June 30, 2016 marked the end of the sixth year of implementation of the Bank’s Access to Information (AI) Policy. Several transparency and accountability initiatives that were launched by the World Bank since 2010 have been working in tandem with the Access to Information Policy in concrete and meaningful ways. Together, they are in line with the World Bank’s transparency agenda, which calls on governments, civil society, the private sector and international organizations to respond to citizens’ demands for transparency and accountability. Together, these initiatives have deepened and expanded the relationship of the World Bank with its internal and external stakeholders.

The World Bank has helped create a new global public good through the open data revolution to which it has contributed. Overall, these initiatives have led toward smart development by helping to build client capacity, and by giving citizens more power. As a result, the World Bank is more open and connected. It is seen as a trusted and transparent partner, and one that does what it encourages its clients to do.

This report covers the period of July 1, 2015 to June 30, 2016, “Fiscal Year 2016.”
Proactive Disclosure

The World Bank proactively discloses a vast amount of information. The World Bank’s commitment to openness is driven by a desire to foster public ownership, partnership and participation in development from a wide range of stakeholders. As a knowledge institution, the World Bank’s goal is to share its knowledge freely and openly. Proactive disclosure is maximized through the Documents and Reports database, which is the World Bank’s official disclosure mechanism and curated collection of reports and publications. Final reports are disclosed to the public through routine workflow, proactive declassification, or in response to an AI request. The Open Knowledge Repository is the World Bank’s official open access repository for its research outputs and knowledge products. The OKR offers robust usage statistics so users can see which content is most popular and in which countries it is being used; nearly half of OKR’s users are in developing countries. Open Data provides free and open access to global development data, which are easily accessible on the web for all users. Broad access to these data sets allow policymakers and advocacy groups to make better informed decisions and measure improvements more accurately. They are also valuable tools to support research by journalists, academics and others, broadening understanding of global issues.

Country Strategy Documents

Country Assistance Strategy Document: 49
CAS Progress Report: 6
Systematic Country Diagnostics: 51
Poverty Reduction Strategy Plan: 11
Country Engagement Note: 6

Lending Documents

Project Paper: 274
Project Appraisal Document: 261
Program Document: 85

Most Popular Knowledge Reports*

State and trends of carbon pricing 2015
The East Asian miracle: economic growth and public policy: Main report
Global financial development report 2015-2016: long-term finance
The analysis of household surveys: a microeconometric approach to development policy

* in Documents and Reports and received more than 11,000 views

The World Bank takes great efforts to maximize its openness and transparency. In fiscal year 2016, the World Bank’s multiple entry points for access to information were used as follows:

Open Archives

Archives Holdings website
68,126 page views
Oral History website
20,009 page views
Archives website
31,607 page views

Documents and Reports

9.7 million page views
2.9 million visits to the site
1.9 million files downloaded

Open Knowledge Repository

2.4 million Abstract views
21,286 Research and knowledge products hosted
3.4 million Files downloaded

Open Data

100 million page views
25,000 Indicators of development data available
2.5 million Files downloaded

Pageviews are the number of visits during which the specified page was viewed at least once. Abstract view is the number of times a specific document or abstract was viewed.
The World Bank fulfilled in whole 311 requests, which was 85% of the 366 requests handled in FY 2016. Of the 37 requests that were fulfilled in part, the outcomes were due to the following reasons:

- The requestor was unresponsive to follow-up World Bank communications (seven cases)
- Part of the request was handled through the Open Data Initiative (two cases)
- Part of the request was handled through the Open Data Initiative and part of the information was restricted by the “Financial Information” exception (one case)
- Some of the records were not in World Bank custody (seven cases)
- Some of the records were not in World Bank custody and part of the information was restricted by the “Information Provided by Member Countries or Third Parties in Confidence”, “Deliberative Information” and “Financial Information” exceptions (one case)
- The information was covered by other disclosure policy regimes (thirteen cases)
- The information was restricted by the “Attorney-Client Privilege” exception (one case)
- The information was restricted by the “Personal Information” exception (one case)
- The information was restricted by the “Attorney-Client Privilege” and “Deliberative Information” exception (three cases).
- The requester was unresponsive and some of the information was restricted by the “Deliberative Information” exception (one case)

