

## Introduction

1. The Applicant joined the United Nations Office foProject Services ("UNOPS") in February 2009In September 2009, she was transferred to the Jerusalem Operation Centre ("JMOC") as its Interim Director. Effective 1 February 201,0 she was selected as the substantive Director JMfOC at the P5 level and given a one year fixed term appointment.

2. Following a sixmonth extension of her contract in January 2011, weas separated rom service on 13 July 2011 Shefiled her first Application before the Tribunal on 26 September 2014 gainst the shortened six month contract which she had been given following the expiry of bee-yearfixed-term contract.

3. Shethenfiled a second Application9981 0 00 rg 0.9981 0 0 1 197.76 456.y132(l)(s)5(t)-1728

the Israeli requirements in terms of visa and movement passetshough the primary beneficiary of the projects it implemented was the Palestinian Authority.

8. In September 2009 and with the imminent deprature of the then Director of JMOC, the Applicantwas directed totransferto JMOC on an emergency basis to act asits interim Director

21. Between 18 and 21 July 2010 the UNOPS Deputy Executive Director VV, visited JMOC. A written report on the work and state of JMOC was prepared for him on that occasion the Applicant and her team

22. On 6 September 2010, the Applicant wroteAttM asking whether her contract wouldbe extended to enable her make someretated decisions as demanded by her accountant.

23. AM replied the same day stating that the Applicant was seen in the EMO Regional officeas an able Director and that he had no reason to believe that her contract would not be extended through 2011.

24. On 4 October 2010, S assumed duties in Copenhagen as the EMO Regional Director. She met with the Applicator the first time during a team video conference later that month.

25. An official audit was conducted in late 2010 requiring the mobilization of the entire JMOC office and the provision of a large amount of detailed information. On 15 October 2010, the Applicant sent the required response on behalf of JMOC to the Internal Addit and Investigations Group (IAIG). On 8 November, she orally briefed the auditors in Jerusalem.

26. As at thebeginningof November2010, no action had been taken on the Applicant's PerformanceReview andAssessment (PRA) nd it remained at stage one On 5 November 2010 she sent an email tAM and FS seeking advices to whom she should indicate as her supervisor as well as on how to set her objectives for the purposes of preparing her PRS he also wanted to know whether there were any general objective and percentages r Directors of Operations Centres.

27. In his response f the same dayAM told the Applicant thaFS was her supervisor and that it was not always easy to come up with measurable objectives.He advised that she come up with objective

28. The Applicant drafted her objectives but received no input **Front** that time.

29. AM had writtento the Applicanton 24 November 2010 n the subject of targets for 2011 He stated that the argets and administrative udgetallocation for the Region had been reduced and that JMO add been allocated USD100,000. He then requested that JMO add submit 30 November budget narrative as well as budget details based the USD100,000 allocation<sup>2</sup>

30. The Applicant sent an administrative budget proposal AtoM on 30 November 2010 that was higher than the sum indicated at the budget proposal was prepared based on the need to comply with minimum legal and ethical standards and that only four core categories of costs had been included.

31. She pointed out that Security/MORSS compliance took up about half of the said budget and suggested that the Regional Office see to the creation of source of funding forSecurity compliance for their offices located in conflict zonesas had been done by some other United Nations Age<sup>4</sup>hcies

32. AM replied the Applicant on the same day and asked heestend the budget based othe USD100,000 allocation made to her officient Applicant responded seeking guidance on what could be eliminated from the four categories of costs on which JMOC had based the budget prepafation.

33. The new Regional Director FS, who was copied on these emailsso replied on the same day stating att although there was need to strengthen the office capacity and ts security, it was impossible to meet those needs and demanded that he Applicant submit a budget for USD100,000 as she had been instructed<sup>6</sup>

34. While submitting a revised administrative budget for JMOC on 1 December 2010, the Applicant pointed outthine accompanyingemail that she

<sup>&</sup>lt;sup>2</sup> JMOC Administrative Budget Narrativennex 50 (b) of the Application

<sup>&</sup>lt;sup>3</sup> Ibid.

