



INTERNAL AUDIT DIVISION

AUDIT REPORT

Conduct and Discipline Team (CDT) in UNIFIL and its regional responsibilities

The CDT was unable to exercise its regional responsibilities due to the lack of clear terms of reference

8 March 2011
Assignment No. AP2010/672/05

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

OFFICE OF INTERNAL OVERSIGHT SERVICES · BUREAU DES SERVICES DE CONTRÔLE INTERNE
INTERNAL AUDIT DIVISION · DIVISION DE L'AUDIT INTERNE

TO: Major General Alberto Asarta Cuevas
A: Force Commander and Head of Mission
United Nations Interim Force in Lebanon

DATE: 8 March 2011

REFERENCE: IAD: 11-00267

FROM: Fatoumata Ndiaye, Director
Internal Audit Division, OIOS



SUBJECT: **Assignment No. AP2010/672/05 - Audit of the Conduct and Discipline Team (CDT) in UNIFIL and its regional responsibilities**
OBJET: **UNIFIL and its regional responsibilities**

1. I am pleased to present the report on the above-mentioned audit.
2. In order for us to close the recommendations, we request that you provide us with the additional information as discussed in the text of the report and also summarized in Annex 1.
3. Please note that OIOS will report on the progress made to implement its recommendations, particularly those designated as high risk (i.e., recommendation 1), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

cc: Mr. Girish Sinha, Director of Mission Support, UNIFIL
Ms. Marie-Anne Martin, Chief, Conduct and Discipline Unit, DFS
Mr. Gordon Wardley, Chief, Regional Conduct and Discipline Team, UNIFIL
Mr. Swatantra Goolsarran, Executive Secretary, UN Board of Auditors
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INTERNAL AUDIT DIVISION

FUNCTION

“The Office shall, in accordance with the relevant provisions of the Financial Regulations and Rules of the United Nations examine, review and appraise the use of financial resources of the United Nations in order to guarantee the implementation of programmes and legislative mandates, ascertain compliance of programme managers with the financial and administrative regulations and rules, as well as with the approved recommendations of external oversight bodies, undertake management audits, reviews and surveys to improve the structure of the Organization and its responsiveness to the requirements of programmes and legislative mandates, and monitor the effectiveness of the systems of internal control of the Organization” (General Assembly Resolution 48/218 B).

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EXECUTIVE SUMMARY

Audit of Conduct and Discipline Team in UNIFIL and its regional responsibilities

The Office of Internal Oversight Services (OIOS) conducted an audit of the Conduct and Discipline Team (CDT) in the United Nations Interim Force in Lebanon (UNIFIL) and its regional responsibilities. The overall objective of the audit was to assess the adequacy and effectiveness of internal controls over the execution of CDT's regional responsibilities on conduct and discipline. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

Overall, during the period of the review, internal controls over the management of conduct and discipline activities required improvement, as the CDT had not been able to fully exercise its regional responsibilities due to the lack of clear terms of reference. OIOS notes however, that in late December 2010, the Department of Field Support formally promulgated the CDT's regional responsibilities. The main audit results were as follows:

- The CDT did not have standard operating procedures. As a result, CDT staff members performed their functions based on past practices and ad-hoc instructions which led to inconsistent guidance to its focal points.
- The CDT did not request statistics on staff members' compliance with mandatory training on conduct and discipline matters from the training units in the respective missions. As a result, the CDT was unable to fully assess the level of staff awareness of conduct and discipline matters and of the United Nations Standards of Conduct.
- During the 2009/2010 financial year, the CDT trained 835 military officers as trainers for their respective contingents. However, it did not adequately monitor that these trainers delivered the required training to all military personnel.
- In UNDOF, UNFICYP, UNTSO, UNSCO and UNLB, there were inadequate controls in place to ensure that the CDT received investigation reports from their respective Security Investigations Units and military police. As a result, there was a risk that appropriate actions were not taken on misconduct cases.
- For 23 sampled cases that had been outstanding for over a year, there was no evidence of follow-up prior to May 2010. Thereafter, the CDT conducted ad-hoc follow-up on some cases. However, the results of these follow-ups were not always documented and properly filed.

OIOS made nine recommendations to address the issues identified during the audit and to further enhance the effectiveness and efficiency of the CDT.

