



ISSUE

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The Update

Inspection Panel Newsletter

The Inspection Panel

is an independent vehicle for people who believe they have been, or may be, harmed by a World Bank-funded project.

The Panel is designed to promote accountability at the World Bank, and to ensure that the voices of affected people are heard at the Bank's highest decision-making levels.

The Panel process is triggered by Requests for Inspection from affected people. Click [here](#) for a template Request for Inspection.

File a Request

For information on how to file a request click [here](#), where you will find a detailed guide and template.

Frequently asked Questions

Unsure about how the Panel works or whether a project qualifies for inspection?

Click [here](#).



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The Panel reaches its 15th Anniversary

Fifteen years ago the Board of Directors of the World Bank established the Inspection Panel as an independent accountability mechanism. This action marked an important contribution to strengthening World Bank governance, and was also a pioneering step in broader efforts to strengthen the role and voice of affected people in international decision-making. For the first time, private citizens were offered a way to access directly the Bank's highest levels of governance.

When the Panel was created, the World Bank faced intense criticism and controversy over the social and environmental impacts of some Bank-financed opera-

tions. A core concern was that the Bank was not complying with its own policies and procedures designed to prevent such impacts. The Panel was established in this context as a result of remarkable efforts of civil society, governments, and members of the Board to bring greater accountability, participation and transparency at the World Bank.

Fifteen years later, many other international financial organizations have established their own accountability mechanisms, and discussions are ongoing to adapt the concept in other contexts (see "Straight talk on Accountability" page 3).

Signs all around indicate that this work is as important as

ever. In line with its founding purposes, the Panel is committed to hold strong to its independence, give voice to affected people, and impartially follow facts wherever they lead.

To mark its 15th year, the Panel is launching a new publication, "The Inspection Panel at 15 Years" next month at the World Bank annual meetings.

To receive a hardcopy please contact:

ipanel@worldbank.org

A digital version will also be available on the webpage, at www.inspectionpanel.org.

Preparation for the World Bank's Annual Meetings

The Inspection Panel will have two important events during the World Bank's annual meetings in Istanbul, Turkey next month:

The first will be a joint session together with IFC/MIGA's Compliance Advisor Ombudsman and the Bank Information Center on Monday October 5, 2009, from 12:30-2:00 pm to discuss themes of accountability, recourse and the World Bank.

The second event will be a reception hosted by the Inspection Panel to launch its publication "The Inspection Panel at 15 Years". This event will take place on October 5, 2009 from 5:30-7:00pm, featuring a Keynote Address by Mr. Eckhard Deutscher, Chairman of the Development Assistance Committee (DAC) of the OECD.

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Ghana: Board decides on Action Plan following Panel Report

In August 2007 the Panel received a Request for Inspection on behalf of the Agyemankata Community concerning a proposed sanitary landfill in Greater Accra, which was a subproject of the Second Urban Environmental Sanitation Project (UESP II) in Ghana. The objectives of the Project are to improve urban living conditions in Accra, Kumasi, Sekondi-Takoradi, Tamale, and Tema with regard to environmental health, sanitation, drainage, vehicular access, and solid waste management in a sustainable fashion, with special emphasis on the poor.

The Requesters con-

tended that the sanitary landfill would have a negative impact on those living in its proximity and would result in an involuntary displacement of much of the Agyemankata Community. They claimed that the Bank failed to comply with several Bank safeguard policies to avoid social and environmental harm to affected people.

The Board approved the Panel's recommendation to carry out an Investigation. The Panel submitted its Investigation Report to the Board in March 2009. The Report determined that the Bank did not comply with several provisions of Bank policies on Environmental Assessment, Involun-

tary Resettlement, and Project Supervision.

In April 2009, the World Bank's Management presented its Response to the Investigation Report. It proposed a two-pronged Action Plan that would address the findings of the Panel and the need for adequate solid waste management in Accra. Under the first set of actions, Management proposed to continue the dialogue with the government to work on capacity building and planning for an Integrated Solid Waste Management Strategy to address medium- and long-term problems. In this context, the Bank would also support the prepa-

ration of a Strategic Environmental Assessment. The second set of actions is more Project-specific and relates to the preparation of the Environmental Assessment which will evaluate, among other things, alternative sites for the landfill.

In June 2009 the Board approved the Action Plan proposed by Management and it was agreed that Management would report back to the Board in six months regarding progress in implementing these measures.

