



**OIOS**

Office of Internal Oversight Services

## **INTERNAL AUDIT DIVISION**

# **AUDIT REPORT**

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## **UNHCR Operations in Armenia**

**14 May 2008**

**Assignment No. AR2007/121/03**

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United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

INTERNAL AUDIT DIVISION · DIVISION DE L'AUDIT INTERNE

OFFICE OF INTERNAL OVERSIGHT SERVICES · BUREAU DES SERVICES DE CONTRÔLE INTERNE

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

DATE: 14 May 2008

REFERENCE: IAD: 08- 01316

for *William Pettersen*  
FROM: Dagfinn Knutsen, Director  
DE: Internal Audit Division, OIOS

SUBJECT: **Assignment No. AR2007/121/03 - Audit of UNHCR Operations in Armenia**

OBJET:

1. I am pleased to present the report on the above-mentioned audit.
2. Based on your comments, we are pleased to inform you that we will close recommendations 1, 2, 3, 6, 12 and 15 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 5, 8, 9 and 14), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

cc: Mr. L. Craig Johnstone, Deputy High Commissioner, UNHCR  
Ms. Judy Cheng-Hopkins, Assistant High Commissioner, UNHCR  
Ms. Pirkko Kourula, Director Bureau for Europe, UNHCR  
Ms. Bushra Halepota, Representative in Armenia, UNHCR  
Mr. Swatantra Goolsarran, Executive Secretary, UN Board of Auditors  
Ms. Maria Gomez Troncoso, Officer-in-Charge, Joint Inspection Unit Secretariat  
Mr. Jonathan Childerley, Chief, Oversight Support Unit, Department of Management  
Mr. Byung-Kun Min, Programme Officer, OIOS  
Mr. Anders Hjerstrand, Chief, Geneva Audit Service, IAD, OIOS

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## INTERNAL AUDIT DIVISION

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### 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 Armenia**

OIOS conducted an audit of UNHCR's Operations in Armenia. The overall objective of the audit was to assess the adequacy and effectiveness of internal controls in programme management, supply management, security and safety management and administration. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

The Operation's overall 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 three partners reviewed, the established internal controls should be improved. Also, considering the security situation leading to a high risk of theft, the levels of cash should be kept to a minimum.

For construction work, there was a need to improve project monitoring; targets were not achieved even though the budget was fully exhausted. For example, against a target of 40 cottages, 29 were completed. Although inflation and the weakening US Dollar may have had an effect, this did not fully explain the high charges made.

Project financial monitoring should be strengthened, as the periodic reviews conducted lacked an in-depth analysis of expenditure transactions. OIOS recommended that taking into consideration the level of resources available for this task, participation of staff from other disciplines such as Administration would improve the monitoring process.

UNHCR Armenia was not Minimum Operating Security Standards compliant and earthquake risks identified by already three assessments had not been mitigated. OIOS also observed that the quality of the security reports on staff residences should be improved by giving clear recommendations on how to improve the security given the high level of burglaries in the region.

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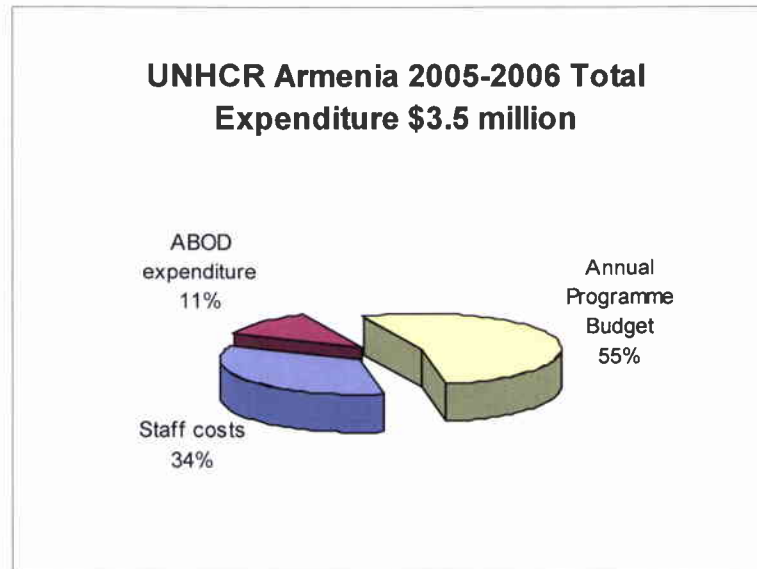
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## I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of the United Nations High Commissioner for Refugees (UNHCR) operations in Armenia. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

2. The main objectives of the Operation are to: complete the refugee census in order to develop UNHCR's exit strategy; bridge the gaps in the Armenian asylum system; provide shelter to the most vulnerable refugees and naturalized former refugees in Kotayk Province; and to continue legal and material support to the most vulnerable asylum seekers, refugees and naturalized former refugees.

