



Republika e Kosovës  
Republika Kosova - Republic of Kosovo  
*Komisioni Qendror i Zgjedhjeve*  
*Centralna Izborna Komisija*  
*Central Election Commission*



**EXTRAORDINARY MUNICIPAL MAYOR ELECTIONS 2012**

# Training Manual on Polling and Counting Procedures in Polling Station

[www.kqz-ks.org](http://www.kqz-ks.org)

## **INTRODUCTION**

### **WELCOME LETTER**

Honored Chairpersons and members of Polling Station Committees,

We are pleased that you are going to participate in Extraordinary Municipal Mayor Elections in Ferizaj municipality that will take place on 29 April 2012.

Your contribution will be one of the most important on Election Day, because your presence is a prerequisite that these elections take place in accordance with international standards. Your participation is an important contribution to achievement the overall objective in building democratic institutions and for the benefit of all citizens of Kosovo.

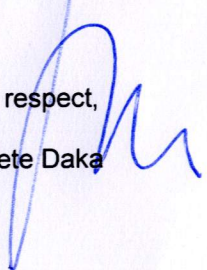
Central Election Commission is organizing Extraordinary Municipal Mayor Elections in Ferizaj municipality. The role of the OSCE Mission in this election is advisory and support in certain areas.

Election Day is one of the most important days in calendar of elections in Kosovo. Your role as a member of Polling Station Committee is to create the opportunity of voting to all voters and the results of elections to reflect the will of voters. Your presence in polling stations will strengthen the assurance of all Kosovo citizens that Law on Election and Regulations in force will be implemented fully, impartially and transparently thus raising the level of trust in the electoral process and ensuring the legitimacy of election results.

We will expect your commitment to these elections with warmth and at the same time we thank you for your important contribution for the progress of electoral process in Ferizaj Municipality.

With respect,

Valdete Daka



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# ELECTORAL SYSTEM IN 2012

On 29 April 2012 Municipal Mayor Elections in Ferizaj Municipality will be held.

Based on the Law on General and Local Elections of Republic of Kosovo and Election Regulation No. 15/2010 Extraordinary and Early Elections, in these elections electorate will elect the candidate for Municipal Mayor.

Open lists will be used in these elections.

For Municipal Mayor Elections, voter can vote for one (1) candidate. In addition, for Mayoral Elections, there may be a need for second round of elections, if one candidate doesn't win the majority of votes during first round. Voters who are living out of Kosovo are able to vote also, by mail ballot operation.

## ***OBLIGATIONS OF THE POLLING STATION COMMITTEE MEMBER***

As a member of the Polling Station Committee (PSC), you are one of those few election officers with whom most voters will have direct contact during the flow of these elections. Therefore, there is great importance to keep the highest level of professionalism and integrity during your performance, serving voters. This includes your pre-election tasks, such as attendance of training and your responsibilities on Election Day, during the ballot counting and reporting the results of the Polling Station.

Your behavior must ensure the accuracy of the vote, integrity, security, transparency and serenity of the electoral process. This will help in building a sustainable level of confidence in the election system.

Always provide services with courtesy, warmth, patience and kindness to all voters and accredited observers. When you offer service to voters with disabilities, give necessary time to them on explain the voting process and direct them to responsible person to help them.

## ***THE CODE OF CONDUCT FOR (PSC) MEMBERS***

All members of PSC are obliged to sign the Code of Conduct for PSC members. If members of PSC do not respect the code of conduct, they will be punished according to relevant provisions of the Penal Code of Kosovo and the Election Rule for punishment and sanctions.

## **Election Acronyms used in this manual:**

VBS	Voting Box Supervisor
BI	Ballot Issuer
CB	Conditional Ballot
CBE	Conditional Ballot Envelope
CRF	Candidate Result Form
CCL	Candidate Counting Letter
CVL	Conditional Voter List
ECAC	Election Panel for Appeals and Complaints
IDO	Identification Officer
FVL	Final Voters List
MEC	Municipal Election Commission
MVL	Municipal Voters List
PC	Polling Centre
PE	Political Entity
PS	Polling Station
PSC	Polling Station Committee
QC	Queue Controller
RRF	Result and Reconciliation Form

# Leadership and management of the Polling Centre and Polling Station

**Polling Centre (PC)** is a building in which are located one or more polling stations (PS). Polling Center also includes space within 25 meters surrounding the building. In most cases, buildings used as polling centers are schools or community facilities.



**Polling Station (PS)** is a room, hall or similar facility designated in PC where voting will take place. Polling stations are usually school class. In every polling station approximately 750 voters will be assigned. Last PS in every Polling center is double/dual polling station, where you can vote with regular and conditional ballots.



**Manager of Polling Center** Manager of the Polling Center is responsible for organizing and planning all activities within Polling Center and outside.

These duties are:

- Intake and insurance of voting material ( non-sensitive material )
- Distribution of voting material to chairperson o PSC ( non-sensitive material )
- Preparation and placement of signs to identify a Polling Center.
- Removing material from political campaign 24 hours before the beginning of the voting if they are placed inside or outside PC (perimeter 100 meters).
- Placement of controlling mechanisms for crowd control or queue control within or outside PC.
- Intake and ensuring non-sensitive material after the counting is over which will be used in the second round of elections for Municipal Mayor by chairperson of PS and in dual PS.
- Reporting for MEC during opening, closing and statistics of respective PS within PC.

Manager of PC will report to respective person of MA

## 2. ASSISTANTS OF POLLING CENTER

### DUTIES AND RESPONSIBILITIES OF VOTING ASSISTANTS

Every Polling Center will have an assistant that will guide voters inside and outside Polling Center.

- You must ensure that signs of Polling Center are presented in visible places outside of Polling Center.
- You must ensure that all of election campaign material within Polling Center and 100 meter around the Center is removed.
- You must arrive early at 05:00 in the morning at to guide voters that have arrived early organized in queues or to ask from them to wait until the Polling Center is open.
- You must avoid the crowd accumulation in Polling Center. Help movement inside and outside the building(s) and manage the control of crowd inside and outside Polling Center, help queue controllers of Polling Stations in case when help is needed.
- You offer help, when it is necessary, voters that have special needs ex. elderly voters and pregnant women, uniformed officers of KP that are in duty and members of voting teams must be able to move at the beginning of the queue.

- You ensure that Polling Center is closed at 19:00, only the ones that are in queue or inside Polling Center can vote. Assistants of Polling Centers must monitor closely the entrance. If there is a queue outside, one of the assistants of Polling Center must be placed behind the last person in the queue to ensure that no other person will join the queue. Exit must also be monitored and assistants of Polling Center must guide all persons that have cast their vote towards the exit of the building.
- You inform the Manager of Polling Centers regarding any incident or problem that may have effect in development of operations of Polling Center.
- You clean and adjust the building one day before elections and after the end of voting.
- Assistants of Polling Center must be positioned in the right places within Polling Center:
  - In front of the gates and entrance of the building of Polling Centers, to help the entrance and exit of persons.
  - To control the movement of the crowd within the Polling Center and to ensure that people are guided towards the right Polling Station or Help Desk.

### **3. PERSONNEL OF HELP DESK**

Duties and responsibilities of personnel of Help Desk:

Every Polling Center must have the personnel of Help Desk to help voters that have arrives at the wrong Polling Center and could not be found in Final Voters List (FVL), or do not have acceptable ID documents. Staff of Help Desk can refer to Wide Municipal Voters List in order to guide voters to respective Polling Centers and Stations. Number of Help Desks in Polling Center varies depending from the number of Polling Stations within that Center.

Up to six Polling Stations – one Help Desk

More than six Polling Stations – Two Help Desks

Personnel of Help Desk of Polling Center will be provided with Wide Municipal Voters List that includes names of all voters registered in the respective municipality. Voters will be registered according to alphabetical order, based on their surnames. Wide Municipal List will also include information related to Polling Stations and respective Centers for each voter. Other materials in Help Desk will be Templates of Brail is eventually there will be any blind voter

Duties of Help Desk staff:

- You inform voters regarding the Polling Station or Center that they are assigned.
- You guide voters to dual Polling Stations in case when names of voters are not in FVL
- You inform voters regarding the necessity to verify their identity in order to cast their vote.
- You inform voters that which ID documents are acceptable.
- You make the efforts to find the voter in Wide Municipal Voters List, and
  - If the voter is found in Wide Municipal Voters List, inform the voter regarding the right Polling Station in which he/she is assigned.
  - If the voter is not found in Wide Municipal Voters List, ask some questions to the voter and try to determine their right municipality and to guide them in the right directions if he/she wants to vote
  - If voter is not capable to go to respective Center or refuses to get directed, you must inform the voter that the only option (alternative), with one condition that the voter must have acceptable ID documents, is to vote through conditional ballots in the Polling Center in which the voter was guided to vote. Inform him/her that ballots for the municipality in which the Polling Center is places, will be available

**Polling Station Committee (PSC)** - In every PS a Polling Station Committee (PSC) should be assigned, which will lead and supervise the voting and counting process in polling stations.

