INFORMATION FOR DELEGATES

Kindly keep this copy throughout the week. To keep costs down, and in the interests of safeguarding our environment, it will not be re-printed.

VENUE
The meetings are held at the United Nations Office at Nairobi (UNON), United Nations Avenue, Gigiri, Nairobi
Tel: + 254 20 762 3322.

HOTEL RESERVATIONS
Participants should make their own hotel reservations. A list of recommended hotels in Nairobi, their rates and indication of complementary services (such as transfers to and from the airport) is available on the UN-Habitat website, www.unhabitat.org/gc23.

AIRPORT RECEPTION
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 Glory Tours and Travel mobile: +254 725 490 971 to help provide transport. Delegates will be required to pay their fares.

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, 7 April 2011 from 2 p.m. to 6 p.m. and other days from 8 a.m. to 6 p.m. until Thursday. On Friday 15 April 2011, registration will be open until 9 a.m.

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

CREDENTIALS
Pursuant to rules 15 and 16 of the Governing Council’s rules of procedure, delegates must present their credentials to the Governing Council Secretariat 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 to the Governing Council, Mr. Chris Mensah (tel: +254 723 786 977, email: chris.mensah@unhabitat.org).

NGO REGISTRATION AND FACILITIES
Non-governmental organizations (NGOs) should register at the NGO desk at the Visitors’ Pavilion. Registration will be open from Thursday, 7 April 2011 from 2 p.m. to 6 p.m. and will continue until 9.00 a.m. on Friday, 15 April 2011. All NGO queries should be directed to the civil society desk or to the NGO Liaison Officer, Mr. Guenter Karl (Tel: +254 20 762 3050, email: guenter.karl@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 accreditation, media representatives will be required to present a letter of assignment, one form of valid identification (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. A media accreditation form can be downloaded at www.unhabitat.org/gc23. A media registration desk will be available at the Visitors’ Pavilion at the entrance of the United Nations complex.

LIST OF PARTICIPANTS
A provisional list of delegations will be available from Wednesday, 13 April 2011 at the documents distribution area. Delegates are requested to carefully check the information pertaining to them on the list and notify the information desk of any required corrections.

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 Sharad Shankardass, (e-mail: Sharad.Shankardass@unhabitat.org, tel: +254 20 762 3153), Jeanette Elsworth (email: Jeanette.Elsworth@unhabitat.org, tel: +254 20 762 5518 ) or Zahra Hassan (e-mail: Zahra.Hassan@unhabitat.org, tel: +254 20 762 3151).

ASSIGNMENT OF CONFERENCE ROOMS (Map Annex 1)

| High Level Segment & Dialogues           | Conference Room 1 |
| Opening and Closing plenary meetings and Committee of the Whole (COW) | Conference Room 2 |
| Drafting Committee                       | Conference Room 4 |

SEATING ARRANGEMENTS FOR PLENARY AND THE COW (Annex 2)

MEETING TIMES
The normal meeting times of the official meetings 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, 11 April, when the meeting time will be 10 a.m. to 1 p.m. and 3 p.m. to 6.00 p.m., and Friday, 15 April, when it will be from 10 a.m. to 1 p.m. The daily programme will be posted on the electronic notice boards at the United Nations Office at Nairobi (UNON) and in the daily journal.

REGIONAL GROUP MEETINGS
Unless otherwise arranged and advertised through the electronic displays, Regional and Common Interest Groups have been assigned the following meeting rooms for their consultations:

| African Group            | Conference room 1 |
| Arab States Group       | Conference room 5 |
| Asian States            | Conference room 4 |
| Eastern European Group  | Conference room 14 |
| Latin America and Caribbean States | Conference room 13 |
| Western European and Others States | Conference room 3 |
| Group of 77 and China   | Conference room 1 |
| Women’s Caucus          | Conference room 7 |
| Youth Caucus            | Conference room 6 |

These rooms will available at times different than official meeting times.

