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# The Update

Inspection Panel Newsletter

The Inspection Panel was established by identical Resolutions of the Boards of Executive Directors of IBRD and IDA in 1993. The Panel is an independent forum to provide accountability and recourse for communities affected by IBRD/IDA-financed projects, to address harms resulting from policy non compliance, and to help improve development effectiveness of World Bank operations. The Panel works to promote 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.

## File a Request

For information on how to file a request click [here](#).

## Frequently asked Questions

Unsure about how the Panel works? Click [here](#).

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## Message from the Inspection Panel Chair



Since our last newsletter, the Panel has worked hard to address 14 Requests for Inspection from affected people and communities in 14 different countries. Six are in the eligibility or investigation phases of our process, while in seven cases the work of the Panel has been completed. The Projects span a range of sectors, including land administration, agriculture, forestry, energy and transport.

As described in this newsletter, the Requests leading to investigation have brought to the surface important issues of compliance and harm, and led to significant responsive actions by the Bank's Management. Most Requests, however, have not gone forward to investigation, either as a matter of eligibility as determined by the Panel or, importantly, due to efforts to bring early resolution to the grievances raised without the need for an investigation.

It is worth noting this grievance redress objective

of what we call the "Panel process", in which both the Panel and the Bank's Management play important and complementary roles. As indicated in the box to the left, the Panel process is triggered by complaints (or grievances) from people affected by Bank-financed projects. Through its investigation, the Panel makes independent findings on issues of compliance and related harm, and Bank Management is required to develop a response to these findings, including actions to address and resolve issues of non-compliance and harm. Furthermore, at earlier stages of the Panel process, the Panel interacts with affected people and Management to foster opportunities for Management to resolve problems. This grievance-driven structure is key to understanding the function of the Panel process as an accountability and recourse mechanism of the World Bank.

In this context, the Panel appreciates and supports complementary efforts underway by Bank Management to strengthen and reinforce Management's capacity to respond to grievances within existing structures.

The Panel has been interacting with the Board, Management and stakeholders as the institution examines ways to strengthen its responsiveness to project affected people. The aim is to reinforce the Bank's overall accountability structure, including the effectiveness of the Panel for affected people and as an accountability mechanism for the Board.

More generally, the Panel is actively examining ways to reinforce its work into the future. In December, the Panel held a brainstorming discussion on new ideas and practices in the field of accountability. At a Board meeting in February, we informed the Board that we are preparing to update our internal Operating Procedures, within the ambit of the Panel mandate, in consultation with key stakeholders. The Panel considers that this initiative will provide an excellent opportunity to update and enhance the Panel's work, building on strong existing foundations, recent practices, and lessons in the field. On page 7 of this Newsletter, we describe this upcoming process, and would like to invite all readers to join in this dialogue.

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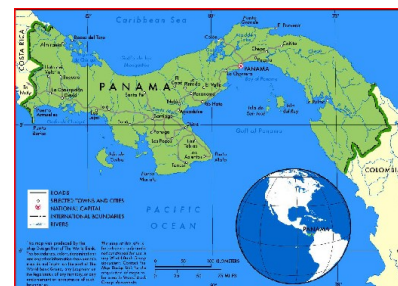
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## Latest Requests for Inspection

Since the last Panel newsletter in June 2010, the Panel has received six new Requests for Inspection from communities and affected people. These Requests (some described in this Newsletter) relate to the following projects:

- Poland: Third Employment, Entrepreneurship, and Human Capital Development Policy Loan ([click here](#))
- Liberia: Development Forestry Sector Management Project (see page 5)
- Uzbekistan: Tajikistan-Energy Loss Reduction Project (see page 6)
- Lebanon: Greater Beirut Water Supply Project (see page 6)
- India: Water Quality Enhancement Project of Swarn Rekha River ([click here](#))
- Argentina: Second Norte Grande Water Infrastructure Project ([click here](#))



## Completed Cases

### Panama: Land Administration Project

On February 3, 2011, the World Bank Board of Executive Directors considered the findings of the Panel investigation of the Panama Land Administration Project, and approved the Management's Action Plan contained in the Bank's Management Response to the Panel's findings.

