



المفوضية العليا المستقلة للانتخابات في العراق
كۆميسونى بالآى سه ربه خوى هه لىژارد نه كان له عىراق

The Independent High Electoral Commission

The IHEC Call Center July 2008

General duties of the call center

To answer the largest number of the voters' calls about elections, 20 employees were recruited in the call center to work from 8 am till 10 pm and in three shifts:

The purpose of the call center

To answer voter questions concerning the presence of their name in the provisional voter list

Provide Information:

- The location of the Voter Registration Centers
- Who is an eligible voter and how to register voters.
- The basic laws and regulations issued by the BOC.
- Answer Frequently Asked Questions about the registration update process, political entity and candidate registration.

When Calling Please Provide the Following

- The Number of your Ration Card
- The Number of your food agent
- The Number of your food center

What happens when you ring the Call Center:

- When receiving the phone call, the employee will ask the citizen about their ration card No., Food center No., Food agent No.
- The employee will enter the data received by the citizen to the database of the center.
- The employee will search in the database by the name and the data of the citizen available and tell the caller if his/her name is registered.
- In case that the information is not available in the database, the citizen is notified to return to the nearest Voter Registration Center to his home to register his name or make other changes.
- The employee will treat the voters' data with confidentiality.

**The numbers of the call center through Zain Iraq network and Asia Cell on the Number
7777**

Through landlines on the numbers

7432516

7432518

7432519

Contact the call center through the IHEC website or through the e-mail of the call center

www.iheq.iq E-Mail: callihec@ihcq.iq