<sup>&</sup>lt;sup>4</sup> Ibid.

<sup>&</sup>lt;sup>5</sup> Ibid.

<sup>&</sup>lt;sup>6</sup> Ibid.

was doing so with objections and that she would not acmemptagement responsibility where she was being put in a **pitos**n in which she could not 41. FS and AM also told herthat some staffmembers feltthat shewas committed hard-working and smart and advised herspend more time greeting staffmembers in the mornings.

48. The Applicantrespondedhe next day offering suggestions as to how she could possibly address the issues **#**Satraised and asking for feedback on any other possible actions that she could take.

49. After the visit of FS and AM in December 201,0some JMOC staff memberssent a petition in support of the Applicant without the Applicant's knowledgeto the EMO The letter stated that ecomplaints against the Applicant did not reflect the view of the majority in JMOC.

50. The petiton praised herfairness and bjectivity in decision making her efforts in promoting gender equality er support and empowerment of local staff her two-way communication skillas well asher high level of professionalism dedication and efficiency

was also told that her email to the DED about certain communications between her and her supervisor meant that she bit the hand that fed her.

63. The Applicant received an emaftrom PMP on 26 April 2011 attaching a letter from the UNOPS Executive Directordated 19 April 2011 The letter informed the Applicant thatter fixed-term contract would not be renewed once it expired on 31 July 2011 and that shes **bre**ingplaced on specialeave with full pay with effect from 1 May2011 due to lack of improvement in her management style in spite of aPIPput in place for her.

64. She was furtheinstructed by PMP not to answer any questions from JMOC personnel and not to offer any farewned tification to UNCT colleagues, donors or external partners.

65. The Applicant submitted a request fibre rebuttal of her 2010 PRA to PMP on 1 May 2011. She challenged her overall performance ing and the individual ratingsshe received on each of freur objectives as well as the ratings in six competencies.

66. After its constitution,a UNOPS Rebuttal Panel scheduled an interview with the Applicant on 28 June 201D uring the said interview the panel did not allow the Applicant to call any witnessin support of her rebutta The panelalso intervieweds is other people including RMP, FS, AM, the Financial Management Officer in the Regional Office and two staffembers of JMOC.

67. On 29 July2011, the Applicant received PMP's email informing herthat the Rebuttal Panel had decid to uphold her PRA rating offpartially met expectation's.

68. The Applicant's six-month contract expired on 31 July 2011 and she was separated from UNOPS.

69. The Applicant filedThe A-5(O)-248(a)-3(tin-J ET Q q BT 0.9981 0 0P)1(R)6(A)-0 1 152.88 1

76. Before recommending a shortened contract extensitioner was no effort on the part of the Respondent to manage the App'licapret rformance 2010 The Applicant's supervisors largely left her to fend for herself in a new position in an extremely difficult dutystation with an inadequately funded and previously mismanaged office.

77. In December 201,0the Applicant specifically requested hearpervisor to complete her PRA, which S declined to do.Yet a merenine days laterFS recommended ashortened contract extension which was accepted by NOPS Executive Director contrary to AI/HRPG/2010/0<sup>2</sup> which purports to guarantee a consistent and ansparen process for staff contract renewals.

78. The Respondent relied on the email **66** dated 21 December 2010 support the decision to give

regards her ratings. Ultimately the PRA processlacking in both substance and transparency

87. Throughout 2010 there was no discussion or commetthe Applicant's individual performance objectives as requitely the PRA Guidelines and her supervisors had insufficient knowledge upon which to evaluate her performance objectively By FS' own admission having received no hardver notes from SC, she had insufficient basis upon which to evaluate the Applicant serformance the was particularly unreasonabe and inappropriate for the Applicant to be assigned a poor performance ating given her superviso'rs failure to discuss and approve her objectives at antijume in 2010.

