

*Issues and Options for Improving Engagement*  
*Between the World Bank and Civil Society Organizations*

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**TEN ACTION ITEMS FOR IMPROVING ENGAGEMENT BETWEEN THE WORLD BANK  
AND CIVIL SOCIETY ORGANIZATIONS**

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- Establish new global mechanisms for Bank-CSO engagement to help promote mutual understanding and cooperation.
- Establish a Bank-wide advisory service/focal point for consultations and an institutional framework for consultation management and feedback.
- Pilot a new Bank-wide monitoring and evaluation system for civic engagement.
- Conduct a review of Bank funds available for civil society engagement in operations and policy dialogue, and explore possible realignment or restructuring.
- Review the Bank's procurement framework with a view toward facilitating collaboration with CSOs.
- Institute an integrated learning program for Bank staff and member governments on how to engage CSOs more effectively, as well as capacity-building for CSOs on how to work effectively with the Bank and its member governments.
- Hold regular meetings of senior management, and periodically with the Board, to review Bank-civil society relations.
- Develop and issue new guidelines for Bank staff on the institution's approach, best practices, and a framework for engagement with CSOs.
- Emphasize the importance of civil society engagement in the guidance to Bank staff on the preparation of the CAS as well as in CAS monitoring and evaluation.
- Develop tools for analytical mapping of civil society to assist country and task teams in determining the relevant CSOs to engage on a given issue, project or strategy.