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FY 2014

WORLD BANK
ACCESS TO INFORMATION
ANNUAL REPORT

Moving Forward Transparency and Accountability

THE WORLD BANK
IBRD • IDA

WORLD BANK
ACCESS TO INFORMATION
ANNUAL REPORT FY 2014

CONTENTS

ACKNOWLEDGMENTS

MESSAGE FROM THE PRESIDENT

Access to information is crucial to ensure we continue to help our clients meet the toughest development challenges.

The World Bank Group is strongly committed to its transparency agenda. Transparency aims to foster openness in organizations and governments, and enables broader participation in the development process. The more people that participate, the more likely we are to improve the lives of citizens.

Four years ago, under the leadership of my predecessor, Bob Zoellick, the World Bank set a new standard in transparency by adopting a policy on Access to Information (AI). This policy, in line with international standards of best practice, reinforced accountability within the institution and strengthened the Bank's commitment to share information with the public.

The AI Policy has helped us create a more open institution. Since the policy became effective in 2010, a number of other initiatives have emerged paving the way for more transparency and engagement with citizens and stakeholders, which have substantially increased demand for our information, data, and knowledge. In fiscal year 2014, our Documents and Reports database attracted more than 1.8 million public visits, and users viewed more than 7.5 million pages and downloaded about 1.3 million files. The Bank also started disclosing certain corporate procurement contract award information for contracts valued at and above US$250,000. We also started disclosing summaries of access to information requests filed by the public—when the requesters granted permission—as part of our overall efforts to be more transparent. And we are moving rapidly to digitize historical materials, declassifying 150,000 pages of historic material in FY 2014 alone.

As we build momentum toward the five-year anniversary of the AI policy in the coming year, we will continue to strengthen our internal processes, focus on staff training and outreach efforts, and improve the accessibility of Bank information. Since the World Bank Group is organized around global practices and cross-cutting solution areas, access to information is crucial to ensure we continue to help our clients meet the toughest development challenges. We will find new ways to share our information, knowledge, and data more broadly across the world to utilize and maximize the impact of this policy.

Our Access to Information Policy is one important part of our efforts to build a culture of transparency, results, and accountability within the World Bank Group, which needs to be addressed continuously. We know that such a culture will be invaluable as we work to achieve our goals of ending extreme poverty by 2030 and boosting shared prosperity.

Jim Yong Kim

ABBREVIATIONS

AFR	Africa Region
AI	access to information
AI Policy	World Bank Policy on Access to Information
App	application for a mobile device
Board	World Bank Board of Executive Directors
BPS	Budget, Performance Review, and Strategic Planning Vice Presidency
CAS	country assistance strategy
CC	Creative Commons
D&R	Documents and Reports database
DEC	Development Economics and Chief Economist
DFID	U.K. Department for International Development
EAP	East Asia and Pacific Region
ECA	Europe and Central Asia Region
ECR	External and Corporate Relations Vice Presidency
FY	fiscal year
FY 2011	fiscal year covering July 1, 2010, through June 30, 2011
FY 2012	fiscal year covering July 1, 2011, through June 30, 2012
FY 2013	fiscal year covering July 1, 2012, through June 30, 2013
FY 2014	fiscal year covering July 1, 2013, through June 30, 2014

FY 2015	fiscal year, covering July 1, 2014, through June 30, 2015
IATI	International Aid Transparency Initiative
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
IFC	International Finance Corporation
ITS	Information and Technology Solutions Vice Presidency
LCR	Latin America and Caribbean Region
LEG	Legal Vice Presidency
MDBs	multilateral development banks
MNA	Middle East and North Africa Region
OAP	Open Access Partnership
OECD	Organisation for Economic Co-operation and Development
OKR	Open Knowledge Repository
OPCS	Operations Policy and Country Services Vice Presidency
PAD	project appraisal document
PD	program document
SAR	South Asia Region
SD	simultaneous disclosure
SEC	Corporate Secretary Vice Presidency
VPU	vice presidential unit
WBG	World Bank Group

ABOUT THE WORLD BANK GROUP

WORLD BANK GROUP GOALS

End Extreme Poverty
Decrease the percentage of people living on less than $1.25 a day to no more than 3 percent by 2030.

36% 1990   **28%** 2000   **18%** 2010   **9%** 2020   **3%** 2030

Promote Shared Prosperity
Foster the welfare and income growth of the bottom 40 percent of the population in every developing country.

Sustainability
These goals must be achieved in an environmentally, socially, and economically sustainable manner.

FIVE INSTITUTIONS, ONE WORLD BANK GROUP

The International Bank for Reconstruction and Development (IBRD)
IBRD lends to governments of middle-income and creditworthy low-income countries.

The International Development Association (IDA)
IDA provides interest-free loans—called credits—and grants to governments of the poorest countries.

▶ **Together, IBRD and IDA make up the World Bank,** www.worldbank.org
This annual report is based solely on the implementation of the World Bank's (IBRD-IDA) Access to Information Policy, www.worldbank.org/wbaccess

The International Finance Corporation (IFC), www.ifc.org
IFC is the largest global development institution focused exclusively on the private sector.

The Multilateral Investment Guarantee Agency (MIGA), www.miga.org
MIGA was created in 1988 to promote foreign direct investment into developing countries to support economic growth, reduce poverty and improve people's lives.

The International Centre for Settlement of Investment Disputes (ICSID), www.icsid.org
ICSID provides international facilities for conciliation and arbitration of investment disputes.

EXECUTIVE SUMMARY

Making Information Publicly Accessible

On June 30, 2014, the World Bank completed the fourth year of implementing its landmark Policy on Access to Information (AI Policy).

In this fourth year, which covers the fiscal year period of July 1, 2013, through June 30, 2014 (FY 2014), the public made more than 1.8 million visits to the World Bank's Documents and Reports database, viewed more than 7.5 million pages, and downloaded more than 1.3 million files. The World Bank has made available to the public, more than 180,000 documents—which includes more than 85,000 operational documents, 28,000 legal documents, and 50,000 publications and research reports— for direct searching and browsing. The Access to Information (AI) website provides a user-friendly gateway to this collection and other useful databases.

The World Bank continued to make available to the public through its AI website the documents of its Board of Executive Directors (Board), including the Board's work program and scheduled discussions and documents released to the public before Board discussion (i.e., simultaneously disclosed Board documents). In FY 2014, the World Bank simultaneously disclosed 108 Board documents.

In FY 2014, the public downloaded more than 1.3 million documents from the World Bank's Documents and Reports database.

Providing Information on Request

In addition to the information that is readily accessible online, the World Bank responds directly to members of the public on their individual requests for information. Looking at only the public access requests made through the World Bank's AI online submission system (which does not include requests automatically fulfilled at World Bank country offices), the World Bank received 420 new public access requests in FY 2014, and continued to handle 83 cases from previous fiscal years. Of the requests that were addressed to the World Bank and had adequate information to enable the institution to respond, the World Bank fulfilled (in whole or in part) 89 percent.

The World Bank endeavors to provide a comprehensive response to public access requests within 20 working days. The AI Policy recognizes that additional time may be needed for special circumstances, such as complex requests or requests that require consultation with internal or external parties. Of the requests completed in FY 2014, 69 percent of the cases received comprehensive responses within 20 working days.

Exercising the Prerogative to Disclose Restricted Information

Under the AI Policy, the World Bank reserves the right to disclose, under exceptional circumstances, certain restricted information if it determines that the overall benefits of such disclosure outweigh the potential harm. The AI Policy also establishes different authorities to exercise this prerogative, depending on the type of restricted information.

The Access to Information Committee (AI Committee) has the authority to exercise the World Bank's prerogative to disclose certain restricted information. In FY 2014, the AI Committee exercised the prerogative to disclose restricted information in seven cases and declined to exercise the prerogative in five cases.

Appeals

The AI Committee also serves as the body that considers first-level appeals filed under the AI Policy. In FY 2014, the AI Committee considered ten appeals, and upheld the decision to deny access in eight of them and dismissed the other two.

The AI Appeals Board serves as the second and final level of appeal for those appeals alleging a violation of policy. In FY 2014, one appeal was filed before the AI Appeals Board, and the AI Appeals Board reversed the World Bank's decision in that case.

