



**INSTRUCTION**  
**on the procedure for sending, receiving, processing, archiving and protecting**  
**electronic applications and documents of the citizens of Bosnia and Herzegovina for**  
**voting outside BiH**

**(Consolidated text)**

Sarajevo, May 2024

Pursuant to Article 2.9, paragraph (1), point 2, and in connection to Article 3.15 of the Election Law of Bosnia and Herzegovina (Official Gazette BiH, nos. 23/01, 7/02, 9/02, 20/02, 25/02, 4/04, 20104, 25/05, 52/05, 65/05, 77/05, 11/06, 24/06, 32/07, 33/08, 37/08, 32/10, 18/13, 7/14, 31/16 and 41/20) and Article 18 of the Rules of Procedures of the Central Election Commission of Bosnia and Herzegovina (official Gazette of BiH, nos. 29/18 and 25/20), the Central Election Commission of Bosnia and Herzegovina has at its 20<sup>th</sup> session held on May 3, 2024, adopted the following

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**CHAPTER I. GENERAL PROVISIONS**

**Article 1**  
**(Subject-matter)**

Instruction on the procedure for sending, receiving, processing, archiving and protecting electronic applications and documents of the citizens of Bosnia and Herzegovina for voting outside (hereinafter: the Instruction) regulates the procedure and method for opening a user account and the method of registration and application for using the online portal for voters outside Bosnia and Herzegovina, including the submission of requests, data entry, and documentation attachment. It outlines the procedure for processing applications and user data, the method of notifying users about all aspects of the process, and the procedure for archiving requests and data. Additionally, it covers the deletion of data and documentation at the user's request, the appearance and content of forms required from citizens of Bosnia and Herzegovina for voting outside the country, and the method of protecting electronic applications and documents related to voting outside Bosnia and Herzegovina.

**Article 2**  
**(Definitions)**

For the purpose of this Instruction the terms listed below shall have the following meaning:

- a) **e-Elections (e-Izbori)** is an online portal for accessing electronic services provided by the BiH Central Election Commission,
- b) **User of electronic services (hereinafter: User)** is a citizen of Bosnia and Herzegovina who uses e-Izbori in the way set forth by this Instruction,
- c) **Application for registration of out-of-country voters** is an application on e-Izbori through which the application forms for voting outside BiH are submitted to the BiH Central Election Commission
- d) **Applicant** is a citizen of Bosnia and Herzegovina who has filed an application for out-of-country voting with the BiH Central Election Commission

- e) **Documentation** consists of data and documents submitted by the user electronically (hereinafter: e-Documentation),
- f) **Voter** is a citizen of BiH registered in the Central Voters' Register in line with the BiH Election Law.

## **CHAPTER II. USE ACCOUNT AND LOGIN TO E-IZBORI**

### **Article 3 (User account for e-Izbori)**

- (1) A citizen of Bosnia and Herzegovina who is registered in the Central Voters' Register and wishes to submit an application for voting outside Bosnia and Herzegovina electronically via the portal must first open a user account on e-Izbori. The citizen must then complete the required verification, accept the stipulated conditions, and agree to the terms of use, privacy rules, and data processing policies established by the Central Election Commission of Bosnia and Herzegovina. Subsequently, the citizen must enter the following information:
  - a) First name
  - b) Last name
  - c) Single identification number –JMB,
  - d) E-mail address and
  - e) Contact phone.
- (2) Automatic verification shall be done after entry of the data referred to in paragraph (1) of this Instruction as to verify if:
  - a) all required data were entered,
  - b) the user is registered in the Central Voters' Register,
  - c) there is already an account user with the same data, and
  - d) the e-mail address for opening of the account was already used by other user.
- (3) The user is required to enter all the data referred to in paragraph (1) of this Article. If the data entered is incorrect or incomplete, the user may correct and supplement the information.
- (4) If, after correcting or supplementing the data, the user is still unable to open an account on e-Izbori, the user shall be directed to contact the Central Election Commission of Bosnia and Herzegovina for further assistance and detailed guidance on registration on the portal.
- (5) A user may use only one email address for a single registration to open an account on e-Izbori. If the email address has already been used for registration on e-Izbori, the user must change the email address and submit a new one to register for e-Izbori.
- (6) After satisfying the conditions outlined in paragraph (2) of this Article, the voter shall receive an email containing instructions and access codes for account confirmation. The voter is required to confirm their account within 15 minutes of receiving the confirmation email.

