



*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 Council of Representatives Elections 2010 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, including regulation and procedures for the Voter Registration Update 2009 and Voter Information Cards. The Call Centre operators are also assisting voters to locate their voter registration and polling centre (based on the Ration card) 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 throughout the Voter Registration Update and until the certification of the parliamentary election results in 2010.

**Call Centre toll free mobile 7777**

**IHEC Website [www.ihec.iq](http://www.ihec.iq)**

The IHEC website is the important source of the official electoral information for the voters, political entities, electoral observers, civil society and other electoral stakeholders.

The website is maintained and regularly updated in three languages – Arabic, Kurdish and English. The website features a polling centre (PC) locator, which identifies a voter's PC via entering his/her Ration card number)

### **Media Centre is located at the Data Entry Centre at the National Office 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 voter education.

Media briefings, press conferences and seminars will take place in the Media Centre through the Voter Registration Update 2009, Election Day 2010 and until the certification of the election results.