



Delegates Handbook

Seventy-second session of the United Nations General Assembly

Opening date of the seventy-second session of the General Assembly

Tuesday, 12 September 2017

General debate of the seventy-second session of the General Assembly¹

Tuesday, 19 September, to Saturday, 23 September,
and Monday, 25 September 2017

High-level meetings

High-level meeting on the prevention of sexual exploitation and abuse: building momentum for change

Monday, 18 September 2017

from 3 to 4:30 p.m.

High-level plenary meeting to commemorate and promote the International Day for the

Total Elimination of Nuclear Weapons²

Tuesday, 26 September 2017

High-level meeting on the appraisal of the United Nations Global Plan of Action to Combat Trafficking in Persons³

Wednesday and Thursday, 27 and 28 September 2017

Emergency information and updates

Hotline for updates during weather
emergencies or other urgent situations

212-963-9800

Websites

emergency.un.org
delegatesinfo.un.int

The websites also offer the option of subscriptions to alerts sent
via email, SMS (text message) and telephone call.

¹ See A/INF/72/4/Rev.1

² See General Assembly resolution 71/71.

³ See General Assembly resolution 71/287.

Delegates Handbook

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Seventy-second session of the General Assembly of the United Nations



United Nations

New York, September 2017-September 2018

Note

The present booklet contains information of a general nature about United Nations Headquarters which is applicable throughout the seventy-second session of the General Assembly. Suggestions for changes to the booklet should be addressed to the General Assembly Affairs Branch (room S-3048, 212-963-2337, email: muturi@un.org). The booklet is also available from deleGATE website (<http://www.un.int/pm/delegates-handbook>) and from the General Assembly website, under Resources (<http://www.un.org/en/ga>).

ST/CS/67

September 2017-September 2018

Message from the Secretary-General

The Delegates Handbook is an indispensable user guide to United Nations intergovernmental bodies and facilities. For nearly seven decades, it has helped delegates to establish contacts with staff in the Secretariat and in the conduct of their daily work, from accreditation and protocol to conference management and media services.



During the seventy-second session of the General Assembly, Member States will again be called upon to address some of the most pressing issues facing the international community. I encourage them to include more women and young people in their delegations. Whether male or female, young or old, seasoned diplomats or new arrivals, participants will be well served by the information found in the pages of the Handbook.

I offer my best wishes for success in the months ahead and look forward to working together to advance the purposes and principles of the United Nations.

ANTÓNIO GUTERRES

A handwritten signature in black ink, which appears to read 'António Guterres', followed by a long, horizontal, slightly wavy line that extends to the right.

Secretary-General of the United Nations

Foreword from the Under-Secretary-General

It is my honour to present the Delegates Handbook for the seventy-second session of the General Assembly. This session, the General Assembly will continue its important work in following up on the adoption of the landmark 2030 Agenda for Sustainable Development.



As head of the Department for General Assembly and Conference Management, I have the pleasure of interacting with delegates every day.

I am thus well aware of the desire to consolidate information on the workings of the General Assembly, as well as on the services available to delegates, in one user-friendly and handy guide. This has been the purpose of the Handbook since its first publication, in 1952.

The Handbook is designed to guide both new and seasoned delegates in navigating the work of the General Assembly and its subsidiary bodies, as well as the related services and facilities of the United Nations. I hope that Member States will find the Handbook useful in their coordination with other delegations and with the Secretariat, especially as more and more Secretariat services are being provided via online platforms. The Handbook is intended to supplement, and not replace, the rules of procedure (A/520/Rev.18) and the annotated preliminary list of items on the provisional agenda (A/72/100).

The Department for General Assembly and Conference Management is committed to serving and supporting Member

States to the best of its abilities. I wish you success in your deliberations at the seventy-second session.

CATHERINE POLLARD

A handwritten signature in black ink, appearing to read 'Catherine Pollard', with a stylized flourish at the end.

*Under-Secretary-General for General Assembly
and Conference Management*

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I. General information

United Nations Headquarters occupies an 18-acre tract of land on Manhattan Island. The site is bounded on the south by East 42nd Street, on the north by East 48th Street, on the west by what was formerly a part of First Avenue and is now known as United Nations Plaza, and on the east by the East River and Franklin D. Roosevelt Drive. The site is owned by the United Nations and is international territory.

The Headquarters complex comprises five main structures that are all interconnected:

- General Assembly Building, housing the plenary hall, conference rooms 4, 5, 6, 7, 8, 11, 12, E and F, and additional offices of the Secretary-General and the President of the General Assembly.
- Library Building (reading room open; other areas closed for security reasons).
- South Annex Building (closed for security-related reasons, except for the cafeteria area, which will be open for a limited period during the general debate).
- Conference Building (a long, low structure parallel to the river), where the Economic and Social Council, Security Council and Trusteeship Council Chambers are located on the 1st and 2nd floors, with conference rooms 1, 2, 3, 9, 10, A, B, C and D on the first basement level.
- Secretariat Building (39 storeys), where press conferences are held, on the 2nd floor.

All conference rooms and council chambers in the Conference Building and the plenary hall and other conference rooms in the General Assembly Building may be reached from the delegates' entrance near East 45th Street. There is also an entrance by the Library and South Annex Buildings near East 43rd Street.

Several buildings adjacent to Headquarters house United Nations offices, including:

- DC1, One United Nations Plaza, 787 First Avenue.
- DC2, Two United Nations Plaza, 323 East 44th Street.
- FF Building, 304 East 45th Street.
- Albano Building, 305 East 46th Street.
- Innovation Building, 300 East 42nd Street.
- Falchi Building, 31-00 47th Avenue, Long Island City, Queens.
- Headquarters of the United Nations Federal Credit Union (UNFCU), Court Square, 24-01 44th Road, Long Island City, Queens.
- UNITAR Building, 801 United Nations Plaza.

Delegates who wish to locate departments or offices are advised to check with the Information Unit (tel: 212-963-9999) (see page 19). Internal calls within the telephone system of the United Nations may be placed using the five-digit extension beginning with a "3" or a "7" plus the last four digits of the telephone number. For telephone numbers beginning with the prefix "212-963", the five-digit extension begins with "3", and for those beginning with "917-367", it begins with "7".

Entrance

- **Pedestrians:** The entrance for delegations to the plenary hall is located at First Avenue and East 45th Street.
- **Cars:** Cars require United Nations diplomatic licence plates ("D" plates), as well as a parking e-Tag for the seventy-second session of the General Assembly, in order to enter and to park at United Nations Headquarters. (For more information, please see the section on parking on page 96).

United Nations building passes and admission to meetings

Accreditation for members of official delegations

Passes for members of official delegations to regular and special sessions of the General Assembly and all other official calendar meetings at Headquarters are authorized by the Protocol and Liaison Service (212 963 7181) and processed

by the Pass and Identification Unit, whose office is located at 320 East 45th Street. Requests for accreditation for members of delegations to temporary meetings may be processed through the online eAccreditation system, available through the e-deleGATE portal at <https://delegate.un.int>. Guidelines on eAccreditation and frequently asked questions can be found on the Protocol and Liaison Service website (<http://www.un.int/protocol>).

Accreditation for official delegations of intergovernmental organizations (accredited to the United Nations as observers) that do not have offices in New York should follow the procedure specified in the "Guidelines for intergovernmental organizations away from New York" posted on the Protocol and Liaison Service website, under Meetings (www.un.int).

Types of passes¹

The following types of passes may be issued:

- VIP pass without a photograph, issued by the Protocol and Liaison Service for Heads of State/Government, Vice-Presidents, Crown Princes/Princesses and spouses
- VIP pass with a photograph, issued by the Protocol and Liaison Service, for Deputy Prime Ministers, Cabinet Ministers and spouses
- Gold pass for heads of delegations, processed by the Pass and Identification Unit
- Blue pass for all delegates, processed by the Pass and Identification Unit
- Protocol pass with photo, issued by the Protocol and Liaison Service²

¹ Passes for returning delegates whose photographs are already in the electronic system of the Pass and Identification Unit may be picked up by a member of the mission with identification. Spouses will be issued the same type of pass as the principals. Delegates who have photographs in the system that are older than five years are required to have their photographs retaken at the office of the Pass and Identification Unit.

² Issuance of protocol passes will be curtailed for the duration of the general debate and high-level meetings except under very special circumstances. Protocol passes are not issued for calendar meetings or for tours at Headquarters.

Protocol requirements for issuance of passes

VIP passes and delegate passes (gold and blue)

Requests for the following categories of pass may be processed through the eAccreditation system at <https://delegate.un.int> and submitting a completed accreditation form with a passport-sized photograph to the Protocol and Liaison Service:

- (a) Heads of State/Government, Vice-Presidents, Crown Princes/Princesses and spouses (no photograph is required);
- (b) Deputy Prime Ministers and Cabinet Ministers and spouses (colour photograph in JPEG format is required);
- (c) Members of official delegations.

All requests must be submitted at least two working days in advance, for proper accreditation and issuance of passes. Additional working days may be required prior to and during the general debate and other high-level meetings. The deadline for submission of accreditation requests for the high-level segment (19-25 September) is **Monday, 11 September 2017**.

For passes in categories (a) and (b), a letter from the permanent mission indicating names, titles, duration of stay and purpose of visit should be sent to the Chief of Protocol before or immediately after the online submission of pass requests.

Protocol passes

For protocol passes the following are required:

- A letter of request addressed to the Chief of Protocol and signed by the permanent representative or the chargé d'affaires, a.i., indicating names, functional titles, affiliations, reason for visit and duration of stay;
- A colour photograph in JPEG format to be emailed to protocolphoto@un.org.
- Requests for protocol passes will not be processed through the eAccreditation system.

Accreditation for media correspondents

The Media Accreditation and Liaison Unit (room S-0250, tel: 212 963 6934, fax: 212 963 4642), provides accreditation and liaison services for members of the print and online press, film, television, photographic, radio and other media organizations. For media accreditation requirements, please see <http://www.un.org/malu>

Missions are required to submit accreditation requests for visiting members of the media, including for official photographers and videographers, in advance by using the online eAccreditation system, available through the e-deleGATE portal (<https://delegate.un.int>). Please contact the Media Accreditation and Liaison Unit (212-963-6934, email: malu@un.org) for assistance with accreditation or to coordinate media coverage at United Nations Headquarters.

Accreditation for non-governmental organizations

Grounds passes for designated representatives of non-governmental organizations in consultative status with the Economic and Social Council are approved electronically only through the website of the Non-Governmental Organizations Branch of the Department of Economic and Social Affairs at <http://csonet.org/?menu=86>

After the non-governmental organization (NGO) receives a confirmation email from the Non-Governmental Organizations Branch approving its request, the representative(s) of the NGO can collect the pass(es) from the Pass and Identification Unit. Please carefully follow the instructions on the website and, when collecting the pass(es), bring a printed copy of the online security form that is provided next to the name of the representative, a letter from the president of the organization, and a valid photo identification.

For any questions, the Non-Governmental Organizations Branch may be contacted through the messaging system

on the web page of the Civil Society Network (CSO Net) at esango.un.org

Department of Safety and Security

The Security and Safety Service operates on a 24-hour basis.

	Tel	Fax	Room
<i>Under-Secretary-General for Safety and Security</i>			
Mr. Peter T. Drennan	917-367-3158	917-367-1987	S-0809
<i>Chief, Security and Safety Service</i>			
Mr. Michael Browne	917-367-9211	212-963-6850	CB-0109
<i>Central Support Unit</i>	212-963-1852		GA-2B-555

The Central Support Unit, located in the second basement of the General Assembly Building, operates on a 24-hour basis. The Unit addresses queries concerning lost and found items, as well as all other in-person enquiries, from 5 a.m. to 10 p.m.

The Security Operations Centre operates on a 24-hour basis and can be contacted at 212-963-6666 for all requests for access or general enquiries. The Centre addresses queries concerning lost and found items from 10 p.m. to 5 a.m.

The Centre is staffed with security and fire-safety personnel. For fire or medical emergencies, first call 911 (dial 9-911 from a United Nations telephone) and then contact 212-963-5555 (ext. 3-5555 from a United Nations telephone). For further details, see <https://iseek-newyork.un.org/emergencyNY> on a United Nations computer.

In addition to providing security and safety services on a 24-hour basis at Headquarters, the Security and Safety Service:

- Issues grounds passes, which members of a delegation may obtain from the Pass and Identification Unit (320 East 45th Street), between 9 a.m. and 4 p.m., further to authorization by the Protocol and Liaison Service. The satellite office, located on the 1st floor of the UNITAR Building (801 United Nations

Plaza, East 45th Street and First Avenue (entrance on First Avenue)) will be opened for press accreditation.

- Receives official telephone calls, telegrams and cables requiring follow-up action after normal working hours.

Information (telephones and desk locations)

The Information Unit (212-963-7113) will advise on:

- The location and telephone numbers of delegations.
- The office or official to be contacted for technical or substantive queries.
- The location and telephone numbers of services, information media and United Nations clubs.

For information concerning the location and telephone numbers of Secretariat officials and staff, dial "0". (For further information regarding the telephone system of various offices in the United Nations, see page 86.

Visitor Information Desk

The Visitor Information Desk will be relocated to the lobby of the UNITAR Building from Monday, 18 September, to Thursday, 28 September 2017, and will be operational from 9.00 a.m. to 5.30 p.m.

Medical Services Division

The Medical Services Division provides emergency medical assistance to delegates and members of diplomatic missions to the United Nations. In addition, the Medical Services Division provides first aid, primary care for illness and injuries, travel-related health advice and guidance on accessing local health-care services, including doctors, dentists, pharmacies and hospitals.

Emergency response. During the seventy-second session of the General Assembly, an immediate medical response capability for the main campus will be provided by the Medical

Services Division, New York City paramedics and United Nations security staff.

For a medical emergency, contact the Security Control Centre (212-963-6666), which will coordinate with the Medical Services Division, other medical assistance providers, and the local emergency first-response capability (911) as appropriate.

Basic health care: The Medical Services Division provides a primary care and first-aid service at its walk-in clinic on the 5th floor of the Secretariat Building. The service is available from 8.30 a.m. to 5.00 p.m. on weekdays. Limited primary care support will also be available until 8.30 p.m. during the general debate period.

The Medical Services Division also operates two satellite clinics to provide general support:

- **DC1 Building:** Room DC1-1190 (11th floor)
Hours of operation: weekdays, 9 a.m. to 5 p.m.
Tel: 212-963-8990
- **UNICEF House:** Room H-0545 (5th floor)
Hours of operation: weekdays, 9 a.m. to 5 p.m.
Tel: 212-326-7541

Protocol and Liaison Service

The Protocol and Liaison Service is part of the Department for General Assembly and Conference Management.

