



UNITED NATIONS HUMAN SETTLEMENTS PROGRAMME
PROGRAMME DES NATIONS UNIES POUR LES ETABLISSEMENT

HSP

Journal

Twenty-first session of the Governing Council
Nairobi, 16–20 April 2007

No. 2/2007*

Tuesday, 17 April 2007

PROGRAMME OF MEETINGS

- 8 a.m. – 6 p.m. Registration (see page 3 for further details)
Regional group meetings (see page 4 for further details)
- 9.30 a.m. **Plenary (Conference Room 2)**
- 9.45 a.m. **High level segment**
Continuation of general debate on **agenda item 5**: Activities of the United Nations Human Settlements Programme (UN-Habitat), including coordination matters; **agenda item 6**: Dialogue on the special theme for the twenty-first session of the Governing Council; and **agenda item 8**: Medium-term Strategic and Institutional Plan for UN-Habitat and the United Nations Habitat and Human Settlements Foundation for the period 2008–2013.
Documents: HSP/GC/21/2 and Adds. 1–10, HSP/GC/21/INFs/2–5 and INF/10; HSP/GC/21/3; HSP/GC/21/5 and Adds.1–3, HSP/GC/21/INF/7 and INF/9.
- 12.30 p.m. **Adjournment**
- 3 p.m. **High-level segment**
Continuation of general debate on agenda items 5, 6 and 8.
Documents: HSP/GC/21/2 and Adds. 1–10, HSP/GC/21/INF/2, INF/3, INF/4, INF/5 and INF/10; HSP/GC/21/3; HSP/GC/21/5 and Add.1, Add.2 and Add.3, HSP/GC/21/INF/7 and INF/9.
- 6 p.m. **Adjournment**
- 10:00 a.m. **Committee of the Whole (Conference Room 1)**
General debate on **agenda item 5**: Activities of the United Nations Human Settlements Programme (UN-Habitat), including coordination matters; **agenda item 7**: Work programme of UN-Habitat for the 2008–2009 biennium and budget of the United Nations Habitat and Human Settlements Foundation for the 2008–2009 biennium and **agenda item 8**: Medium-term Strategic and Institutional Plan for UN-Habitat for the period 2008–2013 and the United Nations Habitat and Human Settlements Foundation.
Documents: HSP/GC/21/2 and Adds. 1–10, HSP/GC/21/INF/2, INF/3, INF/4, INF/5 and INF/10; HSP/GC/21/4 and Adds.1 and 2, HSP/GC/21/INF/6 and INF/8; HSP/GC/21/5 and Adds.1–3, HSP/GC/21/INF/7 and INF/9.
- 12.30 p.m. **Adjournment**
- 3 p.m. Continuation of general debate on agenda Items 5, 7, and 8.
Documents: HSP/GC/21/2 and Adds. 1–10, HSP/GC/21/INF/2, INF/3, INF/4, INF/5 and INF/10; HSP/GC/21/4 and Adds.1 and 2, HSP/GC/21/INF/6 and INF/8; HSP/GC/21/5 and Adds.1–3, HSP/GC/21/INF/7 and INF/9.

6 p.m. *Adjournment*

9.30 a.m. **Drafting Committee (Conference Room 4)**

Consultations on draft resolutions

HSP/GC/21/L.1 Proposed work programme and budget 2008–2009

HSP/GC/21/L.2 Medium-term Strategic and Institutional Plan 2008–2013

HSP/GC/21/L.3 Guidelines on decentralization and strengthening of local authorities

HSP/GC/21/L.4 Guiding principles on access to basic services for all

HSP/GC/21/L.5 Sustainable development of Arctic human settlements

HSP/GC/21/L.6 Urban youth development.

