

ANNUAL REPORT

JULY 1, 2013–JUNE 30, 2014





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and Development / The World Bank
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Design: Naylor Design, Inc.

THE INSPECTION PANEL

Annual Report

JULY 1, 2013–JUNE 30, 2014



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A hut in a community in Gambella, Ethiopia: Promoting Basic Services Phase III Project.

Letter OF TRANSMITTAL

The Annual Report of the Inspection Panel for the period July 1, 2013, to June 30, 2014, has been prepared for the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA) in accordance with the 1993 Resolution establishing the Panel. It is being circulated to the President and to the Executive Directors of these institutions.

The Panel wishes to thank the Executive Directors for their steadfast support for the Panel. The Panel also thanks Dr. Jim Kim, the President of the World Bank Group, and Senior Management for their continued professional interaction with the Panel as an essential element in ensuring accountability and transparency by the World Bank. The Panel is also grateful for the trust of civil society and for its efforts in promoting accountability and transparency. The Panel expresses special appreciation to Requesters and to Bank staff for their constructive engagement during the course of its work.

ABBREVIATIONS AND ACRONYMS

| | | | |
|-----------|--|----------|--|
| AfDB | African Development Bank | KFS | Kenya Forestry Service |
| ANQA | National Quality Assurance Agency | LAHURNIP | Lawyers' Association for the Human Rights of Nepalese Indigenous Peoples |
| BIC | Bank Information Center | LGBTI | Lesbian, Gay, Bisexual, Transgender, and Intersex |
| CAO | Compliance Advisor Ombudsman | NEA | Nepal Electricity Authority |
| CASA 1000 | Uzbekistan: Central Asia South Asia Electricity Transmission and Trade Project | NGO | Nongovernmental Organization |
| CDP | Cooperative Development Program | NRMP | Kenya Natural Resource Management Project |
| CFJ | Citizens for Justice | OP | Operating Procedures |
| CIEL | Center for International Environmental Law | OPCS | Operations Policy and Country Services |
| CODE | Committee on Development Effectiveness | PAD | Project Appraisal Document |
| CPS | Country Partnership Strategy | PBS | Protection of Basic Services |
| CRMU | Compliance Review & Mediation Unit | PDP | Power Development Project |
| CSO | Civil Society Organization | PFI | Participating Financial Institution |
| cumecs | cubic meters per second | PWM | Prepaid Water Meters |
| EIA | Environmental Impact Assessment | RESP II | Uzbekistan: Second Rural Enterprise Support Project |
| EIP | Education Improvement Project | RoW | Right-of-Way |
| EQRP 2 | Armenia: Second Education Quality and Relevance Project | SA | Social Assessment |
| EVENT | Enhanced Vocational Education and Training | THDC | Tehri Hydro Development Corporation |
| IAM | Independent Accountability Mechanisms | UNDP | United Nations Development Programme |
| IBRD | International Bank for Reconstruction and Development | UNICEF | United Nations Children's Fund |
| IDA | International Development Association | UNOPS | United Nations Office for Project Services |
| IFC | International Finance Corporation | VCDP | Vulnerable Community Development Plan |
| IFI | International Financial Institutions | VMGP | Vulnerable and Marginalized Group Plan |
| ILO | International Labor Organization | VP | Villagization Program |
| IPDP | Indigenous Peoples Development Plan | VPHEP | Vishnugad Pipalkoti Hydro Electric Project |
| IPPF | Indigenous Peoples Planning Framework | WBG | World Bank Group |
| KDTL | Khimti-Dhalkebar Transmission Line | | |

Foreword

BY THE PRESIDENT OF THE WORLD BANK

Last September, we celebrated the 20th anniversary of the Inspection Panel, an important milestone for the first accountability mechanism established by any of the international financial institutions. The World Bank Group can rightly take pride as the pioneer in establishing a mechanism that has since become a model for other international financial and developmental institutions.

While the World Bank Group continues to evolve, our central tenet of putting people front and center in sustainable socioeconomic development remains unchanged. By responding directly to the grievances of people who claim to have been adversely affected by our projects, the Inspection Panel, along with the Compliance Advisor/Ombudsman (CAO), serves a very important role in helping us act on this core principle.

The Inspection Panel reminds us that accountability means more than being accountable to our shareholders; most importantly, it means being accountable to the people we serve. Our accountability mechanisms provide anyone affected by a Bank project the means to express their concerns and seek recourse through an independent avenue. In effect, these mechanisms give project-affected individuals a stronger voice.

Some of those who appeal to the Inspection Panel are among the poorest and most vulnerable people in the world. Holding ourselves accountable to these people reflects our basic values and core commitments. By doing so, we signal to the global community our principled approach to development.

While delivering transformational development solutions to our clients, the World Bank Group must also uphold environmental and social sustainability. This poses challenges for staff who want to deliver projects as quickly as possible. However, it is fundamentally



unjust to allow the poorest and most vulnerable to bear the risks associated with unsustainable solutions. The Bank needs to take great care to mitigate environmental and social damage in the communities in which we work. The Panel plays a critical role in holding us accountable for fulfilling this commitment.

Recent changes the Panel has made will allow it to continue its vital mission. Greater due diligence throughout the Panel's processes has led to a more constructive engagement with Management. The Panel is also enhancing the transparency of its processes and pursuing proactive engagement with external stakeholders. These changes have already translated into greater accountability and understanding of the Panel's mission and procedures.

Since becoming President, I have emphasized the importance of learning from failure to improve the Bank's performance. Panel cases support this objective by offering tremendous opportunities for institutional learning. I aspire to build a Bank that is proactive and courageous in responding to the concerns of vulnerable communities, and to learning from its mistakes. We must turn current shortcomings into lessons and better outcomes for the future. We must embrace the ability of people affected by our projects to access our systems of accountability and redress. And we must do all of this in a way that produces the best and most rapid results for our clients.

The World Bank Group strives to be an open and accountable partner in development. It is reassuring to me, to our Board, and to the people we serve that there is an independent mechanism to ensure we stay true to our commitment. In the end, the Bank and the Inspection Panel share the same fundamental goals: to end extreme poverty and boost shared prosperity for all people.

JIM YONG KIM
President
The World Bank Group
Washington, DC

Message FROM THE PANEL

We present the Annual Report of the Inspection Panel for the period July 1, 2013, to June 30, 2014. This Report has been prepared for the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA) in accordance with the 1993 Resolution establishing the Panel. It is being circulated to the President and to the Executive Directors of these institutions.

Fiscal year 2014 proved to be challenging and eventful, with changes in the way the Panel conducts its work as well as in its organization, all in the context of a record number of requests received and investigations ongoing.

In September 2013, the Panel held its twentieth anniversary celebration. The celebration coincided with the Annual Meeting of the Independent Accountability Mechanisms (IAMs), hosted by the Panel in the World Bank's Preston Auditorium (see a full description of the event on p. 48). Participants included two past case Requesters, civil society representatives, U.S. representative Barney Frank (retired), World Bank President Jim Yong Kim, World Bank Managing Director Sri Mulyani Indrawati, and other dignitaries. Also in attendance were many representatives of civil society organizations and academia, students, executive directors and advisors, World Bank Group staff, IAM colleagues, past Panel chairs and members, and others. Participants reinforced the relevance of the Panel mechanism as a means for project-affected people to seek redress and for holding the Bank accountable for its actions. On a more personal level, it reminded all of us of the privilege of serving in this unique body.

The Panel has the honor of being the first accountability mechanism to be established among international financial institutions (IFIs). However, we also recognize, particularly in the presence of our sister accountability mechanisms, that we are the "Ford Model-T" among our peers, having only the basic function of "compliance review." More recent accountability mechanisms—founded after the Panel and building on our experience—have continued to innovate with new functions such as mediation, advice, recommendation, and monitoring.

Over the last few years, the Panel has been grappling with the challenge of continuing its own innovation. Given the limits of our mandate as defined by the 1993 Resolution and the 1996 and 1999 Clarifications, how can we better fulfill our accountability mandate for Requesters and ensure continued institutional learning? How can we achieve this in the context of 20 years of evolution at the World Bank, including a more risky development practice?

The Panel lacks the range of functions available to other IAMs. We have therefore concluded that for the Panel process to deliver better outcomes, we need more constructive engagement with Bank Management. This is because, ultimately, it is Bank Management that needs to address Requesters' complaints and learn the lessons. Accordingly, we have attempted to reverse the chronic adversarial relationship that has existed between the Panel and Bank Management, while maintaining our full independence. No doubt, sensitivity is inherent in the very nature of this relationship, but the conditions that existed a few years ago did not augur well for positive outcomes of the Panel process.

Thus, over the past two years the Inspection Panel has focused on improving our interaction with Management while remaining fully committed to preserving our valued independence, for the purpose of producing better results. In this regard, we are greatly encouraged by a recent communication from President Kim:

The CAO and the Inspection Panel enhance our impact and they help us further improve our effectiveness.... I am proud that these independent bodies—the CAO and the Inspection Panel—were the first recourse mechanisms of their kind among multilateral institutions. I am committed to ensuring that they continue to play that role.¹

A very important milestone for bringing about these desired changes was the updating of our Operating Procedures (OPs), the first such revision since the Panel was established. This updating process took close to three years, but it was time well spent as it enabled us to consult external and internal stakeholders, and arrive at an improved understanding of their perspectives, including a critical

¹<http://www.worldbank.org/en/news/press-release/2013/12/09/statement-world-bank-group-jim-yong-kim-civil-society-private-sector-investments>.

view of our current operations. This process allowed us to recalibrate our approach to working with all these stakeholders.

The updated OPs were finally adopted by the Panel in April 2014. The main features of the new OPs include increased consultations with Requesters, Management, and Executive Directors; more differentiated approaches to cases on the basis of due diligence at early stages of the process; greater efficiency; more clarity of the criteria and facts considered for registration and for recommending investigations; and greater transparency through recording and public posting of all Panel steps.

The consultations around the updating of the OPs also resulted in an agreement to implement a three-year Pilot Approach to Support Early Solutions in the Inspection Panel Process. This pilot approach will be restricted to cases in which the issues of harm are focused and limited, and where the Requesters and Management have agreed to adopt the pilot approach based on a time-bound plan produced by Management to redress the harms. As the present Report goes to press, Management is in the final phases of implementing the first pilot under this approach for the Lagos Metropolitan Governance and Development Project in Nigeria, in order to provide compensation for people evicted from informal settlements in the slums of Badia East in Lagos.

We have also realized that serious action towards making the Panel better known is essential to our process. In this context, we have partnered with Management to include information about the Panel in key Bank Project Appraisal Documents (PADs), to better inform project-affected people of the existence of the Panel, and of its mandate.

This fiscal year has seen a record number of cases, with eight new Requests, and four ongoing investigations. The demand-driven nature of the Panel's work and the resulting variable workload makes our work even more difficult, as planning for such variation is challenging.

The year has also witnessed internal changes. The Panel experimented with the presence of two members residing full time in Washington to coincide with the shifting of the Chair and, after an evaluation, reported on its successful outcome to the Executive Board. In particular, the overlapping of the incoming and outgoing Chairs was found to be especially useful. Thus, a three-month overlap period is now recommended for all future transitions between Chairs.

As of November 1, 2013, Gonzalo Castro de la Mata was appointed a Panel Member, replacing Alf Jerve. On a very sad note, the Panel is honoring the memory of our colleague and friend Alf,



Inspection Panel Members: from left to right: Gonzalo Castro de la Mata, Eimi Watanabe (Chair), and Zeinab Bashir Elbakri

whose unexpected departure has caused great distress to all of us. His memorial is on p. 11.

On the Secretariat side, at the end of March 2014, Peter Lallas, who has ably served the Panel as its Executive Secretary for seven years, moved on to a challenging new post in the Global Environment Facility (GEF). In his new position at GEF, Peter will build on his Panel experience and also his previous work on global environmental treaties and cooperation. On July 1, 2014, Dilek Barlas was appointed as the new Executive Secretary.

We are very conscious that our work would not be possible but for the continued support of many stakeholder groups. Our thanks go first and foremost to the Requesters, who put their trust in us when approaching us with their grievances, sometimes at great risk to themselves. We also thank Executive Directors, who give generously of their time and attention to Panel cases, and support our work so that we can be their eyes and ears. We appreciate our interaction with Management, including their responsiveness to our requests for meetings, for information, and for help in organizing our visits, and for effectively engaging in the Panel process. A special word of thanks goes to our colleagues in the Operations Policy and Country Services (OPCS) and Legal Vice Presidencies, who engaged with us on updating the OPs. We also thank the external stakeholders, especially members of the civil society community who follow the work of the Panel closely and provide us with valuable feedback; and we thank other external stakeholders who also engaged very generously with the OP process.

Last but not least, we wish to record our appreciation to the Secretariat for their dedication, hard work, and commitment to protecting the rights of those who come to the Panel seeking redress.

Thank you for your continued support.

EIMI WATANABE
GONZALO CASTRO DE LA MATA
ZEINAB BASHIR ELBAKRI

June 30, 2014



Late former Panel Member Alf Jerve leading the Panel team at a community meeting; India Vishnugad Pipalkoti Hydro Electric Project, May 2013

In Memoriam

ALF JERVE

This Annual Report is dedicated to our colleague, mentor, and friend, Alf Jerve, whom we lost to cancer in May 2014. In his memory, we would like to share Alf's legacy at the Inspection Panel and the World Bank at large.

Alf spent five years at the Inspection Panel, first as a Member, and later as its Chairperson, between 2008 and 2013. He always told us that since his first stint with the World Bank in the 1990s, he had developed a keen interest in serving on the Panel, having recognized the significance of this innovative mechanism that responded directly to grievances from people who were harmed by World Bank projects. Thus, he came well prepared—not just with his in-depth knowledge of the Bank's operational policies and procedures, including the safeguards, but with a clear vision and conceptualization of the Panel process that brought it back to its roots.

Over the years, the Panel came to be viewed as a mechanism that reviewed whether the Bank staff and management complied with the intricacies of policies and procedures—a sort of policing function. The Panel's role was dreaded by project teams who saw themselves as targets of inspection. But in Alf's mind, the Panel was the Bank's independent mechanism for redressing people's grievances, ultimately leading to better developmental outcomes, both for the project-affected people and for the institution. Alf believed that Panel cases provided a great opportunity for corporate learning, and that compliance review was in no way the ultimate objective of the Panel process.

With his determination and intellect, combined with analytical prowess, Alf made it his mission to internalize the concepts of learning and improved outcomes within the Panel, and convey them to the Panel's multiple stakeholders. As a result, positive changes were made in the Panel processes, and in the way that the Panel interacted with its various stakeholders. All of this was clearly embodied in



the process of updating the Panel's OPs, which were finally adopted in April of this year.

Alf always said, "Keep your eye on the ball—the harm—and do not lose sight of it!" The Panel process is triggered because people and/or their environment are suffering some form of harm. Unless something happens to reverse that harm at the end of the Panel process, we have not done our job. Alf insisted on greater analytical rigor and due diligence throughout the process, and he was a true master at capturing and analyzing the essence of the harm and its link to the project. As a social scientist, he also recognized

that the Panel's findings and conclusions cannot always be "black and white," and he thus stressed the need for a nuanced approach and judgment.

Alf was continuously engaged with the changes in the Bank's financing instruments, operational policies, and structures, and he debated how these changes would require further adjustments in the way the Panel conducts its work. Alf's in-depth knowledge of the overall development landscape was invaluable in ensuring the Panel's processes were aligned with other institutional changes.

Alf's passion for his work at the Inspection Panel was boundless, even after the end of his term, and even after being diagnosed with this malicious disease. Up until a few days before his passing, he remained keenly interested in the cases and how they were progressing.

During Alf's tenure, the Inspection Panel dealt with some 20 cases. There is little doubt that many communities and environments around the world today are enjoying improved livelihoods and well-being because of Alf, and many more will do so in the future through the positive changes he initiated in the Panel.

Alf's presence is sorely missed by his friends and colleagues. But his legacy will live on with each and every Panel case that will benefit from his dedication to the mission of the Inspection Panel.

EIMI WATANABE

Chairperson
Inspection Panel
World Bank

THE PANEL *Description*

Who We Are

The Inspection Panel is an independent complaints mechanism for people and communities who believe that they have been, or are likely to be, adversely affected by a World Bank–funded project. The Board of Executive Directors created the Inspection Panel in 1993 to ensure that people have access to an independent body to express their concerns and seek recourse. The Panel is an independent and impartial fact-finding body. The Panel’s structure and operations further safeguard this independence from the World Bank management and staff. The Panel reports directly to the Board. In addition, Panel members are prohibited from working for the Bank after their term ends. The Inspection Panel process aims to promote accountability at the World Bank, give affected people a greater voice in activities supported by the World Bank that impact their rights and interests, and foster redress when warranted.