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

Albania: Panel Report triggers Major Reviews



In August 2007, the Panel received a Request for Inspection, related to the Albanian Integrated Coastal Zone Management and Clean-Up Project. The Request was submitted by people from Jale, which is part of the larger village of Vuno in the Himare region.

The Requesters claimed that their residences were demolished and that according to indications made by government representatives the demolitions were part of a bigger plan drafted by the World Bank for the Coastal Region of Albania.

In October 2007 the Panel recommended an investigation, which the Board approved.

The Panel's investigation found evidence directly

linking the demolitions to the Project and revealed a failure of the Bank to ensure that critical safeguards were provided to protect the families, as required by Bank policies. The Panel also uncovered misrepresentations to the Board relating to key facts and encountered a series of difficulties in obtaining accurate and complete information.

In January 2009 World Bank Management issued its Response to the Panel's Investigation Report. Management acknowledged serious errors in project preparation and supervision, along with errors in communication with the Board.

Management suspended disbursements under the Project until a decision was reached either to cancel the entire International Development Association (IDA) Credit or to restructure the Project to maintain support for important infrastructure investments.

The Board approved an independently monitored case-by-case judicial review of

the Requesters' claims and payment of legal aid for this review. Regarding quality control of documents related to Project preparation and appraisal, Management carried out a Bank-wide review of 1,550 projects in all regions to address concerns raised with respect to the quality and accuracy of Project Appraisal Documents. Management also agreed to issue a policy clarification with respect to land use planning activities and a guidance note to Bank staff on social risks in such activities. The President also asked for an accountability review into alleged misrepresentations by the Bank staff.

In July 2009 the first progress report became available which details significant progress made on the Management Action Plan:

- Concerning the Requesters' claims, Management reached an agreement with the Government of Albania for an independently-monitored, case-by-case review of each demolition before the Albanian Judiciary.

- Quality controls have been strengthened across the Bank's entire lending portfolio.
- Management issued a policy clarification on land use planning projects and an interim Guidance Note regarding the application of safeguard policies in land use planning projects.

Management indicated its intentions to proceed with project restructuring to maintain support for several actions, but terminated the financing of land use planning activities. The funds originally designated for these purposes will be allocated to other activities.

The proposed restructuring is expected to be presented to the Board in the second half of 2009. The next progress report is expected by the end of 2009.

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

Panel visits Uganda to convey Investigation results



In May 2009 a Panel team headed by Panel Chairperson Werner Kiene returned to Uganda after the end of the Panel's investigation into the Uganda Bujagali Hydroelectric Project. The Project provides for the construction of a hydro-power plant on Dumbell Island on the Nile river, a few kilometers downstream of Lake Victoria. In its investigation, the Panel found that while the Bank had complied with a number of key policy require-

ments, there were also several significant instances of non-compliance, including on Environmental Assessment, Cultural Properties, Natural Habitats, Involuntary Resettlement and Economic Evaluation.

It is now an established practice of the Panel to visit the Requesters after the investigation has been completed, and the Board has met to discuss the Panel's report and the Bank Management Response. The purpose of this visit is to convey the results of the investigation to the Requesters and other affected people, answer questions, and discuss in some detail the commitments made by Bank Management in response to the Panel's findings that need

to be implemented.

The visit was carried out jointly with a team from the African Development Bank's Independent Recourse Mechanism, which had received a similar request for inspection and conducted its own investigation, albeit in close cooperation with the Panel.

The Panel team visited the Project area, the communities resettled under the project and other communities which will be affected by the power transmission line. It also went to the site of the Kalagala Falls, an area designated as an offset to the loss of the Bujagali Falls, which will be inundated once the dam is completed and starts operating.

Remaining issues

include conveyance of land titles in the resettlement site, income restoration activities and cultural and spiritual aspects of the Project. The Panel also was surprised to see that fences had been built, and other construction and commercial activities were taking place, at the Kalagala Falls offset site before a sustainable management plan for the area is completed.

Bank Management recently has prepared a progress report on actions being taken to address these and other issues.

The Panel's investigation report and other documents are available on the Panel's website [here](#).

Straight talk on Accountability

Asia-wide Conference on Strengthening Governance and Accountability for Sustainable Development convened in Bangkok

On July 9, 2009, the Inspection Panel, in collaboration with the Mekong Environment and Resource Institute, Save the Children, Kasetsart University's Economics Faculty, and other institutions, held an international conference on

"Strengthening Governance and Accountability for Sustainable Development: Lessons Learned and Future Prospects" at the United Nations Conference Center in Bangkok.