REVIEW OF THE PUBLIC'S ACCESS TO INFORMATION IN FY 2014

July 1, 2013, marked the beginning of World Bank's fourth year of implementing its Policy on Access to Information (AI Policy). In this fourth year, covering the period of July 1, 2013, through June 30, 2014 (hereinafter FY 2014), the World Bank continued its efforts to maximize the public's access to information in the World Bank's possession and to encourage, through its own activities, improved aid transparency across the development community.

The World Bank's Commitment to Access to Information

AI Website

Through its dedicated AI Website, www.worldbank.org/wbaccess, the World Bank has enabled the public to access World Bank documents and data, including access to the World Bank's lending projects from 1947 to the present, and to more than 182,000 documents that are catalogued in the World Bank's Documents and Reports (D&R) database, www.worldbank.org/documents.

World Bank *InfoFinder* App

The World Bank has actively promoted the use of mobile devices to support the public's access to its information. The World Bank *InfoFinder* application (app) for iPads and iPhones features an icon-based design, and enables mobile users around the world to access the AI Policy, and to search World Bank projects and operations, documents and reports, and other World Bank information. In FY 2014, the *InfoFinder* app was downloaded 1,341 times by users from 89 countries. Since the first version of the *InfoFinder* was launched in September 2010, it has been downloaded 18,336 times.

The InfoFinder app enables mobile users to access World Bank information.

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Documents and Reports

In FY 2014, the World Bank increased the number of documents available to the public by 19 percent. Table 1 provides a breakdown of the numbers and types of documents publicly released in FY 2014, and the total documents accessible in the D&R database as of June 30, 2014.

Table 1. Select Categories of Publicly Released World Bank Documents in FY 2014

Document Type	Publicly Released in FY 2014	Total Documents Accessible by the Public in D&R as of June 30, 2014
Country Focus Reports	321	2,208
Board Documents	2,358	5,599
Economic and Sector Work Reports	442	11,140
Project Documents	13,036	85,230
Legal Documents	9,395	28,052
Publications and Research Reports	4,322	50,393
TOTAL	**29,874**	**182,622**

In addition, the following archival collections were added to the D&R database:

- More than 1,000 Boards of Governors Resolutions extracted from previously disclosed Summary Proceedings from 1946 to present, which garnered 70,465 page views.
- About 800 Executive Directors Statements added in response to an access to information request, which garnered 282 page views.
- More than 200 transcripts from the Archives Oral History Program, which garnered 982 page views.
- About 8,000 conformed legal reports from 1940s through 1980s, previously available only on microfiche.

The Results. At the end of FY 2014, the D&R database included more than 85,000 project documents, 28,000 legal agreements, and 50,000 publications and research reports. The D&R database received more than 1,880,000 public visits, and users viewed more than 7.5 million pages and downloaded more than 1,350,000 documents. This was a 78 percent increase in public visits, 14 percent increase in pages viewed, and 33 percent increase in the number of documents downloaded by the public, compared with FY 2013.

Board Documents and Records

Early Release of Board Documents. The AI Policy recognizes that papers distributed to the World Bank's Board of Executive Directors (Board) for discussion or consideration are normally posted at the end of the Board's deliberative process, once they have been finalized. Operational policy papers, sector strategy papers, country assistance strategy papers (CASs), Project Appraisal Documents (PADs) and Program Documents (PDs) may, however, be disclosed before Board discussion (see AI Policy, paragraph 23(b)). The early release of Board documents is commonly referred to as *simultaneous disclosure*. CASs, PADs, and PDs may be simultaneously

In FY 2014, the World Bank simultaneously disclosed 108 Board documents before Board discussion.

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disclosed before Board discussion if the client gives its written consent to early disclosure. World Bank staff members notify clients of this possibility and encourage simultaneous disclosures.

Simultaneously disclosed Board documents are posted in the D&R database, as well as a dedicated *Simultaneous Disclosure webpage*, http://documents.worldbank.org/curated/en/disclosure. Through this webpage, the public can also subscribe to email alerts, which are sent whenever Board documents are simultaneously disclosed. In FY 2014, the World Bank simultaneously disclosed 108 Board documents before Board discussion.

Publicly Released Board Records. The World Bank's AI website also notifies the public of newly released and recently declassified documents, as well as the Board's work program and scheduled discussions. In FY 2014, 310 Board records were proactively disclosed by the World Bank. Table 2 provides a breakdown of the Board records that were publicly released in FY 2014.

Table 2. Board Records Released in FY 2014

Type of Board Record	July 1–September 30, 2013	October 1–December 31, 2013	January 1–March 31, 2014	April 1–June 31, 2014	FY14 Annual Totals
Board Minutes	29	16	19	23	**87**
Chair Summaries	15	27	9	41	**92**
Green Sheet Summaries/ Committee reports	3	3	9	1	**16**
Committee Minutes	9	39	24	39	**111**
Committee Annual Reports	2	1	1	0	**4**
TOTAL	**58**	**86**	**62**	**104**	**310**

Efforts to Digitize and Make Available Archival Information

To expand access to public records, in FY 2014 the World Bank Group Archives, www.worldbank.org/archives, increased proactive disclosure of archival information over 20 years of age. The Archives also enhanced the ease of access to its holdings by digitizing 150,000 pages of declassified archival records for presentation on the web, publishing descriptions for more than 15,000 linear feet of records in the Archives custody, and listing archival holdings for World Bank projects on the "Projects & Operations" website. In FY 2014, 35 researchers visited the World Bank Group Archives Reading Room to review 995,030 pages of archival records declassified under the Access to Information Policy.

In FY 2014, the World Bank Group Archives digitized 150,000 pages of declassified records.

Staff Training

Mandatory On-Boarding Training. The World Bank continued to train World Bank staff members and consultants on their roles and responsibilities under the AI Policy, and to support the institution's commitment to transparency and accountability. In FY 2014, about 1,400 staff and consultants took the mandatory AI e-learning program.

Efforts to Foster a Culture Change Towards Records Management. The Information and Technology Solutions Vice Presidency (ITS) offered training to staff across the Bank in the areas of access to information, information classification, records management systems and best practices, and disposing of records in accordance with approved records retention and disposition schedules. Information Management Focal Point (IMFP) staff were trained to provide support on records management within their Vice Presidential Units (VPUs) and as a result of these efforts, filing of documents in the Bank's electronic records repository increased by 35 percent. Further, an "Information Management Awards" ceremony was organized to recognize the top filers in each VPU and "Information Management Ambassadors" that work to ensure that the World Bank's evidence base is preserved through filing and information management initiatives.

The World Bank's Response to Public Requests for Information

In FY 2014, the World Bank continued to refine its systems and infrastructure that support implementation of the AI Policy. To provide efficient service delivery for AI requests, in August 2013 the World Bank implemented a new request management system that allows users, after creating and logging into their account, to track the status of their requests and communicate with the World Bank.

Public Requests for Information

In addition to the World Bank's proactive disclosure and extensive efforts to make information readily accessible to the public online, the World Bank releases information to the public on request. All AI requests submitted online are handled by the organization's AI teams in the Archives Unit and ECR.

In FY 2014, the World Bank received 420 public access requests through the World Bank's online AI request submission system. The number of these requests decreased by 39 percent compared with FY 2013, when the World Bank received 685 requests. This decrease in number of requests submitted to the World Bank is mostly due to the increased availability of public documents on the World Bank's website and it's enhanced search function and navigability. In addition to these public access requests submitted through the online AI submission system, communications staff in country offices handled and responded to numerous local requests for information.

Table 3 shows the breakdown of the AI requests received by the World Bank in FY 2014 through the online AI submission system and the units that managed these requests. As a general rule, ECR handles all requests for information created or received in the most recent three years, while the Archives Unit processes all requests for all other information.

Table 3. Public Requests for Information Received by the World Bank in FY 2014

Responsible Units	July – September 2013	October – December 2013	January – March 2014	April – June 2014	Totals
Archives	53	67	77	79	**276**
ECR	20	48	49	27	**144**
TOTAL	**73**	**115**	**126**	**106**	**420**

Requests Handled and Completed in FY 2014

In addition to the 420 new public access requests received in FY 2014, the World Bank continued to handle: 1 case carried over from FY 2011, 17 cases carried over from FY 2012, and 65 cases carried over from FY 2013. Of the total 503 cases handled in FY 2014, the World Bank completed 464 cases (i.e., 92 percent, compared to 89 percent in FY 2013, 88 percent in FY 2012, and 84 percent in FY 2011). At the end of FY 2014, 39 cases (8 percent) remained under consideration.

