



INTERNAL AUDIT DIVISION

REPORT 2015/108

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Overall results relating to the effective management of the vehicle fleet in the United Nations Support Office for the African Union Mission in Somalia were initially assessed as partially satisfactory. Implementation of six important recommendations remains in progress

FINAL OVERALL RATING: PARTIALLY SATISFACTORY

29 September 2015
Assignment No. AP2014/638/06

CONTENTS

	<i>Page</i>
I. BACKGROUND	1
II. OBJECTIVE AND SCOPE	1-2
III. AUDIT RESULTS	
Regulatory framework	2-6
IV. ACKNOWLEDGEMENT	6
ANNEX I Status of audit recommendations	
APPENDIX I Management response	

AUDIT REPORT

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

I. BACKGROUND

1. The Office of Internal Oversight Services (OIOS) conducted an audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia (UNSOA).
2. In accordance with its mandate, OIOS provides assurance and advice on the adequacy and effectiveness of the United Nations internal control system, the primary objectives of which are to ensure: (a) efficient and effective operations; (b) accurate financial and operational reporting; (c) safeguarding of assets; and (d) compliance with mandates, regulations and rules.
3. The Transport Section was responsible for providing transportation support for UNSOA operations, the African Union Mission in Somalia (AMISOM), the United Nations Assistance Mission in Somalia (UNSOM), the Special Envoy of the Secretary-General to the Great Lakes Region, and the Somalia and Eritrea Monitoring Group. The Section was also responsible for managing, maintaining, and operating United Nations-owned vehicle fleet and related equipment as well as certain partner-owned equipment provided to AMISOM by Member States.
4. The Transport Section comprised four main units: Fleet Maintenance Unit, Fleet Operations Unit, Fleet Management Unit, and Stores and Supplies Unit. The Section was headed by the Chief Transport Officer at the P-4 level who reported, through the Head of Somalia Support at the P-5 level, to the Deputy Director at D-1 level. The Section had 11 international, 16 national staff, and 26 individual contractors.
5. The 2013/14 and 2014/15 budgets for UNSOA transport operations were \$32 million and \$43 million respectively. As of 31 October 2014, UNSOA had 554 light, heavy, and specialized vehicles with an acquisition cost of \$25 million and depreciated value of \$11 million.
6. Comments provided by UNSOA are incorporated in italics.

II. OBJECTIVE AND SCOPE

7. The audit was conducted to assess the adequacy and effectiveness of UNSOA governance, risk management and control processes in providing reasonable assurance regarding **the effective management of the vehicle fleet in UNSOA**.
8. The audit was included in the 2014 risk-based work plan of OIOS due to the operational, safety and financial risks related to UNSOA transport operations.
9. The key control tested for the audit was regulatory framework. For the purpose of this audit, OIOS defined this key control as the one that provides reasonable assurance that policies and procedures: (a) exist to guide the management of UNSOA transport operations; (b) are implemented consistently; and (c) ensure the reliability and integrity of financial and operational information.
10. The key control was assessed for the control objectives shown in Table 1.

11. OIOS conducted the audit from November 2014 to April 2015. The audit covered the period from 1 July 2013 to 31 December 2014.

12. OIOS conducted an activity-level risk assessment to identify and assess specific risk exposures, and to confirm the relevance of the selected key control in mitigating associated risks. Through interviews and analytical reviews, OIOS assessed the existence and adequacy of internal controls and conducted necessary tests to determine their effectiveness.

III. AUDIT RESULTS

13. The UNSOA governance, risk management and control processes examined were initially assessed as **partially satisfactory**¹ in providing reasonable assurance regarding **the effective management of the vehicle fleet in UNSOA**. OIOS made six recommendations to address the issues identified. UNSOA needed to: (a) ensure the Vehicle Establishment Committee effectively performed its mandated functions; (b) sanction those violating speed limits; (c) strengthen controls over transport assets; (d) adequately manage spare parts inventory to ensure prompt repairs and maintenance of vehicles; (e) document maintenance work done and monitor associated costs; and (f) comply with maintenance schedules.

14. The initial overall rating was based on the assessment of key control presented in Table 1. The final overall rating is **partially satisfactory** as implementation of six important recommendations remain in progress.

