

World Bank Access to Information Survey – 2013 Write-in Comments

In 2013, as part of the 2013 Survey, survey respondents were asked to provide comments to six questions seeking specific views of the survey respondents on their satisfaction and on the use of information. The full set of comments received to the six questions is provided below and is divided in four parts. Part A sets out the comments to one question regarding the adequacy of the World Bank's information systems, Part B sets out the comments to three questions regarding the World Bank's quality of service in support of the public's requests for information (including related to appeals), Part C sets out the comments to one question regarding meeting the requesters' information needs, and Part D sets out the comments to one question regarding how the information was used.

Comments are set out as originally received by the World Bank, except for the replacement of certain text, as indicated by "[***]" to protect the anonymity of survey respondents and World Bank staff.

A. ADEQUACY OF THE INFORMATION SYSTEMS

Question: Please share your views on the World Bank's information systems, including any specific reasons why you were either satisfied or dissatisfied (limited to 10 lines).

1. When I needed to access certain information from your database and I tried to email your website, it didn't email me back regarding my request.
2. Understanding from UNIDO Resource Guide, 2013 that some analysis carried out for duty and quota free access of G20 markets for LDCs by WB.I like to know something in detail in order to explore some strategy of export from LDCs and sent e-mail to [***] on July 29, 2013 which has not elicited any reply. Moreover it was inquired whether capacity building trained personnel in [***] CAN GET ANY OPPORTUNITY TO ENLIST WITH WORLD BANK for working with LDCs. No reply I was also frantically trying to get information on funding opportunity for NGOs from WB on right to information and other community development work as my Organization [***] is holding [***] Status in [***] under [***] [Project status: Active].Don't know how to get it.
3. The Archives is very useful and accessible. I highly appreciate its service.
4. Would be great to have the automatic confirmation of an ATI request have a copy of the information requested along with the case number to help keep track of them. There were also significant delays on many of my requests, non-pertinent information was sent, and many requests were denied.
5. In the World Bank's Open Data site, the files we can download should have a short specific name (e.g.: 19XX_Reportabout ...): it will be easier then.
6. An email to the archive has provided me with all documents the World Bank had about a long finished project we needed information from. Fortunately, due to the open access policy, the documents could be shared with us. Unfortunately, all that was available were final project reports, but not the actual outputs from the project: many useful reports and scientific analyses which had never been archived.

7. Because I cannot understand your words, I am an old Chinese man, I do not any English, please help me offer Chinese. Thanks!
8. The data provided are normally informative for sure, but some old information is hardly to be found in archives, such as some data on the Bank-related performance of some countries in the past which already graduated from the Bank last century.
9. Concerning project and operations sites for Japan, some projects have Board Transcripts included as part of information and some do not have. I am talking about declassified Board Transcripts. I have been suggesting one stop deal for some time, but no one has been acted on the subject.
10. I am generally satisfied with the Open Data site of the World Bank's. Concerning to the Access to information-Request Form, I think it took too long to answer if the required information could be either provided or not. Apart from that I am satisfied with the service.
11. I was unable to access all the information that I requested for. At some stage I was required to fill some form in order to access some of the information I wanted and somehow I filled the form but never got the information is required.
12. Hello: I was doing a comparative search on UN agency financial regulations and rules, specifically looking for the equivalent text of: "The cost of management and administration of the organization should be kept to a minimum consistent with the maintenance of efficiency and accountability; and the organization should use the most efficient and cost effective services, including in the field." All other organizations had governance documents with this kind of information on their websites. I believe that there must be a document like this for WBG (beyond merely relying on GAAP or IPSAS), something that says "WBG money is to be used efficiently" and laying out specifically the authorities of the President to use funds but I have yet to find it.
13. The last time I used the World Bank to access information, I got 85% of what I was looking for. I was doing my research on the performance of E.F.A. in Uganda. Thanks to the information providers I appreciate.
14. I made a request: 05/23/2013 09:43AM; Subject: Case Number AI2790: World Bank Access to Information. This was updated: 29 June 2013 02:49; Subject: Case Number AI2790 : Update on your Access to Information Request. To date, I have no further reply.
15. I was very happy with the response - you responded to my inquiry for archival materials in a timely fashion, and stayed in contact with me through the review process.
16. The archive site let me identify that you did have the documents I needed and then gave me clear, precise directions to contact the archivist and begin the process of declassification. Bravo!
17. Regarding Mapping for Results, I'm somewhat satisfied. The good thing is that is a good start, the information is useful but I think for a specific group of interest (academics or researchers). However, if you want to know the status of the implementation of specific components of a project or operation (mainly social or environmental or impact mitigation programs) and the status or specific outcomes or results expected within a specific project or operation, the information is still vague. There is a link to the ISRs but the information there is still too vague, most of the indicators do not reflect what is happening in the field, or how the implementation of safeguards in the implementation phase is happening.

