



المفوضية العليا المستقلة للانتخابات في العراق
كۆميسونى باىلى سه ربه خوى هه ئېژارد نه كان له عىراق

The Independent High Electoral Commission (IHEC) of Iraq

International Electoral Assistance Team (IEAT)

FACT SHEET

IHEC Call Centre and Media Centre

The Independent High Electoral Commission (IHEC) is obliged by the Law to conduct voter awareness campaign providing official, neutral, non-partisan electoral information to the general public, technical messages to the voters, and promote the IHEC as the sole authority responsible for the conduct of the Governorate Council Elections 2009 and for the certification of the election results.

For the purpose of informing the public and for addressing voters' questions and concerns the IHEC **Call Centre** has been established in the IHEC's National Office in Baghdad. Up to 20 IHEC operators have been trained on the legal and administrative framework governing electoral processes in Iraq, political parties and elections, candidacy, the election system, special and absentee (IDP) voting, complaints and adjudication issues. The Call Centre operators are also assisting voters to locate their polling centre and answer other election-related questions – the Call Centre is currently receiving over 1000 calls per day.

A voter can call **free of charge** to enquire about any election related issue.

The Call Centre will remain in operation until the certification of the election results.

The numbers for the National Call Centre are:

Toll free mobile 7777 or landlines 7432516, 7432518, 7432519

The new IHEC Media Centre is now open in the al-Rashid Hotel in Baghdad

The **IHEC Media Centre** plays an important role in the free and fair dissemination of the official electoral information and updates through direct communication with the media, facilitating electoral media coverage and enabling voters to make an informed choice while casting their ballot on Election Day.

Media briefings, press conferences and international media accreditation take place in the Media Centre, in preparations for the Governorate Council Elections 2009. Accredited media have access to IHEC polling and counting locations and electoral events and are expected to abide by the IHEC regulations. The IHEC is holding regular media briefings at the Media Centre through the Election Day and until the certification of the election results.