Table 1: Assessment of key control

Business objective	Key control	Control objectives			
		Efficient and effective operations	Accurate financial and operational reporting	Safeguarding of assets	Compliance with mandates, regulations and rules
Effective management of the vehicle fleet in UNSOA	Regulatory framework	Partially satisfactory	Partially satisfactory	Partially satisfactory	Partially satisfactory
FINAL OVERALL RATING: PARTIALLY SATISFACTORY					

Regulatory framework

Need for an effective Vehicle Establishment Committee

15. The Departments of Peacekeeping Operations and Field Support (DPKO/DFS) Manual on Surface Transport Management requires UNSOA Vehicle Establishment Committee to define and propose UNSOA vehicle requirements, and meet at least once a year to review and, if necessary, adjust vehicle allocations. The Manual stipulates that the Director of UNSOA may authorize United Nations transportation for staff to commute to and from work as warranted by the security situation and the available public transportation system. UNSOA was required to dispose of surplus vehicles in accordance with the United Nations financial rules.

¹ A rating of “**partially satisfactory**” means that important (but not critical or pervasive) deficiencies exist in governance, risk management or control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review.

16. The Vehicle Establishment Committee did not meet during the audit period. The Committee had not adjusted vehicle allocations for locations in Kenya although the International Civil Service Commission reclassified Nairobi and Mombasa as family duty stations for UNSOA staff, effective July 2011. As a result, UNSOA maintained a fleet of 67 light passenger vehicles (46 in Nairobi and 21 in Mombasa) established prior to the reclassification of these locations. While UNSOA stated that the current fleet was below the standard ratios established by DFS, these ratios were applicable for non-family duty stations that required adjustment based on specific circumstances. UNSOA also explained that it attempted to transfer some of its Kenya-based vehicles to Mogadishu, but Kenyan Authorities did not permit their re-exportation. UNSOA, however, did not provide evidence of its communication on this matter with the government, nor did it consider disposing of its surplus vehicles.

17. The above resulted because UNSOA had not implemented an effective mechanism to ensure the Vehicle Establishment Committee regularly met and performed its mandated functions. Therefore, UNSOA was using official vehicles to transport staff to and from work without justification. Only a small portion of UNSOA staff were involved in non-routine work, such as movement and control operations sometimes carried out at short notice and unusual hours. UNSOA allocated at least 52 per cent of its vehicles to staff that were performing routine tasks during regular working hours. As a result, UNSOA incurred unnecessary expenses relating to maintenance and repairs, fuel, insurance, and administrative work for vehicles that were not needed for its operations.

(1) UNSOA should convene a Vehicle Establishment Committee to review and take action to ensure the vehicle fleet is aligned with operational requirements to reduce unnecessary costs.

UNSOA accepted recommendation 1 and stated that it would convene a meeting of the Vehicle Establishment Committee, noting that its function was to reallocate vehicles and not to determine the overall vehicle holding of the Mission. However, UNSOA has not established an action plan to align its vehicle fleet with operational requirements to reduce unnecessary costs. Recommendation 1 remains open pending receipt of evidence that UNSOA has convened the Vehicle Establishment Committee to perform its mandated function and that it has taken action to ensure the vehicle fleet is aligned with operational requirements to reduce unnecessary costs.

Need for operators to comply with established speed limits

18. The DPKO/DFS Manual on Road Safety requires drivers of United Nations vehicles to comply with speed limits set by local authorities or UNSOA whichever are more restrictive, and not to exceed 100 kilometres per hour under any circumstances. The Manual also requires UNSOA to consistently exercise its authority to enforce sanctions such as the withdrawal of driving permits.

19. A review of reports generated from Carlog for the period from October 2013 to December 2014 indicated 1,049 cases in which UNSOA vehicles in Kenya travelled between 101 and 161 kilometres per hour compared to the limit of 100 kilometres per hour. This included 28 cases where vehicles were driven 140 kilometres per hour, and at least 18 repeated violations. Nevertheless, UNSOA did not sanction violators.

20. The above was due to inadequate enforcement of the traffic regime. For example, physical inspections of 68 vehicles in Mogadishu, Nairobi and Mombasa showed that UNSOA had not displayed the rules on the prohibition of speeding in these vehicles and trucks. UNSOA had also programmed Carlog to alarm only when the vehicle had exceeded 100 kilometers per hour although the speed limit for

most roads in Nairobi was 50 to 80 kilometres per hour. While there were no reported major accidents for the audit period, excess speeding increases the risk of accidents.

