



Trends in Caseload – Updated Statistical Information

10 February 2011

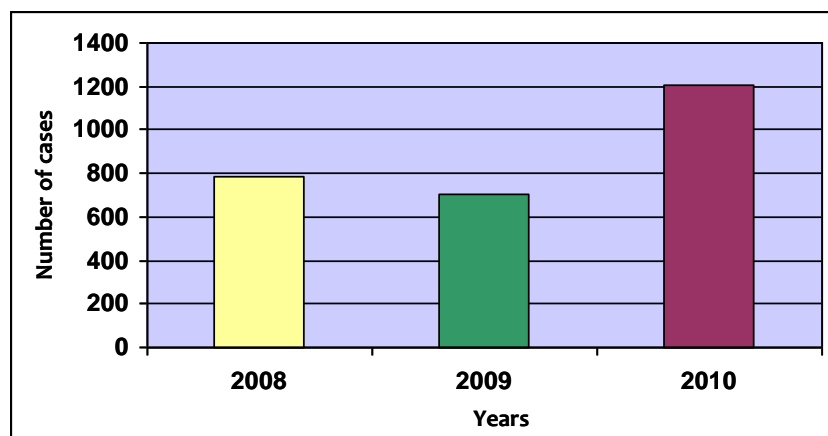
Overview:

*As envisaged by the General Assembly, staff are increasingly seeking informal ways of resolving their workplace concerns. In the past year 2010, UNOMS received **1206 cases** from staff in the UN Secretariat. This represents an overall increase of approximately **70 percent** as compared to 2009. By the end of 2010 nearly 5600 cases have been referred to the Ombudsman by UN Secretariat staff since its inception in 2002.*

Based on past experience, about 80 percent of the cases received by UNOMS are resolved informally and rarely proceed to the UN Dispute Tribunal (UNDT).

In particular, UNOMS is uniquely positioned to effectively address interpersonal and multidimensional issues that are often at the heart of conflict and that form the second largest category of cases received. Thus, UNOMS contributes significantly to a more productive and collaborative workplace.

Increase in the number of cases received annually from 2008 to 2010 from staff in the UN Secretariat

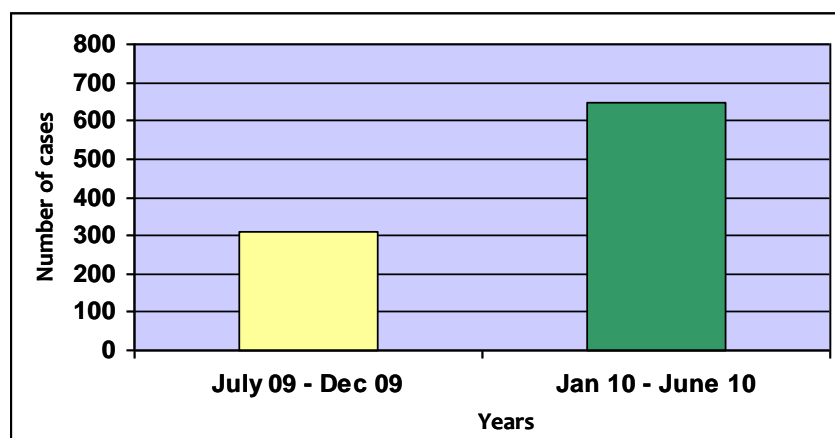


Year	Number of Cases
2008	787
2009	709
2010	1206

The figures in the chart refer to cases received by staff of the UN Secretariat including staff in field operations. The total case number of 1206 represents an approx. **70% increase** compared to 2009.

In addition, 399 cases were received from staff in the funds and programmes and 140 from staff in UNHCR, resulting in a total of 1745 cases received by all entities covered by UNOMS (as of 31 December 2010).

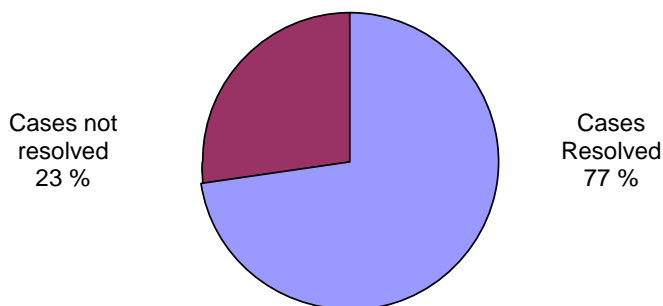
Impact of the creation of the regional branches and of outreach activities



Time Period	Number of Cases
July 2009-Dec 2009	310
Jan 2010-June 2010	646

The figures refer to cases received by staff of the UN Secretariat before and after the opening of the regional Ombudsman branches in January 2010. The launch of the branches was accompanied by a concerted information campaign.

