

Annual Report

Access to Information FY2016





Introduction

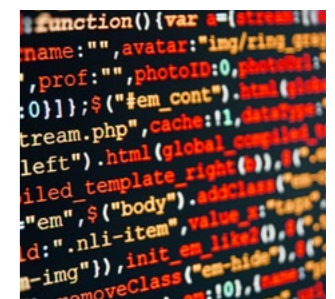
Information at a Glance

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."

The Open Data Initiative, provides free and open access to thousands of development data indicators



The World Bank Group Archives contains one of the largest collections of development-related records in the world, including Documents & Reports which is the official disclosure mechanism for more than 250,000 documents starting from the 1940s.

The Open Knowledge Repository is the World Bank's official open access repository for its research outputs and knowledge products



The Open Government Partnership is a multilateral initiative that secures concrete commitments from governments to promote transparency, empower citizens and fight corruption

The Consultations website provides a platform for the public to find information on and participate in ongoing Bank consultations



World Bank Group Finances makes data related to the WBG's financials available to everybody in a social, interactive, visually compelling, and machine readable format.

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: 65

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 microeconomic 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



68,126
 Archives Holdings website
 page views



20,009
 Oral History website
 page views



31,607
 Archives website
 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.

Access to Information Requests Handled* in Fiscal Year 2016

Fiscal year in which the AI request was created	Number of AI requests handled in FY 2016	Number of AI requests closed in FY 2016	Percentage of AI requests closed in FY 2016 (%)	Number of AI requests which remained open at the end of FY 2016
FY2016	547	503	92	44
FY2015	18	12	67	6
FY2014	4	4	100	0
FY2013	7	2	29	5
FY2012	2	1	50	1
Total	578	522	90%	56

*"Handled" means the request was created in FY 2016 or was carried over from previous fiscal years as an open case.

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:

Indicator	Request for World Bank data	Information Covered by AI Exception 6 ^a	Information Held by Other WBG Entities (MIGA, IFC, ICSID) ^b	Additional Information Needed or Unresponsive Requester	Records not Found in World Bank Custody	Records not Found in World Bank Custody and Request for World Bank Data ^c	Total
Number of AI requests	45	67	4	16	23	1	156

^a Information Restricted Under Separate Disclosure Regimes and other Investigative Information.

^b MIGA, IFC, ICSID have their own AI policies.

^c The case was handled outside of the AI system because it fell under two categories - Part of the request was for the records not found in the Bank's custody and the other part was for World Bank Data.

Requests Fulfilled (in Whole or in Part) or Denied, Fiscal Year 2016

Of the 522 requests closed in FY 2016, 366 requests provided sufficient information and were handled within the AI system.

Indicator	Requests fulfilled in whole	Requests fulfilled in part	Requests denied	Total number of requests fulfilled or denied in FY 2016
Total Number	311*	37**	18	366
Percent of Total	85	10	5	100

* 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)

Timeliness of Requests Closed in Fiscal Year 2016

Indicator	Number of requests	Percentage of requests (%)
AI requests closed within 20 working days	435	83
AI requests closed in more than 20 working days	87	17
Total number of AI requests closed in FY 2016	522	100

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

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

Dismissed means that the appeal is not considered on its merits and is, therefore, rejected, 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 Committee has decided to provide access to the information, overturning the World Bank's initial 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.

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

AI request number and information requested	Dismissed, Reversed or Upheld	Applicable Exception(s)
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	Reversed	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)
AI3634 World Bank's review of the procurement process for the de-watering of the Tamnava West Field mine in Serbia	Upheld	Attorney-Client Privilege, Information Provided by Member Countries or Third Parties in Confidence, and Deliberative 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 Appeals Board did not have the authority to consider (e.g., decisions by the Board).

