



# PROVISION OF SUPPORT TO UNCT

Context | Challenges | Way Forward

Anton Antchev, Director of Mission Support

# EXAMPLES OF SUPPORT PROVIDED BY MINUSMA



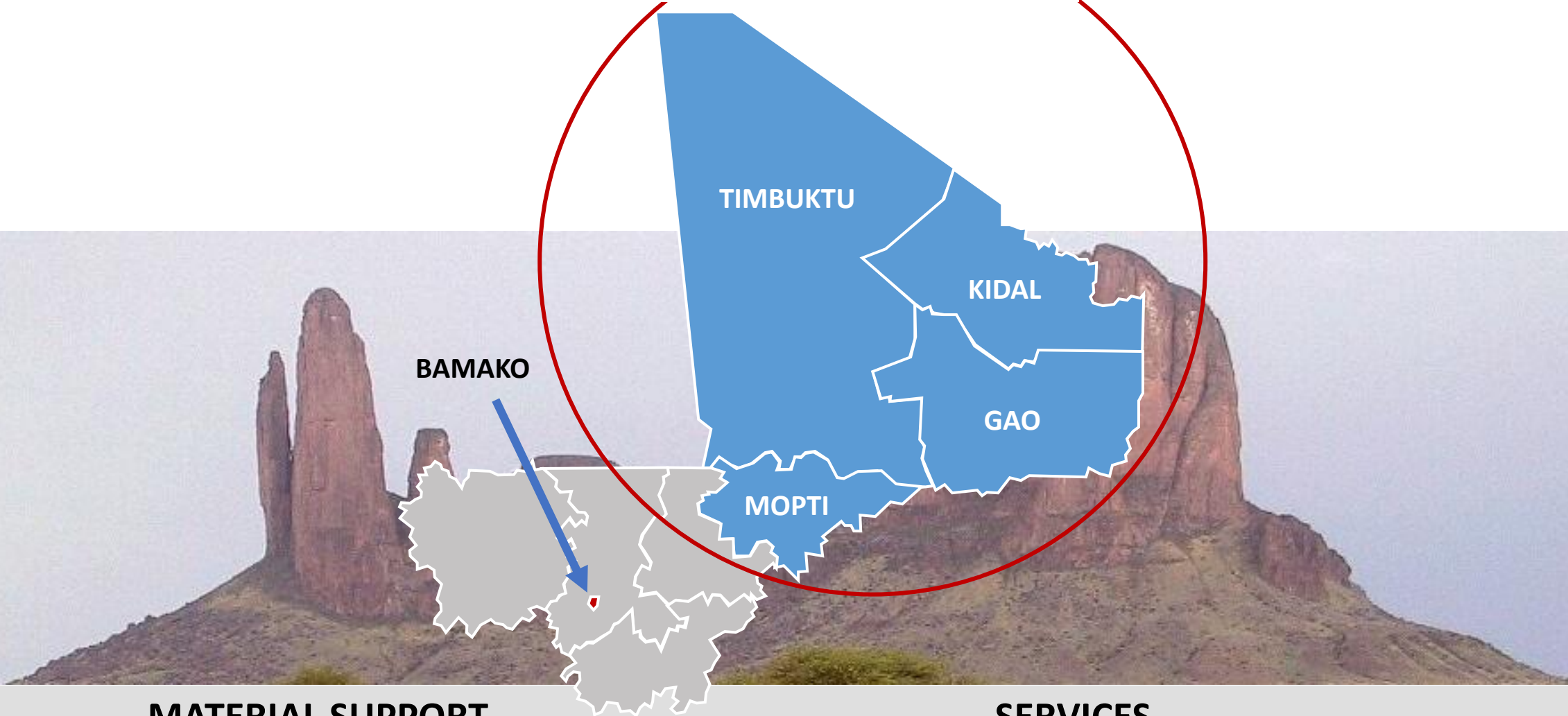
## MATERIAL SUPPORT



## SERVICES



# LOCATION OF SERVICE PROVISION



## MATERIAL SUPPORT



## SERVICES






United Nations  Nations Unies  
INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

TO: Directors/Chiefs of Administration/Executive Officers,  
A: Directors/Chiefs of Mission Support, peacekeeping and  
special political missions

DATE: 5 July 2016

REFERENCE:

THROUGH:  
S/C DE:

FROM: Bettina Tucci Bartsiotas   
DE: Assistant Secretary-General, Controller

SUBJECT: Responsibilities of service providers and service recipients for cost  
OBJET: recovery activities

„The providers of services, particularly those that are dependent on cost recovery resources to finance services, must ensure the routine and timely performance of recoveries such that their cash requirements can always be met from their cash receipts. **For external clients\*, service providers should ensure billing in advance** for services to be rendered.“ (Para 2)

*\*N.B.: External clients are defined as non-UN-Secretariat entities.*



## Challenge

When service is time sensitive or urgent, advance payments delay and complicate service provision. This is especially relevant in the provision of medical services.