The Panel investigation responded to two requests, related to the legal recognition of lands inhabited by two Panamanian indigenous groups, the Naso and the Ngäbe. The Panel's investigation focused on whether the Bank's Indigenous Peoples safeguard policy was complied with, in particular with regards to the Project's support for the creation and consolidation of indigenous territories and adequate consultations with affected communities, and whether Bank Management complied with policy requirements to supervise implementation of project activities.

In its investigation report, the Panel noted the importance of Project objectives and Management actions under the Project to support indigenous land rights. The Panel found, however, non-compliance with policy requirements to prepare a stand-alone Indigenous Peoples Development Plan (IPDP), to consult with affected communities at certain key stages of the Project, and to react promptly in supervision to address emerging problems on the ground. At a systemic level, the Panel Report reconfirmed the crucial importance of full participation and respect for the rights of Indigenous Peoples, in compliance with Bank policies, in actions that affect them, in-

cluding the mapping and recognition of their lands. The Panel also noted that once problems were identified by the Bank team, Bank staff engaged intensively and constructively with the affected communities to better understand and help to resolve the problems they had raised. The affected people have indicated to the Panel they greatly appreciate these actions and efforts by the Bank, and hope that the Bank will remain engaged on these issues in the country.

The Bank-financed project closed in June 2010 but important unresolved issues related to the Naso territory and the Ngäbe Annex Areas remain to this day. In this context, in its response to the Panel's Investigation Report Management indicated that it offered its support to the Government of Panama to identify key issues that should be addressed in a more comprehensive IPDP, which the Government may update and treat as a model for future programs involving Indigenous Peoples in Panama. Moreover, Management noted that it will make use of available opportunities to continue its engagement on Indigenous Peoples' issues in Panama and, drawing upon the lessons from the Panel's investigation, it will incorporate the Panel's findings and the lessons learned from this Project into the design and implementation of similar projects in the Region.

All reports and further information are available [here](#).



### Cambodia: Land Management and Administration Project

On March 8, 2011, the World Bank Board of Executive Directors reviewed the findings of the Panel investigation of the Cambodia Land Management and Administration Project, and approved the Management's Action Plan.

The Panel undertook this investigation in response to the Request for Inspection received on September 4, 2009 from the Centre for Housing Rights and Evictions (COHRE), which submitted the Request on behalf of the Boeung Kak Lake (BKL) community claiming to have been affected by the Land Management and Administration Project (LMAP) in Cambodia. These communities are situated in the BKL area, within the Sras Chok commune, Daun Penh district in the Municipality of Phnom Penh.

The key objective of the Project was to support land tenure security in Cambodia. Instead, the Requesters claim that as a result of the Project, some 4,250 families were either evicted or under threat of evictions from their land. In early

September of 2009, the Government canceled the Project. In its response to the Request for Inspection, Management noted issues relating to the status of the Project, and its continuous efforts to address the issues raised in the request. Management was not able to make any progress in the implementation of specific actions to address the concerns of the affected community. As a result, the Panel recommended to investigate and the Board approved the Panel's recommendation on April 13, 2010.

The Panel team was supported by Dr. Geoffrey Payne, leading expert on urban and land development issues with extensive experience in Cambodia. On November 23, 2010, the Panel submitted its Investigation Report and received Management's Response on January 21, 2011. The Panel found that activities relating to verification of land tenure and ownership are directly linked to this Project.



The Panel concluded that residents were denied access to a due process of adjudication, and that ambiguities in the Project design contributed to the harm the Requesters are facing. Furthermore, the Panel found that Management failed to act when the problems arising in the BKL area were first brought to its attention. The Panel found that the Resettlement Policy Framework should have been applied to the BKL area. Failing to apply it was not in compliance with Bank policy. The Panel found that design flaws in the Project led to exclusion of lands from the titling process and denied residents the opportunity to claim and formalize their pre-existing rights through adjudication under LMAP. The Panel found that lack of support for the poor due to incomplete and inadequate implementation of Project components left them vulnerable to claims on their land. The Panel noted that forced evictions are not a new occurrence in Cambodia, and have been ongoing in Phnom Penh well before the Project.