Regional group chairs are kindly requested to confirm and book their meetings on a daily basis through the Secretariat or directly to Conference Services (francisco.vasquez@unon.org and roberta.frosi@unon.org)
SIDE AND PARALLEL EVENTS (Annex 3)

RESERVATION OF MEETING ROOMS
Availability of rooms during lunch hours and after the regular meetings must be confirmed on a daily basis with Mr. Francisco Vasquez (tel: +254 20 762 3124, email: francisco.vasquez@unon.org) or Ms. Roberta Frosi (tel: +254 20 762 2899, email: roberta.frosi@unon.org).

INTERPRETATION
Simultaneous interpretation is available for the official plenary meetings of the Governing Council and the meetings of the Committee of the Whole in the following languages: Arabic, Chinese, English, French, Russian and Spanish. Interpretation is not available for regional or group meetings.

DRAFT RESOLUTIONS
Members of the Governing Council wishing to introduce draft resolutions may do so by submitting the drafts to the Secretary of the Governing Council Mr. Chris Mensah by 12 April 2011 by 12 noon. It is desirable for these drafts to be in soft copy.

LIST OF SPEAKERS
Participants wishing to speak in the general debate of the high-level segment on 11 - 12 April 2011 are requested to contact the Secretariat through Ms. Rosebella Kottonya (mobile: +254 720 904 680, email: rosebella.kottonya@unhabitat.org). 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 of the Whole, Mr. Mohamed Halfani (email: mohamed.halfani@unhabitat.org).

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 distributed are requested to supply soft copies so that they can be posted on the Governing Council website www.unhabitat.org/gc23. Please send these copies to Ms. Diana Park (email: diana.park@unhabitat.org, mobile: +254 788 526 005).

Similarly, delegations wishing to distribute other documents (monographs, national reports, etc.) should provide a soft copy of the document which will be uploaded on the Governing Council website at www.unhabitat.org/gc23.

DOCUMENTATION
Official Governing Council documents are available on the Governing Council website www.unhabitat.org/gc23. To minimise cost and paper, each government delegation will receive a maximum of three USB flash drives, each containing all pre-session documents and some background documents. The Information Desk will also copy these documents for delegates who have their own flash drives. Delegates who do not have flash drives may purchase one from the UN-Habitat shop at the main lobby.

A limited number of hard copies of official documents will be available upon request at the Information Desk from 2 p.m. on Saturday, 9 April. Thereafter, the information desk will remain open every day of the session from 8 a.m. to 6.30 p.m. until Thursday, 14 April. On Friday, 15 April, the Information Desk will be open until the session is closed.

PREVIOUS GOVERNING COUNCIL DOCUMENTS
Delegates who require documents of previous Governing Council sessions or other United Nations documentation may ask the Library or check the Governing Council website www.unhabitat.org/gc23.

BILATERAL MEETINGS WITH THE EXECUTIVE DIRECTOR
Delegations seeking bilateral meetings with the Executive Director should contact Ms. Diana Lopez (tel: +254 20 762 5099, email: diana.lopez@unhabitat.org) or Ms. Rhoda Kalaule (tel: +254 20 762 5003, email: rhoda.kalaule@unhabitat.org).

EXHIBITION
Exhibits are on display in the upper and lower lobbies. Enquiries regarding the Exhibition should be directed to Mr. Victor Mgendi, (tel: +254 20 762 3397, email: victor.mgendi@unhabitat.org).

The parking lot near the post office at the lower concourse will be made available for delivery of exhibition material on 7 and 8 April 2011 only, and on 16 April 2011 for removals. Exhibitors who need to arrange deliveries and removals must use the “service” entrance to the UN Compound 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.

PARKING & SECURITY
Access to the Gigiri compound for the period of the twenty-third session of the UN-Habitat Governing Council will remain open to all official embassy vehicles and drivers. Delegates using Delegates arriving in vehicles used by embassies without diplomatic number plates are requested to send, in advance, details of the drivers’ license information, make/model/year/color of the vehicle and the full name and title of each delegate being carried in the vehicle.

