In line with the results-based management promoted by the United Nations system, the Economic and Social Commission for Western Asia (ESCWA) has continued to focus on the assessment of results achieved through the implementation of its programme of work for the biennium 2012-2013.

The present report sets out the achievements and lessons learned at the programme level and details the results achieved and lessons learned for each of the seven substantive subprogrammes.

It should be noted that the lessons learned from the implementation of the programme of work for the biennium 2012-2013 were taken into consideration in preparing the strategic framework for the biennium 2016-2017, which is presented to the twenty-eighth session of the Commission under item 8.

The Commission is invited to review the present report and provide comments and guidance on the overall performance of the ESCWA programme of work and that of the individual subprogrammes.
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Introduction

1. In line with the results-based management promoted by the United Nations system, the Economic and Social Commission for Western Asia (ESCWA) has continued to focus on the assessment of the results achieved through the implementation of its programme of work for the biennium 2012-2013.

2. The present report sets out the achievements and lessons learned at the programme level, and identifies the results and lessons learned as they relate to each of the seven substantive subprogrammes. It also includes an assessment of the performance of the executive direction and management component, including the work of the Office of the Executive Secretary, the Planning Partnership and Technical Cooperation Division (PPTCD) and the Administrative Services Division (ASD) of ESCWA, as well as that of the United Nations Information Service (UNIS). The report is intended to serve as an instrument for ESCWA member States to assess the results and relevance of the overall work of the Commission and the performance of individual subprogrammes.

3. The results have been self-evaluated by the managers responsible for each subprogramme and synthesized by PPTCD in its role as the central office responsible for coordinating programme planning, monitoring and evaluation. Performance has been verified using reports from intergovernmental sessions and expert groups; country papers and mission reports submitted to ESCWA; responses from participants to evaluation questionnaires for meetings, training workshops and seminars; feedback from stakeholders; media coverage; the number of hits on and downloads from ESCWA websites; and requests by member States for technical assistance and advisory services.

4. The self-evaluation methodology adopted followed global methodologies for monitoring and evaluating programme performance for the biennium 2012-2013, and comprised the following: (a) the establishment of baselines for indicators of achievement at the start of the biennium; (b) regular data collection for indicators of achievement to measure progress against those baselines; (c) regular monitoring of progress towards achieving results; (d) identification, through monitoring and evaluation, of lessons learned and areas requiring improvement for future programme planning; (e) the highlights of results for each subprogramme; and (f) identification of lessons learned, especially in terms of challenges, obstacles and unmet goals.

5. It should be noted that the lessons learned from the implementation of the programme of work for the biennium 2012-2013 were taken into consideration in preparing the strategic framework for the biennium 2016-2017, which is presented to the twenty-eight session of the Commission under item 8.

6. The Commission is invited to review the report and provide comments and guidance on overall ESCWA programme performance and individual subprogrammes.

I. HIGHLIGHTS OF PROGRAMME RESULTS FOR THE BIENNIAUM 2012-2013

7. The present report is based on the programme of work for the biennium 2012-2013 as approved by the General Assembly and the amendments approved at the twenty-seventh session of the Commission (Beirut, 7-12 May 2012), which reflect the new mandates of the General Assembly and the United Nations Economic and Social Council, and those of ESCWA member States. The substantive work of ESCWA focused on five regional priority areas: (a) integrated management of natural resources for sustainable development; (b) social development; (c) economic development and integration; (d) information and communications technology for regional integration; and (e) conflict management and development; as well as on two cross-cutting issues, namely, advancement of women and statistics for evidence-based policymaking.

8. During the biennium 2012-2013, ESCWA worked towards increased effectiveness in implementing its programme of work, improving its programme implementation performance from 82 per cent in 2008-2009 to 96 per cent in 2010-2011 and to 98 per cent in 2012-2013. The newly deployed performance monitoring
system is being used by all divisions within ESCWA to monitor their programme implementation. Since the adoption by the Publications Committee of new procedures and criteria for review and evaluation, all publications and concept notes have been reviewed to ensure improved quality. The timeliness for submission of documents relating to ESCWA intergovernmental meetings also improved. ESCWA developed and adopted a resource mobilization strategy for the period 2013-2015, aimed at identifying and utilizing untapped sources of funding from within and outside the region. As a result, ESCWA was able to attract additional extrabudgetary funding to support its activities and scale up its support to member States. ESCWA addressed the role of participation and social justice in achieving sustainable and balanced development, as a key emerging issue in the region at its twenty-seventh ministerial session. In response to significant changes in the region, ESCWA initiated a series of high-level meetings designed to foster dialogue between leaders of Arab countries in transition and leaders of countries that have faced similar challenges in the past, to exchange experiences, discuss the challenges of transition and engage in knowledge-sharing and regional networking. During the biennium 2012-2013, ESCWA convened the seventeenth, eighteenth and nineteenth meetings of the regional coordination mechanism for the Arab States, at which a large number of United Nations and other entities were represented. ESCWA succeeded in increasing public awareness of its work by reaching out to a wider range of clients using diversified means such as press and social media in Arabic and English, book fairs, exhibitions and live broadcasts.

9. ESCWA played a leading role in regional preparations for the United Nations Conference on Sustainable Development (Rio+20), which took place in Rio de Janeiro, Brazil, from 20 to 22 June 2012. The regional preparations resulted in a harmonized Arab position and culminated in the adoption of the Arab Ministerial Declaration on the United Nations Conference on Sustainable Development, a landmark achievement for the region. To implement the Rio+20 outcomes, ESCWA initiated regional consultations to articulate the priorities of the Arab region and its shared vision on sustainable development goals. In this regard, ESCWA put forward a plan for updating the Sustainable Development Initiative in the Arab Region and developing it into an Arab strategic framework on sustainable development, along with an implementation plan, which were reviewed by Arab countries under the auspices of the League of Arab States at the Arab High-Level Forum on Sustainable Development in April 2014. In addition, ESCWA provided a number of advisory and capacity-building services to member States aimed at achieving their sustainable development goals. ESCWA achieved significant progress in enhancing the technical, human and institutional capacities of member States to develop national, subregional and regional policies, strategies and action plans for the sustainable management of natural resources. It also helped member States address green economy issues and proposed a plan for developing a regional roadmap on green economy investment. Furthermore, ESCWA contributed to enhancing the capacity of member States to incorporate climate change issues into sectoral plans and strategies. Noteworthy in this regard is the signing of memorandums of understanding with the United Nations Office for Disaster Risk Reduction (UNISDR) and the German Agency for International Cooperation (GIZ) to support the Regional Initiative for the Assessment of Climate Change Impacts on Water Resources and Socio-Economic Vulnerability in the Arab Region (RICCAR).

