

**Call for Second Phase of Public Consultation  
Draft Complaints Handling Mechanism  
Jan. 26 - March 26, 2018**

The Asian Infrastructure Investment Bank (AIIB) has launched the second phase of public consultation for its project complaints handling mechanism. We welcome comments and suggestions on the draft Project-affected People's Mechanism (PPM).

AIIB thanks all who joined the first phase of consultation for this mechanism. Fifteen written submissions were received from NGOs, academics, the United Nations, business and professional bodies based in Asia (including Russia), Australia, Europe, South America and the United States. Discussions were also held in four group video conferences, a roundtable at AIIB's 2017 annual meeting and in-person meetings. Some 340 individual points were raised for consideration. These are summarized and ranked by frequency below:

1. **PPM and CEIU independence:** Particularly from Management, and in CEIU staff selection to avoid conflict of interest and ensure expertise.
2. **PPM and CEIU outreach and site visits:** Including for local awareness-raising about the PPM and for monitoring purposes.
3. **Complaint handling process:** Taking an early and preemptory approach; allowing a complaint from even one to two complainants; allowing complainants to move flexibly between complaint channels; and using clear, easy, timely and transparent processes that are culturally sensitive and in appropriate languages.
4. **Complainant protection:** Against retaliation and through anonymity.
5. **Remedial actions:** Including a PPM role to propose and design actions; suspension; remedy funding and PPM monitoring of remedial action plans.
6. **Learning:** For policy improvement (including the Environmental and Social Framework) and documentation to improve practice.

Together with inputs from AIIB's Board of Directors and members, these comments have helped shape the draft mechanism shared for public discussion today.

### **Consultation Timeline**

AIIB welcomes suggestions from any individual, organization or stakeholder during the 60-day phase two public consultation period from Friday Jan. 26 to **Monday March 26, 2018**.

### **Making a Written Submission**

During the public consultation process, written submissions can be sent through the following channels:

Email: [\*\*CHM-Consultation@AIIB.org\*\*](mailto:CHM-Consultation@AIIB.org)

Fax: +86-10-8358-0921

Mail: Asian Infrastructure Investment Bank  
B-9 Financial St., Xicheng District, Beijing, China 100033

On envelope/package, please include: Attention - CEIU, CHM-Consultation.

### **Joining a Video/Audio Conference**

If you are interested in participating in an audio/video consultation, please send an email to [\*\*CHM-Consultation@AIIB.org\*\*](mailto:CHM-Consultation@AIIB.org) listing your preferred participation times. You will receive an automated receipt acknowledgment of your email. Once your participation in an audio/video consultation has been confirmed, additional information regarding how to participate will be shared. To ensure all session participants have a chance to speak, each session will have a maximum of five connections. Sessions will be held in English and may last for up to two hours.

### **Tentative Schedule**

Date	Number of Sessions
Thursday Feb. 1	2
Thursday Feb. 8	2
Friday Feb. 23	2
Wednesday March 7	2
Thursday March 8	2
Monday March 19	2
Tuesday March 20	2
Wednesday March 21	2
Thursday March 22	2

**Finalizing the Policy**

Once the public consultation period has ended, the input from the video/audio consultations and written submissions will inform the preparation of the final draft of the complaint handling mechanism, which will be submitted to AIIB’s Board of Directors for adoption.

Upon approval, the complaint handling mechanism will be publicly posted on this website, together with a summary of stakeholder communications.

**Additional Information**

For more information, please email [CHM-Consultation@AIIB.org](mailto:CHM-Consultation@AIIB.org)