

United Nations Correspondence Manual

A guide to the drafting, processing
and dispatch of official
United Nations communications



United Nations

Department of General Assembly Affairs and Conference Services

United Nations Correspondence Manual

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of official United Nations communications



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Note

Symbols of United Nations documents are composed of capital letters combined with figures. Mention of such a symbol indicates a reference to a United Nations document.

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Introductory note

The *United Nations Correspondence Manual* is intended to serve as a guide to the drafting of official correspondence in English, the processing and dispatch of official communications and the handling of incoming and outgoing communications. The present revised version supersedes the *United Nations Correspondence Manual* issued in 1984 (ST/DCS/4) and contains new sections on electronic communications.

Although the *Manual* is concerned primarily with policies and practices at Headquarters, the broad policies and procedures set forth here are of general applicability and it is expected that offices away from Headquarters will follow these instructions, adapting them to local needs if necessary.

The *Manual* was prepared by the Interpretation, Meetings and Publishing Division and the Translation and Editorial Division of the Department of General Assembly Affairs and Conference Services with the assistance of the Staff Development Services, Office of Human Resources Management, and the Information Technology Services Division and the Special Services Section of the Facilities Management Division, Office of Central Support Services.

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I. Introduction

1. To contribute effectively to the conduct of the business of the United Nations, the correspondence of the Organization must be concise, clear and accurate in content, direct and dignified in style, correct in form and attractive in appearance.
2. The purposes of this *Manual* are
 - (a) To provide a clear statement of responsibility for drafting, processing and dispatching various types of United Nations correspondence;
 - (b) To establish standard formats for such correspondence and procedures for handling that correspondence;
 - (c) To provide guidelines for the use and drafting of each type of correspondence in accordance with the criteria mentioned above.

II. Responsibility for correspondence

A. Departments and offices originating correspondence

3. The originating department or office has the principal responsibility for outgoing communications. It is responsible for:

- (a) Ensuring the appropriate substance and style and factual accuracy of the communication;
- (b) Obtaining all necessary clearances;
- (c) Obtaining the signature of the responsible official;
- (d) Obtaining the necessary number of any enclosures or attachments, in the appropriate languages and, except for multiple correspondence,
- (e) Preparing communications in final form, addressing them and assembling them for dispatch;
- (f) Providing copies to others as appropriate.

4. Departments or offices are also responsible for establishing and maintaining appropriate reference files of incoming and outgoing correspondence.

5. The head of each department or office is responsible for designating a staff member at the level of P-3 or above to serve as correspondence officer; alternate correspondence officers may be designated if needed. Correspondence officers are authorized to sign requests for the services of the Correspondence Unit (form EOR.2, see exhibit 19) and are responsible for ensuring that notes verbales and formal letters are prepared in accordance with the guidelines of the *Correspondence Manual*. The name(s) of the person(s) so designated should be submitted to the Correspondence Unit (Delegation of authority, see exhibit 20) to ensure that submissions to that unit have proper authorization.

B. Department of General Assembly Affairs and Conference Services

1. Correspondence Unit

6. The Correspondence Unit, Department of General Assembly Affairs and Conference Services, is responsible for:

- (a) Processing all multiple correspondence (25 or more addressees);
- (b) Processing, in cooperation with the Executive Office of the Secretary-General, correspondence to be signed by the Secretary-General;
- (c) Ensuring observance of the rules set down in this *Manual* concerning form, presentation, choice of language to be used and routing with respect to all communications referred to it for processing;

(d) Furnishing guidance with regard to the proper form, procedure and language to be used in drafting formal correspondence;

(e) Establishing and maintaining an *Electronic Directory of Names and Addresses of Officials*;

(f) Maintaining this *Correspondence Manual*.

7. The *Electronic Directory of Names and Addresses of Officials* contains the names, titles and addresses of the following:

(a) Ministers for Foreign Affairs of Member States and non-member States;

(b) Permanent Representatives of Member States and observers of non-member States;

(c) Heads of other organizations of the United Nations system.

2. Typographic Coordinator

8. The Typographic Coordinator is responsible for establishing and ensuring adherence to standard typographic formats of various forms of correspondence.

C. Office of Central Support Services, Department of Management

1. Facilities Management Division

9. The Special Services Section, Facilities Management Division, has overall responsibility for the collection and dispatch of outgoing correspondence and the receipt and distribution of correspondence received by the United Nations:

(a) The Mail Operations Unit of the Special Services Section receives and distributes incoming mail and dispatches outgoing mail;

(b) The Diplomatic Pouch Subunit receives and distributes incoming and dispatches outgoing pouch items. It also administers the diplomatic pouch service and is responsible for issuing periodic revisions of the diplomatic pouch schedule;

(c) The Messenger Subunit has responsibility for collecting communications ready for dispatch throughout the Headquarters buildings.

The general principles and procedures governing outgoing official United Nations mail at Headquarters are set out in administrative instruction ST/AI/271 of 4 February 1980. Instructions on the use of the diplomatic pouch service are contained in administrative instruction ST/AI/368 of 10 January 1991. A schedule of outgoing pouches from Headquarters is issued frequently by the Diplomatic Pouch Subunit and is available upon request. It is planned to post the schedule on the United Nations intranet.

2. Information Technology Services Division

10. The Information Technology Services Division has overall responsibility for electronic communications:

(a) The Telecommunications Service, Information Technology Services Division, has responsibility for establishing and maintaining the system for the transmission of communications by facsimile, cable and telegram;

(b) The Cable Operations Unit of the Telecommunications Service is responsible for providing telegraph, telex, facsimile and cable services, including liaison

on technical matters with cable companies and with the Logistics and Communications Service, Office of Planning and Support, Department of Peace-keeping Operations, for processing and dispatching outgoing cables, and for receiving and distributing incoming cables;

(c) The Computing Technology Service has responsibility for establishing and maintaining the system for communication by electronic mail.

Facsimile transmissions may be made by departments and offices with authorized facsimile machines. Communications for transmission by cable or telegram are collected for transmission by the cables and telegrams units. Electronic mail is transmitted directly by the originating department or office. Guidelines for the use of electronic mail are set out in information circulars ST/IC/1997/11 of 4 February 1997 and ST/IC/1997/70 of 27 October 1997 and administrative instruction ST/AI/386 of 23 August 1993. The *United Nations Telephone Directory* contains a list of United Nations telefax offices and numbers.

3. Commercial Activities Service

11. The Records Information Systems Unit and the Archive and Records Centre of the Archives and Records Management Section develop policy and guidelines relating to filing plans and to the maintenance and retention of United Nations records, including electronic media; provide advice for improved record keeping in the United Nations, including the effective utilization of information technology; promote research use of United Nations archives consistent with security and authorized access and participate in strategic information planning Organization-wide.

III. Preparing and processing correspondence: general guidelines

A. Preparing correspondence

1. Prompt response

12. Individual letters or notes verbales drafted by the originating department or office should be typed on the appropriate letterhead stationery (see part IV below) in the requisite number of copies, assigned a departmental or office reference number, signed by a duly designated signing official or, in his or her absence, by an alternate and forwarded through the interoffice mail for dispatch. Replies to incoming communications, whether internal or external, should be prepared and dispatched promptly. If for any reason a reply will be delayed, an interim acknowledgement should be sent.

13. All bona fide communications from the public should be given careful attention and answered individually. A standard reply may be used where a large number of communications deal with one subject on which the policy of the Secretary-General has been clearly set.

2. Language of communication

14. Use English or French, the working languages of the Secretariat, for communications within the Secretariat and with United Nations system organizations. In English, British spelling is used as a general rule.

15. Write to permanent missions or Governments in the working language indicated on the Correspondence Unit worksheet (form EOR.2, see exhibit 19). Where two languages are indicated, the first should normally be used.

16. Similarly, communications from the Secretary-General to the presidents of the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council and to the chairpersons of other organs should be written in the working language of their countries as indicated on the Correspondence Unit worksheet.

17. Communications from the presidents of the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council and from the chairpersons of other organs should be written in the working language used by the country of the sender. When such communications are sent in a language other than English or French, they should be accompanied by a translation by the Secretariat into either English or French.

3. Presentation

(a) *Paper and envelopes*

18. If using a text-processing template with an embedded letterhead, prepare letters and interoffice memoranda on blank US letter-size (8.5 x 11 in. or 216 x 279.5 mm)

bond paper; otherwise, use the appropriate letterhead bond paper. US Commercial No. 10 envelopes (4.125 x 9.5 in. or 108 x 241 mm) in bond paper are normally used for outgoing letters whether sent by ordinary mail or by airmail. Airmail envelopes are used for destinations not served by either the central distribution system or the diplomatic pouch. Letter paper and envelopes of international (ISO, metric) sizes may also be used (letter paper: A4, 210 x 297 mm; envelopes: C6/5, 114 x 224 mm or C6, 114 x 162 mm).

(b) *Typefaces*

19. Use Courier New or Times New Roman, no smaller than 10 point and no larger than 14 point. The standard templates use 11 point Courier New; a type size smaller than 10 point may be hard to read after facsimile transmission.

(c) *Spacing*

20. For memoranda, informal letters and notes verbales use line spacing slightly larger than type size, for example:

<i>Type size</i>	<i>Line spacing</i>
10.0	12.0
11.0	13.0
12.0	13.5
13.0	14.5
14.0	15.0

A more open line-spacing (one-and-one-half or double) may be used, for aesthetic reasons, in communications of 15 lines or less. One-and-one-half spacing is normally used in formal letters. Whatever line spacing is used, additional space is used to separate paragraphs, indented quotations, salutations and complimentary closings. Enclosures and attachments available in suitable form but with other line spacing may be sent as they are and need not be retyped.

21. Quotations of more than three lines are typed indented by as much as the normal paragraph indentation of the text (see below).

(d) *Indentation*

22. Depending on the type size used, the first word of a paragraph is indented from 0.33 to 0.50 inches from the beginning of the text column. All lines of quotations and subparagraphs should be indented to align with the first word of standard paragraphs; the first line of a quotation should be indented twice as far (from 0.66 to 1.00 in.) from the left-hand margin. If further indentation is necessary, for subordinate paragraphs, the same pattern should be followed. Numbered paragraphs are set full out, with paragraph numbers left-aligned, and the first word of the text indented normally.

(e) *Numbering of pages*

23. As a general rule, each page except the first should be numbered. In the absence of the continuation page with the header automatically generated by the text-processing software, use Arabic numerals between hyphens (no space is left before or after the numeral), 0.5 in. below the top of the page. Three line spaces should be left between the page number and the continuation of the text.

(f) *Date*

24. The date should be in the form “2 August 1999”. Use cardinal numbers. Do not abbreviate the names of the months. In letters and memoranda, the date should appear in the upper right-hand part of the page, aligned (horizontally or vertically) with the reference number.

