

**41st Meeting of the Standing Committee
4–6 March 2008**

**Agenda Item 3(c)
Outline for the oral update on the work of the Inspector General's Office**

Presented by the Inspector General

Introduction

Update on structure of Inspector General's Office (IGO) and upcoming changes in its senior management team: Head of Service (Inspection and Investigation) and Chiefs of Inspection and Investigation Sections.

The IGO remains conscious of the need to build upon and improve its functions to ensure:

- increased synergy between the investigation and inspection sections;
- improvement in the timely production of inspection reports;
- the targeting of activities on the basis of risk assessments.

Inspections

Recently conducted inspections have produced a number of recurring findings. These require action to:

- review existing strategic orientation, particularly in operations with both a refugee and IDP caseload;
- build up stronger partnerships with national and international organizations and stakeholders;
- respond more systematically to sexual and gender-based violence (SGBV) (e.g. in the Sudan and Democratic Republic of the Congo operations);
- ensure gender balance in some offices (e.g. Morocco, Yemen);
- ensure adequate staff welfare measures with regard to living and working conditions.

Investigations

- Trends in investigations remain similar to the last reporting period but with an increased number of cases reported.
- IGO is prioritizing investigations into misconduct which directly affect UNHCR beneficiaries, including instances of possible resettlement fraud and other practices related to refugee registration and status determination (38 per cent of all cases fall into this category).
- The second largest category of cases concerns harassment and abuse of authority, representing 16 per cent of all reports.
- Investigations of sexual exploitation have resulted in the initiation of disciplinary action against two staff members.
- Increased coordination with the Division of Human Resources Management (DHRM) is helping IGO to track cases better, from the time of first reporting of possible misconduct to the final sanctions.
- There is a steady growth in the number of complaints from refugees and asylum seekers about access and protection. Most of these cases have been referred to the regional bureaus and/or relevant field office.

Inquiries

- Since its last report to the October plenary, the IGO has conducted an inquiry in Chad.