



## INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION



# VOTER REGISTRATION QUICK GUIDE

## Our Vision

“A credible electoral management body committed to strengthening democracy in Kenya.”

## Our Mission

“To conduct free and fair elections and to institutionalize a sustainable electoral process.”

## Our Core Values

Integrity

Team work

Independence

Innovativeness

Respect for the rule of Law

## ABBREVIATIONS

ARO	Assistant Registration Officer
BVR	Biometric Voter Registration
CEDAW	Convention on Elimination of Discrimination Against Women
CEO	Chief Executive Officer
CRPWD	Convention on the Rights of Persons with Disabilities
DPP	Director of Public Prosecutions
ECK	Electoral Commission of Kenya
EVID	Electronic Voter Identification Device
EVR	Electronic Voter Registration
GPRS	General Packet Radio Service
GPS	Global Positioning System
ICCPR	International Covenant on Civil and Political Rights
ICT	Information and Communication Technology
ID	Identity Card
IEBC	independent electoral and boundaries commission
IPOA	Independent Policing Oversight Authority
IREC	Independent Review Commission
NCIC	National Cohesion and Integration Commission
NPSC	National Police Service Commission
NVK	National Vision Party of Kenya
OMR	Optical Marker Register
ORPP	Office of the Registrar of Political Parties
PC	Personal Computer
PPLC	Political Parties Liaison Committees
PPOA	Public Procurement Oversight Authority
REC	Regional Elections Coordinator
RICT	Regional Information and Communication Technology
RO	Registration Officer
RTS	Results Transmission System
SD Card	Secure Digital Card
SMS	Short Message Service
USB	Universal Service Bus
VR	Voter Registration
VRA	Voter Registration Assistant

## FOREWORD



**T**his guide is prepared to act as quick reference to voter registration officials. As the officials one go on with the registration process, they may need to consult on particular operational and process aspects. In such instances this guide will act as their first reference point. The intention is to make the work of the staff as efficient and effective as possible.

A seamless registration process helps to ensure that the process and resultant register is credible. It also makes the process expeditious and the voters experience satisfactory. A small mistake in the voter registration process has the potential on complicating the preparation of the register and dent the credibility of an election. As a Commission, we are committed to ensuring that every eligible voter who desires to register and presents themselves to a registration officer is registered without any restrictions or delay. This Guide is meant to equip the officials and trainers to make the registration process smooth and cost effective.

The Guide is brief since the extra details are found in the *Voter Registration Manual-Sourcebook*. Secondly it is intended to supplement and refresh information that every official will already have been taken through during the training process that precedes deployment to conduct the registration of voters. The Guide can also be used by stakeholders who may want to quickly understand the voter registration process.

I urge all staff, trainers and key stakeholders to consult this guide whenever they experience any challenges or are unsure of any issue. Should the Guide not provide the answers they require, staff should consult their superiors who will help resolve the difficulty. It is my hope that these measures will ensure that we have a successful voter registration and increase the number of Kenyans on the voter's roll. This way the Commission will be facilitating the realization of the Constitutional Rights of Kenyans to engage in the electoral process either as a voter and/or candidate.

Thank You.