Table 4 shows the public access requests completed by the World Bank in FY 2014 per quarterly period.

Table 4. Public Requests for Information Completed by the World Bank in FY 2014

Responsible Units	July – September 2013	October – December 2013	January – March 2014	April – June 2014	Totals
Archives	67	52	90	102	**311**
ECR	23	42	54	34	**153**
TOTAL	**90**	**94**	**144**	**136**	**464***

* Of the 464 cases completed in FY14, the World Bank had received 1 of the cases in FY11, 15 of the cases in FY12, 54 of the cases in FY13, and 394 in FY 2014.

Of the 464 requests completed in FY 2014, 296 were properly addressed to the World Bank and provided adequate information to enable the World Bank to respond. Of the remaining completed requests,

- 43 requests required more information from the requesters to fulfill, but when asked for more information, the requesters were unresponsive;
- 11 requests for information were subject to other disclosure policies or regimes (i.e., Independent Evaluation Group, Inspection Panel, International Center for the Settlement of Investment Disputes, International Finance Corporation, Multilateral Investment Guarantee Agency);
- 57 requests for data were handled through the Open Data Initiative;
- 55 requests were for documents not found in the World Bank's custody; and
- 2 requests were for records pertaining to the Board of Governors.[1]

Table 5 provides a breakdown of how completed cases were resolved in FY 2014.

Table 5. Resolution of Completed Requests in FY 2014

Responsible Units	Fulfilled or Denied	Additional Information Needed, – Requester Unresponsive	Covered by Other Disclosure Policy/Regime or Information Held by Other Organizations	Referred to World Bank Data	Records Not Found in World Bank Custody	Records Pertaining to the Board of Governors	Total
Archives	201	26	11	45	26	2	**311**
ECR	95	17	0	12	29	0	**153**
TOTAL	**296**	**43**	**11**	**57**	**55**	**2**	**464**

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[1] Please see AI Policy Interpretation "Application of the Access to Information Policy to the Records of the Board of Governors (February 27, 2014)" available at www.worldbank.org/wbaccess/AIPolicy/Interpretations.

Photo: © Li Wenyong/World Bank. Further permission required for reuse.
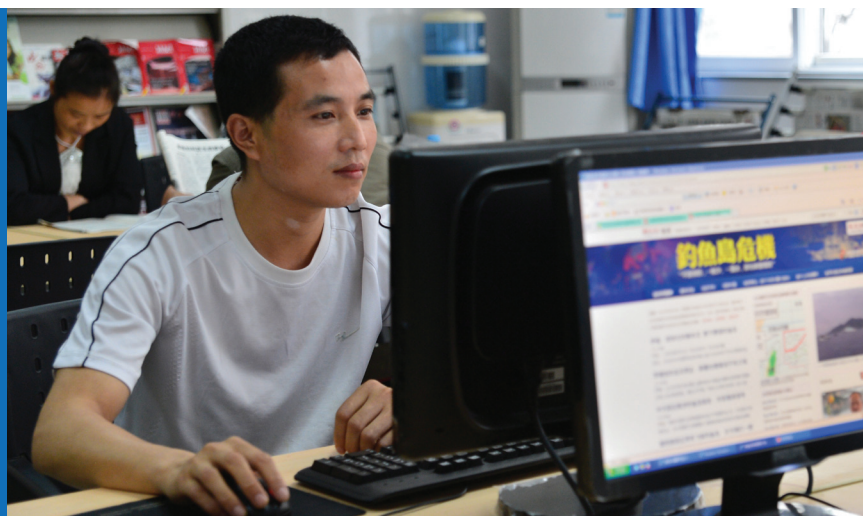
In FY 2014, the World Bank fulfilled—in whole or in part—89% of the requests properly submitted to the World Bank.

Requests Fulfilled or Denied in FY 2014

Of the 296 requests that were properly addressed to the World Bank and had adequate information to enable the institution to respond, in FY 2014, 89 percent (264 cases) were fulfilled in whole or in part; which is a fulfillment rate consistent with FY 2013. The remaining 11 percent (32 cases) were denied in whole.

Of the 13 requests fulfilled in part, the partial denials were due to the following AI Policy exceptions: (a) in five of the cases the information is restricted by the *Information Provided by Member Countries or Third Parties in Confidence* exception, (b) in one of the cases the information is restricted by both the *Information Provided by Member Countries or Third Parties in Confidence and the Financial Information* exceptions, (c) in six of the cases the information is restricted by the *Deliberative Information*, and (d) in one of the cases the information is restricted by both the *Deliberative Information* exception and the *Financial Information* exception.

Table 6 provides a breakdown of the requests that were either fulfilled or denied in whole or in part.

Table 6. Requests Fulfilled and Denied in FY 2014

Responsible Units	Requests Fulfilled (in whole)	Requests Fulfilled (in part)	Requests Denied (in whole)	Total Requests Fulfilled or Denied
Archives	176	10	15	201
ECR	75	3	17	95
TOTAL	**251 (85%)**	**13 (4%)***	**32 (11%)**	**296 (100%)**

*   World Bank fulfilled—in whole and in part—a total of 264 cases (89 percent of the total number of requests fulfilled or denied).

Table 7 provides a breakdown of the reasons for all denials issued in FY 2014.

Table 7. Reasons for Denials (in Whole and in Part) Issued in FY 2014

Responsible Units	Denial Based on AI Policy Exception					Number of Denied Requests
	Attorney-Client Privilege	Security and Safety	Information Provided by Member Countries or Third Parties in Confidences	Corporate Administrative Matters	Deliberative Information	
Archives	2	0	12	0	11	**25**
ECR	0	1	2	2	14	**19**
TOTAL	**2***	**1**	**14****	**2**	**25*****	**44**

* One of the requests the information is also covered by the Information provided by *Member Countries* or *Third Parties in Confidence.*
** One of the requests the information is also restricted by the *Corporate Administrative Matters* exception, and another request the information is also restricted by the *Financial Information* exception.
*** In 13 of the cases the requested information is also restricted by the AI policy as follows: (a) two cases by the Information provided by *Member Countries* or *Third Parties in Confidence*, (b) five cases by the *Corporate Administrative Matters*, (c) one case by both the Information subject to Attorney-Client Privilege and *Corporate Administrative Matters*, (d) one case by *Financial Information* (banking and billing), and (e) four cases by the *Personal Information* exception.

Timeliness of World Bank Response

The AI Policy states that the World Bank endeavors to provide a comprehensive response to requests within 20 working days, recognizing that additional time may be needed for special circumstances, such as complex requests or requests that require consultation with internal or external parties. Of the 464 requests completed in FY 2014, the World Bank provided comprehensive responses to 69 percent of the requests within 20 working days, and, on average, took 7 working days to complete.

Table 8 provides a snapshot of the timeliness of the cases completed in FY 2014.

Table 8. Time Required to Issue Final Response, Requests Completed in FY 2014

Responsible Units	Within 20 Working Days	More than 20 Working Days	Total
Archives	202 (65%)	109 (35%)	311
ECR	120 (78%)	33 (22%)	153
TOTAL	**322 (69%)**	**142 (31%)**	**464**

For cases that required more than 20 working days to complete in FY 2014, the average was 145 working days. This high average reflects the impact of cases carried over from previous fiscal years, which is expected to remain a factor in the higher average number of working days to complete requests. Of the 142 cases that took more than 20 working days to complete, one carried over from FY 2011, 15 carried over from FY 2012, 51 carried over from FY 2013, and 75 cases were received in FY 2014.

Some cases also involved documents that, due to their age, nature, or volume, must be accessed in-person at World Bank offices. The World Bank treats such cases as pending and open until the requesters have physically accessed the records. Among the 15 cases that carried over from FY 2012, 6 were held open pending the requesters' in-person access of the records; which averaged 380 days to complete. Of the 51 cases that carried over from FY 2013, 21 were held open pending the requesters' in-person access of the records; which averaged

224 days to complete. Of the 75 cases received in FY 2014 that took more than 20 working days to complete, 10 were held open pending the requesters' in-person access of the records; which averaged 106 days to complete. A summary of the reasons for the additional response times are provided below.

