

# ANNUAL REPORT OF THE WORLD BANK ACCOUNTABILITY MECHANISM

JULY 1, 2021–JUNE 30, 2022



## FOREWORD FROM THE BOARD CODE CHAIR



The World Bank continues to work toward achieving its mission to end extreme poverty and boost shared prosperity in a challenging environment, where developing countries' progress continues to deteriorate amid the COVID-19 pandemic and multiple crises impacting the world. As the World Bank is called on to expand its work in more challenging environments and unprecedented situations, it has done so while bolstering its accountability framework. Against this backdrop, despite a still very challenging environment, the World Bank Board of Directors made great

strides in fiscal year 2022 to advance on the implementation of Board-approved reforms that aim to strengthen and support a robust accountability system.

With the Board appointment of the Accountability Mechanism (AM) Secretary in May 2021 and the new Dispute Resolution Service (DRS) becoming operational in October 2021, the AM is now fully functional, independent and fit for purpose to contribute to improving the effectiveness of Bank policies and procedures and to increase the accountability of Bank Management and staff toward Board-approved policies and procedures. The AM, which houses the Inspection Panel (IPN) and the DRS, now offers complainants and borrowers the option of a time-bound dispute resolution process to resolve complaints once a complaint is found eligible by the IPN.

The AM Secretary and IPN Members, who report directly to the Board of Directors, have been hard at work developing the AM's Operating Procedures and updating the Panel's Operating Procedures to ensure the predictability and transparency of the mechanism's work and to facilitate the process for communities and people who believe that they have been or that they are likely to be adversely affected by a Bank-funded project.

Since the AM became operational, it has successfully enabled complainants and borrowers to address their issues through an independent and voluntary dispute resolution process, despite the difficulties created by COVID-19. The uptake by parties (requesters and borrowers) to pursue dispute resolution is extremely encouraging. In fiscal year 2022, parties in two cases voluntarily agreed to engage in the dispute resolution process.

For its part, the Panel, now in its 29th year, continues to receive Requests for Inspection from people and communities, and carries out compliance reviews in the case of Board-approved investigations. The Panel plays a critical role in conducting independent compliance reviews with the aim to promote accountability, give people a greater voice in activities supported by the World Bank that affect their rights and interests, and foster redress when warranted. In fiscal year 2022, the IPN received six admissible complaints, two of which the Board approved as per the Panel's recommendation for investigation during the fiscal year. Additionally, the Panel submitted an investigation report to the Board, which enabled a discussion between the Board and Management on addressing systemic issues to improve Bank operations.

CODE and the Board remain committed to enhancing and supporting the strengthening of the World Bank's accountability system.

**Rajesh Khullar**, *CODE Chair*,  
World Bank Board of Executive Directors

## MESSAGE FROM THE AM SECRETARY AND THE CHAIRPERSON OF THE INSPECTION PANEL

The 2021–2022 reporting year achieved several milestones for the Accountability Mechanism (AM). Step by step, we operationalized our work. In 2020, the Bank's Board of Executive Directors approved measures to enhance the internal accountability system by establishing the AM, which is home to the Inspection Panel (IPN) and the newly created Dispute Resolution Service (DRS), while preserving the IPN's independence. This reporting year included the appointment of the new AM Secretary; the first DRS case; new cases before the IPN; the creation of internal administrative protocols; and the revision and creation of formal Operating Procedures for the IPN and AM, respectively.

The year also marked the return of field visits following the lifting of COVID-19 travel restrictions. Starting in the fall of 2021, members of the IPN visited Togo, Uganda, and Nepal while DRS members visited Uganda and Nepal. Prior to the field visits, we developed strong COVID-19 protocols that followed international guidelines and took into consideration requirements from the host country as well as the World Bank. While we were eager to travel to communities and hold in-person meetings, we first made sure that our priority was the safety and health of our staff, community members, government officials, and World Bank staff involved in the projects.

One critically important part of our work this year involved Operating Procedures. For the IPN, this meant revising procedures that had been developed years earlier. For the DRS, it meant first urgently drafting interim operating procedures to manage immediate incoming cases, and then, later, to contribute to developing the first permanent procedures for the AM as a whole. The draft Operating Procedures were published on our website with a request for public comment. Over the course of the year, we received dozens of comments from a wide range of groups, including civil society, academia, government agencies, World Bank entities, former Panel Members, and other individuals. These comments were taken into consideration as the final documents were prepared.

In addition to the Operating Procedures, the AM Secretary and the IPN Chairperson agreed to a detailed administrative protocol on how they would work together internally. These protocols became guidelines for the teams working for the IPN, DRS, and the front office of the AM Secretary to follow processes that allow for both the independence of the IPN as well as AM coordination for administrative matters.

During the year, the IPN continued to play a critical role for accountability at the Bank, in terms of receiving complaints and analyzing the compliance of Bank projects with Bank policies. In this year, it conducted several visits to Togo, Nepal (two cases), and Uganda, where it made two visits to investigate a complaint and then to communicate its findings to the Requesters. In addition, it concluded an investigation in Uganda on a road project and submitted a comprehensive report to the Board in May 2022. The Panel continued to play an important oversight role for the Board to better understand where the systemic failures are, how these occur, how they can be corrected, and to provide these lessons to the Bank as an institution. Through this work, the IPN continued its role as a conduit of community voices to the Board and a link for the Board to these communities.

For the newly established DRS, the first months of operation involved extensive mission travel, meeting with local Parties, and setting up mediation teams

in both Uganda and Nepal. The DRS hired two senior professionals to oversee the establishment and functioning of the new service and provide guidance to field teams engaged in dispute resolution processes. The DRS developed methodologies tailored to its mandate, working with Borrowers and project-affected communities in resolving their differences through facilitated dispute resolution. The AM Secretary is pleased to note the positive way in which the new service has been welcomed by both Requesters and Borrowers.

The AM, in partnership with other independent accountability mechanisms, also helped organize and participate in outreach sessions around the world to inform communities how they can access our services. These sessions were held in-person in Beirut and Sarajevo, as well as in several other locations virtually, such as Nepal and Pakistan.

The year presented many opportunities and challenges for the AM, but it will be best known for its accomplishments. We are pleased that the new accountability structure and expanded toolkit mandated by the Board of Executive Directors has earned the trust of our key stakeholders. We also fully appreciate that we need to continue to work hard, remain vigilant, and deliver results to maintain our credibility and reputation.



**Orsolya Székely,**  
*Secretary,*  
World Bank  
Accountability  
Mechanism



**Ramanie Kunanayagam,**  
*Chairperson,*  
The Inspection Panel

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**AM** Accountability  
Mechanism

**THE WORLD BANK**  
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## THE WORLD BANK ACCOUNTABILITY MECHANISM

The World Bank Accountability Mechanism (AM) is an independent accountability mechanism for people and communities who believe that they have been, or are likely to be, adversely affected by a World Bank-funded project. It aims to ensure that people have access to an independent body to which they can express their concerns and seek recourse.

The Board of Executive Directors created the AM in September 2020, and it houses the Inspection Panel and the Dispute Resolution Service (DRS). It is administratively managed by a Secretariat, and it is headed by the Accountability Mechanism Secretary, who reports to the Board and operates independently of World Bank management.

The Panel was established in 1993 as the World Bank's original independent accountability mechanism and responds to complaints from project-affected people alleging harm because the Bank has not complied with its environmental and social policies and procedures. The Panel Members are appointed by the Board of Executive Directors to which they report. They operate and perform their functions independently of World Bank Management.

The DRS was established in 2020 and became operational during 2021. It facilitates a voluntary, independent, and time-bound dispute resolution option for complainants and borrowers in the context of complaints to the Panel. The AM Secretary also heads the DRS.