**Ahmed Isaack Hassan, EBS**

**Chairman**

**Independent Electoral and Boundaries  
Commission**

## ACKNOWLEDGEMENTS

# INTRODUCTION

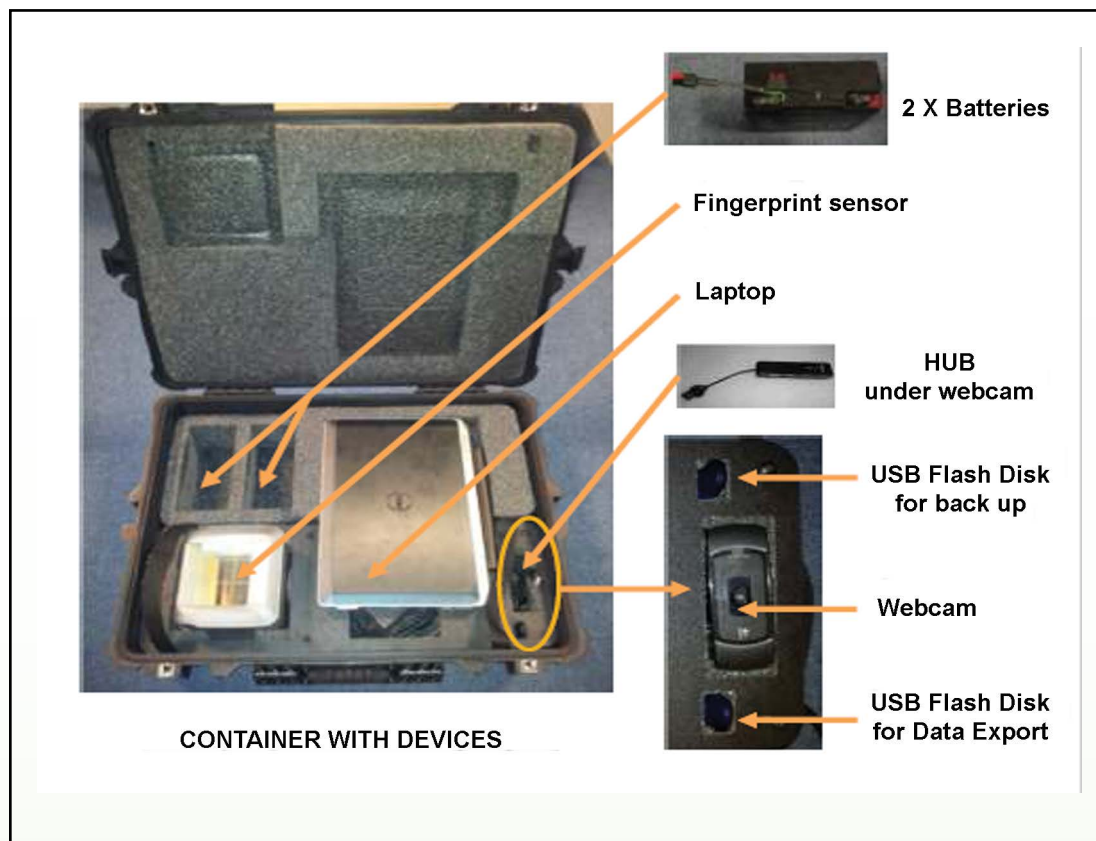
The Independent Electoral and Boundaries Commission (The Commission), as part of its Constitutional mandate of conducting and supervising elections and referenda in Kenya, is responsible for registration of voters and regular maintenance of the register of voters. Voter registration is the process of recording personal information of eligible citizens in the voters' register for the purpose of voting in an election.

The conduct of voter registration is governed by The Constitution of Kenya, the Elections Act and the Elections (Voter Registration) Regulations, 2012. The registration officials are expected to know and adhere to the requirements of the law and administrative issues during voter registration. This guide provides a quick reference to the practical issues that they will need to pay attention to during the registration of voters and inspection of the register of voters.

Voter registration is a continuous process. In addition, the Commission periodically undertakes mass voter registration. This guide is useful for both processes. It also addresses key information necessary to operate the Biometric Voter Registration (BVR) Kit, which the Commission uses to conduct voter registration in the country. The Registration staff should be familiar with components, set-up and operation of the BVR Kit.



## COMPLETE VIEW OF BIOMETRIC REGISTRATION KIT AND ACCESSORIES



It is important to remember that:

Registration of voters shall be carried out in the gazetted electoral units / within the constituency  
A citizen who qualifies for registration as a voter shall be registered at only one registration centre

For one to qualify to be registered as a voter, he/she must meet the following requirements:

- i. Be an adult (at least 18 years);*
- ii. Be a citizen of the republic of Kenya with a national Identity card or a valid Kenyan passport*
- iii. Has not been declared of unsound mind; and*
- iv. Has not been convicted of an election offence in the preceding five years.*

# 2.0 THE VOTER REGISTRATION PROCESS

## 2.1 Pre-Registration Preparations

Before commencing the voter registration exercise, undertake the following preparations