What We Do

In response to complaints from project-affected people, we have a mandate to review projects funded by the World Bank, through the International Bank for Reconstruction and Development (IBRD) and International Development Association (IDA). The Panel assesses allegations of harm to people or the environment and reviews whether the Bank has followed its operational policies and procedures. The Panel’s review often includes issues such as the following:

- Adverse effects on people and livelihoods as a consequence of displacement and resettlement related to infrastructure projects, such as dams, roads, pipelines, mines, and landfills
- Risks to indigenous peoples, their culture, traditions, lands tenure, and development rights
- Adverse effects on physical cultural heritage, including sacred places
- Adverse effects on natural habitats, including protected areas, such as wetlands, forests, and water bodies
- Risks to people and the environment related to dam safety, use of pesticides, and other indirect effects of investments

Complaints related to the projects supported by other agencies of the World Bank Group—the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA)—are dealt with by the Office of the Compliance Advisor Ombudsman (CAO).

Our Structure

The Inspection Panel consists of three members appointed by the Board of Executive Directors for a five-year, nonrenewable term. Members are selected on the basis of their ability to deal thoroughly and fairly with the complaints brought to them, their integrity and independence, and their exposure to developmental issues and living conditions in developing countries. Panel members select the Chairperson of the Panel annually from among themselves.

Current Members: The members of the Panel are Eimi Watanabe (member since November 2009), Zeinab Elbakri (member since September 2012), and Gonzalo Castro de la Mata (member since December 2013). The present Chairperson is Eimi Watanabe. Gonzalo Castro de la Mata will take over as Chairperson on November 1, 2014.

Former Members: Former members of the Panel are Richard Bissel (1994–97), Alvaro Umaña (1994–98), Ernst-Günther Bröder (1994–99), Jim MacNeill (1997–2002), Edward Ayensu (1998–2003), Maartje van Putten (1999–2004), Edith Brown Weiss (2002–07), Tongroj Onchan (2003–08), Werner Kiene (2004–09), Roberto Lenton (2007–12), and Alf Jerve (2008–13).

The Panel has a permanent Secretariat. It is currently headed by Executive Secretary Dilek Barlas. The office also consists of Senior Operations Officers Mishka Zaman, Serge Selwan, and Tatiana Tassoni; Operations Analyst for Communications and Research Dilya Zoirova; Junior Professional Officer Birgit Kuba; Senior Executive Assistant Oriana Bolvaran; and Team Assistant Robert Dickerson. The Secretariat provides operational and administrative support to the Chairperson and Panel members and assists the Panel in processing Requests, conducting investigations, and responding to queries from potential Requesters. The Secretariat also organizes and participates in outreach activities, seminars, and other events; disseminates information about the Panel and its activities; and provides general research and logistical support to the Panel members. For its fact-finding and investigations, the Panel hires independent, internationally recognized experts to ensure objective and professional assessment of the issues under review.

THE PANEL *Background* AND *Foundation*

The Inspection Panel was established by identical Resolutions of the Boards of Executive Directors of IBRD and IDA in 1993. In response to complaints from project-affected communities, the Panel is an independent, “bottom-up” accountability and recourse mechanism that investigates IBRD/IDA-financed projects to determine whether the Bank has complied with its operational policies and procedures (including social and environmental safeguards), and to assess related issues of harm.

The 1993 Resolution establishing the Inspection Panel and the subsequent 1996 and 1999 Clarifications to the Resolution can be found on the Panel’s website at www.inspectionpanel.org.

MISSION

The Panel serves as an independent forum to provide accountability and recourse for communities affected by IBRD/IDA-financed projects, and to address harms resulting from policy noncompliance. The availability of the Panel promotes more inclusive and sustainable development by giving project-affected people, including those who are often poor and most vulnerable, greater voice in Bank-financed projects that affect them.

Roles, Responsibility, and Areas of Focus

Independent fact-finding, accountability, and recourse. In response to complaints from project-affected communities, the Panel independently investigates whether Bank Management has complied with its operational policies and procedures in projects financed by IBRD/IDA, and whether harm has resulted from noncompliance.

Problem solving for affected people. In addition to the Panel’s role in assessing compliance, the Panel process as a whole plays a critical role in helping to resolve problems facing project-affected people. Problem solving may occur at various stages: preregistration (affected people must approach Management first); eligibility; investigation; and follow-up. The Panel process places responsibility and creates opportunities for Management to take effective, responsive actions to address problems.

Check and balance for the Board. The Panel provides an independent, technically based check and balance for the Board on situations relating to compliance and harm in project operations.

KEY OUTPUTS, PRACTICES, AND ENGAGEMENT WITH INTERNAL AND EXTERNAL STAKEHOLDERS

Key Panel Outputs and Practices

Report and Recommendation/Eligibility Reports. The Panel assesses the eligibility of the Request and provides a recommendation on whether to investigate the matters alleged in Request. The eligibility stage of an investigation includes an initial Management Response to the Request and yields opportunities for early problem solving.

Investigation Reports. An Investigation Report includes the Panel's independent investigation and fact-finding on project-level policy compliance and related harm. Findings are reported directly to the Board.

Bank Management Response and Action Plan. In response to Panel findings on compliance and harm, Bank Management prepares a Response, which includes an Action Plan to address findings. Panel and Management Reports are made available to Requesters, affected people, and the public.

Systemic observations and corporate learning. Investigation Reports and Management Responses include observations and lessons learned, which promote corporate learning and transparency through their publication.

Public awareness. The Panel produces publications to inform the public of its activities and for general outreach purposes (including an Annual Report, Newsletters, press releases, and so forth).

Institutionwide incentives and impacts. The availability of the Panel creates incentives for the institution to comply with operational policies and procedures, including social and environmental safeguards. The Panel's existence also supports the overall Bank mission to fight poverty and helps the Bank avoid actions causing reputational risk.

The Panel engages with the following internal and external stakeholders:

- The Board of Executive Directors*
- Management*
- Requesters*
- Authorities of borrowing countries*

THE PANEL *News AND Developments*

New Member of the Inspection Panel:

Gonzalo Castro de la Mata

Gonzalo Castro de la Mata was appointed as a new Member of the Inspection Panel on November 1, 2013, and replaced Mr. Alf Jerve. Mr. Castro de la Mata was selected to this position through an international, competitive recruitment process. A short biography of Mr. Castro de la Mata is available on p. 68.

Selection of a New Panel Member to Join on November 1, 2014

As this Annual Report goes to press, a Selection Committee headed by the Chair of the Committee on Development Effectiveness (CODE) is in the process of identifying and selecting candidates for the new Panel member position. The new Panel Member will replace Eimi Watanabe.

Eimi Watanabe has made major contributions to the Panel both as the Chairperson (May 1, 2013 to November 1, 2014) and throughout her five-year term. She has provided a new strategic direction to the Panel and has made tremendous efforts in building bridges with various external stakeholders and Bank Management. One critical achievement in this regard is the updated Operating Procedures (OPs), which were adopted in April 2014. This has been a three-year process and was the first update since 1994, when the OPs were first adopted.

During her tenure, Ms. Watanabe also led the introduction of the pilot approach to support early solutions in the Panel process. This focus on development outcomes brought new dynamism to the Panel process (see more on p. 19). The Panel has also piloted having two full-time members; the outcome of this pilot was the decision to have overlapping Chairs to ensure smooth transition and continuity in leadership. Ms. Watanabe has overseen four investigations during her tenure.

Selection of a New Executive Secretary

On March 24, 2014, the Panel's Executive Secretary Peter Lallas moved to an exciting new position with the Global Environment Facility (GEF). Before joining the Panel in 2005, Peter worked for many years on global environmental treaties and cooperation in a variety of capacities. Panel members and Secretariat staff express their deep appreciation to Peter for his guidance over the years.

On July 1, 2014, Dilek Barlas was selected as the Executive Secretary. Ms. Barlas was selected to this position through a Bank-wide, competitive, managerial selection process.

Updated Operating Procedures

After a lengthy process of internal and external consultations, the Inspection Panel adopted its updated Operating Procedures (OPs) in April 2014. This was the first update to the OPs since they were established in 1994. For more information on this, please see p. 18.

Passing of Alf Jerve, Former Panel Member and Chairperson

The Panel is honoring the memory of our colleague and friend Alf, whose totally unexpected departure has caused great distress to all of us. His memorial is on p. 11.

Pilot Approach to Support Early Solutions in the Panel Process

During the updating of the OPs, the Panel, working with the Bank's Operations Policy and Country Services and Legal Vice Presidencies developed a pilot approach for early solutions.² The pilot approach is designed to make it possible for Management to work with Requesters to find possible solutions to their concerns without immediately triggering the full-fledged Panel process. For more information on this, please see p. 19.

² <http://ewebapps.worldbank.org/apps/ip/PanelMandateDocuments/PilotingNewApproach.pdf>.

Full-Time Most Senior Non-Chair Panel Member Model

The Panel completed its assessment of the nine-month pilot (February 2013–November 2013) that tested a model of two Panel Members working full time. Until the pilot’s launch, the Chairperson of the Inspection Panel was the only full-time Member, while the other two Members were engaged based on operational needs of the Panel’s workload. This pilot was intended to promote greater efficiency and effectiveness of the Panel’s work by enabling more regular interaction among stakeholders, greater due diligence at the early stages of the Panel process, and a shorter investigation time frame. It was proposed that all of this could be better achieved with two full-time Panel members rather than one. Panel Member Eimi Watanabe thus joined the Panel office in Washington, DC, on a full-time basis on February 1, 2013, under a nine-month pilot to test the above model.

In assessing the pilot, the Panel conducted in-depth interviews with a broad spectrum of Panel stakeholders inside and outside the Bank. These interviews revealed that a stronger Panel presence at Headquarters facilitated more deliberate and differentiated approaches to Panel recommendations, as well as greater due diligence at every stage of the process and more constructive engagement with stakeholders.

In addition, the assessment found that because of the fluctuating nature of the Panel’s work, the constant presence of a second full-time Panel member could not be justified and that provisions already exist for longer presence of a second Panel member in Washington if required. However, the pilot illustrated the value of a period of overlap between the incoming and outgoing Panel Chairpersons to ensure a smooth transition and continuity in leadership. The Board of Executive Directors approved the Panel’s recommendation on a non-objection basis for a three-month overlap between the incoming and outgoing Chairpersons.



Panel’s Revamped Website

The Inspection Panel invites you to visit its new website.³ There you will find news about the Panel, up-to-date information on Panel cases, the Panel’s policies and procedures, and its publications.

The website introduces a number of new features, including a search engine to access Panel cases by case number, country, or project name. The design of the website was thoroughly reviewed and updated with a focus on user friendliness and improved navigability. The new website facilitates the tracking of ongoing cases and provides a clear outline of the necessary steps for filing a Request for Inspection. Additionally, the website refers to the Independent Accountability Mechanisms Network and provides links to other mechanisms at sister international financial institutions.

³<http://www.inspectionpanel.org>

Update OF THE PANEL OPERATING PROCEDURES

The Panel adopted the updated Operating Procedures (OPs) in April 2014. This was the first update to the OPs since they were drafted in 1994. The process gave the Panel the opportunity to bring the OPs in line with the Resolution and its Clarifications (governing framework) and to reflect changes in Panel practices that have evolved over time. The purpose of the update was to ensure that the Panel process leads to better outcomes for the Requesters, and that the institution incorporates lessons learned.

Update Process

The update went through a two-phase process led and coordinated by the Panel. Phase One (June–December 2011) included an internal analysis of the existing Inspection Panel framework, and targeted discussions on the Panel process with external and internal stakeholders. To lead the discussions, the Panel recruited two accountability experts. External stakeholders included former Requesters, civil society organizations, representatives of other international accountability mechanisms, members of the academic community, former Panel members, and technical experts who have worked on Panel investigations. Internal stakeholders included Bank technical staff and senior management. The Panel also conducted the consultations with the Board of Executive Directors. The objective of this initial consultation process was to identify areas where the Panel has the opportunity to enhance the effectiveness and efficiency of its operation in the years to come, within its existing mandate.

Phase Two completed the revision process through additional consultations and finalized the updated OPs, which incorporated the results of the discussions. Changes to the OPs focused on ways to strengthen the engagement of different stakeholders so that the Panel process leads to better outcomes, both for the Requesters and for the institution in terms of lessons learned. This draft was disclosed publicly for comments over 60 days, from November 14, 2013, to January 15, 2014.

For comments received from stakeholders during consultations and after release of the new OPs, please visit the Panel website: www.inspectionpanel.org.

Key Features of the Updated OPs

The new OPs are within the governing framework of the Panel and focus on transparency, greater due diligence, early solutions, and learning from experience. Key features of the updated OPs include the following:

- Increased consultation with Management, Requesters, and Executive Directors at all stages
- More differentiated approach to cases, leading to better outcomes and greater efficiency
- More opportunities for early problem solving by Management
- Clarity of criteria and factors considered for registration and recommendation for investigation
- Speedier and more focused and forward-looking investigations
- Greater transparency
- More user-friendly language

Under the new OPs, upon receipt of a Request for Inspection, the Panel promptly records the date of receipt on its website to ensure transparency and initiation of the Panel process. The Panel undertakes due diligence to verify admissibility criteria, including prior knowledge and adequate response time by Management, as a basis for registration. If necessary, the Panel may request additional information from Requesters. The Panel also invites Management to share relevant information and clarification regarding the issues raised in the Request. Within 15 business days of receipt of the Request, the Panel either issues a Notice of Registration, requests additional information from Requesters, or finds the Request not admissible (or issues a Notice of Receipt of Request to initiate a “Pilot”; see below section).

The new OPs also clarify criteria and factors considered for recommendation for investigation. The OPs note that during the eligibility phase, in addition to verifying the technical eligibility criteria, the Panel takes into account the following in making its recommendation for investigation:

- Whether a plausible link between the alleged harm and Project exists
- Whether the harm and possible noncompliance is of serious character
- Whether Management has dealt appropriately with issues raised, and demonstrated it has followed policies and procedures
- Whether Management has provided a statement of remedial action, and whether this may be adequate

During the investigation phase, under the new OPs, the Panel investigation team prepares an investigation plan within 4–6 weeks of approval of the Panel’s investigation recommendation by the Board, and posts it on the Panel website. The plan includes key issues to be addressed and a timeline. The Panel endeavors to complete its investigation within six months of the posting of the Investigation Plan.

Pilot Approach to Support Early Solutions

In the course of updating its OPs, the Panel, working with the Bank’s Operations Policy and Country Services and Legal Vice Presidencies, developed a pilot approach for early solutions. The pilot approach is designed to make it possible for Management to work with Requesters to find possible solutions to their Request without immediately triggering the full-fledged Panel process. With the Requesters’ agreement, intervening at an early stage would create a greater opportunity for Requesters to obtain an early response to their concerns, including through a postponement of the Panel’s decision on registration of the Request (registration triggers a mandatory period of 21 business days for Management to respond to the Request). Specific advantages of this pilot approach include its greater flexibility and providing an accelerated process to address Requesters’ concerns.

This approach would be considered in cases where the issues of alleged harm in the Request are clear and limited in scope and where early resolution would be in the interests of all parties. It would apply for cases where Management has initiated actions or is planning to address the alleged harm and confirms that it is able to do so, and where the Requesters support a postponement of the decision on registration to explore this opportunity for early solutions. It is important to note that this remains a pilot and will only be rolled out following an independent assessment planned for 2015, when the appropriate lessons will be drawn. It is also crucial to emphasize that it is within the Requester’s prerogative to return to a regular Panel process at any time.

In November 2013, based on the agreement of the Requesters and Management, the Panel decided to pilot the approach through a Request for Inspection for the *Nigeria: Lagos Metropolitan Development and Governance Project*.⁴ In keeping with the pilot approach, the Panel has postponed its decision on Registration to provide an opportunity for an early resolution of the Requesters’ concerns. On March 20, 2014, the Panel issued an interim note to the Board with an update on the progress of the Pilot. The Requesters and Management are currently engaged in implementing their agreement, and are working toward resolution of some outstanding issues. The Panel will wait for this progress and will then inform the Bank’s Board of its decision regarding the next steps.

⁴ <http://ewebapps.worldbank.org/apps/ip/Pages/ViewCase.aspx?CaseId=94>.