**Chairperson of the PSC**- is responsible for all activities in PS, from the intake process until delivery of material to Municipal Election Officer.

**PSC members** – PSC composition reflects the structure of members of Municipal Election Commissions (MEC), which means it can be up to 7 members of PSC.

PSC-led by the Chairperson of the PSC and other council members are: Queue Controller (QC), ID Officer (IDO), Ballot Provider (BP) and Voting Box Supervisor (VBS). For team function-PSC must have at least 5 members and two other members will have a role to help PSC's teamwork

**Help Desk** - In general, PC will have a Help Desk to offer assistance to voters who come to the wrong Polling Center, which cannot be found in the Final Voting List (FVL). The personnel of the help desk, through the Municipal Voters List (MVL), will lead voters to the certain polling center, where they are appointed.



## **ACTIVITIES BEFORE ELECTION DAY**

### ***PRELIMINARY PLANNING BY PSC CHAIRPERSON***

Chairperson of PSC is responsible for the overall functioning of PSC during voting and counting hours. Before Elections, chairperson of the PSC and other PSC members should carry out a series of preparatory duties, in order to have a fair and efficient election process on Election Day

### ***INTAKE OF SENSITIVE AND NON-SENSITIVE MATERIAL***

Non-Sensitive material will arrive in PC a day before Election Day and sensitive material will arrive at polling stations on Election Day. Sensitive materials are those items that are very important for voting, counting and reporting of results.

#### **Sensitive Material**

- Election Ballots for Mayoral Elections
- Final Voters List
- Conditional Voters List (used for dual PS)
- Official envelope stamp
- Ultra violet lamp (UV lamp)
- Invisible ink

#### **Non-Sensitive material :**

- UV Lamp
- Invisible ink
- Poll book
- Reconciliation and Result Form (RRF)
- Candidates Result Formulary (CRF)
- Candidates calculative sheets
- Ink and ink fillers
- Voting screens
- Voting box
- Closing security tapes
- Complaint forms of the EPAC
- Conditional Ballot Envelope CBE and secrecy envelopes SE (**are to be used only for dual PS**)
- Municipal Voters List (**Only for certain PS- to be submitted to the PC manager**)
- Brail Alphabet templates for blind voters voting
- Different stationary for offices (pens, signs, paper etc.)

### ***VERIFICATION OF ELECTION MATERIAL***

A day before the election, non-sensitive material that is in the ballot box should be unpacked. Unpacked items must be checked one by one comparing the list for material control. All lamps and batteries must be tested. Do not wait until Election Day! For any missing material it should immediately be reported to the contact person for the Municipal Election Commission (MEC), so that PS can be supplied prior voting.

### ***POLL BOOK***

Only the Chairpersons of PSC, PSC members and accredited observers are allowed to make notes in the Poll Book. If a voter has a complaint regarding any activity within the PS, he / she may ask from the Chairperson of PSC to register voters complaints in the Poll Book. In addition, voter may appeal to the Election Commission for Complaints and Appeals (EPAC).

## PREPARATION OF POLLING STATION

All members of the PSC-are responsible for preparing and arranging the PS. This task should be done a day before Election Day and should not delay opening PS till 07.00 of Election Day. No kind of election campaign material is allowed in PS.

The organization of PS's depends on the size and shape of the room, location of entry and exit doors. Try different configurations until you find any that work.

PS should be organized in the best way to enable efficient movement of voters on Election Day:

- Seats should be regulated in a way that members of PSC, election observers and media representatives accredited to be able to watch the entire process of voting and clearly see the voting boxes at all times.

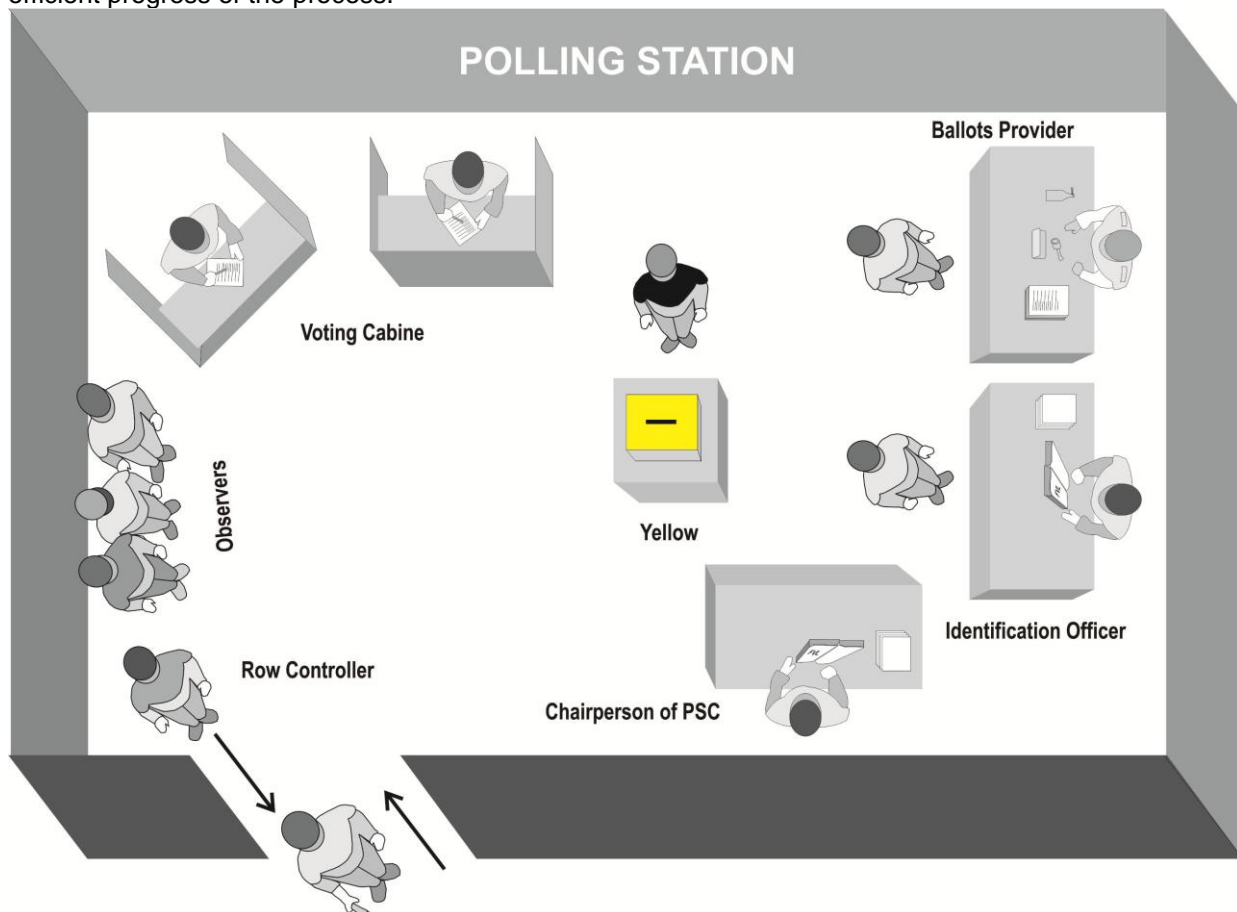
-Voting Screens should be placed in such a manner to ensure that voters can vote in secret. Window coverage might be necessary.

### Notice and Sign Placing

The following reports should be exposed mainly inside and outside PS:

- Alphabetic lists with which voters are assigned in one special PS (in entrance of PS)
  - Posters with the candidate list (Behind voting screens and outside PS)
  - Posters "How to mark ballot" (Behind voting screens and outside PS's)
  - Candidates Brochure (Behind voting screens and on the table of ballot provider)
  - Signs arrow for orientation (inside PS)
  - Signs "No smoking" (outside PS)
  - Sign "No weapons" (outside PS)

**After PS** is prepared and all the material is controlled, chairpersons of PSC need to ensure that members of PSC clearly understand Election Day procedures. After that, chairperson of PSC should guide other members to read and refer to the Training Manual on procedures of voting and counting at polling stations (PS) aimed at rational and efficient progress of the process.



# **PREPARATIONS ON THE MORNING OF ELECTION DAY**

## **ARRIVAL AT POLLING CENTRES AND STATIONS**

Each member of PSC – must arrive in PS until 06:00 where he/she is appointed. If any of PSC members is absent, chairpersons of the PSC must ask from Municipal Election Commission for an extra/reserve member. When arriving to PC, PSC chairperson takes any material that is stored during the night from the manager of PC.

### ***FINAL VOTING PREPARATIONS***

PSC- chairpersons must verify that that all members of PSC understand their duties clearly. PSC- chairpersons need to ensure that the voting screens and work desks are organized in that way those voters can have enough movement space. Arrangement of tables and direction of movement must be planned a day before. All signs should be located. If there are difficulties entering that place, or the work cannot be performed, PS arrangement should be done in the morning of Election Day, in order to start voting process at 07.00.

## **EQUIPMENT CHECK AND LABELING OF PACKING MATERIAL**

PSC-members must find a safe place to put all equipment and materials and make sure they have all the equipment, packaging envelopes and other items such as pens, pencils, lamps, etc., that may needed during the day.

