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Proposed programme budget for the biennium 2004-2005*

Part I
Overall policy-making, direction and coordination

Section 2
General Assembly affairs and conference services

(Programme 6 of the medium-term plan for the period 2002-2005)**

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Section 2
General Assembly affairs and conference services

(Programme 6 of the medium-term plan for the period 2002-2005)

Overview

2.1 Activities proposed under this section of the proposed programme budget for the biennium 2004-2005 fall under programme 6, General Assembly and Economic and Social Council affairs and conference services, of the revised medium-term plan for the period 2002-2005. The Department for General Assembly and Conference Management and the conference-servicing units at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi are responsible for implementing the activities programmed under the present section and for attaining the programme objectives. The functions of the Department are detailed in Secretary-General's bulletin ST/SGB/1997/6. The operations of the conference services at Geneva, Vienna and Nairobi are governed by Secretary-General's bulletins ST/SGB/2000/4, ST/SGB/1998/16 and ST/SGB/2000/13 and Corr.1 respectively. These bulletins are currently being reviewed with a view to reflecting more appropriately the relationship between Headquarters and the conference-servicing units at the other duty stations.

2.2 The major objectives of the Department are: (a) to facilitate, through the provision of authoritative advice and secretariat services, the deliberations of the General Assembly, its General and Main Committees and its various subsidiary organs, the Trusteeship Council, the Economic and Social Council and its subsidiary and ad hoc bodies, and special conferences and meetings held under the auspices of the United Nations dealing with disarmament, international security and economic, social and related matters; and (b) to ensure the provision of high-quality conference-servicing support to all intergovernmental and expert bodies meeting at Headquarters and at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi.

2.3 In line with those objectives, the Department provides organizational and technical secretariat support to the General Assembly, its General and Main Committees and its various subsidiary organs, to the Economic and Social Council and most of its subsidiary and ad hoc bodies and to United Nations conferences dealing with disarmament, international security and economic, social and related matters. The support provided by the Department also includes the provision of meeting and documentation services, including interpretation, translation and publishing, to the General Assembly, the Security Council, the Economic and Social Council and their subsidiary and ad hoc bodies and other intergovernmental meetings and conferences held under the auspices of the United Nations at Headquarters and at other locations for which it is responsible. In the context of these budget proposals, beginning with the biennium 2004-2005, it is proposed that the technical secretariats of the Fifth and Sixth Committees of the General Assembly be incorporated into the Department because of the benefit of integrating these units with each other and with conference services, and that the corresponding resources be adjusted accordingly.

2.4 Overall intergovernmental direction concerning the organization and servicing of meetings is provided by the Committee on Conferences, which is maintained as a permanent subsidiary organ of the General Assembly in accordance with its resolution 43/222 B of 21 December 1988. Conference-servicing requirements are programmed through the biennial calendar of conferences and meetings, which is approved by the Assembly on the recommendation of the Committee in the year preceding the biennium to which the calendar applies, and which is subsequently adjusted during the course of the biennium. Since there is a degree of uncertainty inherent in the timing and

volume of the demand for services, the permanent capacity for conference servicing at Headquarters and other main locations is set below the level required and is supplemented as necessary through the use of temporary assistance and contractual services.

2.5 Consistent with past practice, the activities and resources proposed under the present section for the biennium 2004-2005 also include those for library services in Geneva and Vienna, which fall under subprogramme 3, Library services, of programme 23, Public information, of the medium-term plan. In accordance with General Assembly resolution 57/300 dated 20 December 2002, entitled "Strengthening of the United Nations: an agenda for further change", the management of the libraries is currently under review, and related proposals will be submitted to the Assembly at its fifty-eighth session through the Committee on Information. The issue of the proper placement of library activities and their resources within the United Nations programme budget will also be addressed in that report.

2.6 In line with resolution 57/300, the programme budget proposals for the biennium 2004-2005 reflect the outcome of a comprehensive internal review undertaken of the Department in New York. The findings and recommendations of that review are summarized in a report of the Secretary-General (A/57/289). While the objectives of the Department continue to be as outlined in the medium-term plan, the strategy developed to improve the Department's performance includes: (a) repositioning the Department; (b) pursuing full-system benefits; (c) integrating global management; (d) optimizing the use of technology; and (e) alleviating the documentation situation. This will be achieved largely through reorganizing, grouping and strengthening functions in certain areas of the Department and making corresponding resource adjustments, which will result in the strengthening of some areas through internal redeployment and reductions in others as a result of greater application of information technology. The focus will be on serving as an active facilitator seeking to help manage and contribute to the effectiveness and efficiency of the total process of intergovernmental activity; strengthening the role of information technology in the conference-servicing processes; and retraining staff, thereby creating a Department that is more responsive, productive, efficient and useful in addressing the needs of Member States and those of the substantive departments and offices of the Secretariat.

2.7 During the biennium 2004-2005, the Department will also concentrate on improving the conference-servicing performance of the other major duty stations in the context of furthering the goal of integrated global management, drawing upon the results and experience of the comprehensive internal review, and on streamlining the overall management of conference-servicing resources in New York, Geneva, Vienna and Nairobi, in coordination with the Directors-General of the offices away from Headquarters. In Vienna, the Department will continue to provide conference services to the United Nations Industrial Development Organization (UNIDO), the International Atomic Energy Agency (IAEA) and the Comprehensive Nuclear-Test-Ban Treaty Organization on a cost-sharing basis. As in the biennium 2002-2003, United Nations conference requirements in Vienna are prepared on a net-budgeting basis; that is, the appropriation required under this section represents only the United Nations share of conference services. Nevertheless, the gross budget for conference services in Vienna is also submitted in the present section for the review and approval of the General Assembly. In Geneva, the Department will continue to provide conference services to the United Nations secretariat bodies present there, including the Economic Commission for Europe. In Nairobi, conference services are provided to United Nations Environment Programme (UNEP) and its associated organizations, including convention secretariats, and to the United Nations Human Settlements Programme (UN-Habitat). The requirements for conference services for the other four regional commissions are provided under sections 18, Economic and social development in Africa; 19, Economic and social development in Asia and the Pacific; 21, Economic and social development in Latin America and the Caribbean; and 22, Economic and social development in Western Asia. Information on the consolidated total

conference-servicing requirements under the regular budget from all above-mentioned budget sections is presented in annex I to the present report.

2.8 The requirements under this section also include provisions for special sessions of the General Assembly to be held during the biennium 2004-2005 and for other international meetings and conferences to be organized under the auspices of the United Nations, in accordance with specific decisions of the Assembly. The major meetings already scheduled for the biennium include an international conference on small island developing States, the eleventh session of the United Nations Conference on Trade and Development, the Eleventh United Nations Congress on the Prevention of Crime and the Treatment of Offenders, the diplomatic conference of the United Nations Commission on International Trade Law and a special conference on the implementation of the outcome of the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space. In accordance with Assembly resolutions, conference services will also be provided to meetings of regional groups and other major groupings of Member States upon request by those groups, on an ad hoc basis, in accordance with established practice.

2.9 The proposed programme reflects the discontinuation of some recurrent outputs approved under this section for the biennium 2002-2003. They are listed in annex II below.

2.10 The programme's specific objectives, expected accomplishments and indicators of achievement for the biennium 2004-2005, together with resources required, are presented by organizational unit. The overall framework of these expected accomplishments is summarized in table 2.1.

Table 2.1 **Framework of expected accomplishments and indicators of achievement by component**

Component	*Number of expected accomplishments*	*Number of indicators of achievement*
A. Executive direction and management	2	4
B. Programme of work		
1. General Assembly affairs and conference services	6	9
2. Conference and library services, Geneva	5	7
3. Conference and library services, Vienna	5	7
4. Conference services, Nairobi	5	7
Total	**23**	**34**

2.11 The overall level of the technical and secretarial support and conference-servicing workload under this section was estimated for the biennium 2004-2005 taking into account the volume of services being provided to the General Assembly, the Security Council, the Economic and Social Council and all other United Nations organs and to special meetings held during the biennium 2002-2003, and also taking into account the programme of meetings for the biennium 2004-2005. The overall level of resources projected for the biennium of $468,131,400 reflects a net decrease of $2,461,500, or 0.5 per cent, as compared with the revised appropriation for the biennium 2002-2003. The Department intends to continue to implement cost-saving measures, including improved control of resources budgeted for temporary assistance for meetings and overtime, increased capacity utilization, the introduction of computer-assisted working methods and the application of new technologies with a view to enhancing conference services and increasing their efficiency and cost-effectiveness. The disposition of resources within the section reflects the efforts of the Department to strengthen its coordination arrangements, concentrate resources in priority areas, invest in new technology and enhance managerial efficiency.

2.12 In the budget proposals for the Department in New York, resource changes reflect:

(a) The integration of the secretariats of the Fifth and Sixth Committees under this section of the budget;

(b) Strengthening of the services provided to the Charter organs through the reclassification of 1 General Service (Other level) post to the Principal level and the redeployment of another 4 posts of the same level to that function;

(c) Strengthening of the information and communication technology support provided to conference-servicing processes through the reorganization of that function and related strengthening of the staff capacity;

(d) Further development of distance editing and translation;

(e) Strengthening of the permanent interpretation capacity through the conversion of temporary assistance resources to 10 new posts;

(f) The restructuring of the publishing services with a corresponding reclassification of 3 General Service (Other level) posts to the Principal level;

(g) The restructuring of the text-processing area with the abolition of 7 posts and the redeployment of another 19 posts to other priority areas in the Department.

As a result of the reorganization, 76 posts in total have been redeployed to priority areas.

2.13 Under Conference and library services, Geneva, resource changes reflect:

(a) The strengthening of the documentation management process through the internal redeployment of 7 posts and the reclassification of the post of Chief, Documents Management, to the P-5 level in line with the increased responsibility of the post;

(b) The consolidation of technical support capacity through the redeployment of 11 technical assistant posts to the Information Technology Section;

(c) The strengthening of reference and terminology support through the conversion of temporary assistance resources to two General Service (Other level) posts.

As a result of these measures, 24 posts in total have been redeployed within the Conference Services Division in Geneva to priority areas and assigned to new functions. Also proposed in the context of this programme is the alignment of archiving functions in line with the policy of the United Nations Office at Geneva, resulting in the relocation of six General Service posts from the Microfiche Unit of the Division to the Registry, Records and Archives Unit of the Library and the reclassification of the post of Chief of the Registry, Records and Archives Unit of the Library to the P-4 level owing to the increased responsibilities of the post.

2.14 Under Conference and library services, Vienna, part of the existing temporary assistance resources are converted to add two new General Service (Other level) posts to strengthen meeting and documentation control and another two new General Service (Other level) posts, one in the Contractual Translation Unit and one in the Linguistic Support Unit, to strengthen those functions. Furthermore, five posts have been redeployed to priority areas within Conference Management Service in Vienna and have been assigned new or increased responsibilities.

2.15 In Nairobi, pending the management review of the Division of Conference Services of the United Nations Office at Nairobi to be undertaken during the biennium 2004-2005, measures have been taken to strengthen capacity in planning, in monitoring the flow of documentation and in the support provided to the Interpretation and Publishing Service through the internal redeployment of six Local level posts. In addition, the post of Chief of the Division is proposed for reclassification

to the D-1 level, and a new P-3 post is added to strengthen technology support and the management of the information technology and performance monitoring systems.

2.16 The regular budget resources under this section will be supplemented by extrabudgetary resources of $22,100,500. These will be derived largely from reimbursement income to be received in payment for services provided to extrabudgetary activities and to United Nations funds and programmes, as well as from contributions to specific trust funds established to fund certain activities in the conference-servicing area.

2.17 The issue of publications as part of the programme of work has been reviewed in the context of this programme (see table 2.2).

Table 2.2 **Summary of publications**

Publications	*2000-2001 actual*	*2002-2003 estimate*	*2004-2005 estimate*
Recurrent (annual)	2	2	2
Total	**2**	**2**	**2**

2.18 The percentage distribution of resources in the biennium 2004-2005 under this section would be as shown in table 2.3.

Table 2.3 **Percentage distribution of resources by component**

Component	*Regular budget*	*Extrabudgetary*
A. Policy-making organs	0.2	-
B. Executive direction and management	0.5	-
C. Programme of work		
General Assembly and conference management, New York	59.5	11.0
Conference and library services, Geneva	30.9	28.2
Conference and library services, Vienna	6.3	34.8[a]
Conference services, Nairobi	1.9	26.0
Subtotal C	**98.6**	**100.0**
D. Programme support	0.7	-
Total	**100.0**	**100.0**

[a] Includes the share of UNIDO, IAEA and the Comprehensive Nuclear-Test-Ban Treaty Organization in the unified conference services.

Table 2.4 **Resource requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	*2001-2001 expenditure*	*2002-2003 appropri-ation*	*Resource growth*		*Total before recosting*	*Recosting*	*2004-2005 estimate*
			Amount	*Percentage*			
Policy-making organs	464.4	831.1	(50.0)	(6.0)	781.1	34.8	815.9
Executive direction and management	2 123.2	2 413.3	13.5	0.5	2 426.8	197.8	2 624.6
Programme of work	440 893.1	464 317.5	(2 480.2)	(0.5)	461 837.3	24 348.5	486 185.8
Programme support	3 286.8	3 031.0	55.2	1.8	3 086.2	198.9	3 285.1
Total	**446 767.5**	**470 592.9**	**(2 461.5)**	**(0.5)**	**468 131.4**	**24 780.0**	**492 911.4**

(2) *Extrabudgetary*

	2000-2001 expenditure	*2002-2003 estimate*	*2004-2005 estimate*
Total	**28 498.4**	**24 442.6**	**22 100.5**
Total (1) and (2)	**475 265.9**	**495 035.5**	**515 011.9**

Table 2.5 **Post requirements**

Category	*Established regular budget posts*		*Temporary posts*				*Total*	
			Regular budget		*Extrabudgetary*			
	2002-2003	*2004-2005*	*2002-2003*	*2004-2005*	*2002-2003*	*2004-2005*	*2002-2003*	*2004-2005*
Professional and above								
USG	1	1	-	-	-	-	1	1
ASG	1	1	-	-	-	-	1	1
D-1/D-2	24	26	-	-	-	-	24	26
P-1/P-5	914	926	-	-	28	30	942	956
Subtotal	**940**	**954**	**-**	**-**	**28**	**30**	**968**	**984**
General Service and other	984	971	-	-	77	70	1 061	1 041
Total	**1 924**[a]	**1 925**[a]	**-**	**-**	**105**	**100**	**2 029**[a]	**2 025**[a]

[a] Does not include posts budgeted for conference services, Vienna, under the gross budget arrangements established in resolution 49/237.