Of the 522 requests closed in FY 2016, 366 requests provided sufficient information and were handled within the AI system. The remaining 156 requests were handled as follows:

**Outcome of the remaining 156 requests which could not be handled within the AI system**

Of the 522 requests closed in fiscal year 2016, 366 were handled within the AI system and a response was provided. The remaining 156 requests were handled as follows:

**Timeliness of Requests Closed in Fiscal Year 2016**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Number of requests</th>
<th>Percentage of requests (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI requests closed within 20 working days</td>
<td>435</td>
<td>83</td>
</tr>
<tr>
<td>AI requests closed in more than 20 working days</td>
<td>87</td>
<td>17</td>
</tr>
<tr>
<td>Total number of AI requests closed in FY 2016</td>
<td>522</td>
<td>100</td>
</tr>
</tbody>
</table>

* The World Bank fulfilled in whole 311 requests, which was 85% of the 366 requests handled in FY 2016.
** Of the 37 requests that were fulfilled in part, the outcomes were due to the following reasons:
  - The requestor was unresponsive to follow-up World Bank communications (seven cases)
  - Part of the request was handled through the Open Data Initiative (two cases)
  - Part of the request was handled through the Open Data Initiative and part of the information was restricted by the “Financial Information” exception (one case)
  - Some of the records were not in World Bank custody (seven cases)
  - Some of the records were not in World Bank custody and part of the information was restricted by the “Information Provided by Member Countries or Third Parties in Confidence”, “Deliberative Information” and “Financial Information” exceptions (one case)
  - The information was covered by other disclosure policy regimes (thirteen cases)
  - The information was restricted by the “Attorney-Client Privilege” exception (one case)
  - The information was restricted by the “Personal Information” exception (one case)
  - The information was restricted by the “Attorney-Client Privilege” and “Deliberative Information” exception (three cases).
  - The requester was unresponsive and some of the information was restricted by the “Deliberative Information” exception (one case)
Access to Information Committee

The AI Committee serves as the first stage of appeal for those appeals alleging a violation of the AI Policy. It also serves as the first and final stage of appeal for those appeals making a public interest case, and for appeals against Bank decisions to exercise its prerogative to restrict. The AI Committee’s decisions in these cases are final.

### Appeals Concluded by the AI Committee in Fiscal Year 2016

<table>
<thead>
<tr>
<th>AI request number and information requested</th>
<th>Violation of AI Policy</th>
<th>Public interest</th>
<th>Dismissed, Reversed or Upheld</th>
<th>Applicable exception(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI2258 Board Transcript, November 23, 1951</td>
<td>X</td>
<td>X</td>
<td>Dismissed (no authority to consider, i.e., decision to deny was made by the Board)</td>
<td>Attorney-Client Privilege and Deliberative Information</td>
</tr>
<tr>
<td>AI3892 World Bank Group Procedure on Country Engagement</td>
<td>X</td>
<td>X</td>
<td>Upheld on both grounds but disclosed information based on the exercise of the World Bank’s prerogative to disclose</td>
<td>Corporate Administrative Matters</td>
</tr>
<tr>
<td>AI3982 Nigeria Stolen Asset Recovery</td>
<td>X</td>
<td>X</td>
<td>Dismissed (untimely)</td>
<td>Not applicable</td>
</tr>
<tr>
<td>AI4131 Transcript of a meeting of the Executive Directors of the IBRD and IDA, held on March 16, 1971</td>
<td>X</td>
<td>X</td>
<td>Dismissed (no authority to consider, i.e., requested information had not yet been considered by the World Bank)</td>
<td>Not applicable</td>
</tr>
<tr>
<td>AI4148 (first appeal) Empowerment and Livelihood Improvement “Nuton Jibon” Project</td>
<td>X</td>
<td>X</td>
<td>Reversed on violation of policy, and additional information was identified as responsive to the request and remitted for further processing, not considered under public interest</td>
<td>Deliberative Information</td>
</tr>
<tr>
<td>AI4191 i2d2 Database</td>
<td>X</td>
<td>X</td>
<td>Dismissed (no authority to consider, i.e., exception not subject to public interest override)</td>
<td>Information Provided by Member Countries or Third Parties in Confidence</td>
</tr>
</tbody>
</table>

### Access to Information Appeals Board

The AI Appeals Board is an impartial body that considers second-stage appeals under the AI Policy. The AI Appeals Board consists of three independent, external experts nominated by the World Bank’s President and endorsed by the World Bank’s Board of Executive Directors.

