



**THE WORLD BANK**  
IBRD • IDA

# Access to Information

Annual Report  
Fiscal Year 2022





# Introduction

The World Bank's Access to Information Policy, which was adopted in 2010, aims to promote transparency, accountability, and participation in the Bank's operations and decision-making processes. The policy is based on the principle that all information in the Bank's possession is available to the public except that which falls under a list of ten defined exceptions, and commits the Bank to proactively disclose information and respond to requests for information from the public.

This report provides an overview of the Bank's Access to Information Policy implementation in fiscal year 2022 (FY22, covering the period from July 1, 2021, to June 30, 2022).

For more information and to submit public access requests for information to the World Bank, visit [www.worldbank.org/en/access-to-information](http://www.worldbank.org/en/access-to-information)

Under the Access to Information Policy, the Bank shares information both proactively - through Open Data, Open Access, Open Archives - and in response to public requests.

## Open Data

The [Development Data Group](#) coordinates statistical and data work and maintains a number of macro, financial and sector databases. Working closely with the Bank's Regional Units and Global Practices, the group is guided by professional standards in the collection, compilation and dissemination of data to ensure their quality and integrity.



• Over 4 million Downloads

Over 14,000 Development datasets, indicators, and visualizations available



• Over 135 million Page views





## General Inquiries

The general public can access public information about the World Bank or submit specific questions through the [General Inquiries](#) platform. The requests are addressed in a timely manner by redirecting users to the public link where they can find the requested information. Eighty-six percent of the time users were able to find the answers to their questions during their first visit to the website.

**13,450**  
Page views

**1,002**  
Unique users

**2,560**  
Average answers per month

**86%**  
First-time answers through web portal

## Open Access

In Spring of 2022, the World Bank celebrated the 10th Anniversary of its [Open Access Policy](#), and the World Bank Group’s official open access repository, the Open Knowledge Repository (OKR). One of the goals of Open Access and the OKR is to increase access, discoverability, and reuse of information for developing countries.

Together, the OKR and the Documents & Reports website (D&R) provide access and discoverability to tens of thousands of World Bank documents, reports, and more. The OKR is a curated open access repository that focuses on original academic research and formal publications from the Bank, as well as knowledge products that are of interest to researchers. The Documents & Reports website (D&R) is the official disclosure mechanism for the Access to Information Policy. The D&R website contains final and official documents and reports from 1946 through the present.

The new, high-profile [Country Climate and Development Reports](#) are disclosed via D&R.

Documents and Reports	Open Knowledge Repository
Downloads for FY22 <b>24,294,345</b>	Downloads FY22 <b>13,730,291</b>
	Abstract views FY22 <b>14,910,741</b>

# Open Archives

## Access to Historical Information

The Bank continues to provide greater access to historical information through the Bank's [Documents and Reports](#) collection, the [Projects and Operations database](#), and the [World Bank Group Archives Catalog](#).

During FY22, just over 130,000 pages of archival records were declassified and over 378,000 pages of archival records were digitized and made available online.

**220**  
Reports  
proactively  
disclosed

**378,422**  
Pages digitized  
in FY22

**130,810**  
Pages  
declassified in  
FY22

In FY22, 81 researchers accessed 339,694 pages of archival records declassified under the Access to Information Policy.

**81**  
Number of  
researchers

**339,694**  
Number of pages  
researched

# Other Highlights

## Records Management

The records management system continued its technical migration from Documentum to Microsoft SharePoint Online with a targeted completion in FY23.

## Facilitating Self-service by Researchers

In FY22 the Archives expanded self-service research to the public by dramatically increasing the availability of its online records and resources by publishing 10 new series-level descriptions representing over 2,000 linear feet of archival records. These new descriptions made possible the import of tens of thousands of new file unit and item-level objects from the content management system into the [Archives Catalog](#), nearly tripling the number of entries on the site. Series-level descriptions allowed the Bank to surface 700 digitized folders in the Catalog, facilitating independent access to more information by researchers around the globe.

## Email Alerts

[Email Alerts](#) gained subscribers and enhanced the functionality of its client-centric daily emails. In FY22, Email Alerts added multilingual login capabilities and an overall Portuguese site, in addition to the existent six language interfaces. By June 2022 there were 9,000 subscriptions. In FY22, one million emails were delivered, at an average of 2,800 emails sent daily to subscribers worldwide.