3. In 2005 and 2006, a budget of \$3.7 million was allocated including staffing costs administered by Headquarters against which an expenditure of \$3.5 million was reported. At the time of the audit, the number of staff working for the UNHCR Operation in Armenia was 16.



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

## II. AUDIT OBJECTIVES

5. The overall objective of the audit was to assess the adequacy and effectiveness of internal controls in programme management, supply management, security and safety management and administration. The main objectives of the audit were to determine:

- (a) Effectiveness and efficiency of arrangements for programme management including monitoring of the implementing partners;
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(b) Safeguarding of UNHCR resources against loss, misuse and damage due to waste, abuse, mismanagement, errors, fraud and irregularities;

(c) Compliance with UNHCR regulations and rules, Letters of Instruction and Sub-Project Agreements; and

(d) Adequacy of the security and safety management practices and arrangements.

### **III. AUDIT SCOPE AND METHODOLOGY**

6. The audit reviewed 2005 and 2006 programme activities under project 05&06/AB/ARM/LS/400 with expenditure of \$1.9 million. OIOS reviewed the activities implemented by State Migration Agency (SMA), Young Men Christian Association, Armenia (YMCA) and Mission Armenia (MA). OIOS reviewed the administration of the office of the Representation in Armenia with administrative budgets totalling \$400,000 for 2005 and 2006 and assets with an acquisition value of \$698,000 and a current value of \$79,000.

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

### **IV. AUDIT FINDINGS AND RECOMMENDATIONS**

#### **A. Review of implementing partners**

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

#### State Migration Agency (SMA)

9. The banking system in Armenia has improved over the past few years but despite this, SMA continued to pay many of its suppliers as well as staff salaries in cash. Considering the relative insecure environment with theft fairly regular, such a practice poses a risk of loss of funds. OIOS' review of cash-on-hand found that the Accountant personally kept cash at home, which on some occasions was about \$8,000 (in local currency). It was explained that due to several thefts in the office, this was the preferred practice. In OIOS' opinion, the lack of a safe environment re-emphasizes the need to reduce the level of cash on hand and wherever possible to make payments by bank transfer.

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10. OIOS found that internal controls in the area of cash management were weak. There was a lack of segregation of duties, as the Accountant was responsible for safeguarding cash and subsequently recording cash transactions, and regular cash counts by someone independent were not done.

#### **Recommendations 1 and 2**

**(1) The UNHCR Representation in Armenia should ensure that State Migration Agency makes payments to suppliers and staff by bank transfer wherever possible so that the level of petty cash is kept to a minimum.**

**(2) The UNHCR Representation in Armenia should strengthen its internal controls over the safekeeping of cash. The custody of petty cash should be delegated to a person not involved in recording transactions, cash should be kept in an office safe and regular cash counts should be done.**

11. *The UNHCR Representation accepted recommendation 1 and provided documentary evidence of SMA having opened a separate bank account in January 2008. The Representation also accepted recommendation 2 and indicated that with a separate bank account the internal cash control mechanism of the partner will be in line with UNHCR standard procedure. The custody of petty cash and recording financial transactions is now handled by separate staff. Recommendations 1 and 2 have been closed based on the information received.*

12. The method of calculating construction/renovation costs of community centres by SMA was not transparent. There was no breakdown between material, labour and overhead costs and therefore a risk exists that costs could be included twice. OIOS also found that the expenditures charged for construction/renovation works exactly matched the budget, which considering the nature of the business seems unlikely. For example, there was no information relating to the prices of construction materials and there was no evidence that the bidding exercise was competitive.

