

Report of the Secretary-General on the pattern of conferences (A/76/80)

29 June 2021*

Supplementary information

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* Reissued for technical reasons on 11 September 2021.

I. Meetings management

A. Requests for exceptions to section I, paragraph 7, of General Assembly resolution 40/243 of 18 December 1985

<i>Organ</i>	<i>Request</i>
Open-ended working group on security of and in the use of information and communications technologies (2021–2025), established pursuant to General Assembly resolution 75/240	To hold its first substantive session from 13 to 17 December 2021
Independent Audit Advisory Committee	To hold its final meeting of 2021 from 7 to 10 December 2021
Committee on the Exercise of the Inalienable Rights of the Palestinian People	To hold meetings during the seventy-sixth session of the General Assembly as necessary
Committee on Relations with the Host Country	To hold meetings at Headquarters during the seventy-sixth session of the General Assembly

B. Intersessional departures

<i>Organ</i>	<i>Request</i>	<i>Action taken</i>
Advisory Committee on Administrative and Budgetary Questions	To extend its session until 16 December 2020	Request approved
Statistical Commission	To change the arrangements for its fifty-second session from the originally scheduled in-person meetings, from 2 to 5 March 2021, to virtual meetings from 1 to 3 and on 5 March 2021	Request approved
United Nations Commission on International Trade Law (UNCITRAL)	To hold its resumed 53rd session in Vienna from 14 to 18 September 2020. To hold the 73rd session of Working Group II from 22 to 26 March 2021; the 40th session of Working Group III from 8 to 12 February 2021, with a resumed session on 4 and 5 May 2021; the 61st session of Working Group IV from 6 to 9 April 2021; the 58th session of Working Group V from 4 to 7 May 2021; and the 38th session of Working Group VI from 19 to 23 April 2021	Requests approved
Advisory Board on Disarmament Matters	To hold the seventy-fifth session on 4, 9 and 11 February 2021 and the seventy-sixth session on 8, 10, 15 and 17 June 2021	Request approved

<i>Organ</i>	<i>Request</i>	<i>Action taken</i>
International Civil Service Commission	Not to meet in person for the ninety-first session, initially scheduled from 15 to 26 March 2021, but to meet virtually with remote simultaneous interpretation from 3 to 7 May 2021 (mornings only)	Request approved
Committee of Experts on Global Geospatial Information Management	Not to meet in person from 4 to 6 August 2021, but to hold virtual meetings on 23, 24 and 27 August 2021	Request approved
Committee of Experts on International Cooperation in Tax Matters	To hold its twenty-second session virtually without interpretation from 19 to 23 and 26 to 28 April 2021, instead of 26 to 28 April and 30 April.	Request approved
Committee on Information	To hold the last meeting of its 43rd session on 18 May 2021, morning, instead of 7 May 2021.	Request approved

C. Utilization of conference-servicing resources and facilities

Utilization of conference-servicing resources and facilities may be measured in terms of a utilization rate, calculated using the following formula:

$$U = \frac{(A+B)-(C-E)-(F/3)}{(A+B)}$$

where: U is utilization, the percentage of available conference resources actually used by the organ in question; A is the number of meetings planned by a given organ at a scheduled session; B is the number of additional meetings held during the session; C is the number of meetings cancelled during the session; E is the total number of reassignments; and F is the amount of time lost owing to late starting/early ending (hours and minutes rounded to the nearest five minutes, for example, 5:25 = 5 hours and 25 minutes).

In the foregoing calculation, the time lost as a result of late starting and early ending (F) is converted into the equivalent of meetings lost by dividing the total by three, as the standard meeting time is three hours. The number of reassignments (E) is subtracted from the number of cancelled meetings (C). The difference between the two and the number of meetings lost are then subtracted from the sum of meetings planned (A) and additional meetings held (B). The result is expressed as a percentage of the sum of meetings planned and additional meetings held.

The statistics set out in the tables below are compiled in accordance with the methodology adopted by the Committee on Conferences at its 348th meeting, held on 18 May 1993 (see [A/AC.172/161](#), [A/AC.172/161/Corr.1](#) and [A/AC.172/161/Corr.2](#)).

In compliance with the request of the Committee on Conferences at its 1999 substantive session, utilization rates for a three-year reporting period are provided and organs are listed in the order of the utilization factors for the latest reporting period by duty station.

Table 1
Utilization statistics of mandated meetings of all calendar bodies serviced, by each duty station, by calendar body, 2020

<i>New York</i>	<i>A</i> <i>(programmed)</i>	<i>B</i> <i>(added)</i>	<i>C</i> <i>(cancelled)</i>	<i>D</i> <i>(held)</i>	<i>E</i> <i>(reassigned)</i>	<i>F</i> <i>(minutes lost)</i>	<i>Utilization</i> <i>factor</i> <i>(percentage)</i>
1. Advisory Committee on the United Nations Programme of Assistance in the Teaching, Study, Dissemination and Wider Appreciation of International Law, fifty-fifth session	–	1	–	1	–	–	100
2. Committee of Experts on Global Geospatial Information Management, tenth session	3	–	–	3	–	–	100
3. Commission on the Limits of the Continental Shelf, fifty-second session, plenary part I, and fifty-second session, plenary part II	20	–	–	20	–	–	100
4. Security Council Committee established pursuant to resolution 1540 (2004)	–	2	–	2	–	5	99
5. Independent Audit Advisory Committee, forty-ninth session	6	–	–	6	–	25	98
6. Security Council Committee established pursuant to resolution 1718 (2006)	–	1	–	1	–	5	97
7. Statistical Commission	8	1	–	9	–	60	96
8. Security Council Committee established pursuant to resolutions 1267 (1999) , 1989 (2011) and 2253 (2015) concerning Islamic State in Iraq and the Levant (Da'esh), Al-Qaida and associated individuals, groups, undertakings and entities	–	5	–	5	–	35	96
9. General Assembly, Third Committee, seventy-fifth session	65	1	4	62	–	260	92
10. Committee on Non-Governmental Organizations	16	–	–	16	–	295	90
11. Security Council, Working Group on Children and Armed Conflict	–	4	1	3	1	75	90
12. Security Council Committee established pursuant to resolution 1373 (2001) concerning counter-terrorism	–	4	1	3	1	80	89
13. Security Council Committee established pursuant to resolution 1533 (2004) concerning the Democratic Republic of the Congo	–	1	–	1	–	20	89
14. Conference of States Parties to the Convention on the Rights of Persons with Disabilities	6	1	–	7	–	170	87
15. Security Council Committee established pursuant to resolution 2127 (2013) concerning the Central African Republic	1	1	–	2	–	50	86
16. Commission for Social Development	11	–	1	10	1	290	85
17. UNCITRAL Working Group II (Dispute Settlement)	10	–	1	9	–	90	85
18. General Assembly, Second Committee, seventy-fifth session	35	2	9	28	3	5	84
19. Committee on Relations with the Host Country	1	2	–	3	–	90	83
20. General Assembly	99	85	50	134	39	3 885	82

<i>New York</i>		<i>A</i> <i>(programmed)</i>	<i>B</i> <i>(added)</i>	<i>C</i> <i>(cancelled)</i>	<i>D</i> <i>(held)</i>	<i>E</i> <i>(reassigned)</i>	<i>F</i> <i>(minutes lost)</i>	<i>Utilization</i> <i>factor</i> <i>(percentage)</i>
21.	Group of Governmental Experts on problems arising from the accumulation of conventional ammunition stockpiles in surplus	10	–	1	9	–	155	81
22.	General Assembly, First Committee, seventy-fifth session	21	–	4	17	–	55	79
23.	Meeting of the States Parties to the International Covenant on Civil and Political Rights	2	–	–	2	–	80	78
24.	Peacebuilding Commission	–	8	–	8	–	325	77
25.	UN-Women, Executive Board	–	3	–	3	–	125	77
26.	Committee on the Exercise of the Inalienable Rights of the Palestinian People	2	–	–	2	–	85	76
27.	General Assembly, Sixth Committee, seventy-fifth session	33	1	7	27	1	380	76
28.	Military Staff Committee	6	–	1	5	–	85	75
29.	Security Council Committee established pursuant to resolution 2140 (2014)	–	1	–	1	–	45	75
30.	General Assembly, Fourth Committee (Special Political and Decolonization Committee), seventy-fifth session	17	–	5	12	1	80	74
31.	Security Council Committee established pursuant to resolution 2374 (2017) concerning Mali	1	2	1	2	1	145	73
32.	Open-ended Working Group on Developments in the Field of Information and Telecommunications in the Context of International Security	10	–	1	9	–	315	73
33.	Economic and Social Council	5	22	6	21	–	305	72
34.	Disarmament Commission	1	1	–	2	–	105	71
35.	Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization	8	–	1	7	–	255	70
36.	Security Council Committee established pursuant to resolution 2206 (2015) concerning South Sudan	–	1	–	1	–	55	69
37.	Executive Board of the United Nations Development Programme (UNDP), of the United Nations Population Fund (UNFPA) and of the United Nations Office for Project Services (UNOPS)	9	–	–	9	–	515	68
38.	Ad Hoc Working Group on the revitalization of the work of the General Assembly	–	4	–	4	–	235	67
39.	Security Council	199	55	95	159	32	4 485	65
40.	Working Group on Reimbursement of Contingent-owned Equipment	60	–	14	46	4	1 945	65
41.	Security Council Committee established pursuant to resolution 751 (1992) concerning Somalia	–	1	–	1	–	65	64
42.	Commission on the Status of Women	4	2	5	1	3	55	62
43.	Executive Board of the United Nations Children's Fund (UNICEF)	8	3	1	10	–	585	61

<i>New York</i>		<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>	<i>Utilization</i>
		<i>(programmed)</i>	<i>(added)</i>	<i>(cancelled)</i>	<i>(held)</i>	<i>(reassigned)</i>	<i>(minutes lost)</i>	<i>factor</i>
								<i>(percentage)</i>
44.	Security Council Committee established pursuant to resolution 1591 (2005) concerning the Sudan	–	1	–	1	–	70	61
45.	Security Council Informal Working Group on Documentation and Other Procedural Questions	–	1	–	1	–	75	58
46.	General Committee	–	4	1	3	1	305	58
47.	Advisory Committee on Administrative and Budgetary Questions	75	1	27	49	1	1 685	53
48.	United Nations Convention on the Law of the Sea, Meeting of States Parties	11	–	4	7	–	220	53
49.	Special Committee on Peacekeeping Operations and its Working Group	12	1	5	8	–	285	49
50.	Meeting of the States parties to the Convention on the Elimination of Discrimination against Women	2	–	1	1	–	5	49
51.	Committee on Information	8	–	3	5	–	215	48
52.	Committee on Conferences	3	–	1	2	–	110	46
53.	Assembly of States Parties to the Rome Statute of the International Criminal Court	–	4	2	2	–	35	45
54.	Meeting of the States Parties to the Convention on the Rights of the Child	2	–	1	1	–	30	42
55.	General Assembly, Fifth Committee, seventy-fifth session	49	23	48	24	12	1 175	41
56.	Special Committee on Decolonization	1	2	1	2	–	170	35
57.	Committee for Development Policy	10	–	9	1	–	65	6
Subtotal		850	252	312	790	101	20 365	71

<i>Geneva</i>		<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>	<i>Utilization</i>
		<i>(programmed)</i>	<i>(added)</i>	<i>(cancelled)</i>	<i>(held)</i>	<i>(reassigned)</i>	<i>(minutes lost)</i>	<i>factor</i>
								<i>(percentage)</i>
1.	Human Rights Council, Social Forum, twelfth session, 8–9 October	4	–	–	4	–	–	100
2.	Human Rights Council, Advisory Committee, twenty-fourth session, 17–21 February	10	1	1	10	1	–	100
3.	Forum on Business and Human Rights: ninth session, 16–18 November	12	–	–	12	–	5	100
4.	Human Rights Committee, Pre-Sessional Working Group on Communications: 128th session, 24–28 February	10	–	–	10	–	–	100
5.	Economic and Social Council, Subcommittee of Experts on the Transport of Dangerous Goods: fifty-sixth session, 30 November–8 December	7	–	–	7	–	10	99
6.	Human Rights Council, Expert mechanism on the rights of indigenous peoples, thirteenth session, 30 November–4 December	5	–	–	5	–	30	97

