



# PROCEDURES MANUAL

FOR POLLING & COUNTING

ELECTION FOR THE ASSEMBLY OF REPUBLIC OF KOSOVO



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# OVERVIEW OF ELECTORAL SYSTEM

## SYSTEM AND ELECTIONS IN THE REPUBLIC OF KOSOVO

The Central Election Commission in Kosovo organizes three types of elections:

1. Assembly Election in the Republic of Kosovo
2. Municipal Assembly Elections
3. Mayoral Elections

### Assembly Election in Kosovo

Assembly Election in Kosovo shall have a proportional representation system with open lists. This means that each political entity wins a number of seats in the Assembly, which is approximately equivalent to the proportion of the total number of valid votes it won in the election.

Kosovo shall be considered a single electoral district, where entities certified for the elections have to compete for 120 seats in the Assembly of Kosovo. Out of 120 seats in the Assembly, 10 of them are guaranteed for the members of Serb community and 10 for members of other minority communities.

In the proportional representation system with open lists that is used in Kosovo, if a political entity wins X seats, candidates from that entity who receive the highest number of votes would get those seats. However, there is a requirement in Kosovo that at least 30% of representatives from each political entity should come from each gender and this is a mandatory requirement, which should also apply for the allocation of seats to the candidates.

A threshold of 5% for political entities means that a political entity should win at least 5% of the valid votes to be entitled to get a representation seat in the Assembly. There is no need for political entities representing minority communities to meet this requirement.

A voter shall vote for a political entity and for five (5) candidates of that political entity. Assembly of Kosovo is elected for a four (4) year mandate, which commences from the inaugural session held within thirty (30) days from announcement of official election results.

**System** - A proportional system with open list (1+5)

**Electoral District** – Kosovo is a Single Electoral District

**Assembly of Kosovo** - 120 seats

**Guaranteed seats** - 10 for Serb community members, and 10 for members of minority communities

**A threshold of 5% for political entities**– means that a political entity must win at least 5% of valid votes to be entitled to win a representation seat in the Assembly. There is no need for political entities representing minority communities to meet this requirement.

**A gender quota 30%** - ensures that at least 30% of candidates from each political entity should come from each gender and this is a mandatory requirement that should also apply for allocation of seats to members of the Assembly.

**Mandate** - A four year mandate.

## RIGHTS AND OBLIGATIONS OF PARTICIPANTS IN THE ELECTORAL PROCESS

In this chapter we will learn about rights, obligations and responsibilities of various stakeholders participating in an electoral process in the Republic of Kosovo. Stakeholders are divided into two groups, internal and external. Internal stakeholders constitute organizational structure, or election management body, including: the CEC, MECs, Polling Center managers and PSCs; whereas external stakeholders constitute various institutions such as: political entities/observers, media, police.

Elections Complaints and Appeals Panel (ECAP) is a permanent independent body, authorized to adjudicate and decide on admissible complaints and appeals related to electoral process.

### THE CENTRAL ELECTION COMMISSION

The Central Election Commission (CEC), is established in accordance with Article 139 of the Constitution of Kosovo, and is a permanent and independent body, in charge of organization, administration and implementation of elections in Kosovo.

Role of the CEC is to regulate electoral process through adoption of electoral rules, and oversight of the electoral process in all of its aspects to ensure elections reach international standards.

The CEC is composed of eleven (11) members: Chairperson and ten (10) other members. Chairperson shall be appointed by President of the Republic of Kosovo and shall be selected from the ranks of the Supreme Court judges. Mandate of the CEC Chairperson is (7) years, starting from the date scheduled for announcement of the appointment by the President of Kosovo. Authorizations in exercising duties of a CEC member are established pursuant to the law and rules on discharging the mandate. Ten (10) other members of the CEC shall be appointed as a result of nominations from six (6) largest parliamentary groups in the Assembly of Kosovo, and, four (4) members representing smallest communities in Kosovo.

### MUNICIPAL ELECTION COMMISSION

Municipal Election Commission (MEC) is a body in charge of implementation of election activities within territory of a municipality.

Municipal Election Commissions (MECs) are bodies established by the CEC in thirty-eight (38) municipalities of the Republic of Kosovo to assist in organization of elections. MECs are in charge of administration of elections within their relevant municipality, under exclusive supervision and instructions of the CEC, acting through its Secretariat, ensuring legality and legitimacy and efficiency of the electoral process. MECs are composed of seven (7) members appointed within fifteen (15) days after announcement of elections. Mandate of the MECs shall end fifteen (15) days after certification of election results, or according to other provisions set under Article 7 of Rule 18.

## MEC responsibilities:

- ⇒ **Operational plan** - implements all activities foreseen under the plan
- ⇒ **Electoral campaigning** - Implements procedures foreseen for electoral campaigning and appoints a MEC member as a contact person with the Police.
- ⇒ **List of PCTR managers** - MEC shall compile the list of PCTR managers, and forwards it to the CEC
- ⇒ **Proposes** positions of members to the PSCs, and positions of the polling center staff to be engaged on Election Day.
- ⇒ **Mandate** – They will be established X days after announcement of Election Day.

## ELECTIONS COMPLAINTS AND APPEALS PANEL (ECAP)

Elections Complaints and Appeals Panel (ECAP) is a permanent independent body, authorized to adjudicate complaints and appeals related to the election process.

ECAP shall receive complaints in four phases:

- Complaints against CEC decisions
- Complaints during pre-election period
- Complaints concerning Election Day violations
- Complaints during post-election period

**Deadlines:** During election campaign, a complaint has to be filed up to 72hrs after the violation, whereas violations taking place on Election Day have to be filed to the ECAP 24hrs after closing of the polling stations.

PSC Chairperson is obliged to inform interested parties of his/her right to file a complaint to the Elections Complaints and Appeals Panel (ECAP) by providing him/her with ECAP complaint form available at the Polling Station kit.

A voter should be informed that a form shall be filed in person, by fax, or by mail to the ECAP office at “Migjeni” Street in Prishtina

### ECAP Mandate

- Independent body
- Managing all election related complaints and violations

**Complaint form** – has to be filed to the ECAP, according to legal deadlines

- 24hrs- for violations on Election Day
- 72hrs-for violations during the campaign

**Case Management System** –Tracking case status through Case Management System(<http://pzap.rks-gov.net>)

**Contact address** - Rruga Migjeni Nr. 21, Prishtinë. (<http://pzap.rks-gov.net>) Phone no.:

**Important:** Every complaint relating to polling and counting process has to be filed to ECAP within 24 hours, from the moment of an alleged violation.

**Decision** – ECAP has 72hrs to take a decision

## OBSERVERS AND MEDIA

Accredited election observers play an important role as far as integrity of elections is concerned by protecting the process against irregularities and fraud, and by making sure election results are acceptable to people in Kosovo. Rights of the observers strengthen transparency in elections by providing access to observation of election processes.

### **Accredited observer**

- Keeps and shows his/her accreditation card issued by the CEC during his/her stay at the PCTR/PS
- Respects and abides by strict rules of the ethical code at all times by not interfering with the election process and by not violating secrecy of the ballot.
- Closely observes both polling and counting process
- Addresses only to the PSC Chairperson about all concerns/remarks or clarifications.

### **Accredited media**

- Keep and show their accreditation card issued by the CEC during their stay at the PCTR/PS.
- Respect and abide by strict rules of the ethical code at all times by not interfering with the election process and by not violating secrecy of the ballot.
- Observe the voting process (with exception of marking of ballots by the voter), as long as not impeding election process or as long as not limiting usage of a polling station material.
- Record inside polling center/polling station as long as they don't record any personal information of a voter and as long as not violates secrecy of voters.
- Record flow of voters through a polling center/polling station, under voter's permission. (page 19)
- Conduct interviews with voters (after they casted their ballot) outside the radius of 25 meters surrounding the polling center and with the permission of a voter.

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### **PSC Chairperson may:**

- Reduce number of observers if he/she deems that number of accredited observers and media are impeding the voting process within a polling station, allowing only one observer from each political entity to stay inside the PS at a time.
- Communicate with and serves as a liaison between observers and PSC members on any matter they might raise.

### **Observer may:**

- not interfere with and impede progress of the electoral process.
- not observe the voting screen as long as a voter is still voting inside it.
- not either give orders or debate with PSC members regarding procedures at the PS.
- not sit around the same table with PSC members.
- not handle ballots or any sensitive materials used at the PS
- not assist a voter
- leave a polling station after counting process had started, but may not come back and enter

there after the counting had started;  
-not speak directly to members of the PSC.

**Media may not:**

- Record PVL/CVL and voters inside the voting screen during marking of the ballot;
- Conduct interviews inside the PS.

## RIGHTS OF THE POLICE

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Kosovo Police are located near polling centers on Election Day to swiftly tackle all violations that might occur.

## RIGHTS OF POLITICAL ENTITIES

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Kosovo is a Parliamentary Republic with a multi-party system, which enables political entities and their candidates to compete in the election to get leadership positions.

For political entities to compete in the election they have to get certified by the CEC/PPRO

Political entities are:

- 1.Political parties
- 2.Citizen initiatives
- 3.Individual candidates

for certification are required

**1000** signatures when running  
for general elections

## POLLING CENTER STAFF

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### GENERAL INFORMATION

A Polling Center (PCTR) is a building where one or more Polling Stations (PSs) are located. A Polling Station covers a public area within a radius of 25 meters from entrance into the building. In most of the cases, buildings used as Polling Centers are schools or community premises.

A Polling Station (PS) is a classroom, room, or similar premises assigned within a PCTR where voting takes place. Polling stations are usually classrooms in schools. Approximately 750 voters will be assigned to each polling station.

Within each PCTR, a polling station that bears the last order number will be a dual polling station where voters may cast a regular or a conditional ballot. (e.g. If a PCTR has a total 4 polling stations, polling station # 4 is a dual PS)

#### Composition of a Polling Center Staff:

- Polling Center Manager
- Polling Center assistants

-Help desk staff

-Data entry preliminary results staff

#### Duties and responsibilities

##### PCTR Manager

One day prior to and on the Election Day, PCTR Manager shall be in charge of organization and planning of all technical activities at the Polling Center and outside the building within a radius 25 meters from the entrance into the public space of the building.

PCTR Manager shall also be in charge of the following tasks:

- To receive election materials for the PCTR, including non-sensitive materials for PS.
- To place election materials at a safe and secure room/place within the PCTR.
- Together with the staff shall place signs and information/direction instructions for voters prior to Election Day.
- Ensure that premises/PCTR is prepared and ready for opening prior to 06:00hrs.
- Provides access to all categories of voters (puts/improves a ramp, if they missing)
- Communicates with the MEC on organizational and operational issues of the PCTR
- Receives non-sensitive materials
- Distributes election materials to chairpersons
- Liaises with the MEC on transport of election materials to PCTR and vice-versa.
- Reports on closing of the PCTR.
  - Informs, coordinates with the MEC, non-attendance of members at PSCs, or that materials are missing
  - Informs MEC on any important developments inside the PCTR
  - Ensure that until counting process is running inside the PCTR, only authorized persons can enter (CECS/MEC staff, PSC trainers, the police in case they are called in

for intervention).

-Delegates tasks and supervises work of the PCTR technical staff

-Together with PCTR assistants takes care on proper orientation of voters

-He/she reports to the MEC:

At 07:00hrs he/she reports about opening of PSs

At 11:00hrs; 15:00hrs and 19:00hrs reports on voter turnout (number of voters per PS)

At 19:00hrs reports closing of PCTR and PSs.

-Arranges the Help Desk at a convenient place providing fair access to all voters.

-Accommodates preliminary results staff in charge of data entry of preliminary results.

-Assigns an person from amongst the ranks of PCTR staff to assist with collecting data from each polling station, numbers/percentages of voter turnout, at three times intervals: 11:00hrs, 15:00hrs and 19:00hrs.

##### **Is NOT** in charge of:

-Resolving of or answering to questions relating to polling procedures at PS. Questions of this character shall be addressed to trainers in municipalities or to trainers on duty-call in the Operation Room on Election Day.

## Polling Center assistants

Polling Center assistants are in charge of preparing the PCTR with all direction and information signs and to direct/orient voters both inside and outside of Polling Center. Number of assistants will be proportionate to the number of PSs.

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PCTR assistants are in charge of the following tasks:

- Prepare PCTR one day prior to Election Day.
- On Election Day, they will report to the PCTR at 06:00hrs.
- They place PCTR sign/number on places visible to voters from outside.
- They will remove any and each election campaign materials that happen to be both inside and outside of PCTR in a radius of 100 meters around the PCTR.
- Prevent a crowd from gathering at the PCTR by helping their flow both inside and outside of the premises.
- Report incidents to the PCTR Manager to ensure an orderly process.
- As necessary, they help voters who seek help, such as elderly voters, pregnant

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women, special needs voters, uniformed KP officers on duty, as well as election staff (PSCs), giving them priority and putting them in the front of the queue.

-At 19:00hrs, they will allow voters waiting outside to enter the PCTR and cast their ballot.

-Close the main doors to the PCTR. During the closing, assistants closely monitor the PCTR. If the queue is formed outside, one of the PCTR assistants should stay behind the last person in the queue to ensure that no other person joins to it, after the Manager has officially closed the PCTR.

-Guide voters towards exit from the PCTR, after they have voted.

-Clean up and arrange premises one day prior to voting as well as after completion of the counting process.

## Help Desk staff

Every Polling Center will have at least one Help Desk where two officials will provide their services. They will be equipped with a Municipal –Wide Voters List (on CD format or in print out) and their task will be to inform voters on where and at which polling station they are assigned to vote.

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Help Desk staff is in charge of the following tasks:

- To inform voters to which Polling Center and Polling Station they are assigned to vote, instructing them about location of

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the PCTR and name of that location (premises).

-They keep “Brail” templates to serve blind voters.

## Preliminary results staff

Preliminary results staff/official is in charge of; a) reporting on voter turnout, and b) entry of preliminary results after ballots were counted at the PS.

PCTR Manager will assign an assistant to help a preliminary results official.

