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UNMIL
Office of the Special Representative of the Secretary General and Coordinator of United Nations Operations in Liberia

4 April 2012

Dear Ms. Burns,

Thank you for the audit report dated 21 March 2012 on UNMIL's transport services.

The Mission has reviewed the draft report and supports the recommendations outlined in Annex 1. Please see attached Annex 1 with the Mission's comments.

Yours sincerely,

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Officer-In-Charge
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ANNEX I
Update April 2012

AUDIT RECOMMENDATIONS

Audit of UNMIL Transportation Services

Rec no.	Recommendation	Critical[1]/ important[2]	Accepted ? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	UNMIL should review the Transport Section's operations and implement measures to improve its performance including the scheduling of vehicles for repair and maintenance and reduce the time taken to complete general maintenance.	**Critical**	Yes	CTO/DCTO	2nd Qtr of 2012	The CTO has reviewed the Transport Section's operations to improve overall performance within the next six months. The action plan will state what measures will be taken and how the measures will be implemented regarding 1) scheduling vehicle repair/maintenance; 2) time to complete general maintenance; and 3) inspection process.
2	UNMIL should conduct a cost-benefit analysis of outsourcing transport services to contractors that do not have the capacity to meet UNMIL operational requirements	Important	Yes	DCTO/FMM/ Accident Unit	May 2012	UNMIL has no capacity to manage the volume of repairs and maintenance for spraying and accident repair. This is due to a lack of special tools and equipment, spraying booth and inadequate beaters and sprayers. Transport Section is currently reviewing outsourcing services of PARCS contractor data via cost benefit analysis to determine if the outsourcing garage provides economic benefits to UNMIL operations.
3	UNMIL should ensure that adequate	Important	Yes	CTO	2nd quarter 2012	Training of TPT staff on the Fleet

[1] Critical recommendations address significant and/or pervasive deficiency or weakness in governance, risk management or internal control processes, such that reasonable assurance cannot be provided regarding the achievement of control and/or business objectives under review.
2 Important recommendations address important deficiencies or weaknesses in governance, risk management or internal control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review.

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	procedures are in place to monitor and accurately report on the activities and performance of the Transport Section.					Management System (FMS) will commence in April 2012 (please see attached POE). The application has been installed into Galileo. The goal will be to test FMS to determine if the system is sufficient to provide required monitoring and reporting on TPT activities and output performance.
4	UNMIL should ensure that the staff members of the Transport Section are provided with adequate training to improve their performance and that vehicles are properly repaired and maintained	Important	Yes	CTO/DCTO	2nd quarter 2012	TPT Section sends staff to external training and is currently providing in-mission training to staff members. The approach is to "Train the Trainer" (please see attached POE of training provided).
5	UNMIL should investigate the circumstances surrounding the spare parts believed to have been issued to repair buses but were not used, and take appropriate action.	Important	Yes	CTO/DCTO	2nd quarter 2012	TPT Section is currently investigating the status of the spare parts and following-up on the pending write-offs of the four buses.
6	UNMIL should ensure that the Chief Transport Officer conducts regular inspections of regional transport offices to assess the adequacy and effectiveness of procedures and address challenges faced by them to ensure the smooth operation of the workshops.	Important	Yes	DCTO	2nd quarter 2012	The Deputy Chief Transport Officer has an oversight responsibility for the Regional Support Offices to conduct visits to the sectors. In some cases, the DCTO accompanies the DMS on visits to the sectors. The CTO also visits periodically. TPT is working on a plan of action to address the issues and challenges faced by the RSO.
7	UNMIL should improve its spare parts inventory management by ensuring stock balances are accurate, fast-moving spare parts are available, excess parts are reduced, surplus and obsolete parts are identified in a	Important	Yes	DCTO/TPT Warehouse Manager	2nd quarter 2012	The Mission would like to point out that the external BOA report recognized that the Transport Section has made improvements since the initial audit recommendation from the

Rec no.	Recommendation	Critical[1]/ important[2]	Accepted ? (Yes/No)	Title of responsible individual	Implementation date	Client comments
	timely manner, and variances are investigated before adjustments are made to stock records.					previous year (please see latest spare parts report as of 31 March 2012).
8	UNMIL should review its current allocation of vehicles to sections and units and ensure that it complies with the policy directive established by the Vehicle Establishment Committee.	Important	Yes	CTO/DCTO	2nd quarter 2012	The Transport Section provided the VEC for 2010 as POE to OIOS (please see the enclosed VEC for 2011 that is still pending approval in the ODMS)
9	UNMIL should conduct a complete physical verification of vehicles and follow-up and investigate those that cannot be found. Once the exercise is complete, procedures should be initiated to write off all vehicles that cannot be accounted for.	**Critical**	Yes	FVIU	May 2012	The Physical Verification exercise is on-going. To date, several sectors have submitted their Vehicle Inventory Forms with the list of vehicles that have been located and those that have not been found. The PV exercise is expected to be completed by May 2012. While the exercise is in progress; 1) For vehicles not found, an investigation will be requested; 2) After the investigation is completed, a request for write-off will be initiated; 3) Upon approval of write-off, the vehicle inventory will be adjusted; and 4) TPT intends to perform PV every four months to prevent reoccurrences of vehicles not being accounted for.
10	UNMIL should strengthen its internal controls over safeguarding of the Mission's vehicles including for example discontinuing the use of generic and 'By Pass' drivers' licenses.	**Critical**	Yes	CTO/DCTO	Implemented	The Transport section has provided POE to prove that Generic and By-Pass driver's permits have already been abolished and discontinued.