



INTERNAL AUDIT DIVISION

OFFICE OF INTERNAL OVERSIGHT SERVICES

AUDIT REPORT

Audit of UNHCR Operations in Brazil

18 October 2007

Assignment No. AR2007/151/2

United Nations  Nations Unies
INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

INTERNAL AUDIT DIVISION · DIVISION DE L'AUDIT INTERNE
OIOS · BSCI

TO: Mr. António Guterres, High Commissioner
A: United Nations High Commissioner for Refugees

DATE: 18 October 2007

REFERENCE: AUD- (07- 00641)

FROM: Dagfinn Knutsen, Director
DE: Internal Audit Division, OIOS



SUBJECT: **Assignment No. AR2007/151/02 – Audit of UNHCR Operations in Brazil**

OBJET:

1. I am pleased to present the report on the above-mentioned audit, which was conducted in March 2007.

2. Based on your comments, we are pleased to inform you that we will close recommendation 12 in the OIOS recommendations database as indicated in Annex 1. In order for us to close the remaining recommendations, we request that you provide us with the additional information as discussed in the text of the report and also summarized in Annex 1.

3. Please note that OIOS will report on the progress made to implement its recommendations, particularly those designated as critical (i.e., recommendations 2, 4, 5, 6, and 10), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

4. IAD is assessing the overall quality of its audit process and kindly requests that you consult with your managers who dealt directly with the auditors and complete the attached client satisfaction survey form.

cc: Mr. L. Craig Johnstone, Deputy High Commissioner, UNHCR
Ms. Judy Cheng-Hopkins, Assistant High Commissioner, UNHCR
Mr. Colin Mitchell, Controller and Director, DFAM, UNHCR
Mr. Philippe Lavanchy, Director, Bureau for the Americas, UNHCR
Mr. Luis Varese, Representative, UNHCR Brazil, UNHCR
Ms. Maha Odeima, Audit Coordinator, UNHCR
Mr. Swatantra Goolsarran, Executive Secretary, UN Board of Auditors
Mr. Byung Kun Min, Programme Officer, OIOS
Mr. Anders Hjertstrand, Chief, Geneva Audit Service, IAD, OIOS

INTERNAL AUDIT DIVISION

FUNCTION

“The Office shall, in accordance with the relevant provisions of the Financial Regulations and Rules of the United Nations examine, review and appraise the use of financial resources of the United Nations in order to guarantee the implementation of programmes and legislative mandates, ascertain compliance of programme managers with the financial and administrative regulations and rules, as well as with the approved recommendations of external oversight bodies, undertake management audits, reviews and surveys to improve the structure of the Organization and its responsiveness to the requirements of programmes and legislative mandates, and monitor the effectiveness of the systems of internal control of the Organization” (General Assembly Resolution 48/218 B).

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EXECUTIVE SUMMARY

UNHCR Operations in Brazil

The Office of Internal Oversight Services (OIOS) conducted an audit of UNHCR Operations in Brazil in March 2007. The major objective of the audit was to assess the adequacy and effectiveness of internal controls to ensure: reliability and integrity of financial and operational information; effectiveness and efficiency of operations; safeguarding of assets; and compliance with regulations and rules, Letters of Instruction and Sub-Project Agreements. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

OIOS assessed within the scope of the audit the internal controls of the Operations in Brazil by reviewing a sample of records relating to the activities implemented during 2005 and 2006 with a total expenditure of \$3.3 million. The Operation's system of internal control was assessed as average. It was adequately run and although the majority of key controls were applied, the application of certain important controls lacked consistency or effectiveness. In order not to compromise the overall system of internal control, timely corrective action by management is required.

For the two partners reviewed, the accounting and internal control systems could be improved. For instance, for *Cáritas Arquidiocesana do Rio de Janeiro (CARITAS)* beneficiary cards were not always complete and information on refugees was missing and sometimes inaccurate.

The micro-credit scheme entered into with *Credito Solidario (CREDISOL)* and the funds provided to it by UNHCR benefited the local population more than refugees. The rationale for this needed to be determined to ensure UNHCR funds are correctly directed towards refugees. The scheme was not adequately monitored by UNHCR, and it was recommended that a review of its activities be conducted.