18. I am very satisfied with the staff's attitude. However, my request made in June has not been answered yet. The staff assured me that my request has not been forgotten.
19. It would be good to have access to the data upon which the indicators are based and detailed calculations behind. That would open the data much more to check and develop new data sets.
20. I requested for data and expected it to be sent to me, but never got that.
21. Generally speaking, I think the data site is very good. However, the most recent data info is not updated. I wish the Bank can provide the most recent data info in a timely manner. Thank you.
22. I had to write a few emails to various World Bank staff before I had access to the data that I was interested in.
23. The open data website should include statistical data on the World Bank Group itself - so far; this data is only accessible in a very dispersed way on the numerous web sites.
24. It was very difficult to get information about the archives, that is what is in them, in order to place requests to see what is in there. Unless you know the exact documents, which one often doesn't, then it is almost impossible. Plus, the Access to information request forms time-out very quickly.
25. We want to get information about projects which administered by the World Bank directly and their executing agencies are government of World Bank member countries through the information system. Until now, we do not find the information yet.
26. I mostly used it only preliminarily before coming by at the Archives
27. I am dissatisfied because more than 3 times I was searching few important information but I had not got any information from World Bank.
28. I was generally satisfied.
29. I was looking for an inheritance that I was supposed to have at World Bank and the employee that sent me information. Also I received an email from [***] and wanted to verify if it really was from President World Bank .and information that was in my name.
30. The WB information systems have always been helpful in research. When unable to find needed data on the website, upon request for access to information, the response email was prompt and very relevant.
31. I want to know imported statistics of Capital machinery and total import and export data related to textile Industry in details like beneficiary name, amount, applicant name, origin, ETC. But I was not able to find. Is it possible?
32. I was after all satisfied about the System but the documents (I was looking for a book in three volumes and I needed the third which was not available) I needed were not available, so I could not complete my research!
33. You have a top notch digital catalog.
34. 1--I requested the World Bank to provide information on Communication Strategy if available vide Case Number AI2758: World Bank Access to Information. 2--The time communicated by the WB to

fulfill my request was given 20 working days. 3-- I suggest this time may please be reduced to 10 days.

35. Requests are taking very long to get fulfilled. We have to contact the staff quite regularly.
36. I am very much satisfied because the World Bank site has fulfilled my requirement by supplying data, reports etc. Please try to make all reports freely available for the people who are working in public domain. By doing this larger people would be benefited.
37. When I need to search the World Bank's report from the report number, it takes sometimes to search the report, as we are required to short the number and find out the one we are looking for. I think that it would be more useful if we could search by report number.
38. Very satisfied with the quick and very friendly and helpful request-for-information form.
39. Some historical data or statistic information about certain country is not or maybe hard to find in the World Bank's information systems.
40. The response to "Access to information" was fantastic. Initially, I was not expecting much information from the response but I got it all!
41. I am satisfied very much because it helped me to find specific information I want.
42. Several documents that are supposed to be disclosed routinely are not available. When sending an information request, the Bank complies with the period of time for answering by sending an acknowledgment receipt as soon the request has been submitted. The quality of the responses is very low, since most of them referred to the Bank's website without even uploading the requested document.
43. When I submitted an additional request for information via email. My email was NOT EVEN READ and I got a generic response.
44. two-three years ago it was easier for me to have the latest result when asking about " ISPE SENEGAL "=> Instrument de soutien à la politique économique du Sénégal. Generally when looking for statistics, we need immediate results. If we haven't result in 24-48hours it will be late and probably not useful.
45. The structuring of your data has becoming clearly more user-friendly although there is still room to improve.
46. My own view is that all the World Bank's subsidiary institutions database(s) should be enrolled in a single catalogue and access through a single portal. Sometimes it is difficult to tell the original source institution of a document/study/report.
47. I have worked in many archives around the world. The WB's have been the most difficult to access. This is due to many factors: too few archivists handling too many requests; arcane filing procedures; sensitive data; etc. It took me a very long time to simply get a handle on the basics of the system--and again this is after spending nearly 2 decades working in the archives in the US, places in Africa, the UK, etc.
48. Online documents function is very easy to use. Staff (particularly [***]) were extremely helpful in getting back to me on archival inquiries.