	Tel	Room
<i>Chief of Protocol, Mr.</i>		
Peter Van Laere	212-963-7171	S-0207
<i>Deputy Chief of Protocol, Ms. Nicole Bresson-Ondieki</i>	917-367-4320	S-0211
Antigua and Barbuda	Marshall Islands	Somalia
Bahamas	Micronesia (Federated States of)	South Sudan
Barbados	Mozambique	Sudan
Belize	Nauru	Suriname
Botswana	New Zealand	Timor-Leste
Dominica	Nigeria	Tonga
Ethiopia	Palau	Trinidad and Tobago
Fiji	Papua New Guinea	Tuvalu
Ghana	Saint Kitts and Nevis	Uganda
Grenada	Saint Lucia	United Kingdom of Great Britain and Northern Ireland
Guyana	Saint Vincent and the Grenadines	Ireland
Jamaica	Samoa	United Republic of Tanzania
Kenya	Seychelles	United States of America
Kiribati	Sierra Leone	Vanuatu
Lesotho	South Africa	Zambia
Maldives	Solomon Islands	Zimbabwe
Malta		
Mauritius		

Observers and related organizations

State of Palestine	
African Union	International Chamber of Commerce
Asian-African Legal Consultative Organization	International Union for Conservation of Nature
Commonwealth	Partners in Population and Development
International Criminal Court	

Protocol and Liaison Officers

	Tel	Room
Ms. Pilar Fuentes	212-963-0720	S-0206

Andorra	Cuba	Netherlands
Argentina	Denmark	Nicaragua
Armenia	Dominican Republic	Norway
Australia	Ecuador	Panama
Austria	El Salvador	Paraguay
Belgium	Estonia	Peru
Bhutan	Finland	Portugal
Bolivia (Plurinational State of)	France	Republic of Korea
Bosnia and Herzegovina	Germany	San Marino
Brazil	Guatemala	Singapore
Cabo Verde	Honduras	Spain
Cyprus	Iceland	Sweden
Chile	Ireland	Thailand
China	Italy	Uruguay
Colombia	Japan	Venezuela (Bolivarian Republic of)
Costa Rica	Liechtenstein	
	Mexico	

Observers and related organizations

European Union	Parliamentary Assembly of the Mediterranean
Holy See	
Caribbean Community	International Development Law Organization
Central American Integration System	
University for Peace	Organization for Economic Cooperation and Development
Sovereign Order of Malta	Organization of American States

	Tel	Room
Mr. Fariz Mirsalayev	212-963-7171	S-0205

Afghanistan	Iran (Islamic Republic of)	Republic of Moldova
Albania		Romania
Azerbaijan	Iraq	Russian Federation
Bahrain	Jordan	Saudi Arabia
Bangladesh	Kazakhstan	Serbia
Belarus	Kuwait	Slovakia
Brunei Darussalam	Kyrgyzstan	Slovenia
Bulgaria	Latvia	Syrian Arab Republic
Croatia	Libya	Tajikistan
Czechia	Lithuania	The former Yugoslav Republic of Macedonia
Democratic People's Republic of Korea	Mongolia	
	Montenegro	Turkey
Egypt	Oman	Turkmenistan
Georgia	Pakistan	Ukraine
Greece	Philippines	United Arab Emirates
Hungary	Poland	Uzbekistan
Indonesia	Qatar	Yemen

Observers and related organizations

League of Arab States	International Organization for
Cooperation Council of the Arab	Migration
States of the Gulf	Inter-Parliamentary Union
International Renewable Energy	International Institute for Democracy
Agency	and Electoral Assistance

		Tel	Room
		212-963-	
Mr. Jean-Marc Koumoué		7178	S-0204
Algeria	Equatorial Guinea	Mauritania	
Angola	Gabon	Monaco	
Benin	Gambia	Morocco	
Burkina Faso	Guinea	Myanmar	
Burundi	Guinea-Bissau	Namibia	
Canada	Haiti	Nepal	
Cambodia	India	Niger	
Cameroon	Israel	Rwanda	
Central African Republic	Lao People's Democratic Republic	Sao Tome and Principe	
Chad	Lebanon	Senegal	
Côte d'Ivoire	Liberia	Sri Lanka	
Comoros	Luxembourg	Swaziland	
Congo	Madagascar	Switzerland	
Democratic Republic of the Congo	Malaysia	Togo	
Djibouti	Malawi	Tunisia	
Eritrea	Mali	Viet Nam	

Observers and related organizations

International Committee of the Red Cross	International Organization of la Francophonie
International Federation of Red Cross and Red Crescent Societies	Economic Community of West African States
International Olympic Committee	Organization of Islamic Cooperation
International Criminal Police Organization (INTERPOL)	International Seabed Authority
	International Tribunal for the Law of the Sea

Credentials

Credentials are required for representatives of Member States to the General Assembly, the Security Council and the Economic and Social Council.

For the sessions of the General Assembly, credentials of representatives (issued by the Head of State or Government or by the Minister for Foreign Affairs) should be submitted to the Secretary-General not less than one week before the opening of the session through the Secretary of the Credentials Committee, Office of Legal Affairs (room S-3604) with copy to the Protocol and Liaison Service (room S-0207) for publication.¹

Blue Book of Permanent Missions to the United Nations

The *Blue Book of Permanent Missions to the United Nations*, which is published once a year, lists the diplomatic personnel of Member States, the staff of intergovernmental organizations accredited to the United Nations as observers and the staff of liaison offices of specialized agencies of the United Nations system, as well as the membership of the principal organs of the United Nations. All interim movements of personnel and changes in address, telephone/fax numbers, national holidays, etc., are updated in the *Blue Book* online as soon as the Protocol and Liaison Service is notified of such a change by the mission.

Protocol and Liaison Service website

The most up-to-date version of the *Blue Book*, which contains the details of permanent representatives, may be found on the Protocol and Liaison Service website (<http://www.un.int/protocol>), in addition to a list of Heads of State, Heads of Government and Ministers for Foreign Affairs, a list of senior United Nations officials, as well as the Manual of Protocol.

¹ A comprehensive list of members of delegations will be available in December.

II. The General Assembly¹ and its Main Committees, the Economic and Social Council and other organs

The General Assembly and its Main Committees

President of the General Assembly for the seventy-second session

H.E. Miroslav Lajčák (Slovakia).

At its seventy-first regular session, on 31 May 2017, pursuant to rule 30 of the rules of procedure, the General Assembly elected the President for the seventy-second session.

Office of the President

The Office is located on the 2nd floor of the Conference Building.

	Tel	Fax	Room
Office of the President	212-963-7555	212-963-3301	CB-0246
Spokesperson	212-963-6274	212-963-3301	S-0244

Vice-Presidents

Pursuant to rule 30 of the rules of procedure, the General Assembly elected the 21 Vice-Presidents for the seventy-second session:

Vice-Presidents of the General Assembly for the seventy-second session

1. Afghanistan	8. Ghana	16. Sri Lanka
2. Bolivia (Plurinational State of)	9. Guatemala	17. United Arab Emirates
3. Chile	10. Indonesia	18. United Kingdom of Great Britain and Northern Ireland
4. China	11. Israel	19. United States of America
5. Finland	12. Liberia	20. Vanuatu
6. France	13. Madagascar	21. Zimbabwe
7. Gabon	14. Morocco	
	15. Russian Federation	

¹ Information on the General Assembly is available from <http://www.un.org/ga>

Secretariat arrangements for the General Assembly

The Secretary-General acts in his capacity as Chief Administrative Officer of the Organization at all meetings of the General Assembly.

Overall responsibilities for the work of the Secretariat in connection with the General Assembly are vested in the Under-Secretary General for General Assembly and Conference Management.

The Director of the General Assembly and Economic and Social Council Affairs Division coordinates the work of the session. The Director also assumes direct responsibility for the servicing of plenary meetings and the meetings of the General Committee.

	Tel	Room
<i>Under-Secretary-General for General Assembly and Conference Management</i>		
Ms. Catherine Pollard		
Email: pollardc@un.org	212-963-8081	S-3068
<i>Assistant Secretary-General and Deputy to the Under-Secretary-General</i>		
Mr. Movses Abelian		
Email: abelian@un.org	212-963-4151	S-3065

Questions relating to the work of the Assembly should be referred to the General Assembly and Economic and Social Council Affairs Division.

	Tel	Room
<i>Director Ms. Ruth de Miranda</i>		
Email: demiranda@un.org	212-963-0725	S-3080

General Assembly Affairs Branch

	Tel	
Programme of work, coordination, procedures, organizational matters, plenary elections and candidatures	212-963-2332	
	Tel	Room
<i>Chief Mr. Kenji Nakano</i>		
Email: nakano@un.org	212-963-2332	S-3051

	Tel	Room
Ms. Radhika Ochalik Email: ochalik@un.org	212-963-3233	S-3047
Mr. Ziad Mahmassani Email: mahmassani@un.org	212-963-2333	S-3046
Mr. Georg Zeiner Email: zeiner@un.org	212-963-1174	S-3075
Mr. Irfan Soomro Email: soomroi@un.org	212-963-8547	S-3045
Ms. Rachel Stein-Holmes Email: stein-holmes@un.org	212-963-3872	S-3044
Mr. René Holbach Email: holbach@un.org	212-963-3322	S-3059
Ms. Gal Buyanover Email: gal.buyanover@un.org	212-963-2986	S-3059

Arrangements for the list of speakers

	Tel	Room
Mr. Carlos Galindo Email: galindo@un.org	212-963-5063/212-963-5307	S-3082

Information on plenary elections and candidatures¹

	Tel	Room
Ms. Mary Muturi Email: muturi@un.org	212-963-2337	S-3048

Membership of the Main Committees²

	Tel	Room
Ms. Lourdes Quiogue Email: quiogue @un.org	212-963-5746	S-3049

While meetings of the General Assembly are in progress, most of the staff listed above may be reached in the General Assembly Hall at the following telephone numbers: 212-963-7786, 212-963-7787 or 212-963-9110.

¹ Information on candidates submitted by Member States for the session may be found on CandiWeb, available through the e-deleGATE Portal.

² A list of participants is issued by each Main Committee (see A/INF/72/2).

All those listed above attend to matters relating to plenary meetings of the General Assembly and meetings of the General Committee.

Plenary meetings of the General Assembly and meetings of the General Committee

Schedule. A draft programme of the work of the plenary for the seventy-second session is contained in document A/71/966. During the general debate, an updated programme of work and schedule of plenary meetings during the main part of the seventy-second session will be issued as document A/INF/72/3. There is no predetermined programme of work for formal and informal meetings of the plenary for the resumed part of the session (1 January 2018 — September 2018). Meetings will be announced in the *Journal* of the United Nations when they have been scheduled. For an updated tentative schedule of General Assembly plenary meetings, please visit <http://www.un.org/en/ga/info/meetings/72schedule.shtml>

Agenda. The provisional agenda of the seventy-second session is contained in document A/72/150. The annotations are contained in documents A/72/100 and Add.1. After its adoption by the plenary, the agenda will be issued as document A/72/251 (see document A/72/252 for the allocation of items).

List of speakers. Focal points from permanent missions are requested to register speakers with the General Assembly Affairs Branch using the new e-Speakers system available through the e-deleGATE portal (<https://delegate.un.int>). For support with inscription on the lists of speakers, please contact: gaspeaker-list@un.org and galindo@un.org, 212-963-5063 or 212-963-5307.

Draft resolutions and decisions. For the submission of a draft resolution or decision for the plenary, please consult the guidelines for submission which can be found at http://www.un.org/en/ga/71/PDF/Guidelines_submit_draft_proposals_Jan2017.pdf

¹ The Disarmament Commission works in close cooperation with the First Committee and has similar agenda items on disarmament and international security issues.

High-level meetings and the general debate. The information note for delegations on arrangements for the high-level meetings and the general debate is contained in document A/INF/72/4/Rev.1.

Other useful documents. Information concerning the organization of the session (including conduct of meetings, length of statements, explanations of the vote, right of reply, points of order and concluding statements; records of meetings; resolutions; documentation; questions relating to the programme budget; observances and commemorative meetings; and special conferences) can be found in document A/BUR/72/1. The report of the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly¹ contains, among other things, an inventory chart of General Assembly resolutions on the revitalization of the work of the General Assembly.

E-deleGATE portal

The Department for General Assembly and Conference Management has centralized the digital services made available to delegates at the e-deleGATE portal (delegate.un.int). This password-protected portal contains links to general information (e.g., official documents, the *Journal* and the UN News Centre) and houses specific delegate-facing services, including the online accreditation of delegates participating in meetings (eAccreditation), inscription on the list of speakers (eSpeakers) and the sponsorship of draft resolutions (eSponsorship) for the General Assembly, its Main Committees and its subsidiary bodies.

Building on the positive feedback received from delegations, the Department plans to further expand the number of services made available through e-deleGATE while also simplifying access requirements. To that end, services such as the management of the access permission for individual delegates — currently handled separately by each Committee secretariat — will be centralized and placed directly under the control of Member

¹ See also www.un.org/en/ga/revitalization

States, through the designated focal points at each permanent mission.

Details of the changes to the e-deleGATE portal will be communicated to Member States well in advance of the seventy-second session. Queries regarding specific committees may be addressed to the individual committee secretariats, whereas queries about the plenary and the portal as a whole may be addressed to the General Assembly Affairs Branch (focal point: René Holbach, holbach@un.org).

Main Committees of the General Assembly

Pursuant to rule 30, the First Committee, the Special Political and Decolonization (Fourth) Committee, the Second Committee, the Third Committee, the Fifth Committee and the Sixth Committee elected their respective Chairs for the seventy-second session of the General Assembly. See the sections below for each Main Committee for details.

Specific responsibility for the work of the Main Committees and other committees or organs is vested in the representatives of the Secretary-General to those committees, namely, the under-secretaries-general or other officials listed below under the appropriate committee. The secretaries of the Main Committees and other committees or organs of the General Assembly, who are also listed below, are provided by the appropriate departments or offices of the Secretariat.

First Committee

Chair: H.E. Mouayed Saleh (Iraq)

	Tel	Room
<i>High Representative for Disarmament Affairs</i>		
Ms. Izumi Nakamitsu	917-367-4353	S-3174

* **New York offices:** DC2 = Two United Nations Plaza; DC1 = One United Nations Plaza; H = UNICEF House; NB = 605 Third Avenue, 6th Floor; DN = Daily News Building.

	Tel	Room
<i>Secretary of the First Committee</i>		
Ms. Sonia Elliott elliotts@un.org	212-963-2338	S-3056
<i>Secretary of the Disarmament Commission¹</i>		
Mr. Alexander Lomaia lomaia@un.org	212-963-4238	S-3061

Special Political and Decolonization Committee (Fourth Committee)

Chair: H.E. Rafael Ramírez Carreño (Venezuela (Bolivarian Republic of))

	Tel	Fax	Room
<i>Under-Secretary-General for Peacekeeping Operations</i>	212-963-8079	212-963-9222	S-3571
Mr. Jean-Pierre Lacroix			
<i>Under-Secretary-General for Field Support</i>	212-963-2199	212-963-1379	S-3576
Mr. Atul Khare			
<i>Under-Secretary-General for Political Affairs</i>	212-963-5055	212-963-5065	S-3516
Mr. Jeffrey Feltman			
<i>Under-Secretary-General for Global Communications</i>	212-963-2912	212-963-4361	S-1008
Ms. Alison Smale			
<i>Commissioner-General of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), Gaza</i>	212-963-2255	917-367-1988	DC1-1265
Mr. Pierre Krähenbühl			
<i>Secretary of the Special Political and Decolonization Committee</i>	212-963-6548		S-3064
Ms. Sangeeta Sharma			

Second Committee

Chair: H.E. Sven Jürgenson (Estonia)

	Tel	Fax	Room
<i>Under-Secretary-General for Economic and Social Affairs</i>	212-963-5958	212-963-1010 212-963-4324	S-2922
Mr. Liu Zhenmin			

* The Disarmament Commission works in close cooperation with the First Committee and has similar agenda items on disarmament and international security issues.