If any item is missing, the PC manager must be notified in order to bring necessary supplies to PS. PSC members can not come to or leave from the PS without informing chairperson of PSC.

Chairperson of the PSC or any delegate of his or her will mark with PS code (e.g. 1901e/01R) all packaging materials and ballot boxes inside PS.

## **BEFORE FIRST VOTER VOTES**

Before the voting begins, there should be taken the following steps under full monitoring of election observers and accredited media representatives:

- ✓ Chairperson of PSC shall fulfill part I of the work sheet form of Reconciliation of data and results (RRF). See sample of FPR in annex.
- ✓ Chairpersons of PSC must expose the empty ballot boxes before all those present and then close the four sides of the ballot boxes with the closing of the security tape/seals. Seals should be tied hard, so that the top of the box to be kept safe for the ballot box, without any gap along the edges. It should be impossible for any entrance of any material in box, except through the hole of the lid of the box in the upper space.
- ✓ Chairpersons of PSC or his / her delegate must mark numbers of seals in work sheets of RRF.

Once they realized the steps mentioned above, chairperson of the PSC announces the PS opening. Chairperson of the PSC-marks in the Poll Book names, numbers of ID and numbers of accreditation cards of all PSC staff and of the present observers, and the time of opening PS.

# VOTING DEVELOPMENT

**All Polling Stations will be open at 07:00 and they will be closed at 19:00  
On Sunday, 29 April 2012**

## ***THE RIGHT TO VOTE:***

To vote, voters must have at least 18 years, to be civilly registered and to prove their identity. Acceptable identification documents (see Annex for samples of documents) are only these:

- ✓ Valid ID;
- ✓ Valid Passport;
- ✓ Valid travel document
- ✓ Valid Kosovo driving license;
- ✓ Valid card of DP (Displaced persons) or valid refugee card.

If none of these documents appear, issuing the ballot to this voter will be refused.

## ***NO PERSON CAN VOTE IF:***

- ✓ If he/she is under 18 years old on Day of Elections
- ✓ If his/her name does not figure in FVL of that PS. For further help voter should be directed to the helping desk of the PC
- ✓ If the voter refuses to sign in FVL
- ✓ If on voters finger tips invisible ink is present, voter in this case has no right on taking the ballot.
- ✓ If the voter refuses his finger to be sprayed with invisible ink.

## ***CONDITIONAL VOTING***

In some cases, voters may not figure in the FVL of the PS in which he / she is assigned. If is so, then the voter will be directed to helping desk. If a voter has acceptable identification document, but can not be found even in MVL, he / she will be directed to polling station double to vote on condition. Also, voters should vote with the condition if any "sign" in the name of FVL his / her LPV, which shows that voters should vote with conditional.

## ***WHO CAN VOTE ON CONDITIONAL***

To vote conditionally, voter must be at least 18 years old, to have committed Civil Registration and to prove his identity.

## ***REASONS WHY VOTERS CAN NOT VOTE ON CONDITION***

- ✓ Voter appears in double PS and on its finger tips the presence of invisible ink is on.
- ✓ Voter refuses to sign in CVL (Conditional Voter's List).
- ✓ Voter refuses to sign the declaration in conditional ballot envelope CBE in where it proves that given information's are true and that he/her will not attempt to vote in any other way in these elections.
- ✓ Voter refuses his/her finger to be sprayed with invisible ink.
- ✓ Voter is registered in another municipality not in the one that he appeared to vote .

# **AUTHORIZED PERSONNEL TO BE PRESENT AT THE POLLING STATION**

The following persons are authorized to be present in VC and PS on Election Day:

- ✓ Voters
- ✓ Committee members of polling stations and voting center personnel
- ✓ Members of the Central Election Commission and Secretariat staff of the Central Election Commission;
- ✓ MEC members
- ✓ Accredited observers of election process, with an interpreter if necessary
- ✓ Accredited media representatives with an interpreter if necessary
- ✓ Police on official duty, when called upon to restore order

## ***OBSERVERS AND MEDIA***

Election observers and accredited media representatives are very important for assessing and reporting transparency and the legitimacy of the elections, so they should be welcomed. Observers must adhere to certain rules so that voters can vote in secrecy and they should not disturb the election process. Within PS during the same time can not be more than two observers from the same accredited organization. If PSC-chairperson thinks that the number of election observers or representatives of accredited media are interrupting the voting process within PS, he / she shall instruct them to reduce their numbers, and will take steps to preserve the unimpeded functioning of the voting process. Observers and representatives of the media should expose their badges and all accreditation cards at all times, while they are within PCs/PSs.

## ***ELECTION OBSERVERS CAN:***

- ✓ Be present and observe closely the whole process of voting and counting (with the exception of recording ballots by voters), while not disturbing the election process or not taking in hand or restrict the use of any materials of polling station
- ✓ Once the counting process started, observers can leave polling station, but can not return and enter in after the counting starts.
- ✓ Submit to the Chairperson of the PSC of all their concerns, but not other members of the PSC. PSC-Chairperson of the will have to address the PSC directly about any issues they may pose.

## ***ACCREDITED MEDIA REPRESENTATIVES CAN:***

- ✓ Observe the voting process (with the exception of recording the ballot by voters), while not hindering the election process or not taking in hand or restrict the use of any materials of polling station.
- ✓ Record within the voting center /polling station unless they do not record any personal information of voter or violate privacy of voters is recorded (footage of FVL/CVL and details of ballot of voters not allowed);
- ✓ Record movement of voters through the polling center / polling stations, with the permission of voters.
- ✓ Conduct interviews with voters (after voting) in the range of 25 meters outside surrounding of the polling stations, and with the permission of voters.

## ***ELECTION COMMISSION FOR COMPLAINTS AND APPEALS***

If a voter has a complaint regarding any aspect of the voting process, including exclusion from CLV, the head of the CPC-will inform him/her of his/her right or to file a complaint to the Election Commission for Complaints and Appeals (ECAC) and shall provide him / her a complaint form of EPAC. For this purpose, the set of PS-equipment are also included copies of the complaint forms to EPAC. Voter should be informed that he / she can submit the form personally, by fax or by mail at EPAC office.

## **DUTIES AND RESPONSIBILITIES OF PSC MEMBERS**

### ***DUTIES OF THE HEAD OF PSC***

- ✓ Chairman of the PSC is responsible for all operations within polling station including voting and counting.
- ✓ Refers to training manual on voting and counting procedures for all activities to be held in polling station.
- ✓ He / she ensure the implementation of all rules of elections of the Central Election Commission (CEC) and monitors any irregularities. In case of violation of any rule of the CEC, chairperson of PSC-marks that violation in the PS poll book and notify the municipal election commission (MEC).
- ✓ Appoints deputy in his/her absence
- ✓ Assigns tasks to all members of the PSC.
- ✓ It is responsible for maintaining peace and order at polling stations (PS).
- ✓ Dealing with the media, accredited observers and security personnel (his / her exclusive responsibility).
- ✓ For procedural issues, PSC-chairperson will contact with the trainers of the Secretariat of the Central Election Commission (CECS), while the operational issues PSC-chairperson will have to contact with MEC.
- ✓ Assigns tasks to all members of PSC to help him/her with duties mentioned above.

## **DUTIES OF THE PSC CHAIRPERSON**

<b>BEFORE OPENING THE VOTE</b>
<p><b>Fill out cover and 1st</b> part of the Reconciliation and Results Form (RRF) for both electoral bodies</p> <p><b>Distributes</b> election material to PSC members (sensitive and non-sensitive).</p> <p><b>Code labels of PS (eg 1901e/01R)</b> envelopes, bags and forms to be used in polling stations during Election Day.</p> <p><b>Ensures</b> adequate preparation and adjustment PS.</p> <p><b>Exposes</b> the empty ballot boxes before all persons present at the polling station.</p> <p><b>Close the polling boxes with security</b> tape and places them in place clearly seen from all the participants in the polling station.</p> <p><b>Writes</b> the numbers of the security tapes ballot boxes in the Reconciliation and Results Form <b>RRF</b> for the two electoral bodies.</p>
<b>DURING VOTING DEVELOPMENT</b>
<p><b>Writes</b> in poll book opening time of voting time and names of members of PSC</p> <p><b>Writes</b> in poll book names and ID numbers of present accredited observers.</p> <p><b>Supervises</b> the development of voting and counting procedures in polling stations in accordance with the Law // Rules of the election and training manual on procedures for voting and counting at polling stations</p> <p><b>Ensure</b> that all necessary forms are available at the PS and filled out correctly.</p>
<b>DURING CLOSING VOTING</b>
<p><b>Close</b> the PS door after being informed by the manager of the PC that last voter has voted.</p> <p><b>Assign</b> a PSC member to remain at the door and to monitor all persons that enter and leave PS.</p> <p><b>Immediately</b> closes holes in the ballot boxes of PS for Municipal Mayor voting.</p> <p><b>Writes</b> in the work sheets of RRF numbers of closing security digits used to close holes ballot boxes.</p> <p><b>Writes</b> in poll book closing time of PS and the names of present accredited observers.</p> <p><b>Monitors</b> closing PS and material reconciliation process.</p> <p><b>Count signatures in FVL; count the unused ballots, count damaged ballots;</b></p> <p><b>Complete the Part II of RRF.</b></p> <p><b>Is responsible</b> for filling out the RRF or delegating this task to any other member of PSC.</p>
<b>DURING BALLOTS COUNTING</b>
<p><b>Supervises</b> the counting process of PSC members and provides the application of counting procedures in accordance with the Law // Rules of the election and training on manual voting and counting procedures.</p> <p><b>Fills out III and IV</b> part of the form for each RRF for Municipal Mayor.</p> <p><b>Fills out</b> results form of candidates for municipal elections.</p> <p><b>Convey notes</b> from work sheet of RRF to the original RRF sheet for Municipal Mayor.</p>
<b>DURING MATERIAL PACKING IN POLLING STATION</b>
<p><b>Assigns</b> two MEC members for packing PS materials in accordance with training manual procedures - <b>packaging diagram.</b></p> <p><b>Supervises</b> the packaging process by members of PSC</p> <p><b>Ensures</b> that material is packed into three units as planned in the packing diagram and that all packaging envelopes and bags are labeled with polling station codes (<b>e.g. 1901e/01R</b>).</p> <p><b>Responsible</b> for transportation of materials from PS to hand-over/ take-over center in MEC.</p>

