The World Bank Dispute Resolution Service

About DRS

2026

DRS Dispute Resolution Service | THE WORLD BANK IBRD • IDA | WORLD BANK GROUP

AM Accountability Mechanism | THE WORLD BANK IBRD • IDA | WORLD BANK GROUP

About DRS

The World Bank Accountability Mechanism (AM) serves as an independent channel for people and communities who believe they have been, or may be, harmed by World Bank-funded projects. By providing access to an impartial body, the AM ensures that project-affected individuals and communities can raise concerns and seek meaningful recourse, promoting transparency and accountability across the Bank's operations.

Established by the Board of Executive Directors in September 2020 and operational since October 2021, the Dispute Resolution Service (DRS) is one of two parallel entities within the AM, alongside the Inspection Panel (the Panel). The DRS is mandated to facilitate voluntary, independent dispute resolution for complaints brought by project-affected individuals or communities regarding the environmental and social impacts of World Bank-financed (IBRD/IDA) projects. It offers a collaborative process to address grievances and reach mutually agreed solutions.

On June 8, 2026, the Boards of the World Bank Group—the IBRD, IDA, IFC, and MIGA—approved the integration of the Group's independent accountability mechanisms, the World Bank Accountability Mechanism (comprising the DRS and the Panel) and the IFC/MIGA Compliance Advisor Ombudsman, into a single independent accountability mechanism.

The new mechanism will operate independently of World Bank Group management, reporting directly to the Boards, and will be led by a Vice President/Director General. It will carry out three core functions—compliance, dispute resolution, and advisory—and is designed to make the accountability process simpler and clearer for complainants to navigate. The decision is part of a broader effort to reduce fragmentation and strengthen coherence across the World Bank Group.

