



INTERNAL AUDIT DIVISION

AUDIT REPORT

Official travel in the International Criminal Tribunal for the Former Yugoslavia

Official travel was managed satisfactorily, but there was scope for better monitoring and management of services provided by the travel agent

15 April 2010
Assignment No. AA2009/270/06

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

OFFICE OF INTERNAL OVERSIGHT SERVICES · BUREAU DES SERVICES DE CONTRÔLE INTERNE
INTERNAL AUDIT DIVISION · DIVISION DE L'AUDIT INTERNE

TO: Mr. John Hocking, Registrar
A: International Criminal Tribunal for the Former
Yugoslavia

DATE: 15 April 2010

REFERENCE: IAD: 10- 00269

FROM: Fatoumata Ndiaye, Director
DE: Internal Audit Division, OIOS

Fatoumata

SUBJECT: **Assignment No. AA2009/270/06 - Audit of official travel in the International Criminal
OBJET: Tribunal for the Former Yugoslavia**

1. I am pleased to present the report on the above-mentioned audit.
2. Based on your comments, we are pleased to inform you that we will close recommendations 6, 7, 10 and 11 in the OIOS recommendations database as indicated in Annex 1. In order for us to close the remaining recommendations, we request that you provide us with the additional information as discussed in the text of the report and also summarized in Annex 1.
3. Please note that OIOS will report on the progress made to implement its recommendations, particularly those designated as high risk (i.e., recommendation 8), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

cc: Mr. David Falces, Chief Administrative Officer, ICTY
Mr. Ken Roberts, Deputy Registrar, ICTY
Mr. Swatantra Goolsarran, Executive Secretary, UN Board of Auditors
Ms. Susanne Frueh, Executive Secretary, Joint Inspection Unit
Mr. Moses Bamuwamye, Chief, Oversight Support Unit, Department of Management
Mr. Byung-Kun Min, Special Assistant to the USG-OIOS
Mr. Alpha Diallo, Officer-in-Charge, Nairobi Audit Service, OIOS

INTERNAL AUDIT DIVISION

FUNCTION

“The Office shall, in accordance with the relevant provisions of the Financial Regulations and Rules of the United Nations examine, review and appraise the use of financial resources of the United Nations in order to guarantee the implementation of programmes and legislative mandates, ascertain compliance of programme managers with the financial and administrative regulations and rules, as well as with the approved recommendations of external oversight bodies, undertake management audits, reviews and surveys to improve the structure of the Organization and its responsiveness to the requirements of programmes and legislative mandates, and monitor the effectiveness of the systems of internal control of the Organization” (General Assembly Resolution 48/218 B).

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EXECUTIVE SUMMARY

Audit of official travel in the International Criminal Tribunal for the Former Yugoslavia

The Office of Internal Oversight Services (OIOS) conducted an audit of official travel in the International Criminal Tribunal for the Former Yugoslavia (ICTY). The overall objective of the audit was to review the management and administration of official travel in ICTY. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

Overall, OIOS found an acceptable level of compliance with UN travel policies and with the internal policies and procedures put in place by the Tribunal. However, the following opportunities for improvement were noted:

- There is a need to more effectively use the available travel-related information in order to achieve more cost-effective outcomes. In addition, the travel budgets needed to be more effectively monitored by sections to prevent over-expenditures.
- Closer attention is required to some \$175,000 outstanding travel-related obligations, which needed to be cleared. Also, business travel was not always properly authorized in writing, in advance of the trip as required.
- For 2008 and 2009, OIOS assessed that in 47 cases, the lowest air fare was most likely not obtained, which resulted in higher expenditures to the extent of €5,213 (\$7,522). If this trend is extrapolated across 2008 and 2009, the total extent of the higher expenditures would approximately be €30,000 (\$43,290).
- The management fee payable to Advanced Travel Planners (ATP), the travel services provider, and commissions due from JAT airlines were incorrectly computed, resulting in over-payment of management fees and underpayment of commissions due to ICTY. This amounted to €14,075 (\$20,268) which was subsequently recovered from ATP.