- Hold a voter registration planning meeting
- Undertake the mapping of the registration centers in the constituency
- Ensure proper storage arrangements are in place
- Hold a stakeholders' planning meeting
- Recruit, train and deploy voter registration staff
- Collect all registration materials and equipment early enough
- Inspect all the materials and equipment received for all registration centers to ensure they are in sufficient quantities.
- Fill in the materials and equipment control sheets, indicating the quantities received
- Secure and properly handle all registration materials and equipment Develop a Registration program/schedule per ward and share with stakeholders.
- Develop and distribute a BVR kit movement schedule and share with stakeholders
- Develop and post notices of Kit movement schedule
- Identify possible power charging centers
- Arrange for transport of BVR kits from constituency warehouse to registration centers.
- Configure the BVR kits

## 2.2 Opening the Registration Centre

As part of the procedures for opening the registration center, undertake the following tasks

- Set up the registration station
- Put up the direction signs/posters
- Ensures that all registration materials are in place
- Demarcates queues for easy flow of people in the registration station
- Confirm that the BVR kit has access to sufficient power for the day.
- Open the registration station at 8:00 a.m.





## ***Remember to give priority to Persons with disabilities and special needs***



### **2.3 Setting Up and Opening the BVR Kit**

Follow the steps below to open and set up the BVR kit for registration of voters.

**Step 1:** Remove the laptop and the plate from the kit and place them on a stable table.

**Step 2:** Check that you have the backdrop, BVR kit and all its accessories (fingerprint scanner and accompanying connectors; Webcam; USB Hub; Two USB flash disks; and Two Batteries).

**Step 3:** Pick the back drop from the bag pack and hang it appropriately

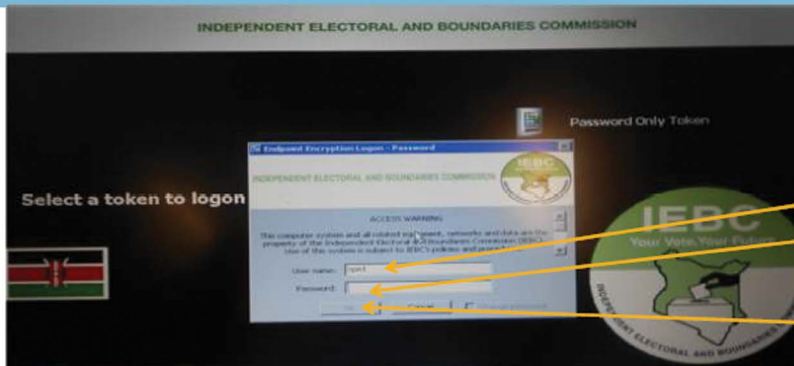
**Step 4:** Connect the webcam and Flash disk “A”(continuous backup) to the USB hub.

**Step 5:** Connect the hub and the fingerprint scanner to the USB ports of the laptop.

**Step 6:** Press the power button to switch on the laptop.

**Step 7 :** Log in as shown below:

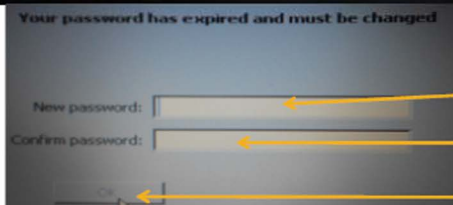
# ENCRYPTION SOFTWARE : LOGIN AND PASSWORD



Fill in the User name

Fill in the Password

Click the OK button



For the first login it is necessary to change the password  
Don't forget the password