	Tel	Fax	Room
<i>Under-Secretary-General and High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States</i>	212-963-9078	917-367-0556	S-3266
<i>Ms. Fekitamoeloa Katoa 'Utoikamanu</i>			
<i>Executive Secretary of the Economic Commission for Europe (ECE), Geneva</i>	212-963-5565	917-367-1102	S-1508
<i>Ms. Olga Algayerova</i>			
<i>Executive Secretary of the Economic and Social Commission for Asia and the Pacific (ESCAP), Bangkok</i>	212-963-5565	917-367-1102	S-1508
<i>Ms. Shamshad Akhtar</i>			
<i>Executive Secretary of the Economic Commission for Latin America and the Caribbean (ECLAC), Santiago</i>	212-963-5565	917-367-1102	S-1508
<i>Ms. Alicia Bárcena</i>			
<i>Executive Secretary of the Economic Commission for Africa (ECA), Addis Ababa</i>	212-963-5565	917-367-1102	S-1508
<i>Ms. Vera Songwe</i>			
<i>Executive Secretary of the Economic and Social Commission for Western Asia (ESCWA), Beirut</i>	212-963-5565	917-367-1102	S-1213
<i>Mr. Mohamed Ali Alhakim</i>			
<i>Executive Director of the United Nations Children's Fund (UNICEF)</i>	212-326-7028	5.7758	H-13807
<i>Mr. Anthony Lake</i>			
<i>Executive Director of the World Food Programme</i>	646-556-6901	646-556-6932	733 Third Avenue, 23rd floor
<i>Mr. David Beasley</i>			
<i>Secretary-General of the United Nations Conference on Trade and Development (UNCTAD), Geneva</i>	212-963-6896	212-963-0027	DC2-1125*
<i>Mr. Mukhisa Kituyi</i>			
<i>Administrator of the United Nations Development Programme (UNDP)</i>	212-906-5791	212-906-5778	DC1-2128*
<i>Mr. Achim Steiner</i>			
<i>Acting Executive Director of the United Nations Population Fund (UNFPA)</i>	212-297-5111	212-297-4911	NB-6120*
<i>Ms. Natalia Kanem</i>			
<i>Executive Director of the United Nations Environment Programme (UNEP), Nairobi</i>	212-963-8210	212-963-7341	DC2-0803
<i>Mr. Eric Solheim</i>			

* New York offices: FF = 304 East 45th Street; CB = Conference Building

	Tel	Fax	Room
<i>Executive Director of the United Nations Institute for Training and Research (UNITAR), Geneva</i>	212-963- 9683	212-963- 9686	DC1-0603
Mr. Nikhil Seth			
<i>Rector of the United Nations University, Tokyo</i>	212-963- 6387		DC2-2060
Mr. David Malone			
<i>Under-Secretary-General, Executive Director of the United Nations Human Settlements Programme (UN-Habitat)</i>	212-963- 4200	212-963- 8721	DC2-0943
Mr. Joan Clos			
<i>Secretary of the Second Committee</i>	917-367- 5816	212-963- 5935	CB-0126
Ms. Emer Herity			

Third Committee

Chair: H.E. Einar Gunnarsson (Iceland)

	Tel	Fax	Room
<i>Director-General of the United Nations Office at Vienna and Executive Director of the United Nations Office on Drugs and Crime</i>			
Mr. Yury Fedotov	212-963-5631	212-963-4185	DC1-0613
<i>Under-Secretary-General for Economic and Social Affairs</i>		212-963-1010	
Mr. Liu Zhenmin	212-963-5958		S-2922
<i>Executive Director of the United Nations Children's Fund (UNICEF)</i>			
Mr. Anthony Lake	212-326-7028	5.7758	H-1380
<i>Acting Executive Director of the United Nations Population Fund (UNFPA)</i>			
Ms. Natalia Kanem	212-297-5111	212-297-4911	NB-6120
<i>United Nations High Commissioner for Human Rights, Geneva</i>			
H.R.H. Prince Zeid Ra'ad Zeid Al-Hussein	212-963-5931	212-963-4097	S-1311
<i>United Nations High Commissioner for Refugees (UNHCR), Geneva</i>			
Mr. Filippo Grandi	212-963-0032	212-963-0074	DN-3000

	Tel	Fax	Room
<i>Under-Secretary-General/Executive Director of the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women)</i>			
Ms. Phumzile Mlambo-Ngcuka	646-781-4515	646-781-4567	DN-1910

	Tel	Fax	Room
<i>Special Representative of the Secretary-General for Children and Armed Conflict</i>	212-963-3178	212-963-0807	S-3124
<i>Special Representative of the Secretary-General on Violence against Children</i>	917-367-6124		FF-1708*
Ms. Marta Santos Pais			
<i>Secretary of the Third Committee</i>	212-963-3390	212-963-5935	CB-0125*
Mr. Moncef Khane			

Fifth Committee

Chair: H.E. Tommo Monthe (Cameroon)

	Tel	Fax	Room
<i>Under-Secretary-General for Management</i>	212-963-8227	212-963-8424	S-3218
Ms. Jan Beagle			
<i>Under-Secretary-General for Internal Oversight Services</i>	212-963-6196	212-963-7010	S-0908
Ms. Heidi Mendoza			
<i>Assistant Secretary-General for Programme Planning, Budget and Accounts, and Controller</i>	917-367-9949	212-963-8061	S-2111
Ms. Bettina Tucci Bartsiotas			
<i>Assistant Secretary-General for Human Resources Management</i>	212-963-5881	212-963-1944	S-1918
Ms. Marta Helena Lopez			
<i>Assistant Secretary-General for Central Support Services</i>	212-963-5569	212-963-4168	S-2069
Mr. Stephen Cutts			
<i>Assistant Secretary-General/Chief Information Technology Officer</i>	212-963-8975	917-367-9766	S-1355
Ms. Atefeh Riazzi			
<i>Secretary of the Fifth Committee</i>	212-963-2021	212-963-0360	S-3241
Ms. Sharon Van Buerle			

Sixth Committee

Chair: H.E. Burhan Gafoor (Singapore)

	Tel	Fax	Room
<i>Under-Secretary-General for Legal Affairs and United Nations Legal Counsel</i>	212-963-	212-963-	
Mr. Miguel de Serpa Soares	5338	6430	S-3620
<i>Assistant Secretary-General for Legal Affairs</i>	212-963-	212-963-	
Mr. Stephen Mathias	5528	6430	S-3624
<i>Secretary of the Sixth Committee</i>	917-367-	212-963-	
Mr. Huw Llewellyn	3154	1963	DC2-0566

Economic and Social Council

In accordance with General Assembly resolution 68/1, the programme of work of the Economic and Social Council has been adjusted to a July-to-July cycle. The 2018 session of the Council began on 27 July 2017 and will conclude on 26 July 2018. Pursuant to Council decision 2017/200 A, the members of the Bureau of the Council were elected for a term of office beginning on the date of election and expiring when their successors were elected, which was expected to be at the beginning of the 2018 session, namely, 27 July 2017, on the understanding that they remained representatives of a member of the Council. The Bureau's main functions are to propose the agenda, draw up a programme of work and organize the session with the support of the Council secretariat. More information on the Council is available from the web page of the Council (<http://www.un.org/ecosoc/en>).

Office of the President

The office is located on the 2nd floor of the Conference Building (CB-0225).

Secretariat arrangements for the Economic and Social Council

The Chief of the Economic and Social Council Affairs Branch, General Assembly and Economic and Social Council Affairs Division, Department for General Assembly and Conference Management, coordinates the work of the Council and assumes

direct responsibility for the management of plenary meetings and the meetings of the subsidiary bodies of the Council.

Substantive responsibility for the work of the Council and its subsidiary bodies is coordinated by the Director, Office for Economic and Social Council Support and Coordination, Department of Economic and Social Affairs.

Plenary meetings of the Economic and Social Council

	Tel	Fax	Room
Economic and Social Council Affairs Branch, General Assembly and Economic and Social Council Affairs Division <i>Chief and Secretary of the Council</i> Ms. Emer Herity Email: herity@un.org	917-367- 5816	212-963- 5935	CB-0126
Office for Economic and Social Council Support and Coordination, Department of Economic and Social Affairs <i>Director</i> Mr. Navid Hanif Email: hanif@un.org	212-963- 8415	212-963- 1712	S-2571

Other organs

Credentials Committee

	Tel	Fax	Room
<i>Under-Secretary-General for Legal Affairs and United Nations Legal Counsel</i> Mr. Miguel de Serpa Soares	212-963- 5338	212-963- 6430	S-3620
<i>Secretary of the Committee</i> Ms. Tomoko Iwata	7-9042	212-963- 6430	S-3604

Advisory Committee on Administrative and Budgetary Questions

	Tel	Fax	Room
<i>Executive Secretary</i> Ms. Shari Klugman	212-963- 7456	212-963- 6943	CB-0169

Committee on Contributions

	Tel	Room
<i>Secretary of the Committee</i> Mr. Lionelito Berridge	212-963- 5306	FF-1730

Committee on Conferences

	Tel	Room
<i>Chair</i>		
H.E. Mr. Lewis G. Brown (Liberia)		
Email: lewisgbrown.mail@gmail.com		
<i>Under-Secretary-General for General Assembly and Conference Management</i>		
Ms. Catherine Pollard	212-963-	
Email: pollardc@un.org	8081	S-3068

III. Conference services

Meetings services

The Department for General Assembly and Conference Management is responsible for providing the following meetings services to meetings held in conference rooms located in the General Assembly Building and the Conference Building:

- Meetings servicing
- Interpretation
- Documentation and publishing services, including:
 - ♦ Editing
 - ♦ Translation
 - ♦ Text-processing and desktop publishing
 - ♦ Printing
 - ♦ Distribution
- Official, written meeting records

Contact for general enquiries regarding meeting requests and related services: Meetings Management Section (12th floor, Secretariat Building, 212-963-7351).

Contact for general enquiries regarding documents: Document Management Section (room AB-903, 212-963-6579).

Contact for general enquiries regarding printing and distribution of documents and related services: Meetings Support Section (room S-1B-05, 212-963-7348 or 212-963-1807).

Programme of meetings

Prepared by the Meetings Management Section (12th floor, Secretariat Building). The daily programme of meetings with information on conference room assignments is displayed on electronic screens alongside the conference rooms.

All authorized requesting parties, including permanent missions, wishing to book conference rooms and interpretation

services should contact the Section programme team (212-963-7351) to ascertain the availability of services and to receive a pre-booking confirmation through the eMeets 2.0 meetings management system. Receipt of a pre-booking confirmation through eMeets does not automatically guarantee approval of conference-servicing facilities. Meeting requests are confirmed by the Section, through eMeets.

Duration of meetings

Morning meetings are generally scheduled from 10 a.m. to 1 p.m. and afternoon meetings from 3 p.m. to 6 p.m. Lunchtime bookings can be accommodated from 1.15 p.m. to 2.30 p.m., with reduced service capabilities.

Punctuality. Owing to the heavy demand for meetings and the limited facilities available, it is essential that meetings start on time and that the above schedule be followed to the fullest extent possible. Therefore, delegations are urged to be present at the meetings on time. In its resolution 59/313 of 12 September 2005, the General Assembly strongly urged all officers presiding over meetings of the Assembly to start such meetings on time.

Scheduling of meetings. It is advisable to schedule related meetings consecutively whenever possible, to ensure the maximum utilization of available services. For ease of transition, however, there should be a short gap between unrelated meetings.

Cancellations. In the event that a scheduled meeting is cancelled, the organizers are urged to inform the Section immediately to enable reallocation of resources.

Requests for interpretation from regional and other major groupings of Member States, as well as other informal meetings, can be accommodated only if and when services originally earmarked for meetings of Charter or mandated bodies are released. Please note that interpretation services are available only from 10 a.m. to 1 p.m. and from 3 p.m. to 6 p.m.

Use and care of United Nations electronic equipment

Delegates and other meeting participants are requested not to place food, water and other liquids on tables or surfaces in conference rooms where simultaneous interpretation audio systems are installed. Spillages might occur, thus causing serious malfunction. Care should also be taken in utilizing microphones, channel selectors, voting switches and audio earphones, as these are sensitive electronic devices. Placing a cellular phone near the microphone may also interfere with sound quality.

Use of cameras and cellular phones

Members of delegations are reminded that the taking of photographs is not allowed in conference rooms or in the General Assembly Hall and that Security has been instructed to strictly enforce this rule. Members are also reminded to refrain from making or accepting cellular phone calls at their delegation tables (see page 44).

Seating protocol

The Secretary-General, on 31 May 2017, drew the name of Czechia from among the Member States to occupy the first seat in the General Assembly Hall during the seventy-second session of the General Assembly. Consequently, the delegation of Czechia¹ will be seated at the first desk in the front row at the right of the President. Delegations of the other Member States will follow in the English alphabetical order of names, in accordance with established practice. The same seating arrangement applies to meetings of the Main Committees.

Copies of the floor plan are available at the Documents Assistance Centre (room CB-0264) and at the Documents Counter (room S-1B-032) or electronically by sending an email

¹ Please note that name plates in meeting rooms will read “Czech Republic”

request to the Chief of the Meetings Support Section (chiefmss-dgacm@un.org).

Journal of the United Nations

The *Journal of the United Nations* is prepared by the Journal Unit (email journal@un.org, 12th floor, Secretariat Building, 212-963-3888 or 212-963-0493). The office opens at 3 p.m.

The *Journal* is issued from Monday to Friday in English and French. During the main part of the session of the General Assembly, it is published in the six official languages of the United Nations (Arabic, Chinese, English, French, Russian and Spanish).

The *Journal* is available from the website of the United Nations, the Official Document System (ODS), Twitter (https://twitter.com/Journal_UN_UNU) and Facebook (*Journal of the United Nations*), and by eSubscription (to subscribe, go to <http://undocs.org>). The *Journal* features:

- Programme of meetings and agenda
- Other meetings
- Other activities
- Press conferences
- Forthcoming meetings
- Announcements
- Summary of meetings
- Signatures and ratifications of multilateral treaties deposited with the Secretary-General
- General information, including the list of Chairs of regional groups for each month
- Daily list of and links to documents issued at Headquarters

Material for inclusion in the *Journal* should be communicated by email (journal@un.org, with copy to delgadol@un.org). The deadline for the inclusion of material for the *Journal* issue of the next day is 6.30 p.m. for the programme of meetings and 7 p.m. for the summaries. For other activities, material should be sent before 6 p.m. at least two days in advance.

Interpretation

Statements made in any of the six official languages of the United Nations, in meetings where interpretation is provided, are interpreted into the other official languages. For written statements, it is essential that the delegations provide interpreters with copies of their texts to the Meetings Servicing Assistant in order to ensure the quality of the interpretation (see page 46). Speakers are requested to deliver the statement at a speed that is interpretable. Although delegations are increasingly being given a time frame in which to deliver their statements, they are kindly requested to do so at a normal speed, if possible, to enable the interpreters to give an accurate and complete rendition of their statements. When statements are delivered at a fast pace to comply with the time limit, the quality of the interpretation may suffer. It is suggested that the delivery speed should be between 100 and 120 words (in Chinese between 200 and 240 syllables) per minute in order to ensure that the statement is delivered at a normal pace.

In cases where statements are made in a language other than the official languages (rule 53 of the rules of procedure of the General Assembly), delegations must provide either an interpreter or a written text of the statement in one of the official languages. The interpretation into the other official languages by United Nations interpreters will be based on the interpretation or written text accepted by the Secretariat as representing the official text of the statement. A “pointer”, a person who knows the language in which the statement is to be delivered and the official language into which it has been translated, should be made available by the delegation, to guide the interpreter throughout the translated text and to ensure synchronization between the speaker and the interpreter. Detailed arrangements for interpretation from non-official languages, including access by non-United Nations interpreters to the interpreter booths, must be made in advance through the Meetings Management Section (tel: 212-963-8114, email: emeetsm@un.org).

Written translations of statements delivered in official languages

“Read out verbatim” or “check against delivery” should be specified on the first page of the text when delegations provide a written translation of their statement. For written texts provided in more than one official language, delegations should indicate clearly which of these is to be accepted as the official text.

Read out verbatim. Interpreters will follow the translation. Therefore, any deviation from the text on the part of the speaker, including omissions and additions, is unlikely to be reflected in the interpretation.

Check against delivery. Interpreters will follow the speaker and not the translation. If the speaker deviates from the text, delegations should be aware that the interpretation heard by the audience will not necessarily correspond to the translation that they may have distributed to the audience and the press.

Microphones start to operate only when the representative taking the floor has been called upon to speak and the delegate has pushed the button. To ensure the best possible recording and interpretation of the statement, representatives should speak directly and clearly into the microphone, particularly when giving figures, quotations or highly technical material or when reading from a prepared text (see page 46). Tapping on the microphone to test if it is working, turning pages and making or answering cellular phone calls should be avoided (see page 41).

Records of meetings

Written meeting records are provided for the plenary meetings of principal organs, meetings of the Main Committees of the General Assembly and, on a limited and selective basis, meetings of certain other bodies. Meeting records are in two forms: verbatim records (PVs) or summary records (SRs). The records are prepared by the Secretariat and are subject to correction

by delegations. **However, corrections that add to, or alter the sense of, a statement as actually delivered cannot be accepted.**

- PVs cover the proceedings *in extenso*. Each PV in an official language of the United Nations contains translations of speeches made in other official languages and edited transcriptions of speeches delivered in the original language.
- Delegates are advised that if any portion of a written statement is not actually read out, it will not appear in the record of that meeting.
- SRs cover the proceedings in a concise, abbreviated form. They are not intended to include each intervention or to reproduce statements textually.
- The provision of written records (verbatim or summary) for United Nations bodies is regulated by a number of decisions of the General Assembly and other principal organs.

In addition, audiovisual recordings of meetings are made and may be consulted (see page 57-58).

Corrections to meeting records

- **Corrections to PVs.** Chief, Verbatim Reporting Service Room U-506, kazanlio@un.org
- **Corrections to SRs.** Chief, Documents Management Section dms@un.org.

Corrections should be in the form indicated in the corrections footnote on the front page of the PV or SR. If corrections are inserted in a copy of the record, the front page of the corrected record should bear the signature and title of an authorized official of the delegation concerned.

Delegations are requested to make sure that, when the corrections are made by hand, they are written clearly and that the place in which they are to be inserted is indicated precisely.

Corrections to PVs should be limited to errors and omissions in statements as actually delivered, that is, in the original language.

