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ELECTORAL COMMISSION

Innovations in Electoral Technology

2015 - 2025

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FOREWORD

This book is a chronology of the technologies designed, developed and deployed by the Independent National Electoral Commission's (INEC) to transform the electoral process in Nigeria between 2015 and 2025. It provides a comprehensive account of the innovations in electoral technology that the Commission deployed to improve efficiency in the management of the electoral process and conduct of elections.

The ability of the Commission to deploy electoral technology was enhanced by the Electoral Act 2022 which provided the legal basis for the use of relevant technologies and deployment of digital portals, tools and platforms in the conduct of electoral activities. Specifically, Sections 9(2), 47(2), 50(2) and 60(5) legally empowered the Commission to deploy the technology of its choice for voter registration, voter accreditation, voting at an election and the transmission of results. This enabled the Commission to adopt and deploy relevant technologies for the registration and authentication of eligible voters using the INEC Voter Enrolment Device (IVED) for both fingerprint and facial recognition and the use of the INEC Biometric Voter Accreditation System (BVAS) for the voter accreditation and the uploading of scanned copies of the Forms EC8As (polling unit results) to the INEC Result Viewing (IReV) Portal for public view. It also allowed the Commission to introduce several portals, tools and platforms for managing candidate nomination, recruitment of ad hoc staff, the accreditation of political party agents, election observers and the media, financial reporting and auding by party finances, election support, security and delivery of online training for electoral officials, as well as for public enlightenment and media monitoring.

This publication provides a comprehensive narrative on the timeline of the development of these innovations as well as their deployment, functionality and impact. The strategic application of these technologies as clearly enunciated in the Policy on Election Technology Acquisition and Deployment (PETAD), is intended to safeguard the credibility, integrity and transparency of elections, ensure a measured and rational development, acquisition and deployment of electoral technologies by the Commission and inspire trust and confidence among stakeholders for the consolidation of democracy and democratic governance in Nigeria.

The Commission is committed to the development and deployment of appropriate technology for electoral management and will always engage with stakeholders to sensitise them on their choice, reliability and functionality. In doing this, the Commission will continue to rely of the ingenuity of its staff to develop, adapt, test and patent appropriate technologies to improve specific aspects of electoral management and administration in strict compliance with the extant provisions of the electoral legal framework and on a sustainable and value-for-money basis in line with PETAD.

The Commission will also continue to sustain the culture of innovation and share experiences with other Election Management Bodies (EMBs) to gain useful insights on the advantages

and challenges in the use of electoral technology to enhance operational efficiency, promote electoral credibility, stakeholder engagements, information dissemination, inclusivity and citizens' participation in the electoral process.

Professor Mahmood Yakubu
Chairman, Independent National Electoral Commission (INEC)

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Glossary Table

SN	Term / Acronym	Full Meaning / Definition
1	**ABIS**	Automated Biometric Identification System – Used to detect and eliminate duplicate voter registrations.
2	**BVAS**	Bimodal Voter Accreditation System – A device that authenticates voters using biometrics and transmits results.
3	**CROMS**	Collation and Returning Officers Management System – Platform for managing recruitment of collation officers.
4	**CT-DAS**	Compliance and Threat Data Acquisition System – Monitors legal and security-related compliance issues.
5	**CVR**	Continuous Voter Registration – The ongoing process for registering new voters and updating voter details.
6	**EFLoc**	Electoral Facility Locator – Helps voters locate polling and registration centres.
7	**EMSC**	Election Monitoring and Support Centre – A centralised dashboard for the monitoring, implementation, early warning and field support for electoral activities.
8	**EPM**	Elections and Party Monitoring Department – INEC department overseeing political party activities.
9	**ERMS**	Election Results Management System – Internal digital platform for secure archival and retrieval of election results.
10	**ICNP**	INEC Candidate Nomination Portal – Used for submitting and verifying candidate nominations.
11	**INEC**	Independent National Electoral Commission – Nigeria's electoral body responsible for overseeing elections.
12	**INEC PRES**	Portal for Recruitment of Election Staff – A digital platform for applying and managing temporary election staff.
13	**INEC-SANS**	INEC Security Alert and Notification System – A system for real-time security alert reporting during elections.

14	**INECSCH**	INEC School – A digital learning hub under INEC offering civic and electoral education.
15	**IReV**	INEC Result Viewing Portal – An online platform for real-time viewing of polling unit results by the public.
16	**IVED**	INEC Voter Enrolment Device – A biometric device used to register voters and capture their biometric data.
17	**PETAD**	Policy on Technology Aquisition and Development
18	**PFRAS**	Political Finance Reporting and Accountability System – Used to track and audit campaign finances.
19	**PRES**	See INEC PRES.
20	**RATECH**	Registration Area Technical Support – Ad hoc staff that provide technical support during elections.
21	**TEI**	The Electoral Institute – INEC's training and research arm for electoral capacity building.
22	**VETS**	Virtual Electoral Training System – An e-learning platform for training electoral stakeholders.
23	**VVS**	Voter Verification System – Allows voters to verify their registration and polling details.

Chapter

01

Introduction to Electoral Technologies

1.1 Background

Elections are the foundation on which democratic governance is built. They give citizens a legitimate avenue to choose their representatives and hold public institutions accountable. In Nigeria, Africa's most populous nation and the second largest presidential democracy in the world after the United States, the scale, diversity, and complexity of electoral administration requires a high level of coordination, innovation, and resilience. Managing elections in such an environment involves more than casting and counting votes. It demands that every eligible citizen is accurately registered, polling units are properly staffed, resourced and opened on scheduled, security is maintained across nearly 200,000 electoral locations, and the transmission, collation and declaration of results in a transparent and credible manner. These are not small tasks, and they require systems that are robust, adaptive and able to deliver free, fair, credible, inclusive and transparent elections.

Over the past two decades, the Commission has responded to the demands of safeguarding democracy and democratic governance in Nigeria with deliberate reform policy of deploying appropriate technology to manage certain aspects of the electoral process. This strategy is designed to promote efficiency and the transformation of manual tasks to technology-based tasks with little or no human interference. The transformation was a strategic, forward-looking decision by the Commission to strengthen the electoral process based on the firm understanding that in a modern democracy, the credibility of elections is not just about casting of votes, it is about the sanctity and legitimacy of the votes.

1.2 Understanding the Journey: The Roadmap of Electoral Innovations (1999 – 2025)

The integration of technology into Nigeria's electoral management began is a vibrant and purposeful progression shaped by national priorities, institutional learning and the drive to safeguard electoral integrity. What appears today as a streamlined, digital electoral system is the outcome of sustained investments, policy reforms, and phased innovations. The approach of the Commission has been driven by novelty, necessity and the need to respond to challenges of logistics delivery, protecting data integrity the imperative of promoting greater accountability and transparency in the democratic process. Each step in this journey, from the introduction of biometric registration to the deployment of the result-viewing platforms, digitising staff training reflects a broader commitment to building credibility, enhancing efficiency, and ensuring that citizens' votes are counted and they count. The transformation moved through clear phases, from basic digital voter register in the 1999 – 2003 electoral cycle to the fully integrated election management systems planned for 2025.

The trajectory of the progression on how technology has become central in electoral management in Nigeria is captured in illustration one which highlights the major milestones and the focus of the introduced technologies across the electoral cycle. It also provides a visual roadmap of how INEC has strategically scaled up innovations to support the conduct of a more inclusive, reliable, and transparent elections nationwide.

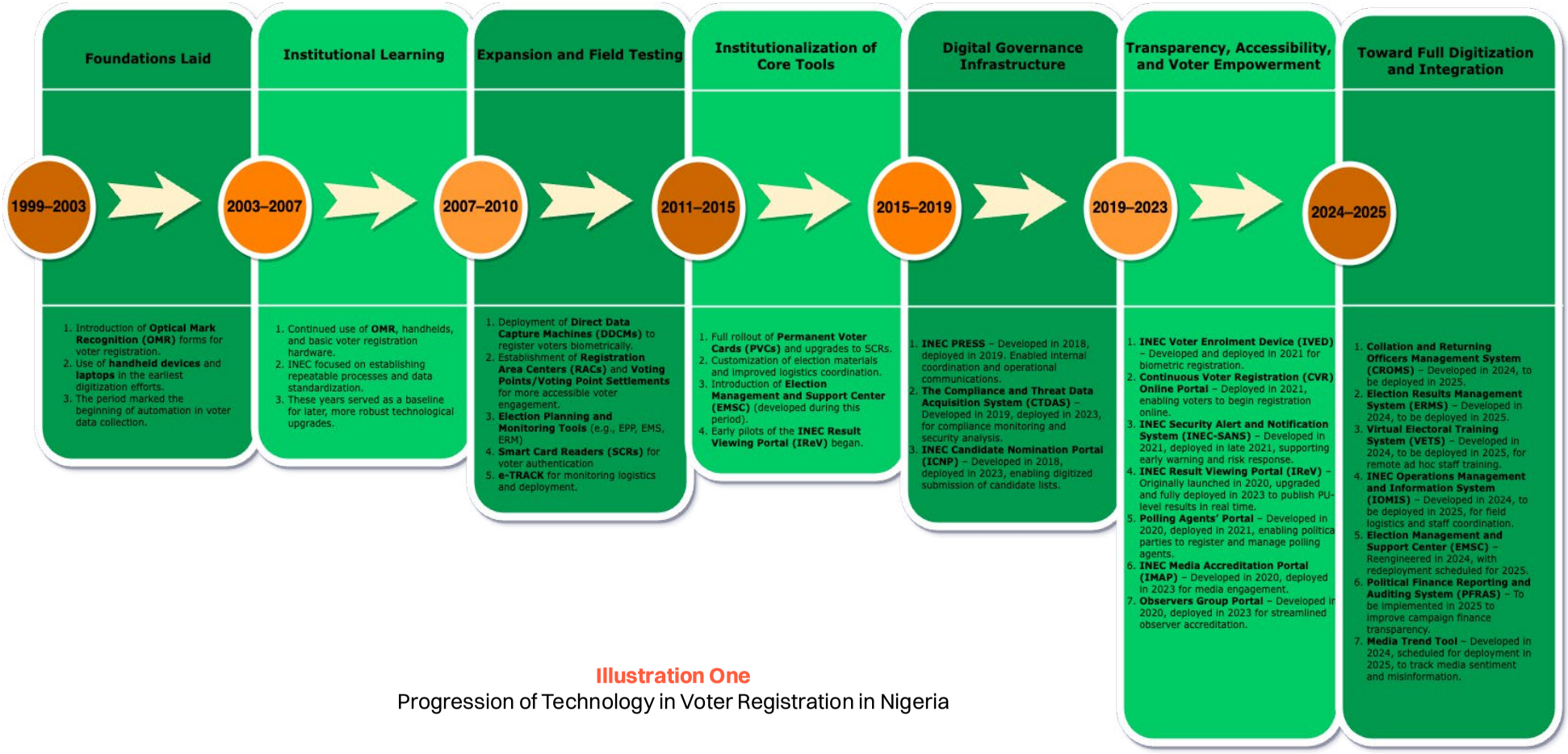


Illustration One

Progression of Technology in Voter Registration in Nigeria

i. Laying the Foundations (1999 – 2007)

Between 1999 and 2007, the Commission took its first steps toward integrating technology into the electoral process by adopting the Optical Mark Recognition (OMR) forms and the use of handheld devices and laptops to support voter registration. Although these tools were basic, they are important in helping the Commission understand how digital methods could improve accuracy and efficiency. This period helped build internal experience and laid the groundwork for future reforms.

ii. Strengthening the Infrastructure (2007 – 2010)

From 2007 to 2010, the Commission introduced the use of technology in a more structured way to support elections. The key innovation during this period was the use of Direct Data Capture Machines (DDCMs) for biometric voter registration. Other improvements included the creation of Voting Points (VPs), Voting Point Settlements (VPS) and the deployment of digital tools like e-TRACK and planning systems to manage logistics. This phase focused on building the required infrastructure for a more reliable and large-scale digital operations.

iii. Institutionalising Core Technologies (2011 – 2015)

Between 2011 to 2015, the Commission moved to progressively deploy the use in election management. This period saw the introduction of Permanent Voter Cards (PVCs) and Smart Card Readers (SCRs) for verifying voter identity. It also launched the Election Management and Support Centre (EMSC) to better coordinate, monitor and track logistics and field activities which significantly helped in improving the operational planning and delivery.

iv. Governance and Transparency Reform (2015 – 2019)

From 2015 to 2019, the Commission focused on standardising, consolidating and upscaling its digital tools. This was done with the introduction of the INEC PRESS to improve Ad Hoc staff recruitments for elections and the deployment of other platforms such as the Candidate Nomination Portal (ICNP) and the Compliance and Threat Data Acquisition System (CTDAS) eliminate human interface in the candidate nomination process by enhancing compliance and to monitor potential risks, respectively. This period also focused on improving transparency, governance and risk management in the electoral process.

v. Empowering Voters and Stakeholders (2019 – 2023)

From 2019 to 2023, the Commission rolled out several public-facing digital platforms aimed at making elections more inclusive and transparent. Major innovations included the INEC Voter Enrolment Device (IVED) and the Continuous Voter Registration (CVR) Online Portal, both launched in 2021. The INEC Result Viewing Portal (IReV), and portals for the accreditation of polling agents, observers and the media were also introduced. These tools allowed citizens to register online and view real-time results, thereby providing less stressful registration experience for eligible voters and enhancing public trust in the electoral process.

vi. Toward Full Integration and Automation (2024 – 2025)

The period from 2024 to 2025 witnessed the full integration and deployment of the Commission's digital systems to manage the entire electoral process more efficiently. This period is characterised with the development, piloting and deployment of new platforms such as the Collation and Returning Officers Management System (CROMS), Election

Results Management System (ERMS), INEC Operations Management and Information System (IOMIS), and the Virtual Electoral Training System (VETS). Furthermore, the Political Finance Reporting and Auditing System (PFRAS) and the Media Tool will be deployed to improve transparency in party financing and foster better media engagement and monitoring.

Each phase in these timelines reflects the Commission's evolving strategy of moving from basic tools to fully integrated systems and the steady transformation in the planning, management and delivery of electoral activities. Thus, as elections become more digital, these innovations are aimed at improving coordination, voter access, security and building public confidence and trust.

1.3 Innovations in Electoral Technology

In the period from 2015 to 2025, the Commission embraced and adopted the deployment of electoral technology as a tool for strengthening electoral integrity with innovations focused on seven core domains, each representing a critical component in the electoral process. These are: i) Voter Registration Management; ii) Voter Accreditation and Result Management; iii) Ad Hoc Staff Recruitment and Management; iv) Electoral Training and Capacity Building; v) Electoral Stakeholder Management; vi) Election Support and Security Management: and vii) Public Information and Media Monitoring. Together, these areas form the operational backbone of the electoral system and the technologies introduced, are not just functional upgrades; they are confidence-building mechanisms. Such technologies ranging from biometric enrolment devices to virtual training environments and real-time result viewing portals enabled the electoral processes to run with greater precision, transparency, and consistency, thereby reinforcing the public confidence and trust in the democratic process.

Today, technology serves as the invisible and invaluable infrastructure for the conduct of credible elections through voter authentication, coordination of logistics, management of security alerts, tracking media narratives and facilitating public view of polling unit results. What these systems represent beyond their technical capabilities, is a deeper institutional commitment to fairness, openness, and continuous improvement of the electoral process.

1.3.1 Voter Registration Management

Central to any democratic exercise is the accuracy of voter records. To enrol, verify, and update voter information reliably, the Commission has incorporated a suite of technologies as follows:

i. **INEC Voter Enrolment Device (IVED)**
The INEC Voter Enrolment Device (IVED), developed and deployed in 2021, is a customised biometric registration tool designed to streamline voter registration. Built on an Android tablet platform, the device enables the Commission to efficiently capture essential voter information, including personal biodata, fingerprints for identity verification and facial recognition data for alternative verification and enhanced accuracy. IVED supports a faster, more secure registration process and plays a key role in maintaining a credible and verifiable voter register.

ii. **Continuous Voter Registration (CVR) Online Portal**

The Continuous Voter Registration (CVR) Online Portal, developed and deployed in 2021, is a secure digital platform that allows Nigerians to commence the voter registration process remotely. Through the portal, citizens can pre-register, update personal information, request polling unit transfers, apply for PVC replacements, and revalidate their details. Once registered online, voters can schedule appointments for biometric capture at INEC centres and track their registration status in real time. By making these services accessible online, the CVR Portal has made voter registration more convenient, inclusive and transparent.

iii. **Voter Verification System (VVS)**

The Voter Verification System (VVS) is a digital platform developed by INEC to help voters easily access and confirm their electoral information. It allows users to verify personal details, locate their assigned polling units, check the status of their Permanent Voter Cards (PVCs) and receive alerts about any errors or missing data. By enabling voters to correct inaccuracies before Election Day, VVS helps reduce confusion, prevent disenfranchisement and improve the overall accuracy of the National Voter Register.

1.3.2 Voter Accreditation and Result Management

During and after elections, verifying voter identity and managing the collation of results are essential. Tailored solutions address these needs through biometric verification and result processing.

i. **Bimodal Voter Authentication System (BVAS)**

The Bimodal Voter Authentication System (BVAS), developed in 2021 and deployed in 2023, is a dual-function device used for biometric voter accreditation and digital result upload to the IReV. It verifies voters using both fingerprint and facial recognition to prevent impersonation and multiple voting. After voting, BVAS is used to upload polling unit results directly to the INEC Result Viewing (IReV) portal, promoting transparency and reducing the risk of tampering. By combining secure voter authentication with real-time result upload for public view, the BVAS addresses key electoral challenge of double or multiple voting thereby strengthening the credibility of Nigeria's elections.

ii. **INEC Result Viewing Portal (IReV)**

The INEC Result Viewing (IReV) Portal, deployed in August 2020, is a web-based platform designed to publish polling unit results in real time for public view. Implemented to enhance transparency and accountability, the BVAS enables presiding officers to upload scanned polling unit results on Form EC8A directly from the field to the portal in real time. Citizens, observers and political parties can view these open and verifiable digital election results instantly. With its seamless integration into INEC's result management system, the IReV Portal plays a key role in strengthening confidence and trust in election outcomes in Nigeria.

iii. **Election Results Management System (ERMS)**

The Election Results Management System (ERMS), developed in 2024 and scheduled for deployment in 2025 is a secure internal platform designed to collate, store and manage election results electronically. Unlike the Commission's public-facing portals,

ERMS is accessible only to INEC officials, ensuring controlled and secure handling of sensitive data. It offers features such as automated archiving, structured indexing and comprehensive storage of historical election results, thereby enhancing the efficiency, transparency, and security of electoral result management in Nigeria.