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7. Committee on the Rights of Persons with Disabilities: twenty-third session (resumed), 17 August–4 September	12	–	–	12	–	55	97
8. Committee on the Rights of Persons with Disabilities, pre-sessional working group: fourteenth session, 7–18 September	4	1	–	5	–	30	97
9. Committee against Torture: sixty-ninth session, 13 July	1	–	–	1	–	5	97
10. States Parties to the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-personnel Mines and on their Destruction: eighteenth meeting of the States Parties, 16–20 November	10	–	–	10	–	65	96
11. Subcommittee on Prevention of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment of the Committee against Torture: fortieth session, 10–14 February; forty-first session, 15–19 June; forty-second session, 9–13 November	23	–	–	23	–	170	96
12. Human Rights Council, Working Group on Enforced or Involuntary Disappearances: 120th session, 10–14 February	10	–	–	10	–	80	96
13. Committee on the Rights of the Child: pre-sessional working group: eighty-sixth session, 10–14 February; eighty-seventh session, 5–8 October; eighty-seventh session (resumed), 20 October	15	–	–	15	–	110	96
14. Committee on the Elimination of Racial Discrimination: 101st session, 4–7 August; 102nd session, 16–24 November	10	–	–	10	–	70	96
15. Economic Commission for Europe	230	3	3	230	–	1 530	95
16. Human Rights Council, Working Group of Experts on People of African Descent: twenty-sixth session, 20 November–9 December; twenty-seventh session, 30 November–3 December	10	–	–	10	–	90	95
17. Committee on the Rights of the Child: eighty-third session, 20 January–7 February; eighty-fifth session, 14 September–1 October	42	–	–	42	–	370	95
18. Committee on the Elimination of Discrimination against Women: seventy-fifth session, 10–28 February; seventy-sixth session, 29 June–9 July; seventy-seventh session, 26 October–5 November	46	1	–	47	–	395	95
19. Human Rights Committee, 128th session, 2–27 March; 129th session, 29 June–24 July; 130th session, 12 October–6 November	69	–	1	68	–	395	95
20. Meetings of the Chairs of the human rights treaty bodies: thirty-second annual meeting, 27–30 July; resumed thirty-second meeting, 2 October; second resumed thirty-second meeting, 14 December	11	–	–	11	–	120	94
21. Commission on Science and Technology for Development: twenty-third session, 10–12 June	3	–	–	3	–	35	94

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22. Committee on Enforced Disappearances: eighteenth session (resumed), 7 September; nineteenth session, 8–25 September; nineteenth session (resumed) session, 5–21 October; nineteenth session – second resumed session, 25 November	17	1	–	18	–	180	94
23. Convention on Cluster Munitions: first part of the Second Review Conference on the Convention, 25–27 November	9	–	–	9	–	105	94
24. Human Rights Council: forty-third session, 24 February–20 March; forty-third session (resumed), 15–23 June; forty-fourth session, 30 June–20 July; forty-fifth session, 14 September–7 October	114	4	2	116	–	1 080	93
25. Human Rights Council, Working Group on Communications: twenty-sixth session, 10–14 February	8	1	–	9	–	115	93
26. Human Rights Council, Forum on Minority Issues: thirteenth session, 19 and 20 November	4	–	–	4	–	60	92
27. Committee on Economic, Social and Cultural Rights: sixty-seventh session, 17 February–6 March; sixty-eighth session, 28 September–16 October	40	–	1	39	–	425	92
28. Committee on the Elimination of Discrimination against Women, Working Group on Inquiries under the Optional Protocol: fifteenth session, 6–7 February	4	–	–	4	–	55	92
29. Committee on the Elimination of Discrimination against Women, Optional Protocol to the Convention: forty-sixth session, 4–7 February; forty-seventh session, 24–26 June; forty-eighth session, 22 and 23 October	12	–	–	12	–	180	92
30. Human Rights Council, Working Group on Situations: twenty-fifth session, 27–31 January; twenty-sixth session, 19–23 October	19	–	1	18	–	210	89
31. Annual Conference of the High Contracting Parties to Amended Protocol II to the Convention on Prohibitions or Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects: Group of Experts, 29 and 30 September	3	–	–	3	–	60	89
32. Committee on the Elimination of Discrimination against Women, pre-sessional working group: seventy-seventh session, 2–6 March; seventy-eighth session, 13–17 July; seventy-ninth session, 9–13 November	16	–	1	15	–	180	88
33. Group of Governmental Experts on Advancing Responsible State Behaviour in Cyberspace in the Context of International Security: second session, 24–28 February	10	–	–	10	–	255	86
34. Human Rights Council, Working Group on the Universal Periodic Review: thirty-fifth session, 20–31 January; thirty-sixth session, 2–13 November	35	1	1	35	–	870	84
35. Economic and Social Council, Subcommittee of Experts on the Globally Harmonized System of Classification and Labelling of Chemicals: thirty-ninth session, 9–11 December	3	–	–	3	–	100	81

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36. International Civil Service Commission: ninetieth session, 12–21 October	15	–	3	12	–	30	79
37. Human Rights Council, Working Group on elaborating a legally binding instrument on transnational corporations and human rights: sixth session, 26–30 October	10	–	–	10	–	415	77
38. Executive Committee of the Programme of the United Nations High Commissioner for Refugees: seventy-first session, 5–9 October	20	–	4	16	–	150	76
39. United Nations Compensation Commission, Governing Council: eighty-seventh, 28 October	2	–	–	2	–	90	75
40. United Nations Conference on Trade and Development	93	2	12	83	2	2 870	73
41. Committee on Economic, Social and Cultural Rights: pre-sessional working group: sixty-sixth session, 9–13 March; sixty-seventh session, 19–23 October	11	–	2	9	–	195	72
42. Conference of the High Contracting Parties to Protocol V to the Convention on Certain Conventional Weapons: Meeting of Experts, 28 September	2	–	–	2	–	100	72
43. Human Rights Council, Intergovernmental Working Group on the effective implementation of the Durban Declaration and Programme of Action: eighteenth session, 12–23 October	20	–	4	16	–	555	65
44. Economic and Social Council, Subcommittee of Experts on the Transport of Dangerous Goods and on the Globally Harmonized System: tenth session, 11 December	1	–	–	1	–	65	64
45. Working Group on Business and Human Rights: twenty-fifth session, 3–7 February	1	–	–	1	–	75	58
46. States Parties to the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment: eighth meeting, 22 October	2	–	1	1	–	10	47
47. Conference on Disarmament: first part, 20 January–27 March; second part, 25 May–10 July; third part, 3 August–18 September	38	6	19	25	–	1045	44
48. Convention on Certain Conventional Weapons, Group of Governmental Experts on Emerging Technologies in the Area of Lethal Autonomous Weapons Systems, 21–25 September ; 2020 Group of Governmental Experts on emerging technologies in the area of lethal autonomous weapons systems, 2–6 November	20	–	10	10	–	320	41
Subtotal	1 073	21	66	1 028	3	13 360	87

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1. Conference of the Parties to the United Nations Convention against Transnational Organized Crime: Working Group on International Cooperation, eleventh session, 7 and 8 July	4	–	–	4	–	10	100
2. Conference of the States Parties to the United Nations Convention against Corruption, Implementation Review Group of the United Nations Convention against Corruption, eleventh session, 29 June ^a	2	–	–	2	–	–	100
3. Conference of the States Parties to the United Nations Convention against Corruption: Open-ended Intergovernmental Working Group on Asset Recovery, fourteenth session, 16–18 November ^b	2	–	–	2	–	–	100
4. Conference of the States Parties to the United Nations Convention against Corruption, open-ended intergovernmental expert meetings to enhance international cooperation, ninth meeting, 18 November ^c	2	–	–	2	–	–	100
5. UNCITRAL, Working Group II (Dispute Settlement), seventy-second session), 21–24 September	10	–	–	10	–	–	100
6. UNCITRAL, Working Group III (Investor-State Dispute Settlement Reform), thirty-ninth session, 5–9 October	10	–	–	10	–	–	100
7. Intersessional meeting of the Conference of the States Parties to the United Nations Convention against Corruption on preparations for the special session of the General Assembly against corruption, 19 and 20 November	4	–	–	4	–	–	100
8. UNCITRAL, fifty-third session, 14–18 September ^d	10	–	–	10	–	–	100
9. UNCITRAL, fifty-third session, 6–17 July ^e	1	2	–	3	–	–	100
10. Commission on Crime Prevention and Criminal Justice, reconvened twenty-ninth session, 4 December	1	–	–	1	–	–	100
11. Commission on Narcotic Drugs, reconvened sixty-third session, 3 and 4 December	1	–	–	1	–	–	100
12. Expert Group to Conduct a Comprehensive Study on Cybercrime, sixth meeting, 27–29 July	6	–	–	6	–	–	100
13. UNCITRAL, Working Group VI (Judicial Sale of Ships), thirty-seventh session, 14–18 December	10	–	–	10	–	15	99
14. Extraordinary session of the Subsidiary Bodies of the Commission on Narcotic Drugs, 1–2 October ^f	5	–	–	5	–	10	99
15. UNCITRAL, Working Group IV (Electronic Commerce), sixtieth session, 19–23 October	10	–	–	10	–	15	99
16. UNCITRAL, Working Group I (Micro-, Small- and Medium-sized Enterprises), thirty-fourth session, 28 September–2 October	10	–	–	10	–	15	99

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17.	UNCITRAL, Working Group V (Insolvency Law), fifty-seventh session, 7–10 December	10	–	–	10	–	45	98
18.	UNCITRAL, Working Group III (Investor-State Dispute Settlement Reform), resumed thirty-eighth session, 20–24 January ^g	10	–	–	10	–	50	97
19.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, Working Group on Trafficking in Persons, tenth session, 9–10 September	4	–	–	4	–	20	97
20.	Conference of the States Parties to the United Nations Convention against Corruption, Implementation Review Group, first resumed tenth session, 31 August–2 September ^h	2	–	–	2	–	15	96
21.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, tenth session, 12–16 October	10	–	–	10	–	70	96
22.	Committee on the Peaceful Uses of Outer Space, Scientific and Technical Subcommittee fifty-seventh session, 3–14 February	20	–	–	20	–	215	94
23.	International Narcotics Control Board: 127th session, 3–7 February	10	–	–	10	–	105	94
24.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, Working Group on Firearms, seventh session, 16 and 17 July ⁱ	4	–	–	4	–	60	92
25.	Conference of the States Parties to the United Nations Convention against Corruption, Open-ended Intergovernmental Working Group on the Prevention of Corruption, eleventh session, 1–2 September ^j	3	–	–	3	–	45	92
26.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, intergovernmental expert group established in accordance with Conference resolution 9/1, second meeting, 13–15 July	5	–	–	5	–	75	92
27.	International Narcotics Control Board, 129th session, 27 October–13 November ^k	28	–	4	24	–	25	85
28.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, Working Group on the Smuggling of Migrants, seventh session, 8–9 September	4	–	–	4	–	125	83
29.	Conference of the States Parties to the United Nations Convention against Corruption, Implementation Review Group, second resumed eleventh session, 16 November ^l	2	–	–	2	–	60	83
30.	Intersessional meeting of the Conference of the States Parties to the United Nations Convention against Corruption on preparations for the special session of the General Assembly against corruption, 2–4 September	5	–	1	4	–	20	78

<i>Vienna</i>		<i>A</i> <i>(programmed)</i>	<i>B</i> <i>(added)</i>	<i>C</i> <i>(cancelled)</i>	<i>D</i> <i>(held)</i>	<i>E</i> <i>(reassigned)</i>	<i>F</i> <i>(minutes lost)</i>	<i>Utilization</i> <i>factor</i> <i>(percentage)</i>
31.	Commission on Narcotic Drugs, sixty-third session, 2–6 March	20	–	3	17	–	290	77
32.	Conference of the Parties to the United Nations Convention against Transnational Organized Crime, Working Group of Government Experts on Technical Assistance, twelfth session, 9 and 10 July	4	–	1	3	–	10	74
33.	United Nations Scientific Committee on the Effects of Atomic Radiation, sixty-seventh session, 2–6 November ^m	5	–	2	3	–	–	60
Subtotal		234	2	11	225	–	1 295	92

^a Moved from 8–10 June; shortened (three meetings lost).

