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Date: 27 November 2011

<b>To:</b> Ms. Eleanor T. Burns Chief, Peacekeeping Audit Service Internal Audit Division, OIOS	<b>From:</b> <i>fu</i> Ibrahim Gambari Joint Special Representative UNAMID <i>Richard B. Lewis</i>	
<b>Info:</b> Mr. William Suson, OIC-Chief OIOS Resident Auditors UNAMID		
<b>Fax No. :</b> +1-212-963-3388	<b>FAX NO:</b> 7-2707, 192-3594	
<b>Subject: <u>Assignment No. AP2010/634/18- Audit of Administration of Mission-Provided Staff Accommodation in UNAMID</u></b>		
<b>Total Number of Transmitted Pages including this Page: 8</b>		
<p>1. With reference to your interoffice memorandum dated 02 November 2011 on the above subject matter, we hereby confirm receipt of your draft report on the Audit of Administration of Mission-Provided Staff Accommodation in UNAMID. We are pleased to provide, attached, our comments and estimated target date for full implementation with names and title of individual responsible for full implementation of each accepted recommendation as per your request for your review and further action.</p> <p>2. Thank you and best regards.</p>		
<b>Drafted By:</b> Beatrice Lushugurhi, AAO <i>Lushugurhi</i>	<b>Through:</b> Samuel Baidoo, Act. SAO <i>Baidoo</i>	<b>Cleared By:</b> Wolfgang Weiszegger, DMS <i>Weiszegger</i>

**ANNEX I**  
**SUMMARY OF RECOMMENDATIONS**  
**Audit of administration of Mission-provided staff accommodation in UNAMID**

Para. no.	Recommendation	Critical/ <sup>1</sup> / important <sup>2</sup>	Accepted? (Yes/No)	Responsible individual	Implementation date	Client comments
15	UNAMID should develop and disseminate standards for types of accommodation, furniture and equipment available to staff, criteria for allocation of accommodations, and walk-through procedures upon check-in.	Critical	Yes	CGSS	27/10/2010	This recommendation was partially implemented while the Audit was in progress. Letters of Allocation of accommodation stated, inter alia, " <i>Most of the Units are not yet furnished to basic standards which normally include: electric or gas cooker/stove with oven, microwave, bed and beddings, metal locker, fridge, curtains, chair, table, TV, trash baskets and sofa set if available.</i> " Standards of types of accommodations and criteria for allocation of accommodations are contained in the comprehensive and detailed document titled, <u>UNAMID Accommodation Guide</u> which was approved on 27/10/2010 (attached annex I). The printed Guide booklet will be available online on GSS Intranet Page, and copies will be given out during the Induction Training for new recruits and to tenants of UNAMID accommodation. <b>Responsible individual: Mr. Anastase Rwegyura, CGS</b>
16	UNAMID should establish standard service levels and ensure that there are	Important	Yes	CISS CGSS	March 2012	UNAMID presence in the Sectors includes both Civilian and Uniformed

<sup>1</sup> 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.

<sup>2</sup> 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.

<p>17</p>	<p>adequate available electricians, plumbers and air conditioner technicians in sectors to quickly repair defective and non-functioning equipment as well as janitors to maintain hygiene in the guest house facilities.</p>	<p>UNAMID should ensure that prior to hand-over of accommodation units from</p>	<p>Important</p>	<p>Yes</p>	<p>C Eng</p>	<p>Implemented</p>	<p>(TCC/PCC/MILOBS/FPU) personnel: Usually uniformed Units are deployed with integral administrative, logistical and engineering components. For civilian, MSD (CITS, GSS &amp; ISS) is responsible for the overall facilitation and management of Team Site particularly the civilian MSD Camps. In the spirit of oneness of mandate and purpose, the synergy of Uniformed and Civilian components is often integrated to maximize efficiencies and improvements in logistic support. Under the initiative of MSD Hubs total of 15 Team sites have been identified in view of their tactical locations, road and aerial communication network. The Hubs are to provide logistics and administrative support to other Team sites in the cluster. Under the overall coordination of GSS Camp Manager key MSD functionaries (MovCon, WEPS, Engineering, CITS, Transport and Supply) will provide a more responsive and timely support. Hubs will be stocked with maintenance spares, consumables and materials required for day to day maintenance (operating stock) of Team Sites. The Hubs initiatives include deployment of suitably qualified both national and international staff in order to provide appropriate levels of logistic and support services. <b>Responsible individual:</b> Mr. William Saab-Perez and Mr. Anastase Rwegayura,</p>
<p></p>	<p></p>	<p></p>	<p></p>	<p></p>	<p></p>	<p></p>	<p>The Audit observation stating that "UNAMID should ensure that prior to</p>