49. The website is most useful when you know what you are looking for and are familiar with the pages. However the search function is not helpful and rarely leads you to the page you need. At times the project databases have been slow to function and when used multiple times (on different computers to check it is not a problem at this end) have crashed quite regularly.
50. We are very satisfied with the assistance of the your institution and we have a big interest to make a financial partnership among our enterprise – [***] on the building field to develop a construction of a palace called – [***] - located on [***]. We would like to inform what the value of the project is approximately US\$ [***]. Thus the bonds taxes there on USA is cheaper than [***], so we would like to obtain financing resources to develop this project by means of the support of the WORLD BANK.
51. I made a request for documents describing an executive director board meeting. Everything went smoothly with the request except that I have not actually received any information yet, and I made the request 7 months ago! (It was explained to me that getting ED documents may take longer, but I am growing doubtful about whether the information will ever be forthcoming.)
52. We were looking for data on FDI reaching back quite far (as far as 1750 if possible), so getting access to more historic data would have been great.
53. Always responsive and helpful.
54. Although affiliated with the project I was researching, the World Bank couldn't locate the documents I needed.
55. [***] living in [***] needed information regarding a claim that we have against [***] Tax authority. We required urgent information concerning the establishment and early meetings of the pension committees and came against obstructive confidentiality issues that apparently had to be referred for legal advice. This took months and was received too late to provide the necessary information for our defense. Despite our request coming from members of the Bank community - with guarantee of limited access and confidentiality - this obstruction seemed totally unnecessary.
56. The website itself - and particularly the online archives - are very difficult to locate, taking multiple clicks through a maze of pages that I forget almost every time I come back to it.
57. Wanted more info/pictures than I got covering my Uncle and his activities for TWB. Would have like more pictures and information than what I received.
58. Must search in different platforms: open knowledge, projects, documents & reports, Google, I-Library -- all bring different results and take time to go through.
59. Though rich in contents, the access to information is not user- friendly.
60. The Bank's information systems are elaborate and well-structured. They appeal to the eye, and hence feel easy to use.
61. Information given was not what I had asked for though it helped as it gave me clues on what to look for.
62. A difficult question. I am looking for primary, archival sources. There is no open, complete catalogue on that, so I cannot really be satisfied until all the information on the material available is included.

63. I am grateful to the Bank for help in declassifying the Bell Mission Report and in helping access the Oral History archives. I was also able to connect with the chief archivist of the IMF at WB archives conference on Using History to inform Development Policy. That connection led to me minutes of the Executive Board Meetings of the IMF. All these materials have been very useful for my forthcoming book: Globalization and Deregulation: Ideas, Interests and Institutional Change in India.
64. The information I requested for was not accessible through open archives, perhaps because it is too old.
65. I was looking for information on a debarred company in the Philippines. I found the form, submitted and in less than 48 hours someone contacted me with the right information. Swift and clean process. Thanks.
66. The entry interface is advanced and user friendly. The backroom activity is lacking. There seems to be a cycle for requesting information that is user friendly but once a human being inside the system receives the information request he/she must have their own menu of automated responses that then cycles the inquirer back to the beginning. Example, I research the system and information bank myself in order to find an "off-color" piece of data but not finding it I need some help from a human being who can help me find a different shade of red, a shade that is going to require the actual input of a human being who has more access to data than is given to the public. The initial interface is excellent in receiving my inquiry. I get an acknowledgement quick enough to let me know that the WB is working on finding the answer. In a few days I receive an automated response from a human being who obviously did not want to work on the inquiry and so merely selected the best response key and pressed it. There you have it, back to square one, but a week later ... a waste of my time.
67. It is easy to follow instructions.
68. I applaud the opening up of the Bank's info systems. I think it is working well and properly. My only difficulty has been getting access to old documents that were never digitized but this is not too important in the grand scheme of things.
69. We the professional users are glad that the WB has introduce this type of metadata that help us to support our research and insight or certain parts of the world economy allowing us to dedicate more time to the analysis This is a change that goes with the innovation in technology and information in the beginning of this century [***].
70. I was looking for information about the percent of automation in different sectors of industry. I did not found.
71. I was given the information I was seeking, in an unexpectedly timely manner.
72. The documentation is good. But as a journalist I want to get answers to questions also and that part is not very good at all.
73. Mainly I use de WB information system for commodities prices and indexes. Also I have found very good documents on energy and development.
74. Some documents are not available anymore.
75. I was disappointed in the outcome. I wanted access to newspaper clippings from the Post newspaper in Zambia, clippings referred to in the World Bank book, the Puppet Masters. My assumption was

that since the clippings were referred to in a WB publication, that the author of the publication would have those clippings in his/her possession. The reply I received from the WB access coordinator was that the information was not available from the Bank, along with the suggestion that I go to the newspaper's website or archive to acquire the information I was seeking - advice which the coordinator had not tested, because the information I was seeking was not available in the paper's archives or from its website. It was an exercise in frustration and I still do not believe that one of the co-author's of the book did not have those clippings in his possession.

76. The World Bank information system is good. This is to let us know that there is bank for the world. World has a bank that take care of its banking needs, World Bank. World Bank information system. The system for the World Bank information.
77. The Good - the information is freely available, access to database is free which is appreciable. While IMF's chargeable data set is free for people from developing countries, I believe such information should be freely available to everyone. Scope for further development - (1) some databank have data only for developing country. Data for developed countries has to be obtained from OECD database which is not as extensive. (2) Some databanks are very helpful for my research, but have not been updated for recent years or have time gaps. For E.G. the governance indicators.

B. QUALITY OF SERVICE

Question 1: Please share your views on the quality of the Bank's service in supporting your information request including any specific reasons why you were either satisfied or dissatisfied (limited to 10 lines).

