Office of the Ombudsman

Key Information for UN Women Visitors

Office of the Ombudsman

For all personnel. The Office of the Ombudsman provides confidential, impartial, independent, and informal support to all personnel experiencing workplace concerns. It offers:

- A safe environment for a confidential discussion and exploration of options
- Conflict Coaching
- Shuttle Diplomacy
- Mediation services
- Learning sessions and e-courses

Email: ombudsmediation@fpombudsman.org
Phone: +1 646 781 4083
Website

Human Resources

For all personnel. HRM is responsible for HR management, policy, and practices across UN Women and supports all personnel. It manages:

- Policy, compensation and social benefits
- Talent management
- Senior leadership support
- Culture and wellbeing

Email: human.resources@unwomen.org

Workplace Relations: workplacerelations@unwomen.org

PMD related: PMDsupport@unwomen.org

Personnel validation: hr.support@unwomen.org

Learning: hr.learning@unwomen.org

For regional or duty station-specific matters, please contact your HR Business Partner.
Intranet

Staff Counseling

For all personnel and eligible family members. Staff Counseling provides confidential psychosocial support. They offer:

- Free individual counseling
- Crisis interventions
- Mental health and well-being support
- Workshops and trainings

Emails: (both provide services globally)

- Estella Nduwimana (based in Senegal): estella.nduwimana@unwomen.org
- Virupaksha Harave (based in India): virupaksha.harave@unwomen.org

Intranet

In addition, UN Women has engaged the Rome Institute, an online psychosocial counselling service, for support to colleagues. To organize an appointment, you may reach out to The Workplace Relations Advisor in the Human Resources Division and copy the Rome Institute Focal Point, Petra Miczaika, or contact directly the Rome Institute.

UNDSS Team of Critical Incident Stress Management Section (CISMS)

For all UN personnel. The UNDSS team coordinates the global psychosocial response. CISMS counsellors at HQ and in the field deliver psychosocial services to all UN personnel across three phases:

- **Preparedness:** Psychosocial needs assessments, tailored trainings and managerial consultations.
- **Response:** Individual counseling, referrals to external mental health professionals, and support following critical incidents.
- **Recovery:** Follow-up care and development of reintegration plans.

CISMS counsellors:

- Chief: Mr. Muhammad Sohail Ali, +1 917 367 8557 (English, Urdu)
- Asia-Pacific & Russophones countries: Ms. Madhubhashini Hewage, +1 212 963 6432 (English and Russian)
- Europe & Americas and Equatorial Guinea: Ms. Anne-Marie Serrano, +1 212 963 1369, (English, French, and Spanish)
- East & Southern Africa: Ms. Patricia Martins +1 929 609 7357 (English)
- West & Central Africa: Mr. Janvier Rugira (English, French)
- MENA: Mr. Mohammad Zaman Rajabi (English, French, Arabic)

Website

Office of Staff Legal Assistance (OSLA)

For staff members (including former staff members and affected dependents).. The Office of Staff Legal Assistance (OSLA) provides confidential and independent legal advice and representation to eligible personnel (staff members) in the UN internal justice system. It supports individuals in:

- Analyzing the legal framework to challenge administrative decisions
- Disciplinary cases
- Appeals before the UN Disputes Tribunal (UNDT) and UN Appeals Tribunal (UNAT)

An online form should be submitted online using the OSLA case management application OSLAW (go to the **website**, create an account and submit your request for assistance. A **User Manual** is available to guide you through the steps.

Email: osla@un.org,

Phone: +1 212 963 3957 (New York office) or +254 20 762 6734 (Nairobi Office)

Website

The Joint Staff Council (UNDP, UNFPA, UNOPS and UN Women)

The Joint Staff Council supports the interests of personnel and provides:

- Advice and support on workplace concerns
- Advocacy on working conditions
- Dialogue with management

The UN Women Joint Staff Council representatives are Patricia Cortes and Athena Cortez.

Email: patricia.cortes@unwomen.org; athena.cortez@unwomen.org

Website (under reconstruction)

Intranet

Office of Internal Oversight Services (OIOS)

For all personnel. OIOS from UN Secretariat provides investigation services to UN Women. It is independent internal oversight body and the primary formal channel for reporting misconduct. It conducts:

- Investigations into misconduct (fraud, corruption, harassment, retaliation, abuse of authority, sexual misconduct)
- Internal audits and assurance activities

Disciplinary measures may be appealed before the UN Disputes Tribunal.

To report wrongoing, click here.

