



Office of Accountability

Comparison of Old and New Operating Procedures

<i>Stage of OA Process</i>	<i>Old Procedures</i>	<i>New Procedures</i>
Eligibility of incoming request		
	Requestors for problem-solving are defined as members of affected communities and project sponsors.	Project workers are added to affected communities and project sponsors in the definition of requestors.
	Requests for the OA's services may be submitted by authorized representatives of affected communities.	Reference to "authorized representatives" is deleted in the definition of requestors of OA services in order to clarify the OA's direct constituents. However, requests may be submitted with the assistance of other organizations.
	The OA determines whether the request is filed by members of a local community who are materially, directly, and adversely affected by an OPIC-supported project.	The OA determines whether the requestors allege that they are or could be harmed by the project.
	To be eligible for problem-solving, requestors must have made prior good faith efforts to resolve the dispute.	When requests are confidentially submitted, requestors are not required to have made prior good faith efforts to resolve the conflict.
	Contents of requests from clients are not differentiated from contents of requests from affected stakeholders.	A statement of information to be included in requests coming from OPIC clients is added.
	Those categories of claims that are excluded from consideration are not listed.	A list of those categories of claims that are not eligible for OA consideration is added.
	Requestors are asked to specify in their initial request that they are seeking problem-solving, compliance review or both services.	Requestors do not need to decide which service they want to activate until the OA's assessment step.
Assessment		
	Other organizations that purport to represent affected stakeholders are not precluded from serving as gatekeepers for the OA's communication with its constituents.	A statement is added that OA needs to maintain direct contact with affected stakeholders, regardless of whether they are receiving assistance from other organizations.

	The requestors express their preference for problem-solving or compliance review without necessarily understanding the implications of each.	The decision about what OA service to mobilize is made after the OA gains an understanding of local interests, and requestors gain an understanding of the pros and cons of each service.
Problem-solving		
	There are no provisions to help requestors who do not have the prior capacity to effectively participate in a problem-solving process.	OA can offer training for participation in a problem-solving process if requested.
Compliance review		
	The OA's decision to proceed with a full review does not weigh the potential institutional learning benefits against the investment of resources in conducting the review.	The first step in compliance review process is an explicit "appraisal" in which the OA makes a risk-based determination of whether a full review is warranted according to a set of criteria.
	The OA Director consults with OPIC's P&CEO prior to conducting a compliance review, even though the OA Director makes the decision on whether to proceed.	This provision is deleted in order to enhance the OA's transparency and clarify its independence.
General		
	There is no statement of overarching principles that guide how the OA implements its procedures.	A mission statement and list of guiding principles introduces the procedures.