Figure 1. **AM Process**

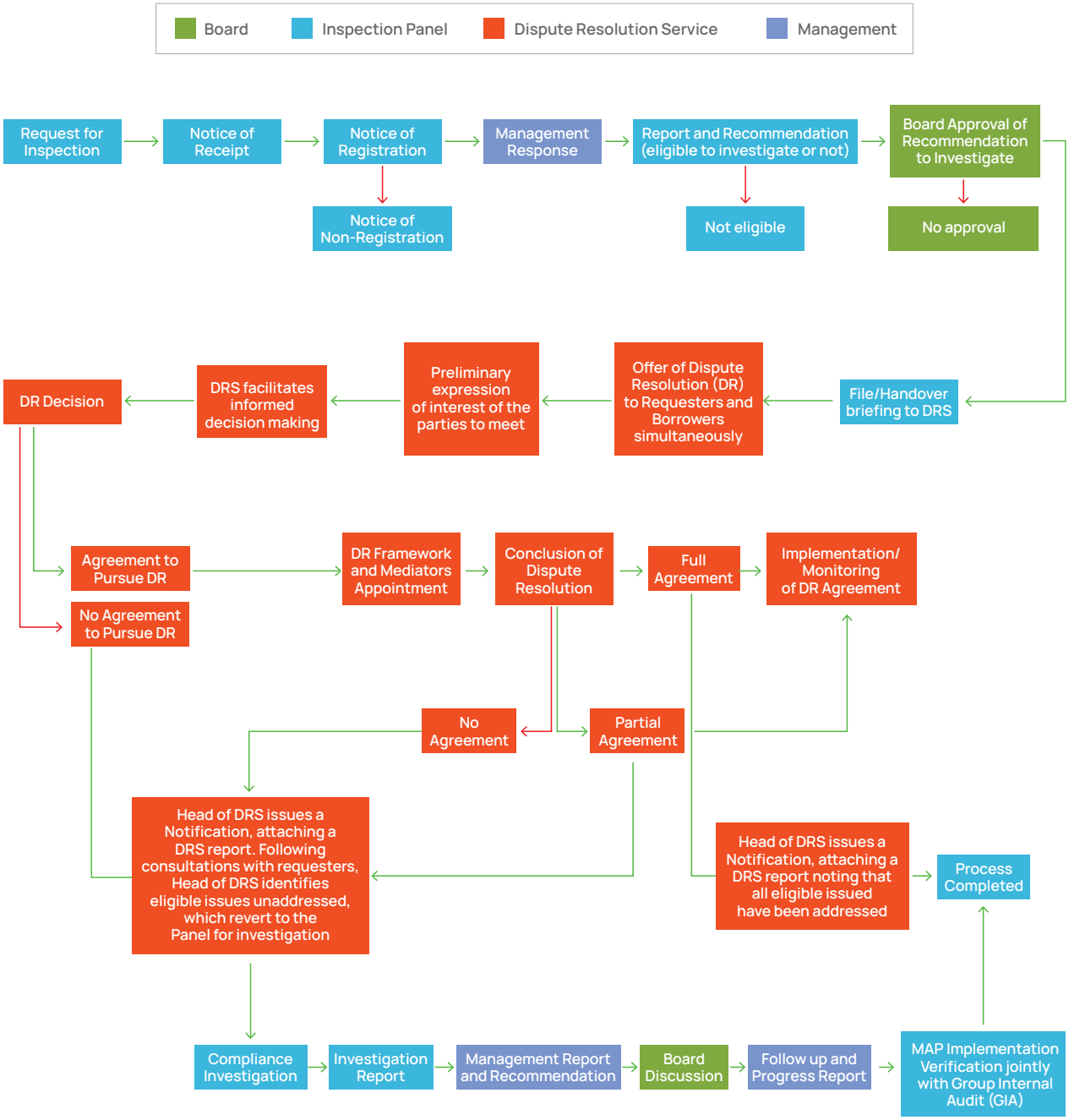
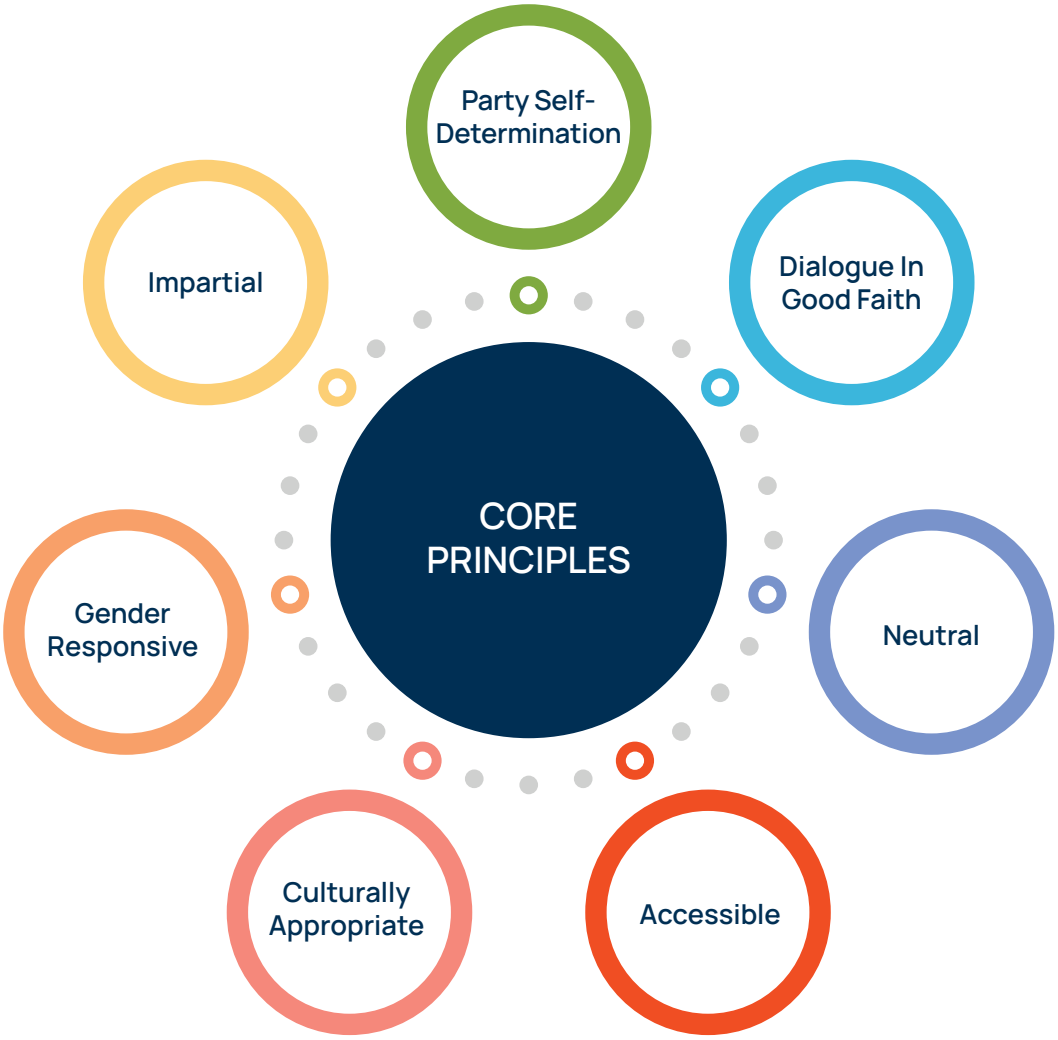


Figure 2. **DRS core principles**

The work of the DRS is guided by core principles emphasizing fairness, independence, and respect for all parties involved.