Around 90 participants from Thailand and other countries attended the day-long conference; among them were leading members of the private and public sectors, academic institutions, civil so-

ciety, and International organizations.

The conference aimed to share knowledge and foster a dialogue on good governance, accountability, and transparency. Particular attention was given to the need for accountability of all actors engaged in sustainable development, especially international development institutions, private corporations, and non-governmental organizations.

Keynote speakers included Mr. Sanjay Pradhan, Vice President of the World Bank and Director of the World Bank Institute in Washington DC, and Mr. Edilberto C. de Jesus, Former President of the University of Cordilleras in the Philippines.

Further information is available on the Inspection Panel website [here](#).

Sixth Annual Meeting of Accountability Mechanisms in Washington, DC

Over the last six years, annual meetings have been held among international accountability mechanisms to identify and foster means for cooperation, and to exchange experiences and lessons learned in the course of their work.

This year the event took place on May 21-22, 2009 and was hosted by the IFC/MIGA's Compliance Advisor Ombudsman (CAO). Thirty representatives of the independent accountability mechanisms of eight international

financial institutions participated.

The meeting addressed a variety of topics, including case studies; lessons learned; opportunities for cooperation and coordination among mechanisms in aware-

ness-building activities; the use of a country-systems approach in Bank operations; and experiences in cofinanced projects.

Case Updates

The following table contains updates to recent cases and new requests. The actions taken and the next steps follow the Panel's Process, as stated in the Panel's Establishing Resolution (1993), the Review of 1996 and the Clarification of 1999. Detailed Information on all Cases is provided on the Inspection Panel's Homepage.

Name	Description	Actions Taken	Next Steps
<p>Panama: Land Administration Project</p> <p>The project intends to promote equal land rights and conservation through modernization of the land administration system.</p>	Requesters believe the land demarcation to be unfair and harmful to indigenous peoples.	<ol style="list-style-type: none"> Two Requests Registered on March 11 and 20, 2009 Management Response issued on March 31, 2009 Eligibility Report submitted on May 27, 2009 	Board approved Panel's recommendation to investigate with a delayed start in October 2009
<p>Democratic Republic of Congo: Private Sector Development and Competitiveness Project</p> <p>The project is multi-pronged. The component most pertinent to the Requesters finances the voluntary departure of miners at Gécamines.</p>	Requesters believe this parastatal reform was done improperly, resulting in harm to them.	<ol style="list-style-type: none"> Two Requests Registered on March 12 and 19, 2009 Management Response issued on March 31, 2009 Eligibility Report submitted on May 27, 2009 	Due to Management attempts to address the issues, and with the requester's agreement, the Panel will wait until November 2010 to determine whether the case warrants an investigation.
<p>Yemen: Institutional Reform Development Policy Financing</p> <p>The project is a two-tranche loan to help government reform efforts to increase non-oil growth and strengthen governance.</p>	Requesters claim the process has lacked transparency and disclosure of information and will cause negative economic effects.	<ol style="list-style-type: none"> Registered on April 20, 2009 Management Response issued on May 11, 2009 Eligibility Report submitted on June 1, 2009 	Due to a significantly enhanced action plan submitted by Management the Board agreed on September 15, 2009 to the Panel's proposal to defer its recommendation to investigate till June 2010.
<p>India: Mumbai Urban Transport Project</p> <p>The project finances the development of a sustainable urban transport system in Mumbai.</p>	The requesters claim they were asked to demolish their property before receiving compensation. The Panel has carried out an investigation on the project in 2004.	<ol style="list-style-type: none"> Registered on June 9, 2009 Management Response issued on June 30, 2009 Eligibility Report issued on July 21, 2009 	Concerns have been resolved.

The Inspection Panel in Facts and Figures

The Panel's request record:

- Requests Received:	58
- Requests Registered:	52
- Recommendations Approved:	48
- Concerns Addressed during Eligibility Phase:	12
- Investigations Recommended:	27
- Investigations Approved:	24

Percentage of requests by region:

- Middle East & North Africa:	2%
- East Asia & Pacific:	7%
- South Asia:	20%
- Latin America & Caribbean:	33%
- Sub-Saharan Africa:	31%
- Europe & Central Asia:	7%

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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