In its Response, Management indicated that it conducted field reviews and identified about 8,448 households in

## Peru: Lima Urban Transport Project

On October 1, 2009, the Panel received a Request for Inspection submitted by residents of the district of Barranco in the city of Lima, Peru referring to the Lima Urban Transport Project. The Project's main objective is *"to assist the Borrower in enhancing the economic productivity and the quality of life in the Borrower's municipal territory by improving mobility and accessibility for its population, especially in the peri-urban poor neighborhoods, through the establishment of an efficient, reliable, cleaner and safer mass transit system."*

The Requesters claimed that the new bus transit system would cause serious and permanent damage to the district. They claimed that citizen consultations were not carried out, and that the environmental assessment (EA) was neither rigorously conducted nor approved by the competent authority. On December 30, 2009, the Board of Directors approved the Panel's recommendation to investigate.

The Panel submitted its Investigation Report on January 18, 2011, and received Management's Response on February 23, 2011. The Panel's investigation highlighted two im-

portant lessons with respect to policy compliance, namely the requirement to carry out informed consultations with affected parties throughout project design and implementation, and the need to have comprehensive environmental analysis to assess project impacts beyond the narrow Project busway area. The Panel noted that once problems were identified by the Bank team, Bank staff engaged intensively with the affected communities to better understand and help address the concerns they had raised. As a result, the Bank commissioned a new traffic management study for the District of Barranco that incorporates a more comprehensive analysis of the Metropolitan's impacts and opportunities in that part of Lima.

In a statement, the Bank President Robert Zoellick said that the Bank is *"deeply troubled and frustrated about the people who are being forced from their homes. We have been working hard to try and help them, with an action plan offering the Government financing and technical advice to find practical solutions. (...) We are seeking a positive Government response."* All reports and further information are available [here](#).



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On June 16, 2011, the World Bank Board of Executive Directors discussed the findings included in the Inspection Panel investigation report and approved the Management's Action Plan outlined in the Bank's Management response to the Panel's findings. All reports and further information are available [here](#).

## Yemen: Institutional Reform Development Policy Grant

On April 13, 2009, the Panel received a Request for Inspection related to the Yemen's Institutional Reform Development Policy Grant. The Request claims, inter alia, that the Bank failed to comply with principles of transparency and disclosure of information with respect to the Program, which they contend will produce negative effects on wages, employment and poverty reduction.

The Panel presented its Eligibility Report to the Board on June 19, 2009. The Panel determined, in this Report, that issues on consultation and participation remained, and recommended an investigation. Following the Panel's Report, a Board discussion took place on September 15, 2009. In advance of this discussion, Management submitted an enhanced action plan to address the remaining issues. Based on this action plan, and the Requesters' expressed interest in its implementation, the Panel proposed, and the Board agreed, to defer its recommendation in order to promote an opportunity to ad-

dress these concerns.

On June 21, 2010, Management submitted its Progress Report on the implementation of the action plan. The Panel noted Management's confirmation that significant progress has been made on all key activities which were part of the plan. Also, the Requesters confirmed many positive developments in the Bank's interaction with civil society organizations in Yemen, including translations into Arabic, transparency and disclosure of information, and consultation with respect to projects and policy issues.



On September 8, 2010, the Panel sent to the Board its Final Eligibility Report and noted, based on its own review of the Progress Report, that an investigation was not warranted. Reports and further information are available [here](#).

## Liberia: Development Forestry Sector Management Project

On September 24, 2010 the Panel received a Request for Inspection from the Sustainable Development Institute (SDI), acting on its behalf and on behalf of the communities of Central River Cess Statutory District, River Cess County, Liberia. The Requesters are concerned about the concessions' impact on their livelihood and forests, and the timber production and revenue projection, which they believe to be inflated.