1.3.3 Ad Hoc Staff Recruitment and Management

Ad hoc election workers play a critical role in the conduct of electoral activities and operations. To better recruit, train, and manage this temporary workforce, the Commission developed and deployed to following platforms:

i. **INEC Portal for the Recruitment of Election Staff (INEC PRESS)**
The INEC Portal for the Recruitment of Election Staff (INEC PRESS) is a web-based platform developed in 2018 and deployed in 2019 to streamline the recruitment of temporary election staff. It was created to replace the older INEC Ad Hoc Staff Databank by offering a more transparent and efficient selection process. The system automates the recruitment of key election personnel including Presiding Officers, Assistant Presiding Officers, SPOs, RATECHs, and RAC Managers based on predefined eligibility criteria. It ensures fairness, reduces delays and promotes efficiency and integrity in the recruitment and deployment of election duty staff.

ii. **Collation and Returning Officers Management System (CROMS)**
The Collation and Returning Officers Management System (CROMS), developed in 2024 and scheduled for deployment in 2025 is a centralised digital platform designed to manage the recruitment and deployment of election collation and returning officers. Created in partnership with Development Alternatives Incorporated (DAI), the system automates the application and selection process by inviting nominated candidates from Federal Tertiary Institutions to apply online. CROMS ensures a transparent and structured recruitment process, supports fair selection based on set criteria, and enables efficient deployment and performance tracking. It is aimed at enhancing the management, credibility and efficiency of Collation and Returning officers.

iii. **INEC Operations Management and Information System (IOMIS)**
The INEC Operations Management and Information System (IOMIS), developed in 2024 and scheduled for deployment in 2025 is a centralised digital platform designed to manage the recruitment, sorting and deployment of election ad hoc staff. Built in collaboration with Development Alternatives Incorporated (DAI), IOMIS integrates with INECPRES to import staff data and automatically assign roles such as SPO, PO, APO and RAC Manager based on location and eligibility. It features tiered access controls for HQ, state, and LGA administrators, along with a real-time dashboard for monitoring staff training and deployment. It is designed to streamline operations and improve coordination across all levels of election staffing.

1.3.4 Electoral Stakeholder Management

The involvement of diverse stakeholders from political parties, observers to the media in the elections is indispensable to the political process. INEC has developed and deployed the following technological solutions to ensure seamless engagement and proper accreditation of these stakeholders as follows:

i. **INEC Candidate Nomination Portal (ICNP)**

The INEC Candidate Nomination Portal (ICNP), developed in 2018 and deployed in 2023 is a secure online platform designed to enable political parties to seamlessly manage the nomination process of their candidates for elective positions. It was jointly developed by the Commission's Legal Drafting and ICT departments to enables political parties to submit, update or withdraw their candidate; upload required documents or make substitutions in line with electoral laws. All submissions are tracked in real time, providing a transparent audit trail and ensuring that both INEC and political parties have access to accurate, up-to-date information throughout the nomination process.

ii. **INEC Media Accreditation Portal (IMAP)**

The INEC Media Accreditation Portal (IMAP), developed in 2020 and deployed in 2023 is a secure online platform designed to accredit journalist and media practitioners for the coverage of electoral activities. Alongside this is the Media Trend Tool which is a web-based system that monitors digital media platforms to track election-related reportage and discussions, identify public sentiment and detect fake news, misinformation and disinformation trends. Using keyword filters, it analyses news articles, blogs, and social media mention of INEC in real time, enabling the Commission to respond proactively to emerging narratives and shape effective communication strategies. Both tools are very useful in enhancing transparency and media engagement in the electoral process.

iii. **Polling Agents' Portal**

The Polling Agents' Portal, developed in 2020 and deployed in 2021 is an online platform created to help political parties register, verify and manage their polling agents across all levels of elections. It allows parties to submit agent details, ensure compliance with registration requirements, generate ID tags, and track deployment for positions from polling units to national elections. Fully implemented, the portal replaces manual processes with a more efficient and transparent system, improving coordination and supporting fair oversight during elections.

iv. **Observers Group Portal**

The Observers Group Portal, developed in 2020 and deployed in 2023, is a public-facing online platform created by INEC to register and manage domestic and international election observer groups. Built by the ICT Department in collaboration with the Elections and Party Monitoring Department, the portal allows observer groups to apply, upload credentials, receive accreditation, and generate ID tags for deployment. Fully implemented, the system ensures a secure, transparent, and efficient accreditation process, helping the Commission maintain oversight and credibility in election monitoring.

v. **Political Finance Reporting and Auditing System (PFRAS)**

The Political Finance Reporting and Auditing System (PFRAS), developed in 2024 and set to be deployed in 2025, is an automated platform designed to help political parties track and report their finances in line with electoral regulations. It allows parties to securely submit income and expenditure reports, monitor campaign transactions in real time, and generate standardised financial reports for audits. Once implemented, PFRAS will simplify compliance, improve transparency, and support INEC's oversight of political party finances.

1.3.5 Election Support and Security Management

Ensuring the overall security and smooth coordination of electoral logistics is paramount. Dedicated systems have been assembled to monitor, alert, and manage security threats as well as general election logistics.

i. **Election Monitoring and Support Centre (EMSC)**
The Election Monitoring and Support Centre (EMSC) was established by the Commission in February 2018 as an election planning, implementation, monitoring and early warning system. Since then, it had become a centralised digital platform designed to coordinate and monitor all aspects of election logistics serving as a real-time control hub. The EMSC tracks preparations, polling unit activities, security incidents, staff deployment and material distribution. In order to enhance its capacity to integrate data from other INEC systems like EMS, EOSC, ERMS and INEC-SANS for the purpose of early warning and field support, a single dashboard was developed in 2024 to enable officials manage the entire election process more efficiently and effectively. Once implemented, the EMSC dashboard will enhance coordination and decision-making during elections.

ii. **INEC Security Alert and Notification System (INEC-SANS)**
The INEC Security Alert and Notification System (INEC-SANS), developed in March 2021 and deployed in November 2021, is a real-time alert system designed to report and respond to security issues during election periods. Accessible via web and mobile apps on both Android and iOS, it allows INEC officials across the country to report threats, notify security agencies, and send emergency alerts through push notifications, SMS, emails, and voice calls. Fully implemented, INEC-SANS helps ensure quick response and coordination, enhancing the safety of personnel and the overall security of the electoral process.

iii. **The Compliance and Threat Data Acquisition System (CTDAS)**
The Compliance and Threat Data Acquisition System (CTDAS) developed in 2019 and deployed in 2023 is a digital platform designed to monitor electoral compliance and detect potential security threats. Fully implemented, it tracks issues like violence, malpractice, and legal breaches in real time while also aggregating data from various sources to support informed decision-making. CTDAS serves as an early warning system and coordination hub within Commission's operations centre, helping officials respond quickly to risks and ensuring greater transparency, accountability, and public confidence in the electoral process.

iv. **Electoral Facility Locator (EFLoc)**
The Electoral Facility Locator (EFLoc) developed and deployed in 2022 is a digital tool designed to help voters, election officials, and observers easily locate nearby registration and voting centres. Fully implemented, EFLoc uses real-time geospatial mapping to display the locations of polling units, INEC offices, RACs, and collation centres. With its user-friendly interface, it allows voters to find the closest facilities based on their home address especially helpful in remote or hard-to-reach areas making the electoral process more accessible, organised, and inclusive.

1.3.6 Electoral Training and Capacity Building

A well-trained electoral workforce is crucial. To build capacity and foster ongoing development, INEC has established platforms for both formal and virtual training.

i. **INEC School (INECSCH)**
The INEC School (INECSCH), developed and deployed in 2022 is a fully implemented e-learning platform created to provide standardised training for election stakeholders, including ad hoc staff and security personnel. It features structured learning modules, realistic election-day simulations, performance assessments, and official certification upon completion. By offering a consistent and accessible digital training environment, INEC School enhances the preparedness, knowledge, and effectiveness of personnel involved in Nigeria's electoral process.

ii. **Virtual Electoral Training System (VETS)**
The Virtual Electoral Training System (VETS), developed in 2024 and scheduled for deployment in 2025 is a digital learning platform designed to deliver standardised training to a wide range of election stakeholders including Commission staff, ad hoc personnel, security agencies, party agents, civil society observers, and voters. Through interactive modules, realistic simulations, performance assessments and certification, VETS is designed to improve quality and consistency across all levels to make electoral training more accessible, efficient and effective.

1.3.7 Public Information and Media Monitoring

Keeping the electorate informed and monitoring media trends are essential for maintaining accountability and transparency. The tools designed by the Commission to monitor and track public sentiments and the media landscape in relation to elections is the:

i. **Media Trend Tool**
The Media Trend Tool, developed in 2024 and scheduled for deployment in 2025 is an automated web-based platform designed to monitor and analyse media content related to elections. It monitors and tracks news articles, blogs, and digital mentions of INEC using keyword filters to identify trends, sentiment and discourse with reference to fake news, misinformation and disinformation about the electoral process. The tool will assist the Commission to understand public discourse, respond to concerns, shape opinion and engage with the public during election periods using effective communication strategies.

Chapter

02

INEC Voter Enrolment Device (IVED) and the Transformation of the Voter Registration Process in Nigeria

2.1 Background

A transparent and efficient voter registration process is the bedrock for any credible election. The lack of a fairly accurate and authentic voter register provides the necessary environment for the manipulation of elections, making it difficult to accept the outcome of such election as the legitimate expression of the will of the voters. It is therefore the responsibility of the EMB to provide every eligible citizen the opportunity to register and vote in elections. The process of voter registration and producing voter lists is one of the most important and time-consuming activities carried out by EMBs. This is to ensure that any person on the register can exercise his/her franchise without hindrance.

Prior to the deployment of technology for voter registration in Nigeria, intending voters are expected to visit the INEC office closest to them and have their names registered manually in an exercise book. At the end of the manual compilation, all manner of the typists within the vicinity are engaged to type the register, Polling Unit (PU) by PU. Not only did the system augur well for double and multiple registration as the pictures and biometrics of voters were not captured at point of registration, but it was also subject to various types of abuse and manipulation. In the end, production of such register of voters is time consuming, over bloated and without credibility.

Illustration Two
The INEC Direct Data Capture Machine and Accessories

This realisation led to the gradual introduction of technology for voter registration with the use of the Direct Data Capture Machines (DDCM) as shown in illustration two with the ability to capture fingerprints in 2010. However, DDCM was not efficient and lacked the necessary features to support a robust registration exercise. The functionality was also restricted in many rural areas due to inadequate infrastructure which prevented the easy registration of citizens. Furthermore, the devices were bulky, slow, and prone to technical failures, leading to delays in the voter enrolment processes.

Recognising the need to modernise the voter registration exercise and eliminate the inefficiencies, the Commission introduced the INEC Voter Enrolment Device (IVED), which is designed by the Commission's in-house engineers as shown in illustration

three. The device incorporates new hard and software to captures the personal information of eligible voter such as their email, date of birth and phone number, etc. It also supports and streamlines the voter registration process by digitising data collection and integrating biometric verification for both online and physical registration processes.

Illustration Three
The INEC Voter Enrolment Device

2.2 Functionality of the IVED

The INEC Voter Enrolment Device (IVED) is a specialised biometric data capture device, which is designed as a customised Android tablet and equipped with advanced software to improve data capture at the point of voter's enrolment. The device optimises the voter registration process by efficiently capturing the biodata of eligible voters including personal details such as name, date of birth, and address and by migrating from the initial mono-biometrics of fingerprints to bimodal biometrics of fingerprints for secure identity verification and facial recognition data for alternative verification and enhanced accuracy.

i. **Voter Registration Enhancement:** IVED is a more advanced and portable data capturing device that incorporates real-time biometric matching to identify voters accurately and uniquely. Its enhanced capabilities have significantly increased the efficiency and reach of voter registration, contributing to a more seamless and inclusive enrolment process.

ii. **Data Quality and Integrity Issues:** Poor-quality images and fingerprint captures with previous registration devices resulted in inaccurate voter records. IVED enhances fingerprint and facial image resolution to resolve the poor-quality images and fingerprints captures.

iii. **Accessibility and Inclusiveness:** IVED's portable design enables field deployment, improving accessibility to remote areas and ensuring inclusive registration.

iv. **Outdated Technology Limitations.** IVED introduced modern and efficient technology, improving speed, reliability, and operational efficiency in voter registration.
v. **Inefficiencies in Voter Registration Processes:** IVED digitises and streamlines the process, reducing waiting time and improving electoral administration.

2.3 Impact on the Electoral Process

The introduction of IVED has resulted in far-reaching improvements in the voter registration process in Nigeria. The impact are as follows:

i. **Enhanced Quality of Voter Data:** Significant improvement in the quality of data captured during voter registration. Its real-time biometric matching and advanced data capture capabilities ensures greater accuracy, consistency, and reliability in the voter database, thereby strengthening the integrity of the electoral process.
ii. **Enhanced Voter Confidence:** Increased public trust in voter registration outcomes using biometric technology and transparent verification system.
iii. **Operational Efficiency:** The streamlined digital enrolment process allows for faster data processing and more accurate voter records, optimising electoral operations.
iv. **Foundation for Future Technological Advancements:** Provide biometric data that is essential for the Bimodal Voter Accreditation System (BVAS) and created a unified technological ecosystem for that will play a critical role in future elections.

Through these enhancements, IVED establishes a credible voter registration framework, reinforcing the Commission's commitment to transparent, efficient and technology-driven electoral administration.

2.4 Lead and Collaborating Department(s)/ Directorate(s)

The Information and Communication Technology (ICT) Department of INEC is responsible for i) Developing, deploying, and maintaining IVED; ii) Overseeing device security and software upgrades; and iii) Ensuring data synchronisation with national voter records. The Voter Registry Department collaborates with the ICT Department manages and maintain the IVED to register voter seamlessly, ensuring that data collection is accurate, secure, and aligned with Nigeria's electoral framework.

Chapter

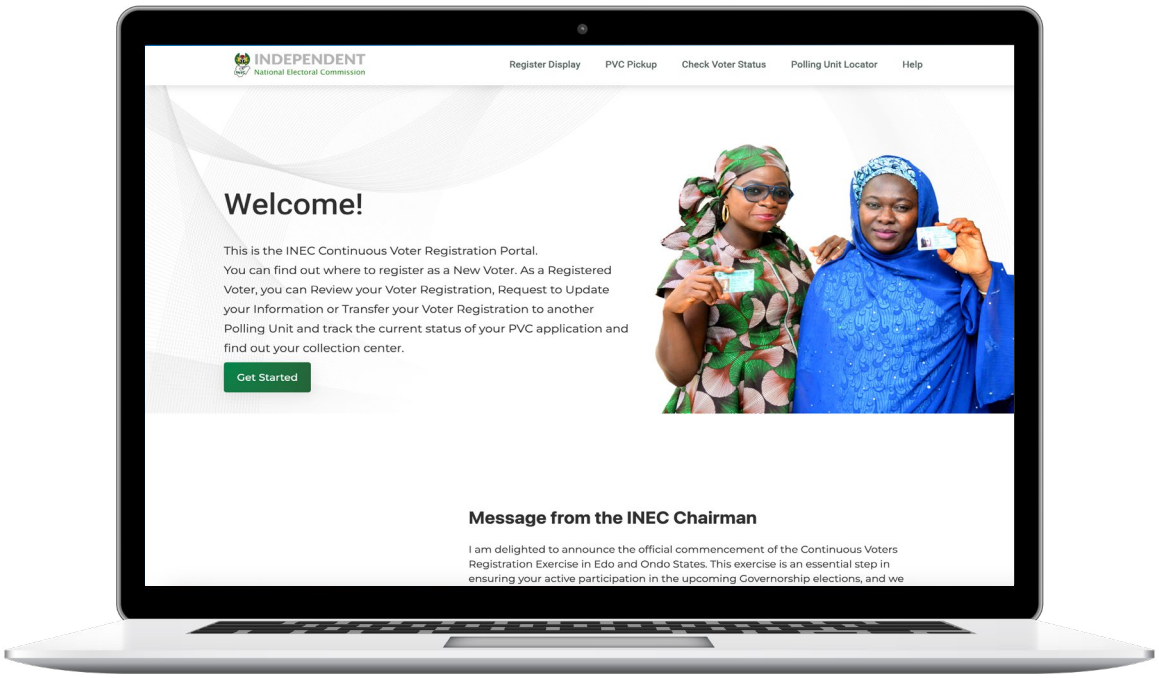
03

Continuous Voter Registration (CVR) Online Portal and the Ease of Access to Electoral Participation

3.1 Background

The Commission requires prospective voters to physically appear at designated registration centres to register during the Continuous Voter Registration (CVR) exercise. While this method enabled effective biometric capture and verification of the registrant, it was characterised with long queues, congestion and accessibility challenges, especially for citizens in remote areas or with limited mobility. It was in recognition of these challenges that the Commission introduced the Continuous Voter Registration (CVR) Online Portal, shown in illustration four as an additional channel to improve access and convenience, especially when confronted with the health implications of the COVID-19 Pandemic.

Illustration Four
Screenshot of the INEC CVR Online Portal



The CVR Online Portal, launched on 28th June 2021 as part of the Commission's policy on conducting elections in the context of the COVID-19 Pandemic, marked a significant movement toward the full digitalisation of the voter registration process in Nigeria. It allows citizens to begin their registration remotely as new voters and enables already registered voters to transfer their vote from one polling unit to another, update and/or revalidate of details and schedule where and when to go for their biometric capture and collect their Permanent Voter Card (PVC). This innovation helped to reduce the overcrowding and congestion at registration centres, eased the burden of registration, broadened the scope of registration among the elite population and aligned the Commission with global good practices in digital democracy and e-governance.

The portal was especially valuable in helping to resolve long-standing inefficiencies in the manual registration system such as duplicate entries, inaccurate data and issues with voter accreditation that have plagued the accuracy of the voter register. The Portal addresses these

issues through integrated biometric validation and data cleaning protocols, which resulted in a more reliable and up-to-date voter database.

It was also useful for its flexibility in allowing citizens who previously had difficulties in updating their personal details or transferring their registration to do so online and independently. This empowerment not only ensures voter records reflect real-life changes but also promotes inclusivity and reduces disenfranchisement.

The CVR Online Portal enhanced operational efficiency and giving citizens a pleasant experience by providing them with the opportunity to seamlessly register and review or update their registration in the period of registration. It also supports enabled the Commission to observe public health restriction and undertake electoral activities during the period of the COVID-19 Pandemic by preventing overcrowding at registration centres. The portal represents a leap in service delivery, contributing to a more inclusive, accurate, and technologically adaptive electoral system in Nigeria.

3.2 Functionality of the CVR Online Portal

The CVR Online Portal is a secure web-based platform that allows voters to: i) Begin the registration process remotely before completing biometric verification, ii) Schedule an appointment at a designated INEC centre to complete biometric capture, iii) Update or correct personal information, such as name changes or address updates, iv) Request polling unit transfers for improved voting convenience. v) Apply for the replacement of lost or damaged Permanent Voter Cards (PVCs), vi) Revalidate registration details to ensure voter records remain accurate, vii) Track registration status through real-time updates.

