

**GENERAL RECRUITMENT LETTER FOR REGIONAL COORDINATORS,  
SLOVAKIA, 1998****'98, Its Aims and Structure**

Dear friends,

We would like to address you in connection with the project, **Občianske Oko '98**, organized by the **Association for Fair Elections**. Our association was established in Slovakia in 1998. The objective **Občianske Oko '98** project is to organize a network of domestic observers who would observe the election process in the polling stations.

Very much is at stake in the elections. It is the main mechanism through which the power is transferred from citizens to our representatives - the deputies. We want to make sure that people who will represent our interests during the next four years acquired their mandates based on democratic, free and fair elections. Only then can we influence public matters.

Projects of domestic and civic election monitoring are carried out around the world. The Slovak project of domestic monitoring started with the support of Electoral Reform International Services (EU) and the National Democratic Institute for International Affairs (USA).

There are several mechanisms for ensuring fair elections. Election laws regulate the behavior of entities during elections and the election campaign. Political parties appoint their members to election commissions, and they watch carefully for any manipulation with election results. Election processes will be monitored by international observers, as well, but they will spend only a short time at polling sites and will not be able to evaluate the situation in the polling station in such a comprehensive way. It is mainly in our interest, citizens, to be directly on the site where we as citizens decide about our future and about the future of our country. To be an election observer means to deeply understand the election process as such, to approach the task of citizen more actively and, instead of sitting in front of the television during those two days, to be present...in the polling stations.

The **Association for Fair Elections** is trying to create a network of coordinators around the whole territory of the Slovak Republic who would secure the organizational side of this project. You will find a more detailed structure of coordinators in the annex.

We believe that, if the elections are fair, then all of us will win. That is why the **Association for Fair Elections** needs all of you to participate in the **Občianske Oko '98** project. We want to recruit as many volunteers as possible - citizens who would monitor the polling sites around the whole country.

We are looking for people from all age groups, occupations; voters who are able to be impartial. We are looking for impartial election observers, who would remind our citizens by their presence (by the way, wearing very nice T-shirts) what the elections are about. We are looking for people who are willing to help with the creation of the coordinator network or with recruiting and training of civic observers.

**Any help is welcomed!**

You may contact us at the following address:

**Association for Fair Elections**

Suché Mýto 19  
811 03 Beatislava

Tel: 07/531-7303  
531-6730

Fax: 07/533-2963

Mobil: 0905/482 457  
Zuzana Janovičová

**The Association for Fair Elections** will provide training for coordinators and observers. The position of domestic observers is not paid. Thanks to the support of the domestic and foreign organizations, we have money for reimbursing travel expenses and other small costs. Volunteers will be put into contact databanks of the organizations looking for international observers for the elections around the whole world. Become acquainted with the people who think about democracy in the way that you do. But, in the first place, you will contribute to democratic, free and fair elections.

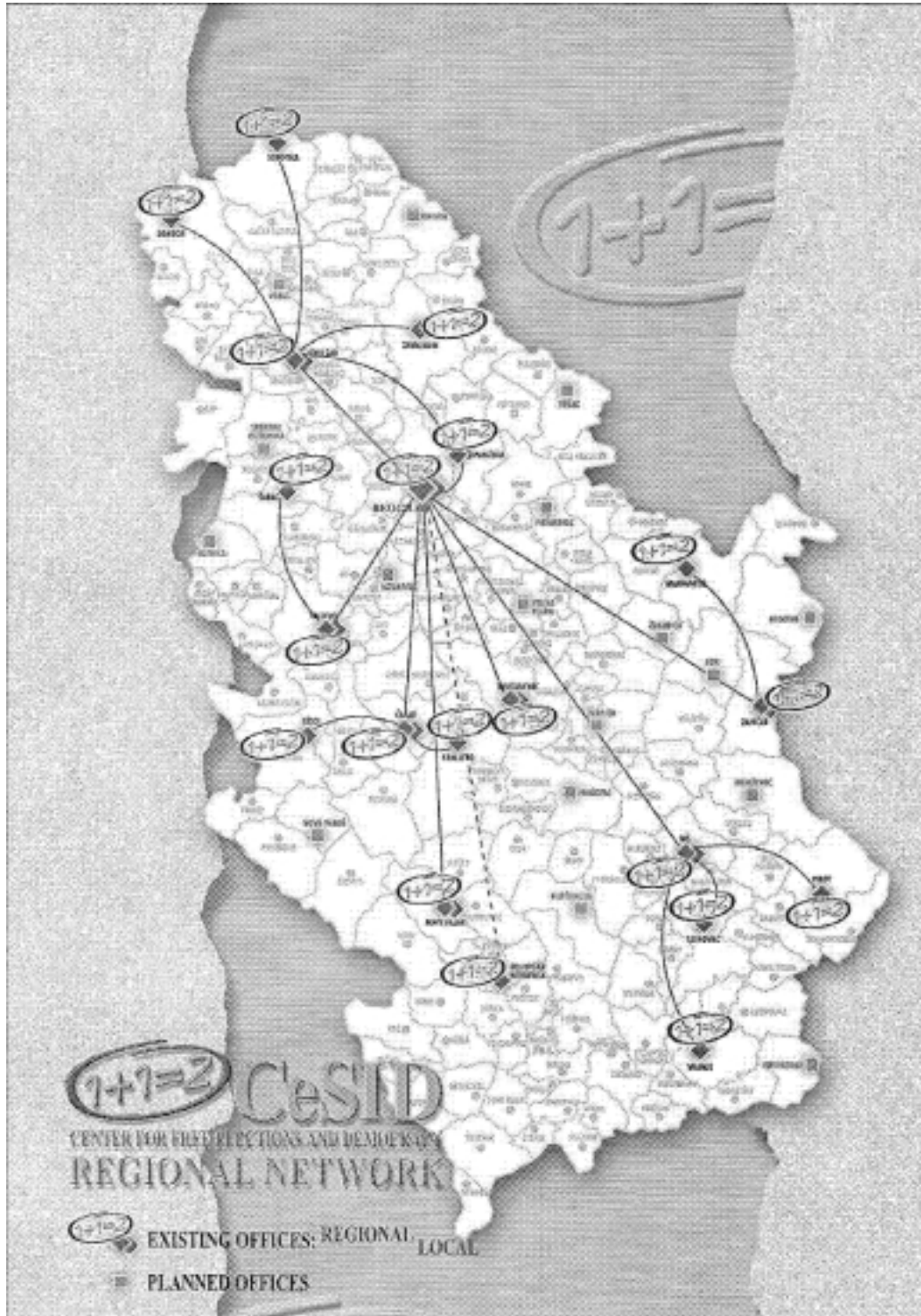
In the annex, you will find the answers to frequent questions of volunteers and other information materials about Občianske Oko '98. We believe that our project has addressed you, and you will join us whether as a coordinator or as an observer. We are looking forward to your quick response.