Reasons for Additional Response Time. Of the 142 requests that required additional time to complete in FY 2014, the Archives Unit handled 109 of the cases, and ECR handled 33 of the cases. The cases involved the following circumstances:

- Were complex and/or voluminous (i.e., extensive review by the Archives Unit);
- Required consultations with relevant business units and/or external parties, including member countries and/or the requesters;
- Were referred to the AI Committee and/or the Board for consideration;
- Required the World Bank to seek additional information from the requesters in order to fulfill the requests, but the requesters were unresponsive;
- Required reopening the request because the requester modified the original request by adding additional documents to the request;
- Required the requesters to visit the World Bank Archives Unit in person (such cases are held open until the requesters have physically accessed the documents identified as responsive to the requests).

At the end of FY 2014, 39 cases remained under consideration. Two cases carried over from FY 2012 and 11 cases carried over from FY 2013. The World Bank received the remaining 26 cases in FY 2014; of which, 18 exceeded the 20 working day response time, and the remaining 8 were received on or after June 4, 2014, and, thus, had not exceeded the 20 working day standard at the end of FY 2014 (June 30, 2014).

Summaries of Requests

In line with the its continued commitment to transparency and accountability, since April 2014, the World Bank has been disclosing, on a monthly basis, summaries of the public access requests submitted by the public, when permission to disclose was granted by the requesters. Members of the public are notified, in the request form, that certain information from their requests may be disclosed; and due consideration is given to any request for confidentiality. These summaries of requests are currently released monthly, and can be found at www.worldbank.org/wbaccess/summariesofrequests.

Since April 2014, the World Bank has been disclosing summaries of requests submitted by the public.

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The World Bank's Exercise of Its Prerogative to Disclose Restricted Information

Under the AI Policy, the World Bank reserves the right, in exceptional circumstances, to disclose information restricted by the *Corporate Administrative Matters, Deliberative Information,* and *Financial Information* (other than banking and billing) exceptions if the World Bank determines that the benefit of disclosure would outweigh the potential harm to the interests protected by the exceptions (AI Policy, paragraph 18). The AI Committee (see Appendix D) has authority to exercise the World Bank's prerogative to disclose documents restricted by these exceptions if the documents are not Board papers or Board records classified as *Confidential* or *Strictly Confidential* or are not information provided to the World Bank by a member country or third party in confidence. For Board papers or records classified as *Confidential* or *Strictly Confidential*, the Board holds the authority to exercise the World Bank's prerogative to disclose. If the information was provided to the World Bank by a member country or third party in confidence, such party would need to consent to the disclosure.

In FY 2014, the AI Committee considered exercising the prerogative to disclose restricted information in 12 cases. Of the 12 cases considered, the AI Committee publically released documents requested in 7 cases, and upheld the AI restrictions in 5 cases. Of the 7 cases that resulted in information being made available to the public, in 6 cases the AI Committee decided to exercise the prerogative to disclose and in 1 case the AI Committee determined that the document should be public under the AI Policy, and it was released on that basis. In those 7 cases, the following documents were made available to the public:

- Administrative Manual Statement (AMS) 10.11, "Management of Records";
- Directive on Disclosure of Information, dated February 1985;
- Internal memoranda, correspondence between the Bank and government officials of El Salvador, back-to-office reports, and supervision mission terms of reference related to two projects in El Salvador: P007168 Social Sector Rehabilitation Project and P007169 SV- Basic Education Modernization Project;
- CG97-17 CG Report, Consultative Group for Uganda, Paris, November 21–22, 1997, Chairman's Report of Proceedings;
- CG96-2 CG Report, Consultative Group Meeting for Philippines, Tokyo, December 7–8, 1995, Chairman's Report of Proceedings;
- CG96-2-1 IBRD CG Report, Philippines Chairman's Report of Proceedings, Corrigendum, Tokyo, December 7–8 1995;
- CG98-9 IBRD CG Report, Consultative Group Meeting for the Philippines, Paris, December 18–19, 1997;
- CG97-5 CG Report, Consultative Group Meeting for Philippines, Tokyo, December 10–11, 1996, Chairman's Report of Proceedings;
- Letters from the Bank to government officials of Costa Rica, back-to-office reports, supervision mission terms of reference, and statements of mission objectives related to the Ecomarkets or the Mainstream Market-Based Instruments for Environmental Management Projects;
- Project Status Report, dated May 26, 2002 for the Intensified Iodine Deficiency Control Project in Indonesia, Project ID P042540, financed by Loan number 4125 IND;
- Administrative Manual Statement (AMS) 12.10, "Electronic Messaging Services," and AMS 10.11, "Management of Records: Procedures."

Appendix A of this report sets forth the cases that the AI Committee considered in FY 2014 to exercise the World Bank's prerogative to disclose restricted information.

One of the guiding principles of the AI Policy is to recognize a requester's right to an appeals process if the requester is denied access to information by the World Bank. A requester may file an appeal asserting (a) that the World Bank violated the AI Policy by improperly or unreasonably restricting access to information that it would normally disclose under the AI Policy (hereinafter *violation of policy appeal*), or (b) that there is a public interest to override the AI Policy's exceptions that restrict the disclosure of the requested information, limited to information restricted by the *Corporate Administrative Matters, Deliberative Information,* and *Financial Information* (other than banking and billing) exceptions (hereinafter *public interest appeal*).

Violation of policy appeals are considered in the first instance by the AI Committee; if the AI Committee upholds the decision to deny access, the requester is given the opportunity to file an appeal to the AI Appeals Board for consideration. In *violation of policy appeals*, the AI Appeals Board's decisions are final. *Public interest appeals* are considered by the AI Committee, whose decisions are final for such appeals.

If the World Bank denies a request for information, the institution directly informs the requester of the decision and of his/her right to file an appeal. To make the appeals process easy for the requester, the World Bank sends the requester an electronic link to submit the appeal. Similarly, if the AI Committee upholds the decision to deny access in violation of policy appeals, the requester is directly informed of his/her right to file a second-level appeal before the AI Appeals Board, and is provided an electronic link for easy access to, and submission of, the second-level appeal, which would be considered by the AI Appeals Board.

The Information Policy team, which is part of the Operational Policy Practice Group, LEG, serves as the secretariat to the AI Committee and to the AI Appeals Board.

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All the decisions on appeal by the AI Committee and the AI Appeals Board can be found on the World Bank's AI website.

AI Committee

The AI Committee serves as the first level of appeal for those appeals alleging a violation of policy, and as the first and final level of appeal for those appeals asserting a public interest. The members of the AI Committee are listed in Appendix D of this report.

In FY 2014, the AI Committee decided on 10 appeals. The AI Committee dismissed 2 appeals, as the AI Policy exception at issue was not subject to a public interest appeal. The AI Committee upheld the World Bank's initial decision to deny access in 8 cases. In 1 of these cases, the AI Committee dismissed the appeal in part because the matter was not within the AI Committee's authority to consider. In another case, while the AI Committee did not find a violation of policy, the AI Committee noted that, since the filing of this appeal, the requested document, in its final form, has been made public, and thus did not consider the appeal on public interest grounds. The appeals that the AI Committee decided on in FY 2014 are listed in Appendix B, and the full text of the appeals decisions can be found at www.worldbank.org/wbaccess/appeals/AICdecisions.

The AI Committee makes its best efforts to reach a decision within 45 working days of receiving the appeal (AI Policy, paragraph 37). In FY 2014, the AI Committee took an average of 53 working days to conclude its considerations on appeals, which included consultations with relevant business units.

AI Appeals Board

The AI Appeals Board serves as the second and final level of appeal for those appeals alleging a violation of policy. The members of the AI Appeals Board are listed in Appendix E of this report.

In FY 2014, the AI Appeals Board received one appeal. The AI Appeals Board reversed the AI Committee's decision on appeal upholding the World Bank's initial decision to deny access. The appeal that the AI Appeals Board decided on in FY 2014 is listed in Appendix C, and the full text of the decision can be found at www.worldbank.org/wbaccess/appeals/AIABdecisions.

Interpretations of the AI Policy

The AI Policy provides that the AI Committee "has the authority to interpret this Policy in line with the Policy's guiding principles" (AI Policy, paragraph 35). In FY 2014, the AI Committee issued two interpretations related to the AI Policy:

- Application of the Access to Information Policy to the Records of the Board of Governors (February 27, 2014)
- Redaction—Supplemental Interpretation (June 24, 2014)

Since FY 2011, the AI Committee has issued 14 AI Policy interpretations. All AI Policy interpretations can be found at www.worldbank.org/wbaccess/AIPolicy/Interpretations.