^b Moved from 10 and 11 June 2020, shortened (one meeting lost).

^c Moved from 10 June.

^d Originally planned to be held in New York; second meeting of the fifty-third session of UNCITRAL, held in 2020.

^e Originally planned to be held in New York; all three meetings planned with interpretation. Owing to a late move from New York to Vienna, records show one planned and two added meetings with interpretation.

^f During the extraordinary session, one meeting of Heads of National Drug Law Enforcement Agencies, Latin America and the Caribbean was held (nine meetings lost), one meeting of Heads of National Drug Law Enforcement Agencies, Africa held (meeting moved from 21–25 September; nine meetings lost), one meeting of Heads of National Drug Law Enforcement Agencies, Asia and the Pacific held (nine meetings lost), one Sub commission meeting held (Subcommission moved from 1–5 June; nine meetings lost).

^g Originally planned to be held in New York.

^h Shortened (three meetings lost).

ⁱ Moved from 17 and 18 March 2020.

^j Moved from 2–4 September.

^k Conference services were suspended on 3 and 4 November after a terror attack in Vienna; four meetings were held in virtual format with no interpretation on 3 and 4 November 2020.

^l Shortened (eight meetings lost).

^m Moved from 13–17 July; five meetings planned without interpretation; two additional meetings were held without interpretation (conference services were suspended on 3-4 November after a terror attack in Vienna); four meetings were held in virtual format with no interpretation on 3 and 4 November 2020.

<i>Nairobi</i>		<i>A</i> <i>(programmed)</i>	<i>B</i> <i>(added)</i>	<i>C</i> <i>(cancelled)</i>	<i>D</i> <i>(held)</i>	<i>E</i> <i>(reassigned)</i>	<i>F</i> <i>(minutes lost)</i>	<i>Utilization</i> <i>factor</i> <i>(percentage)</i>
1.	Seventh annual subcommittee meeting of the Committee of Permanent Representatives to the United Nations Environment Programme (UNEP)	3	–	–	3	–	5	99
2.	Committee of Permanent Representatives to UNEP	7	–	1	6	–	70	80
3.	Executive Board of the United Nations Human Settlements Programme (UN-Habitat)	11	–	2	9	–	65	79
Subtotal		21	–	3	18	–	140	82

Table 2
**Utilization statistics of mandated meetings of all calendar bodies serviced, by
duty station, 2015–2020**

2020

<i>Duty station</i>	<i>Number of meetings</i>						<i>Utilization factor (percentage)</i>
	<i>A (planned)</i>	<i>B (added)</i>	<i>C (cancelled)</i>	<i>D (held)</i>	<i>E (reassigned)</i>	<i>F (minutes lost)</i>	
New York	850	252	312	790	101	20 365	71
Geneva	1 073	21	66	1 028	3	13 360	87
Vienna	234	2	11	225	–	1 295	92
Nairobi	21	–	3	18	–	140	82
Total	2 178	275	392	2 061	104	35 160	80

2019

<i>Duty station</i>	<i>Number of meetings</i>						<i>Utilization factor (percentage)</i>
	<i>A (planned)</i>	<i>B (added)</i>	<i>C (cancelled)</i>	<i>D (held)</i>	<i>E (reassigned)</i>	<i>F (minutes lost)</i>	
New York	2 073	714	607	2 180	384	63 910	79
Geneva	2 633	37	106	2 564	6	36 541	89
Vienna	373	4	5	372	–	4 710	92
Nairobi	64	1	3	62	–	755	89
Total	5 143	756	721	5 178	390	105 916	84

2018

<i>Duty station</i>	<i>Number of meetings</i>						<i>Utilization factor (percentage)</i>
	<i>A (planned)</i>	<i>B (added)</i>	<i>C (cancelled)</i>	<i>D (held)</i>	<i>E (reassigned)</i>	<i>F (minutes lost)</i>	
New York	2 260	827	840	2 247	506	73 720	76
Geneva	2 480	38	112	2 406	1	37 548	87
Vienna	310	2	3	309	–	4 685	91
Nairobi	10	–	–	10	–	125	92
Total	5 060	867	955	4 972	507	116 078	82

2017

<i>Duty station</i>	<i>Number of meetings</i>						<i>Utilization factor (percentage)</i>
	<i>A (planned)</i>	<i>B (added)</i>	<i>C (cancelled)</i>	<i>D (held)</i>	<i>E (reassigned)</i>	<i>F (minutes lost)</i>	
New York	2 347	600	614	2 333	312	70 560	76
Geneva	2 553	66	162	2 457	2	41 565	85
Vienna	345	3	12	336	–	4 730	89

Duty station	Number of meetings						Utilization factor (percentage)
	A (planned)	B (added)	C (cancelled)	D (held)	E (reassigned)	F (minutes lost)	
Nairobi	38	–	5	33	–	940	73
Total	5 283	669	793	5 159	314	117 795	81

2016

Duty station	Number of meetings						Utilization factor (percentage)
	A (planned)	B (added)	C (cancelled)	D (held)	E (reassigned)	F (minutes lost)	
New York	2 224	682	459	2 447	246	72 689	79
Geneva	2 828	52	323	2 557	16	45 025	81
Vienna	308	3	11	300	–	6 260	85
Nairobi	51	1	3	49	–	950	84
Total	5 411	738	796	5 353	262	124 924	80

2015

Duty station	Number of meetings						Utilization factor (percentage)
	A (planned)	B (added)	C (cancelled)	D (held)	E (reassigned)	F (minutes lost)	
New York	2 321	403	437	2 287	240	63 595	80
Geneva	1 967	22	234	1 755	8	34 375	79
Vienna	372	13	18	367	–	7 385	85
Nairobi	34	–	2	32	–	565	85
Total	4 694	438	691	4 441	248	105 920	80

Table 3

Calendar bodies whose average utilization has been below the benchmark of 80 per cent for the past six years

New York

Meeting body	2015	2016	2017	2018	2019	2020	Average (percentage)
1. UN-Women, Executive Board	84	85	88	68	67	77	78
2. Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples	91	85	86	76	63	35	73
3. International Civil Service Commission	91	66	72	71	72	–	74
4. General Assembly	79	76	74	77	75	82	77
5. Committee on Contributions	79	62	73	79	78	–	74
6. Advisory Board on Disarmament Matters	72	77	81	84	65	–	76
7. Committee for Development Policy	85	85	82	78	39	6	63
8. UNDP/UNFPA/UNOPS, Executive Board	71	76	72	79	71	68	73
9. Peacebuilding Commission	74	71	70	74	80	77	74
10. UNICEF, Executive Board	78	76	76	72	81	61	74

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020	<i>Average (percentage)</i>
11. United Nations Open-ended Informal Consultative Process on Oceans and the Law of the Sea	78	94	73	61	69	–	75
12. Security Council	73	72	68	71	73	65	70
13. Committee on the Exercise of the Inalienable Rights of the Palestinian People	67	59	75	61	63	76	67
14. Special Committee on Peacekeeping Operations and its Working Group	74	72	63	53	57	49	61
15. Advisory Committee on the United Nations Programme of Assistance in the Teaching, Study, Dissemination and Wider Appreciation of International Law	72	31	36	83	94	100	69
16. Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization	91	73	59	65	47	70	68
17. Human Rights Council, Working Group on the use of mercenaries as a means of violating human rights and impeding the exercise of the right of peoples to self-determination	72	73	67	–	95	–	61
18. Committee on Conferences	90	81	36	47	36	46	56
19. Disarmament Commission	54	76	77	45	35	71	60
20. Committee on Information	56	66	64	35	42	48	52
21. Committee on Relations with the Host Country	26	20	59	38	59	83	48

Geneva

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020	<i>Average (percentage)</i>
1. Conference on Disarmament	25	16	50	51	58	44	41
2. Working Group on the Right to Development	6	82	74	52	71	–	57
3. Intergovernmental Working Group on the Effective Implementation of the Durban Declaration and Programme of Action	37	59	69	61	62	65	59
4. Working Group on Situations	37	27	58	71	82	89	61
5. Trade and Development Board	84	65	62	57	67	58	66
6. Working Group on Communications	61	60	43	70	92	93	70
7. Committee on Economic, Social and Cultural Rights, pre-sessional working group	76	47	65	84	75	72	70
8. Trade and Development Commission	89	89	53	68	54	–	71
9. Commission on Science and Technology for Development	57	65	85	63	70	94	72
10. Investment, Enterprise and Development Commission	91	74	68	63	70	–	73
11. Committee on the Elimination of Discrimination against Women, Working Group on Communications under the Optional Protocol to the Convention	57	69	69	76	83	92	74
12. Committee on the Rights of Persons with Disabilities, pre-sessional working group	92	56	63	57	88	97	76
13. Conference of the High Contracting Parties to Protocol V to the Convention on Certain Conventional Weapons	59	86	74	76	91	72	76
14. Subcommittee of Experts on the Globally Harmonized System of Classification and Labelling of Chemicals	64	83	51	85	89	81	76
15. Working Party on the Strategic Framework and the Programme Budget	63	85	69	83	81	81	77
16. Office of the United Nations High Commissioner for Refugees, Executive Committee	86	74	78	77	83	76	79
17. Working Group on Business and Human Rights	76	97	57	92	92	58	79

Vienna

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020	<i>Average (percentage)</i>
1. Commission on Crime Prevention and Criminal Justice: reconvened session	97	44	33	94	97	100	77

Nairobi

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020	<i>Average (percentage)</i>
1. Open-ended Committee of Permanent Representatives to UNEP	–	88	48	–	98	–	72
2. Governing Council of the United Nations Human Settlement Programme (UN-Habitat)	77	–	63	–	–	–	78

Table 4

Calendar bodies that have consistently underutilized their resources for the past six years

New York

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020
1. Committee on Contributions	79	62	73	79	78	N/A ^a
2. UNDP/UNFPA/UNOPS, Executive Board	71	76	72	79	71	68
3. Security Council	73	72	68	71	73	65
4. Committee on the Exercise of the Inalienable Rights of the Palestinian People	67	59	75	61	63	76
5. Disarmament Commission	54	76	77	45	35	71
6. Committee on Information	56	66	64	35	42	48
7. Special Committee on Peacekeeping Operations and its Working Group	74	72	63	53	57	49

Abbreviation: N/A, not applicable.

^a The eightieth session of the Committee on Contributions held a virtual session without interpretation from 1 to 18 June 2020 owing to coronavirus disease (COVID-19).

Geneva

<i>Meeting body</i>	2015	2016	2017	2018	2019	2020
1. Intergovernmental Working Group on the Effective Implementation of the Durban Declaration and Programme of Action	37	59	69	61	62	65
2. Conference on Disarmament	25	16	50	51	58	44

Table 5
**Statistics on the utilization of all Secretariat conference facilities at the four
duty stations and the Economic Commission for Africa, 2020**

New York^a

<i>Room</i>	<i>Standard meeting capacity</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
Security Council Chamber	503	89	17.7
Security Council Consultation Room	503	32	6.4
General Assembly Hall	503	204	40.6
Economic and Social Council Chamber	503	104	20.7
Trusteeship Council Chamber	503	129	25.6
1	503	126	25.0
2	503	127	25.2
3	503	127	25.2
4	503	186	37.0
5	503	73	14.5
6	503	78	15.5
7	503	63	12.5
8	503	112	22.3
9	503	73	14.5
10	503	200	39.8
11	503	144	28.6
12	503	141	28.0
A	503	86	17.1
B	503	66	13.1
C	503	65	12.9
D	503	61	12.1
E	503	92	18.3
F	503	44	8.7
Total	11 569	2 422	20.9

^a The United Nations Headquarters premises was closed on 17 December owing to inclement weather. All scheduled meetings for that day were cancelled.

