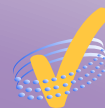




Central Election Commission
Komisioni Qendror i Zgjedhjeve
Centralna Izborna Komisija
Merkez Seçim Komisyonu



2004

KOSOVO ASSEMBLY ELECTION 2004

Training **MANUAL**

Election Day
Instructions
for the Polling Station
Committee Chairperson

Dear Chairperson of the Polling Station Committee

Welcome to the Kosovo Election 2004. We are especially pleased that you will participate in the organization of the Kosovo Assembly Election that will be held on October 23rd, 2004.

Your function is most important as you will be responsible for ensuring that the election will be conducted in a manner which is in-keeping with international standards resulting in a process which is free, fair, transparent and inclusive. You and your team's efforts will play a major contribution in building democratic institutions which is for the benefit of all Kosovo citizens.

The elections of this year are further noteworthy as it will be first time that operational election responsibilities have been transferred to a local management body the Central Election Commission Secretariat. The role of the OSCE is mainly that of advising and monitoring for this aspect of the elections project.

As you know, on October 23, these will be the the fourth elections held since 2000, and the second to elect the Kosovo Assembly. The previous elections were evaluated as fair, legitimate and valid by the international community, political leaders and the people of Kosovo. This year, we hope to achieve the level of professionalism and transparency that was achieved in the elections of years 2000, 2001, and 2002.

Your position as Chairperson of this polling station is a vital part of this effort.

Election Day is one of the most high profile days in the Kosovo calendar and the election process. Your role is to ensure that all eligible voters have the possibility to cast their ballot and that the election results will reflect accurately the wishes of the Kosovo voters. Your presence will reinforce the feeling amongst the people in Kosovo that the Rules and Regulations are being implemented impartially, and irrespective of either ethnic allegiance or political conviction. In this way we will maintain the level of trust in the process and ensure the legitimacy of result.

We cordially welcome your presence in this Election and at the same time thank you for your important contribution for the good progress of the entire election process ensuring that we meet the highest of international standards.

Adnan **MEROVCI**

Chief Executive Officer
CEC Secretariat



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I. YOUR OBLIGATIONS AS CHAIRPERSON

THE ELECTORAL SYSTEM IN 2004 BACKGROUND

The 2004 Kosovo Assembly Elections will be administered under a single district, closed-list proportional system. For the purpose of this year's election, Kosovo is considered a single electoral district where the voters, regardless of where they live, cast their votes in favor of a Political Entity rather than for individual candidates. Also, the Political Entities are represented in the Assembly in proportion to the votes they receive.

The Assembly, currently elected for a three year-term, consists of a total of 120 deputies. While 100 seats are distributed amongst all Political Entities in proportion to the number of valid votes they obtained, 20 seats are reserved for the additional representation of non-Albanian Kosovo communities. The system of set-aside seats was introduced in 2001 to ensure representation of smaller communities in the Assembly. The set-aside seats are allocated as follows: Ten seats are reserved for the Kosovo Serb community in proportion to the number of votes they receive in the election. The remaining ten seats are divided amongst Roma, Ashkali and Egyptian (4), the Bosniak community (3), the Turkish community (2) and the Gorani community (1).

In the 2004 Assembly Elections, voters will cast their votes in Kosovo, out of Kosovo in thirty (30) countries, and in Serbia & Montenegro.

As a member of the Polling Station Committee (PSC), you are one of the few election officials with whom the majority of voters will have direct contact during the course of the election. It is therefore of utmost importance that you maintain the highest level of professional conduct and integrity as you fulfil your duties in serving the voters of Kosovo. This includes your pre-election tasks such as attending training and setting up your Polling Station, as well as your responsibilities on Election Day during the Ballot count and reporting of Polling Station results.

Your conduct should ensure the accuracy of the vote, as well as the integrity, security, transparency, and tranquillity of the electoral process. This will help build a sustainable level of trust in our electoral system.

Common Courtesies when Serving Voters

Always provide polite, courteous, patient and friendly service to all voters, PSC members, and domestic and international observers. When serving voters with limited abilities, take the necessary time to explain the voting process and direct them to the person responsible for assisting them.

Code of Conduct for PSC Members

All PSC members signed the Code of Conduct for PSC Members. The signed original was placed in the PSC member's personnel file. See *Annex 1 to Electoral Rule No. 9/2004 for the Code of Conduct*.

POLLING CENTRES AND POLLING STATIONS

A **Polling Centre** (PCTR) is a building in which one or more Polling Stations (PS) are located. The Polling Centre also includes the area within 25 metres surrounding the building. In most cases, the buildings used as Polling Centres will be schools or community facilities.

A **Polling Station** is a designated room, hall, or similar facility in the PCTR where voting will be conducted. A Polling Station is usually a classroom. Each Polling Station will be assigned approximately 1000 voters. *See Section 1 of Electoral Rule No. 13/2004 for further details.*

The last Polling Station in every Polling Centre is a **Dual Polling Station (DPS)**, where both Regular and Conditional Ballots may be cast.

Polling Centre Management

The **PSC Chairperson** is responsible for all activities in his/her Polling Station. The **Polling Centre Manager** is responsible for organising and planning all the activities in the Polling Centre, outside the Polling Stations.

Help Desks

Polling Centres will generally have a Help Desk to assist voters who have come to the wrong Polling Centre, cannot be found on the Final Voters List (FVL), or may not have acceptable identification documents. Help Desk staff will refer to the Municipal-Wide Voters List (MWVL) to send the voter to his/her assigned Polling Centre.

Polling Station Committee Members

Most **Polling Station Committees** consist of a total of five members led by the **PSC Chairperson**. Other committee members are a **Queue Controller (QC)**, an **Identification (ID) Officer**, a **Ballot Issuer (BI)**, and a **Ballot Box Monitor (BBM)**. A Polling Station may have up to 1000 voters assigned to it. In the case where a Polling Station has less than 300 voters, the PSC will have only four members.

In this case, the Queue Controller's duties will be shared among the other members, with the PSC Chairperson ensuring that the Ballot Box is monitored at all times. *See Chapter IV for additional details on the duties of the PSC members.*



II. ACTIVITIES PRIOR TO ELECTION DAY

Advance Planning by the PSC Chairperson

The PSC Chairperson is responsible for the overall operation of the Polling Station. Prior to the election, a number of preparatory tasks must be completed by the PSC Chairperson and the other PSC members so that the voting process on Election Day works well.

RECEIPT OF NON-SENSITIVE MATERIAL

The PSC Chairperson will pick up the Non-Sensitive Material at the hub the day before Election Day and transport it to his/her PS. Additionally, specific PSC Chairpeople will be responsible for receiving from the hub, delivering to the PCTR Manager, and retrieving from the PCTR Manager the Municipal-Wide Voters List.

Non-Sensitive Material

- Ultra Violet (UV) Lamp
- Invisible Ink
- Poll Book
- Reconciliation and Results Form (RRF)
- Ink and Ink Pads
- Voting Screens
- Ballot Box
- Security Seals
- Conditional Ballot Envelopes **(FOR DUAL POLLING STATIONS ONLY)**
- Secrecy Envelopes **(FOR DUAL POLLING STATIONS ONLY)**
- Municipal-Wide Voters List **(FOR SPECIFIED STATIONS ONLY)**
- Various Stationery items (signs, pens, paper, etc.)

All PSC members are responsible for setting up the PS. This task must be completed the day before Election Day. Any rearrangement of the room that may be necessary before the polls open must not delay the opening of the PS at 07:00 on Election Day. No political campaign material of any kind is allowed in the PS.

Preparations in the Polling Station

On the day before Election Day, the Non-Sensitive Material in the Ballot Box should be unpacked. As each item is unpacked, it should be checked off on the Materials Check List. All lamps and batteries should be tested. Do not wait until Election Day! Any missing supplies should be reported immediately to the Municipal Election Commission (MEC) contact point so the PS can be re-supplied before voting starts.

SETTING UP THE POLLING STATION

The Polling Station must be organised to allow the most efficient flow of voters throughout the day:

- Seating should be arranged so that the PSC members and accredited observers and accredited media representatives referred to in Section 3 of Electoral Rule 13/2004 can view the entire voting process and have a clear view of the Ballot Box at all times.
- Tables should be arranged so that all PSC members can see the voters entering the PS and allow sufficient space for voters with limited mobility to pass easily.
- Voting Screens should be placed to ensure that a voter can vote in secret. It may be necessary to cover windows.

The organization of the PS will be determined by the size and shape of the room and the location of entrance and exit doors. Try different configurations until one works.

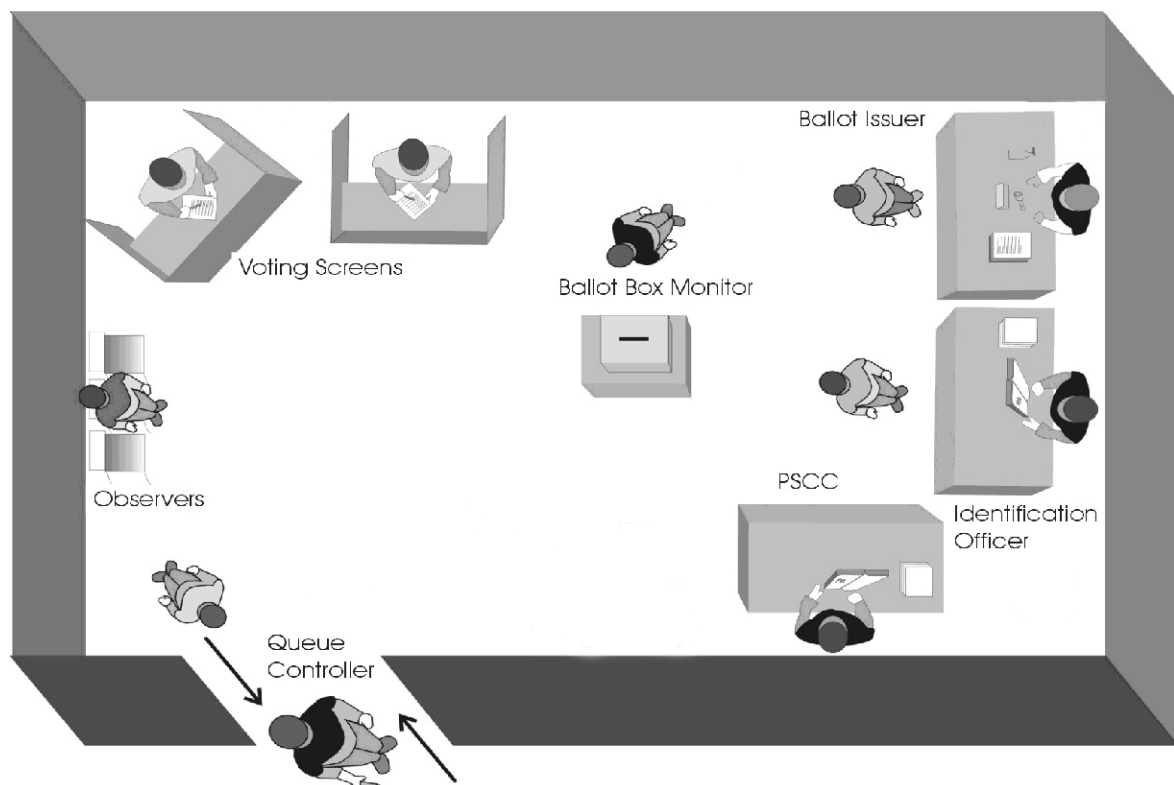
Post Signs and Notices

The following notices must be prominently displayed inside and outside the Polling Station:

