

Problem-Solving

Problem-solving is one of two functions provided by the EBRD Independent Project Accountability Mechanism (IPAM). It aims to facilitate dialogue between parties to resolve the issues raised in a request assisted by a neutral expert.

[Here is what to expect!](#)



European Bank
for Reconstruction and Development

Independent
Project
Accountability
Mechanism

PHASE 1:

Agreeing on Problem-Solving: its scope, preferred methods, principles and tentative timeline(s)



If you and the other party have agreed on Problem-solving, IPAM will engage with you to discuss the structure and scope of the process and your expectations of the neutral expert charged with facilitating the process.

You and the other party will be required to sign a framework agreement at the outset of this process. This will clarify how the process will be conducted and the applicable ground rules.

PHASE 2:

Signing a framework agreement with the other party regarding ground rules for Problem-solving and associated confidentiality



PHASE 3:

IPAM will support the process by assigning an external neutral expert to facilitate the dialogue between you and the other party



The neutral expert only facilitates dialogue between the parties, without imposing a decision on them. The expert must act impartially, respecting the confidentiality of the process, and without attributing blame or fault to either party.

Your active engagement will be expected during the process. The Problem-solving expert will seek to listen to your underlying interests and ensure that information and facts presented are understood by all in order to help identify alternative solutions.

PHASE 4:

Holding a series of joint or bilateral meetings during the Problem-solving to clarify positions and interests of the parties and to seek alternative resolutions



PHASE 5:

Reaching an agreement with the other party on some or all of the issues discussed during the process



Reaching an agreement is entirely up to the Parties. Neither IPAM, nor the expert will impose a solution. The process is voluntary and may well end with no agreement having been reached.

IPAM will issue Monitoring reports at least twice a year and publish them in our virtual Case Registry.



PHASE 6:

If you reach an agreement with the other Party, IPAM will monitor its implementation

The case will be closed once IPAM determines that the agreement has been fully implemented.

For further information on IPAM visit our website at <https://www.ebrd.com/project-finance/ipam.html>

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