12.30 p.m. *Adjournment*

3 p.m. Consultations on draft resolutions

6 p.m. *Adjournment*

PARALLEL EVENTS

Tuesday, 17 April

9.30 a.m. – 12.30 p.m. and 2.30 p.m. – 4.30 p.m.	The MDG Town	Tent, front lawn
10 a.m. – 11 a.m.	Morning press briefing with UN-Habitat spokesperson	Press Conference Room (Lower Library)
11 a.m. - Noon	Launch of joint UNEP/UN-Habitat/City of Nairobi Environment Outlook	Press Conference Room (Lower Library)
Noon – 1 p.m.	Nairobi launch of Worldwatch Institute's <i>State of the World 2007: Our Urban Future</i> .	Press Conference Room (Lower Library)
12.30 p.m. – 2.30 p.m.	Donor community discussion of the preliminary results of the mid-term review of the Water Sanitation Trust Fund to the Advisory Board of the Fund	Conference Room 2
12.30 p.m. – 2.30 p.m.	Bahrain: Making policy a reality	Conference Room 4
12.30 p.m. – 2.30 p.m.	Women's Land Access Trust meeting	Conference Room 6
12.45 p.m. – 2.30 p.m.	From technical cooperation to national policies	Tent, lower fountain
1 p.m. – 2 p.m.	Joint press conference to launch UN-Habitat's Business Partnership for Sustainable Urbanization and UN-Habitat's new partnership with Coca-Cola (India) to improve access to water and sanitation for marginalized communities in India and Nepal.	Press Conference Room (Lower Library)
2 p.m. – 3 p.m.	"Forced evictions – towards solutions?" Launch of the second report of the Advisory Group on Forced Evictions (AGFE) to the Executive Director of UN-Habitat	Press Conference Room (Lower Library)
2 p.m. – 5 p.m.	Commonwealth Consultative Group on Human Settlements (CCGHS) (requires registration)	Conference Room 3
2.30 p.m. – 3.30 p.m.	People's process of recovery: New directions of UN-Habitat post-disaster projects in Asia	Conference Room 4

2.30 p.m. – 4.30 p.m.	Cities and Climate Change	Conference Room 12 (Rooftop)
3 p.m. – 5 p.m.	Innovations in pro-poor water and sanitation governance	Conference Room 11 (Rooftop)

Wednesday, 18 April

9 a.m. – Noon and 2.30 p.m. – 4.30 p.m.	Urban planning in the Lake Victoria region	Conference Room 12
9 a.m. – 11 a.m.	Round-table on women and land	Conference Room 11
Noon	Preparing for sustainable urbanization: Launch of the multi-media source book <i>Adaptive and proactive strategies for urban planning</i>	Press Conference Room (Lower Library)
12.30 p.m. – 2.30 p.m.	Pro-poor land management for sustainable urbanization – achievements and way forward, by Global Land Tool Network (GLTN)	Conference Room 12 (Rooftop)
1 p.m. – 2 p.m.	Lessons learnt from the Settlement and Integration of Refugees Programme (SIRP) in Serbia for Countries in Transition	Conference Room 11 (Rooftop)
2.30 p.m. – 4.30 p.m.	Network for sustainable urban development (SUD-Nets)	Conference Room 7
4 p.m. – 5 p.m.	World Olympiad for Urban Design (WOUD-2008) and Urban Sustainable Development Program(USDP)	Conference Room 12

Thursday, 19 April

9 a.m. – 12.30 p.m. and 2 p.m. – 5 p.m.	Local-to-local dialogue	Conference Room 12 (Rooftop)
12.30 p.m. – 2.30 p.m.	Housing sector incentives and market re-engineering measures	Conference Room 1
1 p.m. – 2.30 p.m.	Bottom-p legal empowerment	Conference Room 4
2.00 p.m. – 4.30 p.m.	Launch of Phase 3 of the Lake Victoria City Development Strategies (CDS) programme	Conference Room 11 (Rooftop)

ANNOUNCEMENTS

All participants in the twenty-first session of the Governing Council are invited to a reception which will be hosted by the Government of Kenya in honour of delegates attending the session. The reception will be held on Tuesday, 17 April 2007, at 6.30 p.m. at the Nairobi Safari Park Hotel. Delegates will be required to show their invitation cards or conference badges.

Civil society delegates are requested to meet outside the MDG Tent on the front lawn on Tuesday, 17 April, at 2 p.m. – 2.30 p.m. to plan their input to the twenty-first session of the Governing Council.

SUMMARY OF MEETINGS HELD ON MONDAY 16 APRIL 2007

Plenary –First meeting

The twenty-first session of the Governing Council of the United Nations Human Settlements Programme was opened by H.E. Petr Kopriva, Permanent Representative of the Czech Republic to UN-Habitat and Chair of the Governing Council at its twentieth session. After welcoming songs by the staff choir and a Kenyan girls' quartet, there followed a message from the Secretary-General, Mr. Ban Ki-moon, to the twenty-first session of the Governing Council, which was read on his behalf by the Deputy Executive Director of UN-Habitat, Ms. Inga Björk-Klevby. The Director-General of the United Nations Office in Nairobi and Executive Director of UN-Habitat, Mrs. Anna Kajumulo Tibaijuka, delivered her opening address. Following the Executive Director's statement, welcoming remarks were made by Mr. Achim Steiner, Executive Director of the United Nations Environment Programme, and the Hon. Fahmi Al Jowder, Minister of Works and Housing, Bahrain. H.E. the President of the Republic of Kenya, Hon. Mwai Kibaki, then spoke, officially inaugurating the twenty-first session of the Governing Council.