Brazil has achieved considerable progress in its socio-economic development during the last few years. Taking this into consideration and in comparison to the financial support provided to UNHCR from other countries in the region, the Representation should continue to pursue with the Government of Brazil ways of increase its contribution to UNHCR's activities.

CARITAS São Paulo unlike *CARITAS Rio de Janeiro* did not have a philanthropic status, which once obtained reduces government taxes on staff salaries by about 20 per cent. This should be further followed up, as non-profit status for *CARITAS São* will result in savings of \$100,000 over the next two years.

Project financial and performance monitoring by the Representation was not fully effective and should be strengthened. In the areas of administration and finance, further training and capacity building was required to ensure that staff were fully conversant with UNHCR rules and procedures.

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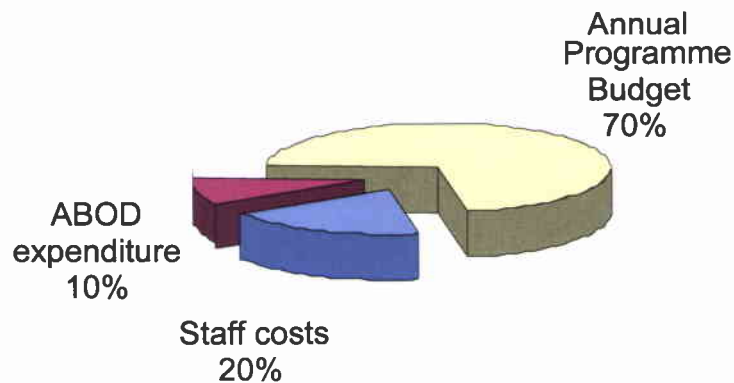
I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of UNHCR's Operations in Brazil in March 2007. OIOS reviewed the 2005 and 2006 activities of the Representation.

2. The main objectives of the Operation were to improve the understanding of the real situation at the borders with a view of determining the actual number of asylum-seekers; to deliver protection and assistance services to refugees and asylum-seekers in order to enhance their local integration prospects; to prevent the setting of the dependency syndrome through adequate monitoring of standards of assistance and self-reliance levels; and, to facilitate the voluntary repatriation of refugees for whom this is a viable durable solution.

3. In 2005 and 2006, a budget of \$4.3 million was allocated including staffing costs administered by Headquarters against which expenditure of \$4.1 million was reported. At the time of the audit, the number of staff working for the UNHCR Operation in Brazil was six.

Figure 1: Expenditure relating to the operations in Brazil for 2005 and 2006 – Total - \$4.1 million



4. Comments made by UNHCR are shown in *italics*.

II. AUDIT OBJECTIVES

5. The major objective of the audit was to assess the adequacy and effectiveness of internal controls to ensure:

- Reliability and integrity of financial and operational information;
 - Effectiveness and efficiency of operations;
 - Safeguarding of assets; and
-

-
- Compliance with regulations and rules, Letters of Instruction and Sub-Project Agreements.

III. AUDIT SCOPE AND METHODOLOGY

6. The audit reviewed 2005 and 2006 programme activities under projects 05&06/AB/BRA/LS/401 and 05&06/AB/BRA/LS/500 with expenditure of \$2.9 million. OIOS reviewed the activities implemented by *Cáritas Arquidiocesana do Rio de Janeiro (CARITAS)*, *Agencia Sociedade Antonio Vieira – Jesuitas POA (ASAV)* in Porto Alegre and activities directly implemented by UNHCR including the micro-credit scheme with *Credito Solidario (CREDISOL)*. OIOS reviewed the administration of the office of the Representation in Brazil with budgets totalling \$400,000 for 2005 and 2006 and assets with an acquisition value of \$80,000 and a current value of \$30,000.

7. The audit methodology comprised: (a) a review of policies and procedures, administrative guidelines and analysis of data available from Managing for Systems, Resources and People (MSRP) and other sources; (b) interviews with responsible personnel; (c) physical verification and assessment of the effectiveness of controls; and, (d) observations and verification of processes, as appropriate.