Yours sincerely,

Zuzana Janovičová  
Project Coordinator

**Občianske Oko '98**

DIAGRAM OF REGIONAL OFFICES IN SERBIA



**SAMPLE OBSERVER NEUTRALITY PLEDGE FROM UKRAINE**

**WHO MAY BECOME A MONITOR?**

Every adult citizen may take part in the activities of the committee by pledging the following:

**VOLUNTEER PLEDGE**

I, \_\_\_\_\_,  
citizen of Ukraine and voter, join in the efforts of the non-partisan monitoring of the election process, understanding the responsibility I take upon myself. In no way will I show my political sympathies, and I will not impose on others my beliefs for or against any candidate, party or bloc.

I have the opportunity to express my opinion by secret ballot.

My activities will be aimed only at strengthening democratic norms in the election process, and I hope that my efforts will promote and confirm true democracy in our society.

" " \_\_\_\_\_ 1994

\_\_\_\_\_  
signature

## SAMPLE OBSERVER NEUTRALITY PLEDGE FROM GUYANA

**OBSERVER'S PLEDGE****Local Authorities Elections 1994**

I, the undersigned, hereby pledge as follows:

1. That I agree to serve on behalf of the Electoral Assistance Bureau as a polling place Observer at the Local Authorities Elections on 8th August 1994.
2. That I am neither an activist nor a candidate for any group or party contesting these elections.
3. That I have attended a training session and that I fully understand the duties of an Observer.
4. That I shall execute my duties impartially and objectively and to the best of my ability, and in keeping with the directions for observing provided by the Electoral Assistance Bureau.
5. That the reports I shall give, both orally and in writing shall represent an accurate account of the proceedings witnessed by me.

.....  
Signature

.....  
Name in Block Letters

**SAMPLE NUTRALITY PLEDGE FOR REGIONAL COORDINATORS,  
KAZAKHSTAN**

**REGIONAL CAPTAIN NON-PARTISANSHIP PLEDGE**

As a condition of being a regional captain for the Non-Partisan Domestic Monitoring Program organized by CSD and DETAR, I pledge the following:

To the best of my knowledge, neither I, nor anyone else serving in the non-partisan domestic monitoring network, is currently a candidate for election on October 10<sup>th</sup>. Additionally, neither I, nor anyone else serving in the non-partisan domestic monitoring network, holds any position in a political party or an organization which is promoting any candidate in the upcoming election.

I understand that this domestic monitoring network must be non-partisan in its actual function and in its appearance to others. Should we be, or appear to be, partisan or to be coordinating in any way with individual candidates or political parties, then our work will no longer be credible.

Therefore, I also pledge that while working as a Regional Captain, neither I nor anyone involved in the non-partisan domestic election monitoring network will engage in any activity that supports or opposes any candidate or political party, either directly or indirectly. To insure this, candidates and political parties will be barred from attending our organizing meetings or making use of our office space or any of our resources. In addition, any communication with any political party or candidate shall be limited to such communication that is equitably available to any and all parties and candidates.

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Date)

**EXAMPLE OF TRAINING EXERCISE DEVELOPED FOR QUICK COUNTS****Quick Count Training Skit**

Following are instructions for conducting a Quick Count Training Skit. The skit illustrates simply how random samples can match accurate, official election results.

**What preparations are needed for the skit?**

*1—Decide on the Type of Election.* First, trainers should decide on the type of election to be simulated as well as the number and names of the candidates and/or parties contesting the election. It is easiest to use a fictional presidential election with only two candidates to simplify the process and clearly demonstrate relevant lessons. Trainers should avoid using the names of real parties or candidates to avoid appearing biased, and should choose names very carefully so that no ethnic, geographic, gender or racial preferences are shown.

*Example:*

The small island country of Chilumba is holding presidential elections. Candidate X from Party A will be competing against Candidate Y from Party B. This election is going to be observed by a network of organizations called CCCE (Civic Coalition for Clean Elections). The CCCE is going to deploy monitors to polling stations to observe voting and counting and is going to conduct a quick count to monitor the tabulation process.

*2—Determine Number of Polling Stations to Include in the Exercise.* In reality, elections typically involve hundreds or thousands of polling stations. Depending on the size of the training session, it is recommended, however, that only 12, 16, 20 or 24 polling stations be used for the demonstration. Each polling station should be assigned a number for identification purposes.

*Example:*

On the isle of Chilumba there are just 20 polling stations where people will go to vote for president. In order to better manage the election process, the Chilumba Election Commission has assigned each polling station a unique two-digit number from 01 to 20.

*3—Create Vote Counts for Polling Stations.* Next, trainers should create official vote counts for all of the polling stations in the exercise, as shown below. For each polling station, the number of votes for each candidate needs to be created as well as the total number of valid votes. The worksheet should also include columns with the percent of the vote for each candidate and a row with the total figures. Keep the number of valid votes per polling station more or less the same for all of the polling stations, but not identical. Using an average number of valid votes per polling station of 1,000 is easy, but a higher or lower figure can be used if that would be more consistent with local practices. Make sure each candidate is the winner at some polling stations. So that the lesson of the exercise is obvious, one of the two candidates should be the clear

winner (by at least 52% to 48% overall). Bring a copy of this spreadsheet to the training, but do not show it to the participants before the demonstration.

Example:

Results by Polling Station for Presidential Elections in Chilumba					
Polling Station	Candidate X	Candidate Y	Total Valid Votes	% X	% Y
01	538	475	1,013	53.1	46.9
02	601	430	1,031	58.3	41.7
03	468	589	1,057	44.3	55.7
04	560	458	1,018	55.0	45.0
05	512	532	1,044	49.0	51.0
06	549	489	1,038	52.9	47.1
07	499	517	1,016	49.1	50.9
08	545	501	1,046	52.1	47.9
09	441	552	993	44.4	55.6
10	559	428	987	56.6	43.4
11	513	429	942	54.5	45.5
12	490	538	1,028	47.7	52.3
13	575	398	973	59.1	40.9
14	457	495	952	48.0	52.0
15	565	421	986	57.3	42.7
16	595	473	1,068	55.7	44.3
17	461	571	1,032	44.7	55.3
18	475	535	1,010	47.0	53.0
19	556	379	935	59.5	40.5
20	545	480	1,025	53.2	46.8
<b>Results</b>	<b>10,504</b>	<b>9,690</b>	<b>20,194</b>	<b>52.0</b>	<b>48.0</b>

4—*Make Individual Statement of Poll Forms.* In the quick count demonstration, election officials and monitors are going to collect vote count information from individual polling stations. Statement of Poll forms must be created for each polling station indicating the polling station number, the number of votes received by each candidate, and the total number of valid votes cast at the polling station.

