REPORT ON THE ELECTORAL SUPPORT PROJECT, UNDP LESOTHO

THE LESOTHO 2015 NATIONAL ASSEMBLY SNAP ELECTIONS

Prepared by UNDP, May, 2015

1   Objective of the Report

The objective of the current report is to provide a summary of UNDP support activities as part of the Electoral Support Project for the 2015 National Elections in Lesotho. While the project is ongoing, the major part of the project outputs were focused on support to delivering transparent and credible elections, and the current report covers these areas.

2   Background

In 2012, Lesotho held a successful national election widely deemed free and fair, that resulted in an unprecedented democratic transition of power. The 2012 elections resulted in the first-ever coalition government in the country's history, led by Thomas Thabane's All Basotho Congress (ABC) party with the Lesotho Congress for Democracy (LCD) and Basotho National Party (BNP) as the two other coalition partners. However, in the latter part of 2013, intra-government fighting and inter-coalition party conflicts hindered the coalition's ability to function. Political tensions amongst the three coalition partners increased during 2014, culminating in the prorogation of Parliament on 10 June 2014. While it was conducted through the constitutional process, it was seen by political rivals as an attempt by the Prime Minister to avoid a vote of no confidence. The situation was further exacerbated by the events which took place on August 30th, 2014 following the appointment of a new army commander the previous day, where the Lesotho army attacked the police headquarters and some police stations resulting in one fatality and a number of officers injured, as well as the official residence of the Prime Minister, the official residence of the BNP leader who was also a Cabinet Minister and the private residence of the new army Commander. The Prime Minister, BNP leader, Commissioner of Police, new army commander and other senior officials fled the country, accusing the army of attempting to stage a coup. The Prime Minister returned to Lesotho along with other Ministers and officials within a week, escorted by South African police.

Following these events, the South African Development Community (SADC) intervened and deployed an observer mission to Lesotho. South Africa, as the Chair of the SADC Organ on Politics, Defence and

Security Cooperation, appointed Deputy President Ramaphosa as a SADC Facilitator to address the political problems that ensued and to help to restore order in Lesotho. As a result of his efforts acting on behalf of SADC, a number of agreements were signed, including the Maseru Facilitation Declaration, which stipulated that the country go for snap elections on 28 February 2015. The Maseru Security Accord, which was subsequently signed by the Heads of Security Organs, particularly the police and army, paved the way for the army Commander, Commissioner of Police and former army Chief to take leave of absence in order to reduce tensions between police and the army ahead of the snap elections.

Upon request of the Independent Electoral Commission (IEC), the United Nations (UN Department for Political Affairs in cooperation with UNDP Lesotho deployed an electoral Needs Assessment Mission (NAM) from 8-17 October 2014 to assess the capacities and needs of the Independent Electoral Commission (IEC) to run the agreed-upon national elections.

As a result of the NAM, UNDP Lesotho launched its Electoral Support Programme in December 2014, focusing on the key areas of voter education, public outreach, training, logistics and coordination of observer initiatives. The project was envisioned to include both short-term electoral support activities, as well as longer term enabling-environment support, with a total budget of $ 899,999 funded jointly funded by USAID and UNDP. USAID supported activities included the components of voter education and public outreach, as well as training of various stakeholders (polling officers, party representative, chiefs, NGOs).

The main **objective** of the Project was to support and promote the building of a conducive environment ahead of, during and after the early elections in 2015, leading to the acceptance of the results, as well as addressing longer-term structural, legislative and capacity issues to create a conducive environment for future elections. Within this objective, the Project sought to result in three **outputs**:

- **Output 1**: Organisation and management of elections enhanced;
- **Output 2**: Technical and institutional capacity of MEC strengthened;
- **Output 3**: Electoral enabling environment stabilised, including mechanisms for confidence-building, regulatory framework.

Polling day

Results at a Glance:

Area of result	Planned	Actual
Electoral Training		
No. of polling officers trained with UNDP/USAID support	118	**250 polling officers**
No. of party agents trained with UNDP/USAID support	1720	**1,720 party agents** in all ten (10) districts of Lesotho.
No. of Chiefs trained	160	**320 Chiefs** in all districts, including: 119 Chiefs at Tsebo Outsourcing, Butha Buthe covering the districts of Mokhotlong, Malingoaneng, Makhoakhoeng, Butha Buthe, Leribe, Berea and Majara. 77 Chiefs trained at Orange River Lodge, Quthing covering Quthing and Qacha's Nek. 81 Chiefs trained at Catholic Training Centre, Mafeteng covering Mafeteng, Tebang, Matelile, Mathebe. 43 Chiefs trained at IEMS, Mohale's Hoek covering Phamong, Hloahloeng, Taung, Tajane, Thaba-Ts'oeu.
No. of NGO representatives or other observers trained	300 observers	**358 Observers were accredited and also attended briefing sessions by UNDP consultant** **10 High court judges and 2 acting judges trained**
Public outreach and voter education		
No. of voters reached directly through door-to-door	60,000	**TOTAL: 91,119** LCN/DPE: 62,119; o/w 41% women, 59% men; 26% youth; 3% herd boys; 1% people with disabilities[1] CCL: 29,000; o/w 57% women; 4% herd boys
No. of constituencies covered	28	**31 constituencies in 10 districts** LCN/DPE: 23 constituencies in 5 districts (Mokhotlong (1); Berea (11); Mafeteng (1); Mohale's Hoek (8); Quthing (1); Qacha's Nek (1)) CCL: 8 constituencies in 8 districts (Mokhotlong, Qacha's Nek, Thaba Tseka, Mafeteng, Leribe, Botha Bothe, Quthing and Mohale's Hoek.)

---

[1] LCN/DPE (2015): *Final Report to UNDP: Voter Education – 2015 Snap Elections.*

Area of result	Planned	Actual
Youth engaged		Min. **49,818 young people** reached/engaged (through Facebook only) Y4P song downloaded 7,000 times
Media engagement, training and public outreach		A larger media strategy included radio programming providing general voter education, candidate interviews and debates. 14 debates held over 11 private and public radio stations. **31 journalists** were trained on the role of the media in elections and how the media can contribute positively to peace building. A team was set up to monitor the media throughout the elections period, and coordinated elections reporting. 43 journalists from various media houses signed a pledge for responsible journalism.
Monitoring and Evaluation of the voter education activities	Was not planned, implemented to oversee public outreach.	**23 Monitoring and Evaluation (M&E) Officers conducted 1,716 monitoring missions** to assess the impact of the voter educator's work in the lead-up to the elections.[2] This included door-to-door visits (handing out questionnaires to random households to assess the impact of voter education), public gatherings, and post-monitoring missions.[3]
Public outreach materials produced		
Audio/visual	4	17 audio/visual public service announcements (PSAs aired on national TV and radio, targeting youth, women and people with disabilities.) **14 election debates** held over 11 private and public radio stations
No. of voter education materials	Brochures, hand-outs, posters, education leaflets	3 million voter education materials (34 different types), of which production of 1.1 million (10 different types) were supported directly by USAID (distribution of all supported by USAID) Types including brochures, fact sheets, posters and stickers, etc.
No. of voters SMS reached	1.2 million	**1.3 million people (subscribers)** SMS promoting IEC Call Centre and voting info
No. of calls handled by Call Centre	No numbers set	**Average 1,000/day, peaking more than 2,000 on pre-election week**
Coordination of observers		
No. of regional and intl. observers	300	**358 observers** accredited and coordinated

---

[2] UNDP deployed two M&E officers per districts (except for Mokhotlong District where only one officer worked), totalling in 19 M&E officers. In addition, UNDP/IEC recruited, trained and deployed three regional supervisors and one general supervisor to coordinate and consolidate the 19 M&E officer's work and inputs into a final consolidated report. The M&E officers were contracted as National UN Volunteers.