10. ESCWA aims to strengthen the national capacity of its member States to develop a rights-based social policy that promotes social integration, assisting them in improving social protection and making labour-market interventions. In this regard, the number of institutions generating information on vulnerable groups increased from 6 to 23, exceeding the target (8) set for the biennium. With the support of ESCWA, five institutions in Jordan, Palestine, the Sudan and Yemen undertook studies on the impact of different welfare programmes and 18 Arab country institutions produced information on persons with disabilities and related policies. Through its normative and technical support work in the area of population and social development, ESCWA has contributed substantially to enhancing the capacity of member States to address the integration of various sociodemographic groups, in particular young people, the elderly and labour migrants, in the development process. As a result of this effort, 16 countries participated in the Regional Consultative Meeting on International Migration and Development, which took place in Cairo, on 4 and 5 June 2013. ESCWA support in enhancing the partnership between government and civil society organizations in the policymaking and development processes led to the establishment of three additional networks and joint committees supporting a participatory approach to development, raising the number of such networks from
11 to 14. The instances in which civil society organizations, including those for women, participated in national policy consultations on development initiatives, more than doubled (from 6 to 13), thus exceeding the target set for the biennium 2012-2013.

11. ESCWA organized the first Arab Economic Forum, which took place in Beirut, on 23 and 24 November 2012. This meeting provided an avenue for researchers, prominent figures and policymakers to develop innovative macroeconomic policies for inclusive growth in the region. In addition, the 2011-2012 and 2012-2013 issues of the ESCWA flagship publication entitled *Survey of Economic and Social Developments in the ESCWA/Arab Region* received large and continuous attention from the media in the region. These events led to a significant increase in the number of requests by member States for advisory services in economic policy and strategic planning. Noteworthy is the policy advice provided by ESCWA to Lebanon for its public sector reform and to Egypt for an economic reform assessment, and the support on strategic national planning provided to Saudi Arabia, which was followed by a request for ESCWA to assist in the preparation of the country’s next five-year national development plan. The ESCWA regular programme of work resulted in a significant increase in extrabudgetary and technical cooperation programmes, including major projects in Saudi Arabia and the Syrian Arab Republic.

12. ESCWA supported member States in achieving significant progress in moving closer to knowledge-based economies and information societies. Through the Consultative Committee on Scientific and Technological Development and Technological Innovation initiative, ESCWA provided member States with a platform that facilitated regional discussions on the challenges and opportunities in the fields of information and communications technologies (ICT) and science and technology. ESCWA encouraged the building of a competitive ICT sector by publishing updated information on the information society through its Information Society Portal for the ESCWA Region (ISPER), which provides stakeholders with unique access to essential information and analysis on the current status of the information society. ESCWA contributed, through its Technology Centre (ETC) in Amman, to the development of national and regional capacities in science, technology and innovation to achieve sustainable development. Two studies entitled “Technology needs assessment in renewable energy” and “Technology needs assessment in water” analysed the technical barriers affecting the development of those two sectors and suggested future courses of action. During the regional Technology Commercialization Tour, a total of 51 science and technology-based small and medium enterprises were matched with 29 potential investors, and by December 2013, 11 partnerships were established. The workshop on the theme of innovation and commercialization for economic development, which took place in Amman, on 12 and 13 November 2012, provided various actors and decision makers in the field of innovation in the ESCWA region with enhanced management skills and opportunities to discuss key issues related to technology transfer.

13. ESCWA engaged with member States in the identification and adoption of good governance policies and strategies as one of the key areas to prevent future conflict and mitigate its impact on development. In the course of several expert group meetings and a field project on such subjects as security sector reform; promotion of civic values and life skills through education; tracking and recovery of stolen assets; and good governance practices through the promotion of an institution-based State, representatives of member States and civil society had the opportunity to identify and formulate policy options. In December 2013, and as part of the eighth meeting of the Technical Committee, ESCWA held a consultative meeting with representatives of member States on the establishment of an intergovernmental body on emerging issues and development under crisis. Representatives of the 16 member States who were present at the meeting approved by consensus the establishment of this intergovernmental body. The specific terms of reference of such a body will be discussed at subsequent meetings.

14. With regard to the cross-cutting issue of women advancement, ESCWA capacity-building efforts resulted in an increased number of member States adopting gender mainstreaming approaches and measures to combat gender-based violence in national policies and programmes. Member States directly benefited from ESCWA advisory services and technical cooperation assistance. These activities resulted in the training of more than 450 officials in the areas of gender mainstreaming, strategic planning and reporting on matters
related to the Convention on the Elimination of all Forms of Discrimination against Women. Furthermore, ESCWA assisted member States in building capacities towards the formulation of national strategies for women that included a component to address violence against women. A large number of officials were trained upon request of their Governments on the implementation of the Convention at the national level and on gender mainstreaming. To address the lack of gender-disaggregated and thematic data, which is one of the major obstacles to effectively addressing gender inequality in the Arab region, ESCWA undertook an initiative to establish, in partnership with the Islamic Development Bank and the Hariri Foundation, an observatory for women in the Arab region to promote gender-related issues and women’s rights. The observatory was piloted in Lebanon and will be implemented at the regional level, starting in 2014. The observatory will increase knowledge on gender concerns among policymakers and strengthen the capacity of government officials, civil society institutions and other stakeholders working on gender equality.

15. In the cross-cutting area of statistics for evidence-based policymaking, ESCWA refocused its data collection activities on national data, followed up on the matter with individual countries and introduced qualified estimates for missing values in the area of national accounts. Based on requests by member States, ESCWA provided capacity development support in such areas as national accounts; short-term economic indicators; population; labour; agriculture and rural development; and gender statistics. Five countries expressed their intention to undertake a comprehensive assessment of their national statistical systems with the assistance of ESCWA and its collaborating partners, which is expected to be completed in 2014. An assessment covering 14 ESCWA member States, namely Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, Saudi Arabia, the Sudan, the Syrian Arab Republic, the United Arab Emirates and Yemen, conducted in preparation for the tenth session of the Statistical Committee of ESCWA, which took place in Cairo, on 30 and 31 January 2013, indicated a slight increase in the implementation of the fundamental principles of official statistics that ESCWA promotes.