1. I sent an article to participate Annual conference on land and poverty, 2013 which was initially confirmed that the said article was accepted thereafter rejected. Since I could not save the acceptance letter I could not justify it although I was sure with no superficial certainty that on a deep magenta colored letterhead it was written. I was dissatisfied.
2. The response is prompt and that is highly appreciated.
3. [***] and [***] were really great. They should teach their skills to the IFM archives (who are very bad).
4. The service was fine, unfortunately, the information was not there.
5. Basically I am satisfied with the information service provided by the Bank; something could not be completed that was not because the attitudes of the work group but the information/archive system itself.
6. The process of declassification of Board documents takes too long. Your office has all information. I am not going repeat that but it is too long.
7. I never got the information I requested and I don't remember getting any explanation on the same.
8. This type of governance information is easily found on other organization websites. If it is so difficult to find on WBG site, it may not be worth waiting 20 days to get a response.

9. The information asked for was provided in a satisfying manner.
10. When my initial application was rejected, I was not informed that the document I was enquiring about was going to be published and that it was in fact in process (and the document was published soon after). This wasted my time, because I then put in an appeal - I would not have appealed if I had known it was to be published in any case in the near future. (Note that my initial request was rejected on the following grounds: "is restricted from public access under the World Bank's Access to Information Policy (the Policy) because it is covered by Exception 9 (Deliberative) under the Policy" - this gives no clue as to why it was rejected.)
11. I was very happy with the files located, though I have yet to consult them. I was very satisfied with the process.
12. [***] was outstanding.
13. I requested information of monitoring and supervision activities of a project, and my petition was denied arguing that the Bank needed permission from the government. However, would it be much better to have a more coherent explanation of the reasons why the government, in this case, didn't grant permission to understand the reasons (and to see that the Bank is proactively trying to promote transparency), otherwise seems just arbitrary. An explanation if there is a potential harm to any internal deliberative processes, or interests and why is totally reasonable, in addition to a suggestion of when then the documents could be release.
14. I would be happy if the bidding process of the project administered by World Bank directly to be transparent using the information system.
15. Excellent, at the least in comparison with other international archives holding economic history materials.
16. I was satisfied with the time response and the information.
17. I received no legit response.
18. Very good quality, prompt and helpful.
19. See the previous explanation I wrote.
20. The archivist who assisted me, [***] was just phenomenal in all that she did to facilitate my trip to DC.
21. I was satisfied because when they took some time to reply, they gave satisfactory reasons why it was so.
22. Extreme attention and support on the part of the staff, compliments.
23. 1--I requested some information through Case Number AI2758. 2--The time of fulfillment of the request was given 20 working days. 3--This time should be limited to 10 days (I suggest)
24. I am very much satisfied. I had sent request once, it was immediately met. I have produced number of research articles based on the World Bank indicators.
25. We have received requests from [***] department to review Board Records on the World Bank projects in [***] at the World Bank's [***] Department. As we are located in [***] and cannot come

to [***], we requested [***] to send us the Record which [***] had to review, but the request was denied. [***] was requested to delegate somebody in [***] to review the record instead. Previously, [***] was in [***] and kindly supported us, but he will be moving to [***]. We think it would be grateful if either [***] Department could send us the Record to [***] for his review, or delegate somebody in [***] at their end, as we do not know who would be appropriate to review such record on [***] behalf.

26. Not very efficient in responding to my request.
27. The first request was quickly dealt with. The second not so quickly and in general the long time lag in requesting information and accessing information makes it very hard to be a researcher.
28. When it comes to questions regarding Bank's policies revision (such as the Safeguards) or country-specific operational documents – such as the Country Assistance Strategy-, the Bank clearly states its approach for the disclosure of such information, and has the mandate to answer question regarding these kind of processes and their respective public consultation. This did not happen in the questions posed to the Bank, and the responses' quality remains low in terms of solidity, clarity and transparency.
29. It's interesting to receive response of the WB very quickly. If not we turn to other sites.
30. The few emails that I exchanged with WB employees were helpful, but the delay for getting documents, in excess of a year, is unreasonable.
31. My request for information was delayed and then eventually denied. I received generic emails from the Bank saying my request was being considered and then reviewed. When I was informed that the information was denied I did not receive a full explanation and having dealt with the Bank in other areas over the same time period gave up as I considered pursuing this a waste of my time as the Bank had been so guarded with me accessing any information.
32. We are very hopeful what WORLD BANK can bring financials resources to us to develop the referred project on the construction field to build a palace in [***].
33. I have been very satisfied with my interactions with the information service. I am still waiting for the documents that I requested. I understand that the process will take longer because it involves executive director meetings (historical ones from the late 1970s), but I don't know how much longer it will take.
34. Quick responses - people who responded seemed knowledgeable.
35. Always tried to find an alternative document to suit my needs if the PAD or other document had not been posted.
36. Superlative archival assistance, even if I was a bit too slow to write back@!
37. I found it unacceptable that the World Bank didn't keep copies of the project in which they were involved.
38. We only received progress information when prompted by ourselves. It appeared that the Information Service is greatly overstretched and unable to deal with requests promptly.