Profiles and Interests of Requesters

Requesters are not required to identify themselves, and as a matter of practice, the World Bank does not identify requesters when considering their requests. Personal information regarding individual requesters is only available to parties who are involved in handling the requests. Requesters, however, are given the opportunity to indicate their affiliation when filing a request.

To better understand the members of the public who request information from the World Bank and how the institution might better serve them, the World Bank also conducted its annual AI survey. The survey invited all members of the public who had electronically submitted a public access request to the World Bank in FY 2014 (2014 AI Survey) to rate and provide feedback on their experience submitting a request to the World Bank. Respondents of the 2014 AI Survey provided information about their demographics (i.e., professional affiliations, geographical location) and the topics related to their information requests.

The data provided below are gathered from the public access request submission forms and the 2014 AI Survey results. Complete AI Survey results reports, for 2014 and previous years, are available in the AI website at www.worldbank.org/wbaccess.

Professional Affiliations of Requesters, Information Provided with Request Submission

Table 9 gives some indication of the requesters' profiles in FY 2014. According to the requesters' self-classification (based on their selection when submitting their information requests), similar to FY 2013, the top three professional affiliations of requesters were academia/education (55 percent), business or private enterprise (14 percent), and nongovernmental organization/civil society organization (7 percent).

Table 9. Requesters' Affiliations in FY 2014

Affiliations	Requesters	Percentage
Academia/Education	46	55
Business or Private Enterprise	12	14
Nongovernmental Organization/Civil Society Organization	6	7
Government	5	6
Other	5	6
Other Public International Organization	3	4
Media	3	4
Youth Group	2	2
Legal Profession	1	1
Multilateral Development Agency	1	1
TOTAL	**84**	**100**

Professional Affiliations of Requesters, 2014 AI Survey

Chart 1 provides a snapshot of the professional affiliations of the 83 respondents in the 2014 AI Survey. Based on the survey responses, academia/education continued to top the list (55 percent), followed by business or private enterprise (14 percent), nongovernmental/civil society organization (7 percent), government (6 percent) and "other" category (6 percent). Survey respondents selecting the "Other" category described their affiliations as follows: single mother, student, consultant, and International Labour Organization.

Chart 1. Requesters' Professional Affiliations (83 Survey Respondents)

Affiliation	Value
Legal Profession	1
Multilateral Development Agency	1
Youth Group	2
Other Public International Organization	4
Media	4
Other	6
Government	6
Nongovernmental Organization/Civil Society Organization	7
Business or Private Enterprise	14
Academia/Education	55

The World Bank conducted a survey among all members of the public who had electronically submitted a public access request in FY 2014.

Geographical Locations of Persons Requesting Information from the World Bank

As part of the 2014 AI Survey, persons who had requested information from the World Bank were asked to specify their geographical location; 82 respondents answered the question. Chart 2 provides a breakdown of the respondents' geographical locations by the following regional categories: Africa (AFR), East Asia and Pacific (EAP), Europe and Central Asia (ECA), Latin America and Caribbean (LAC), Middle East and North Africa (MNA), South Asia (SAR), Australia and New Zealand (Aus & NZ), and United States and Canada (USA & Canada). The results show that 38 percent of the respondents are located in borrower countries.[2] All survey respondents from AFR,[3] LAC,[4] and SAR[5] are located in borrower countries. Survey respondents from EAP, MNA and ECA are divided as follows:

- EAP: 50 percent of the survey respondents are located in borrower countries[6] and 50 percent in non-borrower countries.[7]
- MNA: 67 percent of the survey respondents from MNA are located in borrower countries[8] and 33 percent in non-borrower countries.[9]
- ECA: 8 percent of the respondents are located in borrower countries[10] and 92 percent in non-borrower countries.[11]

Chart 2. Geographical Location of Requesters (82 Survey Respondents)

Region	Value
Aus & NZ	2
MNA	3
LAC	6
SAR	6
EAP	10
AFR	17
USA & Canada	27
ECA	29

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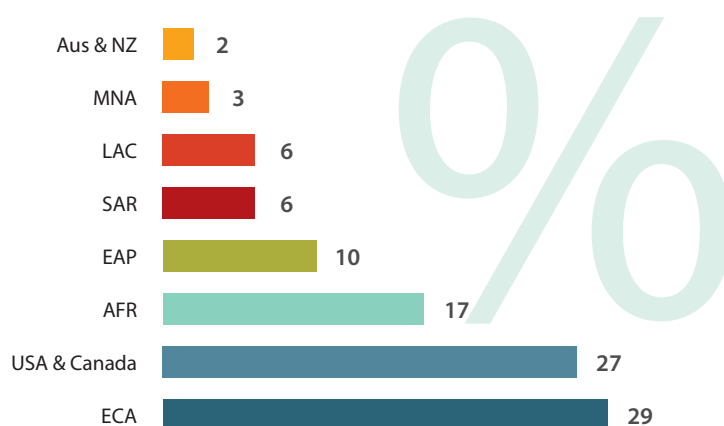
2   Based on the IBRD/IDA and Blend Countries list; see Operational Policy 3.10, Annex D:
    http://siteresources.worldbank.org/OPSMANUAL/Attachments/23612460/OP310_AnnexD_September24_2014.pdf.

3   AFR: The Gambia (1), Ghana (1), Kenya (3) , Niger (1), Nigeria (2), South Africa (2), Sudan (1), Togo (1), Tunisia (1), Uganda (1)

4   LAC: Brazil (1), Colombia (1), Ecuador(1), Mexico (2)

5   SAR: Bangladesh (1), India (4)

6   EAP: Borrower Countries: Lao PDR (1), Myanmar (1), the Philippines (2)

7   EAP: Non-Borrower Countries: Japan (4)

8   MNA: Borrower Countries: Morocco (1), Tunisia (1)

9   MNA: Non-Borrower Countries: Israel (1)

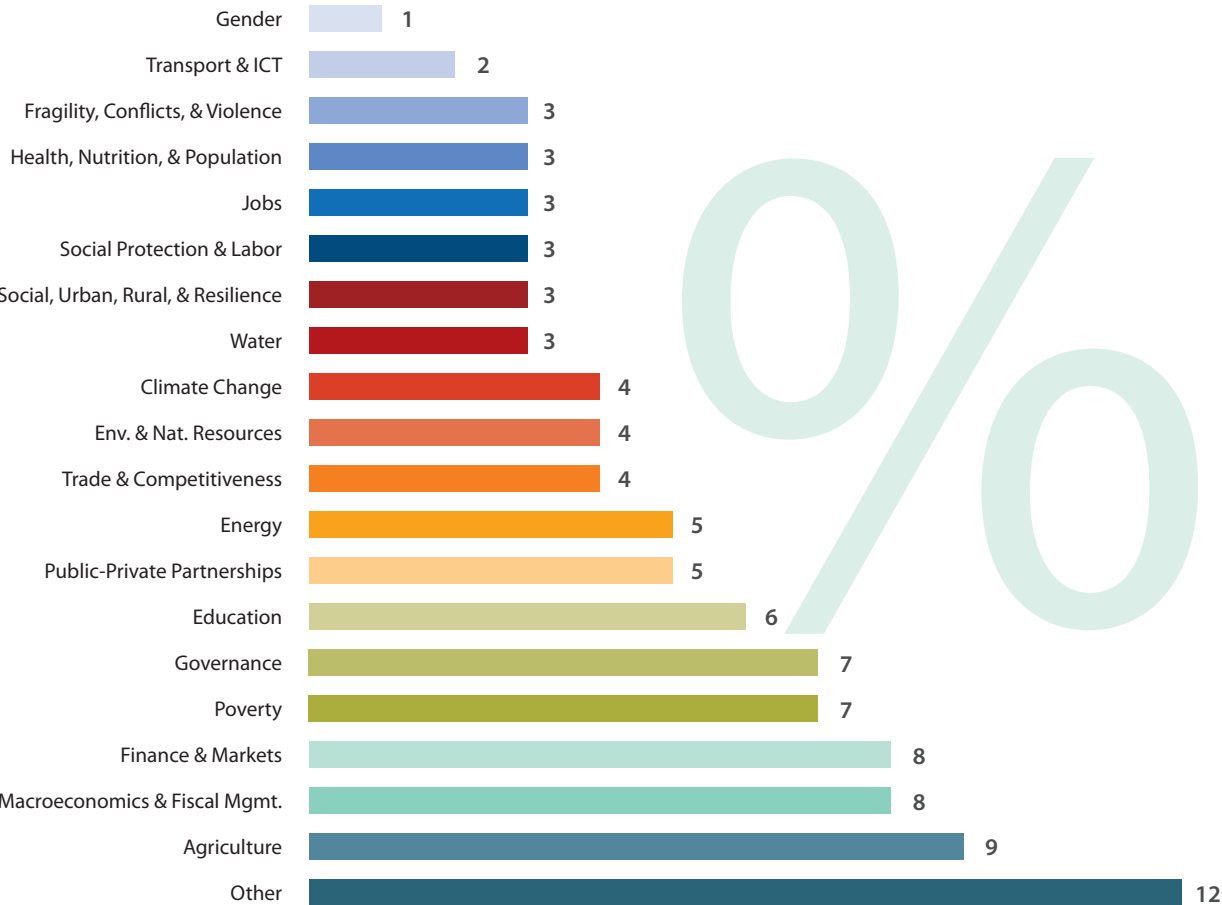10 ECA: Borrower Countries: Bosnia and Herzegovina (1), Croatia (1)