Fill in the new password

Confirm the new password

Click the OK button

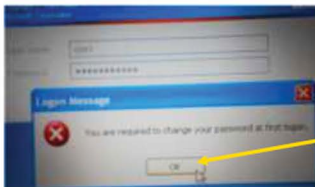
# LOGIN TO WINDOWS OPERATING SYSTEM



Fill the User name: ope1...ope10 only

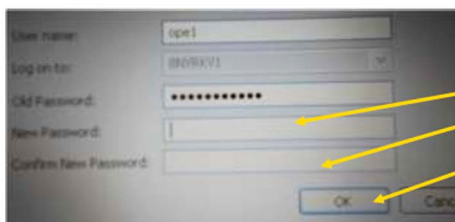
Fill the Password received from IEBC

Click the OK button



The operator password must be changed **at first logon**

Click the OK button

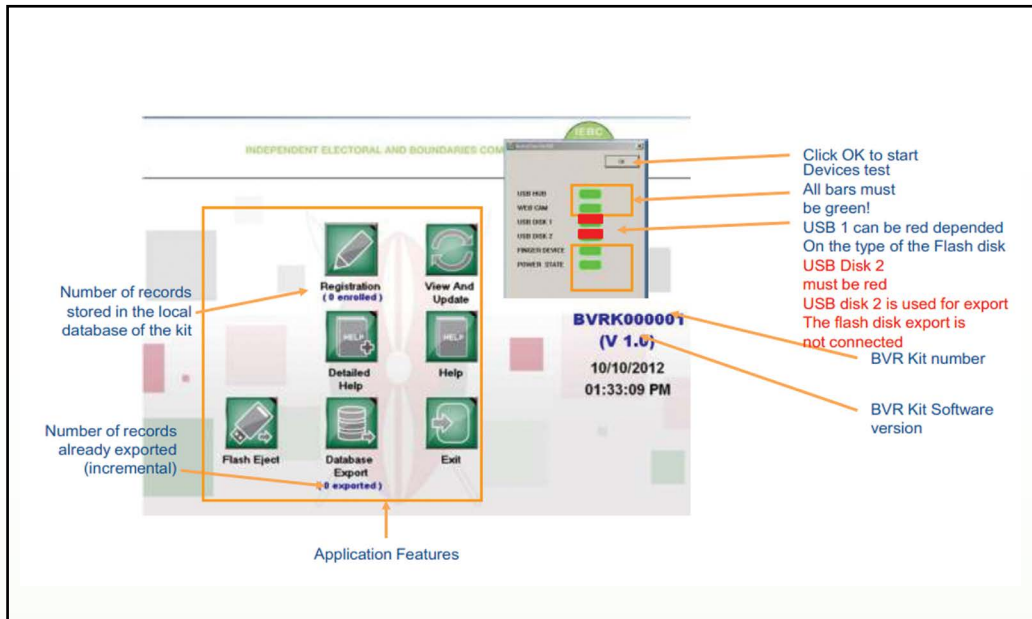


Fill the new password (**don't forget it**)

Confirm the New Password

Click the OK button

After login to the Windows operating system, the screen below will be displayed, indicating the status of the components of the BVR kit.



## 2.4 Enrolment procedures

- Receive and welcome the applicant.
- Request for applicant's original national Identification card or a valid Kenyan passport.
- Confirm the ownership and validity of the presented identification document.
- Probe whether the applicant has applied for registration elsewhere.
- Issue an application form (Form A or J) to the applicant to fill in.
- Where the applicant is unable to read and write or any other justifiable reasons, assist applicant to fill in the form.

- Use the given operator username and password to log in and start the software application.
- Click on the registration icon to open the enrolment window.
- After clicking on the registration icon the following screen appears where you will capture the biometric and alpha numerical data of the applicant.

Click the **Registration** button (Main menu)

1

- Select the type of identity document,
- Fill in the type of identity document, date of expiry and document serial number

Use the **TAB** and **SHIFT + TAB** key combinations to navigate through data fields

2 Click the **Search** button

Yellow fields are mandatory

- Capture the applicant's biometric features (Palm prints, face) and alphanumeric details into the BVR system
- Confirm that all fields are filled
- Invite the applicant to verify the information captured
- Where the applicant asks for any correction, edit any error on the applicant's data.
- Only freeze the photo if the applicant has confirmed that the photo is his/hers
- Click the 'completion icon' to complete enrolment of the applicant

- Retrieve duly filled Form A/J from the applicant
- Fill the Registration Center Reference book
- Issue a laminated acknowledgment of voters' registration slip to the applicant.
- Inform the applicant where he/she will vote
- Inform the applicant that Inspection of the voter's register will follow sometime after the close of registration

## 2.5 Closing Procedures

### 2.5.1 Daily closing procedures

**Step 1:** Close registration station at 5:00pm after all applicants on the queue have registered.

**Step 2:** Exit the enrolment window.

**Step 3:** Eject the continuous back-up flash disk (Flash Disk 'A') by clicking on the Flash Eject button on the home screen.