## TABLE OF CONTENTS

### 5 CASE SUMMARIES

### 6 INVESTIGATIONS UNDERTAKEN

- 6 **Case Nos. 128, 129.** India: Rural Water Supply and Sanitation Project for Low-Income States
- 9 **Case No. 149.** Uganda: North Eastern Road-Corridor Asset Management Project

### 11 INVESTIGATIONS RECOMMENDED

- 11 **Case No. 151.** Uganda: Second Kampala Institutional and Infrastructure Development Project
- 14 **Case No. 154.** Nepal: Nepal-India Electricity Transmission and Trade Project and Its Additional Financing
- 18 **Case No. 153.** Togo, Western Africa: West Africa Coastal Areas Resilience Investment Project, Additional Financing, and Global Environmental Facility (GEF)

### 21 CASES NOT REGISTERED

- 21 **Case No. 152.** Kenya: Secondary Education Quality Improvement Project and Kenya Climate Smart Agriculture Project
- 22 **Case No. 155.** Uganda: Securing Uganda's Natural Resource Base in Protected Areas Project
- 23 **Case No. 156.** India: Vishnugad Pipalkoti Hydro Electric Project—Second Request for Inspection
- 24 **Case No. 157.** Kenya: Transport Sector Support Project and Its Additional Financing—Second Request for Inspection

### 26 CASE PENDING DECISION

- 26 **Case No. 158.** Cameroon: Nachtigal Hydropower Project and Hydropower Development on the Sanaga River Technical Assistance Project

### 27 APPENDICES

**Appendix I:** Graphs on Panel Cases, Fiscal Years 1995–2022

- Requests Received
- Major Policy Issues Raised in Requests
- Geographic Distribution of Cases
- Regional Distribution of Cases
- Type of Requesters and Representatives
- Project Funding Source
- Case Processing History

**Appendix II-A & II-B:** Biographies of the Accountability Mechanism Secretary and Panel Members

**Appendix III:** Inspection Panel Budget

### 34 AN INSPECTION PANEL 'EMERGING LESSONS' REPORT

# CASE SUMMARIES

The Inspection Panel received eight new Requests for Inspection during Fiscal Year 2022, of which four were not recommended for registration; the Parties in two cases decided to pursue dispute resolution using the new Dispute Resolution Service; the Panel began investigation on one new case; and one case was still being processed. In addition, the Inspection Panel continued to work on three previous Requests in the fiscal year. Information on these cases is presented in summary fashion over the next several pages. Depending on the case, the following information is provided: project information, a description of the Request for Inspection, Bank Management's response to the Request, the Panel's action in response to the Request, the Management Action Plan in response to a Panel investigation, and the Board discussion or action. More detailed information on all these cases also can be found on the [Accountability Mechanism's website](#) and the [Inspection Panel's website](#).



## INVESTIGATIONS UNDERTAKEN

### INDIA: RURAL WATER SUPPLY AND SANITATION PROJECT FOR LOW-INCOME STATES

CASE NOS. 128, 129

#### THE REQUESTS

The Inspection Panel (“the Panel”) registered two Requests for Inspection of the Project in November and December 2018, respectively, and processed them jointly.

The first Request was submitted by 104 Santhal tribal community members (the “Requesters”) from a village in the state of Jharkhand, India. The Requesters, who asked for confidentiality, were concerned about the construction near their village of a water treatment plant (WTP) for the Bagbera rural water multi-village scheme financed under the Rural Water Supply and Sanitation Project for Low-Income States. They questioned the WTP’s location and said it was built on community land with historical and cultural significance for the tribe due to the presence of an ancestral sacred grove and burial and cremation grounds. They claimed loss of access to community resources and medicinal herbs. They expressed concern over the environmental impact of the proposed plant, the lack of analysis of alternatives, and insufficient environmental and social assessments. The Requesters claimed that there was inadequate consultation and that Project information had not been disclosed in local languages. They also expressed concern about retaliation.

The second Request came from 130 Santhal and Ho tribal community members from another village in Jharkhand. They also asked for confidentiality. These Requesters objected to the construction of an elevated storage reservoir (ESR) as part of the Chhotagovindpur rural water multi-village scheme funded by the Project. They contended that the ESR was being built near an important martyrdom site—for both the community and the state of Jharkhand—that honors community men who died in the struggle for Jharkhand’s statehood. They claimed that the loss of free access to water and future water payments would impoverish them. They also alleged that no social assessment was prepared to evaluate this scheme’s impact on indigenous peoples or to examine project alternatives that would mitigate environmental impact, and raised additional concerns about a lack of consultation and disclosure of information.

#### PROJECT INFORMATION

##### Rural Water Supply and Sanitation Project for Low-Income States

Project No:	P132173
Region:	South Asia
IDA Credit Amount:	US\$500 million
Board Approval Date:	December 30, 2013
Closing Date:	March 31, 2020

The project development objective is to improve piped water supply and sanitation services for selected rural communities in the target states through decentralized delivery systems and to increase the capacity of the Participating States to respond promptly and effectively to an Eligible Crisis or Emergency.



#### MANAGEMENT RESPONSE

In its Response to these Requests, Bank Management (“Management”) acknowledged shortcomings in complying with Bank safeguard policy requirements in the implementation of the project component for the construction of the WTP and the ESR near the Requesters’ habitations. In both cases Management attributed these shortcomings “to weaknesses in design and supervision, the conduct and documentation of consultations, the disclosure of key scheme-specific documents, non-objection to the initiation of works ahead of an approved EMP [Environmental Management Plan], and failure to apply the Bank’s policy on Physical Cultural Resources (OP 4.11).”

In responding to the first Request, Management stated that since many members of the community had expressed interest in benefiting from the clean water supply that the Project promised to deliver, it was not feasible to stop project works. However, Management identified several actions to address community concerns and overall Project shortcomings—including working with the Government to hold consultations, supported by experts in anthropology and cultural heritage, to better understand community concerns and identify compensatory measures. Management committed to additional consultations on the updated EMPs and committed to ensuring that executive summaries of safeguard documents would be translated into Hindi. Management also explained that the Project would be restructured and OP/BP 4.11 would apply to the Project.

In responding to the second Request, Management stated that the Requesters’ demand to stop construction and remove the scheme was not practical, since the ESR was virtually completed and operational trial runs were ongoing. Management added that there was strong demand by associated communities for piped water and stopping the works could risk retaliation against those opposing the scheme. However, Management agreed with the Borrower on several actions to address the second group of Requesters’ concerns and overall project shortcomings. These included consulting these Requesters on several possible remedial measures, updating the information, education, and communication materials, finalizing the versions in Santhali and Ho, and consulting on and disclosing the EMP.

## PANEL RECOMMENDATION/BOARD APPROVAL/PANEL INVESTIGATION

On February 12, 2019, the Panel sent its eligibility report to the Board of Executive Directors (the "Board"), recommending an investigation of the Project. The Board approved the recommendation on March 1, 2019.

A Panel team visited the Project sites in late June and early July 2019. The Panel submitted its Investigation Report to the Board on January 15, 2020 and shared a copy of the Report with the Requesters so they could participate more effectively in the consultations on the Management Action Plan (MAP) that will respond to the Panel's findings.

As of June 30, 2022, the preparation of the MAP continued to be delayed. With the recent relaxation of COVID-19 restrictions, preparation of the MAP and Management's in-person consultation with the affected communities has resumed. Once Management prepares its plan, the Board will meet to consider the Panel's Investigation Report and approve the Management Action Plan.

## UGANDA: NORTH EASTERN ROAD-CORRIDOR ASSET MANAGEMENT PROJECT

CASE NO. 149

### THE REQUEST

The Request for Inspection was submitted on October 1, 2020 by 10 community members from Omolokony Village, Uganda, who asked the Panel to keep their identities confidential. The Request pertained to four related issues: first, the Requesters claimed that the Project planned to use Oruja Rock, a large rock located in their community, as a stone quarry for the rehabilitation of the Tororo-Kamdini Road. They contended that the valuation of Oruja Rock was not done properly, that they were coerced into signing 10-year lease agreements, and that the compensation received was insufficient. Second, they alleged that some of their crops, trees, and structures were destroyed during an involuntary resettlement process in the buffer zone surrounding Oruja Rock. The Requesters claimed that this process took place without prior notice or adequate compensation for losses incurred. Third, they raised concerns about the non-disclosure of project-related information. Finally, they raised concerns about coercion, intimidation, and reprisals resulting from these issues. The Panel registered the Request on November 9, 2020.

