



## Enhancing the Environmental and Social Outcomes of IFC and MIGA Projects

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### CAO Releases Evaluation of its Assessment and Dispute Resolution Processes

In 2022, CAO commissioned the firm [Concentric Alliance](#) to conduct a systematic and retrospective evaluation of its assessment and dispute resolution processes. The study aims to address recommendations from the 2020 [External Review of IFC/MIGA's Environmental and Social Accountability, Including CAO's Role and Effectiveness](#).



CAO Evaluation of  
Dispute Resolution and  
Assessment Processes  
**Concentric Alliance Report**



[Download the Report](#)



### First Compliance Omnibus Monitoring Report Published for Five Cases

CAO released its first [Compliance Omnibus Monitoring Report](#) in May 2023. The report pilots a new approach by collating multiple compliance cases in one monitoring report to increase the efficiency and transparency of CAO's reporting. The report followed up on IFC's implementation of Management Action Plans (MAPs) to address the findings of CAO compliance investigations related to the following cases:

- [IFC investments in Rizal Commercial Banking Corporation, The Philippines](#)
- [IFC Advisory Services Regarding the Panama Transmission Line IV, Panama](#)
- [IFC Investment in the Alto Maipo Hydroelectric Power Project, Chile](#)

- [IFC Investments in Eleme Fertilizer, Nigeria](#)
- [IFC Investment in Alexandria Development Limited Cement Company \(Complaint 1\), Egypt](#)



Community Meeting in Norte de Santa Fe, Panama - May, 2023. Photo credit: Raquel Gomez Fernandez, Reiko Ishihara-Brito, CAO

In preparing this pilot report, CAO verified IFC’s effective implementation of corrective actions in the MAPs and engaged with IFC project teams to validate MAP implementation. CAO also engaged with complainants and their representatives to discuss and document the adequacy of IFC’s actions and implementation and review supporting documentation received from parties.

CAO will issue a second Compliance Omnibus Monitoring report later in 2023.

**Find the report in English here:**

[Download the Report](#)



**OUTREACH**

## CAO Participates in the International Association for Impact Assessment Annual Conference (IAIA23)

In May 2023, CAO participated in a panel session during the [annual meeting of the International Association for Impact Assessment \(#IAIA23\)](#) in Kuching, Malaysia. The panel included representatives from the accountability mechanisms of the African Development Bank (AfDB), Asian Development Bank (ADB), European Bank for Reconstruction and Development (EBRD), and World Bank. The discussion focused on the top five environmental and social (E&S) issues raised in complaints to the mechanisms and lessons learned from them. Reiko Ishihara-Brito, CAO Compliance Specialist, shared insights on community health, safety and security from CAO cases and discussed CAO’s recent advisory work on remedy and responsible exit. The conference was attended by over 600 E&S impact assessment professionals from around the globe.

*Photo credit IRM - AfDB, #IAIA23:*



*Photo credit: International Climate Initiative (IKI)*



## CAO Attends Berlin Symposium on "30 Years of Accountability Mechanisms: What Can Development and Climate Finance Learn?"

CAO joined partners in Berlin for a symposium on ["30 Years of Accountability Mechanisms: What Can Development and Climate Finance Learn?"](#) hosted by the NGO, urgewald, and the German government's International Climate Initiative (#IKI).

Janine Ferretti, CAO's Director General, and Julia Gallu, CAO's Senior Advisory Specialist, attended the event and shared insights on addressing the remedy gap in development finance and discussed the future outlook on accountability.

The event opened with a thematic evening hosted by the Federal Ministry for Economic Affairs and Climate Action (BMWK), followed by a one-day workshop. The event was attended by participants from government, civil society, and business and featured speakers from the Office of the UN High Commissioner for Human Rights, NGOs, and other accountability mechanisms, including the World Bank Inspection Panel. More than 40 experts discussed topics including the independence and effectiveness of complaints mechanisms, remedy, and complainant safety.

[Learn more about our outreach activities here.](#)



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## Year Wrap-Up:

CAO concluded its fiscal year (FY) at the end of June 2023 (FY2023, July 1, 2022 - June 30, 2023). Over the past year, we handled 58 cases from 29 countries. This represents a 10 percent increase in the number of cases handled compared to FY22.

At the end of the fiscal year, 2 cases were in assessment, 17 in dispute resolution, and 31 in compliance review. In addition, CAO closed 8 cases, including 1 case after assessment which was resolved early by the parties, 5 after monitoring dispute resolution agreements, 1 after compliance appraisal, and 1 after compliance monitoring.