The official together with the assistant shall be in charge of the following tasks:  
-Collect data (number of voters) on voter turnout from the PSC Chairperson at following time intervals, at 11:00hrs; 15:00hrs and 19:00hrs.

-After completion of counting, he/she shall receive the fifth copy (yellow) of the RRF from the Chairperson and submits it to the preliminary results data entry official.

## POLLING STATION COMMITTEE (PSC)

A Polling Station Committee (hereinafter “PSC”) is an election body assigned in each polling station, in charge of preparing and administration of the election process in a polling station.

Composition of the Polling Station Committee (PSC) shall reflect composition of members of the Municipal Elections Commissions (MECs). A Polling Station may be opened with three (3) members, but for the election process to function inside a polling station, the PSC team shall have 5 members. The Municipal Election Commission may, in certain cases, increase number of members of the Polling Station Committee and inform the Commission about this immediately.

Each PSC is lead by a PSC Chairperson

### PSC POSITIONS AND FUNCTIONS

- PSC Chairperson,
- Queue Controller (QC),
- Identification Officer (ID officer),
- Ballot Issuer (BI),
- Ballot Box Supervisor (BBS),

- Identification officer assistant, and
- Ballot issuer assistant.

### FUNDAMENTAL PRINCIPLES OF PSC

- As a member of a Polling Station Committee (PSC), you should

demonstrate a high level of dedication and be prepared to perform duties with competence and professionalism by providing quality services and being polite to all voters and other stakeholders equally throughout the Election Day.

-Attend training, prepare the polling station in advance, as well as execute all tasks as assigned by the Chairperson on the Election Day.

-Show an increased caution to several categories of voters such as: elderly, pregnant women, disabled persons as well as to assisted voters.

## PSC CHAIRPERSON

PSC Chairperson is the main person in charge of discharging the duty in a professional and impartial manner in managing and overall operation of the polling station by performing his/her tasks accurately and in accordance with the CEC Rules and the Manual.



### Chairperson is in charge of:

- Implementing all polling, counting and packaging procedures with accuracy.
- Assigning tasks to all PSC members.
- Referring to the training manual when coming across procedural uncertainties related to Election Day
- Supervising all operations inside the polling station and advises PSC to improve the process.
- Ensuring implementation of all Central Election Commission (CEC) electoral rules, and also to monitor for irregularities.
- Writing down irregularities on the Poll Book and informs the MEC about this.
- Assigning replacement in cases when staff cannot stay at the PSC.
- Keeping peace and order at the polling station (PS).
- Keeping contacts with media, accredited observers and security staff coming to PS (an exclusive responsibility of the Chairperson)
- Contacting CECS trainers for questions and clarifications regarding polling & counting procedures
- Contacts/communications with MEC on operational issues.
- Reports on Election Day on voter turnout at 11:00hrs, 15:00hrs and 19:00hrs.
- Polling Station Chairperson is obliged that five (5) minutes prior to reporting time 11:00hrs, 15:00hrs and 19:00hrs provide data – statistics on the percentage of voter turnout at that polling station, whereas after completion of counting of ballots for political entities also hand over the fifth (5) yellow copy of the RRF to the preliminary results staff at the PCTR.
- Fills out the form with data concerning percentage of voter turnout and gives it to the preliminary results staff, the form is signed by both parties.
- Polling Station Chairperson reports to the PCTR Manager about:
  - a) Opening of the PS at 07:00;
  - b) Voter turnout in the elections by reporting a total number of voters at these time intervals:
    - 11:00hrs report # voters
    - 15:00hrs # voters
    - 19:00 # voters and closing of PS.

For polling stations not yet closed because of frequency of voters, the Chairperson shall wait for completion of the process, and then, through the PCTR Manager, shall report to the MEC.

### Before E-day

- Training continues
- Studies and learns the voting and counting procedures
- Acquaints to MEC
- Receives the non-sensitive material
- Adjusts the Polling Station with signs and tables



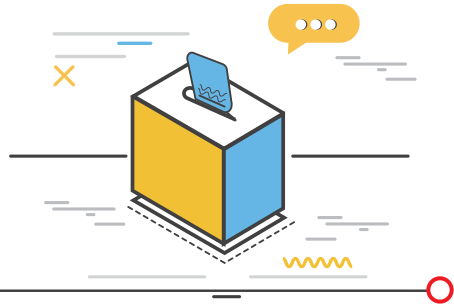
## Before opening of the Polling Station

- Receives the sensitive material
- Determines duties to PSCs members
- Checks all materials
- Before official opening, shows the ballot box to the present
- Puts security seals in the box
- Registers the figures in the form



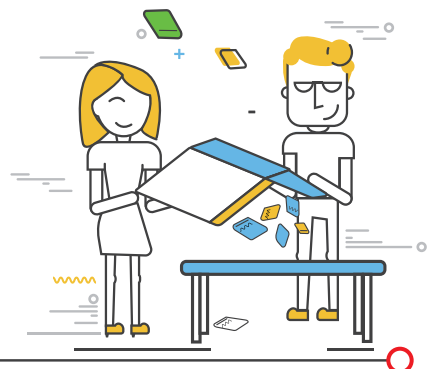
## Voting

- At 07:00 o'clock officially announces the PC open
- Registers in the Poll Book: a) opening time and names of the PSC members, b) names and ID number of accredited observers present
- Supervises the flow of voting and counting procedures in the Polling Station in accordance with Election Law/Regulations
- Ensures that all forms are available at the Polling Station and are being accurately filled
- Reports K-VOTE data according to schedule (see above the responsibilities of the PSC Chair))
- Communicates with observers and media



## Closing and Counting

- Closed the PS door (19:00 o'clock) in cooperation with the PC manager
- Closes the Ballot Box entirely with security seals
- Entitles a PSC member to manage the door
- Adjusts the area/tables for counting
- Supervises the voting process
- Fills in the Forms RRF/CRF
- Supervises the packaging of the material
- Presents copies of the results to K-Vote
- Transports PSC material to municipal MEC warehouse/depot



## QUEUE CONTROLLER

Is in charge of inspecting voter's fingers with the UV lamp before they enter a polling station.  
Tasks of the Queue Controller are the following:

### Voter in the proper polling station

1. Advise voters to check if they are waiting in the correct PS.
2. Instructs voters to prepare identification documents
3. Shows particular care to the elderly and persons with disabilities

### Voting process

Main duties:

1. Check voter fingers using ultraviolet lamp
2. Direct voters to Identification Officer

### Queue management

1. Manage number of persons/voters inside the PS at the same time.
2. Close polling station door upon instruction from Chairperson.

### On Election Day the Queue Controller he/she will:

The voter shall not be permitted to enter the Polling Station in these cases:

1. If color is discovered on fingers



2. If the voter refuses to submit to finger check



3. When the voter is at the wrong polling station, he/she shall be directed to PS Help Desk.

## IDENTIFICATION OFFICER

Is in charge of voter identification, finding him/her on the FVL and advise a voter to sign the FVL  
Identification Officer is in charge of the following tasks:

1. Ask a voter for acceptable identification document
  2. Verify voter identification against other data such as personal # and a photo on identification document
  3. Finds a voter on the Final Voters List (FVL) and advises him/her on where to sign
- Directs the voter to the Ballot Issuer.

### Necessary materials to carry out the duty are:

- Final Voters List (FVL)
- Procedures Manual
- Pencil
- Posted notes

### To vote:

A voter must at least be **18 years old**, to **prove his/her identity** with **identification document of Republic of Kosovo**, as well have their name on Final Voters List in polling station or in respective Municipal Voters List.

The voters right to vote will be denied in case he/she fails to present one of the acceptable official documents.

Valid voting documents are considered all documents of Republic of Kosovo, as defined by **article 90 of Law no. 03/L-073 on General Elections**.



#### Acceptable identification document are:

- Valid ID;
- Valid Passport;
- Valid travel document;
- Valid Kosovo driving licence;



If voter request assistance due to voter illiteracy or can not vote by him/her self will be advised to find someone out of PS with acceptable ID to assist him/her.

The PS Chairperson will record assistant's and voter's personal data and time in a PS Poll book.

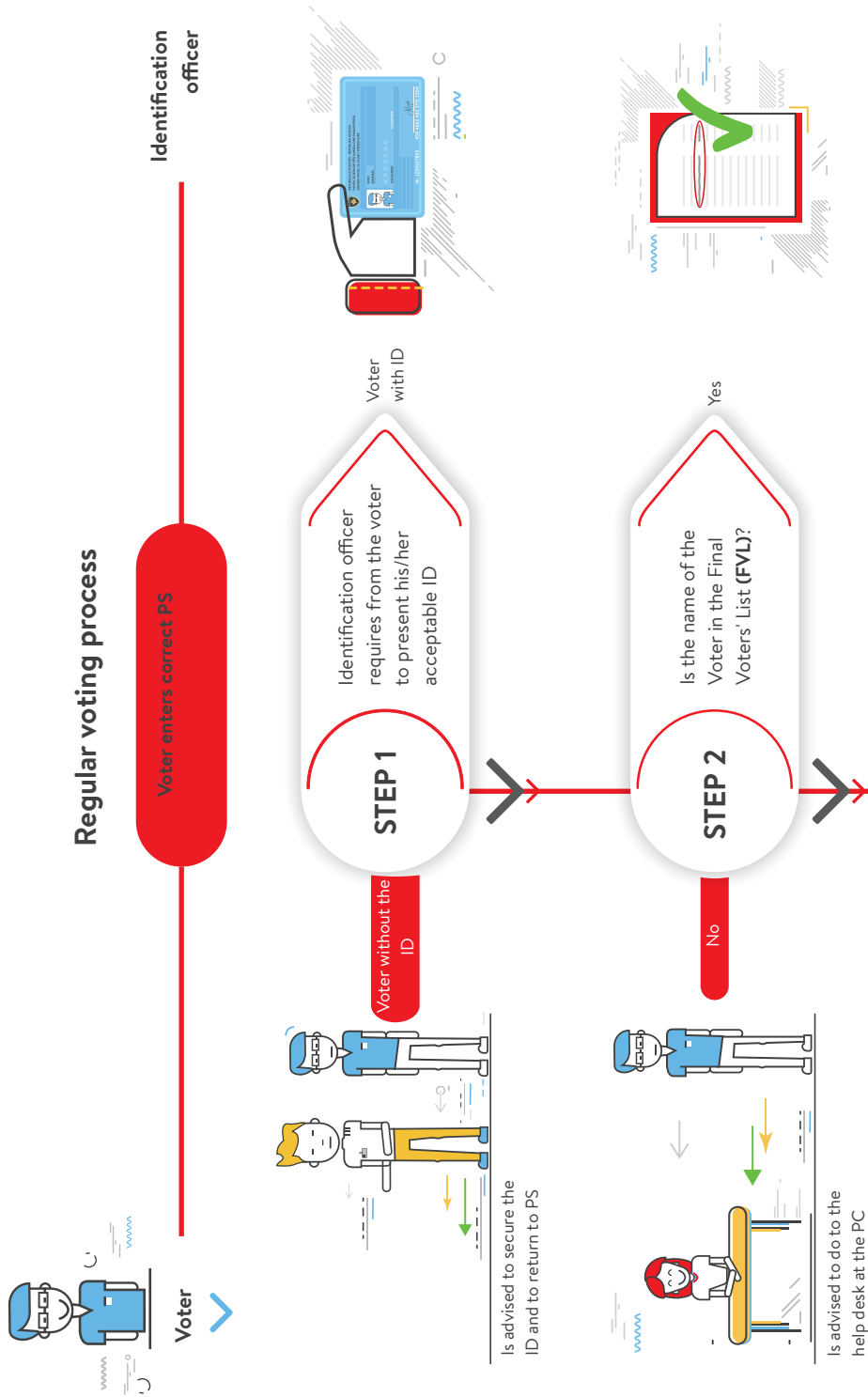


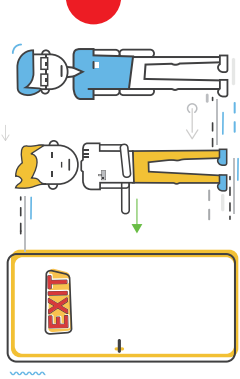
PS Chairperson and observers are not allowed to assist voters.

The assistant can assist only once.

Voting is not allowed if marked with finger.







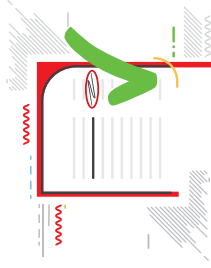
Do not proceed;  
advise the voter to leave PS

Voter does not  
sign

### STEP 3

Voter is advised to  
sign in the FVL

Voter signs



### STEP 4

Voter signs FVL and  
continues to the Ballot  
Paper Issuer

### Who is allowed to vote?

- Voter must prove that: a) is 18 years old or older on E-day  
b) To be civilly registered at CRC c) Prove identity through acceptable identification documents d) His/her name to be included on Final Voters List in polling station, or at Municipal Wide Voters List for a respective municipality.



### Who should not be allowed to vote?

- Voter who are not at least 18 years old on E-day.
- Voter whose name can not be found on FVL of respective polling station or on municipal wide voters list , and voters who do not show acceptable identification documents
- Voter that refuse to sign on FVL; Ballot should not be issued and case should be recorded on poll book by the chairperson
- Que controller finds invisible ink on voters' fingers. Case should be recorded on poll book by the Chairperson
- Voter refuses to sprinkle his/her finger; No ballot is issued and advised to leave the PS; Chairperson should unmark or cross of his/her name on FVL and records the case on poll book.