### MANAGEMENT RESPONSE

Management submitted its Response on December 11, 2020. It stated that some of the concerns raised by project-affected persons (PAPs) regarding the integrity of Oruja Rock, the potential impact of quarry operations, and intimidation had been addressed, as the quarry would not be used for the Project and the Project contractor's staff and equipment had demobilized. Management stated that it had informed the Uganda National Roads Authority (UNRA) that all works under the Project would be suspended—with the exception of emergency works along the road corridor—until several issues were resolved to the Bank's satisfaction. Management contended that the Bank had made every effort to apply its policies and procedures to the issues raised in the Request and added that it had asked the Borrower to take specific steps to address these issues in line with the project loan agreement.

### PROJECT INFORMATION

#### North Eastern Road-corridor Asset Management Project

Project No:	P125590
Region:	Eastern and Southern Africa
IDA Credit Amount:	US\$243.8 million
Board Approval Date:	April 30, 2014
Closing Date:	October 31, 2024

The project development objective is to reduce transport costs, enhance road safety, and improve and preserve the road assets sustainably by applying cost effective performance-based asset management contracts, along the Tororo-Kamdini road corridor.



## PANEL RECOMMENDATION/BOARD APPROVAL/PANEL INVESTIGATION

On January 15, 2021, the Board approved a Panel request to postpone the deadline for its recommendation on whether to investigate the Project—moving it from January 21, 2021, to February 26, 2021—because the presidential, parliamentary, and local elections in Uganda in January 2021 prevented Government officials from meeting with the Panel team during that period.

The Panel submitted its eligibility report on February 26, 2021. It welcomed Management's commitments to audit the adequacy of compensation to community members for the destruction of their crops and structures in the buffer zone. The Panel also welcomed Management's strong position regarding the allegations of coercion, intimidation, and reprisals. However, the Panel was not satisfied with Management's response in addressing all the concerns raised by the Requesters—including the 10-year lease agreements for Oruja Rock and its surrounding area, which the Requesters allege were signed with the project subcontractor under duress, and the lack of meaningful community engagement. The Panel was also not satisfied with Management's inadequate consideration of the causes that led to the alleged harm. The Panel therefore recommended an investigation of the alleged harm and related non-compliance with Bank policies, including the sequencing of Project-related activities relating to the Bank policies on Environmental Assessment, OP/BP 4.01, Involuntary Resettlement, OP/BP 4.12, and Investment Project Financing, OP 10.00, and its related Directive. On March 12, 2021, the Board approved the Panel's recommendation to investigate. The Panel published its Investigation Plan on its website on April 8, 2021.

## PANEL INVESTIGATION

The Panel made every effort to conclude its investigation within nine months of the disclosure of the Investigation Plan, notwithstanding delays imposed by COVID-19 travel restrictions. On May 3, 2022, the Panel submitted its Investigation Report to the Board. Immediately thereafter the Panel team traveled to Uganda and shared the investigation's findings with the Requesters. Management consulted the community and prepared a Management Report and Recommendation in response to the Panel's Investigation Report, which it submitted to the Board on June 23, 2022. The Board will discuss the Investigation Report and consider the Management Report and Recommendation. Both documents will be disclosed publicly following the Board discussion. As of June 30, 2022, the Board has not yet held this discussion.

## UGANDA: SECOND KAMPALA INSTITUTIONAL AND INFRASTRUCTURE DEVELOPMENT PROJECT

CASE NO. 151

### THE REQUEST

The Request for Inspection was submitted on June 17, 2021, by Witness Radio Uganda—a not-for-profit, non-partisan, registered organization that advocates for the protection and promotion of human rights in development—on behalf of 24 community members and representatives living in the Project area. The Requesters asked the Panel to keep their identities confidential and authorized Witness Radio Uganda to represent them during the Panel process. Accountability Counsel—a legal non-profit organization that seeks to protect the human rights and environments of communities around the world—and seven local council leaders supported the Request.

The Requesters raised concerns about works on the Lubigi Primary Drainage Channel, financed under the Project. They alleged that the Project failed to include their community in its resettlement and compensation program. They claimed that during the reduced supervision resulting from the COVID-19 lockdown the Project authorities attempted to forcibly evict PAPs without compensation and in violation of the Bank's safeguard policies. According to the Request, following interventions from PAP advocates and the local council, the Requesters were hurriedly resettled without following due process. They alleged that this resettlement was both threatening and coercive. The Requesters said that they were willing to move, but required fair and adequate compensation and resettlement assistance to sustain their livelihoods.

They claimed that several problems arising from the First Kampala Institutional and Infrastructure Development Project (KIIDP-1) were never addressed—including damage to structures and crops taken by force, increased flooding, and health and safety issues. According to the Requesters, although community members had been informed that issues left unaddressed under KIIDP-1 would be resolved under the Second Kampala Institutional and Infrastructure Development Project (KIIDP-2), this did not happen. The Request claimed actual and potential harm from KIIDP-2—including physical displacement, loss and disturbance of family remains and burial sites, risk of food shortages, increased school dropouts, and adverse effects on the safety and welfare of children and women. The Requesters also complained about inadequate disclosure of information, the absence of

### PROJECT INFORMATION

#### Second Kampala Institutional and Infrastructure Development Project

Project No.:	P133590
Region:	Eastern and Southern Africa
IDA Credit Amount:	US\$175 million equivalent
Board Approval Date:	March 20, 2014
Closing Date:	May 31, 2023

The project development objective is enhanced infrastructure and institutional capacity of KCCA [Kampala Capital City Authority] to improve urban mobility in Kampala.

meaningful consultation and participation, and the failure to establish an adequate grievance redress mechanism.

The Requesters contended that the harm caused to them was exacerbated by the Kampala Northern Bypass Highway Project and the Lubigi Sewage Treatment Plant—both funded by other financial institutions—which they alleged also forcibly displaced residents.

The Panel issued a Notice of Receipt for the Request on July 2, 2021, and registered the Request on July 26, 2021. Management provided its Response on August 24, 2021.

### MANAGEMENT RESPONSE

The Management Response explained that it had carefully reviewed the allegations raised in the Request, most of which were already known to it and were being addressed by the Project implementation unit as part of its regular implementation activities.

Regarding the alleged exclusion of community members from the Project's resettlement and compensation program, the Response explained that the Kawaala-Hoima Section is in an officially designated wetland area that was uninhabited and unused by nearby communities when the 2017 Resettlement Action Plan (RAP) was prepared. The project-affected persons who moved into the Project area after preparation of the RAP were therefore not identified as part of the resettlement process. However, a Supplementary RAP is being prepared to include these new communities in the resettlement program. Management believes that the supplementary RAP will preserve community relations, avoid potentially lengthy legal procedures, and ensure smooth project implementation. The Response claimed the resettlement process was inclusive and covered all PAPs, including absentee landlords. Management stated that—contrary to the Requesters' allegations—the Supplementary RAP process was not rushed and its timing reflects a deliberative and professional approach commensurate with the geographic scope of the affected area and number of people potentially affected.

On the allegations of evictions and destruction of property, Management said that no eviction notices had been issued in connection with the Project. It also stated that the Project had never used police enforcement against the affected community. While Management held that the consultations so far had been adequate from the perspective of Bank policy, it recognized that community outreach and consultations should be improved, particularly given the confusion caused by other activities in the same Project area, the fact that some PAPs were not included in the Project's original engagement, and the limitations imposed by COVID-19 on public gatherings. The Management Response added that the Project had a grievance redress process and a three-level Grievance Redress Committee (GRC) with clear appeal procedures.

On the allegation of cumulative impact and continuing harm, the Management Response noted that neither the Northern Bypass Highway Project nor the Lubigi Sewage Treatment Plant are supported by the Bank, nor are they necessary to achieve the objectives of KIIDP-2. The Management Response explained that the Environmental and Social Impact Assessment (ESIA) for priority drainage systems for Kampala, which includes the Lubigi channel, did consider the impact of such projects, including the cumulative risks of flooding.

The Response concluded with a commitment to work with the Kampala Capital City Authority (KCCA) to strengthen RAP implementation, which Management believes will address the Request's key concerns.

### INSPECTION PANEL REPORT AND RECOMMENDATION

Due to COVID-19 travel restrictions, the Panel could not conduct a field visit during its eligibility assessment prior to its Report and Recommendation. Instead, the Panel adopted a virtual format to gather information for its Recommendation, conducting virtual meetings with the Bank's Project team, the Ministry of Finance, Planning and Economic Development, the Ministry of Gender, Labour and Social Development, the KCCA, and the National Environment Management Authority. The Panel also met virtually with the Requesters, their representatives, and other affected community members.

