EOSC OPERATIONAL MANUAL

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1.1.1 Brief History of EOSC

The Electoral Operations Support Center (EOSC) is a child of circumstance, inspired by the challenges of the November 16, 2013 governorship elections of Anambra State. It was designed with the support of IFES to address the severe need of a system that will provide a bird's eye view of key activity areas in an election; identify potential sources of threat, track trends and mobilize redundant resources to areas and issues in need.

The EOSC system was a major success factor in the Anambra State Supplementary governorship election of 30th November, 2013 and the Ekiti and Osun States governorship election of 2014 and subsequent bye-elections thereafter.

1.1.2 Nature and Scope of EOSC

EOSC is the acronym used for Electoral Operations Support Centre. It is an early warning system that supports key activity areas of Election Day. It maintains surveillance, monitors compliance, identifies threats, delivers fit-for-purpose response, and coordinates active interaction of field assets for efficient conduct of elections. The system is made up of components that interact with, and engage the deployed field resources using active communication tools.

The experiences of the Anambra state governorship election of 2013 exposed a grave and soft underbelly of election administration. The adverse incidents witnessed compelled another look at the levels of interaction between field assets. It was further revealed that there had always been an absence of an established platform, corridor, or coordinating structure for field assets, active and redundant alike to connect and relate in an active way. Consequently, needed resources may be readily available, yet unknown to the needy party.

The EOSC fills this gap by providing a birds-eye view of the Election Day activities in real time while ensuring optimal utilization of electoral resources, and mobilizing fit-for-purpose responses in order to anticipate and avert adverse incidents.

The scope of coverage includes key activity areas such as the Registration Area Centre (RAC) activities, Accreditation and Voting periods, and Collation.

1.1.3 Methodology

The methodology being employed by EOSC is using contact persons per RA or LGA as the case may be to communicate directly to election officials deployed to the field and report back progress or threats that needed to be attended to urgently. The reported incidents are then logged in by data administrators who collate and analyse such reports for prompt decision making and escalation of the issues in need.

1.1.4 Strategic Value

The EOSC, apart from being an early warning surveillance system, and an Election Day resource-optimization corridor, has much deeper impact on the electoral process as well as the electoral culture.

1. It sends a strong signal of surveillance which discourages electoral malpractice and rigging.
2. It bestows confidence on the Electoral Management Body, INEC.
3. It foists a sense of futility on would-be perpetrators which is a disincentive to the resort to electoral fraud.
4. It reassures election officials that some system is watching their back.
5. It strengthens the electoral process by imposing confidence.
6. It provides empirical and objective measures for parameters and indices.

1.1.5 Importance and Objectives of EOSC

a. Importance of EOSC

i.   Monitor and track critical election day activities;

ii. Identify adverse incidents that pose potential threats;

iii. Collate and index incidents, compliance and non-compliance alike;

iv. Mobilize redundant resources and active field assets for speedy intervention.

v.   Analysis and interpretation of acquired data

vi. It provides a constituency-wide view of trends and monitors performance indicators on Election Day.

vii. It provides a platform for coordinating appropriate response.

viii. It serves as an early warning system for threats at election.

b. Objectives of the EOSC National Roll Out

i.   To promote a nationwide application of the system

ii. To empower INEC State offices to establish and run the process of EOSC System

iii. To build EOSC required skills

iv. To maintain a pool of certified EOSC personnel

v. To sustain the process of EOSC system nationwide

1.2 FRAMEWORK OF EOSC SYSTEM

       i. Personnel

      ii. Equipment and Tools

     iii. Process

1.2.1 Personnel

The EOSC team shall be under the general supervision of the REC and guidance of EOPS department. Other team members will include:

i. A representative of EOPS at HQ
ii. A representative of EOPS at State office
iii. An EOSC supervisor
iv. One (1) Data Administrator for compliance matrix
v. One (1) Data Administrator for threat matrix
vi. One (1) Contact Officers on the basis of 1 per LGA and RA as the case may be.
vii. Response team and Security

1.2.2 Equipment and Tools

Equipment requirements include:

i. A spacious room set up with conferencing table and chairs
ii. 2 Projector(s) and 2 Screens
iii. At least two (2) functional Laptops
iv. Color Printer & Cartridges
v. A4 Paper
vi. File Jackets
vii. Note pads
viii. Directory of polling units and any other delimitation statistics for the state and constituencies
ix. Biros
x. Extension cables
xi. UPS
xii. Cell phone to be used by each contact officer.
xiii. Airtime
xiv. Contact information of field assets

1.2.3 Template

The template for EOSC operations is anchored on two (2) reporting instruments namely:

a. The Compliance Matrix (CM) – This reports the performance indicators at 2 hours cycle or intervals.

The compliance matrix logs in time compliance for the three major activity areas (MAA).

- RAC Activity
- Accreditation and Voting Activity
- Collation Activity

b. Threat Matrix (TM) – This is used to log all identified challenges, actions-taken, and the status at 1 hour cycle or interval.