The Request was Registered on September 30, 2010 and Management submitted its Response on November 1, 2010. A Panel team visited Liberia in mid-November to meet with the Requesters and affected people and gathered information relating to the Panel's determination of the eligibility of the Request for Inspection.

On December 8, 2010 the Panel submitted its Eligibility Report recommending that no investigation be carried out due to Management's commitment to undertake certain actions and SDI's willingness to engage with Management as their implementation moves forward. All Reports and further information are available by clicking [here](#).



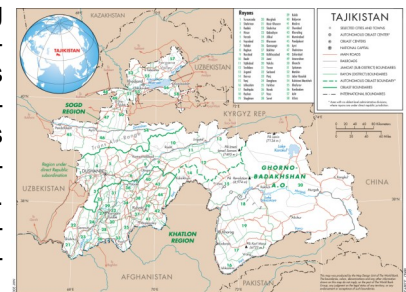
## Uzbekistan: Energy Loss Reduction Project (Rogun, Tajikistan)

The Panel received a Request for Inspection on October 8, 2010, related to the feasibility studies of the Rogun Hydropower plant in Tajikistan, which were planned to be financed under the Energy Loss Reduction Project. The Request was submitted by the Ecological Movement of Uzbekistan which represents potentially affected people downstream of a trans-boundary Project.

The Request states that the Bank is not taking into account the concerns of all parties affected by the Project, and did not consider ecological aspects of the Project.

Management submitted its Response to the Request on November 22, 2010. A panel team visited Uzbekistan and Tajikistan in mid-December, 2010.

On December 23, 2010 the Panel submitted its Eligibility report recommending that no investigation be conducted because the Panel is satisfied that there is adequate evidence of the Bank's intention to comply with applicable Operational Policies. All Reports and further information are available by clicking [here](#).



## Ongoing Cases

### Papua New Guinea: Smallholder Agriculture Development Project

On December 8, 2009, the Panel received a Request for Inspection related to the Papua New Guinea: Smallholder Agriculture Development Project. The Project intends to increase local development by increasing oil palm revenue through the participation of smallholders. The Request was submitted by a local NGO called Center for Environmental Law and Community Rights (CELCOR), acting, as a representative of the Ahora/Kakandetta Pressure Group, affected customary land owners from the Oro Province and affected smallholders within the three Project areas.

The Requesters claim that oil palm development supported by the Project will cause various harms, including pollution of water and forest degradation. Further, they believe that the project will limit the economic opportunities of smallholders and pressure them to produce oil palm even though they believe oil palm farming will not raise their standard of living. They claim the project is unsustainable and ineffective, and will cause additional economic hardship by requiring growers to participate in a Road Maintenance Trust Fund (RMTF).

Taking into consideration the claims made in the Request, and the Management Response, the Panel recommended an investigation into the matters raised, which was approved by the Board on March 25, 2010. The Panel is in the process of finalizing its Investigation Report. All reports and further information are available [here](#).



### South Africa: Eskom Investment Support Project

On April 6, 2010, the Inspection Panel received a Request from communities in the area of the Medupi Coal Fired Power Plant, the main component of the Project.

The Requesters are concerned about potential health impacts from emissions from the Medupi power plant, its use of already-scarce water resources, the destruction of grave sites and sources of traditional medicines due to construction, involuntary resettlement, and the plant's impacts on livelihoods and its negative effects on agriculture and eco-tourism.

They believe that their concerns are compounded by the cumulative impacts of multiple planned and existing power generation facilities in the area.



The Panel submitted its Eligibility Report to the Board on June 28, 2010. The Panel is in the process of finalizing its Investigation Report. All reports and further information are available by clicking [here](#).



