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Report on the activities of the Office of Internal Oversight Services

Administrative and budgetary aspects of the financing
of the United Nations peacekeeping operations

Activities of the Office of Internal Oversight Services on peace operations for the period from 1 January to 31 December 2020

Report of the Office of Internal Oversight Services

Summary

The present report is submitted pursuant to General Assembly resolutions [48/218](#) B (para. 5 (e)), [54/244](#) (paras. 4–5), [59/272](#) (paras. 1–3), [64/263](#) (para. 1) and [69/253](#) (para. 1). It covers the activities of the Office of Internal Oversight Services relating to peace operations from 1 January to 31 December 2020.

The Office issued 244 oversight reports relating to peace operations in 2020. They included 361 recommendations, 3 of which were classified as critical to the Organization. The Office's report on its non-peacekeeping activities for the period from 1 July 2019 to 30 June 2020 is contained in documents [A/75/301 \(Part I\)](#) and [A/75/301 \(Part I\)/Add.1](#).



I. Introduction

1. The Office of Internal Oversight Services (OIOS) was established by the General Assembly pursuant to resolution 48/218 B to enhance oversight in the Organization. It is operationally independent and assists the Secretary-General in fulfilling his internal oversight responsibilities in respect of resources and staff of the Organization through the provision of internal audit, evaluation and investigation services.

2. The present report provides an overview of OIOS activities pertaining to peace operations, including all peacekeeping and special political and peacebuilding missions, and Headquarters entities directly supporting them, such as the Department of Peace Operations, the Department of Political and Peacebuilding Affairs, the Department of Management Strategy, Policy and Compliance and the Department of Operational Support, during the period from 1 January to 31 December 2020. Internal audit and evaluation reports issued during the period were published on the OIOS website (<https://oios.un.org>) in accordance with General Assembly resolution 69/253.

3. From 1 January to 31 December 2020, OIOS issued 244 reports relating to peace operations.

II. General trends and strategic challenges regarding internal oversight at the United Nations

Programmatic priorities

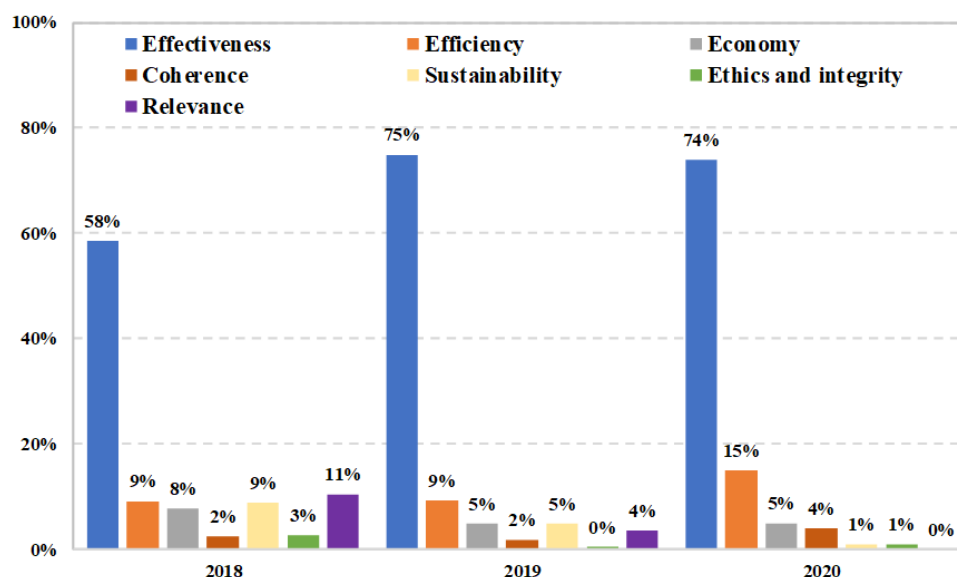
4. OIOS aims to provide recommendations to improve risk management, governance and operations of entities implementing peace operations. In 2020, the Office's workplan gave priority to four areas: (a) implementation of the Secretariat reforms; (b) organizational culture; (c) procurement and supply chain; and (d) missions in transition. It also focused on strengthening the second line of defence, which includes the centralized, business-enabling functions that support the performance for mandate implementation of peace operations.

Internal Audit Division

5. The Internal Audit Division completed 40 assignments and issued 100 recommendations, including 1 that was rated as critical. The lower number of reports in 2020, compared with the 79 that were planned to be completed during the year and those completed in 2018 and 2019, is largely due to the impact of the coronavirus disease (COVID-19) and vacancies that remained unfilled owing to liquidity constraints. In addition, 17 of the completed deliverables were advisory memorandums, for which recommendations are not issued.

6. Recommendations were classified into seven categories of impact on peace operations: (a) relevance; (b) effectiveness; (c) efficiency; (d) economy; (e) sustainability; (f) coherence; and (g) ethics and integrity. Figure I shows the three-year analysis of audit recommendations by impact. Most recommendations fell under the effectiveness category, indicating the need for additional efforts to fully achieve objectives and expected accomplishments of peacekeeping and peacebuilding mandates.

Figure I
Trend in the audit recommendations by impact, 2018–2020



	2018	2019	2020
Completed assignments	78	71	40
Recommendations issued	371	411	100
(critical)	(2)	(1)	(1)

7. The onset of COVID-19 challenged the delivery of expected results. Reduced availability of mission and Headquarters staff and longer lead times to obtain audit information were prevalent. The remote working modality did not allow physical verification of assets and observation of soft controls (e.g. ethical climate and tone at the top). There were also limitations to conducting audits of information and communications technology (ICT) infrastructures remotely because of the associated security risks. As a result, the Internal Audit Division repurposed its workplan to ensure that internal audit resources were effectively utilized to cover the risks arising from the pandemic and areas that added the most value to entity performance.

8. The Division provided advice on: (a) initial responses by missions to COVID-19 to ensure business continuity of critical functions and staff safety; (b) measures put in place by missions to manage the recently increased delegation of authority; and (c) risk management practices. Furthermore, some audit resources were allocated to the ongoing review of the United Nations accountability system and to support the Department of Operational Support in pre-audits of emergency COVID-19-related procurement. The Division also used the downtime created by the crisis to strengthen its remote auditing techniques, use of data analytics and reporting. During the year, it completed the planned upgrade of its audit management software to become fully web-based, thus improving audit effectiveness and the monitoring of audit recommendations.

Inspection and Evaluation Division

9. In 2020, the Inspection and Evaluation Division completed three assignments and issued 38 recommendations,¹ including 2 that were rated as critical. It had issued two reports containing 31 recommendations in 2018, and two reports containing 17 recommendations in 2019.

10. In addition, the Division supported the following entities: (a) the Department of Global Communications in developing its COVID-19 misinformation and disinformation monitoring initiative; (b) the Department of Operational Support for pre-audits of emergency procurement; and (c) the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) for its real-time evaluation of the COVID-19 responses by UNRWA camps.

11. In 2020, the Division revised its work planning approach for peacekeeping evaluations. It developed a new criteria-based model, combining risk and evaluability considerations and focusing on substantive peacekeeping outcomes. The units of analysis are the substantive results-based budgeting components of peacekeeping operations. These components include the unique grouping within each peacekeeping operation of its substantive mandate and organization units (e.g. divisions, units, sections) based on resource requirements, working towards common expected accomplishments. There are currently 26 such substantive components across the existing 12 peacekeeping missions. Assessment criteria used for prioritizing these components included: (a) strategic relevance; (b) implementation maturity; (c) risk profile; and (d) evaluability (namely, timing, programme logic, data availability, influence/utility and ethical issues).

