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# The Claims Period Quick Reference Guide



**Organisation for Security and Co-operation in Europe  
Mission to Bosnia and Herzegovina**

**Developed and Produced by Voter Education and Training**

Table of Contents

<b>The Claims Centre</b>	<b>1</b>
Purpose of the Guide	
Number of Claims Centres	
Times of Operation	
Opening Hours	
Claims Centre Staff	
<b>What You Need to Know Before you Start</b>	<b>2 - 3</b>
Kits	
Amendment Form	
Activity Log	
Daily Accounting Form	
Daily Batching of Forms	
Security of Materials	
<b>Amendment Form Processing Procedures</b>	<b>4 - 8</b>
Categories 1 - 3	
Categories A - I	
Application to Delete a Name from the Preliminary Voter Register	9
Registrant Application who Completed Citizen Verification Sub-Commission Review Forms	9
<b>Appendix A</b>	
Completing the Amendment Form	
<b>Appendix B</b>	
The Daily Accounting Form	
<b>Appendix C</b>	
Sample Receipts	

***THE CLAIMS CENTRE***

**Purpose of this Guide:**

The purpose of this guide is to provide a reference tool to those processing the Amendment Forms at the Claims Centres. This is a Quick Reference Guide which means that the information contained will be easy to read and easy to find information. Good Luck!

**Number of Claims Centres:**

There will be one Claims centre per municipality with some exception. A few areas will have more than one centre as specified by OSCE.

**Dates of Operation:**

The Claims period will be 21<sup>st</sup> July 97 until 3<sup>rd</sup> August 97

**Opening Hours:**

Monday - Saturday	10:00 - 18:00
Sunday	08:00 - 12:00

These times are given as a firm guide. However, as with the Registration period, the LEC's will determine which hours are best for their specific municipality.

**Claims Centre Staff:**

The Local LEC's will appoint:

- Chairperson
- Two Local Staff

The local staff will be former Voter Registration staff. Some of the Claims Centres will have an International Supervisor or International OSCE staff member present.

**WHAT YOU NEED TO KNOW BEFORE YOU START**

**Kits - What Equipment will there be:**

The Claims Centre's will be provided with a Claims Centre Kit which will consist of the following items:

- ⊗ Amendment Forms (see appendix A for instructions)
- ⊗ Daily Accounting Forms (see appendix B for sample)
- ⊗ Preliminary Voters Register (PVR) (see appendix D for instructions)
- ⊗ VRC lists
- ⊗ notebook to be used as an Activity Log
- ⊗ pens
- ⊗ pencils
- ⊗ pencil sharpener
- ⊗ polling station list
- ⊗ municipality list
- ⊗ large envelopes for daily batching (14 days worth plus extra)
- ⊗ small envelopes for registration receipts (14 days worth plus extra)

**Amendment Form:**

No Amendment Form may be submitted **unless** voter has **presented a Registration Receipt**

It is **MANDATORY** that the following fields are completed on the Amendment Form. One of the reasons for some of the claims categories is the Registration staff did not complete the Registration Forms correctly.

<i>Field Number</i>	<i>Field Name</i>
1	Surname
2	First Name
6	ID Number of Voter (Registration Receipt No)
8	Voting for 1991 or 1996 Municipality
9	Absentee - Yes or No
10	1991 Municipality
12	Polling Station
13	Voter Registration Centre Number
16	Date
17	Signature of Chairperson

**Note:** Refer to Appendix A for step-by-step instruction on completing the Amendment Form

*All changes will be checked against the original Registration Form and the 1991 Census; therefore it must be made clear that the registrant is only APPLYING for an amendment but that change may not be approved.*

**Note:** The forms for making corrections are titled "In-Country Voter Registration" but they are the forms to be used to make any amendments for either In-Country or Out-of-Country voters. Hereafter, OSCE will call these forms "Amendment Forms."

**Activity Log:**

As each Amendment Form is processed and or categories A,E,F,H, which do not produce a form, the following information **MUST** be recorded in the Activity Log by the Claims Centre staff:

- Voters National ID Number (field 4)
- Type of category processed
- Date of entry
- Claims Centre staff initials

**Daily Accounting Form:**

- One Daily Accounting Form **MUST** be completed each day
- Complete all Fields on the form
- Count each Category and record on Daily Accounting Form
- Total all Categories and place in the Totals column of the sheet. If a specific Category has not occurred, indicate a 0 in the numbers column
- Signatures must be provided

**Daily Batching of Forms:**

- Place all the returned receipts in the smaller envelope
- Place the smaller envelope into the larger envelope
- Seal and sign the larger envelope
- Place the completed Amendment Forms, batched by category (2-3 and A-I) together with the Daily Accounting Form in the larger envelope provided

The OSCE Field Office staff will indicate to each Claims Centre the frequency of collecting batched material.