The threat matrix logs in report for the following activity areas

- RAC Activity
- Accreditation and Voting Activity
- Collation Activity

1.2.4 Process

The process-design for the model involves the following activities:

i. A 30 minutes cycle for contact with supervision and election personnel per supervision area.

ii. Harvesting information, timeline-performance, and incidents.

iii. Logging the information, data and time-tagging the matrix.

iv. Analyzing the information.

v. Troubleshooting

vi. Initiating a **fit-for-purpose** (ffp) response.

vii. Monitoring the status of remedy until solved time.

viii. Updating status of the matrix every 2 hours to show trend

ix. Upload to Situation Room vide EOSC National Coordinator

1.2.5   *EOSC PROCESS FLOW*

INEC HEADQUARTERS

REC

DATA ADMINISTRATORS

COORDINATOR

RESPONSE TEAM

FLOOR MANAGER

CONTACT PERSONS

FIELD ASSETS
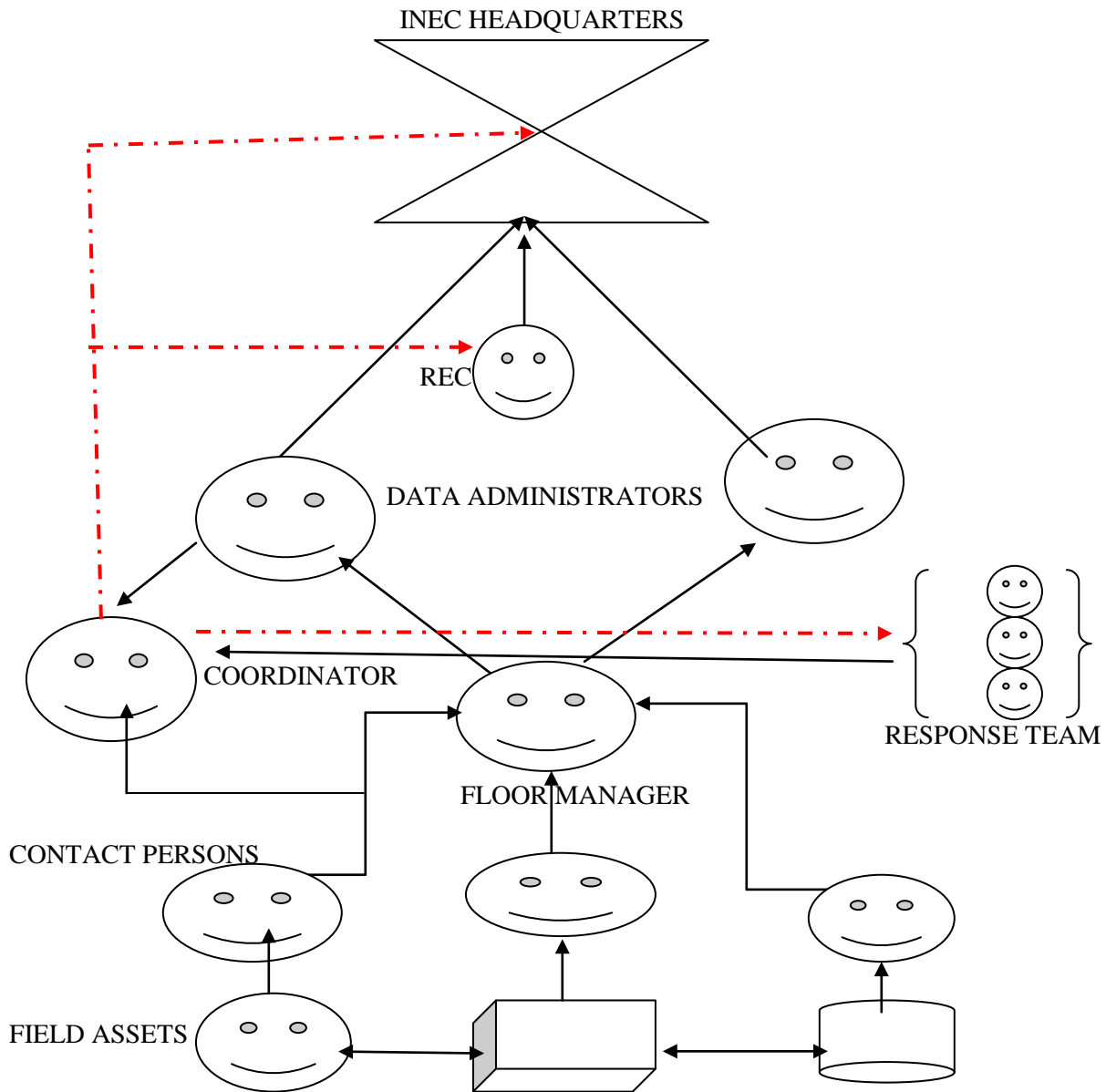
MODULE 2: PERSONNEL AND TOOLS FOR EOSC SYSTEM

    a. Roles and Responsibilities of Personnel

    b. Equipment and Tools

2.1 Roles and Responsibilities of Personnel

The EOSC team shall be under the general supervision of the REC and guidance of EOPS department. Other team members will include:

i. National Coordinating Supervisor

ii. State Coordinating Supervisor

iii. Data Administrator (Compliance)

