



Европейска инвестиционна банка
 Evropská investiční banka
 Den Europæiske Investeringsbank
 Europäische Investitionsbank
 Euroopa Investeerimispank
 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 Ewropew tal-Investiment
 Europese Investeringsbank
 Europejski Bank Inwestycyjny
 Banco Europeu de Investimento
 Banca Europeană de Investiții
 Európska investičná banka
 Evropska investicijska banka
 Euroopan investointipankki
 Europeiska investeringsbanken

 Luxembourg, 28 November 2022

EIB - Corporate
 IG/CM-2022-16661/OES/SD/nh

Ref: Complaint SG/E/2020/22

Dear -----,

We refer to our email of 18 December 2020, in which we informed you of the admissibility of your complaint, reference SG/E/2020/22, regarding the Cairo Metro Line 3 project.

In your initial complaint to the EIB Complaints Mechanism (EIB-CM) of 27 November 2020, you referred to a number of environmental and social allegations, including a failure to provide a prompt and adequate compensation. After a subsequent phone conversation with the EIB-CM, you informed us that this had been addressed. However, you also raised your concerns regarding the safety of the building in which you reside¹, given that the residents of the building were asked to vacate it until the end of the Cairo Metro line works around building. Following the return of the residents to the building and despite the safety concerns communicated to the representatives of the national competent authorities, you observed that no information regarding the safety or impacts of the works on the building were provided to the residents. You stated that you had requested from the representatives of the national competent authorities the safety assessment document (the Dilapidation Report) which was performed after the works for the building in question but you did not receive the requested document. In light of the above, the EIB-CM deemed it appropriate to reply by letter in line with § 4 of the EIB Group Complaints Mechanism Procedures².

On the basis of your concerns regarding the safety of the building, you requested the EIB-CM to share with you the Dilapidation Report of the building of ----- where your apartment is located in. You informed the EIB-CM that you are interested in accessing this document for both safety and commercial reasons. You clarified that the building and the works around it were mentioned in the media, which may have created a negative perception to the public regarding the building and may have affected the value of the apartment. In this regard, since you consider that the requested document confirms that the building had not been impacted by the works, you maintain that this could be a

¹

² § 4 of the EIB Group Complaints Mechanism Procedures - The simplified procedure applies to complaints, which, because of their subject, are of easy and prompt resolution. In the case of simplified procedure, the response of the EIB Group will be a letter from the EIB-CM [...].

supporting document that would help re-establish the value of the apartment to the situation prior to the works.

The EIB-CM deals with complaints concerning alleged maladministration by the EIB Group. Maladministration means poor or failed administration and it occurs when the EIB Group fails to act in accordance with a rule that is binding upon it³. When discharging its functions, the EIB-CM will, in cooperation with relevant internal and external stakeholders, attempt to resolve problems raised by complainants through consensual process whilst acting as a problem solving function.⁴

After receiving your claim asking for the dilapidation report (15 March 2021), in an attempt to resolve the matter, in cooperation with the EIB services, the Bank requested the promoter to facilitate the disclosure of the information directly to you. Subsequently, the EIB was informed that the promoter could not implement this request. As a result, the EIB-CM requested the EIB relevant services to assess your request in line with the EIB Group Transparency Policy. In this context, they launched the consultation of the third parties involved on the possible disclosure of the document requested. According to the information gathered from the relevant services, the process of consultation is still ongoing.

The EIB-CM takes note that the actions taken by the EIB services' show commitment in good faith to find a solution to your request.

Nonetheless, the EIB-CM is mindful of the timeframe for addressing the matter, which is mainly due to the number of stakeholders involved. Given that your request for disclosure of information is being addressed by the EIB services concerned, the EIB-CM closes this case and suggests to the EIB services to promptly reach a decision regarding the disclosure of the requested document. The EIB-CM suggests that as soon as they have finalised the consultation of the third parties concerned, the EIB services⁵ provide you with a reply, and endeavour to do so no later than 30 working days from the date of this letter.

We remain at your disposal should you have any questions or need clarification regarding this case.

Yours sincerely,

EUROPEAN INVESTMENT BANK

Complaints Mechanism

³ § 3.1 of the EIB Group Complaints Mechanism Policy. For more details about maladministration, see Section 3 of the EIB Group Complaints Mechanism Policy.

⁴ § 5.3.2 of the EIB Group Complaints Mechanism Policy

⁵ EIB infodesk: infodesk@eib.org

Available remedy:

Complainants that are not satisfied with the conclusions letter may file a complaint of maladministration against the EIB Group with the European Ombudsman.