(g) *Reference number*

25. A reference or identifying number should be assigned to each piece of outgoing correspondence to facilitate retrieval. This number may, for instance, consist of the initials of the department in which the letter originated, the initials of the office, section or unit that drafted the letter or note verbale, a serial number and an indication of the year in parenthesis. Some examples of reference numbers are SCA/2/99 (12), LA/COD/23, DDA/21-99/CTBT, GA CON 54, and DPKO/FALD/K1. The reference or identifying number should be typed on the same horizontal line as the printed word “Reference:” with the same margin as the text.

(h) *Initials of drafting official*

26. All correspondence except notes verbales should show the initials of the drafter followed by an oblique line and the initials of the typist, both in upper-case letters, for example, AB/CD, on the first page of all copies, in the upper right-hand corner.

27. When two or more persons collaborate in the drafting of a communication, the initials of all the persons concerned should be given, those of the person having primary responsibility being given first, for example, AB/CD/EF. If a person merely makes minor changes on a draft prepared by someone else, his or her initials should not appear.

(i) *Copies*

28. In addition to the original for the addressee, copies of the letter or memorandum should be prepared as needed for the drafter, for departmental files and, when necessary, for the information of other interested parties. All corrections made on the original should appear on each of the copies. Copies should be initialled by the signing official in the place where his or her signature is applied to the original.

29. If information copies are required within the Secretariat, the name and, if they are to be sent to an office away from Headquarters, the address of the person or persons concerned should be indicated on the original and on all copies of the letter or memorandum following the main text, and individually marked with a check mark. If there is not sufficient space in the lower left-hand corner, the entries may be made in two columns.

30. Send copies direct to the addressees. When letters are sent to other organizations of the United Nations system, send copies to their liaison offices in New York. In addition send a copy of each letter to the Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs.

(j) *Continuation of pages*

31. Dots or slashes at the bottom of a page to indicate more to follow may be used in memoranda, facsimiles or telegrams but are not appropriate in letters and notes verbales. Each page after the first should have at least three lines of text in addition to the complimentary closing, where this is used.

(k) *Enclosures and attachments*

32. If there are enclosures with a letter or note verbale, or attachments to a memorandum, indicate this by writing “Enclosure(s)” or “Attachment(s)” at the bottom of the last page; write the number of enclosures or attachments, if there is more than one.

33. If the text of an enclosure does not originate within the Secretariat, it should normally be prepared on plain heavy white paper and marked “Copy” in the upper left-hand corner.

34. When appropriate, enclosures should be made available in the relevant working languages. When an enclosure is a translation, the phrase “Translated from ...”, with the language of the original communication, should be typed in the upper left-hand corner.

35. When an enclosure is a questionnaire, memorandum or report, other than a document, emanating from the United Nations, it should be prepared on a continuation sheet with the United Nations letterhead.

(l) *Personal and/or confidential correspondence*

36. If a letter or memorandum is personal and/or confidential, the word “Personal” or “Confidential” or the words “Personal and confidential” should appear below the reference number.

4. Style

(a) *Official and personal titles*

37. Take great care in the use of official and personal titles in the address, salutation and text of communications. Consult the Protocol and Liaison Service on questions relating to heads of State or Government or foreign ministers; on other questions concerning persons or officials in a particular country, consult the appropriate permanent mission. The *List of Staff of the United Nations Secretariat* is a useful source of information for internal correspondence. For senior officials in other organizations of the United Nations system, consult the *Directory of Senior Officials* prepared by the Office for Inter-Agency Affairs. In general, do not use personal titles in the text of correspondence.

(b) *Names of states*

38. The authoritative spelling and order of listing of the names of all States Members of the United Nations (as well as those of a number of non-member States and areas) is given in the most recent issue of the terminology bulletin entitled *Country Names*, issued under the document symbol ST/CS/SER.F/-. The current edition is ST/CS/SER.F/347/Rev.1.

(c) *Reference to previous communications*

39. Where there has been previous correspondence on a subject, the text of a communication should contain a precise reference to the last communication, with the date, reference or file number, and a brief indication of its subject, if necessary. Examples:

“With reference to your letter of 5 April 1984 concerning ...”

“Further to my letter (Reference number) of (date) regarding ...”

“With reference to the letter dated 30 June 1993 addressed to ... by the Permanent Representative of ... to the United Nations, I have the honour to inform you that ...”

In any correspondence be sure to include in the first paragraph a description of the subject of the text sufficiently detailed to provide an appropriate context for the communication.

(d) Reference to resolutions or decisions

40. When referring to a resolution or decision of a United Nations organ, state the number and date of the resolution or decision, the name of the organ concerned and the title or subject. The following forms are appropriate:

“In section 5 of its resolution 47/216 of 23 December 1992, the General Assembly approved, with effect from 1 March 1993, a revised base salary scale for staff ...”

“On the basis of the recommendation presented by the International Civil Service Commission (ICSC) in its eighteenth annual report, the General Assembly, by its resolution 47/216 of 23 December 1992, approved increases in the children’s allowance and in the secondary dependant’s allowance of staff ...”

“Pursuant to paragraph 17 (a) of General Assembly resolution 46/183 of 20 December 1991, the UNICEF Board of Auditors has reviewed measures taken to implement its prior recommendations.”

41. When reference to the number, title and date of a resolution or decision does not seem to provide sufficient information, the relevant parts of the resolution may be quoted in the communication.

5. Clearance of correspondence

42. Departments and offices are responsible for clearing outgoing correspondence with authorized officials before dispatch:

(a) Clear with the Executive Office of the Secretary-General outgoing communications involving matters of policy that should be brought to the attention of the Secretary-General;

(b) Clear certain other outgoing communications in accordance with instructions issued from time to time by the Secretary-General or other officials;

(c) Clear all outgoing communications involving financial commitments, for example, authorizations to incur expenditure or requests for payment, addressed to offices away from Headquarters with the Accounts Division, Office of Programme Planning, Budget and Accounts;

(d) Clear communications on substantive matters to information centres, missions and regional commissions with the appropriate substantive departments.

43. Inform and, where necessary, consult the Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs regarding correspondence with other organizations in the United Nations system or other intergovernmental organizations that affects relations, coordination or cooperation with them, including in particular, correspondence with members of the Administrative Committee on Coordination requiring the signature of the Secretary-General or to be sent in his name. Forward copies of all such correspondence to the Office for Inter-Agency Affairs. (See para-

graph 37.) Consult that Office as appropriate, with respect to other such correspondence if new developments or new factors are involved.

44. Correspondence directed to Governments may be addressed to any of the States shown on the Correspondence Unit worksheet or the List of Permanent Missions to the United Nations. In cases of doubt regarding the propriety of sending communications to addressees other than those listed, the organizational unit initiating the correspondence should obtain clearance from the Office of Legal Affairs, where legal issues are involved and, for matters of a political nature, from the office competent in the particular area concerned.

6. Signature of correspondence

45. Letters to heads of State, heads of Government and ministers for foreign affairs are normally signed by the Secretary-General. Letters to permanent representatives are normally signed by the Secretary-General, an under-secretary-general or an assistant secretary-general. When specifically authorized by an under-secretary-general or assistant secretary-general to do so, however, other officers may communicate directly with permanent representatives. Correspondence on technical or routine subjects or on matters on which the Secretary-General's policy has been clearly established may be signed by officials of lower rank on the general authorization of the head of the department or office.

46. In the absence of the head of an organizational unit, the officer in charge of the unit should normally sign correspondence in his or her own name and should not sign the name and title of the absent supervisor in the signature block. He or she may however, if appropriate, refer in the text to the absence of the supervisor.

B. Processing correspondence

1. Individual correspondence

47. The term "individual correspondence" is used to designate letters, notes verbales, facsimiles or telegrams addressed to one or more, but fewer than 25, recipients, with copies, if appropriate, to other interested parties for their information. In general, the preparation and dispatch of individual correspondence is the responsibility of the initiating department or office. However, letters to heads of State or Government, which in all cases are signed by the Secretary-General, are prepared and dispatched by the Office of the Secretary-General and the Correspondence Unit.

48. Place the completed communication, with any attachments and enclosures, in an outgoing or interoffice envelope for collection and dispatch. Forward any copies made for the information of other interested parties to the recipients in a similar manner. The originating department or office should retain at least one copy of all outgoing correspondence for its own files.

2. Multiple correspondence

49. The term "multiple correspondence" is used to designate a single, identical text, whether a letter, note verbale, facsimile or telegram, sent as an individual communication to each of 25 or more recipients.

50. The Correspondence Unit is responsible for the final typing, assembling and dispatch of multiple letters or notes verbales addressed to heads of State or Govern-

ment, ministers for foreign affairs, permanent representatives or observers, and heads of specialized agencies and other organizations in the United Nations system.

51. Departments or offices wishing to send multiple correspondence should use the Correspondence Unit worksheet (form EOR.2, see exhibit 19) to request the services of the Unit. The worksheet, signed by an authorized official of the department, should be submitted in original (not by facsimile or electronic mail) and should clearly indicate the name and telephone number of the person to be contacted concerning the correspondence. The worksheet should also clearly show the names of the countries or organizations to which the correspondence is to be sent.

52. Submit the original and two copies of the text of multiple correspondence on proper letterhead stationery signed by an authorized official. If the text is longer than two paragraphs, it should be accompanied by a text-processing diskette, with the file name clearly indicated.

53. Where translation of a communication to be processed by the Correspondence Unit is required, the language should be checked under the heading "Translation required" on the worksheet. Relevant documents or references that may assist in the translation should be attached to the draft and the worksheet sent to the Correspondence Unit, which will arrange for the translation.

54. The Correspondence Unit is responsible for obtaining translation only of those communications that it prepares and dispatches. For other communications, departments or offices may submit the text of the communication or attachment, accompanied by relevant background documents and references, with a request for services form to the Documents Control Section, Central Planning and Coordination Service, Department of General Assembly Affairs and Conference Services.

55. The Correspondence Unit will prepare the correspondence in final form and will affix the signature of the authorized official from its computer database of signature blocks. If the signature of the official in whose name the communication is to be sent is not in the data base, the department or office concerned should submit the signature in black ink on a separate blank piece of white paper. If the official in whose name the letter is to be sent is absent, the Correspondence Unit will accept the signed request of another official to use the signature block of the absent official, if the Unit has received prior written authorization to follow such a procedure.

56. The originating department or office is responsible for providing to the Correspondence Unit the required number of any attachments, prepared in the correct final form. The enclosures should, if possible, be submitted in the same language of the communication with which they will be sent. If they are United Nations documents, the text should be the latest edited version.

IV. Guidelines for specific types of correspondence

A. Memoranda

1. Use

57. Use interoffice memoranda within the Secretariat, for communications both within a given duty station and with other duty stations:

- (a) To record facts, decisions or opinions to which reference may be necessary later;
- (b) To make or respond to proposals;
- (c) To convey information.

