Dear Sir or Madam,

Living Life is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by Living Life will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;

Living Life is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the Living Life project. Your contribution will be acknowledged in the final report. We are contacting you with reference to the “Voting” indicator in <<Economy>>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

“Voting” seeks to measure the ease to vote for a typical citizen and to collect information about elections with respect to voting procedures, registration of voters, and forms of identification. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <<Email>> no later than <<Deadline>>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the Living Life project and to the work of the World Bank Group.

Sincerely,
**Primary Contributor Information:** Please check the box next to information you do not want us to publish.

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**Referrals:** Please help us expand our list of contributors by referring us to other experts.

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HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.

2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.

3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.

4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If "No applicable provisions could be located," please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.

5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.

6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.

7. A step is a component part of a procedure. These may include submitting, filing, signing, etc.

8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”.

9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

QUESTIONNAIRE FOCUS

To conduct the pilot module on voting, Living Life will focus the questions on general and specific aspects of the voting process in the country, as described below:
In order to answer the questionnaire, when appropriate, you should take into consideration the following scenario and the specific data described below, as a standardized case study, which serves as a guide to your answers.

The voter: is a 30 year-old man, who resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. He never voted before and wants to know what he needs to do in order to be able to register and vote in the next election.

Legal Basis: When asked to provide legal basis, the answers should be based on statutory or codified law, for civil law systems, and case law, i.e. law established by judicial decision in cases as binding precedent, for common law systems. Customary law is not taken into account, unless it has been codified, and the answers are based solely on the letter of the law and not the implementation or practice thereof.
### A. General

1. **In which elections can citizens vote? If other, please specify in the appropriate field.**

<table>
<thead>
<tr>
<th>Election Type</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>National Elections</td>
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<tr>
<td>Regional Elections</td>
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<tr>
<td>Municipal Elections</td>
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<tr>
<td>Other</td>
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**ASSUMPTIONS**

Taking into consideration the first type of election for which the answer in question 1 is yes, please answer the following set of questions applied to that type of election.

### B. Election Day

2. **Are there campaigns before each election in order to bring information to voting citizens?**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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3. **Please, check Yes or No if the documents listed below can be used as proof of identity on Election Day**

<table>
<thead>
<tr>
<th>Document</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Voter Identity Card</td>
<td></td>
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<tr>
<td>National Document of Identification</td>
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<tr>
<td>Passport</td>
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<tr>
<td>Driver's License</td>
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<tr>
<td>Officially issued document with photo (e.g.: military ID, government ID, professional ID)</td>
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<td>Other</td>
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4. **Is personal presence required for voting at the poll?**

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<th></th>
<th>Yes</th>
<th>No</th>
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5. **Does the citizen receive any type of receipt after voting?**

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<th></th>
<th>Yes</th>
<th>No</th>
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6. **Can a citizen vote online?**

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<th>Yes</th>
<th>No</th>
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7. **Is there a legal obligation to vote for eligible voters?**

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<thead>
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<th></th>
<th>Yes</th>
<th>No</th>
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### C. Groups of Voters

8. **Is there an age limit for voting? (E.g. people are only allowed to vote after turning 16 years old).**

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</table>

8.1. **If yes, please explain the age limitation in your country**

9. **Can women vote in these elections?**

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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9.1. **If yes, can a married woman vote in the same way as a married man?**

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<thead>
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<th>Yes</th>
<th>No</th>
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9.2. **If yes, can an unmarried woman vote in the same way as an unmarried man?**

<table>
<thead>
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<th></th>
<th>Yes</th>
<th>No</th>
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10. **Can non-citizens vote in these elections?**

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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### D. Registration Process

11. **Is there a voter registry for these elections?**

<table>
<thead>
<tr>
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<th>Yes</th>
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11.1. **What is the institution responsible for maintaining the register?**

11.2. **Does the institution have regional offices?**

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<thead>
<tr>
<th></th>
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11.3. **Can a voter register in the regional office?**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</table>
11.4. Are voters registered automatically based on a pre-existent civil registry?  Yes ☐ No ☐

11.4.1. If not, please, list all procedures required for registering to vote, indicating how many days it takes to complete each procedure (from day of application to its completion) and the respective cost in local currency.

<table>
<thead>
<tr>
<th>Description of Procedure</th>
<th>Period in Days</th>
<th>Cost in Local Currency</th>
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<tbody>
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</table>

11.5. Is the voter registry valid for other types of elections?  Yes ☐ No ☐

11.6. Is a new voter register put together for each election period?  Yes ☐ No ☐

11.7. What individual information is recorded in the voter register for each voter?

<table>
<thead>
<tr>
<th>Name of individual</th>
<th>Yes ☐ No ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the mother</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Name of the father</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Place of Birth</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Gender</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Address</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Description of physical traits</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Biometric data (i.e. fingerprints)</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Description of social or economic status of the parents</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Religion</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Issuance Date</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Other</td>
<td>Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

11.8. How many days before the election does a citizen need to register to vote?

11.9. What supporting materials are required for registering to vote?

11.10. Is personal presence required to register for voting?  Yes ☐ No ☐

11.11. Can a citizen register online for voting?  Yes ☐ No ☐

11.12. Is registration done electronically (e.g. does the register clerk use a computer)?  Yes ☐ No ☐

11.13. Does a registered voter receive a special card or ID upon registration?  Yes ☐ No ☐

11.14. What is the procedure for redress in case of error/omission in the voter registration process?
E. Additional Information

12. Please, fill in this space with any additional information that you think is relevant for this questionnaire regarding the voting process in your country.

GLOSSARY

Civil Registry: The government recordings of births, marriages, and deaths, regarding citizens that were registered in that place.

Man: The man is an adult male. Where there is no statutory age limit for an adult male, we assume that he is 30 years old.

Married: Marriage is monogamous and registered with the authorities.

Municipal Election: Elections within the jurisdiction of the various provinces and territories that are not considered States or Region. E.g.: Election in the city of Washington, DC, USA.

National Election: The election held at a national level to determine leadership or policy for the entire country. National Elections are distinguished from regional or local elections, because the election process focuses only on the national level.

Online Vote: Voting through the internet, which can be made available through a specific system and the identification of citizens through a personal and non-transferable login and password.

Personal Presence: Actual physical presence by citizens, at the moment of registering for voting or at the polling station.

Polls: A poll is the location where voters go to cast their ballots in elections. The polling place is the building where the specific voting room, called polling station, is located.

Redress: A remedy, a way of correcting something that was done wrong. Bringing justice to a wrongdoing or compensating for a wrong or grievance.

Regional Election: Elections held at a state or region level, without taking into consideration a national or municipal election. E.g.: Elections in the State of Maryland, USA.

Regional offices: Could also mean the offices in a province, state, local government area, but not the central Registry.

Unmarried: Where the question assumes that the person is unmarried, the person has never been married.

Voter Registration: The requirement in some countries for citizens and residents to go to a certain government office or branch in order to check in, provide personal information and register for the purpose of being allowed to vote in elections.
Woman: The woman is a female adult. Where there is no statutory age limit for an adult female, we assume that she is 30 years old.