



Tel. direct: +41 22 791 5868
Fax direct: +41 22 791 4843
E-mail :

In reply please
refer to:

Your reference:

H.E. Mr Roderick van Schreven
Ambassador
Permanent Representative of the Kingdom
of the Netherlands to the United Nations
Office and other International
Organizations at Geneva
Avenue Giuseppe-Motta 31-33
1211 Genève 20 CIC

19 December 2013

Dear Ambassador,

The World Health Organization (WHO) would like to express its appreciation to MOPAN for the presentation on 28 November 2013 and for the opportunity to provide the management response on the 2013 MOPAN assessment institutional report. The report provided good insight into WHO's work at global, regional and country level.

WHO is pleased to note MOPAN's recognition for the considerable improvements in its organizational effectiveness since the 2010 report, especially in the areas of financial management and accountability, oversight and audit, WHO's humanitarian response, and human resources management. In the area of development results, WHO is also pleased that it has been recognized for strong alignment between its mandate and strategy, focusing on thematic priorities (gender equality, human rights-based approach, good governance and environmental health), staff expertise, normative and standard setting work, and strong support to policy dialogue at country level. These positive assessments indicate that the WHO reforms initiated in 2011 have already started bearing fruits in making the organization more effective, efficient, relevant and fit for purpose.

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cc: Dr Paul Cartier, Minister Counselor, Permanent Mission of Belgium to the United Nations
Office and Specialized Institutions in Geneva
Ms Jong Elsemieke de, Ministry of Foreign affairs, The Hague, The Netherlands
Mr Bjorn Gillsater, MOPAN Secretariat, OECD, 2 rue André Pascal, Paris, France

H.E. Mr Roderick van Schreven, Ambassador
Permanent Representative of the Kingdom of the Netherlands to
the United Nations Office and other International Organizations at Geneva

Having acknowledged the progress made since the last MOPAN review, WHO has taken note of the areas where MOPAN has found room for improvement. As indicated during the meeting of 28 November, WHO would like to reiterate to MOPAN that, as part of WHO reform, steps are being taken to further strengthen its organizational effectiveness and development results. Concretely, this entails a clear results chain defined in the 12th General Programme of Work and Programme Budget 2014-2015; implementing the new evaluation policy to enhance the culture of evaluation; developing a corporate framework for assessing WHO's performance at country level, to systematically measure contribution to national results; strengthening compliance and risk management by establishing a dedicated department; further strengthening financial management and internal control management framework; reducing costs through offshoring, outsourcing and other measures; and further strengthening human resource policies, strategies and practices.

Finally, WHO appreciates that the MOPAN process has improved significantly over the years, with a much greater involvement of the organizations being assessed. This year, for example, it included interviews as part of the assessment with officials of the multilateral organizations, a participatory method that strengthens the process. Given the evolving nature of this process, WHO believes that the methodology could be further enhanced to consider in particular the specificities of different multilateral organizations; MOPAN, as we understand, is currently undertaking such a review of the methodology.

Yours faithfully,



Dr Margaret Chan
Director-General