[3] Soai, Malefetsane (2015): *Monitoring and Evaluation Report for Independent Electoral Commission's Voter Education Campaign for Lesotho's General Elections held on 28th February 2015*.

1   Elections Results: 2015 and 2012

Party name	Total votes 2015	Total votes 2012	Votes Change +/-	Votes Change %	Constituency seats 2015	Constituency seats 2012	Compensa-tory seats 2015	Compensa-tory seats 2012	Total seats 2015	Total seats 2012	Change seats +/-
ABC	215,022	138,917	+76,105	+55%	40	26	6	4	46	30	**+16**
ADC	1,689	1,933	-244	-12%	0	0	0	0	0	0	-
ACDF/BAENA	1,259	1,227	+32	+3%	0	0	0	0	0	0	-
AUM	390	714	-324	-45%	0	0	0	0	0	0	-
BANC	582	-	+582		0	-	0	-	0	-	-
BBDP	1,285	2,440	-1,155	-47%	0	0	0	1	0	1	**-1**
BCP	2,721	2,531	+190	+7%	0	0	1	1	1	1	**-**
BDNP	1,901	3,433	-1,532	-45%	0	0	0	1	0	1	**-1**
BNP	31,508	23,788	+7,720	+25%	1	0	6	5	7	5	**+2**
CFM	941	-	+941		0	-	0	-	0	-	-
DC	218,573	218,366	+207	+1%	37	41	10	7	47	48	**-1**
HDP	1,265	-	+1,265		0	-	0	-	0	-	-
LCD	56,467	121,076	-64,609	-53%	2	12	10	14	12	26	**-14**
LMM	1,008	1,691	-683	-40%	0	0	0	0	0	0	-
LPC	1,951	5,021	-3,070	-61%	0	0	1	1	1	1	**-**
LWP	577	2,408	-1,831	-76%	0	0	0	1	0	1	**-1**
MFP	3,413	3,300	+113	+3%	0	0	1	1	1	1	**-**
NIP	5,404	6,880	-1,476	-21%	0	0	1	1	1	1	**-**
PD	751	-	+751		0	-	0	-	0	-	-
PFD	9,829	11,166	-1,337	-12%	0	1	2	2	2	3	**-1**
RCL	6,731	-	+6,731		0	-	2	-	2	-	**+2**
SSD	-	1,081	-1,081		-	0	-	0	-	0	-
TSD	531	-	+531		0	-	0	-	0	-	**-**
WHP	174	252	-78	-31%	0	0	0	0	0	0	-
Total	**569,623**	**551,726[4]**	**-**	**-**	**80**	**80**	**40**	**40**	**120**	**120**	**-**

---

[4] Including independent candidates

1.1 Total Votes / Voter Turnout Comparison

	2015	2012	2007	2002	1998	1993	1970	1965
Voting Age Population	1 102 986	1 138 954	1 162 213	1 117 567	1 001 034	893 780	437 100	394 800
Voter Register	1 210 079	1 183 576	916 230	831 315	860 000	736 930	374 272	416 952
Total Vote	569 623	551 726	448 953	554 386	617 738	532 678	306 529	259 844
Voter Turnout (vote/register)	47%	47%	49%	67%	72%	72%	82%	62%
Voter Turnout (vote/voting age)	52%	48%	39%	50%	62%	60%	70%	66%

1.2 Gender Composition of Parliament

	2015				2012			
	Male	Female	Total	% Female	Male	Female	Total	% Female
Senate	25	8*	33	24%	24	9	33	27%
National Assembly	90	30**	120	25%	89	31	120	26%

*5 are Principal Chiefs; 1 is a Ward Chief; 1 is a Minister; 1 is a Politician nominated to the House. **9 were elected directly through constituencies; 21 were elected through proportional representation.

1.3 Gender Composition of Cabinet

	2015				2012			
	Male	Female	Total	% Female	Male	Female	Total	% Female
Cabinet ministers	22	5	27	19%	18	5	23	22%
Deputy ministers	4	3	7	43%	4	3	7	43%

2 Output 1: Organization and management of elections enhanced

Under Output 1, Electoral Support, the key activities included training of polling officers; training of party agents and; training of observers; and voter education.

2.1 Training of polling officers, party agents and observers

Polling Officers (USAID supported activity)

As part of the efforts to enhance the electoral processes ahead of the February 2015 National Assembly Elections, The United Nations Development Program (UNDP) and the United States Agency for International Development (USAID) jointly cooperated and provided support in training electoral training for IEC staff (among other areas). The program focused on improving public understanding of the electoral processes, in order to increase confidence in the fairness of the results, and also include training targeted at polling officers, area chiefs, political party polling agents; observers, call centre staff and journalists.

Training-of-Trainers by IEC for 250 polling staff members was undertaken in various places across the country 21-23 January, 2015 at the following venues: Molengoane Lodge, Khotsong Lodge (Maseru District), Aloes Guest House Pitseng (Leribe District), Ka Pitseng (Berea District) Likileng Lodge (Botha Bothe District), Big P Guest House and Hillsview Guest House (Quthing District).

UNDP Resident Representative, Karla R. Hershey and U.S. Ambassador, Matthew Harrington visiting ToT workshop of IEC polling staff at Molengoane Lodge, Nazareth

Party Agents (USAID supported activity)

Party agents present at the polling station on polling day required training to ensure they can perform their role effectively. As planned, training of 1,720 party agents was undertaken by the IEC in all ten (10) districts of Lesotho.

Chiefs (USAID supported activity)

Chiefs play an important role no election day as officially part of the polling stations. The programme assisted training 320 Chiefs in all districts. This included:

- Chiefs at Tsebo Outsourcing, Butha Buthe covering the districts of Mokhotlong, Malingoaneng, Makhoakhoeng, Butha Buthe, Leribe, Berea and Majara.
- Chiefs trained at Orange River Lodge, Quthing covering Quthing and Qacha's Nek.
- Chiefs trained at Catholic Training Centre, Mafeteng covering Mafeteng, Tebang, Matelile, Mathebe.
- Chiefs trained at IEMS, Mohale's Hoek covering Phamong, Hloahloeng, Taung, Tajane, Thaba-Ts'oeu.

2.2 Voter Education and Public Outreach
(USAID supported activity)

With very limited time to prepare for the elections, and due to the fact that they came two years ahead of time, it was vital for the IEC to raise awareness among the general public and embark on a nation-wide voter education programme. UNDP deployed a **Public Outreach Advisor** directly at the Commission, providing technical support in the designing and implementation of public awareness strategies.

With UNDP's assistance, the IEC developed a comprehensive voter education campaign aimed at:

1) Coordinate civil society and NGOs to conduct voter education through grass-roots public/community level and door-to-door visits, where UNDP assistance focused on outreach targeting women, people with disabilities and youth;
2) Implementing a mass media public outreach campaign through radio, TV, social media and newspapers, where UNDP assistance focused on working with media on key public messages and a social media campaign.