How the CVR Online Portal Works

The system enables users to, i) register online and provide the necessary demographic details, ii) schedule an appointment at a designated INEC centre to complete biometric capture iii) track registration status through real-time updates, iv) access remote voter registration services such as PVC pickup location management, polling unit transfer, and personal information modifications. By integrating digital accessibility into the voter registration process the CVR online portal ensures that more Nigerians can exercise their right to vote efficiently and transparently.

3.3 Impact on the Electoral Process

The introduction of the CVR Online Portal has significantly improved voter registration by:

i. **Accessibility**: Citizens can access voter registration services remotely, ensuring a higher number of registered voters across Nigeria.
ii. **Time saving for Registrants**: The portal reduces wait times at physical registration centres, allowing faster registration.
iii. **Enhanced Accuracy in Voter Records**: By integrating biometric verification, the portal minimises registration errors, ensuring credible voter data.

iv. **Improved Transparency and Public Trust**: Real-time tracking and status updates enhance voter confidence in the registration process, especially among digital-native users.

3.4 Lead and Collaborating Departments/Directorate

The Voter Registry department in collaboration with the ICT department oversees the administration of the CVR Online Portal ensuring that i) efficient processing of voter registration applications, ii) seamless coordination of biometric verification appointments, iii) real-time updates and tracking of voter registration status, iv) data accuracy and validation to maintain a reliable voter register. By leveraging digital solutions, both departments ensure that voter registration process remain effective, transparent, and accessible. The CVR Online Portal can be assessed at https://cvr.inecnigeria.org

Chapter

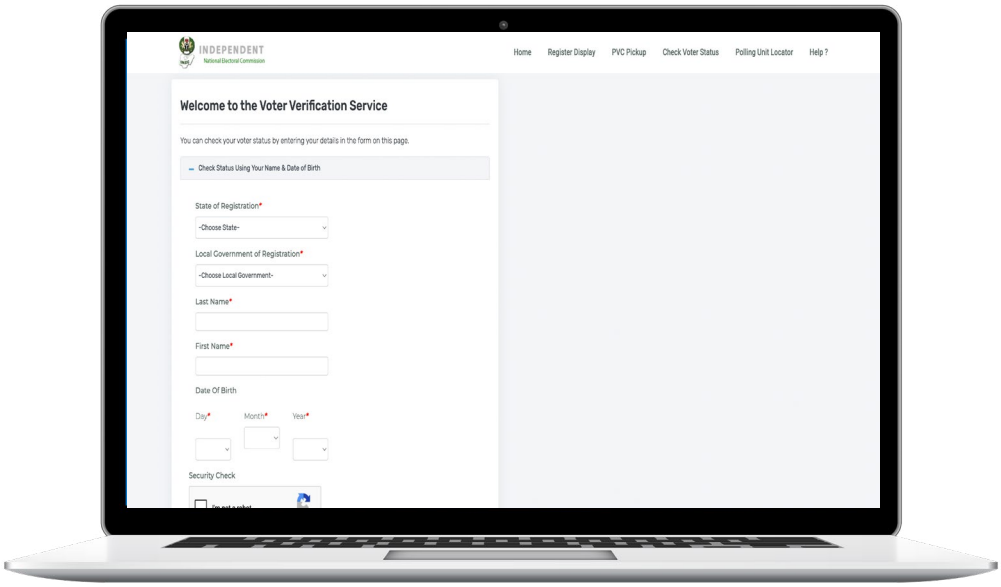
04

Voter Verification System (VVS): Enhancing Voter Engagement and Electoral Integrity

4.1 Background

The Voter Verification System (VVS) as shown in illustration five was introduced by the Commission to enhance voter engagement and strengthen the integrity of the National Register of Voter in Nigeria. Previously, voters were largely dependent on a manual process with limited ability to verify or correct their information independently by themselves. Thus, many inaccuracies, such as unprocessed transfers or mismatched personal details are only discovered on Election Day, which often led to disenfranchisement. The VVS is designed to work in tandem with the Continuous Voter Registration (CVR) Online Portal and the INEC Voter Enrolment Device (IVED) to address this gap by providing an integrated, user-friendly platform that empowers citizens to verify and confirm their registration status from anywhere.

Illustration Five
Screenshot of the INEC Voter Verification System



Initially launched as the “Voter Register Status” portal, the platform evolved into the VVS with expanded features and seamless integration with the CVR Online Portal. Through this system, voters can verify personal details, check their assigned polling unit, and confirm the status of their Permanent Voter Card (PVC). When discrepancies such as outdated records or incomplete transfers voters are detected, voters are promptly alerted and offered possibility of real-time solutions, by submitting request for correction online. This proactive engagement not only reduces administrative errors but also ensures that voters are well-informed and confident in their eligibility to vote ahead of elections.

From an institutional perspective, VVS serves as a vital planning tool for the Commission. By collecting and verification data across the country, the system generates valuable insights into the accuracy and completeness of the voter register. This information in turn is useful for effective planning and allocation of election personnel, materials and infrastructure for the successful conduct of elections. The capacity of the VVS to combine the data from the IVED and the CVR Online Portal enhances the capacity of the Commission to plan and execute elections with greater precision and responsiveness.

Before the advent of digital tools like VVS, the voter verification process was characterised by limited transparency, minimal accessibility and inadequate feedback mechanism with no self-service option for voters to track or correct their details. It is this gap that the VVS has bridged by allowing voters to update their information and confirm that their details are accurately reflected. This level of self-verification significantly reduces disenfranchisement and improves confidence in electoral participation. The VVS is therefore more than a data-checking tool, it is an essential tool for promoting a modern, inclusive and transparent electoral process. By enabling voters access to real-time and secure information, it ensures a comprehensive voter registration and verification framework and reaffirms the commitment of the Commission to safeguard the interest of voters and their ability to vote.

4.2 Functionality of the VVS

The Voter Verification System (VVS) is a digital platform developed by INEC to give voters direct access to their electoral information. It allows easy access for the verification of personal details, location of polling units and the status of PVC, thereby reducing errors and improving voter confidence. By offering these services, VVS not only reduces the risk of voter disenfranchisement but also plays a critical role in maintaining a credible and up-to-date National Register of Voters. This not only enhances the accuracy and integrity of the National Register of Voters, but it also supports a smoother Election Day operation. Its functionalities include:

i. **Personal Information Verification:** Voters can confirm the accuracy of details such as their name, date of birth, gender, and other pertinent data stored in the INEC database.
ii. **Polling Unit Identification:** The system displays the assigned polling unit for each voter, ensuring that citizens know exactly where to cast their votes.
iii. **PVC Status and Pickup Location:** Users can check the status and designated pickup points for their Permanent Voter Cards (PVCs), minimising their frustration.
iv. **Error Notification and Correction:** VVS alerts users to discrepancies or missing data, such as unprocessed transfers or outdated personal information and provides mechanisms to request corrections before Election Day.

4.3 Impact on the Electoral Process

The implementation of VVS has conferred significant benefits on the electoral process as follows:

i. **Improved Voter Turnout and Efficiency:** Voters can easily check their registration status and their assigned polling unit using simple identifiers such as Voter Identification Number (VIN), name, or date of birth thus reducing confusion and streamlining Election Day procedures.
ii. **Enhanced Accuracy of the National Register of Voters:** Early detection and prompt correction of errors to ensure a more reliable voter register, which is critical for the credibility of elections.
iii. **Reduction in Duplicate and Invalid Registrations:** Identification of duplicate or problematic entries, allowing the Commission to maintain a clean and valid voter register.
iv. **Data-Driven Electoral Planning:** With the availability of real-time, verified registration data, The Commission is in position to make well informed decisions regarding

election logistics and resource allocation.

v. **Strengthened Public Trust:** Reinforcement of public confidence in the electoral system by offering an accessible, transparent, and efficient verification process to ensure that all eligible voters can participate in elections.

4.4 Lead and Collaborating Department(s)/ Directorate(s)

The Voter Verification System is managed and maintained by the ICT Department with the following responsibilities i) Ensuring the system's continuous operation and security; ii) Managing user access and data privacy; iii) Integrating system feedback to continually enhance functionality; iv) Coordinating with other digital electoral platforms to offer a seamless user experience. The Voter Verification System (VVS) can be accessed at https://cvr.inecnigeria.org/vvs

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Chapter

05

The Bimodal Voter Accreditation System (BVAS) and the Transformation of the Voter Verification Process

5.1 Background

The Bimodal Voter Accreditation System (BVAS) stands out as a transformative milestone in the efforts to deliver credible and inclusive elections in Nigeria. Its functionality relies heavily on the accurate and up-to-date voter data gathered through the INEC Voter Enrolment Device (IVED) and the Continuous Voter Registration (CVR) Online Portal, which serves as the platform for capturing and updating voters' demographic and biometric information across the country. Without the robust datasets generated from IVED during in-person registration and from the CVR portal's digital updates and transfers, BVAS would not be able to perform its real-time authentication and accreditation roles effectively.

The Commission's journey toward biometric voter accreditation began with the deployment of the Smart Card Reader (SCR) as shown in illustration six, in the 2015 General Election, which was designed to verify Permanent Voter Cards (PVCs) using Radio Frequency Identification (RFID) technology. This system ran on the INEC Voter Authentication System (IVAS), by which voters are authenticated through fingerprint scans. While the SCR offered some deterrence in addressing voter impersonation, its sole reliance on fingerprint-only verification was problematic for the Commission, especially in rural areas where worn fingerprints, poor lighting, and environmental conditions caused high failure rates and the disenfranchisement of legitimate voters.

Illustration Six
The Smart Card Reader

It was in bid to address this challenge that the Commission introduced the Bimodal Voter Accreditation System (BVAS) as a comprehensive upgrade to the SCR. The BVAS uses dual biometric modalities, fingerprint and facial recognition, to verify voters. If one method fails, the second provides a reliable fallback, thereby improving the chances of successful authentication and reducing delays and disputes at polling units. The Device does not only read the PVC, but it also cross-references information of the PVC with biometric data earlier captured with IVED and updated via the CVR Online platform. In effect, BVAS is the product of a clear digital transformation trajectory that began with the digitisation of voter registration through IVED and the CVR Online Portal. It reflects the Commission's resolve to tackle the

enduring problem of voter impersonation and to reduce Election-Day irregularities and streamlining election management using technology. By integrating accurate registration data with secure, real-time voter verification, BVAS as shown in illustration seven, advances the Commission's mission of delivering transparent, efficient and credible elections, anchored on the confidence and trust of the Nigerian people in the electoral process.

Illustration Seven
The INEC Bimodal Voter Accreditation System

5.2 Functionality of the BVAS

The BVAS allows for multifunctional voter authentication using fingerprint and facial recognition technology. It also stores the number of accredited voters and it is used to scan and electronically upload polling unit results to the INEC Result Viewing (IReV) portal in real-time for public view, thus enhancing transparency and accountability. The combination of the enhanced biometric accreditation features, accreditation data storage and the real-time digital upload of results is a game changer in the effort to strengthen the authenticity of election outcomes in Nigeria. Making polling unit results available to all stakeholders and the public a significant accomplishment for the Commission towards ensuring free, fair and credible elections in Nigeria.

5.3 Impact on the Electoral Process

BVAS has fundamentally impacted positively on the Nigerian electoral system, delivering multiple benefits:

i. **Improved Voter Verification:** The dual biometric system significantly enhances the accuracy of voter authentication, reducing malpractices and ensuring greater credibility in election outcomes.

ii. **Enhanced Transparency:** By enabling real-time result uploads to the IReV portal, BVAS fosters public confidence, allowing stakeholders to independently verify polling unit results.

iii. **Boosted Electoral Integrity:** With fewer opportunities for fraudulent activities, BVAS strengthens the integrity of the electoral process, helping to restore trust among voters.

iv. **Foundation for Future Electoral Reforms:** BVAS has paved the way for further deployment of advanced election technologies, including electronic voting and digital collation, signalling Nigeria's readiness for a more modernised electoral system.

5.4 Lead and Collaborating Department(s)/ Directorate(s)

BVAS is managed by the ICT Department, which oversees the development, deployment, maintenance and continuous enhancement of the device and in collaboration with the Electoral Operations Department and the Electoral Institute to ensures i) Seamless integration of BVAS into electoral process; ii) Comprehensive training of election officials; iii) Efficient device configuration and software updates; iv) Efficient data management and troubleshooting.

Chapter

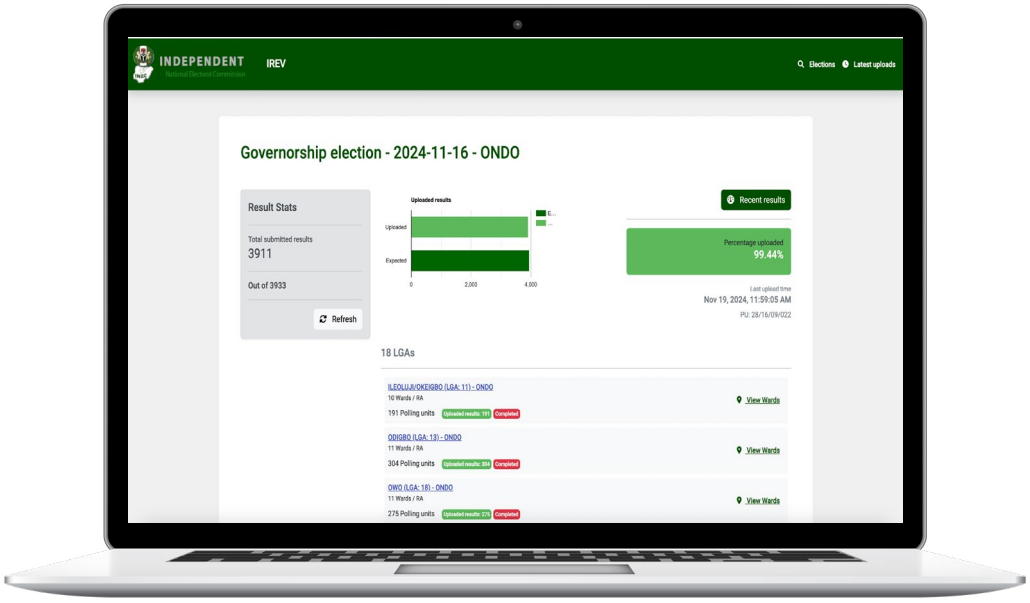
06

INEC Result Viewing (IReV) Portal and the Advancement of Electoral Transparency

6.1 Background

The INEC Result Viewing (IReV) Portal as shown in illustration eight, was developed in direct response to the long-standing challenge in the result collation and management process and the erosion of public trust in the process. The IReV evolved from earlier internal systems comprising the e-Track and e-Collation platforms, which allowed the Commission to monitor and track the result collation process. While these systems made for internal oversight, stakeholders and the public were unaware of their functions. The introduction of the IReV was to make election results visible to all stakeholders and the public by offering them real-time access to polling unit-level results. It is important to note that this was made possible with the deployment of the Bimodal Voter Accreditation System (BVAS) to store accreditation data and upload results onto the IReV portal.

Illustration Eight
The INEC Result Viewing Portal



The IReV portal was officially inaugurated during the Nasarawa Central State Constituency by-election on 8th August 2020, marking a turning point in election result management in Nigeria. For the first time, citizens can view raw polling unit results in real time on a secure, web-based platform. Each uploaded result sheet is tamper-resistant and time-stamped, providing an audit trail as a means of reinforcing public confidence in electoral outcomes.

The success of this early deployment prompted the Commission to invest in scaling up and strengthening the platform to enhance cybersecurity, improve upload speed and expand simultaneous user access ahead of the 2023 General Election. As a result of the infrastructure upgrade, political parties and candidates, election observers, journalists, and citizens were able to monitor and track the collation process in real time across all polling units nationwide during the election, thereby redefining election result management in Nigeria.

A critical feature of IReV is its integration with the accreditation data captured by the BVAS at each polling unit thereby creating a dual-layered verification process for the results uploaded to the portal. This linkage ensures that the number of accredited voters aligns with that on the uploaded results to deter manipulation and inconsistencies. In this way, the BVAS and IReV functions to ensure transparency and accuracy in the voter accreditation and election results respectively to reinforce the credibility of elections in Nigeria. More importantly, the platform demonstrates the Commission's commitment to harnessing technology not just to modernise elections, but to restore public confidence and strengthen democracy through accuracy, transparency and accountability.

6.2 Functionality of the IReV

The IReV Portal is a web-based electoral result management system that enables real-time access to polling unit results uploaded directly from the field. It serves as the final digital destination for results transmitted with the Bimodal Voter Accreditation System (BVAS), thereby making election outcomes publicly accessible and verifiable.

Key Functionalities of the IReV Portal:

i. **Instant Publication of Polling Unit Results:** Allows polling unit officials to scan and upload election results directly from polling units.
ii. **Public Access to Election Results:** Citizens, election observers, political parties, candidates and stakeholders can view results**,** ensuring unrestricted monitoring of electoral outcomes.
iii. **Verifiable Digital Archive:** The portal maintains a timestamped and immutable record of polling unit results, serving as an audit trail for transparency and accountability**.**
iv. **Integration with BVAS:** Ensures seamless transmission of polling unit results**,** complementing BVAS's biometric accreditation data.

6.3 Impact on the Electoral Process

The introduction of IReV, which places Nigeria as a leader in digital electoral integrity and modernisation has significantly improved transparency, accessibility and credibility of election result in the following areas:

i. **Increased Transparency and Public Trust:** IReV's instant publication of polling unit results has enhanced election credibility, reducing suspicion of malpractice.
ii. **Real-Time Result Tracking:** Stakeholders can verify results as they are uploaded, minimising disputes over electoral outcomes.
iii. **Improved Accountability in Result Management:** Political parties, candidates and the public can compare manually announced results with IReV's digital records, ensuring greater oversight of the collation procedure.

6.4 Lead and Collaborating Department(s)/ Directorate(s)

The INEC Result Viewing Portal is managed by the ICT Department in coordination with Electoral Operations Department with the following responsibilities i) Maintaining portal security and performance scalability to handle large election datasets; ii) Ensuring real-time synchronisation between BVAS and IReV for seamless result uploads; iii) Monitoring user access and portal integrity to prevent unauthorised data modifications; iv) Providing technical support to electoral officials responsible for uploading polling unit results.

By ensuring uninterrupted functionality, these departments reinforce the portal's credibility as a trusted digital election results repository. The INEC Result Viewing (IReV) Portal can be accessed by registered users at https://www.inecelectionresults.ng.

