

INDEPENDENT EVALUATION GROUP

COMPLIANCE ADVISOR/OMBUDSMAN



## Independent Evaluation Group

THE INDEPENDENT EVALUATION GROUP'S MAIN ROLE IS TO ASSESS THE DEVELOPMENT EFFECTIVENESS OF MIGA PROGRAMS, GUARANTEE PROJECTS, AND TECHNICAL ASSISTANCE. IT REPORTS DIRECTLY TO MIGA'S BOARD OF DIRECTORS AND IS INDEPENDENT FROM MIGA MANAGEMENT AND OPERATIONS.

The former Operations Evaluation Unit changed its name to Independent Evaluation Group (MIGA), or IEG-MIGA, clarifying the independent role of the unit and reflecting closer cooperation with the evaluation departments of the World Bank and the International Finance Corporation. The Board of Directors also approved new terms of reference, strengthening the independence of the unit.

In its fourth year of operation, the group presented its 2006 Annual Report to the Board's Committee on Development Effectiveness, focusing on the development effectiveness of MIGA guarantees and online information services, and making recommendations to strengthen the quality of MIGA's work and impact.

IEG continued to assess guarantee projects and technical assistance activities, and concluded an evaluation of MIGA's online dissemination services (IPAnet, PrivatizationLink, FDIXchange, and the FDI Promotion Center). It began to assess MIGA's financial soundness and the effectiveness of its legal and claims services. In fulfilling its dual role to promote learning and ensure accountability for results, the group discussed the findings of all project-level evaluations with MIGA staff and management.

IEG's main findings and recommendations can be accessed at [www.miga.org/ieg](http://www.miga.org/ieg).

## Compliance Advisor/Ombudsman

THE IFC/MIGA COMPLIANCE ADVISOR/ OMBUDSMAN (CAO) IS AN INDEPENDENT RECOURSE MECHANISM THAT REPORTS DIRECTLY TO THE PRESIDENT OF THE WORLD BANK GROUP. THE POST WAS ESTABLISHED IN 1999. ITS MANDATE IS TO HELP THE INTERNATIONAL FINANCE CORPORATION AND MIGA ADDRESS COMPLAINTS BY PEOPLE AFFECTED BY PROJECTS IN A MANNER THAT IS FAIR, OBJECTIVE, AND CONSTRUCTIVE, AND TO ENHANCE THE SOCIAL AND ENVIRONMENTAL OUTCOMES OF PROJECTS IN WHICH THESE ORGANIZATIONS PLAY A ROLE.

The CAO has three distinct roles: the ombudsman role, which responds to complaints by persons who are affected by projects and attempting to resolve fairly the issues raised using a flexible problem-solving approach; the compliance role, which oversees audits of IFC's and MIGA's social and environmental performance, particularly in relation to sensitive projects, to ensure compliance with policies, guidelines, procedures, and systems; and the advisory role, which provides a source of independent advice to the President and the management of IFC and MIGA in relation to broader environmental and social policies, guidelines, procedures, strategic issues, trends, and systemic issues.

During FY06, the CAO received and accepted for investigation one complaint on a project where joint MIGA and IFC support was being considered (Uruguay pulp mill) and mediated a complaint received in late fiscal year 2005 (Antamina mining project in Peru). The CAO also conducted two compliance audits—Uruguay pulp mills and Dikulushi mining project in the Democratic Republic of Congo, the latter at the request of the President of the World Bank Group—regarding MIGA's due diligence on projects where MIGA is providing or considering support. Details for these activities can be found on the CAO website, [www.cao-ombudsman.org](http://www.cao-ombudsman.org).