At the first meeting of the plenary, the following officers were elected: (**agenda item 2**)

President: Hon. Ms. Kumari Selja, Minister for Housing and Urban Poverty Alleviation, India

Vice Presidents:

Hon. Mr. Michael Werikhe, State Minister of Housing, Uganda
H.E. Mr. Daniel Chuburu, Permanent Representative to UN-Habitat of Argentina
H.E. Mr. Ross Hynes, Permanent Representative to UN-Habitat of Canada

Rapporteur: Mr. Andrey V. Pronin, Russian Federation

Having been duly formed, the new Bureau resolved to review the credentials of delegations (**agenda item 3**) and to report to the Governing Council on the results of its review in due course.

The Governing Council adopted the provisional agenda for the twenty-first session and agreed on the organization of work for the session (**agenda item 4**).

A panel discussion (entitled “*Financing Affordable Housing and Urban Infrastructure in a Reformed United Nations*”) was held in which the issue of financing human settlements was discussed. The discussion was moderated by the Deputy Executive Director of UN-Habitat. The discussion featured interventions by the African Development Bank (AfDB), the Asian Development Bank (ADB), the World Bank and the Baraka Africa Equity Fund (Kenya)

Plenary – second meeting

The Executive Director of UN-Habitat, Mrs. Anna Tibaijuka, delivered her policy statement, in which she also introduced **agenda item 6**: Dialogue on the special theme for the twenty-first session of the Governing Council; **agenda item 8**: Medium-term strategic and Institutional Plan for UN-Habitat for the period 2008–2013 and **agenda item 7**: Work programme of UN-Habitat for the 2008–2009 biennium and budget of the United Nations Habitat and Human Settlements Foundation for the 2008–2009 biennium.

High-level segment

The President informed the Plenary that at its first meeting the Bureau had taken a number of decisions subject to endorsement by the Committee of the Whole.

The Secretary to the Governing Council then read out the decisions on the duties of the three Vice-Presidents of the Bureau. The Bureau had decided that the Hon. Mr. Michael Werikhe, State Minister of Housing of Uganda, would chair the Committee of the Whole and that H.E. Mr. Ross Hynes, Permanent Representative to UN-HABITAT of Canada, would chair the Drafting Committee. The Bureau also decided to examine in detail the Revolving Fund Account (REFA) of the Habitat and Human Settlements Foundation and the the Medium Term Strategic and Institutional Plan (MTSIP), 2008-2013.

The Executive Director of UN-Habitat, Mrs. Anna Tibaijuka, delivered a policy statement on the issues related to the work of the twenty-first session of the Governing Council.

The general discussion in the high-level segment then began with statements from Indonesia (on behalf of the Group of 77 and China), Germany (on behalf of European Union), Kenya, Bahrain, China, Norway, Sweden, Sri Lanka, India, Canada, United States of America, Nigeria, South Africa (on behalf of the African Ministerial Conference on Housing and Urban Development), Pakistan, Japan, Uganda, Islamic Republic of Iran and the United Cities and Local Governments (UCLG). The High-level then adjourned to reconvene on Tuesday, 17 April at 9.30 a.m.

Committee of the Whole

The Committee of the Whole, chaired by Hon. Mr. Michael Werikhe, the Ugandan Minister of State for Housing and Vice President of the twenty-first session of the Governing Council, endorsed the agreement reached by the Bureau to establish a working group to deliberate on **agenda item 8**, the Medium-term Strategic and Institutional Plan for UN-Habitat for the period 2008–2013; and the Revolving Fund Account (REFA) of the Habitat and Human Settlements Foundation. The Committee also agreed to sub-divide the working group into two sub-committees to be chaired by H.E. Mr. Daniel Chiburu, the Permanent Representative of Argentina to UN-Habitat and Vice President of the twenty-first session of the Governing Council, and H.E. Ms. Elizabeth Jacobssen, Ambassador of Norway and Chair of the Committee of Permanent Representatives to UN-Habitat. The working group will report to the Committee of the Whole. The Committee also completed consideration of **Agenda item 5** entitled, *Activities of the United Nations Human Settlements Programme (UN-Habitat), including coordination matters*. It adjourned at 6:00 p.m. and was scheduled to reconvene on Tuesday at 10:00 a.m.

