

From: [REDACTED] half of [Complaints](#)
To: [REDACTED]
Bcc: [REDACTED]
Subject: RE: Reference Number [IFD000000210273] our filed eligibility / Complaint of EIB eligibility procedure for Reference Number IFD000000210273
Date: Wednesday 29 March 2017 08:59:00
Attachments:

Dear Sir,

We herewith acknowledge receipt of your e-mail of 15 March and your follow-up message of 17 March concerning the eligibility of a Demo Project for financing under EIB/EIF InnovFin.

We herewith inform you that your complaint has been registered with the reference SG/G/2017/03.

The EIB Complaints Mechanism (EIB-CM) has carried out an assessment of your case and found that it is addressed against a decision of the Bank's services to not follow-up on a financing request that you have submitted through the required InnovFin eligibility form and some additional documentation that you sent on 17 February 2017. We would like you to please first note that according to the EIB-CM's principles of operation "decisions concerning the investment mandate of the EIB, its credit policy guidelines or the EIB participation in financing operations" fall outside the scope of the EIB-CM. However, the scope of the EIB-CM notably includes complaints of alleged maladministration.

In the context of any alleged maladministration the EIB-CM notes that the EIB/EIF InnovFin services have sent to you a project eligibility questionnaire and a flyer containing a "Pre-screening and eligibility checklist" and some further information about InnovFin Energy Demo Projects. In the pre-screening and eligibility checklist is marked that the project/investment shall demonstrate the commercial viability of any pre-commercial technologies; the EIB-CM also observes that the prospects of bankability and the commitment from promoters, sponsors and/or operators are required to be answered before the InnovFin services can apply for a technical assessment of the project.

In its assessment the EIB-CM has found that the InnovFin services have requested the demonstration of commercial viability, bankability and the promoter's own commitment as requested in the questionnaire and have engaged with you further on those points. Regretfully for your financing request under the InnovFin programme, the InnovFin services have not found sufficient confirmation in the answers received for engaging in a technical assessment of your project.

The EIB-CM therefore concludes that on the question of any alleged maladministration in handling your first eligibility and pre-screening request the EIB/EIF InnovFin services have acted according to the set procedures. However, the second aspect of your complaint, the decision of the Bank's services to not follow-up on your financing request the EIB-CM must declare that falls outside its remit. Therefore the EIB-CM decides to close your case at this stage.

The EIB-CM takes the occasion to inform you that Complainants who are not satisfied with the outcome of the procedure before the EIB-CM have the right to bring a complaint of maladministration against the EIB/EIF before the European Ombudsman. More information about the EIB-CM is available on

<http://www.eib.org/about/cr/governance/complaints/index.htm>.

In addition we would be grateful if you could inform us whether you wish this complaint to be treated as confidential. Details about the EIB-CM confidentiality policy are available at the following address:

<http://www.eib.org/infocentre/complaints-form.htm>

For any further communication regarding your complaint, please use the reference number above.

Best Regards

A.Abad

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[REDACTED]