In its October 4, 2021 Report and Recommendation to the Board, the Panel recommended an investigation. The Panel recognized that Management was taking steps to address some of the alleged harm. However, the Panel noted the conflicting assertions between the complainants and Management as to whether the Project caused the alleged harm the Requesters had suffered or were likely to suffer and whether the Bank had violated its operational policies and procedures. The Panel noted that these assertions and the Bank's compliance or non-compliance with applicable policies and procedures could only be determined through an investigation.

The Board approved the Panel's Recommendation on October 20, 2021.

### DISPUTE RESOLUTION PROCESS

Following Board approval of the Panel's Report and Recommendation to investigate the case, the Accountability Mechanism Secretary offered the option of dispute resolution to the Requesters and Borrower (the "Parties"). The dispute resolution decision phase involved a mission to Uganda, led by the AM Secretary, in November 2021. The Parties agreed to engage voluntarily in a dispute resolution process, facilitated by the Dispute Resolution Service (DRS), and this decision was reported to the Board, Panel, and Bank Management on December 2, 2021.

The DRS conducted regular missions to Uganda in 2022 to facilitate dialogue between the Parties and help them work together to address the issues raised in the Request. The dispute resolution process is ongoing at the time of publication of this report.

The maximum duration of the dispute resolution process is one year. If the Parties agree, the process may be extended for up to six months. This case marked the first time since the Board approved the resolutions establishing the Accountability Mechanism in September 2020 that the requesters and borrower involved in a Request for Inspection are exercising the option of dispute resolution.

## NEPAL: NEPAL-INDIA ELECTRICITY TRANSMISSION AND TRADE PROJECT AND ITS ADDITIONAL FINANCING

CASE NO. 154

### THE REQUEST

The Request for Inspection was submitted on October 18, 2021 by 49 community members living in the Project area in Nepal. On November 17, 2021, the Panel received a letter signed by 51 community members designating an advocate from the Lawyers' Association for Human Rights of Nepalese Indigenous Peoples to represent them. The Requesters asked to keep their identities confidential.

The Request related to the construction of a 74-kilometer transmission line financed by the Project between Bharatpur in India and Bardaghat in Nepal—in particular the section in Binayi Triveni Rural Municipality Ward No. 2, approximately 200 kilometers west of Kathmandu. The Requesters alleged that the transmission line had been rerouted to pass through their densely populated community of indigenous and non-indigenous residents. They claimed that they were neither meaningfully consulted nor provided any information about the Project and alleged that the line's current alignment adversely affected homes, schools, cultural and religious sites, agricultural lands, the environment, and economic activities, and threatened their health and safety. In regard to involuntary resettlement, the Requesters were concerned about land acquired for the tower pads and land affected by a 30-meter-wide right-of-way ("RoW") easement along the transmission line corridor. The Requesters contended that the proposed transmission line would adversely affect their ability to maintain and improve their livelihoods, and would prevent them from using land within the RoW as collateral for loans. The Requesters also claimed they were unaware of a functioning Grievance Redress Committee (GRC) to which they could address their complaints.

They alleged instances of violence and retaliation in response to a peaceful protest opposing Project works, claiming authorities deployed armed forces that used tear gas and physically assaulted community members, injuring some women, senior citizens, and a toddler.

### PROJECT INFORMATION

#### Nepal-India Electricity Transmission and Trade Project and its Additional Financing

Project Nos.:	P115767, P132631
Region:	South Asia
IDA Credit Amount:	US\$ 182.3 million
Board Approval Date:	June 21, 2011; June 24, 2013
Closing Date:	October 31, 2021

The project development objectives are to (a) establish cross-border transmission capacity between India and Nepal of about 1000 MW to facilitate electricity trade between the two countries and (b) increase the supply of electricity in Nepal by the sustainable import of at least 100 MW.



## MANAGEMENT RESPONSE

The Management Response explained that the planning and original alignment of the Bharatpur-Bardaghat transmission line began more than 20 years ago and that many of the problems and conflicts raised in the Request were legacy issues. Management stated that it had been aware of these concerns well before the Request was submitted to the Inspection Panel and had worked with the Nepal Electricity Authority (NEA) to help address them. The Response noted that due to various factors—such as a delay in obtaining forest clearances, disagreements between the Contractor and NEA, the political situation, and disputes with local landowners—the transmission line was incomplete when the Project closed on October 31, 2021.

Management stated that the disputes were the subject of a court case filed by landowners in April 2021 that led to an interim injunction that halted tower construction pending the court's review and decision. According to Management, it was unclear when the court would decide on the matter. Management noted that the Bank had consistently asked NEA to seek an amicable resolution to the disputes, and that NEA has complied with the Bank's request and refrained from using eminent domain powers to acquire the land without first trying to reach an agreement. Management also noted that NEA intended to continue negotiating a compensation package with the affected landowners pending the outcome of the court case.

The Management Response noted that the Project closed on October 31, 2021, and that the Bank agreed on an action plan with NEA to address outstanding safeguard obligations, which for this Project component exclusively pertained to the finalization and implementation of the RAP. Management explained that this action plan, "Post-Closure Safeguards Rectification Measures", contained detailed, time-bound actions to which NEA had committed. The Response noted that Management had reminded the Borrower that, notwithstanding the Project's closure, RAP finalization and implementation consistent with Bank policy remained an obligation and that the Bank would continue to follow up with the Borrower on this and other aspects of implementation of the post-closure action plan. Management added that NEA had further agreed to implement a communications plan by April 2022.

Management explained that it had no prior knowledge of the reported use of force at the Project site and that it had raised the matter with the Government. Management requested that all Project activities cease to help calm the situation, and communicated to the Government that PAPs should be able to engage freely in consultations and express their grievances.

## PANEL RECOMMENDATION

A Panel team, following strict COVID-19 protocols, visited Nepal in January 2022, to inform its eligibility assessment. The Panel noted that the Requesters did not oppose the Project but were concerned that the alignment of the proposed transmission line would cause them harm. They believed the Project had inadequately assessed alternative alignments that would have avoided disturbing human settlements.

The Panel noted Management's assertion that most allegations in the Request were already known and that Management had worked with NEA to help address them. The Panel noted its understanding that the Requesters declined to engage with the Project team and NEA, as they lacked trust in the process and opposed the present alignment. The Panel also noted that, in April 2021, the Requesters filed a case against the current routing of the transmission line with the Supreme



Court of Nepal, which issued a stay order suspending construction of the remaining works. The Panel understood that the Project's engagement with the community was on hold pending the outcome of the Supreme Court case, the timing of which was unknown. The Panel noted that the Action Plan agreed between the Bank and NEA could address some of the Requesters' concerns, if successfully implemented. However, the Panel could not confirm the adequacy of these actions or whether the Bank had complied with its policies and procedures. The Panel noted that the harm alleged due to non-compliance by the Bank with its operational policies and procedures is of a serious character.

In its February 16, 2022 Report and Recommendation to the Board, the Panel recommended an investigation. It noted the conflicting assertions between the Requesters and Bank Management, and concluded that without an investigation it was not possible to assess whether Management has appropriately addressed the issues raised and sufficiently demonstrated it followed policies and procedures, or whether Management's proposed actions adequately addressed the matters raised in the Request.

## DISPUTE RESOLUTION PROCESS

On March 3, 2022, the Board approved the Panel's recommendation to investigate the Project. On March 6, 2022 the AM Secretary offered the Parties an opportunity to participate in a dispute resolution process. The AM Secretary subsequently led a DRS mission to Nepal as part of the dispute resolution decision phase. The Parties' decision to engage voluntarily in a dispute resolution process was reported to the Board, Panel, and Management on April 12, 2022.

The DRS conducted two missions to Nepal in June and July 2022 and met with the Parties. The dispute resolution process is ongoing. The maximum duration of the dispute resolution process is one year from April 12, 2022, which may be extended for six months by mutual agreement of the Parties.