## DRC: Private Sector Development and Competitiveness Project (PSDCP)

On December 15, 2009, the Panel received a third Request for Inspection related to a retrenchment operation in Democratic Republic of Congo (DRC): Private Sector Development and Competitiveness Project. The Request was submitted by representatives of three State-owned banks. In March 2009 the Panel had received two Requests related to the retrenchment by the same Project of Gécamines, another state-owned enterprise. All Requests raise similar issues of non-compliance and harm.

The Requesters claim that severance packages did not comply with provisions of the Congolese Labor code and relevant Bank policy, and that the attempted reintegration measures did not succeed. All three Requests are being processed simultaneously.

## Chile: Quilleco Hydropower Project

On April 21, 2010 the Inspection Panel received a Request for Inspection from residents of Tucapel, Santa Bárbara, Ralco Lepoy, and Concepción in the Biobío region of Chile.

The Requesters stated, among other things, their concern over negative impacts of the Quilleco Hydropower Project, which is supported in part by the Bank through an Emissions Reduction Purchase Agreement. Management submitted its Response on July 20, 2010, which included a plan of proposed actions. The Panel submitted its Eligibility Report on August 23, 2010.

The Panel recommended deferring the decision on whether to recommend an investigation until further time has elapsed to determine if the concerns raised by the Request can be addressed by the proposed actions and the ensuing

## Lebanon: Greater Beirut Water Supply Project

On November 4, 2010 the Inspection Panel received a Request for Inspection from residents of the Greater Beirut area. The Requesters question the adequacy of the Environmental Assessment (EA), in particular the environmental analysis of alternatives and the consultation process as well as issues relating to the application of the involuntary resettlement policy.

The Panel registered this Request on November 10, 2010, and submitted its Eligibility Report on January 20, 2011. In its Report, the Panel recommended that an investigation be carried out.

## Outreach and Other Activities

### Symposium on the Challenges of International Accountability Lessons from Independent Accountability Mechanisms

On June 24, 2011, the Inspection Panel and the American University Washington College of Law co-sponsored a symposium on the "Challenges of International Accountability - Lessons from Independent Accountability Mechanisms". The objective of the Symposium was to exchange ideas and best practices on the accountability of international institutions involved in the work of sustainable development, including at international

In its most recent report to the Board, the Panel recommended providing Management additional time to implement a proposed Action Plan. This Action Plan includes the establishment of a conflict resolution mechanism, a certification of the social debt per enterprise per employee, and reform of the national pension scheme.

On May 5, 2011, the Panel received Management's Progress Report on the implementation of the Action Plan and is in the process of determining whether an investigation is warranted. Reports and further information are available [here](#).



dialogue among the affected and interested parties.

On April 12, 2011, Management submitted to the Board its Progress Report on the Implementation of the Management Actions. The Progress Report contained additional studies concerning the Project's impact.

The Panel is now reviewing these reports and will make its Recommendation to the Board. All Reports and further information are available by clicking [here](#).



A board discussion of the Panel's Report and Recommendation was requested, and took place on March 11, 2011. Management proposed to expand a study already undergoing on water quality to cover water availability and costs, and the Panel will inform the Board in July 2011 on whether or not subsequent investigation is warranted.

All reports and further information are available by clicking [here](#).



financial institutions around the world.

The Symposium began with a "Marketplace of Ideas", which consisted of an open exchange of information and perspectives on the work of international accountability mechanisms (IAMs) from members of the IAMs themselves, and a more formal presentation on the comparative features of IAMs.

The main proceedings were divided into three topics:

- IAM Effectiveness and Credibility
- Sovereignty and Accountability
- Accountability and the Private Sector

The presentations and discussions considered the work of the IAMs, addressed questions at the cutting-edge of international accountability, and considered opportunities to transfer lessons to other organizations, including in the private sector. Participants included members of the IAMs and other distinguished speakers from the financial, development, civil society and academic communities.

The Symposium also sought to help broaden the dialogue and community of interest in the field of international accountability, and to bring to the table both challenges and opportunities going into the future. It was attended by over 140 people.



For more information, please click [here](#), and to watch the video of the symposium, please click [here](#).