12. In addition, thematic, cross-cutting topics across multiple peace operations were also identified for outcome evaluation. These themes will be identified through regular and continuous scans of the peace operations environment to identify suitable priority topics. Missions will be included in thematic outcome evaluations if the specific theme applies to their mandate or operational context. Overall, 20 themes were identified. Assessment criteria used for prioritizing thematic evaluations were: (a) strategic relevance; (b) risk profile; and (c) evaluability. Combined with the 26 results-based budgeting components, these 46 topics constitute the Division's peacekeeping evaluation universe.

13. For the 2020–2021 period, four evaluations commenced as pilots for testing the Division's new outcome-focused approach. This included two results-based budgeting component outcome evaluations covering the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO), support to State institutions and United Nations Multidimensional Integrated Stabilization Mission in Mali (MINUSMA) support to State authority, stabilization and the rule of law. In addition, two thematic outcome evaluations covered the political affairs function and the women and peace and security agenda.

Investigations Division

14. Despite the global pandemic, the caseload of the Investigations Division remained steady and output increased. The Division adapted quickly, implementing remote interviewing of victims and witnesses.

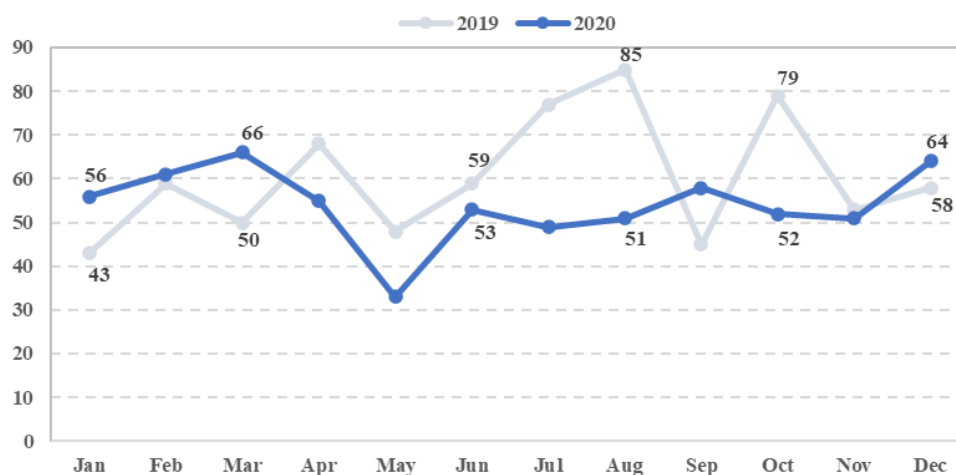
15. While the onset of the pandemic coincided with an initial reduction in reporting to OIOS (see figure II), the overall number of matters reported to and handled by

¹ This number includes 15 recommendations issued to multiple clients. For the purposes of implementation tracking and accountability, each recommendation is recorded as an individual entry with a single entity.

OIOS decreased only slightly from 724 matters in 2019 to 649 in 2020. The year saw a continuation of the upward trend in the number of reports received, investigations opened and reports issued, compared with the years preceding 2019.

Figure II

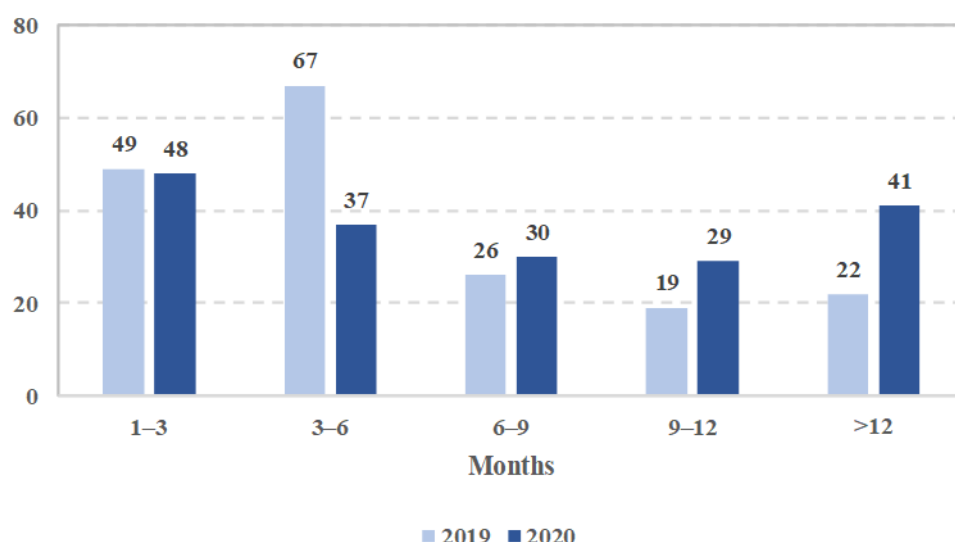
Comparative trend in the number of matters reported to OIOS by month, 2019–2020



16. In total, 210 matters were assigned for investigation in 2020, of which 196 were sole OIOS investigations, and 14 were undertaken as joint investigations by national investigations officers and OIOS. A further 17 investigations were undertaken solely by national investigations officers; 219 matters were referred to other entities; 190 matters were filed for information; 25 matters were closed after assessment; and 21 matters were suspended or under review as at 31 December 2020.

17. In 2020, the Division issued 199 reports, comprising 123 investigation reports, 37 contingent reports, 24 investigation closure notices and 15 advisory reports. This represented a 19 per cent increase from the 167 reports issued in 2019. For 2020, the average time taken to complete an OIOS investigation was 10.6 months, compared with 9.6 months in 2019. Figure III indicates the age of pending investigation cases. The number of cases that were older than 6 months increased, from 67 in 2019 to 100 in 2020.

Figure III
Age of pending investigation cases as at 31 December 2019 and
31 December 2020



III. Cooperation and coordination

18. OIOS received effective cooperation from management and staff in entities covered by its oversight activities during the reporting period.

19. The Office coordinated with the Board of Auditors and the Joint Inspection Unit to enhance synergies and efficiencies in the discharge of their respective mandates.

20. The Office also shared knowledge on good practices and innovations in oversight methodologies with the other internal oversight functions of the United Nations system through the meetings of Representatives of Internal Audit Services of the United Nations Organizations, the United Nations Representatives of Investigative Services and the United Nations Evaluation Group.

IV. Impediments

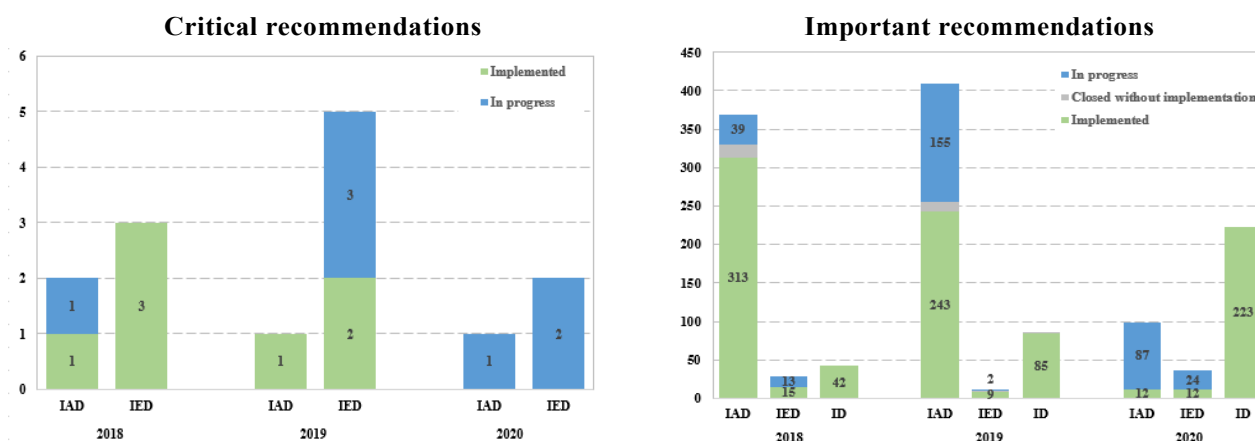
21. There were no inappropriate scope limitations that impeded the work or independence of OIOS during the reporting period.

