

A MANUAL FOR CODEO RAPID RESPONSE OBSERVERS



COALITION OF DOMESTIC ELECTION OBSERVERS (CODEO)

A coalition of Ghanaian civil society organizations,
non-governmental organizations and religious bodies



*Made possible with the generous support of the American People through the
United States Agency for International Development (USAID), Ghana*

**December 7, 2012
PRESIDENTIAL AND PARLIAMENTARY ELECTIONS**

This Training Manual was produced by the Secretariat of the Coalition of Domestic Election Observers (CODEO) and was made possible with the generous support of the American people through the United States Agency for International Development (USAID), Ghana. The National Democratic Institute (NDI) provided technical assistance in developing the manual.

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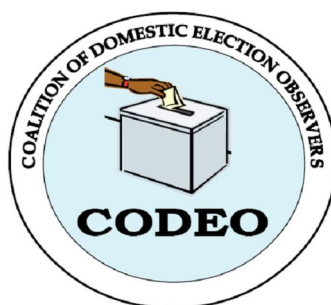
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WELCOME REMARKS

On behalf of the Advisory Board of the Coalition of Domestic Election Observers (CODEO), we formally welcome you to the Rapid Response Observer (RRO) Training Workshop for CODEO Election 2012 Observation project. The workshop will introduce you to your roles, responsibilities and duties as an RRO as well as share the planned training schedule for the upcoming election observation exercise.

As you may be aware, CODEO launched its comprehensive observation of the 2012 general elections with the observation of the Biometric Voter Registration (BVR) exercise in March this year. With funding from the United Kingdom Department for International Development (DfID), CODEO deployed about 620 observers during the Electoral Commission's organized BVR exercise. Again, CODEO with support from the United States Agency for International Development (USAID), Ghana, starting in May 2012, deployed 50 long-term observers to 100 constituencies throughout the country to send weekly observation reports to CODEO on the pre-election environment. On December 7, CODEO will deploy about 4000 RROs to a nationally representative sample of approximately 4000 polling stations randomly selected from the 275 constituencies in the ten administrative regions. CODEO RROs will rapidly collect and submit observer reports on the conduct of voting and counting as well as the official polling station results to a national observation centre. Similar to 2008, CODEO will independently verify the accuracy of the official results as announced by the Electoral Commission (EC) through its parallel vote tabulation (PVT) observation methodology.

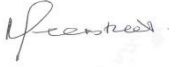
The 2012 election will be Ghana's sixth successive elections since the return to democracy in 1992. The polls on December 7 provide yet another opportunity to test Ghana's democratic institutions towards the consolidation of democracy. As with the previous 2008 elections, the stakes in the 2012 elections are high. CODEO calls on all the electoral stakeholders to play their roles to ensure that the outcomes are credible and conflict free.

CODEO, currently comprised of 40 reputable non-partisan and independent civil society groups, has observed the general elections since 2000. It has done so with remarkable level of professionalism and commitment. The primary goal of CODEO's observation activities is to promote free, fair, and peaceful elections in Ghana that are viewed as credible and legitimate by its citizens. CODEO is particularly interested in ensuring that the elections are held in an atmosphere of civility and that the outcomes and the official results reflect the will of the people. CODEO would not meet its noble objectives without your active participation as an RRO.

CODEO's 2012 Election Observation project is made possible by the generous support of the American People through USAID, Ghana. CODEO is, once again, grateful to the American people for this support. CODEO also acknowledges the National Democratic Institute (NDI) for its technical assistance.

Again, thank you for attending this workshop and volunteering to serve as an RRO. With your support, CODEO's domestic election observation for 2012 elections can be successfully and provide the people of Ghana confidence in the electoral process and the accuracy of the official results.

God Bless Ghana

Signed jointly by: 

Professor Miranda Greenstreet
(Co-Chair)



Justice VCRAC Crabbe
(Co-Chair)

1. MANUAL OBJECTIVES

This manual is for the Coalition of Domestic Election Observers (CODEO) Rapid Response Observers (RRO). As a CODEO RRO, you have agreed to serve as a CODEO observer stationed at a pre-assigned polling station on election-day on December 7, 2012. The manual is a companion document to the training you received from the CODEO Secretariat. The objectives of the manual are the following:

- ✓ Inform you about CODEO's 2012 domestic election observation project;
- ✓ Inform you about their roles, duties and responsibilities on Election Day as a CODEO RRO;
- ✓ Inform you about Election Day procedure; and,
- ✓ Inform you on how to collect and submit information to CODEO from your assigned polling station on Election Day.

You should review this manual before observing the elections. You should bring this manual with you on Election Day.

2. CODEO AND ELECTION 2012 OBSERVATION PROJECT

About CODEO:

CODEO, the acronym for the Coalition of Domestic Election Observers (CODEO), was established under the auspices of the Ghana Center for Democratic Development (CDD-Ghana) in the lead up to the 2000 presidential and parliamentary elections. CODEO emerged out of the need to mobilize Ghanaian citizens to participate in the electoral process as a confidence-building mechanism and to promote credible elections in Ghana. The formation of CODEO was also to complement the efforts of Ghana's Electoral Commission in ensuring transparent, free, fair and peaceful elections in the country. Since its formation, CODEO has observed the 2000, 2004, and 2008 general elections as well as the intervening district level elections and by-elections.

CODEO's Objectives:

1. Promote free, fair, transparent and peaceful elections by undertaking an independent and non-partisan observation of elections;
2. Promote an issue-based campaign during elections;
3. Instill confidence in the electoral process and the Ghanaian public at large in the building of democratic structures;
4. Work to deter, prevent and /or detect electoral fraud;
5. Prevent and/or manage conflicts;
6. Lend legitimacy and credibility to electoral outcome; and
7. Encourage citizens' participation in elections.

In order to achieve these objectives, CODEO observes the pre-election, election-day (including possible run-offs) and post-election environment.

CODEO Structures:

CODEO has four principal institutional structures through which it implements election activities, which are: CODEO Advisory Board, CODEO General Assembly; CODEO Sub-committees; and the CODEO Secretariat.

1. CODEO Advisory Board

The CODEO Advisory Board is the highest decision making body of CODEO. It is a fifteen member group chaired by two of the most respected public servants in Ghana: Justice V.C.R.A.C. Crabbe, currently the Statutes Law Review Commissioner at the Attorney General's Department and Prof. Miranda Greenstreet, a member of the National Governing Council of the African Peer Review Mechanism (APRM) in Ghana. The membership of the Advisory Board comprises representatives of some CODEO Member organizations and

some accomplished Ghanaians. The Advisory Board holds monthly review meetings to make decisions and review CODEO activities in an election year.

2. CODEO General Assembly

CODEO general membership is comprised of representatives from the 40 registered secular and religious membership-based organizations and research and advocacy bodies. These groups represent important and influential professional bodies such as the Bar Association, Medical Association, Journalist Association, Trade Unions, Teachers and Nurses associations and the Association of Ghanaian Industries etc. It also includes the leading religious groups in Ghana like the Christian Council of Ghana, Ghana Pentecostal and Charismatic Council, the Office of the Chief Imam and the Federation of Muslims and leading women's groups like ABANTU for Development, Federation of Women Lawyers (FIDA-Ghana), and Women in Law and Development (WILDAF). Representatives of these organizations attend meetings at regular intervals to discuss and review CODEO activities and make proposals for consideration by the Advisory Board and Secretariat (**See Appendix for CODEO Membership**).

3. CODEO Sub-committees

CODEO has three (3) main sub-committees; Drafting; Logistics and Procurement; and Recruitment, Training and Deployment. These sub-committees are activated during elections to help in the planning and preparations for CODEO election observation efforts. The membership of these committees is drawn from CODEO member organizations with approval from the Advisory Board.

4. CODEO Secretariat

The CODEO's secretariat implements the decisions of the Advisory Board. Headed by a Coordinator, the secretariat is responsible for realizing the policy decisions made by the Advisory Board. It provides technical advice to the Board, designs and implements all aspects of CODEO's election observation activities.

CODEO and Global Principles for Non-Partisan Election Observation:

CODEO is a member of the Global Network of Domestic Election Monitors (GNDEM). GNDEM serves to bring together citizen observation efforts from around the world. As part of its effort to enhance citizen observation, GNDEM developed a "Declaration of Global Principles for Non-partisan Election Observation and Monitoring by Citizen Organizations" that provides best practices for citizen observation. You can learn more about GNDEM and Global Principles for Citizen Observation at: www.gndem.org.

CODEO is also a member of the West Africa Election Observers Network (WAEON). WAEON is a coalition of independent, non-partisan and non-religious organization that aims at strengthening and supporting Citizens' Election Observation Groups (CEOGs) in the sub-region. WAEON currently comprises 11 CEOGs in West Africa that subscribe to the Declaration of Global Principles for Non-partisan Election Observation and Monitoring by Citizen Organizations. WAEON envisions a West Africa that is democratic, where governments are held accountable through regular and credible elections and citizens effectively participate in the electoral process through professional observation of elections.

CODEO Election 2012 Observation Project:

CODEO will observe the conduct of Ghana's 2012 presidential and parliamentary Elections through the deployment of 4,000 professionally-trained non-partisan Rapid Response Observers. The main objective of this observation effort is to promote transparency and credibility in the outcomes of the elections and to verify the accuracy of the presidential election results as declared by the Election Commission.

CODEO 4000 RROs will include 300 persons with disability (PWD) drawn from the Ghana Federation of the Disabled (GFD), which is a member of CODEO.

On Election Day, CODEO's 4,000 RROs will observe the set-up, voting and counting procedures throughout Ghana and objectively report about the election process and the results as announced at the polling stations. The 4000 RROs will be supervised by 280 Constituency Supervisors and 30 RCs. CODEO has designed an observation system which will serve to rapidly collect the Election Day information from a representative random sample of polling stations located across Ghana.

In order to process the Election Day information from its RROs, CODEO will set up a National CODEO Observation Centre (COC) at the Kofi Annan International Peace Training Center (KAIPTC) in Accra where all information will be gathered and processed. Almost all information from RROs is expected to be gathered via text messaging (SMS). Telephone operators, IT and data entry professionals, statisticians, and the report drafting team will process and analyze the collected information. Based on RROs' reports, CODEO will provide the public with objective information on the conduct of the December 7 polls.

For the observation exercise to be successful, CODEO must receive observation reports from every single RRO as quickly as possible. Failing to collect information from even a single RRO will undermine the exercise!

3. ELECTIONS IN GHANA

In 1992, Ghana adopted a constitution that provided for a multi-party system of democracy which enables many political parties to contest during elections. Since then, the country has organized five (5) successive general elections. These elections enable qualified citizens to elect their president and members of parliament. The December 7, 2012 presidential and parliamentary elections will be the country's sixth elections since 1992. The five successive elections conducted under Ghana's fourth republic have been touted as progressively free, fair and transparent. The 2012 election presents another opportunity to further consolidate Ghana's democratic and electoral processes.

The December 7, 2012 polls will be conducted in over 26,000 polling stations in 275 constituencies of Ghana. The 2012 presidential elections are being contested by not less than eight candidates of whom one is an independent candidate. Currently, there are 23 registered political parties but not all will field presidential and parliamentary candidates.

4. CITIZEN ELECTION OBSERVATION

Observing an election is like refereeing a game without the power to punish infringements. The election Observer monitors the election process in order to determine whether it is being conducted in accordance with the rules of the exercise and whether the outcome can be declared legitimate. The primary purpose of an independent observation program is to provide openness and enhance the transparency of the election for the benefit of all. It also promotes public confidence in the electoral process: deters those who would engage in improper practices or fraudulent activities; reduces opportunities for frivolous or misguided allegations of impropriety; and provides information which lawmakers, election officials, and activists can use to assess the process and plan for future improvements.

Domestic, non-partisan Observers, such as CODEO, are not interested in the outcome of the election. They are interested in the electoral process and need to follow prescribed rules in order to preserve CODEO's impartiality and professionalism. Domestic Observers also have in-depth understanding of the general context within which elections are organized and this shapes their appreciation of the conduct of elections in the country.

- ***Independent Non-Partisan Citizen Election Observation***

Independent non-partisan citizen election observation is based on the human rights principle that "[t]he will of the people shall be the basis of the authority of government; this 'will' shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures" (Article 21 of the Universal Declaration of Human Rights). Citizens have a right to genuine, credible elections and have the right to ensure those elections meet their expectations. Independent non-partisan citizen election observation is a mechanism by which citizens can ensure that they are able to realize their right to genuine, credible elections.

Independent non-partisan citizen observation serves to:

- ✓ deter problems (manipulation and mistakes);
- ✓ inform the public, political contestants and the electoral authorities about the conduct of elections; and
- ✓ offer constructive recommendations on improvements to the electoral process based on observation to electoral authorities, relevant government bodies, political parties/contestants, the public and other actors.

Independent non-partisan citizen observation involves:

- ✓ recruiting volunteer RROs;
- ✓ training RROs;
- ✓ deploying RROs;
- ✓ observing the process;
- ✓ collecting RRO reports; and
- ✓ sharing findings and recommendations with public, political parties/contestants electoral authorities.

- ***Independent and Non-Partisan***

For the public, political contestants and election officials to have trust in the observations and recommendations made by Citizen Observers, the observation must be independent and non-partisan. **Independent** means that the organizations and individuals carrying out the observation are not formally part of a political party or election management body nor receive funding from a political party or election management body.

Non-partisan means that while every citizen has a right to vote, the organizations and individuals carrying out the observation effort will conduct their work impartially without favor to any political party and will not publicly advocate support for any political party. In order for the public to have confidence that a citizen observation effort is truly independent and non-partisan it must be open and transparent in all of its activities.

Relationship with the Electoral Authorities

The electoral authorities are the constitutionally mandated body for conducting all aspects of elections. As such, as an Observer, you should foster constructive rather than antagonistic relationships with election officials. You should not seek to interfere in the election process. Rather, you should observe the process; document the problems on the Observer checklist; and send your reports to the national leadership.

If problems occur, you should not immediately assume that it is fraud or manipulation. It may simply be a mistake. Elections do not happen every day and the election officials may have received only limited training. You should politely and respectfully bring the issue to the election officials so that they can correct the problem. At all times you must remember that you are not in charge. The election officials are in charge. If you cannot solve the problem with the election officials you should: remain calm; record the problem; and send a report. Others, higher up in the structure, may be able to resolve the problem.

5. OBSERVING ELECTIONS IN GHANA: OBSERVERS CODE OF CONDUCT.

- ***Election observation and Ghana's Experience?***

Ghana's electoral rules have enabled independent election Observers, both international and domestic, to watch the conduct of elections in the country. The Electoral Commission has come out with guidelines which govern the conduct of Observers during observation of the country's electoral processes.

- ***Rules and Regulations***

The 1992 Constitution of Ghana as well as its election laws allows domestic, non-partisan organizations to organize citizens to observe elections. In order to facilitate the process, the Election Commission of Ghana

has issued a Code of Conduct for Election Observers. According to this code, every election Observer must abide by the following:

- An Observer shall not offer advice or give direction to or in any way interfere with an election official in the performance of his or her duties.
- An Observer shall not touch any election material or equipment without the express consent of the Presiding Officer at a polling station or the Returning Officer at the constituency center. Observers may not involve themselves in the conduct of the election.
- An Observer or Observer organization shall maintain strict impartiality in the course of observing the election and shall at no time indicate or express any bias or preference for any political party or candidate contesting the election.
- An Observer shall not carry, wear, or display on his or her person any electioneering material or any article of clothing or any insignia denoting support for or opposition to any party or candidate contesting the elections.
- An Observer shall not carry or display arms or any offensive weapon during the conduct of his or her duties as an Observer.
- An Observer shall take reasonable steps to substantiate every statement or information provided in connection with the conduct of elections. If any statement cannot be substantiated, the Observer's report shall state that he or she was unable to verify the truth of the statement or information.
- An Observer shall comply with any lawful directive issued by or under the authority of the Commission, including an order to leave a polling station or a constituency center given by the officer in charge of the place. Failure to follow a lawful directive is a violation of Ghanaian law.

6. ELECTION DAY PROCEDURES

• *Before Voting*

Before voting begins, the election officer in charge of the polling station (the presiding officer) should inspect all the materials received for the election. He/she will open the ballot boxes and show that they are empty to the agents of the candidates contesting the election and the members of the general public who are present. The ballot boxes will then be closed and sealed in such a way as to make it impossible to open it without breaking the seal. Thereafter, the ballot boxes are placed in the full view of the general public throughout the voting period and until the counting of votes concludes.

The presiding officer will also similarly show the parceled and sealed ballot papers to indicate to all present that they have not been tampered with.

The presiding officer and other election officials, candidates' and political party agents, Observers, reporters and security personnel are permitted to be present during the set up procedures. **The polling station should open at 7.00 am.**

• *Voting*

1. Voters should come to vote in person (except those voting by proxy) to the polling station where they have their name on the register.
2. Voters should bring a Voter ID card. However, if a voter has lost or misplaced his/her ID card, he/she might be permitted to vote if their name appears on the register and they are able to prove their identity.
3. The Presiding officer is responsible to keep order of voting at a polling station. Voters should join the queue if there are a large number of people waiting to vote.
4. When approaching the polling table, an election officer will inspect the voter's ID card and check the name on the register. If the officer or an accredited agent of any of the candidates contesting the election is in doubt about the voter's identity or qualification to vote, the voter will be asked questions with a view to make sure that he/she is the same person whose name appears on the register. If it turns out that that the voter is not the same person, or that he/she is not qualified to vote, the voter has

committed an election offense and is liable to arrest. The voter is also liable to search and arrest if it is suspected that he/she is hiding a ballot paper.

