



OFFICE OF THE INSPECTOR GENERAL

Management Response and Actions IOM Country Office Rabat Audit File No. MA202201

The IOM Office of the Inspector General (OIG) conducted an internal audit of the IOM Rabat (the “Country Office”) from 12 to 23 September 2022. 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 2021 to July 2022. The results of the audit are public and can be accessed through IOM’s global website¹.

The OIG assessed the Office as **Partially Effective, some improvements needed** and raised 25 audit findings and recommendations, of which *8 are high priority* and are in the process of implementation of action plans. As of the date this summary is publicly available, 6 recommendations are implemented.

Management Response and Actions to the Open Recommendation of Internal Audit Report of MA202201 – IOM Country Office Rabat

Management and Administration

Organizational structure needs improvement

Implementation on-going

Lack of a risk management plan

Implementation on-going

The Country Office is working on the risk management plan until the end of June 2023.

Human Resources

Deficiencies in the administration of human resources

Implementation on-going

The Country Office coordinated with Human Resources Advisory Services for the appropriate action in relation to the advancement within grade for the special short-term contracts and the long-service step. The country Office are reviewing the contracts and extensions of ungraded contracts to ensure that they do not exceed the nine months and paying attention for the extension of the ungraded contracts to not exceed the nine months. And the Human Resources are reviewing the steps entitlements each month to perform the advancement within grade when entitled. In addition, the

¹<https://www.iom.int/sites/g/files/tmzbd1486/files/about-iom/audit/ma202201-iom-rabat.pdf>

Resource Management Officer is reviewing the Personnel Action before the Chief of Mission's signature. Moreover, the Country Office is in the process of hiring Human Resources officer to enhance the Human Resources unit capacity. The Country Office coordinating closely with Human Resources Advisory Services and Regional Office for Human Resources sensitive matters and the untypical cases.

Issues on HR filing and endorsement

Implementation on-going

The auditee shared the promotion calculation of a staff cleared by Panama Administrative Centre. As mentioned in the comment of (Finding No. 5), the Country Office is coordinating closely with Human Resources Advisory Services and Regional Office for the Human Resources sensitive matters and the untypical cases. Regarding the Information and Communications Technology staff in Tangier, the staff resigned in November 2022, thus, no further action to be taken, and the Country Office recently send a reminder to all staff for the compliance to (USRR 1.7). As for the personnel file, the Human Resources office is always locked and only Human Resources staff and authorized staff can access it by (access card).

Finance and Accounting

Control gaps in the administration of cash

Implementation on-going

- A new authorization from Treasury Division is obtained for the USD cash account with the amount of USD 8,000.
- The defective duplicate key of the cash safe which has two keys is maintained and working now, and we arranged to keep the duplicate key in the main safe of the treasury unit to be available in case of emergency.
- On the surprise cash counts, the auditee shared a proof of surprise cash counts conducted in 2022.
- As for the supporting documents of the cash payment for the predeparture beneficiaries, the country office enhanced the supporting documents, now the Project Manager/supervisor is signing the beneficiaries' distribution list, and the country Office is adding the departure notification to the supporting documents, the Country Office found that the departure notification is better and more adequate than the fax memorandum sent to the Ministry of Interior, since there is a high probability that the names list in the memorandum could be changed as many beneficiaries are not travelling as per the proposed schedule, therefore, the departure notification which contain the exact departed numbers with the names is added to the supporting documents and it fits the need to verify the cash distribution list. For better tracking of the cash handover from the custodian to the operations staff and the recognition of the expense, the Country Office is now posting the action as advance in the OPS staff vendor account and then recording the amount paid to the beneficiaries as accounts payable transaction in Online Invoice Payable Application against the OPS staff vendor account, this is to improve the cash control.

Procurement and Contracting

Weaknesses in the procurement administration

Implementation on-going

Deficient management of assets and inventories

Implementation on-going

Movement operations need improvement

Implementation on-going

OIG - Internal Audit Comment:

The Country Office is strongly encouraged to move forward with the implementation of the remaining recommendations.