A. Policy-making organs

Resource requirements (before recosting): $781,100

2.19 Provisions under this subsection relate to the policy-making organs for which the Department for General Assembly and Conference Management has responsibility for servicing, namely: the General Assembly, the Trusteeship Council and the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples.

Table 2.6 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Component	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Policy-making organs				
1. General Assembly	378.1	328.1	-	-
2. Trusteeship Council	-	-	-	-
3. Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples	453.0	453.0	-	-
Total	**831.1**	**781.1**	**-**	**-**
Extrabudgetary	-	-	-	-

1. General Assembly

Resource requirements (before recosting): $328,100

2.20 Provision is made under this heading for certain estimated direct costs of the fifty-eighth (resumed), fifty-ninth (regular and resumed) and sixtieth (regular) sessions of the General Assembly. While most meetings of the Assembly are held from September to December during normal working hours, the pattern of those meetings has changed dramatically in recent years, with the Assembly now meeting with increasing frequency during much of the rest of the year.

Table 2.7 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Non-post	378.1	328.1	-	-
Total	**378.1**	**328.1**	**-**	**-**
Extrabudgetary	-	-	-	-

2.21 Non-post resources in the amount of $328,100 will provide for temporary assistance and overtime requirements related to technical secretariat support of meetings of the General Assembly and its Main Committees that are serviced by the Department and for the external printing of official records and supplements of the Assembly in the six official languages of the United Nations. A decrease in the amount of $50,000 is proposed with respect to external printing costs, based on the actual expenditure pattern experienced over the past few years.

2. Trusteeship Council

2.22 The Trusteeship Council, composed of five Member States, is a principal organ established under Article 7 of the Charter of the United Nations. Its function is to assist the General Assembly and the Security Council in carrying out their responsibilities with respect to the international trusteeship system. On 2 November 1994, the Security Council, by its resolution 956 (1994), determined that the applicability of the trusteeship agreement had terminated with respect to the last Trust Territory, the Trust Territory of the Pacific Islands (Palau). Consequently, at present, no resources are specifically earmarked for the Council.

2.23 If the need arises in the future for the Trusteeship Council to meet, the Department for General Assembly and Conference Management would provide it with the required technical and conference services for its meetings from its existing resources.

3. Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples

Resource requirements (before recosting): $453,000

2.24 The Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples, composed of 24 Member States, is the principal subsidiary organ of the General Assembly charged with examining the application of the Declaration on the Granting of Independence to Colonial Countries and Peoples, adopted by the Assembly in its resolution 1514 (XV) of 14 December 1960. The Special Committee may hold meetings, including some away from Headquarters, to examine the implementation of the Declaration and may send visiting missions to Non-Self-Governing Territories. It may also have consultations and contacts with Governments, specialized agencies and intergovernmental and non-governmental organizations. Its members may participate in conferences, seminars and other special meetings dealing with decolonization sponsored by non-governmental organizations and the United Nations bodies concerned. In accordance with the relevant General Assembly resolutions, the Special Committee promotes an international campaign to disseminate information on decolonization and publicity for the work of the United Nations in the field of decolonization, and reports thereon to the Assembly.

2.25 In pursuing these activities in the implementation of its mandate, the Special Committee is guided by its programme of work, which is approved on an annual basis by the General Assembly. Without prejudice to decisions to be taken by the Assembly at its fifty-ninth and sixtieth sessions on the programme of work of the Special Committee for 2004 and 2005, the estimates are based on the level of activities approved for 2002.

Table 2.8 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Non-post	453.0	453.0	-	-
Total	**453.0**	**453.0**	**-**	**-**
Extrabudgetary	-	-	-	-

2.26 Non-post resources in the amount of $453,000, at the maintenance level, will provide for the operational requirements of the Special Committee, including those for its activities that may be organized away from Headquarters under its programme of work.

B. Executive direction and management

Resource requirements (before recosting): $2,426,800

2.27 Overall policy direction and management, supervision, and coordination of the activities of the Department are the responsibility of the Under-Secretary-General for General Assembly and Conference Management. The Under-Secretary-General is responsible for all the activities of the Department as well as its administration, and represents the Secretary-General in meetings related to the functions of the Department and in intergovernmental organs and expert bodies as required. The Under-Secretary-General is responsible for implementing conference-servicing policies, formulating standards and guidelines for the United Nations worldwide, overseeing and coordinating United Nations conference services programmed in this section and overall management of resources. The Under-Secretary-General customarily chairs the annual coordination meeting of United Nations conference services managers, as well as the Inter-Agency Meeting on Language Arrangements, Documentation and Publications. In discharging those functions, the Under-Secretary-General is assisted by the Assistant Secretary-General, who also acts as his or her deputy. In the discharge of their responsibilities, the Under-Secretary-General and the Assistant Secretary-General are supported by the immediate Office of the Under-Secretary-General. The Office provides assistance in the development of management strategies and policies, prepares the programme of work of the Department for approval by the Under-Secretary-General, monitors its implementation and coordinates programme evaluation.

Table 2.9 **Objectives for the biennium, expected accomplishments and indicators of achievement**

Objective: To ensure the full implementation of legislative mandates and compliance with United Nations policies and procedures with respect to the management of the programme of work of the Department, its staff and its financial resources.

Expected accomplishments	*Indicators of achievement*
(a) The programme of work is effectively managed and supported by staff and financial resources	(a) (i) Timely delivery of outputs (ii) Timely recruitment and placement of staff (iii) Effective utilization of resources
(b) The identification of emerging issues that require attention by Member States	(b) Increase in the number of occasions on which Member States address issues that have been brought to their attention

External factors

2.28 The objectives and expected accomplishments are expected to be achieved on the assumption that:

(a) The implementing partners will extend full cooperation in the delivery of conference services to Member States for the programmed meetings;

(b) Information on changes in the programme of work of Member States is made available in a timely manner.

Table 2.10 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	2 322.2	2 327.9	9	9
Non-post	91.1	98.9	-	-
Total	**2 413.3**	**2 426.8**	**9**	**9**
Extrabudgetary	-	-	-	-

2.29 Resources in the amount of $2,426,800 provide for the continuation of nine posts in the Office of the Under-Secretary-General and related non-post requirements. The non-post requirements, which cover general temporary assistance, overtime, official travel of the Under-Secretary-General and Assistant Secretary-General, various general operating expenses, supplies and replacement of office automation equipment, reflect an increase of $7,800 to meet additional requirements with respect to the replacement of office automation equipment.

C. Programme of work

2.30 The programme of work under this section is based on the objectives and strategy contained in programme 6 of the medium-term plan for the period 2002-2005. The programme of work relating to the provision of conference services in New York, Geneva, Vienna and Nairobi, including the objectives, expected accomplishments and indicators of achievement formulated for each subprogramme, is presented for each duty station.

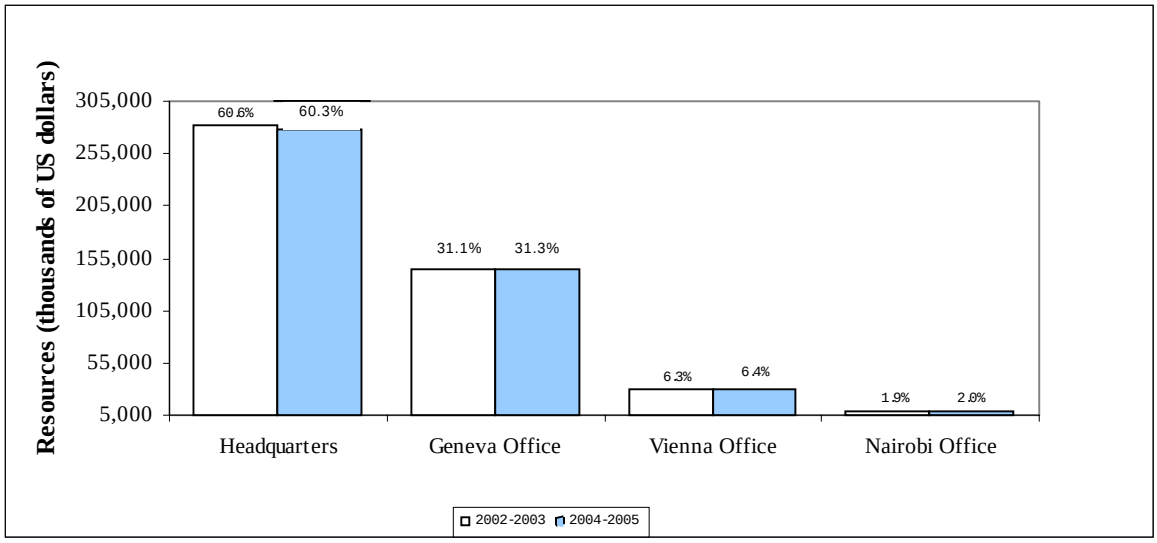
Table 2.11 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars)		*Posts*	
Subprogramme	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
General Assembly and conference management, New York				
1. General Assembly and Economic and Social Council affairs	10 677.5	11 111.3	47	50
2. Planning, development and coordination of conference services	51 191.0	46 638.7	55	66
3. Translation and editorial services	108 392.3	109 490.5	449	449
4. Interpretation, meeting and publishing services	111 241.6	111 341.5	644	628
Subtotal	**281 502.4**	**278 582.0**	**1 195**	**1 193**
Conference and library services, Geneva				
1. Planning, development and coordination of conference services	22 464.6	25 012.2	58	76
2. Translation and editorial services	49 537.0	50 528.6	215	221
3. Interpretation, meeting and publishing services	63 004.7	58 719.6	341	313
4. Library services	9 431.0	10 389.6	48	54
Subtotal	**144 437.3**	**144 650.0**	**662**	**664**
Conference and library services, Vienna[a]	**29 476.7**	**29 494.4**	**0**	**0**
Conference services, Nairobi				
1. Planning, development and coordination of conference services	3 016.4	3 312.0	2	5
2. Translation and editorial services	1 485.6	1 228.2	18	12

Subprogramme	Resources (thousands of United States dollars) 2002-2003	Resources (thousands of United States dollars) 2004-2005 (before recosting)	Posts 2002-2003	Posts 2004-2005
3. Interpretation, meeting and publishing services	4 399.1	4 570.7	20	24
Subtotal	**8 901.1**	**9 110.9**	**40**	**41**
Total	**464 317.5**	**461 837.3**	**1 897**	**1 898**
Extrabudgetary	24 442.6	22 100.5	105	100

[a] The figures reflect the net budget for Conference Services, Vienna.

Regular budget resource requirements by office



General Assembly and conference management, New York

Table 2.12 **Resource requirements by subprogramme**

Subprogramme	Resources (thousands of United States dollars) 2002-2003	Resources (thousands of United States dollars) 2004-2005 (before recosting)	Posts 2002-2003	Posts 2004-2005
Regular budget				
1. General Assembly and Economic and Social Council affairs	10 677.5	11 111.3	47	50
2. Planning, development and coordination of conference services	51 191.0	46 638.7	55	66
3. Translation and editorial services	108 392.3	109 490.5	449	449
4. Interpretation, meeting and publishing services	111 241.6	111 341.5	644	628
Total	**281 502.4**	**278 582.0**	**1 195**	**1 193**
Extrabudgetary	3 743.4	3 744.6	11	11

Subprogramme 1
General Assembly and Economic and Social Council affairs

Resource requirements (before recosting): $11,111,300

2.31 The activities provided for under this heading, which are covered by subprogramme 1 of programme 6, General Assembly and Economic and Social Council affairs and conference services, of the medium-term plan for the period 2002-2005, relate to technical secretariat support for the General Assembly, the Trusteeship Council, the Economic and Social Council and their subsidiary machinery. The General Assembly and Economic and Social Council Affairs Division of the Department of General Assembly and Conference Management is responsible for implementing the activities and for attaining the objectives of the subprogramme.

Table 2.13 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To ensure the orderly and procedurally correct conduct of the meetings and follow-up work of the General Assembly, its General, First, Special Political and Decolonization (Fourth), Second and Third Committees[a] and the subsidiary and ad hoc bodies under the aegis of the Assembly, such as the Disarmament Commission and the Ad Hoc Committee on the Indian Ocean; the Economic and Social Council and its subsidiary and ad hoc bodies; the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples; and the special conferences and meetings held under the auspices of the United Nations in the fields of international security, disarmament and economic, social and related areas, in accordance with the Charter of the United Nations and the rules of procedure and established practices of the organs of the United Nations. Another objective of the subprogramme is to facilitate the deliberations of the subsidiary organs and various open-ended working groups established by the General Assembly and the Economic and Social Council,

including the Open-ended Working Group on the Question of Equitable Representation on and Increase in the Membership of the Security Council and Other Matters Related to the Security Council and the Open-ended Ad Hoc Working Group on the Causes of Conflict and the Promotion of Durable Peace and Sustainable Development in Africa, in their consideration of major issues that will have a significant impact on the work of the Organization.

Expected accomplishments	*Indicators of achievement*
Improved conduct of meetings of United Nations organs through the provision of timely and qualitative organizational and secretarial support and authoritative advice on meeting procedures	(i) Timely preparation and submission of the programmes of work and the final reports of the intergovernmental bodies serviced by the Division *Performance measures*: Percentage of meetings conducted in a timely, orderly and procedurally correct manner 2000-2001: 75 per cent Estimate 2002-2003: 90 per cent Target 2004-2005: 95 per cent (ii) Client satisfaction as expressed by the percentage of clients (survey respondents) expressing satisfaction with the conduct of the meetings and the quality of the services provided by the Department *Performance measures*: 2000-2001: not applicable Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

[a] The Fifth Committee, the Committee for Programme and Coordination and the Sixth Committee would also be included if the proposal is approved by the General Assembly.

External factors

2.32 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Meetings and sessions are held as planned and information on changes in the calendar of meetings is made available in a timely manner;

(b) Full cooperation is maintained with author departments and Member States with regard to the timely submission of documents and proposals.