When a request is submitted for a correction, a check is made against the audiovisual recording of the relevant speech.

Corrections to SRs should not cover points of style, nor include lengthy additions that would upset the general balance of the summary record.

The text of a speech should not be submitted in lieu of corrections.

Issuance of corrections

Records of United Nations bodies are reissued electronically and posted on the Official Document System (<http://documents.un.org/>) in corrected form.

Copies of prepared texts of statements in plenary meetings and in meetings of the Main Committees

If available, at least 20 copies of the text should be submitted to the receiving area at the documentation desk at the rear of the General Assembly Hall or at any conference officer's desk in meeting rooms between 8 a.m. and 9 a.m. by a delegation representative in possession of a valid United Nations grounds pass. If delegations wish to have the text of statements distributed to all delegations, observers, the specialized agencies, interpreters, verbatim reporters and press officers, 350 copies will be required.

Delegations are invited to submit PDF versions of their statements via email to email addresses to be announced in the *Journal of the United Nations*. Delegations wishing to circulate their statements electronically through the PaperSmart portal should provide them not later than two hours in advance of delivery. Alternatively, delegations may bring a hard copy (unstapled and printed on one side only) for scanning and uploading to the PaperSmart portal documents distribution counter in the General Assembly Hall or at any conference officer's desk in

one of the meeting rooms. The name of the meeting and the agenda item should be indicated in the subject line of the email and in the heading of the statement. The statements will not be released until their delivery and then posted. Only statements presented during the course of the meeting will be posted.

Questions relating to General Assembly documentation should be addressed to the staff of the Documents Management Section.

Documents Management Section

	Tel	Room
Documents Management Section	212-963-6579	
Chief Ms. Meena Sur		AB-0904
Email: surm@un.org , dms@un.org	212-963-6593	

Documents facilities

Translation and reproduction of documents

Delegations wishing to submit documents for consideration by a United Nations body should present them to the Secretary-General or to the secretary of the body concerned. The staff of the Documents Management Section are not authorized to accept documents for translation or reproduction directly from delegations.

The categories of documents are as follows:

- The "General" series;
- The "Limited" series (L, followed by the serial number): this series comprises documents of a temporary nature such as draft resolutions and amendments thereto. When such documents are submitted during a meeting and are required urgently, advance versions marked "Provisional" are translated and reproduced immediately by special arrangement and distributed to participants in English only. Edited texts and revised translations are issued later;
- The "Restricted" series (R, followed by the serial number): this series contains only those documents whose content

requires at the time of issuance that they should not be made public; these documents are not available on ODS;

- Conference room papers (CRPs) or working papers (WPs) are informal papers, in English or the language of submission, used in the course of a meeting and distributed only to participants and other interested recipients attending the meetings. These documents may be made available by the substantive secretariats on their websites or by other electronic means. However, they are not available on ODS.

Distribution of documents for delegations

Predetermined quantities of the *Journal of the United Nations* and specified documents issued at Headquarters will be distributed on a daily basis and available for collection at the distribution pick-up area, on the 1B level of the Library Building. Please note that any changes to quantities requested with regard to document distribution for delegations should be submitted in writing at least two working days prior to the date required and addressed to the Chief of the Meetings Support Section (chiefmss-dgacm@un.org).

Documents-on-demand services (printing of documents, assistance with access to online services, etc.) are provided through the Documents Assistance Centre (room CB-0264) and at the Documents Counter (room S-1B-032).

A limited number of copies of documents containing draft proposals for action during the meetings in progress will be available in the conference rooms.

Alternatively, requests for hard copies of documents may be made via email at publishing@un.org with the following specific instructions: document symbol, languages required, quantity of each document and the physical delivery address.

Only United Nations documents may be distributed during the meetings (see FAQ 3).

Any additional documentation needed may be retrieved online using ODS, or through the PaperSmart portal ([papersmart](http://papersmart.un.org)).

unmeetings.org). No login is required to access the portal. Documents are also available via the eSubscription service (www.undocs.org). Delegates can sign up to receive alerts for the latest edition of the *Journal* and documents issued daily at Headquarters, with links accessible via computer or mobile device.

Information on ODS can be requested from 212-963-6439.

Communications from Member States for issuance as documents of the General Assembly

Delegations requesting issuance of communications as documents of the General Assembly should ensure that they are addressed to the Secretary-General, the President of the General Assembly and/or the President of the Security Council as applicable, and signed by the permanent representative or chargé d'affaires, a.i., of the permanent mission to the United Nations. Communications should indicate the session of the General Assembly and the number and title of the agenda item under which circulation is requested, using the latest agenda.

Electronic versions in Microsoft Word format should be sent to dgacm.mss-management@un.org, to facilitate the processing of communications. If versions in any other United Nations official languages are available, they should be included with a clear indication of the original language and/or which language versions are to be used for reference only. Materials that are accessible to the public on websites or through the media, such as statements, press releases and images, should be cited rather than being included in the communications.

Further information

Tel: 212-963-6579

Email: dgacm.mss-management@un.org

Accessibility Centre

The Accessibility Centre offers assistive information and communications technology to support audio, visual and physical impairments. The assistive devices are available on-site

or as a loan to participants with disabilities. The Accessibility Centre is located in the Conference Building on level 1B by the Secretariat Building escalators. For more information, visit: www.un.org/accessibilitycentre/index.html.

IV. Media, public and library services

Spokes person for the Secretary-General

	Tel	Room
<i>Spokesperson for the Secretary-General</i>		
Mr. Stéphane Dujarric	212-963-6172	S-0234
<i>Deputy Spokesperson</i>		
Mr. Farhan Haq	212-963-1104	S-0234
<i>Associate spokespeople</i>		
Mr. Eri Kaneko	917-367-5266	S-0230
Mr. Mathias Gillmann	212-963-2932	S-0229
Ms. Charlotte Larbuisson	917-367-8583	S-3482
Ms. Florencia Soto Nino	917-367-4833	S-0227
	212-963-7160	
Press enquiries	212-963-7161	S-0222
	212-963-7162	S-0226

Press conferences

Requests for press conferences should be addressed to the Office of the Spokesperson for the Secretary-General (room S-0226, 212-963-7160, 212-963-7161 or 212-963-7162). Attendance at press conferences is limited to accredited journalists. Press attachés may attend a press conference sponsored by their mission.

Services to correspondents

Daily press briefings are given at noon in the Press Briefing Room (S-0237) by the Spokesperson for the Secretary-General. During sessions of the General Assembly, the Spokesperson for the President of the General Assembly also briefs the press on Assembly matters. These daily briefings are webcast live and are archived for on-demand viewing immediately afterwards (<http://www.un.org/webcast>). Highlights of the noon briefing can be found on the website of the Spokesperson's Office

(www.un.org/sg/spokesperson/highlights/index.asp). For other services, see www.un.org/sg/spokesperson.

For additional services to correspondents, please see page 55.

Working facilities for correspondents are provided in the press area on the 4th floor of the Secretariat Building and, from 19 to 26 September only, a media centre will be available in Conference Room 1.

Public information

The Department of Public Information provides a wide range of services to representatives of the media, non-governmental organizations and the general public.

	Tel	Room
<i>Under-Secretary-General for Global Communications</i>		
Ms. Alison Smale	212-963-2912	S-1008
News and Media Division		
<i>Director</i> , Ms. Hua Jiang	212-963-9653	S-1056
News and Content Branch		
<i>Deputy Director</i> , Ms. Mita Hosali	212-963-1333	S-1166
UN News – Planning and Features (http://www.un.org/news)		
<i>Chief Editor</i> , Mr. Ari Gaitanis	917-367-2908	S-1142
UN News – Dailies		
<i>Chief</i> , Mr. Ben Malor	212-963-7716	S-1160
Television Section		
<i>Chief</i> , Ms. Sofia Diarra	917-367-2807	S-1071
Web Services Section (http://www.un.org)		
<i>Chief</i> , Mr. Peter Dawkins	212-963-6974	IN-0509D*
Social Media		
<i>Acting Coordinator</i> , Ms. Nancy Groves	7-7083	S-1151
Coverage and Media Services Branch		
<i>Deputy Director</i> , Mr. Hak-Fan Lau	212-963-2123	S-1057
Audiovisual Services Section		
<i>Chief</i> , Ms. Isabelle Broyer	212-963-6937	S-1049
Television Broadcast and Facilities Unit		
<i>Chief</i> , Mr. David Woodie	212-963-9399	GA-1B-055O
Webcast Unit (webtv.un.org)		
<i>Chief</i> , Mr. Andreas Damianou	212-963-6733	S-1101

	Tel	Room
Multimedia Resource Unit <i>Chief</i> , Mr. Antonio da Silva	212-963-7318	S-1064
Partnerships Unit <i>Chief</i> , Ms. Fang Chen	212-963-5597	IN-0913C
Meetings Coverage Section (Press Releases) English: www.un.org/press/en/ French: www.un.org/press/fr/ <i>Chief</i> , Mr. George Ngwa	212-963-5850	S-0455
Media Accreditation and Liaison Unit (http://www.un.org/malu) <i>Acting Chief</i> , Mr. Tal Mekel	212-963-6934 212-963-1504	S-0250
Media Documents Centre (mdc@un.org) Mr. Reynaldo Naval	212-963-2479	S-0219
Strategic Communications Division <i>Acting Director</i> , Ms. Margaret Novicki	917-367-3214	S-1007
Communications Campaigns Service <i>Acting Chief</i> , Mr. Damian Cardona Onses	212-963-5160	S-1036
Information Centres Service <i>Chief</i> , Mr. Janos Tisovszky	212-963-1270	IN-0518
Outreach Division <i>Officer-in-Charge</i> , Mr. Ramu Damodaran	212-963-3064	S-0956
Partnerships and Public Engagement/United Nations Academic Impact Initiative and Secretary, Committee on Information <i>Deputy Director</i> , Mr. Ramu Damodaran	212-963-6173	S-0937
Administration and Management <i>Deputy Director</i> , Ms. Maha El-Bahrawi	212-963-5950	S-0942

Press releases, distribution of speeches

The Meetings Coverage Section prepares:

- Press release summaries in English and French of open meetings of the principal organs of the United Nations and their key committees held at United Nations Headquarters, usually available within two hours of the end of the meetings
- Press releases on major United Nations conferences held in other parts of the world, on a case-by-case basis

* **New York offices:** IN = Innovation Building, 300 E. 42nd St. (entrance on 2nd Ave, between 41st/42nd Street.)

- These releases, prepared for the use of information media, also contain background information, but are not official records.
- English press releases are available on the United Nations website at <http://www.un.org/press/en/>
- French press releases are available at <http://www.un.org/press/fr/>

Accredited correspondents may obtain press releases, links to documents, press kits and other United Nations materials from the Media Documents Centre (S-0219 to S-0221, 212-963-7166), in person or by emailing requests to MDC@un.org.

Delegations wishing to have their statements (made during the general debate of the General Assembly, special sessions or other major events at Headquarters) posted on the United Nations website should contact Mr. Peter Dawkins, Chief, Web Services Section, as early as possible, at 212-963-6974.

United Nations website

The main United Nations website (www.un.org) is available in all six official languages and provides a dedicated section for delegates (<http://www.un.org/en/sections/resources/delegates/index.html>), in which the following is provided: details and links to the *Blue Book of Permanent Missions to the United Nations*, the Manual of Protocol, the *Journal of the United Nations*, United Nations documents, the deleGATE portal and a number of additional resources of particular interest to delegates.

A list of street and email addresses and telephone and fax numbers of the permanent missions to the United Nations is available at <http://www.un.org/en/members>

Full coverage of the general debate can be followed on a dedicated website: <http://gadebate.un.org>. This website is updated in real time and provides multimedia coverage of the general debate (video, photograph and audio) in all official languages and statements in the original language.

The United Nations website also offers access to research tools and links to the home pages of other parts of the United Nations system. The Global Issues Overview section provides one-stop access to information on 30 major topics (<http://www.un.org/en/globalissues>).

Additional information can be obtained from the Web Services Section (212-963-6974).

UN News

The United Nations produces daily multimedia news reports, interviews, feature stories, weekly and conference-related content covering the worldwide activities of the United Nations system in the six official languages, as well as Kiswahili and Portuguese. This content is available for use, free of charge, by media outlets, online news platforms and broadcasters around the world. The content, when used, should give attribution to UN News. If an online or broadcast outlet is interested in regularly using content, please contact the News and Media Division (212-963-5597, email: mediapartnerships@un.org). For more information on the UN News web site, please email contact-newscentre@un.org or call (212-963-7716 or 917-367-2908).

UN News provides thematic news focus pages on United Nations priorities, as well as features such as special reports and photo essays. Radio programmes and audio content can be found directly on the UN News website, where content is aggregated in an audio hub for easy downloading by audio partners and other users and embedding in all online stories.

Delegates may subscribe to receive news updates on the UN News web site. Subscribers can receive stories as they are posted online or receive daily news digests at the end of each working day. The UN News Reader application for smartphones, available for iOS (English only) and Android (six official languages) devices, provides access to online stories. UN Audio Now is an audio application that provides access to daily radio news programmes in eight languages. Updates to applications,

e-mail subscription services and a guide to the site can be found on the UN News website as they become available.

In addition, weekly highlight programmes produced in the official languages, as well as Bangla, Hindi and Urdu, are available on the United Nations website. For more information, check the UN News website or contact UN News (212-963-7716 or 212-963-0415, email: malor@un.org).

Audio recordings of statements delivered at meetings of the Organization's main bodies are available for download in digital format. Contact the Audio Library (room IN-0503C/D, tel: 212-963-9272 or 212-963-9269, fax: 212-963-4501, email: avlibrary@un.org) with any queries. The UN Audio Channels application for smartphones, available for free for iOS and Android devices (six official languages and Kiswahili and Portuguese), provides live audio feeds of most activities of the General Assembly and the Security Council, the daily press briefing, as well as on-demand audio stories and news reports from UN News. The news teams for eight languages also produce stories and additional content that are made available on social media, including Facebook, Twitter, YouTube and SoundCloud, as well as language-specific social media platforms.

UN News coverage is based on a news agency style of reporting and will not contain detailed reports of statements by Member States. It is not intended to be an official record.

Social media

Multilingual updates are provided on all major social media channels. For official social media accounts, see the United Nations website (<http://www.un.org/social>) or contact grovesn@un.org or 917-367-7083.

Delegates are encouraged to post updates on social media with the following hashtags, by topic:

- **Seventy-second session of the General Assembly:** #UNGA
- **Sustainable Development Goals:** #GlobalGoals #SDGs

- **Ongoing response concerning refugees and migrants and work towards achieving global compacts:** #UN4RefugeesMigrants
- **"TOGETHER" campaign to support respect, safety and dignity for all refugees and migrants:** #JoinTogether

Media services and facilities

The News and Media Division also offers various services, including some limited radio and television facilities, to delegates and accredited journalists, where such facilities are available. All products are accessible from <http://www.unmultimedia.org> or the respective URLs listed above.

Television and webcast

The Television Broadcast and Facilities Unit provides live feeds of meetings, conferences and special events at United Nations Headquarters in New York to broadcasters around the world and to rebroadcast organizations such as Encompass and The Switch. For queries, contact the Television Broadcast and Facilities Unit (room CB-1B-055, 212-963-7650 or 212-963-9399, email: redi@un.org or woodie@un.org). UN Web TV programmes are webcast live daily at webtv.un.org

Digital recordings of General Assembly and Security Council meetings can be requested by delegations. Digital file formats, such as MPEG-2 and MPEG-4 (H.264), can be downloaded online via a link sent by the Audiovisual Library. Delegations may request one DVD of each statement made by their representative free of charge. Requests for additional copies of DVDs, or any other special requests, are subject to a charge. DVDs or digital files that have been ordered in advance will generally be made available on the day the statement is made. Orders received after events will be made available as soon as possible. All requests will be serviced in the order in which they are received. To request a copy of a statement, contact the Audiovisual Library (212-963-0656 or 212-963-1561,

email: avlibrary@un.org). DVDs may be collected at the Video Library (room GA-2B-620, in the second basement of the General Assembly Building).

The Webcast Unit provides daily live and on-demand webcast coverage of meetings of the General Assembly, the Security Council, the Economic and Social Council and the Human Rights Council, as well as hearings of the International Court of Justice, press conferences, media stakeouts and events in which the Secretary-General is participating. Other departments and delegations may also request webcast coverage of their events. The coverage will be available to a global Internet audience through the UN Web TV website (webtv.un.org). In addition, the video statements during the general debate are available on a dedicated website (<http://gadebate.un.org>).

