

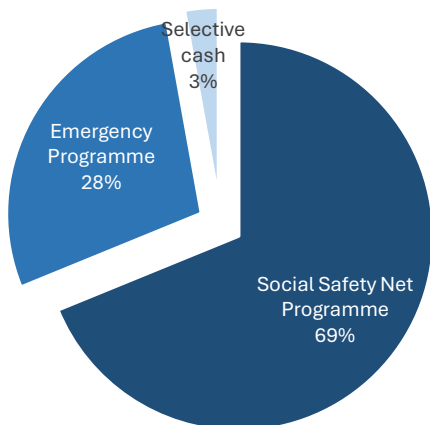
## Background

UNRWA provides cash assistance under four programmes:

- The *Social Safety Net Programme (SSNP)* provides a regular unconditional cash transfer to vulnerable families facing chronic hardship and being characterized by a high dependency ratio and long-term support needs. In total, 58,889 recipients receive a maximum of US\$ 125 per year.
- The *Emergency Programme* provides emergency cash and/or food transfers in response to immediate needs triggered by a humanitarian crisis and supported through Emergency Appeal funding. Cash assistance varies from US\$ 240 to 480 per person per year.
- Programmes* addressing the needs of specific vulnerable groups, which are established in response to a particular donor interest or funding opportunity.
- Selective Cash Assistance* to families facing extreme acute hardship in the form of a one-time cash payment. Depending on needs assessments, assistance may reach US\$ 1,000.

Until 2023, the vouchers for food and cash were transferred through e-Cards, but since Q1/2024, cash-exclusive transfers via u-Wallet and e-Cards have replaced the previous combination. Currently, only Selective Cash Assistance is provided with physical money.

Figure 1: Cash assistance per programme from 2022 to 2024



## Audit objective and scope

The audit objective is to provide assurance that governance arrangements, risk management practices, and controls over the Social Safety Net Programme (SSNP) cash assistance delivered by the Jordan Field Office are established and adequately functioning.

## Achievements

Following the findings of the cash-based intervention post distribution monitoring report in 2020, Jordan Field Office signed in 2023 a framework agreement with a service provider to digitalise its cash assistance service. The U-Wallet platform was launched in mid-February 2024 for the SSNP and the Emergency Programme improving the ability to monitor the distribution process.

## What DIOS concluded

Overall, the audited area was assessed as “Unsatisfactory”. The assessed governance arrangements, risk management practices and controls were either not adequately established or not functioning well to provide reasonable assurance that the objectives of the audited area should be achieved. Urgent management action is required to ensure that the identified risks are adequately mitigated.

## What DIOS recommended

Four high priority recommendation were issued:

- Jordan Field Office should fill the vacant Field Relief posts to ensure adequate segregation of duties and performance of the verification and reconciliation of the distribution lists as required by the RSS instructions.
- Jordan Field Office should document the quality control procedures applied to ensure accuracy and completeness of the SSNP distribution list.
- The Relief and Social Services Department should develop consolidated instructions describing the manual and automated controls and use IT tools to provide real-time statistics. The Department

should consider, in coordination with the IT Department, full digitalization of the cash assistance process.

4. The Relief and Social Services Department should enhance compliance checks as per applicable instructions and develop a sampling methodology to undertake compliance checks.

Also, two medium priority recommendations were issued:

1. The Relief and Social Services Department should reassess if Annex 3 of RSS instructions meets the objectives of the appeal system and ultimately agree with Jordan Field Relief and Social Services Programme on future implementation.

2. Jordan Field Office should monitor performance of the financial service provider as per contractual agreement. Reporting on the results of the cash assistance round and the performance of the service provider should be communicated in conformance with RSS instructions.

### How management will address recommendations

JFO and RSSD management accepted the recommendations and are in the process of implementing them. Management has developed action points, the timeline to implement planned actions, responsible officials to execute the actions, expected outcomes and expected completion dates.

### Audit methodology

The Internal Audit Division performed this audit through enquiries, document review, in-person interviews with responsible staff, data analyses, and other procedures deemed necessary.

The audit engagement was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing. The engagement included reviewing and analysing, on a sample testing basis, information that provided the basis for the conclusions and audit results noted in this audit report. The engagement was conducted in line with the approved work plan and considered the risk assessment exercise conducted when planning the audit.

Pursuant to Organizational Directive 14, the summary of observations and recommendations is made publicly available on the DIOS internet page upon issuance of the report on 31 March 2025.