### Appeals Concluded by the AI Appeals Board in Fiscal Year 2016

<table>
<thead>
<tr>
<th>AI request number and information requested</th>
<th>Dismissed, Reversed or Upheld</th>
<th>Applicable Exception(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI3613 Certain documents of the Task Force on Private Foreign Investment of the Joint Development Committee of the World Bank and the International Monetary Fund</td>
<td>Reversed</td>
<td>Not Applicable (at the time of the AI Committee’s decision, the AI Policy did not apply to non-public records of the Board of Governors)</td>
</tr>
<tr>
<td>AI3634 World Bank’s review of the procurement process for the de-watering of the Tamnava West Field mine in Serbia</td>
<td>Upheld</td>
<td>Attorney-Client Privilege, Information Provided by Member Countries or Third Parties in Confidence, and Deliberative Information</td>
</tr>
</tbody>
</table>

**Dismissed** means that the appeal is not considered on its merits because (a) the requester failed to file the appeal within the required time; (b) the requester failed to provide sufficient information that would reasonably support the appeal; or (c) the requester appealed a matter that the AI Committee does not have the authority to consider (e.g., decisions by the Board).

**Reversed** means that the AI Appeals Board has decided to provide access to the information, overturning the AI Committee’s decision to deny access to the information.

**Upheld** means that the AI Appeals Board has confirmed the AI Committee’s decision to deny access to the information on appeals alleging a violation of the policy; thus, the AI appeals Board confirms again the World Bank’s initial decision to deny access to the information.

**Dismissed** means that the appeal is not considered on its merits because (a) the requester failed to file the appeal within the required time; (b) the requester failed to provide sufficient information that would reasonably support the appeal; or (c) the requester appealed a matter that the AI Committee does not have the authority to consider (e.g., decisions by the Board).

**Reversed** means that the AI Appeals Board has decided to provide access to the information, overturning the AI Committee’s decision to deny access to the information.

**Upheld** means that the AI Committee has confirmed the World Bank’s initial decision to deny access to the information.
Requester Profiles

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 carries out an annual Access to Information Survey. The 2016 survey invited all members of the public who had electronically submitted an access to information request in fiscal year 2016 to rate and provide feedback on their experience. The survey was open from September through December, 2016. Of the 410 survey recipients, 163 provided information on their demographics (e.g., professional affiliations, geographic location) and the topics related to their information requests. The data below are gathered from the public access request submission forms and the 2016 survey.

Regional Location

- **US and Canada**: 33.8%
- **Europe and Central Asia**: 21.5%
- **Africa**: 12.3%
- **Latin America, Caribbean**: 10.0%
- **East Asia and Pacific**: 8.5%
- **South Asia**: 6.9%
- **Middle East and North Africa**: 3.8%
- **Australia and New Zealand**: 3.1%

Of the 130 survey respondents for this question, 38.5 percent are located in borrower countries. All survey respondents from Africa, Latin America and the Caribbean, and South Asia are located in borrower countries. 55 percent of the survey respondents from East Asia and the Pacific (EAP), 71 percent of the survey respondents from Europe and Central Asia (ECA) and 80 percent of the survey respondents from the Middle East and North Africa (MNA) are located in borrower countries. Remaining 45 percent of the respondents from EAP, 92.9 percent of the respondents from ECA and 20 percent of the respondents from MNA are located in non-borrower countries.

1. The Bank handled 503 AI requests in fiscal year 2016. The difference between the number of requests handled and the number of survey recipients is due to some members of the public who submitted multiple requests.
General Inquiries

In fiscal year 2016, the External and Corporate Relations department implemented the UserVoice Helpdesk solution to provide efficient service delivery for general public inquiries. The general public can check public information about the World Bank or ask questions about it through the product’s help desk platform. The requests are addressed in a timely manner to redirect users to the public link where they can find the requested information. Since implementation of UserVoice, users are able to find the answers to the most commonly asked questions through the web portal 97% of the time they visit the site.