Operational Guidelines Review FAQs

What is the CAO?
The CAO is the independent recourse and accountability mechanism of the International Finance Corporation (IFC) and the Multilateral Investment Guarantee Agency (MIGA) for environmental and social concerns.

What are the CAO Operational Guidelines?
The CAO Operational Guidelines set forth how the CAO will carry out its different roles (Dispute Resolution, Compliance, Advisory). They are based on the Terms of Reference that established the CAO in 1999 and outlined its mandate.

Why are the CAO Operational Guidelines being revised?
This is the fourth version of the CAO Operational Guidelines, with previous revisions having been conducted in 2000, 2004, and 2007. The CAO feels it is important to periodically revise its guidelines in order to ensure that they accurately reflect current procedures and comments from external reviews. These 2012 revisions have specifically taken into account reviews of the CAO done by independent experts as well as a review conducted by the World Bank Group Board.

What are the main changes to the CAO Operational Guidelines?
The CAO has prepared a one page summary of revisions that is available on its website http://www.cao-ombudsman.org

How can you engage in the revision process?
The revised CAO Operational Guidelines, the 2007 version of CAO Operational Guidelines, as well as a one page outline of the revisions, will be posted on CAO’s website (http://www.cao-ombudsman.org). Any comments on the revisions can be sent via e-mail to cao-compliance@ifc.org

How long is the comment period?
The revised CAO Operational Guidelines will be open for external consultation from June 25, 2012 to August 24, 2012 (60 calendar days).