88. The Applicanthad limited and infrequent engagement without the three supervisorsshe had within the reporting cycle. Throughout the year, hat he nly had five oneon-one conversations three of those occurring in December 2010 and one of those three in a public taxes and in full view of JMOC staff and stakeholders. In addition to this state of affairs and in violation of the PRA Guidelines, the Applicant received no coaching, counselling nentoring or training relevant to her position as Director of JMOC

89. The Respondent

92. The Applicants supervisor FS further refused to consider outleinputs to ensure objectivityduring the PRA process the PRA Guidelines clearly require a supervisor to take into account not only the wirn direct observation of the staff member but also feedback from others who have worked directly with a table staff member.

93. Her supervisors clearly actembrairly and contrary to the PRA Guidelines in choosing to discount theraput of either the Resident Coobinator or of members of the NCT with whom the Applicantworked and interacted on a regular basis.

94. Her supervisor also failed to provide concrete behavioural examples, relating to her performance in 2010 to support the negative ratings she received The PRA Guidelinesclearly state that when a staffmembers PRA rating is less than successfult must be supported by specific behavioural examples.

95. UNOPS makes reference to the personal subjective observatibes and PMP which for the most part occurredin 2011 and not 2010. Despite the large number of communications the Apçaint would have sent in the course of her work, it is surprising that the Respondent was unable to produce specific ab SLB b O(282\*L, 0 0 0 JL 82\*L) [()] U-[0]] whick could lead a reasonable personutederstad the rationality of FS and PMP's conclusions. This is especial sphocking considering that a major

criticism of the Applicant concerneder communication style.

96. In assesing her performance the Applicant's supervisors

mere 15 days before the end of the calendar year. This discu**cessione**don unsubstantized allegations of some JMOC staff memberssaid to have been received in December 20.10

98. Undue weight wap-laceduponthese allegation in giving the Applicanta less than favourable assessment. The PRA is alongegarassessment process and it is clearthat her supervisor failed toonside ther performance for the first nine to ten months of 2010.

99. The rebuttal process wassso flawed and deprived the Applicant of due process protections. In addition interviewing the Applicant Rebuttal Renel interviewed six other peoplaut refused to allow the Applicant put forward any witnesses on her behalf. The Panel failed numbers who worked closely with the Applicant and offered the Applicant no opportunity to respond to any of the statements offered by the other interviewees as she was the first to be interviewed.

100. All but two of those interviewed were based in Copenhagen and **the**d lit or no interaction with the ApplicanDut of the two JMOC staff interviewed, one was unhappy about the state of his contract and the other worked out of the Jericho office where hemanaged a standalone project and was not actively engaged in officewide operations.

101. Although the Applicantsubmitted key evidence to the ebbutal Panel and despite assurances that it would come back to herresceived no response and no further feedbackeforebeing informed by PMP that heroverall performance rating had been upheld Beyond this, the Panel chose to discount relevant information including the letter of support from JMOC personnel as well as the anonymous survey conducted of the 20 members of staff whom the Applicant directly supervised.

102 Ultimately, the final conclusion of the Applicant's 2010 PRA is irrational. UNOPS clearly failed to follow its own rules and regulation and the fundamental principles of the United Nations. The Applicant performed well as JMOC director especially in a new rolevithout any support from her supervisors in one of the most difficult duty stations.

103. The Applicant pays the Tribunal to order the Repondent to compensate herfor moral injury, emotional distress and the violation of her due process rights. The Applicant also prays the Tribunal to order that the rebuttal process be renewed and completed in furthermolecular function for the due process rights.

Respondent's case

104. The Respondent's case is summarized as follows

105. The statements of AM and FS to the Applicantin regards to the renewal of her contractare not sufficient to constitute a reasonable expectation of a renewal of contract for one year. Notwithstanding any possible promise and extension the Applicant's poor performance justified textension of her contract for only six months In any event no rule, regulation or policy of the Organisation precludes the Respondent frogranting the Applicant a contract extension for less than one year.