- Alphabetical lists assigning voters to a particular Polling Station,
- Directional Arrow Signs
- "How to Mark the Ballot" Posters (DO NOT put these behind the voting screens)
- Candidate Lists
- "No Smoking" Signs
- "No Weapons" Signs

Simulations of Election Day Procedures

Once the PS has been set up and all materials have been checked, the PSC Chairperson should conduct voting, counting and packing practice sessions to increase the PSC members' understanding of Election Day procedures.



III. ELECTION MORNING PREPARATION

RECEIPT OF SENSITIVE MATERIAL

The PSC Chairperson will pick up Sensitive Materials at the hub on the morning of Election Day early enough to ensure arrival at the PS no later than 6:00, taking into account driving time and conditions. Sensitive Materials are those items that are critical to the processing of voters and the counting and reporting of results. All PSC Chairpeople assigned to the same PCTR will be escorted together by the KPS to their PCTR for arrival no later than 06:00.

Sensitive Material

Sensitive Materials include:

- Ballots
- Final Voters List
- Conditional Voters List
- Official Ballot Stamp

Ballots

Ballots are stapled together in pads of 50. A Ballot Pack consists of four pads (200 Ballots) wrapped in clear plastic. Each Regular Polling Station will receive the number of Ballots closest to the number of voters on its Final Voters List rounded up to the next 50.

- The front of the Ballot includes the names of the political entities and instructions on to mark the Ballot in Albanian, Serbian, Bosnian, and Turkish.
- Only one Ballot Pack should be opened at a time. The PSC Chairperson must secure unopened Ballot Packs until the Ballot Issuer requests another pad.
- The Ballot Stub is the small portion of the Ballot above the perforation. The staples go through the stubs.
- A Ballot should be separated from the Stub only when it is issued to a voter. When a pad of 50 Ballots has been used, the 50 Stubs will remain stapled together.

Do not remove staples at any time.

Final Voters List

Every Polling Station will have a Final Voters List (FVL) that includes the names of all voters assigned to vote there. This document will be used to identify voters and eligibility to vote. Each voter will sign the FVL by his/her name to acknowledge that he/she has received a Ballot.

- The FVL for every PS within a PCTR will include voters within a specific alphabetical range. The alphabet will be divided to ensure that Polling Stations have a relatively equal number of voters to serve. Every attempt will be made to assign family members with the same family name to vote at the same PS.
- The **Final Voters List**, together with the blank **Conditional Voters List** and the **Adjustment List**, will be bound with a clear plastic cover on the front and a brightly coloured cover on the back.

- Names on the FVL will be listed in alphabetical order by family name, using the Latin alphabet and taking into consideration the unique characters used in Albanian, Serbian, Bosnian, and Turkish. For reference, the alphabetical order used is printed on the FVL
- The listing for each voter consists of a family name, first name, birth date, registration number and a scannable bar code. There will also be space for the voter's signature.
- There will be 20 voters listed on each page of the FVL and each list will be a maximum of 50 pages. The PSC Chairperson will ensure that all necessary adjustments to the FVL are made.
- The Final Voters List can be divided during the voting so that more than one voter can be processed at a time.

Official Ballot Stamp

The Official Ballot Stamp is used to mark each Ballot when it is issued to a voter. Ballots that are not stamped on the back are not Valid and will not be counted.

ARRIVAL AT POLLING CENTRES

Upon arrival at the PCTR, the PSC Chairperson will pick up any material that was stored over night by the PCTR Manager. The PSC Chairperson will ensure that the entrance to the PS is unlocked and has no obstructions that could have blocked the entrance over night.

FINAL POLLING STATION PREPARATIONS

Each PSC member must arrive at his/her assigned PS by 06:00. If any PSC members are missing, the PSC Chairperson should request reserves from the MEC. The PSC Chairperson must confirm that PSC members have a good understanding of their duties and verify that the Daily Attendance Records (DAR) are filled out.

The PSC Chairperson should ensure that the voting screens and workstations are arranged to facilitate the orderly flow of voters. The arrangement of tables and the direction of traffic flow should have been planned the day before. All signs should have been posted. If there was difficulty with access to the site, or the work could not be completed, the Polling Station must be set up on election morning in time for the 07:00 start of voting. *See Section 7 of Electoral Rule No. 13/2004 for further details.*

Check Supplies and Packing Envelopes

The PSC members should find a secure space to set out all supplies and materials and make sure that they have all supplies, packing envelopes, and other items such as pens, pencils, lamps, etc. that may be needed in the course of the day.

If any items are missing, the PCTR Manager should be notified so that any needed supplies can be brought to the PS. PSC members **MUST NOT** leave the PCTR to obtain supplies!

Before the First Voter Votes

Before voting begins, the following steps must be taken in full view of accredited observers and accredited media representatives:

- Section I and part of Section II of the Reconciliation and Results Form (RRF) Worksheet should be filled out. *See Annex for RRF sample.*
- The PSC Chairperson should display the empty Ballot Box to all present, and then seal both sides of the Ballot Box using the security seals provided. The seals must be pulled tight so that the top of the box is held securely to the Ballot Box with no gaps along the edge. It must be impossible to insert any material except through the slot on the top.

IV. CONDUCTING THE POLL

**ALL POLLING STATIONS WILL
OPEN AT 07:00 AND CLOSE AT 19:00 HOURS ON
SATURDAY, 23 OCTOBER 2004**

AUTHORISED PERSONNEL

The following persons are authorised to be present in a Polling Centre/Polling Station on Election Day:

- Voters
- Members of the PSC and PCTR staff
- UNMIK and OSCE staff members on official business with interpreters, if needed
- Central Election Commission members
- Central Election Commission Secretariat staff
- Municipal Election Commission members
- Accredited observers with interpreters, if needed
- UNMIK Department of Public Information accredited media representatives with interpreters, if needed
- Police on duty when called upon to restore order.

Observers and the Media

Accredited observers and accredited media representatives are both crucial to evaluate and report on the transparency and legitimacy of the election, and should be welcomed and not viewed as a burden. They must adhere to specific rules so that the voter can vote in secret and they may not impede the electoral process. If the PSC Chairperson believes that the number of accredited observers or accredited media representatives inside a PS is obstructing the polling process, he/she shall instruct them to reduce their numbers and take other steps to preserve the smooth operation of the electoral process.

Accredited observers may:

- Be present and closely observe the entire voting and counting process (with the exception of marking a Ballot by a voter), as long as they do not impede the electoral process or handle or restrict the use of any Polling Station material.
- Once the counting process has started, observers may leave a PS, but they may not return.
- Address all concerns to the PSC Chairperson and not to the other PSC members. The PSC Chairperson will address the PSC members directly about any issues that may arise.

Accredited media representatives may:

- Observe the voting process (with the exception of marking a Ballot by a voter), as long as they do not impede the electoral process or restrict the use of any Polling Station material.
- Film within a Polling Centre/Station as long as they do not record any voter's personal information or infringe upon the voter's secrecy;
- Conduct post-voting interviews with voters outside the 25-meter radius surrounding the Polling Centre with the permission of the voter;
- Film the voter's progress through the Polling Centre/Station with the permission of the Voter.

PSC Member Voting

The MEC, whenever possible, will assign the PSC members to PS(s) so that they will be able to vote where they are working. A PSC member not working at the PS where he/she is on the FVL shall cast his/her vote at the PS where he/she is assigned to vote whenever it is least likely to interrupt his/her work at the PS where he/she works. The PSC Chairperson shall ensure that only one PSC member is absent from the PS at a time. *See Section 13 of Electoral Rule No. 13/2004 for further details.*

Voters that Require Assistance

A voter with limited abilities may ask the PSC Chairperson to allow someone to help him/her mark the Ballot. The assistant chosen by a voter does not have to be a registered voter, and cannot be a member of the PSC, an accredited observer or an accredited media representative. A voter requiring assistance may have only one assistant who may accompany him/her behind the screen. If a voter needing assistance is illiterate, he/she will place a mark next to his/her name on the FVL and the Identification Officer will place his/her initials within the signature box to indicate that the mark was witnessed. The PSC Chairperson will monitor people providing assistance to ensure that any one assistant does not assist many voters during the day. The assistant may also vote, if eligible, either before or after (but not while) assisting the voter. The PSC Chairperson will discourage "Family Voting" by using his/her discretion when family members come to vote. *See Section 9 of Electoral Rule No. 13/2004 for further details.*

The Election Complaints and Appeals Commission

If a voter has a complaint regarding any aspect of the voting process, including exclusion from the FVL, the PSC Chairperson will advise him/her of his/her right to submit a complaint to the Election Complaints and Appeals Commission (ECAC) and provide him/her with an ECAC Complaint Form. The ECAC will include copies of the ECAC Complaint Form in the PS kits for this purpose. *See Annex for ECAC Complaint Form*

Neither the PSC Chairperson nor the PSC members should help a voter to complete the ECAC form (unless he/she requests assistance), nor should they accept the completed form. He/she should be told that he/she can submit the form in person, by fax, or by mail to the ECAC's offices in Prishtinë/Priština, in person at any OSCE Office, or through the ECAC mailbox located outside the offices of the CEC Secretariat. For any matters concerning polling and counting, complaints must be received within 24 hours after the complainant becomes aware of the alleged problem, but in any case no later than 48 hours after the alleged violation occurred. This deadline will be strictly enforced, because of the ECAC's need to adjudicate all complaints that may affect the election results quickly.