IV. AUDIT FINDINGS AND RECOMMENDATIONS

A. Review of implementing partners

8. For the two partners reviewed, reasonable assurance could be taken that UNHCR funds were properly accounted for and disbursed in accordance with the Sub-Project Agreements. OIOS assessed that internal controls of the partners should be improved, as outlined below. Audit certificates for 2005 and 2006 sub-projects were available where required and unqualified opinions were expressed.

Cáritas Arquidiocesana do Rio de Janeiro (CARITAS)

9. CARITAS' accounting system should be improved, as it was an in-house developed system meaning that all the normal inbuilt controls to render information reliable were not in place. Moreover, despite being a well-established organization, they did not have documented financial and administrative procedures to guide staff. Possibly as a result of this, processes were not clear and internal controls were weak. For example, there was a lack of segregation of duties, bank reconciliations were only performed after considerable delay and assets were not registered. *The Representation commented that CARITAS has its own internal control system, which in UNHCR's opinion complies with the UNHCR standard requirements. CARITAS was open however to suggestions for improvement and UNHCR will follow-up on this.*

10. For programme matters, there were insufficient guidelines for recording payments to refugees and asylum seekers. OIOS found that beneficiary cards were not always complete and sometimes the data was incorrect. The monitoring and review procedures by CARITAS in Rio over its office in Manaus were not adequate and should be enhanced. For example, CARITAS Rio recorded a payment to be received by a refugee, which was in fact paid to an asylum-seeker in Manaus who had not gone through the pre-eligibility interview. The Representation informed OIOS that it is planning to establish a presence in Manaus and introduce tighter controls over payments to beneficiaries in remote Amazon areas.

Recommendation 1

(1) The UNHCR Representation in Brazil should ensure that *Cáritas Arquidiocesana do Rio de Janeiro* improves its accounting and reporting mechanisms and ensures there are sound internal controls over payments to beneficiaries specifically in remote locations in the Amazon area like Manaus.

11. *The UNHCR Representation accepted recommendation 1 and stated that in April 2007 an agreement was signed between Caritas Rio de Janeiro, Caritas Manaus and the UNHCR Representation establishing the required parameters for assistance. Enhanced procedures have been established to ensure that payments are made to the correct beneficiaries. Recommendation 1 remains open pending confirmation from the UNHCR Representation's periodic review of CARITAS' accounting and reporting mechanisms that they meet UNHCR's standard requirements as outlined in the Sub-Project Agreement.*

12. The cessation of hostilities in Angola after the end of the civil war has opened the possibility of repatriation of the Angolan refugees. Considering this, there should be a gradual halt to the provision of assistance to Angolan refugees in Brazil. OIOS acknowledges that considering the length of time many Angolans have sought asylum in Brazil, local settlement may be the preferred option, and therefore their resident status should be further considered. According to CARITAS, 40 per cent of staff time amounting to \$60,000 per year could be saved if this activity was phased-out.

Recommendation 2

(2) The UNHCR Representation in Brazil should develop a plan to gradually reduce assistance to Angolan refugees either through voluntary repatriation or acquisition of resident status in Brazil depending on the socio-economic situation of beneficiaries. Reducing resources on dealing with different requests of Angolan refugees could result in savings of up to \$120,000 over a two-year period.

13. *The UNHCR Representation accepted recommendation 2 and stated that it plans to hold a meeting with the National Commission for Immigration in*

Brazil (CONIG) in the fourth quarter of 2007 to ensure that qualifying refugees are granted permanent residency and naturalization status. A cessation clause in respect of all Angolan refugees is expected to be issued in the course of 2008. Recommendation 2 remains open pending the results of the meeting between the Representation and CONIG, as well as the developments with regard the issuance of the cessation clause in respect of Angolan refugees.

Agencia Sociedade Antonio Vieira – Jesuitas POA (ASAV), Porto Alegre

14. OIOS' review found that ASAV's internal controls should be strengthened. For example, pre-numbered vouchers were not used and a list of assets was not maintained. OIOS was informed that there were plans to enhance the accounting and internal control systems to ensure that information generated is more reliable.