11 ECA: Non-Borrower Countries: Belgium(1), France(3), Germany(5), Italy(3), Lithuania(1), Norway(1), Spain(1), Sweden(1), Switzerland(2), United Kingdom(4)

Requesters' Interests

The 2014 AI Survey also sought to ascertain the public's areas of interest by asking the requesters to indicate the topics that relate to the information that they had requested. The survey question received responses from 98 requesters, who made 234 selections of topics related to their requests. Chart 3 provides a breakdown of the survey responses on the topics of information that had been requested in FY 2014.

The top five areas of interest are agriculture, macroeconomics and fiscal management, finance and markets, poverty, and governance. Survey respondents selecting the "other" category were asked to write in relevant topics; the write-in topics can be categorized as follows: historic documents, economics and development, the World Bank internal institutions, financial information, record management, staff or employee information, procurement, statistics and data, monitoring and evaluation, country portfolio, or scholarship and online training programs.

Chart 3. Requesters' Areas of Interest – Requested Information by Topics (98 Survey Respondents)

Topic	Value
Gender	1
Transport & ICT	2
Fragility, Conflicts, & Violence	3
Health, Nutrition, & Population	3
Jobs	3
Social Protection & Labor	3
Social, Urban, Rural, & Resilience	3
Water	3
Climate Change	4
Env. & Nat. Resources	4
Trade & Competitiveness	4
Energy	5
Public-Private Partnerships	5
Education	6
Governance	7
Poverty	7
Finance & Markets	8
Macroeconomics & Fiscal Mgmt.	8
Agriculture	9
Other	12

Beyond Disclosure: Open Development and Transparency Initiatives

Building on the AI Policy's success, the World Bank continues to emerge as a global leader in transparency. *Publish What You Fund*'s 2013 Aid Transparency Index (ATI), http://newati.publishwhatyoufund.org/2013/, ranked World Bank (IDA) as one of the top performers among 67 donors with a score of 73.8 percent. The 2013 ATI and the International Aid Transparency Initiative Annual Report 2014 attested to substantive improvements in the World Bank's IATI data to include organization-level planning documents and project information, including subnational locations, and noted the overall high quality of World Bank IATI/XML publication.

As a part of the World Bank's strategic focus to eradicate extreme poverty and boost shared prosperity, the World Bank has adopted an open development approach that promotes openness and transparency as the necessary basis for facilitating increased accountability and improved development outcomes.

Specifically, the World Bank is focused on openness and transparency in three ways: (a) being open about what it knows, (b) being open about what it does, and (c) collaborating with others to promote open development solutions. The following are some important milestones that the World Bank achieved in FY 2014 in promoting the Open Development agenda:

Being Open about What We Know

Open Access Policy. In April 2012, the World Bank adopted on a pilot basis the Creative Commons (CC) licenses and launched the Open Knowledge Repository (OKR), and in July 2012, the World Bank implemented its Open Access policy. The Open Access policy makes the institution's formal publications freely accessible in digital form, and through the CC licenses, the public is free to share, use, and reuse World Bank published content, if attribution is given. The World Bank was the first intergovernmental organization to adopt CC licenses for use on its research publications made publicly available on the OKR, which has enabled others to reuse the content of the World Bank's formal publications to create their own innovative development solutions. The OKR hosts more than 17,000 research and knowledge products across multiple collections. In FY 2014, more than 2.3 million publications were downloaded from the OKR. The OKR was registering more than 230,000 downloads per month. The OKR has been recognized by the American Library Association as a Best Free Reference Web Site.

Open Data. Launched in 2010, the Open Data Initiative continues to expand its reach and is increasingly focused on usability. Through this initiative, the public has access to more than 18,000 development indicators. Data portals include The Atlas of Social Protection Indicators of Resilience and Equity (ASPIRE), Climate Change, Country Policy and Institutional Assessment (CPIA) for Sub-Saharan Africa, Debt, Education, Financial Inclusion, Gender, Global Consumption, Global Monitoring Report, Health, Nutrition and Population, Jobs, Child Malnutrition Estimates, Millennium Development Goals, Poverty and Equity, and Service Delivery Indicators and are available at http://data.worldbank.org/. Microdata are also available on more than 974,000 variables from more than 1,813 survey datasets.

Being Open about What We Do

Projects and Operation. The Projects and Operations portal, www.worldbank.org/projects, is available in seven languages, and provides the public with easy access to detailed information on more than 12,000 lending projects in more than 170 countries from 1947 onward. Geo-coded project locations are also included in

the portal, making it easier to map World Bank projects. The public can use the database to find more than 165,000 documents accessible in D&R including country strategies, project databases, project maps, detailed information about World Bank products and services, results of World Bank work, and information on how these results are measured.

The World Bank also makes data on its projects and operations available in the open source International Aid Transparency Initiative (IATI) format. To improve publication of its IATI/XML data, the World Bank also published links to its strategy, annual report, allocation policy, and procurement policy and country partnership strategies in its IATI organization file. It also included links to subnational allocations, activity results, impact appraisals and conditions, as well as contracts and tenders in its IATI activity files.

Through the World Bank Group's Open Finances website, the public can access data on loans, credits, and grants for each current and former borrower and donor of the World Bank.

Open Finances. In FY 2014, the World Bank Group's *Open Finances* website, https://finances.worldbank.org/, grew to provide the public with access to more than 70 datasets with financial data about IBRD, IDA, and IFC activities. Through the *Open Finances* website, the public can access data on loans, credits, and grants for each current and former borrower and donor of the World Bank. The summaries are updated monthly, with historical data going back to the World Bank's first loan in 1947. The site also allows the public to access information on Financial Intermediary Funds that the World Bank manages, financial statements, operational summaries, and other relevant financial data. One of the most notable FY 2014 additions is a dataset disclosing on a quarterly basis certain corporate procurement contract award information for contracts valued at and above US$250,000. The *Open Finances* site is available in six languages. It serves both general and technical audiences allowing users to slice and dice data, create and share visualizations, and access data through application programming interface (API).

The World Bank Group Finances mobile application, http://financesapp.worldbank.org/about/, for Android and iPhone/iPad is available in nine languages, and now also includes Tender Notices (updated daily) and Financial Reports (updated quarterly). In FY 2014, the World Bank Group Finances mobile application was downloaded 14,137 times. As part of its procurement reform and modernization agenda, the World Bank has been pursuing ways to help clients modernize their own procurement systems through open data. Supporting the procurement reform, a new product on Project Procurement was launched this year, Procurement App for iPad. The App offers the most recent procurement data covering major contracts awarded under Bank-funded projects. Through the App, users can easily explore large amounts of data in a short time.

Collaborating to Promote Open Development Solutions

Supporting Governments in Increasing Transparency. The World Bank continues to work with governments to help them become more transparent, for example in implementing their commitments to the Open Government Partnership, a multilateral initiative that aims to secure concrete commitments from governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance. The World Bank also participates in the Open Aid Partnership, which brings together development partners, governments, civil society organizations, foundations, and the private sector to improve aid transparency and effectiveness. In addition, the World Bank supports governments in the implementation of a number of international transparency initiatives, such as, among others, the Extractive Industries Transparency Initiative, the Construction Transparency Initiatives, and the Global Initiative for Fiscal Transparency.