Interoffice memoranda are incorporated in the official files kept by individual departments or offices. They are the accepted way of making written reports for internal use.

2. Presentation

58. The following guidelines supplement those provided in paragraphs 18 to 36 above. Models based on a standard layout for reference in preparing memoranda are available as exhibits 10–12.

(a) *Paper and envelopes*

59. If using the text-processing template, prepare interoffice memoranda on blank letter-size bond paper; otherwise, prepare memoranda on letter-size paper with pre-printed letterhead, “United Nations [emblem] Nations Unies || Interoffice memorandum | Mémorandum intérieur.” Blank paper of similar quality should be used for continuation sheets. No envelopes are required for interoffice memoranda distributed at Headquarters; such memoranda are sent in interoffice mail envelopes. For interoffice memoranda addressed to field or other United Nations offices serviced by diplomatic pouch, use standard-size (US Commercial No. 10) envelopes of bond paper.

(b) *Spacing*

60. The text of a memorandum should begin at a distance of 0.5 in. from the last line of the subject. Single spacing is normally used, although short memoranda (15 lines or less) may be typed in one-and-one-half spacing. Line spacing (line height) slightly larger than type size should be used (see paragraph 20).

61. Additional one-line spaces should be used to separate paragraphs and indented quotations.

(c) *Numbering of paragraphs*

62. All paragraphs of interoffice memoranda, except those consisting of only one paragraph, should be numbered consecutively to facilitate later reference.

(d) *Headpiece*

(i) Addressee

63. Opposite the printed word "To:" should be typed the name of the addressee, normally preceded by "Mr.," "Mrs.," "Miss" or "Ms.". The name should be followed, on the same line, by the addressee's official title. The section, division and department should be typed below the name.

64. Memoranda addressed to more than one person may be prepared in any of the following forms, as appropriate:

(a) Type the names and titles, followed by the names of the division or section and the department or office, in abbreviated form if necessary, one under the other, in the space opposite the word "To:". If the sender and addressee(s) are in the same department, mention the department only once;

(b) Type the names and titles, followed by the name of the division and of the department or office, in abbreviated form if necessary, on a separate page, in which case type the words "See attached list" opposite the word "To:";

(c) Address the memorandum to groups of addressees, such as "All directors;"

(d) With text-processing, prepare the memorandum and merge it with a list of addressees.

When desirable, a complete list of addressees may be attached to the memorandum.

65. When a memorandum is sent through an intermediary, the name of the intermediary, normally preceded by "Mr.," "Mrs.," "Miss" or "Ms." and followed by the official title, should be typed after the word "Through:". The section, division and department should appear on the next line, with the department in abbreviated form if space is not sufficient.

(ii) Sender

66. After the printed word "From:" should be typed the name of the sender (without "Mr.," "Mrs.," "Miss" or "Ms."), followed by the sender's official title. The section or division and the department should appear on the next line. If the sender and addressee are in the same department, the department may be omitted from the address of the sender.

(iii) Subject

67. A concise statement of the subject-matter should appear opposite the printed word "Subject:". The subject should be typed in lower-case letters with an initial capital for the first word and in single spacing. Bold font should be used for the subject, whether in one line or more.

68. If any of the elements mentioned above is too long to fit on one line, the text may be continued, indented two spaces, on a second line.

(iv) Date and reference number

69. The date and the reference number should be entered in the appropriate spaces provided on the right-hand side of the page.

(e) *Signature*

70. Interoffice memoranda should be signed or initialled either beside the name of the sender at the top of the page or at the end of the text.

(f) *Examples*

71. Examples of interoffice memoranda are given as exhibits 10–12.

3. Style

72. Each memorandum should normally deal with one subject only. Where a memorandum requires extensive supporting analyses or detailed statistical information, these should be set out in an annex.

4. Copies

73. When a memorandum is sent through an intermediate officer, an extra copy should be provided for the intermediate officer, who should initial the original and forward it with any observations he or she may wish to make.

5. Assembling and dispatch

74. When typing, proofreading and correcting have been completed, the memorandum and any attachments to it should be assembled for dispatch. Place the original, with the enclosures and any copies intended for the addressee, in an interoffice mail envelope giving the name and room number of the addressee and deposit it in an out-tray for collection and delivery by the Messenger Unit. In the case of memoranda relating to personnel matters, the copy made for the use of the Personnel Records Unit should be addressed to that Unit.

75. Place information copies intended for staff at Headquarters in the interoffice mail. Indicate the name and room number of the official to whom each copy is directed on the interoffice mail envelope. Copies to be sent to addressees other than persons at Headquarters should be placed, with covering or routing slips where appropriate, in addressed envelopes to be collected and dispatched.

B. Letters: general guidelines

76. With the exceptions noted below for informal and formal letters, the general instructions given in paragraphs 12 to 56 above and 77 to 92 below apply to all categories of letters used in United Nations correspondence. A standard layout for letters has been prepared, and models based on this layout using text-processing software are available as exhibits 1–6. It should be used wherever possible to eliminate the need to format individual letters and to ensure a standard appearance.

1. Presentation

(a) *Paper and envelopes*

77. US letter-size bond paper is available in letterhead paper for first sheets and in paper headed “United Nations [emblem] Nations Unies” for continuation sheets. When a template for the desired correspondence is available for text-processing, blank letter-size bond paper should be used.

(b) *Margins*

78. The appropriate margins are set in the template provided for use with text-processing. The use of stationery with pre-printed letterhead may require adjustment of margins.

(c) *Spacing*

79. For memoranda, informal letters and notes verbales use line spacing slightly larger than type size, for example:

<i>Type size</i>	<i>Line spacing</i>
10.0	12.0
11.0	13.0
12.0	13.5
13.0	14.5
14.0	15.0

A more open line spacing (one-and-one-half, or double) may be used, for aesthetic reasons, in communications of 15 lines or less. One-and-one-half spacing is normally used in formal letters. Enclosures and attachments available in suitable form but with other line spacing may be sent as they are and need not be retyped.

80. Whatever line spacing is used, additional spaces should be used between the salutation and text, between paragraphs of text and between the text and the complimentary close.

81. Quotations of more than three lines are typed indented by as much as the normal paragraph indentation of the text.

(d) *Continuation of pages*

82. Dots or slashes at the bottom of a page to indicate more to follow are not appropriate in letters and notes verbales.

(e) *Signature block*

83. The signature block should be typed at a distance of four to six line spaces below the complimentary close, depending on the length of the text.

84. The several lines of the signature block should be indented about 3.25 in. from the beginning of the text column. In letters written in English the title of the signing official appears below the name.

85. The approved signature blocks for under-secretaries-general and assistant secretaries-general may be obtained from the Correspondence Unit.

86. The first line of the signature block of a letter signed by an official of lower rank should consist of his typed name; the second line should give his official title; and the third, the name of his department, office, bureau, division or section as appropriate. If the last element is too long, an additional line should be used; but no more than four lines should be used in the signature block.

(f) *Address*

87. Addresses should follow the forms given in the *Electronic Directory of Names and Addresses of Officials* maintained by the Correspondence Unit or the *Directory*

of *Senior Officials* of United Nations System Organizations. Use the functional title, and not the rank, of the official to whom the correspondence is addressed. When in doubt about the name and proper form of address of heads of State or Government or ministers for foreign affairs, consult the Protocol and Liaison Service, which maintains a current list of such officials. In other cases, obtain the information from the appropriate permanent mission.

88. The names of officials of permanent missions are listed in a handbook prepared by the Protocol and Liaison Service entitled *Permanent Missions to the United Nations*.

89. On a letter the address should be typed—flush with the left-hand margin—at the bottom of the first page.

90. Addresses on envelopes should be blocked and single-spaced. The name and room number of the signatory should be typed on the envelope below the heading “United Nations [emblem] Nations Unies”.

2. Assembling and dispatch

91. When typing, proofreading and correcting have been completed, the letter, together with any attachments to it, should be assembled for dispatch. Place the original, with its enclosures and any copies intended for the addressee, in a regular or manila envelope. The signing official should place his or her initials or signature on the upper left-hand corner of the envelope beside his or her name and room number. Place the assembled communication in an out-tray for collection and dispatch.

92. When information copies have been prepared, place those directed to staff at Headquarters in an interoffice mail envelope giving the name and room number of the official to whom they are directed. Copies to be sent to addressees other than persons at Headquarters should be placed, with covering or routing slips where appropriate, in addressed envelopes to be collected and dispatched with the original.

C. Informal letters

1. Use

93. Use informal letters for:

(a) Day-to-day correspondence of the Secretariat with persons outside the Secretariat;

(b) Communications addressed to other organizations of the United Nations system;

(c) Letters from the Secretary-General or from under-secretaries-general or assistant secretaries-general to senior members of missions or delegations below the rank of ambassador, except when the subject makes a formal letter more suitable.

2. Style

94. An informal style is more appropriate for non-formal communications to permanent representatives or observers below the rank of ambassador, for communications to the heads or officials of other organizations in the United Nations system, and for letters on substantive and administrative matters to officials of Government and permanent missions below the rank of ambassador and letters to the public.

(a) *Salutation*

95. The salutation of an informal letter should begin with the same margin as the text and be followed by a comma. It should be typed six or more lines below the reference number, depending on the length of the letter.

(b) *Complimentary close*

96. The complimentary close should be aligned with the signature block.

97. The salutation and corresponding complimentary close may take any of the following forms:

<i>Salutation</i>	<i>Corresponding close</i>
“Dear Sir” [“Dear Madam,” “Dear Sirs”, “Dear Mesdames,”]	“Yours truly,”
“Dear Mr. ...,” [“Dear Mrs. ...,” “Dear Miss ...,” “Dear Ms. ...”]	“Yours sincerely,” (or “Sincerely yours,”)
“Dear Mr. [Madam] Ambassador,”	“I remain, Dear Mr. [Madam]...”

The form “Dear Ambassador Smith” is not used.

98. Use the name of the addressee when it is known. The forms “Dear Sir” and “Dear Madam” are appropriate only in impersonal letters. In circular letters the form “Dear Sir or Madam” may be used.

99. Do not use familiar forms such as “Dear Bill” in official letters, even when the writer and the addressee are personally acquainted.

3. Presentation

100. The following guidelines supplement those contained in paragraphs 18 to 36 above.

(a) *Address*

101. In an informal letter to a government official, the name and title should appear in the address.

(b) *Examples*

102. For examples of informal letters, see exhibits 3 to 6.

D. Formal letters

1. Use

103. Use formal letters for communications to heads of State or heads of Government, ministers for foreign affairs, permanent representatives and observers, on such subjects as:

(a) Official statements of policy by the Secretary-General;

(b) Actions taken or contemplated by the Secretary-General in connection with decisions or recommendations of organs of the United Nations;

(c) Acknowledgements of the credentials or appointment of permanent representatives;

(d) Similar information to Governments and permanent missions on matters involving the duties and responsibilities of the Secretary-General under the Charter of the United Nations or under the provisions of an international convention.