Specifically, UNDP/USAID assistance resulted in:

Voter education materials (USAID supported activity)

Design and production of electoral materials, which were distributed by voter educators in all ten districts of Lesotho. These materials included manuals for voter educators; flipcharts, stickers, and door hangers informing about elections day. In total, **three million elections materials** were printed and distributed. This includes 2,000,000 leaflets in 19 different types; 538,000 booklets in 10 different types;

and 265,000 posters in 5 different types. Of the total materials produced, 1.1 million (10 different types) were supported directly by USAID (distribution of all supported by USAID). *See the Annex 1 for a full list of public outreach materials produced.*

NGO-lead voter education (USAID supported activity)

1) UNDP with USAID support contracted two local NGOs to carry out voter education; namely, the Christian Council of Lesotho (CCL) and the Lesotho Council of NGOs (LCN). The latter implemented their programme in conjuncture with another NGOs; Development for Peace Education (DPE). In addition to these NGOs, the IEC had contracted five other NGOs, including women's groups; an NGO working with disability issues; as well as an NGO targeting youth at schools and tertiary institutions.[5] The IEC had also trained and deployed 365 of their own voter educators who, combined with the NGOs contracted by UNDP and the IEC, covered all of Lesotho's ten districts. In total, **820 voter** educators were deployed. Through UNDP/USAID assistance, **91,119 people were reached** through NGO voter education initiatives.

2) The role of these voter educators was to reach out to the public, sensitising Basotho about the elections focusing on their rights and responsibilities. The NGOs took on different approaches to carry out this task. Some went from house-to-house; others conducted public gatherings at the village level. Some organised political debates between political candidates; others held specific sessions for herd boys or youth (focused group discussions). UNDP's role was mainly to coordinate the voter education activities, ensuring that all districts and constituencies were well-covered; that specific population groups were targeted (women, youth, herd boys, people with disabilities), and to ensure that efforts were not duplicated. For an overview of the activities of the two NGOs contracted by UNDP, LCN/DPE and CCL, please see paragraphs below.

   a) **LCN and DPE** conducted voter education activities between 4th February and 24th February 2015. Their campaign was implemented in 23 constituencies in five districts across Lesotho (Mokhotlong (1); Berea (11); Mafeteng (1); Mohale's Hoek (8); Quthing (1); Qacha's Nek (1)). During the campaign, LCN/DPE conducted the following activities:
      a. Provision of training of electoral educators;
      b. Conducting door-to-door voter education to deliver key messages to the public;
      c. Public gatherings;
      d. Convening political leaders' forum;
      e. Provision of monitoring and support of the programme

---

[5] NGOs contracted by the IEC to carry out voter education: 1) Federation of Women Lawyers (FIDA) in consortium with Catholic Commission for Justice and Peace (CCJP); 2) Women and Law in Southern Africa (WLSA); 3) Lesotho National Federation of the Disabled (LNFOD); 4) Transformation Resource Centre (TRC); 5) Campaign for Education Forum.

Through these activities, an estimated total number of **62,119 voters** were reached by LCN/DPE. Out of this total, 41% were women; 26% were youth; 3% were herd boys; and 1% people with disabilities.[6]

b) **CCL** carried out their voter education campaign from 13th January to 20th February 2015. The campaign was implemented across eight constituencies in eight districts.[7] The goal of CCL's programme was to provide voter education to marginalised groups of society, particularly women, youth, the disabled and herd boys. Among other things, the campaign aimed at encouraging citizens to actively and freely participate in the elections; to provide information on why Lesotho was going for early elections; and to inculcate the voting procedures at the voting stations. Working closely with local churches, CCL used different strategies, including workshops, public gatherings, meetings and distribution of voter education information materials, to reach the target population groups. CCL estimate that their campaign reached a total of **29,000 voters**, including 16,575 women and 1,185 herd boys.[8]

Women and Herd Boys in Bobatsi Mokhotlong

See Annex 2 for detailed report on Public Outreach

Monitoring and Evaluation of Voter Education activities (UNDP-supported activity)

For the last two weeks of the voter education campaign, UNDP (with own funds, not covered by USAID), on behalf of the IEC, recruited and deployed a total of **23 Monitoring and Evaluation (M&E) Officers** whose main role was to assess the impact of the voter educator's work in the lead-up to the elections.[9] Despite some logistical challenges in deploying these officers in the field, the exercise was

---

[6] LCN/DPE (2015): *Final Report to UNDP: Voter Education – 2015 Snap Elections.*
[7] CCL's voter education campaign was carried out in constituencies in the following districts: Mokhotlong, Qacha's Nek, Thaba Tseka, Mafeteng, Leribe, Botha Bothe, Quthing and Mohale's Hoek.
[8] CCL (2015): *Report of Voter Education and 2015 General Elections Observation*
[9] UNDP deployed two M&E officers per districts (except for Mokhotlong District where only one officer worked), totalling in 19 M&E officers. In addition, UNDP/IEC recruited, trained and deployed three regional supervisors and one general

overall very successful and provided the IEC with valuable lessons for future elections. It showed, among other things, that the voter education materials were well distributed to all districts and that they proved effective in reaching out to the public with simple messages. Also, the assessment indicated that public gatherings and door-to-door visits conducted by voter educators were effective in the sense that they reached a lot of people across all constituencies of countries. In total, the M&E officers conducted **1,716** monitoring missions. This included door-to-door visits (handing out questionnaires to random households to assess the impact of voter education activities), public gatherings, and post-monitoring missions.[10]

Monitoring and Evaluation staff being trained by UNDP Public Outreach Advisor

Public Service Announcements (USAID supported activity)

Another important means of reaching the public was through mass media. UNDP worked with a local civil society organisation, Hillside Digital Trust to support the IEC in preparing **17 audio/visual public service announcements** (PSAs), which were broadcasted on national TV and radio stations. These PSAs included messages promoting the toll-free IEC Call Centre; a reminder from the IEC on the Election Day; and a message directed at shepherds/herd boys, encouraging this population group to vote. In addition, the IEC published elections adverts in five national newspapers[11], thus reaching out to very large portions of the population. Further, an SMS promoting the IEC Call Centre was sent to **1.3 million** mobile phone subscribers.

---

supervisor to coordinate and consolidate the 19 M&E officer's work and inputs into a final consolidated report. The M&E officers were contracted as National UN Volunteers.

[10] Soai, Malefetsane (2015): *Monitoring and Evaluation Report for Independent Electoral Commission's Voter Education Campaign for Lesotho's General Elections held on 28th February 2015*.

[11] Adverts were published in these five newspapers (in English and Sesotho): Public Eye, Mosotho, Lesotho Times, Sunday Express, and Moeletsi oa Basotho).

Call Centre (USAID supported activity)

The IEC established a 24/7 toll-free **Call Centre** to which every Basotho could call and inquire about any elections related procedures and requirements. Whereas UNDP helped with the technical aspects of establishing the call centre (working closely with Vodacom Lesotho), the IEC provided the technical lead to train 24 call centre agents who for a two-month period, answered phone calls and provided customer service to thousands of Basotho.[12] On average, the call centre handled around **1,000 phone calls per day**, peaking at more than 2,000 calls per day. Inquiries to the call centre included frequent questions on how and where to register; opening hours of polling stations; as well as many other technical and practical questions relating to the elections. As a new addition to IEC's public outreach activities, the call centre proved an effective avenue for the public to seek information about the elections. For any future elections, the call centre can quickly and easily be re-established, and, as such, the establishment of the call centre served as an excellent and concrete example of an intervention that can leave a positive and long-lasting impact, and contribute to long-term electoral capacities.