Example:

Chilumba Election Commission		
Official Statement of Poll Form		
Polling Station Number		01
Candidate	Party	Votes
X	A	538
Y	B	475
Total		1,013

5—*Create Blank Transmission of Results Forms.* For each polling station, a participant playing an election official will need to transmit the results from a polling station to the election commission’s national headquarters for tabulation using a blank Transmission of Results form. This form should provide spaces to record

the polling station’s number, the number of votes each candidate received, the total number of valid votes cast, and the election official’s signature. Produce one blank Transmission of Results form for each polling station.

*Example:*

<b>Chilumba Election Commission</b>		
<i>Official Transmittal of Results Form</i>		
Polling Station Number		_____
Candidate	Party	Votes
X	A	_____
Y	B	_____
Total		_____
Election Official’s Signature	_____	

6—*Select a Sample of Polling Stations for the Quick Count.* Before the demonstration, trainers should select a sample of polling stations from which the monitors will collect vote count information. Participants should not be involved in the selection, just as in real situations where it is a statistician that selects the sample, rather than the observers. To simplify the process, the sample should be set at 25% of the total number of polling stations in the exercise. For the exercise, the polling stations should be chosen carefully to ensure that the proper lessons are learned. Because the total number of polling stations in the exercise is small, the likelihood that a truly random sample of polling stations will accurately project the election outcome is similarly small. Choose a sample of polling stations ahead of time and make sure the percentage vote for each candidate matches the percentages for the total number of polling stations. If necessary, change the sampled polling station so that the percentages relatively match. Bring a copy of the spreadsheet with just the data for the sampled polling stations to the training, but don’t show it to participants before the demonstration.

*Example:*

The CCCE has decided to include five (5) polling stations in its quick count sample or 25% of the 20 total polling stations in Chilumba.

<b>Sampled Polling Stations for the CCCE Quick Count for Presidential Elections in Chilumba</b>					
<b>Polling Station</b>	<b>Candidate X</b>	<b>Candidate Y</b>	<b>Total Valid Votes</b>	<b>% X</b>	<b>% Y</b>
02	601	430	1,031	58.3	41.7
05	512	532	1,044	49.0	51.0
10	559	428	987	56.6	43.4
17	461	571	1,032	44.7	55.3
<b>20</b>	<b>545</b>	<b>480</b>	<b>1,025</b>	<b>53.2</b>	<b>46.8</b>
<b>Total</b>	<b>2,678</b>	<b>2,441</b>	<b>5,119</b>	<b>52.3</b>	<b>47.7</b>

7—*Create Blank Quick Count Forms.* Participants selected as monitors will need blank quick count forms to collect data from sampled polling stations. One form should be produced for each sampled polling station. These forms should provide spaces to record the polling station number, the number of votes each candidate received, the total number of valid votes cast, and the monitor’s signature.

*Example:*

<b>CCCE</b>		
<i>Quick Count Form</i>		
Polling Station Number		___
Candidate	Party	Votes
X	A	___
Y	B	___
Total		___
Monitor’s Signature	_____	

8—*Gather Additional Supplies.* You will need:

- Ink Pens
- Two Flip Chart Stands with Paper and Markers
- Rolls of Tape
- Two Calculators (recommended)

All of the above tasks should be completed several days before conducting a Quick Count Demonstration.

**Setup for the Quick Count Exercise**

1—*Tape Statement of Poll Forms Up.* Around the room or area where the training is taking place post all of the Statement of Poll forms with the vote count information in clear view and in any order.

2—*Place Flip Chart Stands Back-to-Back at the Head of the Room.* It is critical to the exercise that the flip chart stands are back to back so that the person writing on one stand cannot see what the person at the other stand is writing. At the top of one flip chart write “Official Results. ” On the top of the other flip chart write “Quick Count Results.” Also write the number of each of the polling stations included in the sample at the top of this flip chart.

**How to Conduct the Skit**

*1—Give an Introduction.* Explain that this is a demonstration for participants to see with their own eyes how a quick count works. Explain that one group of participants will demonstrate how election officials transmit and tabulate the official results and another group will demonstrate how monitors transmit and calculate the results of a quick count. Give participants background to the demonstration, such as the type of election, number of polling stations, contesting parties and candidates and the monitoring effort.

*2—Assign Roles.* Everyone will have a role to play in the demonstration, but some specific roles need to be assigned. Ask for volunteers and be sure to select men and women, young and old, as well as shy and outgoing participants. Participants will be needed for the following roles:

- a) **Official Tabulator.** One person will be needed to do the official tabulation of results at the election commission headquarters. Explain that this person will be responsible for adding together the vote counts collected by the election officials from all the polling stations and he or she will calculate the percent vote for each candidate. When finished, this person should have written on his or her flip chart the vote counts for every polling station, the total number of votes cast for each candidate and the percentage of votes cast for each candidate. This person is given a marker and a calculator. Have this person stand in front of the “Official Results” flip chart (the election commission headquarters).
- b) **Quick Count Tabulator.** One person will be needed to tabulate the quick count results at the monitoring effort’s headquarters. Explain that this person will be responsible for adding together the vote counts collected by monitors from all of the sampled polling stations and then he or she will calculate the percent vote for each candidate. When finished, this person should have written on his or her flip chart the vote counts for each sampled polling station, the total number of votes cast for each candidate and the percentage of votes cast for each candidate. This person is given a marker and a calculator. Have this person stand in front of the “Quick Count Results” flip chart (the monitoring efforts headquarters).
- c) **Election Official.** One election official will be needed for every polling station in the demonstration. Explain that these people will each collect the vote count information from one and only one polling station and give it to the Official Tabulator. Remind everyone that in reality these people would be responsible for conducting voting and counting at the polling station on election day and then transmitting the results to the election commission. For the purposes of this demonstration, election officials will only record and transmit vote counts to the election commission headquarters. Assign each person a polling station give them one blank Transmission of Results form and a pen. Ask all of the election officials: to go to their assigned polling station when the start signal is

given; record the vote count there; and then proceed to the “Official Results” flip chart and remain standing there once they have given their completed form to the Official Tabulator.

- d) **Monitors.** One monitor will be needed for every sampled polling station in the demonstration. In the example used here, 5 monitors would be needed. Explain that these people will collect the vote count information from one and only one of the sampled polling stations and give it to the Quick Count Tabulator. Remind everyone that in reality the monitors would be present to observe both voting and counting, but for the purposes of this demonstration monitors will only be recording vote count information and delivering it to the Quick Count Tabulator. Assign each person the number of a sampled polling station and give them one blank Quick Count Form and a pen. Ask all the monitors: to go to their assigned polling station when the start signal is given; record the vote count there; and then proceed to the “Quick Count Results” flip chart and remain standing there once they have given their completed form to the Quick Count Tabulator.
- e) **Audience.** Everyone not selected to play another role in the demonstration will be the audience. Explain that audience has an important role to play, and that they must watch what happens during the demonstration and be prepared to discuss what they have witnessed.

