INTEGRITY

The World Bank Group
1818 H Street, NW
Washington, DC 20433
www.worldbank.org/integrity

PsU Help Desk
A resource of practical advice, training, and operational support for Bank Group staff to prevent fraud and corruption in projects

OUR STRENGTHS

- Interdisciplinary team with operational, political economy, legal, and fraud and corruption expertise
- Knowledge about fraud and corruption risks from past INT work that can inform effective prevention in new operations
- Access to investigative, forensic and research resources within INT
- Lessons about fraud and corruption vulnerabilities across sectors and countries specifically related to procurement, financial management and project implementation

HOW INT CAN HELP TASK TEAMS IMPROVE THE INTEGRITY OF PROJECTS

Preventing Fraud & Corruption
For Greater Development Impact

REPORT SUSPECTED FRAUD OR CORRUPTION

Fraud & Corruption Hotline
(operated by a third party 24 hours a day)

- Toll free: +1.800.831.0463
- Collect calls: +1.704.556.7046
- +1.202.458.7677
- +1.202.522.7140

investigations_hotline@worldbank.org

Mailing address
PMB 3767
13950 Ballantyne Corporate Place
Charlotte, NC 28277

Preventive Services Unit Report Suspected Fraud or Corruption

Contact us at PSU-Helpdesk@worldbank.org

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The Preventive Services Unit (PSU), working in partnership with operational teams, turns the unique knowledge gained from INT investigations into practical measures that can deter or stop corruption in World Bank-financed projects.

**PRACTICAL UPSTREAM ADVICE**
- Help assess fraud and corruption risks under the Operational Risk Assessment Framework (ORAF)
- Support the design of practical and robust Governance and Accountability Action Plans for inclusion in PADs
- Participate in appraisal missions to assess fraud and corruption risks
- Design preventive mechanisms (e.g., complaint handling systems)

**ANTICIPATORY IMPLEMENTATION SUPPORT**
- Advise on mitigating measures to address risks in projects and contracts where fraud and corruption is suspected or reported
- Help tailor audit TORs to address specific integrity risks
- Participate in supervision missions to assess fraud and corruption risks, including related controls

**OPERATIONAL REVIEWS AND RISK ASSESSMENTS**
- Undertake Detailed Implementation Reviews (DIRs) to identify systemic integrity risks and vulnerabilities at the project, sector, and country level, and to inform the design of preventive measures
- Participate in regional operational reviews and risk assessments during project appraisal and supervision

**TRAINING AND CAPACITY BUILDING**
- Develop and deliver integrity clinics to assist client country officials and other stakeholders in detecting red flags of fraud and corruption
- Develop and deliver tailored training on detection and mitigation of integrity risks for CMU, regional and sector staff (e.g., contract management, health, roads)
- Participate in learning events across the Bank (e.g., GAC in Projects, Fundamentals of Bank Operations Procurement, Project Launch Workshops)

**KNOWLEDGE PRODUCTS**
- Fraud and Corruption Awareness Handbook — a practical guide to make informed decisions about fraud and corruption risks related to projects
- Self-Assessment of GAC Risks — a dialogue-based tool designed to aid task teams in the initial assessment of fraud and corruption risks
- Due Diligence Fact Sheet — easy, practical steps to flag potential integrity risks associated with specific bidding companies and individuals
- Online Red Flags Tool — an interactive tool to check potential risks to projects posed by bidding companies, and to better identify and mitigate fraud and corruption schemes (developed with OPCPS)
- Regional Integrity Overview Reports — periodic summaries of INT’s findings from investigations into fraud and corruption in a given region

“The Governance and Anti-corruption Action Plan which we developed with the help of PSU was both robust and practical. We expect that it will significantly reduce corruption risks and lead to a better project outcome.”

Task Team Leader in the South Asia Region
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THINKFUL KNOWLEDGE PRODUCTS
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PRACTICAL

UPSTREAM ADVICE
- Help assess fraud and corruption risks under the Operational Risk Assessment Framework (ORAF)
- Support the design of practical and robust Governance and Accountability Action Plans for inclusion in PAsDs
- Participate in appraisal missions to assess fraud and corruption risks
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OPERATIONAL REVIEWS AND RISK ASSESSMENTS
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