

2012 SNAPSHOT OF INDEPENDENT ACCOUNTABILITY MECHANISMS

Name of Independent Accountability Mechanism (IAM)	Name of Financial Institution	Type of Clients Receiving Financing	Region Eligible to Receive Financing	Services Offered by IAM	Point of Contact for the IAM	Website Address and/or Email Contact
<p>Accountability Mechanism</p>  <p>Office of the Special Project Facilitator Office of the Compliance Review Panel</p>	Asian Development Bank	Public and private sectors	Asia	Compliance review	<p>Problem Solving: Preben Nielsen, Special Project Facilitator, and Jennifer Francis, Senior Facilitation Specialist Office of the Special Project Facilitator</p> <p>Compliance Review: Geoffrey Crooks, Principal Compliance Coordinator/Specialist, Office of the Compliance Review Panel (OCRP) Rusdian Lubis, Chair and concurrently Head, Compliance Review Panel, OCRP</p>	<p>http://www.adb.org/site/accountability-mechanism/main emails: pnielsen@adb.org jfrancis@adb.org gcrooks@adb.org rlubis@adb.org</p>
<p>Complaints Mechanism</p> 	European Investment Bank (EIB)	Public and private sector	Global	Dispute Resolution and Compliance Review (<i>internal mechanism</i>)	Felismino Alcarpe, Head of Division, Complaints Mechanism	<p>http://www.eib.org/about/cr/complaints/index.htm complaints@eib.org</p>
<p>European Ombudsman</p> 	European Investment Bank (EIB)	Public and private sector	Global	Dispute Resolution and Compliance Review (<i>external mechanism</i>)	Ian Harden, Secretary General	<p>http://www.ombudsman.europa.eu eo@ombudsman.europa.eu</p>
<p>Examiner for Environmental Guidelines</p>  <p>JAPAN BANK FOR INTERNATIONAL COOPERATION</p>	Japan Bank for International Cooperation (JBIC)	Public and Private sectors	Global	Compliance investigation and Encouragement of Dialogues in Attempt to Resolve Disputes	Secretariat	<p>http://www.jbic.go.jp/en/about/environment/guideline/disagree/index.html sinsayaku@jbic.go.jp</p>
<p>Independent Consultation and Investigation Mechanism</p> 	Inter-American Development Bank	Public and private sectors	Latin America and the Caribbean	Problem solving and compliance review	Victoria Marquez-Mees, Executive Secretary	<p>www.iadb.org/icim mecanismo@iadb.org</p>
<p>Independent Review Mechanism</p> 	African Development Bank	Public and private sector	Africa	Problem-Solving and Compliance Review	Adila Abusharaf, Officer in Charge-Compliance Review and Mediation Unit	<p>www.afdb.org/irm crmuinto@afdb.org</p>
<p>Inspection Panel The Inspection Panel</p> 	World Bank	Public sector	Global	Compliance review	Peter Lallas, Executive Secretary	<p>www.inspectionpanel.org/panel@worldbank.org</p>
<p>Objection Procedures on Environmental Guidelines</p>  <p>NEXI Nippon Export and Investment Insurance</p>	Nippon Export and Investment Insurance	Public and private sectors	Global	Dispute resolution and compliance review	Kazuo Matsushita, Examiner	<p>http://nexi.go.jp/en/environment/ kankyosinsayaku@nexi.go.jp</p>

<p>Office of Accountability</p> 	U.S. Overseas Private Investment Corporation	Private sector	Global	Problem solving and compliance review	Keith Kozloff, Director of Accountability	http://www.opic.gov/who-we-are/office-of-accountability accountability@opic.gov Keith.kozloff@opic.gov
<p>Office of the Compliance Advisor Ombudsman (CAO)</p> 	International Finance Corporation (IFC) & Multilateral Investment Guarantee Agency (MIGA), World Bank Group	Private sector	Global	Dispute resolution and compliance investigations	Meg Taylor, Vice President	www.cao-ombudsman.org cao-compliance@ifc.org
Project Complaint Mechanism	European Bank for Reconstruction and Development	Public and private sectors	Central and Eastern Europe, Central Asia and, Turkey.	Problem-solving Initiative and Compliance Review	Anoush Begoyan, PCM Officer	http://www.ebrd.com/pages/project/pcm.shtml Begoyana@ebrd.com pcm@ebrd.com
<p>Complaints Mechanism</p> 	Black Sea Trade and Development Bank	Public and private sectors	Black Sea Economic Cooperation (BSEC) member countries – 11 countries	Investigation of Complaints and Treatment Initiatives	Pavlos Pavlides, Head of Internal Audit	http://www.bstdb.org/contacts/complaints complaints@bstdb.org ppavlides@bstdb.org
<p>Office of the Chief Compliance Officer</p>  <p>Nordic Investment Bank</p>	Nordic Investment Bank	Public and Private sectors	Nordic & Baltic member countries; Non-member countries globally	Compliance and investigation of complaints	Per Eldar Sovik, Chief Compliance Officer	http://www.nib.int per.sovik@nib.int
<p>United Nations Development Programme – Office of Audit and Investigations</p>  <p>Empowered lives. Resilient nations.</p>	United Nations Development Programme	Public and Private Sector	Global	Compliance review and grievance process (dispute resolution)	<p>Egbert C. Kaltenbach - Director Office of Audit and Investigation</p> <p>Bernard O'Donnell – Deputy Director Office of Audit and Investigation</p> <p>Jennifer Laughlin Policy Analyst, UNDP</p>	<p>Currently in the development process. Please see: http://tinyurl.com/732pscd</p> <p>egbert.kaltenbach@undp.org</p> <p>bernard.odonnell@undp.org</p> <p>jennifer.laughlin@undp.org</p>
<p>Deputy Director Office of the President</p> 	Caribbean Development Bank	Public and Private Sector	English-speaking Caribbean Countries and Haiti	Audit, Compliance and Investigations	Dr. Kathleen Gordon Deputy Director	http://www.caribank.org gordonk@caribank.org