



World Food  
Programme

# Office of the Inspector General Annual Report 2020

*Executive Board*

SAVING  
LIVES  
CHANGING  
LIVES

June 2021

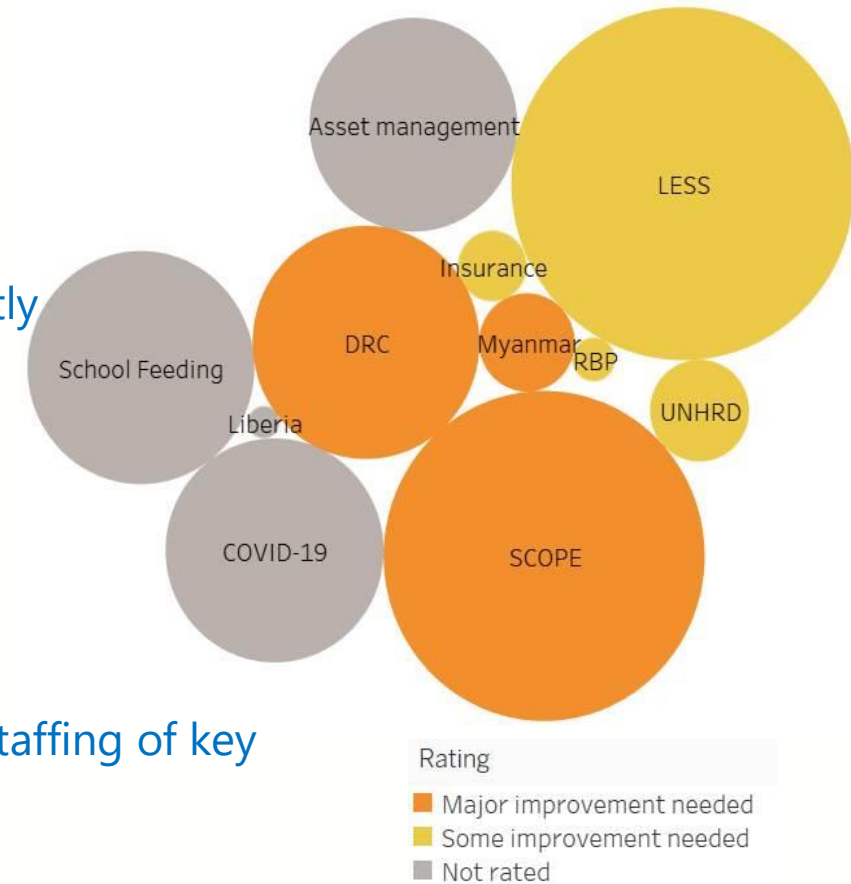
# Assurance Opinion – Annual Report 2020

Coverage of WFP's expenditure:

28%

## Our opinion

- No weaknesses material to the overall achievements of WFP objectives
- Some critical risks for management to promptly address before they significantly impact the organization's mission delivery and effectiveness
  - Beneficiary Management
  - Digital agenda, systems integration and automation
  - Loss reporting
  - Unclear direction and prioritization of efforts
  - Internal control frameworks / minimum controls / second line
  - Agility of human resources processes, workforce planning and selection, staffing of key operations
- Real Time assurance on COVID-19 emergency response
  - Quick and timely
  - WFP's processes and systems not fully fit for purpose for a worldwide emergency response



# Annual Report 2020 – Follow-up of agreed actions

- Outstanding actions at year end show a very positive outlook – its lowest level since 2013.
- Also, thanks to a limited number of audits and audit actions in 2020 (124 issued in 2020 vs. 203 in 2019).
- Overdue actions are also down, with 80 at year end vs. 114 in 2019.

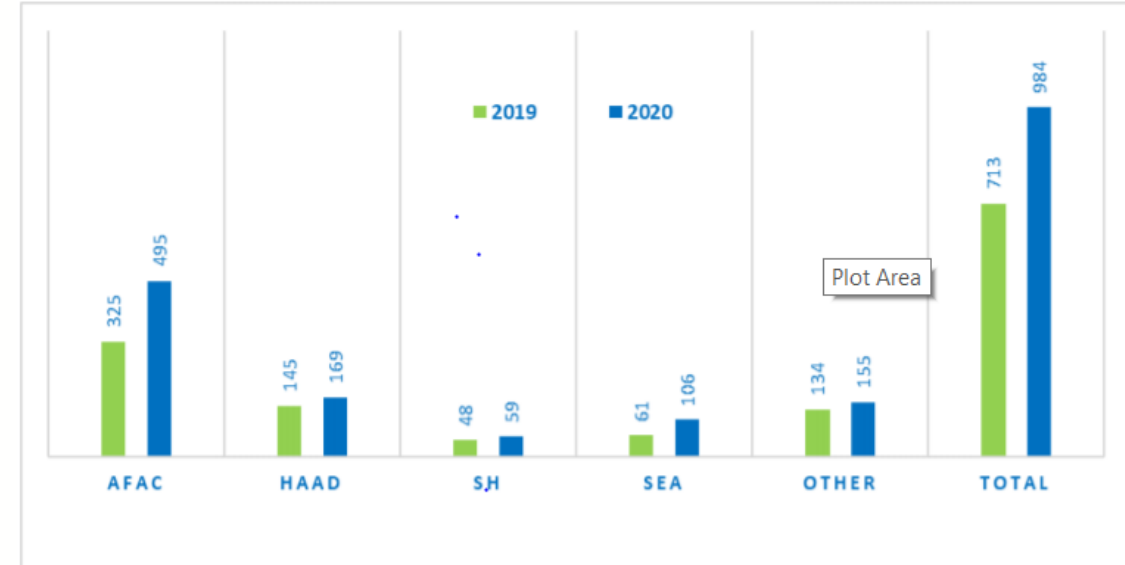
	High risk 2019	High risk 2020	Medium risk 2019	Medium risk 2020	Total 2019	Total 2020
<b>Open at beginning of year</b>	<b>44</b>	<b>81</b>	<b>134</b>	<b>144</b>	<b>178</b>	<b>225</b>
Issued in the period January–December	85	56	118	68	203	124
<b>Total</b>	<b>129</b>	<b>137</b>	<b>252</b>	<b>212</b>	<b>381</b>	<b>349</b>
Closed in the period January–December*	50	66	123	127	173	193
<b>Outstanding at year-end</b>	<b>79</b>	<b>71</b>	<b>129</b>	<b>85</b>	<b>208</b>	<b>156</b>
Overdue (beyond initial agreed implementation date)	38	34	76	46	114	80
Overdue (beyond revised implementation date)	n/a	6	n/a	13	n/a	19



# Annual Report 2020 – Investigations

- **End of year 2020:**
  - **616** complaints;
  - **300** investigations;
  - Investigation completed: **92**; and
  - Investigator to Case ratio: **1:14** (1:13 at mid point 2021).
- OIGI intake and investigations continue to span all misconduct categories.
- Strong coordination with United Nations and Cooperating Partners.
- Collaboration with HR Staff Relations, Ombudsperson and WFP management remains key to resolving cases where investigation is assessed not to be the best mechanism.

Complaints managed by category type 2019 and 2020



Timeline to complete investigations (in months)