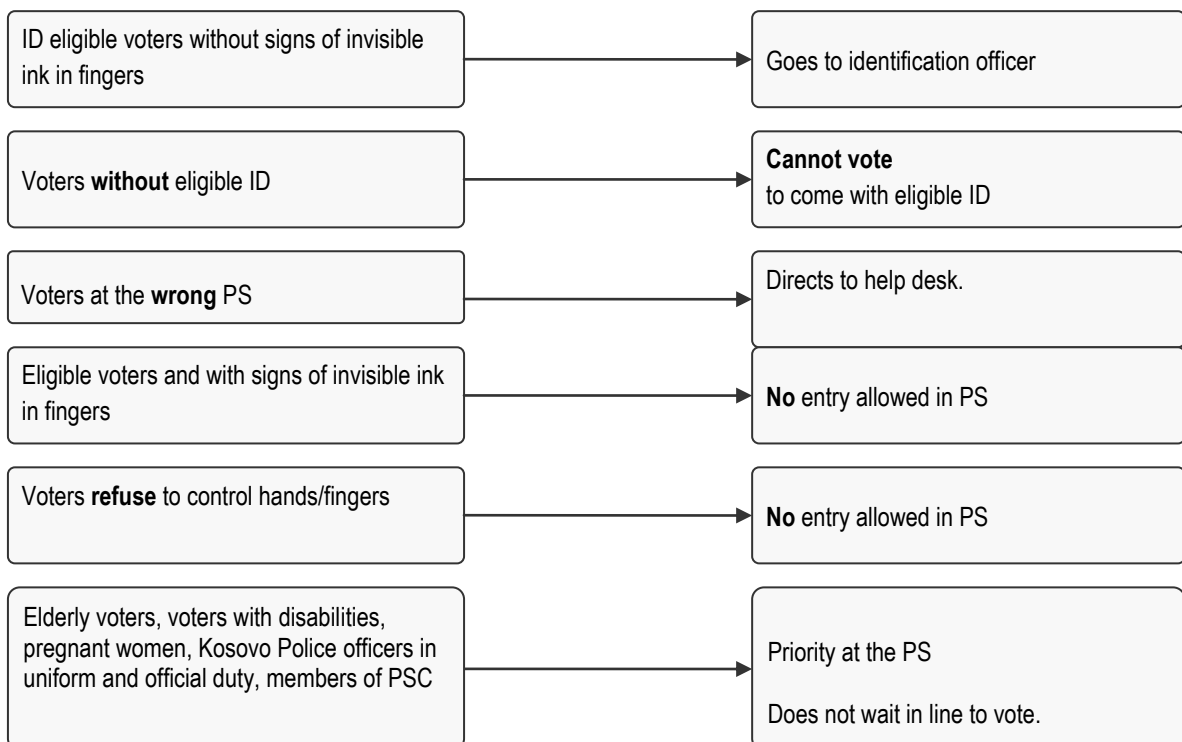


## DUTIES OF QUEUE CONTROLLER

- ✓ Stands at the entrance of PS.
- ✓ Provide movement and rotation control of voters within PS
- ✓ Guides voters to prepare identification documents (ID's) before entering the polling station.

Acceptable identification documents are:

- valid ID;
  - valid passport;
  - valid travel document;
  - valid Kosovo driving license;
  - valid card of DP; or
  - valid refugee card.
- ✓ Controls each voter's hands / fingers of with ultra violet lamps (UV) to see if there is presence of invisible ink.
  - ✓ Directs voters to identification officer.
  - ✓ Controls whether a voter is in proper PS with the exact alphabetical order.
  - ✓ Directs voters to the help desks, if they are in the wrong PS.
  - ✓ Paying particular attention to voters who need assistance, such as pregnant women, older voters and Kosovo Police officers in uniform and on official duty, and PSC members, allowing them to come at the beginning of line.
  - ✓ Direct voters who have voted to PC EXIT.



## DUTIES OF IDENTIFICATION OFFICER

### REGULAR POLLING STATION

- ✓ Verifying the identity of voters by requiring voters to show his / her identification document. Acceptable identification documents are only these as follows: valid ID, valid passport, and valid travel document, valid Kosovo driving license; valid cards of DPs; or refugee cards available.
- ✓ Find the name of voters in final list of voters (FVL)
- ✓ Request from voters to sign their name in the FVL.
- ✓ If a voter is illiterate or disabled in a way that is not able to mark or cast a ballot may be assisted by another person chosen by voters if he requires such assistance. Such person assists only a voter and not a member of PSC, or accredited observers. Person assigned to help the voter writes his name and signs in the final list of voters near a name or other space provided by a voter who is being helped.
- ✓ Directs voters to the ballot issuer :

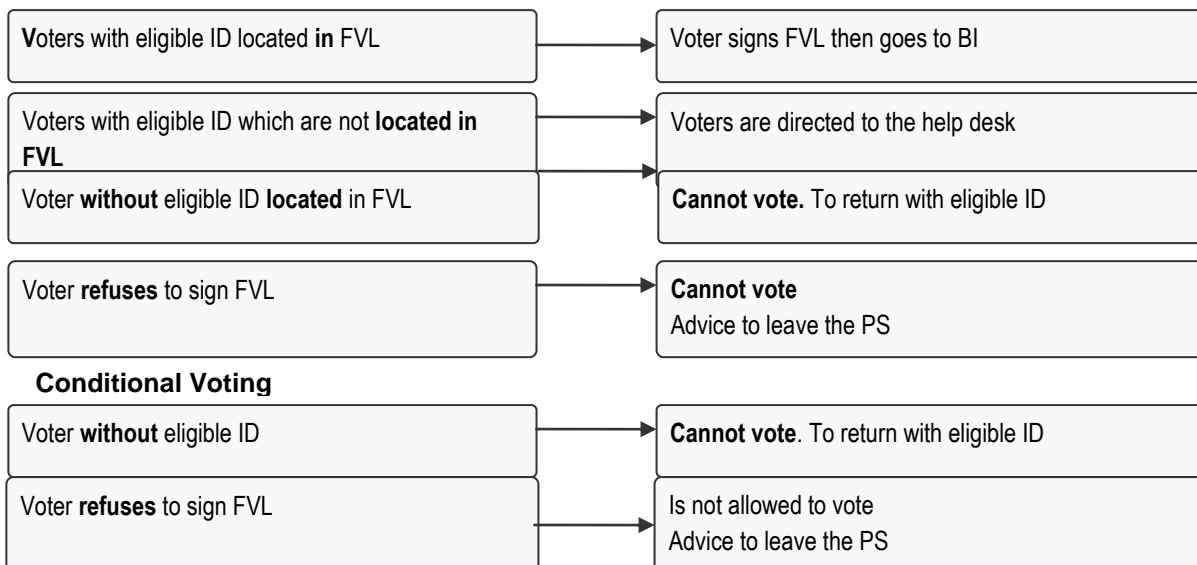
#### IMPORTANT

If a voter is not found in the FVL, or in MWL (municipal wide list), but eligible to vote, or If a voter is in the FVL and beside name of his / her is a "sign", indicating that voters should vote with the condition, then the voter **must be instructed to vote in a dual polling station**

### IN DUAL POLLING STATIONS (Conditional Voting)

- ✓ Verify the identity of voters by requesting he / she is to submit the document of identification.
- ✓ Log in voters in CVL with CAPITAL LETTERS, using identification document acceptable to voters.
- ✓ Requires from the voter to sign the name of his / her in CVL.
- ✓ If a voter is illiterate or disabled in a way that is not able to mark or cast a ballot may be assisted by another person chosen by voters if he requires such assistance. Such person assists only a voter and not a member of PSC or accredited observers. Person assigned to help the voter writes his name and signs in the final list of voters near a name or other space provided by a voter who is being helped.
- ✓ Fills out conditional ballot envelope (CBE) in CAPITAL LETTERS and ask the voter to sign it in the concerned place.
- ✓ Submits identifying document and completed CBE to ballot issuer (BI).
- ✓ Directs voters to BI.