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I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of the Conduct and Discipline Team (CDT) in the United Nations Interim Force in Lebanon (UNIFIL) and its regional responsibilities. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

2. The Head of UNIFIL is responsible and accountable for the maintenance of good order and discipline in the Mission, and for taking appropriate measures to ensure compliance with the standards of conduct expected of all United Nations personnel in the Mission. Since its inception in April 2007, the CDT in UNIFIL has acted as the principal adviser on conduct and discipline matters to the Heads of Missions in UNIFIL, the United Nations Disengagement Observer Force (UNDOF), the United Nations Peacekeeping Force in Cyprus (UNFICYP), the United Nations Truce Supervision Organization (UNTSO) and the United Nations Special Coordinator for the Middle East Peace Process (UNSCO), as well as the Head of the United Nations Logistics Base in Brindisi (UNLB).

3. The CDT provides policy guidance and technical advice, assistance in developing preventive strategies for responding to personnel misconduct, and dissemination of United Nations guidelines, policies and procedures on conduct and discipline. The CDT does not have an investigative responsibility. However, it receives, assesses and refers allegations of misconduct to the Security Investigations Unit (SIU) or the military police, Office of Provost Marshal, and Investigations Division, OIOS. A summary of the cases of the missions under the responsibility of the CDT is shown in Table 1.

Table 1: Misconduct cases of the missions in the past three years

MISSIONS	2008		2009		2010		TOTAL	
	Category 1	Category 2						
UNIFIL	8	36	7	13	7	13	22	62
UNDOF	1	0	0	0	2	0	3	0
UNFICYP	1	5	0	6	1	7	2	18
UNTSO	1	8	2	1	3	2	6	11
UNSCO	0	1	0	0	0	1	0	2
UNLB	0	1	1	1	0	0	1	2
Total	11	51	10	21	13	23	34	95

Source: Misconduct Tracking System's records as of 30 November 2010 provided by CDT.

4. Comments made by UNIFIL and the Department of Field Support (DFS) are shown in *italics*.

II. AUDIT OBJECTIVES

5. The main objective of the audit was to assess the adequacy and effectiveness of internal controls over the execution of UNIFIL CDT's regional responsibilities on conduct and discipline matters.

III. AUDIT SCOPE AND METHODOLOGY

6. The audit covered CDT activities for the period from 1 January 2009 to 30 November 2010, and included a review of CDT's role as principal advisor to the heads of missions in the region on conduct and discipline matters, and the framework established for receiving, assessing and referring allegations of misconduct, including maintaining a comprehensive database to track and report on all cases of misconduct.

7. The audit methodology included a review and analysis of relevant documents and records and interviews with staff in UNIFIL, UNFICYP, UNTSO and UNSCO. UNDOF staff were not available for interview while UNLB did not have any comments since the Director and the focal point for conduct and discipline matters were newly assigned to those positions.

IV. AUDIT RESULTS

A. Mandate and organization

Terms of Reference (TOR) of the CDT

8. Since its inception in 2007, the CDT in UNIFIL had been functioning as a de-facto regional unit covering five missions in the region and the UNLB. However, the CDT did not have a region-specific TOR and prior to January 2011, there had been no written communication from Headquarters to promulgate the CDT's regional responsibilities. As a result, the CDT used the generic TOR developed by DFS, as its main guidance.

9. In the absence of a region-specific TOR, the CDT faced the frequent challenge to convince the respective missions of its responsibilities whenever there was a change in mission Management. For instance, according to the Chief of CDT (CCDT), the new Management in one of the missions questioned the CDT's authority over conduct and discipline matters, including its involvement on training related matters and the need for members of the CDT team to visit this mission.

10. The CCDT was of the view that without a region-specific TOR, he did not have the authority to request UNDOF, UNFICYP, UNTSO, UNSCO and UNLB to establish procedures to facilitate the execution of its regional responsibilities. This includes its authority: (a) to task the focal points to report to CDT any conduct and discipline activities in the mission such as curricula and statistics on conduct and discipline training; and (b) to access reports of alleged misconduct, investigation reports, mission directives and policies on conduct and discipline.

Recommendation 1

(1) The UNIFIL Conduct and Discipline Team (CDT) should: (i) request DFS to formally establish and promulgate its regional authority and responsibility over the Conduct and Discipline activities in missions within the region and the United Nations Logistics Base; and (ii) draft a region-specific terms of reference for the approval of DFS.