Chapter

07

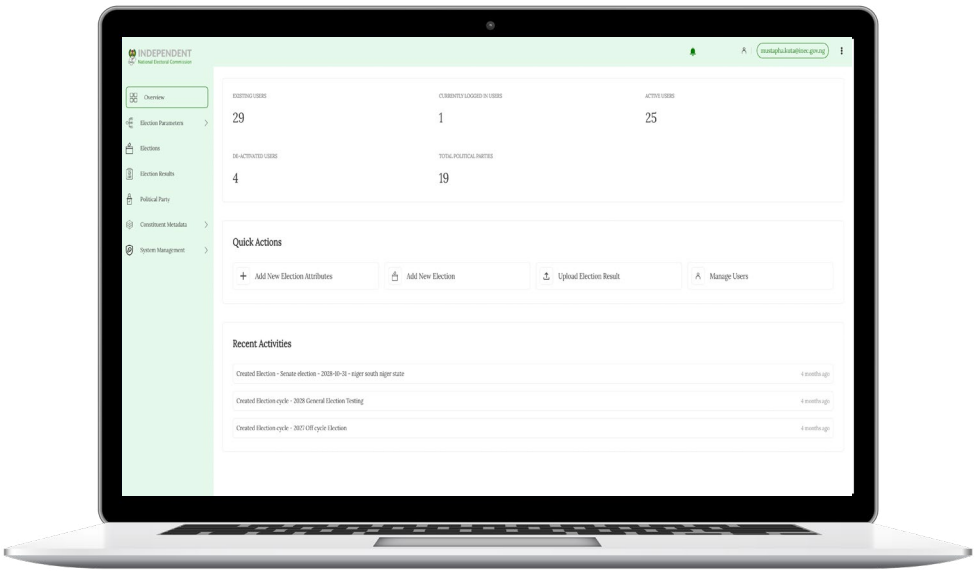
Election Results Management System (ERMS): Enhancing Electoral Data Storage and Accessibility

7.1 Background

The INEC Election Results Management System (ERMS) as shown in illustration nine, was developed by the Commission to modernise the storage and retrieval of election results. Previously, results were documented on paper and, in some cases are scanned manually and stored in fragmented locations across different offices. This made it difficult to retrieve documents during legal disputes or audits and left electoral data vulnerable to loss or tampering. The ERMS addresses these shortcomings by serving as a centralised digital archive where scanned result sheets from Local Government Areas, State Offices, and INEC Headquarters are indexed, time-stamped, and securely preserved for institutional reference.

Illustration Nine

Screenshot of the INEC Election Results Management System



Approved in 2024 and scheduled for deployment for elections in 2025, the ERMS offers a robust back-end infrastructure focused on archiving election results. It is distinct from the INEC Result Viewing (IReV) Portal, which was designed to promote real-time public access to election results at the polling unit level. In contrast, the ERMS involves a back-end process in which scanned result sheets from various collation levels are systematically collected, verified, and archived for long-term access and reference. The data in ERMS can be used internally for legal reviews, audits, and historical analysis.

By maintaining separate channels for real-time transparency (IReV) and secure institutional archiving (ERMS), the Commission has built a complementary system that balances public accountability with administrative efficiency. While IReV opens the collation process to public scrutiny, ERMS ensures that results are preserved in a structured, reliable database for future electoral planning, research, dispute resolution and as institutional memory.

7.2 Functionality of the ERMS

ERMS is a secure internal platform designed to facilitate the long-term storage and retrieval of election results. It operates solely within INEC to archive election results so that electoral officials and administrators can quicky retrieve accurate and secured election results.

The ERMS system functions to enable i) Automated archival of scanned election results; ii) Structured indexing for efficient retrieval and oversight; iii) Comprehensive historical result storage across all election categories; iv) Secure access control to ensure only authorised personnel can retrieve election results.

7.3 Impact on the Electoral Process

The introduction of ERMS has significantly improved election result management by:

i. **Comprehensive Digital Archival**: ERMS maintains an electronic repository of scanned and indexed results, ensuring structured and organised storage of election sheets.
ii. **Enhanced Accuracy and Oversight**: By digitising election results, ERMS reduces manual handling errors, strengthens data integrity, and improves electoral oversight.
iii. **Rapid Decision-Making in Contested Areas:** The centralised nature of ERMS allows electoral officials to quickly retrieve and analyse results, enabling swift resolutions in election disputes.
iv. **Strengthened Accountability**: By providing structured access to historical election results, ERMS enhances electoral transparency, ensuring that these results remain available for analysis and review.

7.4 Lead and Collaborating Department(s)/ Directorate(s)

The Electoral Operations Department, supported by the ICT Department, oversees the management and administration of ERMS by i) Scanning and uploading election results at the state level; ii) Indexing and securing past election records; iii) Reviewing and approving uploaded election results; iv) Managing authorised users and access privileges.

By leveraging secure data management, these departments ensure comprehensive electoral record oversight and accessibility. The Election Results Management System (ERMS) can be accessed by authorised users at https://www.inecelectionresults.ng.

Chapter

08

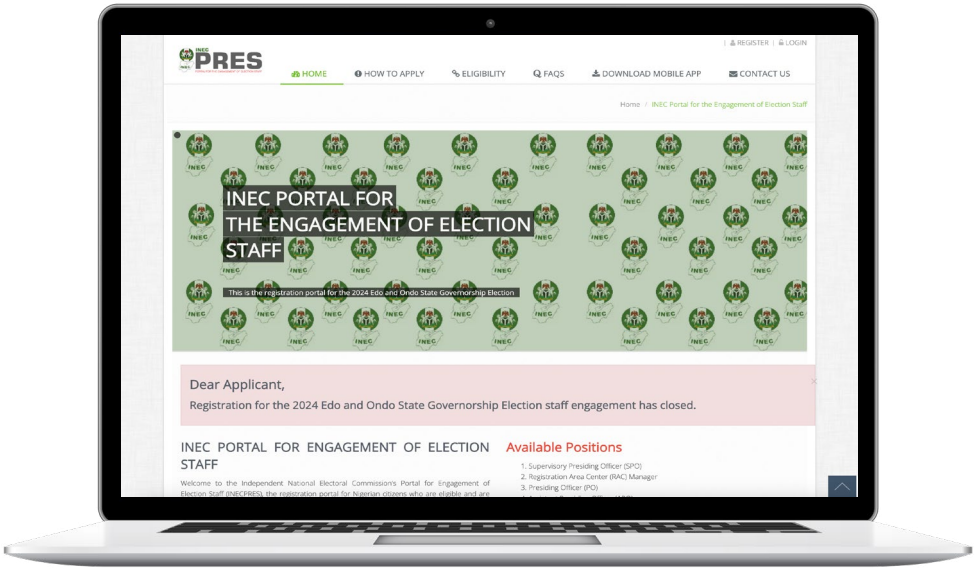
Revolutionising the Recruitment of Electoral Staff: INEC PRES Web and Mobile Applications

8.1 Background

The introduction of the INEC Recruitment of Election Staff (INEC PRES) Web and Mobile platform as shown in illustration ten, marked a major leap in improving the recruitment, training, and deployment of ad hoc election personnel. Before its development and deployment, the selection of election ad hoc staff was manually managed through the INEC Ad-Hoc Staff Databank (IASD), which was slow, prone to bias, and administratively burdensome. These inefficiencies not only delayed recruitment and payment but also compromised transparency and public trust in the integrity of electoral staffing.

Illustration Ten

Screenshot of the INEC Recruitment of Election Staff



It was in recognition of these systemic challenges that the Commission approved the development of the INEC Recruitment of Election Staff (INEC PRES) Portal in 2018. The platform was designed to digitise and streamline the entire recruitment lifecycle from application to deployment and payment. By integrating advanced functionalities such as automated screening, structured data collection and centralised records, INEC PRES ensures a more equitable, merit-based selection process. The seamless operation of this platform in managing over a million applications during a General Election is critical to the success of electoral operations.

Apart from the function of the INEC PRES as a recruitment platform; it plays a foundational role in the effective deployment of two of the Commission's most transformative electoral technologies: the Bimodal Voter Accreditation System (BVAS) and the INEC Result Viewing (IReV) Portal. The functionality of BVAS and the real-time upload of polling unit results to the IReV platform depends on competent, well-trained ad hoc staff to operate the devices accurately and resolve issues efficiently. In other words, the functionality, integrity and security of these technologies is directly tied to the quality of human resources sourced through the INEC PRES.

The platform's ability to efficiently filter and deploy experienced or previously vetted staff is important for operational continuity. For instance, individuals who have successfully handled BVAS devices in prior elections are prioritised for recruitment using the system's structured database. This helps to preserve institutional knowledge and minimises errors that could disrupt accreditation or delay result transmission by election personnel on Election Day. Thus, INEC PRES forms the backbone that supports the successful implementation of both digital accreditation and efficient upholding of election results. In this way, the INEC PRES is more than a staffing tool. It is a strategic instrument for recruiting, assigning and deploying the right people to the right functions.

8.2 Functions of the INEC PRES

INEC PRES digitised recruitment, reducing paperwork and optimising ad-hoc selection. It ensures fair selection based on eligibility criteria, minimising interference of human error. With its advanced features, it eliminates recruitment bottlenecks, automates staff selection based on predefined eligibility criteria, and enhances operational integrity in the conduct of elections. The INEC PRES streamlines staff allocation, ensuring quick assignments ad-hoc staff to polling units and registration areas and creates a structured payment database, ensuring timely remuneration for deployed election staff. Through this system, INEC ensures the fair, efficient, and structured selection and posting of primary ad hoc polling officials of various categories, including i) Presiding Officers (POs); ii) Assistant Presiding Officers (APOs); iii) Supervisory Presiding Officers (SPOs); iv) Registration Area Technical Support (RATECH) personnel; and v) Registration Area Centre (RAC) Managers.

8.3 Impact on the Electoral Process

The introduction of INEC PRES has led to significant improvements in election staffing, including:

i. **Creation of a Skilled Ad Hoc Staff Database:** INEC PRES maintains a structured repository of trained election personnel, allowing INEC to leverage experienced workers for future elections.
ii. **Integration of Technology in Election Staffing:** By digitising the recruitment process, INEC PRES ensures accurate data-driven staffing decisions, improving electoral operations.
iii. **Enhanced Monitoring of Staffing Needs:** The platform provides real-time tracking of Ad Hoc staff shortages, allowing INEC to promptly address recruitment gaps.
iv. **Optimised Deployment Efficiency:** INEC PRES assigns Ad Hoc staff to polling units closest to their residences, ensuring punctuality and operational efficiency.
v. **Streamlined Payment Processing:** The platform automates financial records and eliminates delays by ensuring prompt payment of election staff entitlements.

8.4 Lead and Collaborating Department(s)/ Directorate(s)

The INEC PRES is operated by the Electoral Operations Department to oversee i) Platform functionality and security; ii) Recruitment integrity and staff deployment; iii) Technical support and updates; iv) Training of election officials. The INEC Presidential Election Result System (PRES) can be accessed by authorised users at https://pres.inecnigeria.org

Chapter

09

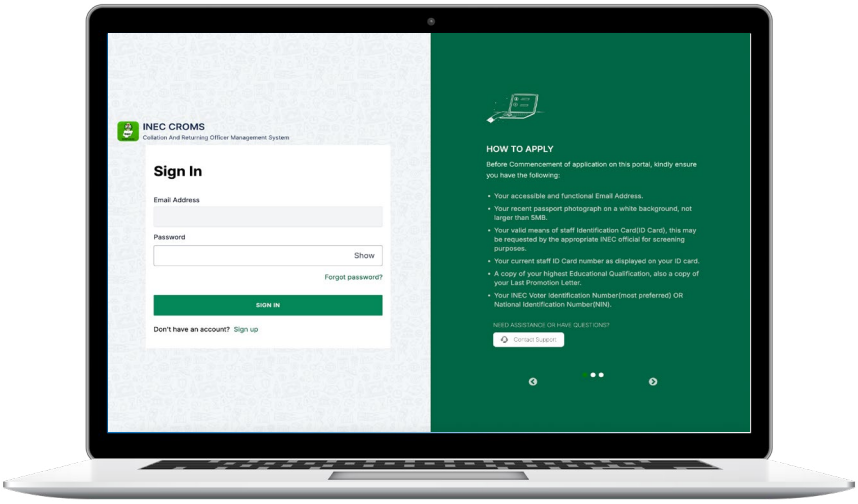
Collation and Returning Officers Management System (CROMS): Digitising the Recruitment of Collation and Returning Officers

9.1 Background

The Collation and Returning Officers Management System (CROMS) as shown in illustration eleven, represents a strategic leap forward in the Commission's efforts to professionalise and modernise electoral personnel recruitment for the purpose of collating and declaration of election results. Before its deployment, the nomination and selection of Collation and Returning Officers followed a largely manual process that involved requesting Federal Higher Education Tertiary Institutions to recommend qualified personnel. These individuals are then vetted through laborious internal reviews and paperwork characterised by slow approvals and loopholes in oversight, particularly for high-stakes elections where experience and credibility are paramount.

Illustration Eleven

Screenshot of the INEC Collation and Returning Officers Management System



It is in the effort to address these issues that the Commission developed CROMS as a fully digital platform designed to automate the end-to-end recruitment cycle of Collation and Returning Officers. It ensures faster, more transparent, and merit-based selection from the issuance of email invitations and submission of applications to real-time tracking, verification, approval, and deployment. The platform is tailored for the recruitment of mid- to senior-level ad hoc staff tasked with collation and result declaration and configured to support recruitment across all layers of electoral collation from Registration Area to Local Government up to the State and Presidential level, making it an important system for managing the officials responsible for aggregating and announcing election results. It ensures that individuals possess the appropriate qualifications and integrity necessary for their assignment to these sensitive positions.

The existence of CROMS allows the Commission to manage its mid to senior level election ad hoc staff with greater efficiency and specialisation through system of accountability, transparency, and operational excellence. It enhances institutional memory by archiving performance data from past elections, allowing the Commission to identify top-performing officers and make informed staffing decisions for future contests. It also serves to reinforce the broader digital transformation agenda of the Commission by strengthening the recruitment and deployment of returning and collation officers in a way that ensures elections are

administered by well-qualified individuals with the spirit of fairness, professionalism, and public interest.

9.2 Functionality of CROMS

CROMS is a centralised digital hub for the recruitment, review, selection, and deployment of collation and returning officers. Developed in collaboration with Development Alternatives Incorporated (DAI), this platform automates the process by inviting nominated personnel to apply for open positions, rather than relying on manual submission and review.

Key Functionalities of CROMS

The system works through i) Automated invitations for nominated lecturers to apply for collation officer roles; ii) Digital vetting and selection of qualified applicants based on predefined criteria; iii) Structured recruitment process to ensure fair and accountable selection; iii) Seamless deployment coordination across electoral collation points; iv) Historical records and performance tracking for collation officers over multiple election cycles.

9.3 Impact on the Electoral Process

The introduction of CROMS has the potential to significantly enhance electoral administration by:

i. **Transparent Recruitment and Secure Management:** Ensuring a fair and accountable officer selection process while safeguarding officer data through secure digital systems.
ii. **Seamless Deployment Across All Collation Levels**: Facilitating smooth coordination of officer assignments at various electoral collation points, including Registration Areas (RA), Local Government Areas (LGA), and the State levels.
iii. **Centralised Electronic Database**: Maintaining a structured repository of collation and returning officers for easy access and future reference.
iv. **Historical Records & Performance Tracking**: Providing a detailed history of officers, enabling data-driven decision-making for future elections.

9.4 Lead and Collaborating Departments / Directorate

The Electoral Operations Department oversees the management and administration of CROMS, with the technical support of the ICT Department with the following responsibilities i) Inviting nominated qualified personnel to register on the CROMS platform; ii) Reviewing applications and verifying officer qualifications; iii) Approving officer applications based on predefined electoral criteria; iv) Deploying selected applicants for training and collation duties.

By leveraging digital automation, the Electoral Operations and ICT Departments ensure efficient recruitment and seamless deployment. The Collation and Returning Officers Management System (CROMS) can be accessed by authorised users at https://croms.inecnigeria.org

Chapter

10

INEC Operations Management and Information System (IOMIS): Recruitment and Management of Electoral Staff

10.1 Background

The INEC Operations Management Information System (IOMIS), as shown in illustration twelve, was developed to enhance, streamline and effectively mobilise and deploy ad hoc electoral personnel, who are essential for the conduct of elections. The IOMIS is a robust on-premises application and automated system that integrates with INEC's recruitment tool, INEC PRES and CROMS, via secure APIs. While INEC PRES and CROMS handles the application and selection of ad hoc staff, IOMIS transforms vetted data into an efficient system to assign and deploy qualified personnel to appropriate roles and locations.

Illustration Twelve

Screenshot of the INEC Operations Management and Information System

This integration creates a seamless chain from recruitment to deployment. While the INEC PRES and CROMS focuses on sourcing ad hoc polling officials by streamlining their application and applying eligibility verification and selection through digital means, IOMIS takes over by automating the deployment by considering past performance, proximity to duty station and validation of other logistical details such as bank account for timely payment. Consequently, the system eliminate redundancy, reduce human error, enhance transparency allows the Commission to manage staffing at all levels from polling units to collation centres with precision and accountability through a digital staffing ecosystem.

What truly sets IOMIS apart is its intelligent deployment engine, which uses rule-based criteria and geolocation insights to optimise duty assignments. This minimises travel delays, ensures early commencement of polls and contributes to an orderly Election Day operations. It also reduces administrative bottlenecks by integrating banking information at the point of registration, allowing for faster and more accurate payment of entitlements, an issue that previously caused discontent among ad hoc staff. The harmonised framework reflects the Commission's deliberate effort toward a fully digitised, transparent, and performance-oriented election workforce capable of upholding the credibility of the democratic process in Nigeria.

10.2 Functionality of the IOMIS

IOMIS is a centralised digital hub for the recruitment, review, selection, and deployment of election ad-hoc staff. It was developed in collaboration with Development Alternatives Incorporated (DAI) to facilitate the seamless integration of INECPRES Web and Mobile Apps through APIs, allowing for the importation of registered Ad Hoc staff. Upon importing these records, IOMIS undertakes a meticulous sorting process, categorising Ad Hoc staff into distinct roles, namely Supervisory Presiding Officer (SPO), Presiding Officer (PO), Assistant Presiding Officer (APO), and Registration Area Centre Manager (RACM). This categorisation is further refined by Ad Hoc staff's registered locations, encompassing State, Local Government Area (LGA), Ward, and Polling Units. This granular sorting approach serves as the foundation for precise deployment.

