

UNHCR RESPONSE TO THE 2011 MOPAN ASSESSMENT

UNHCR would like to thank MOPAN for undertaking its review of UNHCR's organizational effectiveness. We have learned a great deal from the review we are grateful that our comments and observations on the first draft of the report have been incorporated in the revised version.

As mentioned in the high-level meeting of 9 November 2011 between MOPAN members and UNHCR's senior management, we accept the overall conclusions and recommendations of the report, in spite of some reservations about the methodology, which have been conveyed to the MOPAN Secretariat before.

UNHCR is reassured that the report acknowledges UNHCR's strong focus on respect for humanitarian principles, its pursuit of a clear protection and solutions mandate, its openness to policy dialogue and the progress that the organization has made in managing for results.

In line with the findings of the report, UNHCR recognizes that the results-based management reform initiative is not yet complete and that the presentation and utilization of performance information is still open to improvement. We are confident that the second phase of the Focus project, which is currently being rolled-out, will address some of these concerns.

With regard to emergency preparedness and response, UNHCR is pleased that the organization's performance was rated as good and agrees with the observation that it may have to be strengthened further in view of the recent emergencies that have taken place and the new forms of displacement that are emerging throughout the world. With regard to coordination, UNHCR will maintain its constructive engagement in inter-agency processes such as the Cluster Approach and Delivering as One, while continuing to exercise its core mandate in relation to refugees.

Concerning evaluation and knowledge management, we share the view that these UNHCR functions are currently constrained by limited capacity, and we are planning to examine this issue in more detail by means of an independent review that will be funded by one MOPAN member.

Finally, on the issue of sharing documentation, we would like to reassure MOPAN that we will make substantial sections of our Country Operations Plans available to external stakeholders through the Focus software.

In conclusion, UNHCR would like to thank MOPAN for the open and constructive way that this exercise has been managed. We look forward to working with you in our efforts to provide improved protection, humanitarian assistance and durable solutions to persons of concern to the High Commissioner's Office.