11. *The UNIFIL CDT accepted recommendation 1 and provided a copy of the code cable issued by DFS on 28 December 2010, on clarification of the regional role and responsibilities of the CDT in UNIFIL. With reference to the region-specific terms of reference, these are in the process of being developed in coordination with the missions in the region. Recommendation 1 remains open pending receipt of a copy of CDT's region-specific TOR.*

Annual work plans

12. The annual work plans of the CDT included goals, activities and expected outcomes for each activity. However, the work plans did not specify how these outcomes will be achieved. For instance, in the 2010/2011 work plan, one of the goals was to ensure that all personnel in the region are informed of United Nations standards of conduct, disciplinary processes, and their rights and obligations. Although related activities were included for this goal, there was no indication of the frequency, timing and the number of these activities for each mission or office under its responsibility. As a result, coverage of these activities for certain missions in the region and UNLB may be inadequate. Furthermore without measurable outputs, the CDT was unable to assess the extent of the achievement of its goals.

Recommendation 2

(2) The UNIFIL Conduct and Discipline Team should establish: (i) expected measurable outputs for each activity in its work plan; and (ii) timeframes for achieving outputs to assess work plan achievements.

13. *The UNIFIL CDT accepted recommendation 2 and stated that measurable outputs and timeframes for achieving outputs will be included in the work plan for the 2011/2012 e-PAS cycle. Recommendation 2 remains open pending receipt of CDT's work plan for 2011/2012 and documentation showing that measurable outputs and timeframes for achieving outputs have been included in the work plan.*

Standard operating procedures

14. Since its inception in 2007, the CDT has not had standard operating procedures (SOPs). Staff members performed their functions based on past practices and ad-hoc instructions. The lack of SOPs resulted in inconsistent guidance to its focal points in UNIFIL, UNDOF, UNFICYP, UNTSO, UNSCO

and UNLB on conduct and discipline matters. As a result, there was no assurance on the completeness of information collected by the focal points for the CDT's monthly reports to DFS.

15. The establishment of mission-specific SOPs has been delayed pending finalization of mission-wide guidelines on conduct and discipline by DFS. However, these guidelines (available in draft) only provide general guidance on conduct and discipline activities. As such, the establishment of mission-specific SOPs would be essential to guide CDT staff in their day-to-day activities.

Recommendation 3

(3) The UNIFIL Conduct and Discipline Team should: (i) utilize the draft DFS guidelines as a preliminary guide for conduct and discipline activities; and (ii) establish supplementary procedures to guide staff in their day-to-day activities, particularly with regard to the procedures on guidance to its focal points in UNIFIL, UNDOF, UNFICYP, UNLB, UNSCO, and UNTSO.

16. *The UNIFIL CDT accepted recommendation 3 and stated that UNIFIL has requested DFS to provide a copy of the draft DFS mission-wide guidelines on conduct and discipline. On receipt of the draft guidelines, UNIFIL CDT will consult with the relevant mission interlocutors to prepare mission-specific SOPs. Recommendation 3 remains open pending receipt of a copy of CDT's mission-specific SOPs.*

Reporting arrangements

17. The Force Commander in UNIFIL is the first and second reporting officer for the CCDT for the electronic performance appraisal system (e-PAS). The performance of the CCDT as a principal advisor on conduct and discipline matters for other missions and the UNLB in the region were not considered in the e-PAS.

Recommendation 4

(4) The UNIFIL Conduct and Discipline Team (CDT) should obtain guidance from DFS on performance appraisal reporting arrangements to ensure that the performance of the Chief of CDT as the principal advisor to the Heads of Missions of UNDOF, UNFICYP, UNSCO, and UNTSO, as well as the Head of the UNLB, is considered.

18. *The UNIFIL CDT accepted recommendation 4 and stated that UNIFIL has requested DFS to review the performance appraisal reporting arrangements. DFS confirmed that the performance reporting appraisal arrangement is under review and will be addressed in consultation with the Assistant Secretary-General, DFS. Recommendation 4 remains open pending receipt of DFS's guidance on the performance appraisal reporting arrangement for the CCDT.*

B. Preventive measures for misconduct

19. According to the generic TOR issued by DFS, CDT is responsible to assist the missions in the region and the UNLB in capacity building on conduct and discipline issues. In support of this, the CDT carried out a number of training activities in collaboration with military contingents, training units, focal points and human resources sections in UNIFIL, UNDOF, UNFICYP, UNSCO, UNTSO and UNLB.

Training for staff members

20. The training units in the respective missions are primarily responsible to provide and monitor completion of mandatory courses designed to raise staff members' awareness of the expected standards of conduct and discipline and to prevent the potential for misconduct. The CDT assists the missions to deliver mandatory training on the prohibition of discrimination and harassment, including sexual harassment, and on the prevention of sexual exploitation and abuse (SEA).

