Early Warning System

EBRD-57184

DFF - Big Family Pharm

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Quick Facts

Countries	Uzbekistan
Financial Institutions	European Bank for Reconstruction and Development (EBRD)
Status	Approved
Bank Risk Rating	B
Voting Date	2026-05-19
Borrower	Akmal Pharm (Big-Family-Farm LLC)
Sectors	Education and Health, Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	$ 10.00 million
Loan Amount (USD)	$ 10.00 million
Project Cost (USD)	$ 10.00 million

Project Description

As stated by the EBRD, the project consists of the provision of a senior secured loan of up to US$ 10.0 million to Big-Family-Farm for the expansion programme of its pharmacy chain which includes the renovation of pharmacy buildings, the procurement of equipment as well as working capital procurement.

The project aims to contribute to the improvement of pharmacy standards in the sector, given company's leading role in the adoption of Good Pharmacy Practice (GPP) standards and to increase skills supply in Uzbekistan by leveraging its existing training centre through onboarding new training programme on GPP and soft skills for sales personnel and store managers.

The company will improve the operational efficiency, enhance market penetration and improve access to pharma services in new locations including rural areas.

Investment Description

- European Bank for Reconstruction and Development (EBRD)

Private Actors Description

As stated by the EBRD, Big-Family-Farm LLC is a limited liability company incorporated in Uzbekistan, is a pharmaceutical retailer in Uzbekistan operating a pharmacy chain of 86 outlets under the "Akmal Pharm" brand.

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Akmal Pharm (Big-Family-Farm LLC)	Client	Education and Health

Contact Information

Client - Akmal Pharm (Big-Family-Farm LLC):

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ACCESS TO INFORMATION

You can request information by emailing: accessinfo@ebrd.com or by using this electronic form: https://www.ebrd.com/eform/information-request

ACCOUNTABILITY MECHANISM OF EBRD

The Project Complaint Mechanism (PCM) is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an European Bank for Reconstruction and Development (EBRD)-financed project. If you submit a complaint to the PCM, it may assess compliance with EBRD's own policies and procedures to prevent harm to the environment or communities or it may assist you in resolving the problem that led to the complaint through a dialogue with those implementing the project. Additionally, the PCM has the authority to recommend a project be suspended in the event that harm is imminent.

You can contact the PCM at: pcm@ebrd.com or you can submit a complaint online using an online form at: http://www.ebrd.com/eform/pcm/complaint_form?language=en

You can learn more about the PCM and how to file a complaint at: http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism.html

Bank Documents

- PSD Translation (Uzbek)