Huts in a glade in the Embobut Forest; Kenya Natural Resource Management Project



Cases

WITH INVESTIGATION RECOMMENDED

REQUEST NO. 81

India: Vishnugad Pipalkoti Hydro Electric Project

REQUEST NO. 84

Kenya: Natural Resource Management Project

REQUEST NO. 82

Ethiopia: Promoting Basic Services Phase III Project

REQUEST NO. 87

Nepal: Power Development Project

INDIA: VISHNUGAD PIPALKOTI HYDRO ELECTRIC PROJECT

REQUEST NO. 81 • PROJECT NO. P096124



THE REQUEST

In July 23, 2012, the Inspection Panel received a Request for Inspection concerning the **Vishnugad Pipalkoti Hydro Electric Project (VPHEP)**, which is being constructed in Uttarakhand State on the Alaknanda River. The Request was submitted by residents of Chamoli and Tehri District in Uttarakhand, some of whom have requested confidentiality. The Requesters stated that they do not want the river to be diverted or controlled in any way. They raised several social, cultural, and environmental concerns regarding the Project, and related issues of compliance with Bank policies and procedures. The Requesters believe that the free flow of the Alaknanda River holds immense spiritual and aesthetic value for them, which, in their view, has not been estimated by Project authorities. In addition to raising issues related to religious and cultural concerns, the Request expressed concerns about the impacts of the Project on local water sources and water quality, loss of biodiversity and other environmental harms, impact on livelihoods and health, economic issues, and gender concerns. Requesters also raised concerns about the lack of transparency and consultations and the absence of adequate analytical studies on the issues in question.

THE PROJECT

The VPHEP is a proposed 444 megawatt run-of-the-river hydro project on the Alaknanda River, which is a headstream tributary of the Ganges River. The Project seeks to increase the supply of electricity to India's national grid through the addition of renewable, low-carbon energy. It also aims to strengthen the institutional capacity of the Tehri Hydro Development Corporation (THDC) with respect to the preparation and implementation of economically, environmentally, and socially sustainable hydropower projects. VPHEP is an en-

vironmental category A project. The Borrower is THDC Limited and the Guarantor is the Government of India. The major features of the VPHEP are a diversion dam, a 13.4 kilometer headrace tunnel, an underground powerhouse, and a 3 kilometer tailrace tunnel that will return the diverted water back to the Alaknanda River.

The Project is under implementation.

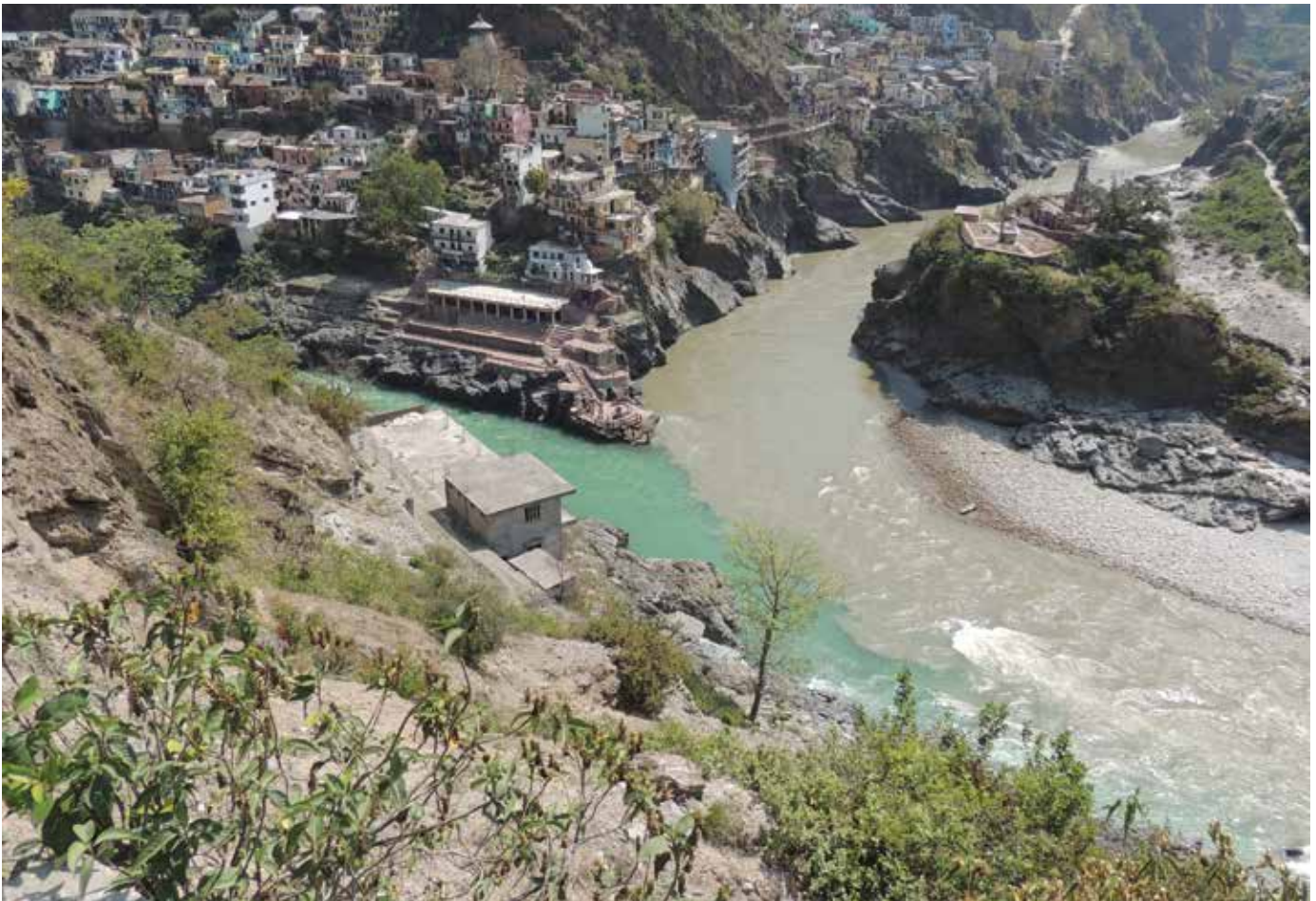
MANAGEMENT RESPONSE

Management submitted its Response to the Request on October 24, 2012. Management stated that the VPHEP is a "relatively moderate risk project from an environmental and social perspective," and that it believed the Bank followed the applicable guidelines, policies, and procedures. According to Management, the Project involves a "low level" of resettlement comprising 265 families, mainly from the acquisition of privately owned land for road access, project office space, switchyard, and quarry areas. Though the reservoir will submerge 21 hectares of land, this will not cause any displacement as the reservoir will be situated in a deep gorge. No houses, structures, agriculture land, or common infrastructure will be affected. Management stated that the Request for Inspection is largely about the Requesters' opinion on what they consider to be the real impact and value of large hydropower development in India. Management noted that while this is part of the important ongoing national debate in India, it goes beyond the underlying Project and its compliance with Bank policies and procedures. Management further stated that a primary concern that has emerged in the debate on hydropower development on the Alaknanda River is the issue of ensuring adequate environmental flows, which in the case of the Project has been raised from 3 cubic meters per second (cumecs) to 15.65 cumecs after a Government-commissioned review proposed a revision. Management also stated that the impacts referred to in the Request have been taken into account in the course of Project preparation and are being addressed through the appropriate mitigation measures. Moreover, Management noted that many of the construction-related grievances raised in the Request cannot be related to the Project, since Project construction has not yet begun. Management stated it is committed to ensuring that the Project complies with relevant environmental, health, and safety regulations of India, and the Bank's operational policies and procedures.

PROJECT INFORMATION

Vishnugad Pipalkoti Hydro Electric Project

| | |
|----------------------|-------------------|
| Region: | South Asia |
| IBRD Loan: | US\$648m |
| Board Approval Date: | June 30, 2011 |
| Closing Date: | December 31, 2017 |



Confluence of Alaknanda and Bhagirathi rivers at Devprayag; India Vishnugad Pipalkoti Hydro Electric Project

THE PANEL'S REPORT AND RECOMMENDATION

A Panel team visited the Project area in November 2012 and issued its Report and Recommendation to the Board of Executive Directors on November 26, 2012. The Panel determined that the Requesters and the Request met the technical eligibility criteria set forth in the Panel's governing framework, and that the claims raised issues of harm and noncompliance of a serious character. In light of these concerns, the Panel recommended an investigation. On December 18, 2012, the Board of Executive Directors approved the Panel's Report and Recommendation to investigate matters of policy noncompliance and related harm. The Board decided that the investigation would be effective as of March 15, 2013.

INVESTIGATION

A Panel team visited India from April 22 to May 2, 2013. In addition to meeting relevant stakeholders and World Bank staff in Delhi, the Panel team spent most of its time in the Project area in Chamoli District, where it met with the Requesters, other villagers, Project authorities, and other interested parties.

The Panel's investigation is focusing on the key concerns of local-level harm or potential harm raised in the Request and the

adequacy of preventive and mitigatory measures outlined in Project documents as required by Bank operational policies and procedures. The investigation will also assess whether Bank Management complied with applicable policies and procedures during Project preparation with respect to broader issues of potential harm as they relate to the analysis of the Project area of influence, cumulative impacts, and project externalities. The investigation will take into account any efforts made by Management to resolve outstanding resettlement related to the Project and concerns raised by the Requesters in this regard.

The Panel initially expected to submit its investigation report to the Board within six months of June 2013 when it published its investigation plan. A heavy workload plus the summer storm events in the Project area, which took the time of the Panel's expert consultants, slowed down the investigation.

The Panel submitted the Investigation Report to the Board on July 1, 2014. The Panel's Investigation Report and Management Report and Recommendation are expected to be made publicly available after the Board meets to discuss the Panel's findings and approve the Management's Action Plan.

KENYA: NATURAL RESOURCE MANAGEMENT PROJECT

REQUEST NO. 84 • PROJECT NO. P095050



THE REQUEST

The Panel received two Requests for Inspection regarding the **Kenya Natural Resource Management Project (NRMP)** in January and June 2013. The

Requests were submitted by two groups representing, respectively, Sengwer communities and Cherangany Indigenous Peoples Communities, both groups living in the Cherangani Hills in the western highlands of Kenya, including the Kapolet and Embobut Forests. The first Requesters asked for confidentiality.

The NRMP, approved in 2007, aimed at enhancing government capacity to manage water and forest resources and improving the livelihoods of communities participating in the co-management of water and forest resources. The Project was restructured in 2011 and its objectives changed to “improving the management of water and forest resources in selected districts.” The Requests related to the Management of Forest Resources component. This component was designed, among other things, to identify partnership models for community participation and benefit sharing in the forest sector and to realign and demarcate boundaries in selected gazetted forests. The NRMP as restructured supports preparation and implementation of what would be equivalent to an Indigenous Peoples Plan—in Kenya, called a Vulnerable and Marginalized Group Plan (VMGP).

The Requesters asserted that the Bank failed to comply with a number of its operational policies and procedures during the design, appraisal, and implementation of the Project, and alleged that they and their communities suffered and are likely to suffer harm as a result of these failures. The Request argued that the Embobut forest forms part of the ancestral land of the Cherangany-Sengwer people as an ethnic-minority, hunter-gatherer people. According to the

Requests, since 2007 the Kenya Forestry Service (KFS) has burned houses, destroyed property, and carried out forceful evictions in the forest. They suggested that the Government intended to resettle the Cherangany-Sengwer outside of Embobut forest as part of the NRMP without carrying out free, prior, and informed consultations as required by Operational Policy 4.10 on Indigenous Peoples. The Requesters further alleged that the Bank violated OP 4.10 by adopting the use of the term “Vulnerable and Marginalized Groups” instead of “Indigenous Peoples” without carrying out adequate free, prior, and informed consultations with the people themselves. They also stated that this represented a failed implementation of the Project’s Indigenous Peoples Planning Framework (IPPF) and Social Assessment.

MANAGEMENT RESPONSE

Management in its response acknowledged the challenging environment in which the NRMP was designed and implemented, and noted that the original Project design was overly ambitious with respect to solving land rights issues. It stated that the Bank took an active approach in responding to the concerns raised in the Requests. It also stated that “although the evictions were not the result of the Project, Management acted swiftly upon learning about such incidents by securing a moratorium on evictions from the Government.” Other actions taken during the restructuring aimed at addressing indigenous peoples’ concerns related to restriction of access to forests and loss of customary rights.

THE PANEL’S ELIGIBILITY REPORT AND BOARD DECISION

The Panel recommended that an investigation be carried out, and the Board of Directors approved such recommendation on June 7, 2013. The Panel completed its investigation in May 2014 and submitted its Investigation Report to the Board. At the writing of this Annual Report, Management is preparing the Report and Recommendations in response to the Panel’s findings. The Board of Executive Directors will then meet to consider the Panel’s Investigation Report and Management Action Plan—which, following the Board meeting, will be publicly available.

PROJECT INFORMATION

Natural Resource Management Project

| | |
|----------------------|----------------|
| Region: | Africa |
| IDA Credit: | US\$68.50m |
| Board Approval Date: | March 27, 2007 |
| Closing Date: | June 30, 2013 |

**Panel team meeting with project-affected community;
Kenya Natural Resource Management Project**



ETHIOPIA: PROMOTING BASIC SERVICES PHASE III PROJECT

REQUEST NO. 82 • PROJECTS NO. P121727 AND P128891



THE REQUEST

In September 24, 2012, the Panel received a Request for Inspection related to the **Ethiopia: Protection of Basic Services (PBS) Phase II Project Additional Financing** and to the **Promotion of Basic Services Phase III Project**, which form part of the Protection of Basic Services Program (PBS).

The Request was submitted by two local representatives on behalf of 26 Anuak people from the Gambella region of Ethiopia who currently live in refugee camps outside of Ethiopia. The local representatives and the Requesters asked the Panel to keep their identities confidential because of serious concerns about their personal security and that of relatives in Ethiopia. The Request states that the Requesters have been harmed by the Bank-supported PBS Program as a result of the World Bank's noncompliance with its policies and procedures; this is because, in their view, the PBS Program is contributing directly to the Ethiopian Government's Villagization Program (VP) in the Gambella Region, launched by the Government of Ethiopia in 2010. The Request maintains that Government workers whose salaries are paid under the PBS Program have implemented the VP. According to the Requesters, as part of the VP Anuak people are being forced to leave their ancestral lands under mass evictions with the pretext of providing better services and improving the livelihoods of communities. In reality, they claim, in the new sites where they were forcibly moved, the Requesters found infertile land and no schools, clinics, or other basic services. They add that some of the Government workers opposed the implementation of the VP and as a result have been the targets of arrests, beating, torture, and killing.

The Project's objective is to contribute to expanding access and improving the quality of basic services delivered by sub-national governments in five sectors—education, health, agriculture, water supply and sanitation, and rural roads—while continuing to deepen transpar-

ency and local accountability in service delivery. Sub-program A provides for Basic Service Block Grants for recurrent expenditures (salaries, operations, and maintenance) in the five basic service sectors, which are disbursed from the federal level to the regions and from the regions to the woredas (districts).

MANAGEMENT RESPONSE

Management submitted its Response to the Request on November 19, 2012. Management stated that PBS III did not finance villagization and did not depend in any way on villagization in order to achieve its objectives and also did not build upon villagization nor was it synchronized with it. Management argued that the harm described in the Request did not arise from PBS III or a Bank failure in applying its policies. Nevertheless, Management stated that it was troubled by the reports and took these allegations of harm very seriously. It undertook an extensive review of the allegations raised in the Request and raised these concerns with the new Prime Minister and the Finance and Federal Affairs Ministries and in the regular dialogue between the Bank and the Government of Ethiopia. The Response also noted that general and unspecific allegations of misuse of funds had been raised since 2005 regarding many programs in Ethiopia, but given the general nature of the allegations, they did not provide a basis for revising PBS implementation arrangements, *which were carefully thought through, were strengthened with development of each phase of support, and are considered robust*. Management also pointed out that there are mechanisms in place that provide evidence in cases where such allegations are substantive. Further, Management saw no scope for the application of the safeguard policies on Indigenous Peoples (OP 4.10) and Involuntary Resettlement (OP 4.12) to the PBS because of the Community Development Program (CDP) program, as the Bank did not finance CDP.

THE PANEL ELIGIBILITY REPORT AND RECOMMENDATION

The Panel issued its Report and Recommendation and recommended that the Board of Directors authorize an investigation into the issues raised in the Request for Inspection. The Board approved the Panel's recommendation and the investigation is currently ongoing. Further information is available on the Panel's website.

⁵ <http://ewebapps.worldbank.org/apps/ip/Pages/ViewCase.aspx?CaselId=88>.