Before proceeding, answer any questions from participants about what they are supposed to do.

*3—Start the Demonstration.* Give the start signal, and have the participants carry out their instructions. The demonstration is over when both the official results and the quick count results have been calculated. Be sure to note if the official results or the quick count results are calculated first.

*4—Reveal the Official Results and the Quick Count Results.* Turn the two flip charts around so that the audience and all the other participants can see the results. Ask the audience if the results are similar or different. Check the results with the figures from your spreadsheets. Don’t panic if the results did not work out as expected. The learning experience will still be valid. If there are errors, discuss with the participants why they occurred.

*5—Discuss the Quick Count Training Skit.*

*6—Review Major Points and Thank Participants.*

**SAMPLE OBSERVER FORM FROM NICARAGUA**

**FORM 1**  
INSTALLATION  
GENERAL ELECTIONS 2001

Code \_\_\_\_\_  
Polling Station \_\_\_\_\_

1. What time did the installation of the polling station begin?
- A Before 6:00 am                      B 6:00 – 7:00 am  
C 7:00 – 9:00 am                      D After 9:00 am  
E It was not installed

Who was present to administer the polling station?  
(circle the correct letter)

- |                  |          |            |      |
|------------------|----------|------------|------|
|                  | Official | Substitute | None |
| 2. President     | A        | B          |      |
| 3. First Member  | A        | B          | C    |
| 4. Second Member | A        | B          | C    |

Were the proper materials in place? (circle yes or no)

- |         |    |   |
|---------|----|---|
| 5. yes  | no | Voter List  |
| 6. yes  | no | Forms Certifying the Opening and Closing of the Polling Station |
| 7. yes  | no | Forms for Challenges and the Ballot Count                       |
| 8. yes  | no | Ballots   |
| 9. yes  | no | Voting Booth  |
| 10. yes | no | Ballot Boxes  |
| 11. yes | no | Indelible Ink   |
| 12. yes | no | Black light   |
| 13. yes | no | Holepunch   |
| 14. yes | no | Notebook for Documenting Problems                               |

Party agents present for the installation (circle yes or no)

- |         |    |                                      |
|---------|----|--------------------------------------|
| 15. yes | no | Constitutional Liberal Party         |
| 16. yes | no | Sandinista National Liberation Front |
| 17. yes | no | Conservative Party                   |
| 18. yes | no | YATAMA Party                         |
| 19. yes | no | PAMUC Party                          |

20. What time was the first vote cast? (circle the correct letter)

- A Before 7:00 am                      B 7:00 – 8:00 am  
C 8:00 am – 10:00 am                D After 10:00 am  
E Never

Polling Station No. \_\_\_\_\_

**Formulario 1**  
**Instalación**  
Elecciones Generales 2001

CODIGO [ ] [ ] [ ] [ ] [ ]  
JRV [ ] [ ] [ ] [ ] [ ]

1. Hora de inicio de instalación de la JRV (encierre la letra en un círculo)  
A Antes de las 6:00 am.    B 6:00 - 7:00 am.  
C 7:00 - 9:00 am.        D 9:00 en adelante  
E No se instaló

Composición de la JRV (encierre la letra en un círculo)  
Presidencia    Proprietaria    Suplente    Ninguno

2. Presidente    A    B  
3. Primer Miembro    A    B    C  
4. Segundo Miembro    A    B    C

El material electoral estuvo conforme (encierre la respuesta en un círculo)

5.  Sí  No    Papeles Electorales  
6.  Sí  No    Acta de Constitución y Apertura Cierre y Cierre  
7.  Sí  No    Formularios de Inspección y Frenado  
8.  Sí  No    Ballot Boxes  
9.  Sí  No    Papeles Secretos  
10.  Sí  No    Urnas Electorales  
11.  Sí  No    Tinta Indelible  
12.  Sí  No    Lámpara de luz negra  
13.  Sí  No    Panchadora de Cédulas  
14.  Sí  No    Cuaderno de Incidentes

Partidos que presenciaron la instalación de la JRV (encierre la respuesta en un círculo)

15.  Sí  No    Partido Liberal Constitucionalista  
16.  Sí  No    Frente Sandinista de Liberación Nacional  
17.  Sí  No    Partido Conservador  
18.  Sí  No    Partido YATAMA  
19.  Sí  No    Partido PAMUC

20. Hora de inicio de la Votación (encierre en un círculo la letra de la respuesta)  
A Antes de las 7:00 am.    B 7:00 am - 8:00 am.  
C 8:00 am - 10:00 am.    D Después de las 10:00 am  
E No se inició

JRV [ ] [ ] [ ] [ ] [ ]

**Recuerde llenar y reportar el Formulario # 2**  
N° 0589

**FORM 1 (BACK)**  
**Instructions for the Quick Count Observer**

Remember that you have to make three phone calls, in the following order:

1. Ethics and Transparency's Computer Center
2. Godfather or Godmother\*
3. Departmental Coordinator

The telephone numbers are the following:

1. Ethics and Transparency's Computer Center  
\_\_\_\_\_
2. Godfather or Godmother  
\_\_\_\_\_
3. Departmental Coordinator  
\_\_\_\_\_

**IMPORTANT**

1. When calling from a department to Managua, you should first dial zero (0).
2. Remember to write your Quick Count Observer CODE in the boxes indicated. Follow this procedure for reading the code: Read the first number and pause briefly, then read the second two numbers together, and finally read the last two numbers together.

**Example:**           5 32 97  
                          Five (Pause); Three, Two (Pause); Nine, Seven

3. Remember to write the number of the polling station at the beginning and end of the form.
4. Your answers to the Operator should be CLEAR AND DELIBERATE.
5. If you are interrupted or experience confusion, follow the lead of the operator; repeat information beginning with the question requested by the operator.
6. It is important to make all of the calls, starting with the Computer Center, then the Godfather or Godmother, and finally the Departmental Coordinator.

After three unsuccessful attempts to the Computer Center, call the Godfather or Godmother, then make your call to the Departmental Coordinator. After this, try the call to the Computer Center again until you have been successful.

In case of emergency, call your Municipal Coordinator.

REMEMBER TO FILL OUT AND REPORT FORM 2

\* "Godfathers and Godmothers" were private citizens who volunteered on election day to receive quick count observer telephone calls at their homes as a backup to the quick count computer center.

**Instrucciones al Relator**

Recuerde que tiene que realizar tres llamadas en este orden:

- 1- Centro de Cómputo de Ética y Transparencia
- 2- Padrino o Madrina
- 3- Coordinador Departamental.