5. Voters will also be required to go through a biometric verification process before they proceed to vote.
6. If the election officer is satisfied that voter is qualified to vote, the voter will be directed to the next election officer who will paint his/her thumbnail with indelible ink. This is done to prevent anybody from voting more than once. If a voter appears before the election officer wanting to vote and it is discovered that he/she already bears the marks of the voting process, meaning that he/she has already voted, the voter has committed an election offence and will be arrested.
7. After a voter has been marked, he/she will proceed to the next election officer who will give him/her two ballot papers: a presidential ballot paper and a parliamentary ballot paper.
8. Having been given the ballot papers, voter will be directed to a polling booth to select the candidates of his/her choice. The voter is allowed to select only one candidate on the presidential ballot and only one political party on the parliamentary ballot.
9. The official mode of marking the ballot paper is **thumb printing**. The voter, whether literate or not, is required to thumb print the choice of his/her choice of candidate. A thumbprint pad will be in the booth for the purpose. The voter should place the thumbprint in the box provided which is next to the symbol of the candidate of his/her choice.
10. After making a choice, the voter will come out of the booth and put the folded ballot papers into the presidential ballot box (a presidential ballot paper) and a parliamentary ballot box (a parliamentary ballot paper) in the open view of the public.

NOTE: Besides the general vote's register, there might be several types of voters' lists at the polling station depending on type of individuals who applied to vote in that polling station:

1. Transferred Voters List
2. Special Voters List
3. Election Officers List and
4. Absent/Proxy Voters List

If no voters applied to be on these lists, a polling station will have only a general voter's register.

IMPORTANT: If a voter accidentally spoils the ballot paper, for example, by spilling ink over it or tearing it, he/she should inform the election officer. He or she will report the matter to the presiding officer, who will issue a fresh ballot paper **after** collecting the spoilt one from the voter and writing on it the word SPOILT.

Voters should leave the polling station as they finish voting. It is an offence to loiter around the voting area after you have voted.

Closing of polls and Counting Procedures

The polling station should close at 5 pm: however, all voters present at 5 pm should be permitted to vote.

- **Counting**

Counting should begin immediately following the closing of the polling station. Counting will take place at the polling station, and the ballot boxes should not be moved for the counting to take place at a different location. The counting should be done for each type of elections – separately.

The following steps should be followed during counting procedures:

- ▶ Open the ballot box
- ▶ Determine the number of ballot papers in the ballot box by sorting and counting them for each candidate
- ▶ Determine the number of rejected ballots – these are:
 - 1) The ballot which not stamped/does not bear official mark of the Commission
 - 2) A ballot in which it is not clear for whom the voter voted for
 - 3) A ballot on which the voter did not mark/thumbprint his/her choice
 - 4) A ballot with a writing or mark through which a voter can be easily identified.

- ▶ Once counting concludes, the presiding officer should immediately fill in the numbers in the official Declaration of Results. The sum of the unused, rejected, spoilt and valid ballots should equal the total number of ballot papers allocated to the polling station.
- ▶ The presiding officer should show all rejected ballots to each candidate's agent. If an agent does not agree that the ballot paper should be rejected, a presiding officer will write the words "rejection objected to" on the ballot paper.
- ▶ If any of the candidate's agents does not agree with the vote count, he/she has the right to demand a recount. If not satisfied with the recount, he/she can request another recount which can be rejected by the presiding officer. In this case, he needs to report such a request to the returning officer who shall recount the ballots for that polling station only at the constituency centre.
- ▶ In case the candidates' agents do not agree with the resolution on the rejected ballots, they have the right to submit an election petition to the High Court;
- ▶ In the case where all ballot papers cannot be accounted for or when the number of ballot papers in the ballot box does not match the number of votes cast, the ballot papers will be recounted until the problem has been resolved.
- ▶ If any of the candidates' refuses to sign the official Declaration of Results, the matter will be taken to the Returning Officer at the District centre.
- ▶ All candidates' agents have the right to get a copy of the Declaration of Results at the polling station.

After these procedures have been completed for one type of elections, they should be repeated for the other. It is anticipated that the presidential ballot papers will be counted first.

7. ROLES AND RESPONSIBILITIES OF A CODEO RRO

- ***As a CODEO RRO you MUST:***
 - 1) Attend the RRO training on how to be an RRO and what to do on Election Day
 - 2) Make sure you have all Election day materials including your CODEO T-Shirt, cap, notepad, pen, and accreditation tag for election day
 - 3) Arrive at your assigned polling station on Election Day at 6 am and in your CODEO attire.
 - 4) Upon arrival greet the presiding officer and introduce yourself
 - 5) Remain at your assigned polling station throughout the day, to observe the setting up of the polling station, voting, the closing of the polling station, and counting
 - 6) Throughout the day complete a checklist documenting the conduct of the setting up of the polling station, voting, the closing of the polling station, and counting and at the assigned time, send text messages with this information to the COC.
 - 7) Complete, as appropriate, a CODEO Incident Report Form(s) documenting serious problems as they occur and send text messages with this information to the COC.
 - 8) Report all information as instructed
 - 9) After counting has completed, please go to a central rally point previously agreed with your Constituency Supervisor and wait for your Constituency Supervisor. When your Constituency Supervisor arrives he/she will give you your allowance and collect your checklist and any completed CODEO Incident Report Forms.

Under no circumstances should you leave your polling station after counting is finished until your Constituency Supervisor has arrived!!!

- ***As a CODEO RRO you must at all times be:***
 - ✓ Non-partisan
 - ✓ Vigilant
 - ✓ Dedicated
 - ✓ Honest

It is critical that all CODEO RROs be non-partisan at all times. While all RROs should vote (if they are able), they must not engage in political activities before, during or after the elections. RROs should interact with political party and candidates' agents from all parties at the polling station. RROs should not make any comments about the outcome of the vote count at the election or who they would prefer to win the election. Acting in a partisan manner undermines the credibility of CODEO's observation exercise and could lead to the public dismissing CODEO's findings.

It is particularly important as an RRO to be honest. Providing CODEO with reports you think that they want to receive does not help defend the rights of Ghanaians to vote. If there are problems at your polling station you should note them on your form. If there are no problems you should not report that there were problems. Critically, you must be honest when recording the vote count for your polling station. Regardless of whom you support in the election and for whom you may have voted (if you were able), **you must honestly and accurately record the vote counts for all of the candidates.**

- ***As a CODEO RRO, you should NOT be involved in the following activities:***
 - ✓ Interfere unjustifiably and in bad faith with the duties of the polling officers;
 - ✓ Disrupt the voting or counting process;
 - ✓ Interfere in the legal /proper procedures of the voting, counting and tabulation;
 - ✓ Engage in any unbecoming conduct which would compromise the reputation of CODEO;
 - ✓ Display political bias by working for the advancement or defeat of a particular party;
 - ✓ Wear or display materials identified with a particular candidate or party;
 - ✓ Attempt to influence any voter;
 - ✓ Express a point of view regarding the outcome of the elections;
 - ✓ Take alcohol and /or drugs; or
 - ✓ **Speak to the media (only the CODEO Board/Secretariat should speak to the media providing information based on reports from RROs across all of Ghana).**

8. COMPLETING THE CHECKLIST

The Checklist should be completed and reported by text message to telephone number **1406** - in sections. Each question is identified by two letters and each response is a number (**"Yes" is always 1 while "No" is always 2**).

- ***Identifying Information***

The first section of the form provides identification information about the polling station to which you have been assigned. No action is required by you for this part of the form.

Identifying Information (all Pre-Printed)	
PS ID:	This is the six digit number assigned to your polling station by CODEO and appears in the upper right hand corner of the form. This number is pre-printed on your form. All text messages must begin with the letters "PS" followed by this number. For example "PS999999"
Observer Name/Number:	This is your name and your mobile number. This information is pre-printed on your form.
Supervisor Name and Number:	Name of your constituency supervisor and his/her mobile number. This information is pre-printed on your form.
Region:	Name of region in which your assigned polling station is located. This information is pre-printed on your form.
Constituency:	Name of the constituency in which your assigned polling station is located. This information is pre-printed on your form.
Polling Station Name:	Name of the polling station to which you have been assigned. You must observe at this polling station. This information is pre-printed on your form.
Polling State Code:	This is the code assigned by the Ghana Election Commission to your assigned

Identifying Information (all Pre-Printed)

polling station. This code is used only for identification purposes and should not be included in your text messages. When reporting you should use the PS ID and not the Code to identify your polling station. The code is pre-printed on your form.

This identifying information is provided to ensure that you observe at your assigned polling station. Again, you must observe only at your assigned polling station. **Please memorize your PS ID.** You will need this number every time you text your report.

- 1st Text Message – Arrival at polling station

Upon arrival you should complete Questions AA and immediately text your answers to telephone number **1406**. If you answer No to either Question AA you will receive a call from COC to gather additional information.

Arrival at Polling Station	
Question	Explanation
AA	Tick "Yes" if there are election officials at the polling station when you arrive. If no election officials are present then tick "No".

- ✓ Once RROs have answered questions AA, they should send their first text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in **Section 14**
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been posted). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.

- 2nd Text Message – Setting Up of the polling station

During the setting up of the polling station you should answer Questions AB to AR and by 7:30 am text your answers to telephone number **1406**. Please note that there are no Question AI and AO (this is intentional). If for Question AK you tick any items as missing, and if you tick "No" for Question AM or AR, you will receive a call from COC to gather additional information.

Setting Up of the polling station	
Question	Explanation
AB	Tick the box for the time when voting commenced.If voting does not start at the scheduled time of 7:00 am, you must stay until it begins. Under no circumstance should you leave and go to another polling station that is open! If the polling station never opened, fill out a critical incident form and text to 1406.
AC	Tick "Yes" if you were permitted to observe. If you were not allowed to observe, then tick "No", and immediately end your 2 nd text message and fill out a critical incident form

Setting Up of the polling station	
Question	Explanation
	and text to 1406 and help will be provided.
AD	The polling station should be set up so that voters can mark their ballots in secret. If the polling station is set up so voters can mark their ballots in secret then tick "Yes", otherwise tick "No".
AE	The polling station should be set up to be accessible for persons with disabilities and the elderly. If the polling station is accessible to persons with disabilities and the elderly then tick "Yes", otherwise tick "No".
AF	Tick "Yes" if an NDC polling agent was present. If there was no NDC polling agent present, then tick "No".
AG	Tick "Yes" if an NPP polling agent was present. If there was no NPP polling agent present, then tick "No".
AH	Tick the box for other political party and independent candidate that have a polling agent at the polling station. You can tick more than one box. For example if CPP, PPP, and PNC all have polling agents present then tick the second, third and fifth boxes. If there is a polling agent present from a party that is not listed on the form that is okay. Don't mark anything for that polling agent on the form. If no polling agents are present then tick the "None" box.
AJ	Tick "Yes" if there are security personnel present, otherwise tick "No".
AK	Tick the box for each item that is missing at the polling station. You can tick more than one box. For example, if the ink pad is missing then tick the eight box "Ink Pad". If nothing is missing then tick the "None" box. If anything is missing, fill out a critical incident form and text to 1406.
AM	Tick "Yes" if the polling station has biometric verification machine, otherwise tick "No". If you tick "No", fill out a critical incident form and text to 1406.
AN	Write in the total number of registered voters for the polling station. The election officials should give you this figure. Make sure that this number includes voters from all types of registers.
AP	Write in the total number of names on the proxy voters list for the polling station. The election officials should give you this figure.
AQ	Write down the number of presidential ballot papers at the polling station during set up. The election officials should give you this figure.
AR	All ballot boxes should be shown to be empty before being sealed closed. If the presidential and parliamentary ballot boxes were shown to be empty, sealed and placed in public view then tick "Yes". If the presidential and parliamentary ballot boxes were not shown to be empty, were not sealed closed or were not placed in public view then tick "No", and fill out a critical incident form and text to 1406.

- ✓ Once RROs have answered questions AB to AR, they should send their second text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.

- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14)**
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ If at any time you are not permitted to observe at your assigned polling station you must also inform your Constituency Supervisor immediately. You should work with your Constituency Supervisor to make sure you are permitted to observe at your assigned polling station.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- 3rd Text – Voting

Throughout voting you should take notes, but only mark your answers at 5:00 pm at the end of voting or when the last voter who was in the queue at 5 pm cast their ballot. If any critical incidents occur during voting then immediately complete a CODEO Incident Report Form. At 5:00 pm you should send a text to short code **1406** with the answers to Questions BA to BP. Please note that there are no Questions BI and BO (this is intentional).

For Questions BG to BM tick "None: if the number of people or voters observed is 0; tick "Few" if the number of people or voters observed is from 1 to 5; tick "Some" if the number of people or voters observed is between 6 to 15; and tick "Many" if the number of people or voters observed is 16 or more. During the day, closely track the number of such voters.

Voting	
Question	Explanation
BA	Tick "Yes" if people's biometric registration information was verified, otherwise tick "No".
BB	Tick "Yes" if biometric verification machine was malfunctioning, complete a critical incident form and send; if it was working properly, tick "No".
BC	Voters' fingers should be marked with indelible ink before casting their ballots. Throughout voting you should keep track of the number of voters whose fingers are <u>not</u> marked with indelible ink, and tick "Yes", if everyone fingers were marked with indelible ink, otherwise tick "No" and complete a critical incident form and send to 1406 .
BD	Ballot papers should be stamped by the election officials when being given to voters. Throughout voting you should keep track of the number of ballot papers <u>not</u> stamped when given to voters. You should mark your answer at the end of voting based on the total number of ballots you witnessed <u>not</u> being stamped before being given to voters.
BE	Elections officers, the candidates and their spouses, political party agents, persons authorised by the Commission, such as Observers, persons accompanying voters who are visually impaired or physically challenges and security officers on duty are the only persons permitted to remain in the polling station. Throughout voting, keep track of unauthorized individuals who remain inside the polling station. If unauthorized individuals remain in the poll stations, tick "Yes", otherwise tick "No".
BF	Voting is supposed to take place in a free and peaceful manner, without any intimidation or harassment of voters and polling officials. If you witness anyone intimidating voters or polling officials, tick "Yes", otherwise tick "No".
BG	Persons with Voter ID cards should be permitted to vote if they are at the right polling station. Throughout voting, keep track of the number of people turned away and <u>not</u> permitted to vote who have Voter ID cards. You should mark your answer at the end of voting based on the total number of people you witnessed who were turned away and

Voting	
Question	Explanation
	<u>not</u> permitted to vote who had Voter ID cards.
BH	People without Voter ID cards should be permitted to vote if their name appears on the voters' registry. However, CODEO is still interested in knowing how many people voted who did not have Voter ID cards. Throughout voting you should keep track of the number of people <u>without</u> Voter ID cards who are permitted to vote. You should mark your answer at the end of voting based on the total number of people <u>without</u> Voter ID cards you witnessed being permitted to vote
BJ	People without Voter ID cards should NOT be permitted to vote if their name does NOT appear on the voters' registry. If individuals without Voter ID and whose name does not appear on the voters' registry are permitted to vote, tick "Yes", otherwise tick "No".
BK	Each voter is supposed to go through a biometric verification process. If individuals whose biometric details did not match are permitted to vote, tick "Yes", otherwise tick "No".
BM	Throughout the day you should keep track of the number of people who were assisted to vote because they are blind, disabled or elderly. You should mark your answer at the end of the voting based on the total number of people who were assisted to vote
BN	Individuals who need assistance to vote are allowed to have a person of the choice to assist them to vote. If that was the case, please tick "Yes", if not tick "No"; if there was no assisted voters, tick "No Assisted Voters"
BP	This question is to gather your overall impressions about the voting process. If you think there were no problems during voting then tick "None". If there were some problems, but you don't think that they significantly affect the rights of Ghanaians to vote then tick "Minor". If there were serious problems that affected the rights of Ghanaians to vote then tick "Major". If you mark "Major" then you should also complete a CODEO Incident Report Form.

- ✓ Once RROs have answered questions BA to BP, they should send their third text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14**)
- ✓ If there is no cell phone coverage at the Observer's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- 4th Text – Counting

After counting you should answer Questions CA to CN.