13. OIOS found that UNHCR did not sufficiently monitor the construction works and associated costs. Also, although they have a sizable construction department, SMA did not have the same level of specialized experience as YMCA to carry out this work. It was not clear therefore why they were entrusted with the responsibilities of supervising construction/renovation contracts. If UNHCR continues with this programme in 2008 with SMA, the Representation will need to enhance its monitoring of construction costs and be more knowledgeable about the prices of materials, labour and overhead to ensure that UNHCR is correctly charged for the work done.

#### **Recommendation 3**

**(3) The UNHCR Representation in Armenia should more closely monitor the construction/renovation works**



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**delegated to the State Migration Agency to ensure that materials and other associated costs are obtained competitively and it is only those costs that are charged to UNHCR.**

14. *The Representation accepted recommendation 3 and indicated that no construction or renovation works are envisaged to be delegated to SMA in 2008. The Representation will maintain separate Sub-Project Agreement with another partner (YMCA) to carry out all construction and repair works throughout the year. Recommendation 3 has been closed based on the information received.*

15. SMA was operating 17 vehicles which had been provided by UNHCR both in Yerevan and in the provinces and made a provision for fuel of \$12,000. OIOS found that the internal controls over the use of vehicles need to be improved. Logbooks were not properly established to be able to verify vehicle use, and the location of the vehicles was not always known. As part of UNHCR's project monitoring, the use of UNHCR vehicles needs to be reviewed to ensure they are used for UNHCR activities only, and if not, the reasons are to be properly recorded in writing.

#### **Recommendation 4**

**(4) The UNHCR Representation in Armenia should ensure that the State Migration Agency introduces proper controls over the use of vehicles, including the use of logbooks.**

16. *The Representation accepted recommendation 4 and stated that it is seeking guidance from UNHCR Headquarters on the procedure for handing over the ownership of the vehicles which are in the regions to SMA. For the vehicles which are used in the city, the Representation will closely follow up the maintenance of log books through regular joint monitoring visits with the relevant staff from the Administrative Unit. Recommendation 4 remains open pending the results of the handover of the vehicles to Social Protection Units in the regions and the outcomes of the monitoring visits.*

#### **Young Men Christian Association, Armenia (YMCA)**

17. For the 2006 Sub-Project Agreement, the work plan drawn up by YMCA was not sufficiently detailed. Thus, the main element – the number of houses/cottages to be constructed – was missing from the plan.

18. In the narrative Sub-Project Monitoring Report (SPMR), YMCA reported that the construction works had been completed on one site in Goris (a forty apartment block) and 25 cottages in the Ararat Province and another 4 cottages in the Lori Province. OIOS found, however, that UNHCR and an operating partner, Norwegian Refugee Council (NRC) had already agreed in coordination with the Government to complete 126 houses by the end of 2006; NRC was to build 85 and UNHCR 41 (one apartment block and 40 cottages). The reasons for completing only 25 out of 40 cottages in Ararat Province and 4

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cottages in Lori Province were unclear. Also, the budget of \$390,000 was exhausted even though the target of 40 cottages was not met. No proper explanation on this was forthcoming. OIOS believed that, in part, the rising prices and the weakening of the US Dollar may have resulted in budgetary overruns, but this cannot be the only cause for the non-completion of 30 per cent of the cottages. Also, when there is inflation, in order to achieve the targeted number of cottages, it should have been discussed with the Representation and the budget adjusted accordingly.

#### **Recommendation 5**

**(5) The UNHCR Representation in Armenia should obtain an explanation from the implementing partner Young Men Christian Association, Armenia as to why the targeted number of cottages was not achieved even though the budget was exhausted.**

19. *The Representation accepted recommendation 5 and indicated that as per the explanation of YMCA Shelter, the target was met in principle as YMCA Shelter has completed the construction of one building with 40 apartments, 25 and 4 cottages, respectively, in Ararat and Lori provinces, as well as bought 4 houses and monitored construction of a school building. During the period in question, the exchange rate of the US dollar to local currency dropped by 23 per cent and prices rose by 4 per cent.* OIOS, taking note of the explanation, is nevertheless of the opinion that the changes have to be properly reflected in the Sub-Project Agreement. Recommendation 5 remains open pending confirmation that the changes in construction plans were approved by the Representation.

20. There was no mechanism in place for beneficiaries of the buildings to report defects in the quality of the work. OIOS understands that there was an external technical adviser who was previously responsible for this, but since his departure in 2006 the monitoring and following up on such procedural issues have been assumed by UNHCR. This process was still not fully effective.