Geneva^a

<i>Room</i>	<i>Standard meeting capacity per year</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
Assembly Hall	466	181	38.8
Concordia 1	502	154	30.7
Concordia 4	504	159	31.5
Concordia 5	504	116	23.0
Council Chamber	498	178	35.7
Palais Wilson 1st floor	500	63	12.6
Palais Wilson ground floor	502	109	21.7

<i>Room</i>	<i>Standard meeting capacity per year</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
Room I	506	99	19.6
Room IV	506	146	28.9
Room V	334	63	18.9
Room VII	398	99	24.9
Room VIII	394	90	22.8
Room IX	394	97	24.6
Room XI	458	121	26.4
Room XII	438	176	40.2
Room XV	398	81	20.4
Room XVI	486	295	60.7
Room XVII	480	216	45.0
Room XVIII	432	166	38.4
Room XIX	448	181	40.4
Room XX	380	285	75.0
Room XXI	456	152	33.3
Room XXII	454	126	27.8
Room XXIII	294	76	25.9
Room XXIV	458	135	29.5
Room XXV	458	132	28.8
Room XXVI	458	82	17.9
Room XXVII	506	99	19.6
Room S4	502	162	32.3
Tempus 1	136	35	25.7
Tempus 2	132	93	70.5
Tempus 3	136	37	27.2
Total	13 518	4 204	31.1

^a Following the methodology recommended by the Working Group on Key Performance Indicators, the list now includes rooms without interpretation booths with capacity of over 40 seats, in alignment with New York.

Vienna

<i>Room</i>	<i>Standard meeting capacity per year</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
C-BR D	506	243	48.0
C-CR1	506	204	40.3
C-CR3	506	244	48.2
C-CR4	506	280	55.3
C-CR5	506	238	47.0
C-CR6	506	238	47.0
C-CR7	506	280	55.3
Total	3 542	1 727	48.8

Nairobi

<i>Room</i>	<i>Standard meeting capacity per year</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
Conference Room 1	498	38	7.6
Conference Room 2	498	39	7.8
Conference Room 3	498	58	11.7
Conference Room 4	498	35	7.0
Conference Room 5	498	40	8.0
Conference Room 6	498	45	9.0
Conference Room 7	498	63	12.7
Conference Room 8	498	36	7.2
Conference Room 9	498	55	11.0
Conference Room 10	498	47	9.4
Conference Room 11	498	46	9.2
Conference Room 13	498	61	12.3
Conference Room 14	498	32	6.4
Total	6 474	595	9.2

Economic Commission for Africa

<i>Room</i>	<i>Standard meeting capacity per year</i>	<i>Actual occupancy (number of meetings held)</i>	<i>Utilization rate (percentage)</i>
Conference Room 1	504	5	1.0
Conference Room 2	504	39	7.7
Conference Room 3	504	59	11.7
Conference Room 4	504	15	3.0
Conference Room 5	504	51	10.1
Conference Room 6	504	54	10.7
Caucus Room 1	504	61	12.1
Caucus Room 2	504	27	5.4
Caucus Room 3	504	8	1.6
Caucus Room 6	504	9	1.8
Caucus Room 10	504	50	9.9
Caucus Room 11	504	75	14.9
Large briefing room	594	116	23.0
Total	6 552	569	8.7

The United Nations Conference Centre in Addis Ababa was closed from mid-March to December 2020 owing to the COVID-19 pandemic.

D. Provision of conference services

Table 1

Statistics on the provision of conference services and facilities to all meetings serviced by the four duty stations, 2015–2020

2020

Duty station	With interpretation			Without interpretation			Overall		
	Programmed	Held	Percentage	Programmed	Held	Percentage	Programmed	Held	Percentage
New York	1 133	979	86	3 978	3 097	78	5 111	4 076	80
Geneva	1 350	1 257	93	4 768	3 017	63	6 118	4 274	70
Vienna	391	351	89	3 051	2 693	88	3 442	3 044	88
Nairobi	192	180	94	825	692	84	1 017	872	86
Total	3 066	2 767	90	12 622	9 499	75	15 688	12 266	78

2019

Duty station	With interpretation			Without interpretation			Overall		
	Programmed	Held	Percentage	Programmed	Held	Percentage	Programmed	Held	Percentage
New York	2 952	2 831	96	11 460	9 721	84	14 412	12 552	87
Geneva	3 398	3 249	96	11 539	9 122	79	14 937	12 371	83
Vienna	668	636	95	6 453	5 964	92	7 121	6 600	93
Nairobi	454	398	88	5 400	4 971	92	5 854	5 369	92
Total	7 472	7 114	95	34 852	29 778	85	42 324	36 892	87

2018^a

Duty station	With interpretation			Without interpretation			Overall		
	Programmed	Held	Percentage	Programmed	Held	Percentage	Programmed	Held	Percentage
New York	3 125	2 938	94	11 901	10 290	86	15 026	13 228	88
Geneva	3 336	3 164	95	11 424	8 909	78	14 760	12 073	82
Vienna	589	567	96	4 834	4 512	93	5 423	5 079	94
Nairobi	438	435	99	4 520	4 147	92	4 958	4 582	92
Total	7 488	7 104	95	32 679	27 858	85	40 167	34 962	87

^a Following the approval by the Under-Secretary-General for General Assembly and Conference Management of the recommendation of the steering group, starting in the new biennium 2018–2019, reporting reflects meetings programmed (planned and added meetings) versus meetings held.

2017

Duty station	With interpretation			Without interpretation			Overall		
	Planned	Held	Percentage	Planned	Held	Percentage	Planned	Held	Percentage
New York	3 181	3 109	98	12 165	10 367	85	15 346	13 476	88
Geneva	3 239	3 239	100	8 717	8 717	100	11 956	11 956	100

<i>Duty station</i>	<i>With interpretation</i>			<i>Without interpretation</i>			<i>Overall</i>		
	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>
Vienna	675	681	100	4 428	4 183	93	5 157	4 864	94
Nairobi	180	193	100	2 659	3 486	100	2 839	3 679	100
Total	7 275	7 222	99	27 969	26 753	96	35 298	33 975	96

2016

<i>Duty station</i>	<i>With interpretation</i>			<i>Without interpretation</i>			<i>Overall</i>		
	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>
New York	3 116	3 281	100	13 041	11 599	89	16 157	14 880	92
Geneva	3 343	3 343	100	8 399	8 399	100	11 742	11 742	100
Vienna	501	559	100	3 893	3 571	92	4 394	4 130	94
Nairobi	516	340	66	3 513	3 546	100	4 029	3 852	96
Total	7 476	7 523	100	28 846	27 115	94	36 322	34 604	95

2015

<i>Duty station</i>	<i>With interpretation</i>			<i>Without interpretation</i>			<i>Overall</i>		
	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>	<i>Planned</i>	<i>Held</i>	<i>Percentage</i>
New York	3 200	3 297	100	12 719	11 871	93	15 919	15 168	95
Geneva	3 230	3 212	99	9 484	9 484	100	12 714	12 696	100
Vienna	611	639	100	3 497	3 768	100	4 108	4 407	100
Nairobi	310	310	100	3 735	3 735	100	4 045	4 045	100
Total	7 351	7 458	100	29 435	28 858	98	36 786	36 316	99

Table 2

Statistics on the provision of conference services in 2020 for bodies entitled to meet “as required” in New York and Geneva

<i>Body</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
New York					
Committee on Conferences	–	–	–	1	1
Committee on Relations with the Host Country	3	3	–	4	4
Committee on the Exercise of the Inalienable Rights of the Palestinian People	1	1	–	4	4
Economic and Social Council	12	10	2	44	44
General Assembly	112	109	3	109	109
Peacebuilding Commission	8	8	–	20	20
Security Council sanctions committees	19	19	–	24	24
Security Council and other subsidiary bodies	229	213	16	216	216

<i>Body</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
Special Committee on Peacekeeping Operations and its Working Group	2	2	–	33	33
UNDP/UNFPA/UNOPS, Executive Board	–	–	–	64	64
UNICEF, Executive Board	4	4	–	8	8
Subtotal	390	369	21	527	527
Geneva					
Human Rights Council	22	22	–	–	–
Subtotal	22	22	–	–	–
Total	412	391	21	527	527

Table 3
Provision of conference services for bodies entitled to meet “as required” in New York and Geneva, 2015–2020

<i>Duty station</i>	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York							
2020	390	369	21	95	527	527	100
2019	737	709	28	96	264	264	100
2018	1 005	962	43	96	245	245	100
2017	1 038	1 012	26	97	447	447	100
2016	1 143	1 092	51	96	841	841	100
2015	992	965	27	97	528	528	100
Geneva							
2020	22	22	–	100	–	–	–
2019	44	44	–	100	–	–	–
2018	54	54	–	100	–	–	–
2017	54	54	–	100	–	–	–
2016	61	61	–	100	–	–	–
2015	55	55	–	100	–	–	–

Table 4
Statistics on the provision of conference services in 2020 for meetings of regional and other major groupings of Member States

<i>Grouping</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
New York					
African Group	–	–	–	14	14
African Union	–	–	–	1	1
Alliance of Small Island States	–	–	–	6	6
Arab Group	1	1	–	1	1
Arab League	–	–	–	2	2
Asia-Pacific Group	2	2	–	5	5
Asian-African Legal Consultative Organization	–	–	–	2	2
Cooperation Council for the Arab States of the Gulf	–	–	–	2	2
Eastern European Group	–	–	–	2	2
Economic Community of West African States	–	–	–	1	1
European Union	–	–	–	7	7
Group of 77 and China	7	6	1	50	50
Group of Land-Locked Developing Countries	6	6	–	–	–
Group of Least Developed Countries	4	3	1	3	3
Group of Western European and Other States	2	2	–	1	1
Latin American and Caribbean Group	2	2	–	4	4
Non-Aligned Movement	2	2	–	17	17
Organisation for Economic Co-operation and Development	–	–	–	1	1
Organization of Islamic Cooperation	2	2	–	2	2
Subtotal	28	26	2	121	121
Geneva					
African Group	1	1	–	35	35
African Union	1	1	–	16	16
Arab Group	–	–	–	3	3
Arab League	–	–	–	13	13
Asia-Pacific Group	1	1	–	3	3
Commonwealth Secretariat	–	–	–	1	1
Cooperation Council for the Arab States of the Gulf	–	–	–	3	3
Eastern European Group	–	–	–	2	2
European Union	–	–	–	48	48
Group of 21	8	7	–	–	–

<i>Grouping</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
Group of 77 and China	14	11	2	10	10
Group of Least Developed Countries	3	2	–	1	1
Group of Western European and Other States	–	–	–	14	14
International Organization of La francophonie	–	–	–	2	2
Japan, United States of America, Canada, Australia and New Zealand	–	–	–	2	2
Latin American and Caribbean Group	1	1	–	7	7
Non-Aligned Movement	–	–	–	28	28
Organization of Islamic Cooperation	–	–	–	26	26
Subtotal	29	24	2^a	214	214

^a A total of three meetings with interpretation were cancelled by clients.

<i>Grouping</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
Vienna					
African Group	–	–	–	17	17
Arab Group	–	–	–	1	1
Asia-Pacific Group	–	–	–	2	2
Eastern European Group	–	–	–	1	1
European Union	–	–	–	57	57
Group of 77	–	–	–	17	17
Group of Western European and other States	–	–	–	2	2
Latin American and Caribbean Group	–	–	–	5	5
Subtotal	–	–	–	102	102

<i>Grouping</i>	<i>Meetings with interpretation services</i>			<i>Meetings without interpretation services</i>	
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Requested</i>	<i>Held</i>
Nairobi					
African Group	–	–	–	6	6
European Union	–	–	–	4	4
Latin American and Caribbean Group	–	–	–	1	1
Subtotal	–	–	–	11	11
Total	57	50	4	448	448

Table 5
Provision of conference services for meetings of regional and other major groupings, 2015–2020

2020

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	28	26	2	93	121	121	100
Geneva	29	24	2 ^a	83	214	214	100
Vienna	–	–	–	–	102	102	100
Nairobi	–	–	–	N/A	11	11	100
Total	57	50	4	88	448	448	100

Abbreviation: N/A, not applicable.

^a A total of three meetings with interpretation were cancelled by clients.

