With the Knowledge Management (KM) Strategy, the Accountability Mechanism's (AM) management of knowledge products and services' power is realized.
The ADB AM provides rich insight into operational learning

DID YOU KNOW...

- Unaddressed environmental impacts can trigger involuntary resettlement and livelihood impacts with massive repercussions?
- Lack of a credible baseline is a major source of complaints, and efforts to reestablish the baseline through innovative approaches and use of technology can be costly, time-consuming, and sometimes controversial?
- The climate impact of projects can aggravate vulnerabilities?
- A development project that is not inclusive is incomplete?

HOW ADB IS ENGAGING

Strategic Communication

- Focusing on ADB target audiences
- Ensuring ADB outreach resonates and is responsive
- Starting with a 2-year communications action plan
The Asian Development Bank (ADB) Accountability Mechanism (AM)

Provides an independent and effective forum for those affected by ADB-assisted projects to voice their concerns.

AM Knowledge Products and Services (KPS)

Maximize development effectiveness and help avoid repetition of grievances in future ADB work.

Knowledge Management (KM) Strategy

Provides more structure to the development of its KPS, focusing on two main components:

i. enhancing the KPS value-add for ADB target audiences
ii. introducing continuous evolution of the ADB KPS
Knowledge Management Strategy Phased Approach

The implementation of the strategy consists of three main workstreams

1. Prioritizing Accountability Mechanism (AM) audience groups and Knowledge Products and Services (KPS)

   Objectives:
   i. Understand priority audience groups and confirm matching KPS
   ii. Repackage KPS or design and pilot new ones to meet these needs
   iii. Ensure realistic planning and resourcing

2. Establishing the Knowledge and Innovation Hub

   Objectives:
   i. Design and develop an intuitive hub to house meaningful KPS and evolve new KPS
   ii. Act as an interactive resource center for inquiries related to AM KPS, including support such as technical assistance
   iii. Provide a one-stop shop

3. Achieving sustainability through a knowledge ecosystem

   Objectives:
   i. Establish the necessary structural and cultural mindset to sustain the audience group-driven KPS approach
   ii. Ensure that monitoring of and response to evolving knowledge needs of audience groups is established
   iii. Sustain the AM as a key institutional knowledge partner of choice
The ADB Accountability Mechanism Knowledge Management Strategy is aligned with the ADB Knowledge Management Action Plan through three key outputs:

1. Enhancing skills and organizational culture
2. Upgrading processes and systems
3. Building and nurturing relationships
FOR THE ADB ACCOUNTABILITY MECHANISM, FOCUSING ON THESE TARGET AUDIENCES IS KEY TO STRATEGIC COMMUNICATION

INTERNAL PARTNERS
Operations: The Accountability Mechanism (AM) provides invaluable insights and lessons based on experience, including how to avoid recurrence of similar complaints

EXTERNAL PARTNERS
Developing Member Country Citizens: The AM makes them aware of how ADB can help

SOVEREIGN AND NONSOVEREIGN BORROWERS, AND EXECUTING AND IMPLEMENTING PARTNERS
The AM informs them of the implications of ADB’s position on complaints

CIVIL SOCIETY ORGANIZATIONS
The AM helps them be aware of ADB’s position which enables them to help the affected people and communities

THINK:
How has AM knowledge helped you in your work?

If you have a story in mind, share your insights here!
For more information about the ADB Accountability Mechanism Knowledge Management Strategy, scan the QR Code.