2. Style

104. A formal diplomatic style is used for communications of a formal nature addressed to:

- (a) Heads of State or Government;
- (b) Ministers for foreign affairs;
- (c) Permanent representatives of Member States;
- (d) Observers of non-member States.

Where formal style is required, the established phraseology of diplomatic correspondence should be used.

(a) Salutation

105. The proper salutation for a formal letter is “Sir” or “Madam” followed by a comma. In addressing a person with ambassadorial rank, the form “Excellency” may be used. The salutation should begin with the same margin as the text and should be typed six or more lines below the reference number, depending on the length of the letter.

(b) Text

106. The first sentence of the text should include the expression “I have the honour to ...” except in the case of formal letters from under-secretaries-general or assistant secretaries-general to permanent representatives. These begin with “I am directed by the Secretary-General to ...” or “On behalf of the Secretary-General, I have the honour to ...”. The expression “I have the honour ...” is usually required only in the opening sentence. Succeeding paragraphs normally begin without this expression.

107. Where it is necessary to refer to a resolution or act of one of the organs of the United Nations or to a previous communication from the Secretary-General, the appropriate form is “I have the honour to refer to ...” or “I invite your attention to ...”. If a request is made of the addressee, the expression “I should be grateful ...” is appropriate.

(c) Complimentary close

108. The complimentary close for formal letters is “Please accept, Excellency (Sir, Madam), the assurances of my highest consideration”. It should be indented as a separate paragraph.

3. Presentation

(a) Spacing

109. Use one-and-one-half spacing, or line spacing slightly larger than type size (see paragraph 20). Enclosures available in suitable form but in other spacing may be sent as they are; they need not be retyped.

(b) *Address*

110. Formal letters to ministers for foreign affairs or permanent representatives should, as a rule, include the name of the addressee in the address. The address should also contain personal titles such as “His Excellency”, “Her Excellency” and “Ambassador”, written in full (never “H.E.”). The full address should be given on the envelope, but details such as street address and room number may be omitted on the letter itself.

(c) *Example*

111. For an example of a formal letter, see exhibit 1.

E. Letters for signature by the Secretary-General

1. Use

112. Departments and offices are responsible for clearing with the Executive Office of the Secretary-General any outgoing communications involving matters of policy that should be brought to the attention of the Secretary-General. In consultation with that office, they are responsible for drafting appropriate correspondence for signature by the Secretary-General. All letters to heads of State or Government are to be signed by the Secretary-General.

113. The initiating department or office should prepare a letter for signature by the Secretary-General in the appropriate style and format and should ensure that the name and title of the official to whom the letter is addressed is consistent with the list of heads of State/Government and ministers for foreign affairs maintained by the Protocol and Liaison Service or with the *Electronic Directory of Names and Addresses of Officials* maintained by the Correspondence Unit. In order to make any desired changes in a letter submitted for signature, the originating department or office should have staff available on stand-by until the letter has received final clearance from the Executive Office of the Secretary-General.

2. Guidelines for preparation

114. Prepare letters for signature by the Secretary-General in accordance with the guidelines established by the Executive Office of the Secretary-General. Prepare transmittal letters to permanent representatives to the United Nations to accompany letters addressed to heads of State or Government and ministers in capitals and submitted for signature by the Secretary-General. Transmittal letters should have the same date as the letter being conveyed.

F. Notes verbales

1. Use

115. A note verbale (referred to in the text of a communication simply as a “note”) is a formal note written in the third person. This form is always used in replying to an incoming note verbale; an incoming letter is answered by a letter.

116. Notes verbales may be addressed to:

- (a) A permanent representative or observer;
- (b) A permanent mission;

- (c) A minister for foreign affairs;
- (d) A ministry of foreign affairs.

Where direct correspondence with any other government officer or office has been authorized, it must be in letter form. The note verbale is not normally used for communications with other organizations in the United Nations system and should never be used for communications with non-governmental organizations or the public.

117. Typical uses of notes verbales include:

- (a) The exchange of information between the United Nations and Governments or permanent missions;
- (b) The transmission of decisions or recommendations of United Nations organs;
- (c) Requests for and acknowledgements of information and documents;
- (d) The transmission of information regarding the time and place of meetings;
- (e) The acknowledgement of changes in the membership of permanent missions or delegations;
- (f) Other requests or acknowledgements to Governments relating to the substantive work of the United Nations.

2. Language

118. Notes verbales addressed to officials or missions of Member States or to officials or missions of non-member States maintaining permanent observer missions at Headquarters should be written in the working language indicated in the Correspondence Unit worksheet (form EOR.2, see exhibit 19). Where two languages are indicated, the first should normally be used.

3. Style

(a) Salutation

119. In a note verbale, the salutation forms part of the opening sentence of the text and begins with the regular paragraphing. In selecting the form of the salutation, it is important to note the following instructions:

(a) A note verbale may be written in the name of the Secretary-General or of the Secretariat, but not in the name of a department or of an official of the Secretariat;

(b) When a note verbale is sent in the name of the Secretary-General, it is addressed to a person, for example:

“The Secretary-General of the United Nations presents his compliments to the Permanent Representative of ... to the United Nations and has the honour to ...” (see exhibit 7);

(c) When a note verbale is sent in the name of the Secretariat, it is addressed to an office, not a person, for example:

“The Secretariat of the United Nations presents its compliments to the Permanent Mission of ... to the United Nations and has the honour to ...” (see exhibit 9).

120. A note verbale in reply to one addressed to the Secretary-General should always be sent in the name of the Secretary-General. Thus, if a note verbale from a permanent mission is addressed to the Secretary-General, the reply will be sent in the name of the Secretary-General to the permanent representative, for example:

“The Secretary-General of the United Nations presents his compliments to the Permanent Representative of ... to the United Nations and has the honour to acknowledge receipt of the Permanent Mission’s note ...”.

121. A note verbale in reply to a note verbale from a minister for foreign affairs or permanent representative should be sent in the name of the Secretary-General whether the incoming note is addressed to the Secretary-General, to a subordinate official, to the Secretariat or to a department. A note verbale forwarding a communication at the request of a Member of the United Nations or its permanent mission should be in the following form only:

“The enclosed communication dated ... is transmitted to the permanent missions of the States Members of the United Nations at the request of ...”

(b) *Close*

122. The practice of the United Nations is that there is no complimentary closing for a note verbale. If, however, a complimentary closing is considered appropriate, the following closing should be used:

“The Secretary-General (Secretariat) avails (himself/herself)(itself) of this opportunity to renew to the Permanent Representative (Permanent Mission) of (Member State) to the United Nations the assurances of (his/her)(its) highest consideration.”

4. Presentation

123. The instructions given in paragraphs 18 to 36 above concerning reference number, initials of drafting official, margins, spacing, indentation, numbering of pages, continuation of pages and enclosures apply also to notes verbales.

(a) *Signature block*

124. A note verbale contains no signature; instead, it should be initialled under the date by the officer responsible for its dispatch. A note verbale prepared by the Correspondence Unit will normally be initialled by the responsible officer of that Unit.

(b) *Date*

125. The date should appear on the right-hand side of the last page, two to six lines below the last line of the text, depending on the length of the note.

(c) *Address*

126. The address does not appear on a note verbale; it is typed only on the accompanying envelope.

(d) *Examples*

127. For examples of notes verbales, see exhibits 7, 8 and 9.

5. Circulation of communications as NVs

128. Certain communications to be circulated to all delegations at the request of a Member State are issued with a covering note verbale bearing the reference number NV/[year]/- (for example, NV/84/3) and are circulated to delegations through the regular channels. Such notes verbales are prepared in the normal style and are drafted in the two working languages of the Secretariat (English and French) irrespective of the language or languages of the communication; the communications are reproduced in the language or languages in which they were submitted.

V. Guidelines for electronic communications

A. Electronic mail

1. Use

129. Electronic mail (e-mail) has become an important means of communication for the United Nations. The least costly of the electronic communications systems, e-mail is fast and reliable. Any registered e-mail user can communicate with any other user worldwide. The United Nations e-mail system serves most of the United Nations Secretariat offices and missions around the world. A global organizational e-mail directory has been established from local directories maintained at each duty station. Messages may also be exchanged between users of most alternative electronic mail services available from private carriers.

130. Guidelines for the use of e-mail are set out in information circular ST/IC/1997/70 of 27 October 1997.

131. When sending e-mail over the Internet, it should also be kept in mind that neither the stability of the Internet nor security of transmissions can be guaranteed. Receipt of messages sent outside the internal e-mail system used by the United Nations cannot always be confirmed. It may therefore be desirable to request the addressee to acknowledge receipt of the message. It is the responsibility of the sending and receiving offices to decide the extent to which e-mail communications can be accepted as formal correspondence.

2. Style

132. While e-mail is still primarily an informal mode of communication, the language used in e-mail messages should adhere to United Nations standards for discourse.

3. Presentation

133. In preparing e-mail, keep in mind that recipients may have different software from those used by senders. Therefore, it is best to send the message in a simple format, avoiding special characters and ornamental fonts. Limit lines to no more than 75 characters, and preferably no more than 50, for ease of reading. Use short paragraphs. The recommended font for e-mail messages is 10 point Courier New, a monospace font that is easy to read and will ensure proper alignment of any columns or tables. If the style of the communication is kept simple, it is more likely that the recipient will see the message as the sender intended it to appear on screen.

4. Sending attachments

134. E-mail permits the worldwide electronic transmission of messages, documents and data created by any type of microcomputer as files attached to an e-mail message. However, system restraints may make it necessary to limit the total size of an attached file to no more than two megabytes (2,000,000 bytes). Do not use e-mail to send large documents of a non-urgent nature. Append attached files with the pro-

gram notation (for example, .doc or .wpd) for ease of downloading. To ensure receipt, send very important files or messages by facsimile or on a diskette. As a courtesy, do not transmit large files without prior approval of the addressee.

5. Storage

135. E-mail is subject to all United Nations rules and regulations governing the conduct of official business through conventional methods. These include policies for the retention of administrative and other inter-office correspondence, and appropriate arrangements should be made to save e-mail messages if necessary. A printed-out copy of an e-mail message should be kept on file as a record for future reference in routine administrative matters. Do not expect to store messages indefinitely on the central e-mail system itself. As set out in information circular ST/IC/1997/11 of 4 February 1997, procedures have been established for the automatic deletion of messages after specified periods of time:

(a) Messages that have been read and are in the Inbox and any messages in the Message Log folder will be automatically deleted after 30 days;

(b) Messages in all other folders will be deleted after 90 days.

Archive messages to be saved for longer periods of time outside the central e-mail system; do not use the system to store departmental or office archives.