Outputs

2.33 During the biennium 2004-2005, the following outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies:

(i) Parliamentary documentation: preparation and submission for processing and issuance of documents relating to the organization of the General Assembly and the Economic and Social Council and their subsidiary bodies, as well as ad hoc bodies and conferences organized under the auspices of the United Nations in the disarmament, decolonization, economic and social and related fields, including the preliminary lists of items, provisional and final agendas and their annotations, supplementary lists of items, memorandums of the Secretary-General on the organization of the work of the Assembly, reports of the General Committee to the Assembly and reports on the status of documentation; and submission for processing of draft resolutions and decisions and the lists of resolutions and decisions adopted by the Assembly and the Council;

(ii) Substantive and technical secretariat support of meetings:

a. Provision of technical secretariat support to plenary meetings and informal consultations of the General Assembly at its regular, special and emergency special sessions (approximately 300 meetings and consultations) and to meetings of its General Committee (10-20 meetings); planning and organization of activities and services related to sessions of the Assembly; provision of assistance to the President of the General Assembly on all matters related to the conduct of the Assembly, including pre-session advance planning of the work of the plenary and the Main Committees; provision of support services to informal consultations of the plenary on issues such as revitalization of the Assembly and reform of the United Nations, as well as preparation of working papers and background papers for Member States, as required; provision of advice to the President, Member States, observer delegations and other participants in the meetings on all matters relating to the work of the Assembly; preparation of procedural notes for the President of the General Assembly and the Chairman of the General Committee, including various scenarios based on the rules of procedure and established practices of the Assembly; planning, preparation and coordination of lists of speakers for the general debate and for all other agenda items considered in plenary meeting;

b. Provision of technical secretariat support to:

i. The First Committee (approximately 80 meetings and consultations), including the preparation of pre- and in-session documentation on the organization of work;

ii. The Special Political and Decolonization (Fourth) Committee (approximately 70 meetings and consultations), including the preparation of pre- and in-session documentation on the organization of work;

iii. The Second Committee (approximately 120 meetings and consultations, 4 meetings of United Nations pledging conferences and 40 meetings of Assembly working groups), including the preparation of notes on the programme of work and the status of documentation;

iv. The Third Committee (approximately 106 meetings and consultations and 40 meetings of Assembly working groups), including the preparation of notes on the programme of work and the status of documentation;

v. The Fifth Committee, including the Committee for Programme and Coordination (approximately 350 meetings and consultations), including the preparation of notes on the programme of work and the status of documentation;

vi. The Sixth Committee (approximately 140 meetings and consultations), including the preparation of notes on the programme of work and the status of documentation;

vii. The Disarmament Commission (approximately 60 meetings in organizational and substantive sessions), including sessions of subsidiary bodies and groups and 10 consultations;

viii. The Ad Hoc Committee on the Indian Ocean (approximately 10 meetings);

ix. The Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples (approximately 60 meetings, consultations and Bureau meetings), including the preparation of pre-, in- and post-session documentation for the Committee and the Bureau; the processing of approximately 200 communications and requests for hearings relating to Non-Self-Governing Territories; the organization and servicing of two regional seminars in accordance with the Plan of Action for the Second International Decade for the Eradication of Colonialism; the preparation of pre- and in-session documentation for the seminars; and the organization and support of up to three visiting missions to Non-Self-Governing Territories and consultations with administering Powers, as required;

x. The Open-ended Working Group on the Question of Equitable Representation on and Increase in the Membership of the Security Council and Other Matters Related to the Security Council (approximately 100 formal and drafting meetings), including the preparation of substantive notes and drafts for the Bureau, sessional notes, conference room papers and other documents of the Working Group;

xi. Other ad hoc subsidiary bodies established by the General Assembly in previous bienniums will be serviced by the Division, should the Assembly decide to reconvene them;

c. Provision of secretariat and technical support services to the Trusteeship Council, if required;

d. Provision of secretariat and technical support services to:

i. The Economic and Social Council (approximately 160 meetings and consultations);

ii. Subsidiary organs of the Economic and Social Council: the Statistical Commission (approximately 10 formal meetings), the Commission on Population and Development (15 meetings and consultations), the Commission for Social Development (40 meetings and consultations), the Commission on the Status of Women (30 meetings and consultations), the

Commission on Science and Technology for Development (25 meetings and consultations), the Commission on Sustainable Development (70 meetings and consultations), the Committee on Non-Governmental Organizations (60 meetings and consultations) and the Intergovernmental Forum on Forests (40 meetings and consultations);

e. Provision of technical secretariat support to:

i. Meetings of the preparatory committees for various conferences included in the United Nations calendar of meetings and conferences as well as meetings of the conferences, if required;

ii. Intergovernmental bodies serviced by the Division in preparing their reports, including reports to the General Assembly and the Economic and Social Council;

(b) Other substantive activities:

(i) Recurrent publications: *Information for Delegations* (2004 and 2005);

(ii) Maintenance of a reference library, including a computerized information system;

(iii) Maintenance of an electronic reference system on General Assembly practices, precedents, rules of procedure and subsidiary organs for use by delegations and staff.

Table 2.14 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	9 259.3	10 226.9	47	50
Non-post	1 418.2	884.4	-	-
Total	**10 677.5**	**11 111.3**	**47**	**50**
Extrabudgetary	-	-	-	-

2.34 The resource requirements of $11,111,300 provide for the continuation of 50 posts and related non-post requirements. The increase under posts ($967,600) reflects the reorganization of resources with a view to strengthening the capacity of the Division for servicing the Charter organs. This includes: (a) the proposed redeployment to the Department of the technical secretariats of the Fifth and Sixth Committees (1 D-2, 2 P-5, 1 General Service (Principal level) and 4 General Service (Other level)) posts from budget sections 29A, Office of the Under-Secretary-General for Management, and 8, Legal affairs; (b) the redeployment to this Division from other areas of the Department of 4 General Service (Principal level) posts in exchange for 4 General Service (Other level) posts; (c) the proposed reclassification of 1 General Service (Other level) post to the Principal level in line with the functions performed; and (d) the redeployment from the Division of 1 P-5, 1 P-4 and 3 General Service (Other level) posts to strengthen the planning, programming and monitoring capacity of the Central Planning and Coordination Service. The decrease in non-post requirements ($533,800) is due to the discontinuation of the preparation of the *Repertory of Practice of United Nations Organs* ($568,300), partly offset by an additional provision for communications ($34,500) determined on the basis of new rates for the use of telephone lines.

Subprogramme 2
Planning, development and coordination of conference services

Resource requirements (before recosting): $46,638,700

2.35 Activities under this subprogramme are carried out under the responsibility of the Central Planning and Coordination Service. As a part of its responsibilities, the Service provides technical and substantive services to the Committee on Conferences and to the Inter-Agency Meeting on Language Arrangements, Documentation and Publications. During the biennium, the Service will focus on more proactive meeting and documentation management functions via the following strategies: (a) analysis of the conference resources available for mandated meetings through regular consultations with United Nations bodies at Headquarters and other duty stations with a view to assessing their needs; (b) effective global planning of the calendar of conferences and meetings of the United Nations on the basis of overall demand, as defined by legislative mandates, and the existing Organization-wide capacity of conference-servicing resources, considering workload statistics and performance indicators; (c) upgrading of the technological capacity of conference services in line with new developments in technology; (d) increased flow of electronic documentation inside and outside the Division; and (e) establishment of deadlines for the submission of manuscripts by author entities and monitoring and enforcing compliance.

Table 2.15 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To improve the global planning and coordination of conference services through rational allocation and capacity utilization; and to ensure that intergovernmental bodies, special conferences and Member States have access to meeting and documentation services in accordance with the resolutions and rules establishing language arrangements for the various organs and bodies of the United Nations.

Expected accomplishments	*Indicators of achievement*
(a) Improved quality and efficiency of conference services provided to the United Nations organs, particularly as regards the timely issuance of documentation	(a) Improvement in timeliness regarding the submission and issuance of documentation in accordance with relevant rules *Performance measures*: Percentage of parliamentary documents issued in a timely manner 2000-2001: 39 per cent Estimate 2002-2003: 41 per cent Target 2004-2005: 90 per cent
(b) Coordinate and manage the greater use of unified conference services in the other United Nations conference facilities, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Sharing of assignments among United Nations offices (Headquarters and United Nations offices at Geneva, Vienna and Nairobi) based on available capacity and local workload

Performance measures:

Percentage of functions where assignments were shared for conferences held away from Headquarters

2000-2001: not applicable

Estimate 2002-2003: 43 per cent

Target 2004-2005: to be determined

(ii) An evenly high percentage of utilization of conference-servicing capacity

Performance measures:

Percentage of capacity utilized in translation and interpretation

2000-2001:

Translation: 100 per cent

Interpretation: 92 per cent

Estimate 2002-2003:

Translation: 100 per cent

Interpretation: 92 per cent

Target 2004-2005:

Translation: 100 per cent

Interpretation: 95 per cent

External factors

2.36 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) The submission of unforeseen high-priority documentation will not be detrimental to the processing of planned documentation within established deadlines;

(c) Parliamentary documentation is submitted for processing by the author departments as scheduled.

Outputs

2.37 During the biennium 2004-2005, the following outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies:

(i) Substantive and technical secretariat servicing of meetings: servicing of the Committee on Conferences (approximately 30 meetings) and provision of assistance to the Fifth Committee of the General Assembly in its consideration of the agenda item on pattern of conferences;

(ii) Parliamentary documentation: reports to the Assembly and the Committee on Conferences on topics related to the organization of conference services (meeting and documentation services) (approximately 20 reports); and contribution to the activities of the Inter-Agency Meeting on Language Arrangements, Documentation and Publications;

(iii) Other services provided: assistance to the Fifth Committee and the Committee on Conferences in the preparation of their reports to the Assembly; and contribution to the activities of the Inter-Agency Meeting on Language Arrangements, Documentation and Publications;

(b) Conference services:

(i) Meetings control: preparation of the draft calendar of conferences and meetings of the United Nations for review by the Committee on Conferences and adoption by the General Assembly; monitoring of the approved calendar of conferences and meetings of the United Nations; planning of the servicing of meetings at Headquarters; coordination of the servicing of New York-based meetings held away from established headquarters; monitoring of and reporting on the utilization of meeting resources at Headquarters; and consolidation of all reports to the General Assembly and the Committee on Conferences in meeting-related areas;

(ii) Document planning: analysis of the legislative mandates of the General Assembly and the Economic and Social Council to determine documentation demands; identification of author departments for the preparation of manuscripts; enforcement of directives on the control and limitation of documentation; provision of advice to author entities on the most efficient way to plan documentation;

(iii) Document management: establishment of documentation workload forecasts; scheduling and monitoring of the production of documentation in accordance with the requirements of meetings; coordination of the submission and the remote processing of documents for external meetings and conferences; and preparation of statistical reports on the output of the Department in the area of conference servicing.

Table 2.16 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	8 441.8	10 027.1	55	66
Non-post	42 749.2	36 611.6	-	-
Total	**51 191.0**	**46 638.7**	**55**	**66**
Extrabudgetary	410.5	410.5	-	-

2.38 The requirements of $46,638,700 provide for 66 posts and related non-post requirements. The post establishment reflects a significant reorganization of this subprogramme, including the consolidation of responsibility for information and communication technology support for the Department as a whole and the strengthening of the planning, programming and monitoring capacity of the Central Planning and Coordination Service. This reorganization results in the redeployment to the Service of 1 P-5, 2 P-4 and 14 General Service (Other level) posts from other organizational units of the Department at Headquarters and the redeployment from the Service of 1 P-3 and 5 General Service (Principal level) posts to other areas of the Department. The decrease under non-post requirements ($6,137,600) reflects the combined effect of: (a) a reduction in the provision for overtime and temporary assistance for meetings ($11,146,800), including the discontinuation of a non-recurrent provision relating to activities of the Counter-Terrorism Committee, which was approved for the biennium 2002-2003 by the General Assembly in its resolution 57/292 of 20 December 2002; the conversion of some resources related to temporary assistance for meetings into 10 established interpreter posts (2 P-5, 3 P-4 and 5 P-3) with a view to strengthening the permanent capacity at Headquarters in line with the demand for interpretation services experienced in the past three bienniums; the redeployment of some temporary assistance funds to contractual services with a view to expanding contractual translation as a more cost-effective arrangement; establishing a specific provision of $300,000 for the translation and production of the United Nations *Treaty Series*; and a reduction in the overall provision for temporary assistance for meetings due to the discontinuation of a number of outputs programmed for the biennium 2002-2003 under subprogramme 1; (b) additional provisions under general operating expenses for communications in respect of amended right-to-use rates and for maintenance of office automation equipment ($1,794,600); and (c) additional provisions for the acquisition and replacement of office automation equipment and related contractual services and supplies ($3,214,600).

Subprogramme 3
Translation and editorial services

Resource requirements (before recosting): $109,490,500

2.39 This subprogramme is under the responsibility of the Documentation Division (formerly the Translation and Editorial Division). During the biennium, the objective of improving the quality of documents processed by the Division and ensuring their timely issuance will be pursued by means of the complete electronic processing of documentation, including the introduction of on-screen editing, the provision of reference materials to translators in electronic form (e-folders), the expansion and enhancement of computer-based terminology tools, the generalized use of

computer-assisted translation for selected categories of documentation and the preparation of drafts by translators by various electronic methods, including keyboarding, voice recognition and digital dictation. The expansion and upgrading of the language skills and substantive knowledge of the Division's staff will be promoted through in-service training and the external study programme. Remote translation will continue to be the standard mode of providing translation services to meetings held away from Headquarters and will be further explored as a means of expanding the sharing of workload between New York and other duty stations in the context of integrated global management. Arrangements for distance editing and translation will be further developed. The editing of parliamentary documentation will be expedited by improving the quality of manuscripts through the provision of editorial assistance to author departments at the drafting stage.

Table 2.17 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: The efficient and timely issuance of documentation and other written materials reflecting high-quality editing and translation.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of edited and translated documents	The degree of satisfaction expressed as a percentage of Member States, members of expert bodies and officials of user departments (survey respondents) on the quality of the editing and translation of documents
	Performance measures:
	2000-2001: not available
	2002-2003: to be determined through a survey
	2004-2005: to be determined through a survey

External factors

2.40 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Pre-session documents are submitted in accordance with established deadlines and the slotting system for the submission of documents is successful in alleviating the overload situation caused by the late submission of documents;

(b) Documents submitted for translation by author departments and offices comply with established rules regarding formats and page limits.

Outputs

2.41 During the biennium 2004-2005, the following outputs will be delivered:

(a) Conference services (regular budget and extrabudgetary):

(i) The translation of parliamentary documentation and other material from and into the six official languages of the Organization; the translation of selected documents into

German and related services using extrabudgetary resources; and the arrangement of contractual translation and text-processing services;

(ii) The preparation and translation of summary records of proceedings of organs and conferences entitled to them;

(iii) The provision of reference and terminology services to editors, translators, interpreters and verbatim reporters, as well as users in other departments and offices of the Secretariat;

(iv) The production, including editing and preparation for reproduction, of official records and meeting records; the editing and processing of parliamentary documentation and technical publications; the establishment of editorial standards; and the issuance of drafting and editorial directives and instructions;

(b) Technical material: terminology notes and bulletins on various subjects, including abbreviations, country names, currencies, programmes and funds, titles and functions and various specialized areas of the Organization's activities (in both electronic and hard-copy formats); and maintenance, update and expansion of the terminology database (UNTERM) on the Internet.