## TOGO, WESTERN AFRICA: WEST AFRICA COASTAL AREAS RESILIENCE INVESTMENT PROJECT, ADDITIONAL FINANCING, AND GLOBAL ENVIRONMENTAL FACILITY (GEF)

CASE NO. 153

### THE REQUEST

The Request for Inspection was submitted on August 4, 2021 by two community members living in the Project area along the coast of Togo. On August 27, 2021, another resident of the Togolese village of Agbodrafo signed the Request. The Panel also received additional signatures from 27 project-affected persons (PAPs) living in nine villages in Togo, and from a community-based organization, authorizing the Requesters to represent them. The Requesters asked the Panel to keep their identities confidential.

The Requesters alleged that the Project would adversely affect fisherfolk, residents, and property owners along the Togolese coast. They raised five areas of concern: (i) they claimed that they were under threat of eviction because of the Project, (ii) they were concerned that because of the Project's activities, the area of the beach available for the use of the fishing communities was reduced, which had an impact on their livelihood, (iii) they were also concerned about planned involuntary resettlement and the valuation, compensation, and relocation sites, (iv) they claimed that PAPs had not received adequate or timely Project information and had not been meaningfully consulted about Project activities, and (v) they alleged that alternatives to the physical aspects of the Project had not been fully analyzed.

The Panel registered the Request on September 7, 2021, and Management submitted its Response on October 7, 2021.

### MANAGEMENT RESPONSE

The Management Response stated that the Requesters' issues mainly concerned Government interventions unrelated to the Project. It stated that the Bank had followed the policies and procedures applicable to the matters raised in the Request. The Response also committed to supporting Government implementation of the

### PROJECT INFORMATION

#### West Africa Coastal Areas Resilience Investment Project, Additional Financing, and Global Environmental Facility (GEF)

Project Nos.:	P162337, P176313, P092289
Region:	Western and Central Africa
IDA Credit Amount:	US\$ 190 million
Board Approval Date:	April 9, 2018
Closing Date:	December 31, 2023

The project development objective of the Coastal Areas Resilience Investment Project is to strengthen the resilience of targeted communities and areas in coastal Western Africa.

Project, recognizing the need to maintain strong engagement with the PAPs, and other actions, including (i) a social audit to assess any unintended impacts resulting from temporary access restrictions during the Project's emergency works, (ii) adequate options to ensure free access to the beach and to avoid or limit interference with boat landing and fishing activities, (iii) piloting the Local Action and Citizen Engagement (LACE) initiative in Togo to support information-sharing, capacity-building, and dialogue with local communities as part of a community-based resilience approach, and (iv) providing a more effectively targeted and proactive information campaign for stakeholders and local communities regarding coastal zone development challenges in Togo. Management noted that a site-specific RAP was being prepared to cover impact directly related to the construction of groynes and the safety zone around them. Management also clarified that a final version of the RAP would undergo Bank review and would require a no-objection before being considered ready for implementation.

### PANEL RECOMMENDATION

A Panel team conducted a field visit to Togo in October 2021 and met with Government officials, local authorities and representatives, and the Requesters. On November 8, 2021, the Panel recommended deferring its recommendation on whether to investigate the project. The Panel acknowledged the Requesters' serious concerns and noted that most of them related to potential harm. However, the Panel determined that the announcement of potential evictions and the need to clear a beach strip as public domain were unrelated to the Project's work or planned activities. The Panel also noted that the remedial actions Management had committed to were defined, measurable, and timebound. In light of this, the Panel deferred its recommendation, will reassess the situation after allowing Management to implement its actions, and will inform the Board of its Recommendation within six months. The Board approved the Panel's deferral on November 22, 2021.

On April 19, 2022, Management provided an update on its actions. Management indicated that there was increased implementation support for the Project, with specific attention to the finalization of the RAP and the ESIA. Management stated that the December 2021 RAP was finalized and disclosed in Togo on February 4, 2022, and the ESIA was finalized and disclosed on February 17, 2022. Management provided updates on four actions concerning emergency protection works: (i) the preparation of the Social Audit, which Management shared with the Panel in May 2022, (ii) a summary of the impact on boat landings of the works, (iii) the implementation of the LACE initiative, and (iv) the ongoing information campaign.

On May 3, 2022, the Panel requested—and the Board approved—a one-month extension for submitting the second Report and Recommendation, until June 8, 2022.

A Panel team visited Togo in May 2022 and met with the Requesters, Government officials, and Project authorities to review and reassess the remedial actions committed to by Management, and to recommend to the Board whether an investigation was warranted. Based on its field observations, analysis of available documents, and discussions with stakeholders, on June 8, 2022, the Panel recommended to the Board an investigation of the case. In its Recommendation, the Panel acknowledged the positive steps taken by Management to address some of the concerns raised by the Requesters since the Panel's first Report and Recommendation. The Panel also recognized the significance of this Project to Togo and to coastal communities. The Panel's first Report concluded that some of the alleged harm was plausibly linked to the Project, and that the Requesters raised important issues of harm due to non-compliance with policy. Based on its

field observations, analysis of available documents, and discussions with various stakeholders, the Panel remained concerned about the Bank's compliance with: Environmental Assessment, OP/BP 4.01, Involuntary Resettlement, OP/BP 4.12, and Investment Project Financing, OP 10.00 and its related Directive.

The Board approved the Panel's recommendation for an investigation on June 23, 2022.

### DISPUTE RESOLUTION PROCESS

On June 27, 2022, as per the Accountability Mechanism Resolution ("AM Resolution"), the AM Secretary offered the Parties an opportunity to participate in a voluntary dispute resolution process, facilitated by the DRS. Like the Panel, the DRS honors requests for confidentiality from the Requesters.

The AM Secretary notifies the Board, Panel, and Management about whether the Parties voluntarily agree to a dispute resolution process within 30 business days of the date on which the Board approves the Panel's recommendation for an investigation. Although as of June 30, 2022, the dispute resolution decision phase was ongoing, a DRS team subsequently conducted a mission to Togo and, at the time of publication, the case was being returned to the Inspection Panel for investigation because the Parties did not agree to pursue a dispute resolution process. Further information regarding the investigation will be forthcoming in the next Annual Report.

## KENYA: SECONDARY EDUCATION QUALITY IMPROVEMENT PROJECT AND KENYA CLIMATE SMART AGRICULTURE PROJECT

CASE NO. 152

### THE REQUEST

The Request for Inspection was submitted by eight community members who live and represent others living in the area known as Cherangany Hills in Kenya. The Requesters alleged that the Projects had an adverse impact on the Cherangany community. They contended that the non-recognition and lack of mention of their community as indigenous in Project documents and during the implementation of these Projects caused a community and territorial identity crisis and increased discrimination through tribalism. The Requesters also alleged that the benefits and decision-making of both Projects targeted "a very small section of the IPs [indigenous peoples] and [left] out the more vulnerable and marginalized of them." They further claimed that consultations excluded them and their indigenous peoples' organizations and that Kenya Climate Smart Agriculture Project (KCSAP) sub-projects do not benefit their communities.

### PANEL DECISION

On August 10, 2021, the Panel issued a Notice of Non-Registration for the Request. In doing so, the Panel determined that, in the matter of KCSAP, the Requesters raised concerns similar to those presented in a complaint that was submitted but not registered in 2019, and that they provided no new evidence to alter the Panel's earlier decision. With regard to the Kenya Secondary Education Quality Improvement Project, the Panel stated that it understood that the community's concerns about the lack of consultation and lack of mention in Project documents had now been addressed.

### PROJECT INFORMATION

#### Kenya Secondary Education Quality Improvement Project

Project No.:	P160083
Region:	Eastern and Southern Africa
IDA Credit Amount:	US\$200 million
Board Approval Date:	September 15, 2017
Closing Date:	December 31, 2024

The project development objective is to improve student learning in secondary education and transition from primary to secondary education, in targeted areas.

#### Kenya Climate Smart Agriculture Project

Project No.:	P154784
Region:	Eastern and Southern Africa
IDA Credit Amount:	US\$250 million
Board Approval Date:	February 9, 2017
Closing Date:	June 30, 2023

The project development objective is to increase agricultural productivity and build resilience to climate change risks in the targeted smallholder farming and pastoral communities in Kenya and, in the event of an Eligible Crisis or Emergency, to provide immediate and effective response.

