



United Nations
Educational, Scientific and
Cultural Organization

**The Assistant Director-General
for Priority Africa and External Relations**

To all Permanent Delegations to UNESCO

19 November 2020

Ref.: ADG/PAX/20/M.7885

**Subject: Updating of the Official Correspondence Guide and
launch of the Constituency Relationships Management (CRM)
Portal**

Sir/Madam,

In order to improve the communication of the Organization with its official partners throughout the world, the Sector for Priority Africa and External Relations (PAX) periodically updates its data relating to national authorities responsible for UNESCO's fields of competence.

As you will recall, UNESCO has been working on implementation of the Constituency Relationships Management (CRM) tool designed to manage all contacts including National Commissions, Permanent Delegations, donors and partners, as well as to provide a centralized events management system.

The CRM, regularly updated by PAX, indicates the contact addresses of Member States, Associate Members, National Commissions for UNESCO and Permanent Delegations to UNESCO. It also contains guidelines on the language to be used in official correspondence, the transmission modalities and the preference of the Member States for receiving official correspondence electronically or by regular post (or both).

In addition, some of you have already participated in the pilot phase of the CRM Portal, created by UNESCO in order to improve the data sharing with its main stakeholders and allowing National Commission/Permanent Delegations to access to information related to official contacts and organizations. We are grateful for your participation and feedback for the new Portal.

You will find information concerning the Official Correspondence and namely the data concerning your country produced in line with information currently available by accessing the link http://www.unesco.org/new/en/member-states/member-states-information/Official_correspondence/, available on the <http://www.unesco.int> website, dedicated to Member States and their National Commissions. You may wish to propose your own modifications by requesting access to the Portal at <https://crmportal.unesco.org/en-US/> (please follow the instructions contained in the basic user guide available on this website).

I would appreciate receiving any changes to this data by **15 December 2020 at the latest**, either by proposing changes directly on the Portal where available, or by e-mail to:

- For all countries, except those in sub-Saharan Africa

Division of External Relations
Priority Africa and External Relations Sector
UNESCO
7, Place de Fontenoy
75352 Paris 07 SP
E-mail: zh.wang@unesco.org

- For the countries of Sub-Saharan Africa

Division of Priority Africa Coordination
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In addition, I would like to solicit your agreement to reproduce the photographs of the Permanent Delegate and of members of the National Commission, when available, in various publications issued by UNESCO.

I take this opportunity to invite you to communicate to us in the future, as well as to the relevant UNESCO Field Office, any change that might occur with respect to this information.

I thank you for your valuable participation in this exercise.

Yours sincerely,



Firmin Edouard Matoko