II. CHALLENGES AND LESSONS LEARNED

16. The changes in the political scene in the region have raised concerns on the impact they may have on certain aspects of ESCWA work. For example, the political instability in a number of member States has posed challenges for the performance of ESCWA, in particular as regards women’s and gender issues as well as environmental concerns, which appear to be given less priority in crisis situations in comparison to predominant political and economic concerns. This development risks creating discontinuity in policies and hindering advances in those areas.

17. The regional political and security dynamics lead to the frequent closing of national offices. In addition, ESCWA was unable to hold any of its intergovernmental meetings and many of its expert group meetings in Beirut because of the restrictions imposed by many member States on the travel of their delegates to Lebanon, which necessitated a change of venue. This situation put additional pressure on programme budgets, since staff travel was not budgeted for those activities, as well as on the preparations for the events.

III. EXECUTIVE DIRECTION AND MANAGEMENT

18. The executive direction and management work plan comprises work carried out by the Office of the Executive Secretary, PPTCD and ASD at ESCWA, in addition to that of UNIS. The results achieved under the five expected accomplishments are briefly described below.

| Expected accomplishment 1: Effective management of the ESCWA programme of work |
Results achieved

19. ESCWA revisited its evaluation policy to include system-wide action plan technical notes on evaluations and operational tools through which it plans to assess its publications and intergovernmental and expert group meetings. The newly deployed ESCWA performance monitoring system is being used by subprogrammes and management to monitor the implementation of planned outputs. The Publications Committee successfully adopted new criteria to guide the review of ESCWA manuscripts and concept notes. There has been continuous follow-up on the overall implementation of ESCWA-wide planned activities through monthly meetings on deliverables. A resource mobilization strategy for the period 2013-2015 was developed by the new Strategic Directions and Partnerships Section at PPTCD. The work of this unit culminated in signing a contribution agreement with Germany for 1.4 million United States dollars (US$) and with Saudi Arabia for US$2.3 million. It is currently finalizing a similar agreement with Norway for US$500,000.

Lessons learned

20. Timely implementation of activities has been improved through monthly meetings and follow-up with divisions. The new strategy on resource mobilization presented a new vision that successfully enabled ESCWA to attract extrabudgetary funding in support of its activities. In addition, the monitoring system has been improved to enhance timely initiation of programmed activities. New guidelines on publications have been implemented ensuring a more rigorous review of publications and, consequently, their high quality.

Expected accomplishment 2: Increased timeliness for submission of documentation

Results achieved

21. ESCWA was able to increase the effectiveness of its intergovernmental meetings by finalizing and sharing meeting documentation with member States well ahead of meetings. Documentation for its twenty-seventh session was submitted, on average, eight weeks ahead of the session. Other committees, such as the Statistical Committee for its tenth session, the Technical Committee for its seventh session, and the Committee on Social Development for its ninth session, had their documentation submitted more than six weeks prior to the meetings. Delegates expressed their satisfaction with the timely issuance of documents in their evaluation forms. On a five-point scale, the tenth session of the Committee on Water Resources received a rating of 4.56 for the timely issuance of its session documents; the ninth session of the Committee on Energy received a rating of 4.7; the tenth session of the Statistical Committee received a rating of 4.29; and the seventh session of the Technical Committee received a rating of 4.46.

Lessons learned

22. The timeliness for submission of parliamentary documentation has improved as evidenced in the records obtained from the ESCWA Document Control System (DCS). Yet, more attention needs to be paid to this issue in order to be 100 per cent compliant with the six-week rule. This could be achieved by dedicating more staff resources to the preparation of documents.

Expected accomplishment 3: Identification of emerging issues that require attention by member States

Results achieved

23. ESCWA undertook an organization-wide discretionary self-assessment to identify ideal means for aligning its work with emerging regional priorities and to respond to recommendations raised by member States. It continued to strengthen its capabilities and those of member States to produce reliable statistical
data and enhance its planning capacities through economic modeling. During the biennium 2012-2013, ESCWA worked towards establishing a centre for economic integration for the Arab region. It organized two high-level meetings for emerging leaders and politicians from the Arab region and addressed key emerging issues in the region at its twenty-seventh ministerial session. Among the issues discussed were the role of participation and social justice in achieving sustainable and balanced development; the preparations for Rio+20 in the Arab region; inclusive financing for small and medium enterprises; and creating job opportunities.

Lessons learned

24. ESCWA is continuously seeking to increase its relevance by aligning its activities with emerging needs in the region. This goal has been achieved through continuous monitoring of global trends and regional developments and ongoing dialogue with concerned stakeholders.

Expected accomplishment 4: Enhanced policy coherence in the management of the economic and social activities of the United Nations

Results achieved

25. As the secretariat to the Regional Coordination Mechanism (RCM) for the Arab States, ESCWA convened three RCM meetings during the biennium 2012-2013 to strengthen synergies between regional United Nations entities and the League of Arab States, and to enhance information-sharing among its members on the post-2015 development agenda. The meetings resulted in clarified processes for the engagement of the United Nations in the Arab Economic and Social Development Summit and recommendations on collaboration in support of regional economic integration and the establishment of an Arab customs union. As regards the post-2015 development agenda, RCM members were able to clarify the global and regional trajectories of the different consultations and processes and identify possibilities for pooling resources. They recommended to reformulate the thematic working group on the Millennium Development Goals to allow for coordination of joint work on the post-2015 processes. Moreover, a new working group on international migration was established during the biennium.

Lessons learned

26. RCM does not furnish an accountability mechanism for members and there are no institutional provisions for RCM financial or human resources. However, the recommendations reached at the meetings are getting progressively more concrete as they link proposed initiatives to ongoing regional and global processes. The divergent successes of the thematic working groups and task forces suggest that the secretariat set up yearly requirements for work plans for each group. Increased efforts undertaken by the RCM secretariat to ensure a more informed and active participation by the League of Arab States in the RCM meetings are contributing to improved coordination and synergy.

