CAO: Responds to community complaints about private-sector projects and enhances environmental and social project outcomes and IFC/MIGA performance through independent dispute resolution, compliance review, and advisory work.

AM: Responds to community complaints about public-sector projects and enhances IBRD and IDA environmental and social performance through independent compliance review, dispute resolution and advisory work.

GIA: Assures Senior Management and the Board on the efficiency and effectiveness of management processes and controls.

IEG: Evaluates the effectiveness of World Bank Group activities and instruments in achieving development results.

INT: Investigates F&C complaints relating to WBG-financed projects and allegations involving staff and corporate vendors; provides prevention support to WBG operations; and promotes integrity compliance standards.
<table>
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| **CAO** Compliance Advisor Ombudsman | - IFC  
- MIGA | - IFC/MIGA Boards ², CODE ³ | Responds to community complaints through dispute resolution and/or compliance processes; responds to internal requests (Board, President, Mgt) for compliance review; initiates advisory work on E&S issues. | Helps resolve complaints through collaborative problem-solving between complainant communities and IFC/MIGA clients; conducts compliance investigations of IFC/MIGA E&S performance; and issues advisory work to IFC/MIGA on systemic E&S issues. |
| **AM** World Bank Accountability Mechanism | - IBRD  
- IDA | - WB Board ⁴, CODE | Responds to complaints (Requests for Inspection) from project-affected people, initiating a process that can lead to a compliance investigation or dispute resolution. | Inspection Panel investigation reports include compliance findings that can lead to remedies of harm and promote institutional learning. The dispute resolution process can lead to an agreement containing a time-bound implementation schedule for agreed actions. |
| **GIA** Group Internal Audit | - IBRD  
- IDA  
- IFC  
- MIGA  
- ICSID | - WBG President, Audit Committee | GIA’s risk assessment based on: Board and Senior management input, results of prior engagements, and emerging risks. | Provides Senior Management and the Board independent assurance that risks to achieving WBG goals are managed effectively and efficiently, through audit, assurance review and advisory review reports. |
| **IEG** Independent Evaluation Group | - IBRD  
- IDA  
- IFC  
- MIGA | - WB Board, CODE | Board priorities, WBG strategic priorities, project completion reports | Delivers evaluations to the Board that help build accountability for results and support learning to improve WBG effectiveness |
| **INT** Integrity | - IBRD  
- IDA  
- IFC  
- MIGA | - WBG President, Audit Committee | Allegations submitted to INT; requests for advice from WBG operations; sanctioned companies with conditions for release | Investigations, prevention advisory services, and integrity compliance guidance and monitoring |

**Notes:**

(1) World Bank Group  
(2) IFC and MIGA Boards of Executive Directors  
(3) The Boards’ Committee on Development Effectiveness (CODE)  
(4) World Bank Board of Executive Directors

**Definitions:**

- **IBRD:** The International Bank for Reconstruction and Development  
- **IDA:** The International Development Association  
- **IFC:** The International Finance Corporation  
- **MIGA:** The Multilateral Investment Guarantee Agency  
- **ICSID:** The International Centre for Settlement of Investment Disputes