B. Facsimiles

1. Use

136. A facsimile is an exact copy of a document or other written or printed materials produced by electronic scanning and transmission of the resulting data.

137. Facsimile transmission is used to transmit a wide variety of correspondence requiring urgent attention. It is the usual mode of communication between Headquarters and duty stations in the field. Telephone exchanges and economical leased lines between Headquarters and the different United Nations offices make facsimile transmission increasingly cost-effective, and facsimile is now considered the most convenient mode of communication by many United Nations users.

138. Official communications such as memoranda and other forms of correspondence may be transmitted by facsimile. However, notes verbales should not be sent by facsimile. Follow-up letters should be sent to confirm facsimile transmissions dealing with matters with legal and financial implications. When letters to high officials are transmitted by facsimile, the original letter should be sent by mail. When a communication transmitted by facsimile is also sent by mail, some indication should be affixed to the communication that the communication was sent by facsimile on a specified date. This will help the recipient to avoid acting twice on the same communication. In the case of other correspondence without legal or financial implications, it is not necessary to send the original by mail; to do so may be confusing to the recipient.

2. Style

139. Costs of facsimile transmission are based on the number of pages and the number of minutes required for transmission (instead of the number of words in the case of cable messages). It is therefore not necessary to use the extremely abbreviated style appropriate to cables. It is important, however, to be as clear and concise as possible.

3. Presentation

140. A standard format for messages to be sent by facsimile is given in exhibits 13 and 14. A template with this format in Microsoft Word is available. Whatever format is used, it is essential that facsimile transmissions contain the following information, in addition to the text of the message itself:

- (a) The name, functional title and fax number of the addressee;
- (b) The name, functional title, fax number, telephone number and e-mail address of the sender;
- (c) The date of the transmission;
- (d) The reference number of the communication;
- (e) The number of pages included in the transmission;
- (f) The subject of the transmission;
- (g) The names of any officials who cleared the communication;
- (h) The names of any interested parties who should receive copies of the communication;
- (i) The standard United Nations disclaimer (in appropriate communications, see exhibit 14).

4. Processing

141. Facsimile transmissions can be sent from any department or office in which a facsimile machine has been installed. It is not necessary to submit messages to a central unit for onward transmission.

C. Telegrams and cables

1. Use

142. Telegrams and cables have largely been replaced by facsimile or e-mail as a means of electronic communications. They are still used when it is necessary to send encoded communications.

VI. Transmittal forms

A. Covering slips

143. A covering slip is a printed attachment used to transmit a copy of a communication for information purposes to an addressee outside the United Nations Secretariat other than the person to whom the communication is addressed (see exhibit 15). Covering slips do not require a file number, date or authorizing official's initials. They are available in English, French and Spanish.

B. Forwarding slips

144. A forwarding slip is a printed form requesting a person outside the Secretariat to transmit a communication. It is to be used when a letter or note verbale is forwarded through an intermediary (see exhibit 16). Forwarding slips do not require file number, date or authorizing official's initials.

C. Routing slips

145. A routing slip (form COM.6) is designed for use within the Secretariat only, to transmit a file or communication to another person or office (see exhibit 17). It has space for brief remarks but should not be used to record information or comments intended for the file or for permanent record.

D. Complimentary slips

146. A complimentary slip is a printed form used to forward material to an addressee outside the Secretariat in the same way as a routing slip is used within it (see exhibit 18). It should not be used to forward material to an addressee within the Secretariat.

VII. Handling of correspondence

A. Distribution of incoming mail

147. Incoming communications received by mail, by hand from delegations, or through the diplomatic pouch service are initially sorted and distributed by the Mail Operations Unit of the Special Services Section, Facilities Management Division, Office of Central Support Services.

148. Official mail, personal mail and communications marked “Confidential” are all routed unopened direct to the person or office addressed. Communications not addressed to any particular individual or office are routed by subject-matter to the appropriate office for reply.

149. Unless clearly identified as “Personal” or “Confidential”, all communications received should be opened immediately and brought to the attention of the appropriate official or, in his or her absence, to an associate for action.

B. Special handling of communications

150. Certain types of communications are subject to special handling. Instructions with regard to the principal types are given below.

1. Credentials and other communications relating to the representation of Member States in the United Nations and its organs

151. Formal credentials and other communications relating to the representation of Member States at meetings of United Nations organs should be sent to the Office of Legal Affairs. Credentials and other communications relating to the appointment, titles or addresses of permanent representatives and other members of permanent missions at Headquarters should be sent to the Protocol and Liaison Service. Occasionally such communications are delivered personally to Secretariat officials in offices other than the Protocol and Liaison Service. In that event it is the duty of the officials concerned to ensure that these communications are transmitted promptly to the Protocol and Liaison Service.

152. Credentials and other communications relating to the representation of Member States at meetings held at sites other than United Nations Headquarters are to be transmitted promptly to the substantive unit of the Secretariat responsible for servicing the meeting concerned.

2. Telegrams

153. During normal duty hours, “most immediate” and “immediate” telegrams are communicated to the addressee by telephone. During non-duty hours, all “most immediate” telegrams are transmitted to the addressee, at any hour, immediately upon receipt, and “immediate” telegrams are transmitted up to 10 p.m. In both cases, the operator keeps a copy of the telegram available for delivery by messenger on the following duty day.

154. Action copies of incoming telegrams are routed by the Cable Operations Unit immediately to the persons responsible for action.

155. Information copies are routed directly to other officials noted in the telegram. Officials receiving information copies should not take action without the knowledge of the person to whom the action copy has been sent.

3. Communications from the public and from non-governmental organizations

156. Communications from the public and from non-governmental organizations (public-interest correspondence) are routed according to subject-matter, and the departments or offices receiving them are responsible for replying on behalf of the United Nations. Communications dealing with subjects not specifically within the competence of any other department or office are routed to the Department of Public Information.

4. Communications to the General Assembly

157. All communications addressed to the President of the General Assembly or to the General Assembly are sent by the Mail Operations Unit to the General Assembly and ECOSOC Affairs Division.

C. Personal mail

158. As far as possible, staff members should avoid receiving their private mail at the United Nations. If necessary, they may arrange for it to be addressed to them as follows:

Name of staff member
Room number or location
P.O. Box 20
New York, NY 10163-0020

Mail addressed in this way is delivered promptly to the Mail Operations Unit and distributed to the addressees. This address should not be used for official mail.

159. Unless it is clearly marked "Personal" or "Confidential", mail addressed to staff members at the United Nations is considered official.

D. Departmental correspondence logs

160. To make sure that incoming communications are dealt with promptly and to assist in controlling the movement of files within departments, it is recommended that any organizational unit that receives a substantial number of communications for action maintain a log of incoming correspondence. Such logs may show the reference number, date of receipt, subsequent routing within the department and action taken. They may also indicate interim acknowledgements where such are made.

Annex **Some points of style**

A. General guidelines for drafting

1. To contribute effectively to the conduct of the business of the United Nations, the correspondence of the Organization must be concise, clear and accurate in content, direct and dignified in style, correct in form and attractive in appearance. The following suggestions are intended to help the drafter of correspondence meet these criteria.

Think before drafting

2. Regardless of the urgency, take time to answer the questions “Why am I writing? To whom am I writing? What, if any, action do I expect as a result of what I have written?” This will make it easier to draft more clearly and concisely.

(a) Why am I writing?

(i) Is it to give someone information?
(If so, what information? For what purpose?)

(ii) Do I need information?
(If so, what information? For what purpose?)

(iii) Is some action needed?
(If so, what action? For what purpose?)

(b) To whom am I writing?

(i) Who will the reader(s) be?

(ii) What does (and doesn't) the reader know about the situation?

(iii) What does the reader need to know?

(iv) What questions will the reader have in mind
when reading my communication?

(v) How is the reader likely to react?

(vi) What is my relationship to the reader?

Write simply, clearly and concisely

3. Once we know what we want to communicate, to whom and why, we can draft correspondence clearly, correctly and concisely, using a simple style that is neither simple-minded nor simplistic. It is unadorned, avoiding arcane constructions and seldom-used words, and therefore is easily understood. Nevertheless, a simple style can convey complex ideas with subtlety and grace and without ambiguity.

4. Here are some positive and negative rules to be followed whenever possible to achieve simplicity and clarity in writing:

Positive rules

- (a) Be concrete and specific, rather than vague and indirect.
- (b) State your facts or ideas directly (subject-verb-object).
- (c) Use verbs in the active rather than the passive voice.
- (d) Use concrete rather than abstract words.
- (e) Use short words, short sentences, and short paragraphs rather than long words, long sentences and long paragraphs.

Negative rules

- (a) Don't use any more words than necessary to convey your meaning.
- (b) Don't use a circumlocution if a single word or phrase will do.
- (c) Don't use emphasis (bold, italics, underlining) in correspondence.
- (d) Don't use needless adjectives and adverbs (don't overemphasize).
- (e) Avoid anything which might offend the sensibilities of the readers.

Well-constructed papers; well-constructed paragraphs

5. Well-constructed papers present soundly reasoned propositions, starting with introductory paragraphs, followed by intermediate paragraphs to develop the narrative point-by-point and ending with concluding paragraphs to present recommendations, make requests or invite other forms of response.

6. Introductory paragraphs should normally begin with a statement of the proposition to be presented in the paper. These paragraphs should be brief, with no more than six lines of text; the major points to be covered in the paper should be identified. The narrative should be developed in a series of intermediate paragraphs analyzing the points in order of importance as set out in the introductory paragraph. Concluding paragraphs should be very brief, recapitulating the analysis, drawing conclusions and making recommendations, inviting comments or whatever form of response is desired.

B. Spelling

7. United Nations correspondence follows the spelling given in the latest edition of *The Concise Oxford Dictionary of Current English*. Where the dictionary gives alternative spellings, use the one printed first. Where British and American spellings differ, the British usage is followed in United Nations texts. Where the dictionary gives part of a word within parentheses, use the longer form.

C. Capitalization in English

8. Use initial capital letters sparingly, according to the general rules set out below. Use initial capitals

- (a) To mark beginnings:
 - (i) The first word of a sentence;
 - (ii) The first word of a subsidiary part of a sentence set out as a subparagraph or item on a list;

- (b) For proper nouns and adjectives and for recognized geographical names;
- (c) For the first word in titles of books, periodicals and United Nations publications, regardless of what part of speech it may be, and for all other words except articles, conjunctions and prepositions in the text and in footnotes;
- (d) For the first word, for proper nouns and other words that normally have them:
 - (i) In titles of books in bibliographic lists;
 - (ii) In titles of articles and unpublished papers;
 - (iii) In titles of United Nations documents issued with a mast-head;
 - (iv) In headings that are not in full capitals;
 - (v) In legends on figures and maps;
- (e) For all words except articles, conjunctions and prepositions in titles of series of documents;
- (f) For the official titles of persons, councils, commissions, committees, Secretariat units, organizations, institutions, political parties and the like;
- (g) For the title of posts in the personnel hierarchy (First Officer, Principal Officer), but not for the designation of functions;
- (h) For the names of special rooms, halls and buildings (the General Assembly Hall);
- (i) For the names of organized movements (the Movement of Non-Aligned Countries);
- (j) For chapters, sections, articles and similar divisions of texts.

