



P. Nikiforos Diamandouros
European Ombudsman

Prof. Udo Helmbrecht
Executive Director
European Network and Information Security
Agency
P.O. Box 1309
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Strasbourg, 02-02-2012

Own-initiative inquiry OI/3/2012/CK concerning the European Network and Information Security Agency

Dear Professor Helmbrecht,

On 17 November 2011, I closed my inquiry into complaint 1498/2011/CK, in which the complainant alleged that the European Network and Information Security Agency failed to inform him about the outcome of a selection procedure.

In my letter, I apprised you of my intention to deal, in the framework of an own-initiative inquiry, with ENISA's policy not to reply to candidates' requests for information on the outcome of selection procedures as such practice may reveal a possible systemic problem.

In this regard, I would like to bring to your attention the Ombudsman's decision closing his inquiry into complaint 923/2009/(BB)FOR against FRONTEX, which concerned a similar issue. In this decision, the Ombudsman had pointed out that: "It is both courteous and service-minded to acknowledge receipt of applications and to inform candidates of the significant steps (such as their exclusion from a recruitment procedure) affecting their progress in a recruitment procedure."

In light of the above, I would be very grateful if ENISA could clarify:

(a) its policy regarding the manner in which it generally communicates with candidates in selection procedures;

(b) its policy regarding its handling of requests for information submitted by candidates, in particular those concerning the status of their applications and/or the outcome of a selection procedure.



I invite you to provide the requested clarifications in your opinion by 30 April 2012.

My Legal Officer, Ms Christina Karakosta (tel: +32 228 41141), will be responsible for dealing with this own-initiative inquiry.

Yours sincerely,

P. Nikiforos Diamandouros