**Security of Materials:**

The Chairperson will be responsible for the security of the Claims Centre material in the absence of an International OSCE staff member.



**PRELIMINARY VOTERS REGISTER PROCESSING CATEGORIES**

Categories 1, 2 & 3 will not be indicated on the Preliminary Voters Register (PVR). Codes of Categories A - I will be marked on the PVR on the right hand side, column 8, labelled "Claims Code".

The step-by step procedures start on the next page:

- Category 1      **Name is correctly found on the PVR. Voter has successfully registered**
- Category 2      **Name is not on the PVR, but the voter has a stamped Registration Receipt**
- Category 3      **Repatriated voter registered to vote Out-of-Country but who has returned to BiH. They wish to vote at a polling station in BiH. This person is ONLY eligible to vote for the municipality indicated on their Registration Receipt. No change of municipality is allowed**
- Category A      **Registered in a 1991 municipality that has no municipal election this year**
- Category B      **Registered in a 1996 municipality or Future Municipality that does not have a municipal election. If they chose to vote, the voters ONLY option is their 1991 municipality. If they do not chose to vote, the receipt must be retained.**
- Category C      **Out-of-Country registrants where the 1991 municipality information was missing or a non-existent municipality entered on the Registration Form. Registering in 1991 municipality is the voters ONLY option**
- Category D      **Unclear if registrant intended to vote for 1991 or 1996 municipality. Registering in 1991 municipality is the voters ONLY option**
- Category E      **Chose to vote absentee for their 1991 municipality, but was incorrectly assigned to an absentee polling station in their 1991 municipality. Has automatically been re-assigned to an absentee polling station in their 1996 municipality**
- Category F      **Chose to vote absentee but was not assigned to an absentee polling station. Has now, automatically been re-assigned a correct absentee polling station**
- Category G      **Assigned to a Future Municipality polling station but the Future Municipality application was rejected. Needs to be assigned either In-person or absentee polling station for 1991 municipality**
- Category H      **Assigned an invalid polling station number. Has been corrected by OSCE and given the correct polling station number**
- Category I      **Assigned an invalid polling station number. More information needed so that correct polling station number can be assigned**

**Please note:** All changes will be checked against the original Registration Form and against the 1991 Census



**STEP-by-STEP PROCEDURES FOR EACH CATEGORY**

**Category 1**

**Name on Preliminary Voter Register (PVR) and No Code is in the appropriate column**

**Procedures**

- ✦ Find name on relevant PVR
  - ✦ Name on the PVR and no claims code indicated on the PVR
  - ✦ Voter has successfully registered
- 

**Category 2**

**Name Omitted from the PVR and the Voter has stamped Registration Receipt**

**Procedures**

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
  - ✦ If name not on PVR, check other PVR's
  - ✦ If name not found complete an Amendment Form, using information on Registration Receipt
  - ✦ Chairperson **signs and dates the back of the Registration Receipt in INK**
  - ✦ Record activity in the Activity Log
  - ✦ Hand Registration Receipt back to the voter
- 

**Category**



**Procedures**

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
  - ✦ Find name on relevant PVR
  - ✦ Inform voter that no municipal election will take place in their municipality and that Registration Receipt has to be retained
  - ✦ Place receipt in envelope
  - ✦ Record activity in the Activity Log
-

Category



Procedures

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
  - ✦ Find name on relevant PVR
  - ✦ Inform voter that no municipal election will take place in their 1996 municipality.  
**They may vote in their 1991 Municipality:**
  - ✦ In INK write the correct 1991 municipality code and correct 1991 polling station number on the back of the Registration Receipt
  - ✦ Chairperson signs and dates the back of the Registration Receipt in INK
  - ✦ Record activity in the Activity Log
  - ✦ Hand Registration Receipt back to the voter
- OR*
- They may chose NOT to vote:**
- ✦ In this case, retain the Registration Receipt
  - ✦ Place receipt in envelope
  - ✦ Record activity in the Activity Log