- (7) If the voter does not confirm the account within the period specified in paragraph (6), the entered data shall be deleted.

**Article 4**  
**(Procedure in case an account cannot be opened)**

- (1) A user who, following the verification process described in Article 3, paragraph (2), point (b) of the Instruction, is found not to be registered in the Central Voters' Register, may submit a request to the BiH Central Election Commission for registration in the Central Voters' Register and shall be provided with detailed instructions on the method, procedure, and documentation required for voter registration in the Central Voters' Register.
- (2) A user who already has an account on e-Izbori with the entered data shall be directed to log in to e-Izbori or contact the BiH Central Election Commission for additional verification of access data or to establish their correct identity, especially if multiple log in attempts are involved.

**Article 5**  
**(Log in to e-Izbori)**

- (1) The user accesses e-Izbori using the access data provided by the BiH Central Election Commission, after opening the account specified in Article 3 of this Instruction, during the period set by the BiH Central Election Commission for submitting applications for registration of voters who vote from outside Bosnia and Herzegovina.
- (2) The user shall be required to change the provided access code after the first login to e-Izbori. The user must create a new code in accordance with recommended security practices, which include using a minimum number of characters and a combination of uppercase and lowercase letters, numbers, and special characters.
- (3) The user shall be responsible for keeping and using the code and access data for their intended purpose only. Sharing, giving access to, or attempting to misuse the access data is strictly prohibited.

**Article 6**  
**(Procedure in case failed login to e-Izbori)**

- (1) An user, who cannot login to e-Izbori, shall check if:
  - a) an account to access e-Izbori was opened in line with Article 3 of this Instruction,
  - b) the access data were entered correctly, and
  - c) the application deadline started or has ended.
- (2) If the user is unable to register even after completing the checks referred to in paragraph (1) of this Article, they should contact the BiH Central Election Commission for support. This request for assistance can be made via email, telephone, or another convenient method and must include basic information about the user and a description of the problem.

### **CHAPTER III. SUBMITTING ELECTRONIC APPLICATION AND DOCUMENTS FOR REGISTRATION OF VOTERS TO VOTE OUTSIDE BIH**

#### **Article 7 (Submitting application to vote outside BiH)**

- (1) The voter submits an application for the registration of voters outside Bosnia and Herzegovina via e-Izbori. This is done by filling in or selecting predefined data in the application form, which includes the following information:
  - a) Single identification number –JMB,
  - b) First and last name,
  - c) Name of a parent,
  - d) Gender,
  - e) Date of birth,
  - f) Status of residence abroad, temporary residence or a refugee,
  - g) Voting mode (by-mail or at the DCRO BiH),
  - h) Country and the city where DCRO BiH is located,
  - i) Address abroad,
  - j) City of residence abroad,
  - k) Zip code,
  - l) Contact phone abroad,
  - m) Entity option for voters from Brčko District of BiH,
  - n) Date of submission,
  - o) QR code, and
  - p) Designation of application number.
- (2) Data from points (a), (b), (c), (d), and (e) of paragraph (1) are automatically retrieved from the Central Voters' Register and can be updated by voters in accordance with the regulations set forth by the competent authority.
- (3) Data from points (f), (g), (h), and (m) of paragraph (1) are selected by the voter from available options, while data from points (i), (j), (k), and (l) are manually entered by the voter in the Application for the registration of voters outside Bosnia and Herzegovina.
- (4) Data from points (n), (o), and (p) of paragraph (1) are automatically generated in the Application for the registration of voters outside Bosnia and Herzegovina.
- (5) The entry of all data specified in paragraph (1) is mandatory, except for the data from point (h), which depends on the selected voting mode.
- (6) After completing the form, the voter must print the application form, review the data for accuracy, and sign it by hand, ensuring that the signature matches the one on the identification document.