2019

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	146	119	27	82	1 071	1 071	100
Geneva	66	46	10 ^a	70	1 067	1 067	100
Vienna	–	–	–	–	299	299	100
Nairobi	2	1	1	50	630	630	100
Total	214	166	38	78	3 067	3 067	100

^a A total of 10 meetings with interpretation were cancelled by clients.

2018

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	158	134	24	85	1 112	1 112	100
Geneva	64	51	10 ^a	80	978	978	100
Vienna	–	–	–	–	303	303	100
Nairobi	–	–	–	–	400	400	100
Total	222	185	34	83	2 793	2 793	100

^a A total of three meetings with interpretation were cancelled by clients.

2017

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	168	149	19	89	859	859	100
Geneva	82	48	16 ^a	59	1 033	1 033	100
Vienna	4	4	–	100	321	321	100
Nairobi	–	–	–	–	464	464	100
Total	254	201	35	79	2 677	2 677	100

^a A total of 18 meetings with interpretation were cancelled by clients.

2016

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	165	149	16	90	1 000	1 000	100
Geneva	112	68	44	61	1 114	1 114	100
Vienna	–	–	–	–	346	346	100
Nairobi	11	11	–	100	465	465	100
Total	288	228	60	79	2 925	2 925	100

2015

	<i>Meetings with interpretation services</i>				<i>Meetings without interpretation services</i>		
	<i>Requested</i>	<i>Provided</i>	<i>Not provided</i>	<i>Percentage provided</i>	<i>Requested</i>	<i>Held</i>	<i>Percentage held</i>
New York	198	173	17 ^a	87	1 058	1 058	100
Geneva	107	81	12 ^b	76	1 146	1 146	100
Vienna	–	–	–	–	342	342	100
Nairobi	4	4	–	100	369	369	100
Total	309	258	51	83	2 915	2 915	100

^a A total of eight meetings with interpretation were cancelled by clients.

^b A total of 14 meetings with interpretation were cancelled by clients.

E. Meetings management indicators

- Percentage of total meetings planned that were held:

Overall: 12,266

New York: 4,076

Geneva: 4,274

Vienna: 3,044

Nairobi: 872

• With interpretation services:

Overall: 2,767

New York: 979

Geneva: 1,257

Vienna: 351

Nairobi: 180

• Without interpretation services:

Overall: 9,499

New York: 3,097

Geneva: 3,017

Vienna: 2,693

Nairobi: 692

• Percentage of meetings of regional and other major groupings of Member States provided with interpretation services as requested:

New York: 93

Geneva: 83

Vienna: not applicable

Nairobi: not applicable

F. Meetings held away from Headquarters

There were no cost savings in 2020 as there were no meetings held away from headquarters.

II. Documents management

A. Compliance with submission deadlines, by department

Table 1
Submission compliance by department for documents slotted as at 31 December 2020

<i>Department</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>
Advisory Committee on Administrative and Budgetary Questions	–	100	100
Board of Auditors	96	100	100
Development Coordination Office	–	–	–
Department for General Assembly and Conference Management	94	96	100
Department of Economic and Social Affairs	90	97	98
Department of Global Communications	100	100	100
Department of Management Strategy, Policy and Compliance	83	91	88

<i>Department</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>
Department of Operational Support	100	–	N/A
Department of Peacekeeping Operations	100	100	100
Department of Political and Peacebuilding Affairs	88	94	96
Department of Safety and Security	100	100	100
Economic Commission for Europe ^a	96	97	96
Executive Office of the Secretary-General	64	63	78
Independent Audit Advisory Committee	100	100	100
Inter-Agency Secretariat of the International Strategy for Disaster Reduction ^b	100	100	100
International Atomic Energy Agency	100	100	100
International Civil Service Commission	95	100	100
International Court of Justice	100	100	100
International, Impartial and Independent Mechanism	100	100	100
Independent Investigative Mechanism for Myanmar	100	100	100
International Residual Mechanism for Criminal Tribunals	100	100	100
Joint Inspection Unit	88	100	100
Joint United Nations Programme on HIV/AIDS	100	100	100
Office for Disarmament Affairs	74	95	100
Office for Disarmament Affairs ^a	100	84	70
Office for Outer Space Affairs ^c	100	91	80
Office for the Coordination of Humanitarian Affairs	100	100	100
Office of Administration of Justice	100	100	100
Office of Counter-Terrorism	–	100	100
Office of Internal Oversight Services	92	100	100
Office of Legal Affairs	97	100	100
Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States	100	100	100
Office of the President of the General Assembly	–	–	N/A
Office of the Special Adviser on Africa	75	100	100
Office of the Special Representative of the Secretary-General for Children and Armed Conflict	100	100	100
Office of the Special Representative of the Secretary-General on Sexual Violence in Conflict	–	100	100
Office of the Special Representative of the Secretary-General on Violence against Children	100	100	100
Office of the United Nations High Commissioner for Human Rights ^b	88	91	87
Office of the United Nations High Commissioner for Refugees ^b	100	100	82
Peacebuilding Support Office	100	100	N/A
Regional Commissions New York Office	63	50	89
United Nations Children's Fund	100	100	100
United Nations Commission on International Trade Law ^c	91	97	86
United Nations Compensation Commission ^a	100	100	100
United Nations Conference on Trade and Development ^b	97	100	100
United Nations Convention to Combat Desertification ^a	–	80	N/A ^d
United Nations Development Programme	90	70	64

<i>Department</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>	<i>Submission compliance (percentage)</i>
United Nations Development Programme/United Nations Office for South-South Cooperation	67	50	–
United Nations Entity for Gender Equality and the Empowerment of Women	97	99	99
United Nations Environment Programme ^d	95	65	–
United Nations Framework Convention on Climate Change ^a	89	98	N/A ^d
United Nations Fund for International Partnerships	100	100	100
United Nations Human Settlements Programme	50	65	97
United Nations Industrial Development Organization	–	100	100
United Nations Institute for Training and Research	–	–	N/A
United Nations Joint Staff Pension Fund	44	23	100
United Nations Office for Project Services	100	100	83
United Nations Office on Drugs and Crime ^c	100	88	91
United Nations Office on Sport for Development and Peace	–	–	N/A
United Nations Population Fund	67	100	100
United Nations Relief and Works Agency for Palestine Refugees in the Near East	100	100	–
United Nations Scientific Committee on the Effects of Atomic Radiation ^e	100	100	100
United Nations System Chief Executives Board for Coordination	100	100	100
United Nations System Staff College	–	100	N/A
United Nations Technology Bank for Least Developed Countries	N/A	N/A	50
United Nations University	–	100	N/A
United Nations Volunteers	100	–	N/A
University for Peace	100	–	N/A
World Food Programme	100	100	100
Overall submission compliance by slot date	90	93	92
Proportion of departments with submission compliance above 90 per cent	76	80	75

Abbreviation: N/A, not applicable.

Note: All in New York except where marked.

^a Geneva.

^b New York and Geneva combined.

^c Vienna.

^d No United Nations Framework Convention on Climate Change sessions were held in 2020. Therefore, documents submitted by the Convention in 2020 will be reflected in the submission compliance report for 2021.

^e New York and Nairobi combined.

B. Documents management statistics, by duty station, as at 31 December 2020

1. New York

Table 1
Overview of submission/processing/issuance compliance

	2018	2019	2020
1. Total documents slotted	1 466	1 584	1 374
2. Submission			
(a) Overall submission compliance by the slot date	88% (1 287/1 466)	94% (1 482/1 584)	93% (1 268/1 374)
(b) Overall submission compliance in accordance with the mandated time frame (including negotiated late slotting)	91% (1 221/1 347)	94% (1 409/1 495)	93% (1 115/1 198)
(i) Received 10 weeks or more before meeting (documents subject to 10-4-6 time frame)	91% (727/798)	96% (889/930)	96% (766/800)
(ii) Received 8 weeks or more before meeting (documents subject to 8-4-4 time frame)	92% (193/209)	89% (174/196)	80% (164/204)
(iii) Received 6 weeks or more before meeting (documents subject to 6-4-2 time frame)	76% (16/21)	100% (10/10)	N/A
(iv) Negotiated late slotting	89% (285/319)	94% (336/359)	95% (185/194)
3. Processing			
Overall processing compliance in accordance with the mandated time frame (four-week turnaround of documents submitted on time and within word limit)	99% (990/995)	99% (1 162/1 167)	82% (752/917)
(a) Secretariat reports	99% (393/396)	99% (435/439)	75% (261/346)
(b) Non-Secretariat reports	100 % (597/599)	99% (727/728)	86% (491/571)
4. Issuance			
(a) Total documents issued	1 466	1 584	1 374
(b) Overall issuance compliance in accordance with the mandated time frame (including negotiated late issuance)	94% (1 271/1 347)	97% (1 445/1 495)	85% (1 017/1 198)
(i) Issued 6 weeks or more before meeting (documents subject to 10-4-6 time frame)	92% (732/798)	96% (891/930)	85% (681/800)
(ii) Issued 4 weeks or more before meeting (documents subject to 8-4-4 time frame)	95% (199/209)	94% (185/196)	70% (142/204)
(iii) Issued 2 weeks or more before meeting (documents subject to 6-4-2 time framed)	100% (21/21)	100% (10/10)	N/A
(iv) Negotiated late issuance	100% (319/319)	100% (359/359)	100% (194/194)
(c) Overall issuance compliance in accordance with the agreed time frame for documents submitted on time and within the established word limits	99% (990/995)	99% (1 162/1 167)	82% (752/917)

Abbreviation: N/A, not applicable.

Table 2
Submission compliance by department for slotted documents

Department	2019				2020			
	Total slotted	Received on time	Received late	Submission compliance (percentage)	Total slotted	Received on time	Received late	Submission compliance (percentage)
Advisory Committee on Administrative and Budgetary Questions	1	1	–	100	1	1	–	100
Board of Auditors	21	21	–	100	22	22	–	100
Department for General Assembly and Conference Management	80	77	3	96	62	62	–	100
Department of Economic and Social Affairs	508	495	13	97	301	296	5	98
Department of Global Communications	7	7	–	100	7	7	–	100
Department of Management Strategy, Policy and Compliance	159	145	14	91	145	128	17	88
Department of Operational Support	–	–	–	–	2	2	–	100
Department of Peacekeeping Operations	4	4	–	100	1	1	–	100
Department of Political and Peacebuilding Affairs	47	44	3	94	53	51	2	96
Department of Safety and Security	1	1	–	100	1	1	–	100
Development Coordination Office	1	–	1	–	1	–	1	–
Executive Office of the Secretary-General	8	5	3	63	9	7	2	78
Independent Audit Advisory Committee	3	3	–	100	3	3	–	100
Inter-Agency Secretariat of the International Strategy for Disaster Reduction	1	1	–	100	1	1	–	100
International Atomic Energy Agency	1	1	–	100	1	1	–	100
International Civil Service Commission	22	22	–	100	17	17	–	100
International Court of Justice	1	1	–	100	1	1	–	100
International, Impartial and Independent Mechanism	–	–	–	–	2	2	–	100
Independent Investigative Mechanism for Myanmar	–	–	–	–	1	1	–	100
International Residual Mechanism for Criminal Tribunals	1	1	–	100	1	1	–	100
Joint Inspection Unit	3	3	–	100	6	6	–	100
Joint United Nations Programme on HIV/AIDS	2	2	–	100	1	1	–	100
Office for Disarmament Affairs	87	83	4	95	65	65	–	100
Office for the Coordination of Humanitarian Affairs	3	3	–	100	3	3	–	100
Office of Administration of Justice	3	3	–	100	3	3	–	100
Office of Counter-Terrorism	1	1	–	100	1	1	–	100
Office of Internal Oversight Services	13	13	–	100	12	12	–	100
Office of Legal Affairs	67	67	–	100	64	64	–	100
Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States	2	2	–	100	2	2	–	100
Office of the Special Adviser on Africa	3	3	–	100	1	1	–	100
Office of the Special Representative of the Secretary-General for Children and Armed Conflict	3	3	–	100	2	2	–	100