Categories



If any of these Codes are found on the PVR or if they are a repatriated voter - the Procedures are as follows:

Procedures

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
- ✦ Find name on relevant PVR
- ✦ Complete Amendment Form, using information on Registration Receipt
- ✦ In INK write the correct municipality code and correct polling station code on the back of the Registration Receipt
- ✦ Chairperson signs and dates the back of the Registration Receipt in INK
- ✦ Record activity in the Activity Log
- ✦ Hand Registration Receipt back to the voter

Categories



If any of these Codes are found on the PVR - the Procedures are as follows:

Procedures

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
- ✦ Find name on relevant PVR
- ✦ Inform voter of category and that they have been assigned a correct polling station
- ✦ In INK write the **correct municipality code and correct polling station number on the back of the Registration Receipt**
- ✦ Chairperson signs and dates the back of the **Registration Receipt in INK**
- ✦ Record activity in the **Activity Log**
- ✦ Hand Registration Receipt back to the voter

Category



Procedures

- ✦ Request voters Registration Receipt and compare it with the voters identity documents
- ✦ Find name on relevant PVR
- ✦ Check the polling station number against the Registration Receipt  
*if the same*
- ✦ complete an **Amendment Form assigning a correct polling station**  
*if different*
- ✦ **check** if the polling station on the Registration Receipt is a correct site
- ✦ if the Registration Receipt **does** have a **correct polling station**, complete an Amendment Form with the correct information (for Sarajevo to correct)
- ✦ if the Registration Receipt **does not** have a correct polling station, **assign a correct polling station and complete an Amendment Form**
- ✦ Chairperson signs and dates the back of the **Registration Receipt in INK**
- ✦ Record activity in the **Activity Log**
- ✦ Hand Registration Receipt back to the voter

**Application to Delete a Name from the Preliminary Voter Register**

An individual or organization may apply to have a name deleted from the Preliminary Voters Register between 21 July and 10 August (this is a different time period than the Claims period). A name may be deleted due to:

- death of registrant

or

- because of non-citizenship in BiH at the time of the 1991 Census

Applications may be picked up at one of the following:

- Claims Center
- OSCE Regional Center
- Field Office
- Election Office

The applications should be returned to the Provisional Election Commission. The address is on the application. The application and documentary proof may be mailed-in or brought in person to the OSCE Sarajevo Head Office.

The Claims Centre staff are **NOT** responsible for competing the application nor for assisting with providing documentary proof. **All decisions** on the applications will be made by the **Provisional Election Commission**.

**Registration Applicants Who Completed Citizenship Verification Sub-Commission Review Forms**

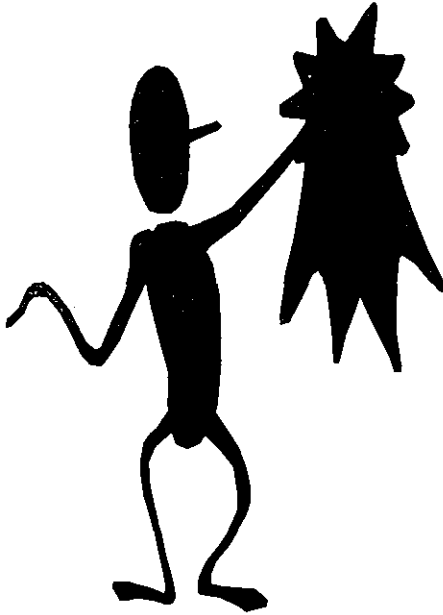
The Citizenship Verification Sub-Commission will continue to process appeals completed before the end of Registration. In addition, to the Preliminary Voters Register, Citizenship Verification Sub-Commission Applicants Status Register (CVSCASR) will be available at the Claims Center for review. If a person comes to the Claims Centre and asks about the status of his/her Citizenship review, refer to the CVSCASR. The list is alphabetically arranged and the status of the person's citizenship review is stated on the list.

If the Citizenship Verification Sub-Commission approves the application, the name of the registrant will be on the Final Voters Register. **Citizenship Verification Lists** will be updated and **available for review** at one of the following:

- OSCE Regional Center
- Field Office
- Election Office



## Appendixes

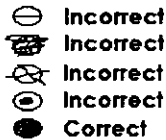



### Instructions for Completing Amendment Form

*These instructions should be read in conjunction with the attached Amendment Form that has the various sections of the form numbered for easy reference.*

#### How To Properly Shade Ovals

- ☛ Shade one form at a time on a firm and smooth surface .
- ☛ Shade each letter or number in the appropriate oval. Be careful to shade the correct letter or number.
- ☛ It is important to shade the oval correctly.
- ☛ Take care to keep the shading **WITHIN** the oval. Be careful to avoid making any stray marks. The scanning machine will **NOT** be able to read when you shade outside the oval.
- ☛ Erase a shading error thoroughly before making a correction.
- ☛ Use **ONLY** black lead pencils for shading.
- ☛ Place the shaded form in the storage box.