#### **Article 8 (Attaching E-documentation)**

- (1) To complete the voter's application for voting outside Bosnia and Herzegovina, the voter must individually attach (upload) the following documents, either photographed or in another

suitable electronic format, via the Application for registration of voters outside Bosnia and Herzegovina:

- a) Proof of identity,
  - b) Proof of correct address abroad for voters voting by mail, and
  - c) Signed form of **the electronic application**.
- (2) If the application is not submitted in accordance with the procedure established in paragraph (1) of this Article, the BiH Central Election Commission shall set a deadline, by mail, for the applicant to correct the identified deficiencies.
- (3) An applicant who fails to address and rectify the deficiencies within the period specified in paragraph (2) of this Article shall remain registered in the Central Voters' Register for voting in Bosnia and Herzegovina.

### **Article 9 (Proof of identity)**

- (1) One of the valid documents listed below shall be considered credible proof of identity for a voter temporarily residing outside BiH, in terms of Article 3.15 of the BiH Election Law:
- a) photographed, scanned or in other electronic format captured ID card of BiH – both sides or
  - b) photographed, scanned or in other electronic format captured passport – part with personal information and a photo or
  - c) photographed, scanned or in other electronic format captured BiH driver's license – both sides.
- (2) In addition to the proof of identity specified in paragraph (1) of this Article, refugees may also attach a copy of a valid photo identification document issued by the host country, or a refugee card issued by the host country or another international organization.

### **Article 10 (Proof of correct address abroad)**

Credible proof of the voter's correct address abroad, as defined in Article 3.15, paragraph (1) of the BiH Election Law, for voters who will vote by mail, includes either a document from the competent authority verifying the correct address abroad or a valid personal document issued by the host country that includes the exact address of residence abroad.

### **Article 11 (Changing the data and supplementing the application)**

- (1) The voter may modify the data in the submitted electronic application and update the attached documentation within the deadlines set by the BiH Central Election Commission of, exclusively through the Application for registration of voters outside BiH.
- (2) All changes to the application data or supplementation of the documentation shall be recorded, and the voter shall be notified via email.

**CHAPTER IV. STORING AND PROCESSING OF THE APPLICATION AND DOCUMENTATION FOR VOTING OUTSIDE BIH SUBMITTED ELECTRONICALLY OR BY FAX**

**Article 12**

**(Storing electronic applications and documentation)**

- (1) The applications for voting outside BiH and electronic document submitted through the Application for registration of voters outside BiH shall be stored in the information system in an appropriate format suitable for processing, reviewing and printing. Each document will be assigned a generated name that includes the document's number and type.
- (2) After storing the data and e-documentation, the application shall be assigned the status: "*Being processed*".
- (3) The application forms for voting outside BiH, along with the submitted documentation through the Application for registration of voters outside BiH, shall be printed by the BiH Central Election Commission and forwarded for further processing.

**Article 13**

**(Processing applications and electronic documentation)**

- (1) Processing of the application and e-Documentation by the BIH Central Election Commission shall include the following:
  - a) Reviewing application with "*Being processed*" status,
  - b) Reviewing submitted application form,
  - c) Reviewing submitted proof of identity and
  - d) Reviewing submitted proof of residence abroad.
- (2) After accessing the individual application and documentation with the status "*Being processed*", the correctness of the attached e-documentation is verified by opening and visually inspecting it. This includes:
  - a) For application form:
    - 1) Inspecting if complete and signed application form was submitted
    - 2) Inspecting if the application form carries the name of the applicant and
    - 3) Inspecting if the application form was signed.
  - b) For proof of identity:
    - 1) Inspecting if complete copy of the document was submitted,
    - 2) Inspecting if the document carries the applicant's name,
    - 3) Inspecting if document referred to in paragraph 9 of this Instruction was submitted, and
    - 4) Inspecting if the provided document is valid.
  - c) For proof of correct address abroad for voters voting by-mail:
    - 1) Inspecting if complete copy of the document was submitted,

- 2) Inspecting if the document carries the applicant's name,
  - 3) Inspecting if document referred to in paragraph 10 of this Instruction was submitted, and
  - 4) Inspecting if the address of residence given in the application and the document matches.
- (3) Once the checks confirm that the application and documentation meet all the requirements outlined in paragraph (2) of this Article, the status of the application shall be updated to: "*Application Meets the Requirements*".
- (4) The applicant shall be notified of the status change in the application referred to in paragraph (3) of this Article, through the Application for registration of voters outside BiH and via email.

