2321/2010/MHZ – Telephone Procedure	Alleged unjustified delays in providing a final reply – SG/E/2009/07 - Gazela Bridge Project financed by the EIB	17/11/2010	Dropped by complainant.	20/12/2010
506/2011/MHZ Confidential	Alleged failure to properly answer a complaint Alleged unfair treatment of application	15/03/2011	The EIB-CM Conclusions Report provided the information and EIB has taken further steps to settle the matter. Insufficient grounds.	20/05/2011
2288/2011/MMN	Alleged failure to finalise within a reasonable time the assessment of a complaint lodged by the complainants approximately two years ago. Alleged wrongly finance the project despite the on-going complaint, which rendered this complaint meaningless because the project is almost finished now. SG/E/2009/09 - Bujagali Hydroelectric Project	08/12/2011	-	-
0048/2012/MHZ	Alleged mishandling of a complaint to the EIB SG/E/2010/15 - Torún City Bridge Project financed by the EIB	02/02/2012	-	-
0863/2012/RA	The EIB's Transparency Policy and the handling of a complaint in relation thereto - SG/A/2011/01 - Bielsko Biala Municipal Project Alleged unjustified refusal to disclose environmental information	22/05/2012	-	-
177/2012/TN Confidential	Unfair decision by the European Investment Fund (EIF) to reject an application for funding under Jeremie program	30/12/2012	Matter already settled by the EIB (EIB-CM Conclusions Report - EIF/P/2011/01 - JER-002/2 Financial Instrument	07/03/2012

3. EUROPEAN DATA PROTECTION SUPERVISOR

<i>Reference</i>	<i>Allegations</i>	<i>Date Received</i>	<i>Outcome</i>	<i>Date Decision</i>
EDPS/2012/0778	Alleged breach of the Regulation (EC) No 45/2001 on the processing of personal data by the Community institutions	05/12/2012	-	-



Contacts

Inspectorate General

Complaints Mechanism division

 complaints@eib.org

 (+352) 43 79 - 87220

 (+352) 43 79 - 63362

www.eib.org/complaints

European Investment Bank

98-100, boulevard Konrad Adenauer

L-2950 Luxembourg

 (+352) 43 79 - 1

 (+352) 43 77 04

www.eib.org