## Access to Information Requests Handled\*

Fiscal year in which the AI request was created	Number of AI requests Handled	Number of AI requests Closed	Percentage of AI requests Closed	Number of AI requests which remained Open
FY2022	445	405	91	40
FY2021	64	34	53	30
FY2020	11	11	100	0
<b>Total</b>	<b>520</b>	<b>450</b>	<b>87</b>	<b>70</b>

\*Handled – The request was created in FY2022 or was carried over from previous fiscal years as an open case.

## Requests Fulfilled (in Whole or in Part)

Of the 450 requests closed in FY2022, 329 requests provided sufficient information and were handled by the AI system. 322 requests were fulfilled in whole or in part, and 7 requests were denied without fulfilling any part of the request.

The way the remaining 121 requests were handled is described in in the table titled “Manner in Which the Remaining Cases Were Handled” on page 13.

Indicator	Requests Fulfilled in Whole	Requests Fulfilled in Part	Total Number of Requests Fulfilled in Whole or in Part
Total number	293	29*	322
Percent (%) of total	91%	9%	100%

\*Of the 29 requests that were **fulfilled in part**, the outcomes were due to the following reasons:

- The information was not in custody of the World Bank (six requests)
- The information was restricted by the “Information under Separate Disclosure Regimes and Other Investigative Information” exception (one request)
- The information was restricted by the “Financial Information” exception (one request)
- The information was restricted by the “Deliberative Information” exception (one request)
- The requester was unresponsive (two requests)
- Part of the request was handled through the Development Data Initiative (16 requests)
- Part of the request was handled through the Climate Change Knowledge Portal (one requests)
- Part of the request was handled through the Living Standards Measurement Study (LSMS) (one request)

## Requests Denied

Of the 329 requests handled by the AI system and closed in FY2022, seven requests were denied without fulfilling any part of the request.

Indicator	Requests Denied
Total Number	7

Of the seven requests that were denied in whole or in part without fulfilling any part of the request, the outcomes were due to the following reasons:

- The information was restricted by the “Deliberative Information” exception (four requests)
- The information was restricted by the “Corporate Administrative Matters” exception (one request)
- The information was restricted by the “Information Provided by Member Countries or Third Parties in Confidence” exception (two requests)

## Manner in Which the Remaining Cases Were Handled

As mentioned previously, of the 450 requests closed in FY2022, 329 were handled by the AI system and a response was provided. The remaining 121 requests were handled as follows:

Indicator	Numbers of Requests
Information Covered by AI Exception - Information Restricted Under Separate Disclosure Regimes and other Investigative Information	7
Referrals to IFC or MIGA	8
Records Not Found in World Bank Custody	23
Referral to Doing Business, Development Data Portals, Carbon Pricing Dashboard and KNOMAD	63
Unresponsive Requestor	17
Unreasonable Request	3
<b>Total</b>	<b>121</b>

## Timeliness of Requests Closed

The Bank acknowledges receipt of written requests for information within five working days, and endeavors to provide a more comprehensive response within 20 working days.

Indicator	Number of Requests	Percentage of Requests (%)
Requests Closed Within 20 Working Days	364	81
Requests Closed After 20 Working Days	86	19
Total Number of Requests Closed	450	100

# Appeals Concluded by the Access to Information Committee (AIC)

Case number and information requested	Violation of AI Policy	Public Interest	Decision	Applicable Exception(s)
<a href="#">Case No. AI7115:</a> Institutional Review Board (IRB) (Decision dated July 2, 2021), second decision <sup>1</sup>	X		Not considered	
<a href="#">Case Number AI7218:</a> Climate Change Prior Action Dashboard (CPAD) (Decision dated July 26, 2021)	X		Upheld/Dismissed	Deliberative Information
<a href="#">Case No. AI7274:</a> Prior Actions DPF/ Climate Finance and Climate Co-Benefits (Decision dated July 26, 2021)	X	X	Not considered	Deliberative Information
<a href="#">Case No. AI7181:</a> Famine Action Mechanism (Decision dated November 3, 2021)		X	Upheld/Dismissed	Corporate Administrative Matters, Information Provided by Member Countries or Third Parties in Confidence
<a href="#">Case No. AI7243:</a> Sierra Leone Documents Concerning the Contract for Audit Services (November 3, 2021)	X	X	Upheld/Dismissed	Deliberative Information, Information Provided by Member Countries or Third Parties in Confidence

1. This second decision by the AIC on appeal under Case No. AI7115 results from a referral from the AIAB. While the AIAB decided to refuse the appeal because the AIC had not yet made a decision when the appeal was submitted to the AIAB, the AIAB remitted the matter to the AIC on June 3, 2021, for consideration on the merits, hence this AIC decision of July 2, 2021. By then, the requested information had already been made publicly available, which made the appeal before the AIC moot.