9. The following examples, frequently found in United Nations documents, show the use of initial capital letters or lower-case letters in United Nations practice:

Act, of a legislative body

when citing the title of a specific act

Administration

In specific references, when used in the sense of "Government"

administrative instruction

advisory opinion (of the International Court of Justice)

agenda, agenda item, agenda item 24

annex, an annex, annex III, the annexes to the report

appendix, an appendix, appendix IV, the appendices

Arabic language and type

Arabic numerals

article, an article, article 3

But: Article when making a general or specific reference to an Article of the Charter of the United Nations and the Statute of the International Court of Justice

chairpersons

of the Main Committees of the General Assembly, to establish a drafting committee whose chairperson would report ...

But: Chairperson of the Fifth Committee

chapter chapter II

But: Chapter when making a general or a specific reference to a Chapter of the Charter of the United Nations and the Statute of the International Court of Justice

chargé d'affaires

But: Chargé d'affaires of the Permanent Mission of Andorra to the United Nations

commission(s)

regional commissions

But: Commission (when used as a short title of a specific body that has already been mentioned), Economic Commission for Africa

committee(s)

the committees of the General Assembly

But: Committee (when used as a short title), the Main Committees of the General Assembly

conference

But: Conference (when used as a short title of a specific conference that has already been mentioned), the World Conference on Human Rights

conference room, conference room paper

But: Conference Room 4

constitution

a written constitution, the constitutions of many States

But: Constitution in a specific reference to the Constitution of a State, a specialized agency and the like, for example, article 28 of the Constitution of the Republic of Indonesia ... as provided in the Constitution of the World Health Organization

consultant

continent, for example, the continent of Africa

continental shelf

Contracting Party

in the text of treaties, conventions and the like, otherwise lower case

convention

But: Convention, in citing the title of a specific instrument, for example, the Convention on the Rights of the Child

council

But: when using it as a short title, as noun or adjective, for example, Council resolution 1979/81

Dag Hammarskjöld Library (Auditorium, Building)

decade

But: First United Nations Development Decade, Decade for Women

- Declaration
when citing the title of a specific declaration made at the government or international agency level
- Decree when citing the title of a specific decree
- delegation, a delegation, the delegation
- demarcation line
- department
in general references, for example, one of the three departments of the Secretariat dealing with the question; the government department concerned
But: Department in specific references, for example, the Department of Political Affairs, the Department of Commerce of the United States Government
- document
in general or specific references
- draft
- earth in general references
But: Earth, in reference to the planet in, for example, texts relating to outer space; for example, artificial Earth satellites
- east, eastern (geographical)
- East, Eastern (political), for example, East-West dialogue
- executive heads, of the specialized agencies
- executive secretaries of the regional commissions
But: Executive Secretary of ECA, ECE, ECLAC, ESCAP or ESCWA
- expert a group of experts
But: the Group of Experts on Global Warming
- extrabudgetary
(XB may be used in budget documents)
- financial regulation (rule) 3.5
But: Financial Regulations (Rules) of the United Nations
- foreword
- funds-in-trust
- General Service
category of the staff of the United Nations
- government
local or municipal government, a system of government, a change of government, government-owned, government agency, a government department
But: Government (when representing a State, as a noun only) the Government of India, that Government, the Government concerned, the metropolitan Government, any Government wishing to participate

group

But: Group of 77, Group of African States

hall

But: (the) General Assembly Hall, in this Hall

head

of a delegation or Government, head of State

headquarters

the headquarters of ESCAP, the Commission headquarters building

But: the Headquarters of the United Nations, the Headquarters Building when referring specifically to the United Nations building in New York

hemisphere

northern, southern, eastern, western

information centres

information circulars

information services

international civil service,

international civil servant

interregional adviser

introduction

in the introduction to his report, he stated that ...

introductory note

island(s) the island of Cyprus

But: the Cayman Islands

language proficiency examination

language training programme

law

including all references to the profession of law

But: Law in citing the title of a specific legal instrument

liaison officer

member(s)

an individual member of a committee, a State member of a United Nations organ, for example, members of the Security Council, a member of a specialized agency or any other organization, also a non-member State

But: States Members of the United Nations, a State not a Member of the United Nations

Note: "States Members of the United Nations or members of agencies in the United Nations system ..."

note

a note by the Secretary-General

number

But: No. (only when followed by a number or used as an abbreviation for number)

Supplement No. 2 (The plural form is Nos.)

- observer the United Nations military observer in San Salvador
But: Observer (a person appointed to attend a meeting without the right to vote)
- office, term of office
But: Office (with official titles) for example, the Office of Legal Affairs, the Office of the Iraq Programme
- Organization
when referring specifically to the United Nations
- parliament
unless referring specifically to a legislative body that is actually called “Parliament”
- part in general reference, for example, as stated in part one of the report
But: Part One as a heading
- party in general or specific references, for example, the States parties to the Treaty
But: Party when using it in a formal text such as the text of a treaty, for example, the Parties to the present Convention, and when referring to a specific political Party, for example, the Conservative Party, the Socialist Party
- permanent member of the Security Council
But: Permanent Mission of the Philippines to the United Nations
Permanent Observer Mission of Switzerland to the United Nations
Permanent Representative of Fiji to the United Nations
- personal representative of the Secretary-General, in general references
- pledging conference
But: Fourth Pledging Conference for the World Food Programme
- plenary in general and specific references
But: Plenary Meetings in references to the body of documents in the Official Records
- Power in general or specific references to a State, for example, a great Power; also when used adjectivally in that sense, for example, a three-Power agreement
- preamble
But: Preamble in general or specific references to the Preamble to the Charter of the United Nations
- preface
- President of the General Assembly, of a United Nations council, of a State or of a recognized international or national body
- Professional
category of the staff of the United Nations, for example, staff in the Professional category and above

- programme
in general references
But: Programme in references to a separately constituted body, for example,
the World Food Programme
- purposes and principles
of the Charter of the United Nations
- question the question of Western Sahara
- rapporteur
in general reference
But: Rapporteur of the Second Committee
- region except when part of the title of an administrative division of a State
- regional adviser
- regional commission
- regular budget
(RB may be used in budget documents)
- regulation
regulation 2.1 of the Staff Regulations
- report report of the Secretary-General
- representative
a representative, the representative of France, the personal representative
of the Secretary-General, the senior ... representative
But: Special Representative of the Secretary-General (as a title)
Permanent Representative of Algeria
- resident coordinator
- resident representative
the resident representative of UNDP has the responsibility...
But: capitalize in specific references, for example, the Resident
Representative of UNDP in Turkey, Ms. ...,
Resident Representative of UNDP in Chile
- resolution
- room
- rule rule 104.5 of the Staff Rules
- rules of procedure
- secretariat
of the Military Staff Committee, secretariat of a specialized agency or
other organization
But: Secretariat in general or specific references to the Secretariat of the
United Nations
- secretary in general references
But: Secretary in specific references, for example, the Secretary of the Second
Committee

- section in general or specific reference, for example, section 3 of the budget
But: Section in the official title of a Secretariat unit
- seminar in general references
But: Seminar, for a specific seminar with an established title
- session the fifty-fourth session of the General Assembly,
the eighteenth special session
- south, southern
geographical use
But: South (political and economic use): North-South dialogue
- specialized agency
- staff members of the United Nations
- staff regulation (rule) 4.5
But: Staff Regulations (Rules) of the United Nations (a title of a publication)
- State in both general and specific references to a country
or to a specific state in a federation, for example, the State of New York
- subcommission(s)
subcommittee(s)
But: Subcommittee and Subcommittee when used as short title of a specific
body already mentioned
- Territory in a general or specific reference to a
Non-Self-Governing Territory or Trust Territory
- transition
countries with an economy in transition
- Treaty in citing the title of a specific instrument; otherwise lower case
- trusteeship
under trusteeship
- trust funds
- volume in general and specific references
- war during the world wars, the cold war, the threat of a third world war
But: First World War, Second World War
- west, western
geographical use (except in ECA terminology, West Africa
to denote the subregion)
But: Western (political or economic use), the Western Powers
- working group
in general reference
But: Working Group when referring to a specific group with an
established title
- working paper
in general and specific reference, for example, working paper No. 6

D. Underlining

10. With the use of text-processing in the preparation of correspondence, underlining is replaced by the use of italics or boldface.
11. Boldface should be used for the subjects of memoranda and for headings in the text.
12. Italics should be used for the following:
 - (a) The titles of books, periodicals, newspapers, films, plays and television programmes;
 - (b) The names of vessels and airplanes;
 - (c) Certain mathematical indications;
 - (d) The titles of laws, decrees and the like in foreign languages;
 - (e) Non-English words other than those generally considered to have been adopted into the language (consult *The Concise Oxford Dictionary* if in doubt).
13. Do not use italics or boldface for emphasis in correspondence.

E. Numbers

14. In accordance with traditional conventions, numbers may be expressed in figures or in words; the nature of the text is the determining factor. In legal, formal, literary and narrative style, words are used in certain contexts. In scientific, technical and statistical texts, figures are used almost exclusively.
15. In general, numbers under 10 should be expressed in words (for example, eight, *not* 8). Numbers should also be expressed in words in the following contexts:
 - (a) At the beginning of a sentence:
Four hundred and fifty women were selected;
 - (b) In fractions in narrative text:
Only two thirds of the applicants were qualified;
 - (c) In references to ages in non-technical, non-statistical texts:
This applies to children under nine years old.
16. Numbers between 10 and 999,999 should normally be written in figures except when they begin a sentence. In addition, the following are always expressed in figures:
 - (a) Percentages:
Only 4 per cent of the total, compared with 16 per cent the previous year.
 - (b) Ratios:
Yields were 3 tons per hectare. The ratio was 10 : 1.
 - (c) Results of voting:
The resolution was adopted by 15 votes to none, with 65 abstentions.
 - (d) Dates and time of day:
On Wednesday, 21 July 1999, at 10.30 a.m.
 - (e) Numbers with fractions:
Costs were reduced by 10.75 per cent and profits almost doubled, increasing 1.75 times over the previous year.

- (f) Statistics
- (g) Degrees:
The temperature was 10.15 °C.
- (h) Dimensions, weights and measures:
The container is 10.5" long, 6" wide and 3.2" deep; it weighs 1.2 pounds.
- (i) Series of figures
- (j) Document symbols: A/54/1
- (k) Page and paragraph references: chapter V, page 13, paragraph 2

17. Sums of money and decimals are normally given in Arabic numerals, as in \$6.50. Arabic numerals are also used in the recording of votes, except for zero, for example, the draft resolution was adopted by 112 votes to none, with 1 abstention.