106. The Applicant has reliedeavily on the PRA Guideline but these, as the name suggests, are not mandatory and are merely adpisovig thet

109. Efficient or outstanding performance cannot create an expectancy of renewal **s** that any reference made AM regarding the Applicant'sperformance as Director of JMC is not relevant for the present purposes

110. Thirdly, in order for a clian of legitimate expectation toucceed there mustbe more than mere verbal assertionesit, her a firm commitment or an express promise AM's comments in the presence fall far short of this enchmark and are rather aqualified statement. Note: The presence of t

111. The Applicants reliance on the email of FS dated 6 December 2011 Das no basis FS made no reference to come year extensions awith the email of AM, and nothing in this email constitutes a firm commitment grow the Applicant a one year extension her contract.

112. Ultimately, even if the assumption were to be made that the Applicant was promised

failed to meet them it was reasonable for her to be given ratings or artially Met Expectations' and Fully Met Expectation's respectively

127. In regards to the Applicant's objective of UNCT representatione, Rebuttal Panewas informed that JMOC relinquished the important leade in the UNCT infrastructure subseam during her tenure. The infrastructwastone of UNOPS' focusareasand it wasunnecessarto re-interview the Applicant on this point as the conclusions on her other PRA objectives meant a change in this objectivewould makeno difference to her overall rating.

128. It was clear from the visits made to JMOCHES; AM and PMP that it was a deeply divided office. When asked by fRebuttal Panelo comment on this, the Applicant stated that she believed it to be only a few people who disagreed with her management style and/or ability. TRebuttal Panel was entitled draw its own conclusions based on the evide beefore it and by requesting the Applicant's comments on this matter fully respected all due process requirements.

129. In light of the aboveit is est(r)13Adp

136. In an email sent to both S as the new Regional Director an AdM on 5 November 2010, the Applicant discussed her 2010 PRA and asked that her contract be extended before tbe mpletion of the said PRA so that she could apply in time to extender UNLP, visa and yellow card Although AM responded the same day, he said nothing about her contract extension

137. Again on 3 December 20,10 the Applicantemailed FS<sup>10</sup> regarding the delay in extending her contract. She to BB that in September AM had assured her that her contract would be extended. She wanted to know thought differently.

138. On 6 December 2010F,S replied assuringher that she would recommend her extension and that M's assurances on 6 Septembe 2010 about her contract extension still stod. FS said in the same email that there was no need for the Applicant to think about winding down and urged her to relax.

139. In his closing address, the Responder **C** sunsel submitted that the assurances of AM and FS were neither express nor implied promises. He continued that AM's assurance of contract renewal depended on the approval of the UNOPS administrative budget while the had no authority to approve.

140. It was also argued on behalf of the Respondent **R**S attad not made any commitments beyond **d**s made by AM in September 2010. It was further submitted that the extension discussion with a did not refer to a contract extension of one year but merely revolved around whet the Applicant should use her annuate ave and leave UNOPS.

141. The Tribunal is not in any doubt that both and FS at different times in September and December 2010 assured the Applicantiting that she did not

Director was neverraissueat any timein this case. As heinterim supervisor, AM was assuring the Applicant in his 6 September 2010 email that she was an able director, that UNOPS was unlikely to close down JMOC and that as such she would have a contract extension MOC was not closed down in 2011.

143. Interestingly, at the time AM gave these assurances, the Applicant had been JMOC's substantive Director for overight months after serving in an interim capacity for about five months prior. The reassuring email was sent to

would have a talk to finalize things on the first day of her mission and the at Applicant should not think of winding down but instead be **erat**tiand relaxit cannot be reasonably argued that FS as EMO Regional Director and the Applicant's supervisorhad made no commitment to the Applicantegarding an extension through 2011

149. Unfortunately, the Responden Cosounsel's efforts at interpreting the entire communication on this issue seem to imply that booth ervisors AM and FS were engaged in doublespeak through This stance is wholly unnecessary ats is only proper that UNOPS takeresponsibility for the securances given and promises made by its managers.