Los teléfonos son los siguientes:

1. Centro de Cómputo  
**270-3200**
2. Padrino o Madrina  
\_\_\_\_\_
3. Coordinador Departamental  
\_\_\_\_\_  
\_\_\_\_\_

**IMPORTANTE**

1. Para los departamentos al hacer las llamadas a Managua deberá comenzar marcando el número cero (0).
2. Recuerde escribir su **CÓDIGO** de Relator en los recuadros correspondientes. Al dictarlo debe leer el primer dígito (juego hacer una pausa breve); los dos siguientes dígitos juntos, (pausa) y los últimos dígitos también juntos.  
**Ejemplo** 5 | 3 2 | 9 7  
**Cinco(Pausa), Tres, Dos (pausa), Nueve, Siete**
3. Recuerde anotar el número de la **JRY** al inicio y al final del Formulario.
4. Sus respuestas al Receptor deben ser **CLARAS Y PAUSADAS**.
5. En caso de alguna interrupción o confusión repita la información a partir de la pregunta que le solicite el Receptor.
6. Es importante que realice todas las llamadas, comenzando con la del Centro de Cómputo, luego con la del Padrino o Madrina y finalmente la de su Coordinador Departamental.  
Después de tres intentos, si no logra comunicarse con el Centro de Cómputo, haga su llamada al Padrino o Madrina, luego al Coordinador Departamental. Intente nuevamente llamar al Centro de Cómputo hasta lograr comunicarse.

**Concluida la transmisión de este Formulario, regrese inmediatamente a su JRY, para continuar con la observación y llenado del Formulario No. 2**

En caso de cualquier emergencia favor llamar a su Coordinador Municipal

**Recuerde llenar y reportar el Formulario # 2**



**FORM 2 (BACK)**  
**Instructions for the Quick Count Observer**

Remember that you have to make three phone calls, in the following order:

1. Ethics and Transparency's Computer Center
2. Godfather or Godmother
3. Departmental Coordinator

The telephone numbers are the following:

1. Ethics and Transparency's Computer Center  
\_\_\_\_\_
2. Godfather or Godmother  
\_\_\_\_\_
3. Departmental Coordinator  
\_\_\_\_\_

**IMPORTANT**

1. When calling from a department to Managua, you should first dial zero (0).
2. In Question #1, the discontinuation of the election process refers to a stoppage during the installation, voting process or counting process.
3. Remember to write your Quick Count Observer CODE in the boxes indicated. Follow this procedure for reading the code: Read the first number and pause briefly, then read the second two numbers together, and finally read the last two numbers together.  
**Example:**       5 32 97  
                    Five (Pause); Three, Two (Pause); Nine, Seven
4. Remember to write the number of the polling station at the beginning and end of the form.
5. When answering questions #13 to #15, you should fill in the boxes representing single digits, then tens and then hundreds, filling in empty spaces with zeros.  
**Example:**       5 = 005 (zero, zero, five)  
                    21 = 021 (zero, two, one)
6. As you transmit results from questions #13 to #15, you should read digit by digit, from left to right, and repeat the word "votes" after each line.  
**Example:**       082 votes = zero, eight, two, votes
7. Your answers to the Operator should be CLEAR AND DELIBERATE.
8. If you are interrupted or experience confusion, follow the lead of the operator; repeat information beginning with the question requested by the operator.
9. It is important to make all of the calls, starting with the Computer Center, then the Godfather or Godmother, and finally the Departmental Coordinator.  
After three unsuccessful attempts to the Computer Center, call the Godfather or Godmother, then make your call to the Departmental Coordinator. After this, try the call to the Computer Center again until you have been successful.

If the polling station has not opened, or closes before it is supposed to, make your three calls to report the situation, regardless of the time of day.

Once you have reported the information on this form, deliver it to your municipal coordinator as soon as possible.

**Instrucciones al Relator:**

Recuerde que tiene que realizar tres llamadas:

- 1- Centro de Cómputo de Ética y Transparencia
- 2- Padrino o Madrina
- 3- Coordinador Departamental.

Los teléfonos son los Siguietes:

1. Centro de Cómputo  
**270-3200**
2. Padrino o Madrina
3. Coordinador Deptal.

**IMPORTANTE**

1. Para los departamentos al hacer las llamadas a Managua deberá comenzar marcando el número cero (0).
2. En la pregunta No. 1, la "suspensión de cualquier proceso" se refiere a los procesos de constitución de JRV, proceso de votación y proceso de escrutinio.
3. Recuerde escribir su **CODIGO** de Observador en los recuadros correspondientes. Al dictarlo debe leer el primer dígito (luego hacer una pausa breve); los dos siguientes dígitos juntos, (pausa) y los últimos dígitos también juntos.  
**Ejemplo:**        
Cinco(Pausa), Tres, Dos (pausa), Nueve, Siete
4. Recuerde anotar el número de la JRV al inicio y al final del Formulario.
5. Al **ESCRIBIR** los resultados de las preguntas de la 13 a la 15, llene los recuadros en el orden de las unidades, decenas y centenas, llenando los espacios vacíos con ceros.  
**Ejemplos:**   5 = 005 (zero, zero, cinco)  
                  21 = 021 (zero, dos, veintiuno)
6. Al **TRANSMITIR** los resultados de las preguntas 13 a la 15, debe dictar dígito por dígito, de izquierda a derecha y repetir la palabra **votes** después de cada resultado.  
(Ejemplo: 082 = zero, ocho, dos, votes).

Recuerde que el Centro de Cómputo lo preguntará 2 VECES la información de Resultados para Presidentes: (13 a la 15)

7. Sus respuestas al Receptor deben ser **CLARAS Y PAUSADAS**.
8. En caso de alguna interrupción o confusión repita la información a partir de la pregunta que le solicite el Receptor.
9. Es importante que realice todas las llamadas, comenzando con la del Centro de Cómputo, luego con la del Padrino o Madrina y finalmente la de su Coordinador Departamental.  
Si después de **TRES INTENTOS**, no logra comunicarse con el Centro de Cómputo, haga su llamada al Padrino o Madrina, luego al Coordinador Departamental. Intente nuevamente llamar al Centro de Cómputo hasta lograr comunicarse.

En caso de que la JRV no abra a cierre antes de tiempo, deberá hacer las 3 llamadas informando la situación en cualquier momento del día.

Concluida la transmisión de este Formulario, estrégalo a su coordinador municipal, lo más pronto posible.

**MALAWI DATA COLLECTION DIAGRAM**

This diagram depicts how the Church/NGO Consortium moved quick count data from individual polling stations selected at random from across Malawi to a centrally located National Information Center (NIC) in the capital Lilongwe at the Capital Hotel (which had a generator for a guaranteed continuous electrical supply). In the absence of a robust nationwide telephone network, it was decided early on to transmit the quick count data on paper forms. It was anticipated that it would take the Malawi Election Commission (MEC) four days to tabulate the election results. The Church/NGO Consortium took only three days using the procedures outlined below.