(2) UNSOA should implement effective procedures to ensure compliance with established speed limits and that violators are appropriately sanctioned.

UNSOA accepted recommendation 2 and stated that it would implement a comprehensive road safety regime including posting speed limit notices in vehicles, a regime to deal with traffic violations and review to determine the requirement for an Advisory Committee on Traffic Safety in UNSOA. Recommendation 2 remains open pending receipt of evidence that UNSOA has established a comprehensive road safety regime including the posting of speed limit notices in vehicles and the establishment of a regime to deal with traffic violations.

Need for accurate transport asset and inventory records

21. The DPKO/DFS Property Management Manual requires the Chief of the Transport Section to maintain accurate records of transport assets with respect to their location, quantity and condition, as well as investigate and report cases of lost and/or damaged property.

22. Physical inspection of: (i) 30 of the 554 vehicles; (ii) 30 spare part items with acquisition costs totaling \$42,768 of the 2,000 items for all UNSOA locations; and (ii) 30 spare part items selected from physical inventory in Mogadishu indicated:

(a) Two vehicles issued by UNSOA in 2013 including one truck to the African Union and one water tanker to the United Nations Mine Action Service with total acquisition costs of \$211,989 could not be located for audit verification. UNSOA records showed that it last physically inspected the vehicles in February and June 2015, respectively. However, UNSOA did not present these vehicles for audit verification; and

(b) Twenty-three spare part items could not be located, and there were differences in the quantities and locations for 29 spare part items, including 14 items found but not recorded in Galileo.

23. The above resulted as UNSOA had not implemented effective controls over the maintenance of transport asset records and the safeguarding of these assets. As a result, there was a risk of excess, missing and stolen assets and related financial loss to the Organization.

(3) UNSOA should implement effective procedures to ensure the accuracy of transport asset records and safeguarding of these assets.

UNSOA accepted recommendation 3 and stated that it had strengthened the management and recording of transport assets. Recommendation 3 remains open pending receipt of evidence that UNSOA has implemented effective procedures to ensure the accuracy of transport asset records and safeguarding of these assets, including all vehicles issued to the African Union and the United Nations Mine Action Service.

Need for effective spare parts stock management controls

24. The DPKO/DFS Manual on Surface Transport Management requires UNSOA to maintain sufficient stock of spare parts by complying with established demand plans, lead times, reorder levels and safety stocks.

25. A review of 30 vehicles waiting to be repaired at the transport workshop in Mogadishu indicated that 27 of these vehicles, including 12 armoured vehicles, had not been repaired because the required spare parts such as brake pipes, air conditioning systems, cylinder oil seal, exhaust, and alternator were not available. These vehicles had been in the workshop for an average of eight months. While UNSOA stated that some of these vehicles were pending write-off, the Transport Section had not initiated their write-off.

26. The above resulted because UNSOA had not implemented an effective inventory management system, including spare parts demand planning, establishing re-ordering levels and lead times, and identifying and disposing of obsolete stock. Therefore, there were insufficient numbers of vehicles available for the operations of UNSOA and AMISOM. For instance, as of 27 December 2014, 26 of the 81 (32 per cent) partner-owned armoured personnel carriers assigned to one contingent and 41 of the 92 (45 per cent) assigned to another contingent were non-operational due to lack of spare parts.

(4) UNSOA should implement effective inventory management controls to ensure the availability of spare parts to repair and service vehicles in a timely manner.

UNSOA accepted recommendation 4 and stated that it would implement procedures to ensure that adequate vehicle spare parts were available to maintain United Nations-owned vehicles. Recommendation 4 remains open pending receipt of evidence that UNSOA has implemented effective controls to ensure the availability of spare parts to repair and maintain all vehicles, including United Nations-owned and partner-owned vehicles it has responsibility to maintain and repair.

Need for improved controls over vehicle maintenance and repair costs

27. The DKPO/DFS Manual on Surface Transport Management requires the Transport Section to monitor and control vehicle maintenance costs.

28. A review of 35 of the 2,657 work orders for vehicle repairs and maintenance performed during the audit period indicated that UNSOA was not adequately monitoring and controlling vehicle maintenance costs as UNSOA:

- (a) Did not maintain adequate supporting documentation of repairs and maintenance for 28 of the 35 work orders reviewed. For the seven work orders with the supporting documentation, UNSOA did not prepare cost estimates to determine cost-effectiveness;
- (b) Paid two contractors for additional repair and maintenance work done without prior documented authorization; and
- (c) Repeatedly repaired 8 of the 30 vehicles inspected in Mogadishu for similar defects, an indication of substandard repair work. One of the passenger vehicles with a depreciated value of \$25,621 was repeatedly returned to the workshop over an 11-month period, resulting in repair costs totaling \$15,182.

