

**World Food Programme****Programme Alimentaire Mondial****Programa Mundial de Alimentos****برنامج الأغذية العالمي**

05 February 2018

Management comments to the internal Audit of Beneficiary Management (AR/17/17)

Management comments

WFP Management thanks the Office of the Inspector General (OIG) for the observations outlined in its Internal Audit of Beneficiary Management (AR/17/17) covering the period from 1 July 2016 to 30 June 2017.

WFP Management understands the cross-functional nature of beneficiary management, and recognizes the collective achievements that have been made in ensuring well-defined policy and guidance frameworks covering humanitarian protection, data protection, and accountability to affected populations, as well as the advances on the roll out of SCOPE.

WFP Management recognizes the criticality of ensuring robust beneficiary management processes across operations and acknowledges the overall audit conclusion of ‘partially satisfactory/major improvement needed’. It takes note of the areas identified by the audit as requiring strengthening, including processes and controls relating to beneficiary verification, profiling and prioritisation, identity management, and data management, as well as observations made by the audit regarding the need to clarify and define the roles and responsibilities of partners, and to allocate sufficient resources to the roll-out of SCOPE and to the development and dissemination of related guidance.

The audit recommendations have been agreed to by Management and an action plan for addressing these is under development, which shall include reporting benchmarks to ensure actionable accountability. WFP Management recognizes the need for a designated function to coordinate and direct the development and implementation of relevant corporate objectives, strategies and normative guidance frameworks and will identify the appropriate entity to ensure leadership for the development and implementation of the action plan. Management expects to address all audit observations by the end of November 2019.