Email: reportmisconduct@undp.org or Online referral form. Reports of misconduct may also be submitted to an immediate supervisor or other appropriate supervisor within an operating unit, who shall immediately report the matter to OAI.
Phone: + 1 212 963 1111 (24 hours a day)
Website

UN Women's website

Ethics Function

For all personnel. The Ethics Function supports all UN Women employees – including staff, consultants, volunteers, interns and other non-staff personnel – to help them better understand and apply the organization's ethical standards and expectations, and equip them to make ethical decisions that are aligned with our rules, standards of conduct and Core Values.

- Confidential ethics advice and guidance
- Whistleblower protection (protection against retaliation for reporting misconduct or cooperating with an audit or investigation)
- Training and outreach
- Policy input
- Financial disclosure programme

Email: ethics@unwomen.org
Website

Intranet

Request for Management Evaluation (RME)

For staff members. An RME is the first formal step when a staff member challenges an administrative decision that is believed to be inconsistent with their contract or terms of appointment, after informal resolution has failed. It may concern:

- Non-renewal or termination
- Non-selection
- Reassignment or transfer
- Entitlements

UN Women submission process: Staff of UN Women may request a management evaluation by addressing the request to the UN Women Executive Director and sending it to rme@unwomen.org using this form.

⏱️ Deadline

Submit within 60 days of notification of the contested decision (not its implementation)

📋 Process

- Visit this site for information on the process
- Possible outcomes: uphold decision, overturn it, or declare it not receivable/moot
- If unsatisfied, the staff member may appeal to the UN Disputes Tribunal within 90 days of receiving the RME outcome

📁 Important

Filing an RME does not suspend the decision automatically. The suspension is only possible in limited urgent cases (e.g. risk of irreparable harm) or via the UN Disputes Tribunal (UNDT)

Website

Additional information:

See Staff Rule 11.2 - Management evaluations (ST/SGB/2023/1)

Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes

UN Disputes and Appeals Tribunals

For staff members. The United Nations Disputes Tribunal (UNDT) is the court of first instance in the UN's internal justice system for staff members. If a staff member is not satisfied with the outcome of a management evaluation, they may appeal the decision with the UNDT. The appeal must be made within 90 days of the staff member being notified of the outcome of the management evaluation. The UNDT conducts hearings, issues orders, and renders binding judgments.

Staff members may file an application directly with UNDT without first seeking a management evaluation when:

- The contested decision is the imposition of a disciplinary or non-disciplinary measure following the completion of a disciplinary process
- The contested decision is taken based on the advice of Medical boards or independent medical practitioners duly authorized to review medical decisions or medical recommendations, including reconsiderations referred to in article 5.1 of appendix D to the Staff Rules.

Both staff members and the Administration have a right to appeal the judgments of the Disputes Tribunal to the United Nations Appeals Tribunal (UNAT).

Email: undt-newyork@un.org (New York), undt.geneva@unog.org (Geneva), undtnairobi@unon.org (Nairobi), unat1@un.org (Appeal Tribunal)
Website

Policies:

Statute of the United Nations Disputes Tribunal

Statue of the United Nations Appeals Tribunal (A/RES/63/253)

UN Joint Staff Pension Fund (UNJSPF)

For staff members enrolled in the pension scheme. UNJSPF provides retirement, death, disability and related benefits for staff upon cessation of their services with the United Nations, and the other organizations admitted to membership in the Fund.

Email: unjspf@un.org; unjspf.gva@unjspf.org (Geneva)
Phone: +1 212 963 6931 / +41 022 928 88 00
Website

Compensation for Injury, Illness, or Death

For staff members and non-staff only if their specific agreement explicitly states that Appendix D coverage applies. Appendix D to the Staff Rules sets forth the rules which govern compensation in the event of injury or illness or death which is found to be attributable to the performance of official duties on behalf of the United Nations (service-incurred). The ABCC manages these claims as follows:

01

Submission of Claims

Staff go through either their organizational focal point (HR/administration), or contact ABCC@un.org directly

02

Processing of Claims

- ABCC Secretariat: checks completeness and requests missing information if needed
- The Division of Healthcare Management and Occupational Safety and Health (DHMOSH): determines whether the incident is work-related
- Delegated authority: handles minor cases
- ABCC Board: reviews other cases and makes recommendations
- Controller: takes the final decision on compensation eligibility
- Secretariat: communicates the decision

03

Payment of Benefits (if approved)

- Medical expense reimbursement
- Sick leave credit
- Lump sum for permanent loss of function (after medical stabilization)
- Disability and dependent-related benefits

Compensation is calculated by the Secretariat (e.g. medical, disability, survivor benefits). Payment is processed or authorized depending on the entity's arrangements.

Provided for information purposes only. Terms of contract, rules, policies, and procedures prevail.