Department	2019				2020			
	Total slotted	Received on time	Received late	Submission compliance (percentage)	Total slotted	Received on time	Received late	Submission compliance (percentage)
Office of the Special Representative of the Secretary-General for Sexual Violence in Conflict	1	1	–	100	1	1	–	100
Office of the Special Representative of the Secretary-General on Violence against Children	1	1	–	100	1	1	–	100
Office of the United Nations High Commissioner for Human Rights	243	213	30	88	223	170	53	76
Office of the United Nations High Commissioner for Refugees	1	1	–	100	1	1	–	100
Peacebuilding Support Office	2	2	–	100	–	–	–	–
Regional Commissions New York Office	10	5	5	50	9	8	1	89
United Nations Children's Fund	26	26	–	100	36	36	–	100
United Nations Conference on Trade and Development	5	5	–	100	3	3	–	100
United Nations Development Programme	43	30	13	70	50	32	18	64
United Nations Development Programme/ United Nations Office for South-South Cooperation	2	1	1	50	1	–	1	–
United Nations Entity for Gender Equality and the Empowerment of Women	158	157	1	99	229	227	2	99
United Nations Environment Programme	1	1	–	100	1	–	1	–
United Nations Fund for International Partnerships	1	1	–	100	1	1	–	100
United Nations Human Settlements Programme	1	1	–	100	1	1	–	100
United Nations Industrial Development Organization	1	1	–	100	1	1	–	100
United Nations Institute for Training and Research	1	–	1	–	–	–	–	–
United Nations Joint Staff Pension Fund	13	3	10	23	3	3	–	100
United Nations Office for Project Services	7	7	–	100	6	5	1	83
United Nations Office on Sport for Development and Peace	–	–	–	–	–	–	–	–
United Nations Population Fund	1	1	–	100	2	2	–	100
United Nations Relief and Works Agency for Palestine Refugees in the Near East	1	1	–	100	1	–	1	–
United Nations System Chief Executives Board for Coordination	8	8	–	100	8	8	–	100
United Nations System Staff College	1	1	–	100	–	–	–	–
United Nations Technology Bank for Least Developed Countries	–	–	–	–	2	1	1	50
United Nations University	1	1	–	100	–	–	–	–
United Nations Volunteers	–	–	–	–	–	–	–	–
University for Peace	–	–	–	–	–	–	–	–
World Food Programme	3	3	–	100	2	2	–	100
Total submission compliance by slot date	1 585	1 483	102	94	1 374	1 268	106	92
Proportion of departments with submission compliance above 90 per cent	–	–	–	88 (44 of 50)	–	–	–	84 (41 of 49)

2. Geneva, Division of Conference Management

Table 1
Overview of submission/processing/issuance compliance

	2018	2019	2020
1. Total documents slotted	1 894	2 032	1 632
2. Submission			
(a) Overall submission compliance by the slot date	93% (1 763/1 894)	95% (1 926/2 032)	93% (1 524/1 632)
(b) Overall submission compliance in accordance with the mandated time frame (excluding negotiated late slotting)	94% (1 356/1 445)	95% (1 571/1 651)	96% (1 177/1 232)
(i) Received 10 weeks or more before meeting (documents subject to 10-4-6 time frame)	94% (1 142/1 212)	95% (1 298/1 361)	96% (957/996)
(ii) Received 8 weeks or more before meeting (documents subject to 8-4-4 time frame)	92% (214/233)	94% (273/290)	93% (220/236)
(iii) Negotiated late slotting	91% (407/449)	93% (355/381)	87% (347/400)
3. Processing			
Overall processing compliance in accordance with the mandated time frame (four-week turnaround of documents submitted on time and within word limit)	100% (1 761/1 763)	100% (1 924/1 926)	100% (1 522/1 524)
(a) Secretariat reports	100% (501/501)	100% (602/602)	100% (428/428)
(b) Non-Secretariat reports	100% (1 260/1 262)	100% (1 322/1 324)	100% (1 094/1 096)
4. Issuance			
(a) Total documents issued	1 892	2 020	1 629
(b) Overall issuance compliance in accordance with the mandated time frame (including negotiated late issuance)	94% (1 773/1 892)	96% (1 931/2 020)	95% (1 546/1 629)
(i) Issued 6 weeks or more before meeting (documents subject to 10-4-6 time frame)	95% (1 145/1 212)	96% (1 301/1 354)	98% (971/995)
(ii) Issued 4 weeks or more before meeting (documents subject to 8-4-4 time frame)	94% (220/233)	95% (275/290)	95% (224/236)
(iii) Negotiated late issuance	91% (408/447)	94% (355/376)	88% (351/398)
(c) Overall issuance compliance in accordance with the agreed time frame for documents submitted on time and within the established word limits	100% (1 760/1 763)	100% (1 921/1 926)	100% (1 522/1 523)

Table 2
Submission compliance by department for slotted documents

Department	2018				2019				2020			
	Total slotted	Received late	Average days late	Submission compliance by number of documents (percentage)	Total slotted	Received late	Average days late	Submission compliance by number of documents (percentage)	Total slotted	Received late	Average days late	Submission compliance by number of documents (percentage)
Economic Commission for Europe	975	36	21	96	1 011	28	33	97	858	31	24	96
Office for Disarmament Affairs	10	–	–	100	56	9	22	84	44	13	25	70
Office of the United Nations High Commissioner for Human Rights	790	90	45	89	811	61	52	92	676	62	39	91
Office of the United Nations High Commissioner for Refugees	10	–	–	100	10	–	–	100	10	2	5	80
United Nations Compensation Commission	9	–	–	100	6	–	–	100	10	–	–	100
United Nations Conference on Trade and Development	55	–	–	100	60	–	–	100	34	–	–	100
United Nations Convention to Combat Desertification	N/A	N/A	N/A	–	35	7	4	80	N/A	N/A	N/A	N/A ^a
United Nations Framework Convention on Climate Change	45	5	37	89	43	1	12	98	N/A	N/A	N/A	N/A ^a
Total	1 894	131	38	93	2 032	106	41	95	1 632	108	32	93

Abbreviation: N/A, not applicable.

^a No United Nations Convention to Combat Desertification or United Nations Framework Convention on Climate Change sessions were held in 2020. Therefore, documents submitted by the United Nations Convention to Combat Desertification or the United Nations Framework Convention on Climate Change in 2020 will be reflected in the submission compliance report for 2021

3. Vienna, Conference Management Service

Table 1
Overview of submission/processing/issuance compliance

	2018	2019	2020
1. Total documents slotted	210	222	226
2. Submission			
(a) Overall submission compliance by the slot date	81% (188/233)	91% (203/222)	78% (142/226)
(b) Overall submission compliance in accordance with the mandated time frame (excluding negotiated late slotting)	92% (215/233)	93% (207/222)	86% (195/226)
(i) Received 10 weeks or more before meeting (documents subject to 10-4-6 time frame)	74% (174/233)	77% (171/222)	63% (142/226)
(ii) Negotiated late slotting ^a	85% (143/168)	94% (151/160)	87% (121/139)
3. Processing			
Overall processing compliance in accordance with the mandated time frame (four-week turnaround of documents submitted on time and within word limit)	79% (128/162)	94% (129/137)	84% (110/133)
(a) Secretariat reports	84% (113/135)	93% (110/118)	84% (99/118)
(b) Non-Secretariat reports	56% (15/27)	100% (19/19)	73% (11/15)
4. Issuance			
(a) Total documents issued	233	222	226
(b) Overall issuance compliance in accordance with the mandated time frame (including negotiated late issuance)	83% (194/233)	94% (153/163)	90% (203/226)
(i) Issued 6 weeks or more before meeting (documents subject to 10-4-6 time frame)	77% (179/233)	67% (149/222)	82% (185/226)
(ii) Negotiated late issuance ^a	88% (142/162)	100% (154/154)	87% (121/139)
(c) Overall issuance compliance in accordance with the mandated time frame for documents submitted on time and within the word limit guidelines	85% (124/146)	94% (153/163)	92% (106/115)

^a Under submission timeliness, late slotting covers all documents for which the submission date was later than 10 weeks before the related meeting. Under issuance timeliness, late slotting covers all documents for which the issuance date was later than six weeks before the related meeting. For that reason, the total number of documents displayed is not identical.

Table 2
Submission compliance by department for slotted documents

<i>Department</i>	<i>2018</i>				<i>2019</i>				<i>2020</i>			
	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)</i>	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)</i>	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)^a</i>
Office for Outer Space Affairs	25	–	–	100	23	2	22	91	30	6	16	80
United Nations Commission on International Trade Law	84	7	–	91	76	2	11	97	70	10	30	86
United Nations Office on Drugs and Crime	100	–	–	100	122	15	22	88	125	13	13	90
United Nations Scientific Committee on the Effects of Atomic Radiation	1	–	–	100	1	–	–	100	1	–	–	100
Total	210	7	–	98	222	19	14	91	226	29	59	87

^a Some of the documents reported as late submission were issued to a meeting which was later cancelled owing to COVID-19.

4. Nairobi, Division of Conference Services

Table 1
Overview of submission/processing/issuance compliance

	2018	2019	2020
1. Total documents slotted	95	225	96
2. Submission			
(a) Overall submission compliance by the slot date	77% (89/115)	64% (145/225)	79% (76/96)
(b) Overall submission compliance in accordance with the mandated time frame	77% (89/115)	64% (145/225)	79% (76/96)
(i) Received 10 weeks or more before meeting (documents subject to 10-4-6 time frame)	77% (89/115)	63% (138/218)	67% (39/58)
(ii) Received 8 weeks or more before meeting (documents subject to 8-4-4 time frame)	N/A	100% (7/7)	97% (37/38)
(iii) Negotiated late slotting	N/A	N/A	N/A
3. Processing			
Overall processing compliance in accordance with the mandated time frame (four-week turnaround of documents submitted on time and within word limit)	89% (87/98)	96% (139/145)	99% (75/76)
(a) Secretariat reports	89% (87/98)	96% (139/145)	99% (75/76)
(b) Non-Secretariat reports	N/A	N/A	N/A
4. Issuance			
(a) Total documents issued	100% (72/72)	100% (225/225)	100% (96/96)
(b) Overall issuance compliance in accordance with the mandated time frame	94% (68/72)	62% (139/225)	77% (74/96)
(i) Issued 6 weeks or more before meeting	94% (68/72)	61% (132/218)	62% (36/58)
(ii) Issued 4 weeks or more before meeting (documents subject to 8-4-4 time frame)	N/A	100%	95% (36/38)
(ii) Negotiated late issuance	N/A	N/A	100% (3/3)
(c) Overall issuance compliance in accordance with the mandated time frame for documents submitted on time and within the established word limits	94% (68/72)	62% (139/225)	77% (74/96)

Abbreviation: N/A, not applicable.

Table 2
Submission compliance by department for slotted documents

<i>Department</i>	<i>2018</i>				<i>2019</i>				<i>2020</i>			
	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)</i>	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)</i>	<i>Total slotted</i>	<i>Received late</i>	<i>Average days late</i>	<i>Submission compliance by number of documents (percentage)</i>
United Nations Environment Programme	98	26	22	73	200	71	26	65	58	19	34	67
United Nations Human Settlements Programme	–	N/A	N/A	N/A	25	9	65	64	38	1	51	97
Total	98	26	22	73	225	80	45	64	96	20	35	79

Abbreviation: N/A, not applicable.

C. Timeliness indicators for documentation, 2020

- Percentage of pre-session documents issued in accordance with the mandated time frame:

New York: 85

Geneva: 95

Vienna: 90

Nairobi: 77

- Percentage of pre-session documents submitted on time and within applicable word limits that were processed by the Department within the mandated time frame:

New York: 82

Geneva: 100

Vienna: 84

Nairobi: 99

III. Human resources measures, workload sharing, workload and productivity statistics

A. Human resources measures

Table 1

Vacancy rates in key occupational groups as at 31 December 2020

(Posts)

	<i>Headquarters</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>
Interpretation services	11	9	5	5	3	11	4	21
Translation services	52	16	18	10	2	4	3	14
Text-processing units	12	10	13	17	4	11	–	–
Editing/Official Records	5	21	3	14	1	20	N/A	N/A
Verbatim Reporting Service	1	2	N/A	N/A	N/A	N/A	N/A	N/A

Abbreviation: N/A, not applicable.