21. OIOS' visits to some of the newly built cottages in the Ararat Province showed that there were leaks in some of the roofs apparently due to defective sealing of the chimney outlet. This defect needs to be brought to the attention of the partner and the construction company and repaired immediately, particularly as the building is still within the guarantee period.

#### **Recommendation 6**

**(6) The UNHCR Representation in Armenia should establish a mechanism to ensure that any identified defects in cottages constructed by implementing partners are properly recorded and appropriate action is taken.**

22. *The Representation accepted recommendation 6 and stated that a complaint system has been put in place where the cottage beneficiary can contact*

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*UNHCR for assistance on construction defects.* Recommendation 6 has been closed based on the information received.

Mission Armenia (MA)

23. OIOS was informed that Mission Armenia is planning to get an ISO 9001-2000 Certification in the near future. Based on templates for quality management and internal controls, MA is refining relevant procedures in view of their experience in community and social sectors in Armenia. OIOS regarded this as a positive development. However, OIOS' review of the staffing tables in several cases showed 100 per cent occupancy, whereas staff were only working part-time on the UNHCR sub-project. Since MA is being financed by multiple donors, there is a need to establish a system whereby UNHCR is only charged for staff's direct time on the UNHCR project.

**Recommendation 7**

**(7) The UNHCR Representation in Armenia should ensure that Mission Armenia only budgets for and subsequently charges to UNHCR the percentage of time of staff working on UNHCR financed projects.**

24. *The Representation accepted recommendation 7 and stated that the Sub-Project Agreement with Mission Armenia for 2008 has taken into account OIOS recommendations whereby UNHCR will be charged only for staff's direct time on UNHCR sub-project.* Recommendation 7 remains open pending receipt of documentation from UNHCR concerning the changes in staff charges.

25. OIOS' visit to the Communal Centre in Abovian showed that despite visible achievements in education and vocational training, the overall living conditions for the residents were sub-standard. The water and sewage systems had collapsed during the cold winter months and were only repaired in May 2007, and there was no garbage collection.

26. In OIOS' view, MA did not make enough efforts to mitigate these serious health risk issues, where individuals were living in conditions below the minimum acceptable standards. On follow up, MA stated that it was the municipal authorities of Abovian that had not fulfilled their responsibilities. While acknowledging the local authorities' responsibilities, in OIOS' opinion the issue needs to be further pursued. Therefore if the situation with water, sewage and garbage collection remains the same, MA together with UNHCR needs to involve the State Migration Agency and the Ministry of Territorial Administration of Armenia to exercise pressure on local authorities.

**Recommendation 8**

**(8) The UNHCR Representation in Armenia together with Mission Armenia should take steps to significantly improve the living conditions for individuals residing in the Communal Centre in Abovian. If needed, the State**

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**Migration Agency and the Ministry of Territorial Administration should be involved to exercise pressure on Municipal Authorities.**

27. *The Representation accepted recommendation 8 and stated that it is fully aware of the deplorable living conditions in the communal centers. Due to UNHCR efforts and lobbying, some 600 families living in communal centers have purchased houses under a Government of Armenia programme and moved out. The programme will continue in 2008 and more families will receive housing purchase certificates in Yerevan. In addition, the Representation in Armenia continues to lobby for funds for social housing. Recommendation 8 remains open pending the outcome of the 2008 housing programme.*

**B. General programme matters**

28. The Representation is active in achieving the country programme objectives in line with the UNHCR Global Strategic Objectives. For example, it is strengthening partnerships with NGOs and other UN Agencies and has encouraged the Government to assume full responsibility for protection and assistance to the majority of prima facie refugees and naturalized former refugees from Azerbaijan. The Government is implementing the Programme of Housing Purchase Certificates, and on the municipal level invested \$130,000 into the construction of the 40 apartment block in Goris.

29. On the other hand, a few years ago UNHCR withdrew support to the refugees in almost all provinces and concentrated its efforts and provided assistance to only Yerevan and the adjacent Kotayk Province. This refocus has resulted in there being 6,000 extremely vulnerable refugees and naturalized former refugees all over the country living in appalling conditions. This needs to be addressed. OIOS suggested that UNHCR in cooperation with the Government should further develop its programme to assist these refugees. For instance, this could include the widening of the scope of the present vocational training projects and those relating to income generating activities. OIOS was also of the opinion that the idea of foster-family homes for the elderly was not given sufficient consideration. Overall a strategic plan to assist more of the UNHCR caseload needs to be developed.