Parallel Events

The Mayor of Nairobi, His Worship Mr. Dick Wathika, on Monday formally inaugurated “MDG Town” at the United Nations headquarters in Nairobi on Monday. The idea is to promote the Millennium Development Goals, especially target 10 on water and sanitation and target 11 on improving slums around the world. MDG Town gives young speakers a chance to air their views on the achievement of development goals for their regions. Advocates of the Millennium Development Goals will also have a chance during the week of the twenty-first session of the Governing Council to identify and tap leadership potential in the areas of the Millennium Development Goals to educate youth and those working with them on the critical issues important to young people in support of better plans of action for the decades ahead.

RECEPTIONS: All participants are invited to a reception which will be hosted by the Government of Kenya in honour of delegates attending the session. The reception will be held on Tuesday, 17 April 2007 at 6.30 p.m. at the Nairobi Safari Park Hotel. Delegates will be required to show their invitation cards or conference badges.

Delegations wishing to hold receptions may obtain assistance in scheduling them with the secretariat. They should contact **Mr. Lars Ludvigsen, ext. 3708**.

REGISTRATION: Delegates are requested to register, on arrival, at the registration desk in the Visitors’ Pavilion at the entrance of the United Nations complex. Registration will be open from Thursday, 12 April 2007 from 2 p.m. to 6 p.m. and will continue on Friday, 13 April 2007 from 8 a.m. to 6 p.m. until Thursday, 19 April at noon.

BADGES: Badges will be issued to delegates upon registration. For security reasons, delegates are requested to wear their badges at all times.

LIST OF PARTICIPANTS: List of delegations will be available from Wednesday, 18 April 2007 at the documents distribution area. Delegates are asked to notify the information desk of any corrections which may be required.

CREDENTIALS: Pursuant to rules 15 and 16 of the Governing Council’s rules of procedure, delegates must have presented their credentials to the registration desk by the end of the first meeting of the session. Credentials will be examined by the Bureau of the Governing Council and approved by it. Questions may be addressed to the Secretary of the Governing Council, **Mr. R. Wichmann (room M-2 Open Space, ext. 3066, e-mail: Rolf.Wichmann@unhabitat.org)**.

NGO REGISTRATION AND FACILITIES: NGOs should register at the NGO desk at the Visitors’ Pavilion. Registration will start on Thursday, 12 April 2007 from 2 p.m. to 6 p.m. and will continue on Friday, 13 April 2007 from 8 a.m. to 6 p.m. until Thursday, 19 April at noon. All NGO queries should be directed to the civil society desk or to the NGO Liaison Officer, **Mr. A. Krishnan (room N-1 Open Space, ext. 3870, e-mail: Anantha.Krishnan@unhabitat.org)**. Only accredited NGOs may attend the Governing Council.

MEDIA REGISTRATION AND FACILITIES: Correspondents who already have a valid United Nations grounds pass for Nairobi or New York will not need additional accreditation for the meeting. All others will require United Nations accreditation. For this, media representatives will be required to present a letter of assignment, one form of valid ID (e.g., press card, work ID, driver’s license or passport) and proof of media affiliation. These items should be presented when registering for the Governing Council at the Visitors’ Pavilion. For online accreditation, please visit www.uniconairobi.org and click on media accreditation. A media registration desk will be available at the Visitors’ Pavilion at the entrance of the United Nations complex.

PRESS CONFERENCES: The Media Centre in the upper library will be open during meeting hours. For more information on press materials and on how to organize press conferences and interviews with delegates to the Governing Council, please contact e-mail habitat.press@unhabitat.org or **Mr. Sharad Shankardass** (+254 20 762 3153), e-mail: Sharad.Shankardass@unhabitat.org or **Ms. Zahra Hassan** (+254 20 762 3151), e-mail: Zahra.Hassan@unhabitat.org.