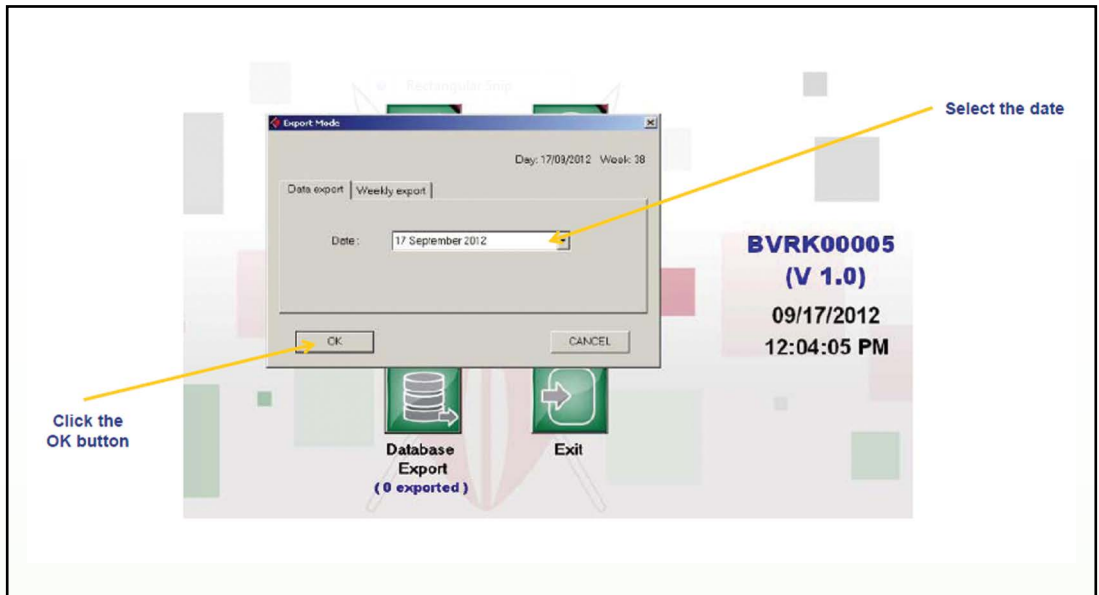
**Step 4:** Select the 'management tab' and click on the 'data base export' icon on the initial screen



**Step 5:** Insert the flash disk B into the USB hub to export the data.

**Step 6:** Click on the 'Database Export' icon on the home screen. A pop up screen appears. Enter the serial number of Flash Disk B.

**Step 7:** A dialog box as shown below appears. Select 'Data Export' tab.



**Step 8:** Select the date of export from the drop down menu and click the OK button. The number of records exported appears below the Database Export icon and is automatically updated to show the cumulative number of records exported.

**Step 9:** Eject the Export flashdisk 'B' by clicking the Flash Eject button

**Step 10:** Close the registration system by clicking on the Exit button on the home screen.

**Step 11:** log off and close the BVR Kit.

**Step 11:** store the BVR kit into the storage case.

**Step 12:** Fill the Daily Accounting Forms.

**Step 13:** Pack all correctly filled Application for Registration Forms A/J together and spoilt ones separately.

**Step 14:** Reconcile the records; the number of correctly filled form A/J, the number exported and the entries in the Registration Center reference book are equal

**Step 15:** Compile the day's report indicating the total number of registered voters for the day, those transferred and those whose particulars have been changed

**Step 16:** Account for and properly secure all materials and equipment at the registration center

## 2.5.2 Weekly Export

At the end of a voter registration week data must be exported to the backup flash disk 'B'.