39. I've been really impressed with the assistance provided by the archive staff who, no doubt, are juggling a very heavy work load. Staff have been great at suggesting possible avenues of study and I look forward to working with them more in the future.
40. 6 month lag to see documents at archive is too long.
41. TWB did not look into archives as much as I had hope, nor steered me to any.
42. In at least two occasions, I requested the Bank for specific information, but no response received.
43. Well, I asked for some information and I'm still waiting two years after. And no, I have not been kept informed on the process. So I'm completely dissatisfied with the system.
44. The document I requested was not available on the Swaziland website, but I received the document I requested within a few days.
45. Excellent or rather impressive.
46. The Bank kept me informed of the ongoing efforts to address my information requests, by first going through the procedures of determining whether and how I can be availed the said information. This was encouraging.
47. I was very satisfied of the speed for answering my request for information. The person who contacted me was very supportive, with the proper knowledge of the situation and provided all information on the issue.
48. I have not experienced any problems to date.
49. Good quality!
50. This is the type of support that we expect from a global organization and the transparency in information diffusion.
51. The quality was very good.
52. I am part of those working with World Bank on recommended action for general public since March 2013. On gender equality innovation, renewable energy and eradication of extreme poverty. I have submitted mails and information and I have made request on handling challenges on the field, but nothing has been said. Besides my volunteering and self-service function in support for the World Bank project, I have submitted many number of applications to the World Bank group even part of the house in volunteering and recommended action for general public in service. Till date i haven't been taking for any paid offer even driver. Is the bank saying a BSC holder with volunteering work experiences and also volunteering on recommended action or general public is not qualify to drive in WBG? Is the bank saying there is no consideration or benefit of gaining gainful employment with the bank if selection of appointment come up?
53. Satisfied - provided access to the specific information I was seeking - was given the information in a short period of time after the request.
54. As I've mentioned, is very useful the documentation on commodity prices

55. O.K.

56. N/a

57. The services on response were very prompt.

Question 2: If your request for information was denied by the World Bank, and you chose not to file an appeal, please tell us why (limited to 10 lines).

1. It would be a long drawn process without any time frame and will burnt away effective time to mind my own business.
2. NA
3. Lack of time, hopelessness
4. N/A
5. The specific information that I requested from the World Bank was complicated to find and I wasn't sure that the World Bank could provide me with it. Even if it couldn't give me the exact information that I asked for, the World Bank gave me useful alternatives that suited my investigation.
6. I didn't have the time and energy to follow up.
7. I never experienced such.
8. I subsequently withdrew my appeal for the reasons noted above in question 6.
9. N/A
10. I did file an appeal
11. Information system is a must now and in the future
12. Limited time available
13. N/A
14. N/A
15. Never face this situation
16. Time-consuming.
17. N/A
18. My attempts to access information from the Bank over the last year have been extremely disappointing and unsatisfactory. My attempts to conduct interviews became managed by External Affairs, leading to managed group interviews and a fudging of the issues and people I wanted to talk to. The whole approach felt I was being scrutinized despite me making my research objectives clear and upfront. As such I thought it little use in pursuing an appeal as to me the Bank appeared closed off to external research that it could not manage.
19. N/A
20. N/A

21. The answer provided was somewhat acceptable - that the documents I needed were being held by the UNDP. Still, I felt that those documents should have been available through the World Bank as well.
22. There is no need to be persistent.
23. ---
24. N/A
25. NA
26. N/A
27. It may be fruitless.
28. NA
29. I think that the bank do not have the information what I want.
30. WBG has requested my mails address, CV, cover letter to assist me in submitting one of my many applications with the [***] office which I did when the office was having problem on the HR online system. Till date, I haven't heard any response.
31. I guess there are specific cases where information could jeopardize national security in some countries, then it is understandable refusal of the Bank.
32. I was told the document was not accessible anymore. There was no point in appealing and receiving the same answer again.
33. N/a

Questions 3: If you filed an appeal to the Access to Information Committee and it upheld the original decision to deny your request, please let us know why if you chose not to file a second level appeal to the Access to Information Appeals Board (limited to 10 lines).

1. N/A
2. NA
3. The "country owned information" exemption in the policy is so broad and general it can be used to withhold much material that is of interest to the public, and there would be no harm in disclosing.
4. N/A
5. Na
6. Mungkin saya akan berusaha mencari sumber informasi lain
[Translation: "Maybe I will try to find other resources"]
7. N/A
8. N/A
9. Never face this situation
10. N/A

11. N/A
12. N/A
13. Same as above
14. ---
15. N/A
16. NA
17. N/A
18. I've not got that point yet.
19. NA
20. I did not make that appeal.
21. As I am typing this, I am still awaiting response to my many requests
22. I would not go to a second appeal for reasons of time
23. N/A
24. N/A

C. MEETING YOUR INFORMATION NEEDS

Question: Please share with us your views on the World Bank's efforts to meet the public's information needs (limited to 10 lines).