150. In its judgment in64.8 Tm [Q q BT74.24 6aN 0 0 0 rg 0. 11.28 Tf 0 0 0 rg 0.9981 0 0 1 8.72

procedural irregularities that deprived the Applicant of due processwanel therefore unlawful.

159. The Applicant's Counselin making submissions on this issue cited the judgment in *Onana*<sup>16</sup>, where the Tribunal held that **is** a well-established principle that the Organization should strictly follow its own rules o cited was the case of *Nwuke*<sup>17</sup> in which it wasadjudged that the failure of the Governance and Public Administration Division (GPAD) of the United Nations Economic Commission for Africa (UNECA) to follow the provisions of its hiring manual amounted to **p**rocedural irregularity and was therefore unlawful.

160. In *Nogueira*<sup>18</sup>, which wasalso cited in support of the Applicant's casie washeld that the procedurespeltout in the Performance Appraisal System (PAS) were essential to ensure that the Organization plies with its own charter

161. On his part, he Respondents Counsel submitted that thearguments relating to the Respondent's reaches of the NOPSPRA guidelines ought to be rejected because the said PRA guidelines are merely guidelines and not mandatory.

162. Counsel further sought to support his position with ranouncement of UNAT in the *Tadonki* case<sup>49</sup>. He also referred to a statement in the UNDT judgment of *Charles*<sup>20</sup> where the judgepointed outthat the recruiters manualin that cases ets out guidelines to hiring managers and is not a properly promulgated administrative issuance and also does not lay down mandatory requirements in respect of all components of the selection process

163. With respect, the Tribunal must underscore the factt**thea**Respondent's Counsel's reference to the pronouncement of the Appeals Tribunal in paragraph 56 of its judgment if *Tadonki* wasnot only taken out of context b**st** bstantially a misinterpretation of the said judgment.

164. What that judg

out in the closing submissions made on behalf of the Applicant. The Tribunal will here examine the instances of room pliance with the PRA guidelines flated a tTI q BT /F1 11.28 Tf by the Applicant

(a) Failure to discuss and approve the Applicant's 2010 objectives as required at stage 1.

170. The guidelines provide that

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176. The Respondents Counselcontended in closing address that stage 1 of the PRA process was observed because the Applicant's (BRA ough initiated at the end of the performance cycle) intained four objectives and each of these four objectives were known to the Applicant as atubary 2010 when the evaluation period began to run.

177. He submitted thatalthough the said objectives were not entered tineo UNOPS PRA online system until the end of the reporting year due to the Applicant's inaction, there is no doubt that the Applindaknew by January 2010 what was expected of hand therefore could not have suffered any prejudice by the delay in entering these on the online system. Counsel also pointed to the fact that the Applicant had drafted the objectives whire Shapproved in Deember 2010.

178. He further submitted that in essence the Applicant's PRA had been approved outside the online system and that she had prevented progress on her online PRA for 2010 by not completing her 2009 online PRA until September 2010. He added that is only the supervisee who can create a new PRA in the system.

179. The arguments of the Respondent's Counsel in this regard not only and reason on its headout areunduly defensive and totally misleading. defining the PRA system, UNOPS guidelines clearly state that it is the online performance

Applicant addresed to both AM and FS asking whom she should dicate as her supervisor on her online PRA and seeking information on the objectives she should enter.

182. In reply, AM did not tell her that she knewhat to doalready but rather told her that she should draft objectives relevant to her targets and business plan which were measurable in some ways and finalize with input. He also forwarded a document to help herthedrafting of the said objectives his was on 6 November 2010.

183. What the Respondent'Sounsel refers to as a delay isomplying with stage 1 of the PRA is in fact a complete failure to perform a core and essential managerial duty bSC, UNOPS former EMO Regional DirectorIn other words, UNOPS and its supervisors who do not see to the timely initiation of and continued use of the relevant performansees sment process as a performance monitoring toolof their supervisees intended by the Organization ust take responsibility for managerial incompetence.