**Step One**

Church/NGO Consortium monitors recorded the quick count data on specially designed one-page forms at individual polling stations (PS) (monitors also completed longer more detailed forms on the conduct of the voting and counting processes). Once the counting procedure was completed and the election officials had closed the polling station, monitors moved by automobile, motorcycle, cart, bike or foot to previously agreed upon pick-up points (PUPs) with all of their completed forms. Over 100 pick-up points were designated by Church/NGO Consortium members during training workshops held across the country. Monitors were instructed to wait at pick-up points until their forms were collected. In practice, monitors travelled, mostly by foot, through the night and the early morning to reach their assigned pick-up points.

**Step Two**

For monitoring purposes, the Church/NGO Consortium divided Malawi into eight zones—Karonga, Mzuzu, Lilongwe (North), Lilongwe (South), Mangochi, Mulanje, Blantyre and Chikwawa. Each of the Church/NGO Consortium's four lead members was given the management responsibility of two zones of the country. Each zone was designated two 4x4 vehicles to be used to collect quick count forms (as well as voting and counting forms) from monitors waiting at pick-up points. Before election day, pick-up points were assigned to each vehicle and specific routes were determined for each vehicle to travel to reach all its assigned pick-up point and return to the zone headquarters (ZHQ).

Beginning very late in the night on election day (ED) and continuing throughout the following day (ED+1), the 16 vehicles traveled their routes: visiting all their assigned pick-up points; collecting quick count forms (as well as voting and counting forms); returning to zone headquarters; and heading out again to collect remaining quick count forms (as well as voting and counting forms).

Each staff member was provided with a list of polling stations for which quick count forms were expected at his/her assigned pick-up points (see attached for an example). Each vehicle made three or four complete circles in order to collect all of the anticipated quick count forms.

**Step Three**

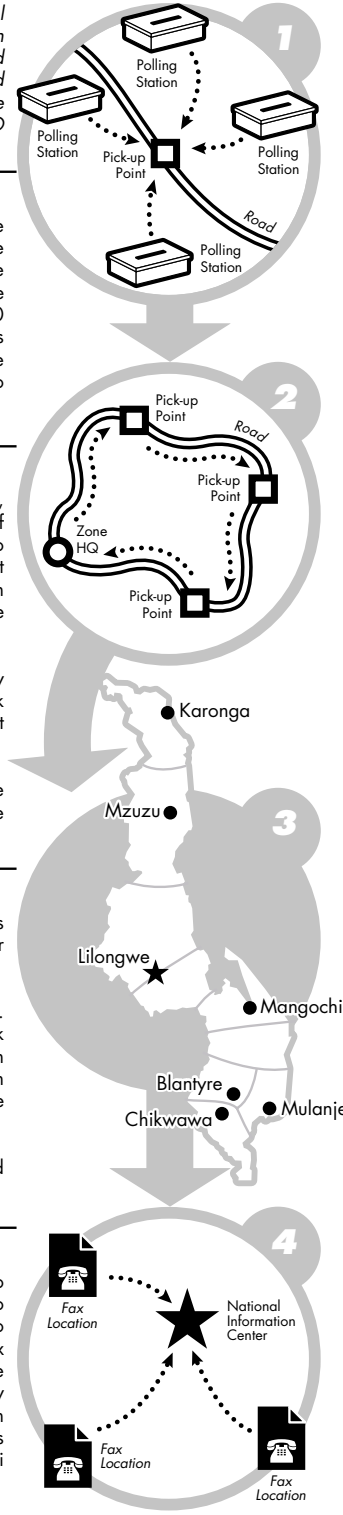
For the two zones centered in Lilongwe, the journey of the quick count forms was at an end. Vehicles returning to Lilongwe would simply go to the National Information Center and drop of the forms for data entry and filing.

For the remaining six zones, however, the quick count forms still needed to be transmitted to Lilongwe. Because each zone headquarters was located in a relatively more urban setting and because the quick count forms were only one-page long it was decided that the forms would be faxed to Lilongwe. Each zone headquarters already had a telephone line and fax machines were distributed prior to election day. In addition, secondary locations were identified from which the forms could be faxed if the telephone line or fax machine failed to work during the days following the election.

On the second day after the election (ED+2), all of the quick count forms as well as the voting and counting forms were boxed up and sent to Lilongwe by passenger bus or airplane.

**Step Four**

In order to ensure that each zone headquarters would always have an open fax line in Lilongwe to which to send the quick count forms, six separate lines at three different locations were selected (no single site in Lilongwe could accommodate six phone lines and each site chosen had a generator to ensure continuous electricity). Each zone headquarters was given one number as its primary fax number and one number as its secondary fax number. The fax machines at these three offices were manned day and night for 60 hours starting at midnight of election day. A vehicle traveled periodically from the National Information Center to each of the three sites collecting faxed quick count forms. In total, over 800 quick count forms were received at the National Information Center within 72 hours of the close of polling stations and, importantly, before the announcement of results by the Malawi Election Commission.



**QUICK COUNT COLLECTION FORM, MALAWI, 1999**

Church/NGO Consortium

Presidential and National Assembly Elections, Malawi, 1999

**Collection of Quick Count Forms from Pick-Up Points – Accounting Sheet**

Election night and the following day, your team will be responsible for collecting quick count forms and other monitoring materials for the Church/NGO Consortium. Below is a list of pick-up points for which you are responsible. Map out now, before election day, the best route to drive to reach all of these pick-up points and return to the Church/NGO Consortium Zone Office. You will have to drive this circuit several times election night and the following day in order to collect all of the expected quick count forms. At each pick-up point monitors will be waiting for you to collect their materials. During training, monitors were assigned specific pick-up points to go to and wait to have their forms collected. The list of pick-up points below also contains a list of monitors expected at each pick-up point. At no pick-up point are quick count forms expected for more than three polling stations. Each time you receive a quick count form check it off the list below. By noon of the day after the election if there are forms you still have not received go to the listed polling station and attempt to track down the assigned monitor and collect his or her quick count form. If you receive any unexpected quick count forms (meaning that they are not included on this list) then record the polling station's name and number as well as the monitor's name at the bottom of this form.

Zone \_\_\_\_\_ Co-ordinator \_\_\_\_\_ Headquarters \_\_\_\_\_


Vehicle Number \_\_\_\_\_ Vehicle Supervisor \_\_\_\_\_ Vehicle Driver \_\_\_\_\_

Pick-Up Point's Name	Forms Expected (number)	Expected Polling Station's Name	Assigned Monitor's Name	Form Received ✓
A.		1.		
		2.		
		3.		
B.		1.		
		2.		
		3.		
C.		1.		
		2.		
		3.		
D.		1.		
		2.		
		3.		
E.		1.		
		2.		
		3.		
F.		1.		
		2.		
		3.		
G.		1.		
		2.		
		3.		
H.		1.		
		2.		
		3.		
I.		1.		
		2.		
		3.		
J.		1.		
		2.		
		3.		
K.		1.		
		2.		
		3.		