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 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.

Delegates who are accompanied by armed close protection officers into the UN compound are requested to send the following information to UNON Security by Thursday 7 April 2011, prior to their arrival: Full name of each close protection officer, full name and title of each delegate being provided with protection, identification or credentials of each protection officer (passport, national ID card, etc.), copy of Government of Kenya firearms permit or temporary import/export firearms permit, and the weapon make, model, serial number, calibre, and number of rounds of ammunition.

The information should be sent to the UN Security contacts listed below:

Email:
Joram.Mkunde@unon.org,
Janet.Okal@unon.org,
Jae.park@unon.org,
UNDSS.Kenya@unon.org
UNON.Visitors@unon.org

Telephone:
+254 20 762 6666
+254 720 629 999
+254 733 629 999

Fax: +254 20 762 3939

JOURNAL
A daily Journal will be published during the twenty-third session of the Governing Council. To save cost and paper, the daily journal will only have the programme for the day and summaries of the previous day’s meetings. Delegates are reminded to keep their copy of the week’s programme, and the ‘information and services for delegates’ guide issued in the delegates’ bag at registration as this information will not be reproduced in the daily Journal.

Any delegation wishing to place an announcement in the Journal should contact Ms. Jane Nyakairu, (Tel: +254 713 601 286, email: jane.nyakairu@unhabitat.org), Ms. Julie Perkins (tel: +254 20 762 5024, email: julie.perkins@unhabitat.org) or Ms. Caroline Gacheru (email: caroline.gacheru@unhabitat.org)
SERVICES FOR DELEGATES

Medical Centre: 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-109, tel. +254 20 762 2267/8. An ambulance is available 24 hours a day at a cost.

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 UN commissary is situated at New Commissary Building and will be open from 9 a.m. to 6 p.m. on weekdays and from 10 a.m. to 4 p.m. on Saturdays and Sundays. For large quantities of supplies, particularly of alcoholic drinks, a letter to Mr. Simon Beamish, Room G-217, tel. +254 20 762 1969, Head of Commercial Operations, UNON, is required. For more information please contact UN commissary customer Care on tel: +254 20 762 2622 and +254 20 762 2465.

Post Office: 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.

Courier Services: The DHL Office is open from 8 a.m. to 5 p.m. during weekdays. DHL is located on the lower concourse, inside the post office adjacent to the Kenya Commercial Bank, United Nations Gigiri Branch. They may be contacted on +254 20 762 2579 or 254 20 762 2580.

Business Centre: The business centre, located on the lower concourse opposite the lower library, will provide services to delegates for a fee. Services available include word processing, low volume photocopying, telephone and fax.

Video-conferencing facility: Video-conferencing facilities are available at the conference centre. For bookings please contact Mr. Michael Otieno on +254 20 762 4917 and +254 20 762 5390 or Mr. Aggrey Obony on +254 20 762 1169 and +254 20 762 1606.

Internet Café: Free internet access is available from the internet café located at the upper concourse in front of the travel agency. Free wireless internet access will be available in the lower and upper concourse areas, in and around the conference areas, lounges and meeting rooms.

Television monitors: The proceedings of public meetings in selected conference rooms and press conferences may be viewed on the television monitors situated in the upper and lower concourse areas.

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, USB flash drives and other gift items.

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

Travel agencies: The United Nations travel agents are located on the upper concourse (Express Travel) and on the lower concourse next to the Kenya Commercial Bank (BCD Travel Agency). They will be open from 9 a.m. to 5 p.m. for all local and international travel including excursions and safaris.