Counting

Question	Explanation
CA	At 5:00 pm you should estimate the number of people still in the queue waiting to vote. You should mark your answer based on the number of people in the queue waiting to vote at 5:00 pm and tick the appropriate box.
CB	Everyone in the queue at 5:00 pm should be permitted to vote, but anyone arriving after 5:00 pm should not be permitted to vote. If there were people still in the queue at 5:00 and they were <u>not</u> permitted to vote, tick "No", otherwise tick "Yes".
CC	Anyone who joins the queue after 5:00pm should be permitted to vote. If there are people who join the queue and permitted to vote after 5:00 pm, tick "Yes", otherwise tick "No".
CD	The counting process is supposed to take place in a free and peaceful manner, without any intimidation or harassment of polling officials. If you witness anyone intimidating polling officials, tick "Yes", otherwise tick "No".
CE	The number of ballot papers in the presidential ballot box should match the number of voters. If there are too many ballot papers in the presidential ballot box then tick "Yes" otherwise tick "No".
CF	Polling agents can request a recount of the ballot papers. If a polling agent requests a recount of the presidential ballot papers then tick "Yes" otherwise tick "No".
CG	If an NDC polling agent is present, he/she should sign the declaration of results for the presidential election if he/she agrees with the vote count. If an NDC polling agents present signs the declaration of results then tick "Yes" otherwise tick "No". If there was no NDC agent present, tick "No NDC Agent Present".
CH	If an NPP polling agent is present, he/she should sign the declaration of results for the presidential election if he/she agrees with the vote count. If an NPP polling agents present signs the declaration of results then tick "Yes" otherwise tick "No". If there was no NDC agent present, tick "No NDC Agent Present".
CJ	All other polling agents present should sign the declaration of results for the presidential election if they agree with the vote count. If all other polling agents present sign the declaration of results then tick "Yes" otherwise tick "No". If no other polling agents are present, tick "No Other Agents Present".
CK	If you agree with the official vote count for the presidential election as recorded on the declaration of results then tick "Yes" otherwise tick "No". Agreeing with the vote count does not mean that the candidate you favor won, but that all the ballots were counted properly.
CM	All polling agents present should sign the declaration of results for the parliamentary election if they agree with the vote count. If all other polling agents present sign the declaration of results then tick "Yes" otherwise tick "No".
CN	If you agree with the official vote count for the parliamentary election as recorded on the declaration of results then tick "Yes" otherwise tick "No". Agreeing with the vote count does not mean that the candidate you favor won, but that all the ballots were counted properly.

- ✓ Once RROs have answered questions CA to CN, they should send their fourth text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters **"PS"**; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star **"*"** followed by

text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.

- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14**)
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- 5th Text – presidential Vote Count

For Questions DA to DM, enter the official figures/results as announced by the election officials and as recorded on the declaration of results. Even if you suspect or believe the official figures to be wrong or to have been manipulated, record the official figures. Only report figures for the presidential election, do not report figures for any other election.

It is absolutely critical that all RROs record the official results for the polling station on their Checklist and send these official results to the COC via text message.

Presidential Vote Count	
Question	Explanation
DA	Enter the official number of spoilt presidential ballot papers. These are presidential ballot papers that were never put in the ballot box, but were ruined either by a voter or an election official. These ballots should not be counted.
DB	Enter the official number of rejected presidential ballot papers. These are presidential ballot papers that are in the ballot box, but for which the voters intention is not clear and they cannot be attributed to any candidate. These ballots should not be counted for any candidate
DC	Enter the official number of total valid votes
DD	Enter the official number of ballots counted for NDC (John Dramani Mahama)
DE	Enter the official number of ballots counted for GCPP (Henry Hebert Lartey)
DF	Enter the official number of ballots counted for NPP (Nana Addo Dankwa Akufo-Addo)
DG	Enter the official number of ballots counted for PPP (Papa Kwesi Ndoum)
DH	Enter the official number of ballots counted for UFP (Akwasi Addai Odiike)
DJ	Enter the official number of ballots counted for PNC (Ayariga Hassan)
DK	Enter the official number of ballots counted for CPP (Michael Abu Sakara Forster)
DM	Enter the official number of ballots counted for INDP (Jacob Osei Yeboah)

The 5th text message should be sent after the 4th text message to the COC at 1406.

9. COMPLETING THE CODEO INCIDENT REPORT FORM

Sometimes it will be necessary to send information more quickly to CODEO about particularly serious problems during the voting process. The CODEO Incident Report Form is for RROs to send information rapidly to CODEO about serious incidents.

As an RRO you need to use your judgment about when to fill out and send to the COC a CODEO Incident Report Form. These should not be used for minor incidents affecting a small number of voters. Rather, they should only be filled and sent to CODEO when there is a serious problem at the polling station that impacts on a large number of voters or which prevents you from completing your responsibilities as an RRO.

A critical incident is anything that fundamentally undermines the integrity of the electoral process. Examples of critical incident are:

- someone stealing the ballot box;
- partisan security personnel;
- people illegally voting; or
- people being harassed.

A critical incident is not something that affects only a single person (that is an incident, but not a critical one). Be prudent in using critical incident forms. These are only for very serious incidents. You need to use good judgment when deciding if something is a critical incident. A small mistake is not a critical incident. Even a serious incident if it is immediately addressed and fixed to everyone’s satisfaction is not a critical incident.

- **Identifying Information**

The first section of the form provides identification information about the polling station to which you have been assigned. No action is required by you for this part of the form.

Identifying Information (all Pre-Printed)	
PS ID:	This is the six digit number assigned to your polling station by CODEO and appears in the upper right hand corner of the form. This number is pre-printed on your form. All text messages must begin with the letters “PS” followed by this number. For example “PS999999”
Observer Name/Number	This is your name and your mobile number. This information is pre-printed on your form.
Supervisor Name and Number:	Name of your constituency supervisor and his/her mobile number. This information is pre-printed on your form.
Region:	Name of region in which your assigned polling station is located. This information is pre-printed on your form.
Constituency:	Name of the constituency in which your assigned polling station is located. This information is pre-printed on your form.
Polling Station Name:	Name of the polling station to which you have been assigned. You must observe at this polling station. This information is pre-printed on your form.
Code:	This is the code assigned by the Ghana Election Commission to your assigned polling station. This code is used only for identification purposes and should not be included in your text messages. When reporting you should use the PS ID and not the Code to identify your polling station. The code is pre-printed on your form.

This identifying information is provided to ensure that you observe at your assigned polling station. Again, you must observe at your assigned polling station.

There are two parts of the CODEO Incident Report Form that you will need to complete if an incident occurs at your polling station. The part above the line identifies what problem (or problems) occurred at the polling station and must be immediately texted to **1406**. If you are not able to text call the COC. If you are unable to text, wait for your Constituency Supervisor to visit your polling station and inform him/her of the incident so

he/she can send the information to the COC. The part below the line provides additional information about the problem (or problems). You will be called by the COC to report this information. Both parts must be completed immediately upon witnessing a critical incident

The Part of the CODEO Incident Report Form Above the line

Above the Line	
Question	Explanation
Critical Incidents	Tick <u>one or more</u> incident types that are closest to describing the incident which took place at the polling station. Only tick "Other" if none of the other incident types is similar to the incident that occurred at the polling station.

Once you have ticked all of the appropriate critical incidents, you must immediately text this information to **1406**. The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by an exclamation mark "**!**"; followed by one or more codes (from A to V) after all codes you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards is optional). The total length of the message cannot exceed 159 characters. The inclusion of an exclamation mark "**!**" after the [**PS ID**] is critical as it indicates that the text message is for a CODEO Incident Report Form and not a Checklist.

The Part of the CODEO Incident Report Form Below the line

The following questions must also be completed at the time of the incident. After you send in your text about the incident you will receive a call from the COC to collect additional information. The caller will ask you to answer the questions below the line.

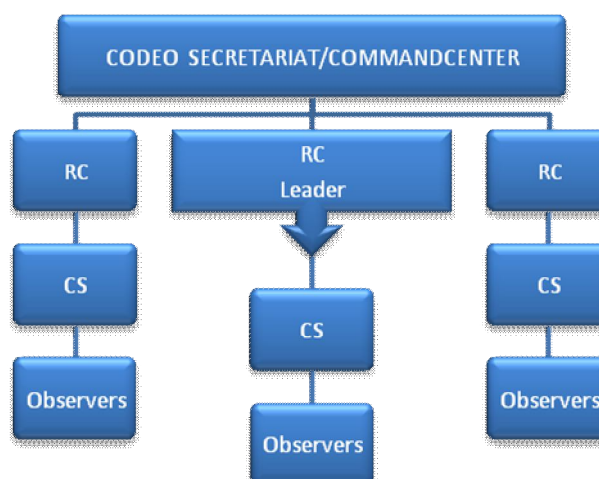
Below the Line	
Question	Explanation
Form completed by	It is important for CODEO to know who completed the CODEO Incident Report Form. If the form was completed by an RRO, tick 1
Witness	It is important for CODEO to know if you witnessed the incident yourself. If you witnessed the incident yourself tick 1
Time of incident	At what time did the incident occur? Write in the time
How many voters affected	Estimate how many voters were affected by the incident
Detailed explanation	Provide a detailed explanation of who, what and how the incident occurred

10. CODEO 2012 ELECTION PROJECT STRUCTURE

CODEO Election 2012 observation structure is premised on ensuring that there is an effective and efficient deployment of RROs and a clear reporting structure. This is also to ensure effective supervision and improve the quality of output (returns from field) of all CODEO's Observer. Every CODEO Observers (including polling station RROs, Constituency Supervisors, and Regional Coordinators) must therefore comply with the deployment and command structure.

The structure is represented in the figure below. At the apex of the structure is the Secretariat.. Regional Coordinators report to CODEO Secretariat. Each region will, however, have a lead RC (selected among the RCs) who will serve as the liaison between the CODEO Secretariat and the COC and the other RCs in that

region. Constituency Supervisors (CSs) are under the immediate command of the RCs in charge of the cluster of constituencies under which their respective constituencies fall. All polling station RROs will be under the immediate command and supervision of the CS in charge of their respective constituency.



It is however important to note that all CODEO Election 2012 Observers, including polling station RROs, are under the ultimate command of the CODEO Secretariat/COC.

11. RRO ACTIVITIES AND TIMELINE

Timeline	Activity
November 30, 2012	<ul style="list-style-type: none"> Attend RRO Training in your constituency.
December 3, 2012	<ul style="list-style-type: none"> Make sure you participate in the 1st Simulation Exercise.
December 5, 2012	<ul style="list-style-type: none"> Find your assigned polling station and participate in the 2nd Simulation Exercise from that location.
December 6	<ul style="list-style-type: none"> Make sure you have all your materials including your CODEO-branded T-Shirt, cap, note pad, pen, accreditation tag, checklist and incident form for December 7.
December 7, 2012 (Election Day)	<ul style="list-style-type: none"> Report to your assigned polling station and send your first text message (arrival) to 1406. If you are assigned to a polling station with no phone coverage, please immediately inform your Constituency Supervisor.
6:00am.	
7:30am	<ul style="list-style-type: none"> Send your 2nd text message (set up) to 1406.
5:00pm	<ul style="list-style-type: none"> Send your 3rd text message (voting) to 1406.
6:00pm (when counting concludes)	<ul style="list-style-type: none"> Send your 4th text message (closing and counting) to 1406. Send your 5th text message (presidential vote count) to 1406.
7:00pm (or at the time agreed with your Constituency Supervisor)	<ul style="list-style-type: none"> Meet your Constituency Supervisor at a previously agreed upon location and submit all observer forms. Upon submitting all observer form, your Constituency Supervisor should pay you your observation stipend.
Post-December 8	<ul style="list-style-type: none"> Take part in any planning for possible run-off and organize the observation in your region as directed by the CODEO

All of these activities are mandatory for all RROs.

12. ROLE OF CONSTITUENCY SUPERVISORS

There are 280 Constituency Supervisors to support the work of the RROs. Each RRO has an assigned Constituency Supervisor (CS). You were introduced to your Constituency Supervisor and given his/her name and contact details at the training. Your Constituency Supervisor is your primary point of contact on Election Day. Any problems or issues that emerge should be raised immediately with him/her. All completed forms must be given to your Constituency Supervisor during the election night. If the presiding officer of your polling station does not permit you to observe or to use your reporting form you must immediately seek out your Constituency Supervisor to help resolve the situation.

Periodically on Election Day, supervisor will visit your polling station to see how you are doing. If there have been any incidents you should give any completed Incident Forms to your Supervisor to relay to CODEO (see Completing the Observer Incident Report Form). After counting has been completed your Constituency Supervisor will come to your polling station to collect your checklist and Incident forms. Upon collecting of your completed forms, your Constituency Supervisor will give you your allowance. The Supervisor will be responsible for transmitting your completed observation forms to CODEO.

UNDER NO CIRCUMSTANCE MUST YOU LEAVE YOUR POLLING STATION BEFORE COUNTING IS COMPLETED.

13. SIMULATION EXERCISE

There will be two simulations of the CODEO communication system to ensure that all RROs are able to communicate with the CODEO Observation Center in Accra. All RROs must participate in the Simulation exercises. All RROs will be in their respective regions from where they will send their text messages. RROs MUST type and send the texts themselves so that they can identify whatever challenges they have in order to bring them to the notice of their Supervisors. If you do not participate in the Simulation exercise, then CODEO will be forced to assume that you will not be observing on Election Day and will identify another RRO to replace you.

For the Simulation exercises, every RRO was given at their training workshop a Simulation Form. This form contains only a portion of the "Setting Up of polling station" section of a regular Checklist, but with sample data. For the exercise you must text in the information on your Simulation Form to short code **1406** at the CODEO Observation Center. There will be two mandatory simulation exercises to test CODEO's communication and management structure:

- The First Simulation Exercise will be held on Monday, December 3
- The Second Simulation Exercise will be held on Wednesday, December 5 [for the second Simulation exercise, you must locate your assigned polling station and send your test from there].

All RROs must participate in both simulation exercises. If you do not participate, it will be assumed that you are not observing the December 7 polls.

- ✓ **At your scheduled time designated for your region** (see table below), you must send a text message to the COC at **1406** with information contained on your simulation exercise form. Please send your text message during your scheduled time!!!

- ✓ **If you have not received a confirmation message** from the COC within 15 minutes, call your Regional Data Entry Clerk at the COC. This number is pre-printed on your form (all of the COC Regional Data Entry Clerk numbers are also printed in the next section of this manual).

Time	Region	Region
9:00 to 10:00am	Greater Accra	Upper West
10:00 to 11:00am	Ashanti	Upper East
11:00 to 12:00noon	Volta	Western
12:00 to 1:00pm	Central	Eastern
2:00 to 3:00am	Northern	Brong-Ahafo

14. ELECTION DAY REPORTING

For both the Checklist and the CODEO Incident Report Form, the main mechanism for reporting is by sending text messages. RROs MUST, however, first record every answer or finding on the Checklist (text formatting sheet) and Incident form. They will then text their responses to the short code 1406 based on what they have recorded on the checklist (text formatting sheet) or incidents form.

- 1) If you have a mobile phone and you have a cell phone signal at your polling station you should report by sending text messages to telephone number **1406**.
- 2) If you have a mobile phone and cell phone signal, but cannot send text messages then you should report by calling one of the numbers listed for your region in the next page.

If you send a text message with observation information but do not receive a confirmation text message then you should call one of the numbers listed for your region to report your information.

Region	MTN Number	Airtell Number	Vodaphone	Tigo	GLO	Landlines	Fax Line
Ashanti	024-5705983	026-4670740	020-7381161	057-3840679	023-4161009	0302-718202 extension 1057	0302-718201
Brong-Ahafo	024-5703633	026-4670909					
Central	024-5704209	026-4671070	020-7381162	057-3840682	023-161007	0302-718203 extension 1058	0302-718201
Eastern	024-5703199	026-4670919					
Greater Accra	024-5706448	026-4670313	020-7381168	057-3840680	023-4161018	0302-718204 extension 1059	0302-718201
Northern	024-5706408	026-4670712					
Upper East	024-5703801	026-4670720	020-7381171	057-3840681	023-4161006	0302-718205 extension 1073	0302-718201
Upper West	024-5704201	026-4670711					
Volta	024-5703101	026-4670330	020-7381182	057-3840683	023-4161008	0302-718206 extension 1077	0302-718201
Western	024-5703950	026-4670099					

DO NOT CALL THESE NUMBERS IF YOU ARE ABLE TO SEND A TEXT!!!!!! ONLY USE THESE NUMBERS IF YOU CANNOT SEND A TEXT OR YOU DO NOT RECEIVE A TEXT MESSAGE CONFIRMING YOUR TEXT MESSAGE WAS RECEIVED BY THE COC.

If you have no cell phone signal at your polling station you should report through your Constituency Supervisor. Your Constituency Supervisor should visit your polling station periodically. In this case, give your Constituency Supervisor any completed CODEO Incident Report Forms when you see them so that he/she can transmit them to the COC.

Reporting by Text Message

A special short code, **1406**, has been established for you to send all text messages with observation information to CODEO. You will be charged GH c10 per text message for texting to this number and it works on all cell phone networks (MTN, Vodaphone, Airtell, Glo and Tigo). You will also receive texts from this number on Election Day. You should never call **1406**. This number is only for the receiving and sending of text messages!

All text messages must begin with the letters **"PS"** followed by the polling station identification number [**PS ID**] for your polling station. The [**PS ID**] is a unique six-digit number assigned by CODEO to every polling station. It is this six-digit code that lets the COC know from which polling station you are reporting. Without this six-digit number the text will not be accepted. For example, if the [**PS ID**] for your polling station is 999999 then all of your texts must begin "PS999999"

Texting Checklist Information

For the Checklist you will need to send a total of five text messages:

- 1st Text Message at 6:00 am upon arrival at the polling station
- 2nd Text Message by 7:30 am about the opening of the polling station
- 3rd Text Message at 5:00 pm or immediately after the last voter votes about the voting process
- 4th Text Message; and
- 5th Text Message about the presidential vote count immediately after counting finishes.

Each message must begin with the letters **"PS"** followed by the polling station identification number [**PS ID**]. Afterwards enter the letter of the first question followed by the number (or numbers) for your response, followed by the second question and so on until all questions are answered. The letter for each question is given on the far left of the form. The number for each response is given below the option and appears in brackets **"()"**. "Yes" is always 1 and "No" is always 2.

After you have entered all of the questions and their responses then you have the option of adding a message. To add a message enter a star **"*"** followed by text of a message you would like to send to the COC. The total length of the message cannot exceed 159 characters.