If interpretation is available, the meetings are covered live in all six official languages, in addition to the original language of the speaker, if it is not one of those six. The videos are accessible via the Internet and on mobile devices.

The UN Web TV live player allows users to embed any video into their own websites and to share it through social media platforms.

Requests for webcast bookings must be made in advance and must be accompanied by a programme, flyer or URL with information about the event. For queries, contact the Webcast Unit (room S-1101, 212-963-6733, email: damianou@un.org and justin@un.org).

United Nations media partnerships

The United Nations welcomes broadcast partnerships with the world's media organizations, including broadcasters, online news outlets and social media platforms. Content available to broadcast and online media partners, preferably with attribution, include all multimedia news content, including text and embedded video, broadcast television programmes such as the award-winning United Nations Television series

21st Century and UN in Action and the UN News daily audio news and feature programmes.

UNifeed produces broadcast-quality video files featuring breaking news stories and a variety of United Nations issues. News stories can be downloaded in both PAL and NTSC formats from <http://www.unmultimedia.org/tv/unifeed/> and are also made available to broadcasters via the Associated Press Television News Global Video Wire.

United Nations Television feature video content may be used, under certain conditions, by partner outlets. For queries, contact the Partnerships Unit (room IN-0913N, 212-963-5597, email: mediapartnerships@un.org).

United Nations photographs

Photographs documenting official United Nations meetings and the Organization's activities on various issues are available for download at www.unmultimedia.org. Photographs may not be used in advertising or for any other commercial uses without prior authorization from the Department of Public Information Photo Library. For queries, contact the Photo Library (room S-1047, tel: 212-963-6927 or 212-963-0034, fax: 212-963-1658, email: photolib@un.org).

Communications campaigns and focal points

Strategic Communications Division

Office of the Director

Room: S-1007

Tel: 917-367-3214

The Strategic Communications Division develops and coordinates strategic communications campaigns on priority issues, including major United Nations conferences and observances. For more detailed information, contact Mr. Damian Cardona Onses, Chief, Communications Campaigns Service (room S-1036, 212-963-5160). Some of the Division's thematic websites are listed below:

- **Sustainable Development Goals: 17 Goals to Transform Our World:** <http://www.un.org/sustainabledevelopment>
- **SDGs in Action application:** <https://sdgsinaction.com>
- **United Nations system work on climate change:** <http://www.un.org/sustainabledevelopment/climatechange>
- **United Nations peacekeeping:** <http://www.un.org/en/peacekeeping>
- **Africa Renewal:** <http://www.un.org/africarenewal>
- **International Decade for People of African Descent (2015-2024):** <http://www.un.org/en/events/africandescentdecade>
- Publications
- Peacekeeping
- Human rights
- Economic and social development
- Developments in Africa
- Question of Palestine
- Decolonization
- Press kits
- Brochures
- Feature articles
- Educational materials

All of the above are available at <http://www.un.org>

- Charter of the United Nations (in the six official languages) and Statute of the International Court of Justice (<http://www.un.org/en/documents/charter>)
- Universal Declaration of Human Rights
- International Bill of Human Rights (including the Universal Declaration and the International Covenants on Civil and Political Rights and on Economic, Social and Cultural Rights)

Some of the Division's publications are listed below:

Thematic publications

	Tel	Fax	Room
<i>Africa Renewal</i> (quarterly magazine)			
africarenewal@un.org	212-963-	212-963-	
http://www.un.org/africarenewal/	6857	4556	S-1033

Peace and Security updates

Facts and figures, background notes and other materials about United Nations work on peacekeeping, peacebuilding, peacemaking and disarmament

Email: narulas@un.org	212-963-		
http://www.un.org/en/sections/what-we-do/maintain-international-peace-and-security/index.html	1262	917-367-	212-963-
	3944	9737	S-1078

Institutional publications

	Tel	Fax	Room
<i>UN Chronicle</i> (quarterly journal) Issues and activities of concern to the United Nations system			
Email: unchronicle@un.org https://unchronicle.un.org/	212-963-0405	917-367-6075	S-0920
<i>Yearbook of the United Nations</i> (annual reference work) Covers all major activities of the United Nations system and includes full texts of General Assembly, Security Council and Economic and Social Council resolutions with accompanying explanatory narratives			
Email: unyearbook@un.org https://unyearbook.un.org/	212-963-5547	917-367-6075	S-0935
<i>Basic Facts about the United Nations</i> A comprehensive guidebook providing an overview of the history and ongoing efforts of the entire United Nations system			
Email: moore1@un.org	212-963-3854	917-367-6075	S-0936
<i>Department of Public Information, NGO Relations and Advocacy Section</i> http://outreach.un.org/ngorelations			
<i>Directory of non-governmental organizations associated with the Department of Public Information</i> http://outreach.un.org/ngorelations/membership/dpingo-directory/			U-204
United Nations at a glance http://www.un.org/en/aboutun/index.shtml	212-963-4467		

United Nations publications

Email: publications@un.org

Website: <http://www.shop.un.org>
<http://www.un.library.org>

United Nations publications are available in bookshops, through online retailers, at the United Nations Bookshops in New York and

Geneva and from the United Nations publications e-commerce website (<http://www.shop.un.org>). The United Nations iLibrary (<http://www.un-ilibrary.org>) provides access to free, full-text search, read and share digital publications. Popular United Nations titles are also available as e-books and mobile applications. In addition, United Nations Development Business provides information on opportunities to supply products and services for projects financed by the United Nations, Member States and the world's leading development agencies.

	Tel	Email
Sales and Marketing Chief, Ms. Sherri Aldis	917-367- 4717	aldis@un.org

United Nations Development Business

Email: dbusiness@un.org

Website: www.devbusiness.com

	Tel	Email
Mr. Reza Mapar	917-367- 3978	mapar@un.org

Services provided by the network of United Nations information centres

Information Centres Service

Room: IN-0518

Tel: 212-963-1270

Email: dpi_dis_unit@un.org

Website: <http://unic.un.org>

Many of the services provided by offices at Headquarters are also available in individual Member States. The Department of Public Information currently has 59 information centres and services around the world, including information services in Geneva and Vienna, the regional information centre in Brussels and information components in eight United Nations offices. The Information Centres Service of the Strategic Communications

Division provides programmatic as well as administrative support to the network of information centres.

Services to civil society

Economic and Social Council

The Non-Governmental Organizations Branch of the Department of Economic and Social Affairs (room S-2586, 212-963-3192) acts as the focal point for non-governmental organizations in consultative status with the Economic and Social Council.

Department of Public Information

The Outreach Division of the Department of Public Information engages with and educates people and their communities worldwide to encourage support for the ideals and activities of the United Nations. The Division's partnership and public engagement initiatives work with key constituencies, including non-governmental organizations, the academic community, private sector entities and the general public.

The public website *deleGATE* (<http://www.un.int>), which is updated by the United Nations intranet *iSeek* team, informs delegates about meetings, elections, major reports, documents, international days, training opportunities and events at United Nations Headquarters. It also includes content from the United Nations intranet, *iSeek*, in English and French, and provides access to information managed by the General Assembly committees, the United Nations Headquarters telephone book and a searchable directory of staff contact information.

For content submission or queries: iseek@un.org.

NGO Relations and Advocacy Section

Within the Outreach Division, the role of the NGO Relations and Advocacy Section is to bring awareness to the issues and

work of the United Nations through creative partnerships, including: the Creative Community Outreach Initiative, which works with film and television productions to encourage the integration of priority issues into their storylines; the Messenger of Peace Programme, which manages relationships with prominent personalities who volunteer their time and talent to raise awareness of the work of the United Nations; NGO Relations, which serves the informational needs of the NGO community in association with the Department of Public Information and the Special Events Unit devoted to organizing high-level special events at United Nations Headquarters.

Chief

Mr. Jeffrey Brez
Email: brez@un.org
Tel: 212-963-8070
Twitter: @jeffbrez

NGO Relations, Public Information Officer

Ms. Hawa Diallo
Email: diallo9@un.org
Tel: 917-367-9380

DPI/NGO Resource Centre

Room: U-204 (801 United Nations Plaza)
Tel: 212-963-7234
Website: <http://outreach.un.org/ngorelations>
Facebook: <http://www.facebook.com/UNDPINGO>
Tumblr: <http://undpingo.tumblr.com>
Twitter: <https://twitter.com/undpingo>
Email: undpingo@un.org

Manager, Creative Community Outreach Initiative and Messenger of Peace Programme

Mr. Jon Herbertsson
Email: herbertsson@un.org
Tel: 212-963-7346
Website: <http://outreach.un.org/mop>

Website: <http://outreach.un.org/ccoi/>

Email: creative@un.org

Manager, Special Events

Mr. Carlos Islam

Email: islamc@un.org

Tel: 212-963-2985

Website: <http://outreach.un.org/specialevents/>

Email: specialeventsdpi@un.org

Education Outreach Section

The Education Outreach Section develops global education initiatives on the priority issues and objectives of the United Nations. It creates youth-focused educational material for students and teachers at all educational levels and organizes international student videoconferences to encourage learning about the Organization. The Section also partners with Member States and civil society groups to support Model United Nations programmes by focusing on training the trainers through the organization of Model United Nations workshops.

In addition, the Section manages two remembrance programmes: the Holocaust and the United Nations Outreach Programme, and the Remember Slavery Outreach Programme.

Chief

Ms. Kimberly Mann

Email: mann@un.org

Tel: 212-963-6835

Manager, Student Initiatives

Mr. Brenden Varma

Email: varmab@un.org

Tel: 212-963-7238

Email: education-outreach@un.org

International Day of Peace

Website: <http://www.un.org/peaceday>

Model United Nations Guidelines

Website: <http://outreach.un.org/mun>

Manager, Holocaust and the United Nations Outreach Programme

Ms. Tracey Petersen

Email: petersen3@un.org

Tel: 212-963-4578

Website: <http://www.un.org/en/holocaustremembrance/>

Facebook: [facebook.com/unhop](https://www.facebook.com/unhop)

Twitter: @UNHOP

YouTube: <http://youtube.com/holocaustremembrance>

Remember Slavery educational programme

Website:

<http://www.un.org/en/events/slaveryremembranceday/>

Facebook: <http://www.facebook.com/rememberslavery>

Twitter: <http://twitter.com/rememberslavery>

United Nations Academic Impact initiative

The United Nations Academic Impact initiative aligns institutions of higher education, scholarship and research with the United Nations, and with each other, to address priority issues before the United Nations, particularly the Sustainable Development Goals. It provides a point of contact for ideas and initiatives relevant to the work of the Organization.

Chief

Mr. Ramu Damodaran

Email: damodaran@un.org

Tel: 212-963-6173

Website: <http://academicimpact.un.org>

Twitter: @ImpactUN

Facebook: <http://www.facebook.com/ImpactUN>

Email: academicimpact@un.org

Office of the Envoy of the Secretary-General on Youth

Hosted by the Outreach Division, the Office of the Envoy of the Secretary-General on Youth is mandated to bring the voices of young people to the United Nations system. The Office works with Member States, United Nations agencies, civil society, academia and other stakeholders towards enhancing, empowering and strengthening the position of young people within and outside the United Nations system.

Office of the Envoy of the Secretary-General on Youth

Ms. Jayathma Wickramanayake

Email: youthenvoy@un.org

Tel: 212-963-6013

Room: DC1-0220

Publications and Editorial Section

The Publications and Editorial Section is responsible for the flagship United Nations system publications, the *UN Chronicle*, the *Yearbook of the United Nations*, and *Basic Facts about the United Nations*. These works encourage debate on global issues and offer unique sources and accurate information on the Organization's activities.

Chief

Mr. Russell Taylor

Email: taylor3@un.org

Tel: 212-963-4763

Room: S-0934

Secretariat of the Exhibits Committee

Exhibits in the Visitors' Lobby, in the General Assembly Building, provide information about priority issues on the United Nations agenda, following the guidelines of the United Nations Exhibits Committee. For more information, contact the

Secretary of the Committee (tel: 212-963-5455, fax: 212-963-0077, email: exhibitscommittee@un.org).

Visitors' Services

Acting Chief

Ms. Lilli Schindler

Email: schindler@un.org

Tel: 212-963-1361

Room: GA-1B-039 (Visitor Centre)

Website: <http://visit.un.org>

Facebook: <http://www.facebook.com/UNVisitorsCentre>

Guided tours. Monday to Friday from 9.30 a.m. to 4.45 p.m. Tours are available in all six official languages and others, including German, Italian, Japanese, Korean and Portuguese.

Visitors may purchase advance tickets online at <http://visit.un.org> or on-site on the day of the tour (limited availability only). For bookings of groups of 40 persons or more, please make reservations in advance (tel: 212-963-4440, email: unitg@un.org). Complimentary tickets are available on the day of the tour, from the cashier's desk in the General Assembly Lobby for staff, interns and delegates. They may join a tour at any time, subject to availability. In addition, staff and delegates may purchase up to two discounted adult tickets (\$13 each) for guests by presenting their United Nations identification badge at the cashier's desk.

Group Programmes/Speakers' Bureau (room GA-1B-039W, 212-933-7710, email: briefings@un.org) arranges briefings by United Nations officials at Headquarters for visiting groups, as well as speaking engagements throughout the United States and Canada, for educational institutions, business associations, government representatives, journalists and civil society groups.

Public Inquiries (counter in the Visitor Centre, GA-1B, 212-963-4475, email: inquiries2@un.org) provides information about the United Nations and its activities in response to queries from

the public and distributes information materials. Topical fact sheets and answers to frequently asked questions (FAQs) can be accessed at <http://visit.un.org>

Reham Al-Farra Memorial Journalists' Fellowship Programme

Programme Coordinator

Ms. Bayann Hamid

Email: bayann.hamid@un.org

Tel: 212-963-9415

Website: <http://outreach.un.org/raf/>

Dag Hammarskjöld Library

Chief

Mr. Thanos Giannakopoulos

Email: thanos.giannakopoulos@un.org

Tel: 212-963-0512

Room: L-0218A

Reading room: L-105

East 42nd Street and First Avenue

Open Monday to Friday

9.00 a.m. to 5.30 p.m. (January-August)

9 a.m. to 6 p.m. (September-December)

Email: Library-NY@un.org

Tel: 212-963-3000

Website: <http://library.un.org>

The Dag Hammarskjöld Library provides research and information services to support the participation of Member States in the United Nations. This is the Library's first priority.

The Library also offers the following services:

- Professional research service. Information specialists will respond to requests within an hour. Questions can be asked through:
 - ♦ **Email:** library-ny@un.org
 - ♦ **Tel:** 212-963-3000

- ◆ **Ask DAG:** ask.un.org
- Access to online commercial intelligence sources, which the Library offers free of charge for delegates and their staff. Additionally, a selection of these sources has been made available for delegates to use from their home, office or mobile device. Contact the Library for details.
- Training in United Nations research for delegates and mission staff. For a calendar of upcoming classes, consult the Library website: <http://library.un.org>
- Specialized websites created by the Library especially for Member States, including:
 - ◆ **Member States on the Record:** Online gateway to the United Nations history of each Member State, <http://research.un.org/en/unms>
 - ◆ **Voting Information Database:** <http://research.un.org/en/voting>
 - ◆ **Index to speeches:** <http://research.un.org/en/speeches>
 - ◆ **Ask DAG:** FAQ database that offers answers to common United Nations queries: ask.un.org.
- Digitize-on-demand service for United Nations documents that are not available online.
- Research products focused on key United Nations issues, such as:
 - ◆ **Peace and security:** <http://research.un.org/az.php?s=2253>
 - ◆ **Development:** <http://research.un.org/az.php?s=1515>
 - ◆ **And much more:** <http://research.un.org/az.php>
- Access to thousands of electronic journals, newspapers, and e-books covering all regions and many languages.
- Interlibrary loan for books or articles not available from the Library's collection.
- Research guides on United Nations topics of special interest to delegates:
 - ◆ **Overview of United Nations documentation:** <http://research.un.org/en/docs>
 - ◆ **Security Council:** Includes tables of all past meetings, vetoes and resolutions: <http://research.un.org/en/docs/sc>

- ♦ **General Assembly:** Includes list of resolutions
<http://research.un.org/en/docs/ga>
- ♦ **United Nations budget:** <http://research.un.org/en/docs/budget>
- Reading room (L-105), a quiet space where delegates can browse the latest magazines and books, get assistance from information professionals and make use of the computers, printers and Wi-Fi.