REGULAR POLLING STATION PROCEDURES

Determining a Regular Ballot Voter's Eligibility to Vote

In order to cast a Ballot, a voter must be at least 18 years of age, be civilly registered and prove his/her identity. See *Section 11 of Electoral Rule No. 13/2004 for further details.*

- Is the voter at least 18 years old? If not, the voter will be denied a Ballot.
- Is the voter's name in the Polling Station's Final Voters List? If not, the voter will be directed to the Polling Centre's Help Desk for further assistance.
- Does the voter have acceptable photo identification? Acceptable photo identification documents include only the following: a valid UNMiK personal Identification (ID) card, a valid UNMiK travel document, a valid UNMiK Driving License, a valid IDP card, or a valid Refugee card. If none of these is presented, the voter will be denied a Ballot. See *Annex for document samples.*

Other Reasons for Denying a Ballot to a Regular Ballot Voter

- The voter appears at a Polling Station and evidence of invisible ink is present on his/her fingers.
- The voter refuses to sign the Final Voters List (FVL).
- The voter refuses to have his/her finger sprayed with the invisible ink.

Step 1 - Queue Controller (Regular Ballot Voter)

The Queue Controller (QC) will be positioned at the entrance of the Polling Station and is responsible for maintaining the voters' queue. The QC will allow those with limited abilities to move to the front of the queue to vote. Additionally, the QC, with the permission of the PSC Chairperson, will allow local police in uniform and on duty to move to the front of the queue to vote.

The QC will ask the voters in the queue to provide acceptable photo identification.

Additionally, the QC will inspect the fingers of each voter with the ultraviolet lamp. If a voter should refuse the inspection or has evidence of ink on his/her fingers, the QC will ask him/her to leave the PS.

Then, the QC will notify the PSC Chairperson who will record the incident in the Poll Book.

If there is no evidence of ink on a voter's fingers,

The QC will direct him/her to the Identification Officer.



Step 2 - Identification Officer (Regular Ballot Voter)

The Identification (ID) Officer will verify a voter's identity and determine if he/she is eligible to vote at that PS by locating his/her name on the FVL using the voter's acceptable ID document. If a voter presents a valid Refugee card that does not have a photo, he/she may cast only a Conditional Ballot and will be instructed by the ID Officer to go to the Dual PS. If a voter does not present acceptable identification, he/she will be asked to leave the PS. If a voter cannot be found on the Polling Station's FVL, the ID Officer will direct him/her to the Help Desk for further assistance.

If a voter is eligible to cast a regular Ballot, the ID Officer will ask the voter to sign the FVL. If a voter is illiterate and unable to sign the FVL, he/she may make a mark next to his/her name on the FVL and the ID Officer will place his/her initials within the signature box to indicate that the mark was witnessed. If the voter refuses to sign or place his/her mark, the voter will be denied a Ballot and asked to leave the Polling Station. After a voter signs or makes his/her mark on the FVL, the ID Officer will direct him/her to the Ballot Issuer.

In the unlikely event that a voter returns after previously being refused a Ballot because he/she did not want his/her finger to be sprayed with invisible ink, the ID Officer will look for his/her name on the FVL and ask if he/she agrees to have the ink applied. When the voter's finger has been sprayed, the ID Officer will ask the voter to initial his/her signature (which was previously lined out when the Ballot was refused). The ID Officer will direct the voter to the Ballot Issuer to receive a Ballot and will notify the PSC Chairperson who will record his/her return in the Poll Book.

Step 3 - Ballot Issuer (Regular Ballot Voter)

The Ballot Issuer (BI) is responsible for distribution of the Ballots and the care of the Unused and Spoiled Ballots. Whenever the BI opens a Ballot Pack, he/she will count them and check if any Ballots are missing or if there are more than 50 Ballots per pad. The BI will report any irregularity to the PSC Chairperson. The BI will spray the voter's right index finger with invisible ink. If a voter refuses to have his/her finger sprayed, he/she will not be issued a Ballot and will be asked to leave the PS. Then, the BI will inform the PSC Chairperson who will record the incident in the Poll Book and line out his/her signature on the FVL. While the invisible ink dries, the BI will stamp the back of the Ballot with the Official Ballot Stamp, instruct him/her how to mark and fold the Ballot, and what to do if he/she spoils it. The BI will direct the voter to an unoccupied voter screen to mark the Ballot in secret. The BI will mark each Spoiled Ballot by writing "spoiled" on its back and keep it in a specially-designated envelope.

Step 4 Ballot Box Monitor (Regular Ballot Voter)



The Ballot Box Monitor (BBM) is responsible for monitoring the Ballot Box to prevent tampering and theft, and for checking the voter screens to ensure that only one voter votes at a time. The BBM will stay near the Ballot Box and have a good view of the voting screens at all times. From time to time, the BBM will inspect the voting screens to ensure that a pen is available and to cover up any inappropriate writing on the Screens. Finally, the BBM will ensure that every voter puts his/her Ballot into the Ballot Box and afterwards will ask him/her to leave the PS.

DUAL POLLING STATION PROCEDURES

In some cases, a voter may not appear on the FVL for the PS to which he/she was assigned. In this case, the voter will be directed to the Help Desk. If a voter has acceptable photo ID, he/she will be directed to the Dual Polling Station to vote by Conditional Ballot. A voter must also vote by Conditional Ballot if there is a "mark" next to his/her name on the FVL or he/she presents as ID a valid refugee card that does not have a photo. Additionally, a voter may vote by Conditional Ballot if he/she finds it convenient to do so. *See Section 12 of Electoral Rule No. 13/2004 for further details.*

Determining a Conditional Ballot Voter's Eligibility to Vote

In order to cast a Conditional Ballot, a voter must be at least 18 years of age, be civilly registered and prove his/her identity.

- Is the voter at least 18 years old? If not, the voter will be denied a Ballot.
- Does the voter have acceptable photo identification? If not, the voter will be denied a Ballot.

Other Reasons for Denying a Ballot to a Conditional Ballot Voter

- A voter appears at a Dual PS and evidence of ink is present on his/her fingers.
- A voter refuses to sign the Conditional Voters List.
- A voter refuses to sign the statement on the Conditional Ballot Envelope (CBE) affirming that the information provided is true and that he/she has not and will not try to vote by any other means in the election.
- A voter refuses to have his/her finger sprayed with the invisible ink.

Step 1 - Queue Controller (Conditional Ballot Voter)

Additional steps:

The Queue Controller performs the same steps for Conditional Ballot voters as for Regular Ballot voters.

Step 2 - Identification Officer (Conditional Ballot Voter)

Additional steps:

The Identification Officer will determine whether a voter is eligible to vote by Conditional Ballot based on the identification document presented. Without acceptable ID, the voter may not cast a Conditional Ballot. The ID Officer will enter the voter's information on the first available unused line on the Conditional Voters List (CVL) using his/her ID to record the family name and first name (exactly as shown on the ID) in CAPITAL LETTERS, as well as his/her registration number, if available.

If a voter presents a valid Refugee or IDP card and knows his/her nine or ten digit registration number, the ID Officer will record the number in the space provided and advise the voter that if the number is not correct, his/her Ballot may not be counted.

If a voter does not know his/her registration number, the ID Officer will draw a line through the space and advise him/her that, if he/she has not registered, the Ballot will not be counted. If a voter refuses to sign the CVL, he/she may not cast a Conditional Ballot and must leave the PS.



The ID Officer will complete the CBE, give the voter's ID and completed CBE to the Ballot Issuer, and direct the voter to the BI.

Step 3 - Ballot Issuer (Conditional Ballot Voter)

Additional steps:

The Ballot Issuer will take the completed CBE and the voter's ID document from the ID Officer, spray the voter's right index finger with invisible ink and fold, remove and stamp the back of a Ballot following the same procedures as for voters voting by Regular Ballot. The BI will instruct a voter as follows:

"DO NOT place your Ballot directly into the Ballot Box! After you mark the Ballot, put it into the Secrecy Envelope, seal it, and take it to the Ballot Box Monitor".

After issuing the Ballot and Secrecy Envelope to a voter, the BI will direct him/her to an unoccupied voting screen to mark the Ballot in secret. Finally, the BI will hand the completed CBE and the voter's ID document to the BBM.

Step 4 - Ballot Box Monitor (Conditional Ballot Voter)

Additional steps:

The BBM will keep track of the voters behind the voting screens, and keep track of which voter's ID document he/she is holding. When a Conditional Ballot voter comes out from behind the voting screen, the BBM will watch closely to make sure he/she does not simply drop his/her Ballot or Secrecy Envelope into the Ballot Box. If a Ballot is not folded properly, the BBM will instruct a voter that he/she must do so in secret behind a voting screen.

The BBM will check the voter's ID document to confirm that he/she is using the correct CBE. Then, the BBM will hand the completed CBE to the voter so he/she may place his/her Secrecy Envelope into the correct CBE. Then, the voter shall place his/her Secrecy Envelope inside his/her completed CBE, seal it in the presence of the BBM, and put it in the Ballot Box. If necessary, the BBM will assist a voter to fold the sealed CBE, but a voter him/herself must place the sealed CBE into the Ballot Box.

If a voter puts his/her Ballot or Secrecy Envelope directly into the Ballot Box without the CBE, the BBM will inform the PSC Chairperson, who will note the incident in the Poll Book. The BBM will then ask the voter to put the empty CBE into the Ballot Box, return his/her ID, and ask to leave the PS.



V. CLOSING THE POLLS

Closing the Polling Centre

At 19:00, the Polling Centre Manager will ensure that no additional voters join the queues of any of the PS(s) within his/her PCTR. All PS(s) within a PCTR will remain open until the voters in all other queues within the same PCTR have voted so that anyone who arrives at a PCTR before 19:00 will be allowed to vote. This means, for example, that if a voter is in the wrong queue, he/she will still have the opportunity to vote.

Closing the Polling Station within Polling Centre

The PSC Chairperson will close the door to the PS once he/she has been advised by the Polling Centre Manager or his/her designee that the last voter in the PCTR has left.

After announcing the PS closure, the PSC Chairperson will immediately seal the slot of the Ballot Box with a security seal, record the seal number on the RRF Worksheet, and note the exact time of closure in the Poll Book. The PSC Chairperson shall also record in the Poll Book the names, ID numbers, and accreditation numbers of all accredited observers present and inform them that, if they leave the PS before the count is finished, they will not be allowed to return.