### REGULAR VOTING



## DUTIES OF BALLOTS ISSUER

Ballot Issuer (BI) is responsible for keeping the ballots in the proper conditions in PS. Once ballots accepted from BI-behold, it is the responsibility of his / her to control, count and inform the Chairperson of the PSC if there are any damaged or misprinted ballot.

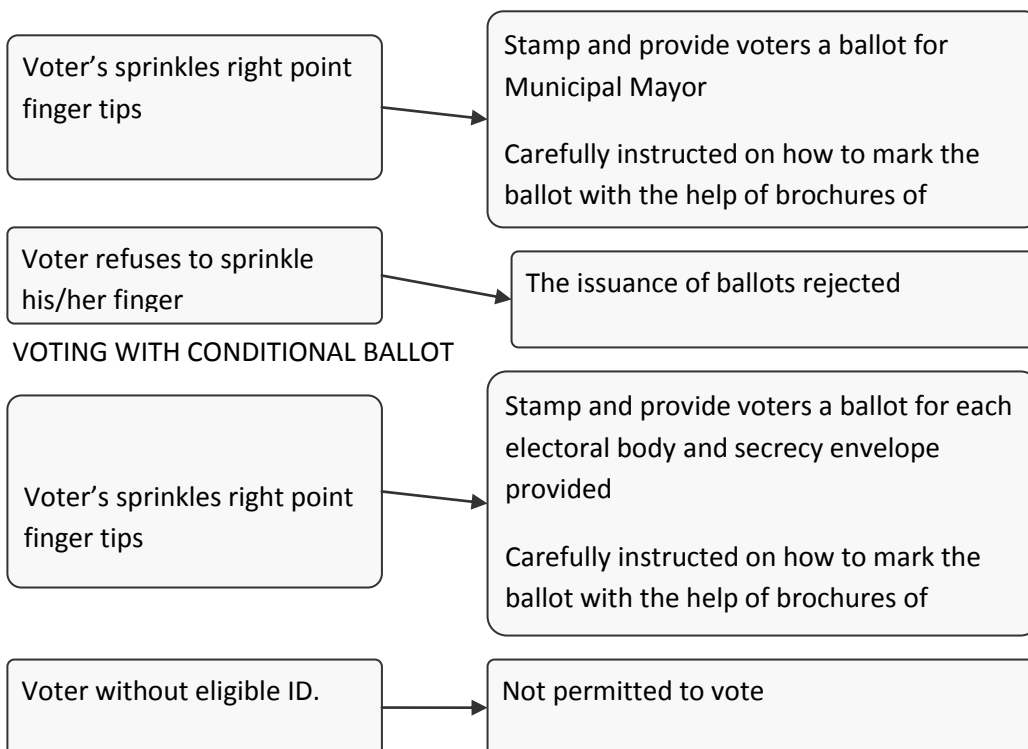
### IN REGULAR POLLING STATIONS

- ✓ Sprinkles right point finger of voter with invisible ink.
- ✓ Detach one ballot at a time from ballot matrix (all used matrix ballots must be carefully preserved during the vote).
- ✓ Folds and seals the back side of two ballots (one ballot for each election body) and gives the ballot to the voter.
- ✓ Carefully guide the voter how to mark ballots and how to use the brochures of candidates for Municipal Mayor Elections.
  - The mayoral election, voters may vote only one candidate, marking the sign (tick) beside preferred candidate's name.
- ✓ Direct voter to a free voting screen to mark the ballot in secrecy.
- ✓ If voter damages the ballot, BI should write "damaged" in the back of the ballot, puts it in the envelope 1 "damaged ballots" for the respective elections and provide voter with another ballot stamped by the same electoral body.

### DUAL POLLING STATIONS (CONDITIONAL VOTING)

- ✓ In the dual polling stations, BI except two stamped ballots must give a secrecy envelope also. Ballot for Municipal Mayor will be placed in the envelope.
- ✓ Instruct the voter not to close the secrecy envelop before the going to ballot box in order for the supervisor of the ballot box to ensure that voters has inserted the ballots in the secrecy envelope.
- ✓ He submits the ballot to the ballot box supervisor with the voter identification document and completed CBE.

### VOTING WITH REGULAR BALLOTS



## **DUTIES OF BALLOT BOX SUPERVISOR**

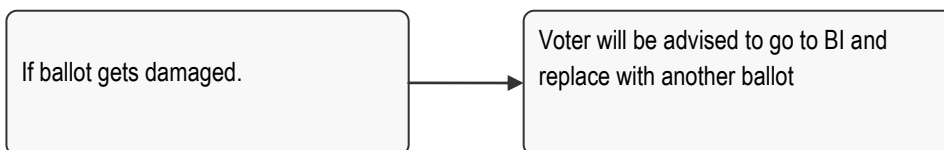
### **THE REGULAR POLLING STATIONS**

- ✓ Supervises the ballot boxes to prevent interference and theft.
- ✓ Ensure that voters vote one by one in a row and that only one voter can be behind the voting screen at the same time while other is voting.
- ✓ Ensure that each voter to cast ballots of his / her vote in the relevant box.
- ✓ Directs voters to the PS EXIT after they have voted.
- ✓ Regularly controls the voting screens to ensure that the pen be available, and that brochures of candidates for Municipal Mayor Elections to be in regular conditions.
- ✓ Any inappropriate writing in the voting screens should be covered, and manipulated brochures of the candidates will be replaced.

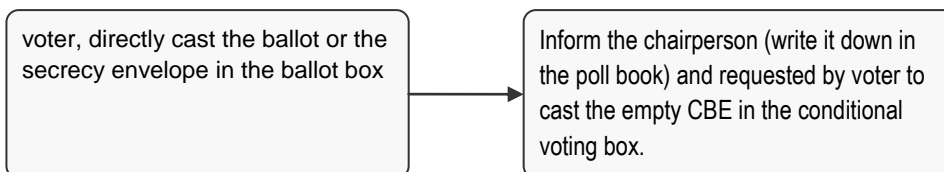
### **DUAL VOTING POLLING STATION (Conditional Voting)**

- ✓ Take from the BI the identification card of the voter and CBE
- ✓ Check the identification document of voters to prove that he / she is given the exact CBE.
- ✓ Ensure that conditional voter is not just simply casting the ballots in the ballot box for conditional voting, without putting the ballot in the provided secrecy envelope and then in the CBE.
- ✓ Request the voter to close the secrecy envelope.
- ✓ Should submit to the voters filled CBE so that he / she can put the secrecy envelope in the relevant CBE, request the voter to close it and put in the ballot box for conditional voting.
- ✓ Return voter's identification document and direct him/her to PS EXIT.
- ✓ If voters directly cast the ballot or the secrecy envelope without CBE checking it, BBS (ballot box supervisor) shall inform the chairperson of PSC who will note it down this issue in the poll book. Then, BBS shall require the voter to empty CBE to cast the voting ballot in the conditional voting box, returning back the ID and direct the voter to the EXIT of polling station.

#### **VOTING WITH REGULAR BALLOT**



#### **VOTING WITH CONDITIONAL BALLOT**



# END OF VOTING

## CLOSING POLLING CENTRE

At 19:00, the manager of the PC's will ensure that no other voters will enter in the queue of PC's. All PS within the PC's will remain open until the voters have voted in all other rows within the center or within the same voting, so that every person who comes to the polling center before time 19:00 allowed to vote. This allows voters to vote who is in the same center but in the wrong line of polling station.

## CLOSING OF POLLING STATION AND PREPARING FOR COUNTING

Chairman of the PSC or PSC member designated by him / her, to close the door of PS after be informed by the voting center manager or designee of his / her that the last voter left the polling station

PSC-Chairperson will appoint members of PSC to perform the following tasks:

- ✓ Immediately closed all ballot boxes holes.
- ✓ Writes down in poll book closing time of the PS and the names of persons present at the polling station and informed them that if they leave PS before counting ends, they will not be allowed to return.
- ✓ PSC-Chairperson of the Commission would allow to MEC, the CEC Secretariat and the CEC members unlimited access to PS during the counting process to help in any matter that may be presented.
- ✓ Mark in the work sheets RRF for Municipal Mayor, the closing numbers of security belt used to close holes of two ballot boxes.
- ✓ Monitor at the door and all persons entering and leaving the polling station.