## UGANDA: SECURING UGANDA'S NATURAL RESOURCE BASE IN PROTECTED AREAS PROJECT

CASE NO. 155

### THE REQUEST

The Request for Inspection was submitted by 193 community members living in the Project area who authorized the Twerwaneho Listeners' Club, a Ugandan human rights organization, to represent them. The Requesters asked the Panel to keep their identities confidential. The Requesters alleged that the Project would perpetuate severe social harm and exacerbate serious human rights violations of communities and Project beneficiaries. The Requesters alleged that the Project implementing agency—the Uganda Wildlife Authority (UWA)—had historically carried out human rights violations in the Project area and would continue to do so in future. The Requesters claimed that the Project failed to identify this underlying conflict between UWA and the communities during stakeholder consultations, which they claimed were not carried out comprehensively. The Requesters alleged that World Bank support to UWA had legitimized UWA's approach and actions, and would cause future harm to communities by intensifying this conflict. They also claimed that the Project was implemented on land taken from them by UWA, thereby legitimizing this land grab, which the Requesters claimed was unlawful.

### PANEL DECISION

On November 29, 2021, the Panel issued a Notice of Non-Registration for the Request. In doing so, the Panel noted that the Project was neither acquiring any land nor supporting any land acquisition or resettlement processes. The Project did not establish rights to land where it funded its activities. The grant funding provided was to support livelihood activities that were intended to offset loss of income owing to the COVID-19 pandemic. The Panel also noted that, at the time of the Request, no funds had been disbursed to support UWA activities in the Project area, and that therefore the harm alleged by communities predated the Project and was not plausibly linked to the Project.

#### PROJECT INFORMATION

##### Securing Uganda's Natural Resource Base in Protected Areas Project

Project No.:	P174337
Region:	Eastern and Southern Africa
Grant Amount:	US\$2.7 million
Board Approval Date:	May 20, 2021
Closing Date:	June 30, 2023

The project development objective is to improve sustainable management of, and increase benefits to communities from, target protected areas in response to COVID-19 impacts.

## INDIA: VISHNUGAD PIPALKOTI HYDRO ELECTRIC PROJECT—SECOND REQUEST FOR INSPECTION

CASE NO. 156

### THE REQUEST

The Request for Inspection was submitted by 34 community members living in Chamoli District, Uttarakhand, India. The Requesters authorized three individuals to represent them and asked the Panel to keep their identities confidential. On April 17, 2022, the Panel received additional signatures supporting the Request, bringing the total number of Requesters to 115 community members. The Requesters raised concerns about resettlement and rehabilitation of livelihoods, the loss of a sense of community, destruction of physical cultural heritage, loss of traditional cultural knowledge and religious identity, adverse impact on the ancient Lakshmi Narayan Temple from muck dumping, relevant environmental clearances, and intimidation and reprisals.

The Panel had received an earlier Request for Inspection of the Project in July 2012 from residents of Chamoli District, Uttarakhand. The Panel had then conducted an investigation of the Project and submitted its Investigation Report to the Board on July 1, 2014. On September 30, 2014, the Board approved the action plan included in the Management Report and Recommendation submitted in response to the Panel's Investigation Report.

### PANEL DECISION

On April 20, 2022, the Panel issued a Notice of Non-Registration for the Request.

The Panel noted that the concerns raised in this second Request relate to those already investigated in 2014. The issues raised in this Request could not be considered "new evidence" unknown at the time of the first Request. On this basis, the Panel did not register the Request.

#### PROJECT INFORMATION

##### Vishnugad Pipalkoti Hydro Electric Project

Project No.:	P096124
Region:	South Asia
Grant Amount:	US\$ 648 million
Board Approval Date:	June 30, 2011
Closing Date:	June 30, 2023

The project development objectives are to increase the supply of electricity to India's national grid through the addition of renewable, low-carbon energy; and strengthen the institutional capacity of THDC India Limited with respect to the preparation and implementation of economically, environmentally, and socially sustainable hydropower projects.

## **KENYA: TRANSPORT SECTOR SUPPORT PROJECT AND ITS ADDITIONAL FINANCING—SECOND REQUEST FOR INSPECTION**

CASE NO. 157

### **THE REQUEST**

The Panel received a second Request for Inspection on March 3, 2022, from Emonyo Yefwe International, a local non-governmental organization. Thirteen community members from the Project area of the Webuye interchange signed the Request.

The Requesters stated that Bungoma County Government fully paid for a plot of land to be used for the construction of a marketplace where the businesses of 52 mobile traders were to be relocated. They added that Bungoma County Government finalized the land title deed on March 4, 2020, and works were expected to start on July 1, 2020. They stated that to date the works have not begun. They ask for "construction to begin immediately", that threats against them be stopped, and that the World Bank convene a meeting between the mobile traders and Bungoma County Government.

### **PANEL DECISION**

On April 13, 2022, the Panel issued a Notice of Non-Registration for the Request. The Panel noted that the Project closed on December 31, 2019, and that its mandate does not allow it to register a Request for Inspection received after the closure of a Bank-financed project approved before September 8, 2020. The Notice of Non-Registration noted Management's update on its actions, which reiterated that land was secured for the construction of the market in March 2020, but that

construction activity was delayed due to COVID-19. Management stated that the pandemic had altered the Government's budgetary priorities, preventing the Kenya National Highways Authority (KeNHA) from obtaining the appropriate budget allocation for the market. This process has now restarted with KeNHA, and County of Bungoma officials have decided on the design for the market and initiated stakeholder consultations.

### **PROJECT INFORMATION**

#### **Kenya Transport Sector Support Project**

Project No.:	P124109
Region:	Eastern and Southern Africa
IDA Credit Amount:	US\$ 300 million
Board Approval Date:	April 21, 2011
Closing Date:	December 31, 2019

#### **Transport Sector Support Project—Additional Financing**

Project No.:	P146630
Region:	Eastern and Southern Africa
Grant Amount:	US\$ 203.5 million
Board Approval Date:	March 26, 2014
Closing Date:	December 31, 2019

The project development objectives are to: (a) increase the efficiency of road transport along the Northern Corridor and the Tanzania-Kenya-South Sudan road corridor; (b) enhance aviation safety and security to meet international standards; (c) improve the institutional arrangements and capacity in the transport sector; (d) restore the capacity of the international passenger terminal destroyed in a fire at Jomo Kenyatta International Airport; and (e) strengthen the capacity of Kenya Airports Authority in disaster preparedness and responsiveness at Kenyan airports.



## CASE PENDING DECISION

### **CAMEROON: NACHTIGAL HYDROPOWER PROJECT AND HYDROPOWER DEVELOPMENT ON THE SANAGA RIVER TECHNICAL ASSISTANCE PROJECT**

CASE NO. 158

#### **THE REQUEST**

The Request for Inspection was submitted on June 30, 2022, by two community members living in the Project area in Cameroon. The Requesters asked the Panel to keep their identities confidential.

The Requesters alleged they were suffering or were likely to suffer harm from two projects supported by the World Bank—the Nachtigal Hydropower Project (NHP) and the Hydropower Development on the Sanaga River Technical Assistance Project. They claimed that these Projects do not comply with World Bank policies and procedures and are causing harm or may cause harm to the communities' means of subsistence, education, health, and nutrition. The Requesters alleged a lack of meaningful consultation; inadequate resettlement measures relating to both physical and economic displacement; loss of income-generating activities for fisherfolk, sand miners, and fishmongers; untimely and inadequate compensation for land and crops; curtailed accessibility to agricultural land; inadequate housing; destruction of sacred sites; loss of medicinal plants and water resources used for healing and rituals; and environmental damage. They also alleged that the Project activities are increasing social harms including theft, juvenile delinquency, commercial sex work, marital conflicts, and divorces in their community.

#### **PANEL DECISION**

As of June 30, 2022, the Panel is reviewing the Request for Inspection in accordance with its mandate and operating procedures.

#### **PROJECT INFORMATION**

##### **Nachtigal Hydropower Project**

Project No.:	P157734
Region:	Western and Central Africa
IBRD Guarantee Amount:	US\$ 300 million
Board Approval Date:	July 19, 2018
Closing Date:	June 30, 2024

The project development objective is to increase the availability of renewable energy power and leverage private finance for the Nachtigal Hydropower Project.

