

Guidelines Governing Requests for Advisory Services

One of the main functions of the Regular Programme of Technical Cooperation (RPTC)¹ is to provide advisory services to member countries in addressing socioeconomic challenges and capturing development opportunities. For this purpose, ESCWA provides advisory services following the below guidelines:

- ESCWA can send a regional advisor on mission to a member country on the basis of a written request from government. The request may detail the tasks to be performed by an advisor, if possible his/her name and the appropriate dates and duration of the mission;
- The request may be submitted directly to ESCWA or through the TC Network focal point in the respective member country;
- The mission of a regional advisor should address a specific problem or a technical matter, which can be dealt with, within a short term visit of no more than two weeks. A regional advisor may be sent on one or more subsequent missions, if needed;
- A government may request several regional advisors with various spheres of competence. It is also possible to form a team of regional advisors to deal with any multidisciplinary questions;
- ESCWA provides the services of its regional advisors free of charge to member countries;
- At the end of each mission, the regional advisor prepares a written report which is submitted to respective government authority and which may be distributed, subject to the approval of the government.
- The Programme furthermore encourages South-South cooperation through sharing of knowledge, expertise and experience among member countries through the Technical Cooperation Network (TC Network)².

It should also be noted that, ESCWA can place at the disposal of the member countries the services of its experts of the professional staff category, and/or the services of the Regional Advisors. The information on the ESCWA regional advisors and their services are also maintained on the TC Network portal³ and are available upon request to the Planning, Partnerships and Technical Cooperation Division (PPTCD).

¹ tcportal.escwa.org.lb/AboutUs.aspx

² tcportal.escwa.org.lb

³ tcportal.escwa.org.lb/RegionalAdvisors.aspx

Sometimes the requesting country may decide to bear partial costs associated with the services of these experts. In that context, PPTCD of ESCWA has prepared a manual of advisory services menu for member countries use (available in electronic and hard copies). The information on the ESCWA regional advisors and their services are also maintained on the TC Network portal⁴ and are available upon request to PPTCD.

The list of the TC Network focal points in each country is available on the ESCWA TC Network website⁵.

Submission of requests

All requests for advisory services should be made by completing the below form. The form should be completed by the requesting agency in consultation with the TC focal point. The TC focal point should send all requests for policy and technical support to ESCWA.

Requests can be submitted on-line⁶, or by completing the Advisory Request Form attached to this document (in English and Arabic). Requests should be sent to the attention of Mr. Roberto Laurenti, Director of PPTCD, with a copy to Ms. Atsuko Okuda, Chief of the Strategic Planning and Monitoring Section (SPMS) of PPTCD.

Once received, requests from member countries are shared with the relevant Division(s) in ESCWA for their review and consideration. SPMS then considers the feasibility of responding to the request based on the organization's priorities and financial capabilities.

It is recommended that the TC focal points work with requesting ministries to formulate detailed terms of reference for their requests. This Terms of Reference template provides a skeleton and guidelines for the type of information that is useful for ESCWA when considering requests. The template is attached to this document and is also available on the TC portal site⁷.

Implementation of requests

Implementation procedures commence upon acceptance by ESCWA of the request and agreement with the requestors on the detailed activities, and they pass through the following three stages:

1. **The first stage** is the verification of the receipt of the request. ESCWA will send a response indicating that the request was received and is under review. Any missing or ambiguous points are verified with the requesting party and the concerned advisor or

⁴ tcportal.escwa.org.lb/RegionalAdvisors.aspx

⁵ tcportal.escwa.org.lb/FocalPoints.aspx

⁶ tcportal.escwa.org.lb/AdvisoryRequest.aspx

⁷ tcportal.escwa.org.lb/Forms/Terms%20of%20Reference%20Template%20English.pdf

staff member are consulted regarding suitable timing and necessary preparations. Once everything is in order, the approval of ESCWA is communicated through a memorandum sent to that effect. In the communication, the timing and duration of the mission is set, accompanied by a request for an entry visa for the concerned advisor or staff member.

2. **The second stage** is the programming of the mission, where internal arrangements are made and the concerned advisor will embark on the mission as scheduled and implement the requested activities.
3. **The third stage** is the preparation of the report concerning the provided services, where the regional advisor will submit copies of his report to PPTCD and the substantive division. A copy of the report will then be sent to the requesting member country for their review and further comments. The recipient of the report is agreed upon in advance by the requestors, TC focal points and regional advisor or staff members.

Performance Review for Advisory Services

Regular monitoring of the technical cooperation services provided by ESCWA is very important for the continuous improvement of services. The TC Focal Points are encouraged to regularly complete performance review forms for the advisory services providing as much details as possible. The form is attached to this manual and is accessible online⁸.

PPTCD also maintains the list of pending requests and regularly contacts TC focal points on the status of preparations and implementation, while the overview and achievements are highlighted in a report and presentations made during ESCWA's inter-governmental meetings, such as the Commission Session and Technical Committee meetings.

About TC Network

The establishment of the Technical Cooperation Network came in response to Resolution 275 (XXIV) of the UN-ESCWA 24th Ministerial Session on Technical Cooperation, Partnership Development and Resource Mobilization. Resolution 275 requested the secretariat to take appropriate measures to launch this Network.

The Network aims at strengthening coordination, networking and the exchange of knowledge on advisory services and conducting training and executing pilot projects. In addition, the network aims at identifying the priorities of member countries and the basic guiding principles which would lead to optimizing the benefit from Technical Cooperation services and contribute to the improvement in the exchange of information and expertise which in turn would strengthen existing partnerships and create new ones between stakeholders at the national, regional and international levels.

⁸tcportal.escwa.org.lb/Forms/Evaluation%20of%20Mission%20Report%20-%20English.pdf