iv. Data Administrator (Threats)

v. Floor Manager

vi. Contact Officers

vii. Response Team (3 INEC Directing Staff and 1 Security Personnel)

a. Roles of EOSC personnel

i. National Coordinating Supervisor

    1. Liaises with the state EOSC

    2. Compiles National EOSC report

    3. Liaises between the Situation Room and the EOSCs in the state offices

    4. Reports to the Chairman of Elections Operations and Logistics Committee

ii. State Coordinating Supervisor

    1. Conducts Briefing for EOSC staff

    2. Supervises the training of EOSC staff

    3. Liaises with the REC on all matters that relate to EOSC

    4. Reviews and vets data and report periodically

    5. Directs the upload of data to situation room as the case may be

    6. Ensures the overall implementation of the EOSC system at the State level

    7. Reports to the National Coordinating Supervisor

    8. Ensures required resources are available (e.g. space, furniture, contact information for field staff, airtime, etc.)

    9. Liaises with the State in supervising all planning activities of EOSC in the state

10. Compiles a comprehensive report of EOSC for the State

iii   Floor Manager

1. Sets up the EOSC center
2. Manages the Centre
3. Distributes materials and retrieves materials after the activity
4. Handles logistics
5. Ensures judicious use of airtime by Contact Officers

iv   Contact Officer

1. Interacts with field assets
2. Solicits information from field assets
3. Documents information
4. Troubleshoots
5. Conveys information to appropriate EOSC staff
6. Ensures compliance until solved time
7. Escalates incidents where applicable and as prescribed

v   Data Administrator

1. Logs in information
2. Manages the matrices
3. Transmits information at approved interval
4. Generates thematic and period reports
5. Produces an EOSC Election report
6. Analyzes information
7. Uploads periodic reports to designated addresses and the situation room

vi   Response Team

1. Delivers Resources at point of need
2. Mops up resources where there are surpluses

3. Liaises with the security to ensure effective deployment of personnel in areas of need

2.2 Equipment and Tools

Equipment requirements include:

S/N	EQUIPMENT/ TOOL	QUANTITY	DESCRIPTION	NOTE
1.	Spacious room with conference table and chairs	1	Room should be set up with conference table and chairs in line with prescribed formats and number of personnel involved.	Each staff should have a chair and a table.
2.	Projector(s) Projector Screen(s)	2 each	These would be used for projecting the compliance and threat matrices.	There should be a projector and screen for each Data Administrator.
3.	Laptops	2 or more	These would be used for creating the compliance and threat matrices	There should be a Laptop for each Data Administrator.
4.	Color Printer & Cartridges	1	N/A	N/A
5.	A4 Paper	1 pack	N/A	N/A
6.	File Jackets	Up to the number of EOSC staff	N/A	N/A
7.	Note pads	Up to the number of EOSC staff	N/A	Each Contact Officer has to document and time-stamp ALL information received.
8.	Directory of polling units	Up to the number of Contact Officers.	PU directory per LGA and any other delimitation statistics for the state and constituencies to be provided by the states	N/A
9.	Biros	Up to the number of EOSC staff	N/A	N/A
10.	Extension cables	Up to 10	To be used by Contact Officers to recharge	N/A

			phone batteries	
11.	5KWs UPS	1	To constantly regulate the 2 Projectors and 2 Laptops in case of power outage	N/A
12.	Cell phones (with extra batteries)	Up to the number of Contact Officers	To be used by each Contact Officer	N/A
13.	Airtime	Up to the number of Contact Officers	To be issued based on the available network	N/A
14.	Contact information of field assets per LGA	N/A	To be provided by the State	N/A
15.	The Compliance Matrix (CM)	1	This reports the performance indicators at 2 hours cycle or intervals.	The compliance matrix logs in time compliance for the three major activity areas (MAA). - RAC Activity - Accreditation and Voting Activity - Collation Activity
16.	Threat Matrix (TM)	1	This is used to log all identified challenges, actions-taken, and the status at 1 hour cycle or interval.	The threat matrix logs in report for the following activity areas - RAC Activity - Accreditation and Voting Activity - Collation Activity

MODULE 3: MANAGEMENT OF THE CENTRE

1. Briefing and Attendance
2. Category of People to be allowed into EOSC
3. Handling Logistics and Security
4. Skills Required to manage the EOSC Centre
5. Setting up of EOSC

3.1. Briefing and Attendance

a. The State Coordinating Supervisor (SCS) conducts mandatory Briefing for all EOSC staff two days prior to election. The briefing would cover, among other things:

i. The conduct of the EOSC Officials
ii. Roles and responsibilities
iii. Reporting process
iv. Set up
v. Review of Election Day procedures
vi. Commencement and closing protocols

b. Attendance shall be taken and monitored at intervals throughout the process to prevent dereliction of duty.