## Proposed solution

- An exchange of letters between individual AFPs and MINUSMA to reimburse the cost of services after they are rendered.
- The reimbursement is calculated based on estimates of actual costs on no gain – no loss principle.
- For non-Secretariat entities, a 14% administrative fee applies.

# Two relationship management agreements

## Agreement 1

- a) Air and surface transportation;
- b) Accommodation and logistical services;
- c) Supply services;
- d) Communication, multimedia and information technology services; and
- e) Miscellaneous logistical or administrative services.

---

AFPs are requested to agree to the exchange of letters.

## Agreement 2

- a) Medical services – including in Level 2 clinics, and Medevac/Casevac\* (within the territory of Mali).

The agreement already exists – 2018 MOU between MINUSMA and AFPs for provision of medical support in Mali. It is not legally binding due to the absence of delegation of authority to DSRSG/HC/RC to make financial commitments on behalf of AFPs.

---

AFPs are requested to re-sign the Memorandum of Understanding.

\*Casevac – primary evacuation from the point of incident to a primary relevant hospital.

Medevac – secondary evacuation from one medical facility to another.



## UN Secretariat passenger priority list

1. CASEVAC/UN-Secretariat VIP
2. MEDEVAC, international and national Mission personnel on official duty
3. International Mission personnel on leave
4. UN Agencies
5. Non-UN personnel

**Source:** Movement Control Manual, Ref. DPKO-DFS 2014.21, para. 7.9)



# Service provision points of contact

## MINUSMA

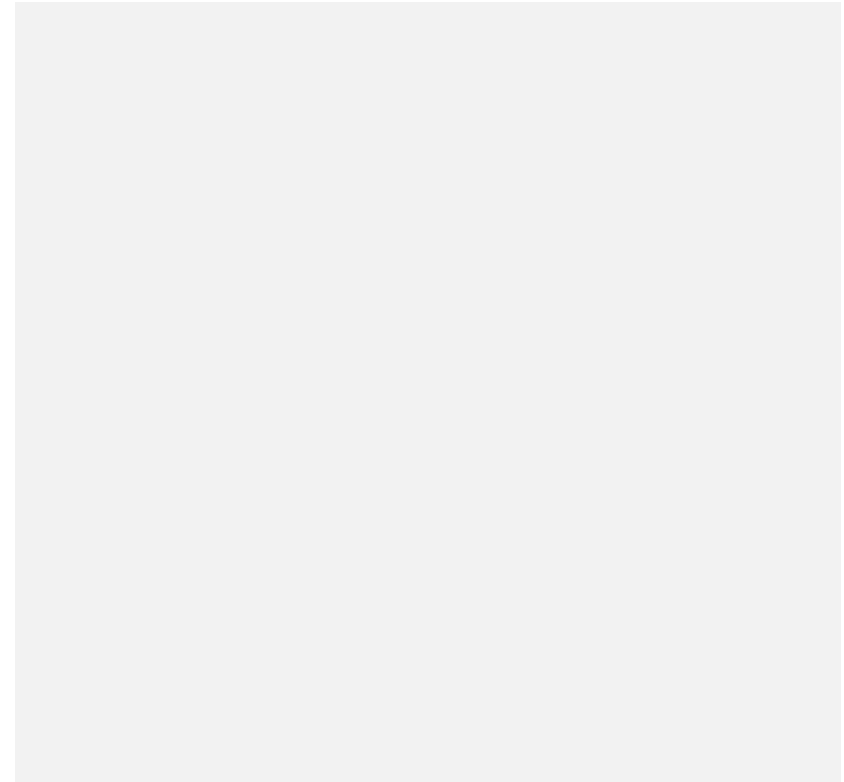
### WITH A RELATIONSHIP MANAGEMENT AGREEMENT

- Adama Thiam, Chief Mission Support Centre – [thiam2@un.org](mailto:thiam2@un.org)
- Service Management Unit – [minusma-msc-smu@un.org](mailto:minusma-msc-smu@un.org)

### WITHOUT A RELATIONSHIP MANAGEMENT AGREEMENT

- El-Ghassim Wane, Special Representative of the Secretary-General

## UNICEF





**THANK YOU**

**QUESTIONS?**