## Eighth Annual Meeting of Accountability Mechanisms, Washington DC

On June 22 - 23, 2011, the Panel participated in the Eighth Annual Meeting of Independent Accountability Mechanisms (IAMs). The meeting was hosted by the Independent Consultation and Investigation Mechanism of the Inter-American Development Bank (IADB) in Washington, with participation by more than 10 mechanisms of different international financial institutions around the world.

The meetings provided the opportunity for members of these IAMs to meet together to exchange ideas, information and best practices on their ongoing work. This two-day meeting included discussions on topics such as “The Challenges of IAMs in the Context of Development Effectiveness”, “Solution Seeking and Compliance Review: How to do Both Well”, and “Measuring Results and IAM evaluations”. As on past occasions, the meeting provided the opportunity for participants to hold in-depth discussion of key issues and challenges in the field of accountability, and to exchange lessons to strengthen effectiveness going forward. It also allowed the mechanisms to stay abreast of each other’s ongoing work, and explore opportunities for cooperation in the future as may be useful in carrying out their responsibilities.

## UN Permanent Forum on Indigenous Peoples

On May 18, 2011, Inspection Panel Executive Secretary Peter Lallas participated as speaker in a side event to the UN Permanent Forum on Indigenous Peoples on the topic of “Multilateral Development Banks and the Recourse Mechanisms: Opportunities and Challenges for Indigenous Peoples”. Mr. Lallas introduced the Panel and described its availability and work over the years in responding to grievances from indigenous communities affected by World Bank financed projects. The session was widely attended, and included presentations by representatives of recourse mechanisms at other international financial institutions (IFIs). Additional information may be found on the website of the Indigenous Peoples’ International Centre for Policy Research and Education, Tebtebba, at [www.tebtebba.org](http://www.tebtebba.org).

## Conference on UN Millennium Development Goals

On November 12, 2010, Executive Secretary Peter Lallas participated as speaker in a discussion on “The UN Millennium Goals in Perspective” during a conference on “Global Problems, Global Solutions”, sponsored by the Carnegie Mellon University, La Roche College and others in Pittsburgh, Pennsylvania. The session was attended by a large gathering of students and faculty, members of civil society and development specialists, and provided an opportunity to build awareness about the existence and role of independent accountability and recourse mechanisms in the work of international development.

## Panel Annual Reports for Activities in Fiscal Year 2009-2010

Since the last newsletter, the Panel has produced its Annual Report for 2009-2010, which it released during the World Bank-IMF Annual Meetings in October. A link to the Annual Report can be found [here](#).

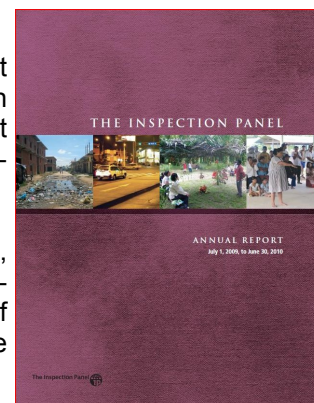
In an outreach visit to Buenos Aires, Argentina, in August 2010, the Panel released the Spanish edition of the publication “Accountability

at the World Bank: The Inspection Panel at 15 Years” (entitled: Los 15 Años del Panel de Inspección: Responsabilidad y Transparencia en el Banco Mundial). This version of the book is available [here](#).

The book, which also features the Panel’s 2008-2009 Annual Report, provides an extensive account of the Panel’s work and experi-

ence over the past 15 years, along with updates on recent activities and developments.

Additionally, the French and Portuguese versions of this publication are now available [here](#).



# Update of Panel Operating Procedures

## — Request for Your Ideas —

This month the Inspection Panel is embarking on a public dialogue and consultation process to review and enhance the effectiveness and efficiency of its operational work, within the ambit of the Resolution establishing the Panel and its subsequent Clarifications. The process is designed to create opportunities for dialogue and consultation with stakeholders who are interested in the Panel's work and issues of public accountability of international financial institutions, and will result in an update by the Panel of its Operating Procedures.