**In the presence of the Chairman of the PSC-PSC members shall perform the following tasks:**

- ✓ Count the signatures of voters in FVL and CVL, in case of dual PS and marked amounts in the respective work sheets both RRF. **Counted for the second time by the second member PSC at this stage is no mismatches will be allowed!**
- ✓ Counting unused ballots for each electoral body separately and the amount noted in the work sheet of the RRF dedicated for Municipal Mayor Elections.
- ✓ Counted for the second time by the second member of the committee polling station - **at this stage no mismatches will be allowed!**
- ✓ Unused ballots will be packaged together with matrix the ballots for each election separately in Bag2 (a body bag per each election - not closed yet).
- ✓ Counting damaged ballots for each electoral body (one after the other) and the amount write down in the work sheets of RRF respective. Counted for the second time by the second member PSC - **at this stage no mismatches will be allowed!**
- ✓ Fold twice damaged ballots and placed a note on them indicating the total number of ballots. Damaged ballots packaged in Envelope1 and write down the amount of ballots.

All these counts must be verified with a second count by another member's PSC to ensure accuracy of results. NO mismatches will be allowed on the above mentioned!

All results will be recorded in the working sheet in Part II of each of the two RRF.

Chairperson of PSC completes the second part of the RRF work sheet for Municipal Mayor Elections.

# **COUNTING BALLOTS**

## **PREPARATIONS FOR COUNTING**

Tasks to be performed by Commission of Polling Station members before counting starts:

- ✓ Placing tables in a way that the accredited observer can clearly see all the counting process.
- ✓ Prepare working environment for counting (remove all pens, pencils from the tables and other materials).
- ✓ Chairman of Polling Station Commission (PSC-chairperson) assigns tasks to PSC members in accordance with counting.

## **OPENING BALLOT BOXES**

Ballot boxes should be opened one by one and processed / counted as follow:

1. Conditional Voting (only in dual polling stations)
2. Mayoral Elections

In those polling stations where only voted with regular ballots, start counting ballots for Mayoral Elections.

# COUNTING CONDITIONAL BALLOT ENVELOPES –

## ONLY IN DUAL VOTING

Before opening the ballot box with conditional ballots, a PSC- member will read out loud all the numbers of the numbers of closing tapes of ballot boxes, and PSC chairperson will confirm numbers with data previously listed both RRF (Features 2d and 4d).

### FILLING RRF's - PART II ON DUAL VOTING

- Features 4D - the number of tape used to close hole of the ballot box for conditional voting.
- Features 5d - the number of signatures on CVL.

PSC-Chairperson will cut off the side part of the tape of the ballot box with conditional voting and material in the box will be emptied on the table so they can be fully seen by all members of the PSC and accredited observers. The hole of the lid of the box should remain closed.

Only conditional ballot envelopes of will be counted (CBE); envelopes will not be opened in PS. CBE will be counted twice by different members of PSC to ensure that the overall number CBE match the number of signatures in the conditional voters list (CVL). If the overall number of CBE does not match the number of signatures in CVL, PSC members will recount until the same number of overall matches two times consecutively.

If there will be empty CBE, it will be counted as the CBE properly closed.

All CBE (closed, open or empty) are counted and their total number of will be marked in feature 8d in the sheet in RRF. The total number of CBE in the 8d feature has to match with the number of signatures in the FVL feature 5d. If this does not happen, the difference should be marked in feature 9d of sheet of RRF.

### FILLING RRF - PART III FOR DUAL VOTING

- Features 8d - number of CBE in the CBB
- Features 9d – what is the difference between 5d and 8d.

All the counted CBE will be placed in the bag for conditional ballot envelopes. Do not close the bag yet, but put them inside polling station under permanent supervision, so as not to be interfered with it.

*If there are ballot outside the CBE within the ballot box, secrecy envelopes and/or empty CBE will be noted it down in the poll book (item and quantity), until they will be placed in the bag of CBE.*

# COUNTING BALLOTS FOR MUNICIPAL MAYOR ELECTIONS

Before opening the Ballot Box for the Municipal Mayoral Election, a Member of PSC will read out loud all tape numbers of the Ballot Box, whereas the Chairperson of PSC will compare the numbers with data entered earlier in the Municipal Mayor Election Worksheet of the RRF (box 2 and box 4).

The PSC Chairperson will cut the tapes on the sides of the Municipal Mayor Ballot Box and empty the contents on to the counting table in clear view of all PSC members and accredited observers. The Ballot Box top slot will remain closed.

## STEP 1

- √ Unfold the Ballots face down and divide them into stamped and unstamped Ballots.
- √ Form two teams with 2 count members. The first member starts to count by making stacks of 25 Ballots, which will be passed to a second count member. If the second member counts, the same number as the first, and then proceed with the next stack. If the second member counts a different number than the first member, then the pile will be recounted again until the same total is reached twice.
- √ Double counting of stamped and unstamped ballots (during the process keep the stamped and unstamped Ballots separate)
- √ Once all stacks of the stamped and unstamped Ballots are counted, the total sum is entered in box 8 of the RRF Worksheet for Municipal Mayoral.

### FILLING RRF FOR MUNICIPAL MAYORAL ELECTIONS PART III

- ✓ Feature 8- total of ballots in Ballot Box
- ✓ Feature 9–difference between boxes 5 and 8

√ All unstamped Ballots are considered as invalid and are put aside, but still on the counting table in full view of all present in the Polling Station. Place a yellow post-it note sticker indicating the number of unstamped Ballots on the top.

√ PSC Chairperson compares total number of signatures in Final Voters List (feature 5) with the total number of Ballots (feature 8) found in the Ballot Box. If the general number of counted Ballots equals the total number of signatures on the FVL, than in feature 9 of the RRF worksheet, for mayoral, 00 should be marked.

### FILLING RRF FOR MUNICIPAL MAYORAL ELECTIONS PART III- Reconciliation

- ✓ Feature 9–difference between features 5 and 8

If there is a discrepancy, the following tolerance level is accepted:

- Up to 100 signatures on FVL 1 (-/+)
- Up to 200 signatures on FVL 2 (-/+)
- More than 200 signatures on FVL 3 (-/+)

### NOTE

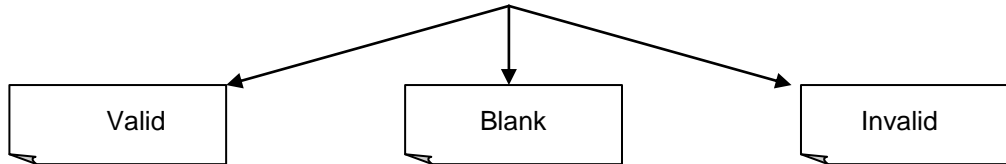
If Discrepancies are within these levels, the difference is entered in box 9d, and the sorting of Ballots per Candidate can start.

If differences are greater than the tolerance level, then the counting of the Regular Ballots must be repeated. If the discrepancies cannot be resolved during a recount of Ballots, a REMARK is recorded in the Poll Book, explaining the situation. The difference will be visible from the reconciliation check on the RRF (feature 9).



## STEP 2

Under supervision of PSC Chairperson, the Ballots will be placed face up and classify as: **Valid, Blank and Invalid.**



### How to determine the validity of Ballots?

**If the intention of the voter is clear, the Ballot should be considered as valid.**

#### Invalid Ballots are:

- A Ballot is voted for more than one Municipal Mayoral Candidate
- A Ballot where the Voter's candidate choice is unclear
- A Ballot that was not stamped with Official Ballot Stamp

**Blank ballot will be considered empty / unfulfilled ballot for any political entity found within the box voting (Feature 11) in RRF.**

The PSC Chairperson's decision is final within the Polling Station. If a Counting Team Member or accredited observer does not agree with the Chairperson's evaluation on a particular Ballot, he/she can file a complaint in EPAC.

## STEP 3

✓ **The Valid Ballots** will be sorted into separated stacks for each candidate for Municipal Mayoral.

✓ The stack for each candidate is double counted from two different PSC members, in same order whereas candidates are appearing on the Ballot.

✓ If counting of second member appears with same number as the first then it continues with next stacking. If counting of second member appears with different number compared to the first one, then stack should be recounted while total amount to be resulted same twice.

✓ After counting whole ballots for each candidate separately total number of won votes from each candidate should be written in 4<sup>th</sup> part of the RRF worksheet for Municipal Mayoral. PSC Chairperson controls twice if total amounts are written in proper row that is in compliance with the respective candidate.

### **FILLING RRF FOR MUNICIPAL MAYORAL ELECTIONS PART IV**

- ✓ PART IV- number of votes for each candidate separately
- ✓ Box 10 - total of valid ballots ( total amount of valid ballots of all candidates)

✓ The **Blank Ballots** are counted and the quantity is recorded in feature 11 of the **Worksheet of the RRF** of Municipal Mayor Elections.

✓ The **Invalid Ballots** (including **unstamped Ballots**) are counted and the quantity is recorded in feature 12 of the **Worksheet of the RRF** for Municipal Mayor Elections.