Additionally, the Dag Hammarskjöld Library maintains several special collections in print: maps, international law, League of Nations documents and United Nations documents and publications.

The United Nations collection includes over 10 million documents in all official languages from the earliest days of the Organization. While United Nations documents since 1993 are available digitally, millions of documents remain in paper form only and are safeguarded by the Library. The Dag Hammarskjöld Library is currently undertaking a mass digitization programme to preserve the institutional memory of the United Nations. New documents are added daily. The Library is working to make these vital documents easier to find online with the creation of the United Nations Digital Library (coming soon).

The Dag Hammarskjöld Library collaborates with other Secretariat libraries throughout the world to provide fast, effective service for delegates and other stakeholders. The Library also coordinates a network of 359 United Nations depository libraries in 135 Member States and territories.

Delegations and permanent missions may contact the Library for a personalized introduction to Library services and resources. Comments and suggestions from delegates are always welcome.

V. Facilities and services for delegations

The following facilities and services located in the first basement level of the General Assembly building are available to delegates:

- Postal services
- Banking facilities
- Gift store
- Bookstore
- Hospitality services

Travel entitlements for delegations of the least developed countries attending the sessions of the General Assembly

In accordance with General Assembly resolution 1798 (XVII), as amended by resolutions 2128 (XX), 2245 (XXI), 2489 (XXIII), 2491 (XXIII), 41/176, 41/213, 42/214, section VI of 42/225, section IX of 43/217 and section XIII of 45/248, the United Nations shall pay the travel, but not subsistence expenses, in the following cases:

- (a) For not more than five representatives, including alternate representatives, of each Member State designated as a least developed country attending a regular session of the General Assembly;
- (b) For one representative or alternate representative of the Member States referred to in subparagraph (a) above attending a special or special emergency session of the General Assembly;
- (c) For the travel of a member of a permanent mission in New York who is designated as a representative or alternate representative to a session of the General Assembly, provided that such travel is within the limits noted in subparagraphs (a) and (b) above, that it is certified by a permanent representative to be in connection with the work of the particular session and that it take place either during or within three months before or after such a session. The entitlement in respect of a session shall not

be increased by reason of the recessing and resuming of that session.

Upon request from delegations, through the permanent missions in New York, the United Nations will arrange transportation for the travellers referenced above to/from United Nations Headquarters in New York. In this regard, delegations are to request their permanent mission to provide to the United Nations the following information by note verbale:

- Reference to the session of the General Assembly for which the representative is travelling
- Full name and date of birth (dd/mm/yyyy) of each traveller
- Each traveller's requested date of arrival in, and departure from, New York
- Contact information of each representative (telephone and email address)
- Contact information in New York (telephone and email address)
- Scanned copy of relevant passport pages of each traveller showing full name as well as date of birth

For each session of the General Assembly, a maximum of one round trip first-class ticket for the head of delegation will be provided. Up to four additional round trip tickets will be provided for other members of the delegation accredited to the respective session of the General Assembly in the class immediately below first class for journeys exceeding nine hours' duration by air, or in economy class for journeys under nine hours' duration by air. For purposes of the entitlement, the least costly round trip tickets by the most direct route between the capital city of the Member State to New York City, will be provided by the United Nations.

When travel is not arranged through the United Nations, reimbursement for each delegate's travel is limited to the following costs, whichever is lower:

- Least costly round trip ticket for the dates of travel, by the most direct route between the capital city of the Member State to New York City

- Cost of the journey actually taken

Delegations entitled to reimbursement of transportation costs, in accordance with the provisions of the Rules Governing Payment of Travel Expenses and Subsistence Allowance in respect of Members of Organs or Subsidiary Organs of the United Nations (ST/SGB/107/Rev.6 of 25 March 1991), may submit claims on form F-56 (reimbursement voucher for official travel of representatives of Member States). Such claims must be accompanied by original proof of payment/receipts (invoices not containing confirmation and form of payment will not be accepted), used ticket stubs or copy of itinerary showing e-ticket number(s) and boarding passes. All payments to Member States will be made via electronic funds transfer to the permanent mission of the Member State. Therefore, the bank account information of the permanent mission should also be included when the F-56 claim is submitted, preferably with a copy of a voided cheque. Please note that reimbursements cannot be provided in cash and that travellers cannot be reimbursed directly. The United Nations will not be liable for any claim for reimbursement of travel expenses submitted later than 31 December of the year that follows the closing date of the session of the organ or subsidiary organs to which the claim relates.

Notes verbale, requests for issuance of ticket, enquiries on travel entitlement, and reimbursement claims should be addressed to:

Executive Officer

Department of Management
21st floor, United Nations Secretariat Building
United Nations
New York, NY 10017
Tel: 212-963-6580
Fax: 917-367-0830

Travel services

American Express is the official travel agency of the United Nations in New York and will assist delegations, to the extent possible, in making travel arrangements, ticketing and hotel reservations for official travel organized and paid for by the United Nations.

To contact the travel agency please call 1-877-418-9652 (within the United States only).

When using this number during normal business hours, press 1 when prompted.

Outside of normal business hours, press 5 when prompted. Please note there is a fee for this service after normal business hours; for non-emergency travel assistance, please call during normal business hours.

2nd floor, FF Building 304 East 45th Street (between First and Second Avenues)

Open from 8.30 a.m. to 6.00 p.m.

Emergency calls from outside the United States of America may be made collect to:

336-291-1394 (operator assisted) 001-313-317-3657
(dialled directly)

Callers must mention SK32 in order to proceed with the call.

Delegates' Lounge

Conference Building (2nd floor)

From the first day of the seventy-second session of the General Assembly (12 September 2017) until its December 2017 recess, members of delegations are asked not to invite to the Delegates' Lounge persons other than those holding valid United Nations identification.

Delegates' quiet room

Conference Building (2nd floor, adjacent to the Security Council area)

Dining room and cafeteria facilities

Delegates' Dining Room

Conference Building, 4th floor

Tel: 917-367-3314

The Delegates' Dining Room now offers executive prix fixe lunch service. It is open from 5 September to 15 December 2017, Monday to Friday, 11.30 a.m. to 2.30 p.m. Advance reservations are required and can be made on-line at <http://www.ddr-reservations.com> or by phone at 917-367-3314.

The Delegates Dining Room may be closed for short time periods for high-level events. Those dates and times will be provided as soon as they are determined.

Private luncheons. Separate dining rooms may be available for parties of 10 guests or more. To ensure availability of these facilities, delegation members are requested to make reservations two weeks in advance. Arrangements and menus should be coordinated with the United Nations Catering Service (212-963-7029 or 212-963-7099).

Children under 10 years of age cannot be accommodated in the Delegates' Dining Room. Patrons are not permitted to take photographs. Proper attire is required at all times.

Receptions or functions. Delegates wishing to hold evening receptions or functions at Headquarters should make the necessary arrangements through the United Nations Catering Service (212-963-7029 or 212-963-7099).

When formal invitations are to be sent out, all arrangements should be made as far as possible in advance of the function.

Invitation cards should stipulate that guests are required to present their cards at the Visitors' Entrance and then to pass through a magnetometer. Guests will also be required to present their invitation cards at the entrance to the reception room. A list of the guests and a sample invitation should be submitted via email to Captain Malinda McCormack, mccormackm@un.org, and the Security Planning Unit (security_service_coordinator@un.org), well in advance of the reception.

Cafeteria, cafés and bar

The main cafeteria was closed on 10 July 2015 but is being opened for a limited period during the earlier part of the general debate and may be opened at other times of the year depending on security considerations. Other cafeteria locations are: the Riverview Cafeteria, the Lobby Café, Café de la Paix, the Visitors Café, and the Vienna Café. Food and bar service is available at the North Delegates' Lounge. Vending machines are also provided.

Riverview Cafeteria

- Conference Building, 4th floor
- Open from 8 a.m. to 3 p.m., Monday to Friday
- Closed on Saturdays and Sundays
- Breakfast: 8.00 a.m. to 10.30 a.m.; lunch: 11 a.m. to 3 p.m.
- Snacks/coffee: during opening hours
- Breakfast and lunch as well as a selection of grab-and-go pre-packaged hot and cold food, Kosher salads and sandwiches, Halal chicken and sandwiches and buffet items
- The Riverview Cafeteria may be closed for short time periods for high-level events. Those dates and times will be provided as soon as they are determined.

Lobby Café

- Secretariat Building, North Lobby
- Open from 8 a.m. to 5 p.m., Monday to Friday
- Closed on Saturdays and Sundays

- Provides a full-service coffee bar open for breakfast and lunch and snacks in the afternoon. Offers self-serve and hand-crafted espresso, cappuccino and latte beverages and a selection of pastries
- The Lobby Café may be closed for short time periods for high-level events. Those dates and times will be provided as soon as they are determined.

Café de la Paix

- Secretariat Building (first basement level)
- Open from 8 a.m. to 4 p.m., Monday to Friday
- Closed on Saturdays and Sundays
- Lunch-time menu of soup, with a salad bar, sushi and deli stations.
- Café de la Paix may open early for short time periods for high-level events to serve light breakfasts. Those dates and times will be provided as soon as they are determined.

Visitors Café

- Visitor Centre, General Assembly Building, first basement level
- Open from 8 a.m. to 6 p.m., Monday to Friday, and from 10.00 a.m. to 5.30 p.m., Saturdays
- Has an espresso bar and offers an assortment of breakfast pastries, light snacks, pre-packaged sandwiches and salads, yogurt parfaits, other quick-pick items and cold beverages

Vienna Café

- General Assembly Building, first basement level conference area
- Open from 8 a.m. to 6 p.m., Monday to Friday
- Has an espresso bar and offers breakfast sandwiches, sweet and savoury crepes, light snacks, pre-packaged sandwiches and salads, Kosher salads and sandwiches, Halal chicken and sandwiches, other quick-pick items and cold beverages.

North Delegates' Lounge Bar and food service

- Conference Building, 2nd floor

- Open from 9:30 a.m. to 7.00 p.m., Monday to Wednesday; 9:30 a.m. to 8.00 p.m., Thursdays; and 9:30 a.m. to 10.00 p.m., Fridays
- Has an expresso bar and offers breakfast pastries, light snacks, pre-packaged sandwiches and salads, and cold beverages
- The North Delegates' Lounge may be closed for short time periods for high-level events. Those dates and times will be provided as soon as they are determined.

Vending machines

Available at the following locations:

- Visitor Centre, General Assembly Building, first basement level
- Library neck, Library Building
- Conference Building, 1st floor

Delegates' guests: Admission of non-United Nations guests, during and after the general debate period

Access to the United Nations by visitors and guests is restricted during the period of the high-level meetings and the general debate; however they are welcome back on Monday, 2 October 2017.

Guests accompanying a delegate after the general debate during working hours (9 a.m. to 5 p.m.) will be directed as follows:

- Go to the Visitors' Entrance at East 46th Street, where guests must be met by a delegate. They will then be required to pass through a security screening area. They will be admitted to the General Assembly Building further to issuance of United Nations credentials at the Information Desk in the General Assembly Lobby;
- Deposit valid government-issued identification bearing a photograph at the Visitors' Lobby, to be retrieved prior to the individual's departure from the premises;
- Guests or visitors will receive a guest pass, which must be worn at all times. Additionally, they will need to be accompanied

by the member of the delegation at all times while inside the premises (but not in the Visitor Centre). At the end of the visit, the member of the delegation is required to escort the visitor back to the Information Desk, to return the guest pass and retrieve his/her identification.

Traffic in the Secretariat Circle and through the East 43rd Street gate

During the high-level segment, from 19 to 25 September 2017, only host country-escorted motorcades will be allowed access to the Secretariat Circle. The regular traffic pattern permitting authorized vehicles to enter through the East 43rd Street entrance and exit through the East 45th Street gate will resume on Monday, 2 October 2017.

General information

- In the interest of ensuring the safety of all concerned, members of delegations, staff members, accredited members of non-governmental organizations, the press and affiliates will no doubt appreciate the importance of maintaining the integrity of the United Nations identification that is issued, because of the access it allows.
- Members of delegations, as with every other authorized pass holder, are reminded that their United Nations-issued identification is solely for the use of the bearer to whom it is issued and that it should not be transferred or given to any other person to use. United Nations identification found to be used in any manner other than for which it was intended will be confiscated by Security.
- Staff members, members of delegations and other persons who are entitled to access the premises will be admitted to Headquarters only upon presentation of valid United Nations identification cards. All persons holding such cards are reminded that, in accordance with Secretary-General's bulletin ST/SGB/259 of 2 July 1993, identification cards must be worn at all times in a clearly visible manner while on the

premises. It is each card holder's responsibility to ensure that cards are current.

Audiovisual Services

- Audiovisual services for meetings and events at United Nations Headquarters in New York are provided by the Broadcast and Conference Support Section.
- Audiovisual technology and related support, such as congress microphones and simultaneous interpretation systems, broadcast camera coverage, display, projection, digital name plates, remote participation technology and sound reinforcement systems in the meeting rooms and performance spaces at Headquarters are provided for meetings and events. For booking, please write to the Broadcast and Conference Support Section (**room** CB-1B-79, 212-963-9485, **email:** request-for-services@un.org).
- Written requests for audiovisual services and systems (microphones, amplifiers, loudspeakers, projectors, broadcast camera coverage, electronic displays, public address systems, etc.) should be sent to the above address. The Section provides standard audiovisual and accessibility services to all official meetings at the United Nations free of charge. These services have been funded through budget allocation from the General Assembly to the budget of the Department of Management, Office of Information and Communications Technology. All other services are charged on a cost recovery basis, estimates and a rate card is available on request.
- The Section facilitates the provision of accessibility-related meeting and event support technological services including open and closed captioning and the capture and display of sign language interpretation. These services are provided on a request for service basis.

Audiovisual recordings

Broadcast and Conference Support Section

Email: request-for-services@un.org

Room: CB-1B-79

Tel: 212-963-9485

- The Broadcast and Conference Support Section maintains audiovisual recordings of the proceedings of all plenary meetings and major commissions and committees.
- Copies of audiovisual recordings of open meetings are available on request. Recordings of closed meetings and events are available on a reservation basis. Requests for the recording of closed meetings and access to closed meeting recordings is restricted to the Chair or Secretary of the meeting. Such requests should be addressed to the Chief of the Section at the above address.

Video projection and displays

Multimedia playout and display is provided on a bookable basis. Written requests should be directed to the Broadcast and Conference Support Section at the above address.

Teleprompter

Teleprompter support can be provided to all delegations during the general debate in the General Assembly Hall and council chambers. Written requests should be directed to the Broadcast and Conference Support Section at the above address. Please provide finalized scripts in file form in advance.

Videoconferencing

Videoconferencing and remote participation in meetings via videoconferencing technology and various virtual meeting applications, such as Adobe Connect Meetings, Skype and Cisco Jabber, is provided for conference rooms and Secretariat meeting rooms. Written requests are required for this service and should be directed to the Broadcast and Conference Support Section at the above address.

Mail and messenger services

The Mail Operations Unit provides the following services to delegations:

- Distributes official correspondence from the delegations intended for Secretariat internal office distribution. Delegations are requested to bring the mail to Mail Screening Room located at the East 48th Street loading dock between 10 a.m. and 3 p.m.
- Processes Secretariat mail addressed to delegations. Delegations are requested to pick up their mail from the Delegation Mail Room (room GA-3B-710). The facility is accessible electronically via access cards, 24 hours a day, 7 days a week. To obtain access, please email Delegationmail@un.org or call 212-963-3465, 212-963-2271, 212-963-2286 or 212-963-7033.
- Provides messenger services during the general debate and the high-level segment. Service is confined to the area within the conference rooms and the General Assembly Hall area. Location: delegates' entrance, tel: 212-963-8902.

United Nations Archives and Records Management Section

FF Building, ground floor

Open from 9 a.m. to 5 p.m., Monday to Friday

Email: arms@un.org

Tel: 212-963-0876

Delegates are invited to make use of the archives of the United Nations in the public research facility. To make an appointment with an archivist or reserve a seat to conduct research, contact the Archives and Records Management Section (email: arms@un.org).