### When a voter votes by a conditional ballot?

According to the Law and Election Rules, a voter votes **CONDITIONAL** in cases when:

- Voter's name and surname is not found on the FVL; or
- Near voter's name and surname there is a sign/stamp placed by the CEC;
- A voter votes if his/her identity may be checked/verified according to the requirements stipulated under Article 17 of the Rule 18 of the CEC;
- Voters outside of Kosovo also vote conditional;
- Special needs and circumstances voters



Identification Officer is in charge of the following tasks:

1. Ask a voter for acceptable identification document
2. Verify voter identification against other data such as PCTR, personal # and a photo on identification document
3. Writes down personal data on the Conditional Voters List (CVL) and advises him/her on where to sign.
4. Fills in the White Envelope (CBE) with personal data of the voter
5. Advises voter to sign on the Conditional Voters List (CVL) and on the Conditional Voting Envelope (CVE)
6. Hands over the identification document and completed CBE to the Ballot Issuer (BI).
7. Directs the voter to the Ballot Issuer.

**Additional materials:**

- White envelopes (ZFK)
- Envelopes for ballots
- Conditional Voters List

**Note:** Voter data is typed only in capital letters.

## BALLOT ISSUER

Receives ballots on Election Day from the PS Chairperson and shall be in charge of keeping ballots in an orderly and secure fashion at the polling station. He/she is also responsible to check, count and inform the PSC Chairperson if there is a damaged ballot or if there are typing errors on ballots.

**Necessary materials:**

- Ballots and candidate brochures
- Spray
- Stamp
- Tissues
- Training manual
- Conditional ballot envelopes and Secrecy envelopes.

## VOTER PROCESSING

**Step 1:** Sprays right index finger of the voter with invisible ink, with additional caution not to spray ballots.

**Step 2:** Detach only one ballot at a time from the ballot pad (all used ballot pads should be retained, because they will be accounted for in the end, when the polling station closes.)

**Step 3:** Turn the ballot face down and stamp with an official stamp for that purpose.

**Step 4:** Explains to the voter and advises him/her about ballot format and how to vote.

**Instructions to the voter are the following:** Informs the voter on how to mark the ballot and how

to use candidate brochures for Kosovo Assembly Election, or for Municipal Assembly Elections.

-For Kosovo Assembly Election instructs the voter: 1 + 5 (1 vote for political entity and up to 5 votes for the same political entity)

**Step 5:** Issues a ballot to the voter and directs him to a free voting screen for him/her to vote in secrecy.

#### **In exceptional cases**

If the fingernail portion of the right index finger is missing spray the thumb, middle, ring, or little finger of the right hand. If all fingernail portions of the right hand are missing, the left hand may be used following the same sequence. If the voter misses all the fingers, then spraying process is waived and the voter is guided to the voting screen to vote. The case is noted on the Poll Book by the Chairperson.

**When voter damages the ballot:** Ballot Issuer will receive the damaged ballot, places it face down and prints “damaged”. He/she puts it on the determined envelope “damaged ballots”. Offers advise on the format of the ballots and way of voting. Then, gives to the voter only one more stamped ballot.

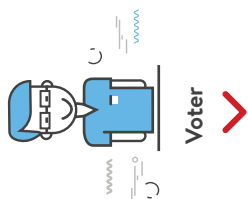
#### **Ballots**

It is strictly forbidden detaching of unstamped ballots from the ballot stub, without presence of the voter.

It is strictly forbidden taking ballots out of the polling station and polling center.







Ballot Paper Issuer

Voter has signed FVL and is in front of the  
Ballot Paper Issuer

Continue with the  
following finger

If the voter doesn't  
have a right hand  
index finger

**STEP 1**

Ballot Paper Issuer  
requires from the voter to  
show the right hand index  
finger



Do not proceed,  
ask from the  
voter to leave  
the PS

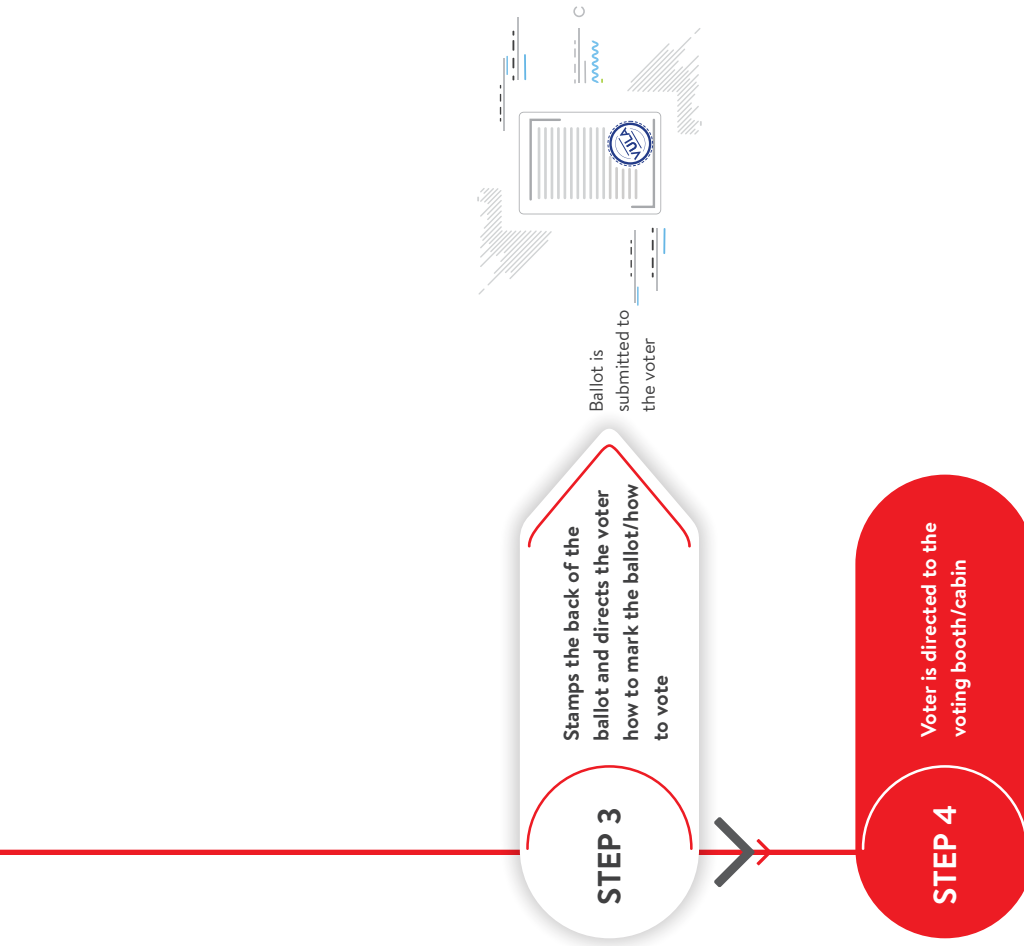
Voter refuses

**STEP 2**

Sprays finger  
with ink

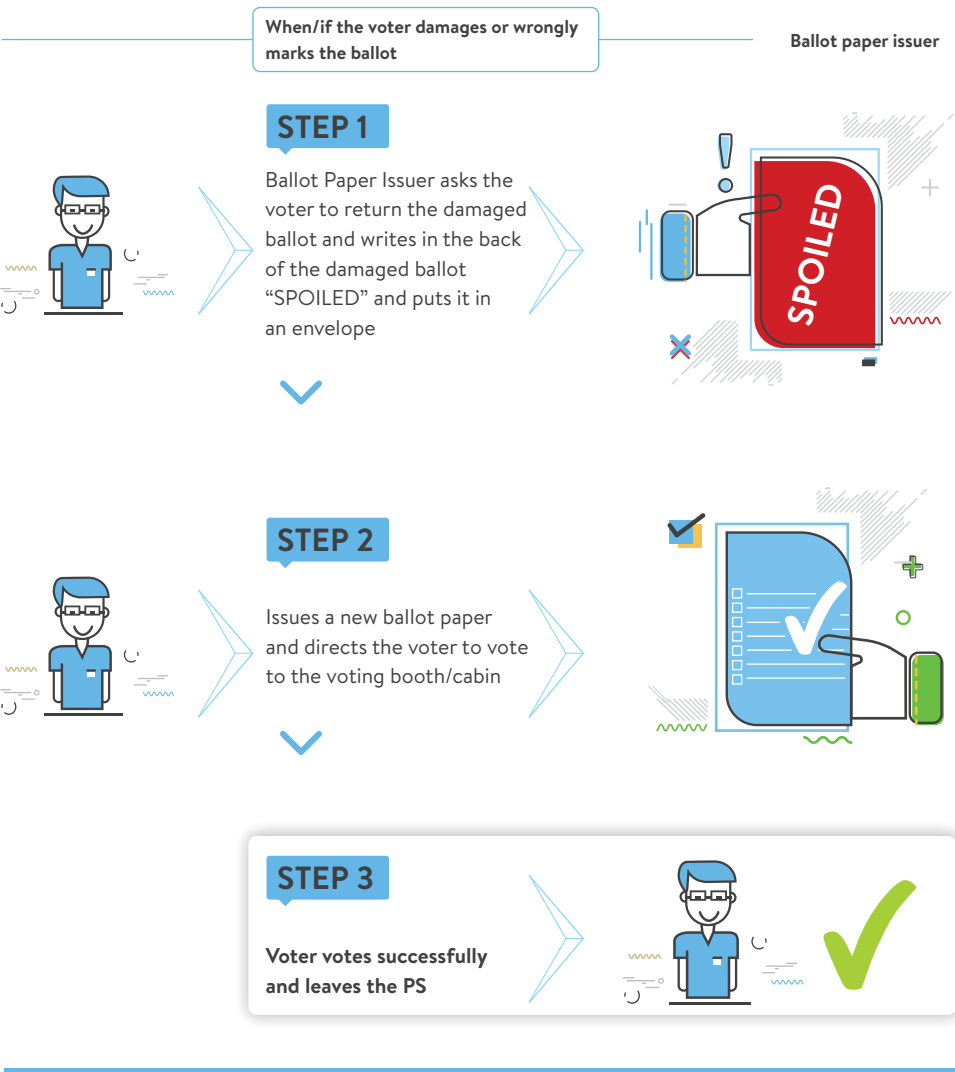


Voter  
accepts



# When voter voting by CONDITIONAL BALLOT

When a voter goes into voting screen, BI hand the identification document together with the secrecy envelope and completed CBE to the Ballot Box Monitor



In cases when voter votes conditional, and by mistake puts the ballot on the ballot box without relevant envelopes, the Chairperson is obliged to put the conditional ballot envelope (CBE) inside the ballot box and note the case on the Poll Book.

## BALLOT BOX MONITOR

Is in charge of monitoring the ballot box and ensure that only stamped ballots are placed inside.

### THE PROCESS

**Step 1:** Asks to see official stamp on the back of the ballot before it is placed inside the ballot box.

**Step 2:** Ensures that each voter will cast ballots in the relevant ballot box.

**Step 3:** Ensures that voters vote one by one at a time and that only one voter is behind the voting screen at a time.

**Step 4:** Directs voters to the EXIT from a polling station after they have voted.

#### Time to time:

-Will regularly check voting screens to ensure that a pen is available there and that candidate brochures for Kosovo Assembly Election and Municipal Assembly Elections are in an appropriate fashion.

-Any inappropriate writing in voting screens shall be covered, whereas manipulated candidate brochures shall be replaced.

#### When a voter voting by conditional ballot

In addition to usual tasks, the Ballot Box Monitor is in charge also of some additional tasks:

#### PROCESSING voters voting by conditional ballot:

**Step 1:** Receives from Ballot Issuer a voter's identification document, secrecy envelope and CBE.

**Step 2:** Asks to see the stamp on the back of the ballot

**Step 3:** Gives to the voter a secrecy envelope and instructs him/her to put the ballot inside and seal it

**Step 4:** Then gives to him/her the completed Conditional Ballot Envelope (CBE) with data and asks him/her to place the secrecy envelope inside it and seal it.

**Step 5:** Instructs the voter to put the closed CBE into the conditional ballot box.

**Step 6:** Checks and compares voter's identification document and only after the voter places the envelope inside the ballot box, gives to him/her the identification document.

#### In exceptional cases

If a voter, places his/her ballot or secrecy envelope directly in the ballot box without CBE, the Ballot Box Monitor (BBM) will inform the PSC Chairperson, who will note the case in the Poll Book. Then, the BBM will ask the voter that the empty CBE place into a ballot box of conditional ballots, then returns to the voter the identification document directing him to the exit from the polling station.

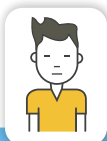
# PREPARATION FOR POLLING

## PRIOR TO ELECTION DAY

This chapter describes procedures and task of election staff regarding necessary preparation for proper arrangement of Polling Centers and Polling Stations to be used during organization of relevant elections.

Election staff is obliged to, as follows:

### SENIOR MUNICIPAL ELECTION OFFICER



Municipal Election Commission and MEO have mandate to ensure that all election preparations in municipality are done including assigning duties to staff and sending guidelines for distribution of election materials according to deadlines set in Election Operational Plan approved by Central Election Commission (CEC)

### PS Manager

1. Attends training on duties and responsibilities of the manager and technical staff
2. Receives PS materials from Chairperson of Dual Polling Station
3. Opens and arranges Polling Centre one day prior to Election Day by posting all signs and directions for voters.
4. In cooperation with MEC and Police, ensures safety of non-sensitive election material
5. Ensures access for all persons with disabilities

### PS Chairperson

1. Attends training on voting and counting procedures.
2. Receives PS material packages from MEC
3. Opens and arranges PS one day prior to Election Day by posting all signs and directions for voters.



## Election materials and their distribution

Prior to Election Day, a Senior Municipal Election Officer (SMEO) is obliged to, and in charge of delivering non-sensitive materials to election staff (Managers and PSC Chairpersons). This must be done in a transparent manner by recording each material that is delivered/received on an official handover form. Each material that is supposed to be delivered/received shall be checked/tested in advance together by the Chairperson and the MEC. Any remarks/deficiencies or ill-functioning of the materials shall be reported to the SMEO/MEC.

Materials shall be divided into two groups, sensitive and non-sensitive materials. Materials shall be distributed according to the operational plan, and as per instructions of the CECS.

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### POLLING STATION MATERIALS



The following table illustrates types of materials to be used by the PSC at the polling station. The Chairperson is responsible that prior to receiving it, to check/test all materials and sign on the form.



