



International Organization for Migration (IOM)
The UN Migration Agency

OFFICE OF THE INSPECTOR GENERAL

Management Response and Actions IOM Country Office Baghdad Audit File No. IQ201801

The IOM Office of the Inspector General (OIG) conducted an internal audit of the IOM Baghdad (the “Country Office”) from 2 to 16 April 2018. The audit assessed the risk exposure and risk management of the Country Office’s activities, in order to ensure these are well understood and controlled by the country-level management and staff. The audit covered the activities of the Country Office from January 2016 to December 2017. The results of the audit are public and can be accessed through IOM’s global website¹.

The OIG assessed the Office as partially effective, and raised 35 audit findings and recommendations, out of which 14 are very high and high priority.

As of October 2020, the Office implemented all recommendations.

The below report provides an explanation of the actions taken since the 2018 audit and the current state of the IOM Baghdad office.

Management Response and Actions to the Internal Audit Report of IQ201801 – IOM Baghdad

Finance and Accounting

Finding No. 7: Deviation from the established Delegation of Authority

Finding Closed

In all delegation of authority, the country office does not specify the name of the staff rather the designated officers holding the positions. The name/title of the delegated staff is indicated on the surprise cash check.

Finding No. 8: Weakness in signatory panels

Finding Closed

We have closed the IOM Iraq office in Amman, Jordan, we currently have two national staff that are projectized under Iraq country office’s work breakdown structure, but contracts issued with IOM Amman. All the bank signatories are based inside Iraq. Our bank account is with a bank, where online banking is very efficient and authorizing payments is via token (2nd authentication), allowing efficient processing of bank payments and no delay.

¹https://www.iom.int/sites/default/files/about-iom/audit/iq201801-iom_baghdad.pdf



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Finding No. 9: Insufficient controls over cash accounts

Finding Closed

We have implemented this based on Financial Management Rules and Procedures, only the cash custodian has the access to the cashier's room and safety boxes. The spare keys of the safe and cashier is being held by the Resource Management Officer only for emergency purposes.

Finding No. 10: Travel administration needs improvement

Finding Closed

There is also a monitoring of travel expense claim settlement, once travel expense claim is settled PRISM document number (FB60) is recorded and marked as settled, please see example named (Finding No.10). Re-coordinated the Mission-Specific Rest and Recuperation Guidelines to Human Resources Management in Headquarters to include various scenarios on the different types of Leaves and how they affect the Rest and Recuperation, mentioning all the duty stations in Iraq and applicable Rest and Recuperation cycle and allowances and the application of travel dates if and when an annual leave immediately follows the Rest and Recuperation dates. Clarification as well, in regard to the second travel day when a staff member takes annual leave in addition to the Rest and Recuperation days and Human Resources Management in Headquarters confirmed that the travel day would be upon completion of the annual leave/s. Further, the Finance Unit will not process Human Resources Management in Headquarters travel expense claims without the complete attachments as required by human resources. So, there is cross-checking. Human Resources Unit for each Human Resources Management in Headquarters authorization remind staff of the necessary steps and requirements like: Filing Leave in PRISM, completing a travel authorization, security clearance/TRIP, etc. prior to commencing the travel. (Please see attached sample email named as Finding No.10A)

Procurement and Logistics

Finding No. 20: Inappropriate handling of rental vehicles

Finding Closed

The VRC analysis and latest tracking of the logbook was shared to the internal auditor.

Finding No. 21: Discrepancy in the number of vehicles in the Country Office and records in PRISM

Finding Closed

All records of vehicles were fixed in the system and all donated vehicles were removed from the system. Attached are the corrected records of assets and the Deed of Donations for the reference.

Finding No. 22: Deficiencies in Insurance policies

Finding Closed

The new policy for vehicles as well as assets with changed location of the new building was shared to the internal auditor.



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Finding No. 23: Incomplete distribution of Non-Food Items to beneficiaries

Finding Closed

There was a loss of mattresses in the warehouse. The Office of the Inspector General has been notified of this on 01 October 2019. The case is registered with the Office of the Inspector General under case No. I-2019-323. It is expected that an investigation to take place in January 2020.

Contracting

Finding No. 26: Deficiencies in the lease agreements for the office and warehouses in Erbil

Finding Closed

The warehouse contracts were unified. The lease in Erbil is increasing due to political situation improvement and the landlord did not accept any change. However, the furniture issue and parking issue was agreed with the landlord whereby IOM will not be liable for any furniture damage. The parking space that was utilized as prefab is now removed from the contract and the landlord accepted to amend it to prefab area.

Programme and Operations

Finding No. 29: Issues identified in the administration of construction contracts

Finding Closed

This contract was made during L3 emergency where the Director General gave a special approval for sole source quote. Upon the arrival of the procurement officer to the country office, the process was followed as per IOM standards even though the emergency continued.

Finding No. 30: Delays in donor reporting (Repeated Finding)

Finding Closed

Media and Communications Unit and Programme Support Unit have analysed reasons for delay and have put in place a more rigorous process flow for donor report development and review, including quality control of reports, additional human resources to write reports and pushing programme units to start earlier with report writing to avoid delay in report submission, which has improved the timeliness of report submission.

Finding No. 31: Delay in the distribution of beneficiary items

Finding Closed

Backlogs have been addressed and in-kind livelihood packages have been phased out in CRP phase 8 to be replaced with cash cards with selected vendors.



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Finding No. 32: Incomplete supporting documentation for items distributed to the beneficiaries and inadequate protection of beneficiaries' personal data

Finding Closed

The Emergency Programme has worked closely with the Information Management unit to transition assessment, distribution and beneficiary data over to the ODK tool, thereby increasing security of personal data. The vast majority of non-food items distributions are captured through the ODK tool, however, additional training of staff in the sub offices is ongoing. The Emergency Program developed a tracking sheet that links the cargo movement plan to the distributions and the corresponding purchase order. The Emergency Programme and the Information Management Unit are currently working to revise the ODK tool to include refer to corresponding purchase orders on the distribution lists.

Finding No. 33: Incentives paid to government employees

Finding Closed

We believe risk is minimal as the practice is fully endorsed by the health cluster, World Health Organization and Ministry of Health. As per the comment, the health cluster and Ministry of Health continue to agree on and approve the payment of incentives for Ministry of Health staff as they work outside of their location and for extra hours to their normal commitment in locations where the continuation of health services is critical (such in the camps). IOM Iraq continues to ensure that work hours do not overlap with regular staff commitment and continues to build the capacity of the Ministry of Health /DOH with a view to eventually being able to hand over facilities to Ministry of Health and discontinue the payment of incentives.

OIG/Internal Audit Comment:

OIG Internal Audit takes note of the fact that all recommendations have been implemented as of October 2020.