Training of Call Centre staff was conducted over two (2) days for temporary staff and additional training for four (4) days by Vodacom between January 21st – 22nd and 28th - 31st.

Youth Outreach – Youth for Peace campaign (USAID supported activity)

UNDP and USAID also worked with Hillside Digital on another activity to design and implement an innovative programme targeting Basotho **youth**. As a demographic group, youth comprise almost 40% of the entire population. Therefore it was of great importance to reach out specifically to the young Basotho, particularly since youth generally tend to be more apathetic and disillusioned than other age groups. For this purpose, **a youth outreach campaign,** called **Youth4Peace** was designed and carried out. The Youth4Peace initiative encompassed several activities, organized around social media outreach, and a Youth4Peace concert to engage youth through voter education tied to the concert and pledge for peaceful elections. Among other things, some key outputs played a pivotal role in high visibility, including:

- **Youth anthem** entitled "Peace is our Future", featuring some of Lesotho's top music artists. The song was made available for free download and has so far been **downloaded almost 7,000 times**.[13]
    - https://www.youtube.com/watch?v=Iq1vtbJiTws
    - https://www.youtube.com/watch?v=V3wrZBxwvdA

- **Stand United Concert:** a high-visibility music event on 14 February 2015, where the song was performed live by all the artists, and related performances took place. The individual artists performed separate gigs, and between the music, youth engagement speakers gave short

---

[12] Of these 24 call centre agents, 6 were recruited and funded by UNDP as National UN Volunteers; 18 were recruited directly by the IEC.

[13] Hillside Digital Trust (2015): *YOUth4Peace Voted Education Campaign*

speeches, encouraging youth to vote and keep the peace. Among the speakers was a young woman with a disability who gave a passionate speech on the importance that youth with disabilities vote. The event sought to provide electoral education on a wider scope and aimed to promote peace and unity among youth in the lead-up to the elections.

-

Activist for people with disabilities encouraging young people to vote during a concert sponsored by UNDP and USAID

- **Social Media campaign**: Youth4Peace also launched a social media campaign through the use of Facebook, Twitter and YouTube, where a lot of Basotho youth were reached. For instance, 49,818 people were reached through their Facebook campaign.

- **TV and Radio campaign**:, Youth4Peace used TV and radio to spread the message. TV Lesotho reported from the concert, and radio broadcasted it live, thus reaching thousands of Basotho. In the days leading up to the Stand United concert, Youth4Peace appeared almost daily on radio shows, promoting their campaign.

The Youth4Peace initiative was a great success, reaching thousands of young Basotho. It was a departure from more traditional voter education and public awareness raising campaigns, using innovative and very youth orientated approaches.

IEC staff manning the voter education stall during the youth concert

Overall, the various public outreach and voter education campaigns resulted in encouraging levels of participation in the elections. Despite some challenges in implementing the campaigns, the public outreach campaigns and voter education activities were highly successful. Key messages were clearly communicated and easily understood by most Basotho voters, resulting in a positive impression on the professional conduct of the voter education campaign. Voter education activities and the high interest of national media, NGOs and political entities in the elections, resulted in a general conclusion the Basotho population was very well informed about the electoral process.

3 Output 2: Technical and institutional capacity of IEC strengthened

3.1 Logistics Support (UNDP supported activity)

UNDP (through UNDP funding, USAID was not involved) deployed a **Logistics Specialist** at the IEC to provide technical assistance[14]. The specialist was deployed to quickly provide the IEC with expertise knowledge on logistical management and fast-track any logistical related activity, such as procurement and distribution of sensitive elections materials, warehouse management, as well as the development of a clear logistics plan.

- The Logistics advisor and the Logistics team at IEC at the warehouse took nonstop 77 days to prepare and organize the voting materials to be ready and adequate for the Advance voting and General voting on 28th February 2015 elections. The Office of the logistics and director made extra efforts to fast track the procurement of sensitive and essential voting materials
- Logistics warehouse team sorted and packaged voting materials within that short timeframe. International and national observers have all commended the IEC on the consistency and adequacy of voting materials at voting stations.
- Voting Materials were uniformly secured from – Ballot paper productions – central warehouse at HQ to the Voting canters. Both political parties' agent and security (Lesotho Mounted Police service) were committed to the process, Hence such practices provide trust of IEC during the electoral preparations and enhanced the credibility and acceptance of the final results.
- In relation to this, UNDP provided much needed assistance to the IEC in chartering a cargo airplane from Cape Town, South Africa to transport the ballot paper from the supplier in South Africa to Maseru.

See Annex 4 – Detailed logistics report

3.2 Observer coordination (UNDP supported activity)

UNDP engaged a consultant who was attached to the IEC to provide technical assistance on coordination of accredited observers for Election Day. The work of the Elections Observer Coordination Consultant included putting in place systems for effective functioning of the Elections Observation Unit of the IEC. (UNDP supported activity, with no USAID funds.) The consultant conducted various activities in relation to elections observation coordination, including:

a. Put in place a system for the accreditation of national and international observers;
b. Facilitate accreditation of elections observers and media;
c. Put together an election observation kit;
d. Organise briefing sessions for national and international observers;

---

[14] The Logistics Specialist, Emmanuel Igohe, was engaged from Afghanistan on a detailed mission assignment from 3rd December 2014 to 1st March 2015. He was also engaged in the 2012 elections, hence bringing institutional memories and prior knowledge to the process.

e. Collect interim statements of the observation mission for the IEC.

In total, (excluding national observers) there were **358 regional and international observers accredited.**

See Annex 5 – Report on Election Observer coordination

4   Output 3 – Electoral enabling environment stabilized

4.1   Conflict Resolution and Management Dialogues (Mediation process) (UNDP supported activity)

a) UNDP engaged a **senior technical advisor** to the **Baruti** (Church Leaders) whose main role was to support the national dialogue and mediation. Provide technical support (information, planning, techniques, coaching and mentoring) to the Baruti. UNDP remained in the background and provided discrete technical support and advice in order to ensure full national ownership of the Baruti process.

b) Among other activities, the technical advisor facilitated a one-day planning retreat in order to develop strategies for supporting a peaceful electoral process before, during and after Election Day. The technical advisor also facilitated on Negotiation Skills-Enhancement workshop for the Baruti.

c) For the elections, the Baruti began engaging in earnest with political parties at the beginning of February. UNDP provided the venue and logistics for the Baruti to facilitate **three dialogue sessions** for the political parties. These dialogues culminated in the approval and subsequent signing of the *Electoral Pledge* by the key political parties. A week before Election Day, the Baruti organised a National Prayer at the National Stadium, at which the Electoral Pledge was signed publically. This was an important achievement given the fragile political environment and arguably a very important milestone that ensured the peaceful conduct of the February 28 Elections and the subsequent acceptance of the results by all political parties.

Prayer at Thaba Bosiu

4.1   Training for High Court Judges (UNDP supported activity)

Upon request of the High Court and the IEC, a one-day refresher training for all twelve (12) Judges was held on the Electoral Act and conflict management, preparing the judges for potential litigations and dispute resolution related to elections.