##### **Hydropower Development on the Sanaga River Technical Assistance Project**

Project No.:	P157733
Region:	Western and Central Africa
IDA Credit Amount:	US\$ 26.3 million
Board Approval Date:	May 11, 2017
Closing Date:	July 31, 2023

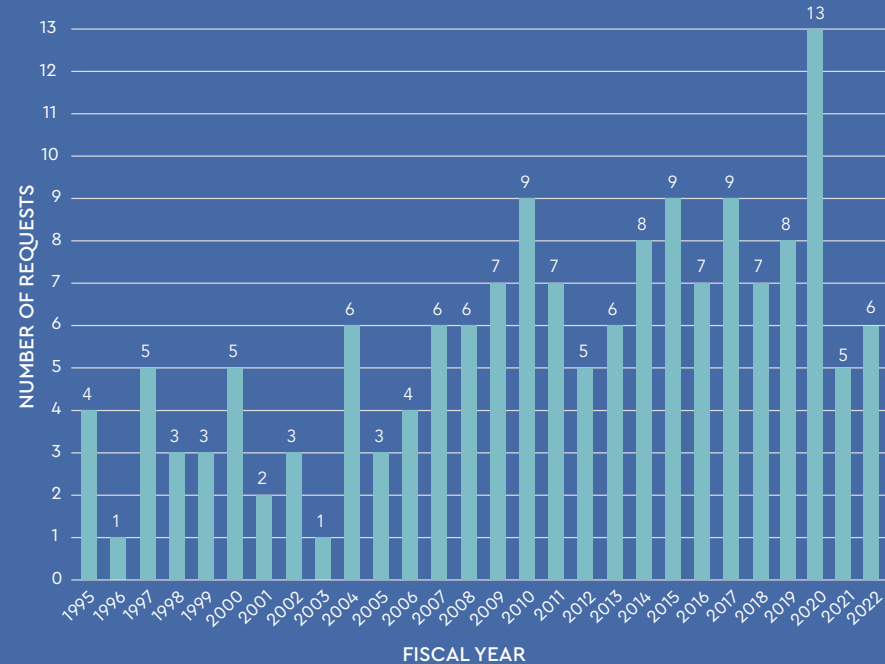
The project development objective is to improve the Recipient's institutional capacity for a sustainable development of hydroelectric resources on the Sanaga River Basin.

## APPENDICES

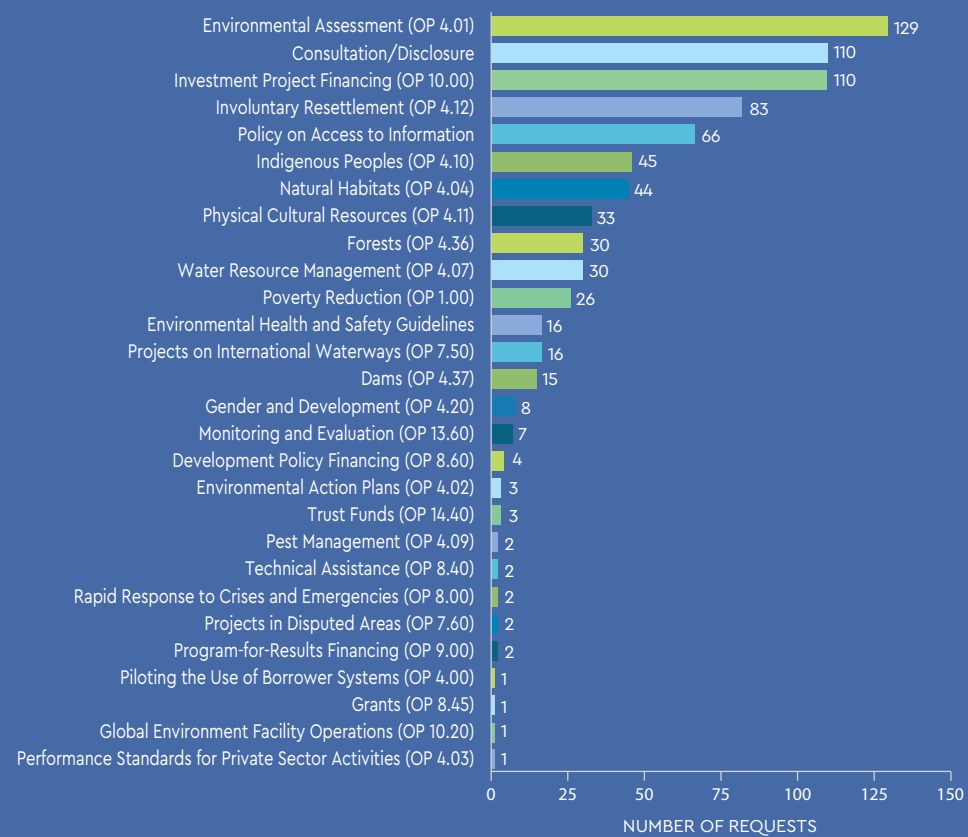


**APPENDIX I:  
GRAPHS ON PANEL CASES, FISCAL YEARS 1995–2022**

**REQUESTS RECEIVED**



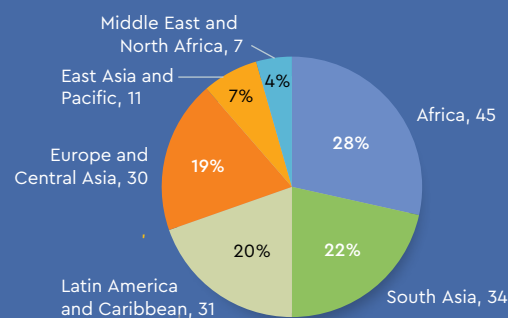
**MAJOR POLICY ISSUES RAISED IN REQUESTS**



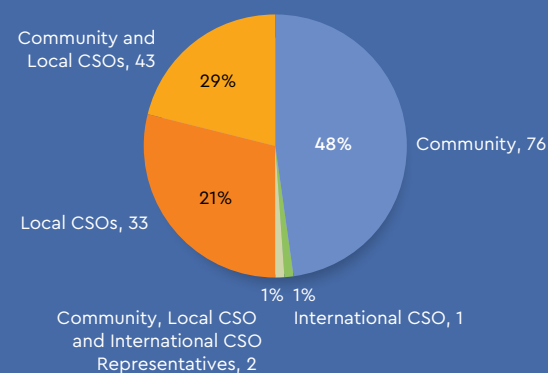
**GEOGRAPHIC DISTRIBUTION OF CASES, FISCAL YEARS 1995–2022**



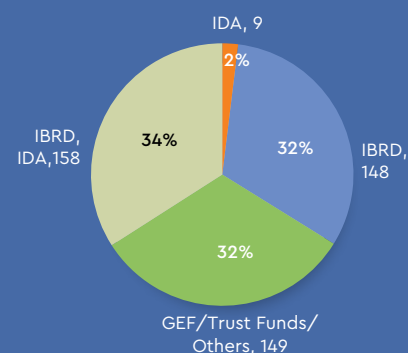
### REGIONAL DISTRIBUTION OF CASES



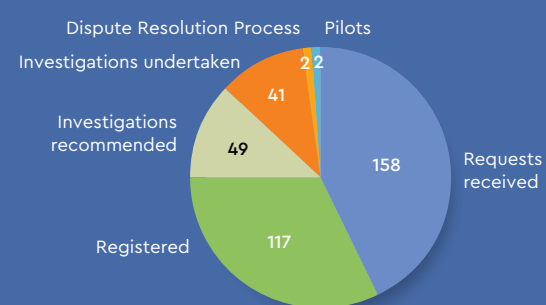
### TYPE OF REQUESTERS AND REPRESENTATIVES



### PROJECT FUNDING SOURCE



### CASE PROCESSING HISTORY



## APPENDIX II-A: BIOGRAPHY OF ACCOUNTABILITY MECHANISM SECRETARY



### ORSOLYA SZÉKELY, Accountability Mechanism Secretary

Ms. Orsolya Székely was appointed World Bank Accountability Mechanism Secretary on May 3, 2021, and began work on July 20, 2021.