The procedure is as below

**Step 1:** Exit the enrolment window.

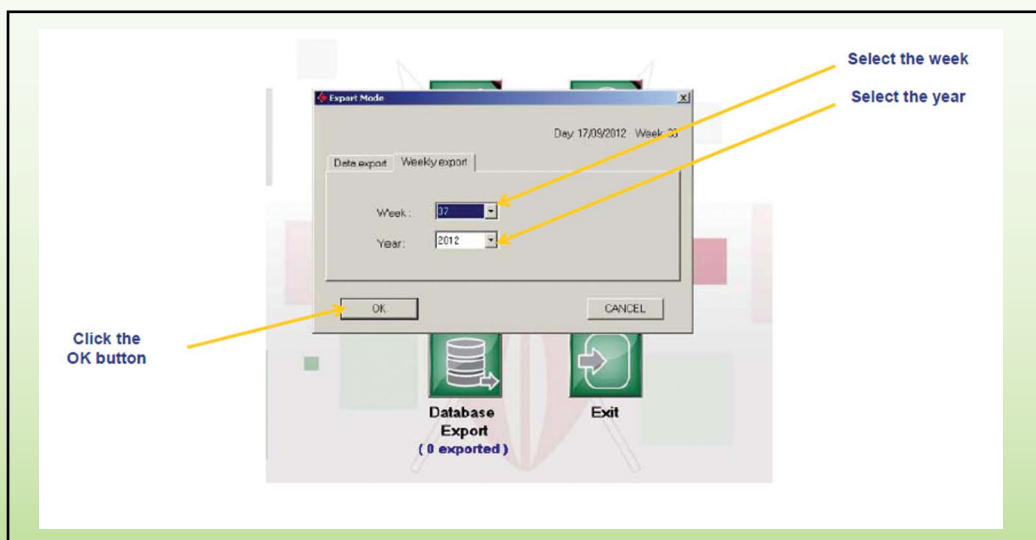
**Step 2:** Eject the continuous back-up flash disk (Flash Disk 'A') by clicking on the Flash Eject button on the home screen.

**Step 3:** Select the 'management tab' and click on the 'data base export' icon on the initial screen

**Step 4:** Insert the flash disk B into the USB hub to export the data. .

**Step 5:** Click on the 'Database Export' icon on the home screen. A pop up screen appears. Enter the serial number of Flash Disk B.

**Step 6:** A dialog box as shown below appears. Select 'Weekly Export' tab.



**Step 7:** Select the week and year of export from the drop down menu and click the OK button. The number of records exported appears below the Database Export icon and is automatically updated to show the cumulative number of records exported.

**Step 8:** Eject the Export flashdisk 'B' by clicking the Flash Eject button.

**Step 9:** Close the registration system by clicking on the Exit button on the home screen to log off and close the BVR Kit.

**Step 10:** Store the BVR kit into the storage case.

**Step 11:** Fill the weekly Accounting Forms.

**Step 12:** File all correctly filled Application for Registration Forms A/J serially in a box file.

**Step 13:** Reconcile the records; the number of correctly filled form A/J, the number exported and the entries in the Registration Center reference book are equal.

**Step 14:** Compile the week's report indicating the total number of registered voters for the week, those transferred and those whose particulars have been changed.

**Step 15:** Hand over the Flash Disk 'B'.(Clerk to VRA to RO). VRA submits the form to the RO

**Step 16:** Account for and properly secure all materials and equipment at the registration center.

### **2.5.3. Upload and Transmission of Data**

- Upload data on all flash disk 'B' to the regional server
- Transmit the data from the regional server to central site at headquarters
- The system generates a message confirming successful upload indicating the number of files.
- Once upload is successful the system automatically cleans the Flash disk 'B'
- Return the flash disk 'B' to the registration center.



## 2.5.4 Final Day Closing Procedures

**Step 1:** Follow normal daily closing procedures, indicated in 2.5.1 above.

**Step 2:** Fill and sign the Material Transfer Sheet.

**Step 3:** Collect and store the Registration center Banner in a secure place.

**Step 4:** Close the Registration Center Reference book by:

- Drawing a line immediately after the last entry
- Writing 'closed'
- Signing/counter signing
- Stamping
- Dating.

**Step 5:** File all the filled Form A/J in a box file

**Step 6:** Compile close of registration data and fill the Accounting Summary Sheet.

**Step 7:** Account for used and unused the acknowledgement slips.



## 3.0 INSPECTION OF THE VOTERS' REGISTER

### 3.1. What is inspection of the voters' register?

Inspection is the process of verifying the accuracy of registration particulars as captured in the voters' register.

