**UNHCR MENA**

**REGIONAL BUREAU**

**Standard Operating Procedures (SOP) Outline for Addressing Fraud Committed by People we Serve**

Version 1: **January 2023**

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# 1. Introduction

# 2. Scope

# 3. Definitions

# 4. Key Roles and Responsibilities

**A. The Representative**

**B. The Anti-Fraud Focal Point**

**C. The functional Units**

## D. Investigators

## E. The Fraud Assessment Panel.

# 5. Inconsistencies and Fraud Allegations

## A. Inconsistencies

### a) Definition

### b) Typology

### c) Resolving inconsistencies

### d) Corrective Actions

### e) Recording inconsistencies and corrective actions in v4

## B. Fraud

### a) Definition

### b) Threshold for referral to the AFFP

# 6. Fraud Referral and Assessment Process

**A. Inconsistency identified and referred to AFFP**

**B. Initial Case Assessment**

**C. AFFP Case Discussion and Recommendation**

## D. Initiation of Investigation

## E. Investigation

## F. Investigation Report

## G. Recording of fraud allegations in v4

# 7. Adjudication by Fraud Assessment Panel

# 8. Sanctions

# 9. Notifications

# 10. Request for Reconsideration

**A. Timeframe for reconsideration request**

**B. Grounds for reconsideration**

**C. Reconsideration decision**

# 11. Request for Re-opening

**A. Grounds for re-opening**

**B. Re-opening Decision**

# 12. Case Recording and Management

**A. Case tracking**

**B. ProGres records**

**C. File records**

# 13. Reporting

# 14. Prevention

# 15. Annexes