United Nations
United Nations Assistance Mission for Iraq
(UNAMI)

INTER-OFFICE MEMORANDUM

Date: 8 September 2011

TO: Mr. Sushil Jaiswal
Chief Resident Auditor
UNAMI

THROUGH:

FROM: Raja Arumugham
OiC, Chief Mission Support
UNAMI

SUBJECT: Assignment no AP 2011/812/01 Audit of grand transport services in UNAMI

1. Please find attached our comments on AP 2011/812/01 "Audit of grand transport services in UNAMI".

2. We are grateful for your review and regret the delay in responding to the recommendations.

Best regards,

cc: Mr. Roque Raymundo, OiC Chief of Staff

CONFIDENTIAL – DRAFT AUDIT RESULTS

OPPORTUNITIES FOR IMPROVEMENT
Audit of ground transport services in UNAMI

Para. No	Recommendation	Accepted (Y/N)	Implementation Date	Client Comments
#12	UNAMI could develop and implement UNAMI-specific terms of reference for the vehicle establishment committee in accordance with the provisions of the Department of Field Support's Surface Transport Manual	Y	Completed	1. The primary operations of UNAMI are in Iraq where the security situation has been changing frequently. Deliberations of the Vehicle Establishment Committee (VEC) have been based on emerging security situations. Types and numbers of vehicles required have been determined by the Security Risk Assessment (SRA) provided by SSI. The representative of SSI has always been a member of the VEC. 2. The basic TOR for determining vehicles in the Mission since its inception has been: (a) Only Armoured vehicles to be used in Iraq (b) Vehicles allocated to Iraq

				are based on operational and administrative/logistics requirements and not on the laid down ratio. (c) Vehicles allocation in Amman and Kuwait are primarily based on the standard ratios. A copy of the VEC TOR is attached. 3. All deliberations of the VECs have been based on above mentioned TOR, however, due to changing situations, the following aspects were also considered in various VECs: (a) Opening of new UNAMI offices at Kirkuk, Basrah, Ramadi, Najaf and Mosul were considered initially, but subsequently the foot prints were limited to Basrah and Kirkuk. (b) Concept of UNAMI operations were included since the VEC of 19 Jan 2010. (c) In the VEC of Apr 2010, Erbil was allowed to have soft-skinned Ambulance.

				(d) Again in the VEC of Apr 2010, the requirement of Special Mission vehicles for Red Zone Missions were deliberated. (e) In the VEC held on 20 Aug 2011, greater emphasis was given on fitting the vehicles with ECMs and VTS. Recommendations and the minutes on the most recent VEC of 20 August 2011 are attached. 4. Vehicles have been procured and deployed according to deliberations of the VEC, and in accordance with the VEC TOR.
#16	UNAMI could more effectively use Car log to monitor the use of vehicles, and to determine repair and maintenance schedules. Consideration should also be given to installing Car log in vehicles in Erbil, Iraq, where the security risk is less than in Baghdad	No for Iraq; Yes for Amman and Kuwait	Not applicable for Iraq: In progress for Amman and Kuwait	1. Carlog is a management tool and not a primary requirement of vehicles. Management of carlog requires technical expertise, additional manpower, training and technological support. Carlogs have been installed in the vehicles operating in Kuwait and Amman effectively. The fleet of vehicles at these locations is small and entire operations are being manned by the existing incumbent and no additional staff has been employed for this purpose.

				2. For Iraq, 100 Carlogs were procured in 2009. So far 20 vehicles in the IZ have been fitted with the Carlog system. These Carlogs are in bypass mode. In order to effectively install, maintain and run these car logs in Baghdad IZ, the Transport Section will require at least one dedicated Carlog Technician. 3. The majority of armoured vehicles assigned to various sections in Baghdad IZ are meant for local use only as they are not used for missions. Installation of carlog on these vehicles will not add value as the maintenance is not based on mileage but duration (6 months). Therefore, any data provided by Carlog regarding repair and maintenance schedules for these vehicles is not relevant. The vehicles at Erbil, Kirkuk, Basrah and BIAP are kept in pool and issued to staff members/Sections based on requirements on daily basis. Transport Section inspects and maintains these vehicles on a

				monthly basis and conducts servicing periodically, usually every 6 months based on time rather than mileage. 4. All vehicles which are in use for red zone missions in all locations have been fitted with ECM and Vehicle Tracking System (VTS). By December 2012 there will be 62 vehicles fitted with the VTS which makes the vehicle tracking function of Carlog redundant. 5. Based on the above, it is not cost effective to install and operate Carlog in vehicles in Iraq. The information provided by Carlog for monitoring vehicles use is not considered worthwhile considering the generally low mileage and speeds in which vehicles operate within the Baghdad IZ.
#19	UNAMI could ensure that temporary assignment of vehicles is done in accordance with the procedures provided in the Department of Field Support's Surface Transport Manual.	Yes	Completed	Transport Section has implemented procedures to ensure procedures are in accordance with the Surface Transport Manual.
#21	UNAMI could conduct vehicle	Yes	30 September 2011	Transport Section will consolidate

	occupancy surveys to improve efficiency of fleet management operations.			a report over a two week period based on information provided by respective Radio Rooms / Check Points which records the number of passengers travelling per vehicle. This will serve as an accurate occupancy survey to determine vehicle utilization.
#27	UNAMI could implement effective controls over vehicle spare parts, including periodic physical verification and identification of surplus, slow and non-moving items. Also processes need to be improved to ensure responsible staff reconciles differences and follow-up and investigate where necessary within a 30- day period to ensure Galileo records are kept up-to-date.	Yes	30 November 2011	Noted for compliance. Necessary SOP will be prepared and implemented by 30 Nov 2011. Physical inventory of spares at all locations has already commenced and is likely to be completed by 30 Sep 11 and Galileo will be updated.
#31	UNAMI could ensure that vehicles are fully equipped before they are issued and periodically checked to ensure that all the safety equipment are intact; and hold drivers responsible for missing equipment.	Yes	15 September 2011	As per SOP's, all vehicles are inspected to ensure they are fully equipped prior to issue. Transport Section will establish procedures whereby each vehicle is checked on a quarterly basis to ensure all equipment is still available and operational within the vehicle. Any deficiencies in equipment will be remedied, and drivers will be held responsible for any missing

				items.
#35	UNAMI could appoint a safety focal point within the Transport Section in accordance with the provisions of Department of Field Support Surface Transport Manual and ensure that adequate information is available and collated to monitor and take action in order to reduce speeding violations and mitigate the risk of traffic accidents.	Yes	15 September 2011	An Admin Circular on an establishment of an Advisory Committee on Traffic Safety has been drafted, which likely to be published by mid-September
#38	UNAMI could ensure that driver's permits are issued only to personal that have passed the relevant tests and have provided all the required documents.	Yes	In progress.	Noted for compliance.
#40	UNAMI could establish standard operation procedures for invoicing and recovering maintenance cost of services provided to United Nation agencies under the common service agreement.	Yes	30 September 2011 (In progress)	Transport Section is maintaining all records of such repairs and maintenance to UN agencies and will establish an SOP for the invoicing and cost recovery under the Common Services Agreement.