Office of the Ombudsman

Key Information for UNFPA 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

Division for Human Resources (DHR)

For all personnel. DHR's work focuses on staff engagement, support, and wellbeing, while addressing a wide range of personnel matters. This includes guidance on work and contract-related issues such as performance discussions, recruitment processes, and contract management.

You can reach your local Human Resources Business Partner (HRBP) at:

- HQ: Shannon Mulholland, smulholland@unfpa.org and Ricardo Marques, marques@unfpa.org
- Global Staff Relations: Katrina Waiters, waiters@unfpa.org
- APRO: Michel Demani, demani@unfpa.org
- ASRO: Alex Piscina, piscina@unfpa.org
- EECARO: Shannon Mulholland, smulholland@unfpa.org
- ESARO and WCARO: Sarah Ondimu, ondimu@unfpa.org
- LACRO: Gaby Padilla, mapadilla@unfpa.org

Intranet

Website

Staff Counsellors (Well-being team)

For all personnel and eligible family members. Staff Counsellors provide confidential psychosocial support. They offer:

- Confidential counseling for staff and dependents
- Conduct wellbeing missions and facilitate psychosocial trainings
- Refer to local resources within the UN or with external mental health providers

To help you learn more about this voluntary and free support, the following resources are available in English, French, and Spanish: **The Role of the Psychosocial Counsellor document** and the **Individual Counseling flyer**

Contacts:

- Asia Pacific: Loyda Santolaria, **santolaria-santolaria@unfpa.org**
- Arab States: Mohamed Lamaa, **Lamaa-lamaa@unfpa.org** and Yassine, **yassine-yassine@unfpa.org**
- Europe and Central Asia: Soren Dahm, **dahm@unfpa.org**
- Eastern and Southern Africa: Mercy Kimura, **mkimura@unfpa.org**
- West and Central Africa: Christian Alama, **alama@unfpa.org**
- Latin America and the Caribbean: Carmen Perez, **marperez@unfpa.org**

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 staff 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

Email: registry.staff-council@undp.org
Website (under reconstruction)

Intranet

Office of Audit and Investigations Services (OAIS)

For all personnel. OAIS provides independent assurance and advisory services to improve UNFPA operations. It covers Internal Audit (assessment of UNFPA's governance, risk management, and controls) and Investigations (investigations of fraud, misconduct, and other wrongdoing involving UNFPA staff, vendors, etc.).

Investigations are confidential, and staff are protected from retaliation for reporting wrongdoing or for cooperating with an authorized fact-finding activity.

For additional information, refer to the Charter of the Office of Audit and Investigation Services and OAIS FAQs.

Telephone: +1 (212) 297-5200

Email: investigationshotline@unfpa.org

Investigations Hotline

Website

In person: 730 3rd Ave, 13th Floor, New York, NY 10017

Ethics Office

For all personnel. The Ethics Office is an independent office that promotes and upholds ethical standards throughout the UNFPA. Its responsibilities include:

- Providing confidential advice and guidance to staff on ethical issues
- Investigating allegations of retaliation
- Managing the organization's Financial Disclosure Programme (FDP)
- Developing and implementing training programs on ethics and integrity
- Communicating on current developments as they relate to ethical questions

Email: ethics.office@unfpa.org. Ethics advisor email: baele@unfpa.org

Intranet

In person: 730 3rd Ave, 13th Floor, New York, NY 10017, USA

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

UNFPA submission process: Staff of UNFPA may request a management evaluation from the UNFPA Executive Director or her appropriate designee by sending the request to rme@unfpa.org

⏱️ Deadline

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

📋 Process

- Office of Legal Services (OLS): legal review and advice
- BMS Director: issues decision within 45 days or 30 days for HQ staff
- 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 (Appeals 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*. 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 Advisory Board on Compensation Claims (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.

*Note: Compensation may be provided to non-staff members only if this coverage is explicitly written into the terms of their contract. For non-staff who are eligible, the ABCC evaluates claims under Appendix D of the UN Staff Rules for service-related illness, injury, or death. **Ineligible Non-Staff:** Interns, daily workers, and United Nations Volunteers (UNV) are generally excluded from ABCC coverage and may have different arrangements. You may consult with your HR focal point. For additional information, visit this page.

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