Additionally, the PSC Chairperson will complete Section II and start to fill in Section III of the RRF Worksheet with the numbers of voters/signatures on the FVL, or CVL in case of a Dual PS. The number of Spoiled Ballots will be recorded on Section IV of the RRF Worksheet and the Spoiled Ballots will be placed in Envelope 1. The number of Ballot Stubs and Unused Ballots will be recorded on the RRF Worksheet and placed in clear plastic Bag 2.

Preparing for the Count

The count at the PS shall be carried out under the general supervision of the PSC Chairperson who will assign other PSC members specific tasks relating to the count. The PSC Chairperson will designate another PSC member to complete the RRF Worksheet. **All entries must first be made on the Worksheet.** The Worksheet is inside the front cover of the RRF and is used to record preliminary information so that any necessary corrections or adjustments may be made before the final RRF is completed. The information from the RRF Worksheet will be transferred to the final RRF only at the end of the count when the PSC Chairperson is satisfied that the entries and calculations are correct.

Preparing the Work Area

Unused Ballots, any Spoiled Ballots, the Official Ballot Stamp, and the FVL and/or CVL will be put aside before opening the Ballot Box. All writing instruments and stamps should be removed from the counting table to reduce the possibility of accidentally marking a Ballot and thereby causing it to be invalid. No materials other than blank white paper, the Poll Book and the RRF should remain on the table. The PS should be arranged to accommodate a smooth and transparent approach to counting the Ballots. Tables should be arranged so that the PSC members can be seated during the count and electoral process observers can move freely around the outside perimeter of the table.

The PSC Chairperson will designate PSC members to handle the Ballots during the count. A PSC member, who is not assigned to handle the Ballots will be assigned to make the written notations that are necessary to maintain the counts. Throughout the process, PSC members should periodically check under their chairs and tables to make sure that nothing has accidentally fallen to the floor.

Counting the Unused and Spoiled Ballots

Prior to opening of the Ballot Box, the Unused Ballots will be counted and recorded in Section III of the RRF Worksheet. The Unused Ballots will then be placed in Bag 2 along with the Ballot Stubs. Additionally, the number of Spoiled Ballots will be counted and recorded in Section III of the RRF Worksheet and placed in Envelope 1.

VI. COUNTING THE BALLOTS

Opening the Ballot Box

In full view of the PSC members and accredited observers present, the PSC Chairperson will cut the plastic seals on both sides of the Ballot Box and empty the contents on the table. The slot on the cover will remain sealed. The PSC Chairperson will confirm that the seal numbers correspond with the numbers written in Section I of the RRF. *See Section 15 of Electoral Rule No. 13/2004 for further details.*

COUNTING OF CONDITIONAL BALLOT ENVELOPES IN A DUAL POLLING STATION

In a Dual Polling Station, the PSC must separate the CBE(s) from the Regular Ballots. Any loose Secrecy Envelopes found in the Ballot Box will be marked invalid on the back. The sealed CBE(s) and any empty CBE(s) will be counted and recorded on the RRF Worksheet. Ballots must be recounted if the total number of Ballots differs from the total number of voters/signatures on the CVL by more than three (3). The CBE(s) will then be placed in Envelope 5 with any loose Secrecy Envelopes and placed in plain view until the counting of Regular Ballots is completed. **Remember all entries must first be made on the RRF Worksheet.** *See Section 16 of Electoral Rule No. 13/2004 for further details.*

COUNTING AND SORTING OF REGULAR BALLOTS

The Regular Ballots shall be unfolded one at a time and placed **face-down** into piles on the table. **No one may look to see how the fronts of the Ballots are marked. Any Ballots without the Official Ballot Stamp will be removed and considered invalid.** *See Section 15 of Electoral Rule No. 13/2004 for further details.*

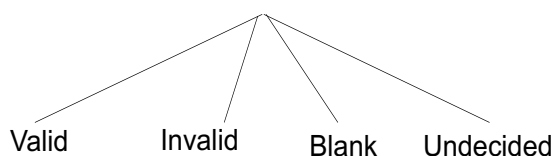
The PSC Chairperson shall designate other PSC members to recount each pile to ensure the total number of Ballots on the recount agrees with the number from the first count. If the totals do not match, the piles will be counted again until the same total is reached twice. **The Ballots must remain face down on the table AT ALL TIMES.**

The sum of each pile of stamped and unstamped Ballots will determine the total number of Regular Ballots in the Ballot Box. The Ballots will be recounted if the total number of Ballots differs from the total number of voters/signatures on the FVL by more than three (3) Ballots.

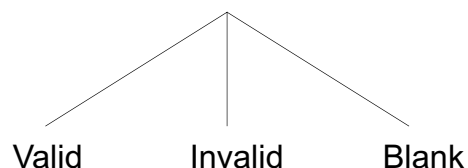
All Valid Ballots shall be placed face up in one area on the table. **At this stage, DO NOT make separate piles for each of the Political Entities.**

The Ballots should be sorted into four piles: **Valid**, **Invalid**, **Blank**, and **Undecided** (if necessary).

Step 1: Sort All the Ballots



Step 2: Sort the Undecided Ballots



Rules for Determining Validity of Ballots

A Ballot that was placed in the Ballot Box by a voter without being marked in any way shall be considered "Blank". Any Ballot, including a Blank Ballot that was not officially stamped, will be considered Invalid. The number of all blank Ballots shall be recorded on the RRF Worksheet and set aside.

The rules for determining the validity of Ballots for this election have been based on the principle that, to the greatest extent possible, a Ballot should be counted if the intention of the voter is clear. In other words, every Ballot shall be presumed to be valid unless there is a clear and good reason to justify its rejection. This reflects the fundamental principle that the object of any election is to obtain the expressed will of the voters. Refer to samples.

Adjudication of Undecided Ballots

If, after the initial sorting has been completed, there are still Undecided Ballots, the following steps will be taken:

First, the examples of Valid and Invalid Ballots should be thoroughly reviewed.

Second, as each undecided Ballot is examined, the PSC Chairperson will announce his/her decision as to whether the Ballot is Valid or Invalid.

Third, the Ballot will then be handed to another PSC member who will review it to confirm the decision. This member will place the Ballot face-up on the appropriate Valid, Invalid or Blank piles.

If an objection to the PSC Chairperson's judgement on a particular Ballot is raised, a decision as to how the Ballot should be counted will be determined by a majority vote of all PSC members. If there is a tie, the PSC Chairperson will make the final decision.

A PSC cannot, by vote or otherwise, disregard or change Electoral Rules for determining the validity of Ballots.

After determining the validity of the Ballots, they will now be in three piles: Valid, Invalid, and Blank.

SORT AND COUNT THE VALID BALLOTS

The piles of Invalid and Blank Ballots should be set aside, in clear view of all PSC members and accredited observers. Then, the PSC should proceed to sort the Valid Ballots by Political Entity.

The Valid Ballots will be sorted into separate piles for each Political Entity. Each pile will be counted separately in the order in which the Political Entities appear on the Ballot. After the piles for all political entities have been counted, the final number of Invalid and Blank Ballots will be counted separately.

The PSC Chairperson, or the PSC member that he/she designates, will count the number of Ballots in one pile at a time. The PSC Chairperson will also assign a second PSC member to recount the Ballots in each pile to confirm the accuracy of the count.

The person assigned to count each pile will also confirm that the Ballots have been properly sorted. In the event a Ballot was not initially placed in the correct pile, it shall be moved to the correct pile and the total number of Ballots for that Political Entity, Invalid Ballots or Blank Ballots to which it was transferred shall be adjusted accordingly on the RRF Worksheet.

As a pile of Ballots is being counted, the PSC Chairperson will ensure that the Ballots for other Political Entities, Invalid Ballots and Blank Ballots remain in full view. The number of Invalid Ballots (including unstamped Ballots) will be recorded on the RRF Worksheet. The Invalid Ballots and Blank Ballots will be placed in Envelope 3.

After recording the number of Ballots for each Political Entity on the RRF Worksheet, place the Valid Ballots into clear plastic Bag 4.

Announcement of Provisional Preliminary Results

The PSC Chairperson shall announce the provisional preliminary results to all present.

PSC members and accredited observers may note the results for their own use.

Any PSC member or accredited observer who objects to the recorded results at a PS may record his/her objection in the Poll Book.

VALID BALLOT SAMPLES

<input type="checkbox"/> 19. Tottenham <input type="checkbox"/> 20. Hotspur <input checked="" type="checkbox"/> 21. Chelsea <input type="checkbox"/> 22. Newcastle <input type="checkbox"/> 23. United	<input type="checkbox"/> 10. Bolton Wanderers <input checked="" type="checkbox"/> 11. Leeds United <input type="checkbox"/> 12. Everton <input type="checkbox"/> 13. Arsenal	<input type="checkbox"/> 30. West Ham United <input type="checkbox"/> 31. Southampton <input checked="" type="checkbox"/> 32. Leicester City <input type="checkbox"/> 33. Middlesbrough <input type="checkbox"/> 34. Madonna	<input type="checkbox"/> 21. Chelsea <input type="checkbox"/> 22. Newcastle <input checked="" type="checkbox"/> 23. United <input type="checkbox"/> 24. Aston Villa <input type="checkbox"/> 25. Fulham
<input type="checkbox"/> 16. Liverpool <input type="checkbox"/> 17. Sunderland <input checked="" type="checkbox"/> 18. Derby County <input type="checkbox"/> 19. Tottenham <input type="checkbox"/> 20. Hotspur	<input type="checkbox"/> 27. Rovers <input type="checkbox"/> 28. Charlton <input checked="" type="checkbox"/> 29. Athletic <input type="checkbox"/> 30. West Ham United <input type="checkbox"/> 31. Southampton	<input checked="" type="checkbox"/> 11. Leeds United	<input type="checkbox"/> 30. West Ham United <input type="checkbox"/> 31. Southampton <input checked="" type="checkbox"/> 32. Leicester City <input type="checkbox"/> 33. Middlesbrough <input type="checkbox"/> 34. Madonna
<input type="checkbox"/> 25. Fulham <input type="checkbox"/> 26. Blackburn <input checked="" type="checkbox"/> 27. Rovers <input type="checkbox"/> 28. Charlton <input type="checkbox"/> 29. Athletic	<input type="checkbox"/> 28. Charlton <input type="checkbox"/> 29. Athletic <input checked="" type="checkbox"/> 30. West Ham United <input type="checkbox"/> 31. Southampton <input type="checkbox"/> 32. Leicester City	<input checked="" type="checkbox"/> 21. Chelsea <input type="checkbox"/> 22. Newcastle <input type="checkbox"/> 23. United <input type="checkbox"/> 24. Aston Villa <input type="checkbox"/> 25. Fulham	<input type="checkbox"/> 11. Leeds United <input type="checkbox"/> 12. Everton <input checked="" type="checkbox"/> 13. Arsenal <input type="checkbox"/> 14. Ipswich Town <input type="checkbox"/> 15. Man United
<input checked="" type="checkbox"/> 10. Bolton Wanderers <input type="checkbox"/> 11. Leeds United <input type="checkbox"/> 12. Everton	<input type="checkbox"/> 31. Southampton <input type="checkbox"/> 32. Leicester City <input type="checkbox"/> 33. Middlesbrough <input checked="" type="checkbox"/> 34. Madonna <input type="checkbox"/> 35. Eric Clapton	<input type="checkbox"/> 21. Chelsea <input type="checkbox"/> 22. Newcastle <input type="checkbox"/> 23. United <input checked="" type="checkbox"/> 24. Aston Villa <input type="checkbox"/> 25. Fulham	<input type="checkbox"/> 21. Chelsea <input type="checkbox"/> 22. Newcastle <input checked="" type="checkbox"/> 23. United <input type="checkbox"/> 24. Aston Villa <input type="checkbox"/> 25. Fulham