4.2   Media training and Election Debates (USAID supported activity)

UNDP/USAID supported the Media Institute of Southern Africa (MISA) Lesotho Chapter to implement a media campaign for broader public outreach and maintaining responsible journalism with a project entitled "Broadcasting Sector Capacity Building in Peace Building Conflict Reporting in Lesotho". It is widely recognised that in Lesotho the media, and in particular the radio stations, play a crucial role in ensuring that order and peace prevail during elections campaigning. Particularly in the past, several radio stations have been accused of taking on a biased, propagandistic and even inciting approach in their reporting. This fact was regarded as a potential risk factor to the peaceful conduct of the elections, as the incitements on radio could in the worst case, spur civil unrest and political violence, similar to the events leading up to the 1994 Genocide in Rwanda. Hence, MISA embarked on their media capacity building project, which sought to instil a professional and un-biased reporting of the elections among all media practitioners in the country and strengthen voter education through media.

a) MISA trained **30 journalists** for a week on the role of the media in elections and how the media can contribute positively to peace building. MISA also set up a team to monitor the media throughout the elections period, and the organisation coordinated elections reporting and established a media coordination centre. Further, MISA sent four journalists to Rwanda on a study tour to learn from Rwanda's tragic experience of the role of the radio stations during the 1994 Genocide. Lastly, MISA organised and facilitated a political debate on radio and amongst politicians from the contesting political parties.

b) Election debates were aired on eleven private and public radio stations which comprised: Harvest FM, KEL FM, Mo-Afrika Radio, Mafeteng Community Radio, Motjoli FM, People's Choice FM, Radio Lesotho, Radio Spez Nostra, Thaaha-Khube FM, Ts'enolo FM and Ultimate Radio.

c) From 27th February to 1st March, 2015, 29 journalists were deployed in the 10 districts of Lesotho with each district being covered by three (3) journalists. There were two (2) from electronic media and one (1) from print media. The journalists reported on the readiness of the electoral staff ahead of the polling day, polling day and on the outcome of the elections.

d) MISA also galvanized journalists to sign a pledge on ethical reporting on elections. The pledge was signed at the UN House where 43 journalists from various media houses committed to:

- Observe and adhere to media ethics, and make sure that all our reports are Balanced; Accurate; True; Fair; Factual and Timely.
- Practice high professional standards and report information that Is well researched; Is human rights and gender-sensitive; Does not incite or glorify violence; Does not create hatred,

- Does not divide the nation according to political ideologies, clans, gender, religious belief, socio-economic status or any division that may lead to undermining of democracy and the rule of law in Lesotho.

Journalists at the signing ceremony at the UN House

See Annex 3 for full report

5 Challenges

Most challenges encountered by UNDP, the IEC and the partners were related to the fact the country went for elections somewhat unprepared, as the elections had been moved forward by two years. Thus, most electoral activities were faced with time constraints, causing staff in the IEC, NGOs and UNDP to work around the clock for the entire pre-elections period. Likewise, issues of funds, capacity and organisational gaps within the IEC also caused significant challenges for conducting the elections, as many departments of the IEC are understaffed. However, despite these general challenges, the IEC and partners all made a tremendous effort and worked tirelessly throughout the period, ensuring that the elections were organised and in a satisfactory, credible and transparent manner. The following paragraphs outline the most significant challenges for the Electoral Support Project.

- There were capacity constraints within the **Civic and Voter Education Department** of the IEC due to to the lack of consistency of the organisational structure of the department. The new organisational structure was not fully implemented, due to the snap elections and other organizational issues. However, the staff was working hard and with high level of commitment in order to achieve the determined goals in the voter education operational plan.
- There was a lack of **internal communication and coordination** between IEC's Civic and Voter Education Department and External Relations Department (Public Relations Office).
- There was a lack of **communication** between the IEC and Government stakeholders on **public awareness issues**. Partnership with Governmental Offices would be very important for a successful implementation of public awareness program (without compromising the reputation of the IEC as an independent body).

- Due to time constraints, most of the **voter education materials** were procured, produced, delivered and distributed at a very late stage.
- The Youth4Peace campaign showed that **social media and online presence** is an excellent way of reaching out to voters, particularly youth. Although the IEC does have a Facebook page and an official webpage, it is difficult to gauge how much impact these communication platforms make in reaching out to the public, and the IEC needs capacity building to successfully utilize these platforms.
- **Voter education budget** - the internal administration procurement structure/ procedures could not match the natural speed of the electoral operation of the production/broadcasting/dissemination of voter education materials.
- The Monitoring and Evaluation officers' report as well as reports by NGOs on **voter education** indicated the late distribution of voter education materials caused challenges for voter educators to carry out their activities on time among other issues on the ground.
- In some instances, voter educators were mistaken for being politicians. Voter educators were sometimes met with mistrust or direct hostility.
- The terrain of the country in some cases made it very difficult for voter educators to reach remote villages. Another challenge relating to the geography of the country is the demarcation of the constituencies. As some voter educators indicated, some of the borders between constituencies are not logical and has the negative consequence that people, especially in mountain districts, have to cover lengthy distances to register and to vote at their polling stations.
- A general sense of **apathy** among voters made it difficult for voter educators to carry out their campaigns. There was a lack of understanding among the public as to why Lesotho was going for snap elections and, as such, a limited interest in the elections.
- Although all voting education materials produced were generally well received
- Reports from the Monitoring and Evaluation Officers indicate that some sections of the population still had difficulties accessing and understanding some of the material, even though pictoral representation was also made available.
- Despite the efforts made, herd boys were still, by and large, failing to participate in the elections. Due to the season of the elections (late summer), many of the herd boys were deployed in cattle posts, meaning they could not leave their flocks in order to participate in neither voter education activities nor the actual elections.
- Logistically, one of the main challenges was the fact that the elections preparations process happened to coincide with the long South African summer holiday over Christmas and New Year. The IEC, and Lesotho in general, are traditionally very dependent on getting supplies from neighbouring South Africa. However, the South African factories that supply the IEC with essential electoral materials were closed for the holiday during that very same period. That caused a major challenge in the preparation process.
- The IEC has slow and cumbersome procurement processes.
- The IEC has challenges on warehouse management, which negatively impact the processing and packaging of electoral materials.

- The IEC does not have a "Field Coordinating Office" which is supposed to coordinate all election activities between the HQ and the field.
- The Elections Observation Unit of the IEC is understaffed and needs to be strengthened.