15. ASAV was developing an integrated refugee data system. In OIOS' view, while this work is appreciated, efforts should be made to avoid duplication if UNHCR's proGres system is to be further developed for use by implementing partners. The Representation should discuss this issue with ASAV to ensure that a coordinated approach is used for recording information on refugees.

16. ASAV was required to report periodically to UNHCR on the assistance provided to UNHCR's beneficiaries. OIOS observed that the reporting was not systematic by ASAV, but on the other hand, it was not requested by the Representation. For example, no reports had been prepared for individual protracted cases even though assistance had been provided for one year. Such reports are required for monitoring the sub-project and should be requested on a regular basis for decision-making purposes, i.e., whether assistance would be continued, discontinued or the amount changed. Furthermore, although the amount of assistance paid had been amended, there was no documentary evidence that these amendments had been approved by UNHCR. In response to the draft report, the Representation informed OIOS that partners are allowed to use their discretion on issues relating to the extension of assistance to vulnerable refugees. Twice a year, the Representation and the partners conduct a review of the progress achieved for each resettled family. This provision will, in the future, be included in the Sub-Project Agreements.

Recommendation 3

(3) The UNHCR Representation in Brazil should ensure that Agencia Sociedade Antonio Vieira – Jesuitas POA enhances its accounting and internal control procedures and complies with the reporting provisions of the Sub-Project Agreement.

17. *The UNHCR Representation accepted recommendation 3 and stated that ASAV will improve its internal controls. Also for asset management, the Right of Use Agreements have been signed and there are plans to record the details in MSRP before December 2007. Recommendation 3 remains open pending receipt*

of documentation on the voucher system and the recording of asset information in MSRP.

Micro-credit scheme with Credito Solidario (CREDISOL)

18. In 2005 and 2006, UNHCR provided funds of \$100,000 to CREDISOL, a well-known financial institution in Brazil for micro-credit projects. During this period, the scheme benefited 41 refugees and 148 locals. On questioning this ratio, OIOS was informed by CREDISOL that the rationale was to keep CREDISOL financially solvent and the fund continuously revolving since CREDISOL was of the opinion that the creditworthiness of the local population was higher than those of refugees. OIOS accepts that in certain instances, the local population should be assisted and therefore could have access to the micro-credit scheme. Nonetheless, the primary beneficiaries of UNHCR assistance are refugees and the number of locals should not exceed those of the refugees. The Representation also did not have any information on the locals who were receiving loans.

19. Until the present time, CREDISOL did not have a presence in the larger cities in Brazil to perform monitoring activities. Also, several refugees involved in micro-credit schemes were blacklisted by the Government because they were unable to repay the loans. OIOS suggested that UNHCR follow-up on these cases.

20. CREDISOL was not providing quarterly periodical reports to the Representation in accordance with the signed agreement with UNHCR. If the Representation is of the opinion that the implementation of the provisions of UNHCR's standard agreement is not feasible, an amendment should be negotiated and signed. OIOS also found that monitoring of CREDISOL activities by the Representation needed improvement. CREDISOL has never been visited by UNHCR for an in-depth review of its activities, and no audit firm had been contracted until recently to audit UNHCR's funds provided to the entity.

Recommendations 4 and 5

(4) The UNHCR Representation in Brazil should perform an in-depth review of loans granted to individuals though the Micro-credit scheme with Credito Solidario including cases of non-repayment. Alternatively if the Representation does not have the resources, this work could be contracted to a local audit firm.

(5) The UNHCR Representation in Brazil should determine the rationale of the high distribution of micro-credit loans to the local population in comparison to UNHCR's beneficiaries. If it is found to be not justified, a new project should be developed to provide more assistance to UNHCR beneficiaries rather than the local population.

