

**Statement of the Chairman**

**Advisory Committee on Administrative and Budgetary Questions (ACABQ)**

**11 November 2019**

**Administration of justice at the United Nations and activities of the Office of the Ombudsman and Mediation Services**

*(ACABQ report: A/74/7/Add.10; related Secretary-General's reports: A/74/172; A/74/171)*

Mr Chairman,

I am pleased to introduce the report of the Advisory Committee on administration of justice and activities of the Office of the Ombudsman and Mediation Services.

With respect to the requests of the General Assembly in resolution 73/276, the Advisory Committee welcomes the outreach efforts of the Office of the Administration of Justice, including the dissemination of a guide to staff members on the resolution of disputes. The Advisory Committee also noted the positive results of the case disposal plan, and encouraged strengthened efforts to reduce the length of time for case disposal and the number of ageing cases.

The Advisory Committee recommends that the General Assembly take note of the information in the report of the Secretary-General, subject to its observations and recommendations.

Mr Chairman,

Turning to the Office of the United Nations Ombudsman and Mediation Services, the Advisory Committee notes the overall importance of the informal dispute resolution process in the Organization, which represents a more cost-efficient method of dispute resolution as compared with the formal process, and trusts that continued efforts will be made to encourage its use.

Regarding the pilot project to offer access to informal dispute-resolution services to non-staff personnel, as requested by the General Assembly in resolution 73/276, the Advisory Committee recommends that the General Assembly request the Secretary-General to provide more detailed information, including on the nature of conflicts and advice given, disaggregated data on each category of non-staff personnel, and the results of the pilot project.

Thank you, Mr Chairman.