**FILLING RRF FOR MUNICIPAL MAYORAL ELECTIONS PART IV**

- ✓ Feature 11 – the number of blank ballots in the BB
- ✓ Feature 12 – the number of invalid ballots
- ✓ Feature 13 - total of valid ballots (copy feature 10 )
- ✓ Feature 14 - total (feature amount )  $11+12+13$
- ✓ Feature 15 – difference between feature 8 and feature 14

**FILLING RRF FOR MUNICIPAL MAYORAL ELECTIONS PART IV – Reconciliation**

- ✓ Feature 16 – the number of Unused Ballots ( feature 6 )
- ✓ Feature 17 - the number of damaged Ballots (feature 7 )
- ✓ Feature 18 – number of ballots inside Ballot Box ( feature 8)
- ✓ Feature 19 – number of CBE s in the Ballots Box (feature amount)  $16+17+18+19$
- ✓ Feature 20 - total of features  $16+17+18+19$
- ✓ Feature 21 – difference between feature 3 and feature 20

## **AFTER FINISHING THE COUNT FOR THE MUNICIPAL MAYOR ELECTIONS:**

**PSC Chairperson monitors the following process:**

√ **All Unused Ballots** are placed into **bag 2 for Municipal Mayor Elections Ballots**. Serial Numbers of closing security tape used for closing of bag 2 is noted in Part V of the working sheet of RRF for Municipal Mayoral.

√ **All Blank Ballots** They are string-tied and placed into **Envelope 3** for Municipal Mayor.

√ **All Invalid Ballots** (including **unstamped Ballots**) are string-tied and placed within **Envelope 3**, together with the Blank Ballots.

□ Total of all **Valid Ballots for each candidate** are double fold and string tie the **Valid Ballots of each Candidate** and place them in **Bag 4**. Serial Numbers of security tape used for closing of bag 4 is noted in Part V of the working sheet of RRF for Municipal Mayoral.

### **FILLING RRF FOR MUNICIPAL MAYORAL -PART V**

- ✓ number of closing tape for bag 2
- ✓ number of closing tape for bag 4
- ✓ number of closing tape of the lid of Ballot Box

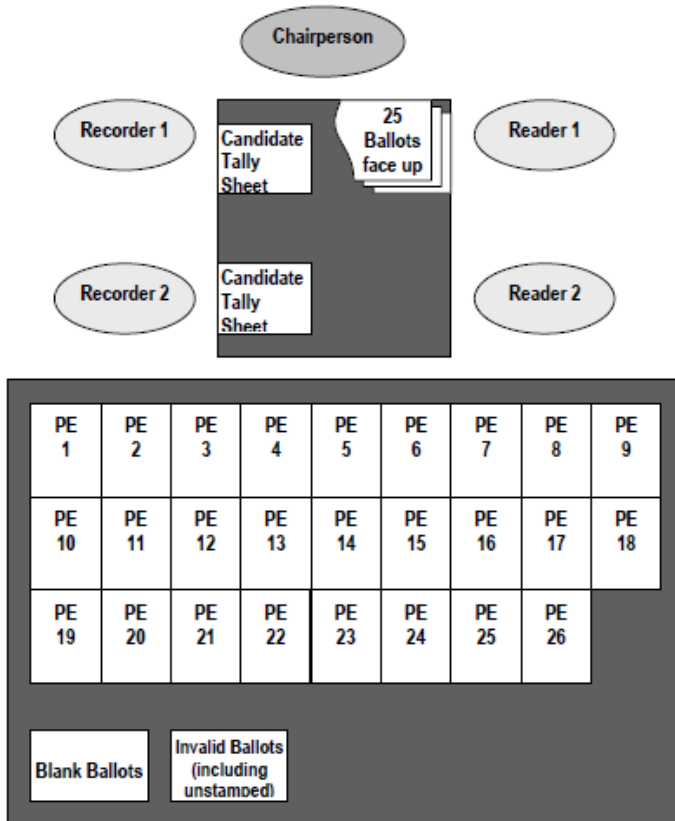
**Do not close any bags and envelopes yet!** They are provisionally placed into the empty Ballot Box for the Municipal Mayoral Elections. The Ballot Box is put aside in the Polling Station under permanent supervision, so that it cannot be tampered with.

**How to act if Ballots are in wrong voting box?** If any ballot is put in wrong ballot box regular ballots, it will be put on a side, and later on it will be counted for certain election.

**How to act with the conditional voting material that is in wrong box?** If CBE are put in wrong certain ballot box for voting with regular ballots, then in the end of counting that CBE should be counted together with CBE's from conditional ballot box and it will be added in box 8d, the 19 of worksheet of RRF for Municipal Assembly Election, and for RRF for Municipal Mayoral Election. If any un-annexed envelope or CBE is founded in Ballot Box for regular ballots, its general number will be marked in Poll Book, CBE will be counted together with founded CBE in ballot box and **they will be put in envelope bag of conditional ballot.**

## COUNTING OF CANDIDATES VOTES FOR EACH POLITICAL ENTITY (PE)

The count area will be prepared like below:



## **COMPLETING THE ORIGINAL RECONCILIATION AND RESULT FORMS for THE MUNICIPAL Mayor ELECTIONS:**

Double check that you have the correct forms for the respective election in front of you before entering any data in front of you!

- PSC Chairperson or his/her delegate copies the data from the RRF and CRF Worksheets to the Originals. The white, green and pink copies will now carry the same information.
- The PSC Chairperson or his/her delegate marks on the original RRF ( PART V ) of tape numbers prepared to close the Ballot Box , bag 2 and 4, and the Conditional Envelopes .
- PSC Chairperson or his/her delegate takes out the Pink Copies of both the RRF and CRF and puts it on the wall of PS this action ensures that all participants in the PS have access to official results of concerned PS.

### **NOTE**

To ensure transparent election process- the PSC Chairperson puts the Pink Copy of the RRF for Municipal Mayor at the outside wall or door at the Polling Station.

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 can file a complaint regarding any aspect of the counting process. PSC Chairperson will inform of his/her right to submit a complaint to the Election Panel for Complaints and Appeals (EPAC) and provide him/her with an EPAC Complaint Form.

## VII. PACKING AND TRANSPORT

### NOTE FOR PSC CHAIRPERSON

#### Necessary material at this stage:

- ✓ Packaging Diagram –located in the Training Manual and on the cover of RRF.
- ✓ Packaging bags, envelopes, and ballot boxes (good and clearly marked with the PS code - eg 1901e/01R).
- ✓ Training Manual on packaging instructions

## PSC CHAIRPERSON DUTIES IN THIS STAGE

PSC Chairman of together with a PSC member of the opposite political entity is responsible for packaging and delivery of election PS material to the MEC municipal warehouse. **To have an efficient and regular INTAKE regular process of in MEC municipal hubs and then in the Count and Result Center, packaging of material in PS should be done according to the procedures outlined in the packaging diagram - (See diagram) .** If packaging is done according to diagram, the INTAKE process materials in Municipal Warehouse will be done more quickly. If there is no attention and carefulness during packing, PSC chairperson with its associates will spend hours in the warehouse until all packing is done in right way.

### Before Packaging

PSC Chairperson must ensure that the correct RRFs and CRF have been completed and signed. The PSC Chairperson must confirm the accuracy of labels on all envelopes and bags. Once all labels have been confirmed of their accuracy, including the quantity of their contents recorded on their exteriors, and then the material should be placed inside the appropriate bags and envelopes and sealed with security tape.

### Items inside the Municipal Mayoral Election Box

#### Items to be placed into the MUNICIPAL MAYORAL ELECTIONS BALLOT BOX (follow the order as indicated below):

- **Envelope 1** containing **Damaged Ballots during the day.**
- **Bag 2** containing **Unused Ballots and Ballot matrix;**
- **Envelope 3** containing **Blank Ballots and Invalid Ballots;**
- **Bag 4** containing **Valid Ballots** (string-tied per each Candidate);

#### Items to be placed into the MEC ENVELOPE:

- The **Final Voters List** (including the **Conditional Voters List** in a Dual Polling Station);
- The **Poll Book;**
- The **RRFs** for two Election Bodies (including Cover, Original, Worksheet, white and green copies – only the pink copy will be extracted to be posted Polling Station wall !);

**Items to be placed into the CONDITIONAL BALLOT ENVELOPES BAG :**

- The used Conditional Ballot Envelopes;
- Any empty CBEs and loose secrecy envelopes that were found in any of the Ballot Boxes

MEC Envelope and two Ballot Boxes containing sensitive material (and CBE bag for a Dual PS) will be closed and prepared for transport.

**COLLECTING OF NON-SENSITIVE MATERIAL**

PSC Chairman of Dual PS and any designate member of the PSC -designate, will collect all NON-Sensitive material from each polling station within the voting center. Once collected, this material will be placed inside the empty Conditional Voting Ballot box of dual PS will be submitted to the Polling center Manager. He / she will deposit it in a safe location. Non-Sensitive material will be used again for the second round of elections for mayor.

**The non-sensitive items are the following:**

- Ink and Ink Pads
- Voting Screens
- Unused Security Tapes
- Unused Conditional Ballot Envelopes
- Unused Secrecy Envelopes
- Various Stationery items (signs, pens, paper, etc.)
- Blank EPAC complaint forms
- Electoral Rules

**FINAL DUTIES in the Polling Station**

PS 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 the tape from floor and walls.

**TRANSPORTATION TO MUNICIPAL WAREHOUSE**

According to MEC guidelines, Manager of the voting center, PSC Chairman and any designate PSC member will transport all election materials along with MEC envelope to municipal MEC warehouse.