21. Although the CDT maintained records of the number of staff members who attended mandatory courses that it had conducted, there was no information on compliance rates for other mandatory conduct and discipline related courses conducted by the respective missions. Such information is important for the CDT to assess the level of staff awareness of conduct and discipline issues in order to advise the Heads of Missions on appropriate measures to prevent misconduct.

Recommendation 5

(5) The UNIFIL Conduct and Discipline Team should establish procedures to receive and analyze statistics from each mission on the compliance rate of mandatory training on conduct and discipline issues in order to advise the Heads of Missions of UNIFIL, UNDOF, UNFICYP, UNSCO, and UNTSO and Head of UNLB of remedial measures to be taken.

22. *The UNIFIL CDT accepted recommendation 5 and stated that it had an established system for each conduct and discipline focal point in the region to provide CDT with monthly statistics on mandatory training undertaken by their respective training cells, and will work with the focal points and respective training cells to reinforce the system by 31 May 2011.* Recommendation 5 remains open pending receipt of updated procedures on monitoring of compliance rates of mandatory training on conduct and discipline in missions under CDT's responsibility.

Training for military personnel

23. According to the 2007 Memorandum of Understanding between the United Nations and troop contributing countries (TCCs), TCCs are responsible to

provide pre-deployment briefings to their contingents on the United Nations Standards of Conduct. Each mission is responsible to provide further training to contingents upon their arrival in the respective mission.

24. To ensure efficiency in training large numbers of military personnel, the CDT employed the “training of trainers” programme which allowed selected military officers trained by the CDT to act as trainers for their respective contingents and deliver related training within one month of their completion of the course.

25. Although the CDT had trained 835 military officers during the 2009/2010 financial year, it did not maintain complete records of the number of military personnel trained by these officers. CDT requested for the attendance records but did not follow-up on the missing records. As a result, there was no assurance that all military personnel had received the required training.

Recommendation 6

(6) The UNIFIL Conduct and Discipline Team should establish measures to monitor that all military personnel receive the relevant training on the United Nations Standards of Conduct after their arrival in the respective missions.

26. *The UNIFIL CDT accepted recommendation 6 and stated that it has an established system in which the respective Missions’ Conduct and Discipline focal points provide the team with monthly statistics from their respective training cells. UNIFIL CDT will work with the focal points and respective training cells to further reinforce the system.* Recommendation 6 remains open pending receipt of updated procedures on monitoring that all military personnel receive the relevant training on the United Nations Standards of Conduct after their arrival in the respective missions.

C. Reactive measures to address misconduct

27. According to the generic TOR issued by DFS, CDT is responsible for receiving, assessing and referring possible misconduct involving all categories of United Nations peacekeeping personnel to the relevant investigative bodies for appropriate action. However, the mechanisms to facilitate the CDT to perform this function vary between UNIFIL and the other missions in the region.

Reactive measures in UNIFIL

28. Prior to August 2010, the military police did not always provide the CDT with incident reports that it had investigated. Since then, the co-ordination between the CDT and the military police had significantly improved as the Mission has established a database which allows the CDT to receive reports on all incidents investigated by them.

29. In addition, the CDT established an arrangement with the SIU to receive reports on all incidents with the exception of minor traffic violations and loss of ID cards. The arrangements with the military police and SIU has allowed the CDT to identify misconduct cases and refer them to appropriate entities for further action depending on the seriousness of the case. OIOS assessed these mechanisms to be working adequately.

Reactive measures in UNDOF, UNFICYP, UNLB, UNSCO and UNTSO

30. In UNDOF, UNFICYP, UNLB, UNSCO and UNTSO, the CDT had not established mechanisms to receive incident reports from the SIU and the military police. The CDT was of the view that, pending the formal promulgation of its regional responsibilities, it did not have the mandate to do so. The CDT relied on its focal points for information on possible misconduct. However, there was no assurance on the effectiveness of this mechanism as the focal points may not be aware of all misconduct cases, thereby limiting the ability of the CDT to take appropriate actions in a timely manner. To ensure completeness of reported misconduct cases, the CDT should request the approval of the respective Heads of Missions and Head of UNLB to receive all incident reports from the SIUs and military police.