**Recommendation 9**

**(9) The UNHCR Representation in Armenia, in cooperation with the Government of Armenia, should develop a strategic plan to provide assistance through vocational training or income generating projects to the approximately 6,000 extremely vulnerable refugees throughout the country who are living in appalling conditions.**

30. *The Representation accepted the recommendation and indicated that it continues fundraising activities to increase the self reliance opportunities for the vulnerable. A livelihood consultant will be deployed in March 2008 to conduct*

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*a survey of income generating opportunities and available resources. Following the outcomes of the survey a plan/strategy will be developed to pursue the representation's main objective of facilitating economic integration of refugees/former refugees. Recommendation 9 remains open pending the receipt of the plan on the economic integration of refugees/former refugees.*

31. The Representation taking into account its limited resources has, in general, a sound project financial and performance monitoring system. Nonetheless, the periodic reviews conducted needs to be more thorough. For instance, the financial monitoring reviews did not include a reconciliation of the partners' summary ledgers to the SPMR or a review of selected expenditure transactions. Reports prepared of the reviews did not include recommendations to improve partners' internal control and to increase compliance with the requirements of UNHCR's Sub-Project Agreement. Taking into consideration the level of resources available for this task, participation of staff from other disciplines such as Administration could be considered to strengthen the monitoring process.

#### **Recommendation 10**

**(10) The UNHCR Representation in Armenia should ensure that it improves its financial monitoring of partners, and in order to do this, consideration should be given to in-sourcing staff from the Administrative Unit with experience in accounting.**

32. *The Representation accepted recommendation 10 and stated that random financial monitoring of partners will be conducted with the support of Administrative Unit, particularly in monitoring the maintenance of vehicle log books, and maintenance and repair works as recommended by OIOS. Recommendation 10 remains open pending the receipt of documentation on the results of the monitoring visits.*

### **C. Administration**

#### Internet connection

33. During the High Commissioner's visit to Armenia in August 2006, an issue was raised by the Representation with regard to the slow and unreliable internet connection which was affecting the use of MSRP in the office. In part to address this and improve the internet connection, the Representation received \$5,000 from Headquarters. This amount however did not fully resolve the problem as there are recurring costs associated with having an efficient internet connection. These budgetary requirements need to be followed up with Headquarters. Also, the increase in funds required can be partly offset by annual savings of \$3,600 achieved by discontinuing the present VSAT system which will no longer be required when there is a reliable internet connection.

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### **Recommendation 11**

**(11) The UNHCR Representation in Armenia should ensure that there is sufficient funding to install a reliable and efficient internet connection.**

34. *The Representation accepted the recommendation and stated that it is in the process of searching for a new internet provider with optical line which will increase the speed and reduce the cost. The process is delayed due to the fact that UN Armenia is seeking ways to make it a UN Country Team common service. OIOS supports the approach of UNHCR Armenia to improve the quality of the service while achieving economies of scale. Recommendation 11 remains open pending receipt of the new agreement.*

35. In 2005, UNHCR Armenia contributed \$24,000 to its share of the reconstruction of the UN House. Until now the space allocated to UNHCR has not been usable as the reconstruction project is at a standstill as the building was not seismically safe. OIOS also noted that because of the resulting congestion a server with an acquisition cost of \$6,000 is presently located in the office of the EDP/Telecommunications Assistant and there is insufficient ventilation. The present conditions increased the risk of a breakdown and potential loss of a valuable asset and sensitive data.

### **Recommendation 12**

**(12) The UNHCR Representation in Armenia should, as soon as possible, move the server from the office of the EDP/Telecommunications Assistant to a more suitable location.**

36. *The Representation accepted recommendation 12 and stated that it constructed a separate air-conditioned room for the server in 2007. Based of the information received, recommendation 12 has been closed.*

### **Asset management**

37. In the area of asset management, there was a need to strengthen internal controls. Periodic physical verifications of assets in UNHCR and implementing partners' custody were not performed, obsolete computer equipment had not been disposed of, and there were no meetings of the Local Asset Management Board (LAMB) during 2006. OIOS observed that there were assets still with former partners. These assets should be retrieved, or if deemed no longer usable in the UNHCR current programme, they need to be disposed of by sale or transfer to former partners.