V. Recommendation trend analysis

22. OIOS issued 244 internal audit, inspection, evaluation and investigation reports relating to peace operations, containing 361 recommendations. All recommendations were accepted by management. Thirty-two per cent of the recommendations were in areas also considered as high risk in the Secretariat risk register.

23. During 2020, a total of 416 recommendations were closed as implemented, leaving 343 open recommendations as at 31 December 2020. Seven (2 per cent) of these open recommendations were classified as critical.

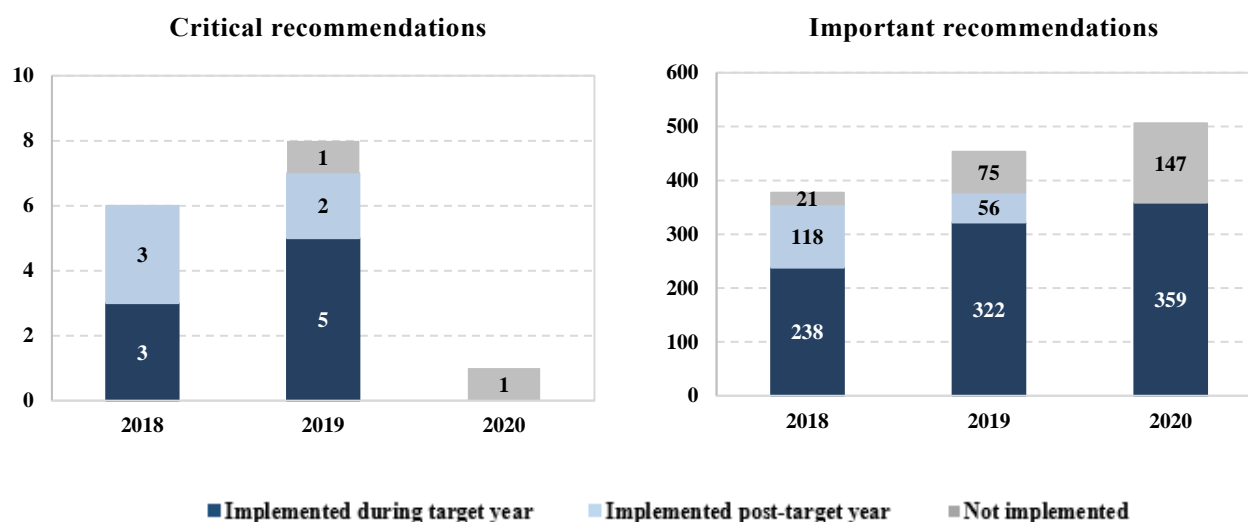
Figure IV

Implementation status of recommendations by year of issuance, as at 31 December 2020

Abbreviations: IAD, Internal Audit Division; ID, Investigations Division; IED, Inspection and Evaluation Division.

24. Of the 343 recommendations still open, 102 (30 per cent) had been past due for more than 12 months and 148 (43 per cent) for less than 12 months; 1 critical recommendation due for implementation in 2020 also remained open. The remaining 93 recommendations (27 per cent) were not yet due for implementation. Overall, in 2020, the rate of recommendations implemented by the due date was 71 per cent (see figure V).

Figure V

Implementation status of recommendations by target year, as at 31 December 2020

VI. Summary of oversight activities and results

A. Selected results in priority and thematic areas

Response to the coronavirus disease

25. The OIOS review of the initial responses of the African Union-United Nations Hybrid Operation in Darfur (UNAMID), MONUSCO and the United Nations Assistance Mission for Iraq (UNAMI) to the COVID-19 pandemic noted that these missions had established crisis management teams and task forces that met regularly to discuss and act to mitigate identified risks. The missions enacted contingency plans and medical evacuation arrangements, implemented health and safety hygiene measures and conducted training on prevention measures and COVID-19 awareness. These actions allowed critical functions to continue. OIOS suggestions to enhance measures were accepted.

Organizational culture

26. OIOS continued to prioritize the investigation of sexual exploitation and abuse and sexual harassment allegations to foster accountability and promote zero tolerance in support of a strong United Nations. In 2020, established community-based networks continued to provide an enhanced level of reporting of matters relating to sexual exploitation and abuse. Of the 210 investigations initiated by OIOS in 2020, 58 involved reports of sexual exploitation and abuse, and 17 involved sexual harassment.

27. The Investigations Division delivered in-person sexual exploitation and abuse communication training to 30 senior officials in the Secretariat and agencies, funds and programmes, and dedicated sexual exploitation and abuse training online for participants from five peace operations.

28. In addition, training pertaining to education grant fraud and red flags and induction training on reporting misconduct and the activities and mandate of OIOS were delivered to personnel across nine peace operations; and peacekeeping investigator training was delivered online to personnel from 15 Member States. Three members of the Panels of Experts on the Central African Republic and on Somalia were also briefed on OIOS and investigations.

Supply chain management and procurement

29. The audit of the implementation of the supply chain management strategy for peace operations (2020/004) showed that the strategy was being implemented through a series of individual projects, some of which had been finalized. This included centralized warehousing and changes to the supply chain organizational structure. Since the roll-out of the management reform, the Department of Operational Support has viewed implementation of the strategy as a business transformation initiative without a specified end date and has begun mainstreaming it to the rest of the Secretariat. However, the implementation of the strategy was still being managed through temporary project structures. To address this, the Department decided to clarify the strategy's status in an upcoming revision of its supply chain management blueprint that will reflect its expansion to the entire Secretariat. One of the OIOS recommendations was implemented in 2020.

30. In its audit of demand and source planning in the United Nations Secretariat (2020/059), OIOS found that demand and source planning had helped the Department of Operational Support to improve the visibility of the goods and services requirements of field missions. However, greater effort was needed to produce the

changes necessary for missions to develop more realistic demand plans based on an appropriate forecasting model and quantitative and qualitative analyses and to derive their budget proposals from those plans. The granularity of the plans also needed improvement so that they could be used effectively for acquisition and delivery planning and category management. This was hampered by insufficient training of field staff, resulting in extensive reviews and data validation checks. The material master data architecture was inadequate and did not facilitate more accurate planning. The Department is addressing this aspect through a dedicated project. High year-end purchases and suboptimal use of internal sourcing options and system contracts affected the effective implementation of the sourcing plans. Other initiatives such as strategic supply chain planning, rolling demand plans and performance management of the supply chain planning function had yet to be fully implemented.

31. The audit of local procurement activities in MINUSMA (2020/040) found that MINUSMA was monitoring the use of increased delegation of procurement authority to heads of entities against three centrally established key performance indicators. However, these were insufficient to effectively monitor procurement lead times and minimize delays in the procurement process. There was also a need to provide additional guidance to staff on the development and proper use of solicitation documents and in conducting the technical evaluation process. One of the OIOS recommendations was implemented in 2020.