Recommendation 7

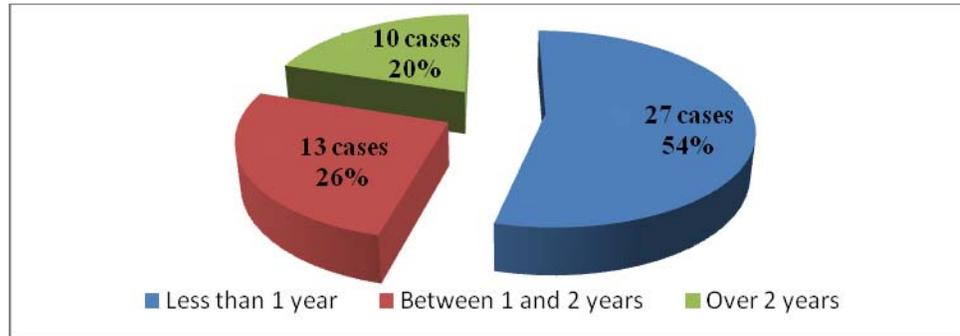
(7) The UNIFIL Conduct and Discipline Team (CDT) should advise the Heads of Missions of UNDOF, UNFICYP, UNTSO, UNSCO and Head of UNLB to establish mechanisms for the Security Investigation Units and the military police to report misconduct cases to the CDT and to update the standard operating procedures of the respective investigative bodies to that effect.

31. *The UNIFIL CDT accepted recommendation 7 and stated that since its regional responsibility has been formally established, it intends to implement this recommendation on a mission-by-mission basis starting with UNIFIL.* Recommendation 7 remains open pending receipt of evidence that UNDOF, UNFICYP, UNTSO, UNSCO and UNLB have established mechanisms for their SIUs and the military police to report misconduct cases to the CDT and that the SOPs of their respective investigative bodies have been updated to that effect.

Misconduct Tracking System

32. As of 15 December 2010, there were 50 open cases in the Misconduct Tracking System (MTS) pertaining to UNDOF, UNTSO, UNFICYP and UNIFIL. Twenty-three out of the 50 cases had been open for over a year as shown in Figure 1.

Figure 1: Aging analysis of open cases of UNDOF, UNTSO, UNFICYP and UNIFIL



Source: MTS's records as of 15 December 2010 provided by CDT

33. The CCDT informed OIOS that staff members in the CDT are required to perform routine follow-up based on the nature of each case. OIOS' review of the 23 cases outstanding for over one year showed that no follow-up was conducted prior to May 2010. Since then, the CDT followed-up on some cases at varying degrees. The CDT stated that although they followed-up on some cases via email and telephone, the results were not always documented and properly filed.

Recommendation 8

(8) The UNIFIL Conduct and Discipline Team should:
(i) regularly follow-up on open cases in the Misconduct Tracking System; and (ii) properly document and file the results of the follow-up.

34. *The UNIFIL CDT accepted recommendation 8 and stated that it routinely reviews and follows-up on cases under its purview and it will review all case files to ensure that follow-ups are made on all open cases in the MTS and the respective files updated.* Recommendation 8 remains open pending receipt of procedures for following up on cases in the MTS and documentation showing the results of follow-ups.

Long outstanding cases in MTS

35. Due to the lack of guidance from Headquarters, the CDT experienced difficulties on how to deal with the following types of cases:

- (a) Cases of other missions that were erroneously filed;
- (b) Cases where the complainant withdrew his/her complaint;
- (c) Cases where the alleged perpetrator resigned from the United Nations; and
- (d) Long outstanding cases with incomplete information that required no further action by the CDT. Some of these cases were opened by the CDU, DFS without any supporting documents.

Recommendation 9

(9) The UNIFIL Conduct and Discipline Team should obtain guidance from DFS on procedures to deal with cases: (i) that were erroneously filed; (ii) that were long outstanding with incomplete information where no further action was possible; and (iii) where the complainant withdrew the complaint or where the alleged perpetrator had left the Organization.

36. *The UNIFIL CDT accepted recommendation 9 and stated that UNIFIL has initiated an internal review of the case files to determine their current status. In conjunction with this process, UNIFIL has sought guidance from CDU/DFS on procedures to deal with the three categories of outstanding matters stated in this recommendation. DFS confirmed that it will provide guidance to UNIFIL upon receipt of the list of long outstanding cases from UNIFIL. Recommendation 9 remains open pending receipt of DFS' guidance on procedures to deal with the three categories of outstanding cases.*

V. ACKNOWLEDGEMENT

37. We wish to express our appreciation to the Management and staff of UNIFIL, UNDOF, UNFICYP, UNSCO, UNTSO, UNLB and CDU in DFS for the assistance and cooperation extended to the auditors during this assignment.