21. *The UNHCR Representation accepted recommendations 4 and 5 and stated that they will request an audit of CREDISOL for its 2005-2007 activities. Also, CREDISOL will hire two credit analysts at no additional cost to UNHCR to strengthen the procedures of providing and following up on micro-credit loans. The UNHCR Representation will seek advice from Headquarters on how to strike a balance between the number of refugees and national credit clients. Recommendation 4 remains open pending receipt of a copy of the audit report on CREDISOL 2005-2007 activities. Recommendation 5 remains open pending the outcome of consultations with UNHCR Headquarters, with the aim to ensure that UNHCR funds are correctly directed towards its beneficiaries.*

B. Other programme issues

22. There is no long-term commitment from the Government of Brazil to provide funds for refugee needs even though the country is developing at a steady pace and its Gross National Product (GNP) reached \$450 billion in 2006. For comparison purposes, the GNP of Chile was \$70 billion in 2006, and the Government of Chile has committed \$200,000 per year directly to implementing partners for refugee activities. The Representation, knowing the real situation on the ground, is best placed to develop proposals of how to approach this issue with the aim to seek more direct assistance from the Government.

Recommendation 6

(6) The UNHCR Representation in Brazil should develop a strategy on how to secure further funding from the Government of Brazil. If it was comparable with the Government of Chile, it could result in securing additional income for refugee-related matters to the extent of \$400,000 over a two-year period.

23. *The UNHCR Representation accepted recommendation 6 but also outlined the significant increase in contributions made in recent years. The UNHCR Representation also explained some of the further work they have done including an agreement between Comité Nacional para Refugiados (CONARE) and CARITAS resulting in additional income of about \$500,000 over a two-year period for refugee-related matters, and negotiations with the Ministry of Public Works for refugees' access to popular housing projects. OIOS takes note of the positive work already done. Recommendation 6 remains open pending the confirmation of realizing additional income and the results of negotiations on access to housing projects and assistance to vulnerable refugees.*

24. Entities in Brazil that have a philanthropic status (official non-profit status) do not pay tax on staff salaries and related costs. CARITAS São Paulo unlike CARITAS Rio did not have a philanthropic status, which reduces the government taxes on staff salaries by about 20 per cent. In OIOS' opinion, the Representation should discuss this issue with the Government to help UNHCR partners acquire philanthropic status or to seek an exemption for such partners working with UNHCR. This would result in estimated savings of \$100,000 over a two-year period.

Recommendation 7

(7) The UNHCR Representation in Brazil should take steps with the government of Brazil to discuss the status of partners working with UNHCR. A change to non-profit status would ensure that project staff salaries and related costs are reduced by about 20 per cent resulting in savings to UNHCR of \$100,000 for CARITAS São Paulo over the next two years.

25. *The UNHCR Representation did not accept recommendation 7, stating that due to corruption problems, the philanthropic status is extremely difficult and bureaucratic to obtain, and there is little UNHCR can do since partners in Brazil often have other activities not related to UNHCR. However, all partners have been alerted to pursue this process in order to lower their administrative costs related to employment taxes. While taking into account the reasons provided by the Representation, OIOS is of the opinion that branches of the same implementing partner (for example CARITAS), although located in different cities should normally have the same status. Recommendation 7 remains open pending confirmation of the action taken with the Government in pursuing the issue of granting philanthropic status to CARITAS São Pauloers.*

26. The audit found that project financial and performance monitoring was not fully effective. In 2006, the partners in Rio de Janeiro and Sao Paulo were visited only once instead of three times as originally planned. The reports provided to OIOS did not contain detailed analysis of the partners' transactions or recommendations for improvement of their activities. There is a need therefore to enhance project monitoring by conducting detailed reviews of operational and financial records. Also, the implementation of any recommendations made should be followed up in subsequent reviews to ensure improvements have been made. OIOS noted that there was a limited budget to cover travel related costs, especially taking into account UNHCR plans to expand activities to the Amazon areas to deal with Colombian refugees. This needs to be addressed by the Representation in conjunction with the Bureau.

Recommendations 8 and 9

(8) The UNHCR Representation in Brazil should ensure that financial monitoring visits are carried out for all partners, with proper follow-up on the implementation of any recommendations made.

(9) The UNHCR Bureau for the Americas should further support the Representation in Brazil by ensuring there is an adequate travel budget for project monitoring purposes.

27. *The UNHCR Representation accepted recommendations 8 and 9 and stated that acute funding constraints during 2005/6 had precluded the possibility of conducting project monitoring missions to all implementing partners. This*

lack of project monitoring was a matter of concern to the Americas Bureau. Recommendation 8 remains open pending the receipt of copies of three of the latest monitoring reports prepared after a review of partners activities. Recommendation 9 remains open pending confirmation that there is an adequate travel budget to ensure implementing partners can be reviewed on a regular basis.