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	<p>contractors, they are inspected to ensure they meet the required standards.</p>					<p>handover of accommodations from contractors, they are inspected" is misleading readers as if the accommodations were not inspected. In fact the inspection started in December 2010 and it went minimum 2 rounds, until March 2011. All accommodations were inspected minimum 2 times, snag list were prepared jointly and Engineering made sure that all snags were modified before we take over the units. Within the contractual parameters Engineering tried it level best to ensure that accommodations are defect free. In addition, with Engineering project it is common that some of the defect will appear later hence there is 1 year defects liability period during which any remaining defects identified later will be rectified. In conclusion our response is : Full measures are in place to ensure that the contractor delivers the required standard as per contract. The deficiencies are being rectified and inspected as soon as they are reported by the end users. Any remaining reported deficiency will be rectified before end of defect liability period which is Feb 2011. Each Sector Engineer is responsible for necessary follow up with the contractor's representative in his sector. Overall coordination is being handled by Ms Clementine Macharia, P3 Engineer, based in El-Fasher. <b>Responsible individual: Mr. William Saab-Perez and Mr. Anthony Amedoh</b></p>
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19	<p>UNAMID should establish standards for and provide adequate recreation centres in accommodation areas in all sectors for staff to be able to relax during free time.</p>	Important	Yes	CAS&CWO	June 2012	<p>UNAMID Staff Welfare has provided several sporting &amp; recreational facilities in Elfasher: Cafeterias, PX and a Fully equipped Gym, membership 356, Classes in Aerobics, Yoga, Taobo, stretching exercises, Rubb hall for Badminton, Football Field, Hard Wall E12, for social events, at Super camp, in the Arc Compound : Completed Basket Ball, Volley Ball and outdoor badminton court, in the Amis compound : Rubb Hall: Table Tennis, badminton, Concrete tennis court, an incomplete Cafeteria, as a result of relocation of Level 1 Hospital and staff members being relocated to Super/camp.</p> <p>In Nyala : All Gym equipment has been sent but space has not been made available to complete the entire set up of the Gym, Cafeteria, PX, Football, Basket Ball and Volley Ball courts are also available for usage to staff.</p> <p>El Geneina &amp; Zalingei : PX and Cafeteria, basketball, football, volley ball are all available, however the Gym at both locations require a space to be allocated, the equipment has been delivered and are still in containers waiting to be assembled.</p> <p>All Team sites have been issued sporting equipment to be used for recreation but some locations require fields (Basket ball/ Volley Ball Courts) to be completed.</p> <p>Staff Welfare has also embarked on arranging sporting activities in Entebbe and took a combine team of 44 staff members to attend and participate in the 2011 UN Inter Agency Games in</p>
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21	UNAMID should take action and improve staff members living conditions by ensuring: (i) adequate safety and security measures are in place by providing fire extinguishers and training for their use, and install secure fences around accommodation compounds to prevent access to unauthorized personnel and stray animals; (ii) adequate garbage disposal	Critical	Yes	CISS & C. Eng	December 2013	<p>Austria.</p> <p>Outstanding facilities that are required : Barber Shop, Ladies Hair/ Nail Salon, Cricket Pitch, Outdoor / Indoor Cinema, Currently we are in process of preparing with the assistance of the Government and sporting body of Rwanda to Co-Host the first ever UN games in Africa during the month of February / March 2012, this event has been warmly received by several missions.</p> <p>We need to raise the level of variety and service at the cafeterias and the possibilities of having some smaller sandwich / coffee shops closer to the hard wall accommodation, would help to make our staff more comfortable.</p> <p>Staff Welfare Flights to Entebbe are also on the listing of activities that are required to be expanded upon to other locations: Addis Ababa, Nairobi and Kigali, as these location offer more variety for staff during their R&amp;R from the Darfur, it will help to ease some of the tension and stress after spending a six week tour of duty in and around Darfur, which has many restrictions on Social activities.</p> <p><b>Responsible individual:</b> Mr. Imtiaz Hussain and Mr. Hussein Buihan</p> <p>This recommendation has been partially implemented. All the accommodations are fitted with fire extinguisher and all new staff arriving in the mission are trained during the UNAMID mandatory induction training on their usage. Additionally, staff accommodations are built within MOSS compliant, Super camp</p>
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areas are available; (iii) there are written rules in respect of occupants responsibility, *inter alia*, designated parking areas and noise abatement; and (iv) there is a sufficient amount of emergency water reserves and routine fumigation is conducted.

protected by Chain link fence, berm protection and guarded by Military through observation towers, similar to ARC compound accommodations where no chain link fence is provided. Besides, each cluster of 6- accommodations are designed with 2 entry doors to make sure that there is secure zone created which makes difficult for intrusion by unwanted people or stray animals. The fencing within fencing concept was started from the TCC camps by erecting concertina fence which is not suitable for MSA accommodations. There was initially no plan to do fencing within fencing hence we have no resources to meet the demands of the double fence job (in addition to berm) for the time being. Considering 3 sector and Zalingie and 35 team sites the requirements are huge. Additional chain link fence has been requisitioned and plans are underway to erect chain link fence to staff accommodations in Super camps, after we receive the fencing materials.

In conclusion, as stated above, a requisition has been raised and actions being taken to install Chainlink fence to Staff accommodations in all 3 sectors HQ locations and Zalingie. Chain link fence is expected to arrive in June 2012 after which delivery to sectors and erection will take additional 3 months. Each sector Engineer will be responsible for implementing the fencing project. Overall coordination is being done by Ram Singh, Sector North Engineer.

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Responsible individual: Mr. William Saab-Perez and Mr. Anthony Amedoh									
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