Case number and information requested	Violation of AI Policy	Public Interest	Decision	Applicable Exception(s)
<a href="#">Case No. AI7561:</a> SOGI Country Profiles (Decision dated November 15, 2021)	X		Dismissed	Security and Safety, Deliberative Information
<a href="#">Case No. AI7706:</a> Audit Indicators (December 13, 2021)	X	X	Not considered	Deliberative Information
<a href="#">Case No. AI7801:</a> Audit Indicators (December 13, 2021)	X		Not considered	Deliberative Information
<a href="#">Case No. AI7768:</a> MDB Climate Finance Accounting related information (Decision dated April 27, 2022)	X	X	Upheld	Deliberative Information

**Decision:** when more than one decision is listed, each decision applies to different and separate parts of the appeal (e.g., Upheld/Dismissed, Upheld/Reversed, Upheld/Not Considered).

**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 AIC does not have the authority to consider (e.g., decisions by the Board).

**Reversed** means that the AIC has decided to provide access to the information, overturning the World Bank's initial decision to deny access to the information.

**Not considered** means the AIC did not have to consider the appeal on the ground(s) the appeal was filed because the information was made public after the appeal was filed and prior to the AIC consideration.

**Upheld** means that the AIC has confirmed the World Bank's initial decision to deny access to the information.



# Appeals Concluded by the Access to Information Appeals Board (AIAB)

Case number and information requested	Decision	Applicable Exception(s)
<p><a href="#">Case No. AI7336:</a> Documents concerning Mozambique - Cyclone Idai and Kenneth Emergency Recovery and Resilience Project (P171040) (Decision dated January 14, 2022)</p>	Upheld/Reversed	Information Provided by Member Countries and Third Parties in Confidence/Deliberative Information <sup>1</sup>
<p><a href="#">Case No. AI7146:</a> Audits and evaluations conducted by the World Bank on the Ebola response to the outbreak which took place in the Democratic Republic of Congo from August 2018 to June 2020 (Decision dated December 10, 2021)</p>	Upheld/Reversed	Deliberative Information

1. Certain information was also restricted by the World Bank's exercise of the prerogative to restrict but the AIAB has no jurisdiction over information restricted by the exercise of its prerogative.

**Decision:** when more than one decision is listed, each decision applies to different and separate parts of the appeal (e.g., Upheld/Dismissed, Upheld/Reversed, Upheld/Not Considered).

**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 AIAB did not have the authority to consider (e.g., decisions by the Board).

**Reversed** means the AIAB has decided to provide access to the information, overturning the AIC's decision to uphold the World Bank's initial denial of access to the information.

**Upheld** means that the AIAB has confirmed the AIC's decision to deny access to the information on appeals alleging a violation of the policy; thus, the AIAB confirms the World Bank's initial decision to deny access to the information.



## Documents & Reports

is the official disclosure mechanism for over 470,000 documents dating back to the 1940s. It serves to share the institution's extensive knowledge base and facilitates the implementation of its Access to Information Policy.



## The World Bank Group Archives

offers a variety of online historical resources and information products, such as ISAD(G) finding aids, transcripts of oral history interviews, and exhibits featuring the Archives' collection and World Bank history.



## Projects & Operations

provides access to basic information on all of the World Bank's lending projects from 1947 to the present.



## The Open Knowledge Repository

is the Bank's official open access repository and is interoperable with other open access repositories. It offers a robust range of usage statistics, including those by title, series, country, and author.



## The Open Government Partnership

is a multilateral initiative that secures concrete commitments from governments to promote transparency, empower citizens and fight corruption.



## World Bank Group Finances

makes data related to the World Bank's finances available to everybody in a social, interactive, visually compelling, and machine-readable format.



## Open Data Initiative

provides free and open access to thousands of development data indicators.



## International Aid Transparency Initiative

is a global campaign to promote transparency in the records of how aid money is spent. The World Bank is an IATI member and publishes data on a quarterly basis.



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