PROJECT INFORMATION

Promoting Basic Services Phase III Project

Region: Africa

IDA Credit: US\$600m

Board Approval Date: September 25, 2012

Closing Date: January 7, 2018



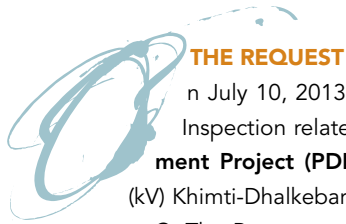
Community in Gambella; Ethiopia: Promoting Basic Services Phase III Project



Community members meeting with Panel team; Nepal Power Development Project

NEPAL: POWER DEVELOPMENT PROJECT

REQUEST NO. 87 • PROJECT NO. P043311



THE REQUEST

In July 10, 2013 the Panel received a Request for Inspection related to the **Nepal: Power Development Project (PDP)** and specifically its 220 kilovolt (kV) Khimti-Dhalkebar Transmission Line under its Component C. The Request was submitted by 103 families who state they are indigenous and non-indigenous people from three villages of Sindhuli District.

The Request raises two broad issues of harm, or potential harm, and related noncompliance with Bank policies, namely harms related to deficiencies with the ongoing process of land acquisition and establishment of a right-of-way (RoW) in Sindhuli District, and harms that may have been avoided had a different alignment been selected based on a study of alternatives conducted in accordance with Bank policies and procedures.

The Requesters state that the Khimti-Dhalkebar Transmission Line will span 75 kilometers across five districts in central Nepal. According to the Request, each transmission line tower will require acquisition of land for construction of the foundation, and the transmission line will require a 30-meter-wide RoW, that is, 15 meters on either side of the transmission line. The Requesters state they oppose the selected alignment of the transmission line based on what they perceive to be its impacts on community life and the local economy. They believe the line will pass through villages and other populated areas, over four schools, near various historical, cultural, and sacred sites, and will cause a devaluation of land, a loss in agricultural production, and will cause potential adverse health effects from electric and magnetic fields created by high-voltage power lines.

Also, according to the Request, a large number of indigenous and local people are at risk of displacement as a direct result of land acquisition for the construction of towers and the RoW. The Request observes that indigenous (adivasi) or dalit peoples are highly marginalized communities whose vulnerability is further exacerbated by the high rate of poverty in the region.

Moreover, the Request states that the Project did not “appropriately” identify project-affected indigenous people and that only a single plan, the Vulnerable Communities Development Plan, was prepared to address “vulnerable communities” without analyzing the specific conditions, concerns, and needs of the indigenous people. The Requesters emphasize that project-affected individuals, notably indigenous people in Sindhuli district, were never consulted on the design, location, or alignment of the transmission line, nor were they consulted during the preparation of the various safeguard documents.

THE PROJECT

The PDP aims to support the development of Nepal’s hydropower potential, increase access to electricity services in rural areas, and improve the supply of electricity.

The Project, when originally approved on May 22, 2003, consisted of three components: (a) establishment of a Power Development Fund (PDF); (b) Micro Hydro Village Electrification Program; and (c), the Nepal Electricity Authority (NEA) component, which supports grid transmission and distribution improvements. The specific element of the Project that is the subject of the Request for Inspection is the 220 kV Khimti-Dhalkebar Transmission Line (KDTL), which is undertaken under component C. The PDP is a category A project.

The Project is being financed through an US\$50.4 million credit and UD\$25.2 million IDA Grant. The Project closed on December 31, 2013.

PROJECT INFORMATION

Nepal Power Development Project

| | |
|-----------------------|-------------------|
| Region: | South Asia |
| IDA Credit and Grant: | US\$ 75.60m |
| Board Approval Date: | May 22, 2003 |
| Closing Date: | December 31, 2013 |



A view of Sindhuli town: Nepal Power Development Project



Women at the Project area; Nepal Power Development Project

MANAGEMENT RESPONSE

The Management Response to the Request was received on September 18, 2013. Management believes the Request is based on assumed harmful outcomes of Project implementation and assumed inaction on behalf of the Bank.

Management claims that an adequate analysis of alternatives was carried out, first, during the design phase and preparation of the Environmental Impact Assessment (EIA), and second, during a Government review of the alignment of the segment of the transmission line in question, which concluded that the current alignment was the best option.

Management also asserts that the NEA carried out a series of consultations in the Project areas, which included Sindhuli District, and Project-related information was disseminated and made available in the Project office. In line with assertions made in the Request, Management concurs that the disclosure of safeguard documents for the PDP has been uneven, requires significant strengthening, and remedial measures have been put in place.

Management notes that the key dispute regarding the Project relates to compensation of land holders in the RoW whose land is not being acquired but who would be impacted by the power lines passing over their land. Management notes that the NEA provides 100

percent compensation to persons whose land is fully acquired. With regards to land that is not acquired but affected by the power lines, the NEA provides 10 percent of the value of the land as compensation. Further, Management clarifies that there is generally no restriction of access and movement for individuals within the RoW. Management clarifies, however, that due to security reasons, construction or planting of trees above 6.5 meters are not allowed in the RoW.

With respect to compensation already paid, Management asserts that compensation was carried out according to Bank policy. Management further states that no tower pads have been constructed without first paying compensation to the land owners.

Management states that Bank policy was followed and that the Indigenous Peoples Development Plan (IPDP) was carried out in accordance with the Integrated Safeguards Data Sheet and the Project Appraisal Document (PAD) approved by the Board. Finally, Management states that the Vulnerable Community Development Plan (VCDP) could have been stronger and more rigorous in its analysis and provided more detailed action plans and benefits for different groups.

Upon reviewing the Project alignment, Management claims that no cultural or sacred site is adversely impacted by the Project. With regards to the concerns about electromagnetic radiation,

Management concludes that the scientific consensus is that no known health impacts can be linked to the electromagnetic exposure that is expected to stem from the Project. Management acknowledges that the Project-level grievance redress mechanism was not as robust as it could have been.

In conclusion, Management states that the Bank has followed the policies and procedures applicable to the matters raised in the Request in a very challenging country context, and that it will *“continue to supervise the Project to ensure adequate implementation of the environmental and social mitigation measures consistent with Bank Policy and global good practices.”* Management refers to an Action Plan which it hopes will address outstanding issues related to the KDTL, as well as enhance NEA’s capacity in social and environmental safeguards supervision and community outreach.

THE PANEL’S REPORT AND RECOMMENDATION

A Panel team visited Nepal from September 30 to October 4, 2013, to conduct its eligibility visit and gather input for its Report and Recommendation to the Board of Executive Directors. In this Report, the Panel noted that the Bank and NEA had developed an

Action Plan, which includes important steps aimed at solving the ongoing dispute in Sindhuli District. The Panel further noted the Bank’s declared commitment to supervise the implementation of the proposed Action Plan beyond closure of the Project.

At the same time, the Panel noted that the claims of the Requesters regarding Bank’s non-compliance and resulting harms, with respect to analysis of alternatives, impact of the transmission line on historical and cultural properties, consultation and disclosure, issues of involuntary resettlement and indigenous peoples, and impacts on livelihoods, continue to have merit.

In light of these observations, the Panel recommended that an investigation be carried out starting after April 30, 2014, to allow for implementation of the proposed actions set forth in the Annex of the Management Response. The Board approved the Panel’s recommendation, and the Panel is presently in the investigation phase of its process.

INVESTIGATION

The Panel’s investigation is presently underway. A Panel team is expected to visit Nepal in July 2014 for the investigation visit.



Community members around the Embobut Forest; Kenya Natural Resource Management Project



Cases

WITH PENDING DECISIONS

REQUEST NO. 89

Uzbekistan: Second Rural Enterprise Support Project and Additional Financing for the Second Rural Enterprise Support Project

REQUEST NO. 93

Uzbekistan: Central Asia South Asia Electricity Transmission and Trade Project (CASA-1000) (Tajikistan/Kyrgyz Republic/Afghanistan/Pakistan)

REQUEST NO. 92

Sri Lanka: Road Sector Assistance Project (Second Additional Financing)

REQUEST NO. 94

Armenia: Second Education Quality and Relevance and Education Improvement Project

UZBEKISTAN: SECOND RURAL ENTERPRISE SUPPORT PROJECT AND ADDITIONAL FINANCING FOR THE SECOND RURAL ENTERPRISE SUPPORT PROJECT

REQUEST NO. 89 • PROJECT NO. P109126 AND P126962



THE REQUEST

In September 5, 2013, the Inspection Panel received a Request for Inspection related to the **Uzbekistan: Second Rural Enterprise Support Project (RESP II)** and its Additional Financing. The Request was submitted by three organizations: the Human Rights Society of Uzbekistan (Ezgulik); the Association of Human Rights in Central Asia; and the Uzbek-German Forum for Human Rights, on their behalf and on behalf of the signatories to the Request, who asked that their identities be kept confidential.

The Request states that the Project's failure to adequately identify the risks associated with cotton harvesting in its Social Assessment and other documents contributes to the perpetuation of child labor and forced labor. The Request asserts that the government has "completely ignored" national legislation prohibiting employment of children under 16 years old, and its ratification of a number of International Labor Organization (ILO) Conventions, including ILO Convention 182. The Request states that forcing children to participate in the cotton harvest represents a serious threat to their well-being.

The Request states that no serious consideration or analysis was undertaken to assess if and how the Project could contribute to this problem. The Request adds that the cotton and irrigation systems serve as patronage systems, ensuring loyalty of regional and district authorities to the national administration. The Request further states that at the regional and district level, authorities extort citizens by withholding wages, asking for payments for unfulfilled quotas, or issuing fines for insufficient contributions to the cotton harvest. The Requesters state that in this climate, any investment in the agricultural sector merely sustains the actual system and the forced and child labor policy underpinning it.

The Request claims that each spring the governmental sets the cotton production target for each region and district. The regional hokims (governors) then establish the cotton harvesting quotas and organize the forced and child mobilization of labor. Farmers have to meet state-ordered cotton production quotas in order to retain their land leases, and their livelihood. The Requesters consider that forced labor in Uzbekistan's cotton sector is "not the result of family poverty," but "rigid" control of all aspects of the cotton industry.

THE PROJECT

On June 12, 2008, and September 11, 2012, the Board of Executive Directors approved, respectively, RESP II (US\$68 million equivalent) and an Additional Financing to it (US\$40 million equivalent) to support the scaling up of the sub-loans to beneficiaries. Sub-loans are provided through selected Participating Financial Institutions (PFIs). The Closing Date for the Project is set for December 31, 2016.

According to the Project Appraisal Document (PAD), the Project is intended to increase the productivity and financial and environmental sustainability of agriculture, and the profitability of agribusiness in the project area. This would be achieved through the provision of financial and capacity-building support to farmers and agribusinesses and improved irrigation service delivery through rehabilitation of irrigation and drainage infrastructure and strengthening of water user associations in seven districts within seven regions of Uzbekistan.

The Project's Financing Agreement requires the Government to ensure that PFIs base each sub-financing agreement on terms and conditions set in the "Rural Enterprise Investment Guidelines." It

PROJECT INFORMATION

Second Rural Enterprise Support Project

| | |
|----------------------|-------------------------|
| Region: | Europe and Central Asia |
| IDA Credit: | US\$ 67.96m |
| Board Approval Date: | June 12, 2008 |
| Closing Date: | December 31, 2016 |

Additional Financing for the Second Rural Enterprise Support Project

| | |
|----------------------|-------------------------|
| Region: | Europe and Central Asia |
| IDA Credit: | US\$ 40.00m |
| Board Approval Date: | September 11, 2012 |
| Closing Date: | N/A |

also requires that the “Rural Enterprise Investment Guidelines” include a provision stating that the Project’s beneficiaries carry out sub-projects “pursuant to the national legislation on child labor.”

MANAGEMENT RESPONSE

The Management Response to the Request was received on November 6, 2013. Management submitted an Addendum to it on November 27, 2013.

In general, Management does not agree with the Requesters’ allegations that noncompliance with Bank policy has caused the harm alleged in the Request. Specifically, Management notes that any harm that may have stemmed from the incidents cited in the Request was not caused or aggravated by the Project, nor has the Project supported these incidents. Nevertheless, it agrees that the issues raised by the Requesters are a matter of serious concern.

Management considers that the RESP II aims to assist farmers and entrepreneurs to invest in and expand noncotton-related farming and agro-processing. Management highlights that the Project was carefully designed to include a “range of mitigation measures and binding provisions (for example, monitoring and training, loan covenants for credit line beneficiaries) to address and exclude child labor at the project level.” Management adds that the Requesters’ concerns of forced labor and child labor in cotton harvesting derive from Government practices in labor deployment for cotton harvesting that have to do with factors outside the scope of the Project, and are therefore beyond the reach of Bank safeguards and other policies.

Management states that it agrees that the Social Assessment “was not sufficiently robust” in its analysis of child labor and forced labor, but states that shortcomings related to the SA did not cause or exacerbate the occurrence of child and forced labor. According to Management, the Project supports moving away from cotton production and “its associated contentious labor practices.”

Management states that the Project aims to support “third-party social monitoring to check for, among other social development issues, child labor during the cotton harvesting season.” However, Management also acknowledges delay in the implementation of third-party social monitoring. Nevertheless, Management states that it intends to use the remaining lifespan of the Project to bolster Project support to address child and forced labor, including through the implementation of third-party monitoring of child and forced labor across the Bank’s portfolio.

Management considers that the Requesters are correct to note that “project-level measures alone cannot completely prevent coer-



Panel team at one of the farms benefitting from the projects; Uzbekistan Second Rural Enterprise Support Project and Additional Financing for the Second Rural Enterprise Support Project

cion.” It adds that the Bank has been addressing the issues of child and forced labor at the sectoral and Government levels and the CPS for FY 2012–15 encourages a gradual shift away from the extensive state-controlled cotton system toward a more liberal and diversified agricultural sector. Management adds that it is in close collaboration with international development partners (including the United Nations Children’s Fund (UNICEF) and the ILO) to convince the Government to comply with its international obligations on child and forced labor, which also exhibits Management’s commitment to this issue.

THE PANEL’S REPORT AND RECOMMENDATION

The Panel reviewed the Request and Management Response, and visited the Project area during November 13-18, 2013 and met with all stakeholders. The Panel determined that the Request met the technical eligibility criteria for an investigation. However, considering the important potential for further positive developments, the Panel recommended that it should report back to the Board within 12 months of its Eligibility Report dated December 9, 2013 on whether a full investigation is warranted, taking into account the results of the proposed third-party monitoring of child and forced labor in Project-financed activities and progress in the dialogue between the Bank and Government on the concerns characterizing the current system of cotton production.

The Board approved the Panel’s Recommendation on December 23, 2013. All related documents are available on the Panel’s website.

UZBEKISTAN: CENTRAL ASIA SOUTH ASIA ELECTRICITY TRANSMISSION AND TRADE PROJECT (CASA 1000) (TAJIKISTAN/KYRGYZ REPUBLIC/AFGHANISTAN/PAKISTAN)

REQUEST NO. 93 • PROJECT NO. P145054



THE REQUEST

In April 21, 2014, the Inspection Panel received a Request for Inspection which raises concerns related to the IDA-supported **Central Asia South Asia Electricity Transmission and Trade Project (CASA 1000)**.

The Request was submitted by Ms. Tursunbaeva of the nongovernmental organization (NGO) Shark Ayoli, Uzbekistan, on behalf of 29 civil society representatives from Uzbekistan and 16 from other countries. The project is implemented in the Central Asian countries of Tajikistan and the Kyrgyz Republic, and the South Asian countries of Afghanistan and Pakistan. The Inspection Panel has reviewed the Request and, in accordance with paragraph 27 of the Panel's Operating Procedures, asked the Requesters for additional information. On June 26, the Panel received further information from the Requesters. At the time of writing this Annual Report, the Panel was considering this information.

PROJECT INFORMATION

Central Asia South Asia Electricity Transmission and Trade Project (CASA-1000)

| | |
|----------------------|-------------------------------------|
| Region: | South Asia; Europe and Central Asia |
| IDA Credit: | US\$ 526.50m |
| Board Approval Date: | March 27, 2014 |
| Closing Date: | June 30, 2020 |

SRI LANKA: ROAD SECTOR ASSISTANCE PROJECT (SECOND ADDITIONAL FINANCING)

REQUEST NO. 92 • PROJECT NO. P116742



THE REQUEST

In March 24, 2014, the Inspection Panel was made aware of a Request for Inspection (dated February 25, 2014), which raises concerns related to the IDA-supported **Road Sector Assistance Project**. The Request

was submitted by people who live and represent others living in Tudella Jaela, Sri Lanka. The Inspection Panel has begun reviewing the Request in accordance with its procedures and has informed the Requesters and Management accordingly. The Panel has requested additional information, which is awaited. More information will be available soon on the Panel's website.