Open Aid Partnership. During the 2014 World Bank/IMF Spring Meetings, the Open Aid Partnership (OAP) launched the Open Aid Map to publish and visualize the subnational locations of donor-financed projects on an interactive, open source platform. Following the launch, the OAP supported government counterparts in Bolivia to customize and implement a local version of the Open Aid Map, called the Public Investment Map of Bolivia. This map is now integrated into and maintained by the country's development project management system.

In addition to supply side activities, the OAP adopts an integrated approach by investing in the demand-side of open aid data. In FY 2014, the OAP assisted the governments of Bolivia and Malawi to convene leading representatives from ministries, donor offices, and civil society to build consensus around the use of open development data for evidence-based policy making. Additionally, the OAP sponsored Data Literacy Bootcamps in Bolivia, Malawi, and Nepal to provide hands-on training to civil society and media groups on how to access, analyze, and create stories around open development data.

In FY 2014, the OAP also expanded its network of partners to include AidData and the governments of Honduras and Sierra Leone.

AidFlows. The AidFlows website, www.aidflows.org, provides the public with information on how much development financing is provided by the donor/financier countries, Multilateral Development Banks (MDBs), and foundations on one side—and how much aid is received in beneficiary nations on the other side. The Organisation for Economic Co-operation and Development (OECD) and the World Bank together created AidFlows to provide the public with easy and free access to development finance data presented in a visually intuitive format. Since the OECD–World Bank founding of AidFlows, the Asian Development Bank(AsDB), the Inter-American Development Bank (IDB), the Islamic Development Bank (IsDB), and the African Development Bank (AfDB) have joined with their own customized windows of country-by-country data. The aid community around the world and public at large can use AidFlows to select individual donors/financiers and beneficiaries to track the sources and uses of development financing. AidFlows also provides information, starting with the basic statistical data and provides a detailed analysis of development financing amounts at the country level. The data allows comparison of development financing volumes provided by different financier/donor countries and MDBs—and of amounts received by different beneficiary countries. It also shows key development indicators per country, and developing countries' ongoing progress against the Millennium Development Goals.

The AidFlows Partnership continues to add new data on development financing—such as OECD data on country programmable assistance (CPA), which results in actual cross border flows—and continues to invite new members from other multilateral development banks, foundations and international financial institutions.

Supporting Open Government Data. The World Bank supports open government data in several key ways: government engagement, providing expert training, and producing knowledge materials. The Bank continues to update and improve its online Open Government Data Toolkit, http://data.worldbank.org/open-government-data-toolkit, and the Open Data Readiness Assessment, http://data.worldbank.org/about/open-government-data-toolkit/readiness-assessment-tool, which diagnoses what are the issues that need to be addressed for a country to launch its own Open Data program and develops an action plan accordingly. Working with government counterpart teams, the World Bank produced Open Data Readiness Assessments (ODRAs) for several countries including Antigua and Barbuda, Botswana, Burkina Faso, Dominican Republic, Ethiopia, Mexico, Nigeria, Peru, the Russian Federation, and Tanzania. Other ODRAs are underway and other institutions have started to use the methodology.

The World Bank has also expanded its partnerships to include the global Open Data for Development (OD4D), www.od4d.net, program to scale proven innovative approaches and strengthen international coordination among open data initiatives in developing countries. OD4D partners, with the World Bank's support, designed a series of training programs for government officials, and advanced the development of Open Data standards and metrics. The World Bank also fosters a global community of Open Data experts leading international and online workshops as well as supporting external initiatives with fellowship programs (this year representing Hungary, India, Indonesia, Macedonia, Mexico, Nigeria, Peru, the Philippines, Romania, South Africa, and Tanzania), and continues to engage government, academic, and civil society leaders with training and technical support. OD4D also supported the Mexican government's release of 100 datasets in its new open data platform as well as a pilot program in Burkina Faso to release education data.

Client and Civil Society Outreach

Civil Society outreach and engagement continue to be a critical component in the effective implementation of the World Bank's AI Policy and Open Agenda. During the 2013 World Bank/IMF Annual Meetings, as part of the Civil Society Policy Forum, ECR hosted a hands-on training session on the Open Development Agenda and the World Bank's openness initiatives. In this session, representatives from civil society organizations from across the world learned how to navigate, find, and use various transparency tools and initiatives available on the World Bank's website. During the 2014 World Bank/IMF Spring Meetings Civil Society Policy Forum, ECR hosted, in

Civil Society outreach and engagement continue to be a critical component in the effective implementation of the World Bank's AI Policy and Open Agenda.

collaboration with OPCS, LEG and IFC, a briefing session to update civil society organization representatives on the latest developments of the AI Policy, which covered the Policy's implementation highlights, progress, ongoing challenges, lessons learned and way forward.

In January 2014, several Washington-based CSOs hosted an informal meeting with the new AI Committee chair and some members of the AI implementation teams. The meeting was an opportunity for civil society members to interact with the new AIC chair and voice concerns about implementation aspects of the AI Policy.

As part of the World Bank's Open Development efforts, in May 2014, ECR led a multi-VPU Open Development mission to Bangladesh. This mission expanded the World Bank's work in Open Development at the country level by delivering a comprehensive narrative on Open Development, Open Data, and the role of the World Bank. The narrative placed the World Bank's numerous Open Development initiatives within a coherent framework with the AI Policy as its foundation, by delivering technical training and fostering discussions on the World Bank's Open Development programs and partnerships with a wide range of stakeholders, including government officials, civil society, academics, media, private sector, and the Bank's own staff.

Open Development missions deliver technical training and enable discussions on the World Bank's programs and partnerships with citizens and other stakeholders.

Photo: © Hannah George/World Bank. Further permission required for reuse.

Communications staff in several World Bank country offices have continued to proactively engage with local stakeholders through outreach and dissemination. Some offices collaborated with external partners in hosting Open Data sessions and sector specific hackathons.

In March 2014, communications staff in the India office organized an Open Data–Open Development roadshow, comprising eight events hosted in Delhi, Indore, and Ahmedabad. The roadshow events consisted of live demos tailored to the interests of the audience, and focused on Open Development and transparency initiatives, results, citizen engagement, Open Data tools and resources, Open Finances, navigating the World Bank Projects and Operations website, and information on mobile apps. These events were attended by approximately 450 participants, which included members of academia, researchers, statisticians, and other data users. Participants provided useful feedback and, in several cases, expressed strong interest in having such workshops available on a regular basis.

Having established its leadership in the openness arena, the World Bank is increasingly focused on strengthening demand-side capacity for the use of open data by all development stakeholders, including citizens, as an important enabling factor for facilitating increased accountability and more effective development outcomes. The World Bank is committed to transparency as an important enabler for increased participation, accountability, and development results. To make progress on the priority to systematically increase citizen engagement for improved outcomes, there has been a collaborative effort to develop the Strategic Framework to Mainstream Citizen Engagement in WBG Operations. The framework has also been informed by input from external consultations and an external Citizen Engagement Advisory Council. More information is available at http://consultations/consultation/engaging-citizens-improved-results.

Looking Forward

Going forward, the World Bank is fully committed and will continue to build on its experience and knowledge to implement the AI Policy, which is an effective catalyst for advancing and fostering transparency and openness to its most immediate beneficiaries and stakeholders.

An ongoing key challenge is to raise internal and external awareness of the AI Policy. The Bank will continue to train staff so they have a sound understanding of the roles and obligations under the AI Policy, while supporting external entities to fully realize the benefits of the AI Policy. The World Bank will also continue to align its systems and process accordingly.