### 3.2. Who qualifies to inspect the register?

- Voters
- Any citizen
- Accredited observers
- Political Parties and their agents



***Nobody is allowed to make any copies or take photographic images of the Register or any of its parts.***



### 3.3 Inspection Process

- There are four ways of undertaking inspection of the voters' register.
  - ▶ Confirmation of enrolment by the Registration Officer
  - ▶ Physical Inspection at the venue by the voter
  - ▶ SMS platform
  - ▶ Web portal Inspection
- For the process that requires physical inspection, the same is carried out either at:
  - ▶ Constituency office in case of Continuous voter registration; or
  - ▶ At venues gazetted by the Commission (locally and Kenyan missions abroad) in case of general election period.

#### 3.3.1 Confirmation of enrolment by the Registration Officer

##### Steps:

- Identify the venue
- Recruit, train and deploy personnel
- Collect all inspection materials and equipment early enough
- Inspect all the materials and equipment received for all inspection centers to ensure they are in sufficient quantities.
- Fill in the materials and equipment control sheets, indicating the quantities received.
- Secure and properly handle all inspection materials and equipment
- Compare the preliminary register of voters with the registration centers reference book to ensure every person appearing in the reference book also appears in the preliminary register
- Where a voter in the reference book is missing from the Preliminary register,
- Record the details of the person in the template provided for that purpose;
- Invite the voter to start the process of claim; and
- If the voter's name is appearing more than once fill the provided template and submit for de-duplication.

## Template For Capturing Missing Names

Registration Center Name .....				
code.....				
CAW Name .....CAW code .....				
Constituency Name.....code				
Full Name	ID/PP No.	RRN/serial No. in the registration center reference no.	Date of registration	Serial no.

## Template for listing out names of persons who appear more than once

Registration Center Name .....				
code.....				
CAW Name .....CAW code .....				
Constituency Name.....code				
Full Name	ID/PP No.	RRN/serial No. in the registration center reference no.	Date of registration	Serial no.

### **3.3.2 Physical Appearance at the inspection venue**

#### **Steps**

- Identify the venue
- Recruit, train and deploy personnel
- Collect all inspection materials and equipment early enough
- Inspect all the materials and equipment received for all inspection centers to ensure they are in sufficient quantities.
- Fill in the materials and equipment control sheets, indicating the quantities received.
- Secure and properly handle all inspection materials and equipment Publish and share with stakeholders an inspection schedule
- Put up the gazette notice on inspection of the register at conspicuous places within the constituency
- The voter presents themselves at the inspection venue with their identification document used for registration and requests to inspect the register.
- The voter checks the registration particulars in the respective register and if correct, signs against their name to confirm.
- If the particulars are not captured correctly, give the voter Form C to fill.
- If the voter's name and/or particulars are missing from the register, the voter makes a claim, by filing Form F.
- Assist voters who are unable to read and write or for justifiable reasons are unable to fill the claim form.
- Allow qualified persons to check the entire voters' register if they so require.
- Follow the submission process below.

### **3.3.3 SMS Platform**

- The registered voter sends an SMS to the Commission through the provided Short Code querying their registration status.
- The voter receives feedback via SMS indicating their registration particulars.
- Where the particulars are incorrect, the SMS feedback advises the voter to report to their constituency office for assistance.
- Correction of particulars or claims follows the process of Inspection by physical appearance as captured in 3.4.3.

***Note: incase the voter does not get feedback after sending an SMS, they should contact their respective Registration Officer.***

### **3.3.4 Online Web Portal**

- Visit the Commission voter register inspection web Portal;
- Access portal for inspection of the register;
- Fill in passport or ID number; Receive feedback on voter registration particulars and
- If details are missing or incorrect, the voter follows the procedure for claims or correction of particulars by visiting their respective registration centers.

