



PROJECT-AFFECTED PEOPLE'S MECHANISM (PPM)

The Project-affected People's Mechanism (PPM) is AIIB's independent accountability mechanism that helps resolve complaints from project-affected people who believe they have been or are likely to be adversely affected by AIIB's failure to implement the Environmental and Social Policy (ESP). The PPM is independent of the AIIB management and directly reports to the Board.

PPM FUNCTIONS



1

Early Problem Solving (EPS)

The EPS function enables project-affected people to obtain rapid resolution of their concerns over simple matters which arise during AIB's environmental and social due diligence of a project, and which do not require dispute resolution. They may query about (i) the consultation process related to a project; or (ii) requests to address any environmental nuisance such as dust, noise or mobility restrictions experienced during project preparation.



2

Dispute Resolution (DR)

The DR function facilitates a dialogue between AIB, the project-affected people and/or the client with a view to agreeing on actions to mitigate known and potential or actual material adverse environmental or social impacts that arise during AIB's environmental and social due diligence of a project or during project implementation.



3

Compliance Review (CR)

The CR function is designed to investigate allegations by project-affected people that AIB has failed to comply with its obligations under the ESP in its environmental and social due diligence of a project or its oversight of the project during implementation. Such noncompliance may cause or is likely to cause material adverse environmental or social impacts on the project-affected people. If the allegations are substantiated, the CR can review any AIB-proposed action plan to address these impacts.

WHO CAN FILE A SUBMISSION

Two or more project-affected people (also known as requestors) may file a submission and send it directly to the PPM. In cases involving allegations of gender-based violence, sexual harassment, or sexual exploitation and abuse, a single requestor may file a submission.

Requestors may also authorize an in-country representative to file a submission on their behalf. This representative may be a relative, trusted individual or organization. In exceptional situations when in-country representation is unavailable, requestors may authorize a representative outside of their country to file a submission on their behalf.

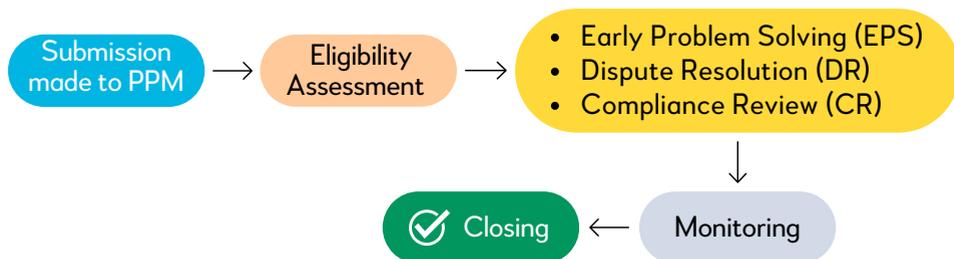
What Information to be Included in the Submission

- Names of requestors, as well as address, contact details and preferred mode of contact.
- Designated authorized representative's name and contact details and requestors' authorization to the authorized representative to file a submission on their behalf.
- Any request for confidentiality of the identity of the requestors or of an in-country authorized representative or other information, and reasons for such request.
- Name and location of the AIIB-financed project concerned.
- What requestors consider to be the direct and material adverse environmental or social issues to be addressed.

Additional information (optional):

- The provisions of the AIIB Environmental and Social Policy that requestors consider have not been complied with along with how this non-compliance occurred.
- Any steps taken by the requestors to resolve the issue (e.g., approaching the client; the project-level grievance redress mechanism; AIIB management; government, judicial or law enforcement bodies) and the outcome.
- The issues that are still not resolved.
- Requestors' view of the best way to approach the issue and the most satisfactory result.
- Whether requestors are submitting a request for Early Problem Solving, Dispute Resolution, or Compliance Review.

PPM Workflow



How to Make a Submission to PPM?

Sample Submission Form

You can make your written submission using the sample submission forms in various languages available in the [AIIB website](#)

Scan the QR code to submit a complaint to AIIB's Project-affected People's Mechanism (PPM)



Send your submission to PPM by:

Email: ppm@aib.org

PPM Hotline: +86 10 8358 0111

or

Mail it to the following address:

The PPM Secretariat
Complaints-resolution, Evaluation & Integrity Unit (CEIU)
Asian Infrastructure Investment Bank (AIIB)
Tower A, Asia Financial Center, No.1 Tianchen East Road
Chaoyang District, Beijing 100101, China

Language of Submission

You can file your submissions in English or any language of your country.

Confidentiality and Retaliation

You can request for confidentiality and also highlight if you face any risk of retaliation in your submission. You can find more details and guidance related to confidentiality and retaliation in our website.



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