Catering services: There are three caterers on 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**

**Location:** Central area, main restaurant  
Time: 7 a.m. to 9 p.m. every day. (Coffee Lounge: 24 hours)  
Offers: Buffet breakfast. The restaurant has three menus: At Jiko La Mama: Local dishes, chicken, beef, fish, and barbecues. At La Cucina Mediterranea: Pizzas, pasta, French, German and British classic cuisine. At Flash in the Pan: Indian, vegetarian, Chinese, Mongolian, Far Eastern cuisine. Also available are soups, salad bar, fresh juices, fresh fruits, yogurt and beverages.  
Contact person: Amina  
E-mail: cafe.royale@unon.org  
Tel: +254 20 762 2463  
Mobile: +254 735 564 547

**Caz Creole**

**Location:** Old Cafeteria  
Time: 7 a.m. to 6 p.m. every day  
Offers: Continental buffet on Mondays, Wednesdays and Fridays. Barbecue on Tuesdays and Thursdays. Fresh sandwiches made to order, assorted pastries and cakes, soups, full salad bar, fresh fruit, yogurt and beverages.  
Contact person: Monique  
Tel: +254 20 7622647  
Mobile: +254 737 152 100

**Savanna – the Coffee Lounge**

**Location:** United Nations Recreation Centre  
Time: 7 a.m. to 8 p.m. every day  
Offers: Breakfast, snacks, quick bites, vegetarian and non-vegetarian salads, sandwiches, burgers, soups, a variety of main courses and desserts, coffee, fresh juices, smoothies and milk shakes.  
Contact person: Mohammed  
Tel: +254 20 762 1503  
Mobile: +254 736 179 595
**SECRETARIAT OF THE GOVERNING COUNCIL**

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Mobile Number</th>
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<tbody>
<tr>
<td>Secretary to the Governing Council</td>
<td>Mr. Chris Mensah</td>
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</tr>
<tr>
<td>World Urban Forum Coordinator</td>
<td>Ms. Mariam Yunusa</td>
<td>+254 713 601 237</td>
</tr>
<tr>
<td>Deputy Secretary to the Governing Council</td>
<td>Ms. Diana Park</td>
<td>+254 788 526 005</td>
</tr>
<tr>
<td>Airport Reception</td>
<td>Mr. Joseph Igbinedion</td>
<td>+254 720 999 783</td>
</tr>
<tr>
<td>Information Desk Officer</td>
<td>Ms. Silvia Ragos</td>
<td>+254 722 485 614</td>
</tr>
<tr>
<td>Conference Assistant (Documents Control)</td>
<td>Ms. Sukhjinder Bassan</td>
<td>+254 722 789 078</td>
</tr>
<tr>
<td>Conference Assistant (Speaker’s List for Plenary)</td>
<td>Ms. Rosebelia Kottonya</td>
<td>+254 720 904 680</td>
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<tr>
<td>Conference Assistant (COW)</td>
<td>Ms. Grancia Ndiwaita</td>
<td>+254 725 339 535</td>
</tr>
<tr>
<td>Conference Assistant (Plenary)</td>
<td>Ms. Flora Otiende</td>
<td>+254 722 864 517</td>
</tr>
<tr>
<td>Conference Assistant (Credentials &amp; Dialogue)</td>
<td>Ms. Mary Oyiolo</td>
<td>+254 753 079 694</td>
</tr>
<tr>
<td>Assistant to the Secretary</td>
<td>Ms. Ramila Thakrar</td>
<td>+254 733 935 516</td>
</tr>
<tr>
<td>Documents Distribution Assistant</td>
<td>Mr. Emmanuel Bugoye</td>
<td>+254 722 336 536</td>
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**REGISTRATION HOTLINES**

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<tr>
<th>Title</th>
<th>Name</th>
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<tbody>
<tr>
<td>Governments, local authorities and parliamentarians</td>
<td>Ms. Mary Dibo</td>
<td>+254 722 350 995</td>
</tr>
<tr>
<td>Non-governmental organizations (NGOs), other Habitat Agenda Partners and special guests</td>
<td>Ms. Esther Naibe</td>
<td>+254 722 867 707</td>
</tr>
<tr>
<td>Press and Media</td>
<td>Ms. Zahra Hassan</td>
<td>+254 724 857 186</td>
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</tbody>
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