 BOSNA I HERCEGOVINA  
 PUVREMENA IZBORNA KOMISIJA (PIK)  
 OBRAZAC ZA REGISTRACIJU BIRAČA U ZEMLJI

<p>1. Surname</p> <p>3. Gender</p> <p>7. Name is on 1991 Census</p> <p>8. Voting for 1991 or 1996 Municipality</p> <p>9. Absentee - Yes or No</p> <p>14. Instruction</p> <p>15. Stamp</p>	<p>2. First Name</p> <p>4. National ID Number</p> <p>5. Date of Birth</p> <p>6. ID Number of Voter</p> <p>11. 1996 Municipality</p> <p>12. Polling Station</p> <p>13. Voter Registration Centre</p> <p>17. Signature of Registration Officer</p>
<p>10. 1991 Municipality</p> <p>16. Date</p>	

OSCE Logo

**Section 1**

**Surname**

This section is for the voters surname or last name.

- ☛ Print the surname in the series of blocks at the top of section 1.
  - \* Underneath each letter, from the blocks at the top of the section, fill in the appropriate letter in the respective column.
  - \* **Ensure** that the filled in letter in the column corresponds to the letter in the box at the top of the column.
- 

**Section 2**

**First Name**

This section is for the voters first name.

- \* Repeat the same process for the first name as you did for section 1.
- 

**Section 3**

**Gender**

This section denotes the voters gender.

- \* Fill in the appropriate box that will indicate whether the voter is male or female.
- 

**Section 4**

**National I.D. Number**

Section 4 is for the voters national ID number.

- ☛ Print the number in the horizontal boxes.
  - \* Fill in the respective digit in the columns below.
- 

**Section 5**

**Date of Birth**

- ☛ The voters date of birth will be recorded here.
  - \* The date of birth must be filled in using the format DD-MM-YY.
  - \* The respective numbers will be filled in in each of the columns below the boxes.
- 

**Section 6**

**Identification Number of a Voter**

This section relates to the serial number on the Voters Registration slip.

- \* Fill in the appropriate numbers in the box.
-



**Section 7**                    **Name Is on 1991 Census 'Yes' or 'No'**

This section asks if the voter is on the 1991 Census.

- \* Fill in the appropriate 'yes' or 'no' box.
- 

**Section 8**                    **Voting Municipality**

Section 8 asks whether the voter wishes to vote for their 91 or 96 municipality.

- \* Fill in the appropriate box.
- 

**Section 9**                    **Absentee Ballot**

This section asks if the voter wishes an absentee ballot.

- \* Fill in the appropriate 'yes' or 'no' box.
- 

**Section 10**                  **1991 Municipality**

This is the voters 1991 municipality.

- \* Ensure that the new three digit municipal number is used to indicate his municipality, e.g., 004 is Bosanska Krupa in the FBiH.
  - \* Fill in the respective digits in the columns.
- 

**Section 11**                  **1996 Municipality**

The same instruction as in Section 10 above applies to the voters 1996 municipality, e.g., 007B is Bosanski Novi in the RS.

- \* Note that this section has four columns.
  - \* The fourth box and column is for an 'A' or 'B' choice denoting the FBiH and the RS respectively.
- 

**Section 12**                  **Polling Station**

Each Voter will be assigned a specific polling station at which they will cast their ballot on election day. This station will be designated by a seven digit number.

- \* The first three digits will denote the municipality (by its new number ).
  - \* The fourth digit will denote the FBiH as an "A", or the RS as a "B".
  - \* The last three digits will denote the specific polling station in that municipality.
  - \* Print the number in the boxes and fill in the appropriate figures in the columns for the appropriate polling station.
-

**Section 13**

**Claims Centre Identification Number**

Each Claims Centre will be given an identification number to be inserted in section 13.

