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

- 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

1. COMPLAINT
   - WITHIN IGO’s MANDATE
     - PRELIMINARY INVESTIGATION REPORT
     - POSSIBLE MANAGEMENT IMPLICATION REPORT
   - OUTSIDE IGO’s MANDATE
     - REFERRAL TO BUREAUX DIVISIONS/FIELD
     - CLOSURE REPORT
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 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.