



Management comments to the internal audit report of WFP Operations in the Islamic Republic of Pakistan (AR/13/02)

Management Comments

WFP management appreciates the observations and recommendations made by the Office of Internal Audit through this audit report on WFP operations in the Islamic Republic of Pakistan covering the period from May 2011 to April 2012. The absence of high-risk observations is considered to be a significant achievement, given the highly challenging operating environment which WFP contends with on a daily basis in the country and the size and complexity of the WFP operation.

WFP management has taken immediate action to address areas of risk identified by the audit. These include the completion of the downsizing exercise, which aligns WFP's staffing and structure fully with the prospective programme of work and resource forecasts; improvements in the processes by which financial commitments are made and registered against field level agreements being signed with cooperating partners; and the management of monitoring carried out by WFP.

WFP management notes with appreciation the audit team's conclusion that the operation enjoys in particular a strong national capacity, as well as a coordinated and emergency-prepared logistics function, which serve to strengthen WFP's response to the frequent emergencies which characterise the operating environment in Pakistan. The audit highlighted as positive practices WFP's management of risk, including the establishment of a dedicated compliance unit, and the control activities established by the Country Office, related to procurement, electronic payments, the selection of cooperating partners and security management.

WFP management considers two of the positive areas highlighted by the audit to potentially constitute best practice. The first is the Beneficiary Feedback Mechanism, which is a hotline for complaints regarding field operations and WFP distributions and which acts as an essential tool for protection monitoring and is a part of implementing commitments on accountability to affected populations. The second is the programme monitoring system, a particularly well-articulated and comprehensive set of procedures, practices and computerized systems, which respond to the monitoring needs of the Country Office field operations.

Overall, based on the results of this audit and following the corrective actions implemented, WFP management is reassured that its operations in the Islamic Republic of Pakistan are being successfully implemented with adequate and appropriate controls and management of risk.