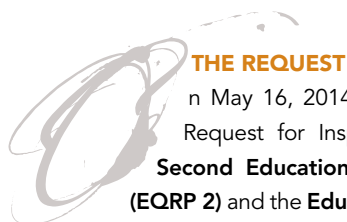
PROJECT INFORMATION

Road Sector Assistance Project (Second Additional Financing)

| | |
|----------------------|----------------|
| Region: | South Asia |
| IDA Credit: | US\$ 100.00m |
| Board Approval Date: | April 12, 2011 |
| Closing Date: | N/A |

ARMENIA: SECOND EDUCATION QUALITY AND RELEVANCE AND EDUCATION IMPROVEMENT PROJECT

REQUEST NO. 94 • PROJECT NO. P107772, P130182



THE REQUEST

In May 16, 2014, the Inspection Panel received a Request for Inspection related to the **Armenia: Second Education Quality and Relevance Project (EQRP 2)** and the **Education Improvement Project (EIP)**.

The Request was submitted by nine NGOs, two students, and five parents from Armenia, who requested that their identities be kept confidential.

The Projects that are the subject of the Request focus on a wide range of issues in the education system in Armenia. The objectives of the EQRP 2 are to enhance school learning in general education and improve the school readiness of children entering primary education; and to support the integration of the Armenian Tertiary Education system into the European Higher Education Area. Building on the EQRP 2, the EIP is aimed at improving school readiness of children entering primary education, improving physical conditions and the availability of educational resources in upper-secondary schools, and supporting improved quality and relevance in higher education institutions in Armenia.

PROJECT INFORMATION

Second Education Quality and Relevance

| | |
|----------------|-------------------------|
| Region: | Europe and Central Asia |
| IDA Credit: | US\$ 25.00m |
| Board Approval | Date: May 12, 2009 |
| Closing Date: | November 30, 2014 |

Education Improvement Project

| | |
|----------------------|-------------------------|
| Region: | Europe and Central Asia |
| IBRD Loan: | US\$ 15.00m |
| IDA Credit: | US\$ 15.00m |
| Board Approval Date: | March 13, 2014 |
| Closing Date: | September 30, 2019 |

The Requesters believe that the design and implementation of the EQRP 2 resulted in substantial harm to the Armenia education system, particularly in areas of accountability, governance, quality, and accessibility. The complaint claims that academics, students, and parents, including the Requesters, are immediately affected by the harmful effects of the EQRP 2 and will be affected by the EIP, which, in their view, was designed in so as not to address the failures of the EQRP 2.

The Request describes harms that in the Requesters' view resulted from the projects, particularly the EQRP 2. They state that the reform supported under EQRP 2 unfairly disadvantaged the students from rural areas. They also believe that such reforms did not ensure allocation of relevant financial resources to provide quality streaming education in high schools, and, as a result, students and parents still have to take private tuition to prepare for the final unified/admission exams. Moreover, the Requesters contend that the project did not address gender insensitivities and discrimination in school curriculum, which they say promotes an asymmetric representation of gender roles and discriminatory norms and perceptions about the role of women in society. They add that teacher training under the project aimed at professional development was ineffective. The Requesters also raise governance issues related in particular to the National Quality Assurance Agency (ANQA), whose capacity building is supported under the EQRP 2. In their opinion, the ANQA presents serious irregularities in its mission, composition, and function and does not act as an independent quality assurance body.

The Panel registered the Request on June 5, 2014. At the time of writing this Annual Report, the Panel was awaiting submission of the Management Response to the Request for Inspection.

The Notice of Registration of the Request is available on the Panel's website at www.inspectionpanel.org



Badia East, Lagos; Nigeria Lagos Metropolitan Development and Governance Project



Cases

UNDER THE PILOT APPROACH TO SUPPORT EARLY SOLUTIONS

REQUEST NO. 91
Nigeria: Lagos Metropolitan Development and
Governance Project

NIGERIA: LAGOS METROPOLITAN DEVELOPMENT AND GOVERNANCE PROJECT

REQUEST NO. 91 • PROJECT NO. P071340



THE REQUEST

In September 30, 2013, the Panel received a Request for Inspection related to the **Nigeria: Lagos Metropolitan Development and Governance Project**. The Request was sent by the Social and Economic Rights Action Center on behalf of individuals, families, and groups living in the Badia area of Lagos State. The Requesters allege that Badia residents, a vulnerable slum community in Lagos, were adversely affected as a result of the failure of the Bank to ensure Lagos State Government's compliance with the Project's financing agreement during the implementation of the Project.

Based on the willingness of both Requesters and Management to provide an opportunity to resolve the concerns raised, the Panel postponed its decision to register the Request and initiated instead the pilot approach to support early solutions in the Inspection Panel process.

On November 11, 2013, the Panel informed the Board that in line with the new pilot approach, Bank Management had sent the Panel written Actions Proposed, including an anticipated timeline, which

the Requesters had agreed to, provided that they received the most recent revision of the 2013 Resettlement Action Plan and clarification about the timetable to put in place the agreed grievance mechanism.

On March 20, 2014, the Panel informed the Board that while the agreement is still being implemented, some practical issues remained and that Requesters and Management are continuing engagement, including with the authorities, to resolve the outstanding issues. The Panel also informed the Board that by May 2014 it would issue its decision about further actions, based on whether the Requesters are satisfied that their concerns have been successfully addressed. On May 28–30, a Panel team visited Lagos and Abuja to inform stakeholders of its decision. At the time of writing of this Annual Report, the Panel was considering the information it had received from the visit and subsequent correspondence with the Requesters' representative and Management, in order to inform the Board of its decision. Further information is available on the Panel's website.

PROJECT INFORMATION

Lagos Metropolitan Development and Governance Project

| | |
|----------------------|--------------------|
| Region: | Africa |
| IDA Credit: | US\$ 200.00m |
| Board Approval Date: | July 6, 2006 |
| Closing Date: | September 30, 2013 |



Panel team meeting with community members; Nigeria Lagos Metropolitan Development and Governance Project



Community in Gambella, Ethiopia: Promoting Basic Services Phase III Project



Cases

NOT REGISTERED

REQUEST NO. 86

Malawi: Second Water Development Project (Additional Financing)

REQUEST NO. 88

Romania: Mine Closure, Environment and Socio-economic Regeneration Project

REQUEST NO. 90

Nepal: Enhanced Vocational Education Project

MALAWI: SECOND WATER DEVELOPMENT PROJECT (ADDITIONAL FINANCING)

REQUEST NO. 86 • PROJECT NO. P124486



THE REQUEST

In May 22, 2013, the Inspection Panel received a Request for Inspection raising concerns related to the **Malawi: Second National Water Development Project**. The Project includes piloting of prepaid water meters (PWM) in Mzuzu, in the Northern Region. The Request was submitted by Citizens for Justice (CFJ) on behalf of a number of potential and affected residents. The Request claims that the installation of prepaid water meters was taking place without prior assessment of impacts, prior consultations, and/or disclosure of information, and that it has an impact on the poor and on children and repercussions on their human right to water. It adds that the PWMs would increase water tariffs.

Following the receipt of the Request, the Inspection Panel contacted CFJ and Bank Management. Management informed the Panel that it was ensuring that installation of the meters would be voluntary, that the PWMs pilot would be monitored to assess cus-

tomers feedback, and that a review would inform subsequent decisions on any further rollout of the scheme. Management added that additional assessments related to potential risks to low-income households would be undertaken if the pilot expanded to high-density/low-income areas. Finally, Management clarified that there were no increases in tariffs.

The Panel determined that the Requesters' primary concerns of harm were being addressed, and their remaining concerns, as related to any possible larger-scale rollout of the PWMs, would be predicated on a future decision to expand the meter installation to low-income communities. In this case, the Panel did not register the Request, but safeguarded the Requesters' right to submit a new Request for Inspection, if they believe that a subsequent Bank-supported rollout of the meters would impinge on their rights and interests or would directly affect them. All related documents are available on the Panel's website.

ROMANIA: MINE CLOSURE, ENVIRONMENTAL AND SOCIO-ECONOMIC REGENERATION PROJECT

REQUEST NO. 88 • PROJECT NO. P087807



THE REQUEST

In May 22, 2013, the Panel received a Request for Inspection related to the **Romania: Mine Closure, Environmental and Socio-economic Regeneration Project**. The Request was submitted by a representative of affected people from the neighborhoods of Sipoteni and Vermesti in Comanesti, Bacau County, Romania.

The Request raised concerns related to construction that deepened a water channel on Emil Rebreanu Street, damaging houses, which were no longer safe for habitation. The channel also damaged annexes to the houses, fences, and orchards. The Request further stated that poor construction quality caused sewage and wastewa-

ter infiltration into surrounding soil, affecting the drinking water and the health of the people and their animals and damaging the structure of surrounding streets.

Following the receipt of the Request, the Panel reviewed Project documentation and ascertained that the Project closed on October 31, 2012. Therefore, in accordance with the Resolution establishing the Panel stipulating that "requests filed after the Closing Date of the loan financing the project" could not be heard by the Panel, the Panel did not register the Request for Inspection. All related documents are available on the Panel's website.

NEPAL: ENHANCED VOCATIONAL EDUCATION PROJECT

REQUEST NO. 90 • LOAN NO. P104015



THE REQUEST

In September 25, 2013, the Panel received a Request for Inspection related to the **Nepal: Enhanced Vocational Education and Training Project (EVENT)**. It was submitted by the Blue Diamond Society, an NGO in Nepal, on behalf of the Lesbian, Gay, Bisexual, Transgender, and Intersex (LGBTI) community of Nepal.

The Request states that the LGBTI community of Nepal will suffer as a result of the World Bank's "omissions or failures" related to the Project since by only inviting men and women to apply for the trainings offered, the Project discriminates against the LGBTI community who, due to their sexual orientation, prefer to be classified as third gender or "other" when a gender option has to be selected. The Requesters fear the LGBTI community will therefore be deterred from applying for the training, and discrimination, marginalization, and a pattern of possible exclusion may result from the Project, thereby possibly hindering their future empowerment.

THE PROJECT

The EVENT is a Specific Investment Loan approved by the Board on March 28, 2011. It is a category B project financed through an IDA credit in the amount of US\$29.75 million equivalent and IDA grant in the amount of US\$20.25 million equivalent. The Ministry of Education and Sports is responsible for implementing the Project. The Project is scheduled to close in October 2015, and is being restructured. The Project Development Objective is to expand the supply of skilled and employable labor by increasing access to quality training programs, and by strengthening the technical and vocational education and training system in Nepal.

THE PANEL'S NOTICE OF NON-REGISTRATION

Following the receipt of the Request, the Panel reviewed relevant Project documentation, and informed Management of the Request. A Panel team, which was coincidentally in Nepal for a mission related to another Project, met with the Blue Diamond Society in Kathmandu on September 30, 2013. At this meeting, the Panel team explained the Panel process and sought additional information relating to the allegations of harm mentioned in the Request and details about the Requesters' efforts to raise their concerns with the Bank.

On October 15, the Panel met with Bank Management in Washington, which confirmed that the Bank, Blue Diamond Society, and the Ministry of Education and Sports had met to discuss the concerns raised in the Request, and that the Ministry agreed that subsequent calls for applications related to vocational training delivered under the auspices of the Project will be revised to address Blue Diamond Society's concerns. The Blue Diamond Society subsequently confirmed this development to the Panel.

In light of the foregoing, the Panel decided not to register this Request. The principal basis for this decision was two-fold. First, the Panel determined that the Request did not fully meet certain basic admissibility criteria for registration with regard to the link between the Project and harm, since the Requesters were not aware of an incident where a member of LGBTI community had been discriminated under the Project, and had not informed Bank Management of their concerns prior to submission of the Request. In addition, once informed about the Request, Management took immediate action to meet with the Requesters and proposed steps to address and resolve their concerns. The Requesters have confirmed this to the Panel and further action by the Panel was no longer needed at this stage.

Awareness-Raising

AND OUTREACH ACTIVITIES

The Panel recognizes a critical need to build awareness about its availability so that project-affected people can exercise their right to access an independent accountability mechanism if they believe that they have been or are likely to be adversely affected by a World Bank-supported operation. For this reason, the Panel conducts outreach to both internal and external stakeholders, which include Bank Management, civil society, academia, and development practitioners.

The outreach activities and events carried out this fiscal year are summarized in this section.

WORLD BANK/INTERNATIONAL MONETARY FUND SPRING MEETINGS, WASHINGTON, DC, APRIL 11-13, 2014

In the context of this year's Spring Meetings, on April 8, 2014, Panel Member Zeinab Bashir Elbakri participated in the Bank's orientation session, presented the general features of the Panel's process, and discussed some of the issues most often raised around its mandate and workload.

On April 10, 2014, the Panel hosted a public session entitled "Latest Developments at the Inspection Panel." This session included a presentation of the Panel's updated Operating Procedures and the new pilot approach to support early solutions in the Panel process. It also focused on the latest developments at the Panel, the objectives of which are to make it more accessible, user friendly, and effective in responding to grievances and concerns raised by project-affected people. This session was of particular interest to civil society organizations (CSOs) and practitioners interested in the accountability of international financial institutions (IFIs) and their compliance review and grievance redress mechanisms. Later in the afternoon, the Panel held a meeting with a group of CSOs to discuss further its process and some of its caseload. The meeting was co-organized by the Panel, the Bank Information Center (BIC), and the Center for International Environmental Law (CIEL).

Finally, the Panel hosted its traditional Open House, on April 11, 2014. This was an opportunity for guests to meet Panel Members and Secretariat staff, to learn about Panel operations, and to exchange views with the Panel in an informal setting.

Participants of the
Tenth Annual Meeting of
Independent Accountability
Mechanisms, September 25–27,
2013, the World Bank HQ,
Washington DC



**THIRTEENTH SESSION OF THE UNITED NATIONS
PERMANENT FORUM ON INDIGENOUS ISSUES, NEW YORK,
MAY 12–23, 2014**

Panel Senior Operations Officer Serge Selwan and Junior Professional Officer Birgit Kuba attended several events at the Thirteenth Session of the UN Permanent Forum on Indigenous Issues. Attended sessions included side events dealing with the enhanced Reducing Emissions from Deforestation and Forest Degradation (REDD+) program, best-practice cases of sustainable development for indigenous peoples, and the creation of an implementing and monitoring mechanism for the UN Declaration on the Rights of Indigenous Peoples. The Forum was attended by indigenous leaders and experts on indigenous issues from many parts of the world. Mr. Selwan and Ms. Kuba engaged in outreach activities, informing indigenous peoples and other interested participants about the history, process, and work of the Inspection Panel.

**TENTH ANNUAL MEETING OF INDEPENDENT
ACCOUNTABILITY MECHANISMS, WASHINGTON, DC,
SEPTEMBER 25–26, 2013**

On September 25–26, 2013, the Inspection Panel hosted the Tenth Annual Meeting of Independent Accountability Mechanisms (IAMs) at International Financial Institutions (IFIs). The event brought together an illustrious assembly committed to responding to the grievances of people affected by projects they finance. It was 10 years ago when the IAMs formed a network to encourage cooperation and learning across their respective mandates. This three-day event

sparked debate on issues establishing causal linkages between harm and noncompliance, review and evaluation of IAMs, and building capacity of mediators and communities. The meeting was a place for debate about how the approach to addressing grievances of affected people pioneered by IAMs can remain relevant. The next IAM meeting will be hosted by the Project Complaint Mechanism of the European Bank for Reconstruction and Development in September 2014 in London.

**ADDRESSING PEOPLES' CONCERNS:
20 YEARS AND COUNTING,
WASHINGTON, DC, SEPTEMBER 27, 2013**

On September 27, 2013, the Inspection Panel celebrated its Twentieth Anniversary as the first independent citizen-driven accountability mechanism among multilateral, global organizations. A former Bank President noted that the Panel provides a “safety net” for the exceptional cases where the Bank’s own high standards may not be met and strengthens the link between the Bank and the people affected by its projects. The Panel also set in motion the establishment of similar mechanisms in other international organizations to achieve greater transparency and accountability in their work. At the public event of this forum, speakers included the Honorable Barney Frank, former Chairman of the House Financial Services Committee, and World Bank President Jim Yong Kim. They were followed by a Panel discussion, with participants including Merza Hasan, Dean of the Bank’s Board; Sri Mulyani, Managing Director; Meg Taylor, Compliance Advisor Ombudsman Vice President; Chad Dobson, Director of



Inspection Panel anniversary event “Addressing People’s Concerns: 20 Years and Counting,” September 27, the World Bank HQ, Washington, DC

the Bank Information Center, a Bank-watch NGO; and two Requesters from affected communities. The President, Managing Director, and Dean of the Board reinforced the Bank’s strong commitment to the work of the Inspection Panel and its critical role of ensuring accountability and transparency, which is central to the Bank’s corporate governance.

The meeting brought together heads and staff of the IAMs, members of the Bank’s Board, Senior Management and over 150 World Bank staff, government officials, more than 70 students from local universities, leading NGOs on development and accountability, professors and academics in the field, and activists and community members. The event was live-streamed on the Internet to reach a global online audience, including World Bank Group staff worldwide.