Table 2

Number of language professionals rostered from language competitive examinations in 2020

2020 competitive examination for French interpreters with Russian	2
Total number of candidates rostered in 2020	2

Note: 2020 competitive examination for Spanish translators, editors and verbatim reporters to be concluded in 2021.

Table 3
Temporary assistance for meetings: expenditures by language, 2019 and 2020

(United States dollars)

<i>Translation</i>	<i>New York</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>
Arabic	402 403	406	306 656	59 288	439 124	189 670	48 374	7 065
Chinese	38 594	–	727 323	172 212	87 138	33 298	107 266	–
English	94 495	17 133	1 239 482	318 613	57 949	11 802	491 722	–
French	2 030 391	306 784	2 042 539	648 876	526 262	105 794	–	–
Russian	678 334	147 140	862 815	444 911	191 017	83 876	31 407	2 141
Spanish	894 576	42 957	990 436	496 665	372 161	139 934	21 888	3 369
Total	4 138 792	514 420	6 169 251	2 140 565	1 673 651	564 374	700 657	12 575

<i>Contractual translation</i>	<i>New York</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>
Arabic	199 324	9 622	621 747	274 401	281 252	112 390	183 757	37 863
Chinese	248 984	833	539 266	83 417	209 773	19 144	172 259	20 859
English	43 287	29 301	159 074	50 742	30 643	11 421	46 473	9 698
French	719 366	307 391	1 338 000	1 397 335	188 730	159 225	278 461	228 870
Russian	515 319	92 479	699 524	394 922	241 199	156 524	176 575	57 436
Spanish	468 229	130 266	899 898	484 131	202 328	100 745	239 225	150 419
Total	2 194 509	569 892	4 257 509	2 684 948	1 153 925	559 449	1 096 750	505 145

<i>Interpretation</i>	<i>New York</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>
Arabic	582 658	134 557	400 323	132 708	376 035	293 880	404 683	73 170
Chinese	642 890	153 780	111 280	17 379	359 725	189 424	370 914	83 136
English	412 204	109 681	613 504	179 899	264 583	162 141	844 672	99 982
French	641 661	196 748	419 950	126 196	220 184	201 117	287 116	121 065
Russian	389 668	122 119	146 875	6 092	204 780	217 487	142 558	26 703
Spanish	359 347	53 144	469 319	101 814	203 874	129 401	223 627	67 713
Total	3 028 428	770 029	2 161 251	564 088	1 629 182	1 193 450	2 273 570	471 769

<i>Verbatim</i>	<i>New York</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>	<i>2019</i>	<i>2020</i>
Arabic	475 909	102 809	N/A	N/A	N/A	N/A	N/A	N/A
Chinese	351 055	80 501	N/A	N/A	N/A	N/A	N/A	N/A
English	602 137	106 203	N/A	N/A	N/A	N/A	N/A	N/A
French	433 631	108 143	N/A	N/A	N/A	N/A	N/A	N/A

<i>Verbatim</i>	<i>New York</i>		<i>Geneva</i>		<i>Vienna</i>		<i>Nairobi</i>	
	2019	2020	2019	2020	2019	2020	2019	2020
Russian	566 539	120 752	N/A	N/A	N/A	N/A	N/A	N/A
Spanish	445 247	67 892	N/A	N/A	N/A	N/A	N/A	N/A
Total	2 874 517	586 300	N/A	N/A	N/A	N/A	N/A	N/A

Abbreviation: N/A, not applicable.

B. Workload sharing

Table 1
Document workload sharing

<i>Documentation processed</i>	<i>Requesting office</i>	2016	2017	2018	2019	2020
New York	Geneva, translation		285 365	75 434	697 981	831 751
	Geneva, editing		158 136	766 086 ^a	431 089	29 653
	Geneva, text-processing		–	31 900	39 151	398 498
	Geneva, proofreading				1 733 059	
Subtotal (Geneva)		924 796	443 501	873 420	2 901 280	1 259 902
	Vienna, translation		78 705	63 411	72 366	478 446
	Vienna, editing		–	–	42 573	28 316
	Vienna, text-processing		–	50 906	53 602	247 905
Subtotal (Vienna)		–	78 705	114 317	168 541	754 667
	Nairobi, translation		27 246	–	28 962	–
	Nairobi, editing		20 726	30 095	–	18 794
	Nairobi, text-processing		–	–	–	–
Subtotal (Nairobi)		20 642	47 972	30 095	28 962	18 794
Other		66 538	–	–	–	–
Total		1 011 976	570 178	1 017 832	3 098 783	2 033 363
Geneva	New York, translation		239 690	1 732 540	684 062	776 940
	New York, editing		127 972	349 542	507 874	446 744
	New York, text-processing		584 421	1 650 347	697 714	473 683
	New York, proofreading					63 096
Subtotal (New York)		375 580	952 083	3 732 429	1 889 650	1 760 463
					4 960	176 380
					–	84 149
Subtotal (Vienna)		–	–	–	4 960	260 529

<i>Documentation processed</i>	<i>Requesting office</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
	Nairobi, translation					1 170
	Nairobi, editing					23 204
	Subtotal (Nairobi)	–	–	–	–	24 374
	Total	375 580	952 083	3 732 429	1 894 610	2 045 366
Vienna	New York, translation		463 593	83 241	66 253	136 624
	New York, editing		64 152	22 028	48 065	9 234
	New York, text-processing		1 140 711	447 362	189 254	81 558
	New York, précis-writing			82 023	–	–
	Subtotal (New York)	226 874	1 668 456	634 654	303 572	227 416
	Geneva, translation		165 461	34 391	65 485	–
	Geneva, editing		14 751	51 355	53 124	–
	Geneva, text-processing		349 932	85 746	189 318	–
	Subtotal (Geneva)	310 874	530 144	171 492	307 927	–
	Subtotal (Nairobi) Editing	–	–	–	–	5 255
	Total	537 748	2 198 600	806 146	611 499	232 671
Nairobi	New York, translation		–	40 535	–	284 450
	New York, editing		–	–	19 084	33 801
	New York, text-processing		388 968	–	19 084	251 339
	Subtotal (New York)	24 554	388 968	40 535	38 168	569 590
	Geneva, translation		–	–	12 961	64 136
	Geneva, editing		–	–	–	10 433
	Geneva, text-processing		278 520	232 650	–	64 136
	Subtotal (Geneva)	10 473	278 520	232 650	12 961	138 705
	Vienna, translation		–	–	–	21 317
	Vienna, editing		–	–	–	–
	Vienna, text-processing		–	–	–	21 317
	Subtotal (Vienna)	–	–	–	–	42 634
	Total	35 027	667 488	273 185	51 129	750 929

^a In 2018, the figure for editing also included proofreading.

C. Translation, editing and revision workload, by duty station and language, 2015–2020

Table 1
Translation workload, in words (logout/throughput)

New York

	2015	2016	2017	2018	2019	2020	Total
Arabic	27 026 548	25 642 639	24 068 761	25 455 624	25 966 717	22 956 328	151 116 617
Chinese	26 365 382	25 981 364	25 034 070	24 726 930	25 957 771	23 785 573	151 851 090
English	3 224 641	3 832 347	3 606 713	2 868 112	2 523 582	2 643 148	18 698 543
French	30 696 654	30 930 091	28 356 264	28 713 043	27 962 950	25 014 075	171 673 077
Russian	27 320 553	25 561 567	24 885 659	25 263 270	25 066 421	22 388 363	150 485 833
Spanish	29 709 756	28 873 765	25 947 766	27 608 194	26 297 172	22 881 129	161 317 782
Total	144 343 534	140 821 773	131 899 233	134 635 173	133 774 613	119 668 616	805 142 942

Geneva

	2015	2016	2017	2018	2019	2020	Total
Arabic	9 608 737	10 115 585	9 924 425	9 348 540	11 050 610	9 221 788	59 269 685
Chinese	9 230 822	10 568 650	9 481 784	9 680 840	10 892 280	7 584 344	57 438 720
English	4 561 788	4 461 830	4 496 100	4 230 084	4 961 860	4 279 630	26 991 292
French	18 320 146	20 668 128	18 264 220	18 806 378	19 628 501	20 000 738	115 688 111
Russian	15 417 374	16 102 699	15 323 193	16 234 975	17 059 731	15 165 118	95 303 090
Spanish	15 837 312	16 879 480	14 284 009	13 602 290	15 837 292	13 340 201	89 780 584
Total	72 976 179	78 796 372	71 773 731	71 903 107	79 430 274	69 591 819	444 471 482

Vienna

	2015	2016	2017	2018	2019	2020	Total
Arabic	4 283 631	3 991 600	4 270 050	4 144 909	4 207 880	3 551 660	24 449 730
Chinese	3 857 687	3 602 680	4 340 600	3 456 925	3 894 990	3 699 080	22 851 962
English	716 399	403 919	525 730	392 693	455 480	503 100	2 997 321
French	5 388 583	5 443 716	5 221 120	5 107 100	5 197 150	4 658 280	31 015 949
Russian	4 172 237	3 730 677	4 431 630	3 992 753	4 359 790	4 105 910	24 792 997
Spanish	4 889 092	4 146 664	4 629 130	4 342 028	4 570 530	4 626 150	27 203 594
Total	23 307 629	21 319 256	23 418 260	21 436 408	22 685 820	21 144 180	133 311 553

Nairobi

	2015	2016	2017	2018	2019	2020	Total
Arabic	1 490 003	1 284 040	1 540 978	1 062 900	1 830 380	1 021 790	8 230 091
Chinese	1 439 056	1 106 033	1 431 123	964 550	1 632 260	789 260	7 362 282
English	31 487	126 757	131 748	190 076	115 740	99 580	695 388
French	1 884 280	1 581 185	2 038 954	1 815 700	2 259 170	1 788 900	11 368 189
Russian	1 469 036	1 176 111	1 492 197	1 019 700	1 636 410	919 810	7 713 264
Spanish	1 701 960	1 250 827	1 566 774	1 069 330	2 095 090	1 157 750	8 841 731
Total	8 015 822	6 524 953	8 201 774	6 122 256	9 569 050	5 777 090	44 210 945

Table 2
Editing workload, in words

Year	New York	Geneva	Vienna	Nairobi	Total
2015	16 487 654	10 442 725	2 262 539	2 031 542	31 224 460
2016	17 662 267	10 498 346 ^a	2 006 615	2 032 626	32 199 854
2017	17 853 196	11 280 311	2 671 134	2 283 382	34 088 023
2018	16 937 832	10 150 103	2 518 969	1 265 816	30 872 720
2019	16 479 308	10 922 938	2 641 742	2 507 890	32 551 878
2020	16 594 554	12 189 339	2 783 685	1 393 026	32 960 604
Total	102 014 811	65 483 762	14 884 684	11 514 282	193 897 539

^a The figure for 2016 was updated after a data clean-up exercise was performed in 2018.