Expected accomplishment 5: Increased public awareness of ESCWA work in pursuing regional priorities and emerging issues

Results achieved

27. ESCWA increased its outreach to a wider audience through a variety of means, including social media platforms such as Facebook (where the number of “likes” for the ESCWA page has reached 1,791 and the total posts reached 2,690 since its launch in May 2012), live webcast of high-level meetings, participation in book fairs and exhibitions, and billboard displays. In addition, ESCWA continued its outreach through the provision of media services to a considerable number of activities and meetings and through the organization
of press conferences and other media events. ESCWA was also able to expand its outreach in the region through the accession of three new members, namely Libya, Morocco and Tunisia. Another indication of ESCWA effective policy on public awareness and the interest of stakeholders is the number of downloads of publications and other documentation, which saw a sharp increase from 9,130 to 32,414 during the biennium 2012-2013.

**Lessons learned**

28. ESCWA diversified the means through which it reaches out to its stakeholders by embracing new technologies, including the use of social media platforms and live broadcasts of its high-level and prominent activities.

**IV. SUBPROGRAMMES**

**Subprogramme 1. Integrated management of natural resources for sustainable development**

29. Substantive responsibility for this subprogramme is vested in the Sustainable Development and Productivity Division. The objective of the subprogramme is to achieve integrated sustainable management of natural resources in the ESCWA region, with emphasis on water, energy and the production sectors, while incorporating climate change responses into sectoral strategies and plans. The results achieved under each of the three expected accomplishments of this subprogramme are briefly described below.

<table>
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<tr>
<th><strong>Expected accomplishment 1</strong></th>
<th>Enhanced technical, human and institutional capacities of member States to develop and implement national, subregional and regional policies, strategies and action plans for the sustainable management of energy and water resources in line with the Johannesburg Plan of Implementation</th>
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**Results achieved**

30. In cooperation with the League of Arab States and the United Nations Environment Programme (UNEP), ESCWA led the regional preparations for Rio+20 and worked on harmonizing the Arab position, which resulted in the adoption of the Arab Ministerial Declaration on the United Nations Conference on Sustainable Development by Arab countries. ESCWA initiated regional consultations, resulting in the Dubai document for the Arab regional implementation of Rio+20, and held an Arab consultative meeting at the expert level to brainstorm on sustainable development goals and the post-2015 development agenda. ESCWA put forward a plan for updating the Sustainable Development Initiative in the Arab Region and developing it into an Arab strategic framework on sustainable development, along with an implementation action plan. ESCWA investigated the issue of food security from the social, economic, technical and institutional angles to develop a research agenda for advancing knowledge in this area. It also continued to support the Arab Ministerial Water Council in the preparation of its action plan to implement the Arab Water Security Strategy, adopted in 2011.

**Lessons learned**

31. The co-organization of expert group meetings by different divisions within ESCWA proved that pooled resources can help strengthen impact and expand participation of stakeholders.

<table>
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<tr>
<th><strong>Expected accomplishment 2</strong></th>
<th>Enhanced capacity of Governments and other public and private stakeholders to incorporate climate change responses into sectoral strategies and plans, and to stimulate financial and technical support for the inclusion of climate change issues into plans and strategies</th>
</tr>
</thead>
</table>
Results achieved

32. ESCWA actively worked on the issue of clean development mechanisms and other international financing mechanisms and assisted member States committed to reducing their carbon footprint in investing in clean technology transfer and development. Arab countries adopted RICCAR. This initiative resulted in signing a memorandum of understanding with UNISDR, which formalized the support of UNISDR for RICCAR, specifically as relates to providing tools and training in assessing extreme weather events through the development of national disaster inventories. ESCWA contributed to the implementation of RICCAR through activities with its partners in supporting the Arab Ministerial Water Council on issues of climate change adaptation.

Lessons learned

33. Even though the preparation of memorandums of understanding can be a time-consuming process, bearing in mind the in-house review procedures, such memorandums have become effective tools for implementing and monitoring partnership agreements.

Expected accomplishment 3: Strengthened capacity in member States to develop and apply best practices and plans for improving sustainable agriculture and rural livelihood and increasing the productivity and competitiveness of small and medium-scale enterprises, in support of achieving the Millennium Development Goals

Results achieved

34. ESCWA initiated a regional assessment/mapping of green economy policies and initiatives in member States. In cooperation with local partners, ESCWA established green help desks in five countries to promote environmentally sound technologies and green production sectors among small and medium enterprises. An expert group meeting on green value chains for improved livelihoods in the Arab region, attended by 54 participants mostly from Arab non-governmental and civil society organizations, discussed policies and initiatives for the development of efficient agricultural value chains and outlined a number of implementation actions. ESCWA signed an agreement with the Swedish International Development Agency to fund the activities of the Arab regional initiative on monitoring the achievements of access to water and sanitation services in Arab countries. National monitoring teams were formed in 18 Arab countries and were provided with the necessary technical assistance.

Lessons learned

35. Efforts should be made to obtain more responses from member States on progress towards the achievement of the Millennium Development Goals, mainly goal 7 on ensuring environmental sustainability. Continuous coordination with assigned focal points in the related ministries of member States should be undertaken in this regard. The sustainable management of natural resources has been directly connected with the emergence of a green economy. Green help desks that promote a sustainable green economy will help member States adopt policies and programmes to obtain maximum benefits from it at the international and regional levels. Given the positive impacts of this initiative, it should be disseminated throughout the entire region.

Subprogramme 2. Social development

36. Substantive responsibility for subprogramme 2 is vested in the Social Development Division. The objective of the subprogramme is to enhance the capacity of member States to adopt social policies and institutional mechanisms that promote an equitable and inclusive process of social development, taking into
consideration regional specificities. The results achieved under each of the three expected accomplishments of this subprogramme are briefly described below.

Expected accomplishment 1: Strengthened national capacity to develop a rights-based social policy that promotes social integration, including vulnerable groups

Results achieved

37. ESCWA continued to encourage member States to promote social integration. This was evidenced by an increase in the number of institutions generating information on vulnerable groups from 6 to 23, thereby exceeding the target (8) set for the biennium 2012-2013. Three institutions in Jordan, Palestine and the Sudan and two institutions in Yemen undertook studies on the impact of different welfare programmes, and 18 Arab country institutions produced information on persons with disabilities and related policies with the support of ESCWA. Moreover, ESCWA studies and technical support in the area of labour markets continued to impact positively on member States according to the results of the self-evaluation of the subprogramme. To comply with the System-wide Action Plan on Gender Equality and the Empowerment of Women, the quantitative analysis in the areas of labour markets and disability were all based on gender-disaggregated data and paid special attention to the relative situation of men and women.