32. The audit of procurement activities in the United Nations Interim Force in Lebanon (UNIFIL) (2020/061) found that UNIFIL was optimizing the use of system contracts to source its requirements and appropriately applied exceptions to formal solicitation methods. However, UNIFIL did not adequately analyse historical consumption patterns and had not established maximum and minimum stock levels. This had an impact on the effectiveness of the demand planning process and led to overstocking of items, including information technology equipment. The procurement process was further weakened by inadequate monitoring of the execution of acquisition plans and insufficient review of the development of specifications for goods and services and technical evaluations of bids. These weaknesses were due to unclear process flows for approving solicitation documents and inadequate capacity and training of staff in technical sections. One of the OIOS recommendations was implemented in 2020.

Mission in drawdown

33. OIOS conducted an audit of programmatic funds at UNAMID (2020/023), which were provided to assist in the transition of peacebuilding activities such as strengthening rule of law institutions to the United Nations country team. OIOS found that projects had been developed jointly with the relevant members of the country team in line with the Mission's priority areas and needs assessments but had not been completed in a timely manner mainly because of the lengthy process to disburse funds to the implementing United Nations agencies. The agencies sometimes altered the scope of the projects without consulting with UNAMID, and redeployed unspent balances to fund future projects. Although these actions were subsequently justified, UNAMID needed to enhance project monitoring, as it was ultimately accountable for the proper use of funds. One of the OIOS recommendations was implemented in 2020.

34. The audit of records management in UNAMID (2020/016) showed that UNAMID had started archiving its records but that the process was delayed because of the establishment of the United Nations Integrated Transition Assistance Mission in the Sudan, which necessitated a change to its records management strategy. Although UNAMID had established a joint technical team to facilitate the transfer of its knowledge and data sets to the United Nations country team, it had not yet developed a protocol to transfer classified and sensitive data and information, citing

a need for guidance from the Office of Legal Affairs. The absence of such a protocol was affecting the timeliness of the transfer. One of the OIOS recommendations was implemented in 2020.

Data management

35. As part of a series of advisory assignments, OIOS reviewed data classification and data privacy in 11 peacekeeping and special political missions and offices, as well as in the Department of Peace Operations, the Department of Political and Peacebuilding Affairs and the Department of Operational Support. The reviews found weaknesses in protecting the confidentiality and integrity of personal information and sensitive data. For example, some reviewed entities did not have: (a) adequate records management systems for optimal retention of documents; (b) established logical access controls to ensure authorized-only access and to enable timely deprovisioning of systems users to prevent unintended leakage or loss of data; and (c) comprehensive data inventories to ensure adequate data privacy and data security controls. Some entities did not have measures to properly handle information security incidents that could result in disruption of ICT services and breaches of confidentiality and integrity of personal information and sensitive data. OIOS provided critical and important observations that informed current initiatives on data strategy and data privacy within the Secretariat.

36. OIOS conducted an audit of document management systems and related processes in the United Nations Secretariat (2020/034). The Office of Information and Communications Technology was in the process of drafting an information management framework for the Secretariat, and OIOS noted that this was an opportune time to better define standards for capturing and integrating document management requirements to facilitate collaboration, knowledge management and technological solutions. OIOS also found that, owing to resource limitations, a digital preservation programme had not been implemented, and thus documents and electronic information no longer in active use were not transferred to archiving repositories. There were no procedures for defining roles and responsibilities for the ownership, preservation and handling of legacy documents and electronic records, creating a risk of loss of such documents. Guidance on business continuity, including identification of the vital documents and tools required to continue operations in unforeseen situations, needed strengthening.

37. In the same audit, OIOS noted that most document management solutions were technology driven rather than user driven, and there was no integrated system that could manage the document life cycle and facilitate access to all components. Furthermore, plans had not been prepared to migrate documents from legacy applications to SharePoint Online and to decommission the legacy applications.

Management of troop and police personnel and equipment contribution

38. During 2020, the Internal Audit Division carried out a thematic audit of the management of troop and police personnel and equipment contribution in five peacekeeping missions and reported the results for the United Nations Mission in South Sudan (UNMISS) (2020/039), the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA) (2020/046) and the United Nations Support Office in Somalia (UNSOS) (2020/049).

39. UNMISS was conducting the required periodic contingent-owned equipment inspections and identified significant shortfalls in major equipment and self-sustainment capabilities deployed by troop- and police-contributing countries. OIOS also identified a high number of surplus equipment, as there were 230 vehicles and other equipment deployed since 2016 that, although rarely used, were being

reimbursed at \$5.29 million per year. The continuation of shortfalls and surplus equipment was caused mainly by the lack of recommendations by the Contingent-Owned Equipment/Memorandum of Understanding Management Review Board to address these issues. The audit also noted critical safety and security risks related to ammunition storage, including facilities located close to inhabited areas. These high risks remained unmitigated owing to inadequate attention by the Mission's force headquarters.

40. During the audit period, there was no oversight by the Contingent-Owned Equipment/Memorandum of Understanding Management Review Board of MINUSCA, a concern that the Department of Operational Support had raised and had urged the Mission to be more proactive in its overall management of contingent-owned equipment. Consequently, deficiencies in the serviceability of major equipment and self-sustainment of deployed capabilities went unaddressed. One of the OIOS recommendations was implemented in 2020.

41. UNSOS was conducting quarterly contingent-owned equipment inspections, but owing to operational and security constraints, inspectors were unable to spend enough time at each site, affecting the efficacy of verifications. The Contingent-Owned Equipment/Memorandum of Understanding Management Review Board, which was established in collaboration with the African Union Mission in Somalia (AMISOM), was actively discussing contingents' performance and contingent-owned equipment utilization and shortfalls. However, UNSOS needed to further engage with the Department of Operational Support and troop- and police-contributing countries to expedite the implementation of the Board's recommendations on contingent-owned equipment shortfalls to assist AMISOM in carrying out its mandated activities more effectively. One of the OIOS recommendations was implemented in 2020.

B. Selected results by entity

Department of Operational Support

42. OIOS issued four audit reports (2020/004, 2020/031, 2020/034 and 2020/059), one inspection report (IED-20-002), two audit advisory reports, two investigation reports and one investigation closure notice related to the Department of Operational Support.

43. In the audit of vendor payments processing (2020/031), OIOS concluded that the Regional Service Centre in Entebbe, Uganda, had developed an effective practice of timeliness in settling the invoices of vendors offering prompt payment discounts. This resulted in discounts of \$8.4 million for the review period. However, staff responsible for processing payments did not always use the automated controls in Umoja to identify duplicate invoices, citing limitations in Umoja, as it was not properly capturing the entire length of invoice numbers and various dates in some cases. The Centre had resorted to a cumbersome manual process that was prone to error and resulted in some duplicate payments.

44. The inspection of boards of inquiry in peacekeeping operations (IED-20-002) found a mixed picture. Boards of inquiry had made notable improvements in tracking and closing recommendations. About 73 per cent of their recommendations had been fully implemented by 2018. In addition, they had contributed to several positive changes in policies and procedures in the missions. Programme managers found them to be effective and mentioned significant improvement in policies and procedures in missions based on their recommendations. However, they remained inefficient because missions took an average of 250 days to complete activities, and 82 per cent exceeded the 90-day stipulated time frame. All OIOS recommendations were implemented in 2020.