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I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of official travel in the International Criminal Tribunal for the Former Yugoslavia (ICTY). The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.
2. Travel is an important component of the United Nations activities. Travel, whether to participate in a conference or meeting, monitor programme implementation or provide advice, training or assistance, is a means for organizations to fulfill their mandates. Member States and oversight bodies of the organizations of the United Nations common system have constantly attached great importance to achieving efficiency and cost savings in travel. Access to economical, convenient and efficient air travel services is important for the effective administration of ICTY mandate and programmes.
3. ICTY has entered into a contract with Advanced Travel Planners (ATP) for the provision of travel management services. The contract also includes the provision of financial management and management information services. This vendor has been providing services to the ICTY since inception. The current contract was signed in 2007 and was valid until December 2009, with options for extension for two one-year periods. ICTY has spent \$9.15 million on travel from January 2006 until September 2009 of which some \$5.8 million was expended under official travel object code 2302 and the balance on other types of travel. Overall, the official travel expenditure represents on average about two per cent of ICTY expenditures.
4. Comments made by ICTY are shown in *italics*.

II. AUDIT OBJECTIVES

5. The main objectives of the audit were to:
 - (a) Assess whether official travel, the related expenditures and contractual arrangements were regulated with due regard for economy and efficiency; and
 - (b) Assess the adequacy and effectiveness of internal controls in ensuring compliance with established United Nations regulations, rules and instructions.

III. AUDIT SCOPE AND METHODOLOGY

6. The scope of the audit was limited to reviewing official travel expenditure from January 2006 to September 2009, which totaled some \$5.8 million. The audit methodology included reviews of policies and procedures, interviews with relevant staff and collection and analysis of data. The audit also included reviews of documents and data pertaining to the travel service provider
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ATP. Home leave travel, education grant travel and repatriation travel were not covered in this audit.

IV. AUDIT FINDINGS AND RECOMMENDATIONS

A. Efficiency and economy of travel expenditures

Need for improved monitoring of travel expenditures

7. OIOS assessed that the level of attention given by management to the monitoring of travel expenditure and other travel-related information, both at the entity and sectional level could be improved. Control of disbursements against budget is a key element of effective budget monitoring and financial controls. Considering the over-expenditures over allocations in a large number of sections, there is need for tighter control over this area. ICTY internal instructions¹ require that:

- Travel funds should be monitored by the respective programme units to ensure that balances remain within the approved allocations;
- Travel resulting in over-expenditures should be pre-approved by senior management before the travel request is raised. The expenditures under travel should remain within the authorized budgetary ceilings;
- Only section chiefs are authorized to raise or initiate travel within their areas of responsibility; and
- The travel code should correspond to the office of the traveler, for example, travel of Victims Witnesses Section staff should be charged to account code VWO and witness escort services to account code ESC.

8. There was a general pattern of over-expenditures in several major operating units, indicative of inaccurate budget estimation and less than optimum control over expenditures, which could be attributed to increased activities in some units that resulted in unexpected additional travels. For example, within the Registry, the Registry Advisory Section, Security and Safety Section (SSS), Court Management and Support Section (CMSS), General Services Section and Office of the Chief Administrative Officer, had significant over-expenditures ranging from 30 to 750 per cent. Two of the main units within the Office of the Prosecutor (OTP) incurred expenditures in excess of their respective allotments. The budgetary overruns ranged from 13 to 22 per cent, although these were offset by unanticipated expenditures in OTP Appeals Division. For 2008, OTP exceeded its travel budget of \$641,600 by \$165,847 or some 26 per cent. Although OIOS understands that reallocations have been made to offset over-expenditures in 2009, the trend of over-expenditures in some units needs to be reviewed and addressed.

¹ ICTY Circular dated 18 June 2002, 14 January 2009, 16 January 2009, 6 October 2009

9. During discussions with some units, OIOS learned that it was possible for a unit to charge the travel budget of another unit if they felt that the travel was related closely with the business or activities of the latter unit. For example, SSS repeatedly charged the travel budget line of CMSS in 2008 and 2009, resulting in CMSS' travel budget being exceeded by some 750 per cent. It is important that the Senior Management as well as Section Heads access and use the Tribunet (ICTY Intranet) financial reports. Control of expenditure against budget is a key element of effective financial administration and considering the over-expenditures in a large number of sections, there is need for tighter control over this area.