STATUS OF AUDIT RECOMMENDATIONS

Recom. no.	Recommendation	Risk category	Risk rating	C/O ¹	Actions needed to close recommendation	Implementation date ²
1	The UNIFIL Conduct and Discipline Team (CDT) should: (i) request DFS to formally establish and promulgate its regional authority and responsibility over the Conduct and Discipline Team's activities in missions within the region and the United Nations Logistics Base; and (ii) draft a region-specific terms of reference for the approval of DFS.	Governance	High	O	Receipt of a copy of CDT's region-specific terms of reference.	31 May 2011
2	The UNIFIL Conduct and Discipline Team should: (i) establish expected measurable outputs for each activity in its work plan; (ii) and timeframes for achieving outputs to assess work plan achievements.	Operational	Medium	O	Receipt of CDT's work plan for 2011/2012 and documentation showing that measurable outputs and timeframes for achieving outputs have been included in the work plan.	30 April 2011
3	The UNIFIL Conduct and Discipline Team should: (i) utilize the draft DFS guidelines as a preliminary guide for conduct and discipline activities; and (ii) establish supplementary procedures to guide staff in their day-to-day activities, particularly with regard to the procedures on guidance to its focal points in UNIFIL, UNDOF, UNFICYP, UNLB, UNSCO, and UNTSO.	Governance	Medium	O	Receipt of a copy of CDT's mission-specific SOPs.	31 December 2011
4	The UNIFIL Conduct and Discipline Team should obtain guidance from DFS on performance appraisal reporting arrangements to ensure that the performance of the Chief of CDT as the principal advisor to the Heads of Missions of UNDOF, UNFICYP, UNSCO, and UNTSO, as well as the Head of the UNLB is considered.	Human Resources	Medium	O	Receipt of DFS' guidance on the performance appraisal reporting arrangements for the Chief of CDT.	To be provided

Recom. no.	Recommendation	Risk category	Risk rating	C/O ¹	Actions needed to close recommendation	Implementation date ²
5	The UNIFIL Conduct and Discipline Team (CDT) should establish procedures to receive and analyze statistics from each mission on the compliance rate of mandatory training on conduct and discipline issues in order to advise the Heads of Missions of UNIFIL, UNDOF, UNFICYP, UNSCO, and UNTSO and Head of UNLB of remedial measures to be taken.	Compliance	Medium	O	Receipt of updated procedures on monitoring the compliance rates of mandatory trainings on conduct and discipline in missions under CDT's responsibility.	31 May 2011
6	The UNIFIL Conduct and Discipline Team should establish measures to monitor that all military personnel receive the relevant training on the United Nations Standards of Conduct after their arrival in the respective missions.	Compliance	Medium	O	Receipt of updated procedures on monitoring that all military personnel receive the relevant training on the United Nations Standards of Conduct after their arrival in the respective missions.	31 May 2011
7	The UNIFIL Conduct and Discipline Team (CDT) should advise the Heads of Missions of UNDOF, UNFICYP, UNTSO, UNSCO and Head of UNLB to establish mechanisms for the Security Investigation Units and the Military Police to report misconduct cases to the CDT and to update the standard operating procedures of the respective investigative bodies to that effect.	Operational	Medium	O	Receipt of evidence that UNDOF, UNFICYP, UNTSO, UNSCO and UNLB have established mechanisms for the Security Investigation Units and the Military Police to report misconduct cases to the CDT and that their standard operating procedures of the respective investigative bodies has been updated to that effect.	31 October 2011
8	The UNIFIL Conduct and Discipline Team should: (i) regularly follow-up on open cases in the Misconduct Tracking System; and (ii) properly document and file the results of the follow-up.	Operational	Medium	O	Receipt of the procedures for following-up on cases in MTS and documentation showing the results of follow-ups.	14 February 2011
9	The UNIFIL Conduct and Discipline Team should obtain guidance from DFS on procedures to deal with cases: (i) that were erroneously filed; (ii) that were long outstanding with incomplete information where no further action was possible; and	Operational	Medium	O	Receipt of DFS' guidance on procedures to deal with the three categories of outstanding cases.	To be provided

Recom. no.	Recommendation	Risk category	Risk rating	C/O¹	Actions needed to close recommendation	Implementation date²
	(iii) where the complainant withdrew the complaint or where the alleged perpetrator had left the Organization.					

1. C = closed, O = open

2. Date provided by UNIFIL in response to recommendations.