Table 2.18 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	103 912.7	103 771.4	449	449
Non-post	4 479.6	5 719.1	-	-
Total	**108 392.3**	**109 490.5**	**449**	**449**
Extrabudgetary	2 438.8	2 440.0	11	11

2.42 The resource requirements of $109,490,500 provide for the continuation of 449 posts and related non-post requirements. The decrease in the cost of posts ($101,900) reflects the redeployment of three General Service (Principal level) posts to subprogramme 1 in exchange for three General Service (Other level) posts. The increase in non-post requirements ($1,239,500) reflects the expansion of contractual translation services and the introduction of distance translation of parliamentary documentation as a more cost-effective mode of translation.

Subprogramme 4
Interpretation, meeting and publishing services

Resource requirements (before recosting): $111,341,500

2.43 The activities of this subprogramme are under the responsibility of the Meetings and Publishing Division. The establishment of the Publishing Section will merge functions of the Reproduction and Distribution Sections to enhance synergy and to increase the accessibility of parliamentary documentation and other publications to users. The availability of documents will be increased through the use of print-on-demand technology and the Official Document System (ODS). The development of computer-assisted storage and the use of retrieval systems in the distribution area

will reduce the number of excess copies printed without affecting the traditional methods. External printing will be further reduced through the use of desktop publishing in all official languages and through the continued expansion of the technical capabilities of the in-house reproduction plant. Efforts aimed at printing internally more publications than were previously printed externally will be pursued. During the biennium 2004-2005 there will be greater utilization of off-site verbatim reporting.

Table 2.19 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To provide efficient and accurate interpretation and verbatim reporting services and to ensure the timely production and distribution of documents and publications in the official languages of the Organization.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of interpretation and verbatim records provided to Member States	The degree of satisfaction expressed by Member States, members of expert bodies and other users (survey respondents) on the quality of interpretation *Performance measures*: 2000-2001: not available Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.44 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for printing in accordance with established rules.

Outputs

2.45 During the biennium 2004-2005, the following outputs will be delivered:

(a) Parliamentary documentation:

(i) Verbatim records of the General Assembly, the Security Council and other bodies entitled to such records;

(ii) The daily Journal of the United Nations and the daily list of documents issued at Headquarters;

(b) Conference services:

(i) Servicing of meetings of intergovernmental and expert bodies;

(ii) Interpretation: provision of interpretation services for meetings held at and away from Headquarters;

(iii) Text processing: preparation of fair copy for the reproduction of documents in the six official languages; electronic archiving of those documents; and processing and dispatching of letters and notes verbales;

(iv) Copy preparation: preparation of mechanicals of official records and other materials using desktop-publishing software;

(v) Publishing: printing, binding and distribution of documents and other materials, storage of documents and other materials and control of the storage of materials in ODS, including the storage of archival materials in image form.

Table 2.20 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	104 339.5	104 567.5	644	628
Non-post	6 902.1	6 774.0	-	-
Total	**111 241.6**	**111 341.5**	**644**	**628**
Extrabudgetary	894.1	894.1	-	-

2.46 The resource requirements of $111,341,500 provide for 628 posts and related non-post requirements. The decrease in the number of posts reflects the net effect of: (a) the establishment of 10 new posts in the Interpretation Service (2 P-5, 3 P-4 and 5 P-3) through the conversion of temporary assistance resources, based on the historical workload pattern and a cost analysis undertaken in 2002 indicating a lower cost associated with full-time staff interpreters compared with those employed on a short-term basis; (b) the reclassification of 3 General Service (Other level) posts to the Principal level in the Publishing Section following a management review of the related functions; (c) a reduction of 26 General Service (Other level) posts in the Text-Processing Section due to a reorganization of processes coupled with efficiencies gained as a result of the steady increase in the electronic processing of documentation, of which 19 posts are to be redeployed (5 internally within this subprogramme and 14 to subprogramme 2) and of which 7 are proposed for abolition; (d) the abolition of 13 posts, including 5 General Service (Other level) and 8 Trades and Crafts posts in the Publishing Section, reflecting the synergies realized by merging the former Distribution and Reproduction Sections and the efficiencies to be realized as a result of print-on-demand digital workflow; and (e) a net redeployment to this Division from other organizational units of the Department in New York of 8 General Service posts following a reorganization of functions within the Department. The net effect of the reorganization is a reduction in the Division's total post establishment by 16 posts, amounting to $459,200. This is more than offset by an increase in the amount of $687,200, which is due to the delayed impact of posts newly approved for the biennium 2002-2003. The non-post requirements, reflecting a net decrease of $128,100, are to cover general operating expenses, supplies and materials, and acquisition and replacement of printing equipment for the printing plant of the Department. The decrease relates to the discontinuation of a provision for printing equipment due to the fact that these requirements are addressed under section 33, Construction, alteration, improvement and major maintenance, partly offset by additional requirements for reproduction supplies.

Conference and library services, Geneva

Table 2.21 **Resource requirements**

Subprogramme	Resources (thousands of United States dollars) 2002-2003	Resources (thousands of United States dollars) 2004-2005 (before recosting)	Posts 2002-2003	Posts 2004-2005
Regular budget				
1. Planning, development and coordination of conference services	22 464.6	25 012.2	58	76
2. Translation and editorial services	49 537.0	50 528.6	215	221
3. Interpretation, meeting and publishing services	63 004.7	58 719.6	341	313
4. Library services	9 431.0	10 389.6	48	54
Total	**144 437.3**	**144 650.0**	**662**	**664**
Extrabudgetary	9 589.1	9 558.6	11	11

2.47 The Conference Services Division, Geneva, which is governed under the terms of ST/SGB/2000/4 and operates under the policy guidance of the Under-Secretary-General for General Assembly and Conference Management, comprises the Office of the Director, the Central Planning and Coordination Service (including meetings coordination, documents management, administration and management, information technology and contractual translation), the Languages Service (including translation, terminology and text processing), the Interpretation Service and the Publishing Service (including official records editing, reproduction, distribution and printing). The activities and resource requirements of the United Nations Office at Geneva Library are also programmed under this component, pending the outcome of the review of library services under the terms of resolution 57/300.

2.48 During the biennium 2004-2005, the Division will focus on improving the timeliness and quality of documents and publications. It will continue the process initiated in the biennium 2002-2003 by reinforcing functional areas identified as critical for the timely processing and issuance of documents: documents management, referencing and editing. A reinforced capacity for information technology support will be critical in enhancing efficiency at all stages of the operations of the Division. These reinforcements will be achieved through the redeployment of resources within the Division, which is proposed to accommodate realigned and rationalized functions, as detailed under individual subprogrammes below. At the same time, archival activities carried out by the Distribution Section that are not directly connected to the provision of conference services are proposed for transfer to the United Nations Office at Geneva Library.

Subprogramme 1
Planning, development and coordination of conference services

Resource requirements (before recosting): $25,012,200

2.49 Within the Conference Services Division, substantive responsibility for this subprogramme rests with the Office of the Director and the Central Planning and Coordination Service. Emphasis will be placed on the efficient performance of the documentation management function via the following strategies: (a) the Documents Management Section will more actively control the flow of documents and publications, directly assisting author departments in planning for the submission of documents, determining print-roll figures and managing the distribution lists; (b) the scheduling and documentation requirements for meetings will be considered in relation to available capacity; (c) the electronic flow of documentation inside and outside the Division will be expanded, thus contributing to a reduction in processing time; and (d) the full potential of information technologies will be realized so as to expedite the processing of documents and publications and, in particular, to overcome any remaining barriers to the electronic transfer of documents and to bring more accurate forecasts to document-processing units.

Table 2.22 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To improve the global planning and coordination of conference services in Geneva through rational allocation and capacity utilization; and to ensure that intergovernmental bodies, special conferences and Member States have access to meeting and documentation services in accordance with the resolutions and rules establishing language arrangements for the various organs and bodies of the United Nations.

Expected accomplishments	*Indicators of achievement*
(a) Improved quality and efficiency of the conference services provided to United Nations organs, particularly as regards the timely issuance of documentation	(a) Improvement in timeliness regarding the issuance of documentation in accordance with relevant rules *Performance measures*: The percentage of parliamentary documents issued in a timely manner 2000-2001: 38.3 per cent Estimate 2002-2003: 42.4 per cent Target 2004-2005: 100 per cent
(b) Greater use of unified conference services in the other United Nations conference facilities, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) Balanced sharing of staff resources with other United Nations conference centres (Headquarters and United Nations offices at Geneva, Vienna and Nairobi) based on available capacity and local workload *Performance measures*: Services provided to other duty stations

	2000-2001: Translation: 245,500[a] Interpretation: 791[b] Estimate 2002-2003: Translation: 399,300[a] Interpretation: 714[b] Target 2004-2005: Translation: 399,300 or more[a] Interpretation: 714[b]
(c) Greater use of the conference-servicing capacity available at the United Nations Office at Geneva without adversely affecting the quality of services provided	(c) An optimum utilization of the conference-servicing capacity available at the United Nations Office at Geneva *Performance measures*: Percentage of capacity utilized in translation and interpretation[c] 2000-2001: Translation: 100 per cent Interpretation: 82 per cent Estimate 2002-2003: Translation: 100 per cent Interpretation: 85 per cent Target 2004-2005: Translation: 100 per cent Interpretation: less than 85 per cent

[a] Number of translator-days provided to other duty stations multiplied by the workload standard for translators (1,650 words).
[b] Number of work-days.
[c] The percentage of capacity utilized is calculated by dividing average productivity over the period by the workload standard.

External factors

2.50 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for processing by the author offices in accordance with established rules.

Outputs

2.51 During the biennium 2004-2005, the following outputs will be delivered:

(a) Planning and meeting services: planning and implementation of the programme of meetings in Geneva; analysis of the workload forecasts of meetings; coordination of the servicing of all meetings for which the United Nations Office at Geneva is responsible, including external conferences; acting as liaison between the secretariats of United Nations bodies, the various servicing units of the Secretariat and host countries, as required for the servicing of meetings; and monitoring and reporting on the utilization of meeting resources;

(b) Documents control: enforcing all directives of the General Assembly on the control and limitation of documentation; advising author entities on the most efficient way of planning documentation; scheduling and monitoring the processing of documentation; ensuring that documents comply with technical standards; establishing forecasts of documentation workload; coordinating the submission of documents and the processing of documents translated remotely for external meetings and conferences; establishing and monitoring press-run figures; managing the distribution list; and scheduling contractual translation work;

(c) Information technology: continuous improvement and maintenance of the Geneva Documents Registration, Information and Tracking System (DRITS); development of management tools capable of monitoring the use of conference resources and producing accurate statistical reports on demand; continuation of the implementation of the electronic flow of documents; expansion of the use of voice-recognition applications by translators; further implementation of computer-aided translation tools; and provision of help desk assistance to users.

Table 2.23 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	9 413.8	12 109.4	58	76
Non-post	13 050.8	12 902.8	-	-
Total	**22 464.6**	**25 012.2**	**58**	**76**
Extrabudgetary	822.2	822.2	1	1

2.52 The resource requirements of $25,012,200 provide for 76 posts and related non-post resources. The increase in posts reflects the outcome of the reorganization of functions within the Division and the concentration of resources in priority areas within this subprogramme, namely: strengthening of the advance planning and management of the printing and distribution requirements, the posting of documents to ODS and the technological capacity for servicing operational systems and databases. For that purpose, 18 General Service posts are proposed for redeployment from subprogramme 3 to this subprogramme. Furthermore, a reclassification of the post of the Chief of the Documents Management Section from the P-4 to the P-5 level is proposed to reflect adequately the responsibilities of the post as the focal point for all documentation policy matters and its function of coordinating these issues with the other organizational units located at the United Nations Office

at Geneva. The decrease in non-post requirements ($148,000) reflects a reduction in temporary assistance resources, including the conversion of such resources to two General Service (Other level) posts ($706,800), partially offset by increased requirements in information technology equipment, software and related services, reflecting the strategic direction of the Division to achieve higher efficiency through electronic processes and better management of overall workflow ($558,800).

Subprogramme 2
Translation and editorial services

Resource requirements (before recosting): $50,528,600

2.53 Within the Conference Services Division, substantive responsibility for this subprogramme rests with the Languages Service (excluding the Text-Processing Section, which is covered under subprogramme 3) and the Official Records Editing Section. The strategy during the biennium will be to reinforce the functions of referencing and editing in order to minimize delays in the processing of documents. Further emphasis will be placed on voice recognition, computer-assisted translation and digital recording in the translation of documents.

Table 2.24 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: The efficient and timely issuance of documentation and other written materials reflecting high-quality editing and translation.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of edited and translated documents	The degree of satisfaction expressed by Member States, members of expert bodies and officials of user departments (survey respondents) on the quality of the editing and translation of documents
	Performance measures:
	2000-2001: not available
	Estimate 2002-2003: to be determined through a survey
	Target 2004-2005: to be determined through a survey

External factors

2.54 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) The submission of unforeseen high-priority documents will not be detrimental to the translation of planned documents;

(b) Documents submitted for translation by author departments and offices comply with established rules regarding formats and page limits.

Outputs

2.55 During the biennium 2004-2005, the following outputs will be delivered:

(a) Translation: translating and revising parliamentary documentation from and into the six official languages; providing summary records for meetings entitled to them; and providing reference and terminology services for translators, interpreters and other users;

(b) Editing: editing parliamentary documents and official records, as well as doing copy-preparation and proof-reading work for publications and other materials.

Table 2.25 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	47 987.1	48 978.7	215	221
Non-post	1 549.9	1 549.9	-	-
Total	**49 537.0**	**50 528.6**	**215**	**221**
Extrabudgetary	1 899.2	1 899.2	-	-

2.56 The resource requirements of $50,528,600 provide for 221 posts and related non-post requirements. The increase in posts reflects proposals: (a) to strengthen reference and terminology support by converting temporary assistance resources to two new General Service (Other level) posts; and (b) to redeploy to this subprogramme two P-3 and two General Service (Other level) posts from subprogramme 3 to reinforce the Official Records Editing Section and the Reference Unit so as to improve the flow of documents. The non-post resources, proposed at the maintenance level, provide for external translation and editorial services.