The heart of IOMIS is its comprehensive access control management module, which grants different levels of privileges to authorised users. Among these privileges, the HQ administrator holds the pivotal authority to deploy Ad Hoc staff to specific States/FCT, acting as the top-tier administrator. The State and FCT administrators are authorised to manage staff deployment within their jurisdiction, ensuring a streamlined approach. Meanwhile, the LGA administrators enjoys the ability to oversee and deploy Ad Hoc staff within their Local Government Areas, fostering localised control. Furthermore, IOMIS is equipped with an intricate and data-rich dashboard that delivers instantaneous in-depth analytics on Ad Hoc staff training and deployment. This analytical prowess is entirely contingent on user privileges, ensuring that each user is presented with information pertinent to their role and jurisdiction. The IOMIS is an intricate and technically advanced system that seamlessly integrates multiple data sources, employs meticulous sorting and categorisation, and empowers users with finely tuned access controls, all while offering comprehensive analytical insights to facilitate the deployment of Ad Hoc staff for electoral processes.

10.3 Impact on the Electoral Process

i. **Creation of a Skilled Ad Hoc Staff Databank**: IOMIS established a structured database of deployed Ad-hoc staff who have carried out assignments properly without flaunting the rules of the Commission and have been recommended for future assignments. This has been collected and stored by the IOMIS and those who broke the rules have been blacklisted. This helps ensure that only trusted staff are deployed.
ii. **Integration of Technology in Electoral Staffing**: The portal bridged the technological gap in the recruitment and selection of Ad Hoc staff, ensuring a more systematic and data-driven approach to staffing decisions. This digitisation enhances accuracy and transparency in the process.
iii. **Improved Monitoring of Staffing Needs**: The IOMIS provides the Commission with a real-time assessment tool to track shortages in Ad-hoc personnel, allowing for timely interventions and better planning for elections.

10.4 Lead and Collaborating Department(s)/ Directorate(s)

The Electoral Operations Department oversees the management and administration of IOMS, supported by the ICT Department for technical implementation. By leveraging technological automation, both Departments ensure efficient staff recruitment and seamless deployment by offering extended services to State and local government administrators, assigning roles as is permitted at time. The INEC Operations Management Information System (IOMIS) can be accessed by authorised users at https://iomis.inecnnigeria.org

Chapter

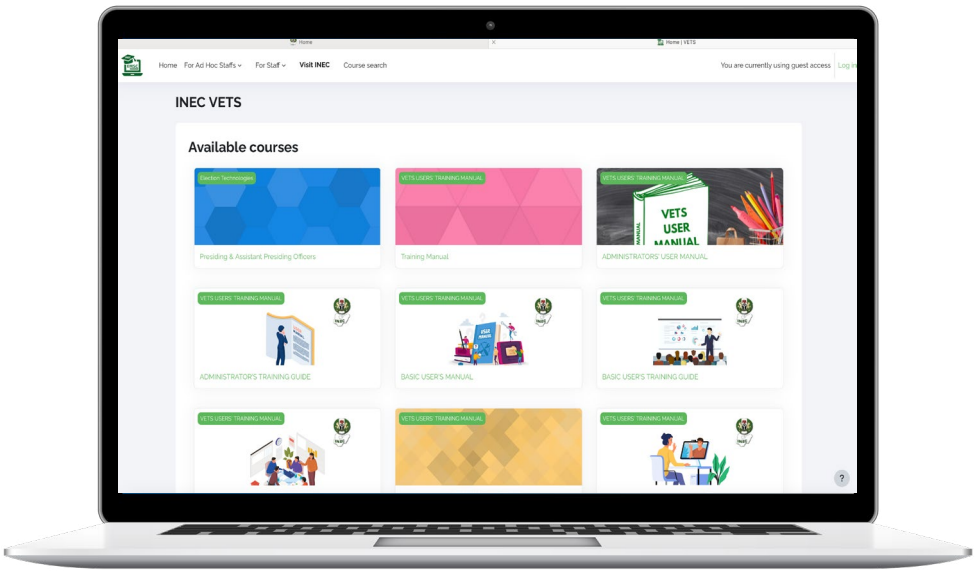
11

Virtual Electoral Training System (VETS) and the Transformation of Electoral Training through E-Learning

11.1 Background

The Virtual Electoral Training System (VETS) as shown in illustration thirteen, represents a significant step by the Commission to train and prepare its permanent and ad hoc officials for the conduct of electoral activities. Developed to complement traditional face-to-face instruction, VETS provides interactive e-learning modules that improve consistency, accessibility and quality of training nationwide. Before the introduction of VETS, training was conducted exclusively at physical centres, often under severe logistical constraints, leading to delays and uneven knowledge levels among ad hoc staff. Thus, challenge was resolved with VETS by giving trainees, especially those in remote or time-sensitive situations, access to standardised digital content, including simulations, scenario-based learning, and assessments, before the commencement of in-person sessions.

Illustration Thirteen
Screenshot of the INEC Virtual Electoral Training System



VETS is closely integrated into the Commission's broader digital staffing ecosystem, aligning with the INEC PRES, CROMS and IOMIS platforms to ensure end-to-end efficiency by providing each official with accurate, role-specific content that prepares him/her for his/her responsibilities on Election Day. While these ad hoc staff are recruited through INEC PRES and CROMS and complete their training on VETS, they are deployed using the IOMIS, which integrates both recruitment and training system by confirming eligibility and verifying certification to optimise duty assignments. In order words, IOMIS relies on the training history and readiness assessments captured on VETS to ensure that only fully prepared and competent staff are deployed, boosting both the credibility and operational readiness of elections.

The value of VETS lies not only in the accessibility of its content but in its role as a bridge between recruitment, training, and deployment. It reinforces the recruitment decisions made through INEC PRES and CROMS by equipping personnel with required knowledge and skills to operate the BVAS and IReV confidently and competently. Moreover, it supports the

Commission's goal of building a data-informed training pipeline by tracking performance metrics and providing instant certification updates that inform deployment planning in IOMIS.

Ultimately, VETS serves as a platform in the Commission's integrated approach for delivering training and capacity building to the permanent and ad hoc staff. By creating a connected system from selection through deployment with INEC PRES and CROMS, VETS prepare them for performing their duties through a digital training model that strengthens their preparedness and professionalism for the conduct of elections.

11.2 Functionality of the Virtual Electoral Training System (VETS)

VETS is a comprehensive e-learning platform designed to provide standardised training for i) Permanent INEC Staff; ii) Ad Hoc Election Personnel; iii) Security Agencies; iv) Party Agents; v) Civil Society Observers; and vi) Voters. The system revolutionises election training by setting a new standard for efficiency, accessibility and professionalism.

How VETS Works

VETS provides an interactive digital training experience through streamlines learning processes and ensuring uniform training quality across all election stakeholders by providing access to i) Standardised E-Learning Modules covering key election procedures; ii) Immersive Simulations to replicate real-world election scenarios; iii) Assessments and Grading Tools to evaluate trainee performance; and iv) Certification for Trained Personnel upon successful course completion.

11.3 Impact on Electoral Process

The introduction of VETS has significantly enhanced election training by:

i. **Efficient Pre-Election Training**: VETS ensures that ad hoc staff are well-trained before physical sessions by preparing them for in-person training.
ii. **Enhanced Understanding of Electoral Processes**: Through immersive digital modules, trainees gain detailed insights into election activities, including voter registration, ballot handling, result collation and the use of electoral technology.
iii. **Scalable Training for Large Audiences**: VETS enables mass training of election personnel, ensuring uniform learning experiences across different regions.
iv. **Improved Election-Day Efficiency**: Well-trained officials reduce errors and delays during voting, ballot counting, and result collation thereby strengthening election credibility.
v. **Standardised Learning for Diverse Stakeholders**: VETS equips security agencies, party agents and observers with essential election knowledge, ensuring better stakeholder interactions and electoral integrity.
vi. **Strengthened Public Confidence**: By fostering well-informed election officials and stakeholders, VETS contributes to greater transparency and trust in electoral administration.

11.4. Lead and Collaborating Department(s)/ Directorate(s)

The Virtual Electoral Training System (VETS) is jointly managed by i) The Electoral Institute (TEI), responsible for generating training content and developing course materials; ii) Planning and Monitoring Department, for ensuring proper structuring of training sessions and supports trainee engagement; and iii) ICT Department for managing the platform's infrastructure, course creation, user support, grading and reporting. They collaborate to ensure that VETS delivers high-quality election training experiences to a diverse audience. The Virtual Electoral Training System (VETS) can be accessed by users at https://vets.inecnigeria.org

Chapter

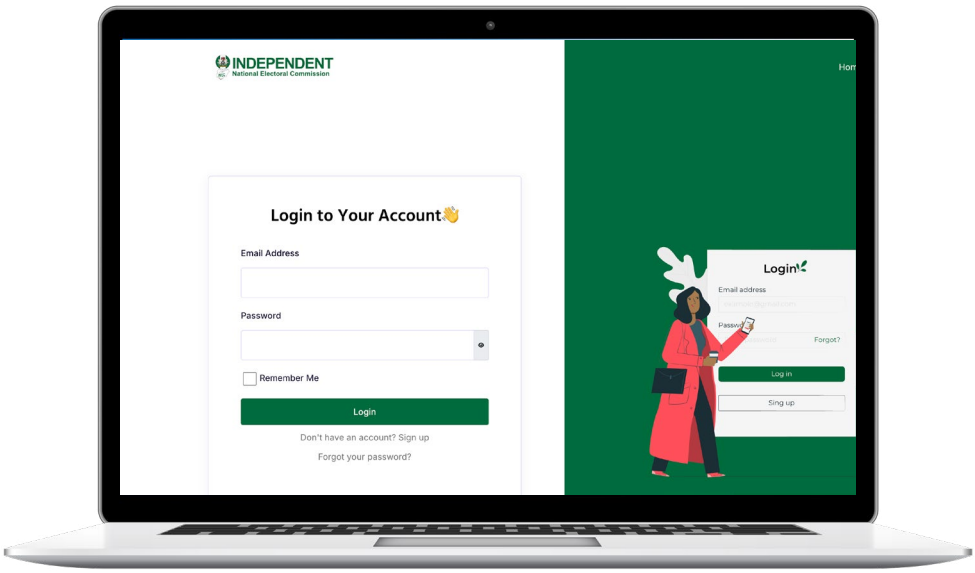
12

INEC School (INECSCH) and Enhancing Training on Election Processes

12.1 Background

The INEC School as shown in illustration fourteen, is a digital learning platform launched in 2022 by the Commission to enhance the training of election officials and stakeholders on the electoral process. Traditionally, the Commission relies on physical, in-person training sessions conducted at various levels. While this training methos is effective in some areas, it is constrained by inconsistent delivery, logistical challenges and time limitations especially during the preparation for a General Election. Additionally, electoral stakeholders such as security agencies, civil society organisations, and political party agents had limited structured access to these vital trainings.

Illustration Fourteen
Screenshot of the INEC School



It is to overcome these challenge that the Commission introduced the INEC School in 2022 as part of a broader transition toward blended learning. This hybrid approach combines online modules with conventional classroom-based instruction, offering interactive content, simulation exercises and tailored assessments. INEC School ensures that all electoral personnel, regardless of location, receive standardised, up-to-date training aligned with evolving electoral procedures and enables users to learn at their own pace.

The INEC School complements the Virtual Electoral Training System (VETS), another e-learning platform developed by the Commission. While VETS focuses primarily on pre-election preparation, INEC School provides broader training access in election management across the electoral cycle. Together, both platforms create a comprehensive learning environment, ensuring foundational digital training before advancing to physical simulations and deployment. This synergy helps close knowledge gaps and fosters consistency across electoral roles.

Moreover, the INEC School provides stakeholders including security personnel, civil society actors, political party agent and journalist with structured knowledge on electoral protocols

and insight into the processes and procedures for election. It is a transformative step in enhancing training and capacity-building by strengthening cross-sector collaboration and introduction of centralised, scalable and inclusive training framework to promote the competence of election workers and deepen the knowledge of stakeholders a more coordinated way on the electoral process.

12.2 Functionality of the INEC School

INEC School is a robust e-learning platform developed to deliver uniform and standardised training for key election stakeholders. It offers a dynamic and engaging digital training environment to participants through i) Structured E-Learning Modules that cover essential electoral procedures ii) Realistic Simulations that mirror actual Election Day scenarios; iii) Assessment and Evaluation Tools to monitor and measure trainee performance; and Official Certification upon successful completion of the training programme.

12.3 Impact on Electoral Process

The launch of INEC School has transformed the approach to election training in Nigeria by delivering the following key benefits:

i. **Streamlined Pre-Election Preparation:** INEC School enables ad hoc personnel to undergo comprehensive training ahead of physical sessions, ensuring they are better prepared for hands-on sessions.
ii. **Deeper Understanding of Electoral Operations:** Provides practical knowledge of key electoral procedures such as voter registration, ballot paper handling, result collation and the use of election technologies through digital modules.
iii. **Widespread Training Coverage:** Facilitates large-scale training across the country, ensuring consistency in the learning experience regardless of region or location.
iv. **Greater Efficiency on Election Day:** Supports the production of properly trained staff that are more capable of executing their duties effectively, leading to fewer mistakes, reduced delays, and enhanced credibility of the electoral process.
v. **Inclusive Education for All Stakeholders:** Provides structured training for security agencies, party agents, election observers and journalists, equipping them with essential knowledge for improved coordination and adherence to electoral protocols.
vi. **Increased Public Trust:** Promotes transparency and boosts the trust and confidence of the pubic in electoral outcomes by improving the competence of election officials and broadening stakeholder understanding.

12.4 Lead and Collaborating Department(s)/ Directorate(s)

INEC School is overseen by The Electoral Institute (TEI) whose primarily responsible is the development of training content and the creation of course materials to support effective learning and capacity building. The INEC School platform can be accessed at https://inecschool.org.

Chapter

13

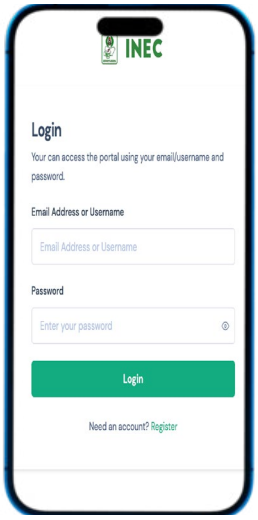
INEC Candidate Nomination Portal (ICNP): Promoting Transparency and Efficiency in the Candidate Nomination Process

13.1 Background

The INEC Candidate Nomination Portal (ICNP) as shown in illustration fifteen, was introduced to modernise the critical process through which political parties submit the details of their nominated candidates for elections. Prior to its introduction, the Commission managed this task by issuing nomination forms to political parties, which were completed manually and then returned with attached documents. This paper-based system often led to acrimony between the Commission and Political Parties on issues ranging from timeline, administrative delays, missing and inconsistent data to the challenge of tracking submissions and thereby compromising transparency and efficiency.

Illustration Fifteen

Screenshot of the INEC Candidate Nomination Portal



To address these long-standing issues, the Commission launched the digital management of candidate nomination with a Microsoft Access-based desktop tool in 2018. Although this was an improvement over physical forms, it lacked real-time functionality and scalability. The Commission was therefore compelled to develop and deploy a more robust and fully web-enabled ICNP in 2022 for deployment ahead of the 2023 General Election. This marked a turning point in candidate management, offering the Commission and Political Parties a faster and more reliable and less stressful candidate management process.

The ICNP enables Political Parties to submit and validate candidates' nomination and information online and receive immediate feedback from the system. It drastically reduced errors and inefficiencies and supports a centralised nomination database accessible to the Commission for real-time tracking and reporting. The system allows for the enforcement of nomination rules in a more consistent manner and enables the Commission to generate validated data for legal, monitoring and public engagement purposes. A key strength of ICNP lies in its transparency and accountability features whereby each submitted nomination is timestamped and automatically logged, creating a digital audit trail for regulatory and review purposes.

13.2 Functionality of the ICNP

The ICNP is a secure, public-facing online portal developed by the Legal Drafting and Clearance Department in collaboration with the ICT Department. It is designed to support the full lifecycle of candidate nominations by allowing Political Parties to i) Submit candidate nominations for various elective positions; ii) Upload and manage candidate documentation, including credentials and photographs; iii) Withdraw previously nominated candidates where necessary; and iv) Substitute candidates in accordance with legal provisions and electoral timelines. Each submission is logged in real time, ensuring that the Commission and Political Parties have access to the same up-to-date information. The platform also provides an audit trail for every action taken, which is critical in ensuring transparency and accountability in the nomination process.

13.3 Impact on the Electoral Process

The deployment of the ICNP has introduced several significant improvements to the electoral process. These are:

i. **Enhanced Automation and Accuracy:** Improved processing speed, reduced errors and removed the inefficient of manual procedures.
ii. **Establishment of a Centralised Candidate Nomination Database:** Establishment of structured access to all candidate data across political parties, allowing for real-time monitoring, historical analysis, and improved decision-making.
iii. **Timely Nomination Process:** Political parties are empowered to upload candidate data seamlessly through a user-friendly interface, enabling timely submissions and corrections where needed.
iv. **Real-time Report Generation and Analytics:** Facilitates instant generation of detailed reports on nominations, for purpose of transparency, internal decision-making and accountability.

13.4 Lead and Collaborating Department(s)/ Directorate(s)

The management and oversight of the ICNP is a joint responsibility shared among Office of the Chairman, Legal Drafting and Clearance, Election and Party Monitoring and ICT Departments Together, these departments ensure the effective operation and support of the ICNP platform by i) Issuance of access credentials to registered political parties; ii) Providing technical and administrative support throughout the nomination window; iii) Monitoring portal usage and ensuring compliance with nomination guidelines; and iv) Generating reports on nominations submitted, withdrawn, or substituted. The INEC Candidate Nomination Portal (ICNP) can be accessed by authorised users at https://icnp.inecnigeria.org

Chapter 14

Polling Agents' Portal and the Enhancement of Accreditation and Deployment of Political Party Agents

14.1 Background

The conduct of elections is the responsibility and collective effort of various stakeholders. Polling agents plays a crucial role by acting as the representatives of Political Parties at polling units, collation centres, and other designated election locations to safeguard electoral integrity. It was in order to ensure a structured and transparent system for registering and deploying polling agents that the Commission developed the Polling Agents' Portal as shown in illustration sixteen. The portal was initially introduced in response to the COVID-19 pandemic to help limit physical interactions between the Commission and Political Parties in adherence to public health guidelines, but it evolved into a permanent tool for efficient management of political party agents. It operates as a digital platform that streamlines the registration, verification and deployment of political party agents through a public-facing online platform designed to allow political parties to register, verify, and deploy their polling agents at all levels of the election process.

Illustration Sixteen

Screenshot of the INEC Political Party Polling Agents Portal

Prior to the introduction of the Portal, Political Parties submit the details of their agents by physical paperwork, leading to time delays, errors and impersonations. This was a manual system that often cause delays in processing, accreditation and deployment of agents, thus hindering the performance of their electoral duties as scheduled. It was difficult to maintain a structured and comprehensive database of political party agents because the list was discarded after an election. Furthermore, the generation and distribution of ID tags and kits for the polling agents was an expensive and labour-intensive process and the Commission lacked a systematic approach to monitor and track their recruitment and deployment the in the field.