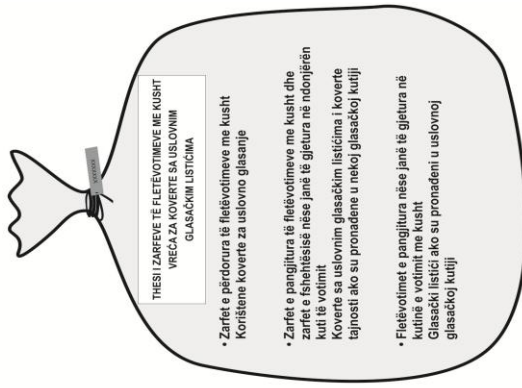
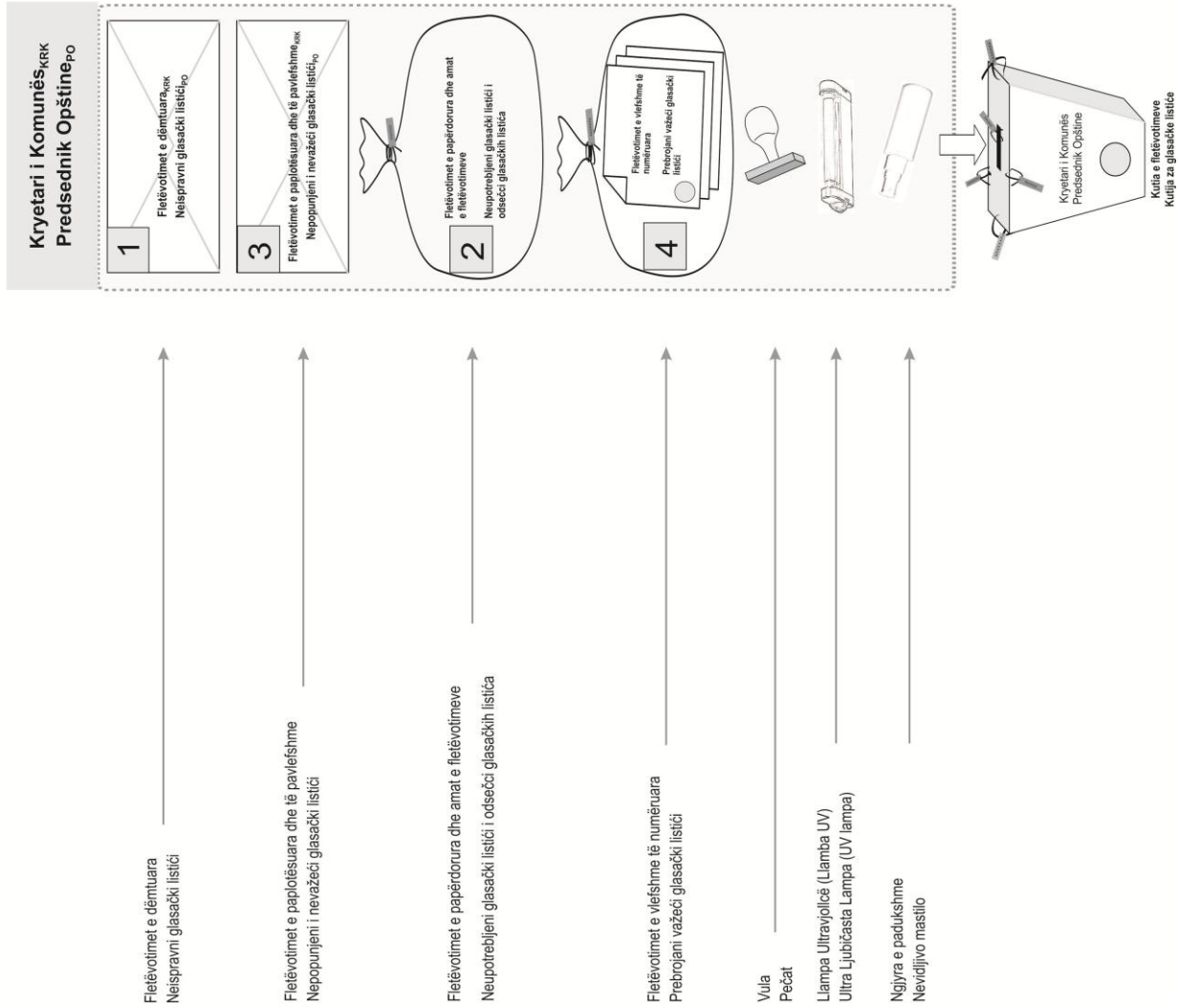
**NOTE**

MEC in Municipal Warehouse will require from PSC -Chairperson the following materials:

- ✓ 2 Ballot Boxes ( One for Municipal Mayoral and one for Municipal Assembly)
- ✓ MEC Envelope
- ✓ CBE Bag (Valid only for Dual PS )

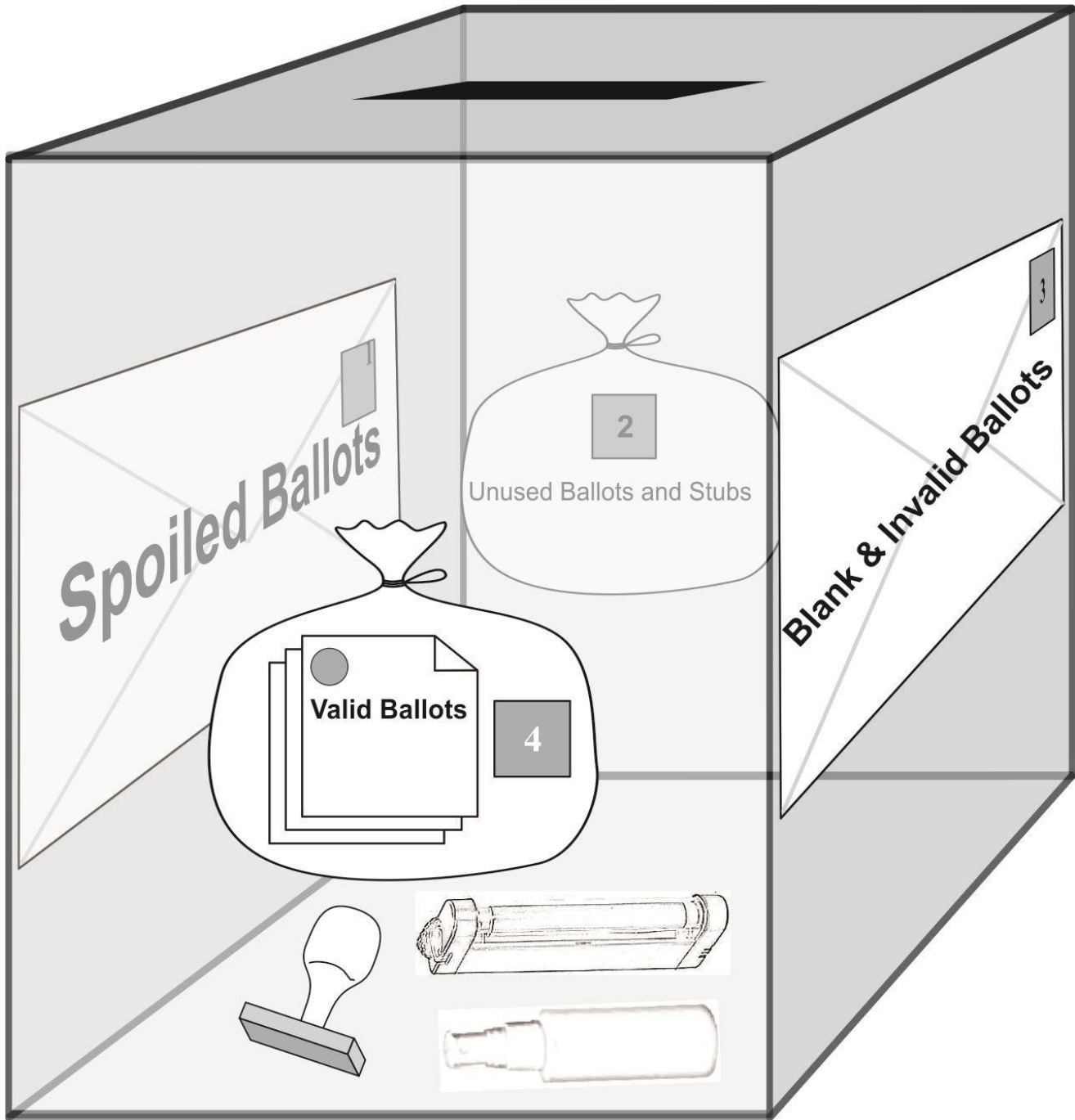
# DIAGRAMI I PAKETIMIT / DIJAGRAM ZA PAKOVANJE

## ANNEX





**PACKING OF BALLOT BOXES**



**Ballot boxes should be packed as in diagram above. Stamp, label, in envelopes and bags and used tally forms should be placed in that position that can be seen from outside, because during material intake in MEC warehouse, material will be controlled by sight.**



