

23 January 2026

Management Comments to the Internal Audit of WFP Central African Republic Country Office Operations (AR/25/24)

WFP Management acknowledges and appreciates the observations presented by the Office of the Inspector General (OIG) in its internal audit report on WFP operations in the Central African Republic (AR/25/24), covering operations from 1 January 2024 to 30 June 2025. Management acknowledges the overall conclusion of "some improvement needed" and reaffirms its commitment to implementing all agreed actions within the specified timelines, as part of its continued effort to strengthen accountability, operational integrity, and delivery excellence.

Following more than a decade of conflict, political instability, and economic crisis, the Central African Republic has taken important, albeit tentative steps toward stabilization. While this progress is important, it remains fragile due to low levels of development and high socio-economic vulnerability. During the audit period, WFP operated in a highly challenging environment characterized by insecurity, limited access, poor infrastructure, and funding constraints. This financial pressure culminated in 2025, prompting the country office to implement cost-efficiency measures which included closure of three field offices and a significant reduction in the workforce.

WFP Management appreciates the acknowledgement of the successful execution of the organizational realignment, which was facilitated by clear communication and proactive involvement during the change management process. Moreover, the report also noted significant progress achieved in 2025 regarding the overall management of programme activities and support functions. These advancements were demonstrated through increased digitization, broader monitoring coverage, more efficient management of cooperating partners, and improved practices in commodities management. Furthermore, the report highlighted strong satisfaction among key stakeholders including donors, government representatives, and local partners with the operations of the country office.

Building on the audit's findings, WFP Management has taken steps to address the ten observations outlined in the report and is fully committed to implementing all agreed actions within the designated timelines. This includes addressing one high-priority observation concerning Accountability to Affected Populations (specifically community feedback mechanisms and data management), as well as nine medium-priority observations relating to governance and risk management, targeting and identity management, cooperating partner management, supply chain, monitoring, finance, fuel management and humanitarian access.

For the high-priority observation on accountability to affected populations, the country office has finalized the rollout of the corporate solution, and initiated data migration. A revised standard operating procedure is being developed to address gaps in categorization, escalation, and sensitive case handling. Additional measures include strengthening community sensitization, improving help desk arrangements, and ensuring staff training on data protection standards. A data quality review process will be established to ensure accuracy and completeness of case resolution records.

With regards to the nine medium-priority recommendations, the country office will strengthen governance and risk management through an internal control review, targeted training, and updated procedures. Steps include improving targeting and identity management, enhancing coordination and risk mitigation, formalizing third-party monitoring, and increasing WFP's visibility in the World Bank-funded Emergency Response to the Food Crisis Project in CAR (PRUCAC). Supply chain, monitoring, finance, and fuel management will be improved with better controls and processes, while humanitarian access will be strengthened through a dedicated access strategy to be issued in March 2026, complemented by a coordination cell operating within the country office and in collaboration with relevant humanitarian partners.

In summary, the audit highlighted areas for improvement but confirmed WFP CAR's effectiveness in humanitarian response. Stakeholders recognized its operational efficiency and proactive efforts to ensure continuity and cost savings despite funding and organizational challenges.

WFP Management will continue to monitor progress closely and report updates through the corporate system for oversight recommendations. WFP appreciates the constructive engagement of the Office of Internal Audit and reaffirms its dedication to strengthening governance, risk management, and operational effectiveness in the Central African Republic.