1. More pro-active approach is required. Let World Bank be a leader not a laggard.
2. The Bank is definitely getting better, there is more information available (simultaneous disclosure is great!); but the ATI system is slow and did not result in any of the information I wanted.
3. Too many items were not shared in the files I requested.
4. Fine. But now the links should be strengthened to require the projects and project managers to submit project documents and project output documents to the world banks archives. Such reports are often, what the actual money is spent for and then they go directly to a shelf. From there, they often may get lost. It would be better for reusability if they would also go to the world banks archives.
5. As I said in the preceding page, the efforts made by the Bank staff for my request were always good yet the question is about the information system that was understandably not able to include all data from the past which might be requested.
6. Efforts should be made to try and avail the information to users in the shortest time possible.
7. I am sure that the information provided to the public is very good. But the information that I needed (and found easily for other organizations) was not available. But, I am a consultant so my views do not represent [***].

8. I still say that World Bank deserves the credit for the work it is doing.
9. Clearer/less obtuse/less legalistic messages needed when documents are rejected, particularly if they are in process of publication.
10. I have yet to consult the files themselves, so I can't give detailed information on the appropriateness of the files vis a vis my research, but given the time periods and titles on the folders, they look very relevant. Of course I'd love to have had access to the full database to do my own search (much like you would have at a national archive) but I understand that the World Bank is a different kind of organization, and I am very happy with the service provided.
11. Translation to other languages is still a big problem! There is no effort in the country offices to promote information at the project level, at least in the area of influence of Bank's projects. People have idea of status of implementation, reasons for delays, etc. although this should be the government's responsibility, unfortunately most of the time does not happen, and the Bank should step in.
12. Very quick delivery of the requested documents.
13. I found employees of the Bank very open to my questions and extremely helpful. But this was not in regards to the archives or access to information request.
14. I think the World Bank is trying to show the best possible information to the public and meets the needs of the public.
15. Excellent, pone of the best ones I've ever met.
16. There is not much to say, as the only time I did, I was satisfied with the service.
17. When a person is looking for their own information .how can they access it?
18. World Bank is one of the few organizations which provide a huge amount of information, files, books and documents for people, and this is remarkable. But I think you should keep this material always available for consultation. I mean, if I am searching for a book in 3 or more volumes which has been published by the WB I should find all the volumes available, not just the first.
19. [***] was superhuman in how quickly she got me things I needed!
20. I am yet to experience.
21. My request vide Case Number AI2758 was to provide me some proven published material on Communication Strategy but the WB responded me with. <http://documents.worldbank.org/curated/en/2008/01/9658930/developmentcommunication-sourcebook-broadening-boundaries-communication> It was not the accurate fulfillment. However it fulfilled my partial needs.
22. World Bank is date warehouse, if properly used; there would be flawless public policy.

23. It is great, but if it could be faster and easier to 'sample' bits of files to check whether they will be useful it would be much more user friendly.
24. As I said before, in several occasions the Bank answer and referred me to the Bank's website without having uploaded the requested document.
25. If information and statistics are published, then the framework and base assumptions have to be available as well otherwise the information is not significant and meaningful.
26. The lead time to visit the archives is very long (around 1 year). This makes it difficult to synchronize WB research with the rest of a research project.
27. Despite the World Bank positioning itself as open to information and a world leader in the knowledge economy I found it to be closed off to external research and was therefore most dissatisfied with my experience. I have conducted research on the World Bank for ten years and because of the closed off nature of the institution am now revisiting the methodologies I use to conduct research. I am always keen to use World Bank information and to engage the Bank however the limitations to such engagement I have recently experienced means I will not in the future as it is a waste of my time.
28. The information what would be interest the public in general it is only referred to finance enterprising projects.
29. I appreciate that a user-friendly system was created. But I've yet to see whether it results in access to the historical documents I am looking for.
30. I noticed odd fluctuations in the FDI net inflows, which were explained to be due to your mix-and-match usage of BPM5 and 6 as sources. The update was meant to happen in April and I haven't checked yet, if that is the case.
31. I appreciate the efforts, but the database should include even small development projects.
32. While I can't fault the service provided by the archive's staff, the time it has taken my request to access project reports has caused me some concern. To date, it has taken nearly 10 months, and I've still not had confirmation that I can view my material.
33. The lack of clarity in terms of what folders/documents have been made publicly available already, and which ones have not, makes it very difficult for the researcher to figure out what will be available relatively quickly, and what will take much longer.
34. Came away with the thought TWB did not put much effort into my request for information, pictures re [***]
35. I also remember another occasion when I needed information on a specific project in Afghanistan, and communicated directly with the authorized official, but the person apparently ignored my e-mail.
36. The World Bank sets a high standard in sharing information to the public and to researchers. Their staff is correct, accurate, helpful, and friendly.

