



Re: 11-00625 AS2011/800/1 Audit of UNJSPF Geneva Operations 

Alan Blythe to: Gina Piccione

26/10/2011 06:05 AM

Cc: Bernard G Cocheme, Gurpur Kumar, IAD-PPS, Sergio Arvizu, Jaana Sareva, Kathalina Manosalvas

History: This message has been replied to and forwarded.

Dear Ms Piccione,

Please find attached a copy of the replies from the Geneva Office on the recommendations addressed in particular to the Geneva Office in the report (paras 22 and 29 of the report). Comments are included in red under the paragraph references 22 and 29 in the table "Opportunities for Improvement" as annexed to the report.

Best regards,

Alan BLYTHE
Chief of Office
UNJSPF
Geneva



Audit of UNJSPF Geneva Operations.pdf

Gina Piccione

Mr. Bernard Cocheme Chief Executive Officer

18-10-2011 05:07:45 PM

From: Gina Piccione/NY/UNO@UNHQ
To: Bernard G Cocheme/UNJSPF/NY/UNO@UNPENSION
Cc: Sergio Arvizu/UNJSPF/NY/UNO@UNPENSION, Alan Blythe/UNJSPF/GVA/UNO@UNPFGVA, IAD-PPS/NY/UNO@UNHQ, Gurpur Kumar/NY/UNO@UNHQ
Date: 18-10-2011 05:07 PM
Subject: 11-00625 AS2011/800/1 Audit of UNJSPF Geneva Operations

Mr. Bernard Cocheme
Chief Executive Officer
UNJSPF

On behalf of Mr. Gurpur Kumar, Deputy Director, Internal Audit Division, OIOS, please find attached copy of the above-mentioned draft report. The original will be sent by special messenger.

[attachment "11-00625 AS2011-800-1-Audit of UNJSPF Geneva Operations.pdf" deleted by Alan Blythe/UNJSPF/GVA/UNO]

Should you require further clarification, please do not hesitate to contact us.

Best regards,
Gina Piccione
Internal Audit Division
Office of Internal Oversight Services
United Nations
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New York, NY 10017

ANNEX
OPPORTUNITIES FOR IMPROVEMENT
Audit of UNJSPF Geneva operations

Para. no.	Recommendation	Client comments
18	The UNJSPF Secretariat could benefit from defining the performance indicators for clarity and consistency.	In Table1, Geneva monthly operational reports are being compared with the <u>consolidated</u> monthly executive performance report (standardized operations performance report), while it would be more appropriate to use the monthly executive report <u>for Geneva</u> in the comparison. The monthly reports of each office contain more detailed information that is not included in the consolidated report. Furthermore, since the function of the executive reports is to provide an overall view of the Fund's operations, transactional volume and performance against the benchmarks, they do not include detailed statistics like productivity statistics per staff member, ending stocks of cases by work type, their aging and similar information which are used by unit area supervisors for detailed monitoring of work loads. The Fund produces a series of reports which support different needs and naturally have different scopes, levels of detail and metrics
22	The UNJSPF Geneva Office needs to formally document the roles and responsibilities of the different units and align the job descriptions with actual responsibilities of the posts.	The emphasis has been placed on ensuring that the Geneva Office was fully staffed and, moreover, with staff of a grade corresponding to the grade of the post they are encumbering. Roles and responsibilities of the different units will be formally documented in line with revised functions and job descriptions revised in line with responsibilities. Estimated for end 2011.
29	The UNJSPF Geneva Office could benefit from streamlining the current process for establishing pension entitlements such that cases will be assigned to 'calculators', 'auditors' and/or Benefits Officers based on the complexity of the case and/or the monetary amount involved.	The current process structure reflects that in place for the Fund as a whole. The role of benefits officer is primarily to "release" cases and to manage the allocation of cases for calculation and audit amongst staff as a function of complexity of case and experience of staff. The Section is currently reviewing roles internally in relation to the different types of case and will implement any revision which results within the next six months . More generally processing will be reviewed with the introduction of IPAS.
36	The UNJSPF Secretariat would benefit from reviewing its methodology for determining its resource requirements by developing appropriate measurement criteria.	As explained at a recent meeting with OIOS, it should be noted that resources allocated to UNJSPF are based on the decision taken by the Pension Board, subject to approval of the 5 th Committee. Very often the requests of the Secretariat, which are based on work load analysis, are not approved. For example, for the 2010-2011 biennium the UNJSPF Secretariat requested 3 new

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		<p>posts for the Geneva Office. Two of these posts were not approved by the Pension Board. The third requested post was approved by the Board and supported by the ACABQ; however, it was not approved by the 5th Committee. For the 2012-2013 biennium, the Secretariat requested one new post for the Geneva Office which was not approved by the Board.</p>
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