



OPERATIONS EVALUATION AND  
COMPLIANCE ADVISOR/OMBUDSMAN

## Operations Evaluation

MIGA's Operations Evaluation Unit (OEU) assesses how well MIGA is achieving its development mandate and evaluates the effectiveness of the agency's products and services. OEU is independent from MIGA management and operations, and reports its findings directly to the Committee on Development Effectiveness and MIGA's Board of Directors.

In its third year since inception, OEU continued to assess the development effectiveness of MIGA guarantee projects and technical assistance activities, as well as the quality of MIGA underwriting of current guarantees. OEU also began to evaluate the effectiveness of MIGA's online information services (IPAnet, PrivatizationLink, FDI Xchange, and the FDI Promotion Center). In fulfilling its dual mandate of promoting learning from past operations and ensuring accountability for results, the unit discusses the findings and lessons learned from its evaluations with MIGA staff and management, so that these can be applied in MIGA's current operations.

OEU completed its 2005 Annual Report, which focused on relevant MIGA systems and practices for ensuring development effectiveness, quality of underwriting in recent guarantee projects, and progress in MIGA's implementation of past OEU recommendations.

During FY05, OEU participated in a major thematic evaluation study, "Improving Investment Climates: An Evaluation of World Bank Group Assistance," which made recommendations for improving the effectiveness of MIGA's technical assistance activities. To find out more about the evaluation, visit [www.worldbank.org/oed/investment\\_climates](http://www.worldbank.org/oed/investment_climates).

## Compliance Advisor/ Ombudsman

The IFC/MIGA Office of Compliance Advisor/Ombudsman (CAO) was established in fiscal year 2000. The CAO promotes better accountability to people affected by IFC and MIGA projects.

The CAO is an independent office, reporting directly to the President of the World Bank Group. It has three roles: as ombudsman to respond to complaints from people who are affected by projects and to attempt to resolve environmental and social issues; as compliance officer who audits sensitive projects for compliance with safeguard policies and guidelines; and as advisor to provide an independent source of advice to the President and senior management of IFC and MIGA.

Since its inception, the CAO has received and accepted six complaints on three separate projects where MIGA support was being considered or had been provided. Of these, three complaints were for one project which was never finalized. The CAO received and accepted for investigation one complaint in FY05.