Subprogramme 3
Interpretation, meeting and publishing services

Resource requirements (before recosting): $58,719,600

2.57 The Interpretation Service and the Publishing Service (excluding the Official Records Editing Section, which is covered under subprogramme 2) are responsible for the implementation of this subprogramme and for achieving its objectives. The strategy will be as follows: (a) to ensure that interpreters have full access to terminology and reference material routinely available to translators; (b) to coordinate closely with other duty stations the servicing of external meetings and conferences; (c) to pursue efforts aimed at printing internally more publications than were previously printed externally; and (d) to enhance the capacity to provide users with non-paper means of distribution. The publishing area was substantially reorganized and streamlined, resulting in a corresponding release of resources to other priority areas within the Division.

Table 2.26 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To provide efficient and accurate interpretation services and to ensure the timely production and distribution of documents and publications in the official languages of the Organization.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of interpretation provided to scheduled meetings	The degree of satisfaction expressed by Member States, members of expert bodies and other users (survey respondents) on the quality of interpretation *Performance measures*: 2000-2001: not available Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.58 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for printing in accordance with established rules.

Outputs

2.59 During the biennium 2004-2005, the following outputs will be delivered:

(a) Interpretation: provision of interpretation services to meetings held at and away from the United Nations Office at Geneva;

(b) Text processing: preparation of fair copies for reproduction of documents in the six official languages; electronic archiving of those documents; and processing and dispatching of letters and notes verbales;

(c) Reproduction: printing and binding of documents and other materials;

(d) Distribution: distribution and storage of documents and publications.

Table 2.27 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	60 447.8	56 221.4	341	313
Non-post	2 556.9	2 498.2	-	-
Total	**63 004.7**	**58 719.6**	**341**	**313**
Extrabudgetary	6 257.2	6 257.2	8	8

2.60 The resource requirements of $58,719,600 provide for 313 posts and related non-post requirements. The decrease in posts reflects the reorganization of processes and related functions in the text-processing and publishing areas, resulting in: (a) streamlining of the functions and the redeployment of 11 technical assistant posts (General Service (Other level)) from the Text-Processing Section to the Information Technology Section and 7 General Service posts, including 1 at the Principal level, to the Documents Management Section under subprogramme 1; (b) consolidation of the Copy Preparation and Proof-reading Unit and the External Printing Unit and the corresponding redeployment of 2 P-3 and 2 General Service (Other level) posts to subprogramme 2 to reinforce the Official Records Editing Section and the Reference Unit; and (c) transfer of the Microfiche Unit and related General Service (Other level) posts from the Division to the United Nations Office at Geneva Library to concentrate archiving activities in the Library. The non-post resources, reflecting a decrease of $58,700, would provide for operational costs, supplies and equipment for the printing plant of the Division.

Subprogramme 4
Library services

Resource requirements (before recosting): $10,389,600

2.61 The United Nations Library in Geneva is responsible for the implementation of activities under subprogramme 3, Library services, of programme 23, Public information, and archives and records management functions under subprogramme 4, Support services, of programme 24, Management and central support services, of the revised medium-term plan for the period 2002-2005. The Chief Librarian manages and coordinates all programmes and activities of the Library, comprising the Registry, Records and Archives Unit, the Information Processing Section and the User Services Section. To implement the objectives formulated in the medium-term plan, the Library will carry out its activities in parallel and in close collaboration with the Dag Hammarskjöld Library at Headquarters, networking also with the other regional and specialized agency libraries and with local libraries in the Geneva area.

2.62 During the biennium, the Library will continue to focus on five main activities: (a) supporting the documentary and informational needs of library users; (b) managing and developing the Library's valuable collection heritage and implementing the new preservation and dissemination policy; (c) processing and extracting information from its collections for inclusion in databases and publications; (d) implementing the cultural policy of the United Nations Office at Geneva as guided by the Cultural Activities Committee; (e) coordinating and implementing the archive policy of the Office, including new records management procedures, as well as continuing automation of the archives. The Library will increase its cooperation with the libraries of all Geneva-based

specialized agencies as well as other United Nations libraries and archive centres worldwide to develop joint projects and to share information and expertise.

Outputs

2.63 During the biennium 2004-2005, the following outputs will be delivered:

(a) Library services: selection of material for library collections; acquisition of documents and publications for library collections; preservation of library collections; provision of information support services; and training seminars on library and archival issues:

(b) Other substantive activities: recurrent publications; electronic products and issuances; servicing of special exhibits; and events and guided tours;

(c) Administrative support services: archives and records management.

Table 2.28 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	8 082.4	8 996.4	48	54
Non-post	1 348.6	1 393.2	-	-
Total	**9 431.0**	**10 389.6**	**48**	**54**
Extrabudgetary	610.5	580.0	2	2

2.64 The resource requirements of $10,389,600 provide for 54 posts and related non-post requirements. The proposed post composition reflects: (a) the relocation of six General Service (Other level) posts and associated non-post resources of the Microfiche Unit from the Division of Conference Services to the Registry, Records and Archives Unit of the Library; and (b) the reclassification of a P-3 post of the Chief of the Registry, Records and Archives Unit to the P-4 level to reflect the increased responsibilities and changed functions of the post, which now include the responsibility for coordinating archiving functions for the United Nations Office at Geneva as a whole.

Conference and library services, Vienna

2.65 The Conference Management Service, Vienna, provides services not only to United Nations programmes, but also to IAEA, UNIDO and the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization. A full range of conference services is provided to both UNIDO and the Comprehensive Nuclear-Test-Ban Treaty Organization, while only interpretation services are provided to IAEA. Under the terms of the memorandum of understanding among the Vienna-based organizations, IAEA provides common printing services for all organizations located at the Vienna International Centre.

2.66 Over the period from 1996 to 2001, the services provided to the non-United Nations Secretariat client organizations listed above has accounted for about 34 per cent of meeting services, 24 per cent of translation and text-processing services, 40 per cent of interpretation services, 30 per cent of distribution services, and 27 per cent of the copy-preparation workload of Conference Services, Vienna.

2.67 The Conference Management Service, Vienna, is governed under the terms of ST/SGB/1998/16 and operates under the policy guidance of the Under-Secretary-General for General Assembly and Conference Management. The Chief of the Service provides overall direction and management of the conference services and supervises the Planning, Coordination and Meetings Section, the Interpretation Section, the Translation and Text-Processing Sections, the Editorial, Publishing and Correspondence Section and the Linguistic Support Unit.

United Nations share (net budget)

2.68 The requirements of the conference services at Vienna are budgeted on a net basis, whereby the appropriation under the United Nations regular budget is made for just the United Nations share of those activities. The full budget, for which the United Nations has responsibility under the arrangements for unified conference services and which is the basis for the net budget, is also presented for review and approval by the General Assembly. Thus, the estimates that follow are presented on both a gross and a net basis, as summarized in table 2.29.

Table 2.29 **Summary of requirements by component**

(Thousands of United States dollars)

Component	*2000-2001 expenditure*	*2002-2003 revised appropriation*	*2004-2005 estimates at current rates*
Conference services, Vienna (gross budget)	36 702.3	40 260.1	41 289.7
Reimbursement by IAEA, UNIDO and the Comprehensive Nuclear-Test-Ban Treaty Organization	9 309.9	10 783.4	11 795.3
United Nations (net budget)	27 392.4	29 476.7	29 494.4

2.69 The requirements for the United Nations share of activities amount to $29,494,400, remaining essentially at the level provided during the biennium 2002-2003.

Conference services, Vienna (gross budget)

Table 2.30 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars)		*Posts*	
Subprogramme	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
1. Planning, development and coordination of conference services	4 780.1	5 164.2	20	22
2. Translation and editorial services	18 174.8	17 833.1	73	75
3. Interpretation, meeting and publishing services	16 368.0	17 355.2	80	80
4. Library services	937.2	937.2	-	-
Total	**40 260.1**	**41 289.7**	**173**	**177**

Subprogramme 1
Planning, development and coordination of conference services

Resource requirements (before recosting): $5,164,200

2.70 The Planning, Coordination and Meetings Section, which includes the Documents Control Unit and the Meetings Coordination Unit, is responsible for the implementation of this subprogramme and for attaining its objectives. During the biennium 2004-2005, the emphasis will be on: (a) improved utilization of resources, including posts, temporary assistance and contracted services, through reinforced planning and coordination with the aim of achieving the most cost-effective and high-quality output; (b) achievement of higher outsourcing targets for various services, namely, 17 per cent of total translation output (from 15 per cent currently), 10 per cent for editing (from 6 per cent) and 25 per cent for proof-reading and copy preparation (from 20 per cent); (c) further expansion of electronic planning, processing, monitoring and management tools and extending the page-costing system for translation and text processing, which is currently being developed as part of the integrated Documents Control and Productivity Monitoring System (iDCPMS), to other operations such as editing and publishing; (d) further streamlining of forms and processes in order to provide customers with a single electronic tool for planning and forecasting their meeting and documentation requirements; and (e) upgrading of technical facilities and equipment so as to achieve further efficiency over the long run.

Table 2.31 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To improve the global planning and coordination of conference services in Vienna through rational allocation and capacity utilization; and to ensure that intergovernmental bodies, special conferences and Member States have access to meeting and documentation services in accordance with the resolutions and rules establishing language arrangements for the various organs and bodies of the United Nations.

Expected accomplishments	*Indicators of achievement*
(a) Improved quality and efficiency of the conference services provided to United Nations organs, particularly as regards the timely issuance of documentation	(a) Improvement in timeliness regarding the issuance of documentation in accordance with relevant rules *Performance measures*: Percentage of parliamentary documents issued in a timely manner 2000-2001: 55 per cent Estimate 2002-2003: 50 per cent Target 2004-2005: 100 per cent
(b) Greater use of unified conference services in the other United Nations conference facilities, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Balanced sharing of assignments among United Nations conference centres (Headquarters and United Nations offices at Geneva, Vienna and Nairobi) based on available capacity and local workload

Performance measures:

Number of assignments carried out at the request of other duty stations

2000-2001:

Translation: 1,402,100[a]

Interpretation: 177[b]

Estimate 2002-2003:

Translation: 1 million[a]

Interpretation: to be determined

Target 2004-2005:

Translation: 1 million[a]

Interpretation: to be determined

(ii) An evenly high percentage of utilization of conference-servicing capacity

Performance measures:

Percentage of capacity utilized in translation, interpretation and meeting facilities

2000-2001:

Translation: 100 per cent

Interpretation: 70.5 per cent

Estimate 2002-2003:

Translation: 100 per cent

Interpretation: 75 per cent

Target 2004-2005:

Translation: 100 per cent

Interpretation: 77 per cent

[a] Number of words.
[b] Number of staff days.

External factors

2.71 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for processing by the author offices in accordance with established rules.

Outputs

2.72 During the biennium 2004-2005, the following outputs will be delivered:

(a) Planning and coordination: overall coordination of conference-servicing activities and consultations with Headquarters and UNIDO, IAEA and the Comprehensive Nuclear-Test-Ban Treaty Organization;

(b) Meeting coordination: planning and coordinating requirements for meetings of the Vienna-based organizations held in and away from Vienna, as well as for other bodies meeting in Vienna; planning the allocation of meeting-servicing staff, equipment and other relevant services for meetings; maintaining and analysing statistical data and other information;

(c) Documents control: planning and coordinating the production schedule for documentation in accordance with the requirements of meetings, including the most cost-effective combination of in-house and temporary assistance staff and contractual resources; ensuring the timely and efficient processing of all documentation by means of forecasting, scheduling, setting priorities, deciding on the most cost-effective mode of work and monitoring and expediting the work; arranging for the exchange of work between duty stations; coordinating remote translation for meetings held away from headquarters and the electronic transmission of documentation; generating workload statistics; and processing the entry of United Nations Office at Vienna documents into ODS.

Table 2.32 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Full budget				
Post	2 668.6	2 918.2	20	22
Non-post	2 111.5	2 246.0	-	-
Total	**4 780.1**	**5 164.2**	**20**	**22**

2.73 The resource requirements of $5,164,200 provide for 22 posts and related non-post requirements. The increase in post requirements reflects the establishment of two new General Service (Other level) posts in the Section through the conversion from temporary assistance resources of two positions with functions of a continuous nature that were financed for several years under temporary arrangements. The non-post requirements of $2,246,000, including an increase of $134,500, are for the acquisition, replacement and maintenance of office automation and conference-servicing equipment for Vienna conference services as a whole.

Subprogramme 2
Translation and editorial services

Resource requirements (before recosting): $17,833,100

2.74 The translation and editorial services are responsible for the implementation of this subprogramme and for achieving its objectives. During the biennium 2004-2005, emphasis will be on achieving greater accuracy and consistency in terminology through the wider use of computer-assisted translation arrangements, expansion of the use of voice-recognition software for on-screen processing of text in translation and editing and maintenance of targets set for outsourcing.

Table 2.33 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: The efficient and timely issuance of documentation and other written materials reflecting high-quality editing and translation.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of edited and translated documents	The degree of satisfaction expressed by Member States, members of expert bodies and officials of user departments (survey respondents) on the quality of the editing and translation of documents *Performance measures*: 2000-2001: not applicable Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.75 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) The submission of unforeseen high-priority documents will not be detrimental to the translation of planned documents;

(b) Documents submitted for translation by author offices complies with established rules regarding formats and page limits.

Outputs

2.76 During the biennium 2004-2005, the following outputs will be delivered:

(a) In-house translation: translation and revision of documents, official correspondence and publications; quality control of in-house and contractual translation; provision of reference and terminology services for translators, interpreters and editors, as well as for external contractors;

(b) Contractual translation: outsourcing translation, editing, proof-reading, typesetting, typing and other work; providing assistance and feedback to contractors; coordinating the quality-control system for outsourced jobs; maintaining, updating and expanding the roster of individual and corporate contractors; and preparing contracts and providing the requisite administrative data;

(c) Editorial services: editorial services for parliamentary and other official documentation and the publication programmes of both the United Nations Office at Vienna and UNIDO; and provision of quality control for contractual editing.

Table 2.34 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Full budget				
Post	13 154.8	13 280.1	73	75
Non-post	5 020.0	4 553.0	-	-
Total	**18 174.8**	**17 833.1**	**73**	**75**

2.77 The resource requirements of $17,833,100 provide for 75 established posts and related non-post requirements. The change in post composition reflects the conversion of posts financed through temporary arrangements on a long-term basis to two General Service (Other level) posts in the Contractual Translation Unit and the Linguistic Support Unit, in view of the fact that the related functions are of continuing nature. The decrease in non-post requirements in the amount of $467,000 represents a reduction in general temporary assistance funds due to the establishment of the two posts mentioned above and the overall savings resulting from the increased use of contractual services as a more effective mode of translation.