3.2. Category of People to be allowed into EOSC

a. The following categories of persons may be allowed into the EOSC:

i. RECs and Administrative Secretaries
ii. National Commissioners
iii. INEC Supervisors at States, LGAs, RAs etc
iv. HOD, EOPs

b. The following categories of persons may be allowed into the EOSC, however, they are not to remain. They include:

i. International & Domestic Observers

ii. Security on election duty who requires information or clarifications

iii. Any other person or officer required by the EOSC

3.3 Handling Logistics and Security

a. The SCS shall in liason with the floor manager be responsible for the handling of Logistics at the centre. The following items shall be provided as may be prescribed:

i. Airtime (based on available network)
ii. Drinking Water
iii. Meals to include Breakfast, Lunch & dinner
iv. Refreshment
v. Fueling for vehicles and gen. Set
vi. Adminstration of contingency fund
vii. Custody and distribution of phones and phone numbers

3.4 Skills required to manage the centre

The following are the skills required to manage the centre:

i. Knowledge of electoral process and procedure
ii. Conflict resolution and management skills
iii. Time management skills
iv. Effective supervisory skills
v. Effective delegation skills
vi. Steadfastness and persistence

3.5   Setting up of EOSC

Set up of EOSC to conform to the process flow and order of activity protocols.

EOSC SETUP

Contact Persons

Handset

Floor Manager

Projector

Projector

State Supervisory Coordinator

Data Administrators
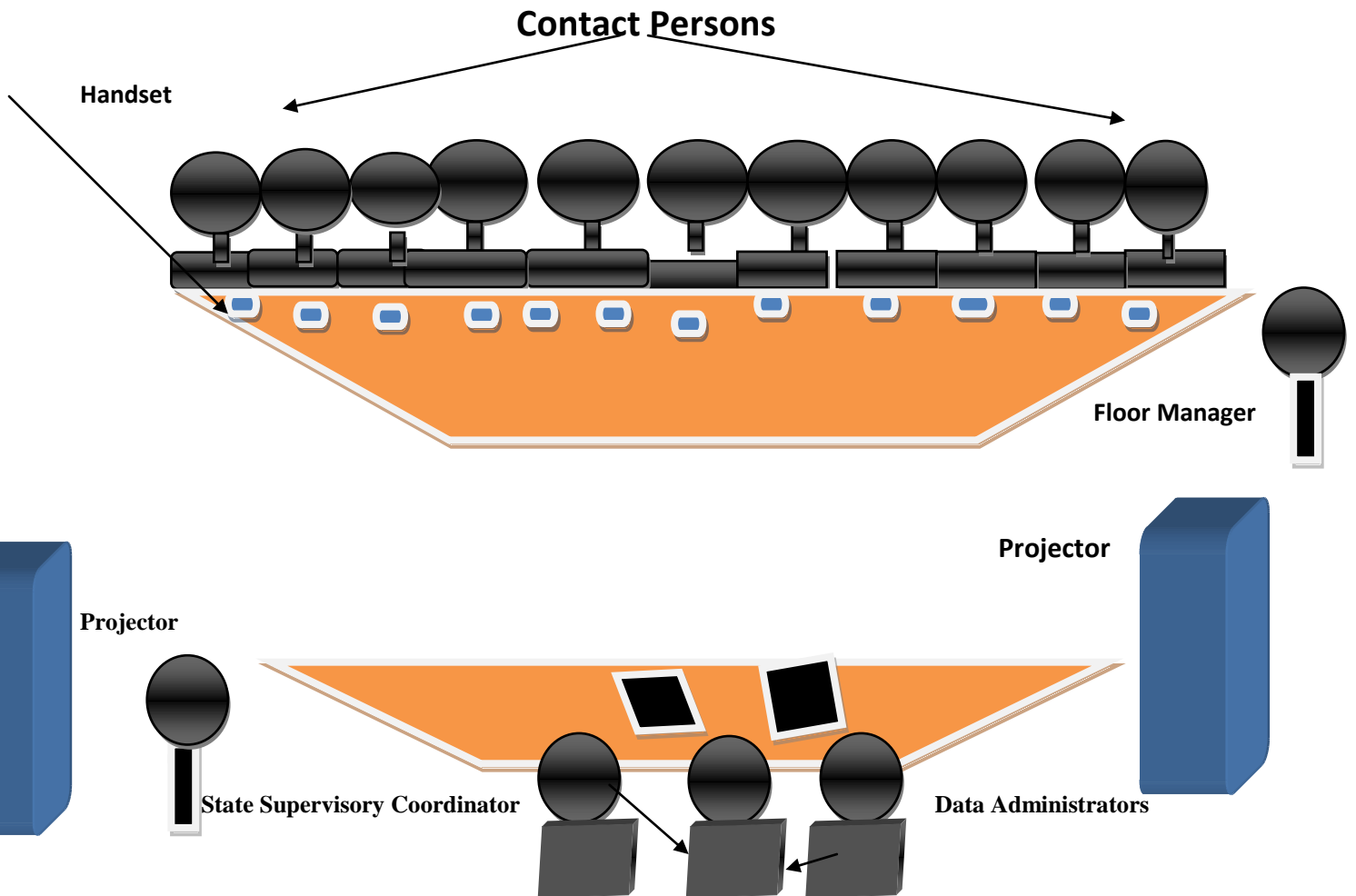
MODULE 4: THE ACTIVITY AREAS

1. Registration Area Center (RAC) Activities
2. Accreditation And Voting Activities
3. Collation Activity (CA)

4.1 REGISTRATION AREA CENTER (RAC) ACTIVITIES
a. Opening

i. Check materials and equipment to ensure that they are properly set up and functioning.
ii. Register staff from 2:30pm-3:00pm.
iii. Brief staff at 3:00pm.
iv. Open the EOSC at 3:15pm.

