

INDEPENDENT EVALUATION GROUP

The Independent Evaluation Group (IEG) assesses MIGA's strategies, policies, and projects to improve MIGA's development results. IEG reports its findings to MIGA's Board of Directors and the Committee on Development Effectiveness and is independent of MIGA management.

IEG continues to integrate MIGA's activities in its evaluations. IEG's fiscal year 2012 review of the World Bank Group's results and performance noted that MIGA has made progress in areas in which IEG has made recommendations, such as in institutional learning (in particular through the introduction of self-evaluation), business development, and client relationship management. IEG has also highlighted areas for MIGA to focus on looking ahead including measuring financial results to inform strategy development and furthering efficiencies that address internal processes and responding to client demand.

MIGA continues to conduct selective self-evaluations of its guarantee projects, which IEG validates using a methodology that was jointly developed by IEG and MIGA.

In fiscal year 2012, IEG received and validated seven MIGA self-evaluations and additionally completed four direct evaluations. This coming year, IEG and MIGA will be evaluating the regular guarantee projects that were approved three years ago, in fiscal year 2010.

IEG and MIGA established a joint working group committed to streamlining and strengthening MIGA's self-evaluation system. IEG also provided several dissemination events for staff on topics covering findings and lessons from its evaluation work. IEG and MIGA also began work on refining practice standards for MIGA evaluations, using the Good Practice Standards from the Evaluation Cooperation Group.

In fiscal year 2012 IEG gave MIGA two Good Practice Awards, highlighting excellence in self-evaluation. MIGA won awards for the Termoguyas Generation S.A. and the Aarti Steel Nigeria Ltd. project evaluations.

IEG's reports and recommendations are publicly disclosed on IEG's website at ieg.worldbankgroup.org.

COMPLIANCE ADVISOR/OMBUDSMAN

The Office of the Compliance Advisor/Ombudsman (CAO) is the independent accountability mechanism for MIGA and IFC and reports directly to the President of the World Bank Group. The CAO responds to complaints from people affected by MIGA and IFC-supported business activities, with the goal of enhancing social and environmental outcomes on the ground and fostering greater public accountability of both agencies.

The CAO has three roles. CAO's dispute resolution arm works to identify the causes of conflict and helps stakeholders resolve concerns using a flexible, problem-solving approach. CAO's compliance arm oversees investigations of MIGA's and IFC's social and environmental performance to ensure compliance with applicable policies, guidelines, procedures, and systems. In its advisory role, the CAO provides independent advice to the World Bank Group President as well as MIGA and IFC management on policies, systemic environmental and social issues, and emerging trends.

In July 2010, a complaint from Indonesian nongovernmental organizations and concerned citizens was filed with the CAO regarding environmental impacts to water,

fields, and forests due to the development of the PT Weda Bay Nickel mine on Halmahera Island in eastern Indonesia.

In June 2011, the CAO Ombudsman concluded its involvement in the case and released its assessment report. However, in accordance with CAO's operational guidelines, and to provide assurance that there were no outstanding concerns regarding MIGA's compliance with applicable social and environmental requirements related to the project, the case was transferred to CAO Compliance for appraisal. The CAO concluded that the case currently did not merit an audit of MIGA, and the case was closed in October 2011.

In March and May of 2011, the CAO received two complaints regarding the Bujagali power plant, a project supported by MIGA and IFC in Uganda. The CAO is working with the parties to each complaint—former employees involved in the project and construction and local community members—to help them resolve the issues raised.

Visit www.cao-ombudsman.org for more information about these cases and CAO's activities.