Recommendation 1

(1) The ICTY Administration should review and establish the reasons for the over-expenditures in travel and ensure that programme sections and units monitor their travel expenditures on a regular basis, so that expenditures remain within approved allotments.

10. *The ICTY Administration accepted recommendation 1 and stated that it would send out an internal memorandum to all section chiefs reminding them of their obligation to monitor their travel expenditures.* Recommendation 1 remains open pending the receipt of a copy of the internal memorandum issued to section chiefs regarding the monitoring of travel expenditures.

Travel-related obligations outstanding in the accounting system need to be addressed

11. Closer attention was required to some \$175,000 that was outstanding in the accounting system (the SUN System) for the six selected programme units as seen from management reports available on the Tribunet (OTP, Immediate Office of the Prosecutor, Victims and Witnesses Section (VWS), Registry, President's Office and the CMSS). These amounts were outstanding in the accounting system as the obligation had not been liquidated or relevant travel claims had either not been submitted or were awaiting approval. While the majority of the travel cases were recent, the matter for concern was that 34 of these claims pertained to 2008. For example, \$88,141 is outstanding for the OTP, of which some 15 claims totaling \$26,659 pertained to 2008. For the Immediate Office of the Prosecutor, a total of \$28,895 is outstanding in the SUN system of which some 9 claims (\$2,285) pertain to 2008. ICTY noted that some of these amounts pertained to obligations created by purchase orders (PO) issued to ATP, the ICTY travel services provider, for which the monthly payment of management fee and balances were still outstanding in the PO. In some cases, the outstanding PT.8 (travel authorizations) pertained to travelers who had not received travel advances and subsequently did not file F.10 travel claims, leaving the obligations created by the PT.8 outstanding.

Recommendation 2

(2) The ICTY Administration should review the status of outstanding travel-related obligations and take action to liquidate them.

12. *The ICTY Administration accepted recommendation 2 and stated that it would review outstanding amounts in the SUN System under travel with a view to reconciling and where necessary liquidating the outstanding amounts by following up with the concerned personnel.* Recommendation 2 remains open pending confirmation that necessary actions have been taken to liquidate the outstanding amounts.

Use of the ICTY automated travel system

13. ICTY has implemented an automated system for generating travel requests and preparing travel authorizations. However, this is not uniformly used across all sections. The uniform adoption of the system would assist in reducing: (a) the time employees spend preparing travel requests; (b) the amount of time supervisors spend reviewing travel requests; (c) the amount of time administrative staff spend authorizing requests; and (d) overhead costs (e.g., less use of inter-office mail/paper). The sections currently still using the manual system should be encouraged to use the automated system.

Recommendation 3

(3) The ICTY Administration should ensure that all programme sections and units consistently use the automated travel system while preparing and authorizing travel requests, in order to increase efficiencies and derive the full benefits of automation.

14. *The ICTY Administration accepted recommendation 3 and stated that it has started implementing the automated travel system in all programme sections and units. This would be followed up with an internal memorandum regarding its use.* Recommendation 3 remains open pending confirmation that instructions have been issued and the automated system is being uniformly used across ICTY.

ICTY should make greater use of available management information reports

15. As a result of the limited use of available management and financial information, the ability of ICTY to manage and control travel expenditure to achieve more cost-effective outcomes was restricted. Capturing actual travel costs in the accounts is only one aspect of the information required for an entity to effectively manage its travel costs. If travel is to be managed well, a mix of financial and non-financial data is required. Besides the automated travel system, ICTY relies on the following systems for obtaining information necessary for

administering official travel: (a) F.10² Logging and Management system (FLMS); (b) management information reports received from the travel agent; and (c) management information reports available on the Tribunet.