37. Very bad. Mainly for people and researches not living in the US, as we have limited budget and timing sources to go and have access to all the information. You should accelerate the process, have an online catalogue and hire more people. The IMF has done a far better job on this.
38. I think that the World Bank's commitment to information access is excellent. This can be learning for various governments including the Government of India. Many documents and historical data on Government of India, World Bank, IMF interactions not available to me from Delhi were made available by the Bank and the IMF.
39. The ongoing efforts are commendable. The bank should continue gathering and archiving information on as many related issues as possible. By becoming a huge depository of information it becomes a valuable one-stop center for research.
40. No comments.
41. Generally excellent
42. This is an attitude that sometimes contrast with other inter-governmental organizations that sell the information through their publications instead of allow the free flow of information
43. I think that the bank has a good work with the information that have. But it is not possible have all the information.
44. WBG efforts to meet public information is bad. most of us that engage in recommended action for general public on many WBG project were either not consider in addressing our challenges or not been consider even when a paid employment come on board even driver! Yet many times , I have forwarded my mail to the WBG director and WBG is always promising and the bank is poverty eradication office. There was a time I had to tell the bank to put me in the category of those they are helping out of poverty with my many complaints and pleading. even while I served here on recommend action or general public on gender equality innovation, renewable energy and eradication of extreme poverty I have not been able to get my liberty over poverty through a big office in poverty eradication like WBG!.. I even applied for messenger with my BSC with volunteering experiences, yet!
45. Surprisingly, I was unable to find the information online (although I can't remember the exact search engines I was using, but I was extensive in my search) even though it was actually was available to the public on the World Bank website. I don't know how/why I wasn't able to find it outside of an access to information request
46. I didn't get information but that is kind of an answer too, which is useful for investigative journalists. So now the WB comes across as a non-transparent organization. From the point of view of my profession that is not a problem but as a citizen of the world I am disappointed. I expected better from the Bank, whose reports are sometimes impressively good.
47. With the effort to make the information public World Bank is, without doubt, at the forefront of transparency among institutions and international and multilateral organizations.

48. If a document was worth publishing at the time, it is still worth keeping today, even if only for archives access.
49. I fully explained my thoughts in the first box.
50. I am quite a frequent user of World Bank reports and data for my research. I find it quite user friendly, highly accessible, and with wide scope. Scope- One minor suggestion on the technical working of the site, the databank portal sometimes crashes while querying a large data.

D. HOW WAS THE INFORMATION USED

Question: The Bank is interested in knowing the impact of the Access to Information Policy. Please share with us how you used the information that you had received. Was the information used in matters concerning development? If so, which areas of development? (Limited to 10 lines)

1. It was already intimated about the information need of [***] and personal and how it was deprived. If it is received within a reasonable time it could have been disseminated to developmental need. Also Country office of WB should be alerted so that Access to Information policy is applicable there with equal strength. Mere perfunctory reply "the concerned person .has transferred" should be avoided.
2. Unfortunately I did not receive any of the information I requested, it would have been used to strengthen processes of civil society participation on Bank operations.
3. I used it for my master thesis in History about the economic transfers to [***].
4. Some information and strategies about the Bank proceeding with MIC, relating to the global economic development in general and individual country development in particular, as well as to the Bank's reform at present to better carry out the mission for poverty reduction and shared prosperities.
5. I am writing a series of papers on [***]. I have already published two papers and am preparing the third out of the total of five.
6. I am deciding if I should use the information to write a chapter of my doctoral dissertation, which concerns development work in [***], Mexico.
7. I requested information about the percentage of people relating to different amounts of rent. My purpose was to calculate the middle class of different countries. I couldn't be provided with it, but they gave me the alternative of using quintiles and percentiles.
8. Developing lecturing material.
9. Did not use any WBG information because I could not find the governance documents. But I am a consultant. My views do not represent [***] views in any way.
10. I used the information in my master thesis which later came to recommendations to the [***] government to improve the E.F.A. services in the country.

11. Yes - used to develop a toolkit for another development agency on gender indicators. Other information will be used to develop a research methodology for examining changes in gender relations.
12. I have yet to consult the information, but it will be integrated into a revision of my PhD dissertation on the history of [***] and development planning in [***]. The "area" of development to which this would be relevant is the history of development thought and the politics of development in early late colonial/early post-colonial [***].
13. I had intended to use the information from the archives for an article (which I will still do) but the documents were so invaluable that I have included portions in my forthcoming book.
14. Independent monitoring of Bank's project implementation
15. I am writing my thesis on Access to medicines. So I hope it can shed some little on the topic. I am using WHO data.
16. I used the data in my Master's thesis which was written in partial fulfillment of my Master's Degree in International Cooperation and Development.
17. The data was used for scientific research.
18. N/A
19. Yes, we want information about development projects primarily in the natural resource, agriculture, environment, water resources and irrigation, education, health, information technology, economics and finance, mining, and transportation sectors.
20. To construct an historical research to publish a monograph on the [***] foreign economic policy in the 1970s and some article on the WB economic assistance to [***] before the 1970s. My research field crisscrosses the field of international financial history and the history of development. I do pinpoint the role of American and the international financial community in promoting and shaping development in the Less Developed countries.
21. I used for a thesis research, in relation to the historical background of the ICID institution.
22. Never received and information
23. The information was cited in a publication concerning a case study of economic development.
24. I was writing my Master's degree thesis about micro finance.
25. Area: Middle East and North Africa timeline: 1970s-1986 influence of foreign investment and assistance and petrodollars recycling on the patterns of development of the region.
26. 1--I requested the information on Communication Strategy. 2--It was helpful in designing the Communication Strategy for ongoing [***] Project ([***]), which is funded by the WB. 3- [***] addresses the improvement in areas of Planning, Resource management and Accountability.
27. I have used it to develop the research articles in public domain