DRS Team

DRS staff include both a core team, operating out of Washington, D.C., and several consultant field teams, appointed to and working on specific cases. The core team includes dispute resolution specialists, analysts, and program support staff. The field team includes mediators, agreed to by both parties in a case, language support staff, and other experts and assistants as required.

Sabine Bernabè
Acting Head[1], Dispute Resolution Service

William Romans
Head of Operations, Dispute Resolution Service

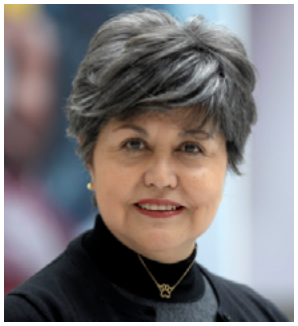
Scott Adams
Senior Dispute Resolution Officer

Marcos Favero
Dispute Resolution Officer

Yoshiko Ogushi
Program Officer

Orla Said
Analyst

Harini V
Analyst



Oriana Bolvaran
Senior Executive Assistant

Katalin Horvath
Program Assistant

1 Orsolya Székely completed her five-year term as Accountability Mechanism Secretary and Head of the Dispute Resolution Service in July 2026.

Accountability Mechanism Shared Staff (DRS and Inspection Panel)

Jennine Meyer
Senior External Affairs Officer

Luigi Laraia
Executive Secretary

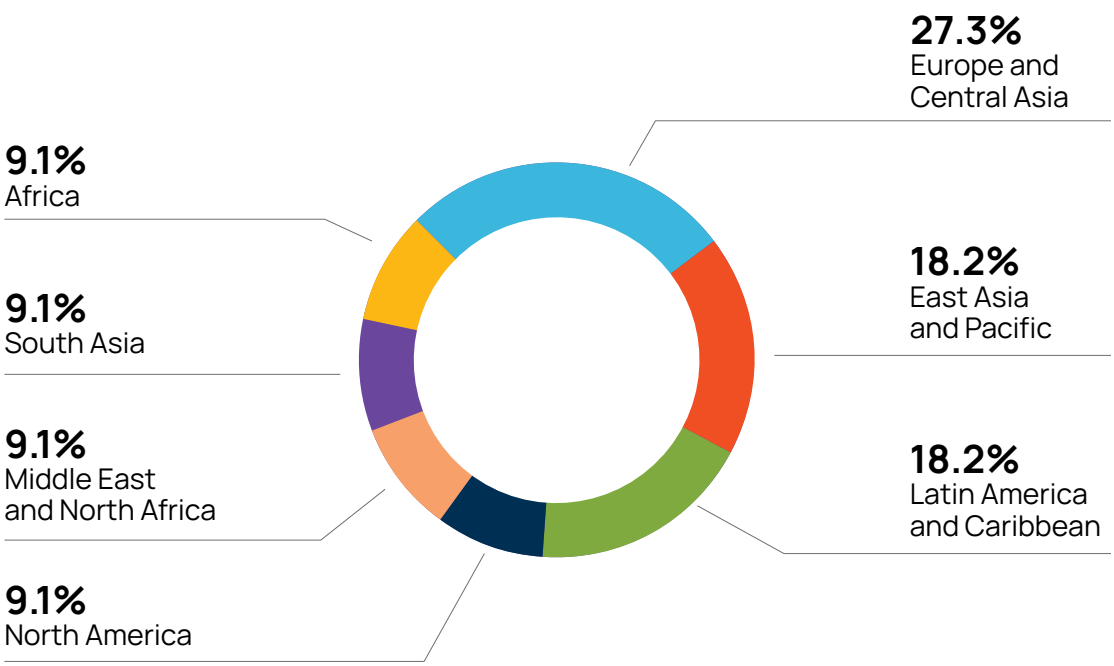
Interns[2]

Uduakobong Okon Ndaiko
(six months from September 2025)

Yashica
(six months from March 2026)

2 DRS internships are fully funded consultant positions for a six-month period, so far restricted to those from the Global South. Commencing FY27, the DRS internship program will operate through the WBG Pioneers Program.

Figure 3. **DRS core team workforce diversity**



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