14.2 Functions of the Polling Agents' Portal

The Portal helped to address many of these challenges by simplifying the polling agent registration process and allowing political parties to submit agent details online. The deployment of the Portal has enhanced efficiency, transparency, and accessibility in political party agent registration and deployment by automating the process. It ensures a seamless digital registration system, providing a central database where all registered agents can be easily tracked. The timeline in the opening and closing of the portal enables timely registration and deployment, ensuring all agents are assigned well in advance. It also provides real-time insights, allowing the Commission to address gaps in representation and reduce the complicated process of generating and issuing ID tags.

By eliminating manual registration bottlenecks, Political Parties can efficiently enrol polling agents for various electoral duties, verify and ensure compliance with registration requirements, while the Commission is able to ensure quick and accurate issuance ID tags to all accredited polling agents and monitor the deployment. This has greatly enhanced the efficiency, accuracy and coordination of polling agent deployment in fulfilling their role in monitoring the electoral process.

14.3 Impact on the Electoral Process

The introduction of the Polling Agents' Portal has led to major improvements in political party agent management, including:

i. **Automation of Political Party Agent Registration:** By replacing manual processes with a digital system, INEC has improved efficiency and accuracy in agent registration.
ii. **Centralised Database of Political Party Agents:** The portal provides structured access to all registered agents, allowing the Commission to monitor polling unit representation.
iii. **Timely Registration and Deployment:** Agents are registered and assigned well in advance, ensuring smooth operations on Election Day.
iv. **Enhanced Oversight on Agent Shortages:** The system enables the Commission to track shortages in polling agents, allowing for quick interventions before elections.
v. **Automated Generation of Polling Agent ID Tags:** The portal ensures fast, automated issuance of ID tags, reducing administrative delays and errors.

14.4 Lead and Collaborating Department(s)/ Directorate(s)

The Elections and Party Monitoring (EPM) Department oversees the management and operations of the Polling Agents' Portal with the following benefits: i) Political parties are able to adhere to registration requirements; ii) Accurate verification and vetting of polling agents; iii) Generating ID tags with QR codes serves as a security feature for verifying the identity of polling agents; iv) Technical support for political parties using the portal. In collaboration with ICT, the EPM Department provides guidance and oversight functions to ensure that polling agents are properly registered and equipped to carry out their electoral responsibilities. The Polling Agents' Portal can be accessed by authorised users at https://pollingagents.inecnigeria.org

Chapter

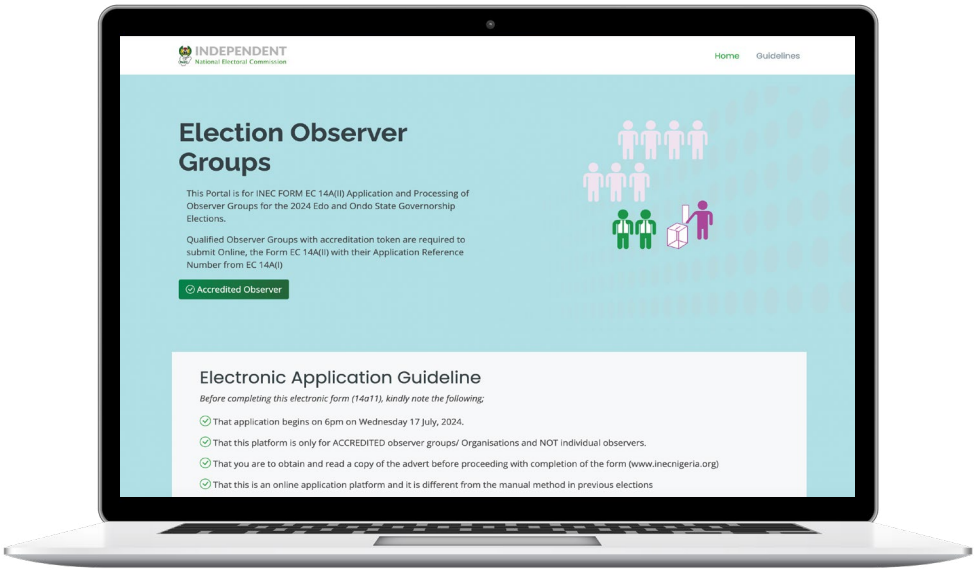
15

Observer Group Portal: Strengthening the Accreditation Process for Election Observation

15.1 Background

Before the launch of the Observer Group Portal as shown in illustration seventeen, the process of applying for observer status to an election in Nigeria was entirely manual. Observer organisations were required to fill out physical forms and submit them to the Commission, which was time-consuming and prone to errors, often delaying the accreditation process and affecting the timely deployment of observers. It also placed a heavy administrative burden on Commission, limiting the efficiency and effectiveness of election observation.

Illustration Seventeen
Screenshot of the INEC Election Observer Group Portal



In response to these challenges and as part of the Commission's policy on conducting elections in the context of the COVID-19 Pandemic that the Commission introduced the Observer Group Portal in 2020. The Portal was piloted during the Edo and Ondo State Governorship Elections and proved useful in digitising the registration, verification and accreditation of observer groups. It was later deployed for the 2023 General Election to process thousands of applications from both domestic and international election observation missions and groups.

The portal was developed in-house by the ICT Department in collaboration with the Elections and Party Monitoring Department as a secure and centralised online platform for engaging with election. observation missions and groups to register, upload documents, undergo verification, receive accreditation and print identification tags. The system replaced the cumbersome manual process and significantly improved data accuracy, speed of approvals and ensured that only credible organisations and groups participate in election observation in Nigeria.

The Portal has enhanced election monitoring in Nigeria by streamlining the process of accreditation and empowered the Commission to maintain a real-time, organised database of accredited observers, for better efficiency, oversight, transparency and accountability.

15.2 Functionality of Observer Group Portal

The Observer Group Portal is a public-facing online platform developed in-house by the ICT Department in collaboration with the Elections and Party Monitoring Department to i) Register their interest in monitoring elections; ii) Submit organisational credentials for verification; iii) Receive accreditation to participate in the election observation and iv) Generate observer ID tags for field deployment. The system offers an automated, secure, and transparent method of handling observer accreditation, ensuring that only verified and eligible organisations and groups are registered for election monitoring. By doing this, the Portal has strengthened election monitoring, reinforcing the Commission's commitment to credible, transparent electoral administration.

15.3 Impact of Observer Group Portal on Nigeria's Electoral Process

The introduction of the Observer Group Portal has significantly improved election monitoring by:

i. **Automating Domestic and Foreign Observer Group Registration:** The portal replaces manual accreditation with a digital system, improving efficiency and accuracy in observer group registration.
ii. **Providing a Centralised Database for Election Observers:** The Commission now has structured access to all registered observer groups, making it easier to monitor and regulate election monitoring activities.
iii. **Enabling Timely Registration and Deployment of Observer Groups:** Observer accreditation is completed well before elections, ensuring early deployment of monitoring personnel.
iv. **Automating the Generation of Observer ID Tags:** The system ensures quick, automated issuance of identification badges, reducing administrative delays and errors.

15.4 Lead and Collaborating Department(s)/ Directorate(s)

The Elections and Party Monitoring Department in collaboration with the ICT department oversees the operations and management of the Observer Group Portal by ensuring that i) Observer groups comply with registration requirements; ii) Verification and accreditation processes are conducted smoothly; iii) Generating ID tags with QR codes serves as a security feature for verifying the identity of Observer groups; and iv) Technical support is provided to observer organisations. By enforcing these oversight responsibilities, the departments guarantee that election observers operate within the guidelines set by the Commission. The INEC Observer Group Portal can be accessed by authorised users at https://observergroups.inecnigeria.org

Chapter

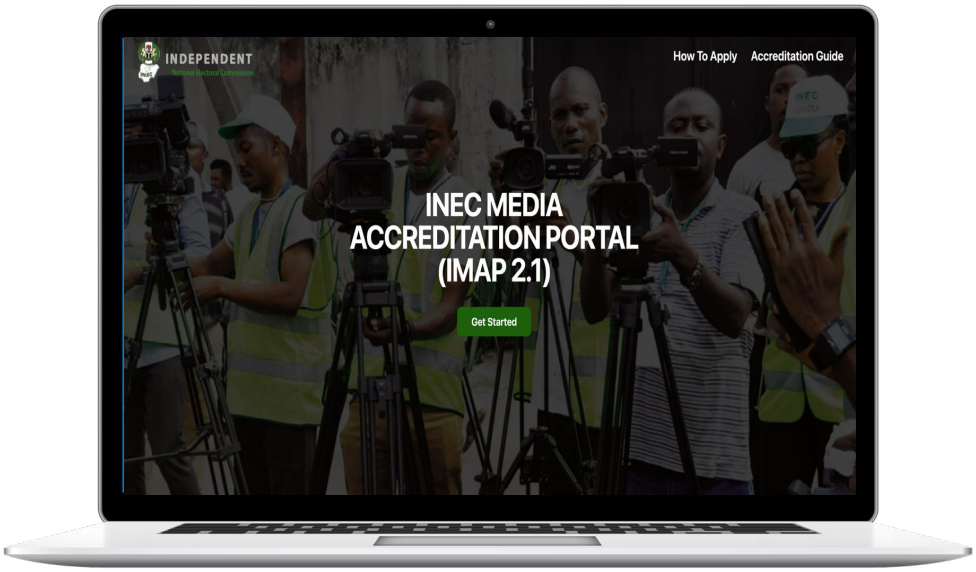
16

Media Accreditation Portal and the Modernisation of Election Coverage in Nigeria

16.1 Background

The Media Accreditation Portal as shown in illustration eighteen, is a digital platform developed and deployed by the Commission to modernise the accreditation process for both domestic and international media organisations covering elections in Nigeria. The Commission recognises the critical role of the media in promoting electoral transparency by their reportage which subjects the electoral process to independent scrutiny. It is therefore important that they are provided with the required access to gather and disseminate accurate and real-time information on the electoral process to the public.

Illustration Eighteen
Screenshot of the INEC Media Accreditation Portal



Before the introduction of the portal, media accreditation was managed through a manual, paper-based system, which was characterised with widespread inefficiencies. These included processing delays, errors in verifying credentials and last-minute rush to issue their accreditation as the lack of a centralised database made it difficult to track the status of media organisations and personnel. Additionally, the issuance of physical ID tags to the media for the purpose of accreditation and clearance to access sensitive electoral locations involved multiple administrative layers which often resulted in logistical bottlenecks.

It was in response to these challenges and particularly the requirement to adhere to the policy of conducting election within the context COVID-19 pandemic and encouraging minimal physical contact and interactions that the Commission launched the Media Accreditation Portal in 2020. It was successfully piloted to undertake remote registration and verification of journalist during the Edo and Ondo State Governorship Elections in 2020 and was fully deployed for handling accreditation for both local and foreign journalists in the run up to the 2023 General Election.

16.2 Functionality of the Media Accreditation Portal

The Media Accreditation Portal was developed in-house by the Commission's ICT Department in collaboration with the Voter Education and Publicity Department to provides a secure, transparent, and centralised online platform where media organisations can i) Register for accreditation; ii) Submit their credentials for verification; iii) Receive official access approval to election venues; and iii) Generate digital ID tags embedded with QR codes for field authentication. With the automation of the entire process, the portal has eliminated manual inefficiencies, ensured timely accreditation and deployment and significantly improved oversight and accountability in media participation.

16.3 Impact on the Electoral Process

The introduction of the Media Accreditation Portal has significantly improved election reporting by:

i. **Automating Media Agency Registration and Accreditation:** The portal replaces manual verification methods with a digital system, improving efficiency and accuracy in media accreditation.
ii. **Providing a Centralised Database for Election Media Coverage:** Provides the Commission with structured access to all accredited media organisations, ensuring easy identification and monitoring.
iii. **Enabling Timely Registration and Deployment of Media Agencies:** Enables the Commission to complete the processes of Media accreditation well before elections, allowing media agencies to prepare adequately for coverage.
iv. **Automating the Generation of Media Accreditation ID Tags:** It ensures quick, automated issuance of ID tags, reducing administrative delays and errors.

16.4 Lead and Collaborating Department(s)/ Directorate(s)

The Voter Education and Publicity Department in collaboration with the ICT department oversees the operations and management of the Media Accreditation Portal by ensuring that i) Domestic and foreign media agencies comply with registration requirements; ii) Verification and accreditation processes are conducted smoothly; iii) Generating ID tags with QR codes serves as a security feature for verifying the identity of Accreditation Media agencies; and iv) Technical support is provided to accredited media organisations. By undertaking these critical responsibilities, the portal guaranteed structured and efficient engagement between the Commission and media agencies. The portal can be accessed by authorised users at http://imap.inecnigeria.org.

Chapter

17

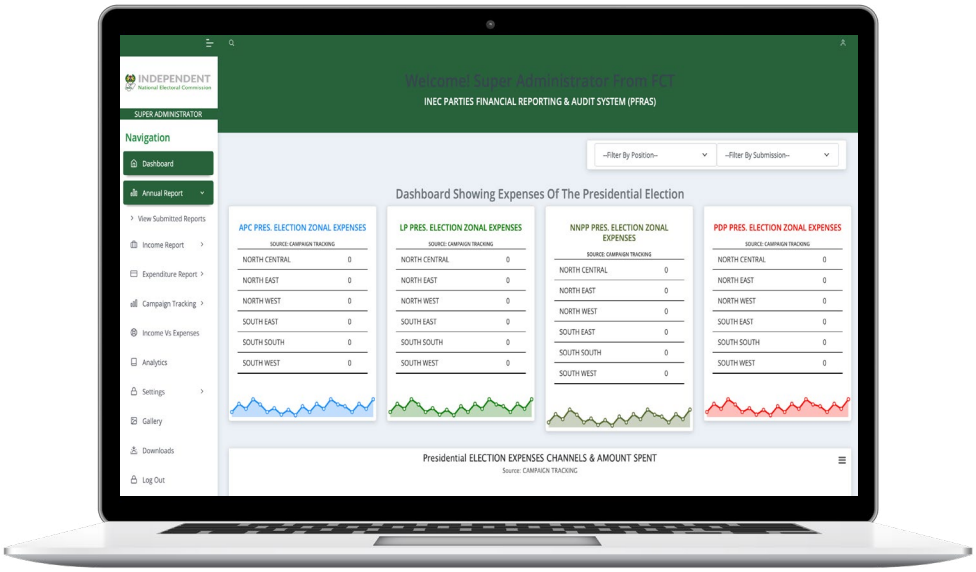
Political Finance Reporting and Auditing System (PFRAS): Strengthening Accountability and Transparency in Political Party Financing

17.1 Background

The Commission is empowered by the 1999 Constitution to monitor the organisation and operations of the political parties, including their finances. The Commission does this by providing political parties with a series of manual forms to complete and submit, which involves documenting income and expenditures on physical paperwork. The lack of a centralised system was often burdensome, time-consuming, and prone to administrative errors, making it difficult for the Commission to verify reports efficiently. These challenges resulted in weak oversight, limited transparency and delayed audits thereby creating loopholes that could be exploited to reduce public confidence in financial accountability in elections.

Illustration Nineteen

Screenshot of the INEC Political Finance Reporting and Auditing System



In the effort to address these challenges, the Commission developed the Political Finance Reporting and Auditing System (PFRAS) as shown in illustration nineteen, which is a web-based platform that automates the submission, tracking, and verification of political party financial reports. With PFRAS, political parties can upload income and expenditure data in real time, allowing for easier compliance monitoring and improved enforcement of campaign finance laws.

Approved in 2024 as a digital accountability and reporting platform where financial disclosures are no longer constrained by outdated, paper-based systems PFRAS replaced the hardcopy paper submissions with a streamlined, digital reporting interface. It enables Political Parties to submit standardised reports electronically, which enhances auditability, minimises inconsistencies, and allow the Commission to access a centralised financial database, thereby facilitating a more comprehensive oversight and faster access to financial records for enforcement, review, or public disclosure. It also addresses long-standing gaps in the campaign finance monitoring ecosystem by introducing built-in compliance features that guide parties toward lawful practices and alert them to potential infractions. This is in addition to helping to mitigate the risks tied to illicit contributions or fund mismanagement by

creating a credible audit trail and fostering increased trust and transparency in monitoring and tracking financial expenditure of the political parties.

PFRAS is a critical component of the Commission's broader mission to strengthen democratic accountability by enhancing its ability to enforce finance laws effectively through digitised financial reporting. It also reduces the burden of manual financial reporting on the political parties to ensure the same high standards of transparency, equity and institutional integrity.

17.2 Functionality of PFRAS

PFRAS is an automated financial monitoring platform that enables political parties to i) Submit income and expenditure reports digitally; ii) Ensure compliance with financial disclosure requirements; iii) Track campaign finance transactions in real-time; and iv) Generate standardised financial reports for regulatory audit.

How PFRAS Works

The system enables political parties to i) Upload financial records securely; ii) Access automated verification tools to ensure compliance; iii) Receive notifications and guidance on finance regulations; and iv) Generate structured reports for review by electoral officials. By leveraging automation, PFRAS ensures efficient financial tracking, reducing errors and simplifying compliance for political parties. Thus, PFRAS strengthens Nigeria's electoral finance framework, making political funding more transparent and accountable.

17.3 Impact on the Electoral Process

The introduction of PFRAS has significantly improved financial oversight by:

i. **Automated Verification and Data Analysis**: PFRAS eliminates manual errors, ensuring that financial reports are accurately reviewed and adhere to regulatory standards.
ii. **Comprehensive Oversight and Enforcement:** Strengthens electoral finance compliance through real-time tracking and analysis of political parties' expenditure.
iii. **Transparent Financial Reporting**: Empowers political parties to submit structured financial records, reinforcing accountability and discouraging illicit funding.
iv. **Enhanced Electoral Integrity:** Provides a structured financial reporting system, reducing the risk of mismanagement or fraudulent campaign financing.
v. **Public Confidence and Trust**: Enables voters, civil society organisations, and election observers to access verified campaign finance records, ensuring greater electoral transparency.
vi. **Streamlined Compliance Process:** Simplifies financial reporting requirements for political parties, reducing administrative burdens while maintaining strict oversight.

