

**ANNEX II**

## Audit of Civil Affairs (CA) programme in MONUSCO

§	Recommendation	Y/N	Impl. date	Client comments
10	The MONUSCO Management should enhance the planning process for the civil affairs programme by engaging the Government of the Democratic of the Congo, local communities and MONUSCO staff in the provinces in the process. This should ensure that work plans are adequately focused and directed towards risk/threats at the regional level as well as those at the national level.	Yes	31 /12/2011	In the process of implementation. Management agrees with the recommendation. Measures have been implemented to ensure consultation with the GoDRC (both the national and provincial level), Civil Society Organizations (CSO) and other stakeholders in the Mid Term Review of the Civil Affairs work plan. Civil affairs officers in the provinces and their respective heads of office now actively participate in the planning process. The Mission's planning Cell HC/RC and the DSRSG review will also be properly documented as evidence of Senior Management approval prior to dissemination.
14	The MONUSCO Management should, in consultation with the Department of Peacekeeping Operations and implementing partners, establish outcome indicators which could be used to assess the achievement of the goals for the Mission's support to the restoration and extension of State authority and to Civil Society Organizations.	Yes	31 /12/2011	In the process of implementation. The Mission participated at the SSU/STAREC workshop held from 8-9 June 2011 that endorsed the imminent development of new performance and outcome indicators for all projects, including Civil Affairs support to the restoration and extension of State authority and CSO. The mission has also established a Civil Society Advisory Committee (CSAC) to UNCT. This has already been adopted in the UNCT work plan for 2011. CSAC is also planning quarterly meetings to establish benchmarks and outcome indicators to assess the impact of CSO development activities.
18	The MONUSCO Management should, in consultation with the Department of Peacekeeping Operations and implementing partners, improve the programme performance reporting systems to include the description of the data required and methodology for collecting, analyzing and reporting on progress towards achieving the goals for the protection of civilians and the Mission's support to the restoration and extension of state authority and Civil Society Organizations.	Yes	Ongoing	In the process of implementation. There are ongoing initiatives to improve the UN system-wide strategy for protection of civilians, the "Harmonizing data gathering, analysis, dissemination and monitoring and evaluation (M&E) systems", and identifying gaps with a view to improving the prioritization of protection activities. In addition dedicated staff has also been placed in the office of the DSRSG RC/HC to facilitate the Mission's key role in the joint coordination mechanisms and the development of innovative protection tools, including SMGP/ PWG, SMGPP.

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25	The MONUSCO Management should amend the terms of reference of the Senior Management Group for Protection to include oversight of the Mission's support activities at the provincial level.	Yes	30 Sep 11	In the process of implementation. The Mission Senior Management Group agreed to update the TOR to include oversight of the Mission's support activities at the provincial level. This will be implemented by end of September 2011.
29	The MONUSCO Management should commission an evaluation of the civil affairs activities and by using its results make enhancements to the implementation approach or strategy where necessary.	Yes	30/06/2012	In the process of implementation. The Mission has taken action to improve monitoring and evaluation of the civil affairs program as follows; A mid-term review of the civil affairs programme project has been commissioned by Senior Management. Polling baselines and indicators of achievements have been developed and undertaken through studying samples of various groups of people at different points in time. Survey to be conducted to determine types, scales, patterns and trends in the perceptions of local populations about the quality and outcomes of the Civil Affairs activities. Monitoring of monthly output is already done at central level and sector offices through performance evaluation against agreed targets. The results will then be used to enhance the Mission's implementation strategy as necessary.
38	The MONUSCO Management should evaluate the workload of the Civil Affairs Section and appropriately align the staffing levels with its work plan requirements to ensure that there are adequate resources for the operation of Community Alert Networks and the management of Community Liaison Assistants.	Yes	30/06/2012	In the process of implementation. In the process of implementation. The Senior Management has recommended 56 additional national and UNV personnel to augment the existing capacity of the CAS in the field. In addition the Mission is considering increasing the management and analytical capacities of the program for the next RBB. The proposal for using services of MILOBS deployed in the field at no additional cost to the Mission is also under consideration.
42	The MONUSCO Management should ensure that there is a mechanism for recording, monitoring and reporting on the implementation of recommendations by Joint Protection Teams.	Yes	Ongoing	In the process of implementation. The Mission protection mechanism, including SMGP/PWG (chaired by SRSG) and SMGPP (chaired by HoO) will record, monitor and report on implementation of JPT recommendations. The dedicated staff to the DSRSR RC/HC office will also facilitate the recording, monitoring and reporting on the implementation of recommendations by Joint Protection Teams. A Protection/Reporting Analyst assisted by a JHRO has also been made available to support the management of the SMGPP.
47	The MONUSCO Management should ensure that the Community Alert Network project is evaluated; an assessment is conducted to establish risks involved in the project and related mitigating measures, and take appropriate actions in connection with the results of such exercises.	Yes	31/12/2011	In the process of implementation. Senior Management endorsed the recommendation and commissioned a mid-term review of the Community Alert Network (CAN) project on 27 May 2011 as well as evaluation of the CAN project at the end of the year.
50	The MONUSCO Management should take appropriate measures to ensure that Civil Society Organizations meet established registration requirements before they or their representatives are provided with logistical support.	Yes	Ongoing	In the process of implementation. The Mission endeavors to ensure all eligible NGO/CSOs meet established requirements before logistical support is extended. Activities are matched to the CA workplan. Representatives are also vetted to ensure that they genuinely represent their constituencies, are key actors in humanitarian assistance and/or development programmes, and/or enhance the continuous dialogue between the populations, Government and development partners. Only Heads of CA

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				sector offices authorize registration of partners. Regular spot checks will be undertaken to ensure compliance of the registration requirements in the sectors.
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