

COMPLAINTS MECHANISM

SG/E/2025/11

E-60 RUSTAVI-RED BRIDGE SECTION (GEORGIA)

DISPUTE RESOLUTION REPORT

31 MARCH 2026



SG/E/2025/11

E-60 Rustavi-Red Bridge Section (Georgia)

Dispute Resolution Report

Complaint confidential: No

External distribution

Complainant
Promoter
Publication on the Complaints Mechanism website

Internal distribution¹

Inspector General
Relevant EIB services

Disclaimers

This report is based on the information available to the EIB Group Complaints Mechanism up to 25 March 2026.

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

¹ In addition, the Complaints Mechanism will inform the Management Committee in its regular reporting about the issuance of the Dispute Resolution Report.

The EIB Group Complaints Mechanism

The EIB Group Complaints Mechanism (the Complaints Mechanism) is a public accountability tool that handles complaints from members of the public who are, or feel, affected by decisions, actions or omissions by the European Investment Bank (EIB). One of the main objectives of the Complaints Mechanism is to ensure the right to be heard and the right to complain. The Complaints Mechanism is not a legal enforcement mechanism and will not substitute the judgment of competent judicial authorities.

For admissible complaints regarding environmental and social impacts, the work of the Complaints Mechanism starts with an initial assessment phase. During this phase, the Complaints Mechanism determines if further work is necessary and whether the complaint shall proceed to a compliance review or a collaborative dispute resolution process. The objective of the latter is to resolve the dispute by (i) achieving a better and common understanding, (ii) improving the degree of trust between the parties, and (iii) seeking to identify a common agreed solution.

Complainants that are not satisfied with the EIB reply to their complaint may file a complaint of maladministration against the EIB with the European Ombudsman.²

For more information on the Complaints Mechanism please visit:

<https://www.eib.org/en/about/accountability/complaints/index.htm>.

² Available at: <https://www.ombudsman.europa.eu/en/home>. For more information see [EIB Group Complaints Mechanism Policy dated November 2018](#), Articles 4.5.1-4.5.5.

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EXECUTIVE SUMMARY

The Complaints Mechanism received a complaint from an individual affected by the E-60 Rustavi–Red Bridge Section road project in Georgia. The complaint concerns adverse social impacts of the project on the complainant’s property and livelihood. Through a collaborative dispute resolution process facilitated by the Complaints Mechanism, the complainant and the responsible roads department reached a settlement. This dialogue improved the communication between the parties and enabled them to agree on solutions that address key concerns raised, including an underground passage connecting the two land plots owned by the complainant.

This report marks the closure of the complaint. It provides the parties to the dispute resolution process, the EIB, and the interested public with information about the general outcome of the process. It also describes the complaint received and the work carried out by the Complaints Mechanism.

1 PROJECT

- 1.1 On 30 November 2018, the European Investment Bank (**EIB**) Board of Directors approved a framework loan – Georgia Transport Connectivity II – for the construction and upgrade of the Georgian road network.³ On 24 February 2021, the EIB Board of Directors approved the allocation of €150 million for the financing of the E-60 Rustavi–Red Bridge Section under the above-mentioned framework loan (the **project**).⁴ The borrower is the State of Georgia, and the project is being developed by the Roads Department of Georgia, which is part of the Ministry of Infrastructure (the **promoter**).
- 1.2 The project involves the construction of a new road between Rustavi and the border crossing between Georgia and Azerbaijan, called Red Bridge, with a total length of approximately 32 km. The construction works are expected to start at the end of 2026.