184. This Tribunal finds and holds that the relevant UNOPS managers failed in their duty to see that proper objectives were set for the Applicant at stage 1 of the PRA process. This failureobbed the Applicant of much needed guidance and feedback in her workconsidering especially that it was her first year on the job andwasconsequentlynanifestlyprejudicial to he

(b) Did UNOPS fail to conduct a mid-year evaluation as required at stage 2 of the PRA process? Was a PIP properly instituted for the Applicant during the performance cycle?

185. A mid-year review is stage 2 of the PRA proceise PRA guidelines make it clear that the miglear review provides a monitoring opportunity to keep track of targets. Any deviations found atteen thoroughly discussed and immediate corrective actionts ken to set the right on course.

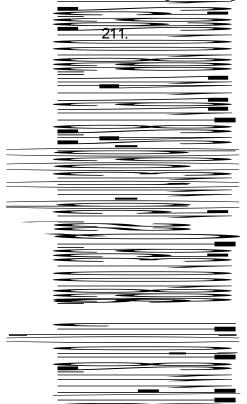
186. The mid-year review takes place in August whether staff member and his or her supervisor should have a fato face discussion to review the status of the objectives earlier setthe development plan and any obstacles in achieving them

187.

204. In section 10 the administrative instruction provides that as soon as a performance shortcoming is identified during the performance cycle, the first reporting officer (FRO) in consultation with the second reporting officer (SRO)

which would include more frequent feedback, development, and coaching, as well as specific deliverables with a timetable."

210. Reading these three documents together, it is clear at paterformance shortcoming must be detected as early as possible during the reporting peter. instituted to improve performance ust beproperly structure of 30 tor (anarget DF for 0.915 [(s)5(.88 6p-g ( supervisor who hese identified performance shortcomings reall only discuss with and seek the imputs of the staff member affected rder to produce a Plout must remain in the driving seatry guiding and managing the procetosough membering coaching and providing feedback



(c) Did UNOPS fail to engage with the Applicant for sufficient factual basis for

219. Counsels argument in applying the above uoted reasoning of UNAT in *Morsy*, implied that the Applicant being a senior managewho had a red UNLP supervised about 0 staff members plus the fact that the vacancy advertisement which led to her selection required that the successful candidate have the necessary capabilities could not expect to be coached, counselled or mentored This Tribunal must observe that the statement was completely taken out of context in the Respondent's submission and that that case is totally irrelevant to this Application

220. He continued that with regard to the facts the Applicant admitted that she was advised and mentored JPy who was a IQOC director and senior UNOPS staff member. He submitted that was delegated that task SC, the former EMO Regional Director and that the Applicant never as the dreg on all office for courselling, coaching or mentoring.

221. The UNOPS PRAguidelinesclearly state that the guidelines apply to all staff members and up to those on the D-2 level. The samedocuments tipulates that during a performance years upervisors are expected to be fully gaged with people management, employing a suitable array of informal and formal approaches to assure that a staff member's performance and learning plans are on track." This array of approaches includes coaching unselling and mentoring.

222. The other argument of counsel that Pof IQOC was delegated the task of coaching, counselling and mentoring the Applicant Solyher former supervisor and that this fulfilled the requirements for the Applicant's management by her supervisors is completely with the merit.

223. While nothing in the Respondent's case laid claim to subtleategation to JP to supervise the Applicant in the reporting year of 2010, it is curious that Counsel in closing submission would make such asubmission when the Respondent has confired neither oral notice currentary evidencies that regard

224. Moreover the Applicants reliance on JP's advicewas criticised by helast supervisor FS who addressed it as one of the Applicant's performance

shortcomings that needed improvement indeed it is the Respondent's case that JP

Case NoUNDT/NBI/2011/059 Judgment No. UNDT/201/428

37.-15 [y 0 r8.8 3a.36 72290ETH8 Was furth (f) 133 (subsub (r) 989 99 (@) 93 (F)] 17 (bp ET 322 b) 282 (Trans 288 926 F2 29 rg 0T 1 51 3328.824)

239. With regard to a question about on compliance with the PRA guidelines in preparing the Applicant's performance review A said the PRA guidelines were not a requirement and that the role of the panel was not to delve into details. He agreed that the panel portrecorded that there were serious shortcomings in the way the PRA process was carried out but added the aboncerns were only noted so that they could be avoided in the future.