Lessons learned

38. Monitoring the impact of ESCWA work is a continuous challenge. ESCWA has introduced a reader evaluation sheet for its publications, which produces sparse results. Closer communication with member States would be enhanced by more frequent country visits and discussions with beneficiaries. Additionally, the exchange of good experiences among ESCWA member States could be fostered through regional advisory services.

Expected accomplishment 2: Enhanced capacity of member States to address the integration of various sociodemographic groups, in particular young people, the elderly and labour migrants, in the process of development

Results achieved

39. ESCWA work in the area of population and development, especially the provision of advice on youth policies and programmes, contributed to building the capacity of member States in addressing the integration of various sociodemographic groups in the development process. This is evidenced by the increase in the number of countries formulating or taking steps towards formulating national strategies or plans of action for young people from six to eight, meeting the target set for the biennium 2012-2013. For example, using a gender-sensitive consultative process, Lebanon endorsed a participatory youth policy. Yemen approved directives for the development of a new national youth agenda and a proposal for the establishment of a higher council for youth. In the area of international migration, as part of the outcome document of the Regional Consultative Meeting on International Migration and Development in the Arab Region, 16 countries participating in the meeting recognized the importance of mainstreaming migration into national development strategies.

Lessons learned

40. In addition to normative work, it is important for ESCWA to strengthen the capacity-building component in its work programme to better support member States to develop, implement and evaluate national strategies, programmes and policies that respond to the needs of various sociodemographic groups, especially young people and migrants.
Expected accomplishment 3: Enhanced partnership between Governments and civil society organizations in designing, implementing and monitoring development policies, including social policies, and related programmes and projects

Results achieved

41. By December 2013, ESCWA support for the enhanced participation of civil society in policymaking processes resulted in the establishment of two new networks and one joint committee in Iraq aimed at mainstreaming the ESCWA participatory development approach at the national level. With that, the number of networks and agreements fostering participatory development approaches increased from 11 to 14, meeting the target set for the biennium 2012-2013. The Declaration of Arab Civil Society Organizations on the Post-2015 Framework which was issued at the Arab Regional Consultation on the Post-2015 Development Agenda, organized by ESCWA in March 2013, highlighted the importance of engaging civil society organizations, including organizations for women, in the post-2015 process. ESCWA adopted a participatory approach in the case of seven workshops and seminars in Iraq and Yemen, thereby increasing the number of instances where civil society institutions were engaged in national policy consultations and dialogues on development initiatives from 6 to 13, thereby exceeding the target set for the biennium.

Lessons learned

42. Encouraging member States to move away from isolated sectoral interventions towards promoting an integrated participatory social development approach is a long process that can be improved by establishing committees of practice to raise the level of interest and awareness on the ESCWA participatory development approach, and sensitize national stakeholders on the importance of applying a more dynamic and active public-civic partnership in policy processes. Public participation in online consultations and deliberations initiated by ESCWA on issues related to democracy and civic engagement highlights the need for incentives to generate public interest.

Subprogramme 3. Economic development and integration

43. Substantive responsibility for subprogramme 3 is vested in the Economic Development and Globalization Division. The objective of the subprogramme is to achieve economic development and accelerate the attainment of the Millennium Development Goals through appropriate macroeconomic policies, adequate financing for development and the promotion of regional integration, including transport and trade facilitation. The results achieved under each of the five expected accomplishments of this subprogramme are briefly described below.

Expected accomplishment 1: Enhanced capacity of member States to formulate and implement policies and measures recommended in the Monterrey Consensus and the Doha Declaration on Financing for Development, taking into consideration the consequences of the global economic and financial crisis

Results achieved

44. ESCWA continued to follow up on issues related to the Monterrey Consensus and the Doha Declaration on Financing for Development. It assisted member States in mobilizing both domestic and international resources for development, and increasing financial and technical cooperation for development. During the biennium 2012-2013, ESCWA organized 12 workshops on bilateral investment treaties, investment dispute settlement and State-investor dispute avoidance, and a workshop on the compilation of foreign direct investment statistics, which contributed to upgrading the skills of more than 400 government officials across 12 countries in the region. ESCWA also carried out important research concerning access to
finance for small and medium enterprises in the region, aid effectiveness and measurement of the financing gap in the Arab region. It also initiated an important partnership with the Economic Commission for Europe to assist ESCWA member States in creating and implementing sustainable public-private partnerships projects and practices.

Lessons learned

45. Due to the political instability in member States, ESCWA faces a number of challenges in implementing its work programme. More flexibility is needed to tackle the emerging priorities.

Expected accomplishment 2: Enhanced capacity of member States to continue the implementation of the international transport agreements concluded within ESCWA for the enhancement of regional integration, as well as the other various components of the Integrated Transport System in the Arab Mashreq including institutional frameworks, transport and trade facilitation and road traffic safety

Results achieved

46. ESCWA continued to enhance the implementation of the various components of the Integrated Transport System in the Arab Mashreq (ITSAM). The second meeting of the working group on the harmonization of institutional frameworks and legislation in the transport sector in the ESCWA region was organized during the thirteenth session of its Committee on Transport in Beirut in April 2012, where the financing of the implementation of ITSAM, among other issues, was discussed. The fourteenth session of the Committee on Transport held in Amman, in October 2013, requested ESCWA to call on member States that have not yet acceded to the agreements or memorandums of understanding in the field of transport to accelerate the accession process.

Lessons learned

47. Efforts should be intensified to support member States, mainly the least developed ones, in implementing ITSAM components through training and awareness workshops, field studies and technical support for governmental parties concerned. Regional development banks and funds should be contacted for financial support.