A lawyer and senior conflict-resolution professional, Ms. Székely brings to the job in-depth knowledge of environmental and social issues, and wide-ranging experience in international development. A Hungarian national, Ms. Székely has more than 20 years' experience working with a broad range of multilateral organizations and the private sector. Immediately before joining the World Bank Accountability Mechanism, she served as Senior Advisor and Coordinator in the Executive Office of the Secretary General of the Organization for Security and Co-operation in Europe, with responsibility for enhancing good governance.

Ms. Székely previously worked as a senior advisor with communities and high-level stakeholders in India, Myanmar, China, Kyrgyzstan, and Afghanistan, and on projects in Bangladesh and Nepal. She also promoted women's empowerment and women's participation in peace processes. Prior to these assignments, she was a case lawyer at the European Court of Human Rights before joining the Directorate of Political Affairs and Democracy of the Council of Europe. She became Head of Operations at the Council of Europe Office in Bosnia and Herzegovina and served as Special Representative of the Council's Secretary General in Kosovo. In her managerial roles at the Council office in Pristina she was instrumental in establishing the accountability mechanisms in the United Nations and European Union Missions in Kosovo and facilitated the transition of the Ombudsperson Institution from international to local leadership.

A recipient of the Women's Leadership Scholarship from the University of Oxford, she completed the Saïd Business School Global Business Diploma Post-Graduate Program with a focus on multinational company engagement in peace processes and sustainable development. Ms. Székely holds a Master's degree in law from the University of Pécs, Hungary. She is an Accredited Mediator, gaining her Certificate from the Centre for Effective Dispute Resolution, United Kingdom. She also has a Certificate from the Harvard Law School, Program on Negotiation.

## APPENDIX II-B: BIOGRAPHIES OF PANEL MEMBERS



### RAMANIE KUNANAYAGAM, Chairperson of the Inspection Panel

Ramanie Kunanayagam, a Sri Lankan-born Australian citizen, was appointed to the Inspection Panel on December 16, 2018, and became Panel Chair on January 1, 2022. She brings to the Panel three decades of experience across diverse geopolitical and multicultural environments in the private and public sectors.

Ms. Kunanayagam spent more than 10 years conducting fieldwork in a remote part of East Kalimantan, Indonesia. She has held leadership positions in sustainability in both the private sector (working for two FTSE 10 companies) and the non-profit sector. Before joining the Panel, she was the Global Head for Social Performance and Human Rights for BG Group, now part of Royal Dutch Shell. She has served on the boards of two international non-profit development organizations—RESOLVE and the Institute of Human Rights and Business.

Ms. Kunanayagam has strong operational experience working across the entire project cycle. Her time with multinational and international organizations, and valuable years living and working in more than 30 countries, have honed her people skills and her ability to broker trust relationships. Her appointment as a secondee to the World Bank early in her career gives Ms. Kunanayagam insight into and knowledge of Bank operations that complement the expertise she has developed working with civil society, multilaterals, bilaterals, and communities affected by World Bank projects.

She earned a Master's degree in anthropology from Monash University, Australia. Her Panel term runs through December 15, 2023.



### MARK GOLDSMITH, Panel Member

Mark Goldsmith, a citizen of the United Kingdom, was appointed to the Inspection Panel on November 17, 2019. He brings to the Panel more than 25 years of experience managing complex projects and teams across the financial services, development, strategy consulting, and energy sectors. His leadership encompasses both the public and private sectors, where he has demonstrated the ability to manage multiple stakeholders, understand complex issues, and drive the implementation of industry-wide and sector-leading solutions.

Through his work in both emerging and developed economies, Mr. Goldsmith has dealt with a wide portfolio of complex and sensitive matters, including environmental, social, sustainability, safety, risk management, and governance issues—experience of great value to the Panel.

Before creating his own sustainability consultancy, FiveOak, in 2015, Mr. Goldsmith was Director of Responsible Investment at Actis for more than 10 years. During that time, he was a leader in environmental and social governance (ESG) thinking in emerging markets. In this capacity he developed and promoted world-class standards in business integrity, health and safety, and social, environmental,

and climate change across all investment areas and companies, and implemented robust corporate governance standards and transparent practices. From 2014 to 2019, Mr. Goldsmith was a non-executive director of Eneo—the power company of Cameroon—and chaired the board subcommittee on ESG for four of those years.

Mr. Goldsmith has led several assignments, including developing environmental and social training for the CDC Group (the UK's development finance institute) on the International Finance Corporation's Performance Standards, and providing ESG expert advice to an East Africa private equity fund and its portfolio companies.

He has a Bachelor's degree in manufacturing engineering from the University of Nottingham and a Master's degree, with distinction, in environmental pollution control from the University of Leeds.

His appointment on the Panel runs through November 16, 2024.



**IMRANA JALAL, Panel Member**

Ms. Imrana Jalal was appointed to the Inspection Panel on January 1, 2018, and served as Panel Chair from December 16, 2018, through December 31, 2021. A Fiji national, Ms. Jalal brings to the Panel more than 30 years of experience with diverse geopolitical and multicultural environments in the private and public sectors.

As a Principal Social Development Specialist (Gender and Development) for the Asian Development Bank from 2010 to 2017, Ms. Jalal gained intimate knowledge of multilateral development bank operations in various sectors and demonstrated her ability to engage and build rapport and trust with stakeholders around various complex issues. She was Chief Technical Adviser at the Pacific Regional Rights Resource Team Office from 1995 to 2010.

A lawyer by profession, between 1999 and 2001 Ms. Jalal was a Commissioner on the initial Fiji Human Rights Commission, the first of its kind in the Pacific Island countries. She is the author of "Law for Pacific Women: A Legal Rights Handbook," architect of the Fiji Family Law Act 2003, and was a founding member of the Fiji Women's Rights Movement. She was elected a Commissioner on the Geneva-based International Commission of Jurists (ICJ)—established to protect the independence of judges and lawyers—in 2006 and served on the Commission's Executive Board from 2011 to 2017.

Ms. Jalal earned a Master's of Arts degree with a focus on gender and development from the University of Sydney, and an LLB and LLM (Hons.) in international law from the University of Auckland.

**APPENDIX III: BUDGET**

**FY21 Budget (July 1, 2021–June 30, 2022)**

	AMSEC	AMSDS	AMIPN	TOTAL
Salaries	612,898	209,741	1,003,247 <sup>1</sup>	1,825,886
Benefits	426,582	28,610	699,569 <sup>1</sup>	1,154,761
Communications & IT Services	40,885	2,097	56,282	99,264
Office Occupancy	326	—	172,677	173,003
Equipment and Building Services	—	9,337	4,809	14,146
Temporaries/ETCs	—	—	83,200	83,200
Consultants	87,748	365,458	599,773 <sup>2</sup>	1,052,979
Travel	85,845	178,660	184,577	449,082
Representation & Hospitality	3,979	739	5,748	10,416
Publications	—	—	—	—
Contractual Services	26,243	23,538	146,056	195,837
Other Expenses	5,436	1,355	20,268	27,059
<b>Total Budget Spent</b>	<b>1,289,892</b>	<b>819,535</b>	<b>2,976,206</b>	<b>5,085,633</b>
<b>Total Budget Received</b>	<b>1,259,000</b>	<b>367,000</b>	<b>4,228,000</b>	<b>5,854,000</b>

Notes

<sup>1</sup>Includes Chairperson's salary and benefits.

<sup>2</sup>Includes Panel members' fees.

## AN INSPECTION PANEL 'EMERGING LESSONS' REPORT

### Inspection Panel Advisory on Intimidation and Reprisals

On December 8, 2021, the Inspection Panel released the seventh report in its Emerging Lessons Series. The report—Right to be Heard: Intimidation and Reprisals in World Bank Inspection Panel Complaints—was released during a virtual discussion on reprisals against those involved in complaints to independent accountability mechanisms. Mary Lawlor—UN Special Rapporteur on the situation of human rights defenders—provided opening remarks to the discussion, which was moderated by World Bank Executive Director Armando Manuel. Other panelists included Ramanie Kunanayagam—then an Inspection Panel Member and now its Chairperson; Delphine Djiraibe—a human rights lawyer from Chad, Salil Tripathi—the Senior Adviser for Global Issues at the Institute for Human Rights and Business; and Maninder Gill—the Director for Environmental and Social Standards at the World Bank. A video of the discussion is available from <https://www.youtube.com/watch?v=15W8sX8w-QY>.



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