INVALID BALLOT SAMPLES

<input type="checkbox"/> 28. Charlton <input type="checkbox"/> 29. Athletic <input checked="" type="checkbox"/> 30. West Ham United <input type="checkbox"/> 31. Southampton <input type="checkbox"/> 32. Leicester City	<input checked="" type="checkbox"/> 22. Newcastle <input type="checkbox"/> 23. United <input type="checkbox"/> 24. Aston Villa <input checked="" type="checkbox"/> 25. Fulham <input type="checkbox"/> 26. Blackburn	<input type="checkbox"/> 15. Man United <input type="checkbox"/> 16. Liverpool <input checked="" type="checkbox"/> 17. Sunderland <input type="checkbox"/> 18. Derby County <input type="checkbox"/> 19. Tottenham	<input checked="" type="checkbox"/> 10. Bolton Wanderers <input type="checkbox"/> 11. Leeds United <input checked="" type="checkbox"/> 12. Everton
<input type="checkbox"/> 25. Fulham <input checked="" type="checkbox"/> 26. Blackburn <input type="checkbox"/> 27. Rovers <input checked="" type="checkbox"/> 28. Charlton <input type="checkbox"/> 29. Athletic	<input type="checkbox"/> 15. Man United <input checked="" type="checkbox"/> 16. Liverpool <input type="checkbox"/> 17. Sunderland <input checked="" type="checkbox"/> 18. Derby County <input type="checkbox"/> 19. Tottenham	<input type="checkbox"/> 25. Fulham <input type="checkbox"/> 26. Blackburn <input type="checkbox"/> 27. Rovers <input type="checkbox"/> 28. Charlton <input type="checkbox"/> 29. Athletic	<input type="checkbox"/> 15. Man United <input type="checkbox"/> 16. Liverpool <input checked="" type="checkbox"/> 17. Sunderland <input type="checkbox"/> 18. Derby County <input type="checkbox"/> 19. Tottenham

COMPLETING THE RECONCILIATION AND RESULTS FORM

The RRF consists of a Worksheet, an Original and three copies. The Original and Copy Number 2 (Yellow) are to be placed into Envelope 8, which is in turn placed in Bag 6. Copy Number 1 (White) is to be placed in Envelope 7. Copy Number 3 (Blue) remains in the cover with the RRF Worksheet and goes in the Ballot Box.

The content of the RRF is as follows:

Section I would have been completed prior to the opening of the polls. Section I is used for recording the Polling Station number and whether it is a Dual Polling Station. Section I is also used for recording the Ballot Box cover's seal numbers.

Section II would have been completed before and during the polls. Section II is used for recording the number of Ballots received and any additional Ballots received from the Municipal Election Commission.

Section III will be completed after closing the polls. Section III is used for recording the Ballot Box slot's seal number, the number of signatures on the FVL, and, if in a Dual Polling Station, the number of signatures on the CVL. Additionally, the quantity of Unused Ballots and Spoiled Ballots will be recorded in Section III.

Section IV will be completed after opening the Ballot Box. Section IV is used for recording the number of Regular Ballots in the Ballot Box, and, if a Dual Polling Station, the number of CBE(s) in the Ballot Box.

Section V will be completed after Section IV and is used for reconciliation purposes. Section V is used to record specific differences on the RRF.

Section VI will be completed after sorting the Regular Ballots. Section VI is used for recording the number Ballots for each political entity, the number of Blank Ballots, and the number of Invalid Ballots.

Section VII will be completed after Section VI and is used for recording the security seals used in packing and transport. Section VII also has space for recording any additional seals that may have been used to replace any seals which have been opened.

When section VII is complete all PSC members will sign the RRF. After the RRF is completed and signed, the Original form and Copies 1 and 2 will be separated and placed into the appropriate containers. *See Chapter VII Packing and Transport for further details.*

VII. PACKING AND TRANSPORT

Proper packing is critical for efficient processing of PS material both at the hub and at the Counting and Results Centre. Material must be packed according to the procedures set out below in order to facilitate a problem-free in-take of materials, counting of Conditional Ballots, and verification of results.

The accuracy of the labels on all envelopes and bags should be confirmed. Once all envelopes and bags have been properly labelled and the quantities recorded on the exterior, the material should be placed inside the correct container and sealed as described below. Plastic bags with Sensitive Polling Station material must be sealed with a numbered security seal. *See Annex for Packing Diagram.*

Once the envelopes and bags have been sealed, they must be assembled, along with the other material noted below, into the containers that will be delivered to the hub. The PSC Chairperson will supervise the packing of the material depending upon the type of PS to which he/she is assigned.

NOTE: Before sealing any containers, be sure the seal numbers have been recorded on the RRF.

REGULAR POLLING STATION CONTAINERS
Sensitive Polling Station material will be packed and sealed into three containers as follows:
<ul style="list-style-type: none">• Ballot Box• Bag 6• Envelope 7
Non-Sensitive Polling Station material will be packed as follows (sealing not required):
<ul style="list-style-type: none">• Large Plastic Bag(s) (Unlabelled) – Any MWVL(s) and reusable supplies

Within the Ballot Box, the following items will be packed:

The RRF cover consisting of Copy 3 (Blue) and the Worksheet, the Official Ballot Stamp, Envelope 1 containing the Spoiled Ballots, Bag 2 containing the Unused Ballots and Ballot Stubs, Envelope 3 containing the Invalid and Blank Ballots, and Bag 4 containing the valid Ballots. **NOTE: When packing the Ballot Box please ensure that all items inside are visible.**

Within Bag 6, the following items will be packed:

The FVL with the Adjustment List, the blank CVL, Envelope 8 containing the Original RRF and Copy 2 (yellow).

Within Envelope 7, the following items will be packed:

Copy 1 (White) of the RRF, the Daily Attendance Record (DAR) of the PSC members, and the Poll Book.

Within the Unlabelled Large Plastic Bag(s), the following items will be packed:

Any copies of the MWVL(s) and the reusable supplies not left at the Polling Station.

DUAL POLLING STATION CONTAINERS	
<i>Sensitive</i>	Dual Polling Station material will be packed and sealed into three containers as follows:
•	Ballot Box
•	Bag 6
•	Envelope 7
<i>Non-Sensitive</i>	Polling Station material will be packed as follows (sealing not required):
•	Large Plastic Bag(s) (Unlabelled) – Any MWVL(s) and reusable supplies

Within the Ballot Box, the following items will be packed:

The RRF cover consisting of Copy 3 (Blue) and the Worksheet, the Official Ballot Stamp, Envelope 1 containing the Spoiled Ballots, Bag 2 containing the Unused Ballots and Ballot Stubs, Envelope 3 containing the Invalid and Blank Ballots, and Bag 4 containing the Valid Ballots. **NOTE: When packing the Ballot Box please ensure that all items inside are visible.**

Within Bag 6 the following items will be packed:

The CVL, FVL with the Adjustment List, Envelope 8 containing the Original RRF and Copy 2 (Yellow), and Envelope 5 containing the Conditional Ballot Envelopes with any loose Secrecy Envelopes.

Within Envelope 7 the following items will be packed:

Copy 1 (White) of the RRF, the DAR of the PSC members, and the Poll Book.

Within the Unlabelled Large Plastic Bag(s) the following items will be packed:

Any copies of the MWVL(s) and the reusable supplies not left at the Polling Station.

FINAL DUTIES

Supplies to be left at Polling Station

Office supplies may be left at the PCTR where they might be of use to the school or other users of the facility.

Clean Up Polling Station and Polling Centre

The Polling Station must be left clean, with furniture returned to its proper place. All election-related posters and other material should be removed and all garbage should be disposed of appropriately. Remove tape from floor and walls.

Turn in Containers

The PSC Chairperson along with any PSC members he/she may designate will be responsible for the handover of the containers at the hub. Security personnel will escort the PSC Chairperson and any designee(s) with the containers to the hub.

