

## Annex B: ROLES, ACCOUNTABILITIES AND AUTHORITIES

The **Head of Office** has:

- a) Accountability to ensure that his/her operation has established **Partnership Agreements** with the most suitable organization to meet the needs of refugees and other persons of concern.
- b) Accountability to ensure that his/her operation complies with UNHCR policies and procedures for the selection/retention of partners for **Partnership Agreements**.
- c) Responsibility to establish a multi-functional **Implementing Partnership Management Committee** (the **Committee**); appoint the chairperson and members of the **Committee**, appoint a **Secretary to the Committee**; and ensure that the **Committee** undertakes its duties as described in its terms of reference.
- d) Responsibility to ensure potential partners considered by the Committee are verified by the responsible MFT.
- e) Responsibility to provide a timely response, upon request of UNHCR or partner, on the selection/retention process and decisions taken.
- f) Authority to take decisions on the selection/retention of partners.
- g) Authority to negotiate, sign and terminate **Partnership Agreements** with partners in accordance with UNHCR policies and procedures.
- h) Discretion to apply this procedure for selection of partners for **Partnership Agreements** with a budget of less than USD 100,000 (or accumulative budget of less than USD 100,000 within a calendar year in a given country to any one partner).
- i) Discretion when to apply this procedure in case of prevailing local conditions such as urgent, emergency situations and security restrictions.

The **Implementing Partnership Management Committee** of each **UNHCR Office** has:

- a) Accountability to the **Head of Office** to make sound recommendations for the selection of partners for undertaking **Partnership Agreements**.
- b) Responsibility to establish selection criteria that will enable the selection of the **Best-Fit Partners** for undertaking **Partnership Agreements**.
- c) Responsibility to ensure that decisions are confidential and made in accordance with UNHCR policies and procedures for the selection/retention of partners for undertaking **Partnership Agreements**.
- d) Responsibility to ensuring that adequate technical assessments are carried out to support selection/retention recommendations and to recommend required mitigation activities.
- e) Authority to make recommendations to the **Head of Office** on the selection/retention of partners.

The **Secretary to the Committee** has:

- a) Accountability to the [Head of Office](#) to provide timely and accurate information to the [Committee](#) to support informed decision-making on the selection/retention of partners for undertaking [Partnership Agreements](#).
- b) Responsibility to ensure that information and submissions provided to the [Committee](#) are made in accordance with UNHCR policies and procedures for the selection/retention of partners for undertaking a [Partnership Agreement](#).
- c) Responsibility to maintain supporting documentation
- d) Responsibility to prepare meeting minutes and maintain recorded outcomes in an accurate and timely manner.
- e) Responsibility to maintain the confidentiality of information submitted to the [Committee](#) as well as the [Committee's](#) deliberations.
- f) Authority to undertake vetting and verification of Partner Profiles and [Concept Notes](#) in order to prepare submissions to the [Committee](#).
- g) Authority to undertake a preliminary screening and present all findings to [the Committee](#). The [Secretary](#) has no authority to disqualify and/or omit applicants.

**Partners** are expected to:

- a) Register on the [UN Partner Portal](#)<sup>1</sup> and complete a full profile for eligibility to establish a partnership with the UN and state that the Organization's values and conduct are compatible with those of UNHCR/UN (humanitarian, non-discriminatory, safeguarding refugees and human rights), confirming that the organization has not been barred or sanctioned by the United Nations Security Council, and abides with the Principles of Partnership.
- b) Complete the [PSEA partner self-assessment form](#) or provide alternative evidence of an assessment undertaken by another UN entity, and upload alongside supporting documents to the UN Partner Portal as part of registration;
- c) Submit [Concept Notes](#) and all other information in a clear, correct and transparent manner;
- d) Share experiences and bring forward feedback/complaints in an objective manner;
- e) Comply with all clauses of the [Partnership Agreement](#).

The **Regional Bureau Director** has:

- a) Accountability to ensure that policies and procedures are consistently applied throughout the region.

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<sup>1</sup> All UNHCR offices working with partners, both at Headquarters and at the country level, are required to obtain access to the UN Partner Portal by contacting DSPR/Implementation Management and Assurance Service (IMAS) ([epartner@unhcr.org](mailto:epartner@unhcr.org)).

- b) Responsibility to provide guidance and support to **UNHCR Offices** in the region.
- c) Responsibility to provide suggestions to UNHCR Headquarters to improve policies to ensure flexibility for field operations.
- d) Responsibility to review the process in case of any claims made by partners.

The **Regional Bureau** has:

- a) Accountability to ensure that its respective country offices comply with UNHCR policies and procedures for the selection/retention of partners.
- b) Responsibility to ensure that policies and procedures are consistently applied throughout all operations and provide advice and support to operations.
- c) Authority to request information from the Head of Office on selection/retention decisions and request that corrective measures are taken in case of deviation from UNHCR policies and procedures for the selection/retention of partners.

**Implementation Management and Assurance Service** has:

- a) Accountability to ensure that UNHCR has a credible system for the selection/retention of the **Best-Fit Partner**.
- b) Responsibility to provide guidance and support to Regional Bureaux and **UNHCR Offices** to ensure effective implementation of this procedure.
- c) Responsibility to manage a consultative process with UNHCR and partners in the development and review of policies and procedures.
- d) Authority to establish and review policies and criteria for UNHCR operations that provide flexibility for operations.
- e) Authority to receive feedback and complaints from partners, as well as feedback from UNHCR and request information from **UNHCR Offices** and review processes.
- f) Authority to communicate and convene meetings with partners and relevant divisions/ Regional Bureaux.