Information and communications technology services

The Office of Information and Communications Technology provides the following services to delegations:

- **Internet email.** Each permanent mission may obtain from the Office the Internet email accounts, in the domain un.int, required for their New York delegation.
- **Member States portal (deleGATE).** In partnership with the Department of Public Information, the Office provides access to the deleGATE web page (<http://www.un.int>), referred to as “iSeek for Member States”, which consolidates all information relevant to delegates in New York.
- **Official Document System (ODS)** (<http://documents.un.org> and <http://ods.un.org>). ODS is the central repository for United Nations parliamentary documents, which is jointly managed by the Department for General Assembly and Conference Management, the Department of Public Information and the Office of Information and Communications Technology.
- **Website service.** The Office hosts websites for permanent missions on <http://www.un.int>. The Office can provide permanent missions with a web presence through the Unite Web program. These websites are multilingual and allow website owners in permanent missions to easily update the content.
- **Donation of equipment.** The Office donates recycled computer equipment to interested missions.
- **Help Desk support.** The Office provides a telephone number (212-963-3333) for assistance with Office services from 8 a.m. to 6 p.m. on normal United Nations workdays.
- **Computers with Internet access.** The Office provides computers with Internet access in the Delegates’ Lounge and in the Secretariat, on the first basement level.
- **Wireless Internet access.** The Office provides wireless Internet access (Wi-Fi) in most public areas and conference rooms.
- **Enterprise search.** The Office provides an online tool to search multiple United Nations repositories (search.un.org).
- **Innovation Challenges Website.** The Office provides an online tool to collaborate with academia, the private sector and civil society through crowdsourcing competitions (<http://unite.un.org/ideas>).
- **Information security awareness training.** The Office provides a computer-based course on the fundamental tools

and knowledge to stay “cyber safe”. It is available through the Internet and Inspira.

Main number

- The main number for the United Nations is 212-963-1234. Callers are greeted by an automated response system which allows them to connect to United Nations security personnel, staff and other resources.

United Nations staff and services

- United Nations Secretariat staff and services have telephone numbers that begin with 212-963-XXXX or 917-367-XXXX. If a caller is within the United Nations Secretariat buildings, these staff and services can be reached from a United Nations telephone by dialling the last five digits of the number beginning with 3 or 7 (e.g., 3-XXXX or 7-XXXX, respectively).
- Note that extensions for funds and programmes differ from those of the Secretariat and are accessible from Secretariat extensions as follows:
 - ♦ **UNDP:** Dial access code “4”, and then dial the four-digit extension at UNDP.
 - ♦ **UNICEF:** Dial access code “5”, and then dial the four-digit extension at UNICEF.
 - ♦ **UNFPA:** Dial access code “63”, and then dial “1” followed by the four-digit extension at UNFPA.

For more information on the services listed above, please contact the New York Service Desk (212-963-3333, email: missions-support@un.int, currently forwarded to helpdeskoict@un.org).

Delegates’ Lounge Information Desk

- Tel: 212-963-8902 or 212-963-8888 Incoming calls to the Delegates’ Lounge are answered by the Information Desk. If requested, delegations can be paged for messages to be delivered.

United Nations Postal Administration

Sales Counter and Personalized Stamp Shop

Visitor Centre, General Assembly Building, first basement level

Tel: 212-963-7698

Open from 9 a.m. to 5 p.m., Monday to Friday, and from 9.00 a.m. to 5.30 p.m. during the General Assembly

Closed on weekends

Website: unstamps.org

United Nations stamps, postcards and other philatelic items may be purchased at the United Nations Postal Administration Sales Counter for domestic and international first class mailing. The Sales Counter also offers personalized stamp sheets, which allows you to combine your own photograph with a United Nations postage stamp. A limited variety of United Nations stamps are available for purchase at the United Nations Gift Centre.

United Nations stamps raise global awareness on a variety of important topics, such as endangered species, education, world heritage and the environment. They are issued in three currencies, the United States dollar, the Swiss franc and the euro, and are valid for mailing only from United Nations Headquarters in New York, the Palais des Nations in Geneva and the Vienna International Centre.

Visit the Sales Counter to purchase United Nations stamps, send a postcard, purchase philatelic gift items, or personalize your United Nations experience with your photograph.

For specialized postal services, please visit the United States Postal Service at Grand Central Station (450 Lexington Avenue, New York, NY 10017 (Lexington Avenue at East 45th Street).

Garage Administration

UNITAR Building
801 United Nations Plaza
New York, NY 10017

Room: U-210

Tel: 212-963-6212 and 212-963-6213

The Garage Administration will schedule delegations to apply for and collect parking e-Tags and temporary short-term decals.

- **Vehicles registered to the individual delegates.** Applications with an authorized mission signature accompanied by the mission seal, attaching a valid vehicle registration and current United Nations identification should be submitted to the Protocol and Liaison Service (room S-0201, 212-963-7172). After certification by the Protocol and Liaison Service, the application should be hand carried to the Garage Administration for processing. One e-Tag will be issued for each registered vehicle with “D” plates. Although an individual delegate may register multiple vehicles, only one vehicle may be allowed to park at any given time in the garage. E-Tags will be issued only to members of delegations duly accredited to the United Nations.
- **Vehicles registered to the mission.** Applications with an authorized mission signature accompanied by the mission seal, attaching the valid vehicle registration, should be submitted directly to the Garage Administration for processing. Only one special e-Tag per mission will be issued for the vehicle of the permanent representative allowing entry at the East 43rd Street gate. Any changes in vehicle usage must be brought to the attention of the Garage Administration for processing.
- **E-Tags for observer State missions and intergovernmental and other organizations listed in chapters III, IV and V of the Blue Book.** Applications must be submitted to the Protocol and Liaison Service and thereafter to the Garage Administration for appropriate action. The issuance of parking e-Tags to observer State missions and intergovernmental and other organizations will be limited to persons enjoying diplomatic status.
- **Vehicles with “S” plates registered in the name of mission staff.** These vehicles will not be authorized to park in the United Nations compound.

- **Temporary identification decal (bright green) for the seventy-second session of the General Assembly.**

Permanent missions may apply for a temporary identification decal to admit vehicles rented from established and bona fide companies for use by accredited delegates, visiting dignitaries and diplomats officially attending meetings during the session. Entry for vehicles with these decals is at the East 43rd Street gate for drop-off/pick-up only, with no parking privileges. Application forms may be obtained from the Garage Administration and thereafter submitted with a copy of the rental agreement, vehicle registration, vehicle insurance and driver's licence of the chauffeur to the Security Special Services Unit (room GA-1B-052) for clearance prior to submission to the Garage Administration for issuance.

The parking e-Tag must be affixed to the vehicle and be clearly visible to Security Officers and Garage Administration staff at entry points and while the vehicle is on the premises. All vehicles must be registered with the Garage Administration, and vehicles not having valid e-Tags will not be allowed entry into the garage. Vehicles that do not display a valid e-Tag are liable to be towed off the premises. Parking e-Tags are non-transferable and must be affixed only to the vehicle to which it is registered in order to be allowed entry into the garage. Further instructions will be provided by the Garage Administration upon issuance of an e-Tag.

Prior to the start of the session of the General Assembly, the Garage Administration will send correspondence regarding any procedural changes. Missions will be requested to provide updated application forms prior to the start of the new session for the continued use of each issued e-Tag. E-Tags belonging to delegates who are departing from Headquarters must be returned to the Garage Administration prior to the delegate's departure. Any changes in vehicle usage must be immediately reported to the Garage Administration and e-Tags must be returned if a vehicle is no longer in use or ownership changes. It is important to note that parking e-Tags will be automatically deactivated upon the expiration of the vehicle registration.

Upon renewal, the updated vehicle registration should be submitted to the Garage Administration in order for the parking e-Tags to remain active.

In accordance with section II of General Assembly resolution 39/236, parking privileges of delegates whose parking fees are in arrears for more than three months will be suspended. Privileges will be restored once the arrears have been paid in full. Prior to a delegate's departure, he/she should contact the Garage Administration in order to settle any outstanding dues.

- **Delegation vehicles with United Nations diplomatic plates and identification e-Tags valid for the current session of the General Assembly.** These vehicles may park on the first level and designated area of the southern end of the second level, aisles A, B, C and half of D in the United Nations Garage without charge while representatives are on official business. Drivers are kindly requested to ensure that all designated diplomatic parking areas are filled to capacity prior to parking elsewhere. It should also be noted that, during the seventy-second session of the General Assembly, congestion is expected and where possible alternate modes of transport should be considered. If not, additional delays on entry should be expected.
- **Overnight parking is not permitted.** Exemptions for a limited number of mission registered vehicles will be authorized upon written request by the mission to the Garage Administration. The overnight fee is \$2.50 per night. Invoices for this service are sent to the mission shortly after the end of every month. These invoices are due upon receipt and should be settled by cash or cheque payable to the "United Nations", forwarding payments to the Garage Administration (801 United Nations Plaza, room U-210, New York, NY 10017). Please be aware that unauthorized vehicles left over a 24-hour period in the garage may be issued violations. Three violations will dictate revocation of parking privileges.

Entrance to the grounds

Secretariat entrance on First Avenue:

- Vehicle of the permanent representative, identified by a special e-Tag. All occupants riding in the car will be required to display valid United Nations identification cards;
- Rented vehicles which have been issued special decals which permit drop-off/pick-up only. Such vehicles will not be permitted to park on United Nations premises.

East 48th Street entrance: all other vehicles bearing an e-Tag. Delegation vehicles entering the premises are subject to a security check.

Access to the garage

Chauffeur-driven cars identified by special e-Tags issued to permanent representatives may use the ramp at the East 43rd Street entrance for access to the garage.

While on call for delegates, chauffeurs should wait in the “ready room”, on the first garage level. They will be paged by the security officer at the delegates’ entrance of the General Assembly Building when they are required.

Liability for loss and damages

In arranging for parking facilities to be available, the United Nations seeks to accommodate delegations. Garage users are warned that incidents of theft and vandalism have occurred inside the garage, as it is not possible to have all vehicles under surveillance at all times. The United Nations does not ensure the safety of vehicles or property left in the garage, and users acknowledge and accept that the United Nations cannot guarantee the safety of any vehicles, or property inside them, left in the garage.

Local transportation

The United Nations does not provide cars for delegations. It is suggested that delegations requiring local transportation make their own arrangements.

United Nations Institute for Training and Research

Geneva office

Palais des Nations

1211 Geneva 10

Switzerland

Website: <http://www.unitar.org>

New York office

Head of Office: Mr. Marco A. Suazo

One United Nations Plaza

Room: DC1-603

Tel: 212-963-9196

Fax: 212-963-9686

Email: info@unitarny.org

Website: <http://www.unitar.org/ny>

The Institute began operating in 1966, with activities primarily supporting the training of diplomats accredited to the United Nations in New York.

The Institute was established for the purpose of enhancing the effectiveness of the United Nations in achieving the major objectives of the Organization through extensive training and research. Operating as an autonomous body within the United Nations system, the Institute has become a leading provider of short-term executive training to national and local government officials of Member States and representatives of civil society and the private sector and reaches out yearly to some 25,000 beneficiaries around the world.

At the United Nations in New York, the Institute provides multi-lateral diplomacy training to assist delegates to perform effectively in the United Nations as well as engage in contemporary global challenges. Offered throughout the year, courses are concise, accessible and directly relevant to a delegate's workload at the United Nations. They focus, inter alia, on the United Nations system and its functioning, international law and policy, peace and security, migration, negotiations, United Nations reform and sustainable development. Some courses

are available online; most are offered through face-to-face learning. Most courses are fee-based, although fee waivers are available for participants from developing and least developed countries. The annual course calendar is available from www.unitar.org

The Institute is supported by voluntary contributions from governments, intergovernmental organizations, foundations, and other non-governmental sources.

United Nations International School

Main campus location

24-50 Franklin D. Roosevelt East River Drive (Manhattan)

Auxiliary facility location

173-53 Croydon Road, Jamaica Estates (Queens)

Office of the Special Representative of the Secretary-General for the United Nations International School

Assistant Secretary-General Michael Adlerstein

Room: DC1-0646

Tel: 212-963-1889

Email: adlerstein@un.org

The United Nations International School was founded in 1947 under the auspices of the United Nations. The school has nearly 1,600 students, representing 123 countries and speaking 98 languages. More than 60 per cent of the student body is affiliated with United Nations families, including staff of the United Nations or of permanent missions. The remainder are students from the local area, with no affiliation to the United Nations.

- **Main campus:** from pre-kindergarten through high school (International Baccalaureate diploma).
- **Auxiliary facility:** kindergarten through eighth grade.

English is the typical language of instruction, but all students learn French or Spanish as well, with the other official United

Nations languages and German, Italian and Japanese offered in the curriculum. Mother-tongue instruction is also offered when requested. The very multiplicity of languages spoken by the international faculty and students provides a rich cultural opportunity. Great emphasis is placed on the teaching of science in ways that are effective for students of high ability who have not yet achieved fluency in English.

The scholastic standards are high. The high school is one of the few institutions of learning in the New York area that offers the International Baccalaureate diploma, which qualifies the recipient to attend colleges in the United States and abroad. The school is chartered by the New York State Board of Regents as a private school, accredited by the Council of International Schools and recognized by the Government of France for French-speaking students in grades 2 to 5.

Manhattan location tours

Frequently scheduled and given by appointment

Website: www.unis.org

Department of Admissions

Tel: 212-584-3071

Fax: 212-685-5023

Email: admissions@unis.org

Queens location tours

Arranged by appointment.

Tel: 718-658-6166

Fax: 718-658-5742

Additional information, application forms and brochures are available in room DC1-0646 or by calling 212-963-1889 or emailing adlerstein@un.org.

New York City liaison

New York City Commissioner for the United Nations

Ms. Penny Abeywardena

Deputy Commissioners

Ms. Deanna Bitetti

Ms. Hillary Schrenell

New York City Mayor's Office for International Affairs

Two United Nations Plaza, 27th floor New York, NY 10017

Tel: 212-319-9300

Fax: 212-319-9304

Email: international@cityhall.nyc.gov

Website: <http://www.nyc.gov/international>

The New York City Mayor's Office for International Affairs works to foster positive relations and encourage collaboration between the international community and New York City's agencies and local neighbourhoods. The Office is focused on sharing New York City's policies and best practices globally, as well as responding to requests from foreign Governments, the United Nations, and the United States Department of State. The Office also advises City agencies on diplomatic and consular matters and provides guidance to the diplomatic and consular community on City-related issues. The Office administers the City of New York/Department of State Diplomatic and Consular Parking Program and creates opportunities to connect the international community with New York City's local communities through New York City Global Partners, a not-for-profit organization.

Programmes

- **Connecting Local to Global** helps join New York City's diplomatic and consular community to the City in which they live and serve. Working in partnership with our colleagues at City agencies, the Office uses this programme to create opportunities for the 114 consulates in the City to learn about the work of City agencies and share the City's programming

with the communities they serve, while also helping the City agencies to learn from their best practices.

- **NYC Junior Ambassadors** seeks to leverage the United Nations as a resource for seventh graders and to empower students in all five boroughs of New York City to become actively engaged with the United Nations and its mission of addressing some of the most pressing challenges in the world.
- **Global Vision | Urban Action** works to highlight the synergies between the global Sustainable Development Goals and New York City's local sustainability and development initiatives contained within OneNYC: the Plan for a Strong and Just City. By bringing together experts from NYC and the international community, Global Vision | Urban Action is a platform to share information and forge innovative solutions to challenges that can be adopted locally and globally.

Services

- **Parking.** In collaboration with the United States Department of State, the Office administers the New York City Diplomatic and Consular Parking Programme, issuing parking decals annually and assisting diplomatic and consular offices with parking issues throughout the year.
- **Consular notification.** The Office assists Consulates General in obtaining information regarding incidents involving possible injury or casualty to foreign nationals in New York City.
- **Delegation visits.** The Office facilitates meetings with New York City officials for visiting delegations of foreign government officials, at the local and federal levels.
- **Economic development.** The Office works to facilitate the sharing of economic development best practices between Governments, helps to connect international businesses to New York City, and can provide information about programmes and services to help to bring international businesses to the City.

Hospitality

Hospitality Committee for United Nations Delegations

Room: GA-0142

Tel: 212-963-8753

The Committee is a private self-supporting and non-political organization devoted to helping delegates and their families feel welcome in New York and the surrounding area. Volunteers arrange programmes in American homes and visits to such places of interest as museums, schools, hospitals, courts, private art collections and other institutions. Complimentary tickets to cultural and civic events are often available.