C. Administration

28. In the areas of administration and finance, the office of the Representation made efforts to comply with UNHCR's regulations, rules, policies and procedures. Basic controls were operating during the period under review. However, two factors made it difficult for the Representation to properly perform its functions in 2006, which included problems linked to switching from the UNHCR's legacy system to MSRP, and the need to improve MSRP as a management system.

29. The audit revealed that the staff of the office, which was newly established, needed further training and capacity building to ensure they are fully conversant with UNHCR rules and procedures. Finance files were incomplete and documents supporting payments either had to be retrieved from other files or were missing. A similar situation was found concerning personnel data. OIOS also found that the asset database was not up-to-date. An annual physical inventory of assets on loan to partners still had to be done and the records updated accordingly.

Recommendation 10

(10) The UNHCR Representation in Brazil in conjunction with the Bureau for the Americas should ensure that the staff in Brazil are provided with the necessary training and on-the-job coaching to ensure they are fully conversant with UNHCR's rules and procedures. Particular attention should be given to ensure that documentation is complete and properly filed for ease of access.

30. *The UNHCR Representation accepted recommendation 10 and stated that training had been requested earlier on, but the required courses were not available. Also, the problem has been compounded by the resignation of the Admin/Finance Clerk, although a replacement has been selected. Work on assets has been updated but further work is required. It was agreed that the office would be supported by the UNHCR Regional Office in Argentina. Recommendation 10 remains open pending confirmation that staff have been adequately trained on UNHCR rules and procedures.*

31. The procedures for the hiring of consultants needs to be improved. OIOS found that an individual working for CONARE performed consultancy services in 2005 and 2006 without a consultancy or other type of contract. In another consultancy, an advance payment of 50 per cent of the final fee was made in March 2006, although no work was performed until March 2007 due to illness.

Recommendation 11

(11) The UNHCR Representation in Brazil should comply with UNHCR's standards, conditions of service and procedures governing the engagement of consultants.

32. *The UNHCR Representation did not accept recommendation 11, stating that UNHCR had covered mission fees and overtime of a CONARE Consultant to resolve the long-standing issue of reconciling refugee population databases. The terms of reference were agreed upon in a letter to CONARE. Also, an advance of \$750 was given to a poet to compile a publication on famous refugee – this was not considered as a consultancy, but as services provided. The Representation confirmed that the services were provided as requested and final payment had been processed. OIOS is still of the opinion that these were the provision of services and normal procedures should have applied. Recommendation 11 remains open pending assurances by the Representation that in the future the office will comply with UNHCR rules on engaging consultants and that any exceptions will be properly documented.*

33. The Representation did not get the tax-free status from the Government or reimbursement of taxes on goods and services purchased. OIOS acknowledges that the office had already initiated steps to obtain tax reimbursement, but the process was slow and cumbersome, and until now no reimbursement has been received. While the amount involved was not significant, OIOS estimated that it was about \$7,000 per year, and considering the possible expansion of UNHCR activities in Brazil, the Representation should further pursue this issue. As this is a recurring issue in UNHCR, OIOS suggested and the Representation agreed that guidance and advice be sought from the Controller's office on how to proceed on this matter. *The Representation stated that as all UN agencies face the same difficulties, it is being pursued by the UN Operations Management Team in Brazil.*

34. In November 2006, Brazilian TV Network Rede Globo aired a video clip free of charge for UNHCR fund-raising purposes. The clip was aired 3,345 times through 121 television channels. Its estimated cost was \$1 million. The Representation however did not formally report this amount to the Division of External Relations at UNHCR Headquarters to ensure that it was recorded as an in-kind contribution.

Recommendation 12

(12) The UNHCR Representation in Brazil should in the future report the amounts received as in-kind contributions to UNHCR Division of External Relations to ensure they are properly recorded and reported on.

