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United Nations Organization Stabilization Mission
in the Democratic Republic of the
Congo



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Mission de l'Organisation des Nations Unies pour la
Stabilisation en République Démocratique du
Congo

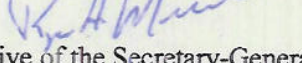
MONUSCO

INTER-OFFICE MEMORANDUM

Ref: ODMS/2011/083

Date: 08 August 2011

To: Ms. Eleanor T. Burns
Chief Peacekeeping Audit Service
Internal Audit Division, OIOS

From: Roger Meece 
Special Representative of the Secretary-General
MONUSCO

Subject: **Assignment no. AP2011/620/03 – Audit of electoral support in
MONUSCO**

In response to your memorandum of 6 June 2011, we are forwarding the response of MONUSCO management to the draft audit report. Please accept our apologies for the late provision of this information.

Best regards.

cc: Mr. Laud Botchwey, Chief Resident Auditor
Mr. Paul Buades, Director Mission Support Division
Mr. Daniel Stroux, Director a.i Electoral Support Division
Ms. Amy Wong, Program Officer, Internal Audit Division

ANNEX I
SUMMARY OF RECOMMENDATIONS
AP2011/620/03 - Audit of electoral support in MONUSCO

Para. no.	Recommendation	Accepted? (Yes/No)	Implementation date	Client comments
12	The MONUSCO Special Representative of the Secretary-General should provide a clear interpretation of the electoral mandate to clearly define the Mission's roles and responsibilities.	Yes	31/08/2011	Based on the government's request for electoral assistance in the DRC for 2010-2013, along with long-term best practices and guidelines of UN electoral assistance, daily cooperation with the national electoral authority and, SC resolution 1991, the mission is reviewing its strategy in regular Senior Management meetings on provision of assistance to the electoral authority in view of the organization of general elections in 2011/2012. This will be reflected in the work plan currently elaborated, including the Mission's objectives, expected results and implementation of activities, as mentioned in the next point.
13	The MONUSCO Electoral Assistance Division, in collaboration with the relevant units/divisions, should develop a robust and comprehensive work plan including security measures and key performance indicators to monitor the implementation of the electoral mandate more effectively. The work plan should be reviewed and approved by the Mission's senior management.	Yes	30/08/2011	Management concurs. A more robust and comprehensive work plan based on key performance indicators has been developed to monitor the implementation of the electoral mandate more effectively. This is currently being updated to reflect recurrent changes in the electoral calendar and key decisions taken at a later stage by the electoral authority. There has been a change of the Board members between the former electoral authority and today's commission. The electoral process is basically a political process and not entirely in the hands of the UN but in those of national authorities.
23	The MONUSCO Management should seek ways to reinforce the Electoral Assistance Division's project management capacity. Particularly, recruitment against existing vacancies should be completed without further delays and selected staff assigned to the provinces.	Yes	31/12/2011	Management concurs. ED is expediting recruitment against existing vacant posts. A Director at interim was managing ED from January 2011 until arrival of the new Director in February 2011; the post of the Deputy Director being vacant throughout the period. The tragic death of the newly arrived Director (as well as of six other staff members, including two from the PACE project/ UNDP in April 2011) exacerbated the staffing issues of the Division. A new Director arrived in July 2011.

26	<p>The MONUSCO Management should advise the Independent National Electoral Commission (INEC) to seek ways to reinforce segregation of duties in the management of the electoral data, in particular user names and passwords should be individualized and an audit trail made available to track altered or deleted data. The Mission should also advise the INEC to keep data backup tapes in a secure location, with restricted access outside of the INEC premises.</p> <p>The MONUSCO management should impress upon and influence the INEC on its need to invest in repairing vehicles stored in their warehouses due to lack of maintenance to help them address acute transportation needs.</p>	Yes	Implemented	<p>After MONUSCO advised to the NIEC's CNT Director (Centre National de TRAITEMENT), He updated the old policy of sharing usernames and passwords. Each user has their own credentials with limited/restricted access.</p>
32	<p>The MONUSCO management should impress upon and influence the INEC on its need to invest in repairing vehicles stored in their warehouses due to lack of maintenance to help them address acute transportation needs.</p>	Yes	Implemented	<p>The UN electoral assistance as a whole has systematically given advice to the Commission. However, this has not been systematically followed up by the electoral authority. In addition to the regular meetings held, the electoral authorities have been reminded and impressed upon during the recent workshop in Lubumbashi.</p>
36	<p>The MONUSCO Electoral Assistance Division, to improve its monitoring process, should develop an effective mechanism to track cost related to deployment of materials to the regions.</p>	Yes	31/12/2011	<p>The Election Assistance Division will liaise with Administration on the feasibility of establishing a monitoring tool that tracks expenses in deployment of materials to the regions.</p>
40	<p>The MONUSCO Management should ensure effective coordination between all stakeholders to ensure risks that could hamper the electoral process are identified and actions taken promptly. Particularly, a viable strategy should be sought to deploy funds to the remote areas for the payment of National Independent Electoral Commission staff salaries in a timely manner.</p>	Yes	Ongoing	<p>Under implementation, in daily interaction with the national electoral body. Recently, the auditors commended the progress made in the voters' registration operations based on the progress reports sent to them on a weekly/bi-weekly basis (exceeded expectation for VR).</p> <p>The Mission has taken action to improve the implementation of activities and identify risks that could hamper the electoral process. An ED retreat will be held mid-September 2011, with all stakeholders to discuss on strategies to address these issues. A memo was also issued by the SRSG in March 2011 to formalize electoral task-force groups in all provinces.</p> <p>The delayed salary payments due to late submissions of lists by the electoral authority have now been addressed.</p>