*** Opening Tips ***
- Arrive an hour ahead of opening time to:
  - A. Prepare the center
  - B. connect all power extensions, set up computers and projectors
- Check materials and equipment to ensure that they properly set up
- Register staff at the entrance of the center and give them phones, scratch cards and LGA folders for RAC activities
- Brief staff at 3:00pm.
  Open the EOSC at 3:15pm.

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c. Parameters

Placing a Call (Information to ask for)

i. Arrival of personnel
ii. Attendance at the RAC
iii. RAC Preparation
iv. Availability of Materials
v. Availability of Transport resources and allocation
vi. Availability of security and;
vii. Election materials distribution

d. Closing

i. EOSC closes at 12midnite
ii. Ask staff to go with their kits and wear them when coming for easy movement
iii. Remind all staff to orderly pack their folders and leave them in the center

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** CLOSING TIPS **
    •   The EOSC is close when all RAC activities have been
        reported to
    •   Thank staff and brief them on opening of the center for
        Accreditation and Voting
                1.  arrival time
                2.  briefing time
                3.  opening of EOSC for accreditation and
                    voting
```

e.   Opening EOSC the next day

i.   Check materials and equipment to ensure that they are properly set up and functioning.

ii. Register staff from 4:30am-5:00am.

iii. Brief staff at 5:00am.

iv. Open the EOSC at 5.30am.

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*** Opening Tips***

    •   Arrive an hour ahead of opening time to:
    •   Prepare  the center
    •   connect all power extensions, set up computers
        and projectors
```

f.   Parameters

i.   Following –up at RAC

ii. Arrival / deployment to PU

4.2 ACCREDITATION AND VOTING

a. Parameters

i.   Opening of Polls

ii. Accreditation

iii. Voting Period

iv. Sorting and Counting

v.   Closing of Polls

4.3 COLLATION ACTIVITY (CA)

a. Opening

i. This activity commences whenever voting closes

b. Parameters

    i.   Commencement of Collation for all elections

   ii.   Arrival and number of RAs/LGAs/States/Constituency ready at Collation Centre

  iii.   RAs/LGAs/States/Constituency awaiting collation

  iv.   Conclusion of Collation

   v.   Declaration of Results at Constituency level

MODULE 5: CONTACT INTERACTIVE PROTOCOLS OF EOSC SYSTEM

1. Effective Communication
2. Interacting with Field Assets

The use of appropriate language and communications skills are important elements of the EOSC activities.

5.1 Effective Communication
The communication process is complete once the receiver understands the sender's message.

Listening – listen attentively and be patient. (Remember that the field asset you are talking to could be under pressure.

Speaking – speak coherently, be direct and polite.

Writing – write the specifics legibly and be accurate.

5.2 Interacting with Field Assets
   i. Introduce yourself

  ii. Confirm you are speaking to the right person

 iii. Ask the right questions to get the required answers

  iv. Be friendly and empathic

   v. Validation of Information Received

  vi. Escalation of Incident Report

 vii. Documentation of Information and Incident

viii. Processing of Incidents and Information to Data Administrators

  ix. Follow up of Incident at Intervals

x. Initiating a fit-for purpose response.

xi. Monitoring the status of remedy until completion.

xii. Completion of Call Cycle

xiii. 30 minutes cycle for contact with supervision/election personnel/officials per supervision area.

MODULE 6: EOSC REPORT PREPARATION

1. Presentation of reports
2. Format of report writing

6.1 FORMAT OF REPORT WRITING

The following are the items that must be found in any report to be prepared by the State Coordinating Supervisor

i. Introduction
ii. List of personnel
iii. Equipment/tools used
iv. Scope
v. EOSC operations
vi. Periodic upload
vii. Analysis of data
viii. Recommendation
ix. Conclusion

6.2 PRESENTATION OF REPORTS

i. All EOSC reports have to be bound and signed with a proper heading, State, and date of the election with annexure of the matrices in 2 hard copies and a soft copy

ii. Submission should be made within 48 hours of the election

MODULE 7: COMPLIANCE AND THREAT MATRICES

1. Compliance Matrix
2. Threat Matrix

7.1 Compliance Matrix
A. What is a Compliance Matrix

  i. A matrix is a grid / table used to collect, store and display data in a number of rows and columns.
  ii. Compliance simply means conforming to the guidelines, Timelines and procedures enacted in a process.
  iii. A Compliance Matrix is grid / table used to collect, store, display and monitor timeline compliance of all RAC Activities, Accreditation and Voting Activities and the Collation Activity.

B. Designing the Summary Compliance Matrices
The Summary Compliance Matrices is a table that shows timeline compliance of activities for the entire State or LGA as the case may be.