VIDEO VIEWINGS: Delegates wishing to show videos or obtain copies of UN-Habitat videos should contact **Gift Katani** (+254 20 762 2261), e-mail: Gift.Katani@unhabitat.org

REGIONAL GROUP MEETINGS: Arrangements have been made for all the regional groups to have regular meetings during the Governing Council. These meetings are to facilitate consultations within the regional groups on any matters relating to the session that they may wish to consider.

GROUP MEETING ROOMS: The following meeting rooms have been allocated. The meetings will take place from **8.30 a.m. – 9.30 a.m.** unless otherwise indicated in the table below :

African Group		Conference Room 1
Arab Group		Conference Room 5
Asia and Pacific Group		Conference Room 7
Central and Eastern European Group (CEE)	1 p.m.	Conference Room 8
European Union	8 a.m.	Conference Room 4 (on Sunday, will move to room 14 during the week)
Group of 77 and China	9 a.m. and 2 p.m.	Conference Room 1
Group of Latin America and Caribbean Countries (GRULAC)	No meeting on Tuesday 17 April	Conference Room 3
Japan, United States of America, Canada, Australia and New Zealand (JUSCANZ) and Western European and Others (WEOG)	9 a.m.	Conference Room 13 (Rooftop)
NGOs		C-226 (UNESCO)
Women's Caucus	8 a.m. – 9 a.m.	Conference Room 6
AMCHUD		Conference Room 1

Other allocated rooms and offices

President of the Governing Council	Conf. East 110 (behind Plenary)
Secretary to the President of the Governing Council	Conf. East 111
Rapporteur	Conf. East 112
Press and media centre	Upper library
Press conference room	Lower library
Prayer/meditation room	Conf. West 107 (behind Delegates' Lounge)
UNON Conference Services	R and S block, ground floor

RESERVATION OF MEETING ROOMS: Meeting rooms are available for regional groups every day before 9.30 a.m. Because of meetings of various drafting groups and special parallel events, availability during lunch hours and after the regular meetings must be confirmed on a daily basis with Ms. S. Mutarabayire, room R-109, ext. 3397, or Ms. Elizabeth Mutua, room R-111, ext. 3394, or Mr. Nelson Kahiu, room R-113, ext. 3571.

SEATING ARRANGEMENTS: Charts indicating the seating arrangements for Plenary and the Committee of the Whole are attached for information.

MEETING TIMES: The normal meeting times will be 9.30 a.m. to 12.30 p.m. and 3 p.m. to 6 p.m. with the exception of the opening day, Monday, 16 April, when the meeting time will be 10 a.m. to 1 p.m. and 3 p.m. to 7 p.m., and Friday, 20 April, when it will be from 10 a.m. to 12.30 p.m. and 3 p.m. to 6 p.m. The daily programme will be posted on the electronic notice boards at UNON and will appear in the daily *Journal*.

DOCUMENTATION: Official Governing Council documents will be available at the documents distribution centre from 10 a.m. on Saturday, 14 April. Thereafter, the documentation centre will remain open every day of the session from 8 a.m. to 6.30 p.m. Special tables have been placed in the corridors near Conference Rooms 1 and 2 for non-official documentation and information material.

PREVIOUS GOVERNING COUNCIL DOCUMENTS: Delegates who require documents of previous Governing Council sessions or other United Nations documentation may ask the Library or call the reference desk staff members **Ms. Stella Muthoka, Mr. Daniel Mukangura and Mr. Joseph Gichuki** on exts. **1017, 1214 or 3043**.

DOCUMENTS DISTRIBUTION FOR DELEGATES: Participants must inform the secretariat of the number of documents required for use by their delegations by completing the relevant form which will be available at the documents distribution counter at UNON.

DISTRIBUTION OF STATEMENTS AND OTHER DOCUMENTS BY DELEGATIONS: It is essential that texts of prepared speeches be made available to the secretariat **before** delivery. Seventeen copies of the text should be handed to the Conference Officer in the meeting room for the use of the interpreters, translators and report writers. Delegations wishing to have the texts of their representative's statements generally distributed are requested to supply **250 copies** of those statements to the Conference Officer.

Delegations wishing to distribute other documents (monographs, national reports, etc.) should provide at least **200 copies** to **Mr. D. Franklyn, room M-201, ext. 3322**.

JOURNAL: A daily *Journal* will be published during the twenty-first session of the Governing Council. Any delegation wishing to place an announcement in the *Journal* should contact **Mr. R. Rollnick, room N-123, ext. 3988, e-mail: Roman.Rollnick@unhabitat.org** or **Ms. Gita Dave, ext.3120, e-mail: gita.dave@unhabitat.org**.

