

COMPLAINTS MECHANISM

SG/E/2025/08

**CORRIDOR VC MEDAKOVO -
POPRIKUSE
(BOSNIA AND HERZEGOVINA)**

INITIAL ASSESSMENT REPORT

3 NOVEMBER 2025



SG/E/2025/08

CORRIDOR Vc MEDAKOVO - POPRIKUSE
(BOSNIA and HERZEGOVINA)
Initial Assessment Report

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This report is based on the information available to the EIB Group Complaints Mechanism Division up to 26 September 2025.

In the event of discrepancies between language versions, the English version prevails.

The EIB Group Complaints Mechanism

The EIB Group Complaints Mechanism (Complaints Mechanism) is a tool enabling the resolution of disputes if any member of the public feels that the European Investment Bank (EIB) might have done something wrong, that is, if it has committed an act of maladministration. The Complaints Mechanism is not a legal enforcement mechanism and will not substitute the judgment of competent judicial authorities.

Maladministration means poor or failed administration. It occurs when the EIB fails to act in accordance with a rule or principle that is binding upon it, including its own policies, standards and procedures. The concept of maladministration includes failure by the EIB to comply with human rights, applicable law or the principles of good administration. Maladministration may relate to the EIB Group's decisions, actions or omissions and may include the environmental or social impact of the EIB's projects and operations.

One of the main objectives of the Complaints Mechanism is to ensure the right to be heard and the right to complain. The mandate of the Complaints Mechanism includes the resolution of problems raised by complainants in cooperation with relevant internal and external stakeholders. Where possible, the Complaints Mechanism also actively promotes and supports local resolution efforts (for example, through project-level grievance mechanisms). For more information on the Complaints Mechanism please visit: <https://www.eib.org/en/about/accountability/complaints/index.htm>.

The Initial Assessment Report

The initial assessment generally aims to¹:

- clarify the concerns raised by the complainants and gain a better understanding of the complainants' position as well as the views of other stakeholders (such as the project promoter or national authorities), whenever appropriate;
- assess whether and how the stakeholders (such as the complainants, the project promoter and the relevant EIB Group project team) could seek resolution of the issues raised by the complainants;
- determine if further work by the Complaints Mechanism is necessary and/or possible (investigation, compliance review or collaborative dispute resolution between the parties) to address the allegations or resolve the issues raised by the complainants.

¹ As outlined in §§ 2.2.1 to 2.2.7 of the EIB Group Complaints Mechanism procedures, available at: [EIB Group Complaints Mechanism Procedures dated November 2018](#).

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EXECUTIVE SUMMARY

This report relates to a complaint regarding the Corridor Vc Medakovo-Poprikuse project in Bosnia and Herzegovina. The complaint was submitted by the owner of a house located near the construction of the project. The complainant and JPAC agreed to engage in a collaborative dispute resolution process, facilitated by the Complaints Mechanism, to resolve the complaint issues. Consequently, the Complaints Mechanism proposes to proceed with a collaborative dispute resolution process.

1 PROJECT

- 1.1 On 9 September 2020, the EIB Board of Directors approved the financing of the Corridor Vc Medakovo-Poprikuse project (the **project**) in Bosnia and Herzegovina (BiH) for an amount of up to €340 million.² The finance contract was signed by Bosnia and Herzegovina on 28 December 2020. The project is being carried out by the state-owned motorway development company Javno Preduzece Autoceste FBiH d.o.o. (**JPAC**).
- 1.2 The project consists of the construction of a 35 km new motorway section on Corridor Vc in northern BiH, extending from Medakovo to Poprikuse via Ozimica. It will form part of the Pan-European Motorway Corridor Vc, linking Hungary and eastern Croatia to BiH and the Adriatic Sea.

2 COMPLAINT

- 2.1 On 18 April 2025, the Complaints Mechanism received a complaint from a legal advisor on behalf of an individual who owns a house near the construction of the motorway (the **complainant**). The complainant raised concerns about the impacts of the project on his property.
- 2.2 The complainant indicated that some years ago, he built a house next to his brother's house in the Municipality of Zepce. The complainant has lived in Germany for a few years and built the house with a view to his future retirement in BiH. In 2022, the complainant received notice that he would be partially expropriated due to the construction of the motorway. On that basis, he filed a request for full expropriation. However, he was later informed that the expropriation belt had changed, and that his land, which was now outside of such belt, would no longer be expropriated at all.
- 2.3 The complainant, whose house is in the motorway's "buffer zone"³, worried that the proximity of the motorway would substantially diminish the value of the property. Moreover, as the construction progressed, he grew increasingly concerned about the impacts the vibrations of heavy machinery would have on his house. At that point, the complainant requested protective measures from the contractor, but according to him, no such measures were taken. The complainant alleged that a few days after the start of construction works his house sustained significant damage.