GOOD LUCK

VIII. ANNEXES

UDHËZIMET MBI PAKETIMIN E MATERIALIT TË NDJESHËM
 UPTSTVA ZA PAKOVANJE OSETLJIVOG MATERIJALA
 INSTRUCTIONS FOR PACKING SENSITIVE MATERIAL

1

**FLETËVOTIMET E PRISHURA
NEISPRAVNI GLASÇAK LISTIÇI
SPOILED BALLOTS**

Numeri i vlerësimit:
Ring for marking results:
Rating for Results

Numeri i fletësive të prishura:
Number of Spoiled Ballots

2

**FLETËVOTIMET E PAPËRQURORA DHE AMAT
E BLOQVE TË FLETËVOTIMEVE
NEUPOTRIBUR LITËRI GLASÇAK LISTIÇI I
OSPECËT GLASÇAKH LISTIÇA
UNUSED BALLOTS & BALLOT STUBS**

Numeri i vlerësimit:
Ring for marking results:
Rating for Results

3

**FLETËVOTIMET E PAVLESHME DHE TË ZBRAZËTA
NEVAZËCI NEPOPUNENI GLASÇAK LISTIÇI
INVALID AND BLANK BALLOTS**

Numeri i vlerësimit:
Ring for marking results:
Rating for Results

Numeri i fletësive të zbraza:
Ring for empty ballots:
Number of Blank Ballots

Numeri i fletësive jo valide:
Number of Invalid Ballots

4

**FLETËVOTIMET E NUMERUARA
PREBROJANI GLASÇAK LISTIÇI
COUNTED BALLOTS**

Numeri i vlerësimit:
Ring for marking results:
Rating for Results

5

**FLETËVOTIMET E KËRKIMIT
NEKËRKIMET GLASÇAK LISTIÇI
RECONCILIATION AND RESULTS FORM**

XX - XXXXXXXXXX

6

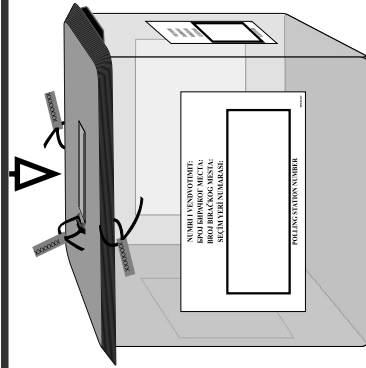
**FLETËVOTIMET E KËRKIMIT
NEKËRKIMET GLASÇAK LISTIÇI
RECONCILIATION AND RESULTS FORM**

7

**FLETËVOTIMET E KËRKIMIT
NEKËRKIMET GLASÇAK LISTIÇI
RECONCILIATION AND RESULTS FORM**

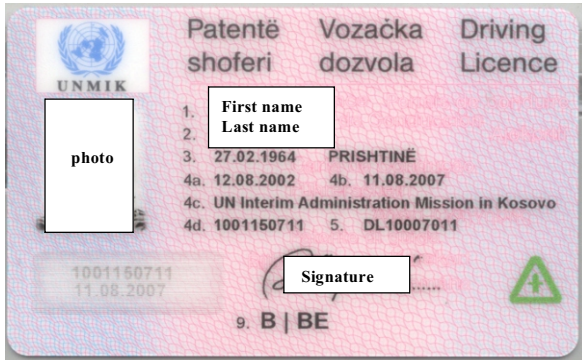
8

**FLETËVOTIMET E KËRKIMIT
NEKËRKIMET GLASÇAK LISTIÇI
RECONCILIATION AND RESULTS FORM**

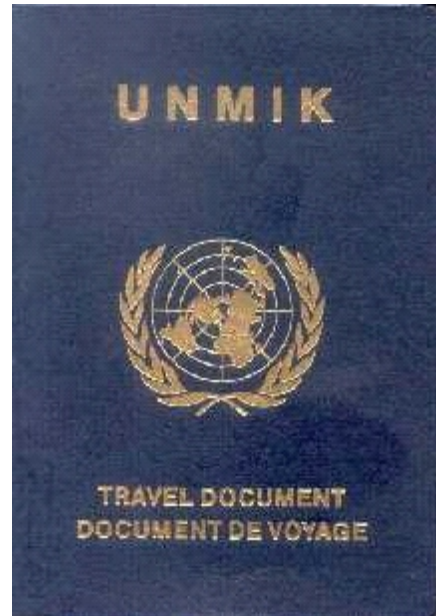
[illegible][illegible]

ACCEPTABLE ELECTION PHOTO IDENTIFICATION DOCUMENTS

1. UNMIK Driving License



3a. UNMIK Travel Document - Outside



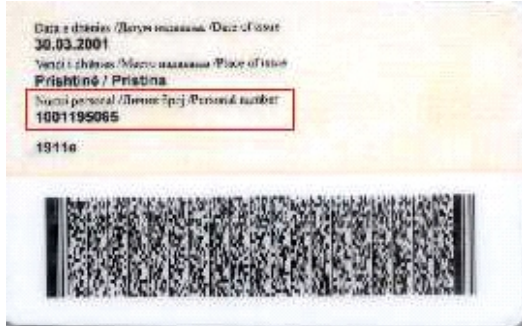
2a. UNMIK Identification Card - Front



3b. UNMIK Travel Document - Inside



2b. UNMIK Identification Card - Back



Other Acceptable Election Photo Identification Documents include:

4. Internal Displaced Persons (IDP) Identification Card.
5. Refugee Identification Card.

Formulari i dorëzimitpranimit të materialit
Obrazac za primopredaju materijala
Material Handover Form

Me këtë vërtetohet se kam marrë / Ovim potvrđujem da sam primio/la / I hereby certify that I received

1. Numri i fletëvotimeve

Broj glasačkih listića

Number of Ballots

2. Lista përfundimtare e votuesve me

pages,

Konačan birački spisak sa

pages,

A Final Voter List with

pages,

3. për vendvotimin numër

za broj biračkog mesta

for Polling Station number

4. dhe konfirmoj se i kam kontrolluar dhe marrë të gjitha materialet jo të ndjeshme

i potvrđujem da sam proverio i dobio sav neosetljivi materijal

and confirm I checked and received all non-sensitive materials

☐

Po
Da
Yes

Kryesuesi i këshillit të vendvotimit ose zëvendëskryesuesi

Predsedavajući biračkog odbora ili zamenik predsedavajućeg

Polling Station Committee Chairperson or Deputy Chairperson

5. Emri

Ime i prezime

Name

6. Nënshkrimi

Potpis

Signature

Anëtar i KKZ-së

Član OIK-a

MEC Member

7. Emri

Ime i prezime

Name

6. Nënshkrimi

Potpis

Signature

Annex 1 to Electoral Rule 9/2004

Code of Conduct for PSC Members

As a member of the Polling Station Committee, I support and agree to uphold the following principles of election conduct:

- I shall demonstrate in all my election duties a respect for, and adherence to, the laws and Election Rules and Regulations governing elections in Kosovo. I will not commit or attempt any act of corruption, including accepting any gift, reward or bribe. I shall report and oppose any act of corruption discovered in the course of my duties.
- I shall act in a non-partisan and neutral manner in the conduct of all my official duties. I shall not in my official capacity, by any action, attitude, manner or speech indicate support for any political party, coalition, citizens' initiative or candidate, and shall not wear or display politically associated items of clothing or symbols.
- I understand that fulfilment of my PSC member role includes the following major responsibilities:

Attendance to all training sessions organized by the MEC;

Punctual attendance and performance of my duties at the polling station I was appointed, at the time and period directed by the MEC;

Ensure integrity, security, transparency and tranquility of the polling and counting process at the Polling Station I was assigned, under the supervision of the MEC.

I understand that any failure to fulfil my obligations in a professional manner and as described in this code of conduct, may lead to the termination of my appointment and to the loss of some or all my entitlements.

Date:

PSC Member Signature



Central Election Commission

OFFICIAL TEXT

CEC/Electoral Rule 13/2004
1 September 2004

ELECTORAL RULE NO. 13/2004

POLLING AND COUNTING INSIDE POLLING STATIONS

The Central Election Commission,

Pursuant to the authority given to it by the Special Representative of the Secretary-General by UNMIK No. 2004/09 Regulation on the Central Election Commission, and UNMIK Regulation No.2004/12 on Elections to the Assembly of Kosovo,

Issues the following Electoral Rule:

Section 1 General Provisions

1.1 A Polling Station (PS) is a room, hall, or similar facility suitable and designated for the purpose of voting on Election Day.

1.2 A Polling Centre (PCTR) is a building in which one or more PS is located and includes the public area within a radius of 25 meters surrounding the building.

1.3 The Final Voters List (FVL) shall mean the Voters List as set out in Section 10.5 of UNMIK Regulation No.2004/12.

1.4 The Conditional Voters List (CVL) shall mean a blank Voters List to be used in PSs where Conditional Ballots are cast.

1.5 The FVL of voters assigned to the same PCTR shall be divided alphabetically by family name to individual PSs. The alphabetical break down shall be made in such a way that the same letter is assigned only to one PS and one PS does not exceed 1000 voters. Exceptions to this Rule may be authorised by the Central Election Commission (CEC) Secretariat should that better serve the interest of the voters.

1.6 One PS in each PCTR shall also serve as a Conditional Ballot PS.

1.7 A PS must be large enough to ensure the proper conduct of voting by setting up all work stations as defined in this Rule and ensuring the secrecy of voting, the free view and control of the ballot box, and unimpeded access to observers.

Section 2 Polling Station and Polling Centre Locations

2.1 Based on the recommendation of the Municipal Election Commission (MEC), the CEC, through the CEC Secretariat, shall, no later than forty (40) days prior to the Election, publicly announce the exact location of all PCTRs.

2.2 Subsequent changes to PCTR locations shall be allowed in case of force majeure, or other objective and unpredictable reasons that would make a PCTR unsuitable for polling purposes. The CEC Secretariat shall immediately inform the CEC of these changes.

2.3 If a PCTR location has been changed, the MEC shall notify the voters of the change through local available media sources. Additionally, the MEC shall post a notice at the original PCTR location advising voters of the new PCTR location.

2.4 PSs shall be located in an accessible place to allow voters to form and stand in a queue and should, when possible, have level access so that disabled persons shall have unimpeded entry and exit. PSs shall have adequate lighting and protection from the elements.

2.5 A PCTR shall not be located in a place of worship, a building which is owned by or is the seat of a political entity, or premises in which alcohol is served or consumed.

Section 3 Observers

3.1 The entire voting and counting processes, with the exception of marking a ballot by a voter, may be observed by OSCE and UNMIK personnel on official business, CEC members, the CEC Secretariat's staff, MEC members acting within their municipality, and accredited observers.

3.2 UNMIK Department of Public Information (DPI) accredited media representatives may also observe the voting process, with the exception of marking a ballot by a voter. UNMIK DPI accredited media representatives shall be allowed inside a PS for a short while provided that their presence will not impede the voting process.

3.3 Notwithstanding the provisions of this rule, if the Polling Station Committee (PSC) Chairperson is of the opinion that the number of accredited observers or accredited media

representatives present inside a PS is obstructing the polling process, he/she shall instruct the accredited observers or media to reduce their numbers.

