IV. Implementation
Aspects of the Policy

I. ACCESSING INFORMATION

49. **Where to Access Information.** General information about IFC and its activities may be obtained online at IFC’s website, [www.ifc.org](http://www.ifc.org). Project or investment Information regarding IFC’s investments and advisory services is disclosed through IFC’s Disclosure Portal at [www.ifc.org/disclosure](http://www.ifc.org/disclosure).

50. As IFC is part of the World Bank Group, information about IFC may also be obtained through the World Bank InfoShop. The InfoShop is located at 701 18th Street, N.W., Washington D.C., 20433 USA. and may be accessed online at [http://worldbank.org/infoshop](http://worldbank.org/infoshop).

51. This information is also available through public area computers available at the Public Information Centers (PICs), which are situated around the world in World Bank member countries. A list of the PICs is available on the InfoShop website.

52. **Submitting a Request for Information.** Information that is not readily available from IFC’s website, the InfoShop, or the PICs may also be requested from IFC’s Corporate Relations Department as follows:

   (a) through IFC’s Disclosure Portal, at [www.ifc.org/disclosure](http://www.ifc.org/disclosure);

   (b) by telephone at +1 (202) 473-3800;

   (c) by fax at +1 (202) 974-4384; or
53. Requests for information must identify the specific information requested; blanket or frivolous requests for information will not be accepted. Requests for information may use forms available through IFC’s Disclosure Portal. There may be a standard charge for hard-copy documents or for documents on electronic discs or drives, other than information in an SII, ASPI, or an ESRS.

54. **Responding to Requests.** In responding to requests for information, the relevant Department determines whether information requested may be made available in accordance with this Policy and responds to such request (or if appropriate may refer the requester to IFC’s client).

55. As necessary, staff from the Corporate Relations Department provides guidance to other departments on the interpretation of the Policy in responding to requests for information.

56. English is the working language of IFC, and IFC will respond to requests for information in English. However, to the extent that IFC receives requests in other languages, IFC will endeavor to be responsive in the relevant language.

57. IFC endeavors to respond to requests within thirty calendar days of receipt of a written request for information, unless additional time is required because of the scope or complexity of the information requested. If additional time is necessary, IFC will contact the requester and explain the reasons for the delay and, if possible, will provide an estimated time frame for its response.

58. In its response to a request, IFC will either provide all or part of the requested information or give reasons why the request has been delayed or denied, in whole or in part. If IFC receives numerous requests for the same information, IFC may make its response available on its website rather than responding to each individual request.

### Appeals Process

**J. ACCESS TO INFORMATION POLICY ADVISOR**

59. **Appealing the Initial Denial.** If a requester believes that a request for information from IFC has been unreasonably denied, or that this Policy has been interpreted incorrectly, a complaint may be submitted to IFC’s Access to Information Policy Advisor (AIP Advisor), who reports directly to IFC’s Executive Vice President.

60. **Submitting an Appeal.** Appeals must be submitted to IFC’s Corporate Relations Department as provided in paragraph 52 (a), (c) or (d).
61. The AIP Advisor will review the appeal and endeavor to respond to the requester within thirty calendar days of receipt of the complaint, unless additional time is required because of the scope or complexity of the complaint.

62. **Scope of Review.** The AIP Advisor’s review will focus on whether the requested information falls within the scope of paragraph 8 of this Policy and, if so, whether IFC has a reasonable basis for determining that there is a compelling reason not to disclose such information pursuant to paragraph 10). In conducting his/her review, the AIP Advisor may, if he/she deems it necessary or appropriate, consult with third parties including IFC’s client.

63. The AIP Advisor’s authority does not extend to paragraph 12, the application of which is solely within IFC senior management’s discretion.

64. **Notification of Decision.** The AIP Advisor will advise the requester and the relevant IFC Departments, including the Corporate Relations Department of his/her conclusions in writing and will explain the reasons for such conclusions.

K. **ACCESS TO INFORMATION APPEALS PANEL**

65. **Appealing the AIP Advisor’s Denial.** A requester, who receives a negative decision from the AIP Advisor may appeal to the independent Access to Information Appeals Panel (AIP Panel) within thirty calendar days of the notification of the AIP Advisor’s decision.

66. **Submitting an Appeal.** Appeals must be submitted by contacting IFC’s Corporate Relations Department through the website at www.ifc.org/contacts or by the e-mail addresses provided therein for AIP Panel, or as provided in paragraph 52 (c) or (d).

67. **Scope of Review.** The scope of review by the AIP Panel will be limited to whether the AIP Advisor had a reasonable basis for his or her determination.

68. The AIP Panel will either uphold or reverse the AIP Advisor’s decision. The AIP Panel’s decision will be final.

69. **Notification of Decision.** The AIP Panel will endeavor to respond to the requester within sixty days of receipt of the appeal, unless additional time is required because of the scope or complexity of the appeal.

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25 The Access to Information Appeals Panel comprises three outside experts on access to information in a commercial setting. The Access to Information Appeals Panel members are nominated by IFC’s Executive Vice President and endorsed by IFC’s Board of Directors.