



PROTOCOL AND LIAISON SERVICE
DEPARTMENT FOR GENERAL ASSEMBLY AND CONFERENCE MANAGEMENT

The Protocol and Liaison Service of the Department for General Assembly and Conference Management (DGACM) of the United Nations presents its compliments to the Permanent Missions and Observer Offices to the United Nations and to the Liaison Offices of the Specialized Agencies and related organizations and has the honour to inform that, as of 1 March 2020, and in order to streamline business processes, the Protocol and Liaison Service will no longer be accepting the submission of documents by fax. All official communication addressed to the Protocol and Liaison Service should be submitted either by email to unprotocol@un.org or in hard copy.

As a general rule, if an official document is required in order for the Protocol and Liaison Service to process a request, it is preferred that the necessary paperwork be submitted in hard copy **only**, accompanying the original official document. In the following cases, original official documents are required (sending the same paperwork additionally by email should be avoided):

- First time registration of mission personnel (required: passports and photos, accompanied by cover letter and necessary paperwork)
- Termination of personnel (required: original State ID/Tax Exemption cards/driver licenses/UN grounds passes, accompanied by cover letter and necessary paperwork)
- Requests for new/changes of eRegistration accounts (required: Cover letter and SG.39 form, must be stamped and signed by the Permanent Representative)

An original official document is not required in the following cases:

- Requests for renewal of grounds passes,
- Changes of address,
- Changes of telephone numbers,
- Changes of visa status,
- Promotion of mission personnel,
- Information about absences of Permanent Representatives

Therefore, the cover letter and accompanying scanned documents or forms should be sent **only** by email to unprotocol@un.org.

The Protocol and Liaison Service will organize a briefing on registration matters for all Permanent Missions, Observer Offices and Specialized Agencies and related organizations personnel in spring. An exact date will be communicated at a later time.

The Protocol and Liaison Service of the Department for General Assembly and Conference Management (DGACM) avails itself of this opportunity to renew to the Permanent Missions and Observer Offices to the United Nations and Liaison offices of the Specialized Agencies and related organizations the assurances of its highest consideration.