29. The above resulted because of inadequate controls over vehicle repairs and maintenance costs. Therefore, there was an increased risk of financial loss as work done was not cost-effective, and safety and security risks due to poorly repaired and maintained vehicles.

(5) UNSOA should implement effective controls over vehicle maintenance costs and procedures on the documentation of maintenance work done.

UNSOA accepted recommendation 5 and stated that it had established effective control over vehicle maintenance costs and that it had full records of the bills submitted by the contractor for work done. Recommendation 5 remains open pending receipt of evidence that UNSOA has implemented effective controls over vehicle maintenance costs.

Need for effective routine vehicle maintenance

30. UNSOA standard operating procedure for vehicle maintenance requires UNSOA to maintain vehicles every 5,000 (A maintenance); 10,000 (B maintenance); and 20,000 (C maintenance) kilometers or after every six months whichever is earlier, and to document the maintenance work done in Galileo. The Manual also requires the Transport Section to develop a vehicle maintenance plan.

31. A review of maintenance records for 30 vehicles located in Mogadishu indicated that UNSOA did not always adhere to the required maintenance schedules for A, B and C maintenance. Also, maintenance records were only available for seven vehicles as the Transport Section did not adequately document the maintenance work done. The Transport Section had also not developed a vehicle maintenance plan to ensure compliance with established maintenance schedules. As a result, there was an increased risk of breakdowns and reduced life expectancy of vehicles.

(6) UNSOA should develop a maintenance plan and implement a mechanism to enforce compliance with established maintenance schedules to ensure vehicles are regularly maintained.

UNSOA accepted recommendation 6 and stated that it had implemented a mechanism to ensure compliance with the United Nations global policy of maintaining vehicles at intervals of 5,000 kilometres or six months. Recommendation 6 remains open pending receipt of evidence that UNSOA has implemented a mechanism to enforce compliance by the Transportation Section with established maintenance schedules.

IV. ACKNOWLEDGEMENT

32. OIOS wishes to express its appreciation to the management and staff of UNSOA for the assistance and cooperation extended to the auditors during this assignment.

(Signed) David Kanja
Assistant Secretary-General, Acting Head
Office of Internal Oversight Services

STATUS OF AUDIT RECOMMENDATIONS

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Recom. no.	Recommendation	Critical ¹ / Important ²	C/ O ³	Actions needed to close recommendation	Implementation date ⁴
1	UNSOA should convene a Vehicle Establishment Committee to review and take action to ensure the vehicle fleet size is aligned with operational requirements to reduce unnecessary costs.	Important	O	Receipt of evidence pending receipt of evidence that UNSOA has convened the Vehicle Establishment Committee and taken action to ensure the vehicle fleet is aligned with operational requirements to reduce unnecessary costs.	30 September 2015
2	UNSOA should implement effective procedures to ensure compliance with established speed limits and that violators are appropriately sanctioned.	Important	O	Receipt of evidence that UNSOA has established a comprehensive road safety regime including the posting of speed limit notices in vehicles and establishment of a regime to deal with traffic violations.	30 September 2015
3	UNSOA should implement effective procedures to ensure the accuracy of transport asset records and safeguarding of these assets.	Important	O	Receipt of evidence that UNSOA has implemented effective procedures to ensure the accuracy of transport asset records and safeguarding of these assets, including all vehicles issued to the African Union and the United Nations Mine Action Service.	20 August 2015
4	UNSOA should implement effective inventory management controls to ensure the availability of spare parts to repair and service vehicles in a timely manner.	Important	O	Receipt of evidence that UNSOA has implemented effective controls to ensure the availability of spare parts to repair and maintain all vehicles, including United Nations-owned and partner-owned vehicles it has responsibility to maintain and repair.	20 August 2015
5	UNSOA should implement effective controls over vehicle maintenance costs and procedures on the documentation of maintenance work done.	Important	O	Receipt of evidence that UNSOA has implemented effective controls over vehicle maintenance costs.	20 August 2015

¹ Critical recommendations address critical and/or pervasive deficiencies in governance, risk management or control processes, such that reasonable assurance cannot be provided with regard to the achievement of control and/or business objectives under review.

