

# FY 2022 Report to the US Congress on Activities

## DFC's Independent Accountability Mechanism (IAM)/Office of Accountability (OA)

### Message from the Director

As with the IAMs associated with other international and bilateral development finance institutions, the last year was a particularly challenging one for us due to COVID. The Office of Accountability typically does not receive more than one or two eligible complaints and this past year we did not receive any.

The OA's main activity centered around the development of a new Outreach Strategy and beginning the revision of the "Operational Guidelines Handbook for Problem-Solving and Compliance Review Services."

The Office has also established a working relationship with DFC's Office of the Inspector General and begun referring ineligible complaints to the OA involving procurement, contractual or purely commercial issues to the IG Office. We are also working with the IG Office to set up joint reporting to DFC's Board of Directors.

### Highlights

#### Case Management

The OA did not receive any submissions regarding problem-solving or compliance review in the last fiscal year. The lack of submissions was probably due to some extent to the COVID pandemic. Another reason, however, might have been the lack of awareness on the part of effected communities and CSOs where DFC projects take place, that the Office of Accountability exists and how to contact it. For this reason we decided to undertake an assessment of the way in which DFC clients have been informing their employees and affected communities on the existence of the Office of Accountability and how they might contact it. On the basis of that assessment, an Outreach Strategy to increase utilization of the mechanism and meet board requirements in the latest Board Resolution (BDR(22)45) will be prepared. The Outreach Strategy will be submitted to the Board for their information and approval in early 2023.

## Resources

The OA/IAM's expenses are included in the overall budget for the Office of the President. The Director is authorized to hire consultants and incur other expenses as needed for both case-specific and other functions. For FY 2022, besides the Director's salary and benefits, the OA incurred expenses of \$156,346.00 paid to Dalberg Advisors for carrying out the "Assessment and advisory report to assist DFC clients in disclosing information about the Office of Accountability" described above.

William Kennedy

Director, Office of Accountability