Subprogramme 3
Interpretation, meeting and publishing services

Resource requirements (before recosting): $17,355,200

2.78 The Interpretation Section and the Reproduction and Distribution Units are responsible for the implementation of this subprogramme and for achieving its objectives. During the biennium 2004-2005, emphasis will be placed on ensuring high utilization of both staff and temporary interpretation capacity; ensuring a high standard of text processing; and producing high-quality publications and promotional materials, including web site designs. The use of new technologies such as print on demand will be expanded.

Table 2.35 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To provide efficient and accurate interpretation services and to ensure the timely production and distribution of documents and publications in the official languages of the Organization.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of interpretation provided to scheduled meetings	The degree of satisfaction expressed by Member States, members of expert bodies and other users (survey respondents) on the quality of interpretation *Performance measures*: 2000-2001: not available Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.79 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for reproduction in accordance with established rules.

Outputs

2.80 During the biennium 2004-2005, the following outputs will be delivered:

(a) Interpretation: provision of simultaneous interpretation for meetings of UNIDO, IAEA, the Comprehensive Nuclear-Test-Ban Treaty Organization and the Vienna-based United Nations units, as well as for meetings convened in Vienna by other departments and offices of the Secretariat and for meetings of Vienna-based organizations held outside Vienna;

(b) Verbatim reporting: provision of unedited transcripts for the Committee on the Peaceful Uses of Outer Space in lieu of verbatim records;

(c) Text processing: text processing of parliamentary documentation in the six official languages and editorial text processing of documentation, as well as some publications, correspondence and notes verbales;

(d) Copy preparation: copy preparation and proof-reading of documents and publications in English, French and Spanish, and page make-up, layout and graphic presentation services;

(e) Reproduction: reproduction of printed matter through the use of high-speed photocopying equipment or the common printing services of IAEA;

(f) Distribution: distribution of documents and publications to delegations and secretariats of the United Nations Office at Vienna, UNIDO and the Comprehensive Nuclear-Test-Ban Treaty Organization, as well as to organizations and institutions worldwide.

Table 2.36 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Full budget				
Post	10 849.7	10 887.6	80	80
Non-post	5 518.3	6 467.6	-	-
Total	**16 368.0**	**17 355.2**	**80**	**80**

2.81 The resource requirements of $17,355,200 provide for the continuation of the 80 established posts and related non-post requirements. The increase in costs associated with the posts reflects the inward redeployment of one P-4 post from the English Translation Unit of subprogramme 2 to the Electronic Publishing Unit in exchange for one P-3 post to meet the operational requirement of the programme. The non-post resources reflect the increase in estimated requirements under temporary assistance for meetings for interpretation services, based on experience in the biennium 2002-2003.

Subprogramme 4
Library services

Resource requirements (before recosting): $937,200

2.82 Until 2000, the library services in Vienna were managed by IAEA as a common service provided to three other international organizations based at the Vienna International Centre. Budgetary provisions made under this subprogramme in the past represented the contribution of the United Nations Office at Vienna to the budget of those services. Due to its budgetary difficulties, UNIDO withdrew its financing of the Library effective 1 January 2001, followed by the Comprehensive Nuclear-Test-Ban Treaty Organization as from 1 January 2002. Given those developments, IAEA ceased to provide library services as a common service as from 1 April 2002, upon notification of the United Nations Office at Vienna. Since then, the Division of Administrative and Common Services has made temporary administrative arrangements for the continuous provision of essential subscription services, books and periodicals for the Secretariat units based at Vienna. In the meantime, the United Nations Office at Vienna has initiated consultations with the Dag Hammarskjöld Library on future arrangements, including the possibility of establishing a central library facility at Vienna. These consultations are proceeding within the framework of the management review of library services under the terms of General Assembly resolution 57/300. Therefore, the budget proposals under this subprogramme provide for the continuation of funding approved for the biennium 2002-2003.

Table 2.37 **Resource requirements**

Category	Resources (thousands of United States dollars) 2002-2003	Resources (thousands of United States dollars) 2004-2005 (before recosting)	Posts 2002-2003	Posts 2004-2005
Full budget				
Non-post	937.2	937.2	-	-
Total	**937.2**	**937.2**	**-**	**-**

2.83 The resource requirements of $937,200, at the maintenance level, would provide essential subscriptions, periodicals and books required by all United Nations Secretariat entities located in Vienna.

Conference services, Nairobi

Table 2.38 **Resource requirements**

Category	Resources (thousands of United States dollars) 2002-2003	Resources (thousands of United States dollars) 2004-2005 (before recosting)	Posts 2002-2003	Posts 2004-2005
Regular budget				
1. Planning, development and coordination of conference services	3 016.4	3 312.0	2	5
2. Translation and editorial services	1 485.6	1 228.2	18	12
3. Interpretation, meeting and publishing services	4 399.1	4 570.7	20	24
Total	**8 901.1**	**9 110.9**	**40**	**41**
Extrabudgetary	11 110.1	8 797.3	83	76

2.84 The Division of Conference Services was established as an organizational unit of the Department of General Assembly Affairs and Conference Services in September 2000, operationally reporting to the Under-Secretary-General, by consolidating the conference-servicing activities and resources previously allocated in the budget sections pertaining to UNEP, UN-Habitat and the United Nations Office at Nairobi. The Division comprises the Office of the Chief, the Planning and Coordination Service, the Translation and Editorial Service and the Interpretation and Publishing Service.

2.85 The Division provides a full range of conference services to the United Nations programmes located in Nairobi, in particular, UNEP, UN-Habitat and their subsidiary organs, as well as meetings and conferences of other intergovernmental organizations held at and away from Nairobi. A substantial part of the Division's programmes is financed on a reimbursable basis. The Division reviewed its funding mechanism and operations and implemented new cost-saving measures in 2002. A comprehensive review of the Division's operations will be carried out during the biennium 2004-2005 with a view to identifying the most effective and efficient allocation of functions and related resources. The outcome of that review will be reported to the General Assembly in the context of the proposed programme budget for the biennium 2006-2007. Pending that review, the proposals made in this section reflect the reorganization of resources, including posts, with a view

to concentrating them in the priority areas in order to strengthen the planning and monitoring capacity and the support provided to the interpretation and publishing services.

Subprogramme 1
Planning, development and coordination of conference services

Resource requirements (before recosting): $3,312,000

2.86 The Planning and Coordination Service is responsible for the implementation of the activities under this subprogramme and for achieving its objectives. During the biennium 2004-2005, the main focus will be on continuous improvement of the utilization of human resources, including posts, temporary assistance resources and contractual services, through reinforcement of the planning and coordination of services, improvement of performance and strengthening of the role of iDCPMS and other operational systems in streamlining the conference-servicing processes, in collaboration with Headquarters and other duty stations, with a view to achieving the most cost-effective and highest-quality services for UNEP and its associated organizations and for UN-Habitat.

Table 2.39 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To improve the global planning and coordination of conference services in Nairobi through rational allocation and capacity utilization; and to ensure that intergovernmental bodies, special conferences and Member States have access to meeting and documentation services in accordance with the resolutions and rules establishing language arrangements for the various organs and bodies of the United Nations.

Expected accomplishments	*Indicators of achievement*
(a) Improved quality and efficiency of the conference services provided to United Nations organs, particularly as regards the timely issuance of documentation	(a) Improvement in timeliness regarding the submission and issuance of documentation in accordance with relevant rules *Performance measures*: Percentage of parliamentary documents issued in a timely manner 2000-2001: 27 per cent Estimate 2002-2003: 33 per cent Target 2004-2005: 100 per cent
(b) Greater use of unified conference services in the other United Nations conference facilities, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Balanced sharing of staff resources among United Nations conference centres (Headquarters and United Nations offices at Geneva, Vienna and Nairobi) based on available capacity and local workload

Performance measures:

Number of assignments carried out at the request of other duty stations

2000-2001:
Translation: 19
Interpretation: 276[a]

Estimate 2002-2003:
Translation: 22
Interpretation: 637[a]

Target 2004-2005:
Translation: 23
Interpretation: 669[a]

(ii) An evenly high percentage of utilization of conference-servicing capacity

Performance measures:

Percentage of capacity utilized in translation, interpretation and meeting facilities

2000-2001:
Translation: 98 per cent
Interpretation: 37 per cent

Estimate 2002-2003:
Translation: 95 per cent
Interpretation: 34 per cent

Target 2004-2005:
Translation: 95 per cent
Interpretation: 34 per cent

[a] Number of staff days.

External factors

2.87 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for reproduction in accordance with established rules.

Outputs

2.88 During the biennium 2004-2005, the following outputs will be delivered: planning and coordination of meeting services; planning and implementation of the calendar of conferences and meetings of the United Nations for which the United Nations Office at Nairobi is responsible; scheduling of meetings; and coordination of all meetings for which the United Nations Office at Nairobi is responsible.

Table 2.40 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	310.0	532.3	2	5
Non-post	2 706.4	2 779.7	-	-
Total	**3 016.4**	**3 312.0**	**2**	**5**
Extrabudgetary	2 744.8	2 237.5	20	20

2.89 The resource requirements of $3,312,000 provide for five posts and related non-post requirements. The change in post composition reflects: (a) the reclassification of a P-5 post for the Chief of the Division to the D-1 level, in line with the increased responsibilities of the post following the reorganization of conference services at the United Nations Office at Nairobi; (b) a new P-3 post for an information technology programmer to manage the information and performance monitoring systems and to oversee technical support for further automation initiatives; and (c) redeployment of two Local level posts from subprogramme 2 to this subprogramme to strengthen the planning and monitoring capacity. The non-post requirements, including net resource growth of $73,300, represent the centralized provision of temporary assistance, overtime, various general operating costs, contractual services and the acquisition, replacement and maintenance of office automation and conference-servicing equipment for the Division as a whole.

Subprogramme 2
Translation and editorial services

Resource requirements (before recosting): $1,228,200

2.90 The activities under this subprogramme are the responsibility of the Translation and Editorial Section. During the biennium 2004-2005, the Section will emphasize the quality of translation and editing through the more efficient utilization of computer-assisted translation tools.

Table 2.41 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: The efficient and timely issuance of documentation and other written materials reflecting high-quality editing and translation.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of edited and translated documents	The degree of satisfaction expressed by Member States, members of expert bodies and officials of user departments (survey respondents) on the quality of the editing and translation of documents *Performance measures*: 2000-2001: not available Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.91 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) The submission of unforeseen high-priority documents will not be detrimental to the processing of planned documents;

(b) Documents submitted by author offices complies with established rules regarding formats and page limits.

Outputs

2.92 During the biennium 2004-2005, the following outputs will be delivered:

(a) Translation services: translating and revising documents, official correspondence and publications; providing quality assessment and control of contractual translations; providing reference and terminology services for translators, interpreters and editors; and providing contractual translation, editing, proof-reading, typesetting, typing and other services;

(b) Editorial services: editing of parliamentary documentation and official records and provision of quality control for contractual editing.

Table 2.42 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	1 485.6	1 228.2	18	12
Non-post	-	-	-	-
Total	**1 485.6**	**1 228.2**	**18**	**12**
Extrabudgetary	5 945.8	5 298.4	30	38

2.93 The requirements of $1,228,200 provide for the 12 established posts. The decrease represents the redeployment of six Local level posts to subprogrammes 1 and 3 to strengthen the planning and monitoring capacity and support for interpretation and publishing services.

Subprogramme 3
Interpretation, meeting and publishing services

Resource requirements (before recosting): $4,570,700

2.94 The activities under this subprogramme are under the responsibility of the Interpretation and Publishing Service. During the biennium 2004-2005, the service will ensure efficient and accurate interpretation services and the timely production and distribution of documents and publications in the official languages of the Organization.

Table 2.43 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To provide efficient and accurate interpretation services and to ensure the timely production and distribution of documents and publications in the official languages of the Organization.

Expected accomplishments	*Indicators of achievement*
Enhancement of the quality of interpretation provided to scheduled meetings	The degree of satisfaction expressed by Member States, members of expert bodies and other users (survey respondents) on the quality of interpretation *Performance measures*: 2000-2001: not available Estimate 2002-2003: to be determined through a survey Target 2004-2005: to be determined through a survey

External factors

2.95 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Changes to the established programme of meetings that are unexpected or submitted on short notice will be made only occasionally;

(b) Documentation is submitted for printing in accordance with established rules.

Outputs

2.96 During the biennium 2004-2005, the following outputs will be delivered:

(a) Interpretation: provision of interpretation services for meetings held at and away from the United Nations Office at Nairobi;

(b) Text processing: preparation of fair copy for the reproduction of documents in the six official languages; electronic archiving of those documents; and processing and dispatching of letters and notes verbales;

(c) Copy preparation: preparation of mechanicals of official records and other materials using desktop publishing software;

(d) Reproduction: printing and binding of documents and other materials;

(e) Distribution: distribution and storage of documents and other materials and control of the storage of materials on ODS and archiving of documents on microfiche.

Table 2.44 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	4 399.1	4 570.7	20	24
Non-post	-	-	-	-
Total	**4 399.1**	**4 570.7**	**20**	**24**
Extrabudgetary	2 419.5	1 261.4	33	20

2.97 The resource requirements of $4,570,700, including an increase of $171,600, provide for 24 established posts in the Interpretation and Publishing Service. The increase in post requirements represents the redeployment of four Local level posts from subprogramme 2 to this subprogramme to strengthen support for interpretation and publishing services.

D. Programme support

Resource requirements (before recosting): $3,086,200

2.98 The Executive Office of the Department for General Assembly and Conference Management provides central administrative services to the Department in the areas of human resources management and financial and general administration. The recruitment of short-term staff, as well as a number of administrative processing actions, including the re-recruitment of short-term

language staff, the screening of applicants for advertised language posts, the granting of special post allowance and the renewal of contracts, have been undertaken by the Executive Office since 1999 as a result of the delegation of authority by the Office of Human Resources Management. The Information Technology Unit, which until the biennium 2002-2003 was part of the Executive Office, is now presented under subprogramme 2, Planning, development and coordination, of the programme General Assembly affairs and conference services, New York, to reflect the strategic importance of information technology in the programme of work.

Table 2.45 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2002-2003*	*2004-2005 (before recosting)*	*2002-2003*	*2004-2005*
Regular budget				
Post	2 939.9	2 995.1	18	18
Non-post	91.1	91.1	-	-
Total	**3 031.0**	**3 086.2**	**18**	**18**
Extrabudgetary	-	-	-	-

2.99 The resource requirements of $3,086,200, including an increase of $55,200, provide for the continuation of 18 posts and related operational non-post requirements. The increase of $55,200 relates to the delayed impact of a post newly established in the biennium 2002-2003.