Expected accomplishment 3: Enhanced capacity of member States to negotiate and implement subregional, regional and multilateral trade agreements designed to increase international trade

Results achieved

48. With the aim of fostering regional integration in the Arab world, all possible efforts were exerted to support member States in enhancing their capacities to negotiate and implement subregional, regional and multilateral trade agreements and raise awareness among the concerned stakeholders in the region. To this end, ESCWA organized an expert group meeting on Preferential Trade Agreements and Regional Integration in the Arab World in Tunis on 5 and 6 December 2012. The meeting addressed Arab regional integration initiatives, the European Union-Mediterranean partnership agreements, accession to the World Trade Organization (WTO), the current Doha round of multilateral negotiations, non-tariff barriers to trade, macroeconomic policy convergence and regional integration. The event allowed ESCWA to provide member States with a set of strategic policies to build their capacity in formulating trade policies and negotiation plans.
Lessons learned

49. It is crucial to promote the accession of member States to trade agreements, assist in the negotiation processes related thereto and ensure adequate implementation of trade agreements. To this end, ESCWA should focus on enhancing the skills of concerned officials from different member States to negotiate trade agreements, namely by conducting targeted training workshops and seminars in various member States and providing continuous guidance and advisory services.

**Expected accomplishment 4:** Enhanced capacity of member States in the region to design and implement suitable macroeconomic policies and strategies for sustainable economic growth, employment creation and poverty alleviation

Results achieved

50. ESCWA has enhanced the capacity of member States in formulating macroeconomic policies that can contribute to reductions in poverty and unemployment. The Survey of Economic and Social Developments in the ESCWA Region 2011-2012 provided an evaluation of the impact of recent macroeconomic policies on growth, employment creation and poverty alleviation. Another milestone was the first Arab Economic Forum, which took place in Beirut on 23 and 24 November 2012, and which provided a platform for researchers, prominent figures and policymakers in the region to come up with innovative macroeconomic policies for inclusive growth. Finally, policymakers benefited from ESCWA research and recommendations on ensuring that fiscal policy contributes to employment creation and poverty alleviation. In particular, ESCWA provided pro-poor tax policy options that supported the drafting of the new poverty reduction strategy in Jordan.

Lessons learned

51. More efforts need to be exerted in the area of capacity-building for policymakers in member States to design and implement inclusive macroeconomic policies. To achieve this, ESCWA is exploring various approaches, including technical cooperation, extrabudgetary projects, country projects and analytical research.

**Expected accomplishment 5:** Strengthened capacity of policymakers in member States and other stakeholders to design and implement policies and instruments to achieve diversified economies and create effective national and regional value chains

Results achieved

52. Among the milestones in the implementation of the above accomplishment were the 2011-2012 and 2012-2013 issues of the ESCWA flagship publication, *Survey of Economic and Social Developments in the ESCWA/Arab Region*, which received continuous attention from the media across the region, and the Arab Economic Forum organized by ESCWA in Beirut, in November 2012. During the biennium 2012-2013, requests for ESCWA advisory services increased. Policy advice was given to Lebanon on its public sector reform and Egypt on its economic reform assessment, which contributed to the formulation of macroeconomic policies in those countries. Saudi Arabia took up the ESCWA recommendation on strategic national planning and requested ESCWA to provide technical assistance in formulating the next five-year national development plan. Advisory services were provided to Jordan, Tunisia and the United Arab Emirates to assist them in future policy formulation.
Lessons learned

53. During the biennium 2012-2013, more member States responded to the publications issued by ESCWA. However, to more effectively disseminate research findings, ESCWA should enforce policy-oriented dialogues with high-level officials and technical advisors from member States. The Arab Economic Forum was a first step in this direction and could only be made possible through financing from extrabudgetary sources. Creating synergies between high-impact meetings, and providing policy dialogues and flagship publications is a major challenge in this area.

Subprogramme 4. Information and communications technology for regional integration

54. Substantive responsibility for subprogramme 4 is vested in the Information and Communication Technology Division. The objective of the subprogramme is to narrow the digital divide and build an inclusive, people-centred and development-oriented information society and knowledge-based economy in the ESCWA region in accordance with the outcomes of the World Summit on the Information Society and with internationally agreed development goals and objectives, including the Millennium Development Goals. The results achieved under each of the three expected accomplishments of this subprogramme are briefly described below.

Expected accomplishment 1: Perceptible progress towards the development of knowledge-based economies in ESCWA member States, substantiated by the formulation and implementation of pertinent policies and strategies

Results achieved

55. ESCWA assisted member States in the formulation and implementation of strategies and action plans for transforming their economies into competitive knowledge-based economies. Several ESCWA initiatives helped build the capacity of various institutions in member States to measure their progress towards the achievement of an equitable information society. ESCWA provided member States with a platform that facilitated regional discussions on the challenges and opportunities in the field of information and communications technologies as well as science and technology. The Regional Profile of the Information Society in Western Asia, an ESCWA flagship publication, reported on the progress made by member States in moving towards creating an information society in the region. An ESCWA-led project enticed member States to develop cyberlegislation at the national level and to look into ways to harmonize their legislation with that of neighbouring countries. The ESCWA study entitled Impact of Selected e-Services on Socioeconomic Development assessed the availability, maturity and status of selected e-services in the region.

Lessons learned

56. Efforts should be made to obtain more responses from member States on their current status regarding the formulation and implementation of pertinent policies and strategies related to knowledge-based economies.

Expected accomplishment 2: Enhanced capacity towards competitiveness of the ICT sector in the region at the levels of production and service delivery, with special focus on partnerships, research, development and innovation
Results achieved

57. The Conference and Public Consultations to Establish the Arab Internet Governance Forum resulted in a consensus to establish the Arab Internet Governance Forum, enjoying broad-based participation. ESCWA continued its efforts to promote the development of the digital Arabic content industry, which contributes to the development of the information and communications technologies sector in the region. It published studies on the status of the industry in the region and its new business models. Additionally, ESCWA launched partnerships with various stakeholders for creating small and medium start-up enterprises in the field of digital Arabic content. Moreover, ESCWA published updated information on the information society through its portal, which provides stakeholders with unique access to essential information and analysis on the current status of the information society. Through the Review of Information and Communications Technology for Development in the Arab Region, ESCWA provided member States with relevant insight on five new important topics, namely e-governance; cybercrimes; research and development; innovation in the knowledge-based economy; and e-government.

Lessons learned

58. Efforts should be exerted towards obtaining more feedback from member States on their current status in the implementation of ICT strategies and action plans. This could be done through a brief questionnaire to be filled by ministries and organizations in member States dealing with ICT production and the services sector.