16. The issue at ICTY was not the lack of management information but rather the limited use by ICTY of the available information. For example, a regular review of the F.10 Logging and Management System would ensure that management is kept up to date on the time taken to process F.10s pending in the Vendor and Travel Claims Unit. Regular perusal of the management and financial reports being received from the ATP would enable ICTY management to know the sectors most traveled, the airline mostly used, the average price of tickets, the split of expenditures per airline and the air turnover each quarter. If effectively used, these reports can also serve as a tool for monitoring the services provided by the vendor and for ensuring that the vendor functions according to the terms of the contract. These reports were being retained in the Travel Unit without dissemination to ICTY Management which limits their usefulness.

Recommendation 4

(4) The ICTY Administration should disseminate and make greater use of management information, both financial and non-financial, that are readily available through the: (a) F.10 logging and management system; (b) periodic reports received from the travel service provider; and (c) management information reports on the Tribunet.

17. *The ICTY Administration accepted recommendation 4 and stated that it would endeavour to implement a new automated facility to generate a report in the travel system to highlight to certifying officers exceptional cases such as outstanding F.10s. ICTY further stated that periodic reports received from the travel service provider, including the management information reports on the Tribunet, would be circulated to all section chiefs. In addition, an information circular on the above reports would be prepared and distributed on the bulletin boards prior to the roll-out. Recommendation 4 remains open pending the receipt of a copy of the information circular and confirmation of greater use by ICTY of management and financial reports.*

B. Adequacy and effectiveness of internal controls

Lack of compliance with United Nations regulations, rules and instructions

18. OIOS' review of 183 vouchers representing expenditures of \$545,748 or nine per cent of total expenditures incurred under official travel showed isolated instances of errors in the processing of travel claims. In general, travel allowances were properly calculated in accordance with directives, travel claim expenditures were properly supported with appropriate receipts, travel claims were properly approved by a responsible manager/supervisor and were properly

² Voucher for reimbursement of expenses

coded in the ICTY financial system. Nonetheless, OIOS identified some instances of non-compliance, which ICTY Administration agreed to review and to recover any outstanding amounts due to ICTY. The instances of non-compliance were observed under the following categories: (a) travel which was not in accordance with the travel authorization (PT.8); (b) claim for mileage for private travel; (c) missing hotel receipts for *ad hoc* and special rate Daily Subsistence Allowance (DSA); (d) overpayment of DSA; and (e) payment for excess baggage which should have been carried free of cost under a special agreement.

Recommendation 5

(5) The ICTY Administration should review the cases of non-compliance noted and ensure that the relevant rules with respect to claims processed by the Vendor and Travel Claims Unit are adhered to.

19. *The ICTY Administration accepted recommendation 5 and stated that it would take corrective actions. Recommendation 5 remains open pending confirmation of implementation of corrective measures and recovery of outstanding amounts.*

Business class travel

20. In terms of instructions, business class travel is restricted to cases where the journey is nine hours or longer. In ICTY, besides staff, the organization has to arrange for travel for defence counsel and witnesses. For witnesses, the policy is that witness air travel under the guidelines should be undertaken on economy class and any exceptions need to be approved by the Registrar and by the UN Headquarters. Headquarters may approve travel of witness by business class for reasons of health or status. For the travels undertaken in 2009, OIOS found 21 cases of travel by business class for passengers who should have traveled economy. This included 9 staff members, 5 defence counsel and 7 witnesses. In these cases the PT.8 did not mention the reasons why the travel was undertaken by business class. Travel by business class is significantly more expensive than economy class travel and should be undertaken in accordance with the prescribed guidelines.

Recommendation 6

(6) The ICTY Administration should ensure that the United Nations policy on travel by business class is complied with and that cases not covered by the guidelines are approved by Headquarters, New York.

21. *The ICTY Administration accepted recommendation 6 and confirmed that when business class travel is requested due to exceptional circumstances, prior approval is always sought through the proper channel from UNHQ and in accordance with the guidelines. ICTY further explained that there have been some instances where business class air travel was necessary for a leg of the*

journey due purely to the fact that no other (economy) seat was available on a flight. This usually is driven by the court - witnesses required on a specific day in court. The Travel Unit regulates business class travel in accordance with the UN guidelines and would offer the staff member an alternative time/date, etc. Only when this is not acceptable, would a business class ticket be allowed if no other economy travel ticket is found. The ICTY Administration further stated that the Travel Unit would document the reasons for business class travel in the PT.8 comments box. Based on the explanation provided by ICTY, recommendation 6 has been closed.