### **3.4 Claims**

- A person making a claim
- visits the constituency office or Kenyan Mission abroad where registration took place
- presents identification document used to register as a voter
- The registration officer checks the details of the voter from the preliminary register or registration center reference book and the application for registration forms
- If the details are captured in any or all of the above, voter fills a claim Form F
- Give a written notice of determination of the claim to the claimant
- Enroll the voter based on the information in the Registration Center Reference book
- Record telephone contact of the voter and commit to call the voter to confirm inclusion of the name in the register
- Publicize a notice of claim(Form F) in a conspicuous and accessible place for public viewing for seven days
- Upload registration data arising from the claim at the regional server.

### 3.5 Dealing with rejected claims

- Record reasons for the rejection of the claim
- Advise the voter of their right to appeal to a Principal Magistrate's court within fourteen days.
- Where an appeal is filed, forward the following to the court:
  - ▶ A copy of the claim and new application;
  - ▶ A copy of the notice of the determination of the claim; and
  - ▶ Written reasons for the determination.
- If the appeal is successful, enroll the voter, and upload the data and prepare and publicize a list of the changes made.

### 3.6 Determination of Disputes or Complaints from Registration Process

- **One aggrieved by or who wishes to object to registration of another person, should:**
  - ▶ Visit constituency office or Kenyan Missions abroad where registration took place.
  - ▶ Fill Form 2(Initiation of a complaint).
- **Registration officer should;**
  - ▶ Determine the complaint
  - ▶ Notify the complainant of the determination
  - ▶ Advise on right to appeal where the complaint is rejected
- **Permitted grounds for complaint are:**
  - ▶ A person has registered in more than one registration center
  - ▶ A person has been convicted of an election offence at any time material to the registration
  - ▶ A person is not qualified to be registered under any law.

### 3.7 Compilation of the Principal Register

- The Commission compiles, cleans, sorts, and incorporates registration returns into the preliminary register to produce the final Principal Register of Voters
- From the Principal Register, county, constituency, ward and poll registers are generated and distributed to the respective constituencies for safe custody awaiting utilization in elections.

### 3.8 Certification of final Copy of the register of Voters

- The Commission shall print, seal and certify the register of voters under Form B(Certification of the Register of Voters) on completion of the inspection process.
- The Commission shall then publish a notice in the gazette to the effect that the compilation of the Principal Register of voters has been completed.





## 4.0 OFFENCES AND PENALTIES

### 4.1 Offences by Registration Officer/ARO/VRA/Clerk

- Making, preparing, printing or possessing a document or paper purporting to be a register of voters without authority
- Making, preparing or printing a document or paper purporting to be a voter registration acknowledgement slip
- Destroying, damaging, defacing or making any alteration on a voter registration material and equipment without authority
- Knowingly making any false statement on, or in connection with any application to be registered in any register of voters
- Aiding, abetting, counseling or procuring the commission of or attempting to commit any of the offences referred to above

**Penalty:**

- A fine not exceeding one million shillings or
- imprisonment for a term not exceeding six years or both fine and jail sentence

### 4.2 Offences by Member of the public/eligible voter

- Asking to be registered as a voter in the register of voters when one is already registered as a voter
- Making two or more applications to be registered as a voter
- Applying to be registered as a voter when he/she had been disqualified by an election court.

**Penalty:**

- A fine not exceeding one hundred thousand shillings; or
- Imprisonment for a term not exceeding one year; or both.
- In addition, the person shall not be eligible to vote in that election or in the next election.

### 4.3 Offences by Politician/Candidate:

- Aiding a person to register as a voter more than once.

#### Penalty

- A fine not exceeding one hundred thousand shillings; or
- Imprisonment for a term not exceeding one year; or to both.
- In addition, one shall not be eligible to contest in the ongoing general election.

### 4.4. Offences by member of Commission or staff

- Making, in any record, return or other document which they are required to keep or make under such written law, an entry which they know or have reasonable cause to believe to be false, or do not believe to be true;
- Without reasonable cause doing or omitting to do anything in breach of his official duty;
- Colluding with any political party or candidate for purposes of giving an undue advantage to the political party or candidate;
- Failing to prevent or report to the Commission and any other relevant authority, the commission of an electoral malpractice or offence committed under this Act.

#### Penalty

- Fine not exceeding one million shillings or to imprisonment for a term not exceeding three years or to both.





**INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION (IEBC)**


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