

Roles and Responsibilities  
of the UNHCR  
Inspector General's Office  
(IGO)

# IGO Roles and Responsibilities

The objective of this presentation is:

- ❖ To brief the Standing Committee members on where the IGO fits into UNHCR's oversight mechanisms; and
- ❖ To familiarize Standing Committee members with the roles and responsibilities of the IGO

# What is Oversight?

Oversight ensures the effective utilization of the resources of the organization and the protection of its assets, and includes:

- **Audits**
- **Investigations**
- **Inspections**
- **Programme monitoring**
- **Evaluations**

# Who are some of UNHCR's oversight actors?

- **The Executive Committee and its Standing Committee**
  - **The Oversight Committee**
  - **DIPS - protection monitoring**
- **DPSM/DFAM/PDES/Bureaux - programme monitoring**
- **DHRM - human resource and administration monitoring**
- **IGO - inspections, investigations and ad hoc inquiries**
  - **OIOS/Controller/Audit Section - audits**
    - **PDES - evaluations**
    - **The Staff Welfare Section**
    - **The Staff Council/Associations**

# Inspections

## Annual Inspection Planning

- Considerations for selection of standard inspections
- Risk-based criteria for selection of *ad hoc* inspections and compliance missions
- Plan duration of each inspection/compliance mission
- Compose inspection/compliance team
- Ensure inspections/compliance missions are properly spaced over the year
- Set dates in consultation with Bureaux/Divisions

# Inspection Process

- Inspection preparation
- Ensure the inspection/compliance mission is conducted in line with the objectives, standards and procedures outlined in the Inspection Handbook
  - ➔ For standard inspections: assess the quality of management (overall, protection, programme & admin. management) of UNHCR's field operation/Headquarters activities
  - ➔ For *ad hoc* inspections: assess specific management issues that cannot adequately be dealt with through the normal management structure Report to the High Commissioner
- Ensure compliance with inspection recommendations through periodic implementation reports (every 3 months) and compliance missions as required
- Closure of the inspection

# Inspections

## Ongoing Initiatives

- 2010 revised inspection strategy being implemented
- Ensuring high quality and timeliness of inspection reports
- Revision of the Inspection Handbook, including inspection tools
- Re-launch of basic inspection training and introduction of advanced inspection training

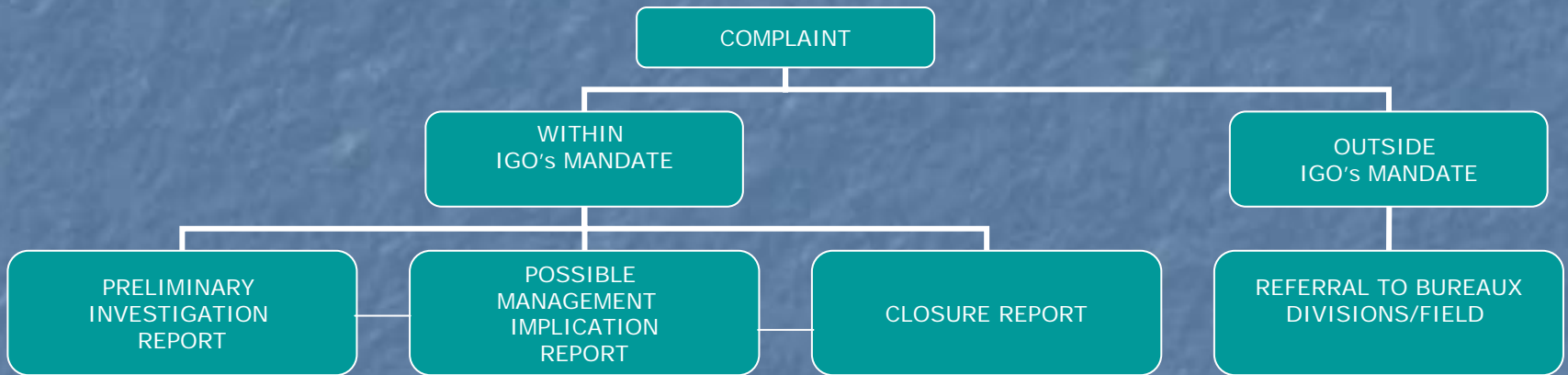
# Investigations

## 2009 Allegations/Complaints

- 861 complaints received in total:
  - 290 on line web complaints
  - 412 IGO email box complaints
  - 129 directly from Staff Members/UN/NGOs
  - 30 others
- 112 investigation cases opened (including 32 cases of workplace harassment/abuse of authority)
  - 735 complaints referred to Desks/Field Offices for action



# Investigation Procedures



# Investigations

## Ongoing Initiatives

- Creation of Senior Investigation Specialist position  
(as of 1 February 2010)
- Increased coordination with other sections involved in  
internal conflict management
- Re-launch of the Investigation Learning Programme
  - Use of Management Review missions
- External investigators for high profile, complicated  
cases

# Ad Hoc Inquiries

**Ad Hoc Inquiries are conducted into incidents of violent attacks on UNHCR personnel and operations, involving fatalities, major injuries, or large scale damage to UNHCR assets; and into other types of incident that could directly impact the credibility and integrity of UNHCR**