Table 2.46 **Summary of follow-up action taken to implement relevant recommendations of the oversight bodies and the Advisory Committee on Administrative and Budgetary Questions**

Brief description of the recommendation	*Action taken to implement the recommendation*
Advisory Committee on Administrative and Budgetary Questions (A/56/7)	
The Advisory Committee observed that the presentation under section 2 of the proposed programme budget should, if possible, include the provision of conference services throughout the United Nations. The Committee requested the Secretary-General to explore the technical feasibility of such a consolidated presentation, which would provide an overall view of the total conference-servicing requirements under the regular budget in much the same way that the consolidated calendar of conferences shows the totality of meetings to be held (para. I.27).	Table A.2.1 of the annex to the present document provides information for overall conference-servicing requirements for United Nation offices in New York, Geneva, Vienna, and Nairobi, as well as requirements separately budgeted for regional commissions.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Advisory Committee reiterated that the structure of the section, particularly regarding library services in Geneva and Vienna, should be reviewed with a view to rationalizing it, taking into account the views of the libraries and the users (para. I.29).	The library services are under review in the context of the reform measures submitted by the Secretary-General to the General Assembly in his report (A/57/387 and Corr.1). The outcome of the review will be reported to the General Assembly at its fifty-eighth session.
The Advisory Committee observed that publishing services, for example, had little to do with interpretation; however, New York, Geneva, Vienna and Nairobi all had a subprogramme entitled "Interpretation, meeting and publishing services". The structure of the subprogrammes should be reviewed and consideration given to changing it to combine similar services under the same subprogramme. Publishing should be grouped together with services dealing with the processing and production of documents, such as translation, editing, printing and dissemination (including the Internet). The Committee requested that, in future budget submissions, publishing be separated from interpretation, and that the possibility of presenting it as part of translation and editing be considered (paras. I.30, I.62 and I.65).	The Meetings and Publishing Division of the Department for General Assembly and Conference Management is operation-oriented. Removing its publishing aspects and regrouping them with the content-oriented side of documentation (translation, editing, etc.) would make the Documentation Division unwieldy without improving the flow of documentation. As reflected in the report of the Secretary-General on improving the performance of the Department, the Meetings and Publishing Division is responsible for the operational aspects of the flow — text processing, printing and distributing — as well as for the operational aspects of meetings, including interpretation (see A/57/289, annex II, para. 3). Furthermore, not all documents printed and distributed, for example, verbatim records and some of the publications, are processed by the Documentation Division. For the sake of consistency, the same approach was applied with regard to publishing activities in Geneva, Vienna and Nairobi. It should also be noted that this presentation is consistent with the scope and composition of subprogramme 4 of programme 6 of the medium-term plan for the period 2002-2005.
The Advisory Committee recommended that the Secretariat give some consideration to reinstituting the in-house interpreter-training programme, which was established in 1974 and suspended in 1992 owing to budgetary constraints, despite a high rate of success (para. I.47).	Proposals for establishing the training programme on a continuous basis were made in the context of restructuring the Department. They are contained in document A/57/228, chapter IV.C.
The Advisory Committee indicated that the information provided in table 2.35 of the proposed programme budget for the biennium 2002-2003 was not an adequate response to the concerns raised by the Committee concerning	Some disparities between language services were addressed in the 2002-2003 programme budget. A further review of the staffing of all translation services and interpretation sections in 2002 led to proposals for the biennium

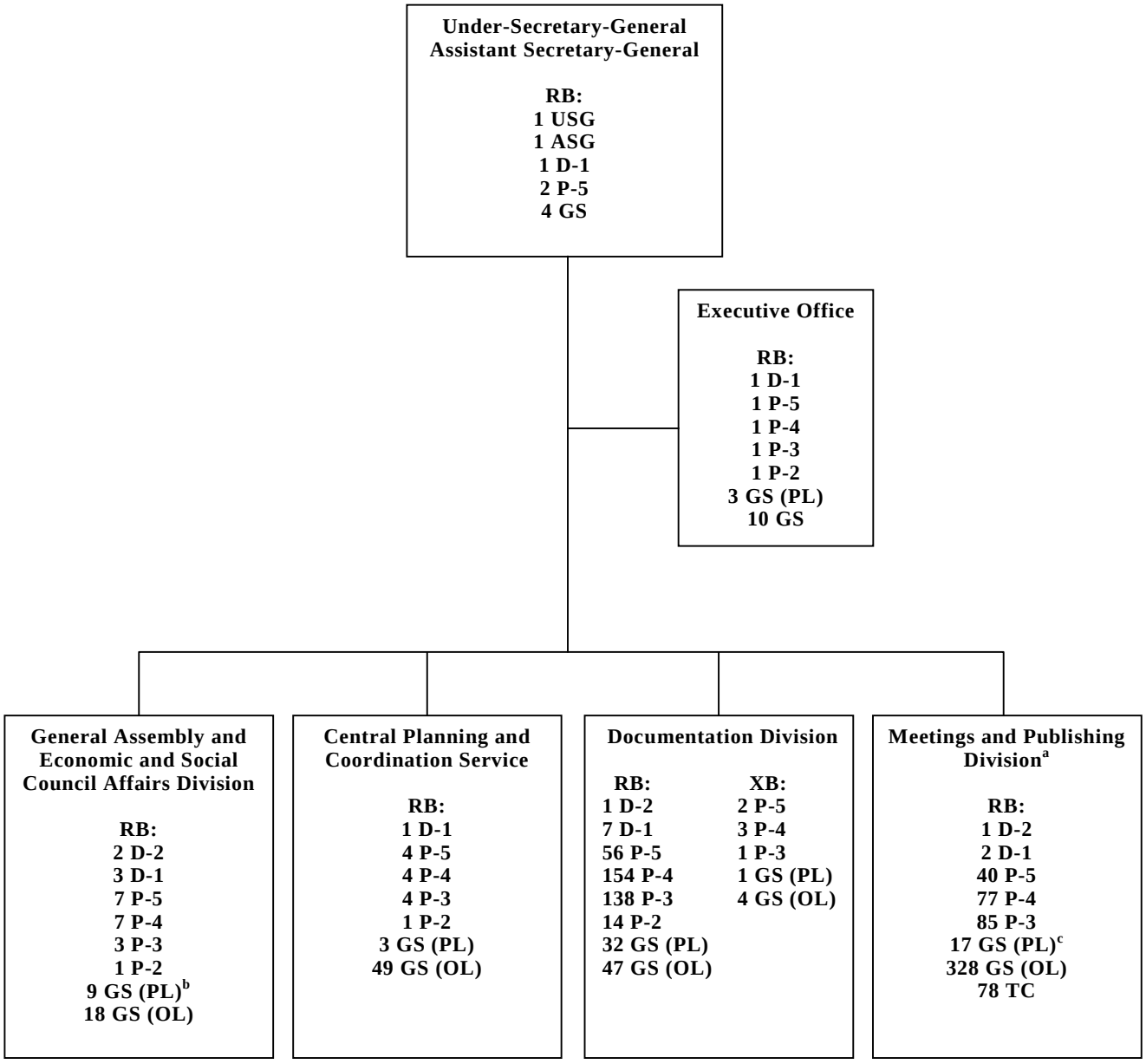
Brief description of the recommendation	*Action taken to implement the recommendation*
career development in the language services, especially given the fact that the Committee had specifically requested that the comprehensive review be conducted prior to the preparation of the proposed programme budget for the biennium 2002-2003 (para. I.48).	2004-2005 of a more equitable distribution of staff in the Documentation Division, as well as in the Interpretation Service.
The Advisory Committee recommended that the Secretary-General consider a system-wide approach to the most efficient use of remote translation to reinforce capacity (para. I.49).	The use of remote translation for servicing conferences and meetings away from Headquarters is primarily a coordinated approach between the four duty stations (New York, Geneva, Vienna, Nairobi). However, workload-sharing and staff-sharing is used for specific cases.
The Advisory Committee recommended that workload standards for conference services be kept under review (para. I.52).	The report of the Secretary-General on improving the performance of the Department stated that it might be better to develop full-system performance measures and focus more on those measures and not simply on individual work standards (A/57/289, annex I, para. 9). The Department will embark on a detailed study of the matter.
The Advisory Committee encouraged continued exploration of the feasibility of large-scale remote interpretation (para. I.54).	The Department intends to pursue the possibilities for working globally through distance work in the areas of interpretation, translation and editing. The current state of technology for remote interpretation still does not permit its use. However, progress in improving the technology continues to be monitored and reported on, with a view to utilizing remote interpretation upon intergovernmental approval and once the remaining technical difficulties and the impact on the working conditions of interpreters has been reviewed and taken into consideration (see A/57/289, para. 35).
The Advisory Committee expressed the opinion that further investments in remote translation and the implications of remote translation with respect to staff deployment be analysed (para. I.55).	The expansion of distance work for translation is promising and will continue to be pursued. Specific proposals with regard to revising the existing pay scales and making the work more accessible via further development of electronic transmission are being developed (see ibid., paras. 36-37).

Brief description of the recommendation	*Action taken to implement the recommendation*
The Advisory Committee requested the Secretary-General to review the criterion for determining the level of posts of Secretaries of the Main Committees of the General Assembly and the principal organs of the United Nations, and to report thereon in the context of the proposed programme budget for the biennium 2004-2005, even if it meant eventual downward reclassification (para. I.59).	The issue is under careful review in view of the integration of the technical secretariat services of the Main Committees.
The Advisory Committee recommended further development of the voice recognition project and requested that an assessment be undertaken to determine the effect this technology would have on conference services at the United Nations before it was applied broadly (para. I.67).	Core user groups of four languages (Chinese, English, French and Spanish) in the translation and verbatim reporting sections have participated in training and have begun using voice-recognition software (Dragon Naturally Speaking) in their work. The degree of success varies somewhat with different languages. An assessment is being undertaken to determine the cause of difficulties with certain languages and to further expand its use.
Board of Auditors (A/57/5 and Corr.1, vol. I, chap. II)	
The Board recommended that United Nations Headquarters and the United Nations Office at Vienna either reorganize the conference services under a single D-1 post to comply with the budget or submit an accurate staffing table for approval by the General Assembly (para. 221).	While there are two D-1 staff currently assigned to conference services in Vienna, one on an established post and one on a temporary assistance basis, it is not anticipated under present circumstances that there will be a permanent need for two D-1 staff in the unit concerned. Under the circumstances, the Secretary-General does not intend to request the establishment of an additional D-1 post. Accordingly, the present ad hoc arrangement utilizing temporary assistance to accommodate the supernumerary D-1 staff member will be continued until the staff member either separates from service or is placed in another assignment against a post at the appropriate level (A/57/416, para. 149).
The Board recommended that the Administration: (a) set specific standards or performance indicators to serve as guide in evaluating programme performance; and (b) initiate and design a feedback monitoring mechanism to assess and formulate strategies for improving the quality of conference and meeting	Workload standards are clearly specified for all language-related staff and are monitored on a regular basis both quantitatively and qualitatively. For all other conference-servicing and technical secretariat staff, their service is entirely geared to the requests of the clients and is measured by the satisfaction of the latter with their performance. However, the

Brief description of the recommendation	*Action taken to implement the recommendation*
services provided (para. 279).	Department has concluded that the existing workload standards and performance indicators only partially measure the contributions of the staff and that a comprehensive way to measure productivity should be found, focusing on the measurement of client satisfaction with full-system outcomes and total cost efficiencies. The Department is currently seeking a legislative mandate to proceed with the new approach. The issue of establishing a feedback-monitoring mechanism is addressed. The Department is considering, among other things, systematically conducting surveys at various levels and with various scopes to ascertain the satisfaction of the clients (ibid., paras. 203 and 204).
The Board recommended that the Administration fast-track the establishment of an integrated computerized system that would link the database of all the divisions, sections and units of the Department (para. 282).	The computerized system (e-Meets) has been initiated and, in its initial stages, will serve as the database for all aspects of meeting planning and scheduling, including maintenance of the relevant statistical data and generating required reports. Further development analysis is foreseen to assess the potential of e-Meets as the central database of the Department and its development through linkage or expansion (ibid., para. 207).
The Board recommended that the Administration anticipate and plan for the expansion to a higher-capacity database system so that the number of reports that may be generated is not limited to a small number, taking into consideration the cost of such expansion compared with the system currently used (para. 285).	The upgrading of e-DRITS is under way to resolve the problem. Decisions regarding the documentation tracking system are also an integral part of the analysis and further development of the e-Meets system (ibid., para. 210).

Department for General Assembly and Conference Management, New York

Organizational structure and post distribution for the biennium 2004-2005



Abbreviations: RB, regular budget; XB, extrabudgetary; GS, General Service; PL, Principal level; OL, Other level; TC, Trades and Crafts.