EXHIBITION: Exhibits are on display in the upper and lower lobbies. Exhibitors wishing to display their material should contact **Mr. Francisco Vasquez, tel +254 20 762 3124**. Requests will be considered on a first come, first served basis. For customs and clearing services please contact the UNON preferred agent, Global Freight, at +254 20 762 4756. The parking lot in front of the United Nations commissary will be made available for delivery of exhibition material on 12 and 13 April only, and on 21 April for removals. Exhibitors who need to arrange deliveries and removals must use the "service" entrance and will need to give notification in advance of the names of the people who will deliver the items as well as the number plates of vehicles that come into the compound.

For the first time, a Habitat Business Expo has been organized for the occasion of the First Stakeholders Meeting on Business Partnership for Sustainable Urbanization (13–14 April). The Expo will continue throughout the Governing Council session on the upper concourse.

LIST OF SPEAKERS: Participants wishing to speak in the general debate in plenary are requested to contact the secretariat through **Ms. R. Kottonya, Room M-206, ext. 4690**. Each delegation will be limited to one intervention of a maximum of five minutes. This limit will be adhered to strictly. In establishing the list of speakers for the high-level segment, precedence will be given to ministers and deputy ministers. They will be followed by other heads of government delegations, local authorities and Habitat Agenda partners.

Delegates wishing to place their names on the list of speakers for the debate on specific items in the Committee of the Whole should contact the Secretary of the Committee, **Mr. M. Halfani, Room P-313, ext. 4723**.

BILATERAL MEETINGS WITH THE EXECUTIVE DIRECTOR: Delegations seeking bilateral meetings with the Executive Director should contact the Assistant to the Executive Director, **Ms. R. Kalaule, in Room M-305, ext. 5002, or Ms. J. Wachu in Room M-305, ext. 5003**.

TRANSPORT: Delegates will be met at the airport by UN-Habitat staff, who will assist representatives in processing their entry into Kenya. The United Nations has contracted Apollo Tours and Travel Ltd. to help provide transport, and delegates will be required to pay their fares. Their rates per vehicle are given below:

From airport to hotel by car	KShs. 1,200–2,000 (\$17–\$29)
Bus transfers within Nairobi (min. 8 people)	KShs. 1,500–2,300 (\$21–\$33)
Transfers to Safari Park and Windsor hotels by car	KShs. 1,200–2,000 (\$17–\$29)
Transfers to Safari Park and Windsor hotels by bus (min. 8)	KShs. 1,500–2,300 (\$21–\$33)
Full-day hire of chauffeur-driven Mercedes-Benz	KShs. 15,000 (\$215) for the first 100 km. Any extra km costs KShs 60.

PARKING: Access to the Gigiri compound for the period of the twenty-first session of the UN-Habitat Governing Council will remain open to all official embassy vehicles and drivers. For those vehicles used by embassies without diplomatic number plates, please forward details of the vehicle and driver, in advance, to **UNON Security (Fax: +254 20 762 3939)** to the attention of **Mr. Joram Mkunde** in **Room G-223, ext. 4534, e-mail: joram.mkunde@unon.org**.

Parking of these vehicles is restricted to the delegates' parking area. Because of the limited parking facilities within the complex, it is preferred that embassy vehicles without diplomatic number plates should limit their business within the complex to dropping off and collecting their passengers. Such vehicles should depart the complex immediately upon completion of such tasks.

SERVICES FOR DELEGATES

Internet Café: Free internet access is available in Room 10 at the rooftop above the main lobby, and in the upper library. Wireless internet access will be available in the lower and upper concourse areas.

Television monitors: The proceedings of public meetings in Conference Rooms 1 and 2, and also press conferences, may be viewed on the television monitors situated in the upper and lower concourse areas.

Business Centre: The Business Centre, located on the lower concourse opposite the lower library, will provide services at cost to delegates. Services available include word processing, low volume photocopying, telephone and fax. The centre will also stock telephone calling cards and mobile phones for sale. Additional printing and photocopying services are available at the Internet Café in the upper library.

Video-conferencing facility: Video-conferencing facilities are available at the conference centre. For bookings please contact **Mr. Francis Gichomo, ext. 3081**.

UN-Habitat shop: The UN-Habitat shop, located on the upper concourse near the main lobby, will be open from 9 a.m. to 5 p.m. on weekdays. It will stock UN-Habitat publications and souvenirs including gift items made locally in Kenya.