C. Contractual arrangements for travel services

ICTY management of travel services provided by ATP

22. ATP has provided travel services to ICTY since the inception of the Tribunal. The current contract was signed in August 2007 and contains provisions enabling optional extensions through December 2011. The current contract is more economical than the previous one with a management fee of 1.9 per cent of turnover as compared to 4.2 per cent earlier. ICTY is satisfied with the services provided by the vendor as shown on the performance report.

23. ICTY management of its contractual relationship with the travel services provider required attention, particularly for ensuring a more proactive contract management role for the Travel Unit in relation to the travel service provider. ICTY was not requesting the full range of services that are available under the contract, with the result that the vendor's role was limited mainly to issuing tickets and pursuing refunds. However, under the contract, the vendor should: (a) undertake or assist ICTY to obtain most favourable prices and conditions. This could include conduct of negotiations with airlines based upon volumes; (b) information about benefits and restrictions (such as complimentary transit facilities, free airport transfers, baggage allowance); and (c) information about upgrades of travel class for VIP passengers, club facilities at transfer points and complaints about lost baggage.

Recommendation 7

(7) The ICTY Administration should ensure that ICTY appropriately requests and receives the full range of services specified in the contract with the travel services provider.

24. *The ICTY Administration partially accepted recommendation 7 and stated that the travel unit always requests the travel service provider to ensure that the cheapest ticket has been chosen to match the parameters of the travel request and furthermore requests information regarding "specials" which are available at the time. On ICTY's behalf, ATP has carried out negotiations with Austrian Airlines, and in a recent meeting with ATP it was indicated that the ICTY would similarly like to pursue negotiations with other airlines including possible upgrades for VIPs and club facilities at transfer points, etc. The travel service provider is consulted regarding the possibility of (free) upgrades and enquiries regarding club facilities at transfer points at no extra cost would be*

made. Information concerning other complimentary transit facilities and baggage allowances would also be sought from the travel service provider on an as required basis. It is noted that the contract includes secondary support services such as assistance regarding retrieval of lost baggage, etc. and that the ICTY would make use of these additional services as and when required. Based on ICTY's response, recommendation 7 has been closed.

ICTY is not consistently obtaining the lowest fares

25. Official travel is a controllable cost and any economies derived would assist in the generation of savings to the organization. Typically, air travel costs account for 35 to 40 per cent of the total costs that include travel costs plus DSA. The risk of not being able to obtain the lowest air fare and its consequence are borne by ICTY, hence the importance of obtaining a lowest air fare warranty. Contract No. ICTY/CON/07/47 (clauses 11.1 and 11.2) requires that the contractor obtain the lowest fare applicable for the mode and class of services authorized by ICTY, which reflects the most direct and economical routing. Also, staff needs to ensure that they submit their travel requests well in time so that the travel unit has more options and flexibility in making the bookings. Last minute travel requests will inevitably entail higher fares.

26. Based on a random sample review of ticket invoices received from ATP for 16 weeks from 2008 and 2009 as well as one week in 2007, OIOS assessed that in 47 cases, the lowest air fare was most likely not obtained which resulted in higher payments to the extent of €5,213 (\$7,522). If this trend of lowest rates not being obtained is extrapolated across 2008 and 2009, the over-payments could amount to approximately €30,000 (\$43,290). To arrive at this computation, OIOS compared travel undertaken in similar periods, using the lowest fare actually charged to ICTY for travel to a specific destination as the base fare. In general, the fares charged by JAT airlines and Croatia airlines tended to be 30 to 40 per cent more economical than the Austrian Airlines' which is the predominant carrier used by ICTY for the Balkans region.

Recommendations 8 and 9

The ICTY Administration should:

(8) In conjunction with the travel service provider, ensure that air tickets are booked at the lowest cost with the aim of securing yearly savings to the organization which are estimated to be approximately €15,000 (\$21,645); and

(9) Ensure that staff submit their travel requests in advance, work closely with the travel service provider in developing efficient booking procedures and monitor compliance with ICTY travel policy as well as the provisions of the contract.