The dialogue will build upon Panel experience and practice over the years, a brainstorming session in December 2010 on "*The Panel in the 21st century*", and some recent innovations in the Panel's work. It will also provide an opportunity to take into account an external review of oversight and accountability units of the World Bank, a self-assessment of these units carried out last year, and evolving World Bank initiatives in the area of lending instruments, operational policies and grievance redress, all of which have implications for accountability and the Panel process. The update process will consist of:

- Internal analysis of the existing framework to clarify the basis and boundaries for the update of the Operating Procedures, and preparatory discussions on the proposed process (March – May 2011 completed).
- Targeted discussions on the Panel process with Board members, Management, Requesters and other stakeholders, to identify issues, concerns and opportunities for enhancing the Panel process (May – September 2011). This phase will result in a short paper describing the key features of a proposed updated Panel process based on the input received (October 2011).
- Release of draft updated Operating Procedures by the Panel, taking into account above discussions and input (late Fall 2011), followed by consultations on the draft (Winter 2011/2012). The Panel will finalize the new operating procedures, inform the Board and publicly release the procedures (by end June 2012).

These steps will be led by the Panel and coordinated on an operational basis by the Panel Executive Secretary and staff. The targeted discussions and consultations will reach out to internal stakeholders (World Bank Board, Senior Management and Staff) and external stakeholders (Requesters, civil society, peers in the public accountability field, etc.). As part of the process, the Panel will explore opportunities to "pilot" new ideas and procedural approaches in specific case work that may arise, always within the Panel's mandate and Resolution.

**The Panel would like to use this newsletter opportunity to invite all interested colleagues to engage in this Review and provide your ideas and input on ways to improve the effectiveness and efficiency of the Inspection Panel process.** For this purpose, we have included below an initial working draft list of topics for consideration. As we begin this upcoming dialogue, the Panel would like to invite your views and recommendations on these initial topics, and on any other aspects of the Inspection Panel process, by return email at [ipanel@worldbank.org](mailto:ipanel@worldbank.org), regular mail or fax (contact information is on page 1). Serge Selwan, Senior Operations Officer, is the Panel's lead contact person for these comments. We will also soon create a space on the Panel website with further information on this process and how to provide comments. Initial topics for consideration are:

- Improving public awareness of the Panel's availability as an accountability and recourse mechanism
- Supporting due diligence and interaction with Requesters at the registration phase of the Panel process
- Ensuring clarity of information in describing findings on eligibility
- Fostering opportunities for Management to address problems during the early stages of the Panel process, building on (or codifying) recent Panel practice and lessons from other accountability mechanisms
- Speeding up the investigation process
- Improving transparency, including access of Requesters to Panel investigation findings when action plans to address these findings are being developed
- Promoting effective interaction with the Board, Management, Governments and Requesters throughout the Panel process
- Finding additional means to promote corporate learning as a result of Inspection Panel investigations and work
- Fact-finding follow-up to investigations to check results on the ground, and inviting inputs from all parties on the effectiveness and outcomes of the process.

## The Panel in Facts and Figures

### The Panel's Case record

- Formal Requests Received	73
- Requests Registered	63
- Investigations Approved*	27
- Concerns Addressed during Eligibility Phase	15

\* The number of investigations is 27, however, the number of Requests leading to investigations is 30 because three investigations related to projects subject to more than one Request.

### Percentage of Requests by region

- Middle East & North Africa	3%
- East Asia & Pacific	8%
- Europe & Central Asia	10%
- South Asia	19%
- Latin America & Caribbean	30%
- Sub-Saharan Africa	30%

### 10 Bank Policies most often raised in Requests

1. Project Supervision
2. Environmental Assessment
3. Involuntary Resettlement
4. Indigenous Peoples
5. Disclosure of Information
6. Poverty Reduction
7. Natural Habitats
8. Economic Evaluation
9. Cultural Resources
10. Forestry

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