

Re: Fw: Response to draft report on audit of HRM in UNDOF

Kevin Alphonso to: Huiming June Tan

18/05/11 13:35

Cc: Judith Atiagaga

History: This message has been replied to and forwarded.

Dear June,

Our sincere apologies for delay in responding to this mail earlier, was trying to establish the facts on this one.


Please replace our response as follows:

Mission Management will appoint an independent committee to carry out a review with regard to this case and report of lapses, if any a.s.a.p. The report to be concluded by 30 August 2011

Just to keep you apprised the CMS is currently reviewing the case with CCPO and as advised above will form a committee to address this issue.

Many thanks

Kev

Huiming June Tan	Dear Kevin, Just a follow-up on Judith's email b...	16/05/2011 16:11:35
	Huiming June Tan/UNIFIL@UNIFIL 16/05/2011 16:10	To Kevin Alphonso/UNDOF@UNDOF cc Judith Atiagaga/UNIFIL@UNIFIL Subject Fw: Response to draft report on audit of HRM in UNDOF

Dear Kevin,

Just a follow-up on Judith's email below.

We would like to finalise the audit report soon but it is important for us to know whether the Mission's response to paragraph 21 is correct or is there a typo. As Judith may have explained to you, in response to paragraph 21 of the draft report, the Mission made reference to a fax dated 15 March to DFS seeking guidance.

We got a copy of the fax but it is pertaining to issue relating to the designation of CCPO, not the issue of misrepresentation by John Al-Haj.

If the Mission has indeed sent a fax to DFS on 15 March 2011 seeking guidance this issue i.e. the misrepresentation by the staff and the lack of due diligence of the staff involved the in recruitment of this individual, please provide us with a copy of the fax.

Thank you.

Best regards
June

Chief Resident Auditor
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CONFIDENTIAL - DRAFT AUDIT REPORT FOR COMMENTS

ANNEX 1

**RESPONSE AND IMPLEMENTATION OF RECOMMENDATIONS
Assignment No. AP2011/670/01 – Audit of Human Resources Management in UNDOF**

Para. no.	Recommendation	Risk category	Risk rating	Accepted (Yes/No)	Implementation date	Client Comments
11	The UNDOF Head of Mission should establish a strategic, proactive and planned workforce planning approach to human resources management aimed at recruiting, developing and retaining people with the right skills and competencies to meet the Mission's operational requirements.	Governance	High	Yes	30 Aug 2011	UNDOF accepts the observation but has since implemented remedial measures to ensure all critical posts have now been filled. It will also put a strategy in place which will enable it to report on workforce planning, in line with the existing weekly vacancy monitoring matrix tracking system.
14	The UNDOF Office of Mission Support should establish, monitor and adequately document the timeliness of recruitment actions, including establishing timelines for each stage of the process in order to detect and address delays when they occur.	Human Resources	Medium	Yes	31 May 2011	Following the introduction of the new staff selection procedures as per ST/AI/2010/3, the mission has already commenced the monitoring of timeliness of each stage of recruitment and will address any delays if and when they occur in future. A matrix tracking system will be developed to address timelines.
17	The UNDOF Office of Mission Support should review the use of temporary duty assignments (TDY) to ensure that it meets the criteria stipulated in the instructions provided by the Department of Field Support and that full consideration has been given to the Mission's operational requirements before release of staff.	Human Resources	Medium	Yes	31 May 2011	As per recommendation the mission is reviewing and monitoring future temporary duty assignments (TDY) to ensure that it meets the established procedures and also gives due consideration to operational requirements when sending staff on TDY. This will be formalized through a memo to the Programme Managers.
20	The UNDOF Office of Mission Support should ensure that all stages in the recruitment process are	Human Resources	Medium			Has been implemented as per ST/AI/2010/3. A matrix tracking system will be developed to address recruitment process.

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	properly documented, filed and carried out in compliance with United Nations Staff Regulations and Rules and other procedures to ensure the process is transparent and fair.			Yes	31 May 2011	
21	The UNDOF Head of Mission should conduct an internal review to identify the lapses during the recruitment of an individual (index number 100963) who appears to have misrepresented disclosure in his Personal History Profile (PHP) and take appropriate actions in the event it is established that fraud or the lack of due diligence on the part of Mission personnel involved, resulted in the recruitment of the staff.	Human Resources	Medium	Yes	15 April 2011	Following the internal review the Head of Mission sent a fax to DFS requesting guidance on the way forward. Fax Ecarma-Malcorra dated 15 March 2011 refers.
25	The UNDOF Office of Mission Support should follow up with the Department of Field Support to obtain designations for staff required to perform significant functions in the management of financial, human and physical resources and place them on their official status files.	Governance	High	Yes	31 May 2011	Designation request for CMS, Chief Supply Officer, Chief General Services, CCPO and CTO are pending with FPD/NY. Designations for the CISS and CPO are on file. The mission has submitted designation requests for the CFO, CBO & CITS
26	The UNDOF Head of Mission should take appropriate actions, including for example, revoking the appointment of staff members whose designations were not approved.	Governance	High	Yes	31 Jul 2011	Status with regard to Designations will be followed up with FPD/NY and action will be taken as appropriate.
29	The UNDOF Office of Mission Support should establish mechanisms to ensure compliance with provisions	Human Resources	Medium			Procedures with regard to the recruitment of Individual Contractors in line with ST/AF/1999/7 have already been introduced in August 2010. Personnel Section has given

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	of ST/AI/1999/7 by ensuring competitive selection of individual contractors, establishment of terms of reference and evaluation of work performed prior to release of payments.			Yes	31 May 2011	further guidelines to the section heads and ensures that they follow the established procedures in line with the relevant ST/AI as per recommendation.
32	The UNDOF Head of Mission should establish a Joint Monitoring Group in accordance with the provisions of ST/AI/2010/5 to ensure compliance with procedures established in that administrative instruction together with other instructions provided by the Office of Human Resources Management on performance management.	Compliance	Medium	Yes	21 Apr 2011	The Joint Monitoring Group (JMG) was established as per ST/AI/2010/5, on 21 April 2011. (See attached)
34	The UNDOF Head of Mission should ensure that all individuals who hold managerial or supervisory responsibilities include as a performance goal in their annual performance appraisal, their responsibility to raise awareness among their personnel of the sexual exploitation and abuse prevention objectives.	Compliance	Medium	Yes	Commencing e-PAS cycle of 2010/11	As per A/59/19/Add I the Section Chiefs will be requested to include the goal of Raising Awareness on Prevention of Sexual Exploitation and Abuse (SEA) among their staff, in their respective Work Plans as per recommendation. See attached CMS workplan. (See attached)
39	The UNDOF Office of Mission Support should consolidate all check-out procedures required to ensure that separating staff members address all administrative or financial obligations and submit handover notes, end of assignment reports and exit questionnaires as appropriate prior to	Human Resources	Medium	Yes	01 Jul 2011	The recommendation will be implemented when the new Check-in/Check-out process is introduced by 01 July 2011. The program is in the process of being developed by IT in consultation with the Personnel Section.

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41	<p>their departure.</p> <p>The UNDOF Office of Mission Support should ensure that all assets assigned to staff members going on temporary duty assignments are handed over to staff in their sections or returned to the respective self accounting units.</p>	Operational	Medium	No	n/a	<p>The mission does agree since handing over assets for short-term IDY would be a time consuming and wasteful procedure.</p>