For example the message – PS999999AB1AC1*Everything is fine – means that for the polling station assigned the PS ID 999999 that the answer to Question AB is 1; the answer to Question AC is 1 and that a message reading "Everything is fine" has been sent to the COC.

Spaces are ignored in the text messages. You can include spaces if it makes it easier for you to read and send text messages, but they will be ignored by the COC. Lowercase and uppercase letters are treated the same. You can use either.

After you send a text message to short code **1406** you will be sent a confirmation text message from short code **1406** repeating the information you have sent. This is so that you know your information has been successfully transmitted. If you realize an error has been made then resend your text message with correct information. If the information sent is correct then no action is required on your part. If you do not receive a confirmation text message within 15 minutes of sending your text message you should call the COC.

For certain questions from the "Opening of polling station" and the "Counting" sections are treated as critical incidents. If you give a specific answer to these questions then you will be called by the COC and asked to provide additional information. If you answer "No" to Questions AC, AK, AM, AR, BB or BC, then your answer will be considered a critical incident and you will receive a call from the COC.

Texting the CODEO Incident Report Form Information

For the CODEO Incident Report Form you need to send a text message every time there is an incident. Each text message must start with the letters "**PS**" followed by the polling station identification number [**PS ID**] followed by an exclamation mark "!". Afterwards enter one or more codes (from A to V) for each type of incident which occurred at the polling station.

After you have entered codes for all the types of incidents you can enter a star "*" followed by text of a message you would like to send to the COC (this is optional). The total length of the message cannot exceed 159 characters. The inclusion of an exclamation mark "!" after the [**PS ID**] is critical. It indicates that the text message is for a CODEO Incident Report Form and not a Checklist.

For example sending the following text – PS999999!BF*Send a supervisor – means that at the polling station assigned the PS ID 999999 there is violence (B) and someone is trying to steal the ballot box (E) and the note asks for a supervisor to come to the polling station.

Spaces are ignored in the text messages. You can include spaces if it makes it easier for you to read and send text messages, but they will be ignored by the COC. After you send a text message to short code **1406** you will be sent a confirmation text message from short code **1406** repeating the information you have sent. This is so that you know your information has been successfully transmitted. If you realize an error has been made, resend your text message with the correct information. If the information sent is correct then no action is required on your part. If you do not receive a confirmation text messages within 15 minutes of sending your text message you should call the COC.

15. TIPS/REMINDERS FOR RROs

Before the Election Day on December 7, all RROs must read this manual carefully and get acquainted with all the forms and reporting procedures.

On Election Day, you should take with you the following with you to your assigned polling station:

- A Valid National ID Card
- EC Accreditation badge
- RRO Manual
- Checklist
- CODEO Critical Incident Report Form (4)
- CODEO branded Pen
- CODEO Notepad
- CODEO Bag
- Something to eat and drink for the day
- Umbrella.

16. RUN-OFF POSSIBILITY

In the likely event of a presidential run-off, your Constituency Supervisor will contact you on the next steps to be taken to observe the elections.

17. ALLOWANCES

RROs will receive a stipend of GH ₵40 for Election Day observation, GH ₵15 for meals, GH ₵20 for transport and GH ₵5 for communication for a total of GH ₵80 (**PLEASE NOTE THAT IF AIRTIME IS DIRECTLY PROVIDED FROM THE SECRETARIAT, RROS WILL RECEIVE ONLY GH ₵75**). Payment of RRO stipends will only be made upon submission of all RRO forms (checklist and critical incident forms). Airtime will be provided directly to RROs mobile phones by CODEO Secretariat on December 2 for the two Simulation exercises and December 6 for the December 7 polls.

MATERIALS FOR ALL RROS

Every CODEO RRO will be given a Checklist, CODEO Critical Incident Forms, Text Formatting Sheet, 1st and 2nd Simulation Exercise Forms, CODEO-branded t-shirt, cap, notepad, and pen to use during the observation of the December 7 polls. In addition, your Constituency Supervisor, Regional Coordinator and the CODEO Secretariat will arrange for your accreditation from the EC which will enable you to have access to the polling station on Election Day. Every accredited RRO MUST go to the polling station with his or her accreditation tag.

18. CODEO RRO PLEDGE

To ensure all CODEO RROs act impartially and follow the same observation methodology, all CODEO trained RROs (including RCs and CSs) must sign a Pledge. The pledge obliges RROs to uphold the proscribed Code of Conduct by the Electoral Commission and all CODEO observation rules and procedures. Each CODEO RRO will sign two copies of the Pledge during the trainings – one will be kept by the RRO and the other by CODEO Secretariat. In case an RRO violates the Pledge his/her accreditation will be revoked and he/she will not receive the agreed upon allowance.

WHAT TO DO NEXT?

The next major activity is the 1st Simulation Exercise on December 3, and participation is mandatory for all RROs.

WHAT TO DO IF YOU HAVE A QUESTION?

Your immediate point of contact if you have any questions is CODEO Secretariat. If you have a question or problem you should call or email the Secretariat:

Tel: [+233 0302 777214](tel:+2330302777214) / 776142 / 0244350266 / 0277744777

Fax: [+233 0302 763028](tel:+2330302763028) / 763029

Email: info@codeoghana.org, report@codeoghana.org

Or contact your region's data clerk at the phone numbers listed in **Section 14**.

19. APPENDIX

APPENDIX 1: PLEDGE OF NEUTRALITY AND OBJECTIVITY FOR RROS



COALITION OF DOMESTIC ELECTION OBSERVERS (CODEO) ELECTION 2012 OBSERVATION PROJECT

PLEDGE OF NEUTRALITY AND OBJECTIVITY FOR OBSERVERS

I.....having been recruited and trained
(WRITE FULL NAME IN BLOCK LETTERS)

As a non-partisan and independent Rapid Response Observer (RRO) for the Coalition of Domestic Election Observers (CODEO) for the 2012 elections do hereby pledge to maintain strict non-partisanship, by remaining impartial, apolitical and objective in carrying out my responsibilities at all times.

I pledge to support a genuine democratic election process, without regard to who wins or loses, putting aside my personal views about those seeking public office.

I further solemnly pledge to uphold the good name of CODEO and protect its integrity by obeying all the electoral laws of Ghana as well as the rules and Code of conduct of CODEO and the Electoral Commission throughout the period that I am an observer.

I will report impartially, accurately and as timely as possible on all events that I observe in my capacity as CODEO election observer.

I will refrain from making any personal comments about my observations to the news media or members of the public before CODEO makes a statement, unless specifically instructed otherwise by the CODEO Advisory Board.

I hereby vow that I have carefully read and fully understood the Code of Conduct for CODEO Observers and I agree to promote its goals and principles.

I further vow to resign from my role as a CODEO observer if I should develop any conflicts of interest that would hinder me from fulfilling impartially, accurately and in a timely manner my non-partisan election observation activities or in case of breaching the CODEO Code of Conduct.

I promise to do this to the best of my ability. So help me God.

(Signature)

(Date)

APPENDIX 2: RRO CHECKLIST

APPENDIX 3: CODEO INCIDENT REPORT FORM – 07 December 2012 Elections

APPENDIX 4: 1ST SIMULATION EXERCISE FORM

APPENDIX 5: 2nd SIMULATION EXERCISE FORM

APPENDIX 6: TEXT FORMATTING SHEET

COALITION OF DOMESTIC ELECTION OBSERVERS (CODEO)



RAPID RESPONSE OBSERVER MANUAL

**December 7, 2012 PRESIDENTIAL AND PARLIAMENTARY
ELECTIONS**

This ***Training Manual*** was produced by **the Secretariat of the Coalition of Domestic Election Observers (CODEO)**. It was made possible with the generous support of the American people through the **United States Agency for International Development (USAID)**, Ghana. The **National Democratic Institute (NDI)** provided technical assistance in developing the manual.

CODEO NATIONAL SECRETARIAT CONTACT INFORMATION

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North Airport Residential Area, Accra
P. O. Box LG404, Legon, Accra, Ghana

Tel: [+233 0302 777214](tel:+2330302777214) / 776142 / 0244350266 / 0277744777

Fax: [+233 0302 763028](tel:+2330302763028) / 763029

Email: info@codeoghana.org, report@codeoghana.org

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WELCOME REMARKS

On behalf of the Advisory Board of the Coalition of Domestic Election Observers (CODEO), we formally welcome you to the Rapid Response Observer (RRO) Training Workshop for CODEO Election 2012 Observation project. The workshop will introduce you to your roles, responsibilities and duties as an RRO as well as share the planned training schedule for the upcoming election observation exercise.

As you may be aware, CODEO launched its comprehensive observation of the 2012 general elections with the observation of the Biometric Voter Registration (BVR) exercise in March this year. With funding from the United Kingdom Department for International Development (DfID), CODEO deployed about 620 observers during the Electoral Commission's organized BVR exercise. Again, CODEO with support from the United States Agency for International Development (USAID), Ghana, starting in May 2012, deployed 50 long-term observers to 100 constituencies throughout the country to send weekly observation reports to CODEO on the pre-election environment. On December 7, CODEO will deploy about 4000 RROs to a nationally representative sample of approximately 4000 polling stations randomly selected from the 275 constituencies in the ten administrative regions. CODEO RROs will rapidly collect and submit observer reports on the conduct of voting and counting as well as the official polling station results to a national observation centre. Similar to 2008, CODEO will independently verify the accuracy of the official results as announced by the Electoral Commission (EC) through its parallel vote tabulation (PVT) observation methodology.


The 2012 election will be Ghana's sixth successive elections since the return to democracy in 1992. The polls on December 7 provide yet another opportunity to test Ghana's democratic institutions towards the consolidation of democracy. As with the previous 2008 elections, the stakes in the 2012 elections are high. CODEO calls on all the electoral stakeholders to play their roles to ensure that the outcomes are credible and conflict free.

CODEO, currently comprised of 40 reputable non-partisan and independent civil society groups, has observed the general elections since 2000. It has done so with remarkable level of professionalism and commitment. The primary goal of CODEO's observation activities is to promote free, fair, and peaceful elections in Ghana that are viewed as credible and legitimate by its citizens. CODEO is particularly interested in ensuring that the elections are held in an atmosphere of civility and that the outcomes and the official results reflect the will of the people. CODEO would not meet its noble objectives without your active participation as an RRO.


CODEO's 2012 Election Observation project is made possible by the generous support of the American People through USAID, Ghana. CODEO is, once again, grateful to the American people for this support. CODEO also acknowledges the National Democratic Institute (NDI) for its technical assistance.

Again, thank you for attending this workshop and volunteering to serve as an RRO. With your support, CODEO's domestic election observation for 2012 elections can be successfully and provide the people of Ghana confidence in the electoral process and the accuracy of the official results.

God Bless Ghana

Signed jointly by: 

Professor Miranda Greenstreet
(Co-Chair)



Justice VCRAC Crabbe
(Co-Chair)

1. MANUAL OBJECTIVES

This manual is for the Coalition of Domestic Election Observers (CODEO) Rapid Response Observers (RRO). As a CODEO RRO, you have agreed to serve as a CODEO observer stationed at a pre-assigned polling station on election-day on December 7, 2012. The manual is a companion document to the training you received from the CODEO Secretariat. The objectives of the manual are the following:

- ✓ Inform you about CODEO's 2012 domestic election observation project;
- ✓ Inform you about their roles, duties and responsibilities on Election Day as a CODEO RRO;
- ✓ Inform you about Election Day procedure; and,
- ✓ Inform you on how to collect and submit information to CODEO from your assigned polling station on Election Day.

You should review this manual before observing the elections. You should bring this manual with you on Election Day.

2. CODEO AND ELECTION 2012 OBSERVATION PROJECT

About CODEO:

CODEO, the acronym for the Coalition of Domestic Election Observers (CODEO), was established under the auspices of the Ghana Center for Democratic Development (CDD-Ghana) in the lead up to the 2000 presidential and parliamentary elections. CODEO emerged out of the need to mobilize Ghanaian citizens to participate in the electoral process as a confidence-building mechanism and to promote credible elections in Ghana. The formation of CODEO was also to complement the efforts of Ghana's Electoral Commission in ensuring transparent, free, fair and peaceful elections in the country. Since its formation, CODEO has observed the 2000, 2004, and 2008 general elections as well as the intervening district level elections and by-elections.

CODEO's Objectives:

1. Promote free, fair, transparent and peaceful elections by undertaking an independent and non-partisan observation of elections;
2. Promote an issue-based campaign during elections;
3. Instill confidence in the electoral process and the Ghanaian public at large in the building of democratic structures;
4. Work to deter, prevent and /or detect electoral fraud;
5. Prevent and/or manage conflicts;
6. Lend legitimacy and credibility to electoral outcome; and
7. Encourage citizens' participation in elections.

In order to achieve these objectives, CODEO observes the pre-election, election-day (including possible run-offs) and post-election environment.

CODEO Structures:

CODEO has four principal institutional structures through which it implements election activities, which are: CODEO Advisory Board, CODEO General Assembly; CODEO Sub-committees; and the CODEO Secretariat.

1. CODEO Advisory Board

The CODEO Advisory Board is the highest decision making body of CODEO. It is a fifteen member group chaired by two of the most respected public servants in Ghana: Justice V.C.R.A.C. Crabbe, currently the Statutes Law Review Commissioner at the Attorney General's Department and Prof. Miranda Greenstreet, a member of the National Governing Council of the African Peer Review Mechanism (APRM) in Ghana. The membership of the Advisory Board comprises representatives of some CODEO Member organizations and some accomplished Ghanaians. The Advisory Board holds monthly review meetings to make decisions and review CODEO activities in an election year.

2. CODEO General Assembly

CODEO general membership is comprised of representatives from the 40 registered secular and religious membership-based organizations and research and advocacy bodies. These groups represent important and influential professional bodies such as the Bar Association, Medical Association, Journalist Association, Trade Unions, Teachers and Nurses associations and the Association of Ghanaian Industries etc. It also includes the leading religious groups in Ghana like the Christian Council of Ghana, Ghana Pentecostal and Charismatic Council, the Office of the Chief Imam and the Federation of Muslims and leading women's groups like ABANTU for Development, Federation of Women Lawyers (FIDA-Ghana), and Women in Law and Development (WILDAF). Representatives of these organizations attend meetings at regular intervals to discuss and review CODEO activities and make proposals for consideration by the Advisory Board and Secretariat (***See Appendix for CODEO Membership***).

3. CODEO Sub-committees

CODEO has three (3) main sub-committees; Drafting; Logistics and Procurement; and Recruitment, Training and Deployment. These sub-committees are activated during elections to help in the planning and preparations for CODEO election observation efforts. The membership of these committees is drawn from CODEO member organizations with approval from the Advisory Board.

4. CODEO Secretariat

The CODEO's secretariat implements the decisions of the Advisory Board. Headed by a Coordinator, the secretariat is responsible for realizing the policy decisions made by the Advisory Board. It provides technical advice to the Board, designs and implements all aspects of CODEO's election observation activities.

CODEO and Global Principles for Non-Partisan Election Observation:

CODEO is a member of the Global Network of Domestic Election Monitors (GNDEM). GNDEM serves to bring together citizen observation efforts from around the world. As part of its effort to enhance citizen observation, GNDEM developed a "Declaration of Global Principles for Non-partisan Election Observation and Monitoring by Citizen Organizations" that provides best practices for citizen observation. You can learn more about GNDEM and Global Principles for Citizen Observation at: www.gndem.org.

CODEO is also a member of the West Africa Election Observers Network (WAEON). WAEON is a coalition of independent, non-partisan and non-religious organization that aims at strengthening and supporting Citizens' Election Observation Groups (CEOGs) in the sub-region. WAEON currently comprises 11 CEOGs in West Africa that subscribe to the Declaration of Global Principles for Non-partisan Election Observation and Monitoring by Citizen Organizations. WAEON envisions a West Africa that is democratic, where governments are held accountable through regular and credible elections and citizens effectively participate in the electoral process through professional observation of elections.

CODEO Election 2012 Observation Project:

CODEO will observe the conduct of Ghana's 2012 presidential and parliamentary Elections through the deployment of 4,000 professionally-trained non-partisan Rapid Response Observers. The main objective of this observation effort is to promote transparency and credibility in the outcomes of the elections and to verify the accuracy of the presidential election results as declared by the Election Commission.

CODEO 4000 RROs will include 300 persons with disability (PwD) drawn from the Ghana Federation of the Disabled (GFD), which is a member of CODEO.

On Election Day, CODEO's 4,000 RROs will observe the set-up, voting and counting procedures throughout Ghana and objectively report about the election process and the results as announced at the polling stations. The 4000 RROs will be supervised by 280 Constituency Supervisors and 30 RCs. CODEO has designed an observation system which will serve to rapidly collect the Election Day information from a representative random sample of polling stations located across Ghana.

In order to process the Election Day information from its RROs, CODEO will set up a National CODEO Observation Centre (COC) at the Kofi Annan International Peace Training Center (KAIPTC) in Accra where all information will be gathered and processed. Almost all information from RROs is expected to be gathered via text messaging (SMS). Telephone operators, IT and data entry professionals, statisticians, and the report drafting team will process and analyze the collected information. Based on RROs' reports, CODEO will provide the public with objective information on the conduct of the December 7 polls.

For the observation exercise to be successful, CODEO must receive observation reports from every single RRO as quickly as possible. Failing to collect information from even a single RRO will undermine the exercise!