27. *The ICTY Administration partially accepted recommendation 8 and stated that the recommendation is implemented as a standard procedure and that*

ICTY works very closely with the travel service provider to ensure that the lowest cost air ticket is found for the travel requested. In addition, the travel unit monitors the total cost of the travel (including DSAs, etc) and also endeavours to obtain “lowest overall economy”. The ICTY Administration however disputed using the lowest fare paid as a baseline as an accurate measurement of the value being obtained as the fares change from time to time depending on many factors, not least of which being availability of seats and the “base fare” is, as referenced above, not always available once the “other” factors have been included into the equation. The ICTY would however seek to obtain further economies by using the cheaper carrier whenever possible as recommended by OIOS.

28. OIOS acknowledges the response of ICTY but would like to emphasize that the adoption of the lowest fare obtained by ICTY during a given period as the base fare represents a reasonable basis for comparison, as OIOS sample covered all major destinations for official travel. Having reviewed travel bookings, OIOS assessed that there is scope for further economy. It is well documented that fares to the Balkans on Austrian Airlines not only involve transit but also are 35 to 40 per cent costlier than competing airlines. Recommendation 8 remains open pending confirmation of action taken by ICTY to obtain the lowest air fares and by documenting the fact that lowest air fares have been obtained.

29. *The ICTY Administration accepted recommendation 9 and stated that it would endeavour to better educate staff and tighten compliance with the travel policy and regulations. Staff would be encouraged to submit their travel requests to the travel unit with increased advance notice and to be more flexible regarding arrival times which would enable more carriers to be taken into consideration for comparison purposes with the direct aim of realizing the lowest cost fare. The ICTY Administration further stated that this would be communicated in an internal memorandum.* Recommendation 9 remains open pending confirmation that an internal memorandum has been issued, and that actions have been taken to improve booking procedures as well as compliance with ICTY travel policy.

Management fees were not correctly calculated

30. Greater clarity is required in the manner in which the management fee is computed. The fee is dependent on the ‘air turnover’ which in turn is determined after excluding commissions and reimbursement by ICTY 'net of commissions' as per Contract No. ICTY/CON/07/47 clause 10.6.1. However, the travel service provider was not specifically reporting the amount of commissions received by them, so it was unclear whether the commissions were excluded. Also, the air turnover figures included airlines, hotels, car rental and train and boat costs, which should be excluded under the contract. Accordingly, there were differences between the OIOS assessment of the turnover and ATP calculations, resulting in overpayment of the management fee from January 2006 through December 2009 amounting to some €1,000 (\$15,840).

Recommendation 10

(10) The ICTY Administration should review the management fee paid to the travel services provider and ensure that the disbursements on account of management fee are accurately computed in accordance with the contract and excess payments for the period 2006-2008 as well as excess advance payments for 2009 are recovered from the vendor.

31. *The ICTY Administration accepted recommendation 10 and promptly recalculated management fees from 2006 to 2009 and obtained credit notes for €11,102 (\$16,000) from ATP. Based on the action taken by ICTY, recommendation 10 has been closed.*

ICTY has received inconsistent commissions from airlines

32. From a review of the invoices received from ATP, OIOS noted that with the exception of KLM, all other airlines offer a one per cent rebate, with JAT airlines offering a seven per cent rebate. However, the discounts/rebates are not received consistently for travels on the same class. A review of the commissions foregone by ICTY in 94 invoices pertaining to 11 weeks in 2009 showed that these amounted to €37.17. If this trend were assumed to be consistent throughout the year, the possible extent of commissions foregone yearly could be around €3,000 (\$4,329).

Recommendation 11

(11) The ICTY Administration should ensure that commissions legitimately due to its account are properly secured by taking up the matter with the travel services provider or the airlines where necessary, so that savings estimated at €3,000 (\$4,329) are realized yearly.