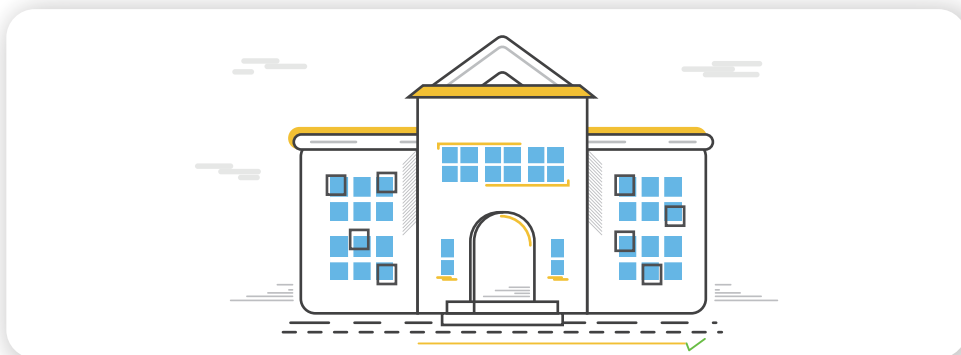
MATERIALS		
Distribution	Non-sensitive	Sensitive
 <p><b>Prior to Election (-1 day)</b></p>	<ul style="list-style-type: none"> <li>✓ Municipal-Wide List</li> <li>✓ Security seals</li> <li>✓ Ultraviolet lamp (UV- Lamp)</li> <li>✓ Poll Book</li> <li>✓ Reconciliation and Results form (RRF)</li> <li>✓ Candidate Results Form (CRF)</li> <li>✓ Candidate account sheet</li> <li>✓ Ink and ink bottle * stamp pad*</li> <li>✓ Voting screens</li> <li>✓ Ballot boxes</li> <li>✓ ECAP complaint form</li> </ul> <p>If polling station is a dual one, also the follows:</p> <ul style="list-style-type: none"> <li>✓ Conditional Ballot Envelopes (CBE)</li> <li>✓ Secrecy Envelope</li> </ul>	
		<p>Chairperson receives in the morning:</p> <ul style="list-style-type: none"> <li>✓ Ballots</li> <li>✓ Final Voters List (FVL)</li> <li>✓ Stamp</li> <li>✓ Candidate brochures</li> <li>✓ Invisible ink (spray)</li> </ul>
 <p><b>On Election Day</b></p>		<p>Chairperson transports to the MEC: MEC Envelope</p> <ul style="list-style-type: none"> <li>✓ FVL</li> <li>✓ RRF and CRF</li> <li>✓ Poll Book</li> <li>✓ Security seals</li> <li>Ballot Box</li> <li>✓ Bag 1, 2, 3 and 4</li> <li>✓ Candidate account sheet</li> <li>✓ Stamp</li> </ul>

POLLING CENTER MATERIALS

The following table illustrates types of materials to be used by PCTR Managers and technical staff at the polling station. The PCTR Manager is responsible that prior to receiving the material, to check/test all materials and sign on the form.

MATERIALS		
Distribution	Non-sensitive	Sensitive
 Prior to Election (-1 day)	<ul style="list-style-type: none"><li>✓ Municipal-Wide List</li><li>✓ “Brail” template for blind persons to vote</li><li>✓ Signs and information posters</li><li>✓ Stationery (pens, markers, paper and tapes)</li><li>✓ ECAP complaint form</li></ul>	
 On Election Day	Together with the technical staff they organize and collect all non-sensitive election materials and prepare it for transport to the MEC municipal warehouse.	Staff tablets for reporting preliminary results

## ARRANGEMENT OF POLLING CENTERS AND POLLING STATIONS



### Setting Up the Polling Station

The PSC Chairperson together with all PSC members are responsible for preparing and setting up the polling station one day prior to Election day by carrying out the following tasks:

- Removing any electoral campaign materials
- Arranging tables according to the official sketch, as designed by the CECS.
- Arranging tables to allow for efficient flow of voters on Election Day

*Seats shall be arranged in such a manner that PSC members, election observers and accredited media representatives may see the entire voting process and clearly see ballot boxes at all times.*

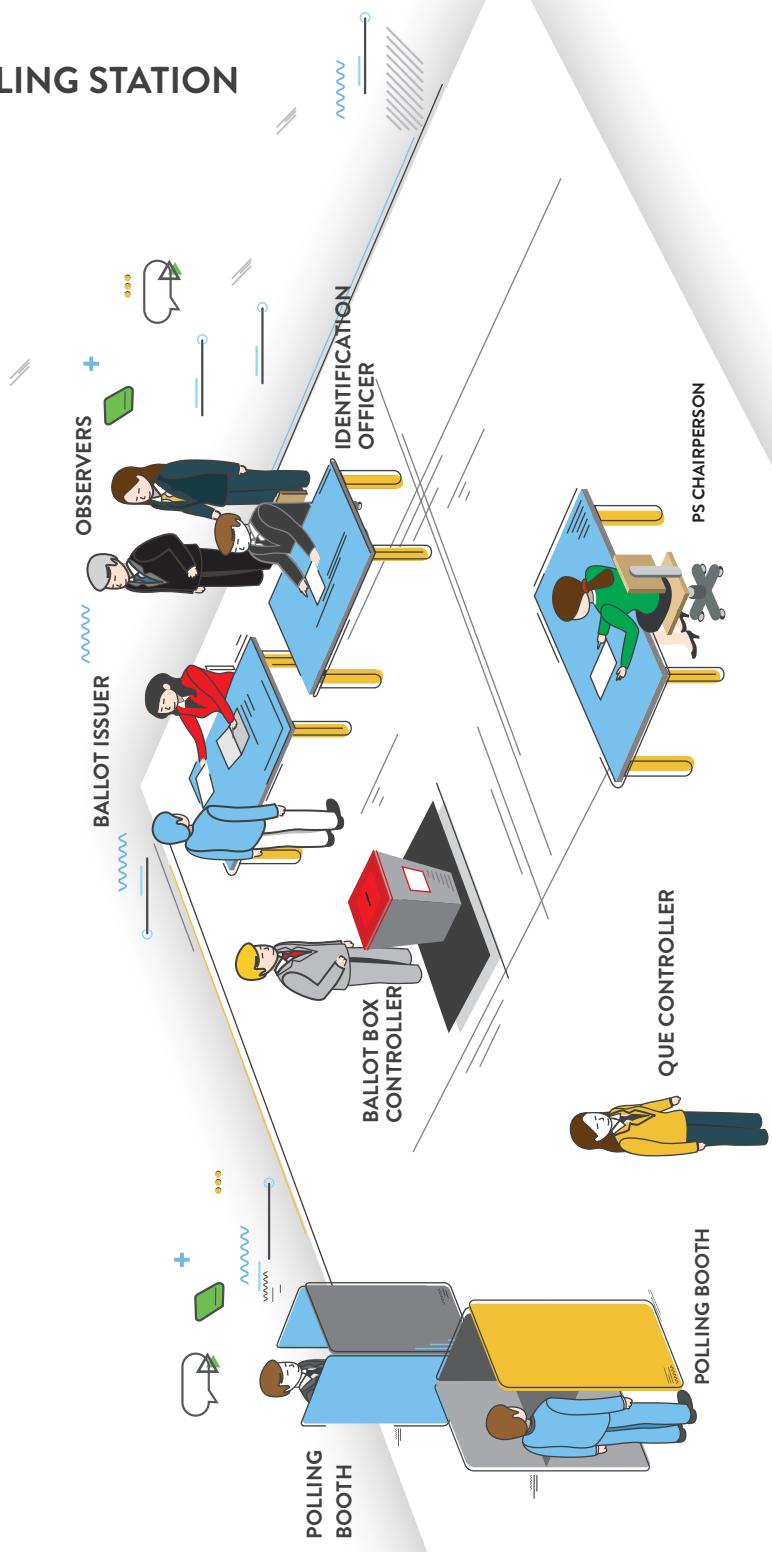
- Place voting screens near walls to ensure that a voter can vote in secrecy.
- Prepare a lower voting screen to ensure a secret voting for persons in wheelchairs.

### Posting Signs and Notices

Following notices must be exposed mainly inside and outside the Polling Station:

- Post on the door or at the entrance of the polling station alphabetical signs/letters of voters surnames voting in that polling station. (e.g. Polling Station 1901/01 A-D) meaning all voters whose surname starts with A until D, will be voting here.
- Post outside the PS posters with the list of candidates for Kosovo Assembly Election or for Municipal Assembly Elections
- How to Mark the Ballot Posters
- ” (Inside the voting screens and outside the PSs).
- Candidate brochures (In the voting screen and on the table of the ballot issuer).
- Directional arrow signs (inside the PS).
- No smoking sign (outside of PS).
- No weapons signs (outside of PS)
- No taking photo a of ballot
- No publication – exposing of a marked ballot
- No alcohol consumption signs
- No family or group voting sings

POLLING STATION



Polling Station setup



## ON ELECTION DAY

On Election Day, Polling Centers and Polling Stations must be prepared and ready to be opened at time, officially pre-set by the Commission.

-SMEO/MECs are responsible for delivering sensitive materials to Chairpersons of Polling Stations.

-Polling Center Managers are responsible for arranging flow of voters inside the PCTR, as well as to advise voters inside the center about where a PS is located.

-PSC Chairpersons are responsible for proper conduct of the process inside the Polling Station, ensuring a peaceful process respecting voters' rights and rights of other stakeholders involved in the process. The Chairperson together with a deputy chairperson is obliged to have received and checked sensitive materials necessary for the elections by 16:00hrs. The PSC members are obliged to report to their duty station in the morning at 06:00hrs.

### 05:00 – 06:00 morning:

- 1.Chairperson controls, verifies and receives sensitive material from the MEC and ensures that nothing is missing
- 2.Signs the MEC form of acceptance – submission of material
- 3.Under Police supervision, transports material to the Polling Center



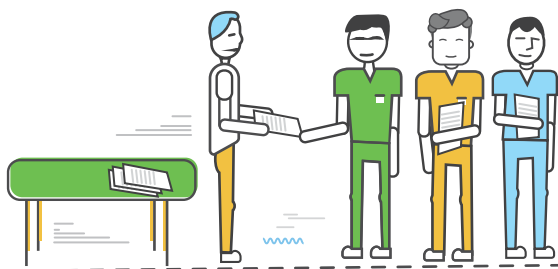
### 06:00 – 07:00



- 1.All PSC members are present in the polling center at 06:00 am.
  - 2.Receive material from the chairperson
  - 3.Adjust PS according to directions given in the manual
  - 4.Mark material with PS code
  - 5.Chairperson ensures that members are notified with their duties and responsibilities
- IF: election material is missing or is a member of a PSC is missing, MEC to be notified through the PC manager.

## 06:00 until the closing of the PC

1. Open the PC on time and delegates tasks to technical staff
2. Ensures to put orientation signs and guides in practical places
3. Distributes the non-sensitive material to chairpersons
4. Sets up the help desk
5. Reports to MEC: missing of the staff or of the material; opening/closing of PC: turnout



### OPENING OF A POLLING STATION

It is allowed to open a Polling Station with a minimum number of three (3) PSC members, but it may not function with less than 5 members throughout entire election process.

The Chairperson must complete the following tasks before he/she opens the polling station officially:

#### **Fills in a working sheet of the RRF:**

- Fills in the first part: writes down the PS number; numbers of security seals that seal the slot of the ballot box. See RRF samples.
- Verifies and fills in the total number of received ballots

#### **Writes down on the Poll Book:**

- Names and numbers of personal ID of all PSC members;
- Names and numbers of personal ID and accreditation numbers (of observer badges) of all present accredited observers.

#### **Instructs PSC and observers**

- Instructs PSC to get necessary material and prepare to begin.
- Reminds observers of their rights and obligations as observers.

#### **Demonstrates to those present:**

- Shows empty ballot box in the presence of PSC members and all other persons present in the polling station.
- Seals the box with seals and record their serial numbers on the relevant section on the RRF, if not already recorded in the previous step.

After these steps and demonstrations, the PSC Chairperson announces opening of the Polling Station and polling process commences.

Polling hours are 07:00hrs-19:00hrs

### BEFORE THE FIRST VOTER VOTES

PSC Chairperson and members of the PSC may vote the first, however only after the polling station is officially opened, not before 7:00hrs (Rule no.09/2013-Article 19). The Chairperson will allow only one PSC member to go and vote as a regular voter, but if other PSC members are not serving at the PCTR where they usually vote, they may vote by conditional ballots in a dual polling station within the PCTR where they work on Election Day.