Department of Peace Operations

45. OIOS issued one audit advisory memorandum to the Department of Peace Operations.

Department of Political and Peacebuilding Affairs

46. OIOS issued one audit advisory memorandum, one evaluation report (IED-20-001) and one triennial review report ([E/AC.51/2020/7](#)) related to the Department of Political and Peacebuilding Affairs.

47. The evaluation of the Department of Political and Peacebuilding Affairs (IED-20-001) concluded that the Department's work programme was well aligned with its conflict prevention mandate and that the Department effectively contributed to conflict prevention, particularly through mediation and preventive diplomacy. The Department satisfactorily aligned its work programme with its conflict prevention mandate and effectively contributed to conflict prevention. It could make better use of its political analyses to support decision-making around conflict prevention, as they were generally of good quality. Partnerships with United Nations entities played a positive role in the Department's conflict prevention engagements, while those with regional organizations and civil society varied, and there were opportunities to improve some internal processes.

48. The triennial review of recommendations from the programme evaluation of the Department of Political Affairs ([E/AC.51/2020/7](#)) determined that all three recommendations from the 2017 evaluation (which had focused on substantive support for field-based conflict prevention and resolution work) had been implemented.

United Nations Mission for Justice Support in Haiti

49. OIOS issued one investigation report and three investigation closure notices related to the United Nations Mission for Justice Support in Haiti (MINUJUSTH).

United Nations Mission for the Referendum in Western Sahara

50. OIOS issued 1 investigation advisory memorandum and 36 investigation reports related to the United Nations Mission for the Referendum in Western Sahara (MINURSO).

51. OIOS received reports that 33 staff members had submitted a total of 331 inauthentic invoices with a collective value of \$131,040 to the United Nations health insurer for reimbursement. OIOS investigations identified evidence of a widespread fraud scheme and found that, in some instances, staff members had intimidated vendors to certify documents falsely. Reports were transmitted to the Office of Human Resources and to the Office of Legal Affairs for appropriate action.

United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic

52. OIOS issued 3 audit reports (2020/001, 2020/046 and 2020/063), 1 audit advisory memorandum, 1 investigation advisory memorandum, 8 investigation reports, 19 contingent reports and 3 investigation closure notices related to MINUSCA.

53. The audit of military patrolling (2020/001) concluded that MINUSCA sectors and battalions were conducting patrol activities in accordance with approved task orders. However, ongoing patrols were not monitored in real time to enable the appropriate response in a serious security situation. This was because many of the troops who had been trained on the Unite Aware system had left the Mission and their replacements had not been trained. There were also discrepancies in daily and weekly

situation reports on the number of patrols conducted owing to the absence of a system for capturing and consolidating the data submitted by various battalions. This had an impact on the reliability of data, as well as the ability to evaluate the effectiveness of patrols.

54. The audit of operations of the Bouar field office (2020/063) found that the field office in MINUSCA had enhanced coordination between military, police and civilian personnel, as well as the United Nations country team, to improve the flow of information and thus responses to threats and crisis situations, a practice that could be emulated elsewhere in the Mission. Mission headquarters was not adequately monitoring the development of workplans and outputs of the field office's work, which resulted in insufficient reporting of contributions to the Mission's strategic priorities. Moreover, the Head of Office had not been adequately delegated authority, and resources were often insufficient for the effective management of administrative and support activities.

55. OIOS received a report that peacekeepers had engaged in sexual exploitation and abuse with nine local females, resulting in pregnancies and births. The OIOS investigation found that several peacekeepers had engaged in widespread sexual exploitation and abuse, including with minors, over a two-year period. The report was transmitted to the Department of Management Strategy, Policy and Compliance for consideration of onward transmission to the relevant Member State.

56. OIOS found that a staff member had offered money to a 15-year-old girl and to a 14-year-old in exchange for sexual intercourse. The report was transmitted to the Office of Human Resources for appropriate action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

57. OIOS received a report that a former staff member had submitted seven fraudulent medical insurance claims, supported by 60 falsified documents, to the United Nations health insurer for reimbursement. The OIOS investigation confirmed that the documents submitted by the staff member were false. The report was transmitted to the Office of Human Resources for appropriate action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

United Nations Multidimensional Integrated Stabilization Mission in Mali

58. OIOS issued one audit report (2020/040), one audit advisory memorandum, two investigation advisory memorandums, five investigation reports, five contingent reports and two closure notices related to MINUSMA.

59. OIOS received a report that a former staff member had misused his credentials to engage in a fuel fraud scheme at one of the Mission's contracted fuel vendors. The investigation found that a staff member had systematically and substantially inflated the volume of fuel dispensed to a United Nations vehicle used by him. This included 15 instances in which there was an assessed consumption of 4,000 litres of fuel per 100 km travelled. The report was transmitted to the Office of Human Resources for appropriate action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

United Nations Stabilization Mission in Haiti

60. OIOS issued one investigation closure notice related to the United Nations Stabilization Mission in Haiti (MINUSTAH).

United Nations Organization Stabilization Mission in the Democratic Republic of the Congo

61. OIOS issued 2 audit reports (2020/008 and 2020/051), 2 audit advisory memorandums, 1 investigation advisory memorandum, 13 investigation reports, 7 contingent reports and 5 investigation closure notices related to MONUSCO.

62. The audit of medical services (2020/008) found that MONUSCO had a medical support plan that reflected the Mission's operating environment. However, the Mission did not comprehensively analyse the optimal location of medical facilities, leading to low utilization of several hospitals that were located close to one another. For instance, in one location there were nine contingent-owned medical facilities with an average utilization rate of only 9 per cent. This resulted in unnecessary costs.

63. The audit of quick-impact projects (2020/051) concluded that MONUSCO had implemented projects that were in line with the Mission's strategic priorities. However, the Project Review Committee did not always sufficiently review project proposals to ensure that they had well-defined criteria, adequate budgets to achieve project outcomes and fully considered gender perspectives. Furthermore, owing to poor scheduling by the Committee, delays were experienced in initiating projects, which meant that most of them were not completed within the budget period.

64. OIOS received a report that a staff member had engaged in substantial procurement violations. The investigation found that the staff member had violated several provisions of the Financial Regulations and Rules of the United Nations and the United Nations Procurement Manual and that he had awarded contracts with a value beyond the authority delegated to him, including signing a contract with a vendor which exceeded the local procurement authority of \$1,457,122. OIOS found no evidence to suggest that these violations were connected to collusion with the vendors. The report was transmitted to the Office of Human Resources for appropriate action.

65. OIOS received a report that a national staff member had engaged in fraud by presenting four falsified medical documents to the United Nations health insurer in support of claims for reimbursement with a total value of \$2,493. The OIOS investigation confirmed that the staff member had submitted four inauthentic claims and that he was reimbursed \$1,710 for these. The report was transmitted to the Office of Human Resources for appropriate action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

United Nations Assistance Mission in Afghanistan

66. OIOS issued 1 audit advisory memorandum, 4 investigation advisory memorandums, 11 investigation reports and 2 investigation closure notices related to the United Nations Assistance Mission in Afghanistan (UNAMA).

67. OIOS received a report that a staff member had falsified technical evaluation documentation in two procurement exercises. The investigation found that the staff member had colluded with a vendor to profit from multiple procurement exercises over an extended period, resulting in an estimated financial loss to the Organization of \$139,256. Reports were transmitted to the Office of Human Resources, the Department of Operational Support and the Office of Legal Affairs for appropriate action, including a recommendation that the vendor be debarred and the matter referred to the relevant national authorities.