17.4 Lead and Collaborating Department(s)/ Directorate(s)

The Election and Party Monitoring Department, supported by the ICT Department oversees the administration and management of PFRAS by i) Managing party agent registration and access permissions; ii) Monitoring income and expenditure reports from political parties; iii) Generating compliance reports for financial enforcement; and iv) Ensuring regulatory adherence in all submitted financial disclosures. The Political Finance Reporting and Auditing System (PFRAS) can be accessed by authorised users at https://pfras.inecnigeria.org

Chapter

18

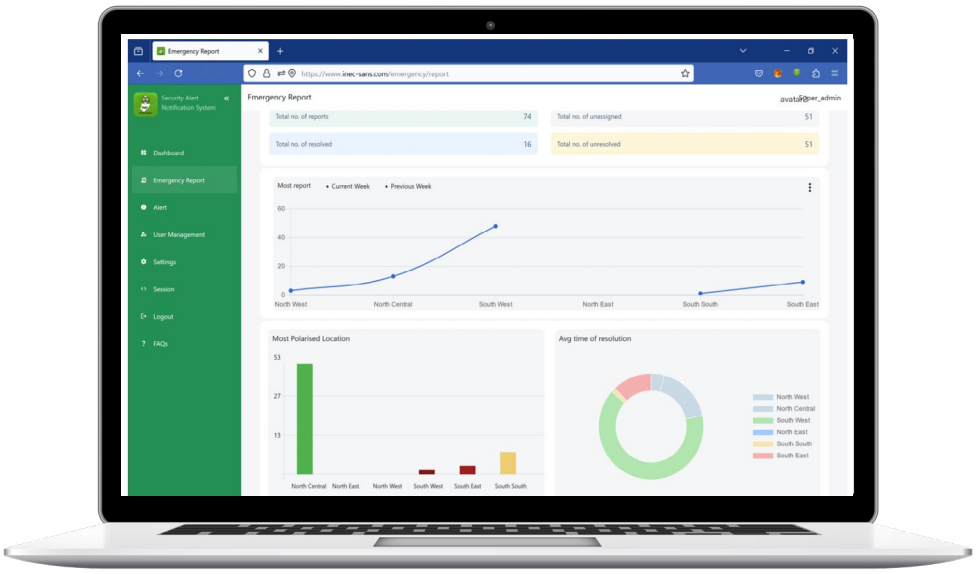
INEC Security Alert and Notification System (INEC-SANS): Safeguarding Electoral Personnel and Assets

18.1 Background

Security plays a pivotal role in ensuring the successful conduct of elections. Elections personnel, facilities, and materials must be protected from threats, disruptions, and violence, particularly in conflict sensitive environment. The Commission is often confronted with the challenge of insecurity and threat to its personnel and facilities, especially whenever electoral activities are taking place. In some instances, Commission's staff had walked into dangerous situations suddenly and unprepared, without information or effective tool to communicate their precarious security situation. Even when they were somewhat able to communicate or escalate their situation, locating the exert position of such threatened or stranded personnel is another problem, especially in remote or conflict-prone areas with limited or restricted access. Security alerts often failed to reach the appropriate responders, leading to ineffective interventions and rescue missions.

Illustration Twenty

Screenshot of the INEC Security Alert and Notification System



To address this challenge, the Commission had to rely on technology by developing and introducing the INEC Security Alert and Notification System (INEC-SANS) as shown in illustration twenty, especially in the run up to the Anambra Governorship Election in 2021. The system is a digital solution designed to monitor, detect, and mitigate security threats before, during and after elections and it has proved invaluable in rescuing stranded electoral personnel in dangerous situations. It was optimised and integrated into the Election Management System (EMS) for deployment nationwide and has become a critical security tool in the Commission's election security framework in addressing various threats and real danger by facilitating swift communication and rapid response mechanism for the deployment of rapid response team to protect the Commission's personnel, facilities and materials.

18.2 Functions of the INEC-SANS

INEC-SANS leverages web and mobile technology to provide real-time alerts, enabling election officials and security agencies to respond swiftly to emergencies. The system proved invaluable by helping security experts in rescuing electoral personnel under life threatening and other dangerous situations. The mobile app, available on Android and iOS, enables election officials to report security threats in real-time, notify security agencies and ICCES of potential dangers, send emergency alerts via push notifications, SMS, email, and voice calls. It also enables the rescue team to easily track and locate such personnel requiring to be assisted or rescued. Its user-friendly interface allows quick and secure alert transmission, ensuring timely intervention during such emergencies.

18.3 Impacts on the Electoral Process

INEC-SANS was designed to address the long-standing issue of communicating security challenges in the field between electoral personnel, the Commission and security agencies by:

i. Ensuring threat and tracking mitigation, providing instant security alerts and ensuring that emergency responders are equipped with actionable intelligence.
ii. Ensuring timely notifications, allowing security agencies to quickly pinpoint the exact location of affected personnel.
iii. Enabling detailed incident reporting, allowing the Commission to track patterns, trends, and security hotspots through proper incidents documentation.
iv. Coordinating response efforts, ensuring that the right response teams are mobilised and deployed based on the nature of the threat.
v. Maintaining a comprehensive security incident database, INEC-SANS helps INEC develop effective security strategies, prevent future threats, and optimise deployment plans for high-risk areas.
vi. Facilitating the rapid rescue of election personnel and materials.

18.4 Lead and Collaboration Department/ Directorate(s)

INEC-SANS is overseen by the Planning and Monitoring (P&M) Department with System Administrators assigned with different access levels for system management and operations. The INEC Security Alert and Notification System (INEC-SANS) can be accessed by authorised users at http://inec-sans.com

Chapter

19

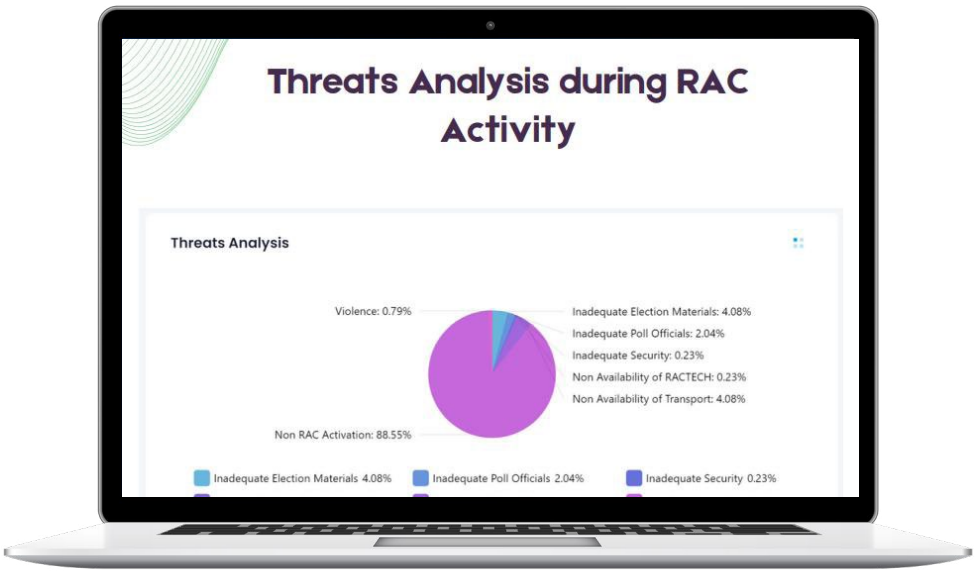
The Compliance and Threat Data Acquisition System (CT-DAS): Improving Electoral Threat Detection and Mitigation

19.1 Background

The Compliance and Threat Data Acquisition System (CT-DAS) as shown in illustration twenty-one was introduced by the Commission in 2019 as a proactive solution for improving electoral integrity, security, and operational oversight. It was designed by the Commission to address long-standing challenges in managing security risks and irregularities during elections and to provide a centralised platform for monitoring electoral compliance and detecting threats in real time.

Illustration Twenty-One

Screenshot of the INEC Compliance and Threat Data Acquisition System



Prior to the deployment of CT-DAS, it was difficult for the Commission to identify and respond promptly to emerging threats such as violence, intimidation, and non-compliance with electoral laws as these issues had to be escalated before they were addressed. This challenge was resolved by CT-DAS with real-time monitoring and early detection system through the aggregation of structured data from field reports, observer feedback, and security alerts. With this data, the Commission can take swift, targeted action to maintain order and uphold electoral standards. A core strength of the system is the ability to support evidence-based decision-making by generating actionable insights that helps the Commission anticipate disruptions and collaborate with security agencies to mitigate them thereby reducing the likelihood of electoral fraud and operational failures and ensuring successful conduct of elections across the country.

CT-DAS also enhances transparency and accountability by maintaining a digital audit trail of every issue reported and response deployed. Each compliance breach or security incident is documented, supporting institutional learning and oversight, thus improving internal coordination and reinforcing public trust in the Commission's ability to safeguard the electoral process. It represents a significant step in the Commission's use of technology to safeguard elections by improving situational awareness and enhancing operational resilience, thus enabling the Commission to adapt to evolving risks with speed and accuracy. As electoral expectations and complexities continue to grow, CT-DAS remains a vital asset in ensuring that the electoral processes remain secure, credible and professionally managed.

19.2 Functionality of CT-DAS

CT-DAS functions as an integrated platform that systematically acquires, analyses, and reports data related to electoral compliance and security threats with the following key functions:

i. **Real-time Threat Monitoring:** Tracks security risks such as violence, intimidation and electoral malpractices.
ii. **Compliance Tracking:** Monitors adherence to electoral laws, regulations and procedural guidelines throughout the election process.
iii. **Data Integration:** Aggregates data from multiple sources for comprehensive situational awareness and rapid decision-making.
iv. **Early Warning System:** Provides alerts on potential risks to enable quick and proactive mitigation.
v. **Centralised Coordination:** Coordinate rapid responses and streamline election management.
vi. **Transparency Enhancement:** Supplies accurate and timely information that promotes accountability and public confidence in elections.

19.3 Impact on the Electoral Process

The Compliance and Threat Data Acquisition System (CT-DAS) has made a significant contribution to the electoral processes through:

i. **Enhanced Security Management:** By promptly identifying and addressing threats, CT-DAS has played a key role in reducing election-related violence and disruptions.
ii. **Improved Compliance:** The system enforces strict adherence to electoral laws and procedures, helping to minimise irregularities and electoral misconduct.
iii. **Real-Time Situational Awareness:** CT-DAS delivers accurate and timely information, enabling election officials to make swift decisions and respond effectively to emerging challenges.
iv. **Greater Transparency and Accountability:** Through systematic data collection and reporting, the system boosts public confidence in the fairness and integrity of elections.
v. **Efficient Election Operations:** Centralised management of threats and compliance data supports coordinated efforts among election teams, ensuring smoother operations.

19.4 Lead and Collaborating Department(s)/ Directorate(s)

The Compliance and Threat Data Acquisition System (CT-DAS) is overseen and managed by the Electoral Operations Department and can be accessed by authorised users at https://ctdas.inecnigeria.org.

Chapter

20

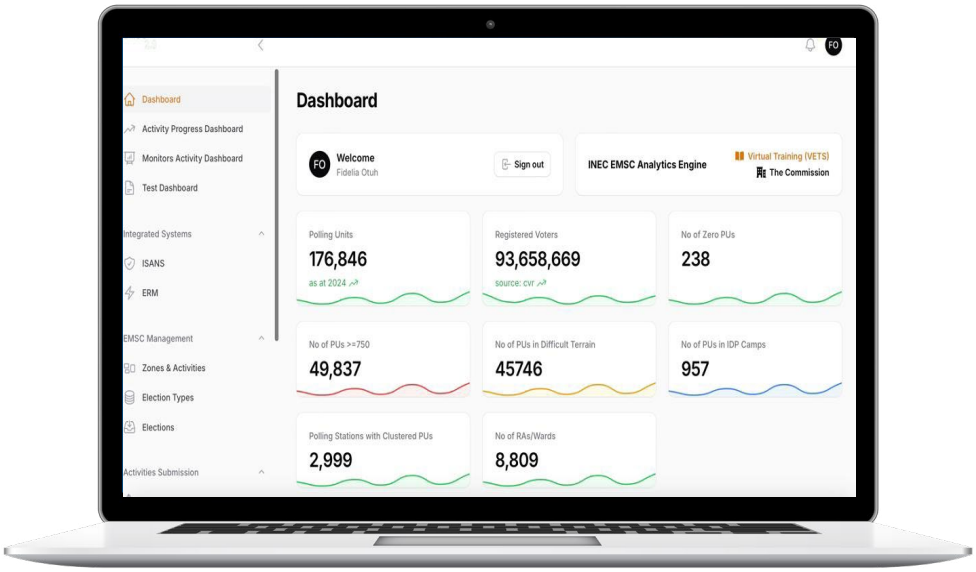
Election Monitoring and Support Centre (EMSC): Optimising Implementation, Early Warning and Electoral Oversight

20.1 Background

The Election Monitoring and Support Centre (EMSC) Dashboard as shown in illustration twenty-two, relies on hitherto multiple standalone applications, including the Election Monitoring Support (EMS), the Electoral Operations Support Centre (EOSC), the Electoral Risk Management (ERM) tool and the INEC-SANS for its operationalisation. These systems and tools operated in isolation, making it difficult to synthesise data and coordinate responses efficiently. As Nigeria's elections became more complex, this fragmented approach created operational delays, communication gaps, and challenges in tracking the status and deployment of personnel and material in real time.

Illustration Twenty-Two

Screenshot of the INEC Election Management and Support Centre Dashboard



The fully integrated EMSC Dashboard was developed by the Commission as a centralised digital platform that integrates these isolated applications into a unified command centre to address these challenges. Approved in 2024 and scheduled for deployment in 2025, the new dashboard provides a comprehensive, real-time overview of electoral operations nationwide. It allows election managers to monitor key activities such as the movement of sensitive materials, performance of infrastructure and incident reports through one cohesive interface. By supporting the coordinated oversight of electoral activities at LGA, State and national levels, it fosters better situational awareness and enables quick intervention when issues arise during critical phases of the electoral process. The consolidation of all data streams into a single platform and identification of potential disruptions will significantly enhance the Commission's capacity for rapid and proactive decision-making to resolve them before they impact negatively on the election process. Furthermore, the system has helped to resolve the absence of a centralised monitoring tool that constrained the ability of the Commission to act swiftly during elections due to outdated or incomplete data because of inefficiencies, siloed responses and lack of coordination among departments. Lastly, the system is useful for tracking, which constituted a major gap in electoral logistics, with delays and misplacements of election materials and posing risks to the integrity of Election Day activities.

By addressing these issues, the EMSC Dashboard has become an indispensable tool in modern election management with its real-time alerts, visual dashboards and collaborative tools for promoting transparency, accountability, and synchronised action across the Commission. It represents a strategic shift toward data-driven governance, reinforcing the Commission's commitment to delivering credible, efficient, and professionally managed elections in Nigeria.

20.2 Functionality of the EMSC Dashboard

EMSC is a centralised electoral monitoring system designed to provide a real-time overview of all election activities, including i) Election Preparations and Logistics; ii) Polling Unit Activities; iii) Security Alerts and Incident Reports; iv) Personnel Deployment Tracking; v) Materials Distribution Oversight; and vi) Data-Driven Election Analysis.

The EMSC Dashboard works by aggregating data from multiple electoral applications such as the i) Election Monitoring System (EMS); ii) Electoral Operations Support Centre (EOSC); iii) Electoral Risk Management (ERM) tool; iii); and iv) INEC-SANS. By unifying these platforms into a single dashboard, EMSC enables electoral officials to monitor, coordinate, and optimise all aspects of election execution from a centralised digital interface.

20.3 Impact on the Electoral Process

The introduction of EMSC Dashboard has significantly improved election management by:

i. **Real-Time Electoral Activity Monitoring:** Offers a live, up-to-date overview of election preparations, polling activities, and logistics, enhancing situational awareness.
ii. **Proactive Issue Resolution**: Enables early detection of potential challenges and facilitates swift intervention before operational issues escalate.
iii. **Streamlined Logistics Deployment**: Ensures efficient allocation and distribution of election materials, personnel and infrastructure, minimising delays and inefficiencies.
iv. **Enhanced Coordination Across Departments**: Facilitates seamless communication between different INEC departments, allowing synchronised planning and execution of electoral tasks.
v. **Data-Driven Decision-Making:** Provides actionable insights based on real-time data analysis, enabling electoral officers to optimise strategies and improve overall efficiency.
vi. **Strengthened Election Integrity and Transparency**: By maintaining a digital record of electoral operations, EMSC enhances accountability and supports public confidence in the electoral process.

20.4 Lead and Collaborating Department(s)/ Directorate(s)

The Election Monitoring and Support Centre (EMSC) Dashboard is overseen by the Planning and Monitoring Department, supported by the ICT Department with the following responsibilities i) Managing electoral data entry at the State and national levels; ii) Overseeing

user management and access control for desk officers; iii) Ensuring seamless integration of monitoring applications into the dashboard; and iv) Tracking and verifying key election indicators for operational transparency.

By leveraging real-time monitoring, tracking and early warning tools through efficient oversight and coordination, the EMSC strengthens electoral oversight framework, making election management more effective, transparent and data driven. The Election Management and Support Centre (EMSC) Dashboard can be accessed by authorised users at https://emsc.inecnigeria.org

Chapter

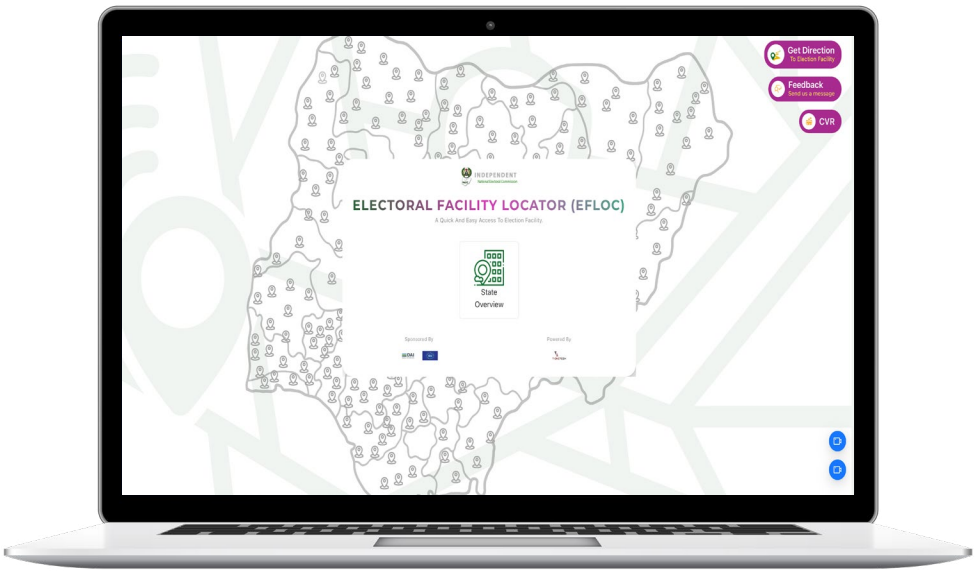
21

Electoral Facility Locator (EFLoc): Optimising the Use and Deployment of Technology in Locating Election Infrastructure

21.1 Background

The Electoral Facility Locator (EFLoc) as shown in illustration twenty-three is a geospatial platform created by the Commission to help bridge the gap between the location of key electoral infrastructure and citizens. Before EFLoc, access to accurate information about polling units, registration centres, and INEC offices was often difficult, especially during elections and voter registration periods. Recognising the importance of real-time location data, the Commission's launched this digital tool in 2022 to improve transparency, access, and operational coordination during elections.