# IV POLLING PROCESS (07:00-19:00)

## GENERAL OVERVIEW OF VOTING

### Types of voting

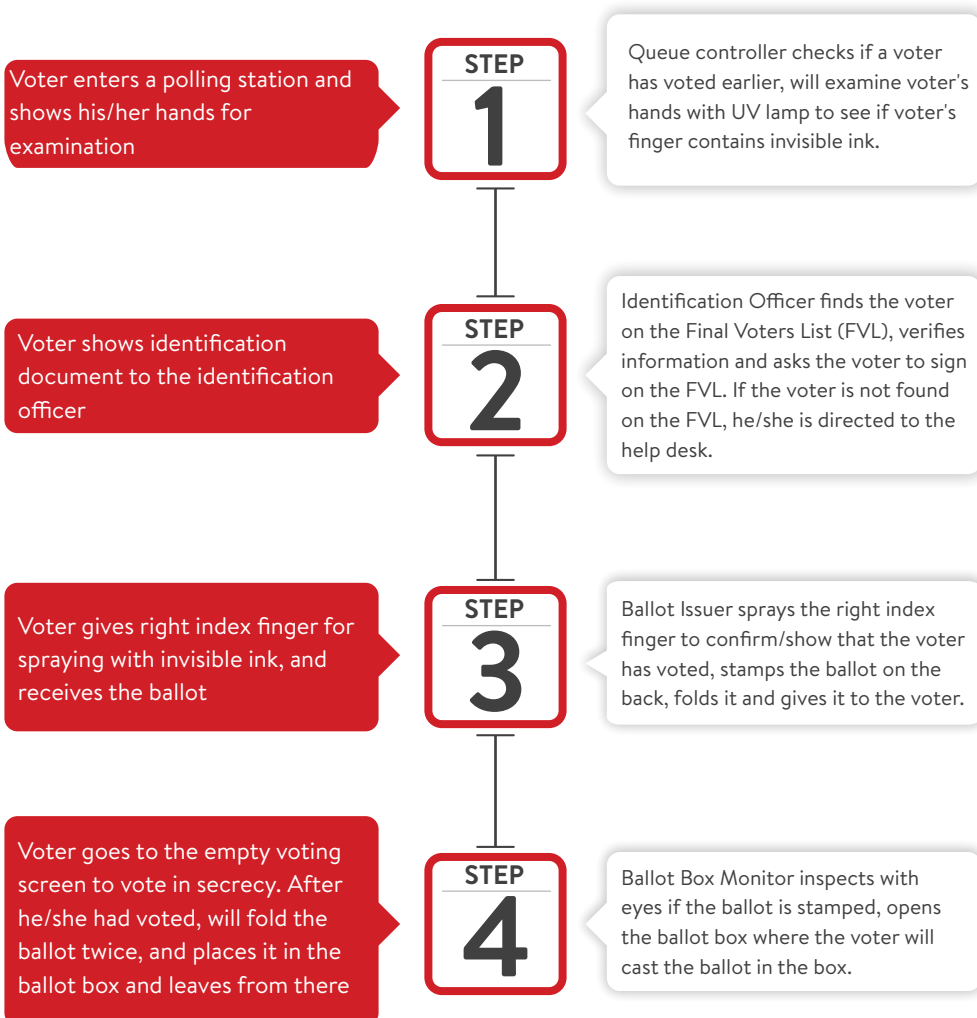
Law on General Elections in Kosovo allows for these types of polling:

- 1) Regular voting;
- 2) Conditional voting;
- 3) Voting outside of Kosovo – by mail (by conditional ballot)
- 4) Persons with special needs and special circumstances voting (by conditional ballot)

## REGULAR VOTING

### VOTER

### ELECTION STAFF (PSC)



## VOTING BY A CONDITIONAL BALLOT IN A DUAL POLLING STATION

### VOTER

### ELECTION STAFF (PSC)



## Assisted voting

Assisted voting falls within the regular voting. A voter may ask for help from someone who is outside of the Polling Station to help him/her with voting. An assistant chosen by the voter shall respond to polling procedures by signing on the FVL near the name of the voter and will assist him/her in the voting screen.

Election staff (PSCs/Managers, technical staff, etc.) are not allowed to assist the voter.

These cases are noted in the Poll Book by the Chairperson who shall keep record of assistants, because they are allowed to assist only once.

## Conditional ballot voting

Unlike in regular voting, in conditional ballot voting ballots/votes are not counted at the polling station, but at the Counting Center in Prishtina. In addition to regular procedures, this format of voting also has some additional procedures as it requires that voter personal details are written on a Conditional Ballot Envelope (CBE), as well as on the Conditional Voters List (CVL), and finally the ballot itself is placed inside a secrecy envelope, which then should be placed into a CBE and put into the conditional ballot box, located only in a dual polling station.

Voters vote by conditional ballots in cases when for any reason they do not meet eligibility criteria. Reasons why a voter votes by conditional ballot are as follows:

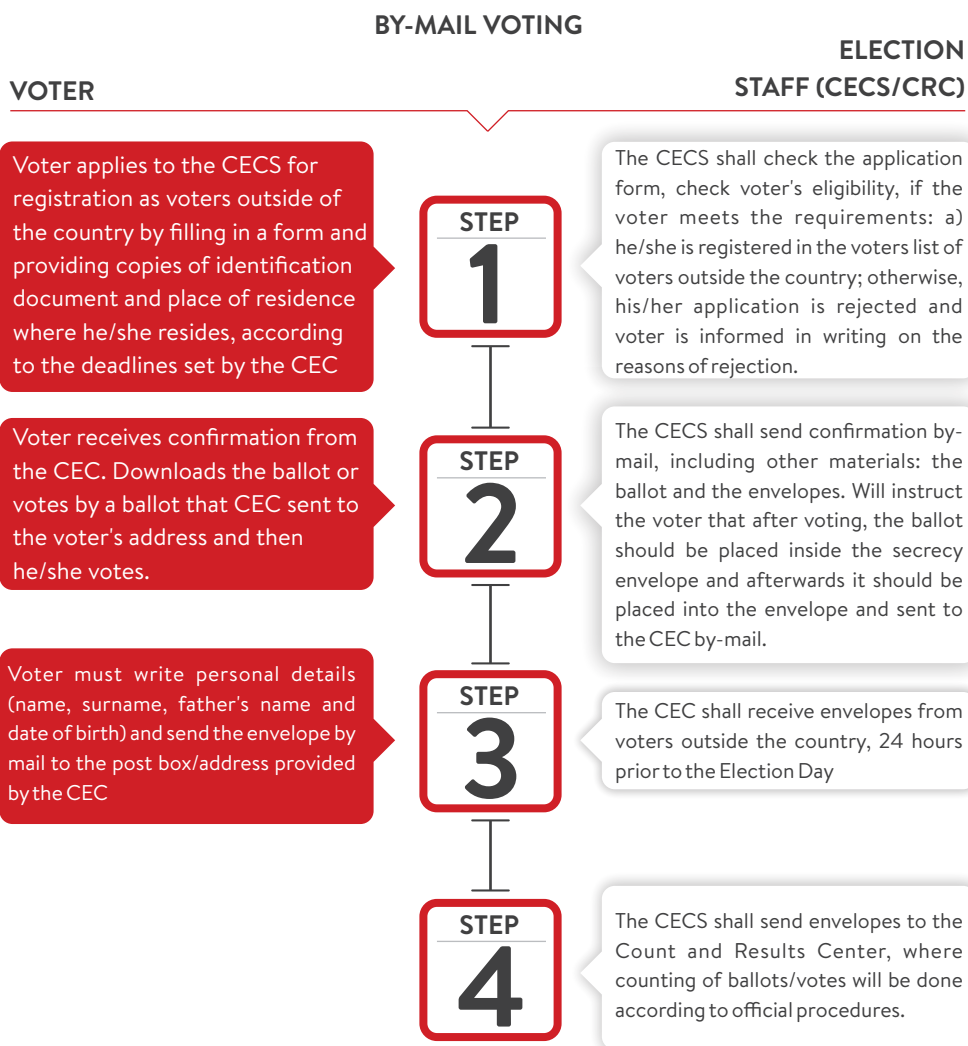
- a) If voter does not appear/is not found on the FVL of a polling station or on the Municipal-Wide List, but is in possession of acceptable identification document.
- b) In the FVL near the name, there is a note or a notation that the voter should vote by conditional ballot.
- c) Voter is unable to be at a polling station he/she is assigned to vote, votes by conditional ballot in a dual polling station at the PCTR where he/she is in.

Conditional ballot voting is denied to a voter (Cases when a voter is not allowed to vote by conditional ballot) Voter appears at a dual polling station and on his/her fingernails is noted presence of invisible ink.

- a) Voter refuses to sign on the Conditional Voters List (CVL).
- b) Voter refuses to sign the declaration on the conditional ballot envelope (CBE).
- c) Voter refuses to have his/her finger sprayed with invisible ink.
- d) Voter does not have an acceptable ID.
- e) Voter-near whose name on the FVL there is a "NOTATION" (stamp), MAY NOT vote by conditional ballot inside a regular Polling Center, as in advance, at a certain period of time set by the CEC, has applied in the Offices of the Municipal Election Commission or in the relevant institution and has registered to vote as a voter of special needs voters SNV category (homebound voting, voting at detention centers, hospitals, etc.).

## BY-MAIL VOTING (OUTSIDE OF THE COUNTRY)

Voting outside of the country makes it possible for voters who meet legal requirements but who are outside of the country/Kosovo to vote by-mail. The process stipulates that a voter should apply with the CECS in order for him/her to be included on the list of voters outside the country; afterwards the case is verified and if the voter meets the requirements, his/her right to vote is confirmed. Voters who successfully register are removed/deleted or marked on the FVL in Kosovo with a stamp. A voter may download the ballot from the CEC website, then vote, and place the ballot in the envelope together with his/her identification document. Legal deadline for the by-mail ballots to be received by the CEC is 24 hours prior to the Election Day.



## VOTING OF PERSONS WITH SPECIAL NEEDS AND CIRCUMSTANCES

This type of voting allows voters (who, for different reasons mentioned in the Law and Rule cannot be at a regular polling station on the Election Day) to vote in the place they are in. Process of registration of these voters with the CECS is made in advance. Voters who successfully register are included on the voting list/register and then, on Election Day from 09:00hrs – 21:00hrs, PSC mobile teams will serve all registered voters who met the legal criteria to be in this category.

The following types of voters are included in this

**a Homebound voters:** eligible voters who cannot go out of their homes to vote in person at a usual polling station due to their physical, health, or any other disability;

**b Voters with limited movement in an institution:** eligible voters in hospitals, elderly people in certain houses especially in asylums for the elderly, persons with diminished mental ability in institutions of health care, prisoners in prisons, and detainees in detention centers, or

**c Voters under special circumstances:** eligible voters who live in communities, which due to displacement from the place near their regular polling station or due to security reasons, cannot vote in their assigned polling station. For this type of voting thereby approval from the Municipal Election Commission (MEC) is required.

For more information see Electoral Rule No. 04/2013

The process and polling procedures for these categories of voters are as follows:

## VOTING OF HOMEBOUND VOTERS AND VOTERS UNDER SPECIAL CIRCUMSTANCES

### VOTER

### ELECTION STAFF (PSCMT)

Voter has applied on time and has successfully registered to vote from home or wherever he/she is.

STEP  
**1**

On Election Day, the MEC will establish PSC Mobile Teams (PSCMT) composed of 3 officials. Chairperson together with two members will receive sensitive materials from the MEC and a list of persons that it will visit according to the schedule 09:00hrs-21:00hrs, to enable their voting from home.

Voter shows his/her hands for examination

STEP  
**2**

Queue Controller shall check if the voter has voted earlier by examining voter's hand with a UV lamp to see if voter's fingernail contains invisible ink.

Voter must have an acceptable identification document, otherwise is not allowed to vote  
Voter signs the CVL and CBE  
If not, cannot continue

HAPI  
**3**

Identification Officer asks from the voter for acceptable identification document and verifies identity of the voter  
Writes down personal details of the voter on the Conditional Voters List (CVL) and instructs him/her on where to sign  
Completes the White Envelope (CBE) with personal details of the voter and advises him to sign.

Voter gives the right index finger for spraying of invisible ink, as takes the ballot

STEP  
**4**

Ballot Issuer sprays the right index finger, stamps the ballot on the back, folds it and gives it to the voter.

Voter goes to the voting screen to vote in secrecy. After he/she had voted, folds the ballot and puts it on the secrecy ballot and after that puts into CBE; he/she seals the envelope and casts it in person in the ballot box and leaves from there

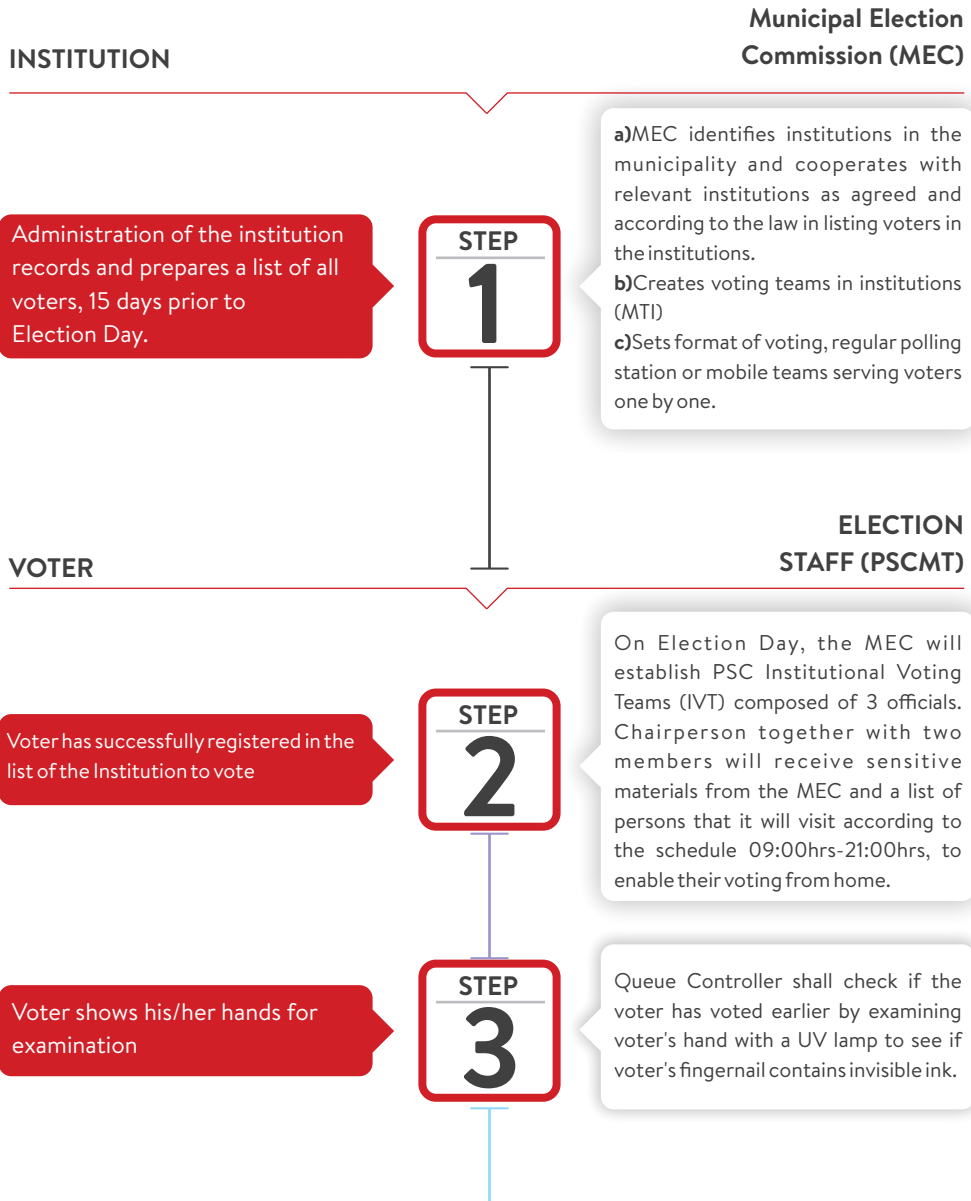
STEP  
**5**

Ballot Box Monitor inspects with eyes if the ballot is stamped; he/she gives the secrecy ballot and the CBE to the voter, opens the ballot box in order for the voter to personally cast it into the ballot box. In the end, he/she returns the identification document to the voter.