68. OIOS received a report that a senior staff member had repeatedly engaged in prohibited conduct against United Nations personnel. The OIOS investigation found that the staff member had frequently employed abusive language against United

Nations staff members, had behaved in a belittling and disrespectful manner and had abused his authority. The report was transmitted to the Office of Human Resources for appropriate action.

United Nations Assistance Mission for Iraq

69. OIOS issued two audit reports (2020/009 and 2020/010), two audit advisory memorandums, one investigation report and two investigation closure notices related to the United Nations Assistance Mission for Iraq (UNAMI).

70. The audit of ground fleet management (2020/010) found that UNAMI was maintaining its vehicles according to the prescribed maintenance schedule. However, inadequate management of spare parts led to shortages of some items needed for vehicle maintenance and surplus parts being held for vehicles no longer in use. UNAMI implemented all OIOS recommendations in 2020.

71. The audit of facilities management (2020/009) concluded that UNAMI adequately maintained office and residential accommodation and collected applicable rental income. The Mission also installed wastewater treatment plants at most of its camps and properly segregated and treated solid waste at source. With regard to one site for which OIOS recommended additional measures to ensure the proper disposal of wastewater, UNAMI confirmed that a new wastewater treatment plant for the site had been delivered and was expected to be installed and fully functional by June 2021.

African Union-United Nations Hybrid Operation in Darfur

72. OIOS issued two audit reports (2020/016 and 2020/023), one audit advisory memorandum, one investigation advisory memorandum, one evaluation report (IED-20-008) and four investigation reports related to UNAMID.

73. The evaluation of the relevance, effectiveness and efficiency of UNAMID in supporting transition from peacekeeping to peacebuilding in Darfur in collaboration with the United Nations country team (IED-20-008) found that UNAMID activities in support of transition were relevant and aligned with the mandate and directives. However, UNAMID and the country team did not fully achieve coherent and streamlined planning, coordination and integration. UNAMID and the country team endeavoured to address conflict drivers, but significant risks of relapse into conflict remained. UNAMID has also identified and endeavoured to address reputational risks. Various factors contributed to or constrained the effectiveness and efficiency of transition in Darfur. Six of the OIOS recommendations were implemented in 2020.

United Nations Peacekeeping Force in Cyprus

74. OIOS issued one audit advisory memorandum related to the United Nations Peacekeeping Force in Cyprus (UNFICYP).

United Nations Interim Force in Lebanon

75. OIOS issued three audit reports (2020/054, 2020/055 and 2020/061), one audit advisory memorandum, three investigation reports and one contingent report related to UNIFIL.

76. The audit of the Joint Mission Analysis Centre in UNIFIL (2020/055) found that the Mission had established a Centre-led information community to coordinate the acquisition and analysis of intelligence information for situational awareness. However, UNIFIL did not have an adequate change management process to ensure that initiatives rolled out by the Department of Peace Operations were successfully implemented and that emerging concepts, tools and methodologies on joint mission analysis were adopted in a timely manner. As a result, its operations were based on

an outdated architecture of Joint Mission Analysis Centres and their working methods.

77. The audit of the Joint Operations Centre in UNIFIL (2020/054) concluded that the Centre, with its unique and fully militarized structure, played a key role in the mission's operations. UNIFIL had implemented a situational awareness tool that was effective for reporting incidents and recording patrol activities. However, system improvements were needed to capture adequate information into the patrol mapping and reporting tool to obtain a timely operational picture of ground patrols and analysis of incidents. UNIFIL was not fully consistent in the application of guidelines and in the categorization of incidents involving the unauthorized carrying of arms within the area of operation, affecting uniformity in the documentation and recording of incidents.

United Nations Interim Security Force for Abyei

78. OIOS issued one audit advisory memorandum and two investigation reports related to the United Nations Interim Security Force for Abyei (UNISFA).

United Nations Investigative Team to Promote Accountability for Crimes Committed by Da'esh/Islamic State in Iraq and the Levant

79. OIOS issued one investigation report related to the United Nations Investigative Team to Promote Accountability for Crimes Committed by Da'esh/Islamic State in Iraq and the Levant (UNITAD).

United Nations Interim Administration Mission in Kosovo

80. OIOS issued one audit report (2020/011) to the United Nations Interim Administration Mission in Kosovo (UNMIK).

81. The audit of UNMIK showed that the Mission had adequate workplans and a performance management framework to support mandate implementation and comprehensive strategies for priority thematic peace and security agenda items, such as women and youth. UNMIK also achieved international certification on the quality of its management systems. However, the Mission's organizational and staffing structures needed to be reviewed to better support its current activities related to intercommunity reconciliation and peaceful resolution of issues affecting local communities. Enhanced budgeting of programmatic activities and more timely and objective reporting, self-evaluation and post-completion follow-up of projects would also facilitate verification of the achievement and sustainability of the results. One of the OIOS recommendations was implemented in 2020.

United Nations Mission in Liberia

82. OIOS issued one investigation report related to the United Nations Mission in Liberia (UNMIL).

United Nations Mission in South Sudan

83. OIOS issued 2 audit reports (2020/039 and 2020/044), 1 audit advisory memorandum, 4 investigation advisory memorandums, 26 investigation reports, 5 contingent reports and 2 investigation closure notices related to UNMISS.

84. The audit of the human rights programme (2020/044) found that UNMISS had developed human rights strategic priorities for 2019–2021 in collaboration with the United Nations country team. However, the Mission had a significant backlog of reported cases of human rights violations and abuses, with 72 per cent outstanding for over two years. This was mainly due to poor accessibility of incident locations,

logistical and security challenges, and denial of access to individuals by local authorities. UNMISS had developed procedures on approving requests for support from non-United Nations security forces in line with the human rights due diligence policy on United Nations support to non-United Nations security forces, which was based on meeting certain conditions, such as allowing UNMISS unfettered access to sites of interest and the release of abductees and children in areas. However, UNMISS did not follow up to ensure that the conditions were met, citing a lack of staff capacity. Failure to verify compliance with imposed conditions may be interpreted as tacit acceptance of any human rights violations that may be occurring.

85. OIOS received a report of the attempted theft of official equipment with a value of \$5,000 by a United Nations Volunteer, assisted by local individual contractors. The OIOS investigation confirmed the attempted theft and found that similar equipment, which had been accessible only to the United Nations Volunteers and had a value of \$51,900, had been stolen. A related investigation (0185/20) identified pornographic material on an official laptop issued to the United Nations Volunteer. Reports were transmitted for appropriate action to the United Nations Volunteers programme, and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

86. OIOS received a report that a staff member had had sexual relationships with three minors, resulting in two minors becoming pregnant. The OIOS investigation found that the staff member had engaged in sexual relationships with three minors as alleged and that one of those relationships resulted in the birth of a child. It further found that the staff member had provided falsified documentation to misrepresent the child's mother as an adult. The report was transmitted to the Office of Human Resources for action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

United Nations Military Observer Group in India and Pakistan

87. OIOS issued one investigation report related to the United Nations Military Observer Group in India and Pakistan (UNMOGIP).

United Nations Office to the African Union

88. OIOS issued one investigation closure notice related to the United Nations Office to the African Union.

United Nations Operation in Côte d'Ivoire

89. OIOS issued one investigation closure notice related to the United Nations Operation in Côte d'Ivoire (UNOCI).

Office of the Special Coordinator for the Middle East Peace Process and Personal Representative of the Secretary-General to the Palestine Liberation Organization and the Palestinian Authority

90. OIOS issued one investigation report related to the Office of the Special Coordinator for the Middle East Peace Process.