Steps in designing a summary Compliance Matrix
  i. Ascertain the election type (Governorship Election, Senatorial District Election etc.)
  ii. Ascertain the number of LGAs or RAs as the case may be.
  iii. Ascertain the number of Pus
  iv. Ascertain the number of expected personnel
  v. Open your Excel Workbook and create the table with the required parameters
  vi. Insert values in the LGA, RA,PU and expected personnel column
  vii. Insert formulas and links where necessary

C. Designing the LGA Compliance Matrix
The LGA Compliance Matrix is a table that shows timeline compliance of activities for a particular LGA.

Steps in designing the LGA Compliance Matrix

  i. Ascertain the number of RAs in that LGA
  ii. Ascertain the number of PUs in that RA
  iii. Ascertain the number of expected personnel
  iv. Open your Excel Workbook and create the table with the required parameters
  v. Insert values in the RA,PU and expected personnel column

vi.   Insert formulas where necessary

D. **Linking LGA CM to Summary CM**

Linking the LGAs CM to the Summary CM is a process of referencing the cell address of the LGA CM on the Summary CM. This ensures that what you post on the LGAs CM table reflects on the Summary CM.

Steps in linking LGA to Summary CM
  i.   Copy LGAs CM cells where necessary
  ii.   Paste cell reference on Summary CM cell where necessary
  iii. Continue Copy and Paste steps until completion

E. **Linking Summary CM to Chart**

A *chart* is a graphical representation of data, in which "the data is represented by symbols, such as bars in a bar *chart*, lines in a line *chart*, or slices in a pie *chart*".

Steps in linking Summary CM to Chart
  i.   Link summary CM to Chart

7.2. Threat Matrix
A. **What is a Threat Matrix (TM)**

  i.   A threat refers to anything that has the potential to cause serious disruption to a process or an Indication of an approaching or imminent problem.
  ii. A Threat Matrix is table that logs in all identified challenges, actions taken and the status at 1 hour interval

B. **Developing a Threat Matrix**

Developing a threat matrix involves creating the following:-
  i.   Summary Threat Matrix
  ii.   Threat Report Matrix
  iii. Threat Report Chart
  iv.   Incident Table
  v.   Incident Frequency Chart

Steps in creating a Threat Report Matrix
  i.   Using attached template as a guide, create table in excel with headings
  ii.   Type the RA / PU names with spaces in between (as the case may be)
  iii. Insert formulas where necessary.

Steps in creating a Summary Threat Matrix
  i.   Using attached template as a guide
  ii.   Open your Excel Workbook and create the table with following headings
  iii. Type names of RA or PU
  iv.   Insert formulas and links where necessary
  v.   Link Summary Threat Matrix to Threat Report Chart

Steps in creating Threat Report Chart
  i.   In excel workbook, insert chart
  ii.   Link chart with summary threat chart

Steps in creating Incident Table
  i.   Using attached template as a guide
  ii.   Open your Excel Workbook and create the table heading with incident types
  iii. Type names of RA or PU
  iv.   Insert formulas and links where necessary
  v.   Link Incident table to Incident Frequency Chart

Steps in creating Incident Frequency Chart
  i.   In excel workbook, insert chart
  ii.   Link chart with Incident table

C. Electronic transmission of Summary Compliance Matrix (CM) & Threat Matrix (TM) to designated addresses

Steps in Electronic Transmission

  i.   Save Summary CM & TM with time stamp
  ii.   Copy Summary of CM & TM
  iii. Transmit to designated Email address
  iv.   Continue data entry on the copy of Summary CM & TM sent
  v.   Save Summary CM & TM with time stamp
  vi.   Copy Summary of CM & TM
  vii. Transmit to designated Email address
  viii. Continue until completion of exercise

7.3 *THREAT REPORTING FORM*

S/NO	POSSIBLE THREATS	LGA: RA:							REMARK
		RAC ACTIVITY							
		RAC	*RAC*	*RAC*	*RAC*	*RAC*	*RAC*	*RAC*	
1	Late arrival of personnel								
2	Non payment of allowance								
3	Inadequate RAC preparation								
4	Inadequate materials								
5	Inadequate transportation								
6	Non availability of transportation								
7	Inadequate Security								
8	Non availability / wrong ballot paper								
9	Non availability / wrong result sheet								
10	No briefing								
11	Misconduct of Security personnel								
12	Others								
		ACCREDITATION AND VOTING							
		PU	*PU*	*PU*	*PU*	*PU*	*PU*	*PU*	
1	Non availability of security								
2	Card Reader failed to authenticate Voter								
3	Card Reader failed to read PVC								
4	Sustained malfunctioning of Card Reader								
5	Cancellation of poll								
6	Non serialization of ballot papers								
7	Late commencement of poll								
8	Over-voting								
9	Damaged cubicles								
10	Violence at centre								
11	Misconduct of poll officials								

12	No communication								
13	Inadequate Poll official								
14	Absent of PO/APO								
15	Network problem								
16	Non availability / wrong ballot paper								
17	Non availability / wrong result sheet								
18	Sustained malfunctioning of Card Reader without replacement								
19	Misconduct of Security personnel								
20	Others								
COLLATION									
1	Lack of transportation								
2	Inadequate preparation of Collation Centre								
3	Misconduct of Security personnel								
4	Others								

MODULE 8: KEY ASPECTS OF ELECTION DAY PROCEDURES AND ELECTORAL PROCESS

In accomplishing his role, an EOSC Contact Officer would be communicating with key election officials on the field. It therefore becomes necessary to know these officials, their duties and Election Day procedure.