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### **Recommendation 13**

**(13) The UNHCR Representation in Armenia should strengthen the internal controls over asset management by conducting periodic physical verifications and disposing of obsolete assets if it is deemed unlikely that they will be used in the current programme.**

38. *The Representation accepted recommendation 13 and stated that each year an agreement is signed between UNHCR and the partners with asset list, the condition of the items used by them is verified and updated. During the next LAMB meeting, all obsolete items will be disposed of/transferred.* Recommendation 13 remains open pending receipt of documentation from UNHCR concerning the results of the LAMB meeting.

### **D. Security and safety**

39. The office of the Representation is located in the UN House in Yerevan, and the security of the building is a common responsibility of the different UN agencies in Armenia. A UNDP Field Security Officer has been delegated overall responsibility for security-related issues of all UN entities working in the UN House. OIOS could not be provided with an assessment determining that UNHCR Armenia is Minimum Operating Security Standards (MOSS) compliant. It also appears that the risks associated with earthquake (which is a high risk in this region) have not been mitigated despite three assessments made by local experts.

40. In view of the high risk of burglaries of staff members' residences, OIOS reviewed a recent Residential Security Survey of a newly arrived international staff to determine whether it met Minimum Operating Residential Security Standards (MORSS) compliance. In OIOS' opinion the quality of the report needs to be improved, as no clear conclusions were given as to whether the residence was MORSS compliance or not, and if not – what action had to be taken to make it compliant. This is important to ensure staff security and safety.

### **Recommendations 14 and 15**

**(14) The UNHCR Representation in Armenia should actively work with other UN agencies to resolve the issue of seismic safety in the earthquake prone area.**

**(15) The UNHCR Representation in Armenia should improve the quality of the reports and advice given to staff members with regard to ensuring that their residences are compliant with the Minimum Operating Residential Security Standards.**

41. *The Representation accepted recommendation 14 and indicated that the theatre area on the second floor of the UN House is the only seismically unsafe area. The Representation is an active member of the UN Country Team and*

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*Security Management Team, where this concern is being addressed. Recommendation 14 remains open pending receipt of documentation from UNHCR concerning the decisions of the UNCT and SMT on seismic safety.*

*42. The Representation also accepted recommendation 15 and stated that it has taken the lead in upgrading the radio communication system in the area including staff residences. MORSS/MOSS documents, location of security warden and security/contingency plan in the event of earthquake were updated. Regular evacuation drills are conducted. Recommendation 15 has been closed based on the information received.*

## **V. ACKNOWLEDGEMENT**

43. We wish to express our appreciation to the Management and staff of UNHCR Representation in Armenia for the assistance and cooperation extended to the auditors during this assignment.



## STATUS OF AUDIT RECOMMENDATIONS

| Recom. no. | C/O <sup>1</sup> | Actions needed to close recommendation   | Implementation date <sup>2</sup> |
|------------|------------------|--|----------------------------------|
| 1          | C                | Action completed   | Implemented                      |
| 2          | C                | Action completed   | Implemented                      |
| 3          | C                | Action completed   | Implemented                      |
| 4          | O                | Confirmation of the handover of the vehicles to the Social Protection Units in the regions and the outcomes of the monitoring visits | First quarter of 2008            |
| 5          | O                | Confirmation that the shifts in construction plans were approved by the Representation   | Not provided                     |
| 6          | C                | Action completed   | Implemented                      |
| 7          | O                | Confirmation of the changes in staff charges   | First quarter of 2008            |
| 8          | O                | Confirmation of the results of the 2008 housing programme  | Last quarter of 2008             |
| 9          | O                | Receipt of the plan on the facilitation of integration   | Last quarter of 2008             |
| 10         | O                | Receipt of documents on the results of the monitoring visits   | Last quarter of 2008             |
| 11         | O                | Receipt of the new Internet agreement  | First quarter of 2008            |
| 12         | C                | Action completed   | Implemented                      |
| 13         | O                | Confirmation of the LAMB meeting results   | Not provided                     |
| 14         | O                | Confirmation of the decisions of the UNCT and SMT on seismic safety  | Not provided                     |
| 15         | C                | Action completed   | Implemented                      |

1. C = closed, O = open

2. Date provided by the Representation in Armenia in response to recommendations.