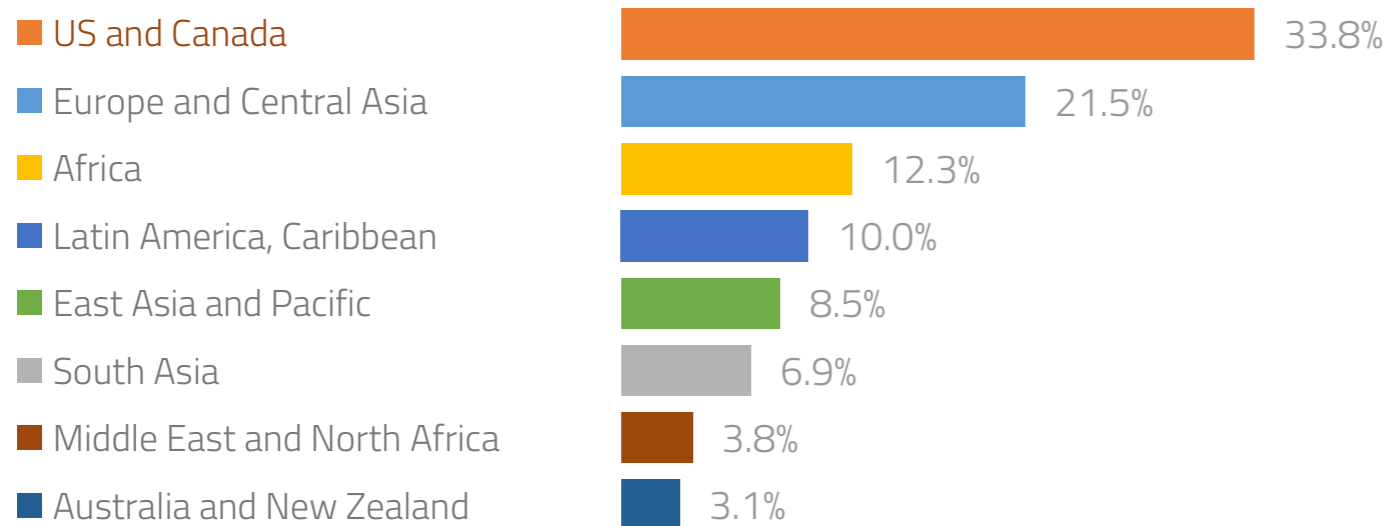
Reversed means that the AI Appeals Board has decided to provide access to the information, overturning the AIC's decision to deny access to the information on appeals alleging a violation of the policy that confirmed the World Bank's initial decision to deny access to the information.

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.

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 requests¹. The data below are gathered from the public access request submission forms and the 2016 survey.