- \* Once again the first three digits represent the municipality (new number).
  - \* The fourth digit represents the FBiH ("A") or RS ("B").
  - \* The last two digits represents the specific Claims Centre.
  - \* Print the number in the boxes.
  - \* Fill in the respective figures in the columns. For example, the number 002A05 represents the fifth centre in Cazin ( FBiH).
- 

**Section 14**

**Instruction**

- \* Do not use Red Ink.
- 

**Section 15**

**OSCE STAMP**

- \* This section will not be used for the Claims period.
- 

**Section 16**

**Date**

- \* Record date of application.
- 

**Section 17**

**Registration Officer Signature**

- \* The registration officer will sign here.
-

Daily Accounting Form Sample



Dnevni obrazac brojnog stanja za period žalbi/  
 Дневни образац бројног стања за период жалби  
 Dnevni formular brojčanoga stanja za razdoblje žalbi

Date Datum/mjes/mjesevak: \_\_\_\_\_

Claims/VRC Number Broj Centra za žalbe (Centra za registraciju)/  
 Број Центра за жалбе (Центра за регистрацију): \_\_\_\_\_

Printed name of Chairperson Име predsjedavajućeg/Име председavajuћег  
 Име председатеља: \_\_\_\_\_

Total number of processed Amendment Forms Укупан број обрађених образаца за исправке/Укупан број обрађених  
 образаца за исправке/Свеукупан број обрађених формулара за исправке:

Total number of retained Registration Receipts Укупан број задржаних потврда о регистрацији/Укупан број задржаних  
 потврда о регистрацији/Свеукупан број потврда о регистрацији:

Total number of retained Registration Receipts	Kategorija ispravke/Kategorija ispravaka/Категорија исправке/Категорија исправка	Broj obradenih obrazaca/Број обрађених образаца/Број обрађених формулара
	1	
	2	
	3	
	A	
	B	
	C	
	D	
	E	
	F	
	G	
	H	
	I	

Total number of completed forms Укупан број испуњених образаца/Укупан број испуњених  
 образаца/Свеукупан број испуњених формулара

Total number of spoiled forms Укупан број неважећих образаца/Укупан број неважећих  
 образаца/Свеукупан број неважећих формулара

Zbir / 36up / Zbroj

Complete Total Потпис predsjedavajućeg/Потпис председavajuћег/  
 Потпис председатеља \_\_\_\_\_

Signature of Chairperson Потпис i štampano име међународног надзорника/Потпис и штампано име  
 међународног надзорника/Потпис i тискано име међународног надгледача  
 (ako je potrebno/ако је потребно) \_\_\_\_\_

Signature and Printed name of International Staff (if applicable)

Samples of Receipts that Voters may have

In-Country Registration Receipt:

Form with handwritten entries: Ime: Miro, Prezime: Zelić, Broj matičnog lista: 0000000000000, Datum prijave: 09.10.1950, Broj: 10041320, Broj općine: 136A013. Includes stamps for 'OSCE' and 'SOČNA I IDENTIFIKACIONI BROJ DRUŠTVA'.

Out-of-Country Registration Receipt - Vote for 1991 Municipality

Form with handwritten entries: Ime: Ljilja Katić, Prezime: Katić, Datum prijave: 09.10.1950, Broj: 10041320, Broj općine: 136A013. Includes stamps for 'OSCE' and 'SOČNA I IDENTIFIKACIONI BROJ DRUŠTVA'.

Out-of-Country Receipt - Applied for Future Municipality

Form with handwritten entries: Ime: Miro, Prezime: Zelić, Datum prijave: 09.10.1950, Broj: 10041320, Broj općine: 136A013. Includes stamps for 'OSCE' and 'SOČNA I IDENTIFIKACIONI BROJ DRUŠTVA'.

Out-of-Country Receipt - Mail-in Application

POTVRDA O PRIJAVI ZA GLASANJE

Osoba čiji podaci slijede uredno je registrovana kod OCV-a u Baču i time ispunjava sve uvjete koji su potrebni za glasanje:

- 1. Jedinствени matični broj građanina: 0000000000000
- 2. Lični podaci: XXXXXXXXXX  
YYYYYYYY  
09.10.1950 MUŠKARAC
- 3. Registracioni broj: 10041320
- 4. Općina iz 1991.: Centar Sarajevo  
PZH

Način glasanja: Sarajevo Centar  
Sajzmotoplačni Inštitut, Ordorij 6  
Kod: 136A013

Watermark must appear on this receipt and a printed letter on the back