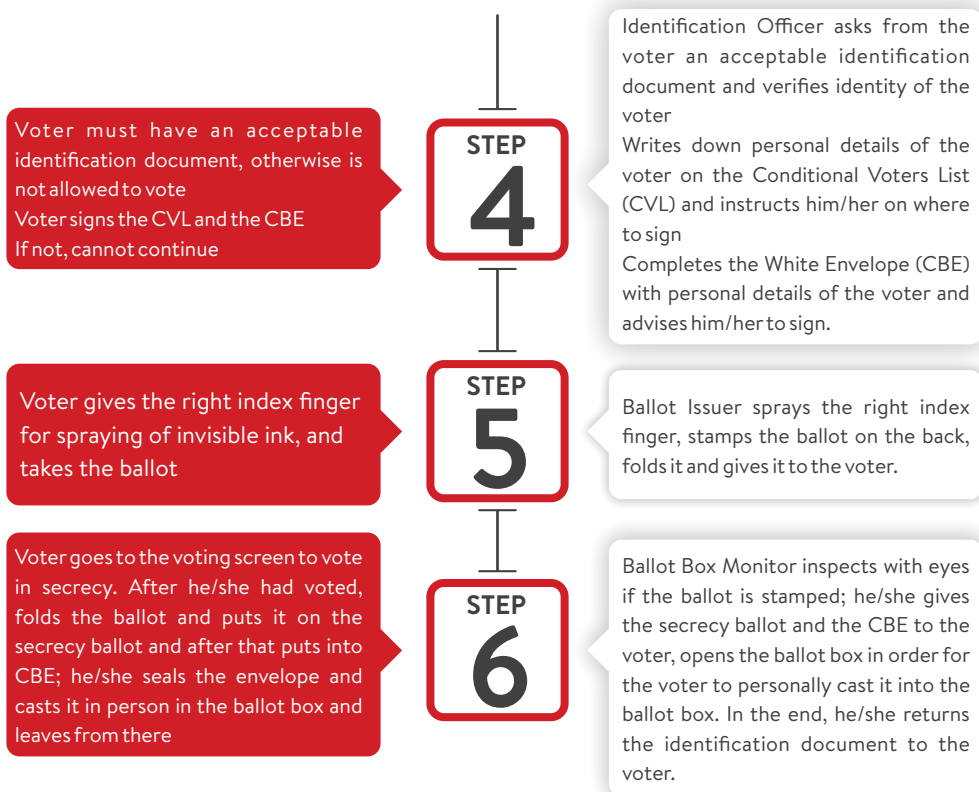


## VOTING IN INSTITUTIONS

Voting in institutions is meant for voters who have limited movements in an institution. This category includes eligible voters in hospitals, elderly people in asylums for the elderly, persons with diminished mental abilities in health care institutions, prisoners in prisons, and detainees in detention centers.







## V | CLOSING OF POLLS

### CLOSING OF POLLING CENTER

At 19:00hrs, PCTR Manager is responsible for ensuring that no additional voter joins the PCTR queues. As long as there are voters at the PCTR, polling stations shall remain open. Main entrance of the PCTR is closed, but polling stations remain open to ensure that in case a voter mistook a polling station could be able to vote where he/she was officially assigned.

### CLOSING OF POLLING STATION (19:00HRS)

PSC Chairperson is responsible for closing of the polling station at the hour officially set by the CEC (19:00hrs). PSC Chairperson together with other members of the PSC are responsible for the following tasks:

The immediate tasks:

1. The Chairperson will look outside the polling station to see if there are voters, and shall consult the PCTR Manager to learn whether there are voters inside the PCTR.
2. If the Manager confirms that there are no voters, the Chairperson instructs the Queue Controller to close the door and declare the polling station officially closed.

- Will then immediately seal slot of the ballot box with a tamper evident seal and record the number of the seal on the Results Reconciliation Form (RRF) and on the Poll Book.
- Notes on the Poll Book time of closing of the polling station, and names of the persons present in the polling station and informs them that if they leave the PS before the counting is finished, they will not be allowed to come back inside (except for PSC members due to their physiological needs).

Instruction: After closing of the polling station, the PSC Chairperson will not allow anybody to come inside, except for authorized officials such as: CEC/MEC members, Secretariat trainers.

The Chairperson will monitor all persons entering and leaving the polling station.

Tasks before the ballot box is opened

Before the ballot box is opened, the Chairperson together with other PSC members will perform the following tasks:

- 1.Counts signatures of voters on FVL and (CVL if there is a dual PS) and the total number of signatures is noted on the relevant section of the work sheet of the Reconciliation and Results Form (RRF)
- 2.Counts unused ballots – REMAINING ballots and their total number is noted on the relevant section of the RRF work sheet
- 3.Unused ballots shall be packed together with ballot stubs in Bag 2 (not to be closed yet).
- 4.Counts spoiled ballots and their total is noted on the relevant section of the work sheet of the Reconciliation and Results Form (RRF)
- 5.Spoiled ballots shall be folded and their total number is written down as a note. Spoiled ballots shall be packed in Envelope 1 and a total number/amount of ballots shall be noted on it.
- 6.Preparation for the counting of ballots/votes:

- Arrange tables in “T” shape, in such a manner that accredited observes are able to see throughout counting process.
- Prepare the work space for counting (remove all pens, pencils and other materials from tables).

In cases of inconsistencies, everything is recounted by another PSC member, as Chairperson is obliged to ensure accuracy of the data before transferring the data to the results forms.

Only the Chairperson is authorized to record on the RRF and Work Sheet of the RRF.

# VI COUNTING OF BALLOTS AND RECONCILIATION OF RESULTS

## INTRODUCTION OT BALLOT COUNTING PROCEDURES

The ballot boxes should be opened one by one and processed / counted as follows:

1. Voting on condition (only in double polling station)
2. Elections for the Assembly of Kosovo

Counting of ballots is a very important and very sensitive process because it has a direct impact on the integrity and credibility of the electoral process. Chairperson together with other members must demonstrate high professionalism and competence.

In the following we will present universal international principles and rules on counting and reconciliation of results, both valid and applicable in Kosovo.

### Reconciliation 1:



**Total number  
of signatures on FLV**

=



**Total number of ballots  
in ballot boxes**

### Reconciliation 2:



**Total number  
of ballots in ballot  
boxes**

+



**Total number  
of unused  
ballots**

+



**Total number  
of spoiled  
ballots**

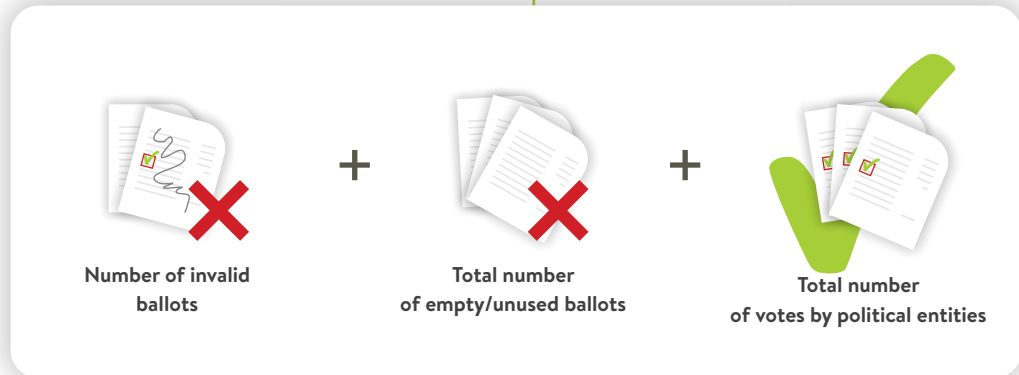
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**Total number  
of ballots received  
(delivered by MEC)**

### Reconciliation 3:

Total number of ballots  
in ballot boxes



## COUNTING OF VOTES OF POLITICAL ENTITIES

The Chairperson and other members of the PSC are responsible for these tasks:

### Step 1:

- Prepares tables and space where the ballots will be counted providing access to observers
- Removes pens and other items from the counting table
- Chairperson assigns PSC staff to their positions
- Brings ballot box on the table and reads numbers of security seals and checks them against numbers recorded on the RRF or Poll Book

### Step 2:

- Chairperson cuts seals on the sides of the ballot box and puts them in a secure place
- Will empty ballots on the table and sort them out into: **stamped and unstamped**
- Chairperson shall supervise the process with four (4) members counting ballots by folding them in bundles of 50 ballots each. Every bundle of 50 ballots is counted twice (2) by different members of the PSC to confirm and make sure that the number is correct
- Chairperson shall add total number or amount of ballots and records them on the Reconciliation and Results Form (RRF)

Note: If there are unstamped ballots, they are counted and noted in the Poll Book. Each unstamped ballot found in the ballot box shall be considered an invalid ballot

### Step 3:

- Chairperson checks the total number of signatures on the FVL, noted down on the RRF, with the total number of ballots in the ballot box (Reconciliation 1)

Note: The number of signatures on the FVL should match with accuracy with the total number of ballots in the ballot box; but if there are inconsistencies, then it should be noted down on the

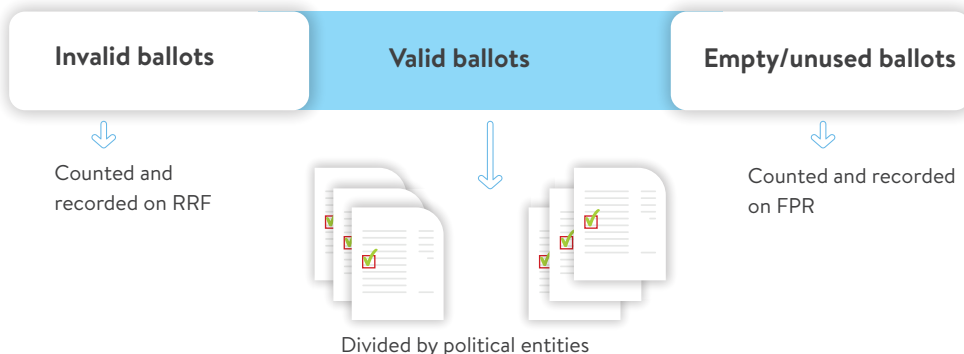
RRF and explained in the Poll Book.

If there are inconsistencies, a tolerable inconsistency shall be acceptable, if it is as follows:

- Up to 100 signatures on the FVL, inconsistency of 1 (+/-) is tolerable
- Up to 200 signatures on the FVL, inconsistency of 2 (+/-) is tolerable
- For more than 200 signatures on the FVL, inconsistency of 3 (+/-) is tolerable

#### Step 4:

Turns the ballots face up and sorts them into:



#### A ballot is invalid if:

- Voter's choice for a political entity is unclear
- More than one political entity was marked
- If the ballot is not stamped with official ballot stamp
- It was not voted for a political entity, i.e., a mark for a political entity is missing, however only candidates were voted

In cases when PSC members do not agree, Chairperson's decision is final. Chairperson informs persons present of their right to complain with the Elections Complaints and Appeals Panel

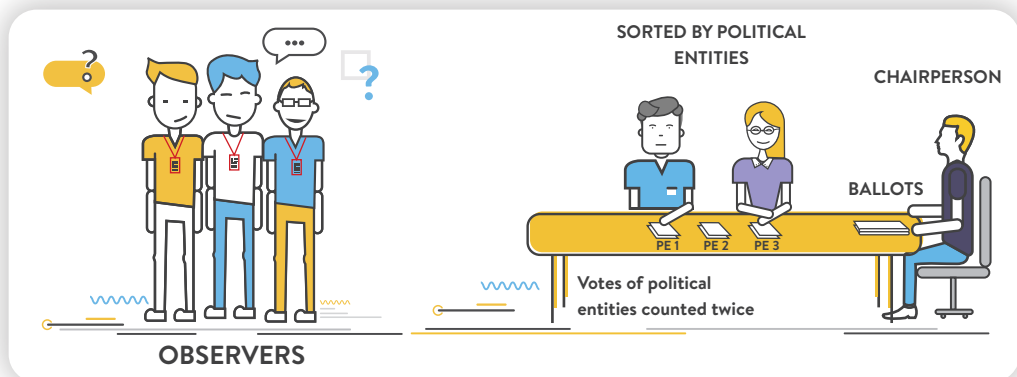
### ANNEX IN THE END: SEE THE SAMPLES

#### Step 5:

- Divide ballots according to political entities in bundles, according to the order they appear on the ballot.
- Take the first bundle of ballots of the first political entity and count votes that the political entity received
- Each bundle shall be counted two times by different members of the PSC to confirm their accuracy

**Note:** If both counts result in the same number of votes, then proceed with the next bundle. If the number does not fit, then the bundle shall be counted again

- The process continues until all bundles of ballots of political entities are counted
- Chairperson records total votes for each political entity on the RRF
- Chairperson adds up votes won by all political entities, and records the total number on the RRF
- Chairperson will check the data and make sure that **Reconciliation 3** is achieved.