#### **Article 14**

##### **(Marking the applications and e-Documentation with shortcomings)**

- (1) The reason and the type of shortcoming shall be indicated in the application for registration of voters outside BiH for application forms and e-documentation that were identified as having shortcomings during the verification process. The marking shall be done in the following way:
- a) For application form:
    - 1) Reason "*Application form is not correct*" shall be entered for application form that is not complete and signed,
    - 2) Reason "*Application form does not match submitted documents*" shall be entered for application form that carries other person's named,
    - 3) Reason "*Application form is not signed*" shall be entered for application form that is not signed.
  - b) For proof of identity:
    - 1) Reason "*Proof of identity is not correct*" shall be entered for proof of identity that is not a complete copy of the document,
    - 2) Reason "*Proof of identity carries other person's name*" shall be entered for document that is not issued in the applicant's name,
    - 3) Reason "*Proof of identity is not correct*" shall be entered for an inadequate document referred to in Article 9 of this Instruction ,
    - 4) Reason "*Proof of identity is not valid*" shall be entered for the submitted copy of document that is not valid.
  - c) For proof of correct address abroad for voters voting by-mail:
    - 1) Reason "*Proof of residence abroad is not correct*" shall be entered for proof of residence abroad that is not a complete copy of the document,
    - 2) Reason "*Proof of residence carries other person's name*" shall be entered for document that is not issued in the applicant's name,
    - 3) Reason "*Proof of residence is not correct*" shall be entered for an inadequate document referred to in Article 10 of this Instruction ,
    - 4) Reason "*Proof of residence address abroad does not match the address in the application form*" shall be entered for the document where residence address in the application form and the document does not match.



- (2) After recording the reasons specified in paragraph (1) of this Article, the status of the application will be updated to: *“The Application Does Not Meet the Requirements”*.
- (3) The applicant shall be notified of the status change, as described in paragraph (2) of this Article, through the Application for registration of voters outside BiH and via email.
- (4) The applicant may address shortcomings and supplement the application form and e-documentation within seven (7) days from the date of notification. This must be done by submitting the updated information to the BiH Central Election Commission through the Application for registration of voters outside BiH.

### **Article 15**

#### **(Uploading and processing application forms for voting submitted by fax)**

- (1) The application form for voting outside BiH, along with copies of proof of identity and proof of residence submitted by fax, shall be entered into the application for registration of voters outside BiH by the BiH Central Election Commission.
- (2) To proceed with the entry, the following checks are conducted in the application for registration of voters outside BiH:
  - a) Is the applicant registered in the Central Voters' Register,
  - b) Has the applicant already submitted an application form through the Application for registration of voters outside BiH,
  - c) Is the application form completely filled out and signed by hand,
  - d) Whether a copy of the proof of identity has been submitted and
  - e) Whether a copy of proof of correct address abroad for voters who vote by mail has been submitted.
- (3) If the conditions specified in paragraph (2) of this Article are met, the application form and documentation shall be entered and processed by the BiH Central Election Commission in accordance with the procedures established in Chapter III “Submitting an application form for voter registration for voting outside BiH, and this Chapter.
- (4) Applications that do not meet the conditions outlined in paragraph (2) of this Article shall be entered into the Application for registration of voters outside BiH. The BiH Central Election Commission will inform the applicant of the shortcomings and the deadlines for addressing it through an appropriate method.
- (5) If the applicant fails to correct the shortcoming within the period specified in paragraph (4) of this Article, they shall remain registered in the Central Voters' Register for voting in Bosnia and Herzegovina.

## **CHAPTER V. REPORTING AND NOTIFICATION OF USERS**

### **Article 16 (Reporting)**

- (1) A report on the number of submitted and processed application forms shall be submitted to the Central Election Commission of Bosnia and Herzegovina at least once a week, and, if necessary, daily.
- (2) Upon the expiration of the deadlines for submitting and processing applications, the BiH Central Election Commission shall prepare a final report. This report shall be used by the BiH Central Election Commission to make decisions regarding the excerpt for voting outside BiH and to decide on the rejection of applications for voting outside BiH.
- (3) The Final Report referred to in paragraph (2) of this Article shall include the following tabular data:
  - a) Number of applications that meet the conditions, grouped by basic constituencies.
  - b) Number of applications that meet the requirements, grouped by country of residence abroad.
  - c) Number of applications that meet the conditions, grouped by Diplomatic-Consular Representation Offices (DCRO).
  - d) Number of applications that do not meet the conditions, grouped according to the reason for non-compliance, and
  - e) Individual review of all voters who do not meet the requirements for registration for voting outside BiH, including the following data: name and last name of the applicant, name of one parent, year of birth, country of residence abroad stated in the application, and the reason for not completing the registration for voting outside BiH.

