

INDEPENDENT EVALUATION GROUP  
COMPLIANCE ADVISOR/OMBUDSMAN



## Independent Evaluation Group

MIGA'S INDEPENDENT EVALUATION GROUP (IEG) ASSESSES THE DEVELOPMENT EFFECTIVENESS OF MIGA PROGRAMS, GUARANTEE PROJECTS, AND COMPLEMENTARY SERVICES. THE GROUP REPORTS TO MIGA'S BOARD OF DIRECTORS AND THE COMMITTEE ON DEVELOPMENT EFFECTIVENESS, AND IS INDEPENDENT FROM MIGA MANAGEMENT AND OPERATIONS.

Established in fiscal year 2003, the Independent Evaluation Group's objectives are to contribute to learning in MIGA from existing operations and to ensure accountability for results. IEG evaluates the outcomes and work quality of MIGA guarantee projects and services, which form the basis of IEG annual reports and thematic studies. The Group formulates lessons and recommendations for MIGA management and staff based on its evaluations of MIGA programs, projects, and services.

In its fifth year of operation, IEG presented its 2007 Annual Report to the Committee on Development Effectiveness and the Board of Directors. The report looks at the quality of MIGA's work in assessing and underwriting recent guarantee

projects to ensure the development effectiveness in its operations. For this purpose, IEG has reviewed how well MIGA has implemented its own policies and guidelines in its recent guarantees. This analysis also provides the basis for reviewing the implementation of IEG recommendations by MIGA management. The 2007 report also provides feedback on two topics of particular strategic interest to MIGA: It analyzes how new guarantees are expected to contribute to MIGA's financial soundness, and provides an early assessment of the implementation of the new MIGA program in support of small and medium-sized enterprises.

Under a revised mandate strengthening its independence, fiscal 2007 marked a change in how

IEG operates. The Group is also increasingly working with the evaluation groups of the World Bank and the IFC on joint evaluations, to provide a common perspective on strategic themes. To this effect, in fiscal 2007, IEG provided input into joint studies on the transport sector, the World Bank Group's role in middle-income countries, and on environmental sustainability.

IEG's annual reports and recommendations, as well as joint evaluation studies IEG has contributed to, are disclosed and 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 MIGA AND THE INTERNATIONAL FINANCE CORPORATION 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 attempts 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 FY07, the CAO did not receive any new complaints requesting investigation of any MIGA-supported projects. The CAO did, however, work

with local stakeholders to close a complaint relating to the Antamina mine in Peru. During the year, the CAO's office published a retrospective analysis of interventions, trends, outcomes and effectiveness of the office. It also conducted consultations with stakeholders and subsequently revised its Operational Guidelines. Details on these activities can be found on the CAO website, [www.cao-ombudsman.org](http://www.cao-ombudsman.org).