Illustration Twenty-Three
Screenshot of the INEC Electoral Facility Locator



EFLoc was developed as an enhancement of the earlier Polling Unit Locator tool, which primarily helped voters find their polling stations. The expanded version now includes additional electoral sites such as Registration Area Camps (RACs), collation centres, and state and local INEC offices. This evolution marks a significant step in the Commission's digital modernisation efforts and underscores its focus on accessibility and service delivery across all parts of the country.

By integrating satellite mapping and location intelligence, EFLoc provides users whether voters, election officials, or observers with real-time, GPS-enabled access to nearby electoral facilities. This capability is especially helpful in reducing confusion on election day, preventing delays, and making it easier for underserved and remote communities to participate. It also contributes to better planning by helping citizens and officials prepare their movements well in advance.

EFLoc's impact extends beyond voter convenience. For the Commission's, the platform enhances logistical coordination and aids in the strategic deployment of personnel and materials. Electoral planners and monitors can now assess facility distribution, make adjustments based on local needs, and respond more quickly to on-the-ground challenges.

Observers, security personnel, and civil society actors also benefit from the tool's real-time information, improving situational awareness and deployment accuracy.

EFLoc fosters greater public trust by making electoral information openly accessible. It empowers citizens to verify facilities themselves and reinforces the Commission's commitment to open data, inclusivity, and transparency. In doing so, it becomes not just a navigation tool, but a foundational component of Nigeria's efforts to ensure credible and participatory elections.

21.2 Background and Functional Overview

EFLoc serves as a vital digital solution designed to support voters, election officials, and observers by providing accurate, real-time information on the locations of key electoral facilities. It enhances planning, logistics, and accessibility during elections, contributing to a more transparent and inclusive electoral process.

Key features of the platform include:

i. **Real-Time Geospatial Mapping:** Utilises satellite coordinates to provide precise location tracking of all electoral facilities.
ii. **Comprehensive Facility Coverage:** Not only locates polling units but also extends to RACs, collation centres, INEC offices, and other critical election structures.
iii. **User-Centric Interface:** Empowers voters to easily determine the nearest polling unit based on their home address and facilitates election staff and observers in efficiently identifying their designated posts.

21.3 Impact on the Electoral Process

The introduction of EFLoc has had a transformative impact on the electoral process in several ways:

i. **Increased Efficiency and Reduced Delays:** Faster location tracking of facilities means that logistical operations and electoral assignments can be executed at an accelerated pace.
ii. **Enhanced Public Confidence:** With easier access to verified location data, voters and stakeholders are more confident in both the administration and transparency of the electoral process.
iii. **Better Engagement for Stakeholders:** Political parties, civil society organisations, and election observers can more effectively engage with INEC by having clear, real-time maps of all vital electoral infrastructures.
iv. **Optimised Resource Allocation:** The centralisation of facility location data allows for more strategic electoral planning, resulting in more efficient distribution of materials and personnel during elections.
v. **Enhanced Accessibility:** Particularly beneficial for registrants in remote or geographically challenging regions, ensuring they can effortlessly locate.

21.4 Lead and Collaborating Department(s)/ Directorate(s)

EFLoc is managed by the Electoral Operations Department. This department is responsible for ensuring that all geospatial data regarding electoral facilities is continuously updated and accurately maintained. Through effective user management and integration with the Commission's operational systems, the department guarantees that facility location data is reliable and accessible to all permitted stakeholders. The Electoral Facility Locator (EFLoc) can be accessed at https://efloc.inecnigeria.org

Chapter

22

Media Trend Tool: Enhancing Electoral Media Monitoring and Public Engagement

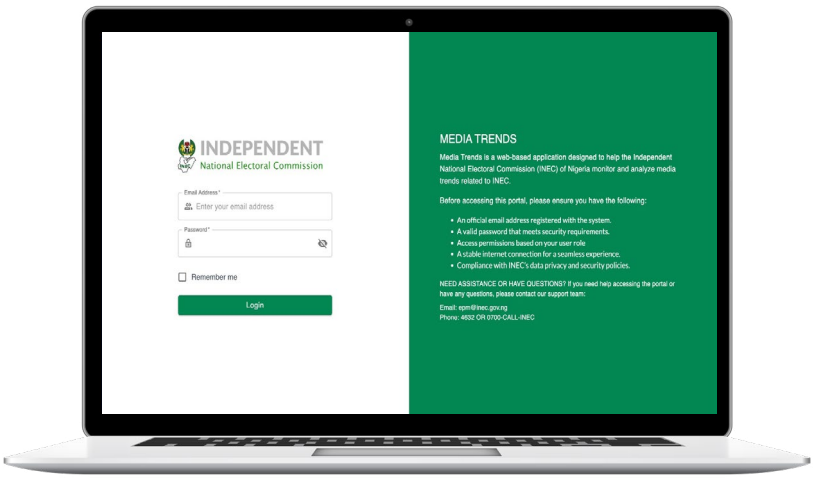
22.1 Background

Monitoring and tracking reportage on the Commission's policies, actions and activities is a critical feedback mechanism for improving the stakeholders' engagements and for combatting fake news, misinformation and disinformation. Prior to the introduction of the Media Trend Tool, the Commission monitored and tracked media coverage manually through designated staff who followed individual media agencies and social media platforms. This approach was not only labour-intensive, fragmented and lacked coordination, it was difficult to effectively monitor digital narratives or respond promptly to emerging issues. In fact, it was a challenging task for the Commission to gauge public sentiment or to detect and react in a timely and data-driven manner to fake news, misinformation and disinformation.

To resolve this challenge, the Commission developed a modernised and centralised approach, aligned with the evolving media landscape to collect, analyse, and visualise election-related media narratives in real time. Approved in 2024, the Media Trend Tool as shown in illustration twenty-four is a web-based tool that enables the Commission to use keyword-based tracking across online news articles, blogs and digital commentary platforms to aggregates mentions from various sources. This provided the Commission a comprehensive overview of how the media is reporting on electoral activities and how the public is reacting to the conduct and implementation of these activities.

The tool serves as a vital resource for electoral officials, offering early warning on emerging narratives, sentiment trends and potential areas of reputational risk that can impact negatively on the image of the Commission. It also promotes a unified, real-time dashboard that enhances internal coordination and consistency in the Commission's responsiveness. With the information provided by the tool, the Commission can fine-tune its communication strategy, put out the correct narrative and clarify fake news, misinformation and disinformation before they spread in the public domain. By so doing, the Media Trend Tool helps to address the critical gaps of the lack of an effective system for detecting such fake narratives, unverified claims and dangerous media contents that may circulate widely in the public domain without a timely intervention from the Commission. But with the ability to monitor and track new reportage across various channels and platforms, the tool enables officials to identify and prevent such fake narratives gaining traction and to determine the appropriate response in order to safeguard electoral credibility and maintain public trust.

Illustration Twenty-Four
Screenshot of the INEC Media Trend Tool



By and large, the Media Trend Tool is pivotal in advancing how the Commission engages with the media and the public, empowering it to become more proactive, strategic and transparent in managing public perception on the electoral process. As a digital innovation, it strengthens the Commission's oversight and institutional resilience in managing credible and democratic elections by ensuring that information flow is accurate, trustworthy and appropriately addresses the public.

22.2 Functionality of The Media Trend Tool

The Media Trend Tool is an automated web-based media tracking system designed to i) Monitor election-related news, articles, blogs and discussions; ii) Identify trends in public discourse regarding electoral activities; iii) Provide keyword-based search capabilities for targeted media tracking; and iv) Enable real time reporting and mentions across multiple digital platforms.

How the Media Trend Tool Works

The system works by using predefined keywords and filters to aggregate news, articles, opinion pieces and media mentions related to electoral activities and through automated indexing , officials can i) analyse emerging narratives influencing public perception; ii) Track sentiment shifts regarding electoral processes; iii) Assess misinformation trends and address public concerns proactively; and iv) Generate reports to support election related communication strategies. By leveraging digital communication, the Media Trend Tool ensures efficient media analysis, strengthening INEC's ability to engage with public discourse in a timely and strategic manner.

22.3 Impact on the Electoral Process

The introduction of the Media Trend Tool has significantly enhanced media monitoring and electoral engagement by:

i) providing INEC with an overview of media perceptions and offering structural analyses of digital media coverage, ensuring INEC remains informed about public discourse, ii) enhances real-time media analyses through keyword-based tracking to monitor evolving news narratives and voter concerns, iii) identifies trends affecting electoral integrity, allowing the Commission to spot fake news, misinformation, and disinformation, and to counter them effectively through timely and accurate public education initiatives, iv) strengthens electoral transparency and public confidence by ensuring proactive engagement with the media and fostering greater trust in electoral processes, v) supports a data-driven communications strategy that empowers the Commission to respond to media trends strategically and communicate effectively with stakeholders. Through these enhancements, the Media Trend Tool strengthens the election communication framework, making media monitoring more effective, transparent, and data-driven.

22.4 Lead and Collaborating Department(s)/ Directorates(s)

The Voter Education and Publicity Department, supported by the ICT Department, oversees the administration of the Media Trend Tool with the following responsibilities i) managing user access and permissions for data analysis ii) generating analytical reports on media discourse related to elections, iii) providing strategic communication guidance based on media insights, iv) filtering relevant media reports for electoral trend tracking. By leveraging structured data aggregation, these departments ensure that the Commission maintains a proactive approach to public engagement and electoral media oversight. The Media Trend Tool can be accessed by authorised users at http://mediatrends.inecnigeria.org

Chapter 23

Conclusion

In the period from 2015 to 2019, the Commission made progressive efforts to design, develop and deploy technology for the management of the electoral process and conduct of elections in response to exigencies of emerging situations and to meet the needs of stakeholders. The array of technologies adopted and deployed by the Commission for the management of the various aspects of the electoral process and the actual conduct of elections in this period are identified and discussed in this book. The Commission's principal approach to the deployment of electoral technology during the period is to consolidate the use of previous advances before moving on to the design, development and deployment of new devices and digital tools to automate some of its routine functions, process and procedures. The Commission's choice of electoral technology was guided by the need to protect the integrity and security of such technology, undertake a through pilot-testing to determine its application, functionality and challenges arising therefrom, address these challenges, familiarise stakeholders with the technology and popularising its use among voters.

The digital tools and web-based platforms adopted and deployed by the Commission during this period are as follows:

i. The INEC Voter Enrolment Device (IVED) to enhance the integrity of the voter register using an enhanced and accurate biometric verification system based on fingerprint and facial identification thereby promoting inclusiveness and laying the foundation for fair, transparent and credible elections.

ii. The CVR Online Portal that empowered the Commission to efficiently manage the voter registration process and allowed citizens to undertake real-time updates on their registration details thereby promoting a proactive, inclusive and accessible voter registration system and fostering data accuracy on the Register of Voters.

iii. The Voter Verification System (VVS) as a robust data management system based on the adoption of a secure and real-time verification tools empowers citizens to verify and confirm their registration status, thereby reducing the risk of disenfranchisement and the maintenance of a credible and up-to-date Register of Voter.

iv. The Bimodal Voter Accreditation System (BVAS) is a landmark in Nigeria's journey towards transparent, credible, and technologically advanced elections through the integration of accurate registration data with secure, real-time voter verification to strengthen the authentication of voters and deliver transparent, efficient and credible elections.

v. The INEC Result Viewing (IReV) Portal which empowered stakeholders and the general public to view polling units results thereby fortifying the security, transparency and integrity of such results and dramatically improves confidence and trust in electoral outcomes.

vi. The INEC Election Results Management System (ERMS) which is a digitised processes for recording and archiving of election results will enhance the accuracy, transparency, and accountability in results management by ensuring that accurate and secured records of election are managed with integrity and readily available for legal reviews, audits, as well as for public scrutiny and analysis.

vii. The INEC Recruitment of Election Staff (INEC – PRES) which is a web and mobile platform for the recruitment, training and deployment of polling unit ad hoc election personnel based on eligibility criteria and minimal interference of human error. It has proved monumental in promoting an optimised, transparent, efficient and merit-based approach in the effective deployment, use of critical electoral technologies like BVAS and IReV, real-time monitoring and timely remuneration of election personnel.

viii. The Collation and Returning Officers Management System (CROMS) to manage the recruitment of mid- to senior level election ad hoc staff with greater efficiency based on accountability, transparency and operational excellence. It has enabled the Commission archive performance from past elections and identify top-performing officials thereby ensuring that elections are administered by well-qualified individuals with the spirit of fairness, professionalism and public interest.

ix. The INEC Operations Management Information System (IOMIS) is a robust on-premises application and automated system that integrates with INEC PRES and CROMS, via secure APIs to ensure a transparent, efficient, and data-driven approach to recruiting, training and deployment of ad hoc electoral officers by minimising human error, streamlining administrative processes and upholding the integrity of the electoral process through meticulous verification and performance tracking.

x. The Virtual Electoral Training System (VETS) is an interactive e-learning planform for the training and preparation of permanent and ad hoc officials for the conduct of electoral activities to ensure accessibility uniformity, consistency and quality of training nationwide.

xi. The INEC School which is a digital learning and training platform for diverse range of stakeholders to enhance their knowledge of the electoral process and improve their proficiency and preparedness of election personnel through a resilient and scalable framework that that fosters inclusivity, transparency and public trust in the electoral process.

xii. The INEC Candidate Nomination Portal (ICNP) which helped the Commission to transform the candidate nomination process from a cumbersome, paper-based system to a transparent and efficient digital platform by streamlining and strengthening accountability in the submission and validation of candidate data and but also through real-time tracking and auditability.

xiii. The Polling Agents' Portal enabled the Commission to automate, streamline and effectively manage the registration and accreditation process of party agents. Its deployment has vastly increased efficiency, transparency, and accountability by reducing errors, facilitating real-time submissions, tracking through digital audit trails and access to up-to-date information for all stakeholders.

xiv. The Observer Group Portal enabled the Commission to automate, centralise and administer the accreditation of both domestic and internation election observation missions and personnel. By streamlining the registration and verification process, it enhances the Commission's capacity to provide required support and monitor compliance with established regulations and guidelines.

xv. The Media Accreditation Portal is a secure and centralised online platform which simplified the media accreditation for elections by enabling media organisations to seamlessly register, submit credentials, receive access approval and generate digital ID tags with QR codes. This has resulted in greater efficiency in the timely accreditation, issuance of accreditation ID tags, deployment of media agencies and better oversight of media participation in the electoral process.

xvi. The Political Finance Reporting and Auditing System (PFRAS) enabled the Commission to strengthen its oversight function in monitoring the finances of political parties through an automated financial platform that ensures efficiency in tracking adherence to regulatory oversight in the accuracy and integrity of party's financial disclosures and campaign finance reports.

xvii. The INEC Security Alert and Notification System (INEC-SANS) adopts data-driven strategies to proactively address challenges, adapt to emerging trends and respond swiftly to risks by strengthening the Commission's capacity to report, activate, search and rescue thereby ensuring the safety and protection of electoral personnel and assets.

xviii. The Compliance and Threat Data Acquisition System (CT-DAS) is designed to provide real-time situational awareness, enhanced security management, ensuring strict compliance with electoral laws, increased transparency and accountability and facilitation of a coordinated and efficient approach to electoral operations.

xix. The Election Monitoring and Support Centre (EMSC) Dashboard addresses the fragmentation among existing electoral monitoring tools by integrating the multiple standalone systems into a centralised platform, offering real-time and comprehensive oversight, effective monitoring of logistics, personnel deployment, incident reports, and data analysis, facilitating early warning and rapid decision-making and intervention.

xx. The Electoral Facility Locator (EFLoc) is designed to assist election staff and observers in identifying their posts and voters in locating their polling units thereby increasing efficiency, reducing logistical delays, optimising resource allocation and improving accessibility, especially for in the remote areas and difficult terrains through accurate and reliable geospatial data.

xxi. The Media Trend Tool provides the Commission with real-time insights and targeted analysis for early detection of misinformation thereby facilitating the development of coordinated responses to proactively manage public narratives and counter misinformation in fostering transparency, credibility and public trust throughout the electoral process.

The journey from the introduction of the DDCM and SCR to the deployment of technologically advanced universal device, the IVED and BVAS for voter registration, voter accreditation and uploading of election results on the IReV Portal was quite significant in the pursuit for electoral transparency, accountability and credibility in Nigeria. Furthermore, the adoption of robust data management practices through the deployment of sophisticated digital platforms and portals for undertaking certain core electoral processes such as on-line voter registration, the recruitment, training and deployment of ad-hoc electoral staff, candidate management and the accreditation of polling agents, observers and the media marked a transformative step

toward a more efficient and inclusive electoral process in Nigeria. Lastly, by harnessing the benefits of digital automation, centralised databases and intelligent deployment algorithms, the Commission is in a better position to oversight the finances of political parties, manage logistics, security and result collation, monitor compliance and engage with stakeholders to mitigate risks, counter misinformation and foster public trust.

In adopting and deploying these arrays of electoral technologies between 2015 and 2025, the Commission has transformed Nigeria's electoral process by enhancing transparency, accountability, security and operational efficiency and laid a solid and resilient foundation for the continued conduct of credible, transparent, and participatory democratic elections. In order to institutionalise this transformation, the Commission in May 2025 approved a governance framework for the development, security and deployment of election technology. This was to ensure maximum benefits, cost-effectiveness and standardisation of digital applications for election administration. The guiding principles and the framework for the adoption and utilisation of election technology specified that any electoral technology deployed by the Commission must:

i. Be designed, developed, customised and tested to suit the local needs and circumstances based on secure and exclusive intellectual and property rights owned by the Commission.
ii. Conform to the highest global standards of digital security and give the maximum value for money without compromising on quality and functionality.
iii. Be sustainable, in terms of cost, personnel and equipment based on the principle of transparency and accountability with clear regulations, guidelines and manuals for user and public information.
iv. Be simple, non-discriminatory and accessible to all eligible citizens on the principle of equality and equity of access.
v. Be protected and safeguarded against cyber-attacks, breach or intrusion by external actors in accordance with existing good practices, with emphasis on confidentiality or privacy of information.

In addition to these guiding principles, the Commission specified certain requirements and conditions for the development, acquisition and deployment of electoral technology. They require that such technologies in terms of software, hardware and artificial intelligence must undergo a needs assessment with very clear justification for their utilisation. Furthermore, the Commission made it mandatory that such technologies must be customised, homegrown with clear technical specifications, meet legal and regulatory compliance and be tested, piloted and stabilised with defined path for training and knowledge transfer, have open architectures and be guided by security, adaptability and data protection. These guiding principles, requirements and conditions will continue to govern the Commission's adoption and deployment of electoral technology for future elections.

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