33. *The ICTY Administration accepted recommendation 11 and stated that ATP regretted the error in the payment of JAT commissions for the period January to October 2009 at one per cent instead of seven per cent. The error was attributed to a technical error in ATP's system. ATP has issued a credit note to ICTY in the amount of €2,973.21 (\$4,281) to cover the difference of JAT commissions during the period January to October 2009. Based on the action taken by ICTY, recommendation 11 has been closed.*

V. ACKNOWLEDGEMENT

34. We wish to express our appreciation to the Management and staff of ICTY for the assistance and cooperation extended to the auditors during this assignment.

STATUS OF AUDIT RECOMMENDATIONS

Recom. no.	Recommendation	Risk category	Risk rating	C/O ¹	Actions needed to close recommendation	Implementation date ²
1	The ICTY Administration should review and establish the reasons for the over-expenditures in travel and ensure that programme sections and units monitor their travel expenditures on a regular basis, so that expenditures remain within approved allotments.	Financial	Medium	O	Submission to OIOS of a copy of the internal memorandum issued to section chiefs regarding monitoring of travel expenditures.	30 June 2010
2	The ICTY Administration should review the status of outstanding travel-related obligations and take action to liquidate them.	Financial	Medium	O	Confirmation of action taken by the ICTY to liquidate the outstanding amounts.	30 June 2010
3	The ICTY Administration should ensure that all programme sections and units consistently use the automated travel system while preparing and authorizing travel requests, in order to increase efficiencies and derive the full benefits of automation.	Operational	Medium	O	Confirmation that suitable instructions have been issued and that the automated system is being uniformly used across ICTY	30 June 2010
4	The ICTY should disseminate and make greater use of management information, both financial and non-financial, that are readily available through the: F.10 logging and management system, (b) management information reports received from the travel agent; and (c) management information reports available on the Tribunet.	Information Resources	Medium	O	Submission to OIOS of a copy of the information circular, and confirmation of greater use by ICTY of management and financial reports	30 September 2010
5	The ICTY Administration should review the cases of non-compliance noted and ensure that the relevant rules are adhered to, with respect to claims processed by the vendor and travel claims unit.	Compliance	Medium	O	Implementation of corrective measures and recovery of outstanding amounts.	30 June 2010

Recom. no.	Recommendation	Risk category	Risk rating	C/O ¹	Actions needed to close recommendation	Implementation date ²
6	The ICTY Administration should ensure that the United Nations policy on travel by business class is complied with, and that cases not covered by the guidelines are approved by New York Headquarters.	Compliance	Medium	C	Action completed	Implemented
7	The ICTY Administration should ensure that ICTY appropriately requests and receives the full range of services specified in the contract with the travel services provider.	Compliance	Low	C	Action completed	Implemented
8	The ICTY Administration should, in conjunction with the travel service provider, ensure that air tickets are booked at the lowest cost with the aim of securing yearly savings to the organization which are estimated to be approximately €5,000 (\$21,645).	Financial	High	O	Confirmation of action by the ICTY to obtain the lowest air fares and by documenting the fact that lowest air fares have been obtained.	Not provided
9	The ICTY Administration should ensure that staff submit their travel requests in advance, and work closely with the travel service provider in developing efficient booking procedures and monitor compliance with ICTY travel policy as well as the provisions of the contract.	Operational	Medium	O	Confirmation that an internal memorandum has been issued, and that actions have been taken to improve booking procedures as well as compliance with ICTY Travel Policy.	30 June 2010
10	The ICTY Administration should review the management fee paid to the travel services provider and ensure that the disbursements on account of management fee are accurately computed in accordance with the contract and excess payments for the period 2006-2008 as well as excess advance payments for 2009 are recovered from the vendor.	Financial	Medium	C	Action completed	Implemented
11	The ICTY Administration should ensure that commissions legitimately due to its account are properly secured by taking up the matter with the travel services provider	Financial	Medium	C	Action completed	Implemented

Recom. no.	Recommendation	Risk category	Risk rating	C/O¹	Actions needed to close recommendation	Implementation date²
	or the airlines where necessary, so that savings estimated at €3,000 (\$4,329) are realized yearly.					

¹ C = closed, O = open

² Date provided by ICTY in response to recommendations