² Important recommendations address important (but not critical or pervasive) deficiencies in governance, risk management or control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review.

³ C = closed, O = open

⁴ Date provided by UNSOA in response to recommendations.

STATUS OF AUDIT RECOMMENDATIONS

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Recom. no.	Recommendation	Critical ¹ / Important ²	C/ O ³	Actions needed to close recommendation	Implementation date ⁴
6	UNSOA should develop a maintenance plan and implement a mechanism, to enforce compliance with established maintenance schedules to ensure vehicles are regularly maintained.	Important	O	Receipt of evidence that UNSOA has implemented an effective mechanism to enforce compliance by the Transportation Section with established maintenance schedules.	20 August 2015

APPENDIX I

Management Response



United Nations Support Office for AMISOM (UNSOA)

Interoffice Memorandum

To: Ms. Eleanor T. Burns, Director
Internal Audit Division
Office of Internal Oversight Services (OIOS) **Date:** 20 August 2015

From: Amadu Kamara, Director **Ref:** UNSOA/0815/M.030

Subject: **Draft report on an audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia (Assignment No. AP2014/638/06)**

Further to your memorandum of 3 August 2015 on the above subject, please find attached UNSOA's response to the draft report.

Best regards.

cc: Mr. Harjit Dhindsa, Deputy Director, UNSOA
Mr. Robert Kirkwood, Head of Somalia Support, UNSOA
Mr. Percy Newland, Chief, Transport Section, UNSOA
Mr. Dolapo Kuteyi, Senior Administrative Officer, UNSOA
Mr. Bolton Tarte Nyema, Chief, Peacekeeping Audit Service IAD/OIOS
Ms. Andrea Charles-Browne, Chief Resident Auditor
Ms. Cynthia Avena-Castillo, Professional Practices Section, IAD/OIOS

A small, handwritten mark or signature in the bottom left corner of the page.

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	UNSOA should convene a Vehicle Establishment Committee to review and take action to ensure the vehicle fleet is aligned with operational requirements to reduce unnecessary costs.	Important	Yes	Vehicle Establishment Committee Chairperson/ Chief Transport Officer	30 September 2015	<p>Management accepts the recommendation on the need to convene a meeting of the Vehicle Establishment Committee.</p> <p>However, it should be noted that the function of the Vehicle Establishment Committee is to internally reallocate vehicles and not to determine the overall vehicle holding of the Mission. Management again invites the attention of the auditors to the fact that UNSOA vehicle fleet remains in conformity with the ratio dictated by the Department of Field Support policy, and does not imply unnecessary cost to the Organization. The UNSOA fleet is actually below the Department of Field Support ceiling.</p> <p>With respect to the observation on that UNSOA operates in family duty stations and the fleet should be adjusted accordingly, Management reiterates that while UNSOA and UNSOM operations in Kenya are indeed within the setting of family duty stations, Mission</p>

¹ Critical recommendations address critical and/or pervasive deficiencies 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.

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						staff duties are not typical of other United Nations staff in Kenya. As indicated earlier, peace support operations entail non-routine and specialized functions, often carried out at short notice and at unsociable hours. UNSOA staff in Nairobi must adopt an appropriate posture to support operations on all days of the week, which requires the provision of vehicles for essential transport. As earlier stated, when staff use UNSOA vehicles for personal purposes beyond the established daily mileage, liberty charges are applied.
2	UNSOA should implement effective procedures to ensure compliance with established speed limits and that violators are appropriately sanctioned.	Important	Yes	Chief Transport Officer	30 November 2015	Management accepts the recommendation, and will ensure that speed limit notices are posted in vehicles. Management seeks to advise the auditors that the CarLog is programmed to beep at the maximum speed limit, as programming it to beep at the lower limits (30 kilometers per hour in some areas) would constitute a constant distraction which in itself could cause accidents. Nevertheless, Management will ensure that a comprehensive road safety regime is put in place before 1 November 2015. A regime for the