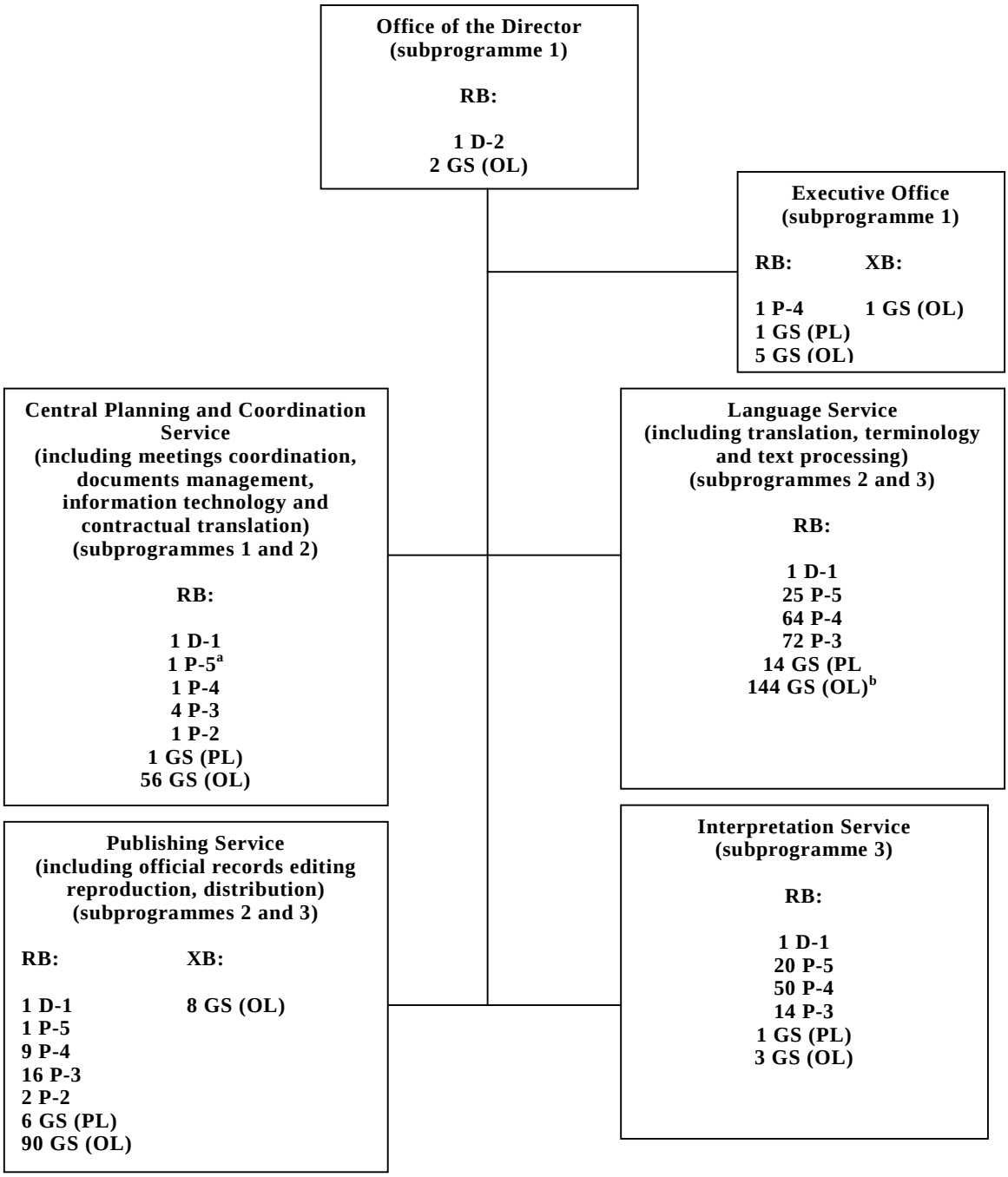
[a] Includes 10 new posts (2 P-5, 3 P-4, 5 P-3) converted from temporary assistance.

[b] Includes 1 reclassification.

[c] Includes 3 reclassifications.

Conference Services Division, Geneva

Organizational structure and post distribution for the biennium 2004-2005



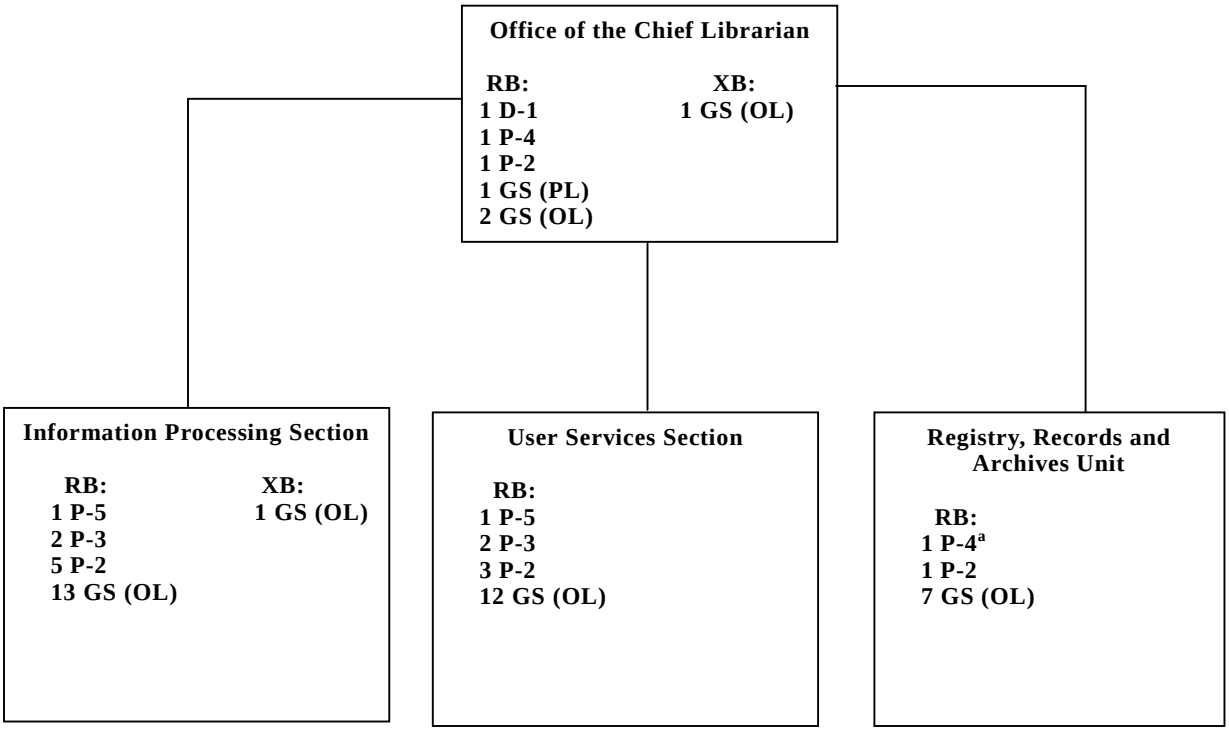
Abbreviations: RB, regular budget; XB, extrabudgetary; GS, General Service; PL, Principal level; OL, Other level.

[a] Reclassification.

[b] Includes two new posts converted from temporary assistance resources.

United Nations Office at Geneva Library

Organizational structure and post distribution for the biennium 2004-2005

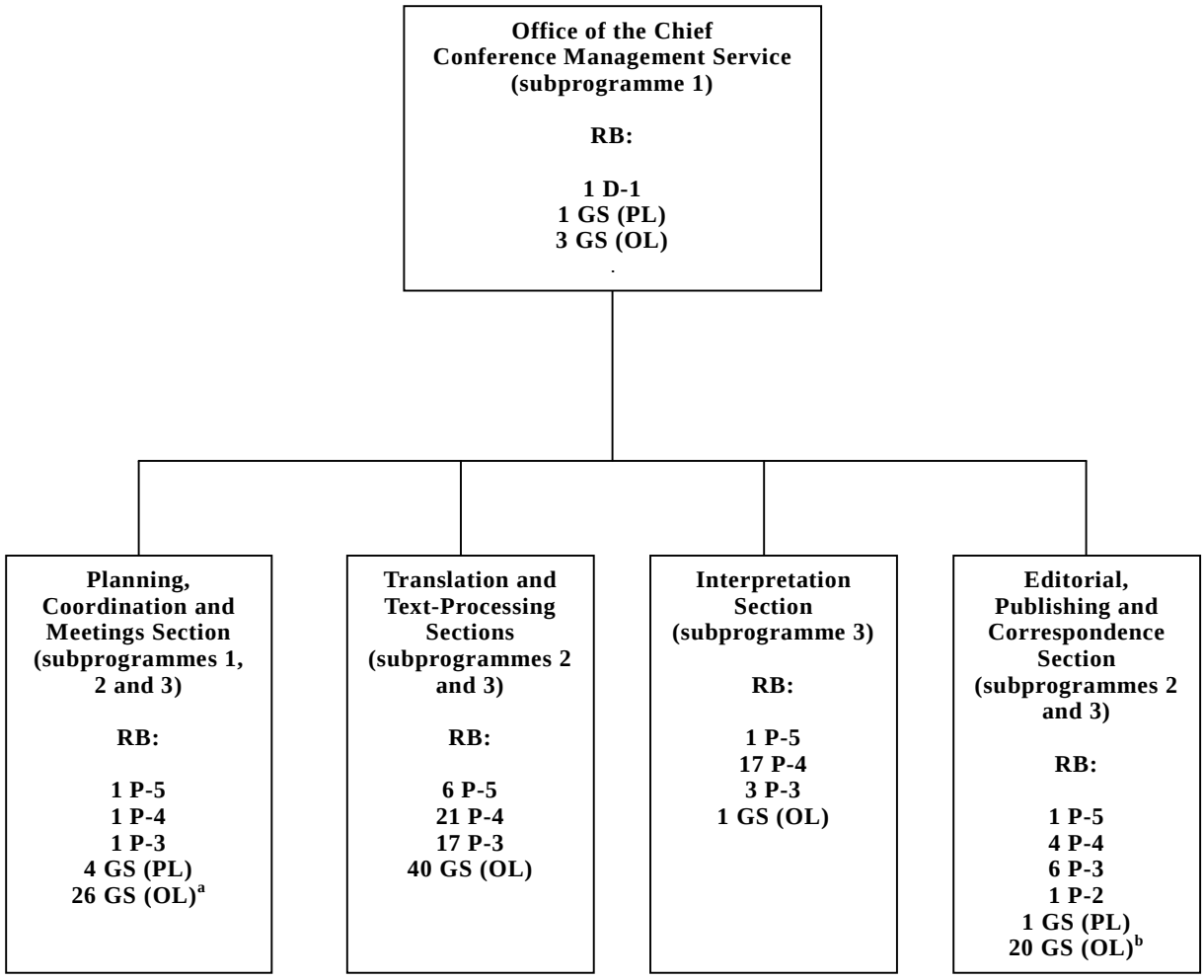


Abbreviations: RB, regular budget; XB, extrabudgetary; GS, General Service; PL, Principal level; OL, Other level.

[a] Reclassification.

Conference Management Services, Vienna

Organizational structure and post distribution for the biennium 2004-2005



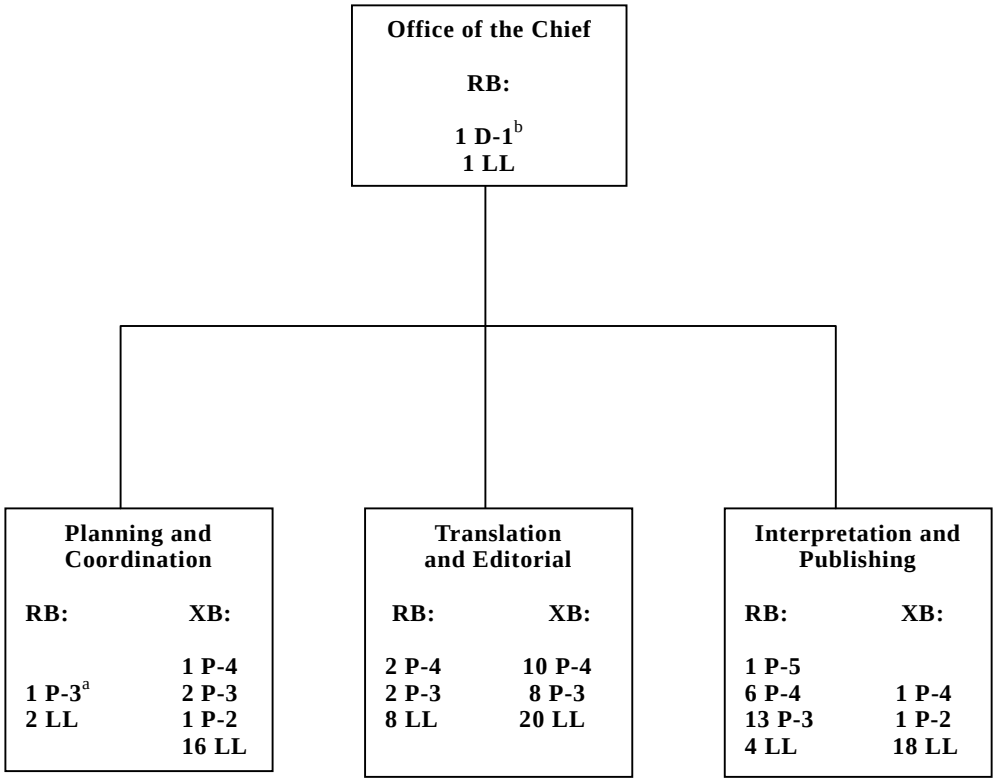
Abbreviations: RB, regular budget; GS, General Service; PL, Principal level; OL, Other level.

[a] Includes three new posts converted from temporary assistance resources.

[b] Includes one new post converted from temporary assistance resources.

Division of Conference Services, Nairobi

Organizational structure and post distribution for the biennium 2004-2005



Abbreviations: RB, regular budget; XB, extrabudgetary; LL, Local level.

[a] New posts.

[b] Reclassification.

Annex I

Overall conference-servicing requirements, under the regular budget, for United Nations offices and regional commissions

(Thousands of United States dollars)

	Total before recosting	*Recosting*	*2004-2005 estimate*
Conference-servicing requirements under section 2, General Assembly affairs and conference services			
General Assembly affairs and conference services, New York	278 582.0	17 001.7	295 583.7
Conference and library services, Geneva	144 650.0	5 682.4	150 332.4
Conference and library services, Vienna	29 494.4	951.4	30 445.8
Conference services, Nairobi	9 110.9	713.0	9 823.9
Subtotal	**461 837.3**	**24 348.5**	**486 185.8**[a]
Conference-servicing requirements under sections 18, 19, 21 and 22			
Section 18, Economic and social development in Africa	7 127.5	139.6	7 267.1
Section 19, Economic and social development in Asia and the Pacific	6 874.0	445.3	7 319.3
Section 21, Economic and social development in Latin America and the Caribbean	6 443.6	371.3	6 814.9
Section 22, Economic and social development in Western Asia	5 037.8	248.6	5 286.4
Subtotal	**25 482.9**	**1 204.8**	**26 687.7**
Total	**487 320.2**	**25 553.3**	**512 873.5**

[a] Excludes amounts budgeted under section 2 for executive direction and management and programme support.

Annex II

Recurrent outputs not to be carried out in the biennium 2004-2005

A/56/6 (Sect. 2) paragraph	*Output*	*Quantity*	*Reason for discontinuation*
2.27 (a) (ix)	High-level Open-ended Working Group on the Financial Situation of the United Nations	60 meetings	Not operational. The last report (A/51/43) was issued at the fifty-first session of the General Assembly in 1997.
2.27 (a) (x)	Open-ended Working Group on an Agenda for Peace and its four subgroups, on Preventive Diplomacy and Peacemaking, the Question of United Nations-imposed Sanctions, Post-Conflict Peace-Building and Coordination	160 meetings	Not operational. The last reference to the Group was contained in the note by the President of the General Assembly (A/52/1015) at its fifty-second session in 1998.
2.27 (b) (ii)	Relevant sections of the *Repertory of Practice of United Nations Organs*	1	All programme budget outputs related to the production of the *Repertory of Practice of United Nations Organs* have been eliminated from these proposals, as the *Repertory* will no longer be produced by the United Nations.
	Total	**221**	