Section 4 Poll Book

4.1 Each PS shall have a Poll Book in which important information regarding the conduct of voting shall be noted.

4.2 Only the PSC Chairperson, the PSC members, and present accredited observers shall be allowed to make notes in the Poll Book. If a voter has a complaint regarding any activity within the PS, he/she may request the PSC Chairperson to record his/her complaint in the Poll Book and/or submit an appeal to the Election Complaints and Appeals Commission (ECAC) in accordance with the procedures set out by the ECAC.

Section 5 Polling Station Security

5.1 The PSC Chairperson, with the assistance of all PSC members, shall ensure the tranquillity and security of the voting process inside the PS. The order in the queue in front of the PS shall be maintained by the PSC member assigned as Queue Controller.

5.2 In case of serious disturbance inside or in the immediate vicinity of a PS, the PSC Chairperson shall request immediate assistance from the police. The incident shall be immediately noted in the Poll Book.

5.3 In case the disturbance turns into a serious threat to the integrity of the voting process or against the people inside the PS, the PSC Chairperson may decide to suspend polling and close the PS until order is re-established. The PSC Chairperson shall inform the MEC immediately and record the event in the Poll Book, including the period during which polling was suspended.

5.4 No person carrying weapons or arms shall be allowed inside a PS except requested police personnel providing assistance in restoring order inside a PS.

(a) Armed members of the Kosovo Police Service in uniform may be allowed to enter a PS to cast their ballot, but may not linger inside the PS after casting their ballot.

Section 6
Election Campaign Material and Voter Information Material
at Polling Stations and Polling Centers

6.1 All political entities shall remove their election campaign materials placed inside and around any PS or PCTR. Any such materials remaining 24 hours prior to commencement of polling shall be removed by the PSC members or the PCTR Manager. Political entities found posting election campaign material after the imposed deadline shall be reported to the ECAC for violating this Rule.

6.2 Printed material produced by the CEC Secretariat on behalf of the CEC, listing the names of all candidates of all certified political entities shall be displayed at the PSs for the benefit of the voters. These lists shall also be displayed at the main access door of each PCTR.

6.3 Informational signs on the building must clearly display the number of the PCTR. Inside the PCTR, especially where there is more than one PS, signs to direct voters to the right PS must be displayed prominently. Each PS must be clearly marked with signs showing the PS number and the letters from the FVL of those voters assigned to that PS.

Section 7
Procedures Before Voting Begins

7.1 One day prior to Election Day, at the MEC location, the PSC Chairperson and one of the PSC members who shall act as Deputy Chairperson throughout the process shall:

- (a) check all sensitive and non-sensitive materials from the MEC, including the FVL and/or blank CVL, ballots, ballot box, voting screens, UV lamp and invisible ink, Official Ballot Stamp, ink, ink pads, poll book and stationary supplies; and
- (b) complete and sign the Material Handover Form (Annex 1) confirming the number of ballots, FVL, and existing materials.

7.2 On Election Day, the PSC Chairperson and/or his/her Deputy shall, under police escort, take the materials listed under Section 7.1(a) from the MEC to the PCTR.

7.3 All PSC members shall be present at the PS at least one hour prior to the opening of the polls.

7.4 Before opening the PS, the PSC Chairperson shall:

- (a) inform the MEC of any missing PSC member for which he/she cannot account and request replacements for them. Should the Chairperson be missing, the

Deputy shall request a replacement Chairperson from the MEC. A PS shall be allowed to open with a minimum of three (3) PSC members;

- (b) verify and record the total number of ballots received on the Reconciliation and Result Form (RRF), attached as Annex 2 to this Rule;
- (c) prepare and display the empty ballot box in the presence of the PSC members, and any accredited observers who may be present, seal it with the seal(s) provided for this purpose, and record the serial number of the ballot box seal(s) on the RRF;
- (d) record in the Poll Book the names and personal ID number of all PSC members;
- (e) record in the Poll Book the names, personal ID numbers and accreditation (observer badge) numbers for all accredited observers present and remind them of their obligations and rights as observers; and
- (f) ensure that campaign material is removed and voting information material is posted, as set out in Section 6.

7.5 If in performing the duties under Sections 7.2 and 7.4 the PS opens late, the PSC Chairperson shall immediately notify the MEC, who will inform the CEC Secretariat.

Section 8 Hours of Voting

8.1 All PSs shall open at 07.00 hours and close at 19.00 hours on the day of polling.

8.2 The CEC shall, in consultation with the CEC Secretariat, extend the time of voting for a particular PS, or for all PSs, if that would best serve the interests of the electoral process.

Section 9 Right to Vote and Secrecy of the Vote

9.1. An eligible voter has the right to vote if he/she either is civilly registered in Kosovo, successfully applied for a by-mail ballot outside of Kosovo, or newly registered to vote outside of Kosovo as set out in Sections 7 and 9 of UNMIK Regulation 2004/12.

9.2 No person shall prevent or attempt to prevent an eligible voter from exercising his/her right to vote.

9.3 No person shall be allowed to vote on behalf of another voter.

9.4 Each voter must mark his/her ballot in secret.

9.5 A voter who is disabled and/or illiterate may be assisted to vote by another person chosen by the voter if they so request assistance. Such person shall only assist one voter and shall not be a member of the PSC or an accredited observer. Voter assistance shall be considered exceptional and shall be closely monitored by the PSC Chairperson or his/her Deputy.

9.6 Only one person shall be allowed behind the voting screen at any time unless the voter has requested the assistance from another person as set out in Section 9.4.

Section 10 Accepted Identification Documents

For the purpose of this election the following are the acceptable identification documents:

- (a) a valid UNMIK personal Identification Document (ID) card;
- (b) a valid UNMIK travel document;
- (c) a valid UNMIK driving license;
- (d) a valid IDP card; or
- (e) a valid Refugee card.

Section 11 Regular Voting

11.1 Prior to allowing voters inside the PS, the Queue Controller shall check for the presence of an invisible ink stain on a voter's fingers. Any voter who is found with an ink stain on his/ her finger shall not be allowed to enter the PS.

11.2 Once a voter has been allowed inside the PS he/she shall be guided to a Designated PSC member who shall verify the voter's identity by requesting him/her to present one of the accepted IDs, as set out in Section 10.

- (a) If the voter cannot produce any of the documents specified in Section 10, the voter shall be informed that he/she cannot vote, and the Queue Controller will lead him/her out of the PS.

11.3 The voter's name shall then be checked on the FVL.

- (a) If the name of the voter does not appear on the FVL, the voter shall be instructed to visit the PCTR helpdesk or to contact the MEC in order to find out to which PS he/she is assigned to vote, and the Queue Controller will to lead him/her out of the PS; or

- (b) If the name of the voter is found on the FVL with a mark or notation indicating that the voter must vote by conditional ballot, the voter shall only vote by conditional ballot and will be directed to the PS issuing conditional ballots.

11.4 If the name of the voter is found on the FVL without a mark or notation, the voter shall be instructed to sign the FVL next to his/her name;

11.5 After the voter signs the FVL, his/her right index finger, or any other finger in the absence of the index finger, shall be sprayed, and a stamped ballot will be issued to the voter.

- (a) A voter who refuses to allow him/herself to be sprayed with invisible ink or to sign the FVL shall not be issued a ballot and the Queue Controller will lead him/her out of the PS.

11.6 After the voter has been issued a ballot, he/she shall be instructed to proceed to one of the voting screens to mark the ballot in secret.

11.7 If the voter has spoiled his/her ballot, he/she shall surrender the spoiled ballot and request a new stamped ballot. The PSC member shall mark the spoiled ballot by writing "spoiled" on its back side and keep it in an envelope specially designated for that purpose.

11.8 After marking the ballot, the voter shall introduce it into the ballot box in view of the Ballot Box Monitor, and then immediately leave the Polling Station.

Section 12

Conditional Ballot Voting

12.1 A voter in Kosovo whose name cannot be found on the FVL, or his/her name is found on the FVL with a mark or notation indicating that he/she must vote by conditional ballot shall be allowed to cast a conditional ballot at a PS issuing conditional ballots, provided that his/her identity can be verified pursuant to Section 10.

12.2 After following the procedures set out in Section 11.1 and 11.2, the PSC member shall record on the Conditional Voter List (CVL) the name and surname of the voter and one of the following:

- (a) his/her personal UNMIK ID number; or
- (b) his/her date of birth.

12.3 After recording the voter's personal data on the CVL, the PSC member shall write the same information on the Conditional Ballot Envelope, and the voter shall be instructed to sign the CVL next to his/her name.

12.4 After the voter signs the CVL, his/her right index finger, or any other finger in the absence of the index finger, shall be sprayed, and a stamped ballot and secrecy envelope will be issued to the voter, while the PSC member retains the voter's ID;

- (a) A voter who refuses to allow him/herself to be sprayed with invisible ink or to sign the CVL shall not be issued a ballot and the Queue Controller will lead him/her out of the PS.

12.5 After the voter has been issued a ballot and Secrecy Envelope, he/she shall be instructed to proceed to one of the voting screens to mark the ballot in secret. The completed Conditional Ballot Envelope and voter's ID shall be given to the Ballot Box Monitor.

12.6 If the voter has spoiled his/her ballot, he/she shall surrender the spoiled ballot and request a new stamped ballot. The PSC member shall mark the spoiled ballot by writing "spoiled" on its back side and keep it in an envelope specially designated for that purpose.

12.7 After marking the ballot, the voter shall, in the presence of the Ballot Box Monitor, place the ballot into the Secrecy Envelope and seal it. Then the voter shall place the Secrecy Envelope inside the completed Conditional Ballot Envelope, seal it and insert it into the ballot box. The Ballot Box Monitor shall then return the voter's ID.

Section 13

Voting of Polling Station Committee Members

13.1 PSC members and the Chairperson shall vote during regular polling hours if they are all registered to vote at that PS.

13.2 The PSC Chairperson shall allow the PSC members who are assigned to vote at another PS to vote at their assigned PS. The PSC Chairperson shall ensure that only one member is absent from the PS at a time.

Section 14

Closing the Polling Station

14.1 Any person in the queue at the closing hour of a PS shall be allowed to vote if eligible. The Queue Controller shall inform the last person in the queue that he/she will be the last to vote. Any other person who joins the queue after that person shall not be allowed to enter the PS.

14.2 After the last person in the queue at closing time votes, the PSC Chairperson shall close the PS, seal the ballot box in view of the observers present, and mark the exact time of closure in the Poll Book.

Section 15
Counting Process at Regular Polling Stations

15.1 After the PS is closed, the PSC Chairperson shall write in the Poll Book the names, ID numbers, and accreditation numbers of all accredited observers present and inform them that if they leave the PS before the count is finished they will not be allowed to return.