² More information on the project is available at: [CORRIDOR VC MEDAKOVO - POPRIKUSE](#).

³ According to Article 58 of the Roads Act of the Federation of Bosnia and Herzegovina: "A road buffer zone is a designated area adjacent to a public road within which specific restrictions on construction and land use apply. The purpose of such a zone is to preserve the structural integrity of the public road and to ensure the safety of road users by mitigating adverse impacts arising from activities or developments adjacent to it" ([Microsoft Word - Zakon o cestama FBiH 2010.doc](#))

3 REGULATORY FRAMEWORK

- 3.1 The work of the Complaints Mechanism is governed by the EIB Group Complaints Mechanism Policy⁴ and Procedures.⁵ For admissible complaints regarding environmental and social impacts of projects financed by the EIB, the policy and procedures require the Complaints Mechanism to conduct an initial assessment of the complaint. The main objectives of the initial assessment are to clarify the concerns raised by the complainants and to determine if further work by the Complaints Mechanism is necessary and/or possible in order to address the allegation(s) or resolve the issue(s) raised by the complainants.⁶ Further work may include a compliance review or a collaborative dispute resolution process. The Complaints Mechanism should identify the relevant stakeholders who are to be involved in a possible collaborative dispute resolution process and should understand their views and willingness to resolve the issues.⁷ This report contains the results of the Complaints Mechanism's initial assessment.
- 3.2 The regulatory framework includes the EIB's policies, procedures and standards relevant to projects, in particular Environmental and Social Standard 1 "Assessment and Management of Environmental and Social Impacts and Risks", Environmental and Social Standard 6 "Involuntary Resettlement", Environmental and Social Standard 9 "Occupational and Public Health, Safety and Security" and Environmental and Social Standard 10 "Stakeholder Engagement"⁸, as well as applicable national law.

4 INITIAL ASSESSMENT

- 4.1 During the initial assessment, the Complaints Mechanism: (i) had an initial meeting with the relevant EIB Services on 12 June 2025, (ii) reviewed documents, and (iii) held separate online and in-person meetings with representatives of JPACt, the complainant and his advisor, as well as an in-person joint meeting.⁹
- 4.2 The complainant explained that, in 2023, he hired an expert accredited by the BiH Ministry of Justice to assess the impact that the construction had on the house. The expert indicated in his report that he observed cracks inside and outside the house, which raised "*concerns regarding a potential loss of vertical alignment of the structure as a whole*" and he concluded that "*the static stability of the building in question has been compromised as a result of the construction works on the Vc motorway*". Consequently, the complainant shared that he did not feel safe using the house anymore and would like to be expropriated. He expressed having decided to delay his retirement date until the situation with the house was resolved. The complainant also alleged that, on several occasions, he reached out to JPAC to alert them of the situation and request a resolution of his issues, but had not received any response. He expressed interest in participating in a collaborative dispute resolution process with JPAC, facilitated by the Complaints Mechanism, to discuss and resolve the complaint issues.
- 4.3 During the initial assessment, JPAC acknowledged that some communications had been left without answers and indicated that it would make efforts to improve its engagement with stakeholders. With regards to the complainant's house, it indicated that a 0-state survey (inspection and documentation of the condition of the house) had been conducted prior to the start of construction. It also explained that the contractor, a company contracted by JPAC to

⁴ Available at: [EIB Group Complaints Mechanism Policy](#).

⁵ Available at: [EIB Group Complaints Mechanism Procedures](#).

⁶ For more information about the objective of the initial assessment, see page iii.

⁷ § 2.2.5 of the procedures.

⁸ Environmental and Social Standards (2018) (the 2018 version of the Environmental and Social Standards is applicable here, as the finance contract was signed before the current version of the Standards (2022) was published).

⁹ § 2.2.2 of the Procedures.

conduct the physical works on that section, was responsible for remediating any damage caused by the construction. JPAC expressed interest in participating in a collaborative dispute resolution process to discuss and resolve the complaint issues.

5 WAY FORWARD

- 5.1 Following the initial assessment, the Complaints Mechanism proposes to proceed with a collaborative dispute resolution process considering the willingness of the complainant and JPAC to engage in a dialogue to solve the issues raised. A collaborative dispute resolution process is forward-looking in nature and seeks to come to mutually acceptable and sustainable solutions. The Complaints Mechanism will coordinate the preparation and implementation of this process with the parties.¹⁰

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¹⁰ According to the policy, in the event the Complaints Mechanism facilitates a collaborative dispute resolution process, the time limits for processing the complaint may be extended in consultation with the complainant in order to allow for comprehensive engagement of the parties and manage legitimate expectations (See § 4.4.4)