

THE WORLD BANK/IFC/M.I.G.A.

OFFICE MEMORANDUM

DATE: January 25, 2012

TO: Meg Taylor, CAO

FROM: Syed Gulrez Hoda, Director, CN3DR *GH*

EXTENSION: +90 212 385 2560

SUBJECT: Response to Ombudsman Assessment and Conclusion Report: Complaint re. BTC Pipeline (Project ID: 11251)

Thank you for providing us with your Assessment and Conclusion Report regarding the BTC Pipeline project as well as for the opportunity to provide a written response.

IFC is pleased that the CAO Ombudsman team was able to facilitate a resolution to the Complaint filed in June 2011. The voluntary Ombudsman/Dispute Resolution process was key in finding and ultimately implementing a solution that was amenable to all concerned parties.

Mediation, while not appropriate in all circumstances, should be considered for resolving such project-level grievances.

cc: Messrs./Mmes. Deema Fakhoury, CN3P3; William Bulmer, CESDR; Lance Crist, CNGOG; John Middleton, CESI2; Patricia Miller, CESDR; Jason Pellmar, CN3P3; Justin Pooley, CESI3