### **Article 17 (Notifications)**

- (1) The BiH Central Election Commission shall inform the registered user of e-Izbori via email about all relevant information related to the process of applying for voting outside BiH.
- (2) Notifications referred to in paragraph (1) of this Article shall be delivered automatically by email.
- (3) The time recorded in the data base e-Izbori shall be relevant for notifications referred to in paragraph (1) of this Article.

## **CHAPTER VI. HANDLING OF ELECTRONIC DATA**

### **Article 18 (Electronic data)**

- (1) After completing the voter registration process for voting outside Bosnia and Herzegovina, the BiH Central Election Commission shall update the Central Voters' Register to reflect that voters whose applications meet the requirements for voting outside BiH will have their

voting option changed to voting by mail or at the Diplomatic-Consular Representation Offices (DCRO) of BiH.

- (2) Electronic data on voters who will vote outside Bosnia and Herzegovina shall be submitted to the supplier responsible for the production and packaging of voting packages in a suitable format.

## **CHAPTER VII. RIGHTS AND OBLIGATIONS**

### **Article 19 (Rights and obligations of applicant)**

- (1) The applicant is required to accept the terms of use of e-Izbori and consent to the processing of personal data.
- (2) The applicant has the right to be informed about the status of their submitted application.
- (3) The applicant has the right to request the removal of all data and documentation from the application for registration of voters outside BiH.
- (4) The applicant is obligated to enter all required data and provide complete e-documentation.
- (5) The applicant is responsible for the accuracy and authenticity of the data provided in the application and any accompanying documentation.

### **Article 20 (Handling the application form and protecting electronic application forms and documents)**

- (1) The BiH Central Election Commission is obligated to confirm receipt of the application for to the applicant via email.
- (2) The BiH Central Election Commission is responsible for maintaining the confidentiality of the data contained in the application form submitted through the application for registration of voters outside Bosnia and Herzegovina.
- (3) The BiH Central Election Commission has the right to process all submitted data and e-documentation using a specially developed application for voters residing outside BiH, and to perform checks in accordance with the law.
- (4) The BiH Central Election Commission is required to remove all data and electronic documents contained in the application for registration of voters outside Bosnia and Herzegovina upon the applicant's request.

### **Article 20a (Use of masculine and feminine expressions)**

Words that are, for the sake of clarity, listed in one gender in this Instruction refer to both male and female genders without discrimination.

## **CHAPTER VIII. FINAL PROVISIONS**

### **Article 21. (Technical instruction)**

The BiH Central Election Commission shall, in accordance with the provisions of this Instruction, prepare Technical Instructions for users of e-Izbori and the application for the registration of voters outside BiH, concerning the method of submitting the application and shall notify the users through the official web page and e-Izbori portal.

### **Article 22 (Regulations included in the Instruction)**

This Instruction include the Instruction on the procedure for sending, receiving, processing, archiving and protecting electronic applications and documents of the citizens of Bosnia and Herzegovina for voting outside BiH (Official Gazette of BiH, number 27/22) and the Instruction amending the Instruction on the procedure for sending, receiving, processing, archiving and protecting electronic applications and documents of the citizens of Bosnia and Herzegovina for voting outside BiH number: 05-1-02-2-598-1/24 of May 3, 2024.

### **Article 23 (Publication)**

This Instruction shall be published in the Official Gazette of BiH, the Official Gazette of Federation BiH, the Official Gazette of Republika Srpska, the Official Gazette of the BiH District of Brčko and on the web page of the BiH Central Election Commission [www.izbori.ba](http://www.izbori.ba).

Number: 05-1-02-2-600-1/24  
Date: May 3, 2024

President

Dr. Irena Hadžiabdić