18. Percentages should be expressed in figures and the words “per cent” should normally be written out. The sign % may be used in tables, *but* only when space is limited.

19. Dates are given in the form “4 January 1999.” Forms such as “4/1/99” are not used in official correspondence because of differences in usage regarding the order of the numerals indicating the day and the month. Time is indicated as follows: 10.25 a.m. (not 10:25 a.m.). The 24-hour day may also be used, for example, 2100 hours (not 21.00 hours).

20. Main Committees of the General Assembly are numbered by ordinals, for example, the First Committee. The numbers of sessions of the General Assembly or of the Councils are written out, for example, the fifty-fourth session, *but* the numbers of meetings are given in figures, for example, the 9th meeting. Usage as regards meetings and sessions of the bodies may vary.

21. When a quantity is expressed by two numbers indicating a range:

(a) If the name of the unit is written out, it should be given only once, after the second number, for example, salary increases ranging from 3 to 4 per cent a year; an additional 10–12 per cent of the children need special attention, for the 10- to 15-year-old age group, for 10- to 15-year-olds;

(b) If the name of the unit is represented by a symbol, the symbol should always be repeated, for example, a high temperature of 63°–70°;

(c) If the name of the unit is represented by a symbol or abbreviation consisting of a letter or letters, the symbol or abbreviation should be given only once if a hyphen is used to mark the range, for example, it required 15–20 lb of acid;

(d) Either a hyphen or two prepositions or conjunctions should be used, never a mixture of both, for example, the shells landed 2–3 km from the village, the shells landed from 2 to 3 km from the village;

(e) The two numbers showing the range should be homogeneous for example, from 3,430,700 to 4,000,000 units were built (*not* from 3,430,700 to 4 million units);

(f) To reduce the possibility of confusion, numbers should be expressed in full, whether in figures or in words, in the indication of any range, for example, “It increased from \$2 million to \$5 million (*not* from \$2 to \$5 million).”

22. When two numbers occur together, they should be expressed in different styles, according to the nature of the elements and the context, for example, twenty 15-cent stamps, 120 fifteen-cent stamps, 12 ten-foot poles.

23. When two or more numbers to which different rules apply occur in a series, or in proximity in the same sentence, referring to the same thing, the rule applying to the higher or highest number should apply to all, for example, “14, previously 9,” *not* “14, previously nine.”

F. Abbreviations and acronyms

24. Special care should be taken, in the use of abbreviations, to ensure that their meaning will be clearly understood. If it is necessary to make frequent use of an abbreviation that may not be familiar to the reader, the complete form should be given in full, followed by the abbreviation in parenthesis the first time it occurs; thereafter, the abbreviation may be used alone. Abbreviations should not be used for words or titles that occur only once or twice in a text. The words “United Nations” should never be abbreviated, nor should the following titles be abbreviated:

Economic and Social Council
General Assembly
Secretary-General
Security Council
United Nations Office at Geneva
United Nations Office at Nairobi
United Nations Office at Vienna.

25. If a title occurs frequently in a text, a short form may be used. The full title should be given the first time it appears and repeated only where necessary for clarity. Thereafter, a short title may be used unless there is a risk of ambiguity. This method should be used, in particular, for titles for which there is no official abbreviation. Examples of short titles are the Assembly, the Council, the Commission, the Committee, the Special Committee. Short forms or abbreviations may be used in some circumstances for the names of certain Member States. They should not be used at the first reference. The latest issue of the terminology bulletin on the names of Member States (currently ST/CS/SER.F/ 347/Rev.1) is the authority on the subject and should always be followed.

26. Acronyms and other abbreviations are sometimes used informally for the names of units of the Secretariat, committees and the like. They are acceptable and even unavoidable in texts such as internal correspondence and informal notes. Acceptable abbreviations for units of the Secretariat and Secretariat services, to be used only in internal correspondence and informal notes, are listed in the *United Nations Telephone Directory*. In case of doubt, consult the Editorial Service.

27. A database of the principal officially recognized abbreviations and acronyms encountered in United Nations documents in all official languages is available on the United Nations intranet in the *Reference Materials* section under *Terminology/General Nomenclature* or *Acronyms*.

G. Division of words

28. The division of words at the end of a line should, as far as possible, be avoided in United Nations correspondence. Where division is necessary, the following rules should be applied wherever possible. To avoid uneven spacing, however, one-

syllable prefixal division of two letters is permissible, for example, in-ternational, ar-ticle *but* avoid two-letter suffixal divisions such as tight-en, debt-or, hard-ly.

(a) Divide a word after a vowel, turning over the consonant where there is only one consonant for example, prece-dent. In present participles, take over-ing, for example, carry-ing, divid-ing, crown-ing, thrill-ing, *but* tack-ling, puz-zling, hand-ling;

(b) Generally, where two consonants come together, put the hyphen between the consonants, for example, prin-ciple, sec-retariat, *but* progress-ive, impass-able;

(c) Do not divide terminations such as -cian, -sion, -tion when they form one sound, for example, ascen-sion, subtrac-tion, conven-tion, *but* avoid divisions between a vowel and such terminations, for example, poli-tician, div-ision, organiz-ation;

(d) Avoid such divisions as read-just, which might, at first glance, be misread;

(e) If possible, do not divide a word at the end of a page;

(f) Words that double their final consonant to form their present participles should be split between the consonants so doubled, for example, forgetting, control-ling;

(g) Endings such as -ted, -ded, should not be turned over;

(h) Vowels which are sounded separately may be divided, for example, of-fici-ate, cre-ate, odi-ous.

H. Formation of plurals

29. Refer to the latest edition of *The Concise Oxford Dictionary of Current English* for guidance in the formation of plurals. In forming the plurals of compound terms, the significant word in the compound should be made plural. The significant word may occur:

(a) as the first element of the compound, for example:

all previous Secretaries-General
ambassadors-at-large
commanders-in-chief;

(b) as the second element in the compound, for example:

under-secretaries-general
assistant secretaries-general
deputy chiefs of staff;

(c) as the last element of the compound, for example:

assistant commissioners
lieutenant-colonels
trade unions
vice-presidents.

30. When a noun is hyphenated with an adverb or a preposition, the noun should be made plural, for example, passers-by.

31. When neither word in the compound is a noun, the last word should be made plural, for example, go-betweens.

32. In forming plurals of nouns taken into English from other languages, preference, when there is a choice of usage, should be given to the English manner of forming the plural.

Exhibits

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: LA19.4.2

29 January 1999

Excellency,

On behalf of the Secretary-General, I should like to invite your attention to the fact that the terms of office of the following five members of the International Court of Justice will expire on 5 February 2000:

Mr. Christopher G. Weeramantry (Sri Lanka)
Mr. Gilbert Guillaume (France)
Mr. Raymond Ranjeva (Madagascar)
Ms. Rosalyn Higgins (United Kingdom of Great Britain
and Northern Ireland)
Mr. Gonzalo Parra-Aranguren (Venezuela)

In accordance with Articles 4 and 13 of the Statute of the International Court of Justice, the General Assembly and the Security Council, during the fifty-fourth regular session of the General Assembly, will elect five judges for a period of nine years, beginning on 6 February 2000.

I have the honour to refer to paragraph 1 of Article 4 of the Statute of the Court and to request you to transmit the enclosed communication to the members of the national group of your country in the Permanent Court of Arbitration, inviting them to nominate candidates in the election. This request is made in accordance with paragraph 1 of Article 5 of the Statute of the International Court of Justice which provides, *inter alia*, that the Secretary-General should invite the members of the Permanent Court of Arbitration to undertake, by national groups, the nominations "within a given time".

Her Excellency
Ms. Penny W. Wensley
Permanent Representative of Australia
to the United Nations
New York, NY

With this provision in view, the national group has been requested to send its nominations so as to reach the Secretary-General no later than 31 August 1999. It should be noted that in application of the foregoing provision of Article 5, nominations made after this date may not be acceptable.

Please accept, Excellency, the assurances of my highest consideration.

Hans Corell
Under-Secretary-General
for Legal Affairs,
The Legal Counsel

Enclosure

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE:

29 June 1999

Excellency,

The Secretary-General should be grateful if you would kindly forward the enclosed letter to His Excellency Mr. Niels Helveg Petersen, Minister for Foreign Affairs of Denmark.

A copy of the letter is attached for your information.

Please accept, Excellency, the assurances of my highest consideration.

S. Iqbal Riza
Chef de Cabinet

Attachment

His Excellency
Mr. Jørgen Bøjer
Permanent Representative of Denmark
to the United Nations
New York, NY

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: SG/90/99

28 June 1999

Dear Mr. Ambassador,

Further to your letter of 17 June 1999 to the Secretary-General, I am pleased to enclose the Secretary-General's preface for the brochure being printed in conjunction with the exhibition of the Italian painter Trento Longaretti, along with our best wishes for a successful event.

I remain,
Dear Mr. Ambassador,

Yours sincerely,

Edward Mortimer
Principal Officer

Enclosure

His Excellency
Mr. Andrea Negrotto Cambiaso
Permanent Representative of Italy
to the United Nations
Geneva

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: CARICOM/3/99

11 February 1999

Dear Dr. Brundtland,

On behalf of the Secretary-General of the United Nations, I have the honour to transmit herewith the text of the resolution on "Cooperation between the United Nations and the Caribbean Community" (A/RES/53/17), adopted by the General Assembly on 29 October 1998.

In forwarding this resolution, I wish to draw your attention to operative paragraph 7, by which the Assembly recommended, *inter alia*, "that the second general meeting between representatives of the Caribbean Community and its associated institutions and of the United Nations system be hosted in 1999 in the Caribbean region in order to review and appraise progress in the implementation of the agreed areas and issues and to hold consultations on additional measures and procedures as may be required to facilitate and strengthen cooperation between the two organizations". Copies of this resolution have been transmitted to the organizations concerned and to all Member States. The above-mentioned operative paragraph has been brought to the attention of the Secretary-General of the Caribbean Community Secretariat and that of Permanent Representatives of CARICOM Member States to the United Nations.

Yours sincerely,

Kieran Prendergast
Under-Secretary-General
for Political Affairs

Enclosure

Dr. Gro Harlem Brundtland
Director-General
World Health Organization
Geneva
Switzerland

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE:

10 June 1999

Dear Mr. Jolly,

On behalf of the Secretary-General, I would like to thank you for your letter of 17 May 1999, inviting the Secretary-General to speak at the opening plenary of the First Global Forum on Human Development, to be held at the United Nations Secretariat at 10 a.m. on 29 July 1999.