240. Regarding the objective on personnel management and leadership, the witness said that based on everything they headdsaw the panellists believed that there was discontent in the office. He added that the solvations because PMP as the HR Director would not visit a place twice if there was no discontent there. He continued that the intervention by headquarters showed there was no harmony in JMOC under the Applicant.

241. He said further that the panel knewette wereeven investigations based on complaints against the Applicant. This, according to the witnesse ant that something was seriously wrong in the office because stigations are usually the last resorbecause before an investigation is commence there would have been mediation and other interventions.

242. When crosæxamined as to whether the pa**ne**hsidered any behavioural examples of the Applicant on any of the competencies, the witness said he did not remember the panebnsideringany compæincy oranybehavioural pattern of the Applicant.

243. In answer to a question from the Tribunal, the witness said **PMB** tdid not influence the panel and that he could not recall him making any input to the proceedings.

244. The witness in answer tanother question said that the Applicant told the

245. The Applicant was recalled to rebZtA's testimony. With regard to the

31 which is **a** unchallengedecording of that PRA discussionshows PMP asking questions of the Applicant.

251. The rebuttal

twice and investigations wouldonbe initiated following complaints madegainst the Applicant.

256. This conclusion was arrived at by the panel in spite of the fact that it 651.6 Tm [( )] TJ ET C

blamed her for **a**office restructuring and movementof the officeto a MORSS compliant premises which were approved **and**ported by the EMOThe panel did not bother to consider any constraining factors that existed or the impact of such factors with regard to the Applicant's failure to meet set targets for net revenue, delivery and project management.

261. On the whole, the Tribunal finds that the rebuttal process violates and unfair and violated the Applicant's due process rightes it readily adopted host of the views of the Applicant's supervisit unfavourable views of PMand her PRA team without any independent assessment one ference to any behavioural examples. The panel was also inted by the presence and participation of PMP who was not only a witness before it but was part of the PRA team theor Applicant. The panel was little more than a rubber stating the impugned PRA process for the Applicant

## Conclusion

262. The Tribunal's findings are summarized below

a. An expectancy of renewal had been created by the written assurances of a contract extension through 2011 made to the Applicant who relied on thesessurances by her supervisors

b. The Applicant's supervisors repeatedly and erroneously disregarded relevant UNOPS PRA guidelines while completing her performance appraisa This disregard for UNOPS PRA guidelines is fatal to the case made out by treespondent.

c. The rebuttal process was biased and unfair and violated the

## Judgment

263. The Tribunal Orders the Respondtenpay the Applicant the equilement of six months net base salary for failure to extend her conftarcta period of one year, having created a legitimate expectancy of a one year renewal.

264. The Applicant is entitled to compensation for the procedural irregularities occasioned o herby the failure of the Administration to follow its own guidelines and its rules and procedures Tribunal accordingly awards the Application tee months' net base salary as compensation for these procedural irregularities.

265. The Applicant is entitled compensation for violation of her due process rights during the rebuttal processive Tribunal accordingly awards the Applicant three months net base salary as compensation for this violation.

266. The reliefs awarded the Applicant are to be paid **w**ition days from the date the Judgment becomes executable, during which period interest at the US Prime Rate applicable as at that date shall apply. If the sum is not paid within the 60-day period, an additional five per cent shall be added to the US Prime R until the date of payment.

(Signed)

JudgeNkemdilim Izuako

Dated this 30<sup>th</sup> dayof October 2014

Entered in the Register on this<sup>th</sup>3fday ofOctober2014

(Signed)

Abena KwakyeBerko, Registrar, Nairobi