Table 3
Revision workload, in words (revision work performed on in-house translated text)

New York

	2015	2016	2017	2018	2019	2020	Total
Arabic	10 477 421	9 447 191	7 499 903	6 431 136	6 101 680	4 965 692	44 923 023
Chinese	6 836 475	7 130 439	6 558 074	6 885 410	5 493 451	6 417 018	39 320 867
English	633 481	873 342	680 008	554 123	538 016	368 570	3 647 540
French	7 073 286	7 924 125	10 577 021	10 088 572	9 148 709	1 648 532	46 460 245
Russian	4 615 050	3 813 751	5 200 711	3 307 544	1 919 273	649 582	19 505 911
Spanish	4 638 919	5 519 663	5 270 819	5 988 923	5 373 779	2 924 909	29 717 012
Total	34 274 632	34 708 511	35 786 536	33 255 708	28 574 908	16 974 302	183 574 597

Geneva

	2015	2016	2017	2018	2019	2020	Total
Arabic	4 227 371	3 413 347	3 267 458	1 397 600	1 380 415	1 701 350	15 387 541
Chinese	2 282 340	3 005 194	2 851 224	2 653 900	3 004 536	2 046 473	15 843 667
English	2 290 343	1 630 289	1 860 953	1 592 189	2 119 782	2 032 122	11 525 678

	2015	2016	2017	2018	2019	2020	Total
French	5 087 460	7 226 111	6 893 265	6 108 911	6 203 633	4 266 096	35 785 476
Russian	5 135 141	5 961 379	5 191 885	4 531 693	3 850 016	3 103 956	27 774 070
Spanish	6 738 247	7 651 335	4 344 945	3 898 662	3 296 412	1 952 372	27 881 973
Total	25 760 902	28 887 655	24 409 730	20 182 955	19 854 793	15 102 369	134 198 224

Vienna

	2015	2016	2017	2018	2019	2020	Total
Arabic	623 082	661 246	989 341	963 684	1 181 745	459 851	4 878 949
Chinese	262 430	101 020	142 302	218 147	596 176	916 240	2 236 315
English	31 890	147 430	193 302	116 689	119 814	142 693	751 818
French	1 173 379	1 151 660	965 580	1 236 731	1 661 369	614 048	6 802 767
Russian	1 243 442	1 139 210	1 153 672	1 278 092	1 241 209	1 019 056	7 074 681
Spanish	844 112	585 680	1 067 638	1 048 641	1 507 718	1 063 199	6 116 988
Total	4 178 335	3 786 246	4 511 835	4 861 984	6 308 031	4 215 087	27 861 518

Nairobi

	2015	2016	2017	2018	2019	2020	Total
Arabic	42 900	130 350	2 580	723 443	976 513	784 749	2 660 535
Chinese	97 020	300 960	483 554	846 256	781 904	693 997	3 203 691
English	28 710	26 400	102 951	78 906	101 526	89 760	428 253
French	316 800	50 160	309 471	990 788	1 044 136	951 534	3 662 889
Russian	199 650	210 210	47 765	574 931	885 965	718 791	2 637 312
Spanish	76 890	23 489	2 000	672 094	863 363	495 389	2 133 225
Total	761 970	741 569	948 321	3 886 418	4 653 407	3 734 220	14 725 905

D. Productivity measures

- Translation productivity: translation throughput in words per staff member per workday:

New York: 2,182

Geneva: 1,914

Vienna: 2,211

Nairobi: 1,814

- Editing productivity: number of words edited per staff member per workday:

New York: 4,162

Geneva: 3,785

Vienna: 3,696

Nairobi: 4,022

- Text-processing productivity: number of words processed per staff member per workday:

New York: 8,083

Geneva: 7,236

Vienna: 8,184

Nairobi: 4,828

Five-year productivity trends

(Words per staff member per day)

Translation, throughput (English Translation Service included)

<i>Duty station</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
New York	1 942	1 933	2 009	2 037	2 182
Geneva	1 678	1 650	1 744	1 814	1 914
Vienna	1 798	1 716	1 782	1 947	2 211
Nairobi	1 916	1 751	1 617	1 914	1 814

Editing

<i>Duty station</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
New York	3 975	3 804	4 187	3 907	4 162
Geneva	3 346	3 802	3 284	3 958 ^a	3 785
Vienna	3 521	3 535	3 277	3 600	3 696
Nairobi	4 742	4 574	3 762	4 399	4 022

^a The 2019 figure takes into account the full work processed by the Editing Section, which includes proofreading.

Text-processing

<i>Duty station</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>
New York	6 880	7 982	7 806	7 859	8 083
Geneva	5 804	6 732	6 848	7 634	7 236
Vienna	5 115	5 346	5 049	4 983	8 184
Nairobi	3 267	4 884	5 676	5 577	4 828

IV. Quality measures

The Department for General Assembly and Conference Management is committed to providing high-quality conference services to Member States in an efficient and cost-effective manner. For that purpose, it collects feedback from Member States through global e-surveys, annual informational meetings held at all duty stations and ad hoc surveys. In 2020, the multilingual global survey on conference services was updated and shared among all duty stations for distribution to the Permanent Missions. Eighty-six per cent of all respondents to the global survey rated the conference services provided as either “good” or “very good”. The results of the global survey are presented in the table below. In response to a survey of Bureau

members of the Main Committees in New York, all 17 respondents stated that the overall quality of the assistance provided by secretariats was “very good”. In New York, a feedback database independent from the e-survey is also maintained. In 2020, feedback from 14 respondents was registered, consisting of 12 compliments and 2 complaints.

In Geneva, 87 per cent of the respondents to a 2020 local survey gave an overall rating of “good” or “very good” for conference services. In addition to the survey, the Division of Conference Management received 15 compliments (and no complaints) from its clients for meetings held in 2020. From January to March 2020, Vienna administered an interactive client satisfaction survey during in-person meetings. The meetings management staff collected feedback from 76 respondents, who rated interpretation as either “good” or “very good” in accuracy (96 per cent), completeness (96 per cent), clarity (91 per cent) and understandability (95 per cent). Similarly, the quality of translated documents was rated as either “good” or “very good” in accuracy (97 per cent), style (91 per cent) and consistency (97 per cent). Nairobi carried out two surveys that included questions on the experience of the use of remote simultaneous interpretation platforms by Member States. Responses on user experience with the three platforms used by the United Nations Office at Nairobi ranged from average to very good. Only one negative comment was received, relating to the time that it took for the floor to be given to a participant. No complaints were received in terms of the conference services provided.

2020 e-survey results

<i>Quality of services provided by meeting services</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
New York	9	56.26	3	18.75	3	18.75	1	6.25	–	–	16
Geneva	34	43.04	30	37.97	13	16.46	2	2.53	–	–	79
Vienna	29	65.91	9	20.45	6	13.64	–	–	–	–	44
Nairobi	16	55.17	9	31.03	2	6.90	2	6.90	–	–	29

<i>Linguistic quality of translated documents</i>		<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
		<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
Accuracy	New York	12	44.44	11	40.74	4	14.81	–	–	–	–	27
	Geneva	44	49.44	36	40.45	9	10.11	–	–	–	–	89
	Vienna	27	60.00	15	33.33	2	4.44	1	2.22	–	–	45
	Nairobi	29	70.73	12	29.27	–	–	–	–	–	–	41
Consistency	New York	6	42.86	5	35.71	3	21.43	–	–	–	–	14
	Geneva	33	46.48	30	42.25	8	11.27	–	–	–	–	71
	Vienna	27	67.50	10	25.00	3	7.50	–	–	–	–	40
	Nairobi	23	71.88	7	21.88	2	6.25	–	–	–	–	32
Style	New York	6	42.86	5	35.71	3	21.43	–	–	–	–	14
	Geneva	32	44.44	36	50.00	4	5.56	–	–	–	–	72
	Vienna	23	54.76	16	38.10	3	7.14	–	–	–	–	42
	Nairobi	23	7.19	6	18.75	3	9.38	–	–	–	–	32

<i>Linguistic quality of interpretation</i>		<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
		<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
Accuracy	New York	13	54.17	7	29.17	4	16.67	–	–	–	–	24
	Geneva	46	52.87	27	31.03	12	13.79	–	–	2	2.30	87
	Vienna	22	48.89	17	37.78	5	11.11	1	2.22	–	–	45
	Nairobi	29	70.73	10	24.39	2	4.88	–	–	–	–	41
Completeness	New York	8	61.54	3	23.08	2	15.38	–	–	–	–	13
	Geneva	33	47.14	24	34.29	11	15.71	–	–	2	2.86	70

<i>Linguistic quality of interpretation</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
Vienna	18	41.86	19	44.19	4	9.30	2	4.65	–	–	43
Nairobi	22	66.67	6	18.18	5	15.15	–	–	–	–	33
Delivery New York	8	61.54	3	23.08	2	15.38	–	–	–	–	13
Geneva	32	47.06	22	32.35	11	16.18	1	1.47	2	2.94	68
Vienna	22	51.16	13	30.23	6	13.95	1	2.33	1	2.33	43
Nairobi	22	68.75	5	15.63	5	15.63	–	–	–	–	32

<i>Quality of the remote simultaneous interpretation provided (if applicable)</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
New York	5	29.41	7	41.18	2	11.76	3	17.65	–	–	17
Geneva	21	31.34	29	43.28	14	20.90	2	2.99	1	1.49	67
Vienna	10	23.26	27	62.79	5	11.63	1	2.33	–	–	43
Nairobi	17	43.59	11	28.21	8	20.51	3	7.69	–	–	39

<i>Overall quality of services provided by the Department for General Assembly and Conference Management</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
New York	14	51.85	8	29.63	4	14.81	1	3.70	–	–	27
Geneva	39	44.32	34	38.64	14	15.91	1	1.14	–	–	88
Vienna	24	53.33	18	40.00	3	6.67	–	–	–	–	45
Nairobi	25	58.14	13	30.23	4	9.30	1	2.33	–	–	43

<i>New York only</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Overall support provided by committee secretaries</i>											
First Committee	7	38.89	8	44.44	2	11.11	1	5.56	–	–	18
Second Committee	7	50.00	4	28.57	2	14.29	1	7.14	–	–	14
Third Committee	4	28.57	8	57.14	1	7.14	1	7.14	–	–	14
Fourth Committee	7	43.75	7	43.75	1	6.25	1	6.25	–	–	16
General Assembly	9	40.91	8	36.36	4	18.18	1	4.55	–	–	22
<i>Level of satisfaction with the process of submission and processing of draft resolutions</i>											
First Committee	9	50.00	6	33.33	2	11.11	1	5.56	–	–	18
Second Committee	3	20.00	9	60.00	2	13.33	1	6.67	–	–	15
Third Committee	9	60.00	3	20.00	2	13.33	1	6.67	–	–	15
Fourth Committee	8	47.06	5	29.41	3	17.65	1	5.88	–	–	17
General Assembly	11	52.38	5	23.81	4	19.05	1	4.76	–	–	21
<i>Satisfaction with e-deleGATE</i>	8	40.00	8	40.00	3	15.00	1	5.00	–	–	2 088
<i>Satisfaction with the quality of the Journal</i>	8	38.10	9	42.86	3	14.29	–	–	1	4.76	21
<i>Satisfaction with the quality of One-Stop Shop</i>	7	35.00	6	30.00	6	30.00	1	5.00	–	–	20

<i>Geneva only</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Satisfaction with seating arrangements pre-COVID-19</i>	50	55.56	23	25.56	14	15.56	3	3.33	–	–	90
<i>Satisfaction with seating arrangements during COVID-19</i>	24	33.33	26	36.11	18	25.00	3	4.17	1	1.39	72
<i>Statement submission pre-COVID-19</i>	32	41.56	33	42.86	10	12.99	2	2.60	–	–	77
<i>Statement submission during COVID-19</i>	24	32.43	29	39.19	18	24.32	2	2.70	1	1.35	74
<i>Responsiveness to enquiries</i>	31	38.27	28	34.57	16	19.75	4	4.94	2	2.47	81
<i>Timeliness of summary records</i>	35	41.18	31	36.47	16	18.82	2	2.35	1	1.18	85

<i>Geneva only</i>	<i>Very good</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Quality of summary records</i>	31	46.97	21	31.82	13	19.70	1	1.52	–	–	66
<i>Digital recordings</i>	31	39.24	27	34.18	18	22.78	3	3.80	–	–	79
<i>Meeting transcripts</i>	26	34.67	25	33.33	22	29.33	2	2.67	–	–	75
<i>Quality of Indico.UN platform</i>	42	45.65	35	38.04	10	10.87	4	4.35	1	1.09	92

2020 results – local survey administered by the United Nations Office at Geneva

<i>Quality of services provided by meeting services assistants</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Courtesy and professionalism</i>	14	87.5	1	6.3	1	6.3	–	–	–	–	16

<i>Linguistic quality of documents</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Overall linguistic quality of documents</i>	10	52.6	9	47.4	–	–	–	–	–	–	19

<i>Linguistic quality of interpretation</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Overall quality of interpretation</i>	10	55.6	7	38.9	1	5.6	–	–	–	–	18

<i>Overall quality</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Poor</i>		<i>Very poor</i>		<i>Total responses</i>
	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	<i>Responses</i>	<i>Percentage</i>	
<i>Overall quality of conference services</i>	8	53.3	5	33.3	1	6.7	1	6.7	–	–	15