Early Warning System

# EIB-20190820

## SARAJEVO URBAN TRANSPORT PROJECT

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### Quick Facts

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|---|---|
| **Countries** | Bosnia and Herzegovina |
| **Financial Institutions** | European Investment Bank (EIB) |
| **Status** | Approved |
| **Bank Risk Rating** | U |
| **Borrower** | CANTON OF SARAJEVO |
| **Sectors** | Transport |
| **Investment Type(s)** | Loan |
| **Loan Amount (USD)** | $ 88.85 million |

## Project Description

According to the bank website, the project will finance the reconstruction, modernisation, and extension of the tram line in Sarajevo and the trolley bus network, by purchasing new trolley busses and trams, building new tram lines and tracks. It also includes road components (1st and 9th transversal road and South longitudinal road).

## Investment Description

- European Investment Bank (EIB)

## Contact Information

*Project contacts not available at the time of disclosure.*

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces

**Bank Documents**

- Environmental and Social Data Sheet (ESDS)