Regional Location

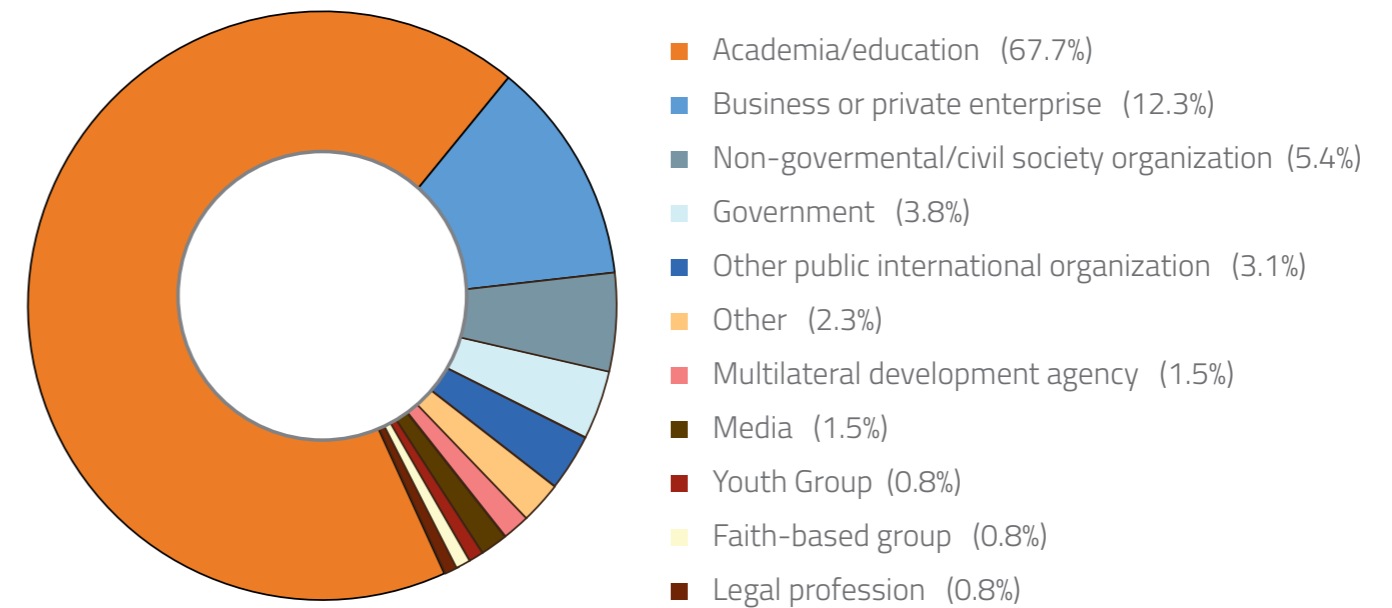


Of the 130 survey respondents for this question, 38.5 percent are located in borrower countries. All survey respondents from Africa, Latin America and the Caribbean, and South Asia are located in borrower countries. 55 percent of the survey respondents from East Asia and the Pacific (EAP), 71 percent 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.

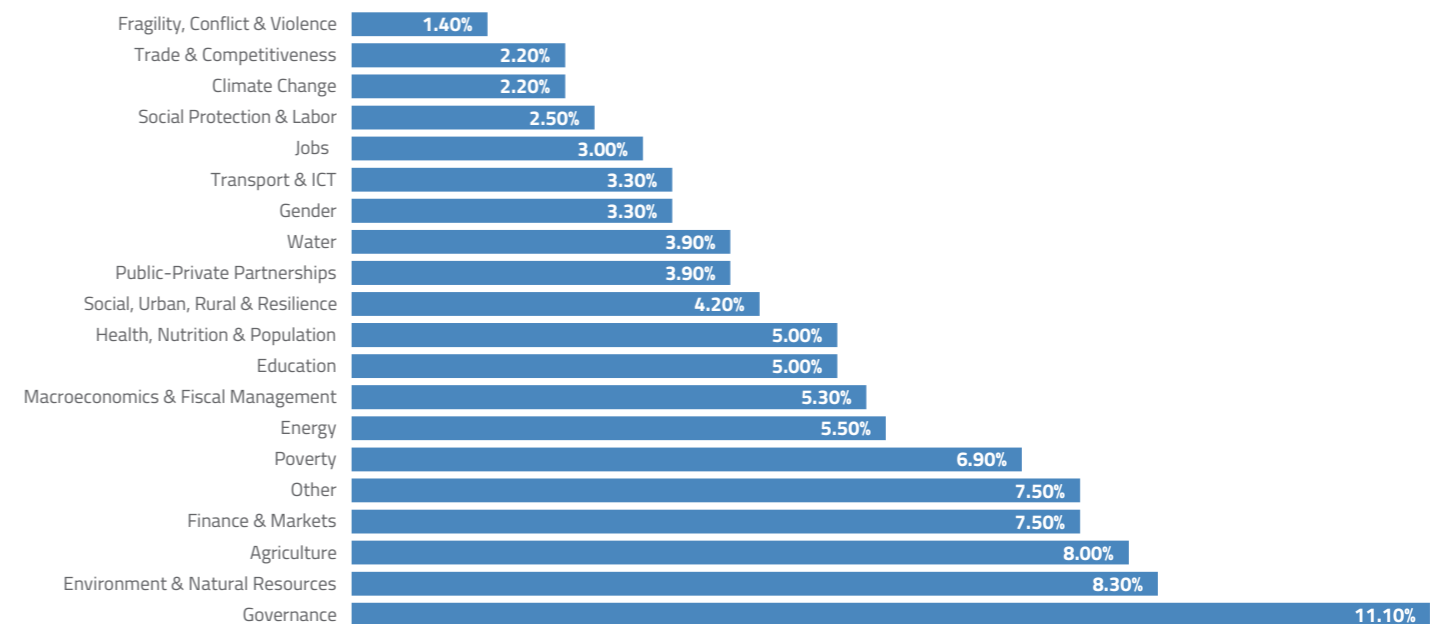
1. The Bank handled 503 AI requests in fiscal year 2016. The difference between the number of requests handled and the number of survey recipients is due to some members of the public who submitted multiple requests.

The charts below and to the left provide a snapshot of the professional affiliations and regional location of the respondents to the FY 2016 survey. Members of academia or education topped the list, followed by business or private enterprises, nongovernmental or civil society organizations, governments, and "others."

Affiliations



Topics of Access to Information 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.



UserVoice statistics

3,300

Average answers
per month

982

Unique
users

10,000+

Page hits per month

97%

First-time answers
through the web portal

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