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						<p>imposition of traffic violations, including speeding, will also be established.</p> <p>Management will also complete the review to determine the requirement for an Advisory Committee on Traffic Safety in UNSOA.</p>
3	UNSOA should implement effective procedures to ensure the accuracy of transport asset records and safeguarding of these assets.	Important	Yes	Chief Transport Officer	Implemented	<p>Management accepts the recommendation, and has strengthened the management and recording of assets and inventory.</p> <p>Perpetual effort is exercised to ensure that the asset inventory database tallies with the physical location of assets, though it should be noted that assets are handed over to both AMISOM and third-party contractors for use in locations in Somalia which are not accessible to UNSOA, which poses challenges in verifying the location and condition of such assets.</p> <p>With respect to the statement in Paragraph 25 of the Draft Audit Report that "Two vehicles with acquisition costs of \$211,989 could not be located", Management seeks to clarify that these assets (one truck and one water tanker), were issued to United Nations Mine Action Service and AMISOM. The truck was issued in 2013 and the asset was last</p>

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						<p>inspected by Property Control and Investigation Unit on 17 June 2015, while the water tanker was issued to AMISOM in 2013 and last inspected by Property Control and Investigation Unit on 3 February 2015. Issue vouchers for both vehicles are attached herewith.</p> <p>With regard to spare parts, the physical verification of 2,400 transport line items consisting of 69,190 individual items in 61 locations (58 sea containers and three Rubb Halls) has been completed and the database is now being reconciled. Evidence of the physical verification (100 sheets) is attached.</p> <p>As the required procedures are already in place, Management kindly requests the closure of this recommendation.</p>
4	UNSOA should implement effective inventory management controls to ensure the availability of spare parts to repair and service vehicles in a timely manner.	Important	Yes	Chief Budget / Chief Transport Officer	Implemented	<p>Management endeavors to ensure that adequate vehicle spare parts are available to maintain United Nations-owned vehicles.</p> <p>Management also wishes to clarify that the vehicles said to have remained unrepaired were assessed as unsuitable as armoured vehicles because their ballistic protection was compromised and they were awaiting further impairment assessment prior to the</p>

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ₂	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						<p>write-off process, as required under International Public Sector Accounting Standards. With the arrival of a new staff member in April 2015, the write-off exercise is ongoing, and some vehicles are already written off.</p> <p>With respect to the Armoured Personnel Carriers cited as being non-operational due to a lack of spare parts, it should be noted that there are three different categories of Armoured Personnel Carriers in AMISOM: United Nations-owned, contingent-owned and partner-owned. UNSOA is responsible for the maintenance of only United Nations-owned Armoured Personnel Carriers.</p> <p>Para. 33 (a) of the draft report states that there were no work orders for 28 of the 35 repairs reviewed. Management asserts that work orders are entered in the system for all the cited instances as the contractor cannot carry out any work or be paid for such work in the absence of a work order. It is not practical to retain supporting documents for each work order in Mogadishu, hence these are attached to each payment being processed.</p>

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						UNSOA currently has a plan in place for raising of spare parts for each of the more than 100 vehicle models and requisitions are being raised against this plan. Evidence is available for review by the auditors as required. Management therefore requests the closure of this recommendation.
5	UNSOA should implement effective controls over vehicle maintenance costs and procedures on the documentation of maintenance work done.	Important	Yes	Chief Transport Officer	Implemented	Management accepts the observation and has already established effective control over vehicle maintenance costs, and has full records of the contracted workshops and bills submitted by contractors for work done. Evidence of implementation available for review by the Auditors.
6	UNSOA should develop a maintenance plan and implement a mechanism to enforce compliance with established maintenance schedules to ensure vehicles are regularly maintained.	Important	Yes	Chief Transport Officer	Implemented	Management seeks to inform the Auditors that UNSOA follows the United Nations global policy of maintaining vehicles at intervals of 5000 km or six months, and vehicle users are responsible for delivering them whenever either threshold is reached. Procedures for approaching maintenance are documented in Paragraphs 4.5 to 4.10 of the attached Standard Operating Procedure between UNSOA and the contracted workshop. However, it should be noted that vehicles are often outside the AMISOM

APPENDIX I

Management Response

Audit of vehicle fleet management in the United Nations Support Office for the African Union Mission in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ₂	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
						<p>protected area, beyond the reach of UNSOA civilian personnel.</p> <p>Furthermore, Management seeks to advise the Auditors that the cited reference for the development of a maintenance plan is merely an excerpt from a sample generic job description in the Transport Manual and not a mandatory requirement for Missions.</p> <p>Therefore, Management requests the closure of this recommendation.</p>