Mediation Services – success rate (1 July 2009 – 31 December 2010)



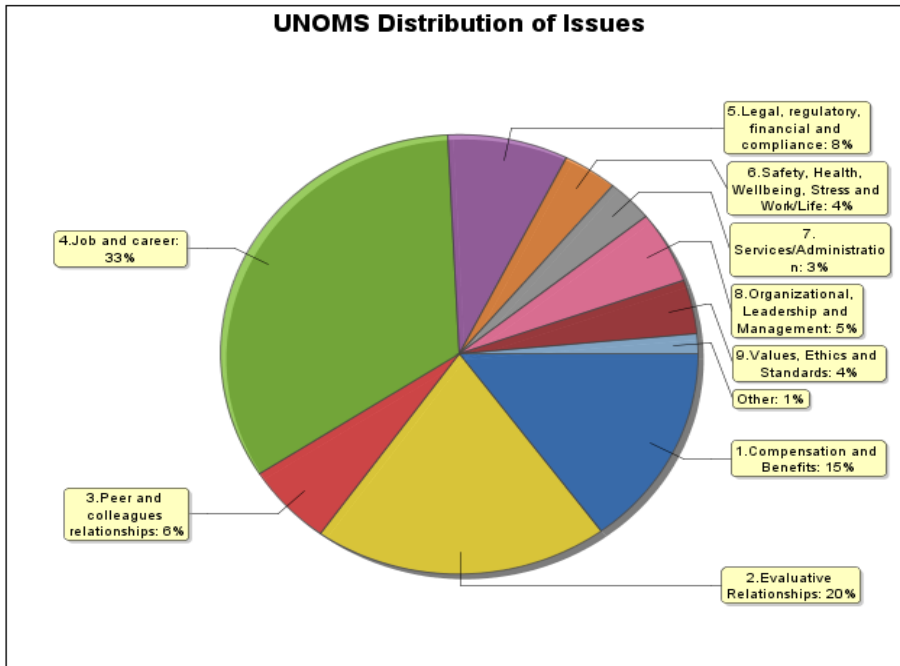
54 preliminary inquires

were received for mediation between 1 July 2009 and 31 December 2010.

- **20 of 26 mediations conducted were successfully concluded (77 percent success rate)**
- In 17 of the inquiries received, one of the parties **did not agree to participate** in the mediation process
- **9 cases are on-going / 1 case was not suitable for mediation / 1 case was resolved prior to mediation**

Mediation is a voluntary and confidential process in which a trained neutral person, known as a mediator, assists parties in working towards a negotiated binding settlement agreement of a dispute or difference. Cases can be referred for mediation by individual staff members and also by offices of the formal part of the administration of justice system: the Management Evaluation Units (MEU), the Office of the Staff Legal Assistance (OSLA) and the Tribunals (UNDT/UNAT).

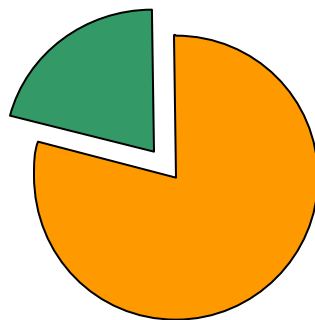
Breakdown of cases by issues for all entities covered by UNOMS (1 January – 31 December 2010)



The figures refer to the percentage of each case type in the total number of cases received by staff of the UN Secretariat, funds and programmes as well as UNHCR as of 31 December 2010. Over the past years, interpersonal relationships have been at the core of many workplace concerns and have caused considerable disruptions in the work place impacting the productivity of the Organization. Traditionally, such issues are addressed through UNOMS as they are normally not suitable for litigation.

Dispute Tribunal (1 July – 31 December 2009)

21 UNOMS cases with UNDT



79 % UNOMS cases not with UNDT

The General Assembly underlined in 65/251 para. 12 that the informal resolution of conflict is a crucial element of the system of administration of justice and states that all possible use should be made of the informal system in order to avoid unnecessary litigation

In fact, informal conflict resolution has proven to be an effective tool to settle disputes in a non-adversarial way.

Analysis of cases indicate that about 80 per cent of all cases received by the Ombudsman are resolved and a satisfactory solution is found for the parties involved.

In consequence, 79 percent of all cases received by UNOMS during the period 1 July 2009 to 31 December 2009, **did not** proceed to the UN Dispute Tribunal.