Commissary: Access to the United Nations commissary will be available to all registered heads and deputy heads of government delegations and of United Nations and intergovernmental organizations. Commissary passes will be provided at the Registration Desk. The commissary is situated on the lower concourse and will be open from 9 a.m. to 5 p.m. on weekdays and from 9 a.m. to 4 p.m. on Saturdays. For large quantities of supplies, particularly of alcoholic drinks, a letter to **Mr. Stephen Stannah, Room G-213, tel. +254 20 762 4569, Head of Commercial Operations, UNON**, is required.

Hotel reservations, airport transfers and transport for delegates: Participants should make their own hotel reservations. A list of recommended hotels in Nairobi, their rates and indication of some complementary services (including transfers to and from the airport) is available on the UN-Habitat website, **www.unhabitat.org/gc21**.

Travel agencies: The United Nations travel agents are located on the upper concourse (Bunson, until 18 April) and on the lower concourse next to the Kenya Commercial Bank (Acharya). They will be open from 9 a.m. to 5 p.m. for all local and international travel including excursions and safaris. Please reconfirm tickets booked with Bunson (tel.: +254 20 762 4980/5) before 18 April as a new travel agency takes over from Bunson on 19 April. After 18 April, any queries relating to tickets issued by Bunson will be provided from the agency's Village Market Branch, where a dedicated person, Shama, will be assigned to handle United-Nations-related matters. Her telephone contact will be +254 20 712 2080/1234 and mobile phone +254 733 263998. Reconfirmation of tickets not issued by Bunson will be charged at a fee of \$5 per ticket. The United Nations Travel Unit Supervisor **Patrick Ikiara** will also be available to provide assistance and handle queries at **ext. 3841, e-mail: patrick.ikiara@unon.org**.

First aid: Emergency first aid is available and a doctor is on hand if needed. A nurse will be on duty during meeting hours, and may be contacted in **Room F-117, tel. 254 20-762 2267/8**. An ambulance is available 24 hours a day.

Postal services: The Post Office, which has telegram, telex, fax and international telephone facilities, will be open from 8.30 a.m. to 5 p.m. every day except Saturday and Sundays. During office hours, public phones are available inside the Post Office for which cash payments may be made at the counter. Payphones, for use with phone cards, which may be purchased from the Post Office, are available on a 24-hour basis outside the Post Office.

Telephone calls: Delegates should refrain from using the telephones at the Registration Desk, which are for internal use only. Calls to Nairobi city can be made from the telephone facility near the Post Office and from the Business Centre.

Banking services: The Kenya Commercial Bank on the lower concourse will be open on weekdays from 9 a.m. to 4 p.m.

CATERING SERVICES: There are three restaurants in the United Nations complex which provide meals, snacks, tea and coffee. The caterers can also organize food and drinks for private functions, dinners and receptions.

Café Royale (tel. +254 20 762 3840/2460)

Location: Central area, main cafeteria, restaurant, staff lounge: international cuisine, local dishes, steaks and French fries, snacks, salad bar, fresh fruits, yogurts, beverages, tea and coffee. Delegates' Lounge: Snacks, light lunches, pastries, beverages, tea and coffee.

Café Royale (tel. M-Block ext. 3819; R-Block ext. 3838; P-Block ext. 3829; T-Block ext. 3843)

Location: All five coffee stations: tea and coffee, fresh toasted sandwiches, pizzas. Bar in Block W: Plain fries, small salads, cakes and pastries. Tented Structure (lower level between blocks T and U): Buffet with a selection of hot meals with an added touch of flavours of Africa, fruit salads, tea and coffee.

Crackerjack Café (tel. +254 20 762 2496/2558/2647)

Location: Old Cafeteria: Continental buffet on Mondays, Wednesdays and Fridays. BBQ, including full salad bar on Tuesdays and Thursdays. Fresh sandwiches made to order (French bread or toasted). Assorted pastries and cakes, soups, full salad bar. Fresh fruit salads and yogurts. Beverages, tea and coffee.

United Nations Recreation Centre (Kengeles) (+254 20 762 1508/1503)

Location: United Nations Recreation Centre: Breakfast: Tea, coffee, fresh juices, sausages, assorted pastries and cakes. Lunch/Evening: Buffet, daily à la carte menu (starters to dessert, snacks and sandwiches).

HOTLINES

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