28. No, the information I gained was for personal use.
29. Used in writing papers in economic and education area.
30. For research on cost overruns in construction of hydropower dams.
31. Development and public policy.
32. I wanted to compare the use of resources and Energy in Europe vs. Latin America
33. Elaboration of policy documents.
34. For crosschecking which was needed to establish a reliable data base to help my clients.
35. I am a research student working on post-conflict reconstruction in Iraq - all the info is related to my research topic (s)
36. Academic use. Evolution of development policy.
37. On the follows fields: Social; Economic; Creation and Promotion of an adequate degree of occupation with an adequate number of vacancies for jobs, intend to promote the social and economic inclusion on this specific area of Brazil.
38. I would have liked to use the information in an academic article that will be published in a peer-reviewed international law journal. However, I did not receive the information before this particular article went to print. I may incorporate the information into future work if I receive it.
39. The information is being used for academic research in the field of environmental sustainability.
40. Information used to get a better understanding of a project, its objectives, its problems and the type of consulting services that may be required.
41. In academic research; (history, not directly related to policy)
- 42 I was looking for information about the efforts to digitize [***]'s music industry in an effort to increase [***]'s overall private sector competitiveness.
43. No the information was required for assisting [***] in defending a challenge against taxation of our pensions in [***].
44. N/A
45. It has helped us to elaborate financial inclusion reports.
46. Contract, grant and procurement management
47. School assignments
- 48 I'm a researcher and I need the material from the WB for my papers on international finance - development issues.

49. I used the information in the Swaziland country strategy to better understand the World Bank's development work and loans to Government here. The next country strategy is currently in draft, so I will likely put in another request to update this information. My interest in the WB's projects concerned cash and voucher programming, as well as social protection and WB's work related to orphans and vulnerable children, particularly those 0 - 5 years old.
50. As mentioned above, this information has been used in a book manuscript and in a paper published in [***].
51. Used the information for research - writing the PhD thesis.
52. My area is afforestation. I'm a private concern. The projects that the WB has with governments are easy to research from a topical standpoint such as when, where, size, type, amount; but further details go beyond the first couple layers of accessible research after which there becomes a need to obtain more detailed information. However, no one in their right mind wants to download volumes of information until they know for certain that what they are requesting is the specific information that they really need. At this point it is nice to make an inquiry hoping for a dialogue with a human being, but unfortunately that human being hides behind his/her own automated response keyboard and shuts me out with the press of a key which completes the cycle for the WB but does nothing for helping me to complete my quest for information/data.
53. We were looking for confirmation on how a [***] company was debarred for participation in World Bank procurements. Since the project requesting the information is funded by [***], the answer could imply a debarment for participation in the [***] procurements.
54. Still on the process.
- 55 I was drawing on the Bank's experience to help define re-engagement paths for USAID to support national agricultural research systems.
56. Study purposes.
57. I research on the impact of international relations between Latin America and the European Union, so I overview several areas on trade, finances, technology and environment.
58. The information was to be used in a paper for the University.
59. The Bank reports were used as the basis for a history of [***] economic policy which I am writing. Academic thesis, [***]
60. WBG has not been able to bail me out of poverty! I am also a volunteer with WBG on recommended action for general public and I have cried to WBG to add me to the list of those they are helping out of poverty even while I have been volunteering since march 3rd 2013 till date, but till this day, I have not been help out of poverty as the service of WBG claim!. I am a volunteer here on gender equality innovation, renewable and eradication extreme poverty project of WBG with lot of experience. I am crying again, that can WBG pleas include me and my family in the list of those they are helping out of poverty?
62. I used the information to understand the rationality underpinning the World Bank's advice on a land reform program on Southern Africa.

63. The databases on commodity prices have helped me to evaluate the efficiency of supply chains, especially the competence and efficiency of oil markets in several developing countries. It is very important also to know the details of the environmental and social aspects of major infrastructure projects, so we can learn from past experiences.
64. Mining and armed conflict and programs that the bank supports in areas of conflict that could become part of the conflict.
65. Document has been deleted/removed, at least from access by the public.
66. As I explained, I was not successful in obtaining the information that should have been accessible, and I assert this opinion based on my experience in working with a variety of FOI laws in Canada and certain of its provinces. I should add that I was nonetheless pleased to have found a reference in the Bank book, "The Puppets...", to information that proved to be reasonably helpful. That information will be used in a guide on covering corruption for investigative journalists in developing countries - a publication to be put out by the governance group at the [***].