



**Empowering staff,
clients and
partners**

AskMNA, the first regional advisory service, was created in October 2001. It focuses on serving Bank staff, counterparts, the public, and our partners in accessing knowledge resources on development issues in a timely manner.

Backed by the World Bank Group's Advisory services and the wider development community, it helps clients to locate research papers, best practices, terms of reference, presentations, key policies, communities of practice, project information, and useful links from the World Bank and other sites.

AskMNA is also the main back up for the Arab Urban Development Institute's helpdesk (AUDI).

AskMNA treats an average of 40 requests per month. It is managed by two staff on a part time basis and answers within two to three working days. Requests are handled in French and English.

Some of the requests are referred by other Bank advisory services. Usually these services receive requests from external clients and refer them to AskMNA when they are region specific and require regional input.

AskMNA is now a recognized member of the World Bank's 17 Helpdesks /Advisory Services – forwarding as well as receiving requests from the larger knowledge sharing community in the Bank.

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