Annex 1- Voter education materials

	Type	Title	Technical Specification	Language[1]	Quantity
	Leaflet	Kemiso ea baiketi	A4 format; 2-fold; 100gr. - 2/2 color - both side printed - glossy - 1 page - 29x21[cm]	Se	200,000
	Leaflet	Boikarabello ba Morena Tihoekisong ea Lenane la Bakhethi	A4 format; 2-fold; 100gr. - 4/4 color - both side printed - glossy - 1 page - 29x21[cm]	Se	200,000
	Leaflet	Tsela ea ho khetha	A4 format; 1-fold; 100gr. - 4/4 color - both side printed - glossy - 1 page - 29x21[cm]	Se	400,000
1	Booklet	Molao oa Boitsoao oa likhetho	A5 format; 100gr. - 4/4 color - both side printed - glossy - 8 page - 14x21[cm]	Se	100,000
2	Booklet	Electoral Code of Conduct (schedule 2)	A5 format; 100gr. - 4/4 color - both side printed - glossy - 8 page - 14x21[cm]	Se	25,000
)	Booklet	Electoral Code of Conduct (schedule 2)	A5 format; 100gr. - 4/4 color - both side printed - glossy - 8 page - 14x21[cm]	Xh	5,000
3	Booklet	Litloaelo le liketso tsa bobolu nakong ea likhetho	A5 format; 100gr. - 4/4 color - both side printed - glossy - 8 page - 14x21[cm]	Se	200,000
4	Booklet	Tataiso ea mokhethi	A5 format; 100gr. - 4/4 color - both side printed - offest - 20 pages - 14x21[cm]	Se	100,000
	Leaflet	Human Rights norms on Elections	[42 x21] cm format; 130gr. - 4/4 color - both side ; 2 folds printed - offest	En	20,000
5	Booklet	MMP (En)	A5 format; 100gr. - 4/4 color - both side printed - offest - 12 pages - 10x21[cm]	En	20,000
6	Booklet	MMP (Xhosa)	A5 format; 100gr. - 4/4 color - both side printed - offest - 16 pages - 10x21[cm]	Xh	5,000
	Leaflet	Litokelo tsa mantlaha likhethong 2015	[42 x21] cm format; 130gr. - 4/4 color - both side ; 3 folds; printed - offest	Se	20,000
1	Poster	Tlhoekiso ea lenane la bakhethi	A2 format; 100gr. - 4/0 color - one side printed - offest	Se	200,000
2	Poster	Lipotso tse botsoang khafetsa ka molaona oa boits'oaro oa likhetho	A2 format; 100gr. - 4/0 color - one side printed - offest	Se	128,000
	Sticker	CC Sticker	; 100gr. - 4/0 color - 0ne side printed - 10x10[cm]	Se	50,000
	Leaflet	Door hanger	[10 x280] cm format; 130gr. - 4/4 color - both side ; - offest	Se	100,000
	FlipChart	Flipchart	A2 format; 100gr. - 4/0 color -one side printed - offest -10 pages	En	900
7	Booklet	Voter Education Manual	A5 format; 90gr. - 4/4 color - both side ; glossy- offest	En	1,000
3	Poster	CC Poster	A2 format; 100gr glossy. - 4/0 color - one side printed - offest	En	16,000
	Leaflet	CC Leaflet (Sesotho)	A5 format; 90gr. - 4/0 color -one side; printed - offest	Se	100,000
4	Poster	Political Party Symbols (Election notice poster)	A2; 100gr. - 4/0 color - glossy- 1 page -	Se	16,000
	Leaflet	CC Leaflet (Braille Alphabet)	A5 format; 90gr. - 4/0 color -one side; printed - offest	Br	1,000
	Leaflet	Special Needs Vooting (Braille Alphabet)	A4 format; 90gr. - 4/0 color -one	Br	1,000

[1] Languages:Se: Sesotho; En: English; Xh: Xhosa; Br: Braille Language

Annex 2

Lesotho - National Assembly Election - February 2015 Public Outreach report

March 2, 2015

Main areas of activity

1. UNDP Public Outreach Advisor has provided the IEC with technical support in the designing and implementation of public awareness strategies, outputs, programs and necessary budget preparations. The UNDP Public Outreach Advisor identified needs of the IEC's Civic and Voter Education Department and recommended the ways how the Department could improve, both institutionally and from its program development side.
The UNDP Public Outreach Advisor supported the IEC's Civic and Voter Education Department and provided daily support in planning and implementation.

2. The IEC developed a voter education operational plan for the National Assembly Elections. The voter education campaign aimed to: 1) implement a mass media campaign through radio/TV/ newspapers; 2) to coordinate with NGOs, civil society, media organizations and other stakeholders; 3) to encourage and establish grass-root activities by conducting public meetings and door-to-door visits. The voter education plan included the candidate nomination, voter registration and polling campaign phases.

3. UNDP assisted with procurement for printing of following materials: "How to Vote" flipchart, Voter Education Manual, "Call Center" sticker, door hanger leaflet, "Role of Chiefs in Voter's Roll Update" leaflet, "Voting Steps" leaflet, "Corrupt and Illegal Practices During Elections" booklet, "Voter's Guide" booklet, "Human Rights Norms on Elections" leaflet, and the "Election Notice" poster.
UNDP recruited six Call Center Agents for the IEC's Call Center.
In addition, UNDP contracted two network NGOs to implement public interactive voter education sessions, door-to-door visits, and political parties and candidate forums. UNDP contracted the NGO - HillSide to boost youth participation for the National Assembly Elections. HillSide organized a concert "Youth for Peace", where prominent artists from the region performed.
In addition, on behalf of the IEC, HillSide produced a variety of audio/visual Public Service Announcements (PSA), targeting youth, people with disabilities, heard boys, and women.

4. In November 2014, the IEC deployed 365 Voter Educators to conduct voter education public meetings and door-to-door visits.
The IEC also contracted five national NGOs to reinforce the field presence engaging grass roots level including specific target groups: people with disabilities, woman and youth.
There were in total 820 Voter Educators (IEC and NGOs) for the 2015 National Assembly Elections deployed throughout the country.

5. For the last 2 weeks of the voter education campaign, the UNDP, on behalf of IEC, deployed 10 Monitoring and Evaluation teams, to monitor the public meetings and door-to-door visits conducted by the IEC and NGO Voter Educators.
Prior to the deployment, the UNDP and IEC staff members trained the monitoring and evaluation officers.
The monitoring and evaluation team will submit the final consolidated report by 15 March 2015.

6. The IEC established a 24/7 toll-free hotline interactive Call Centre to answer enquiries on all electoral preparation issues.
IEC trained 24 Call Centre Agents on substantive electoral issues whereas Vodacom provided training on the Interactive Voice Response (IVR) Software and customer service training.
The last 2 weeks of voter education campaign, the Call Centre Agents answered in average 1.000 phone calls inquires per day.

7. In total, 3 million print materials were produced by the IEC.
   This includes 265.000 posters in 5 different types; 2.000.000 leaflets in 19 different types; 538.000 booklets in 10 types; (Annex 1 – PO materials).
   In summary, 37 different types of materials were printed. 26 types of print materials were produced in Sesotho, 6 types in English, 3 types in Xhosa language and 2 types in Braille Alphabet.

8. In parallel with the printed material, 17 audio/visual public service announcements were broadcasted on national TV and radio stations.
   A ticker tape announcement promoting the Call Center number was broadcasted on national TV as well. The civic and voter education department published election Ads' in five newspapers (Public Eye, Mosotho, Lesotho Times, Sunday Express and Moeletsi oa Basotho).
   A SMS promoting the IEC call center number was sent to 1,3 million mobile subscribers.

9. Besides the challenges of implementing the voter education campaign, the elections resulted in encouraging level of participation, which proved that the public outreach message about the process had been very efficiently communicated.
   Key messages were clearly communicated and easily understood by most of Basotho voters, resulting in a positive impression on the professional conduct of the voter education campaign.
   Voter education activities and high interest of local media, NGOs and Political Entities in the elections, resulted with a general conclusion that the Basotho population was very well informed about the electoral process.

Challenges – moving forward

10. A continuing weakness within the IEC - Civic and Voter Education Department was the low morale due to the lack of consistency of the organizational structure of the department.
    The new organizational structure was not implemented, due to unexpected snap elections. However, the staff was working hard and with high level of commitment in order to achieve the determined goals in the voter education operational plan.
    The restructuring of the current Civic and Voter Education Department, by establishing a clear structure and procedures for sections and units within the Civic and Voter Education Department is highly recommended.

11. The Civic and Voter Education Department consists of three permanent staff member only, while the responsibility of the department is very broad covering the following areas: Civic/Voter Education, Electoral Procedures and Training of Polling Staff. Although the IEC has employed temporary staff to cover abovementioned areas, there is still a need for differentiating between the Civic/Voter Education vis-à-vis Procedures/Training areas and responsibilities. Those two areas are different and require different skills, have different terms of references and different momentums in the electoral operational cycles. It is required establishment of two separate functional divisions (1.Civic/Voter education & 2.Training &Procedures).
    The new institutional structure should indicate a clear ToRs of both departments, sections and units within the departments and clear ToRs of each staff member (permanent and temporary).
    The same should apply for the permanent and temporary Civic and Voter Education staff at the district and constituency level.