3. ELECTIONS IN GHANA

In 1992, Ghana adopted a constitution that provided for a multi-party system of democracy which enables many political parties to contest during elections. Since then, the country has organized five (5) successive general elections. These elections enable qualified citizens to president choose their president and members of parliament. The December 7, 2012 presidential and parliamentary elections will be the country's sixth elections since 1992. The five successive elections conducted under Ghana's fourth republic have been touted as progressively free, fair and transparent. The 2012 election present another opportunity to further consolidate Ghana's democratic and electoral processes.

The December 7, 2012 polls will be conducted in over 26,000 polling stations in 275 constituencies of Ghana. The 2012 presidential elections are being contested by not less than eight candidates of whom one is an independent candidate. Currently, there are 23 registered political parties but not all will field presidential and parliamentary candidates.

4. CITIZEN ELECTION OBSERVATION

Observing an election is like refereeing a game without the power to punish infringements. The election Observer monitors the election process in order to determine whether it is being conducted in accordance with the rules of the exercise and whether the outcome can be declared legitimate. The primary purpose of an independent observation program is to provide openness and enhance the transparency of the election for the benefit of all. It also promotes public confidence in the electoral process: deters those who would engage in improper practices or fraudulent activities; reduces opportunities for frivolous or misguided allegations of impropriety; and provides information which lawmakers, election officials, and activists can use to assess the process and plan for future improvements.

Domestic, non-partisan Observers, such as CODEO, are not interested in the outcome of the election. They are interested in the electoral process and need to follow prescribed rules in order to preserve CODEO's impartiality and professionalism. Domestic

Observers also have in-depth understanding of the general context within which elections are organized and this shapes their appreciation of the conduct of elections in the country.

- ***Independent Non-Partisan Citizen Election Observation***

Independent non-partisan citizen election observation is based on the human rights principle that “[t]he will of the people shall be the basis of the authority of government; this ‘will’ shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures” (Article 21 of the Universal Declaration of Human Rights). Citizens have a right to genuine, credible elections and have the right to ensure those elections meet their expectations. Independent non-partisan citizen election observation is mechanism by which citizens can ensure that they are able to realize their right to genuine, credible elections.

Independent non-partisan citizen observation serves to:

- ✓ deter problems (manipulation and mistakes);
- ✓ inform the public, political contestants and the electoral authorities about the conduct of elections; and
- ✓ offer constructive recommendations on improvements to the electoral process based on observation to electoral authorities, relevant government bodies, political parties/contestants, the public and other actors.

Independent non-partisan citizen observation involves:

- ✓ recruiting volunteer RROs;
- ✓ training RROs;
- ✓ deploying RROs;
- ✓ observing the process;
- ✓ collecting RRO reports; and
- ✓ sharing findings and recommendations with public, political parties/contestants electoral authorities.

- ***Independent and Non-Partisan***

For the public, political contestants and election officials to have trust in the observations and recommendations made by Citizen Observers, the observation must be independent and non-partisan. **Independent** means that the organizations and individuals carrying out the observation are not formally part of a political party or election management body nor receive funding from a political party or election management body.

Non-partisan means that while every citizen has a right to vote, the organizations and individuals carrying out the observation effort will conduct their work impartially without favor to any political party and will not publicly advocate support for any political party. In order for the public to have confidence that a citizen observation effort is truly independent and non-partisan it must be open and transparent in all of its activities.

Relationship with the Electoral Authorities

The electoral authorities are the constitutionally mandated body for conducting all aspects of elections. As such, as an Observer, you should foster constructive rather than antagonistic relationships with election officials. You should not seek to interfere in the election process. Rather, you should observe the process; document the problems on the Observer checklist; and send your reports to the national leadership.

If problems occur, you should not immediately assume that it is fraud or manipulation. It may simply be a mistake. Elections do not happen every day and the election officials may have received only limited training. You should politely and respectfully bring the issue to the election officials so that they can correct the problem. At all times you must remember that you are not in charge. The election officials are in charge. If you cannot solve the problem with the election officials you should: remain calm; record the problem; and send a report. Others, higher up in the structure, may be able to resolve the problem.

5. OBSERVING ELECTIONS IN GHANA: OBSERVERS CODE OF CONDUCT.

- ***Election observation and Ghana's Experience?***

Ghana's electoral rules have enabled independent election Observers, both international and domestic, to watch the conduct of elections in the country. The Electoral Commission has come out with guidelines which govern the conduct of Observers during observation of the country's electoral processes.

- ***Rules and Regulations***

The 1992 Constitution of Ghana as well as its election laws allows domestic, non-partisan organizations to organize citizens to observe elections. In order to facilitate the process, the Election Commission of Ghana has issued a Code of Conduct for Election Observers. According to this code, every election Observer must abide by the following:

- An Observer shall not offer advice or give direction to or in any way interfere with an election official in the performance of his or her duties.
- An Observer shall not touch any election material or equipment without the express consent of the Presiding Officer at a polling station or the Returning Officer at the constituency center. Observers may not involve themselves in the conduct of the election.

- An Observer or Observer organization shall maintain strict impartiality in the course of observing the election and shall at no time indicate or express any bias or preference for any political party or candidate contesting the election.
- An Observer shall not carry, wear, or display on his or her person any electioneering material or any article of clothing or any insignia denoting support for or opposition to any party or candidate contesting the elections.
- An Observer shall not carry or display arms or any offensive weapon during the conduct of his or her duties as an Observer.
- An Observer shall take reasonable steps to substantiate every statement or information provided in connection with the conduct of elections. If any statement cannot be substantiated, the Observer's report shall state that he or she was unable to verify the truth of the statement or information.
- An Observer shall comply with any lawful directive issued by or under the authority of the Commission, including an order to leave a polling station or a constituency center given by the officer in charge of the place. Failure to follow a lawful directive is a violation of Ghanaian law.

6. ELECTION DAY PROCEDURES

• *Before Voting*

Before voting begins, the election officer in charge of the polling station (the presiding officer) should inspect all the materials received for the election. He/she will open the ballot boxes and show that they are empty to the agents of the candidates contesting the election and the members of the general public who are present. The ballot boxes will then be closed and sealed in such a way as to make it impossible to open it without breaking the seal. Thereafter, the ballot boxes are placed in the full view of the general public throughout the voting period and until the counting of votes concludes.

The presiding officer will also similarly show the parceled and sealed ballot papers to indicate to all present that they have not been tampered with.

The presiding officer and other election officials, candidates' and political party agents, Observers, reporters and security personnel are permitted to be present during the set up procedures. **The polling station should open at 7.00 am.**

• *Voting*

1. Voters should come to vote in person (except those voting by proxy) to the polling station where they have their name on the register.
2. Voters should bring a Voter ID card. However, if a voter has lost or misplaced his/her ID card, he/she might be permitted to vote if their name appears on the register and they are able to prove their identity.
3. The Presiding officer is responsible to keep order of voting at a polling station. Voters should join the queue if there are a large number of people waiting to vote.
4. When approaching the polling table, an election officer will inspect the voter's ID card and check the name on the register. If the officer or an accredited agent of any of the candidates contesting the election is in doubt about the voter's identity or qualification to vote, the voter will be asked questions with a view to make sure that he/she is the same person whose name appears on the register. If it turns out that that the voter is not the same person, or that he/she is not qualified to vote, the voter has committed an election offense and is liable to arrest. The voter is also liable to search and arrest if it is suspected that he/she is hiding a ballot paper.
5. Voters will also be required to go through a biometric verification process before they proceed to vote.
6. If the election officer is satisfied that voter is qualified to vote, the voter will be directed to the next election officer who will paint his/her thumbnail with indelible ink. This is done to prevent anybody from voting more than once. If a voter appears before the election officer wanting to vote and it is discovered that he/she already bears the marks of the voting process, meaning that he/she has already voted, the voter has committed an election offence and will be arrested.
7. After a voter has been marked, he/she will proceed to the next election officer who will give him/her two ballot papers: a presidential ballot paper and a parliamentary ballot paper.
8. Having been given the ballot papers, voter will be directed to a polling booth to select the candidates of his/her choice. The voter is allowed to select only one candidate on the presidential ballot and only one political party on the parliamentary ballot.
9. The official mode of marking the ballot paper is **thumb printing**. The voter, whether literate or not, is required to thumb print the choice of his/her choice of candidate. A thumbprint pad will be in the booth for the purpose. The voter should place the thumbprint in the box provided which is next to the symbol of the candidate of his/her choice.
10. After making a choice, the voter will come out of the booth and put the folded ballot papers into the presidential ballot box (a presidential ballot paper) and a parliamentary ballot box (a parliamentary ballot paper) in the open view of the public.

NOTE: Besides the general vote's register, there might be several types of voters' lists at the polling station depending on type of individuals who applied to vote in that polling station:

1. Transferred Voters List
2. Special Voters List
3. Election Officers List and
4. Absent/Proxy Voters List

If no voters applied to be on these lists, a polling station will have only a general voter's register.

IMPORTANT: If a voter accidentally spoils the ballot paper, for example, by spilling ink over it or tearing it, he/she should inform the election officer. He or she will report the matter to the presiding officer, who will issue a fresh ballot paper **after** collecting the spoilt one from the voter and writing on it the word SPOILT.

Voters should leave the polling station as they finish voting. It is an offence to loiter around the voting area after you have voted.

Closing of polls and Counting Procedures

The polling station should close at 5 pm; however, all voters present at 5 pm should be permitted to vote.

- **Counting**

Counting should begin immediately following the closing of the polling station. Counting will take place at the polling station, and the ballot boxes should not be moved for the counting to take place at a different location. The counting should be done for each type of elections – separately.

The following steps should be followed during counting procedures:

- ▶ Open the ballot box
- ▶ Determine the number of ballot papers in the ballot box by sorting and counting them for each candidate
- ▶ Determine the number of rejected ballots – these are:
 - 1) The ballot which not stamped/does not bear official mark of the Commission
 - 2) A ballot in which it is not clear for whom the voter voted for
 - 3) A ballot on which the voter did not mark/thumbprint his/her choice
 - 4) A ballot with a writing or mark through which a voter can be easily identified.
- ▶ Once counting concludes, the presiding officer should immediately fill in the numbers in the official Declaration of Results. The sum of the unused, rejected, spoilt and valid ballots should equal the total number of ballot papers allocated to the polling station.
- ▶ The presiding officer should show all rejected ballots to each candidate's agent. If an agent does not agree that the ballot paper should be rejected, a presiding officer will write the words "rejection objected to" on the ballot paper.
- ▶ If any of the candidate's agents does not agree with the vote count, he/she has the right to demand a recount. If not satisfied with the recount, he/she can request another recount which can be rejected by the presiding officer. In this case, he needs to report such a request to the returning officer who shall recount the ballots for that polling station only at the constituency centre.
- ▶ In case the candidates' agents do not agree with the resolution on the rejected ballots, they have the right to submit an election petition to the High Court;
- ▶ In the case where all ballot papers cannot be accounted for or when the number of ballot papers in the ballot box does not match the number of votes cast, the ballot papers will be recounted until the problem has been resolved.
- ▶ If any of the candidates' refuses to sign the official Declaration of Results, the matter will be taken to the Returning Officer at the District centre.
- ▶ All candidates' agents have the right to get a copy of the Declaration of Results at the polling station.

After these procedures have been completed for one type of elections, they should be repeated for the other. It is anticipated that the presidential ballot papers will be counted first.

7. ROLES AND RESPONSIBILITIES OF A CODEO RRO

- **As a CODEO RRO you MUST:**

- 1) Attend the RRO training on how to be an RRO and what to do on Election Day
- 2) Make sure you have all Election day materials including your CODEO T-Shirt, cap, notepad, pen, and accreditation tag for election day
- 3) Arrive at your assigned polling station on Election Day at 6 am and in your CODEO attire.
- 4) Upon arrival greet the presiding officer and introduce yourself
- 5) Remain at your assigned polling station throughout the day, to observe the setting up of the polling station, voting, the closing of the polling station, and counting
- 6) Throughout the day complete a checklist documenting the conduct of the setting up of the polling station, voting, the closing of the polling station, and counting and at the assigned time, send text messages with this information to the COC.
- 7) Complete, as appropriate, a CODEO Incident Report Form(s) documenting serious problems as they occur and send text messages with this information to the COC.
- 8) Report all information as instructed
- 9) After counting has completed, please go to a central rally point previously agreed with your Constituency Supervisor and wait for your Constituency Supervisor. When your Constituency Supervisor arrives he/she will give you your allowance and collect your checklist and any completed CODEO Incident Report Forms.

Under no circumstances should you leave your polling station after counting is finished until your Constituency Supervisor has arrived!!!

- **As a CODEO RRO you must at all times be:**
 - ✓ Non-partisan
 - ✓ Vigilant

- ✓ Dedicated
- ✓ Honest

It is critical that all CODEO RROs be non-partisan at all times. While all RROs should vote (if they are able), they must not engage in political activities before, during or after the elections. RROs should interact with political party and candidates' agents from all parties at the polling station. RROs should not make any comments about the outcome of the vote count at the election or who they would prefer to win the election. Acting in a partisan manner undermines the credibility of CODEO's observation exercise and could lead to the public dismissing CODEO's findings.

It is particularly important as an RRO to be honest. Providing CODEO with reports you think that they want to receive does not help defend the rights of Ghanaians to vote. If there are problems at your polling station you should note them on your form. If there are no problems you should not report that there were problems. Critically, you must be honest when recording the vote count for your polling station. Regardless of whom you support in the election and for whom you may have voted (if you were able), **you must honestly and accurately record the vote counts for all of the candidates.**

- **As a CODEO RRO, you should NOT be involved in the following activities:**
 - ✓ Interfere unjustifiably and in bad faith with the duties of the polling officers;
 - ✓ Disrupt the voting or counting process;
 - ✓ Interfere in the legal /proper procedures of the voting, counting and tabulation;
 - ✓ Engage in any unbecoming conduct which would compromise the reputation of CODEO;
 - ✓ Display political bias by working for the advancement or defeat of a particular party;
 - ✓ Wear or display materials identified with a particular candidate or party;
 - ✓ Attempt to influence any voter;
 - ✓ Express a point of view regarding the outcome of the elections;
 - ✓ Take alcohol and /or drugs; or
 - ✓ **Speak to the media (only the CODEO Board/Secretariat should speak to the media providing information based on reports from RROs across all of Ghana).**

8. COMPLETING THE CHECKLIST

The Checklist should be completed and reported by text message to telephone number **1406** - in sections. Each question is identified by two letters and each response is a number (**"Yes" is always 1 while "No" is always 2**).

- **Identifying Information**

The first section of the form provides identification information about the polling station to which you have been assigned. No action is required by you for this part of the form.

Identifying Information (all Pre-Printed)	
PS ID:	This is the six digit number assigned to your polling station by CODEO and appears in the upper right hand corner of the form. This number is pre-printed on your form. All text messages must begin with the letters "PS" followed by this number. For example "PS999999"
Observer Name/Number:	This is your name and your mobile number. This information is pre-printed on your form.
Supervisor Name and Number:	Name of your constituency supervisor and his/her mobile number. This information is pre-printed on your form.
Region:	Name of region in which your assigned polling station is located. This information is pre-printed on your form.
Constituency:	Name of the constituency in which your assigned polling station is located. This information is pre-printed on your form.
Polling Station Name:	Name of the polling station to which you have been assigned. You must observe at this polling station. This information is pre-printed on your form.
Polling State Code:	This is the code assigned by the Ghana Election Commission to your assigned polling station. This code is used only for identification purposes and should not be included in your text messages. When reporting you should use the PS ID and not the Code to identify your polling station. The code is pre-printed on your form.

This identifying information is provided to ensure that you observe at your assigned polling station. Again, you must observe only at your assigned polling station. **Please memorize your PS ID.** You will need this number every time you text your report.

- 1st Text Message – Arrival at polling station

Upon arrival you should complete Questions AA and immediately text your answers to telephone number **1406**. If you answer No to either Question AA you will receive a call from COC to gather additional information.

Arrival at Polling Station	
Question	Explanation

Arrival at Polling Station	
Question	Explanation
AA	Tick "Yes" if there are election officials at the polling station when you arrive. If no election officials are present then tick "No".

- ✓ Once RROs have answered questions AA, they should send their first text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in **Section 14**
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been posted). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.

- 2nd Text Message – Setting Up of the polling station

During the setting up of the polling station you should answer Questions AB to AR and by 7:30 am text your answers to telephone number **1406**. Please note that there are no Question AI and AO (this is intentional). If for Question AK you tick any items as missing, and if you tick "No" for Question AM or AR, you will receive a call from COC to gather additional information.