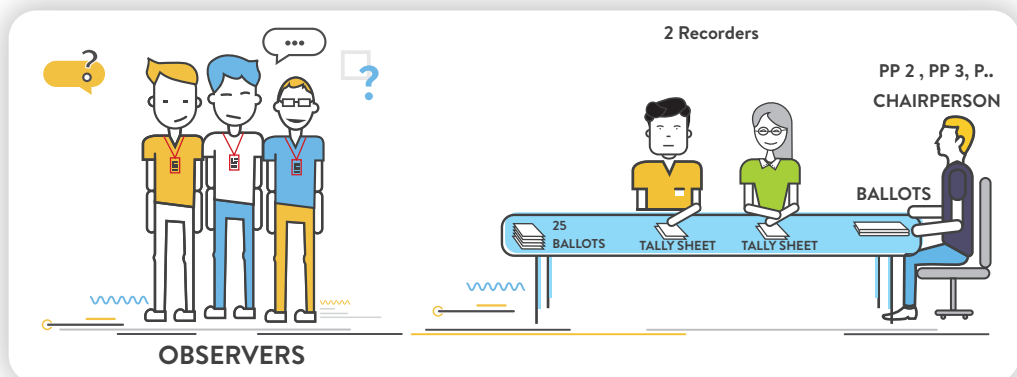
## COUNTING VOTES OF CANDIDATES

Chairperson together with other members of the PSC are responsible for counting votes of candidates and recording/noting them on the Reconciliation and Results Form of Candidates (CRF)

### Step 1:

- Chairperson takes out necessary materials such as: Candidate Votes Form, sheets used for recording candidate votes (known as CVAS), blue pen
- Refreshes procedures and explains in detail on how to be used
- Chairperson assigns two (2) members as READERS and two (2) as RECORDERS (who record votes on the CVAS)
- Explains on how votes shall be recorded on the CVAS
- Chairperson instructs the team to fold ballots in bundles of 25 each
- Votes will be read by 1 Reader, while 2 Recorders will record votes on the CVAS. After a bundle (of 25) is finished, Chairperson will check whether votes of candidates on both CVAS reconcile. If he/she finds inconsistencies in terms of ballots, a bundle of 25 ballots is then delegated, and it will be read by Reader 2.

**Note:** Out of a bundle of 25 ballots, a candidate may have a maximum of 25 votes, not more.



**Step 2:**

- Chairperson brings on the table ballots of the first political entity (as they appear on the ballot)
- Four members of the PSC divide ballots into bundles of 25 ballots.

**Note:** 1 Reader reads the votes won, while 2 Recorders record them on the CVAS

- Reader takes 25 ballots and starts to read out loud.
- 2 Recorders record votes won by each of the candidates on the CVAS
- Chairperson checks whether votes of the candidates recorded on both CVAS of recorders reconcile.
- If there are inconsistencies between recorders, Reader 2 reads the votes, whereas recorders re-record them on the CVAS.
- When they are done with this bundle, they receive another bundle.

**Step 3:**

- Chair person adds votes for each candidate, and records the total number on the Candidates Results Form (CRF)
- Brings ballots of the second political entity and the process mentioned under Step 2 is repeated.

**Step 4:**

- When votes/ballots for all political entities are counted, Chairperson shall record votes of the candidates on the CRF, and asks from PSC members to sign it.
- After filling in RRF and CRF, he/she will detach the pink copy and post it on the wall of the PS, to inform persons present.
- Will detach the yellow copy of RRF and CRF and hands it to the PCTR Manager/preliminary results staff at the PCTR.

**General instructions:**

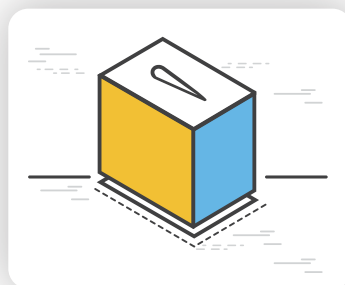
Chairperson will make sure that:

- He/she will record/fill in on CRF (000) for candidates who have not received any votes
- In each account sheet should be written: Name and the number of the entity
- Each used account sheet by the Recorder must be signed by the Recorder, and must contain name and surname of the recorder in block letters
- A maximum of 200 votes of a candidate might be registered in one CVAS, but if the candidate wins more than 200 votes, recorders shall use a second CVAS for that political entity.



Total number of signatures on CVL

=



Total number of CBE in ballot box

## COUNTING OF CONDITIONAL BALLOTS AT DUAL POLLING STATION

At a dual polling station, Chairperson shall commence the process of counting ballots by initially opening the ballot box that contains conditional ballot envelopes (CBEs).

Chairperson together with other members of the PSC are responsible for the following tasks:

### **Step 1:**

- Prepares tables and space where the ballots will be counted providing access to observers
- Removes pens and other items from the counting table
- Chairperson assigns PSC staff to their positions
- Brings the ballot box (containing CBEs) on the table and reads numbers of security seals and checks them against numbers recorded on the RRF or Poll Book

### **Step 2:**

- Chairperson cuts seals on the sides of the ballot box and puts them in a secure place
- Will empty conditional ballots envelopes on the and counts them twice
- Chairperson will record total number of conditional ballot envelopes on the Reconciliation and Results Form (RRF)

Note: If he/she notices any empty CEB, he/she will count it as regular one. If he/she notices a ballot or a secrecy envelope outside the Conditional Ballot Envelope (CBE), will note this on the Poll Book.

### **Step 3:**

- Chairperson will compare whether the total number of signatures on the Conditional Voters List (CBL) matches the total number of conditional ballot envelopes inside the ballot box.





## VII RESULTS FORMS

After counting process, PSC Chairperson shall note the results of votes on the Reconciliation and Results Form. For each type of elections, be it general or local ones, there is a particular form to be filled in by PSC Chairperson.

Forms used by Chairperson to record the results are as follows:

General Election Form (For Assembly of Kosovo)

1.Reconciliation and Results Form (RRF)

2.Candidates Results Form (CRF)

### Completion of Forms

Each form contains a work sheet. During counting process, Chairperson will take notes only on the work sheet and only when he/she confirms that the data are accurate; he/she will transfer to the original RRF.

In the end, Chairperson will communicate/present results of a polling station by detaching a pink copy of the RRF and posting it somewhere on the wall inside the polling station to provide observers with access to official results of a polling station. The yellow copy of the RRF is detached and handed to the PCTR Manager, or to staff for entry of preliminary PCTR results.

## VIII PACKING

### PACKING AT POLLING STATION

#### Step 1:

- Opens packing chart which may be printed on the back cover of RRF and in the Procedures Manual.
- Prepares all envelopes, bags and ballot box, strings
- Writes Polling Station code/number on every envelope/bag or label (e.g. 1901/01)

#### Step 2:

- Puts election materials according to instructions on the Packing Chart (does not close them at this time)
- On each label of the envelope or bag writes the total number of ballots that are inside.
- Writes numbers of security seals of bags (#2 and #4) closed with a seal on RRF
- Writes numbers of security seals of the cover of the ballot box on RRF.
- Used ballots, especially valid ones according to political entities are tied with a string and put in the bag.
- Before sealing envelopes/bags or the ballot box, he/she will check and confirm that packing is done in accordance with instructions provided in the chart.
- Checks whether all PSC members have signed on the RRF or CRF.

#### Step 3:

- Seals envelopes, bags and the ballot box, and makes them ready for transport.

- Packs non-sensitive materials in a bag.
- Instructs the PCTR Manager that the bag with non-sensitive material is ready for the Chairperson of the dual Polling Station.

**Step 4:**

- Chairperson together with a member of the PSC from a different political entity is responsible for delivering election materials to the Municipal Warehouse.

**Note:** If packing is done according to instructions, handover/intake of materials at the municipal warehouse will go smoothly. Otherwise, the Municipal Election Commission (MEC) shall retain the right to order the Chairperson to repack them at the warehouse.

## PACKING – AT A DUAL POLLING STATION

Chairperson together with other members of the PSC is responsible for packing election materials according to official procedures and packing chart

**Step 5:**

- Packs materials according to procedures or steps 1-4 mentioned above.

**Step 6:**

- Puts conditional ballot envelopes (CBE) in the bag and records security seals on the RRF.
- Packs the Conditional Voters List (CBL) in the SMEO's envelope.

**Step 7:**

- Chairperson of a dual polling station together with a member of the PSC is responsible for collecting non-sensitive materials from regular polling stations and deliver them to the municipal warehouse.

Non-sensitive materials:

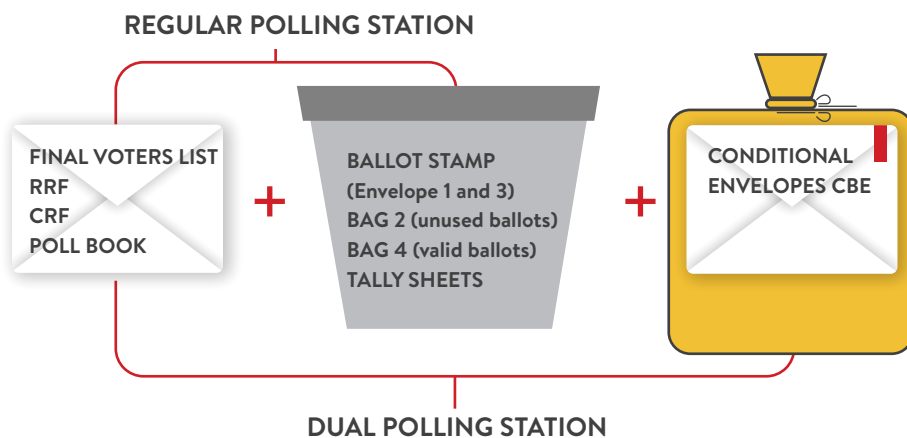
- Ink and ink bottles;
- Voting screens;
- Unused security seals;
- Unused conditional ballot envelopes;
- Unused secrecy envelopes;
- Various stationery items (signs, pens, paper, etc..);
- Unused ECAP complaint forms;

In the end the polling station must be left clean, furniture must be put back to their proper places. Posters and electoral materials must be removed.

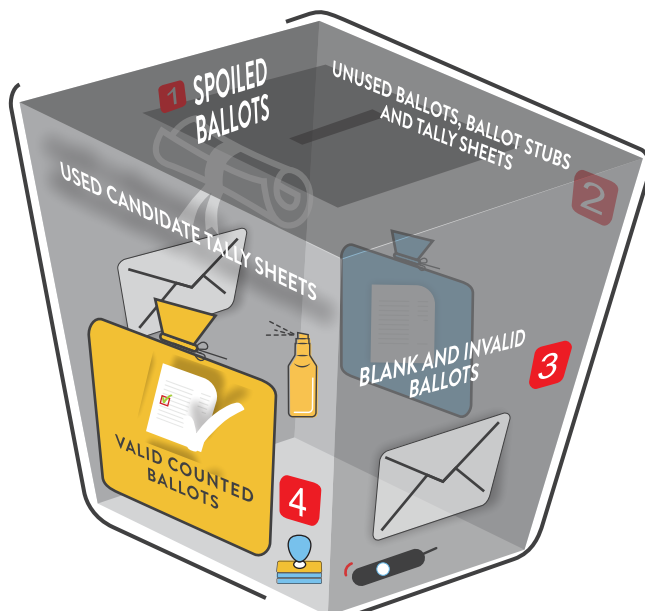
## IX | TRANSPORT OF MATERIALS TO MUNICIPAL WAREHOUSE

### TRANSPORT TO THE MUNICIPAL ELECTION COMMISSION WAREHOUSE

As per instructions of the MEC, or of the PCTR Manager, the PSC Chairperson and a certain member of the PSC will transport all election materials together with the MEC envelope to the municipal warehouse of the MEC.



**Conditional Voters List (CVL) is put into the envelope for MEC**



Ballot box shall be packed as in the chart presented above. Stamp, labels on envelopes and bags, as well as used account sheets must be placed inside a ballot box in such a manner that they are visible from the outside, as sight inspection is done during intake of materials at the municipal MEC warehouse.