Access Civil Society Contract Wisdom Transparent Efficiency Results Data Open Knowledge Connected Citizen Engaged Development Social Accountable Crowd Information Engagement Participatory New Globe Mapping Freedom Innovation Finances

APPENDIXES

APPENDIX A. Exercise of the World Bank's Prerogative to Disclose Restricted Information: Cases Considered by the AI Committee in FY 2014

Case Number Requested Information	AI Policy Exception(s)	Exercise of the World Bank's Prerogative to Disclose Restricted Information
1. AI2850 Administrative Manual Statement (AMS) 10.11, "Management of Records"	Corporate Administrative Matters	Yes
2. AI3084 Directive on Disclosure of Information, dated February 1985	Corporate Administrative Matters	Yes
3. AI1237 Information on two projects in El Salvador: P007168 Social Sector Rehabilitation Project, P007169 SV- Basic Education Modernization Project	Corporate Administrative Matters, Deliberative and Financial Information (except banking and billing)	Yes
4. AI3120 World Bank Strategic Compact and related documents	Corporate Administrative Matters, Deliberative Information	No
5. AI2957 Lists of participants in Consultative Group meetings since 1990 (Philippines and Uganda)	Deliberative Information	Yes
6. AI3196 Republic of Yemen Monitoring Report, dated 2013	Deliberative Information	No
7. AI2028 Information on two projects in El Salvador: P041680 Secondary Education Project, P050612 Education Reform Project	Deliberative and Financial Information (except banking and billing)	No
8. AI1307 Documents concerning the Ecomarkets or the Mainstream Market-Based Instruments for Environmental Management Projects	Deliberative Information	Yes (in part)
9. AI3260 Documents concerning the Turkey Social Risk Mitigation Project	Deliberative and Financial Information (except banking and billing)	No
10. AI3221 Documents related to the Intensified Iodine Deficiency Control Project in Indonesia, Project ID P042540, financed by Loan number 4125 IND	None	Not applicable (i.e. information is public)
11. AI3282 Administrative Manual Statement (AMS) 12.10, "Electronic Messaging Services," and AMS 10.11, "Management of Records: Procedures"	Corporate Administrative Matters	Yes
12. AI3281 Legal documents and memoranda related to the work of the World Bank in Afghanistan, Iraq, and Somalia (Office Memorandum, January 23, 2002)*	Deliberative Information	No

* This case was referred to AIC in FY 2014, but the AIC considered it in FY 2015.

APPENDIX B.   Appeals Concluded by the AI Committee in FY 2014

Case Number Information Requested	Type of Appeal		Upheld or Reversed World Bank Decision to Deny Access	Applicable Exception(s)
	Violation of AI Policy	Public Interest		
1. AI1856 Information concerning "memorandums of replenishment meetings with the reference number of 'IDA/RPL,' from IDA-6 to IDA-12 together with discussion papers and technical notes used at replenishment meetings"		X	Dismissed (AI Policy exception not subject to consideration under public interest appeal)	Information Provided by Member Country or Third Party in Confidence
2. AI2701 Information related to Bank missions to Bolivia since 2012 regarding the National Roads and Airport Infrastructure Project (P122007)		X	Upheld	Deliberative Information
3. AI3127 Public access requests received by the World Bank In October 2013 and related information	X	X	Upheld (no violation of policy) Dismissed (AI Policy exception not subject to consideration under public interest appeal and information does not exist)	Security and Safety Information and Corporate Administrative Matters
4. AI3074 Review on grievance redress mechanisms commissioned by the LCR Social Development Network	X	X	Upheld	Deliberative Information
5. AI3199 Documents related to the Bolivia Program-for-Results Operation (P144597)	X		Upheld	Deliberative Information
6. AI2969 Operations Manual for the Oum Er Rbia Sanitation Project in Morocco	X		Upheld	Information Provided by Member Country or Third Party in Confidence
7. AI3226 Employee engagement reports, surveys, and documents identifying the questions put to Bank employees and the aggregate survey results	X	X	Upheld	Deliberative Information and Corporate Administrative Matters
8. AI3271 World Bank–commissioned study: Whittington, D. and Jeuland, M. (2012) Eastern Nile Strategic Economic Assessment: A Scoping-level Economic Analysis of Multipurpose Dams in the Blue Nile Gorge		X	Dismissed (AI Policy exception not subject to consideration under public interest appeal)	Information Provided by Member Country or Third Party in Confidence and Deliberative Information
9. AI3157 Country Portfolio Performance Review for Cambodia	X	X	Upheld (no violation of policy) Public interest not considered as the final version of the requested information was made public	Deliberative Information
10. AI3261 Post-procurement review reports and any summary post-procurement review report related to rojects in Bangladesh	X		Upheld	Deliberative Information

APPENDIX C.   Appeal Concluded by the AI Appeals Board in FY 2014

Case Number Requested Information	Upheld or Reversed AI Committee's Decision Upholding World Bank Decision to Deny Access	Applicable Exception(s)
1. AI3127 Public access requests received by the World Bank In October 2013 and related information	Reversed	Security and Safety Information and Corporate Administrative Matters

APPENDIX D.   Access to Information Committee

The Access to Information Committee (AI Committee) was established pursuant to the AI Policy. The AI Committee serves as the internal body that (a) broadly oversees the AI Policy implementation, (b) is authorized to interpret the AI Policy, (c) makes decisions concerning whether to exercise the World Bank's prerogative to disclose certain information that is on the list of AI Policy exceptions (i.e., restricted information), and (d) considers appeals filed against the World Bank's decisions to deny access to information. The AI Committee is supported in its work by a secretariat housed in the Operations Policy Practice Group, Legal Vice Presidency.

The AI Committee consists of seven principal members and their alternates, representing the Operations Policy and Country Services Vice Presidency (OPCS), External and Corporate Relations Vice Presidency (ECR), Legal Vice Presidency (LEG), Corporate Secretary Vice Presidency (SEC), Budget, Performance Review and Strategic Planning Vice Presidency (BPS), Information and Technology Solutions Vice Presidency (ITS) and one region. In FY 2014, the chairmanship of the AI Committee welcomed Ms. Mariam J. Sherman, Director, OPCS, and regional representation was held by the Latin America and Caribbean Vice Presidency (LCR).

Operations Policy and Country Services

AI Committee Chair since October 2013

Mariam J. Sherman
Director

Alternate Member since October 2013

Stefan G. Koeberle
Director

External and Corporate Relations

Principal Member since July 2011
Alternate Member July 2010 – June 2011

Sumir Lal
Director

Alternate Member since December 2011

Jill Wilkins
Manager

Legal

Anthony Toft
Deputy General Counsel

Principal Member since October 2013
Alternate Member November 2011 – September 2013
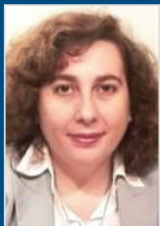

Hassane Cisse
Deputy General Counsel

Principal Member July 2010 – October 2013

Melinda Good
Chief Counsel

Alternate Member since October 2013

Corporate Secretary

Elisabetta Marmolo
Manager

Principal Member since May 2012
Alternate Member July 2010 – April 2012
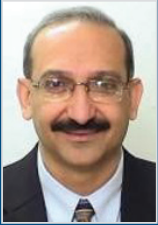

Barbara Geiser
Senior Operations Officer

Alternate Member since May 2012

Budget, Performance Review and Strategic Planning

Bryan Cook
Division Manager

Principal Member since September 2012

Alternate Member since May 2012

Vivek Chaudhry
Division Manager

Information and Technology Solutions

Principal Member since July 2010

Elisa Liberatori-Prati
Chief Archivist

Alternate Member since February 2014

Vlada Alekankina
IT Officer

Alternate Member July 2010 – January 2014

Edward Strudwicke
IT Officer

Latin America and Caribbean

Principal Member July 2013 – June 2014

Deborah L. Wetzel
Country Director

Alternate Member July 2013 – June 2014

Sergio Alvaro Jellinek
Communications Advisor

APPENDIX E.   Access to Information Appeals Board

As part of the AI Policy, the World Bank established a three-member, impartial Access to Information Appeals Board (AI Appeals Board). The AI Appeals Board serves as the body that considers second-level appeals that allege the World Bank has unreasonably or improperly denied access to information that it would normally disclose under the AI Policy. The AI Appeals Board is supported in its work by a secretariat housed in the Operations Policy Practice Group, Legal Vice Presidency.

The AI Appeals Board consists of three outside experts selected by the World Bank President and endorsed by the World Bank's Executive Directors. The AI Appeals Board members began their two-year appointments in October 2012.

Members

Richard Calland
Associate Professor of Public Law, and the Director of Democratic Governance and Rights Unit, Faculty of Law, University of Cape Town

Kevin Harry Dunion
Director of the Centre for Freedom of Information, University of Dundee, School of Law

Ramojus Kraujelis
Chief Archivist of Lithuania