



The World Bank Group

Towards a Strategic Framework for Mainstreaming Citizen Engagement in World Bank Group Operations

Multilateral Development Bank Aid Effectiveness Working Group Meeting

FEEDBACK SUMMARY

Washington, DC - February 24, 2014

- The World Bank group held a face-to-face dialogue on mainstreaming citizen engagement in World Bank Group (WBG) Operations with the Multilateral Development Bank Aid Effectiveness Working Group.
- The meeting brought together a total of 14 participants from the Asian Development Bank, African Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank, International Fund for Agricultural Development, International Finance Corporation, and the Islamic Development Bank (See list of participating organizations).
- Astrid Manroth (Operations Adviser, Openness and Aid Effectiveness) outlined the approach to Mainstreaming Citizen Engagement in WBG Operations.
- This summary focuses on the feedback received from members of the Working Group.

Main Issues Raised by Category

General Comments

- Interest in how citizen engagement was built into sector or national processes which allows citizen engagement to continue beyond the end of multilateral development bank supported projects.

- Interest in including citizen voice in public-private dialogues, such as the Bangladesh textile industry, where IFC is bringing together citizens and the private sector.

Research/Methodology

- How do you report on grievance redress mechanisms? How is the effectiveness of these mechanisms reviewed?

Definitions

- Interest in how CSOs were being considered within the concept of citizen engagement.
- Additional clarity on the term 'national systems.'
- Question on how the concept of citizens was going to be applied in private sector operations, noting that the private sector generally focuses on stakeholders including suppliers, wholesalers and beneficiaries. Citizen engagement for private sector operations could be included with the concept of 'shared value.'

Process

- Queries on how approaches to scaling up citizen engagement are being handled internally, including staff skills and incentives.

Please contact citizenengagement@worldbankgroup.org with any questions or comments.

Participating Organizations:

- Asian Development Bank (1 representative)
- African Development Bank (2 representatives)
- European Bank for Reconstruction and Development (2 representatives)
- Inter-American Development Bank (5 representatives)
- International Fund for Agricultural Development (2 representatives)
- International Finance Corporation (1 representative)
- Islamic Development Bank (2 representatives)