



Advisory Panel on Disciplinary Matters and Claims - Standard Operating Procedure

Transitional SOP

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solutions Sections - Onsite
Effective Date	1 October 2021
Applicability	All UN Volunteers

1. [APDMC Terms of Reference](#)
2. [UN Volunteers Unified Conditions of Service](#)

Disciplinary process

#	Responsible party or person			Process step	Description	Documents	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1	APDMC Secretariat			Receive case	APDMC receives the case		

	Responsible party or person	Process step	Description	Documents	Comments
2	APDMC Secretariat	case for review	<ul style="list-style-type: none"> Review the investigation report for completeness ensuring it is sufficiently supported by evidence that is comprehensible enough for the UN Volunteer to understand the allegations against her/him (should include interview reports, Annexes etc.) Formally and confidentially register the case Acknowledge receipt of the case to the agency that brought it before UNV HQ, with copy to the UNDP Resident Representative (RR) and the relevant UNV Field Unit and RO Share all available documentation with all APDMC members 		<p>Within 10 working days.</p> <p>When notifying the agency in step (b):</p> <ul style="list-style-type: none"> If case includes a formal investigation report, mention that this report will be shared with the subject of the investigation to obtain his/her comments on the allegations; If the case did not contain an investigation report, request that such an investigation report be made available to APDMC and mention that the case will not be reviewed until such report is received. For incomplete reports or vague reports, the Secretary will request the submitting agency to provide additional documentation and/or requested revisions of the report.

	Responsible party or person	Process step	Description	Documents	Comments
3	APDMC Secretariat	Inform volunteer of case	<ul style="list-style-type: none"> Inform the volunteer in writing that s/he is under investigation, explaining the charges, even if s/he was already informed of the allegations prior to or during the host entity's investigation. Share a copy of the investigation report and supporting documents with the volunteer and request his/her comments on the allegations and report. Explain that his/her comments will go on official record. Advise the volunteer that they have 10 working days to respond after receipt of the documentation. This deadline may be extended by 5 days at the APDMC's discretion upon written request, including justification from the volunteer. 		
4	Volunteer	Submit comment to APDMC	Submit comments to the APDMC Secretary within the deadline.		If the UN Volunteer fails to comment before the deadline, or in the event APDMC is informed that the UN Volunteer is convicted of a crime by a competent authority, APDMC can make a recommendation without taking into account the volunteer's comments.
5	APDMC Secretariat	Convene a meeting to review	<p>Within 10 working days of receiving the volunteer's comments.</p> <p>Convene a meeting to review with a quorum of at least four panel members. APDMC Secretary to record the minutes.</p>		During its deliberations, APDMC can decide to request additional information from a variety of sources, including the UN Volunteer him/herself, the instance that conducted the investigation, the head of the host agency in question, UNV Field Unit or UNDP RR in the volunteer's location, UNDP's legal advisors, the Regional Manager, etc

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6	APDMC Chair	Report to EC and receive decision	<p>Within ten working days of meeting.</p> <p>APDMC secretary will draft the appropriate letters for the UNV Executive coordinator's signature once both the meeting minutes and the letters have been approved by the APDMC Chair.</p> <p>Having received the Executive Coordinator's decision, the APDMC then produces the appropriate letter to be sent to the UN Volunteer. Where relevant, a copy of the letter is placed on the UN Volunteer's file at UNV Headquarters.</p>		The case is summarized in the letter
7	APDMC Secretary	Send volunteer letter	Send letter to volunteer.		
8	APDMC Secretary through RO	Inform host entity	The APDMC informs applicable Host Entity, the delivery of the communication will be facilitated by the UNV Regional Office or UNV Field unit, as applicable, to inform the Host Entity of the Executive Coordinator's decision on the matter. This is the process regardless of the Host Entity at which the UN Volunteer is/was serving.		
9	APDMC Secretary	File letters and background documentation	APDMC letters are filed under the APDMC page in the portal where only APDMC Secretariat, panel members, UNV legal Specialist, EC and DECs have access		
10	APDMC Secretary	Maintain statistics	<p>Maintain detailed statistics on relevant aspects of all cases that have been brought before APDMC including:</p> <ul style="list-style-type: none"> • types of misconduct; • types of proposed disciplinary measures; • data on host entities and countries 		This can be used for reporting or statistical purposes whenever necessary, while maintaining strict confidentiality and anonymity regarding individual perpetrators and victims.

Claims process

Responsible party or person				Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1		Volunteer		Update inventory list	Keep inventory list updated		
2		Volunteer		Submit claim	When loss or damage occurs the UN, submit a claim to the OA in Bonn, specifying the exact circumstances of the incident that caused the loss or damage, of the items, the value and other relevant details such as a police or a UN security report, as appropriate.		Within 12 months of the damage occurring.
3		*Team Leader VSC		Review and forward to APDMC	Review case and submit to APDMC secretary		Within 5 days of receiving claim
4		APDMC secretary		Register case	Ensure all background documents are in place for APDMC Board to make decision Register the case		
5		APDMC Chair		Call meeting	Call meeting to review the case		Within 10 days of receiving from OA TL.
6		APDMC		Review claim	Review the case, reach a decision. Secretary to take minutes.		The decision of APDMC Board is final with regard to setting reasonable compensation for the lost or damaged personal effects. It is not subject to any arbitration.
7		APDMC Chair		Summarise and share	Prepare a summary of the decision and share with the volunteer, VSC Team Leader, Field Unit and RM.		
8		Team Leader VSC		Request compensation payment	Request UNV Finance to proceed with compensation, if any.		

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	Responsible party or person	Process step	Description	Documents	Comments
1	APDMC secretary	Draft annual report	For drafting the Annual Report, the following are useful: a) Statistics of the cases reviewed for the past year. A log list of cases reviewed is available. b) Statistics calculator for the APDMC cases c) Monthly Statistics Report produced by Executive Office (take the December)		
2	APDMC Chair	Review	Review the draft Annual report and make recommendations /edits		
3	APDMC secretary	Finalise report	Finalise the annual report		
4	APDMC secretary	Draft memos	Draft memos to accompany the APDMC Annual Report. Memos are addressed to the following: a) All UNV Field Units/ Regional Managers b) UNDP Administrator c) DFS d) Office of Audit and Investigation (OAI) and a personalized email message from the UNV EC to all Resident Coordinators and RRs		
5	APDMC Chair	Review and finalise	Review and finalise memos. Send report to EC for endorsement.		
6	UNV EC	Endorse	Endorses the Annual Report and signs memos and sends personalized email from his email account		
7	APDMC Secretary	Dispatch	Dispatch annual report and memos. Upload annual report to UNV sharepoint.		

Abbreviations

APDMC – Advisory Panel on Disciplinary Matters and Claims
 EC – UNV Executive Coordinator
 DEC- Deputy Executive Coordinator

RM - Regional Manager
 VSC – Volunteer Service Centre (VSC)