The Committee also offers daytime classes in English. The programmes are open to diplomats from the missions to the United Nations and members of their immediate families. Two sessions are held, in the fall and spring. Advanced English conversation, writing and film discussion courses are also offered.

Information about these activities may also be obtained from the monthly calendar posted on the website of the Committee, available from www.hcund.org

Banking facilities

The United Nations Federal Credit Union (UNFCU) is a not-for-profit cooperative financial institution owned since 1947 by members, who are staff and retirees of the United Nations and its specialized agencies, and members of their families. Certain permanent missions to the United Nations and their staff in New York may also join. A list of eligible missions is provided on the UNFCU website (www.unfcu.org/who-can-join). UNFCU offers a broad array of financial solutions and consultative services. These include Internet banking, eStatements, eWires, WebChat, 24/7 telephone banking, insurance, investments, mortgage and consumer lending products.

Additional information can be found at <http://www.unfcu.org>, one of the New York branches or the representative offices in Geneva, Nairobi, Rome and Vienna. To speak with a member service representative, call 347-686-6000 or use WebChat at www.unfcu.org. You can also email UNFCU (email@unfcu.com). To follow UNFCU, please visit unfcu.org/facebook.

Branches in New York City and ATM locations

- Two United Nations Plaza, 3rd floor (East 44th Street, between First and Second Avenues), New York, NY
- General Assembly Building Visitors' Lobby (first basement level)
- 820 Second Avenue, street level, New York, NY (ATM only)
- United Nations International School, 24-50 Franklin D. Roosevelt East River Drive, 1st floor (at East 25th Street), New York, NY 10010
- UNFCU Headquarters, 24-01 44th Road, Long Island City, NY 11101-4605.

United Nations Bookshop

General Assembly Building, first basement level

Room: GA-1B-103

Tel: 212-963-7680

Fax: 212-963-4910

Email: bookshop@un.org

Monday to Friday, from 9 a.m. to 6 p.m.

Saturday to Sunday, from 9.30 a.m. to 5.30 p.m.

- Publications (United Nations and specialized agencies)
- Books
- Souvenirs
- Assorted cards
- Children's items
- Music
- Travel guides
- Posters
- Stationery items

Delegates qualify for a 25 per cent discount on United Nations publications and a 10 per cent discount on all other items over \$3. Orders for selected items can also be placed online at <http://www.un.org/publications>

- **Website:** www.shop.un.org
 - **Email:** bookshop@un.org
 - **Twitter:** <http://twitter.com/unpublications>
 - **YouTube:** <http://youtube.com/UNBookshop>
 - **Facebook:** <http://www.facebook.com/unpublications>
-

Chief

Ms. Sherri Aldis

Tel: 917-367-4717

Email: aldis@un.org

United Nations Gift Centre

Visitor Centre, room GA-1B-067

Monday to Friday, from 9.00 a.m. to 5.30 p.m.

Saturday to Sunday, from 10 a.m. to 5 p.m.

- Objets d'art
- International handicrafts and jewellery
- United Nations and New York souvenirs
- United Nations apparel
- Flags of Member States

Twenty per cent discount for delegates on all purchases upon presentation of valid United Nations identification.

United Nations stamps

Visitor Centre, room GA-1B-071

Monday to Friday, from 9 a.m. to 5 p.m.

Saturday to Sunday, from 9.30 a.m. to 5.30 p.m.

- United Nations stamps and philatelic gifts
- Post office counter
- Personalized stamps

United Nations maps

Maps produced by the United Nations Geospatial Information Section are available from <http://www.un.org/gis>. Maps may be used for exhibition without modification. For publication permission, please refer to the guidelines on the website of the Section (<http://www.un.org/Depts/Cartographic/english/about.htm>).

Map printing services for maps produced by the Section may be requested via a note verbale from the permanent mission addressed to the Office of the Under-Secretary-General for Field Support, with a copy to gis@un.org, including the following information:

- Request for map printing service
- Map title, number and date of production
- Number of maps required
- Size of maps required (the majority of the maps available on the website are suitable for poster size 24 inches by 18 inches or 24 inches by 30 inches)
- Contact details of focal point (name, email and telephone)

When the Section has printed the requested maps, the focal point will be contacted for pick-up (no delivery service is available).

For queries, contact the Section at 917-367-2043 or gis@un.org.

Request for use of United Nations premises

Office of Central Support Services Special Events Unit (room NL-2054, 917-367-4254)

Sponsoring events. In the interest of ensuring the security and safety of all concerned, and in the light of the increasing number of requests for use of facilities, representatives of permanent missions are asked to use the utmost discretion to ensure that these activities are of a non-commercial nature and consistent with the principles and aims of the United Nations. Missions should note that they are responsible for the content and conduct of any event they may sponsor.

Sponsoring events on behalf of non-governmental organizations accredited with the United Nations. Especially on these occasions, representatives of missions should bear in mind that, notwithstanding the worthiness of the purpose of the event, no substantive business such as the passage of resolutions, holding of elections, presentation of awards or solicitation of funds, nor ceremonies of any kind, may be conducted.

Requests for the use of the premises should be addressed to the Director, Facilities and Commercial Services Division, Office of Central Support Services, Department of Management. Once approval has been obtained, a ranking member of the mission must attend and/or preside over the meeting or event in its entirety. Any and all financial obligations arising from the meeting or event shall be the sole responsibility of the sponsoring mission.

Requests for permission to use the plenary hall should be addressed to the Director of the Central Planning and Coordination Division of the Department for General Assembly and Conference Management. From September to December each year, with the exception of the United Nations Day Concert, the plenary hall is used solely for the meetings of the General Assembly.

For detailed procedures for requesting the use of United Nations premises for meetings, conferences, special events and exhibits as well as criteria for the use of United Nations premises and the costs for meetings and events, insurance, etc., please see United Nations document ST/AI/416.

Facilities for the disabled

- **Restrooms.** (1) Conference Building on all levels; (2) in the Secretariat Building, on each floor; (3) in the General Assembly Building, on each floor.
- **Elevators** with operators to access the 2nd floor of the Conference Building and all floors of the General Assembly Building.

- **Ramps.** The entrances to the compound at East 42nd and 45th Streets are on the ground level and fully accessible.

Special ramps to access the conference room podiums are provided where required. The General Assembly Building may be reached from the delegates' entrance at East 48th Street or from the south screening entrance at East 42nd Street.

Hearing aid equipment. requests to connect to conference room audio distribution systems should be addressed to the Broadcast and Conference Support Section (room CB-1B-79, 212-963-9485 or 212-963-7453, email: request-for-services@un.org). The Section can also loan neck-worn induction loops for hearing aids equipped with a T-Switch.

Frequently asked questions

1. How do I contact the President of the seventy-second session of the General Assembly?

His Excellency Mr. Miroslav Lajčák (Slovakia)¹

Tel: 212-963-7555

Fax: 212-963-3301

Room: CB-0246 (see page 25)

2. How many copies of statements are needed for distribution in the General Assembly Hall? Where and when do I deliver them?

If available, at least 20 copies of the text of statements to be delivered at the high-level meetings and the general debate should be submitted at the documentation desk located at the rear of the General Assembly Hall or at the Conference Officers' desk in meeting rooms between 8 a.m. and 9 a.m. by a delegation representative in possession of a valid United Nations grounds pass. If the aforementioned is not possible, delegations are urged to provide 10 copies for the interpreters before the speaker takes the floor. Delegations are invited to submit their statements in PDF format via email to the email addresses to be announced in the *Journal of the United Nations*. Alternatively, delegations may bring a hard copy (unstapled and printed single-sided) for scanning and uploading to the PaperSmart portal documents distribution counter located inside the General Assembly Hall or at any conference officer's desk in the meeting rooms. (see page 46 for more details).

¹ A list of the Presidents of previous sessions is available from <http://www.un.org/pga/about-the-president/presidents-of-the-general-assembly>

3. Can documents or other materials relevant to the meetings be made available in the General Assembly Hall for the meeting?

Only United Nations documents and statements of speakers can be distributed in the Hall before or during a meeting. Any other pertinent materials can be made available in the General Assembly Hall only upon authorization by the Chief of the General Assembly Affairs Branch (room S-3051, 212-963-2336, or room GA-200, 212-963-9110).

4. What is the procedure for submitting a draft resolution/decision?¹

The electronic version accompanied by a hard copy containing the final text of a draft resolution/decision must be submitted by an accredited delegate of a mission and signed in the presence of the General Assembly Affairs Branch staff member responsible for processing draft resolutions/decisions.

If the submitting delegation wishes to open the draft resolution for co-sponsorship, it may do so through the eSponsorship portal for the plenary or the respective Main Committee through the e-deleGATE portal (delegate.un.int).²

If the draft resolution/decision is based on a previous one, the previous text should be downloaded from the Official Document System (ODS) at <http://ods.un.org>, and necessary changes made using the track changes feature in Microsoft Word.

Sponsors must submit draft resolutions/decisions in electronic format. As procedures established by the General Assembly and the Main Committees may vary, please contact the Secretary of the respective Main Committee regarding a particular submission procedure (see page 30).

¹ Guidelines on the submission of draft resolutions to the General Assembly are available from http://www.un.org/en/ga/71/PDF/Guidelines_submit_draft_proposals_Jan2017.pdf

² Guidelines on initiating a proposal for sponsorship are available from http://www.un.org/en/ga/71/PDF/e-Sponsorship_Initiating_GA_Rev1.pdf

5. How can a Member State co-sponsor a draft resolution/decision?¹

Authorized members of delegations wishing to co-sponsor a particular draft resolution may do so through the eSponsorship portal for the plenary and for the respective Main Committee through the e-deleGATE portal (delegate.un.int).²

Co-sponsorship cannot be carried out through any kind of correspondence, email, etc.

Note that co-sponsorship cannot be accepted after the adoption of draft resolutions and decisions. **Additional sponsors are not accepted for drafts recommended by a Main Committee once these have been adopted by the Committee.**

6. Can I still co-sponsor a draft resolution by signing a co-sponsorship form?

As of 1 January 2017, co-sponsorship forms in hard copy (paper) are no longer accepted.

7. What is the procedure to reflect in the verbatim records (PVs) how a Member State intended to vote on a draft resolution/decision?

A member of the delegation can complete a form provided by the General Assembly Affairs Branch and a footnote will be added to the verbatim record (PV) of the meeting.

8. Where can I get a copy of the voting record on an adopted resolution/decision?

Voting records are distributed to all Member States in the General Assembly Hall immediately after adoption and through the PaperSmart portal. The voting record is also available from <http://www.un.org/en/ga/documents/voting.asp>, by

¹ Guidelines with advice on the submission of draft resolutions to the General Assembly are available from http://www.un.org/en/ga/guidelines_submission_draft_reso.pdf

² Guidelines on co-sponsoring a draft proposal are available from http://www.un.org/en/ga/71/PDF/e-Sponsorship_Cosponsor_GA.pdf.

searching using the relevant resolution number (for example, A/RES/64/148).

9. What is the majority required for decision-making? Who can participate in the vote?

In accordance with Article 18 of the Charter of the United Nations and rule 83 of the rules of procedure, each member of the General Assembly shall have one vote (only Member States can participate in a vote). Decisions of the General Assembly on important questions shall be made by a two-thirds majority of the members present and voting. These questions shall include: recommendations with respect to the maintenance of international peace and security, the election of the non-permanent members of the Security Council, the election of the members of the Economic and Social Council, the election of members of the Trusteeship Council in accordance with paragraph 1 (c) of Article 86 of the Charter, the admission of new Members to the United Nations, the suspension of the rights and privileges of membership, the expulsion of Members, questions relating to the operation of the trusteeship system, and budgetary questions. Decisions on questions other than those provided for in rule 83, including the determination of additional categories of questions to be decided by a two-thirds majority, shall be made by a majority of the members present and voting. For details relating to the method of voting and elections, please see rules 83 to 95 of the rules of procedure of the General Assembly.

10. Where can I get a copy of the adopted resolution/decision?

A few weeks after adoption, resolutions are published in the "A/RES" series of documents. Until then, the text is contained in the "L" document, on ODS or in the report of the relevant committee and on the website of the General Assembly (<http://www.un.org/ga>) (see page 46). Resolutions and decisions are published as Supplement No. 49 to the Official Records of the General Assembly of the session in three volumes (e.g., A/65/49 (vol. I) to (vol. III)). Generally, volumes I and II contain resolutions and decisions adopted during the main part of the session,

respectively, and volume III contains resolutions and decisions adopted during the resumed part of the session.

11. Where can I find the list of candidates for General Assembly elections?

The list of candidates is available for delegations on CandiWeb. As of the seventy-second session, CandiWeb will move to the e-deleGATE portal (delegate.un.int). For queries on plenary elections, please contact Ms. Mary Muturi (212-963-2337 or 212-963-5522, email: muturi@un.org).

12. How can I find the agenda of the General Assembly?

The provisional agenda of the seventy-second regular session is contained in document A/72/150. Annotations of items on the preliminary list are contained in documents A/72/100 and Add.1. After its adoption (anticipated for 14 September 2017), the agenda will be issued as document A/72/251 (see document A/72/252 for the allocation of items).

13. What is the procedure for requesting the inclusion of an item in the agenda?

A request for the inclusion of an item in the agenda should be addressed to the Secretary-General and, if possible, with copies to the General Assembly Affairs Branch. A request for inclusion of an item in the provisional agenda of a forthcoming regular session, in accordance with rule 13 of the rules of procedure, should be made at least 60 days before the opening of the session. A request for inclusion of a supplementary item in the agenda, in accordance with rule 14 of the rules of procedure, should be made at least 30 days before the opening of the session. In accordance with rule 20 of the rules of procedure, any items proposed for inclusion in the agenda must be accompanied by an explanatory memorandum and, if possible, by basic documents or a draft resolution.

14. How can I find out the programme of work of the General Assembly and the respective Main Committees?

The draft calendar of the programme of work of the plenary is issued in July, covering September to December. The calendar is updated in late September, during the general debate under an INF document symbol (A/INF/72/3). You may contact the Secretary of the respective Main Committee for the programme of work (see page 30). The secretaries' names, office locations and telephone numbers are available in document A/INF/72/2.

15. How do I request the granting of observer status?

The General Assembly, by its decision 49/426, decided that the granting of observer status should in the future be confined to States and to those intergovernmental organizations whose activities cover matters of interest to the Assembly. The request for the granting of observer status must emanate from a Member State, or Member States, in the form of a letter to the Secretary-General containing a request for the inclusion of an item in the agenda of the General Assembly. Taking into account the requirement for the item to be considered in the Sixth Committee (resolution 54/195), which meets during the main part of the session between September and December, such requests are normally submitted in time for inclusion in the provisional agenda of the forthcoming session, or the supplementary list thereto. The list of the observers can be found in document A/INF/72/5.

16. How do I request a DVD/photographs of my Head of State's statement in the General Assembly Hall?

For digital recordings, delegations may request one DVD of each statement free of charge. Digital file formats such as MPEG-2 and MPEG-4/H.264 are also available on demand and can be downloaded online. Additional copies of DVDs or any other special requests are subject to a charge. All requests are handled in the order in which they are received. To request a videotape of a statement, contact: United Nations Audiovisual Library (room NL-2058L, tel: 212-963-0656 or 212-963-1561,

fax: 3.4501, email video-library@un.org). Live television feeds will be available through commercial carriers. For information, contact United Nations Television (tel: 212-963-7650; fax: 212-963-3860; email: redi@un.org).

For photographs, photographs in digital format (JPG) will be available for download free of charge on the United Nations Photo website (www.un.org/av/photo). Photograph enquiries and requests should be addressed to the United Nations Photo Library: room S-1047; telephone: 212-963-6927; email: photolib@un.org (see page 59).

17. How do I request the use of the General Assembly Hall for an event?

From September to December each year, with the exception of the United Nations Day Concert, the General Assembly Hall is used solely for the meetings of the General Assembly. Requests for permission to use the Hall during the rest of the year should be addressed to the Director of the Central Planning and Coordination Division of the Department for General Assembly and Conference Management. Requests for special events should be made at least three months in advance of the proposed event and should contain the information requested in question 4 above. Permission to use the Hall is granted on the understanding that, should the Assembly need to meet at a time when the use of the Hall has been authorized for another meeting or event, the sponsor of that meeting or event would have to make alternate arrangements (see ST/AI/416 for details).

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