12. There is a lack of internal communication and coordination between IEC's Civic and Voter Education Department and External Relations Department.
    The External Relations Department, or at least part of it, should be integrated with Civic and Voter Education Department.
    The Spokesperson Unit should be linked directly to the Board of Commissioners.

13. The internal communication (instructions and reports) should be streamlined between Civic/Voter Education Department at all levels: HQ - District Electoral Offices – Constituency Offices.
The current Voter Educators' network in the field requires continuous support and instructions (on weekly or daily basis) through the district/constituency offices.
On the other hand, a regular (weekly or daily) reporting system should be established from the constituency/district level to the HQ Civic and Voter Education Department.

14. Lack of communication with governmental stakeholders on public awareness issues. IEC should establish a task force committee to engage in dialogue and coordination for voter/civic education issues with the Ministry of Education and Training and Ministry of Gender and Youth.
Partnership with Governmental Offices would be very important for a successful implementation of public awareness program (without compromising the reputation of the IEC as an independent body). The legislative framework mandates the IEC to conduct Civic Education, which is a continual process, and not tied to the electoral cycle. Only wide engagement with a broad range of stakeholders brings trustworthy communication about the election and confidence in it and ensures larger number of citizens' participation.

15. Strengthen capacity of the IEC Civic and Voter Education Department staff in electoral know-how and project management (planning, budgeting, monitoring, internal communication)

16. IEC to announce beginning of voter information campaign minimum of 6-8 weeks before any electoral exercise. All materials to be finalized before the announcement of the campaign/s.

17. The Power Point Presentation - flipchart and voter education manual is to be produced at early stage at the HQ level and shared with district/constituency offices as a main tool for voter education interactive sessions. Buffer time should be allowed for development of voter information materials. Materials should be dedicated to target groups identified well in advance.
The IEC should put efforts on identifying and developing an advertisement character (acceptable for all segments of the society) for upcoming electoral exercises.

18. In the future campaigns, a use of outdoor campaign facilities, such as banners, billboards, wall panels, and muppies should be considered.
Mobile Cinema and/or Theatre should be considered as an effective tool in the voter education process. The mobile teams will travel to different regions showing various theatre performances and cinema screenings and use the opportunity to convey information about election and material distribution at the same time.
In addition, vehicles with loudspeaker equipment and radio sets disseminating information about different phases of electoral process (particularly in remote areas) should be considered.

19. The IEC should expand its online presence. The IEC website should be an interactive portal that will integrate social media networks (Facebook, YouTube and other social media networks).
The IEC to develop a new interactive mobile phone application (Android and Apple store application). The mobile application will provide a direct link to the IEC website.

20. Considering a fragile political environment and voter apathy, for future elections the IEC should address and apply special measures to mitigate a voter apathy (combined with voter antipathy and cynicism about the democratic electoral processes in the country).
Special contract should be considered with a company specialized in Social Marketing - Behavior Change Communication (BCC).

21. Voter Education Budget - The internal administration procurement structure/procedures could not match the natural speed of the electoral operation of the production/broadcasting/dissemination of voter education materials.
For the future exercises, it is highly recommended to the IEC to establish a long-term agreements (LTAs) with the companies that provide the following services: Offset Printing, Digital Printing, Audio/Video Production, Event Management, Media Placement, Distribution/Dissemination (posting of posters and dissemination of handouts).
Tenders and contracts for long-term agreements should be developed and completed during non-operational period and reviewed and extended on annual basis. The call center might be considered to be outsourced as well. (the same hotline number 80022033 should be used in future campaigns)

22. For any production of materials in future, it is highly recommended, that the key messages are prepared by the IEC, while the writing of audiovisual scripts should be outsourced/contract with the professional company specialized in Social Marketing for development of creative scripts and storyboards.
Quantity of all printed materials should be determined in coordination with district offices. District offices should identify the needs in their area of responsibility for materials needed for specific targeted groups.

23. An evaluation or post-assessment survey needs to be conducted in order to assess whether the messages were effective in delivering education and information to the targeted audiences. Quantitative and qualitative research in the various cities and constituencies should be initiated, using base line and impact assessment surveys, based on field and telephone interviews and focus groups discussions in order to assess the overall impact of IEC's public awareness program.

24. Prior to any future Voter Education/information campaigns a research survey should be conducted in order to identify all specific target groups and segments of the society for tailoring and fine-tuning of the future campaigns. The pre-election assessment research survey will allow extensive segmentation of the targeted audience into smaller groups based on common characteristics and attributes such as those in rural areas, minority groups, youth, women, persons with disabilities and elderly. Lifestyles and behaviors can also be taken into account in shaping and delivering the message.
Prior the dissemination of any voter education material, testing of materials in focus group discussions with specific target groups should take place.

Lesotho Journalists Pledge on

Peace Building and Conflict Reporting

We the journalists of the Mountain Kingdom of Lesotho who participated at the Peace Building and Conflict Reporting training offered by the Media Institute of Southern Africa Lesotho (MISA Lesotho) chapter at Mabula Game Lodge, Ladybrand in the Freestate province of the Republic of South Africa from the 12th to 16th January, 2015,

Having reflected on our role in the development of our country Lesotho;

Having full conviction that through our reports, we are key and instrumental in shaping people's opinions and decisions in their daily lives; and

Being aware that through our reports the people of Lesotho can learn the importance of working for peace and stability in Lesotho;

We, therefore, as our contribution to the building of peace and stability in Lesotho before, during and after the 28th February, 2015 national assembly elections, commit to;

1) Observe and adhere to media ethics, and make sure that all our reports are;
   a) Balanced,
   b) Accurate,
   c) True,
   d) Fair,
   e) Factual and,
   f) Timely

2) Practice high professional standards and report information that;
   a) Is well researched,
   b) Is human rights and gender-sensitive,
   c) Does not incite or glorify violence,
   d) Does not create hatred,

3) Does not divide the nation according to political ideologies, clans, gender, religious belief, socio-economic status or any division that may lead to undermining of democracy and the rule of law in Lesotho.