Setting Up of the polling station	
Question	Explanation
AB	Tick the box for the time when voting commenced. If voting does not start at the scheduled time of 7:00 am, you must stay until it begins. Under no circumstance should you leave and go to another polling station that is open! If the polling station never opened, fill out a critical incident form and text to 1406.
AC	Tick "Yes" if you were permitted to observe. If you were not allowed to observe, then tick "No", and immediately end your 2 nd text message and fill out a critical incident form and text to 1406 and help will be provided.
AD	The polling station should be set up so that voters can mark their ballots in secret. If the polling station is set up so voters can mark their ballots in secret then tick "Yes", otherwise tick "No".
AE	The polling station should be set up to be accessible for persons with disabilities and the elderly. If the polling station is accessible to persons with disabilities and the elderly then tick "Yes", otherwise tick "No".
AF	Tick "Yes" if an NDC polling agent was present. If there was no NDC polling agent present, then tick "No".
AG	Tick "Yes" if an NPP polling agent was present. If there was no NPP polling agent present, then tick "No".
AH	Tick the box for other political party and independent candidate that have a polling agent at the polling station. You can tick more than one box. For example if CPP, PPP, and PNC all have polling agents present then tick the second, third and fifth boxes. If there is a polling agent present from a party that is not listed on the form that is okay. Don't mark anything for that polling agent on the form. If no polling agents are present then tick the "None" box.
AJ	Tick "Yes" if there are security personnel present, otherwise tick "No".
AK	Tick the box for each item that is missing at the polling station. You can tick more than one box. For example, if the ink pad is missing then tick the eight box "Ink Pad". If nothing is missing then tick the "None" box. If anything is missing, fill out a critical incident form and text to 1406.
AM	Tick "Yes" if the polling station has biometric verification machine, otherwise tick "No". If you tick "No", fill out a critical incident form and text to 1406.
AN	Write in the total number of registered voters for the polling station. The election officials should give you this figure. Make sure that this number includes voters from all types of registers.
AP	Write in the total number of names on the proxy voters list for the polling station. The election officials should give you this figure.
AQ	Write down the number of presidential ballot papers at the polling station during set up. The election officials should give you this figure.
AR	All ballot boxes should be shown to be empty before being sealed closed. If the presidential and parliamentary ballot boxes were shown to be empty, sealed and placed in public view then tick "Yes". If the presidential and parliamentary ballot boxes were not shown to be empty, were not sealed closed or were

Setting Up of the polling station	
Question	Explanation
	not placed in public view then tick "No", and fill out a critical incident form and text to 1406.

- ✓ Once RROs have answered questions AB to AR, they should send their second text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14**
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ If at any time you are not permitted to observe at your assigned polling station you must also inform your Constituency Supervisor immediately. You should work with your Constituency Supervisor to make sure you are permitted to observe at your assigned polling station.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- 3rd Text – Voting

Throughout voting you should take notes, but only mark your answers at 5:00 pm at the end of voting or when the last voter who was in the queue at 5 pm cast their ballot. If any critical incidents occur during voting then immediately complete a CODEO Incident Report Form. At 5:00 pm you should send a text to short code **1406** with the answers to Questions BA to BP. Please note that there are no Questions BI and BO (this is intentional).

For Questions BG to BM tick "None" if the number of people or voters observed is 0; tick "Few" if the number of people or voters observed is from 1 to 5; tick "Some" if the number of people or voters observed is between 6 to 15; and tick "Many" if the number of people or voters observed is 16 or more. During the day, closely track the number of such voters.

Voting	
Question	Explanation
BA	Tick "Yes" if people's biometric registration information was verified, otherwise tick "No".
BB	Tick "Yes" if biometric verification machine was malfunctioning, complete a critical incident form and send; if it was working properly, tick "No".
BC	Voters' fingers should be marked with indelible ink before casting their ballots. Throughout voting you should keep track of the number of voters whose fingers are <u>not</u> marked with indelible ink, and tick "Yes", if everyone fingers were marked with indelible ink, otherwise tick "No" and complete a critical incident form and send to 1406 .
BD	Ballot papers should be stamped by the election officials when being given to voters. Throughout voting you should keep track of the number of ballot papers <u>not</u> stamped when given to voters. You should mark your answer at the end of voting based on the total number of ballots you witnessed <u>not</u> being stamped before being given to voters.
BE	Elections officers, the candidates and their spouses, political party agents, persons authorised by the Commission, such as Observers, persons accompanying voters who are visually impaired or physically challenges and security officers on duty are the only persons permitted to remain in the polling station. Throughout voting, keep track of unauthorized individuals who remain inside the polling station. If unauthorized individuals remain in the poll stations, tick "Yes", otherwise tick "No".
BF	Voting is supposed to take place in a free and peaceful manner, without any intimidation or harassment of voters and polling officials. If you witness anyone intimidating voters or polling officials, tick "Yes", otherwise tick "No".
BG	Persons with Voter ID cards should be permitted to vote if they are at the right polling station. Throughout voting, keep track of the number of people turned away and <u>not</u> permitted to vote who have Voter ID cards. You should mark your answer at the end of voting based on the total number of people you witnessed who were turned away and <u>not</u> permitted to vote who had Voter ID cards.
BH	People without Voter ID cards should be permitted to vote if their name appears on the voters' registry. However, CODEO is still interested in knowing how many people voted who did not have Voter ID cards. Throughout voting you should keep track of the number of people <u>without</u> Voter ID cards who are permitted to vote. You should mark your answer at the end of voting based on the total number of people

Voting	
Question	Explanation
	<u>without</u> Voter ID cards you witnessed being permitted to vote
BJ	People without Voter ID cards should NOT be permitted to vote if their name does NOT appear on the voters' registry. If individuals without Voter ID and whose name does not appear on the voters' registry are permitted to vote, tick "Yes", otherwise tick "No".
BK	Each voter is supposed to go through a biometric verification process. If individuals whose biometric details did not match are permitted to vote, tick "Yes", otherwise tick "No".
BM	Throughout the day you should keep track of the number of people who were assisted to vote because they are blind, disabled or elderly. You should mark your answer at the end of the voting based on the total number of people who were assisted to vote
BN	Individuals who need assistance to vote are allowed to have a person of the choice to assist them to vote. If that was the case, please tick "Yes", if not tick "No"; if there was no assisted voters, tick "No Assisted Voters"
BP	This question is to gather your overall impressions about the voting process. If you think there were no problems during voting then tick "None". If there were some problems, but you don't think that they significantly affect the rights of Ghanaians to vote then tick "Minor". If there were serious problems that affected the rights of Ghanaians to vote then tick "Major". If you mark "Major" then you should also complete a CODEO Incident Report Form.

- ✓ Once RROs have answered questions BA to BP, they should send their third text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14**
- ✓ If there is no cell phone coverage at the Observer's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- 4th Text – Counting

After counting you should answer Questions CA to CN.

Counting	
Question	Explanation
CA	At 5:00 pm you should estimate the number of people still in the queue waiting to vote. You should mark your answer based on the number of people in the queue waiting to vote at 5:00 pm and tick the appropriate box.
CB	Everyone in the queue at 5:00 pm should be permitted to vote, but anyone arriving after 5:00 pm should not be permitted to vote. If there were people still in the queue at 5:00 and they were <u>not</u> permitted to vote, tick "No", otherwise tick "Yes".
CC	Anyone who joins the queue after 5:00pm should be permitted to vote. If there are people who join the queue and permitted to vote after 5:00 pm, tick "Yes", otherwise tick "No".
CD	The counting process is supposed to take place in a free and peaceful manner, without any intimidation or harassment of polling officials. If you witness anyone intimidating polling officials, tick "Yes", otherwise tick "No".
CE	The number of ballot papers in the presidential ballot box should match the number of voters. If there are too many ballot papers in the presidential ballot box then tick "Yes" otherwise tick "No".
CF	Polling agents can request a recount of the ballot papers. If a polling agent requests a recount of the presidential ballot papers then tick "Yes" otherwise tick "No".
CG	If an NDC polling agent is present, he/she should sign the declaration of results for the presidential election

Counting	
Question	Explanation
	if he/she agrees with the vote count. If an NDC polling agents present signs the declaration of results then tick "Yes" otherwise tick "No". If there was no NDC agent present, tick "No NDC Agent Present".
CH	If an NPP polling agent is present, he/she should sign the declaration of results for the presidential election if he/she agrees with the vote count. If an NPP polling agents present signs the declaration of results then tick "Yes" otherwise tick "No". If there was no NDC agent present, tick "No NDC Agent Present".
CJ	All other polling agents present should sign the declaration of results for the presidential election if they agree with the vote count. If all other polling agents present sign the declaration of results then tick "Yes" otherwise tick "No". If no other polling agents are present, tick "No Other Agents Present".
CK	If you agree with the official vote count for the presidential election as recorded on the declaration of results then tick "Yes" otherwise tick "No". Agreeing with the vote count does not mean that the candidate you favor won, but that all the ballots were counted properly.
CM	All polling agents present should sign the declaration of results for the parliamentary election if they agree with the vote count. If all other polling agents present sign the declaration of results then tick "Yes" otherwise tick "No".
CN	If you agree with the official vote count for the parliamentary election as recorded on the declaration of results then tick "Yes" otherwise tick "No". Agreeing with the vote count does not mean that the candidate you favor won, but that all the ballots were counted properly.

- ✓ Once RROs have answered questions CA to CN, they should send their fourth text message to the COC at **1406** (see Text Formatting Sheet to help correctly format text messages).
- ✓ The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by letter for the question and a number for the response; (repeat for every question); after all questions and responses you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards are optional). The total length of the message cannot exceed 159 characters.
- ✓ They should receive a confirmation text message from the COC confirming receipt of their text message.
- ✓ If RROs have not received a confirmation text message within 15 minutes, they should call their Regional Data Entry Clerk at the COC. All of the COC Regional Data Entry Clerk numbers are printed in this manual in **Section 14**
- ✓ If there is no cell phone coverage at the RRO's polling station, he/she should wait to send his/her text message until after he/she has finished observing the entire process (i.e. counting is finished and results have been declared). Afterwards, he/she should immediately go to a place where he/she has cell phone coverage and send all his/her text messages.
- ✓ **RROS MUST REMAIN AT THE POLLING STATION UNTIL RESULTS ARE DECLARED.**

- **5th Text – presidential Vote Count**

For Questions DA to DM, enter the official figures/results as announced by the election officials and as recorded on the declaration of results. Even if you suspect or believe the official figures to be wrong or to have been manipulated, record the official figures. Only report figures for the presidential election, do not report figures for any other election.

It is absolutely critical that all RROs record the official results for the polling station on their Checklist and send these official results to the COC via text message.

Presidential Vote Count	
Question	Explanation
DA	Enter the official number of spoilt presidential ballot papers. These are presidential ballot papers that were never put in the ballot box, but were ruined either by a voter or an election official. These ballots should not be counted.
DB	Enter the official number of rejected presidential ballot papers. These are presidential ballot papers that are in the ballot box, but for which the voters intention is not clear and they cannot be attributed to any candidate. These ballots should not be counted for any candidate
DC	Enter the official number of total valid votes
DD	Enter the official number of ballots counted forNDC (John Dramani Mahama)
DE	Enter the official number of ballots counted for GCPP (Henry Hebert Lartey)
DF	Enter the official number of ballots counted for NPP (Nana Addo Dankwa Akufo-Addo)
DG	Enter the official number of ballots counted for PPP (Papa Kwesi Ndoum)
DH	Enter the official number of ballots counted for UFP (Akwasi Addai Odike)

Presidential Vote Count	
Question	Explanation
DJ	Enter the official number of ballots counted for PNC (Ayariga Hassan)
DK	Enter the official number of ballots counted for CPP (Michael Abu Sakara Forster)
DM	Enter the official number of ballots counted for INDP (Jacob Osei Yeboah)

The 5th text message should be sent after the 4th text message to the COC at 1406.

9. COMPLETING THE CODEO INCIDENT REPORT FORM

Sometimes it will be necessary to send information more quickly to CODEO about particularly serious problems during the voting process. The CODEO Incident Report Form is for RROs to send information rapidly to CODEO about serious incidents.

As an RRO you need to use your judgment about when to fill out and send to the COC a CODEO Incident Report Form. These should not be used for minor incidents affecting a small number of voters. Rather, they should only be filled and sent to CODEO when there is a serious problem at the polling station that impacts on a large number of voters or which prevents you from completing your responsibilities as an RRO.

A critical incident is anything that fundamentally undermines the integrity of the electoral process. Examples of critical incident are:

- someone stealing the ballot box;
- partisan security personnel;
- people illegally voting; or
- people being harassed.

A critical incident is not something that affects only a single person (that is an incident, but not a critical one). Be prudent in using critical incident forms. These are only for very serious incidents. You need to use good judgment when deciding if something is a critical incident. A small mistake is not a critical incident. Even a serious incident if it is immediately addressed and fixed to everyone's satisfaction is not a critical incident.

- **Identifying Information**

The first section of the form provides identification information about the polling station to which you have been assigned. No action is required by you for this part of the form.

Identifying Information (all Pre-Printed)	
PS ID:	This is the six digit number assigned to your polling station by CODEO and appears in the upper right hand corner of the form. This number is pre-printed on your form. All text messages must begin with the letters "PS" followed by this number. For example "PS999999"
Observer Name/Number	This is your name and your mobile number. This information is pre-printed on your form.
Supervisor Name and Number:	Name of your constituency supervisor and his/her mobile number. This information is pre-printed on your form.
Region:	Name of region in which your assigned polling station is located. This information is pre-printed on your form.
Constituency:	Name of the constituency in which your assigned polling station is located. This information is pre-printed on your form.
Polling Station Name:	Name of the polling station to which you have been assigned. You must observe at this polling station. This information is pre-printed on your form.
Code:	This is the code assigned by the Ghana Election Commission to your assigned polling station. This code is used only for identification purposes and should not be included in your text messages. When reporting you should use the PS ID and not the Code to identify your polling station. The code is pre-printed on your form.

This identifying information is provided to ensure that you observe at your assigned polling station. Again, you must observe at your assigned polling station.

There are two parts of the CODEO Incident Report Form that you will need to complete if an incident occurs at your polling station. The part above the line identifies what problem (or problems) occurred at the polling station and must be immediately texted to **1406**. If you are not able to text call the COC. If you are unable to text, wait for your Constituency Supervisor to visit your polling station and inform him/her of the incident so he/she can send the information to the COC. The part below the line provides additional information about the problem (or problems). You will be called by the COC to report this information. Both parts must be completed immediately upon witnessing a critical incident

The Part of the CODEO Incident Report Form Above the line

Above the Line	
Question	Explanation
Critical Incidents	Tick <u>one or more</u> incident types that are closest to describing the incident which took place at the polling station. Only tick "Other" if none of the other incident types is similar to the incident that occurred at the polling station.

Once you have ticked all of the appropriate critical incidents, you must immediately text this information to **1406**. The text message should be formatted as follows: the letters "**PS**"; followed by the polling station identification number [**PS ID**]; followed by an exclamation mark "**!**"; followed by one or more codes (from A to V) after all codes you can include a star "*" followed by text containing any message you would like to include (the inclusion of a star "*" and text afterwards is optional). The total length of the message cannot exceed 159 characters. The inclusion of an exclamation mark "**!**" after the [**PS ID**] is critical as it indicates that the text message is for a CODEO Incident Report Form and not a Checklist.

The Part of the CODEO Incident Report Form Below the line

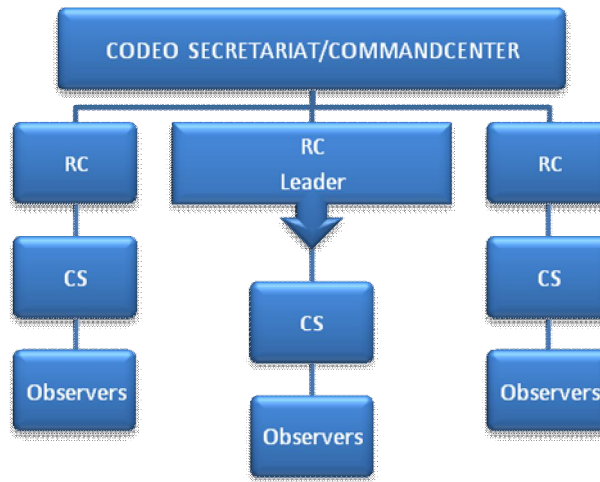
The following questions must also be completed at the time of the incident. After you send in your text about the incident you will receive a call from the COC to collect additional information. The caller will ask you to answer the questions below the line.

Below the Line	
Question	Explanation
Form completed by	It is important for CODEO to know who completed the CODEO Incident Report Form. If the form was completed by an RRO, tick 1
Witness	It is important for CODEO to know if you witnessed the incident yourself. If you witnessed the incident yourself tick 1
Time of incident	At what time did the incident occur? Write in the time
How many voters affected	Estimate how many voters were affected by the incident
Detailed explanation	Provide a detailed explanation of who, what and how the incident occurred

10. CODEO 2012 ELECTION PROJECT STRUCTURE

CODEO Election 2012 observation structure is premised on ensuring that there is an effective and efficient deployment of RROs and a clear reporting structure. This is also to ensure effective supervision and improve the quality of output (returns from field) of all CODEO's Observer. Every CODEO Observers (including polling station RROs, Constituency Supervisors, and Regional Coordinators) must therefore comply with the deployment and command structure.

The structure is represented in the figure below. At the apex of the structure is the Secretariat.. Regional Coordinators report to CODEO Secretariat. Each region will, however, have a lead RC (selected among the RCs) who will serve as the liaison between the CODEO Secretariat and the COC and the other RCs in that region. Constituency Supervisors (CSs) are under the immediate command of the RCs in charge of the cluster of constituencies under which their respective constituencies fall. All polling station RROs will be under the immediate command and supervision of the CS in charge of their respective constituency.



It is however important to note that all CODEO Election 2012 Observers, including polling station RROs, are under the ultimate command of the CODEO Secretariat/COC.