## RRF for Kosovo Assembly Election



1. NUMRI I VENDORITIM		2. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		3. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		4. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		5. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		6. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		7. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		8. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		9. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		10. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		11. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		12. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		13. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		14. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		15. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS		16. NUMRI I SHIFRËS PËR MBYLLJEN E KUTËS	
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## CRF for Kosovo Assembly Election

2/3

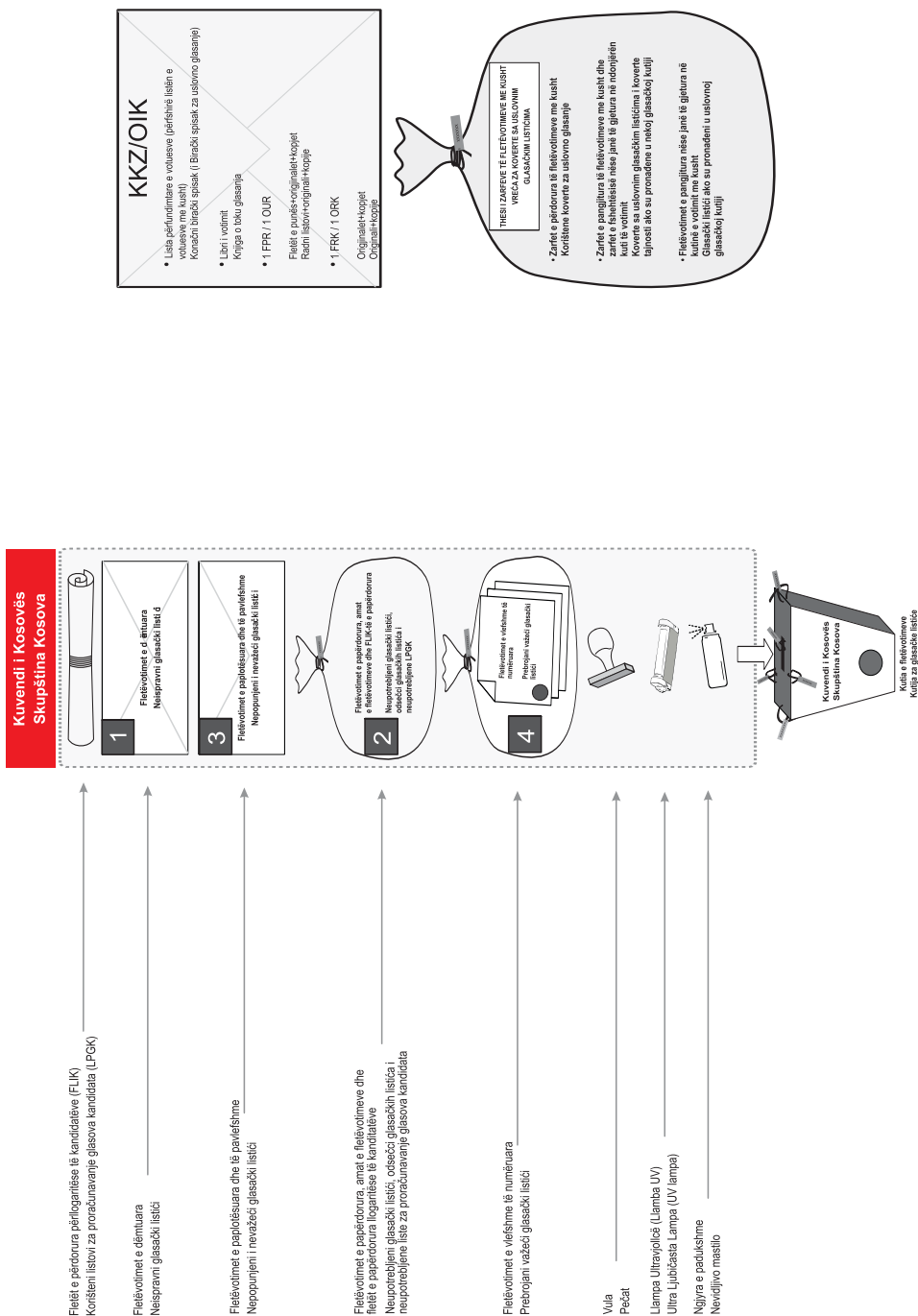


## ANNEX 4: MEC HANDOVER FORM

	Republika e Kosovës Republika Kosovo - Republic of Kosovo Komisioni Qendror i Zgjedhjeve Centralna Izborna Komisija Central Election Commission	
<b>Formulari i dorëzimpranimit të materialit</b> <b>Obrazac za primopredaju materijala</b> <b>Materyallerin Teslim Kabul Formu</b>		
Me këtë vërtetoj se kam marrë / Ovim potvrdujem da sam primio/la / Bununla kabul etiklerimi doğruluyorum		
1. Numri i fletëvotimeve Broj glasačkih listića Oy pusulası sayısı	<input style="width: 80px; height: 20px; border: 1px solid black;" type="text"/>	
2. Lista përfundimtare e votuesve me Konačan birački spisak sa Nihai Seçmen Listesi	<input style="width: 80px; height: 20px; border: 1px solid black;" type="text"/>	faqe strane sayfa ile
3. Llampa Ultravjollcë (Llamba UV) Ultra Ljubičasta Lampa (UV lampa) Ultraviyole lambalar	<input type="checkbox"/> Po Da Evet	4. Ngjyra e padukshme Nevidljivo mastilo Görünmez mürekkep
5. Për vendotimin numër za broj biračkog mesta Oylama yeri numara	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> / <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> Po Da Evet
6. Dhe konfirmoj se i kam kontrolluar dhe marrë të gjitha materialet jo të ndjeshme i potvrdujem da sam proverio i dobio sav neosetljivi materijal Ve hassas olmayan materyalleri kabul etiğimi ve kontrol etiğimi onaylıyorum		
Kryesuesi i këshillit të vendvotimit ose zëvendëskryesuesi Predsedavajući biračkog odbora ili zamenik predsedavajućeg Oylama Yeri Kurulu başkanı veya başkan yardımcısı		
7. Emri dhe mbiemri Ime i prezime Adı ve soyadı	<input style="width: 300px; height: 20px; border: 1px solid black;" type="text"/>	
8. Nënshkrimi Potpis İmza	<input style="width: 250px; height: 20px; border: 1px solid black;" type="text"/>	
Anëtar i KKZ-së Član OIK-a BSK Üyesi		
9. Emri dhe mbiemri Ime i prezime Adı ve soyadı	<input style="width: 300px; height: 20px; border: 1px solid black;" type="text"/>	
10. Nënshkrimi Potpis İmza	<input style="width: 250px; height: 20px; border: 1px solid black;" type="text"/>	

## ANNEX 5: PACKING DIAGRAM

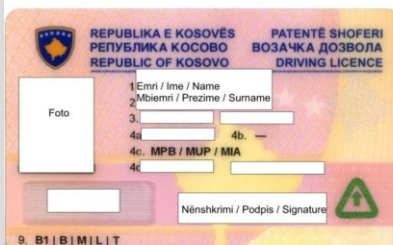
## DIAGRAMI I PAKETIMIT / DIJAGRAM ZA PAKETIRANJE





## ANNEX 6: ACCEPTABLE IDENTIFICATION DOCUMENTS

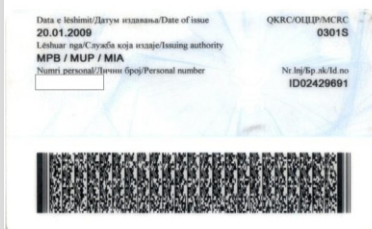
**Patentë shoferi i Kosovës  
Vozačka dozvola Kosovo**



**Letërnjoftimi personal i Kosovës / përpara  
Lična karta Kosovo / napred**



**Letërnjoftimi personal i Kosovës / mbrapa  
Lična karta Kosovo / pozadi**



**Pasaporta e Kosovës / kopertina  
Pasoš Kosovo / korica**



**Pasaporta e Kosovës / brenda  
Pasoš Kosovo / unutra**



## ANNEX 7: SAMPLES OF VALID BALLOTS

ZGJEDHJET E PARAKONSHME PËR KUVENDIN E REPUBLIKËS SË KOSOVËS 2019 PREVREMENI IZBORI ZA SHKUPSTINË REPUBLIKE KOSOVË 2019 2019 KOSOVA COMMUNITY ELECTIONS																
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## ANNEX 8: SAMPLES OF INVALID BALLOTS

ZGJEDHJET E PARAKOHSHME PËR KUVENDIN E REPUBLIKËS SË KOSOVËS 2019 PREVREMENI IZBORI ZA SHUPËSTINË REPUBLIKE KOSOVË 2019 2019 KOSOVA COMMUNITY MECLISI ERKEN SEÇIMELI																
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## ANNEX 9: ECAP COMPLAIN FORM



Republika e Kosovës – Republika Kosova  
Paneli Zgjedhor për Ankesa dhe Parashtresa  
Izborni Panel za Žalbe i Predstavke

### Formulari i Ankesës

E rezervuar për PZAP-in	NUMRI I REGJISTRIT TË VENDIMEVE _____
-------------------------	---------------------------------------

Shih faqen vijuese për udhëzime të hollësishme lidhur me mënyrën e parashtrimit të ankesave

**A. IDENTIFIKIMI I PARASHTRUESIT TË ANKESËS**

Nëse parashtruesi i ankesës është organizatë apo subjekt politik:

1. Emri i organizatës/subjektit politik që parashtron ankesën \_\_\_\_\_
2. Emri i personit të caktuar për kontaktim \_\_\_\_\_
3. Posti i personit të caktuar për kontaktim \_\_\_\_\_
4. Adresa \_\_\_\_\_
5. Komuna \_\_\_\_\_
6. Nr. i telefonit \_\_\_\_\_ 7. Nr. i faksit \_\_\_\_\_
8. E-maili \_\_\_\_\_

Nëse parashtruesi i ankesës është individ:

1. Emri \_\_\_\_\_
2. Përkatësia politike nëse i përket ndonjë subjekti politik \_\_\_\_\_
3. Adresa \_\_\_\_\_
4. Komuna \_\_\_\_\_
5. Nr. i telefonit \_\_\_\_\_ 6. Nr. i faksit \_\_\_\_\_
7. E-maili \_\_\_\_\_
8. Data e lindjes   /   /     9. Numri i regjistrimit civil/ si votues

**B. KRYESI I SUPOZUAR I SHKELJËS**

Nëse kryesi i supozuar është individ/organizatë apo subjekt politik:

1. Emri i individit/organizatës apo subjektit politik \_\_\_\_\_
2. Posti zyrtar i personit, nëse ka të tillë \_\_\_\_\_
3. Adresa \_\_\_\_\_
4. Komuna \_\_\_\_\_
5. Nr. i telefonit \_\_\_\_\_ 6. Nr. i faksit \_\_\_\_\_
7. E-maili \_\_\_\_\_

C. SHKELJA/SHKAKU I ANKESËS

Përkrahur ankesën tuaj në hollësi, duke përfshirë vendin, datën dhe kohën e shkëlqes së pohuar. Lutemi ta përkrahurani natyrën e shkëlqes dhe nëse është e mundur të specifikoni dispozitat ligjore që mendoni se janë shkelur. Nëse është e nevojshme, mund të bashkëngjini fletë shtesë. Bashkëngjitur dërgoni kopjet e çfarëdo dëshmie që mbështet ankesën tuaj.

D. DËSHMITARI (ËT) E MUNDSHËM (BASHKANGJITUR EDHE DEKLARATAT)

Lutemi të shënoini emrin dhe organizatën ose subjektin politik të cilit i përket dëshmitari(ët) i/e mundshëm. Nëse është e mundur, duhet të shënohen të dhënat për kontaktim (adresa, numri i telefonit, numri i faksit dhe e-maili). Nëse është e nevojshme, mund të bashkëngjini fletë shtesë.

Sipas njohurive që une posedoj, informacioni i mësipërm është i saktë.  
(Nëse parashtruesi i ankesës është organizatë ose subjekt politik, atëherë atë duhet ta nënshkruaj përfaqësuesi i autorizuar)

Emri dhe Mbiemri \_\_\_\_\_ Nënshkrimi \_\_\_\_\_ Data \_\_\_\_\_

Ky Informacion duhet të dorëzohet në adresën: Paneli Zgjedhor për Ankesa dhe Parashtrësia (PZAP)  
Rruga "Luan Haradinaj" Ndërtesa e ish Bankës së Lubjanës - Kati I  
Prishtinë 10 000 Republika e Kosovës

PARASHTRIMI I ANKESAVE PRANË PZAP-IT

Çdo person, i cili ka interes ligjor ose që pohon se i janë shkelur të drejtat që kanë të bëjnë me procesin e zgjedhjeve, mund të parashtrtojë ankesën pranë Panelit të Zgjedhjeve për Ankesa dhe Parashtrësia (PZAP). Kjo në mes fjerash, përfshin, por nuk kufizohet në:

- Aplikantët;
- Votuesit;
- Partitë politike, koalicionet, iniciativat qytetare dhe kandidatët e certifikuar;
- Anëtarët e KQZ-së dhe të Sekretariatit të tij;

Për të parashtruar ankesë, duhet të plotësohet formulari i PZAP-it për ankesa. Formulari i ankesave është në dispozicion në gjuhën Shqipe dhe Serbe, në zyrën e PZAP-it në Prishtinë, si dhe në të gjitha Qendrat e Votimeve gjatë ditës së zgjedhjeve.

Që të shpjyqtohet kjo ankesë, ajo duhet të përmbajë informatat vijuese:

- Pohimin mbi shkeljen e një rregullore të zgjedhjeve, ose të ndonjë urdhërese administrative që ka të bëjë me procesin zgjedhor;
- Përkrahimin sa më të hollësishëm të pohimit mbi shkeljen/incidentin; dhe
- Nënshkrimin në formular që tregon se të dhënat janë të sakta sipas njohurisë së parashtruesit të ankesës.

Duhet të plotësohen të gjitha rubrikat e zbatueshme të formularit. Nëse ndonjë rubrikë nuk mund të zbatohet, atëherë duhet të shënohet si "e pazbatueshme".

Është me rëndësi të jepen të dhënat për kontaktim të parashtruesit të ankesës, në mënyrë që PZAP-i mund të kontaktojë me parashtruesin e ankesës në rast hetimi dhe pasi të jetë marrë vendimi përfundimtar përkrazi me ankesën.

Për të gjitha çështjet që nuk lidhen drejtpërdrejt me votimin dhe numërimin, ankesa duhet të parashtrohet brenda tri ditësh pas pohimit mbi shkeljen ose pasi të jetë i informuar parashtruesi i ankesës për atë shkelje.

Personi i cili ka interes ligjor në një çështje brenda juridiksionit të PZAP-it, ose të drejtat e të cilit janë shkelur për sa i përket procesit zgjedhor të rregulluar sipas Ligjit për Zgjedhjet e Përgjithshme ose rregullave zgjedhore, mund të paraqesë ankesë.

Ankesat lidhur me administrimin e numërimit në Qendren e Numërimit dhe Rezultateve (QNR) dorëzohen me shkrim pranë PZAP-it brenda njëzetekatër (24) orëve nga ndodhja e shkëlqes së supozuar.

Parashtrimi i ankesës bëhet drejtpërdrejt në zyrën qendrore të PZAP-it në Prishtinë. Po ashtu ankesat mund të lihen në kutitë postare të PZAP-it që gjenden në Prishtinë dhe në Zyrën e Sekretariatit të PZAP-it. Vendimet përfundimtare të PZAP-it bëhen publike; megjithatë dosjet e lëndëve mbeten plotësisht konfidenciale dhe të gjitha hetimet janë konfidenciale.



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# PROCEDURES — MANUAL — — FOR POLLING & COUNTING

ELECTION FOR THE ASSEMBLY  
OF REPUBLIC OF KOSOVO

