

Annex 1

Instructions for the Public Accessing Information from the World Bank – Filing Requests and Appeals

1. **Proactive Disclosure.** The Bank routinely discloses a wide range of documents, through its external website – www.worldbank.org – as soon as the documents are finalized after key process milestones.
2. **Information on Request.** Information that is publicly available under the Policy and is not on the Bank’s external website is available on request (subject to section III.B.11 of this Directive/Procedure regarding unreasonable and unsupported requests). Such requests may be submitted in writing by electronic means, mail, or fax. Requests should indicate, with reasonable specificity, the information that is being sought, to enable the Bank to locate the information within a reasonable period of time. If a particular document is required, it should be identified precisely, preferably by date and title. Electronic submissions should be directed through the World Bank website: www.worldbank.org/wbaccess. Requests may also be made in person at the InfoShop in Washington, DC, and through country offices in member countries.
3. **Access and Fees.** Most operational information is routinely posted on the Bank’s external website, and is available for download free of charge. For any request for information that is not routinely posted, the Bank may charge reasonable fees for providing digital or hard copies, particularly for requests that are complex or time-consuming. Publications and knowledge products, including subscription-based services, may be purchased through the Bank’s Publishing and Knowledge division. The full text of books published by the Bank may be viewed and downloaded free of charge on the World Bank website or viewed on Google Books. The core statistical databases may be accessed free of charge on the World Bank website.
4. **Appeals**
 - a. **Appealing the Initial Denial—Access to Information Committee.** Appeals of a Bank decision to deny access are first considered by the Bank’s AI Committee.¹ For appeals that assert a public interest case to override a Policy exception,² the decision of the AI Committee is final. Appeals to the AI Committee must be filed, in writing, within 60 calendar days of the Bank’s initial decision to deny access to the requested information.
 - b. **Appealing the AI Committee’s Denial—Appeals Board.** The independent Appeals Board considers appeals alleging that the Bank violated this Policy by restricting access to information that it would normally disclose under the Policy³ if the AI Committee upholds the initial decision to deny access. The Appeals Board does not consider appeals concerning requests to override the Policy’s exceptions.⁴ The Appeals Board has the authority to uphold or reverse the relevant decisions of the AI Committee, and the Appeals Board’s decisions in such instances are final. Appeals to the Appeals Board must be filed,

¹ See Policy at section III.B.8(a).

² See Policy at section III.B.8(a)ii and (b)i.

³ See Policy at section III.B.8(b)ii.

⁴ See Policy at section III.B.8(b)ii.

in writing, within 60 calendar days after the AI Committee's decision to uphold the Bank's initial decision to deny access.

- c. **Submitting an Appeal.** All appeals must be submitted in writing to the Access to Information Secretariat within 60 calendar days of the decisions to deny access. Appeals received beyond the 60-day period for filing an appeal with the AI Committee (first stage of appeal) and the Appeals Board (second stage of appeal) are deemed out of time and are not considered. Appeals may be submitted electronically through the Bank's website at www.worldbank.org/wbaccess. Appeals also may be set out in a brief letter and sent by mail to Access to Information Secretariat, World Bank, 1818 H Street, NW, Washington, DC, 20433. Appeals should be addressed to either the AI Committee (first stage of appeal) or the Appeals Board (second stage of appeal for those appeals alleging that the Bank violated the Policy by improperly or unreasonably restricting access). All appeals must contain the following:
- (i) the original case number, provided in the Bank's response to the request for information;
 - (ii) a description of the information originally requested; and
 - (iii) an explanatory statement that sets out the facts and the grounds which support the requester's claim that (A) the Bank violated this Policy by improperly or inappropriately restricting access to the information requested; or (B) for public interest reasons, an override of the Policy's exceptions is justified.