11. RRO ACTIVITIES AND TIMELINE

Timeline	Activity
November 30, 2012	<ul style="list-style-type: none"> Attend RRO Training in your constituency.
December 3, 2012	<ul style="list-style-type: none"> Make sure you participate in the 1st Simulation Exercise.
December 5, 2012	<ul style="list-style-type: none"> Find your assigned polling station and participate in the 2nd Simulation Exercise from that location.
December 6	<ul style="list-style-type: none"> Make sure you have all your materials including your CODEO-branded T-Shirt, cap, note pad, pen, accreditation tag, checklist and incident form for December 7.
December 7, 2012 (Election Day)	<ul style="list-style-type: none"> Report to your assigned polling station and send your first text message (arrival) to 1406. If you are assigned to a polling station with no phone coverage, please immediately inform your Constituency Supervisor. Send your 2nd text message (set up) to 1406. Send your 3rd text message (voting) to 1406. Send your 4th text message (closing and counting) to 1406. Send your 5th text message (presidential vote count) to 1406. Meet your Constituency Supervisor at a previously agreed upon location and submit all observer forms. Upon submitting all observer form, your Constituency Supervisor should pay you your observation stipend.
Post-December 8	<ul style="list-style-type: none"> Take part in any planning for possible run-off and organize the observation in your region as directed by the CODEO Secretariat

All of these activities are mandatory for all RROs.

12. ROLE OF CONSTITUENCY SUPERVISORS

There are 280 Constituency Supervisors to support the work of the RROs. Each RRO has an assigned Constituency Supervisor (CS). You were introduced to your Constituency Supervisor and given his/her name and contact details at the training. Your Constituency Supervisor is your primary point of contact on Election Day. Any problems or issues that emerge should be raised immediately with him/her. All completed forms must be given to your Constituency Supervisor during the election night. If the presiding officer of your polling station does not permit you to observe or to use your reporting form you must immediately seek out your Constituency Supervisor to help resolve the situation.

Periodically on Election Day, supervisor will visit your polling station to see how you are doing. If there have been any incidents you should give any completed Incident Forms to your Supervisor to relay to CODEO (see Completing the Observer Incident Report Form). After counting has been completed your Constituency Supervisor will come to your polling station to collect your checklist and Incident forms. Upon collecting of your completed forms, your Constituency Supervisor will give you your allowance. The Supervisor will be responsible for transmitting your completed observation forms to CODEO.

UNDER NO CIRCUMSTANCE MUST YOU LEAVE YOUR POLLING STATION BEFORE COUNTING IS COMPLETED.

13. SIMULATION EXERCISE

There will be two simulations of the CODEO communication system to ensure that all RROs are able to communicate with the CODEO Observation Center in Accra. All RROs must participate in the Simulation exercises. All RROs will be in their respective regions from where they will send their text messages. RROs MUST type and send the texts themselves so that they can identify whatever challenges they have in order to bring them to the notice of their Supervisors. If you do not participate in the Simulation exercise, then CODEO will be forced to assume that you will not be observing on Election Day and will identify another RRO to replace you.

For the Simulation exercises, every RRO was given at their training workshop a Simulation Form. This form contains only a portion of the "Setting Up of polling station" section of a regular Checklist, but with sample data. For the exercise you must text in the information on your Simulation Form to short code **1406** at the CODEO Observation Center. There will be two mandatory simulation exercises to test CODEO's communication and management structure:

- The First Simulation Exercise will be held on Monday, December 3
- The Second Simulation Exercise will be held on Wednesday, December 5 [for the second Simulation exercise, you must locate your assigned polling station and send your test from there].

All RROs must participate in both simulation exercises. If you do not participate, it will be assumed that you are not observing the December 7 polls.

- ✓ **At your scheduled time designated for your region** (see table below), you must send a text message to the COC at **1406** with information contained on your simulation exercise form. Please send your text message during your scheduled time!!!
- ✓ **If you have not received a confirmation message** from the COC within 15 minutes, call your Regional Data Entry Clerk at the COC. This number is pre-printed on your form (all of the COC Regional Data Entry Clerk numbers are also printed in the next section of this manual).

Time	Region	Region
9:00 to 10:00am	Greater Accra	Upper West
10:00 to 11:00am	Ashanti	Upper East
11:00 to 12:00noon	Volta	Western
12:00 to 1:00pm	Central	Eastern
2:00 to 3:00am	Northern	Brong-Ahafo

14. ELECTION DAY REPORTING

For both the Checklist and the CODEO Incident Report Form, the main mechanism for reporting is by sending text messages. RROs MUST, however, first record every answer or finding on the Checklist (text formatting sheet) and Incident form. They will then text their responses to the short code 1406 based on what they have recorded on the checklist (text formatting sheet) or incidents form.

- 1) If you have a mobile phone and you have a cell phone signal at your polling station you should report by sending text messages to telephone number **1406**.
- 2) If you have a mobile phone and cell phone signal, but cannot send text messages then you should report by calling one of the numbers listed for your region in the next page.

If you send a text message with observation information but do not receive a confirmation text message then you should call one of the numbers listed for your region to report your information.

Region	MTN Number	Airtell Number	Vodaphone	Tigo	GLO	Landlines	Fax Line
--------	------------	----------------	-----------	------	-----	-----------	----------

DO NOT CALL THESE NUMBERS IF YOU ARE ABLE TO SEND A TEXT!!!!!! ONLY USE THESE NUMBERS IF YOU CANNOT SEND A TEXT OR YOU DO NOT RECEIVE A TEXT MESSAGE CONFIRMING YOUR TEXT MESSAGE WAS RECEIVED BY THE COC.

Ashanti	024-5705983	026-4670740	020-7381161	057-3840679	023-4161009	0302-718202 extension 1057	0302-718201
Brong-Ahafo	024-5703633	026-4670909					
Central	024-5704209	026-4671070	020-7381162	057-3840682	023-161007	0302-718203 extension 1058	0302-718201
Eastern	024-5703199	026-4670919					
Greater Accra	024-5706448	026-4670313	020-7381168	057-3840680	023-4161018	0302-718204 extension 1059	0302-718201
Northern	024-5706408	026-4670712					
Upper East	024-5703801	026-4670720	020-7381171	057-3840681	023-4161006	0302-718205 extension 1073	0302-718201
Upper West	024-5704201	026-4670711					
Volta	024-5703101	026-4670330	020-7381182	057-3840683	023-4161008	0302-718206 extension 1077	0302-718201
Western	024-5703950	026-4670099					

BERS IF YOU CANNOT SEND A TEXT OR YOU DO NOT RECEIVE A TEXT MESSAGE CONFIRMING YOUR TEXT MESSAGE WAS RECEIVED BY THE COC.

If you have no cell phone signal at your polling station you should report through your Constituency Supervisor. Your Constituency Supervisor should visit your polling station periodically. In this case, give your Constituency Supervisor any completed CODEO Incident Report Forms when you see them so that he/she can transmit them to the COC.

Reporting by Text Message

A special short code, **1406**, has been established for you to send all text messages with observation information to CODEO. You will be charged GH c10 per text message for texting to this number and it works on all cell phone networks (MTN, Vodaphone, Airtell, Glo and Tigo). You will also receive texts from this number on Election Day. You should never call **1406**. This number is only for the receiving and sending of text messages!

All text messages must begin with the letters **"PS"** followed by the polling station identification number **[PS ID]** for your polling station. The **[PS ID]** is a unique six-digit number assigned by CODEO to every polling station. It is this six-digit code that lets the COC know from which polling station you are reporting. Without this six-digit number the text will not be accepted. For example, if the **[PS ID]** for your polling station is 999999 then all of your texts must begin "PS999999"

Texting Checklist Information

For the Checklist you will need to send a total of five text messages:

- 1st Text Message at 6:00 am upon arrival at the polling station
- 2nd Text Message by 7:30 am about the opening of the polling station
- 3rd Text Message at 5:00 pm or immediately after the last voter votes about the voting process
- 4th Text Message; and
- 5th Text Message about the presidential vote count immediately after counting finishes.

Each message must begin with the letters **"PS"** followed by the polling station identification number **[PS ID]**. Afterwards enter the letter of the first question followed by the number (or numbers) for your response, followed by the second question and so on until all questions are answered. The letter for each question is given on the far left of the form. The number for each response is given below the option and appears in brackets **"()"**. "Yes" is always 1 and "No" is always 2.

After you have entered all of the questions and their responses then you have the option of adding a message. To add a message enter a star **"*"** followed by text of a message you would like to send to the COC. The total length of the message cannot exceed 159 characters.

For example the message – PS999999AB1AC1*Everything is fine – means that for the polling station assigned the PS ID 999999 that the answer to Question AB is 1; the answer to Question AC is 1 and that a message reading "Everything is fine" has been sent to the COC.

Spaces are ignored in the text messages. You can include spaces if it makes it easier for you to read and send text messages, but they will be ignored by the COC. Lowercase and uppercase letters are treated the same. You can use either.

After you send a text message to short code **1406** you will be sent a confirmation text message from short code **1406** repeating the information you have sent. This is so that you know your information has been successfully transmitted. If you realize an error has been made then resend your text message with correct information. If the information sent is correct then no action is required on your part. If you do not receive a confirmation text message within 15 minutes of sending your text message you should call the COC.

For certain questions from the "Opening of polling station" and the "Counting" sections are treated as critical incidents. If you give a specific answer to these questions then you will be called by the COC and asked to provide additional information. If you answer "No" to Questions AC, AK, AM, AR, BB or BC, then your answer will be considered a critical incident and you will receive a call from the COC.

Texting the CODEO Incident Report Form Information

For the CODEO Incident Report Form you need to send a text message every time there is an incident. Each text message must start with the letters "PS" followed by the polling station identification number [PS ID] followed by an exclamation mark "!". Afterwards enter one or more codes (from A to V) for each type of incident which occurred at the polling station.

After you have entered codes for all the types of incidents you can enter a star "*" followed by text of a message you would like to send to the COC (this is optional). The total length of the message cannot exceed 159 characters. The inclusion of an exclamation mark "!" after the [PS ID] is critical. It indicates that the text message is for a CODEO Incident Report Form and not a Checklist.

For example sending the following text – PS999999!BF*Send a supervisor – means that at the polling station assigned the PS ID 999999 there is violence (B) and someone is trying to steal the ballot box (E) and the note asks for a supervisor to come to the polling station.

Spaces are ignored in the text messages. You can include spaces if it makes it easier for you to read and send text messages, but they will be ignored by the COC. After you send a text message to short code **1406** you will be sent a confirmation text message from short code **1406** repeating the information you have sent. This is so that you know your information has been successfully transmitted. If you realize an error has been made, resend your text message with the correct information. If the information sent is correct then no action is required on your part. If you do not receive a confirmation text messages within 15 minutes of sending your text message you should call the COC.

15. TIPS/REMINDERS FOR RROS

Before the Election Day on December 7, all RROs must read this manual carefully and get acquainted with all the forms and reporting procedures.

On Election Day, you should take with you the following with you to your assigned polling station:

- A Valid National ID Card
- EC Accreditation badge
- RRO Manual
- Checklist
- CODEO Critical Incident Report Form (4)
- CODEO branded Pen
- CODEO Notepad
- CODEO Bag
- Something to eat and drink for the day
- Umbrella.

16. RUN-OFF POSSIBILITY

In the likely event of a presidential run-off, your Constituency Supervisor will contact you on the next steps to be taken to observe the elections.

17. ALLOWANCES

RROs will receive a stipend of GH ₵40 for Election Day observation, GH ₵15 for meals, GH ₵20 for transport and GH ₵5 for communication for a total of GH ₵80 (**PLEASE NOTE THAT IF AIRTIME IS DIRECTLY PROVIDED FROM THE SECRETARIAT, RROS WILL RECEIVE ONLY GH ₵75**). Payment of RRO stipends will only made upon submission of all RRO forms (checklist and critical incident forms). Airtime will be provided directly to RROs mobile phones by CODEO Secretariat on December 2 for the two Simulation exercises and December 6 for the December 7 polls.

MATERIALS FOR ALL RROS

Every CODEO RRO will be given a Checklist, CODEO Critical Incident Forms, Text Formatting Sheet, 1st and 2nd Simulation Exercise Forms, CODEO-branded t-shirt, cap, notepad, and pen to use during the observation of the December 7 polls. In addition, your Constituency Supervisor, Regional Coordinator and the CODEO Secretariat will arrange for your accreditation from the EC which will enable you to have access to the polling station on Election Day. Every accredited RRO MUST go to the polling station with his or her accreditation tag.

18. CODEO RRO PLEDGE

To ensure all CODEO RROs act impartially and follow the same observation methodology, all CODEO trained RROs (including RCs and CSs) must sign a Pledge. The pledge obliges RROs to uphold the proscribed Code of Conduct by the Electoral Commission and all CODEO observation rules and procedures. Each CODEO RRO will sign two copies of the Pledge during the trainings – one will be kept by the RRO and the other by CODEO Secretariat. In case an RRO violates the Pledge his/her accreditation will be revoked and he/she will not receive the agreed upon allowance.

WHAT TO DO NEXT?

The next major activity is the 1st Simulation Exercise on December 3, and participation is mandatory for all RROs.

WHAT TO DO IF YOU HAVE A QUESTION?

Your immediate point of contact if you have any questions is CODEO Secretariat. If you have a question or problem you should call or email the Secretariat:

Tel: [+233 0302 777214](tel:+2330302777214) / 776142 / 0244350266 / 0277744777

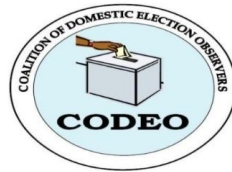
Fax: [+233 0302 763028](tel:+2330302763028) / 763029

Email: info@codeoghana.org, report@codeoghana.org

Or contact your region's data clerk at the phone numbers listed in **Section 14**.

19. APPENDIX

APPENDIX 1: PLEDGE OF NEUTRALITY AND OBJECTIVITY FOR RROS



COALITION OF DOMESTIC ELECTION OBSERVERS (CODEO)
ELECTION 2012 OBSERVATION PROJECT

PLEDGE OF NEUTRALITY AND OBJECTIVITY FOR OBSERVERS

I.....having been recruited and trained
(WRITE FULL NAME IN BLOCK LETTERS)

As a non-partisan and independent Rapid Response Observer (RRO) for the Coalition of Domestic Election Observers (CODEO) for the 2012 elections do hereby pledge to maintain strict non-partisanship, by remaining impartial, apolitical and objective in carrying out my responsibilities at all times.

I pledge to support a genuine democratic election process, without regard to who wins or loses, putting aside my personal views about those seeking public office.

I further solemnly pledge to uphold the good name of CODEO and protect its integrity by obeying all the electoral laws of Ghana as well as the rules and Code of conduct of CODEO and the Electoral Commission throughout the period that I am an observer.

I will report impartially, accurately and as timely as possible on all events that I observe in my capacity as CODEO election observer.

I will refrain from making any personal comments about my observations to the news media or members of the public before CODEO makes a statement, unless specifically instructed otherwise by the CODEO Advisory Board.

I hereby vow that I have carefully read and fully understood the Code of Conduct for CODEO Observers and I agree to promote its goals and principles.

I further vow to resign from my role as a CODEO observer if I should develop any conflicts of interest that would hinder me from fulfilling impartially, accurately and in a timely manner my non-partisan election observation activities or in case of breaching the CODEO Code of Conduct.

I promise to do this to the best of my ability. So help me God.

(Signature)

(Date)

APPENDIX 2: RRO CHECKLIST

CODEO OBSERVER CHECKLIST – 07 December 2012 Elections

PS ID <pre>

(Send all Reports via SMS to 1406 at their assigned time. You must observe at your assigned polling station! You must arrive by 6:00 am)

Observer Name/Number	<pre-printed>	Supervisor Name/Number	<pre-printed>
Region	<pre-printed>	Constituency	<pre-printed>
Polling Station Name	<pre-printed>	Polling Station Code	<pre-printed>

☎ 1st Text to 1406 – ARRIVAL *(Answer questions upon arrival at the polling station at 6:00 am and report immediately!!)*

AA Were any election officials present upon arrival? Yes (1)

☎ 2nd Text to 1406 – SETUP *(Answer questions during setting up of the polling station and report at 7:30 am or when voting starts!!)*

AB At what time did voting commence?

By 7:15 (1)	7:16 to 8:00 (2)	8:01 to 10:00 (3)	After 10:00 (4)	Never Opened (5)
-------------	------------------	-------------------	-----------------	------------------

AC Were you permitted to observe? Yes (1)

(If you are not permitted to observe do not answer any more questions. Immediately end your 2nd Text message to 1406 with only answers to questions AB and AC. Also, immediately complete and send a critical incident form to 1406 and help will be provided.)

AD Was the polling station set up so that voters could mark their ballots in secret? Yes (1)

AE Was the polling station accessible to persons with disabilities and the elderly? Yes (1)

AF Was a polling agent present for NDC? Yes (1)

AG Was a polling agent present for NPP? Yes (1)

AH Which other political party agents were present? *(Tick one or more)*

None (0)	CPP (1)	GFP (2)	IPP (3)	GCPP (4)	PNC (5)	PPP (6)	UFP (7)	URP (8)
----------	---------	---------	---------	----------	---------	---------	---------	---------

AJ Were security personnel present? Yes (1)

AK Which items, if any, were missing *(Tick one or more)*

None (0)	Ballot Box (1)	Ballot Paper (2)	Voters' Register (3)	Indelible Ink (4)
Voting Screen (5)	Validating Stamp (6)	Endorsing Ink (7)	Ink Pad (8)	Tactile Ballot (9)

AM Did the polling station have a biometric verification machine? Yes (1)

AN Number of names on the voters register? *(Enter zero if no voters register)* []

AP Number of names on the proxy voters list? *(Enter zero if no proxy register)* []

AQ Number of presidential ballot papers? *(Enter zero if none)* []

AR Were the presidential and parliamentary ballot boxes shown to be empty, sealed and placed in public view? Yes (1)

☎ 3rd Text to 1406 – VOTING *(Review questions throughout the day, only answer them at 5:00 pm and report immediately!!)*

BA Were people's biometric registration information verified? Yes (1)

BB Did biometric verification machine fail to function properly at any point in time? Yes (1)

BC Were people's fingers marked with indelible ink before voting? Yes (1)

BD Were ballot papers stamped with the validating stamp before being issued? Yes (1)

BE Were any unauthorised person permitted to remain in the polling station during voting? Yes (1)

BF Did anyone attempt to harass or intimidate voters or polling officials during voting? Yes (1)

(For Questions BG, BH, BJ, BK and BM: None = 0, Few = 1 to 5, Some = 6 to 15 and Many = 16 or more)

BG How many people with Voter ID Cards were not permitted to vote?