The Secretary-General is very pleased to accept this invitation. He looks forward to addressing this distinguished gathering on 29 July.

Yours sincerely,

S. Iqbal Riza
Chef de Cabinet

Mr. Richard Jolly
Special Advisor to the Administrator
United Nations Development Programme
New York

Exhibit 5. Informal letter (Secretariat official to an official in an organization of the United Nations system)

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: IAMLADP/29(98)

4 May 1998

Dear Sirs,

Copies of the first set of documents issued in connection with the forthcoming Inter-Agency Meeting on Language Arrangements, Documentation and Publications (IAMLADP) have been sent to you and other observers today. This advance shipment is intended to facilitate your preparation for the consideration of the relevant agenda items.

The opening of the Meeting will take place at 10.30 a.m. on 29 June. However, we do not know yet which conference room will be allocated to us.

I will be glad to provide any additional information or assistance that you may require.

Yours sincerely,

Adolfo Crosa
Secretary of IAMLADP

International Plant Genetic Resources Institute
Via delle Sette Chiese 142
00145 Rome, Italy

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: COOP/DESA/99/1

The Secretary-General of the United Nations presents his compliments to the Permanent Representative of Bulgaria to the United Nations and thanks his Government for forwarding to him in response to his note of 17 April 1998 (COOP/DESA/98/1) the information on legislative and administrative initiatives taken with a view to ensuring a supportive environment for cooperatives for inclusion in his report on the subject in accordance with General Assembly resolution 51/58. A copy of report A/54/57 is attached.

The General Assembly is expected to take action at its fifty-fourth session on the Secretary-General's report, in particular on the question of the desirability and feasibility of elaborating United Nations guidelines aimed at creating a supportive environment for the development of cooperatives.

For further information or clarification please contact the address below:

Department of Economic and Social Affairs
Division for Social Policy and Development
United Nations
Two United Nations Plaza
Room DC2-1348
New York, NY 10017

Telephone: 1 (212) 963-1713
Fax: 1 (212) 963-3062
E-mail: vinokourov@un.org

14 April 1999

S.B.

Annex enclosed

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: SCA/2/99(9)

The Chairman of the Security Council Committee established pursuant to resolution 864 (1993) concerning the situation in Angola presents his compliments to the Permanent Representative of Egypt to the United Nations and has the honour to transmit herewith an addendum (Annex III/Add.3) to the list of senior officials of UNITA and adult members of their immediate families as an addendum to the list previously transmitted with his communications SCA/2/98(3) of 19 February 1998 and SCA/2/99(3) of 19 February 1999. The Chairman also wishes to advise that in this instance, the Committee is not in possession of details such as date of birth, passport number, etc.

The Committee will update the aforementioned list on a regular basis and transmit it, with any additions or deletions, to all States as an addendum to Annex III.

7 July 1999

M.R.

Annex enclosed

United Nations  Nations Unies

HEADQUARTERS • SIEGE

NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE: UN Yearbook

The Secretariat of the United Nations presents its compliments to the Permanent Mission of the Republic of Hungary to the United Nations and has the honour to inform the Mission that the new edition of the *Yearbook of the United Nations*, compiled by the Department of Public Information, is now available.

The volume gives a comprehensive account of the activities of the United Nations and related agencies during 1996. It is hoped that the material contained in this latest volume will be a useful addition to the reference material on the work of the United Nations system.

A copy has been made available for the Mission. It may be obtained, on request, from the Delegation Documents Distribution Room located in the North Lawn (NL-316). Additional copies may be purchased from the United Nations Publications, Sales Section, 2 United Nations Plaza, Room DC2-0853, New York, NY 10017 (Sales No. E.97.I.1).

29 January 1999

S.B.

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Mr. Eduardo Gelbstein, Director Ad-interim

DATE: 24 November 1998

A: Information Technology Services Division, OCSS/DM

REFERENCE: IMP/3/98

THROUGH: Federico Riesco, Assistant Secretary-General

S/C DE: Department of General Assembly Affairs and Conference Services

FROM: Patricia Lecomte du Noüy, Director

DE: Interpretation, Meetings and Publishing Division, DGAACS

SUBJECT: **Request to develop UN correspondence templates for**

OBJET: **distribution via the Central Management Software**

1. This is in reply to your memorandum dated 10 November 1998.

2. We welcome your initiative, and will be happy to contribute. It will be our pleasure to provide you with the text-processing templates of the basic correspondence forms listed in your memorandum for you to distribute to the staff via the Central Management Software (CMS).

3. We already have a prototype template for an Interoffice Memorandum created in MS Word 97 and we are working on other forms. Our migration to MS Word from WordPerfect, our current standard text-processing package, will include the development of the final versions of the correspondence templates, along with the templates for all basic types of documents. Meanwhile, for testing, we could share with you the prototype templates, as we are developing and fine-tuning them.

cc: Maxim Zhukov

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: All Directors, Chiefs of Service
A: and Chiefs of Section

DATE: 17 November 1999

REFERENCE: DCS/68/99

THROUGH:

S/C DE:

FROM: Federico Riesco, Assistant Secretary-General
DE: Department of General Assembly Affairs and Conference Services

SUBJECT: **Meeting of programme managers**

OBJET:

1. There will be a meeting of all programme managers at 10 a.m. Friday morning in the conference room on the 15th floor to review the discussion of the report of the Committee on Conferences in the Fifth Committee and the draft resolution on the Pattern of Conferences.

2. In addition, we will consider temporary assistance requirements for the rest of the year. Please bring your latest estimates of expenditures to date and requirements for the rest of the year.

7. This is the second page of an interoffice memorandum. It should have at least three lines of text.

8. The names of persons to whom a copy of the memorandum is sent should appear on the last page of the memo.

cc: [Name]



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HEADQUARTERS · SIEGE NEW YORK, NY 10017

DATE: 22 April 1999
TO/A: Ms. Angélique Doueihi, Information Officer
United Nations Information Centre, Sydney, Australia
FAX: 61 (2) 9262-5886
TEL.: 61 (2) 9262-5111
FROM/DE: Adolfo Crosa, Director
Interpretation, Meetings and Publishing Division, DGAACS
FAX: 1 (212) 963-6542
TEL.: 1 (212) 963-9452
E-MAIL/MEL: crosa@un.org
REF.: KSM/EG
PAGES: One (INCLUDING THIS PAGE / Y COMPRIS CETTE PAGE)
COPIES: --
SUBJECT/OBJET: **"United Nations Language Certification Board"**

In reply to your fax of 19 April 1999, please be informed that I have no knowledge of the existence of a "United Nations Language Certification Board".

Best regards,
Adolfo Crosa



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HEADQUARTERS • SIEGE NEW YORK, NY 10017

DATE: 10 December 1999
TO/A: Vendor of services
FAX: 1 (212) 255-4478
TEL.: 1 (212) 255-4479
FROM/DE: Name of staff member, Procurement Division,
Office of Central Support Services, Department of Management
FAX: 1 (212) 963-9858
TEL.: 1 (212) 963-6225
E-MAIL/MEL: staffmember@un.org
REF.: TEST/2/99
PAGES: 17 (INCLUDING THIS PAGE/Y COMPRIS CETTE PAGE)
COPIES: --
SUBJECT/OBJET: **Purchase of maintenance services**

I am transmitting herewith a draft contract to cover the provision of services through the first quarter of 2000. Please let me have your comments as soon as possible. Thanks.

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*The Secretary-General of the United Nations
has the honour to enclose herein,
for information, a copy of a communication
which has been sent
to interested governments.*

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*The Secretary-General of the United Nations
has the honour to request that the
communication enclosed herein, of which a copy
is attached for information, be forwarded
to the address indicated.*

United Nations  Nations Unies

ROUTING SLIP • FICHE DE TRANSMISSION

TO / A: Mr. Paul Kazarov

FROM / DE: Maxim Zhukov

ROOM / BUREAU: S-1527e EXTN. / POSTE: 3-8048

DATE: Thursday, 12 June, 2000

For action		Pour suite à donner
For approval	✓	Pour approbation
For signature		Pour signature
For comments		Pour observations
May we discuss?		Pourrions-nous en parler?
Your attention		Votre attention
As discussed		Comme convenu
As requested		Suite à votre demande
Note and return		Noter et retourner
For information		Pour information

Here is a printout of the .pdf version of the booklet for the Interpretation Service. The file, booklet1.pdf, is in the e-mail. I have optimized the conversion settings for "Press".

*With the compliments
of the
Secretary-General of the United Nations*

*Avec les compliments
du
Secrétaire général de l'Organisation
des Nations Unies*

United Nations Nations Unies

CORRESPONDENCE UNIT WORKSHEET

SERIAL NO.: 0000000

TO: Correspondence Unit, room S-1494, ext. 3-6760, 3-6761

DRAFTER: [Name] DEPT.: [Dept.] RM.: [Rm. No.] EXT.: [Tel. ext.]

THE ATTACHED COMMUNICATION SHOULD BE ADDRESSED TO:

- Permanent Representatives of Member States
- Permanent Observers of non-member States
- Organizations indicated below

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E Afghanistan
F Albania
F Algeria
FS Andorra
* F Angola
E Antigua and Barbuda
**SF Argentina
E Armenia
E Australia
E Austria
E Azerbaijan
E Bahamas
E Bahrain
E Bangladesh
E Barbados
E Belarus
F Belgium
E Belize
F Benin
E Bhutan
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**SE Panama
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**SF Paraguay
**SE Peru
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E IMF
E IMO
EF ITU
EF UNESCO
EF UNIDO
FE UPU
E WB
EF WHO
EF WIPO
EF WMO
EF WTO

* English to Missions. **SE Spanish normally, English as alternate language. **SF Spanish normally, French as alternate language.

TRANSLATION REQUIRED: English French Spanish

FILE COPY TO BE RETURNED TO: [Name]

RM.: [Rm. No.]

SPECIAL INSTRUCTIONS:

Signature of Correspondence Officer

United Nations  Nations Unies

DELEGATION OF AUTHORITY

DÉLÉGATION DE POUVOIRS

to: [Chief of Department or Service concerned
à: Chef du Département ou du Service intéressé]

DATE: [Date]

[Name of official authorized
Nom du délégué]

IS HEREBY AUTHORIZED TO REQUEST / TO ACT AS:

EST AUTORISÉ PAR LES PRÉSENTES À REQUÉRIR (SERVICES OU FOURNITURES) / À AGIR EN QUALITÉ DE:

[Authority delegated / Pouvoirs délégués]

FOR THE / POUR LE COMPTE DE:

[Organizational unit / Unité ou Groupe]

.....
Signature of the Authorizing Officer / Signature du délégué/déléguée

.....
Signature of the official authorized / Signature du délégué

.....
Department / Département

ORIGINAL: To addressee
À remettre au destinataire

كيفية الحصول على منشورات الأمم المتحدة

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