2 COMPLAINT

- 2.1 On 14 July 2025, the EIB Group Complaints Mechanism (the **Complaints Mechanism**) received a complaint from an individual (the **complainant**) concerned about the social impacts of the project on their property and livelihood. A portion of the complainant's land, which is used for grazing livestock, is located within the alignment of the project and therefore subject to involuntary acquisition. The land was expropriated by court decision in March 2025. The project splits the complainant's remaining land plot in two.
- 2.2 The complainant raised concerns regarding the absence of replacement land, insufficient monetary compensation, the lack of passage for grazing livestock and safety concerns for livestock. The complainant requested improved stakeholder engagement and, preferably, the provision of replacement land or, alternatively, adequate monetary compensation and livelihood restoration. The request included access for grazing livestock on both portions of the land that will be separated by the project.

3 INITIAL ASSESSMENT

- 3.1 The Complaints Mechanism carried out an initial assessment to understand the issues raised by the complainant and to determine whether further work by the Complaints Mechanism was necessary. It assessed whether it would be possible to resolve the issues amicably. In September 2025, the Complaints Mechanism conducted an assessment mission to Georgia, during which it held separate meetings with the complainant and the promoter (the **parties**).
- 3.2 Given the willingness of the complainant and the promoter to collaborate to reach mutually acceptable solutions, the Complaints Mechanism proposed to proceed with a collaborative dispute resolution process as described in the initial assessment report.⁵

4 DISPUTE RESOLUTION PROCESS

- 4.1 The collaborative dispute resolution process between the complainant and the promoter lasted three months, from October to December 2025. The dialogue was facilitated by the Complaints

³ More information on the framework loan can be found at: [Georgia Transport Connectivity II](#).

⁴ More information on the project can be found at: [E-60 Rustavi–Red Bridge Section](#).

⁵ [Initial assessment report](#), dated 5 November 2025.

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Mechanism with the support of a local facilitator and an interpreter, collectively referred to as the facilitation team.

- 4.2 In addition to numerous individual meetings, the facilitation team conducted a joint dialogue session between the complainant and the promoter in October 2025. Before the joint sessions, the facilitation team met with the parties to prepare them for the dialogue, ensure they understood the process, and foster a constructive and safe environment.
- 4.3 During the dialogue, the promoter and the complainant addressed key issues, including the sought road passage, evoked safety concerns and the compensation for land.

Access to the land

- 4.4 The parties agreed that the promoter will ensure the construction of an underground passage connecting the two plots owned by the complainant. The underground passage shall allow the passage of livestock and vehicles.
- 4.5 The parties agreed that, once the contractor responsible for carrying out the construction works and the supervision consultant are selected, the promoter will organise a meeting with the complainant to discuss the construction schedule and the potential impact of the construction works on the land, including any temporary access needs.

Safety

- 4.6 The promoter informed the complainant that protective fencing will be installed along the entire length of the road in order to prevent livestock from straying onto the highway.

Compensation for the expropriated land

- 4.7 Following the judicial decision on land expropriation in March 2025, the complainant initiated further court proceedings seeking increased compensation. In December 2025, during the facilitated dialogue, the parties agreed that the complainant could pursue their ongoing claim before the court. In March 2026, settlement discussions were ongoing in the court proceedings, and the complainant indicated their readiness to withdraw all claims, subject to the finalisation of the settlement.
- 4.8 The parties also agreed that if the complainant decides to purchase the state-owned adjacent land, the promoter will give its no objection provided the land does not contain any strategic characteristics or elements necessary for the safe operation of the road.

Communication

- 4.9 The parties agreed that, once the contractor responsible for carrying out the works has been identified, the promoter will provide the complainant with the contact details of the contractor's community liaison officer. Should the complainant be unable to obtain replies to their questions or concerns from the contractor during the construction period, they may contact the promoter's designated representative.

5 OUTCOMES

- 5.1 The Complaints Mechanism thanks the parties for their active and constructive participation in the dispute resolution process. The facilitated dialogue enabled the parties to significantly improve their communication and to agree on solutions to the issues raised, thereby concluding the dispute resolution process to the satisfaction of the parties. On this basis, the Complaints Mechanism closes the complaint.

- 5.2 In line with the agreement reached between the parties, the Complaints Mechanism will monitor the implementation of the actions.