8.1.0 Outline of Election Day Officials

    i. Resident Electoral Commissioner (REC)
    ii. Electoral Officer (EO)
    iii. Local Government Supervisor (LGS)
    iv. Registration Area Supervisor (RAS)
    v. Supervisory Presiding Officer (SPO)
    vi. RAC Managers (RM)

8.2.0 Duties of Election Day Officials

(a) Resident Electoral Commissioner (REC)

    i. Conducts and supervises Federal and State elections in the state

    ii. Takes delivery and supervises the distribution of all sensitive and non-sensitive materials for election in the state

    iii. Liaises with political parties and other stakeholders.

(b) Electoral Officer (EO)

    i. Usually a senior staff of the Commission.

    ii. Administers the election in the LGA

    iii. Receives and distributes all election materials for the LGA.

    iv. Manages election personnel, security, and logistics

    v. Liaises with election stakeholders at the LGA.

    vi. Ensures RA centres are well equipped.

(c)   LGA Supervisor

   i.   Usually a Directing staff of the Commission.

  ii.   Supervises the process of election at the LGA.

 iii.   Ensures compliance with approved procedures and guidelines

 iv.   Supervises activities / proceedings at RAs / PUs.

  v.   Provides interventions where there are challenges.

 vi.   Assists the EO

 vii.   Attends LGA Collation

(d)   RA Supervisor

   i.   Usually a Directing / Senior staff of the Commission.

  ii.   Supervises the process of election at the RA /PUs.

 iii.   Ensures compliance with approved procedure in the receipt / distribution of election materials for RA /PUs of supervision.

 iv.   Supervises the activities / conduct of SPOs.

  v.   Assists the SPO

 vi.   Provides interventions where there are challenges.

 vii.   Assists in the collation of results at RA Collation Centre.

(e)   Supervisory Presiding Officer (SPO)

   i.   Usually a senior staff of the Commission or other Federal Agencies.

  ii.   Oversees the process of election at the RA.

 iii.   Receives and distributes election materials for the Registration Area (RA).

iv. Pays Election Day allowances to election personnel deployed to the RA.

v. Ensures early deployment of personnel and materials to polling units.

vi. Duties of Supervisory Presiding Officer (SPO)

vii. Supervises Presiding Officers (POs), APOs/election procedures at PUs.

viii. Manages the deployment of officials to the RACs

(f) RAC Managers

  i. Usually a staff of the commission at the state office or a staff of the host school where RAC is cited.
  ii. Oversees the administration of the RAC
  iii. Liaise with the EO to provide all RAC items to the designated RACs
  iv. Responsible for providing lightening at the RAC
  v. Assist the SPO in the conduct of activities at the RAC
  vi. Retrieves all RAC items at the close of RAC activities.

8.3.0 Duties of Presiding Officer (PO)

i. Usually a National Youth Service Corps (NYSC) member or student of a federal tertiary institution.

ii. Receives all election materials for the Polling Unit (PU).

iii. In charge of a PU

iv. Supervises and troubleshoots at the PU.

v. Counts the number of accredited voters in the Register of Voters

vi. Take into account any incidents of failed verification and reconcile the numbers.

vii. Conducts the election at the (PU), (This include accreditation of voters, voting, sorting & counting, collation of party scores pasting of form EC 60E, result form at the PU)

      viii.   Regulates and liaises with Security to ensure orderliness at the Polling Unit.

8.3.1 The PO is assisted by the following Poll Officials:

1. **Assistant Presiding Officer (APO I) (Verification and Statistics)**
2. **Assistant Presiding Officer (APO II) (Register check and Inking)**
3. **Assistant Presiding Officer (APO III) (Queuing)**
4. **Assistant Presiding Officer Voting Point (APO VP) for Voting Points**

8.3.2 Duties of Assistant Presiding Officer (APO I) (Verification and Statistics)

      i.   He or she uses the card reader to authenticate voters during accreditation
     ii.   He or she documents the gender of a voter;
    iii.   He or she documents the status any voter with disability;

8.3.3 Duties of Assistant Presiding Officer (APO II) (Register check and Inking)

      i.   He or she shall check the Register of Voters for confirmation;
     ii.   Tick the left side of the name of the voter, where the person's name is on the Register of Voters;
    iii.   Apply indelible ink to a the cuticle of the specified finger of prospective voter's
    iv.   Issue prospective voter's with an accreditation tag;

8.3.4 Duties of Assistant Presiding Officer (APO III) (Queuing)

      i.   He or she regulates the admission of voters into the polling unit and or, voting point.
     ii.   He/she directs the voter to the appropriate voting point as the case may be.
    iii.   Managing queuing and crowd control.