COLLABORATION WITH ACADEMIA

Beginning in September 2013, Stephanie Chu (LL.M. candidate, 2014) and Paul Henson (J.D. candidate, 2015) at the New York University School of Law in the International Organizations and Global Governance Clinic of Professors Grainne de Burca and Angelina Fisher participated in a project with the Panel on the effectiveness of the citizen-driven accountability function within the changing roles and responsibilities of the Bank. In coordination with Dilek Barlas, Executive Secretary, the participants wrote a paper titled “The Inspection Panel: Responding to Contemporary Challenges at the World Bank.” They presented their paper on January 14, 2014.

As they do every year, on October 30, 2013, advocates participating in Columbia University Human Rights Advocates Program

visited the Panel. Dilek Barlas, Executive Secretary, and Tatiana Tassoni, Senior Operations Officer, introduced the Panel and its role and presented experience and lessons learned from the Panel’s cases to the advocates.

In March 2014, Dilek Barlas, Executive Secretary, together with Anders Hjorth Agerskov, Head of the Preventive Services Unit at the Bank’s Integrity Vice Presidency, participated as guest speakers in Dr. Vinay Bhargava’s Policy and Practice of International Development class at the George Washington University, Elliott School of International Affairs, International Development Studies Program.

REGIONAL STAKEHOLDER MEETING, ACCRA, GHANA, NOVEMBER 4–8, 2013

On November 4–8, 2013, the Compliance Review & Mediation Unit (CRMU) of the African Development Bank (AfDB), along with other AfDB operational units, held a Regional Stakeholders Workshop and Staff Training, in Accra, Ghana. The workshop was intended to train about 50 participants from government implementation units and CSOs about different AfDB accountability offices. In the workshop, Serge Selwan, Senior Panel Operations Officer, presented the Panel process and analyzed with the participants some of the projects in Africa that the Panel reviewed. The Panel’s presentation included a review of means to improve CSO–IAM collaboration. Participants in the workshop expressed interest in more trainings to raise awareness and capacity.

TABLE 1
SUMMARY OF INSPECTION PANEL CASES

June 30, 2014

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|----|--|-------------------|--------------------|---|--|--|
| 1. | Nepal: Arun III Proposed Hydroelectric Project and Restructuring of IDA Credit | October 24, 1994 | Yes | Investigation Yes | Eligibility Report Investigation Report | Economic Evaluation of Investment Operations (OP/BP 10.04) Disclosure of Operational Information (BP 17.50) Outline for a Project Information Document (BP 10.00, Annex A) Environmental Assessment (OD 4.01) Involuntary Resettlement (OD 4.30) Indigenous Peoples (OD 4.20) |
| 2. | Ethiopia: Compensation for Expropriation and Extension of IDA Credits to Ethiopia | May 2, 1995 | No | — | — | Dispute over Defaults on External Debt, Expropriation, and Breach of Contract (OMS 1.28) |
| 3. | Tanzania: Power VI Project | May 16, 1995 | Yes | No investigation Yes | Eligibility Report | Article V Section 1(c), IDA Articles of Agreement Article V Section 1(d), IDA Articles of Agreement Article V Section 1(g), IDA Articles of Agreement Environmental Aspects of Bank Work (OMS 2.36) Environmental Assessment (OD 4.01) |
| 4. | Brazil: Rondônia Natural Resources Management Project | June 16, 1995 | Yes | Investigation No | Eligibility Report Additional Review Report Review of Progress in Implementation | Project Supervision (OD 13.05) Forestry (OP 4.36) Wildlands (OPN 11.02) Indigenous Peoples (OD 4.20) Involving Nongovernmental Organizations in Bank-Supported Activities (GP 14.70) Project Monitoring and Evaluation (OD 10.70) Investment lending—Identification to the Board Presentation (BP 10.00) Suspension of Disbursements (OD 13.40) Accounting, Financial Reporting, and Auditing (OD 10.60) Procurement (OD 11.00) Use of Consultants (OD 11.10) Borrower Compliance with Audit Covenants (OD 13.10) |
| 5. | Chile: Financing of Hydroelectric Dams in the Bio-Bio River | November 17, 1995 | No | — | — | Environmental Policy for Dam and Reservoir Project, Annex B (OD 4.00) Indigenous Peoples (OD 4.20) Wildlands (OPN 11.02) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Involuntary Resettlement (OD 4.30) Project Supervision (OD 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|---|--------------------|--------------------|---|---|---|
| 6. | Bangladesh: Jamuna Multipurpose Bridge Project | August 23, 1996 | Yes | No investigation Yes | Eligibility Report Report on Progress on Implementation of Action Plan | Environmental Assessment (OD 4.01) Involuntary Resettlement (OD 4.30) Involving Nongovernmental Organizations in Bank-Supported Activities (GP 14.70) |
| 7. | Argentina/Paraguay: Yacyretá Hydroelectric Project (1996) | September 30, 1996 | Yes | Investigation No | Eligibility Report Review of Present Project Problems and Assessment of Action Plans | Environmental Policy for Dam and Reservoir Projects (OD 4.00, Annex B) Environmental Assessment (OD 4.01) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Project Monitoring and Evaluation (OD 10.70) Project Supervision (OD 13.05) Wildlands (OPN 11.02) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Environmental Aspects of Bank Work (OMS 2.36) Suspension of Disbursements (OD 13.40) |
| 8. | Bangladesh: Jute Sector Adjustment Credit | November 13, 1996 | Yes | No investigation Yes | Eligibility Report | Adjustment Lending Policy (OD 8.60) Project Supervision (OP 13.05) Suspension of Disbursements (OP 13.40) |
| 9. | Brazil: Itaparica Resettlement and Irrigation Project | March 12, 1997 | Yes | Investigation No | Eligibility Report Action Plan Review | Environmental Policy for Dam and Reservoir Projects (OD 4.00, Annex B) Environmental Assessment (OD 4.01) Involuntary Resettlement (OD 4.30) Indigenous Peoples (OD 4.20) Project Supervision (OD 13.05) |
| 10. | India: NTPC Power Generation Project | May 1, 1997 | Yes | Investigation Yes | Eligibility Report Report on Desk Investigation | Economic Evaluation of Investment operations (OD 10.04) Environmental Assessment (OD 4.01) Involuntary Resettlement (OD 4.30) Indigenous Peoples (OD 4.20) Project Supervision (OD 13.05) |
| 11. | India: Ecodevelopment Project | April 2, 1998 | Yes | Investigation No | Eligibility Report | Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Forestry (OP 4.36) |
| 12. | Lesotho/South Africa: Phase 1B of Lesotho Highlands Water Project (1998) | May 6, 1998 | Yes | No investigation Yes | Eligibility Report | Environmental Policy for Dam and Reservoir Projects (OD 4.00, Annex B) Economic Evaluation of Investment Operations (OD 10.04) Poverty Reduction (OD 4.15) Water Resources and Management (OP 4.07) |
| 13. | Nigeria: Lagos Drainage and Sanitation Project | June 17, 1998 | Yes | No investigation Yes | Eligibility Report | Involuntary Resettlement (OD 4.30) Poverty Reduction (OD 4.15) Gender Dimensions of Development (OD 4.20) Project Monitoring and Evaluation (OD 10.70) Economic Evaluation of Investment Operations (OP/BP 10.04) Article V, Section 1(g), IDA Articles of Agreement |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|---|--------------------|--------------------|---|--|---|
| 14. | Brazil: Land Reform Poverty Alleviation Project | December 14, 1998 | Yes | No investigation Yes | Eligibility Report | Poverty Reduction (OD 4.15) Disclosure of Operational Information (BP 17.50) Environmental Assessment (OD 4.01) Involving Nongovernmental Organizations in Bank-Supported Activities (GP 14.70) |
| 15. | Lesotho: Highlands Water Project (1999) | April 26, 1999 | Yes | No investigation Yes | Eligibility Report | Disputes over Defaults on External Debt, Expropriation, and Breach of Contract (OP/BP 7.40) Disclosure of Operational Information (BP 17.50) |
| 16. | China: Western Poverty Reduction Project | June 18, 1999 | Yes | Investigation Yes | Eligibility Report Investigation Report | Disclosure of Operational Information (BP 17.50) Involuntary Resettlement (OD 4.30) Environmental Assessment (OD 4.01) Indigenous Peoples (OD 4.20) Pest Management (OP 4.09) Safety of Dams (OP/BP 4.37) Retroactive Financing (OD 12.10) Investment Lending (OD 10.00) |
| 17. | Argentina: Special Structural Adjustment Loan | July 26, 1999 | Yes | No investigation Yes | Eligibility Report | Project Supervision (OD 13.05) Poverty Reduction (OD 4.15) Project Monitoring and Evaluation (OP/BP 10.70) Suspension of Disbursements (OP/BP 13.40) Disclosure of Operational Information (BP 17.50) |
| 18. | Brazil: Land Reform Poverty Alleviation Project, Second Request | September 14, 1999 | Yes | No investigation Yes | Eligibility Report | Poverty Reduction (OD 4.15) Project Supervision (OD 13.50) Disclosure of Operational Information (BP 17.50) |
| 19. | Kenya: Lake Victoria Environmental Management Project | October 12, 1999 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Poverty Reduction (OD 4.15) Economic Evaluation of Investment Projects (OP 10.04) Project Supervision (OD 13.05) |
| 20. | Ecuador: Mining Development and Environmental Control Technical Assistance Project | December 13, 1999 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Wildlands (OPN 11.02) Indigenous Peoples (OD 4.20) Project Supervision (OD 13.05) |
| 21. | India: NTPC Power Generation Project, Second Request | November 27, 2000 | No | — | — | Involuntary Resettlement (OD 4.30) Project Supervision (OD 13.05) Environmental Assessment (OD 4.01) |
| 22. | Chad: Petroleum Development and Pipeline Project, Management of the Petroleum Economy Project, and Petroleum Sector Management Capacity Building Project | March 22, 2001 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Natural Habitats (OP/BP 4.04) Pest Management (OP 4.09) Poverty Reduction (OD 4.15) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Forestry (OP 4.36) Disclosure of Operational Information (BP 17.50) Economic Evaluation of Investment Operations (OP 10.04) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Project Supervision (OD 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|---|--------------------|--------------------|--|--|--|
| 23. | India: Coal Sector Environmental and Social Mitigation Project and Coal Sector Rehabilitation Project | June 21, 2001 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Disclosure of Operational Information (BP 17.50) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Project Supervision (OD 13.05) |
| 24. | Uganda: Third Power Project, Fourth Power Project, and proposed Bujagali Hydropower Project | July 27, 2001 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD/OP 4.01) Natural Habitats (OP 4.04) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Safety of Dams (OP 4.37) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Economic Evaluation of Investment Operations (OP 10.04) Poverty Reduction (OD 4.15) Disclosure of Operational Information (BP 17.50) Project Monitoring and Evaluation (OD 10.70) Project Supervision (OD 13.05) |
| 25. | Papua New Guinea: Governance Promotion Adjustment Loan | December 6, 2001 | Yes | No investigation Yes | Eligibility Report | Forestry (OP 4.36) Adjustment Lending Policy (OD 8.60) Project Supervision (OD/OP/BP 13.05) |
| 26. | Paraguay/Argentina: Reform Project for the Water and Telecommunication Sectors, SEGBA V Power Distribution Project (Yacyretá 2002) | May 17, 2002 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Policy for Dam and Reservoir Projects (OD 4.00, Annex B) Environmental Assessment (OD 4.01) Involuntary Resettlement (OD 4.30) Project Supervision (OD/OP/BP 13.05) Project Monitoring and Evaluation (OD 10.70) Suspension of Disbursements (OD 13.40) |
| 27. | Cameroon: Petroleum Development and Pipeline Project, and Petroleum Environment Capacity Enhancement Project | September 25, 2002 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Natural Habitats (OP/BP 4.04) Poverty Reduction (OD 4.15) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Disclosure of Operational Information (BP 17.50) Project Supervision (OD 13.05) |
| 28. | Philippines: Manila Second Sewerage Project (MSSP) | September 26, 2003 | Yes | No recommendation, as the Requesters failed to satisfy a procedural criterion—that is, that the Requesters had brought the subject matter to Management's attention and that, in the Requester's view, Management failed to respond adequately. Yes | Eligibility Report | Environmental Assessment (OD 4.01) Economic Evaluation of Investment Operations (OP 10.04) Disclosure of Operational Information (BP 17.50) Project Supervision (OD 13.05) |
| 29. | Cameroon: Petroleum Development and Pipeline Project | November 26, 2003 | No | — | — | Involuntary Resettlement (OD 4.30) |
| 30. | Mexico: Indigenous and Community Biodiversity Project (COINBIO) | January 26, 2004 | Yes | In fairness to all parties concerned, the Panel could not take a position on whether the Request merits an investigation and awaits further developments. Yes | Eligibility Report | Indigenous Peoples (OD 4.20) Project Supervision (OD/OP/BP 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|---|--------------------|--------------------|---|--|--|
| 31. | Colombia: Cartagena Water Supply, Sewerage, and Environmental Management Project | April 20, 2004 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OD 4.01) Natural Habitats (OP/BP 4.04) Water Resources Management (OD 4.07) Poverty Reduction (OD 4.15) Indigenous Peoples (OD 4.20) Financial Management (OD 10.02) Economic Evaluation of Investment Operations (OP 10.04) Project Supervision (OD/OP/BP 13.05) |
| 32. | India: Mumbai Urban Transport Project | April 28, 2004 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OD 4.30) Disclosure of Information (January 2002) Project Supervision (OP/BP 13.05) |
| 33. | | June 29, 2004 | Yes | | | |
| 34. | Burundi: Public Works and Employment Creation Project | September 17, 2004 | No | — | — | Environmental Assessment (OD 4.01) Natural Habitats (OP 4.04) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) |
| 35. | Pakistan: National Drainage Program Project | September 10, 2004 | Yes | Investigation Yes | Eligibility Report Investigation Report | Project Supervision (OP/BP 13.05) Procurement (OP/BP 11.00) |
| 36. | Cambodia: Forest Concession Management and Control Pilot Project | January 28, 2005 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Natural Habitats—1995 (OP/BP 4.04) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Indigenous Peoples (OD 4.20) Forestry (OP/BP 4.36) Technical Assistance (OP/BP 8.40) Project Supervision (OP/BP 13.05) Disclosure of Operational Information (BP 17.50) |
| 37. | Democratic Republic of Congo: Transitional Support for Economic Recovery Grant and Emergency Economic and Social Reunification Support Project | November 19, 2005 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Poverty Reduction (OD 4.15) Indigenous Peoples (OD 4.20) Forestry (OP/BP 4.36) Emergency Recovery Assistance (OP/BP 8.50) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Project Supervision (OP/BP 13.05) Disclosure of Information (January 2002) |
| 38. | Honduras: Land Administration Project | January 3, 2006 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Tribal People in Bank-Financed Projects (OMS 2.34) Indigenous Peoples (OD 4.20) Indigenous Peoples (OP/BP 4.10) Project Supervision (OD/OP/BP 13.05) Disclosure of Operational Information (BP 17.50) |

| Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|---|--------------------|--------------------|--|--|--|
| 39. Romania: Mine Closure | January 6, 2006 | Yes | In fairness to all parties concerned, the Panel could not take a position on whether the Request merited an investigation. Later the Panel closed the Request and Requesters indicated their problems were satisfactorily resolved. Yes | Eligibility Report Inspection Panel Recommendation | Environmental Assessment (OD 4.01) Project Supervision (OD/OP/BP 13.05) Disclosure of Information (January 2002) |
| 40. Nigeria: West African Gas Pipeline Project | April 27, 2006 | Yes | Investigation Yes | First Eligibility Report Final Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Poverty Reduction (OD 4.15) Economic Evaluation of Investment Operations (OP/BP 10.04) Project Supervision (OP/BP 13.05) Disclosure of Information (January 2002) |
| 41. Brazil: Paraná Biodiversity Project | July 10, 2006 | Yes | No investigation Yes | First Eligibility Report Final Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Forestry—1993 (OP/BP 4.36) Project Supervision (OP/BP 13.05) |
| 42. Argentina: Santa Fe Infrastructure Project and | August 28, 2006 | Yes | No recommendation, as the Requesters failed to satisfy a procedural criterion—that is, that the Requesters had brought the subject matter to Management's attention and that, in the Requester's view, Management failed to respond adequately. Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Disclosure of Information (January 2002) |
| 43. Provincial Road Infrastructure Project | September 21, 2006 | Yes | | | |
| 44. Uganda: Private Power Generation Project | March 5, 2007 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Environmental Action Plans (OP 4.02) Water Resource Management (OP 4.07) Indigenous Peoples (OP/BP 4.10) Physical Cultural Resources (OP/BP 4.11) Involuntary Resettlement (OP/BP 4.12) Safety of Dams (OP 4.37) Projects on International Waterways (OP/BP 7.50) Economic Evaluation of Investment Operations (OP/BP 10.04) Poverty Reduction (OP 1.00) Disclosure of Information (January 2002) |
| 45. India: Uttaranchal Decentralized Watershed Development Project | March 7, 2007 | Yes | In fairness to all parties concerned, the Panel could not take a position on whether the Request merits an investigation and awaits further developments. Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Poverty Reduction (OD 4.15) Forests (OP/BP 4.36) Project Supervision (OP/BP 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|--|--------------------|--------------------|--|--|---|
| 46. | Albania: Power Sector Generation and Restructuring Project | April 30, 2007 | Yes | Investigation Yes | Eligibility Report Investigation Report | Project Appraisal (OMS 2.20) Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Involuntary Resettlement (OP/BP 4.12) Economic Evaluation of Investment Operations (OP/BP 10.04) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) Project Supervision (OP/BP 13.05) |
| 47. | Albania: Integrated Coastal Zone Management and Clean-Up Project | July 30, 2007 | Yes | Investigation Yes | Eligibility Report Investigation Report | Poverty Reduction (OP 1.00) Project Appraisal (OMS 2.20) Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Project Supervision (OP/BP 13.05) Management of Cultural Property in Bank-Financed Projects (OPN 11.03) |
| 48. | | August 13, 2007 | Yes | | | |
| 49. | Ghana: Second Urban Environment Sanitation Project (JESP II) | August 16, 2007 | Yes | Investigation Yes | Eligibility Report Investigation Report | Project Appraisal (OMS 2.20) Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) |
| 50. | Cameroon: Urban Development Project and Second Urban Project | September 5, 2007 | No | — | — | Environmental Assessment (OD 4.01) Poverty Reduction (OD 4.15) Indigenous Peoples (OD 4.20) Involuntary Resettlement (OD 4.30) Project Supervision (OD 13.05) Disclosure of Operational Information (BP 17.50) |
| 51. | Argentina: Santa Fe Infrastructure Project and Provincial Road Infrastructure Project | September 13, 2007 | Yes | Investigation Yes | Eligibility Report Investigation Report | Poverty Reduction (OP 1.00) Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Project Supervision (OP/BP 13.05) Disclosure of Information (January 2002) |
| 52. | Colombia: Bogotá Urban Services Project | October 30, 2007 | Yes | No recommendation, as the Requesters failed to satisfy a procedural criterion—that is, that the Requesters had brought the subject matter to Management's attention and that, in the Requester's view, Management failed to respond adequately. Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Project Supervision (OP/BP 13.05) |
| 53. | Panama: Land Administration Project | February 25, 2009 | Yes | Investigation Yes | Eligibility Report Investigation Report | Indigenous Peoples (OD 4.20) Project Supervision (OP/BP 13.05) |
| 56. | | March 17, 2009 | Yes | | | Poverty Reduction (OD 4.15) Bank Financing (OP/BP 6.00) Financing Severance Pay in Public Sector Reform Operations (OpMemo) |
| 54. | Democratic Republic of Congo: Private Sector Development and Competitiveness Project | February 25, 2009 | Yes | No investigation Yes | Eligibility Report Second Eligibility Report | Poverty Reduction (OD 4.15) Bank Financing (OP/BP 6.00) |
| 55. | | March 13, 2009 | Yes | | Third and Final Eligibility Report | Financing Severance Pay in Public Sector Reform Operations (OpMemo) Project Supervision (OP/BP 13.05) Indigenous Peoples (OD 4.20) |
| 63. | | | | | | |
| 57. | Yemen: Institutional Reform Development Policy Financing | April 13, 2009 | Yes | No investigation Yes | First Eligibility Report Final Eligibility Report | Development Policy Lending (OP/BP 8.60) World Bank Policy on Disclosure of Information (June 2002) |
| 58. | India: Mumbai Urban Transport Project | May 29, 2009 | Yes | No investigation Yes | Eligibility Report | Involuntary Resettlement (OP 4.30) Project Supervision (OP/BP 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|--|--------------------|--------------------|---|--|---|
| 59. | Kenya: Export Development Project | April 21, 2009 | No | — | — | Environmental Assessment (OP/BP4.01) Project Appraisal (OMS 2.20) |
| 60. | Cambodia: Land Management and Administration Project | September 4, 2009 | Yes | Investigation Yes | Eligibility Report Final Eligibility Report Investigation Report | Involuntary Resettlement (OP 4.30) Project Supervision (OP/BP 13.05) |
| 61. | Peru: Lima Transport Project | October 1, 2009 | Yes | Investigation Yes | Eligibility Report Investigation Report | Environmental Assessment (OP/BP 4.01) Physical Cultural Resources (OP/BP 4.11) Project Supervision (OP/BP 13.05) Project Appraisal (OMS 2.20) |
| 62. | Papua New Guinea: Smallholder Agriculture Development Project | December 17, 2009 | Yes | Investigation Yes | Eligibility Report Investigation Report | Poverty Reduction (OP 1.00) Environmental Assessment (OP/BP4.01) Indigenous Peoples (OP/BP 4.10) Forests (OP/BP 4.36) Natural Habitats (OP/BP 4.04) Investment Lending (OP/BP 10.00) Project Supervision (OP/BP 13.05) Project Appraisal (OMS 2.20) |
| 64. | Pakistan: Tax Administration Reform Project | December 22, 2009 | Yes | No investigation Yes | Eligibility Report | Project Supervision (OP/BP 13.05) Investment Lending (OP/BP 10.00) Project Appraisal (OMS 2.20) |
| 65. | South Africa: Eskom Investment Support Project | April 6, 2010 | Yes | Investigation Yes | Eligibility Report Investigation Report | Poverty Reduction (OP 1.00) Piloting the Use of Borrower Systems to Address Environmental and Social Safeguard Issues in Bank-Supported Projects (OP/PB 4.00) Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Physical Cultural Resources (OP/BP 4.11) Involuntary Resettlement (OP/BP 4.12) Projects on International Waterways (OP/BP 7.50) |
| 66. | Kazakhstan: South-West Roads: Western Europe-Western China International Transit Corridor | April 24, 2010 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Physical Cultural Resources (OP/BP 4.11) Involuntary Resettlement (OP/BP 4.12) Project Supervision (OP/BP 13.05) World Bank Policy on Disclosure of Information (June 2002) |
| 67. | Chile: Quilleco Hydropower Project | May 26, 2010 | Yes | No investigation Yes | Eligibility Report Final Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Involuntary Resettlement (OP/BP 4.12) Indigenous Peoples (OP/BP 4.10, OD 4.20) Safety of Dams (OP/BP 4.37) Cultural Property (OP/BP 4.11, OPN 11.03) Project Supervision (OP/BP 13.05) |
| 68. | Poland: Third Employment, Entrepreneurship and Human Capital Development Policy Loan | June 14, 2010 | No | — | — | Disputes over Defaults on External Debt, Expropriation, and Breach of Contract (OP/BP 7.40) Development Policy Lending (OP/BP 8.60) |
| 69. | Liberia: Development Forestry Sector Management Project | September 24, 2010 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Forestry (OP 4.36) Project Supervision (OP/BP 13.05) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|--|-------------------|--------------------|--|---|--|
| 70. | Uzbekistan: Energy Loss Reduction Project (Rogun HPP, Tajikistan) | October 8, 2010 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Involuntary Resettlement (OP/BP 4.12) Safety of Dams (OP/BP 4.37) Projects on International Waterways (OP/BP 7.50) |
| 71. | Lebanon: Greater Beirut Water Supply Project | November 4, 2010 | Yes | Investigation No Following Board discussion and the commissioning by Management of specific studies, the Panel was called by the Board to review its recommendation. The Panel determined to await further developments. | Eligibility Report Inspection Panel Report—Follow-up to Board Decision | Environmental Assessment (OP/BP 4.01) Project Appraisal (OMS 2.20) Economic Evaluation of Investment Operations (OP/BP 10.04) Involuntary Resettlement (OP/BP 4.12) The World Bank Policy on Access to Information (July 2010) |
| 72. | India: Madhya Pradesh Water Sector Restructuring Project | August 31, 2010 | Yes | No investigation Yes | Eligibility Report | Poverty Reduction (OP 1.00) Environmental Assessment (OP/BP 4.01) Project Supervision (OP/BP 13.05) Project Appraisal (OMS 2.20) |
| 75. | | July 26, 2011 | Yes | | | |
| 73. | Argentina: Second Norte Grande Water Infrastructure Project | May 4, 2011 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Project Appraisal (OMS 2.20) The World Bank Policy on Access to Information (July 2010) |
| 74. | Kazakhstan: South-West Roads: Western Europe-Western China International Transit Corridor | August 17, 2011 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Involuntary Resettlement (OP/BP 4.12) Project Supervision (OP/BP 13.05) Project Appraisal (OMS 2.20) World Bank Policy on Access to Information, July 1, 2010 |
| 76. | West Bank/Gaza: Red Sea—Dead Sea Water Conveyance Study Program | June 24, 2011 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Indigenous Peoples (OP/BP 4.10) Projects on International Waterways (OP/BP 7.50) Projects in Disputed Areas (OP/BP 7.60) The World Bank Policy on Access to Information, July 1, 2010 |
| 77. | Argentina: Santa Fe Infrastructure Project and Provincial Road Infrastructure | September 6, 2011 | No | — | — | Environmental Assessment (OP/BP 4.01) Project Supervision (OP/BP 13.05) |
| 78. | Republic of Kosovo: Kosovo Power Project (Proposed) | March 29, 2012 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) Economic Evaluation (OP/BP 10.04) Project Appraisal (OMS 2.20) |
| 79. | Kenya: Energy Sector Recovery Project | May 10, 2012 | Yes | No investigation Yes | Eligibility Report | Project Appraisal (OMS 2.20) Environmental Assessment (OP/BP 4.01) Project Supervision (OP/BP 13.05) |
| 80. | India: Improving Rural Livelihoods through Carbon Sequestration | April 23, 2012 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Indigenous Peoples (OP/BP 4.10) Project Supervision (OP/BP 13.05) Trust Funds (OP/BP 14.40) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|--|--------------------------------------|--------------------|---|---------------------------|--|
| 81. | India: Vishnugad Pipalkoti Hydro Electric Project | July 23, 2012 | Yes | Investigation Yes | Eligibility Report | Physical Cultural Resources (OP/BP 4.11) Environmental Assessment (OP/BP 4.01) Natural Habitats (OP/BP 4.04) Forests (OP/BP 4.36) Safety of Dams (OP/BP 4.37) Economic Evaluation of Investment Operations (OP/BP 10.04) Project Appraisal (OMS 2.20) |
| 82. | Ethiopia: Protection of Basic Services Program Phase II (Additional Financing) and Promoting Basic Services Phase III Project | September 24, 2012 | Yes | — | Eligibility Report | Indigenous Peoples (OP/BP 4.10) Involuntary Resettlement (OP/BP 4.12) Economic Evaluation of Investment Operations (OP/BP 10.04) Project Appraisal (OMS 2.20) Project Supervision (OP/BP 13.05) |
| 83. | Afghanistan: Sustainable Development of Natural Resources (Additional Financing) and Sustainable Development of Natural Resources II Projects | December 3, 2012 December 6, 2012 | Yes | No investigation Yes | Eligibility Report | Project Supervision (OP/BP 13.05) Rapid Response to Crises and Emergencies (OP 8.00) Involving Nongovernmental Organizations in Bank-Supported Activities (GP 14.70) World Bank Policy on Disclosure of Information (June 2002) Environmental Assessment (OP 4.01) Environmental Action Plans (OP 4.02) Natural Habitats (OP/BP 4.04) Projects on International Waterways (OP/BP 7.50) Water Resources Management (OP 4.07) Involuntary Resettlement (OP/BP 4.12) Indigenous Peoples (OP/BP 4.10) Projects in Disputed Areas (OP/BP 7.60) Physical Cultural Resources (OP/BP 4.11) |
| 84. | Kenya: Natural Resource Management Project | January 14, 2013 | Yes | Investigation Yes | Eligibility Report | Indigenous Peoples (OP/BP 4.10) Involuntary Resettlement (OP/BP 4.12) |
| 85. | Egypt: Giza North Power Project | February 21, 2013 | Yes | No investigation Yes | Eligibility Report | Environmental Assessment (OP/BP 4.01) Involuntary Resettlement (OP/BP 4.12) |
| 86. | Malawi: Second National Water Development Project—Additional Financing | May 22, 2013 | No | — | — | Poverty Reduction (OP 1.00) Environmental Assessment (OP/BP 4.01) Water Resources Management (OP 4.07) Environmental Action Plans (OP 4.02) Gender and Development (OP 4.20) |
| 87. | Nepal: Power Development Project | July 10, 2013 | Yes | Investigation | Yes Eligibility Report | Environmental Assessment (OP 4.01) Cultural Property (OP/BP 4.11, OPN 11.03) Indigenous Peoples (OP/BP 4.10) Involuntary Resettlement (OP/BP 4.12) |
| 88. | Romania: Mine Closure, Environmental and Socio-economic Regeneration Project | July 2, 2013 | No | — | — | Project Supervision (OP/BP 13.05) Environmental Assessment (OP 4.01) |

| | Request | Request Received | Request Registered | Inspection Panel Recommendation and Its Approval by the Board | Panel's Activity | Policies and Procedures Raised by the Request for Inspection |
|-----|---|--------------------|--|--|--|--|
| 89. | Uzbekistan: Second Rural Enterprise Support Project | September 5, 2013 | Yes | Panel will report back to the Board within 12 months of its Eligibility Report, taking into account positive result of proposed third-party monitoring in Project-financed activities and progress in dialogue with Government on concerns characterizing the current system of cotton production Yes | Eligibility Report | Poverty Reduction (OP 1.00) Environmental Assessment (OP 4.01) Financial Intermediary Lending (OP 8.30) Investment Project Financing (OP 10.00) Monitoring and Evaluation (OP 13.60) |
| 90. | Nepal: Enhanced Vocational Education and Training Project | September 25, 2013 | No | — | — | Environmental Assessment (OP 4.01) Project Appraisal (OMS 2.20) |
| 91. | Nigeria: Lagos Metropolitan Development and Governance Project | September 30, 2013 | Pilot | — | Pilot Receipt Note Pilot Interim Note | Involuntary Resettlement (OP/BP 4.12) |
| 92. | Sri Lanka: Road Sector Assistance Project— Second Additional Financing | March 24, 2014 | Panel requested further information | — | — | Environmental Assessment (OP 4.01) |
| 93. | Uzbekistan: CASA 1000 (Tajikistan, Kyrgyz Republic, Afghanistan, Pakistan: Central Asia South Asia Electricity Transmission and Trade Project) | April 21, 2014 | Panel is conducting due diligence to verify whether admissibility criteria are met | — | — | Projects on International Waterways (OP/BP 7.50) Environmental Assessment (OP 4.01) |
| 94. | Armenia: Second Education Quality and Relevance Project, Education Improvement Project | May 16, 2014 | Yes | — | — | Investment Project Financing (OP 10.00) Environmental Assessment (OP 4.01) Project Supervision (OP/BP 13.05) Project Appraisal (OMS 2.20) |

Source: Inspection Panel.