Expected accomplishment 3: Enhanced national and regional capacity in science, technology and innovation to achieve sustainable development

Results achieved

59. ESCWA contributed to the development of national and regional capacity in science, technology and innovation to achieve sustainable development through a number of studies which assessed scientific research capacity in Arab countries; proposed best schemes for linking scientific capacity with the local economy; analysed the technical barriers affecting capacity development; and suggested future courses of action in the field of technology. A study on the strengths, weaknesses, opportunities and threats facing science, technology and innovation suggested tangible complementary activities based on key strengths and opportunities identified for Arab countries. During the regional technology commercialization tours, which took place in Egypt, Jordan, Lebanon, Morocco, Palestine and Tunisia, a total of 51 science and technology-based small and medium enterprises were matched with 29 interested potential investors, and 11 partnerships were established. The workshop on the theme “Innovation for Economic Development” (Amman, 12-13 November 2012) provided the various actors in the field of innovation in the ESCWA region with capacity-building opportunities in innovation and commercialization and opportunities to discuss key issues related to technology transfer.

Lessons learned

60. Efforts should be made to obtain more feedback from member States on their current status regarding the adoption of national science, technology and innovation policies and strategies and the application of technology transfer for socioeconomic development. This could be done through a brief questionnaire to be filled by ministries and organizations in member States dealing with technology and innovation.
Subprogramme 5. Statistics for evidence-based policymaking

61. Substantive responsibility for subprogramme 5 is vested in the Statistics Division. The objective of the subprogramme is to improve the production, harmonization and dissemination of quality demographic, social, economic and environmental indicators, including indicators on societal development and progress towards the achievement of development goals, gender-disaggregated data and gender-sensitive indicators, in order to facilitate evidence-based policymaking by national and international decision makers and civil society. The results achieved under each of the three expected accomplishments of this subprogramme are briefly described below.

**Expected accomplishment 1:** Progress in improving the national institutional frameworks for official statistics, particularly in conflict-stricken and less statistically developed countries

**Results achieved**

62. Results of the analysis completed in preparation for the tenth session of the Statistical Committee of ESCWA indicated a slight increase in the implementation of the fundamental principles of official statistics. The assessment covered 14 member States. Five countries expressed their intention to undertake a comprehensive assessment of their national statistical systems with assistance from ESCWA and its collaborating partners.

**Lessons learned**

63. To better assist member States in strengthening the institutional framework for official statistics, ESCWA has proposed a voluntary programme for global (comprehensive) assessments of national statistical systems. This proposal was accepted by the Statistical Committee at its tenth session.

**Expected accomplishment 2:** Enhanced capacity of national statistical offices to produce and disseminate relevant, timely, reliable and comparable social, economic and environmental statistics and indicators, including gender-disaggregated data, in compliance with global international standards and recommendations, particularly in conflict-stricken less statistically developed countries

**Results achieved**

64. Member States demonstrated interest in capacity development in the areas of national accounts, short-term economic indicators, population, labour, agriculture, rural development and gender statistics, among others. The 2008 System of National Accounts was integrated into all elements of the work programme of the Economic Statistics Section at the Statistics Division. The regional implementation strategy of the 2008 System of National Accounts and the progress made thereon were presented at the tenth session of the Statistical Committee (Cairo, 30-31 January 2013). Assistance in technical matters and capacity-building was provided, in particular covering price statistics, economic classifications, energy and remittances. The formula of high-level meetings followed by national, regional or subregional workshops was effective in terms of involving policymakers in the region to support and make use of national accounts, and involving main users and producers in the country.

**Lessons learned**

65. The Statistical Committee closely monitors the impact of statistical capacity-building. To have a more systematic and scientifically founded approach, the Statistical Committee has considered proposals put forward by the secretariat and has established a working group to put in place a monitoring methodology.
Expected accomplishment 3: Increased government capacity to produce high-quality data on key sociodemographic, economic and environmental indicators, including indicators on development (societal development and progress towards achievement of the Millennium Development Goals), gender-disaggregated data and gender-sensitive indicators, as well as to enhance the capacity of decision makers and civil society to use this data

Results achieved

66. The ESCWA Statistical Information System was reviewed with respect to the feasibility of indicators included in its database. The database was reorganized and the new version was made operational. In addition, ESCWA refocused its data collection activities on national data, followed up on the matter with individual countries and introduced qualified estimates for missing values in the area of national accounts. The number of queries slightly increased. However, this is a partial result, since the target is cumulative for the biennium 2012-2013. The database was temporarily inaccessible because of restructuring.

Lessons learned

67. The current method of website access statistics is insufficient for targeted monitoring of online products and e-publications. A technical solution, however, is currently not available. It may become available after the planned implementation of a new data dissemination tool.

Subprogramme 6. Advancement of women

68. Substantive responsibility for subprogramme 6 is vested in the ESCWA Centre for Women. The objective of the subprogramme is to reduce gender imbalances, encourage an exchange of lessons learned among member States and contribute to increased respect for the rights of women in line with international conventions and outcomes of conferences. The results achieved under the three expected accomplishments of this subprogramme are briefly described below.

Expected accomplishment 1: Enhanced knowledge and capacity of national machineries for women to implement and monitor the implementation of the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and be effective agents in promoting a positive role for women in the socioeconomic and political development of their societies

Results achieved

69. The capacity-development efforts of ESCWA resulted in increasing the number of member States that adopted a gender mainstreaming approach in national policies and programmes. ESCWA organized capacity-building workshops and conducted advisory missions to assist member States in their measures to adhere to their commitments to implement international instruments and declarations, mainly CEDAW. ESCWA efforts targeted all relevant stakeholders, including parliamentarians, senior officials and decision makers. Upon request from the Supreme Council for Family Affairs in Qatar in April 2012 and as part of the preparation for the submission by Qatar of its first CEDAW report, ESCWA conducted a training workshop on women’s right to work within the context of national and international legislation, aimed at building national capacity on the reporting procedures to the CEDAW Committee and the guiding principles of women’s right to work. Additionally, ESCWA provided training for Bahraini judges on the implementation of CEDAW.
Lessons learned

70. Member States are not fully sensitive to the drawbacks of maintaining their reservations on certain CEDAW articles. For this reason and to address this challenge, ESCWA will continue its work on raising awareness of CEDAW and on enhancing commitment to international standards and principles geared towards the elimination of discriminatory national legislation and the achievement of gender equality. The principle objective is to improve the allocation of human and financial resources needed for the implementation of CEDAW and other gender-related mandates.