United Nations Assistance Mission in Somalia

91. OIOS issued one investigation report related to the United Nations Assistance Mission in Somalia (UNSOM).

92. OIOS received a report that a staff member had failed to cooperate with an investigation into the unauthorized sharing of electronic content by refusing to provide access to a United Nations mobile telephone assigned to him. The OIOS

investigation confirmed that the device was used to share the content in question. It further found that the staff member instructed a colleague to delete data from an official laptop to prevent OIOS from gaining access to it. The report was transmitted to the Office of Human Resources for appropriate action.

United Nations Support Office in Somalia

93. OIOS issued two audit reports (2020/014 and 2020/049), one audit advisory memorandum, four investigation reports and one investigation closure notice related to UNSOS.

94. The audit of the Integrated Mission Training Centre (2020/014) showed that UNSOS had trained national facilitators of troop- and police-contributing countries to lead their predeployment training. However, there was a shortfall in national trainers because UNSOS and AMISOM had not adequately assessed the number of contingent personnel to be trained. Consequently, 63 per cent of those delivering the predeployment training had not undergone the UNSOS training programme. In addition, most troop- and police-contributing countries did not allocate enough time to cover all the required content, and training materials were not provided to participants for future reference and knowledge-sharing.

95. OIOS received a report that a staff member had procured services from a vendor in which he had a financial interest. The OIOS investigation confirmed that the staff member was linked to and had colluded with the vendor and had participated in processes resulting in the award of three high-value contracts to that vendor. It further identified a second vendor with which the staff member was linked and had colluded on multiple procurement exercises. Reports were transmitted to the Office of Human Resources for action, to the Office of Legal Affairs for consideration of referral to the relevant national authorities and to the Department of Operational Support for action related to the vendors.

96. OIOS received a report that a staff member had submitted a falsified letter purporting to be from the United Nations to support a visa application. OIOS corroborated the allegation. The report was transmitted to the Office of Human Resources for action and to the Office of Legal Affairs for consideration of referral to the relevant national authorities.

United Nations Verification Mission in Colombia

97. OIOS issued one investigation advisory memorandum and two investigation reports related to the United Nations Verification Mission in Colombia.

98. OIOS received a report that a staff member of the Mission had posted hate speech comments and sexist and discriminatory messages in his personal Twitter account. OIOS found that the staff member had posted politically sensitive, derogatory and potentially offensive remarks on the account, without referencing his status as a staff member or his functions. OIOS transmitted its findings to the Office of Human Resources for action.

VII. Reports issued between 1 January and 31 December 2020

99. Between 1 January and 31 December 2020, OIOS issued 244 reports relating to peace operations, comprising 2 to the General Assembly (1 triennial review and the report on the activities of OIOS on peace operations for the period from 1 January to 31 December 2019), 40 internal audit reports, 123 investigation reports, 37 contingent reports, 24 investigation closure notices, 15 investigation advisory reports and 3 evaluation and inspection reports (see below).

A. Reports issued to the General Assembly

<i>Symbol</i>	<i>Date</i>	<i>Subject</i>
A/74/305 (Part II)	19 February 2020	Activities of the Office of Internal Oversight Services on peace operations for the period from 1 January to 31 December 2019
E/AC.51/2020/7	18 March 2020	Triennial review of recommendations from the programme evaluation of the United Nations Department of Political Affairs

B. Reports issued to programme managers by the Internal Audit Division

<i>Entity</i>	<i>Audit area (report reference)</i>	<i>Number of recommendations</i>	
		<i>Critical</i>	<i>Important</i>
Department of Management Strategy, Policy and Compliance, Department of Operational Support	Document management (2020/034)	–	6
Department of Management Strategy, Policy and Compliance, Department of Operational Support, MINUSCA	Secure communications and telecommunications infrastructure (2020/002)	–	10
Department of Operational Support	Supply chain management (2020/004)	–	4
	Demand and source planning (2020/059)	–	9
	Vendor payments at the Regional Service Centre in Entebbe (2020/031)	–	2
	Advisory on data classification and data privacy in the Regional Service Centre in Entebbe (AP2020-616-01)	–	–
	Advisory on data classification and data privacy (AT2019-517-01)	–	–
Department of Peace Operations	Advisory on data classification and data privacy (AT2019-517-01)	–	–
Department of Political and Peacebuilding Affairs	Advisory on data classification and data privacy (AT2019-517-01)	–	–
MINUSCA	Military patrolling (2020/001)	–	5
	Management of troop/police personnel and equipment contribution (2020/046)	–	3
	Operations of the Bouar field office (2020/063)	–	7
	Advisory on data classification and data privacy (AP2019-637-02)	–	–
MINUSMA	Local procurement (2020/040)	–	9
	Advisory on the management of data classification and data privacy (AP2019-641-03)	–	–
MONUSCO	Medical services (2020/008)	–	5
	Quick-impact projects (2020/051)	–	3
	Review of the mitigation measures to protect mission personnel during the COVID-19 pandemic (VP2020-620-02)	–	–
	Advisory on data classification and data privacy (AP2019-620-03)	–	–

<i>Entity</i>	<i>Audit area (report reference)</i>	<i>Number of recommendations</i>	
		<i>Critical</i>	<i>Important</i>
UNAMA	Advisory on data classification and data privacy (AP2019-630-03)	—	—
UNAMI	Facilities management (2020/009)	—	1
	Ground fleet management (2020/010)	—	4
	Advisory on the UNAMI operational response to COVID-19 (VP2020-812-01)	—	—
	Advisory on the management of data classification and data privacy (AP2019-812-03)	—	—
UNAMID	Records management (2020/016)	—	3
	Programmatic funds (2020/023)	—	2
	Review of governance of business continuity and crisis management and measures to protect and promote well-being of personnel during COVID-19 in UNAMID (VP2020-634-04)	—	—
UNFICYP	Advisory on the management of data classification and data privacy (AP2020-654-01)	—	—
UNIFIL	Joint Operations Centre (2020/054)	—	4
	Joint Mission Analysis Centre (2020/055)	—	7
	Procurement and contract management activities (2020/061)	—	8
	Advisory on the management of data classification and data privacy (AP2019-672-01)	—	—
UNISFA	Advisory on payment of danger pay to the peacekeeping staff in coordination with the Regional Service Centre in Entebbe (VP2020-616-02)	—	—
UNMIK	United Nations Interim Administration Mission in Kosovo (2020/011)	—	7
UNMISS	Management of troop/police personnel and equipment contributions (2020/039)	1	6
	Human rights programme (2020/044)	—	6
	Advisory on the management of data classification and data privacy (AP2019-633-04)	—	—
UNSOS	Integrated Mission Training Centre (2020/014)	—	7
	Management of troop/police personnel and equipment contribution in the United Nations Support Office in Somalia (2020/049)	—	4
	Advisory on the management of data classification and data privacy in UNSOS and UNSOM (AP2019-638-09)	—	—
Total		1	99

C. Reports issued by the Inspection and Evaluation Division

<i>Entity</i>	<i>Evaluation area (report reference)</i>	<i>Number of recommendations</i>	
		<i>Critical</i>	<i>Important</i>
Department of Operational Support	Boards of inquiry in peacekeeping operations (IED-20-002)	–	6
Department of Peace Operations, UNAMID, United Nations Development Coordination Office	Transition from peacekeeping to peacebuilding in Darfur in collaboration with the United Nations country team (IED-20-008) ²	1	12
Department of Political and Peacebuilding Affairs	Evaluation of the Department (IED-20-001)	–	4
Total		1	22