35. *The UNHCR Representation accepted recommendation 12 and stated that UNHCR Headquarters was duly informed of this contribution, and this will be systematically done in the future. Based on the response, recommendation 12 has been closed.*

D. Security and safety

36. The office of the Representation is not yet Minimum Operating Security Standards (MOSS) compliant, as it still has to implement some of the recommendations made during a UN Department for Safety and Security survey in September 2005. Taking these recommendations into consideration, the Emergency and Technical Support Service approved a special security budget for Brazil. At the time of the audit, only 30 per cent of the assigned budget had been used. While some valid explanations were provided for delays in implementation, more positive action is now required to ensure that budgeted funds are spent to enhance the security and safety of the working environment.

Recommendation 13

(13) The UNHCR Representation in Brazil should continue to enhance security procedures and controls by fully implementing the recommendations made by the UN Department of Safety and Security in 2005.

37. *The UNHCR Representation accepted recommendation 13 and stated only two issues are now outstanding, and their implementation is in progress.* Recommendation 13 remains open pending confirmation that the offices have been categorized as MOSS complaint.

V. ACKNOWLEDGEMENT

38. We wish to express our appreciation to the Management and staff of UNHCR and implementing partners in Brazil for the assistance and cooperation extended to the auditors during this assignment.

STATUS OF AUDIT RECOMMENDATIONS

Recom. no.	C/O ¹	Actions needed to close recommendation	Implementation date ²
1	O	Confirmation that UNHCR Representation's periodic review of CARITAS' accounting and reporting mechanisms meet UNHCR's standard as outlined in the Sub-Project Agreement.	Not provided
2	O	Receipt of the results of the meeting between the Representation and the National Commission for Immigration of Brazil as well as the developments with the issuance of the cessation clause.	December 2007
3	O	Receipt of documentation on the voucher system and recording asset information in MSRP.	December 2007
4	O	Receipt of a copy of the audit report on CREDISOL 2005-2007 activities.	End of 2007
5	O	The outcome of consultations with UNHCR Headquarters, with the aim to ensure UNHCR funds are correctly directed towards UNHCR beneficiaries.	End of 2007
6	O	Confirmation of realizing additional income and the results of negotiations on access to housing projects and assistance to vulnerable refugees.	December 2008
7	O	Confirmation of the action taken with the Government in pursuing the issue of granting philanthropic status to CARITAS São Paulo.	Not provided
8	O	Receipt of copies of three of the latest monitoring reports prepared after a review of partners activities.	December 2007
9	O	Confirmation that there is an adequate travel budget to ensure that implementing partners can be reviewed on a regular basis.	December 2007
10	O	Confirmation that staff have been adequately trained on UNHCR rules and procedures.	December 2007
11	O	Receipt of assurances by the Representation that in the future the office complies with UNHCR rules on engaging consultants and that any exceptions will be properly documented.	Not provided
12	C	Completed.	Implemented
13	O	Confirmation that the offices have been categorized as MOSS complaint.	December 2007

1. C = closed, O = open

2. Date provided by UNHCR in response to recommendations.

UNITED NATIONS



OIOS Client Satisfaction Survey

Audit of: UNHCR Operations in Brazil

(AR2007/151/2)

	1	2	3	4	5
By checking the appropriate box, please rate:	Very Poor	Poor	Satisfactory	Good	Excellent
1. The extent to which the audit addressed your concerns as a manager.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The audit staff's understanding of your operations and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professionalism of the audit staff (demeanour, communication and responsiveness).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The quality of the Audit Report in terms of:					
• Accuracy and validity of findings and conclusions;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Clarity and conciseness;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Balance and objectivity;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Timeliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The extent to which the audit recommendations were appropriate and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The extent to which the auditors considered your comments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall satisfaction with the conduct of the audit and its results.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any further comments you may have on the audit process to let us know what we are doing well and what can be improved.

Name: _____ Title: _____ Date: _____

Thank you for taking the time to fill out this survey. Please send the completed Survey as soon as possible to: Mr. Dagfinn Knutsen, Director, Internal Audit Division, OIOS, Room DC2-518, United Nations, New York, NY 10017. You can also send it via e-mail (knutsen2@un.org) or by fax (+1-212-963-2185).