



International Organization for Migration (IOM)  
The UN Migration Agency

## OFFICE OF THE INSPECTOR GENERAL

### Management Response and Actions IOM Country Office Bangkok Audit File No. TH201801

The IOM Office of the Inspector General (OIG) conducted an internal audit of the IOM Bangkok (the “Country Office”) from 15 to 19 October 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 September 2016 to August 2018. The results of the audit are public and can be accessed through IOM’s global website<sup>1</sup>.

The OIG assessed the Office as partially effective, and raised 41 audit findings and recommendations, out of which 16 are very high and high priority<sup>2</sup>.

As of December 2020, the Country Office has 2 remaining open recommendations, 1 of which is high risk.

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

### Management Response and Actions to the Internal Audit Report of TH201801 – IOM Country Office Bangkok

#### Management and Administration

#### **Finding No. 3: Potential issue on the Country Office’s sustainability**

##### Finding Closed

The Chief of Mission has worked on a continuous basis with the Project Development Officer on fundraising, and since April 2019 (7 months), we have developed 11 proposals, 4 were funded for a total of USD 112,501,381 and 5 are under development but funding confirmed for USD 3,961,091. Not including Australian Cultural Orientation, which is under development on PRIMA. Furthermore, the Chief of Mission has taken visits to donor capitals, including Brussels, Belgium in February 2019 and Washington, DC in April 2019. The Chief of Mission also initiated various meetings with UN agencies, including UNICEF, UNDP, ILO, UNWOMEN, on future joint programming. The Chief of Mission met with donor Embassies to discuss funding and to profile IOM's work about 20 times since April. As with all IOM country offices, fundraising and project development will forever be an ongoing issue.

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<sup>1</sup>[https://www.iom.int/sites/default/files/about-iom/audit/th201801 - iom\\_co\\_bangkok.pdf](https://www.iom.int/sites/default/files/about-iom/audit/th201801 - iom_co_bangkok.pdf)

<sup>2</sup>Three very high and high risk findings under Management and Administration were not presented, according to the provisions of IB/78 “Disclosure of IOM Internal Audit Reports”.



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**Finding No. 4: Lack of oversight on sub-offices' resources management functions and defective organization set-up in the Migration Health Unit**

*Finding Closed*

Please refer to the Resource Management Unit in the field offices having second manager in their Staff Evaluation System. On Migration Health Assessment Centre set-up, the response, as indicated in our final draft, was that the country office's assessment is that the two senior positions (Senior Nurse and Senior Laboratory Coordinator), will remain in the main office. The nature of the work and responsibilities of Senior Laboratory Coordinator and Senior Nurse are not only limited to the direct supervision of staff in Bangkok Migration Health Assessment Centre but also Migration Health Unit has its presence in several locations in Thailand (BKK, MST, MHS, MSR), as well as significant involvement in supporting and coordinating Regional Humanitarian Assistance Programme activities. In order to coordinate it efficiently and be in constant contact with other IOM Thailand Units (for example, Finance, Human Resources, Procurement, OPS, etc.) as well as to have a close coordination with ROAP colleagues, which is next door to IOM Thailand office, CMO and core Migration Health Unit coordination staff (SLC, SN, Psychiatrist) should therefore, be located in the IOM main office. The CMO, SLC, SN do regular visits to Migration Health Assessment Centre (1-2 per week), as well to other sub-offices, in order to provide direct supervision. The close distance between IOM main office and Migration Health Assessment Centre, Senior Migration Health Unit staff can conveniently visit Migration Health Assessment Centre on a short notice if there is a need.

**Finding No. 5: Incomplete Delegation of Authority Matrix and inappropriate PRISM roles for certain staff**

*Implementation On-going*

**Mission's Response:** The delegation of authority matrix is being revised again due to the participation of Thailand in the online Purchase Request pilot country offices.

**Personnel**

**Finding No. 10: Outdated and unrated Terms of Reference**

*Finding Closed*

The country office has opted a status quo due to:

- a. pending decision of the 3<sup>rd</sup> salary scale (final decision came out only in April 2020, which is 4 years after the last survey),
- b. imminent closure of major programmes,
- c. lack of funding that would cover should there be upward rating,
- d. lack of guidance from Panama Administrative Centre there will be financial impact after rating all terms of reference, and
- e. staff restructuring due to COVID-19 impact.

In 2019, two terms of reference have been rated which resulted to upward rating, however, the change was made possible due to available funding and an explicit approval from the Donor. Other terms of reference will have to remain as is until practical options are available.



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**Finding No. 11: Ineffective downsizing of Migration Health Division laboratory unit**

*Finding Closed*

The staff overtime had been exceptionally paid in cash, daily staff are hired to cover the gaps and filing of overtime is strictly implemented as per Overtime Policy.

**Finance and Accounting**

**Finding No. 13: Defective administration of imprest accounts**

*Finding Closed*

The imprest cash and other cash payments that cannot be made via banks are approved by the Chief of Mission.

**Finding No. 14: Cash Management needs to be strengthened**

*Finding Closed*

The TIC project is closing in May 2020 as per Director General's decision note, as noted in the auditor comment.

**Procurement and Logistics**

**Finding No. 21: Inappropriate handling of rental vehicles**

*Finding Closed*

The country office implemented the recommendations.

**Programme and Operations**

**Finding No. 29: Ineffective monitoring and inaccurate recording of IOM Service Fee associated with Thailand-Israel Cooperation project**

*Finding Closed*

The revenue is recorded as earned. As of December 2019: The new process beginning December is that the Resource Management Officer signs off the invoice along with the PRISM entry as an additional requirement.

**Finding No. 30: Reasonableness and frequency of Service Fee payment to Department of Employment needs a review and non-compliance with the provisions of the Cooperation Agreement in terms of interviewing workers**

*Finding Closed*

The country office implemented the recommendations.



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**Finding No. 31: Inadequate Standard Operating Procedures for Thailand - Israel Cooperation Project**  
*Finding Closed*

The Project Manager confirms that the standard operating procedures are updated.

**Finding No. 32: Weak controls in handling the Criminal Investigation Department Fee**  
*Finding Closed*

As per the Director General's decision note, the Programme will be closed as of May 2020.

**Finding No. 33: Unrecorded Overseas Worker Welfare Fund Membership Fee**  
*Finding Closed*

As per the Director General's decision note, the Programme will be closed as of May 2020.

**OIG/Internal Audit Comment:**

**OIG - Internal Audit takes note of the action taken by the Office to close the recommendations and strongly encourages the implementation of the two recommendations remaining pending.**