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

In fiscal year 2013 IEG included evaluation of MIGA’s work in its country program evaluations for Afghanistan. MIGA’s work was also assessed in IEG’s evaluations of World Bank Group support to forestry, infrastructure, and innovation. IEG’s Biennial Report on Operations Evaluation focusing on the private sector noted that MIGA has upgraded its development performance assessment system, while also emphasizing the need to find a cost-effective way of measuring the development effectiveness of MIGA projects consistent with MIGA’s business model as a political risk insurer.

IEG’s most recent review of the World Bank Group’s results and performance concluded that 69 percent of a sample of 26 evaluated MIGA projects had achieved satisfactory development outcomes or better—that is, they met or exceeded MIGA’s financial, economic, environmental, and social benchmarks. Successful projects provided services and products unavailable in local markets and showed high levels of productivity.

IEG continues to validate MIGA’s self-evaluations of its guarantee projects using a methodology that was jointly developed by IEG and MIGA. IEG also conducts independent evaluations of MIGA as part of its micro-evaluation work. During this fiscal year, IEG reviewed six MIGA self-evaluations and completed two direct evaluations of MIGA-supported projects.

IEG and MIGA continue to collaborate on a joint working group to strengthen MIGA’s self-evaluation system. IEG conducted several events for MIGA staff on topics covering findings and lessons from its evaluation work. IEG and MIGA continued work on refining practice standards for MIGA evaluations, using the Good Practice Standards developed by the Evaluation Cooperation Group.

IEG also started conducting cluster evaluations of projects underwritten through MIGA’s Small Investment Program.

IEG’s reports and recommendations are publicly disclosed on its website at http://ieg.worldbankgroup.org.
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. The CAO’s dispute resolution arm works to identify the causes of conflict and helps stakeholders resolve concerns using a flexible, problem-solving approach. The 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 systemic environmental and social issues.

The CAO released a compliance audit in April 2013 related to a 2010 complaint regarding the Mozal Aluminum Smelter in Mozambique, which MIGA guaranteed in 1998. The complaint raised concerns about the impacts of increased emissions during a period when the smelter’s fume treatment centers were shut down for maintenance. Agreement was not reached through a CAO mediation process and the case was transferred to the CAO’s compliance function in December 2011. The compliance audit found that more proactive supervision of risks related to the failure of Mozal’s fume treatment centers would have been appropriate. MIGA’s involvement in this project came to an end during the audit process. In its response IFC, which provided financing, acknowledged that the issues identified by the audit are important ones and warrant further consideration. The CAO is monitoring actions in response to the audit findings.

In 2011, the CAO received two complaints regarding the Bujagali power plant in Uganda, supported by IFC and by MIGA in 2007 and by MIGA in 2013. The first complaint was filed by former employees involved in the construction of the project regarding injuries sustained in the course of their work; the second was filed by local community members concerned about project impacts during construction. The company and complainants agreed to undertake a collaborative process to address the concerns, and the CAO continues to work with the parties to help them resolve the remaining issues raised in the complaints. In April of this fiscal year, the CAO received a third complaint about the project from former construction workers raising concerns about unpaid wages and benefits. This complaint is in assessment.

In October 2012 and February 2013, the CAO received two complaints from local communities regarding the Oyu Tolgoi mining project in Mongolia, for which MIGA and IFC have disclosed plans to support. During the CAO’s assessment, the parties expressed an interest in participating in a dispute resolution process facilitated by the CAO to help address their concerns. The CAO is currently working with the parties to finalize the way forward in this regard.

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