None (0)	Few (1)	Some (2)
----------	---------	----------

BH How many people were permitted to vote without voter ID cards?

None (0)	Few (1)	Some (2)
----------	---------	----------

BJ How many people were permitted to vote whose names did not appear on the voters' register?

None (0)	Few (1)	Some (2)
----------	---------	----------

BK How many people were permitted to vote whose biometric details did not match?

None (0)	Few (1)	Some (2)
----------	---------	----------

BM How many people were assisted to vote (blind, disabled, elderly, etc)?

None (0)	Few (1)	Some (2)
----------	---------	----------

BN Were assisted voters allowed to have a person of their own choice to assist them to vote?

Yes (0)	No (1)	No Assisted
---------	--------	-------------

BP Overall, how would you describe any problems that may have occurred during the voting process?

Major (1)	Minor (2)
-----------	-----------

4th Text to 1406 – CLOSING & COUNTING (Answer questions during counting and report immediately after counting!!)

For Question CA, None = 0, Few = 1 to 5, Some = 6 to 15 and Many = 16 or more

CA How many people were in queue at 5:00 pm?

None (0)	Few (1)	Some (2)
----------	---------	----------

CB Was everyone who was in the queue at 5:00 pm permitted to vote?

Yes (1)

CC Was anyone who arrived at the polling station after 5:00 pm permitted to vote?

Yes (1)	No (2)	No One Arrived After 5pm
---------	--------	--------------------------

CD Did anyone attempt to harass or intimidate polling officials during counting?

Yes (1)

CE Were there more ballot papers found in the presidential ballot box than voters who cast ballots?

Yes (1)	No (2)
---------	--------

CF Did any polling agent request a recount of the presidential ballots?

Yes (1)

CG Did an NDC polling agent sign the declaration of results for the presidential election?

Yes (1)	No (2)	No NDC Agent (3)
---------	--------	------------------

CH Did an NPP polling agent sign the declaration of results for the presidential election?

Yes (1)	No (2)	No NPP Agent (3)
---------	--------	------------------

CJ Did any other polling agent present sign the declaration of results for the presidential election?

Yes (1)	No (2)	No Other Agent (3)
---------	--------	--------------------

CK Do you agree with the vote count for the presidential election?

Yes (1)

CM Did all polling agents present sign the declaration of results for the parliamentary election?

Yes (1)

CN Do you agree with the vote count for the parliamentary election?

Yes (1)

5th Text to 1406 – PRESIDENTIAL VOTE COUNT (Record official figures and report immediately after counting!!)

DA Spoilt ballot papers

--

DH UFP (Akwasii Addai Odike)

--

DB Rejected ballot papers

--

DJ PNC (Ayariga Hassan)

--

DC Total Valid Votes

--

DK CPP (Michael Abu Sakara Forster)

--

DD NDC (John Dramani Mahama)

--

DM INDP (Jacob Osei Yeboah)

--

DE GCPP (Henry Hebert Lartey)

--

DF NPP (Nana Addo Dankwa Akufo-Addo)

--

DG PPP (Papa Kwesi Ndoum)

--

(Once counting has finished you need to turn in your completed checklist to your supervisor.)

Observer First Name

Surname

Arrival Time

Departure Time

Signature

CODEO thanks you for serving as an independent non-partisan observer for the 2012 elections. Your efforts and those of thousands of other Ghanaians just like you are helping to make democracy stronger in our country.

Observer Comments (please feel free to include comments on what you observed or the observation effort):

Phone Number for CODEO Observation Centre by Region

Region	MTN Number	Airtell Number	Vodaphone	Tigo	GLO	Landlines	Fax Line
Ashanti	024-5705983	026-4670740	020-7381161	057-3840679	023-4161009	302-718202	0302-718201

Brong Ahafo	024-5703633	026-4670909				extension 1057	
Central	024-5704209	026-4671070	020-7381162	057-3840682	023-161007	302-718203 extension 1058	0302-718201
Eastern	024-5703199	026-4670919					
Greater Accra	024-5706448	026-4670313	020-7381168	057-3840680	023-4161018	302-718204 extension 1059	0302-718201
Northern	024-5706408	026-4670712					
Upper East	024-5703801	026-4670720	020-7381171	057-3840681	023-4161006	302-718205 extension 1073	0302-718201
Upper West	024-5704201	026-4670711					
Volta	024-5703101	026-4670330	020-7381182	057-3840683	023-4161008	302-718206 extension 1077	0302-718201
Western	024-5703950	026-4670099					

APPENDIX 3: CODEO INCIDENT REPORT FORM – 07 December 2012 Elections

CODEO INCIDENT REPORT FORM – 07 December 2012 Elections

PS ID

Observer Name (Number)	<pre-printed>	Supervisor Name (Number)	<pre-printed>
Region	<pre-printed>	Constituency	<pre-printed>
Polling Station Name	<pre-printed>	Polling Station Code	<pre-printed>

Critical Incident(s) – check all that apply

Incidents of Intimidation or Violence

- A) Intimidation or harassment
- B) Violence
- C) Vote buying/bribery
- D) Stealing of ballot papers
- E) Stealing of ballot box
- F) Ballot box stuffing
- G) Unauthorised person in polling station

Voting Process Incidents

- H) Not permitted to observe
- J) Violations of voting procedures
- K) Eligible voters not permitted to vote

- M) Ineligible persons allowed to vote
- N) Polling station ran out of ballot papers
- P) Voting suspended
- Q) Polling station closed before 5:00 pm

Counting Process Incidents

- R) Violations of counting procedures
- S) Ballots incorrectly counted
- T) Polling Agents refuse to sign declaration
- U) Copies of results not give to polling agents

Other

- V) Other

📞 TEXT every critical incident immediately to 1406!!

Once you have ticked all of the appropriate critical incidents you must immediately text this information to **1406**. The text message should be formatted as the following: the letters **"PS"**; followed by the polling station identification number [**PS**]; followed by an exclamation mark **"!"**; followed by one or more codes (from **A to V**) followed by star **"*"** followed by a message you would like to include. The inclusion of star **"*"** and comments afterwards are optional. The total length of the message cannot exceed 159 characters.

For example sending the following text – PS999999!BP* Send a supervisor – means that at the polling station assigned the PS ID 999999 there is violence (B) and voting had been suspended (P) and the note asks for a supervisor to come to the polling station.

Form completed by

- 1) Observer
- 2) Constituency Supervisor
- 3) Regional Coordinator
- 4) CODEO Advisory Board Member

Witness

- 1) I witnessed the incident
- 2) I arrived just after the incident happened
- 3) The incident was reported to me by someone else

Time of incident: _____

In your opinion, how many voters/votes were affected by this incident (if any)?

- 1) Many (51 or more)
- 2) Some (11 to 50)
- 3) Few (1 to 10)
- 4) None
- 5) Unknown

Detailed explanation

Please provide a brief description of the concrete facts regarding each incident, including **who** participated (their position and affiliation), **what** happened (type of incident), **how** did it happen, and the sequence of events. Indicate other individuals, such as local or international observers or candidates' agents, who also witnessed the incident (and their contact information if possible). Use other side of the form if necessary.

Observer First Name

Surname

Time Incident was Reported

Signature

CODEO OBSERVERS

1st Simulation Exercise

On Monday, **December 3, 2012** all RCs, Constituency Supervisors and Observers should participate in the 1st Simulation Exercise to test the communication system and confirm your telephone number (to ensure airtime is applied to the correct phone number)

- ✓ **At your scheduled time** (see table below), you should send a simulation text message based on the simulation form below to the CODEO Observation Centre (COC) at **1406** with information contained on your simulation exercise form.

Time	Region	Region
9:00 to 10:00am	Greater Accra	Upper West
10:00 to 11:00am	Ashanti	Upper East
11:00 to 12:00noon	Volta	Western
12:00 to 1:00pm	Central	Eastern
2:00 to 3:00am	Northern	Brong Ahafo

- ✓ **If you have not received a confirmation message** from the COC within 15 minutes of sending your text message then call your Region’s Data Entry Clerk at the COC (the telephone number for your region’s data clerk is [pre-printed]). If you get a busy signal keep trying.

PS ID: <pre-printed>	
Observer Name/Number	<pre-printed>
Supervisor Name/Number	<pre-printed>
Region	<pre-printed>
Constituency	<pre-printed>
Polling Station Name	<pre-printed>
Polling Station Code	<pre-printed>

☎ – Simulation Text Message – At your scheduled time send a text to 1406 using the simulation data below.

AB At what time did voting commence?

By 7:15 (1)	7:16 to 8:00 <input checked="" type="checkbox"/>	8:01 to 10:00 (3)	After 10:00 (4)	Never Observed (5)
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AC Were you permitted to observe?

AD Was the polling station set up so that voters could mark their ballots in secret?

AE Was the polling station accessible to persons with disabilities and the elderly?

AF Was a polling agent present for NDC?

AG Was a polling agent present for NPP?

AH Were polling agents present for any other political parties? (Tick one or more)

None (0)	CPP <input checked="" type="checkbox"/>	GFP (2)	IPF <input checked="" type="checkbox"/>	NDP (4)	PNC (5)	PPP (6)	UFP (7)	URP (8)
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Text Formatting Sheet

Before sending your text, write in below the number for each answer following the letters for each question. This will make it easier to remember the whole text. After writing out your text message below text exactly what you see to **1406**.

P	S	A	B	A	C	A	D	A	E	A
---	---	---	---	---	---	---	---	---	---	---

Thank you in advance for volunteering to be a CODEO Observer and participating in the 1st Simulation Exercise.

Remember you also need to participate in the 2nd Simulation Exercise on Wednesday December 5, 2012.

APPENDIX 4: 1ST SIMULATION EXERCISE FORM

APPENDIX 5: 2nd SIMULATION EXERCISE FORM

CODEO OBSERVERS

2nd Simulation Exercise

On Wednesday, **December 5, 2012** all RCs, Constituency Supervisors and Observers should participate in the 2nd Simulation Exercise to test the communication system and confirm your telephone number (to ensure airtime is applied to the correct phone number)

- ✓ **At your scheduled time** (see table below), you should locate your assigned polling station, and send from that location a simulation text message based on the simulation form below to the CODEO Observation Centre (COC) at **1406** with information contained on your simulation exercise form.

Time	Region	Region
9:00 to 10:00am	Greater Accra	Upper West
10:00 to 11:00am	Ashanti	Upper East
11:00 to 12:00noon	Volta	Western
12:00 to 1:00pm	Central	Eastern
2:00 to 3:00am	Northern	Brong Ahafo

- ✓ **If you have not received a confirmation message** from the COC within 15 minutes of sending your text message then call your Region’s Data Entry Clerk at the COC (the telephone number for your region’s data clerk is [pre-printed]). If you get a busy signal keep trying.

PS ID: <pre-printed>

Observer Name/Number	<pre-printed>	Supervisor Name/Number	<pre-printed>
Region	<pre-printed>	Constituency	<pre-printed>
Polling Station Name	<pre-printed>	Polling Station Code	<pre-printed>

☎ – Simulation Text Message – At your scheduled time send a text to **1406** using the simulation data below.

AB At what time did voting commence?

By 7:15 (1)	7:16 to 8:00 (2) ✓	8:01 to 10:00 (3)	After 10:00 (4)	Never Opened (5)
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AC Were you permitted to observe?

Yes (1) ✓	No (2)
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AD Was the polling station set up so that voters could mark their ballots in secret?

Yes (1)	No (2)
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AE Was the polling station accessible to persons with disabilities and the elderly?

Yes (1)	No (2)
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AF Was a polling agent present for NDC?

Yes (1)	No (2)
------------	-----------

AG Was a polling agent present for NPP?

Yes (1)	No (2)
------------	-----------

AH Were polling agents present for any other political parties? *(Tick one or more)*

None (0)	CPP (1)	GFP (2)	IPP (3)	NDP (4)	PNC (5)	PPP (6)	UFP (7)	URP (8)	IND (9)
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Text Formatting Sheet

Before sending your text, write in below the number for each answer following the letters for each question. This will make it easier to read. After writing out your text message below text exactly what you see to **1406**.

A	S	A	E	A	C	A	C	A	E	A	F	A
---	---	---	---	---	---	---	---	---	---	---	---	---

Thank you in advance for volunteering to be a CODEO Observer and participating in the 2nd Simulation Exercise.

Remember, you MUST report to your assigned polling station at 6:00am to observe the December 7 polls!

APPENDIX 6: TEXT FORMATTING SHEET

Send all Text Message to 1406

The computer ignores spaces (i.e. “AA 1” and “AA1” are the same). The computer ignores case (i.e. “PS”, “ps” and “Ps” are all the same). “03” and “3” are the same). Each text messages must not be longer than 159 characters. Only use this sheet after marking the relevant

1st Text to 1406 – ARRIVAL (Answer questions upon arrival at the polling station at 6:00 am and report in

All text messages must start with “PS”		Observer ID assigned by CODEO and pre-printed on your checklist					Answer to A: (1 or 2)	
P	S						A	A

Example: **PS111111AA1*all is well**

2nd Text to 1406 – SETUP (Answer questions during setting up of the polling station and report at 7:30 am or

All text messages must start with “PS”		Observer ID assigned by CODEO and pre-printed on your checklist					Answer to AB: (1, 2, 3,4 or 5)		Answer to AC: (1 or 2)		Answer to AD: (1 or 2)		Answer to AE: (1 or 2)		Answer to AF: (1 or 2)		Answer to AG: (1 or 2)		(multiple num	
P	S						A	B	A	C	A	D	A	E	A	F	A	G	A	H
Answer to AM: (1 or 2)		Answer to AN: (number between 0 and 9999)					Answer to AP: (number between 0 and 9999)					Answer to AQ: (number between 0 and 9999)					Answer to AR: (1 or 2)			
A	M	A	N				A	P				A	Q				A	R		

Example: **PS111111AB1AC2AD1AE2AF1AG1AH247AJ1AK0AM1AN323AP21AQ489AR1*things are going smoothly**

3rd Text to 1406 – VOTING (Review questions throughout the day, only answer them at 5:00 pm and report

All text messages must start with “PS”		Observer ID assigned by CODEO and pre-printed on your checklist					Answer to BA: (1 or 2)		Answer to BB: (1 or 2)		Answer to BC: (1 or 2)		Answer to BD: (1 or 2)		Answer to BE: (1 or 2)		Answer to BF: (1 or 2)		Answer to BG: (0,1,2,or 3)		Answer to BH: (0,1,2,or 3)	
P	S						B	A	B	B	B	C	B	D	B	E	B	F	B	G	B	H

Example: **PS111111BA1BB2BC1BD1BE1BF2BG3BH4BJ2BK2BM1BN3BP2**

**REMEMBER THE 4TH AND 5TH TEXT MESSAGES ARE THE MOST IMPORTANT TO YOU
YOU MUST COLLECT THIS INFORMATION AND YOU MUST SEND THESE TEXT MESSAGES**

4th Text to 1406 – CLOSING & COUNTING *(Answer questions during counting and report immediately after counting)*

All text messages must start with "PS"		Observer ID assigned by CODEO and pre-printed on your checklist				Answer to CA: (0,1,2,or 3)		Answer to CB: (1 or 2)		Answer to CC: (1,2, or 3)		Answer to CD: (1 or 2)		Answer to CE: (1 or 2)		Answer to CF: (1 or 2)		Answer to CG: (1 or 2)		Answer to CH: (1,2, or 3)	
P	S					C	A	C	B	C	C	C	D	C	E	C	F	C	G	C	H

Example: **PS111111CA1CB2CC3CD1CE1CF2CG3CH1CJ3CK1CM1CN1*God bless Ghana**

5th Text to 1406 – PRESIDENTIAL VOTE COUNT *(Record official figures and report immediately after counting)*

All text messages must start with "PS"		Observer ID assigned by CODEO and pre-printed on your checklist				Answer to DA: (number between 0 and 9999)				Answer to DB: (number between 0 and 9999)				Answer to DC: (number between 0 and 9999)				Answer to DD: (number between 0 and 9999)			
P	S					D	A			D	B			D	C			D	D		
Answer to DG: (number between 0 and 9999)				Answer to DH: (number between 0 and 9999)				Answer to DJ: (number between 0 and 9999)				Answer to DK: (number between 0 and 9999)				Answer to DM: (number between 0 and 9999)					
D	G			D	H			D	J			D	K			D	M				

Example: **PS111111DA0024DB0054DC987DD0050DE0070DF0060DG0080DH0070DJ0060DK0050DM0060*We are done**

