

**35<sup>th</sup> Meeting of the Standing Committee  
7-9 March 2006**

**Agenda Item 3(iii)**

**Outline for the Oral update on the work of the Inspector General's Office**

*Presented by the Inspector General, Inspector General's Office*

1. The internal memorandum (IOM-FOM) of 3 November 2005 supersedes and replaces IOM-FOM 65/03 of 9 October 2003. Through this directive the Terms of Reference and operational policies and procedures of the IGO have been revised and updated, also in light of the informal consultations on the IGO held in 2005.

2. Pursuant to the new directive a Memorandum of Understanding which sets out terms and modalities of cooperation between the IGO and the Office of the Internal Oversight Service (OIOS) is being prepared. This is expected to be finalized in the coming weeks.

Inspections

3. In 2005, the IGO undertook 11 field inspections and one standard inspection of a Headquarters unit. Over 300 recommendations resulted from these inspections. A number of recurring problems were highlighted, including patterns related to the following:

- use of UNV and UNOPs arrangements for meeting field staffing needs;
- assignment of critical front-line responsibilities in field operations to junior and/or inexperienced staff;
- limited direct engagement of senior staff in country operations in visiting, assessing and monitoring conditions in refugee sites;
- limited engagement of country offices with situations of statelessness;
- lack of clarity in roles, responsibilities, authority levels and communication channels in field operations;
- inadequate information sharing with and participation of implementing partners in planning processes;
- insufficient knowledge on the part of staff on how to report misconduct;
- lack of properly established staff representative bodies in field offices.

4. For 2006, 14\* inspections of country operations and 1 inspection of a Headquarters unit are planned. Details will be made available in the schedule to be provided. Priority has been given to countries that have never been inspected.

5. The Inspection Unit of the IGO has been strengthened with the creation of three new posts of Senior Inspection Officers. One of these posts is being classified as an Expert post not subject to the rotation requirements applicable to standard posts.

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\* Subject to availability of resources

6. A roster of UNHCR staff trained in the inspection function, drawn from the newly created Division of International Protection Services, the Division of Human Resources Management and the Division of Operational Support, to participate in inspections is being established. A training workshop took place last week for this purpose.

#### Investigations

7. As a result of an increased effort to clear the backlog of pending investigations, 130 cases were concluded in 2005. Over 100 new reports of possible misconduct were registered in 2005. Currently, there is a pending caseload of 68 investigations.

8. Investigative findings supported a conclusion of misconduct in 21 per cent of the cases investigated.

9. Efforts to enhance the IGO's investigation capacity include the Investigation Learning Programme, which was completed in 2005 with 80 staff members trained in the basics of UNHCR's investigation process. The IGO also organized an inter-agency Investigation Workshop to provide specialized training in fraud detection and interviewing skills.

10. The IGO has assumed full responsibility for managing the process of suspending staff during an investigation. It has also initiated the practice of sharing the draft investigation report with implicated staff before finalization to verify accuracy and ensure due process.

11. Finally, quality standards for investigations have been established to increase professionalism in the conduct of any investigation. This will provide the basis for quality assurance initiatives in the future.

IGO

3 March 2006