

**38<sup>th</sup> Meeting of the Standing Committee  
6-9 March 2007**

**Agenda Item 4(c)  
Outline for the Oral update on the work of the Inspector General's Office**

*Presented by the Inspector General*

**Introduction**

- Newly appointed staff members have come on board, enabling the Inspector General's Office (IGO) to operate at full strength for the first time.
- The Memorandum of Understanding with OIOS, concluded in September 2006, is fully operative. There is already sufficient experience to identify some needed refinements.

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

- The need for increased synergy between the investigation and inspection units.
- Improvement required in the timely production of inspection reports.
- The need to target activities on the basis of risk assessments

**Inspections**

During recently conducted inspections, a number of recurring problems have been identified:

- Relationships with NGOs - they provide the most critical external assessments of UNHCR operations.
- Improper use of non-staff personnel impacting effectiveness of UNHCR operations and obscuring actual staffing costs.
- Representatives and senior staff in the Field not undertaking regular visits to refugee camps and settlements.
- Relations between field offices and functional units at Headquarters not clearly defined.
- Regardless of the planning parameters and guidelines given to field operations, the level of available resources continues to be the predominant basis for actual programme planning and implementation.
- Formal compliance with the Performance Appraisal Report (PAR) process given more importance than the quality and contents of the PAR itself.

**Investigations**

- Trends in investigations remain similar to preceding year.
- IGO prioritizes investigations into conduct directly affecting UNHCR beneficiaries. These consist of 25 per cent of UNHCR's caseload.
- As a result of investigations conducted on matters related to protection fraud last year, a total of 5 individuals have been separated from service.
- The IGO is also working closely with the Division for International Protection Services (DIPS) in the area of fraud prevention.
- Increased coordination with the Division of Human Resources Management (DHRM) also helps IGO to better track cases, from the moment the first report of possible misconduct to the final sanction.
- 29 per cent of investigations conducted in 2006 resulted in summary dismissal.
- Approximately 40 per cent remain in various stages of the disciplinary process.
- 3 per cent were closed by DHRM without a sanction.

**Inquiries**

- Since its last report to the October plenary, the IGO has not conducted any inquiry.