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Stabilization Mission in the
Democratic Republic of Congo

MONUSCO
Kinshasa

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

INTEROFFICE MEMORANDUM

19 April 2012

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

From: for Roger Meece
Special Representative of the Secretary General

Subject: **Audit of Public Information activities in MONUSCO**

Enclosed for your consideration, please find attached the Mission's response to the Audit of Public Information activities in MONUSCO.

Best regards

cc: Mr. Madnodje Mounoubai, Officer-in-Charge, Public Information Division, MONUSCO
Mr. Ola Almgren, Chief of Staff, MONUSCO
Mr. Paul Buades, Director of Mission Support, MONUSCO
Mr. Laud Botchwey, Chief Resident Auditor, OIOS
Ms. Amy Wong, Programme Officer, Internal Audit Division, OIOS

ANNEX I

AUDIT RECOMMENDATIONS

Audit of public information activities in MONUSCO

Rec. no.	Recommendation	Critical[1]/ important[2]	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	MONUSCO should develop a public information concept of operations and strategy that is based on MONUSCO's mandated tasks and priorities, and ensure that its budget and work plans are aligned accordingly.	Important	Yes	Director PID	30 July 2012	We agree on the importance of a Communication Strategy framework. This date is to insure that the tasks assigned in the new resolution are also taken into consideration
2	MONUSCO should implement a performance monitoring mechanism including conducting periodic surveys to obtain feedback for measuring and evaluating the effectiveness of its public information activities.	Important	Yes	Director PID	30 July 2012	This performance monitoring mechanism should also be integrated in the Communication Strategy to be developed.

[1] 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.

2 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.