D. Reports and closure notices issued by the Investigations Division

<i>Entity</i>	<i>Number of investigation predications</i>	<i>Investigation report/closure notice</i>
United Nations Integrated Office in Haiti	1	–
Department of Operational Support	5	Alleged sexual harassment at the Regional Service Centre in Entebbe Medical insurance fraud at the Regional Service Centre in Entebbe Dependency allowance fraud at the Regional Service Centre in Entebbe (closure notice)
Department of Political and Peacebuilding Affairs	1	–
MINUJUSTH	–	Conflict of interest and receipt of gift Conflict of interest and receipt of gift (three closure notices involving three staff members)
MINURSO	8	Medical insurance fraud (33 reports involving 33 staff members) Misconduct by a staff member (three reports involving three staff members)
MINUSCA	44	Fuel theft by members of formed police unit (report involving nine formed police unit members) Medical insurance fraud by a former staff member Medical insurance fraud by a staff member Sexual exploitation and abuse by a member of a formed police unit Sexual exploitation and abuse by a peacekeeper Sexual exploitation and abuse by a staff member Sexual exploitation and abuse by an employee of a United Nations contractor Sexual exploitation and abuse by an expert on mission Misconduct by peacekeepers Sexual exploitation and abuse by a peacekeeper (14 reports involving 18 peacekeepers from four troop-contributing countries) Sexual exploitation and abuse by peacekeepers (four reports involving 35 peacekeepers from three troop-contributing countries)

² One critical and nine important recommendations were issued to multiple clients.

<i>Entity</i>	<i>Number of investigation predications</i>	<i>Investigation report/closure notice</i>
MINUSMA	14	Personal history profile misrepresentation (closure notice)
		Dissemination of defamatory allegations (closure notice)
		Sexual harassment by a staff member (closure notice)
		Child safeguarding violation and physical abuse of a minor by a staff member
		Collusion by vendors
		Misrepresentation and fuel fraud by a staff member
		Sexual exploitation and other misconduct by United Nations police officers
		Sexual harassment by a staff member
		Allegations of prohibited conduct by a military staff officer
		Fuel theft and other serious misconduct by peacekeepers
		Misconduct by peacekeepers
		Serious misconduct by a peacekeeper (two reports involving peacekeepers from two troop-contributing countries)
		Outside activities by a staff member (closure notice)
		Fuel fraud by a staff member (closure notice)
MINUSTAH	–	Allegations of unauthorized business transactions with the United Nations by a former staff member (closure notice)
MONUSCO	56	Medical insurance fraud by a former staff member
		Medical insurance fraud by a staff member (three reports involving three staff members)
		Misconduct by a military observer (two investigation reports involving two military observers)
		Procurement irregularities by a former staff member
		Prohibited conduct by a staff member
		Sexual exploitation and abuse by a United Nations military expert on mission
		Sexual abuse by a staff member
		Sexual abuse by a United Nations Volunteers
		Sexual exploitation by a former staff member
		Sexual harassment by a staff member
		Sexual exploitation and abuse by a peacekeeper
		Sexual abuse and other serious misconduct by peacekeepers
		Sexual abuse by a military staff officer
		Sexual abuse by a peacekeeper
		Sexual exploitation and abuse by peacekeepers
		Sexual harassment by a peacekeeper
		Sexual exploitation and abuse by a peacekeeper
		Entitlement fraud by a staff member (two closure notices involving two staff members)
		Entitlement fraud by staff members (closure notice)
Office of the Special Envoy of the Secretary-General for the Great Lakes Region	1	–
		Medical insurance fraud by staff members (closure notice)
		Procurement irregularities relating to a vendor (closure notice)

<i>Entity</i>	<i>Number of investigation predications</i>	<i>Investigation report/closure notice</i>
Office of the Special Envoy of the Secretary-General for the Sahel	2	—
UNAMA	3	Sexual abuse by United Nations Volunteers Sexual harassment by a staff member Failure to fully disclose information in a job application by a staff member Procurement fraud by a staff member Procurement fraud by a vendor Prohibited conduct by a staff member (two reports involving two staff members) Misuse of ICT resources by a staff member (three reports involving three staff members) Possession of confidential information by a vendor Allegations of procurement irregularities (two closure notices involving a staff member and a vendor)
UNAMI	2	Sexual harassment by a staff member Allegation of sexual harassment by a staff member (two closure notices involving two staff members)
UNAMID	6	Sexual harassment by a staff member Medical insurance fraud by a staff member Sexual harassment by a staff member Sexual abuse of a minor by a staff member
United Nations Disengagement Observer Force	1	—
UNIFIL	3	Harassment and abuse of authority by a staff member Prohibited conduct by a staff member Unsatisfactory conduct by a staff member Serious misconduct by a peacekeeper
UNISFA	4	Sexual harassment by a staff member Sexual harassment, harassment and abuse of authority by a security officer
UNITAD	1	Prohibited conduct by a former consultant
UNMIL	—	Unsatisfactory conduct by a staff member
UNMISS	34	Allegation of assault Allegation of rape (two reports involving two staff members) Allegation of sexual assault Sexual harassment by a contracted aviation staff member Theft of United Nations equipment Assault, sexual abuse, threats to kill, racism and driving under the influence of alcohol Prohibited conduct by a United Nations Volunteer Sexual exploitation and abuse and assault Assisting in or contributing to the commission of misconduct by a staff member Burglary, damage to property, assault, harassment and driving under the influence of alcohol by a United Nations Volunteer Education grant entitlement fraud by a staff member Education grant fraud by a staff member

<i>Entity</i>	<i>Number of investigation predications</i>	<i>Investigation report/closure notice</i>
		Failing to pay for goods by a United Nations Volunteer Falsified letters purportedly sent Fraud by a staff member Fraud by a United Nations Volunteer Pornographic material accessed on an official computer by a United Nations Volunteer Sexual exploitation and abuse by a staff member Sexual exploitation and abuse by a United Nations police officer Sexual exploitation and abuse by a United Nations Volunteer Sexual exploitation and abuse by an employee of a United Nations contractor Sexual exploitation and abuse by a United Nations police officer Theft and deception by a United Nations Volunteer Theft by an independent contractor Theft of United Nations equipment Allegation of sexual exploitation and abuse Allegations of fraud by peacekeepers Serious misconduct by a peacekeeper Sexual assault and harassment by a peacekeeper Sexual harassment by a peacekeeper Allegation of sexual assault (two closure notices involving two staff members)
UNMOGIP	4	Sexual harassment by a military observer
United Nations Office to the African Union	–	Alleged sexual harassment by a staff member (closure notice)
UNOCI	–	Unauthorized business transactions with the Organization, unauthorized outside activities, conflict of interest and collusive relationships with United Nations vendors by a former staff member (closure notice)
Office of the Special Coordinator for the Middle East Peace Process	3	Forgery by a staff member
Office of the United Nations Special Coordinator for Lebanon	1	–
United Nations Support Mission in Libya	2	–
UNSOM	–	Alleged failure to cooperate with an authorized investigation by a staff member
UNSOS	6	Conduct unbecoming a staff member Fraud and falsification of a document by a staff member Procurement irregularities implicating two vendors Unauthorized outside activity and conflict of interest by a staff member Allegations of prohibited conduct by a staff member (closure notice)
United Nations Truce Supervision Organization	4	–
United Nations Verification Mission in Colombia	4	Financial irregularities, unauthorized outside activities and misuse of information and communications technology resources by a staff member Misconduct by a staff member
Advisory	15	advisories were issued when opportunities to strengthen prevention controls were identified