All CAO's FY23 cases relate to IFC projects with four relating to joint IFC and MIGA projects in the renewable energy sector. The majority of CAO's caseload—45 percent—is from the Africa region. The Middle East comprises a growing share of the caseload (12 percent) with 11 of 13 complaints filed in the last four years.

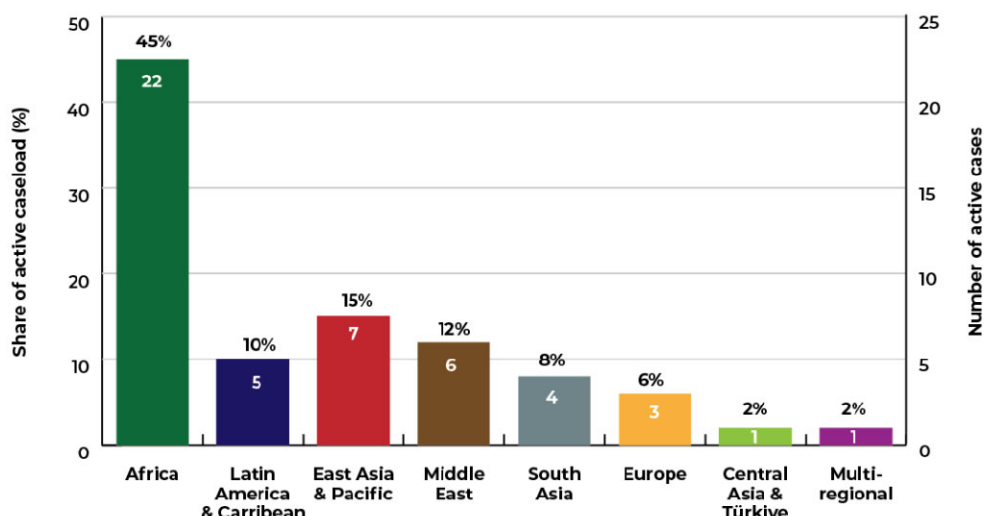
Complaints about infrastructure projects, primarily in the power sector, including hydropower, solar, and wind projects, comprise the largest portion of CAO's caseload. More than half of CAO's cases raise concerns about community health and safety (59 percent).

[Learn more at www.cao-ombudsman.org/cases](http://www.cao-ombudsman.org/cases)

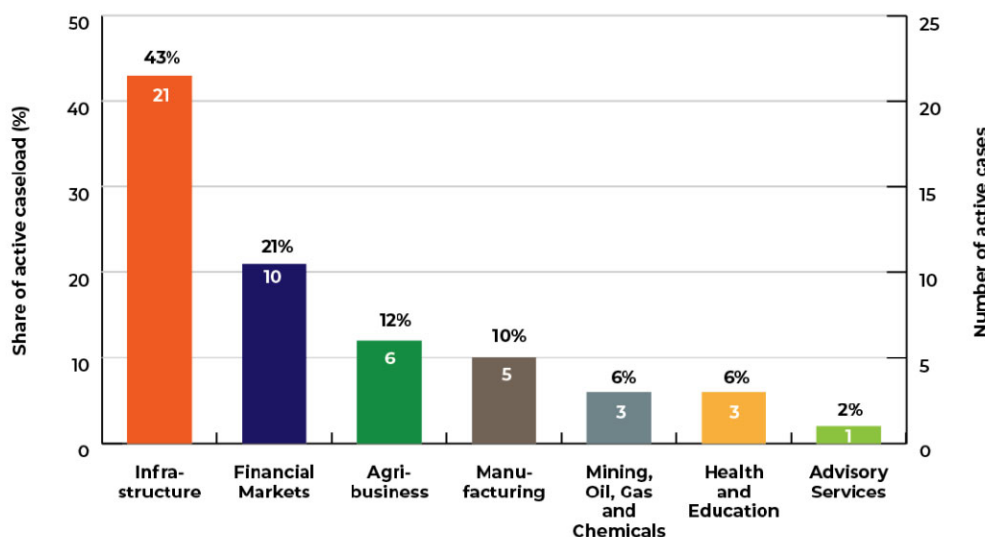


Status as of June 30, 2023.

## Case By Region



## Case By Sector



Click on the icons above to learn about CAO's functions and how we work.



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The Office of the Compliance Advisor Ombudsman (CAO) is the Independent Accountability Mechanism for the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group.

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