



المفوضية العليا المستقلة للانتخابات في العراق
كۆمیسونی بالای سه ربه خۆی هه ئیژارد نه كان له عێراق

The Independent High Electoral Commission (IHEC) of Iraq

International Electoral Assistance Team (IEAT)

Fact Sheet

Call Centre

Call Centre has been established in the Kurdistan Region Electoral Office in Erbil with the purpose to accurately inform the public and to address voters' questions.

Ten Call Centre Operators have been trained on the legal and administrative framework governing electoral processes for the Kurdistan Iraq Parliamentary and Presidential elections set for July 25, 2009.

The Call Centre Operators are trained to provide information to the voters about all issues related to the Voter Registration Update Period. The operators will be, at the later stage, also trained for the polling and counting period. Operators provide information about the overall electoral procedures during the entire period covering the Voter Registration Update, polling and counting process.

The Call Centre is equipped with a powerful database that contains data on each voter on the Voter List. The Operators have simultaneous access to the database and can provide information to each voter on which Polling Centre he/she is being assigned. The Call Centre is currently receiving over 1000 calls per day.

Calls are free of charge and enable voters to enquire about any election related issue.

Call Centre phone numbers are:

2020 for KOREK

7777 for ASIA CELL

The Call Centre was opened at the beginning of the Voter Registration Update period and will remain operational until the certification of the election results.

The Centre's working hours are from 0900-2100 every day

In addition to the Call Centre, the Voter List database is available online at: www.ihec.iq which allows voters to check their recorded details and assigned polling centre based on their food ration card number.