- (a) The PSC Chairperson shall allow the Municipal Election Commission, the CEC Secretariat and OSCE Department of Elections personnel unlimited access to the PS during the counting process to assist with whatever issues may arise.

15.2 Before opening the Ballot Box, PSC members shall:

- (a) count the number of voters/signatures on the FVL and write the total number on the RRF;
- (b) count the remaining unused ballots and write that number on the RRF;
- (c) count the spoiled ballots, write that number on the RRF, and place them back in the designated envelope;
- (d) set aside the unused ballots, envelope with spoiled ballots, Official Ballot Stamp and FVL;
- (e) place all stationary supplies in a container, including pens or markers that could be used for marking a ballot, and set it aside; and
- (f) organize the counting area in such a way that no materials remain on the table, or the place designated for the counting, apart from necessary material such as blank white paper, the Poll Book and the RRF.

15.3 A PSC member shall open and turn the ballot box upside down on the table, or other place designated for counting, and take out the ballots. The PSC Chairperson shall ensure that no ballots are left inside the ballot box.

15.4 A ballot shall be invalid, if:

- (a) the intention of the voter is unclear; or
- (b) it was not stamped with the official Ballot Stamp when removed from the ballot box;

15.5 A Blank Ballot is a ballot found in the Ballot Box which has not been marked.

15.6 Under the instructions of the PSC Chairperson, the PSC members shall:

- (a) turn facedown all ballots taken from the ballot box and count them;

- (b) recount the ballots if the total number of ballots differs from the total number of voters/signatures on the FVL by more than three (3) ballots;
- (c) write the total number of ballots on the RRF; and
- (d) after the satisfactory count of total ballots cast, turn the ballots face up, count the votes for each political entity, and record the total number of valid ballots by political entity, invalid ballots, and blank ballots on the RRF.

15.7 Upon completion of the count, the PSC shall pack the counted ballots into a clear plastic bag and seal it with a plastic seal, write the serial number of the plastic seal on the RRF, and place the bag inside the ballot box.

15.8 PSC members shall then pack the remaining materials as instructed by the MEC and according to the Polling and Counting Manual/Quick Reference Guide, and complete and sign the RRF.

Section 16 Reconciliation of Conditional Ballots

16.1 Prior to the procedure set out in Section 15, a process of reconciliation of Conditional Ballots shall be conducted at those PSs that issued Conditional Ballots.

16.2 After the PS is closed, the PSC shall follow the same procedures as set out in Section 15.1 and 15.2 for counting the number of names on the CVL and preparations to be done prior to opening the ballot box.

16.3 A PSC member shall open and turn the ballot box upside down on the table, or other place designated for counting, and separate all Conditional Ballot envelopes and loose secrecy envelopes from regular ballots. The PSC Chairperson shall ensure that no Conditional Ballot envelopes, loose secrecy envelopes or ballots are left inside the ballot box.

16.4 The PSC shall place the regular ballots back into the ballot box, close the box and place it in plain view of all PSC members and observers present. These ballots shall be counted following the procedures set out in Section 15, after the completion of the reconciliation of Conditional Ballots.

16.5 A PSC member shall count separately the loose secrecy envelopes, if any are found in the ballot box, and write on each the word "invalid".

16.6 Under the instruction of the PSC Chairperson, the PSC members shall:

- (a) count the Conditional Ballot envelopes;

(b) recount the Conditional Ballot envelopes if the total differs from the total number of names on the Voter List by more than three (3) envelopes; and

(c) write the total number of Conditional Ballot envelopes on the RRF.

16.7 After completing the count, PSC members shall pack the counted Conditional Ballot envelopes and loose secrecy envelopes in a designated bag and place it in plain view of the PSC members and observers present until the completion of the counting of regular ballots.

Section 17
Procedures After Ballot Count
or Reconciliation of Conditional Ballot Envelopes

17.1 After the Ballot Count and the Reconciliation of Conditional Ballot envelopes, the PSC Chairperson shall:

- (a) allow the accredited observers present to copy the information from the RRF for their own use, at their request;
- (b) inform the PSC members that they are allowed to leave, but may be recalled if a recount or reconciliation of materials is requested by the MEC; and
- (c) accompany the materials from the PS to the MEC location via transport specifically arranged by the MEC.

17.2 Each PSC Chairperson shall handover the materials from their PS to the MEC. Should the MEC identify mistakes regarding the packing or counting of sensitive materials, the MEC can take any corrective action, including ordering repacking, recounting of ballots, or reconciliation of the Conditional Ballot envelopes.

17.3 If repacking the materials is necessary, the MEC shall seal the new packs in front of the respective PS Chairperson and write the new serial number(s) on the RRF.

17.4 If a recount of ballots or reconciliation of Conditional Ballot envelopes is ordered, the MEC shall:

- (a) retain the incorrect RRF and provide the PSC Chairperson with a new form;
- (b) explain to the PSC Chairperson the reason that the recount or reconciliation was ordered;
- (c) record the event, including the exact time that the recount or reconciliation was ordered, in the Poll Book; and
- (d) request the PSC Chairperson to call the PSC members to the MEC for the recount.

17.5 The recount of ballots or reconciliation of Conditional Ballot envelopes shall be done only once, at the MEC location.

Section 18
Complaints Concerning the Polling

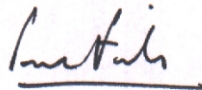
18.1 Complaints concerning polling and counting shall be submitted to the ECAC within 24 hours of the complainant's becoming aware of the alleged violation, and in any event no later than 48 hours after the occurrence of the alleged violation.

18.2 All complaints to the ECAC shall be decided no later than 5 days from receipt of the complaint in the ECAC central offices.

Section 19
Entry into Force

This Electoral Rule shall enter into force on 1 September 2004.

On behalf of the Central Election Commission

A handwritten signature in dark ink, appearing to read 'P. Fieschi', with a horizontal line drawn underneath it.

Pascal Fieschi

Deputy Special Representative of the
Secretary-General for Institution Building
and Chairperson of the Central Election Commission

Complaint Form

Reserved for the ECAC

DOCKET NUMBER _____

See the next page for detailed instructions regarding how to file a complaint.

A. IDENTIFICATION OF COMPLAINANT

If the complainant is an Organization or Political Entity:

1. Name of Organization/Political Entity bringing the complaint _____

2. Name of the designated contact person _____

3. Position of the designated contact person _____

4. Address _____

5. Municipality _____

6. Telephone No. _____ 7. Fax. No. _____

8. E-mail _____

If the complainant is an individual:

9. Name _____

10. Political Entity affiliation, if applicable _____

11. Address _____

12. Municipality _____

13. Telephone No. _____ 14. Fax. No. _____

15. E-mail _____

16. Date of Birth

Day		
-----	--	--

 /

Month		
-------	--	--

 /

Year				
------	--	--	--	--

17. Civil / Voter Registration Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

B. ALLEGED VIOLATOR

1. Name of Organization/Political Entity or Person _____

2. Person's Official Position, if applicable _____

3. Address _____

4. Municipality _____

5. Telephone No. _____ 6. Fax. No. _____

7. E-mail _____

C. VIOLATION / CAUSE OF COMPLAINT

Describe your complaint in detail, including the place, date, and time of the alleged violation. Please describe the nature of the violation and, if possible, specify the rule or regulation that you believe has been violated. You may attach additional sheets if necessary. Enclose copies of any evidence that supports your complaint.

D. POSSIBLE WITNESS(ES) (PLEASE ATTACH STATEMENTS IF AVAILABLE)

Please provide the name and organization/political entity affiliation of any potential witness(es). Contact details (address, telephone number, fax number and E-mail) should be provided if possible. You may attach additional sheets if necessary.

The above information is true and correct to the best of my knowledge.

Name _____ Signature _____ Date _____ / _____ / _____

(If the complainant is an organization or political entity, an authorized representative should sign.)

This information should be submitted to:
Election Complaints and Appeals Commission
OSCE Mission in Kosovo
o/o OSCE Secretariat
Kärntner Ring 5-7
4th floor
1010 Vienna
Austria
E-mail: contact@ecac-ko.org

or:

Election Complaints and Appeals Commission
OSCE Mission in Kosovo
o/o OSCE Secretariat
Kärntner Ring 5-7
4th floor
1010 Vienna
Austria
E-mail: contact@ecac-ko.org

FILING A COMPLAINT WITH THE ECAC

Any person or entity who has a legal interest or who claims that his or her rights concerning the electoral process have been violated may file a complaint with the Election Complaints and Appeals Commission (ECAC). This includes, but is not limited to:

- Applicants
- Registered voters
- Certified political parties, coalitions, citizens' initiatives, and candidates
- Accredited electoral observers
- UNMIK and OMIK officials
- Members of the CEC and its Secretariat

To file a complaint, this ECAC Complaint Form should be completed. It is available in English, Albanian, Serbian, and Turkish at the ECAC's offices in Prishtinë/Prishtina, at any OSCE Office, and on the ECAC's website, which is: <http://www.ecac-ko.org>.

For a complaint to be considered, it should contain the following information:

- Allegation of a violation of an electoral rule or relevant UNMIK Regulation or Administrative Direction. This includes *The Code of Conduct for Political Entities and Their Supporters and Candidates*, which is available at all OSCE Offices;
- Description of the alleged violation/incident in as much detail as possible; and,
- Signature on the form indicating that the contents are true to the best of the complainant's knowledge.

All applicable sections of the form should be completed. If a section does not apply, it should be marked "not applicable." It is important that the complainant's contact information is provided so that the ECAC can contact the complainant in the event of an investigation and after a final decision regarding the complaint has been reached.

For all matters not relating directly to polling and counting, a complaint must be filed within three days of the alleged violation or of the complainant's becoming aware of the violation, ~~whichever is later~~.

If possible, submit complaints directly to the ECAC at its central office in Prishtinë/Prishtina, either in person, by fax or by e-mail. Complaints can also be left in the ECAC's mailboxes, which are located in each OSCE Office and at the Office of the CEC Secretariat.

The final decisions of the ECAC are public; however, the case files remain fully confidential and all investigations are confidential.

For more information contact:

Election Complaints and Appeals Commission

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A/Petrit Dugodan
Prishtinë/Prishtina
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Fax: +381 (38) 248 113
E-mail: contact@ecac-ko.org
or your nearest OSCE Office