



## **Independent evaluation of United Nations Development Account Project 2023Y**

*“Strengthening Social Protection for Pandemic Response: Identifying the Vulnerable, Aiding Recovery and Building Resilience”*

### **Management Response**

October 2024

#### **Overall remarks**

UN Trade and Development (UNCTAD) welcomes the Final Evaluation Report of the DA Project on Social Protection and would like to give its management response on the Report and its recommendations.

UNCTAD is in agreement with the recommendations presented covering areas of efficiency, effectiveness, relevance, impact, and coherence as important issues to consider for action, especially for the UN Regional Commissions (RCs) based on lessons learned from this DA project. UNCTAD notes that the recommendations are addressed primarily to the RCs, as lead implementing agencies. Since implementation of the recommendations, relating mostly to health provision issues, fall outside the scope of UNCTAD’s mandate, we have not responded to each individual recommendation, but provided instead some overall remarks.

While the RCs were the as lead Agencies, UNCTAD contributed to the DA project on Social Protection by exploring a new area relevant to the pandemic period by linking consumer protection to the provision of health services including e-health and produced a report entitled; Strengthening consumer protection in the provision of health services in the wake of the COVID-19 pandemic.

The report unearthed pertinent issues that policy makers could consider implementing to ensure consumer protection in the provision of health services and drew the attention of health public bodies and regulators to the relevance of consumer protection in their field.

While it was interesting to analyze the link between consumer protection and provision of health services and interact with health-related institutions including WHO Offices, Ministry of Health in various countries, African Union Disease Control Unit among others, UNCTAD is not able to directly implement these recommendations, as these broader areas of work fall outside the scope of its mandate.

Nevertheless, UNCTAD learned and benefited from this experience and is open to future collaboration with the RCs in other areas of common interest.