Note: BP = Bank Procedure; OD = Operational Directive; OMS = Operational Manual Statement; OP = Operational Policy; OPN = Operational Policy Note

GEOGRAPHICAL DISTRIBUTION OF REQUESTS FOR INSPECTION

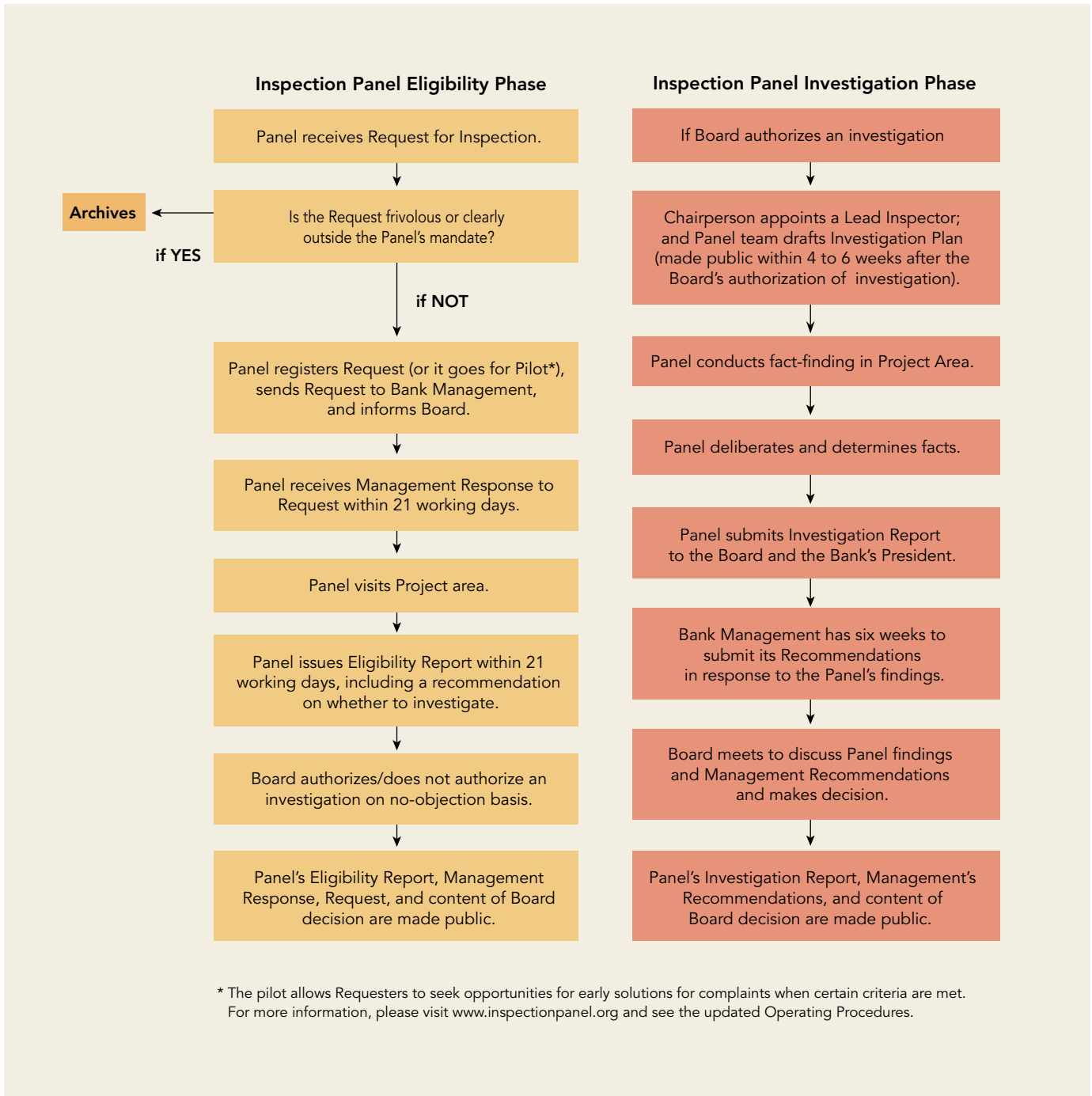
World Map as of June 30, 2014



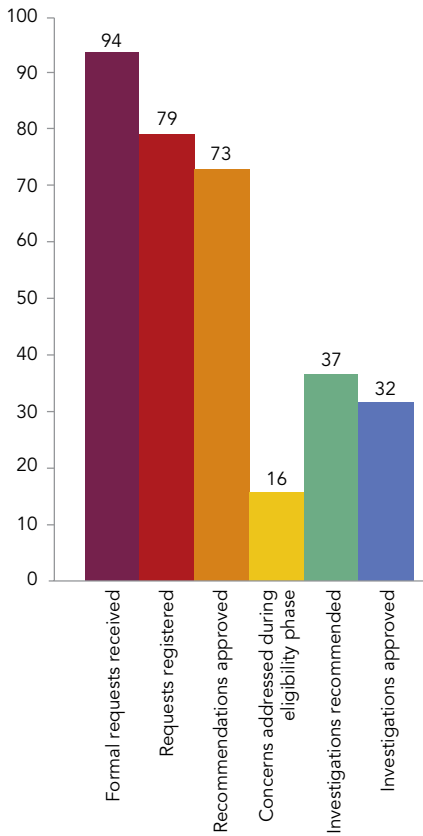


FIGURES

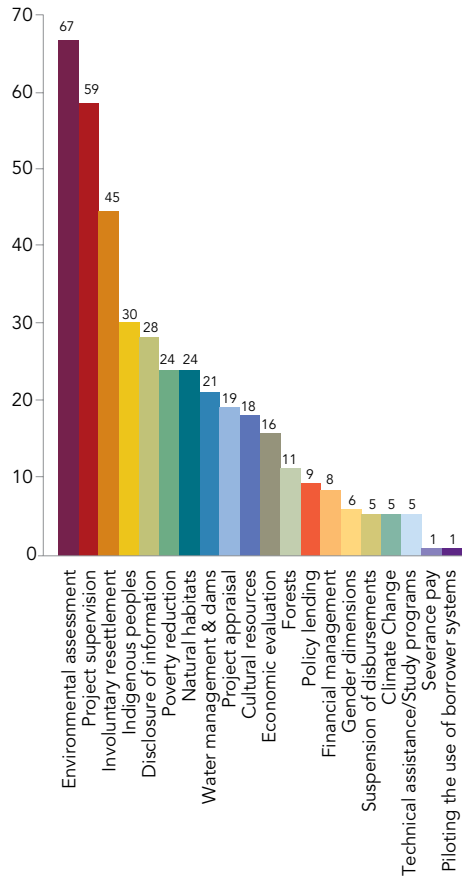
Inspection Panel Process



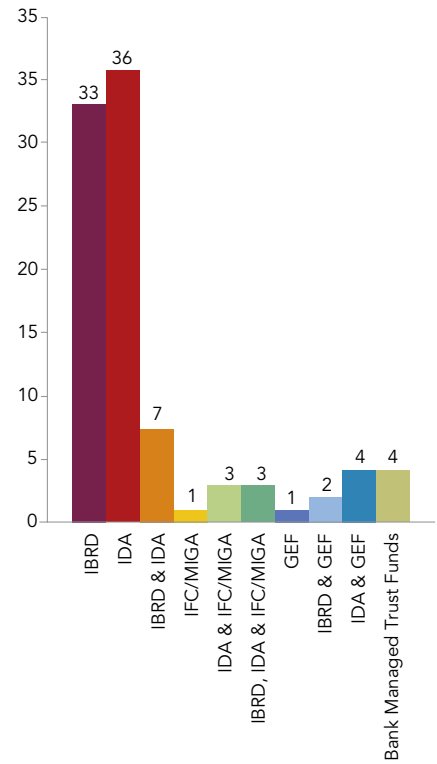
Requests Received
As of June 2014



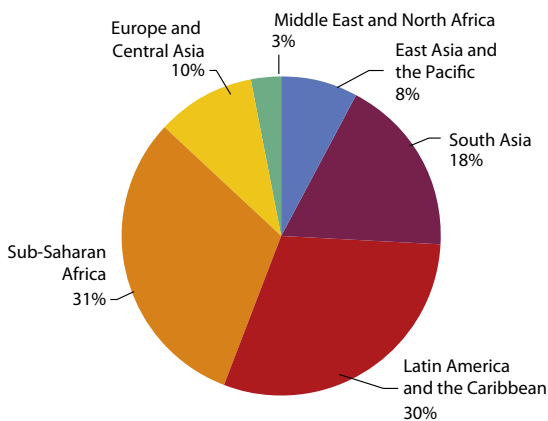
Policy-Related Issues Most Often Raised in Requests
As of June 2014



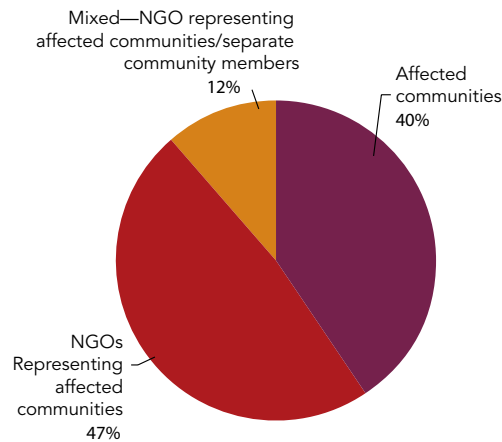
Financing for Projects Subject to Requests
As of June 2014



Percentage of Requests Received per Region
As of June 2014



Description of Requestors
As of June 2014



Mixed: The Request was made by an NGO on behalf of some of the affected community. Unrepresented individuals were also part of the Request.

NGOs Representing Affected Communities: The Request was made by an NGO on behalf of the affected community.

Affected Communities: The Request was brought directly by members of the affected community.



Badia East, Lagos; Nigeria Lagos Metropolitan Development and Governance Project



Appendices

APPENDIX I

Biographies of the Panel Members and the Executive Secretary

APPENDIX II

Guidance on How to Prepare a Request for Inspection

APPENDIX III

The Inspection Panel Budget (July 1, 2013–June 30, 2014)

BIOGRAPHIES OF THE PANEL MEMBERS AND THE EXECUTIVE SECRETARY



Ms. Eimi Watanabe, a Japanese national, was appointed to the Inspection Panel in November 2009 and assumed the responsibility of Chairperson of the Inspection Panel on May 1, 2013, succeeding Mr. Alf Jerve. Ms. Watanabe brings to the Panel more than 30 years of experience in the field of development. Throughout her career, Ms. Watanabe has demonstrated a commitment to applying analytical as well as participatory approaches to development programs, and she has a strong record of experience in

working collaboratively with civil society organizations, governments, and other development organizations. A sociologist by training, she has been involved in a wide range of substantive areas, both at the project and policy levels, including poverty reduction, gender, child health and nutrition, governance, capacity development, the environment, and migration. From 1998 to 2001 she served as Assistant Secretary General and Director of the Bureau for Development Policy at the United Nations Development Programme (UNDP). Prior to that she was UN Resident Coordinator and UNDP Resident Representative in Bangladesh, and the United Nations Children's Fund (UNICEF) Representative in India. Recently she has served as a member of the Strategic and Audit Advisory Committee of the United Nations Office for Project Services (UNOPS). Ms. Watanabe earned a PhD from the London School of Economics and received her BA in Sociology from the International Christian University in Tokyo.



Mr. Gonzalo Castro de la Mata was appointed as a Member of the Inspection Panel on December 16, 2013. He replaced Mr. Alf Jerve, whose five-year term expired on October 31, 2013. Mr. Castro de la Mata was selected to this position through an international, competitive recruitment process.

Mr. Castro de la Mata, a U.S. and Peruvian national, brings to the Panel more than 20 years of development experience. His career includes roles across the private sector, public sector, and multiple areas of development work, which enables him to bring a balance of interest, authority, experience, and flexibility to the Inspection Panel. Most recently as Chair of an Independent Advisory Panel for the Export-Import Bank of the United States, he demonstrated his thorough knowledge and appreciation for the nuances of each stage of a project cycle, from policy creation to implementation.

Mr. Castro de la Mata's early career included key roles at the World Bank in the Global Environment Facility, at the World Wildlife Fund, and at Wetlands for the Americas. He earned a PhD in Ecology and Population Biology from the University of Pennsylvania and received his MA and BA from the Cayetano Heredia Universidad in Lima, Peru. Mr. Castro de la Mata is the founder of Ecosystem Services, LLC, and currently serves as its Chairman. He was elected unanimously by the Panel as Chairperson of the Panel for one year as of November 1, 2014, replacing current Chairperson Ms. Eimi Watanabe.



Ms. Zeinab Bashir Elbakri was appointed as a Member of the Inspection Panel on September 1, 2012. She replaced Mr. Roberto Lenton, whose five-year term expired on August 31, 2012. Ms. Elbakri, a national of Sudan, brings to the Panel more than 20 years of development experience. She built a distinguished and broad career at the African Development Bank (AfDB), where her last position was Vice President of Operations from 2006 to 2009. In addition, between 1991 and 2005, she served in

a number of positions at AfDB spanning multiple regions of Africa. Ms. Elbakri focused on portfolios including social development, gender, agriculture and agro-industry, climate change, and governance; she also gained expertise in both policy development and operations. After leaving AfDB, Ms. Elbakri was appointed Director of the Delivery Unit for the Office of His Highness the Prime Minister of Kuwait, where she was responsible for ensuring delivery of reform initiatives. Ms. Elbakri holds a PhD in Sociology and Anthropology from Hull University and received her MA and BA in Sociology from the American University in Cairo.



Ms. Dilek Barlas was selected as Executive Secretary of the Inspection Panel in July 2014. Ms. Barlas served as the Panel's Deputy Executive Secretary since 2007. A Turkish national, Ms. Barlas has more than two decades of experience in the field of development. A lawyer by training, Ms. Barlas joined the World Bank in 1992 and served as the Senior Counsel in the World Bank Legal Vice Presidency for the Europe and Central Asia Region. As Senior Counsel she was responsible for the legal aspects of World

Bank operations in numerous countries, including Albania, Azerbaijan, Uzbekistan, Bosnia and Herzegovina, and Turkey; her work included an overseas field assignment to the World Bank Office in Ankara, Turkey, from 2004 to 2006. Prior to joining the World Bank, Ms. Barlas served with the Undersecretariat of Treasury and Foreign Trade of Turkey and played a critical role in the preparation of Turkey's anti-dumping and subsidies legislation. Her private law practice includes work as an Associate with White and Case in their Washington, DC, office. Ms. Barlas holds a law degree from the University of Ankara, Turkey, and an LLM in International Legal Studies from the Washington College of Law at American University, Washington, DC.

GUIDANCE ON HOW TO PREPARE A REQUEST FOR INSPECTION

The Inspection Panel needs some basic information in order to process a Request for Inspection:

1. Name, contact address, and telephone number of the group or people making the request (or their representatives).
2. Name and description of the Bank project.
3. Adverse effects of the Bank project.
4. If you are a representative of affected people please attach an affidavit authorizing you to act on their behalf (a simple handwritten document is sufficient).
4. Are you familiar with Bank policies and procedures that apply to this type of project? How do you believe the Bank may have violated them? Knowledge of Bank policies and procedures is not a requirement.
5. Has the Bank been contacted about the project in regards to the issues raised? Please provide information about all such known contacts, and the responses, if any. The issues raised in the Request must have been raised with Bank Management before a Request for Inspection is filed.

The Inspection Panel will need answers to the following key questions:

1. Is this Request being submitted with confidentiality attached? Are any signatories requesting confidentiality?
2. What is the nature and extent of the damage caused by the project to you or those you represent?
3. In what way would the Bank's actions or omissions, in the context of the project, affect you adversely? How can this be determined?

6. If you know that the Panel has dealt with this matter before, do you have any new facts or evidence to submit?

Please provide a summary of this information. Attach to the Request for Inspection any additional documentation you believe is necessary. Please list these attachments in your summary.

You may wish to use the attached model form.

**MODEL FORM:
REQUEST FOR INSPECTION**

To: Executive Secretary, The Inspection Panel
Fax: 202 522 0916; Email: ipanel@worldbank.org
1818 H St., NW, Washington, D.C. 20433, U.S.A.

1. We **[insert names]** live and/or represent others who live in the area known as **[insert name of area]**. Our addresses are attached. (We **[do/do not]** authorize you to disclose our identities.).
2. We have suffered, or are likely to suffer, harm as a result of the World Bank's failures or omissions in the **[insert name and/or brief description of the project or program]** located in **[insert location/country]**.
3. **[Describe the damage or harm you are suffering or are likely to suffer from the project or program.]**

4. **[List (if known) the World Bank's operational policies you believe have not been observed.]**

5. Our complaints have been raised with World Bank staff on the following occasions **[list dates]** by **[explain how the complaint was made]**. No response was received, **[or]** we believe that the response received is not satisfactory as it does not answer or solve our problems for the following reasons:

6. We request that the Inspection Panel recommend to the World Bank's Executive Directors that an investigation of these matters be carried out.

Signatures: _____

Date: _____

Contact address, telephone number, fax number, and e-mail address:

List of attachments

We **[do/do not]** authorize you to disclose our identities.

APPENDIX III

THE INSPECTION PANEL BUDGET

JULY 1, 2013–JUNE 30, 2014

| | |
|---------------------------------|--------------------|
| Salaries ^(a) | \$1,426,332 |
| Benefits ^(a) | 711,970 |
| Communications and IT Services | 104,998 |
| Office Occupancy | 176,820 |
| Equipment and Building Services | 217 |
| Temporaries | 59,829 |
| Consultants ^(b) | 697,392 |
| Travel | 294,794 |
| Representation and Hospitality | 14,956 |
| Publications | 57,153 |
| Contractual Services | 34,535 |
| Other Expenses | 3,858 |
| Total Budget Spent | \$3,582,854 |
| Total Budget Received | \$3,625,879 |

Note: Numbers may not add to totals due to rounding.

^(a) Salaries: Includes 5 months of pilot for second full-time panel member

^(b) Consultants: Includes 1.5 panel member fees

The Inspection Panel 

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A free publication

SKU 32892