Expected accomplishment 2: Strengthened capacity of member States to mainstream gender in national policies, plans, statistics and programmes

Results achieved

71. Through its advisory services, ESCWA assisted five member States, namely Jordan, Lebanon, Palestine, Saudi Arabia and the United Arab Emirates, to mainstream the gender perspective in their respective national development strategies and action plans. Technical assistance consisted of conducting training workshops at the request of the ministries of planning and international cooperation in those countries, along with consultative meetings on how to build and maintain gender-responsive monitoring and evaluation systems. In this context, ESCWA conducted a training of trainers for the directors of gender units in all Palestinian ministries on gender-related concepts and techniques. Additionally, in September 2013, ESCWA organized a consultative expert group meeting for representatives of twelve national women’s machineries focused on the efforts of member States towards mainstreaming gender perspectives into governmental institutions. The meeting offered an opportunity to exchange national experiences and good practices in this area.

Lessons learned

72. Through demand-driven provision of services, ESCWA translates the findings and results of normative and analytical work into concrete applications at the national and regional levels. Member States have increased their requests for technical assistance on gender mainstreaming approaches. This indicates their interest and awareness of capacity gaps in this area. For this reason, the ESCWA implementation strategy will include a series of activities to focus on raising awareness of decision makers to place gender mainstreaming on the political agenda of policymakers, to introduce the global guidelines to key officials and personnel involved in those services and enforce reporting tools to assess the level of implementation. There is a definite need to improve long-term continuity of gender-related initiatives and to translate completed efforts into concrete measurable results, especially in the context of an interconnected and comprehensive framework.

Expected accomplishment 3: Strengthen the capacity of member States in fighting gender-based violence

Results achieved

73. ESCWA capacity-building efforts resulted in an increased number of member States adopting measures to combat gender-based violence. ESCWA assisted member States in the formulation of national strategies for women that included a component on violence against women. ESCWA focused on addressing violence against women in the Arab region as a major obstacle to the empowerment of women and the achievement of gender equality; urging member States to cooperate in shedding light on this phenomenon; adopting new legislation; and amending penal codes. ESCWA published three well-received studies on gender-based violence in all its forms with concrete practical recommendations for areas of intervention for
policymakers and development practitioners. It also developed widely circulated policy briefs with clear sets of recommendations to all stakeholders in the region, along with a media-covered regional appeal to fight violence against women that was signed by leading national and regional figures.

Lessons learned

74. ESCWA will continue to focus on sensitizing society on gender-related issues, especially violence against women. The ESCWA implementation strategy will highlight and examine specific types of violence observed in member States, including child marriage. Building on the results of the biennium 2012-2013, efforts will be undertaken in order to explore existing legal systems in the region as they relate to gender-based violence in order to identify areas of capacity-building and advise on remedial actions, including measurement mechanisms and reporting tools.

Subprogramme 7. Conflict mitigation and development

75. Substantive responsibility for subprogramme 7 is vested in the Emerging and Conflict-Related Issues Division. The objective of the subprogramme is to mitigate the impact of conflict and its spillover effects on people and development in the ESCWA region. The results achieved under each of the three expected accomplishments of this subprogramme are briefly described below.

| Expected accomplishment 1: Enhanced capacity of member States to identify, formulate, adopt and implement recovery and peacebuilding policies, strategies and mechanisms geared towards the structural prevention of conflict, mitigating its impact on development, and addressing its regional spillover effects and the ramifications of emerging global issues |

Results achieved

76. ESCWA engaged with member States in the identification and adoption of good governance policies and strategies as one of the key areas to prevent future conflict and mitigate its impact on development. Of the numerous activities undertaken in this area, several expert group meetings and a field project on subjects such as security sector reform, promotion of civic values and life skills through education, tracing and recovery of stolen assets, and good governance practices through the promotion of an institution-based State directly allowed representatives of member States and civil society to recognize the importance of these subjects and formulate policy options to address them. According to follow-up surveys of one activity that could be evaluated, 93 per cent of participants rated its quality as either good or excellent.

Lesson learned

77. Since the beginning of the biennium 2012-2013, ESCWA raised awareness of performance indicators and applied them throughout the implementation of activities, even when it only acted as coorganizer with other partners. In the implementation of field projects, ESCWA recognized the necessity to conduct an initial evaluation of the capacity of national counterparts, minimize the overlap with partner institutions and incorporate the security situation as a limitative element.

| Expected accomplishment 2: Enhanced capacity of member States to apply good governance models and best practices that strengthen public institutions to pre-empt conflict, achieve reconciliation and peace and attain development goals |
Results achieved

78. Strengthening institutions and modernizing government practices to reduce conflict, achieve reconciliation and promote development in member States are some of the priorities of the subprogramme. In this regard, ESCWA provided stakeholders in member States with strategies, good practices and tools in relation to, among others, four relevant areas, namely food security strategies for the Gulf Cooperation Countries to contain instability and spillover from global and regional dynamics; incorporation of sustainable development principles in national planning in Lebanon through inter-ministerial cooperation mechanisms; support for the drafting, approval and implementation of Law 21 in Iraq concerning decentralization and public sector modernization; and study missions and other learning techniques for Iraqi public sector officials related to decentralization, public-private partnerships, fiscal federalism, budgeting, consultation and dispute settlement, and strategic planning.

Lessons learned

79. Most of the above-mentioned activities were implemented in partnership with other United Nations agencies, academia and civil society organizations, which proved to be a more effective way of reaching out to broader audiences, understand local contexts, enrich the design and content of activities, share information and increase the overall quality of the subprogramme’s deliverables.

| Expected accomplishment 3: Establishment of an intergovernmental body on emerging issues and development under crisis |

Results achieved

80. ESCWA held a consultative meeting with representatives of member States on the establishment of an intergovernmental body on emerging issues and development under crisis, as a side event of the eighth meeting of the ESCWA Technical Committee in December 2013. The representatives of member States approved by consensus the establishment of this intergovernmental body. Its specific terms of reference will be discussed at a later date.

Lessons learned

81. Exogenous circumstances, in this case, the security situation in the host country of a meeting and the response by other member States thereto, can have considerable effects on the achievement of the subprogramme’s activities. Alternative scenarios and back-up plans must always be available.
### Annex

**ESCWA INTERGOVERNMENTAL MEETINGS, 2012-2013**

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