Unexpected Quick Count Forms Log		
Polling Station's Name	Number	Monitor's Name
1.		
2.		

**PROMOTIONAL PAMPHLET FOR ELECTION DAY PRESS OFFICE SET UP BY ELECTION OBSERVER GROUP**

**ELECCIONES 2001 / ELECTIONS 2001**



**OFICINA DE PRENSA / PRESS OFFICE**

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**INTRODUCCIÓN**

El Grupo Cívico Ética y Transparencia es una fundación no gubernamental, sin fines de lucro constituida por un Consejo Directivo, un Consejo de mas de 20 Organismos de la sociedad civil y una Red de mas de 5,000 Voluntarios distribuidos por todo Nicaragua.

El grupo fue fundado en 1996 y ese mismo año observó las elecciones nacionales, constituyendo esta observación la primera en Centroamérica realizada por un grupo nacional.

En las controversiales elecciones de 1996, el grupo utilizó por primera vez en Nicaragua, el método del Coteo Rápido de los votos. Este método fue un factor decisivo para establecer, sobre base científica, la legitimidad del proceso electoral y facilitar la segunda transferencia pacífica del poder en nuestra historia.

Entre otros logros del Grupo Cívico Ética y Transparencia en el campo de la observación electoral están las elecciones regionales de la Costa Atlántica en 1998 y las elecciones municipales del 2000.

Por otra parte, este Grupo ha sido el único organismo en Latinoamérica que ha moderado un diálogo entre el gobierno, los partidos políticos y la sociedad civil, con el fin de buscar soluciones a los problemas sociales, políticos, económicos y culturales de Nicaragua, y resolver la mayor crisis de gobernabilidad en la historia reciente del país.

Ética y Transparencia también promueve la participación activa de ciudadanos de diferentes sectores de la sociedad civil a través de las Consultas Ciudadanas donde, de manera trimestral, unos 100,000 ciudadanos exponen sus opiniones sobre temas de interés nacional.

El Grupo Cívico Ética y Transparencia ha facilitado procesos de resolución de conflictos de forma pacífica contribuyendo así a la gobernabilidad del país, al mantenimiento de la paz y al desarrollo económico, fortaleciendo el proceso de consolidación de la democracia en Nicaragua. En este

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ámbito se destacan las mediaciones en los conflictos entre el gobierno y los estudiantes y la resolución de la huelga médica.

El prestigio y reconocimiento acumulados en los años que lleva sirviendo a la sociedad Nicaragüense han hecho al Grupo merecedor de participar como observador en elecciones de países como México, El Salvador, República Dominicana, Perú y otros.

La misión del Grupo Cívico Ética y Transparencia es contribuir al desarrollo democrático de Nicaragua mediante la promoción de la transparencia, el diálogo y la facilitación de procesos que garanticen la paz.

#### **OBJETIVOS PARA LAS ELECCIONES NACIONALES DEL 2001**

Para garantizar la transparencia en las Elecciones del 2001 Ética y Transparencia cuenta con la participación de unos 4,500 voluntarios todos debidamente capacitados y acreditados por el Consejo Supremo Electoral y con la metodología para realizar un conteo rápido preciso y veraz sobre los resultados presidenciales.

Los coordinadores voluntarios departamentales y municipales y, en fin todos los observadores electorales en las Juntas Receptoras de Voto (JRV), darán testimonio de la instalación de estas, del proceso de votación, del acta de cierre y del acta de escrutinio o conteo de votos.

Es posible que la mayor contribución del Grupo, para superar posibles crisis y controversias en estas elecciones sea la realización de su conteo rápido con un margen de error menor al 1% que permitirá obtener resultados científicos que pueden ser comparados con los resultados oficiales que dará el Consejo Supremo Electoral.

Para garantizar que el conteo rápido cuente con la precisión que su metodología encierra, Ética y Transparencia está asesorado por personalidades internacionales como Neil Neville, autoridad máxima a nivel mundial sobre el tema, con experiencia en 22 países y 35 procesos electorales.

#### **OFICINA DE PRENSA**

La oficina de Prensa de Ética y Transparencia cuenta con el apoyo logístico de personal altamente calificado. No está afiliada a ningún partido político y es una fuente independiente de información.

Le ofrece al periodista extranjero facilidades para la transmisión de noticia y una red de información local necesarias para la efectiva elaboración de ellas. Contamos con computadoras con acceso al Internet, telefax e información actualizada del proceso electoral.

Una gran parte de las delegaciones de alto nivel de países amigos y organismos multilaterales han hecho obligatoria la visita y consulta a Ética y Transparencia, para obtener su valoración de las diversas situaciones que atraviesa el país.

Le invitamos a visitar nuestra oficina y beneficiarse con la valiosa información objetiva que pondremos a su alcance.

#### **INTRODUCTION**

The "Grupo Cívico Ética y Transparencia" is a non-governmental and non-profit foundation. It is constituted by a Board of Directors, a Council with more than 20 civil society and grass roots groups, and a Network of more than 5,000 volunteers located all over the country.

The Group was founded in 1996. That year, Ética y Transparencia observed the national elections, the first in the Central American region to be monitored by a national group.

In the controversial elections of 1996, the Group's Quick Count was a crucial factor in establishing on a scientific base, the legitimacy of the electoral process. At the same time, it facilitated the second peaceful transference of power in our history.

Among the achievements of the "Grupo Civico Elica y Transparencia in the electoral observation field are the regional elections of the Atlantic Coast in 1998 and the municipal elections of 2000.

Moreover, this Group has been the only civil society group in Latin America that has moderated a dialogue between the government, the political parties and civil society. The objective for this was to find solutions to the social, political, and economic problems of Nicaragua and solve the largest threat to governance during the present administration.

Elica y Transparencia also promotes the active participation of citizens from different groups of civil society through a Civic Council. Every three months around 100,000 citizens participate in these polls contributing with their opinions to topics of national interest.

The "Grupo Civico Elica y Transparencia has facilitated conflict resolutions in a peaceful manner contributing to the country's governability, peace sustainability and economic development, which has strengthened the process of democracy in Nicaragua. A multiyear agreement to solve the annual conflict between the government and the students, and the resolution of the medical strike are among the successful processes in which Elica y Transparencia has participated.

The recognition and prestige accumulated over the years of service to the Nicaraguan society, led to the Group's participation as an observer in the elections of countries such as Mexico, El Salvador, the Dominican Republic and Peru.