8.3.5 Duties of Assistant Presiding Officer (APO VP) Voting Point

      i.   Troubleshoots for the voting point by delegated authority of the PO.

Note:

At the point of voting, the APO I (Verification & Statistics) shall become the APO I (Overseer); APO II (Register of Voters Check and Inking) becomes APO II (ballot paper issuance & Inking); and APO III (Queuing) remains APO III (Queuing)

8.4.0 Key Aspects of the Electoral Process

a. Accreditation

Accreditation is the process of verification of eligible voters using the card reader and or, checking of the Register of Voters for confirmation, inking of the cuticle of specified finger.

b. Assistive Voting

Assistive voting is the method of voting in which a voter who is blind or is otherwise unable to distinguish symbols or who suffers from any other physical disability shall be allowed to vote in company of someone into the polling unit / voting point and be assisted to vote by a person chosen by him/her, other than a poll agent. The Tactile voting guide may also be available.

c. Cancellation of Unused Ballot Papers

The unused Ballot Papers, booklets and pieces as the case may be, shall be cancelled by the Presiding Officer (PO) by drawing two parallel lines to indicate that they are not used and do not form part of the valid votes cast.

d. Pasting of Form EC 60E at the Polling Units

At the close of poll and after the result of the polling is announced by the Presiding Officer, he or she shall paste a copy of the form EC60E containing the details of the election result of the polling as announced.

e. Use of Form EC 40G

In the circumstance where the Presiding Officer assigned to a polling unit has submitted a written report to the RA Collation Officers indicating that election cancelled, not hold or disrupted the Collation Officer shall review the report

and shall cancel the election result of the affected polling unit by completing the Form EC 40G and attach to the report of the Presiding Officer.

f. Maintaining Constant Contacts with the EOSC in Times of Distress Via EOSC Dedicated Phone Numbers Provided

Election Officials are enjoined to call the EOSC distress lines whenever they are in need of assistance or help. Election Officials are also encouraged to report correctly and provide the required information whenever they are called by the EOSC Contact Officers.

Note:

On no account should Election Officials put off his/hers phone except where it is established that there is no available network service.

g. Polling Agents at Voting Points (VPs)

Where Voting Points (VPs) are created in a given polling unit, political parties may provide one accredited Party Agent for the voting points.

h.   Over Voting

Case of over voting exist where
i.   The total votes cast are more than the accredited voters in a PU;
ii.   The total votes cast are more than the number of registered voters in a PU;

i. Failure of Card Reader (CR) to verify PVC or sustained malfunction of the CR

The three scenarios are:
(a) Failure to authenticate voter
(b) Failure to read PVC
(c) Sustained Malfunctioning of Card Reader

Scenario (a)
i.   Where the Permanent Voters' Card (PVC) presented by the voter is not for the Polling Unit (PU), the APO (I) shall politely inform the voter and advise him/her to proceed to the appropriate PU.

ii. where the voter is not verified after a 2nd trial attempt using the Card Reader, the APO I shall refer the voter to the presiding officer/ApO (VP) as the case may be, who shall:

iii. Examine and ascertain if the PVC belongs to the Voter.

iv. If satisfied that it belongs to the voter, and that the voter had not been previously verified, direct the voter to the APO II for Register of Voters check and inking to continue with other accreditation processes.

Scenario (b)

i. in the event that the PVC fails to be read by the Card Reader, the APO I shall refer the voter to the Presiding Officer or APO (VP) as the case may be, who shall:

ii. File a report of the incident;

iii. Inform the voter of problem, and that he/she cannot be accredited; and

iv. Politely request the voter to leave the polling zone.

Scenario (c)

In the event of sustained malfunction or failure of the CR, the PO shall:

i. Immediately inform the SPO, the Electoral Operations Support Centre (EOSC) and EO for replacement; and

ii. suspend accreditation until a new Card Reader is made available;

iii. file a report of the incident; and

iv. Inform the voters and polling agents of the situation.

Where replacement fails to arrive by 1:00 p.m., the PO or APO (VP) as the case may be, shall:

i. Inform the EO, the SPO, and EOSC of the situation;

ii. file a report of the incident; and

iii. Inform the voters and polling agents that accreditation and voting for the affected polling unit or voting point shall continue the following day.

In the case of PU(s) where accreditation and Voting extend to the next day due to non replacement of Card Reader, the RACO shall:

(i)   Inform the Party Agents and Stakeholders at the Collation Centre of the situation.

(ii)   Collate the available results from the unaffected Polling Units; and

(iii)   On conclusion of (ii) above, proceed immediately to the LGA Collation Centre where the result from (ii) above shall be quarantined until the following day, when the RA Collation shall resume, including the results of the affected polling units.

(iv)   Inform the LGA Collation Officer of the Situation, who shall then proceed with the collation of the results of the unaffected RA/Wards.

The Charge

The EOSC is an important and critical component of election administration in Nigeria today. All EOSC officers are therefore charged to demonstrate the highest level of responsibility and diligence. Remember that your conduct and effectiveness is vital to the success of EOSC and the elections in particular.