The mission of the "Grupo Civico Elica y Transparencia" is to contribute to the democratic development of Nicaragua through the promotion of transparency, dialogue and the facilitation of processes that preserve the peace and democracy in the country.

### **OBJECTIVES FOR THE NATIONAL ELECTIONS 2001**

To ensure the transparency of the Elections in 2001, Elica y Transparencia will realize a Quick count of the presidential

elections with the support of about 4,500 volunteers all of whom are properly trained and accredited by the Supreme Electoral Council (CSE).

The departmental and municipal volunteer coordinators, and the whole body of electoral observers that will be at the Voting Stations (JRV), will give testimony of the activities performed there: the installation of the station, the voting process, the closing record of proceedings and the vote count.

It is possible that the major contribution of the Group, to overcome a possible crisis and controversy in these elections, will be the implementation of the Quick Count method. It has an error margin lower than 1% that will allow to obtain scientific results that can be compared to the official results given by CSE.

To guarantee the accuracy of the Quick Count, Elica y Transparencia receives the advice of Neil Nevitte, the foremost authority in Quick Counts, having executed 35 of them in 22 countries.

### **PRESS OFFICE**

The Press Office at Elica y Transparencia has the logistic support of highly qualified personnel. It is non-political and it is an independent source of information.

It offers to the international media the facilities to transmit news and a local information network for the effective elaboration of it. Our facility counts with computers with Internet access, telefax and updated information of the electoral process.

A great deal of delegations from friendly countries and multilateral organisms has made an obligatory visit to Elica y Transparencia to obtain opinions of the different situations that the country is going through.

We invite you to visit our office and benefit from the valuable objective information that we will provide.

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## ABOUT THE AUTHORS

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**Melissa Estok** is a Senior Advisor to the National Democratic Institute for International Affairs (NDI) and has more than 15 years experience in international and democratic development. Over the past decade, Ms. Estok has specialized in election monitoring, quick counts and civil society development. She has served as a resident technical advisor to election monitoring groups in Bangladesh, Peru, Nicaragua and Yemen, and has provided direct technical assistance to civic organizations and political parties in Ecuador, Haiti, Jamaica, Mexico, Russia and Venezuela. Ms. Estok also has worked for the U.S. Agency for International Development (USAID) and other organizations to evaluate election-related assistance and to design programs that promote the participation of women in politics. In addition, Ms. Estok worked with Peace Corps in Honduras as a trainer and grassroots community organizer. She has an M.A. degree in Counseling Psychology and a B.A. in International Relations and Spanish.

**Neil Nevitte** is Professor of Political Science at the University of Toronto, Canada, and is an internationally recognized expert on quick counts. Dr. Nevitte previously taught at Harvard University and Leeds University, United Kingdom. He has published fourteen books including most recently: *Anatomy of a Liberal Victory* (2002), *Value Change and Governance* (2002), *Unsteady State* (2000) and *The Challenge of Direct Democracy* (1996). His research on elections has also been published as chapters in books and in such journals as: *The Journal of Democracy*, *Comparative Political Studies*, *Electoral Studies*, *Public Opinion Quarterly*, *Political Methodology* and the *European Journal of Political Research*. For the last 15 years, Dr. Nevitte has been a consultant to several international organizations on electoral matters, and is a Senior Advisor to NDI. He has provided direct technical assistance to domestic election observer groups—usually as principal technical advisor on quick count projects—in more than 15 countries, including Albania, Azerbaijan, Bangladesh, Cambodia, Dominican Republic, Guyana, Haiti, Honduras, Indonesia, Jamaica, Kenya, Mexico, Nicaragua, Peru, Senegal and Venezuela.

**Glenn Cowan** is a Vice President of Opinion Dynamics Corporation where he specializes in the application of research findings to guide public affairs campaigns and constituency development efforts. Over the past twenty-five years he has advised scores of candidates, trade associations, corporate and nonprofit clients. Since 1985, Mr. Cowan has served as a Senior Advisor to NDI, participating in approximately 100 NDI technical missions and delegations to more than 35 countries. He helped to pioneer the methodology used in quick counts around the world and other approaches to democratic development. Mr. Cowan was a senior staff member in both the Carter/Mondale and Mondale presidential campaigns. He has served in local government in both elected and appointed positions, and with the U.S. Army in Vietnam as an infantry officer. Mr. Cowan graduated from Rutgers University and did his graduate work in public administration at the University of Pittsburgh. He also currently serves as an elected member of the Kensington, Maryland, town council.

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## SELECTED NDI PUBLICATIONS ON ELECTION MONITORING

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**NDI Handbook on How Domestic Organizations Monitor Elections: An A to Z Guide (1995).** This handbook provides a comprehensive overview of how to organize a nonpartisan domestic election observation effort. It covers: planning and organizational issues; recruiting, training and logistical issues in building a communications network for reporting; various issues to monitor in the pre-election, election day and post-election periods; and considerations for how the organization and skills developed can be applied to non-election activities. The guide is designed for election monitoring by civic organizations; it also can be used by political parties in designing their efforts to ensure electoral integrity and protect their votes.

**Promoting Legal Frameworks for Democratic Elections: An NDI Guide for Developing Election Laws and Law Commentaries (2002).** This guide addresses the importance of developing legal frameworks that promote democratic elections; why it is important for political parties, civic organizations and others to analyze the strengths and weakness of existing and proposed laws affecting election processes; the importance of developing an open and inclusive political process to address those laws so that political competitors may agree on the “rules of the game” and the public can develop confidence in the process. The guide presents the main issues to examine when evaluating the legal framework and over 200 questions to consider, as well as sources of international law on the subject and samples of NDI election law commentaries.

**Building Confidence in the Voter Registration Process: An NDI Monitoring Guide for Political Parties and Civic Organizations (2001).** This voter registration monitoring guide addresses: the role of voter registration and the principal types of voter registration systems; why it is important for political parties and civic organizations to monitor these systems; and specific techniques for monitoring processes for collecting names, creating a voter registry and polling station voter lists, correcting errors in the lists and use of the lists on election day.

**Media Monitoring to Promote Democratic Elections: An NDI Handbook for Citizen Organizations (2002).** This handbook takes a step-by-step approach to media monitoring. It covers: the importance of determining who controls the media and the difference between state-controlled versus private and broadcast versus print media; issues to address in deciding what media and what subjects to monitor; planning and organization of a media monitoring project; monitoring methodology, including specific instructions for monitoring different types of media; and considerations for the presentation of findings and recommendations.

*In addition to these materials, NDI has produced over 300 reports, papers and statements concerning ways in which to promote democratic elections generally and concerning the election process within specific countries. See NDI's website: [www.ndi.org](http://www.ndi.org) “Access Democracy” and “Global Programs/Elections and Political Processes” for more information about these and other NDI publications.*