Signed on the 17th of February, 2015 at the United Nations House, *Maseru Lesotho;*

NAMES	MEDIA HOUSES
Masootho Lephoto	*Lesotho today*
Puseletso Ramokhethi	*Pc fm*
Lehlohonolo Phokeng	*Radio Lesotho*
Lerato Tanka	Radio Spes Nostra
Sechaba Mokhethi	Public eye
Cletus morafo	Radio Spes Nostra
Tse'epo Mochaoa	Mafeteng Community Radio
Relebohile makoshola	Jeso ke karabo
Tse'hla Moruti	Ts'enolo fm
Mamonala Mphale	Ts'enolo fm
Moseketsi Nkele	TK FM
Tebohi Sootho	PC FM
Boitumelo Koloi	MISA
Bongani faki	Harvest FM
Mamots'elisi Manosa	Lesotho Television
Sebabatso Lesaane	Mafeteng community
Rebafiloe Monnapula	Ultimate FM
Seepheephe Mahao	LNBS
Lesaoana moeti	LNBS
Peter Khohlokoane	Moeletsi oa basotho
Lebohang Makhakhe	mosotho
Mants'ali phakoana	Informative
Mathabiso Ralenyau	The Ultimate radio
Mokoenanyane Motsemi	Motjoli FM
Thuso.D.masabala	Dope FM
Alleta Lebakeng	K.E.L FM
Lehlohonolo mahola	TK FM
Thandiwe Fotho	K.E.L FM
Mathabiso Ralenyau	Ultimate radio
Makoenanyane Motsumi	informative
Peter Lehohlokoane	Moeletsi oa Basotho
Lesaoana Moeti	LNBS
Seepheephe Mhao	LNBS
Rebafiloe Monnapula	Ultimate radio
Lebohang Makhakhe	Mosotho
Mamots'elisi Manosa	Lesotho TV
Sebabatso Lesaoana	MCR
Bongani Faki	Harvest FM
Joseph Mahola	TK FM
Thuso D Masabala	Dope FM
Lineo uamussi	Lesotho today

Puseletso Ramokhothi	LENA
Lehlohonolo Phokeng	Pc FM
Lerato Tanka	Radio spes nostra
Cletus morafo	Radio spes nostra

5.2 Election debates

MISA Lesotho Election Reporting Team

Live simultaneous radio broadcast schedule for the

National Assembly on the 27th February, to 1st March, 2015 in Lesotho.

Date	Time (Election Reporting Hours)	Radio Stations
Friday 27th February, 2015	7-8 pm	1. Harverst FM, 2. People's Choice FM, 3. Thaaha-Khube 4. DOPE Fm (National University of Lesotho radio) 5. Radio Seps Nostra 6. KEL Radio 7. Mafeteng Community Radio 8. Motjoli FM (Thaba Tseka district community radio) 9. Ultimate Radio
Saturday 28th February, 2015	7-8 am 1-2 pm 5-6 pm 9-10 pm	1. Harverst FM, 2. People's Choice FM, 3. Thaaha-Khube 4. DOPE Fm (National University of Lesotho radio) 5. Radio Seps Nostra 6. KEL Radio

		7. Mafeteng Community Radio 8. Motjoli FM (Thaba Tseka district community radio) 9. Ultimate Radio
Sunday 1st March, 2015	7-8 am	1. Harverst FM, 2. People's Choice FM, 3. Thaaha-Khube 4. DOPE Fm (National University of Lesotho radio) 5. Radio Seps Nostra 6. KEL Radio 7. Mafeteng Community Radio 8. Motjoli FM (Thaba Tseka district community radio) 9. Ultimate Radio

Annex 4

Logistics report

Table of Contents

INTRODUCTION

A well – administered and good is usually the result of good planning, preparation, and logistically adequacy. Essentially this report will explore logistical preparations by the Independent Electoral Commission (IEC) of Lesotho during the Snap Parliamentary elections in February 2015, highlighting the strength of the IEC and some possible area needing improvements. The report also makes some recommendations and suggestions to both IEC and UNDP to strengthen partnership for enhancing and empowering democracy for Lesotho.

The Independent Electoral Commissions had made a milestone achievements to re-establish peace in country through its ability to prepare and conduct elections in very difficult environment; institutionally, politically, limited time and pressure from the regional powers – Sub Sahara Africa at large. These achievements, which were measured to ensure transparent, credible and acceptable elections underscores the number of challenges and difficulties IEC encountered during the preparations will determine the number of challenges and difficulties IEC encountered during the preparations especially in the area of Logistics and Operations.

6 LOGISTICAL PREPARATIONS AND CHALLENGES

It is noted that the number of Observers and International Organizations praised IEC for its good logistical preparations and systemically organization and adequate delivery of voting materials to various voting centers. Due to such recognition gained by the organization it will be prudent to mention some of the opportunities and challenges in the entire operation. The Independent Electoral Commissions was theoretically assumed to be ready to conduct the 28th February Elections, but in reality; arrangements on ground was not practical or logistically prepared to conduct the elections

 External challenges- Logistics

The major challenge which the organization faced during its preparation and timely organization of the 28th Feb- elections; was the impact of a long holiday for the neighboring country South Africa, which Lesotho traditionally depend on for most of its products. SA workers or factories were closed for long holiday for Christmas and New Year. This was the major challenge in the preparation process. It was therefore necessary to factor this consideration in any good planning geared toward holding the elections on 28th February.

 The Logistics advisor and the Logistics team at IEC – warehouse took nonstop and tireless 77 days to prepare and organize the voting materials to be ready and adequate for the Advance voting and General voting on 28th February 2015 elections. The Office of the logistics and director made some significant number of issues to fast track the procurement of sensitive and essential voting materials but the challenges were more than what the Organization could expect.

6.1 Inventory management

The IEC should undertake a lessons learned exercise on warehouse and Inventory management. It was observed that Logistics department did not have any available document k (updated inventory) on available used and un-used voting materials in warehouse. This lack of information led to challenges in the Procurement Department and resulted in placing orders for the purchase of inadequate voting materials or more than proportionally required. This also affected proper planning at the warehouse and also the distribution of materials to voting centers.

6.2 Procurement policies

Independent Electoral Commission – IEC many continue to suffer from the slow process of procurement. This was observed during the preparations for 28th Feb Elections where the process of procuring materials was deferred on several occasions. The main factor which impends the process is inheritance of public procurement policies without making some necessary adjustments on those policies henceforth to support the operational structure and agency of the Organization. IEC will not be efficient in procuring poling materials adequately and in timely manner if IEC will adhere to the public procurement policy from the government.

7 PACKAGING AND WAREHOUSE MANAGMENT

Given the short timeframe, coupled with the logistical challenges, it should be noted that the IEC – Logistics warehouse team did a very good job on sorting and packaging voting materials within that short timeframe. International and national observers have all commended the IEC on the

consistency and adequacy of voting materials at voting stations. Also some observer reports have noted that, some of the district electoral officers delivered voting materials at voting centers on the same day of the – elections – 28th February. This resulted in delays in the opening of some voting stations. However the movement of voting materials to the districts was conducted in an organized manner and delivered in a timely mode.

7.1 Documentation

Logistics and its own personnel in department did not have any existing document to enhance and robust the electoral preparations. The lack of documents like Logistics Operations plan, Logistics Strategic plan and Inventory and management mechanism made the job more difficult than it would have otherwise been. In view of the above, the Logistics advisor formulated some planning document and shared with the Logistics Officer and District Electoral Officers. However it was perceived that some IEC staff were disinclined to embrace and use the document despite their clear utility to the preparation process.

Neither the warehouse nor the Office of Logistics had any available substantive information on voting materials inventory, which would had provide vital information on how many voting materials were available so that the shortage could be replaced on time before the elections. This took us time and we could not be able to precisely determine the available and shortage stock. IEC should develop a culture of accurate documentation and archiving to enhance the institutional memory of IEC and facilities proper planning.

- **Communication**

Good and efficiency Logistics plan or the distribution of voting materials to the districts or voting centers can be enhanced by the association flow of information. It is implicit that a good flow of communication in any logistics operation is a key element for the successful implementation of logistics activities. It is therefore necessary for IEC to understand the need for a coordinated communication plan in supporting and enhancing electoral logistics plan. It was observed that there were some communication gaps in many areas during the preparations for the snap elections. For instance, the National and District Movement plan was developed by the logistics advisor had lots of challenge in the adoption and implemented of the plan or it was simple not implemented due to the communication gap which existed in the organization structure of IEC.

- **Warehouse Management**

The IEC has challenges on warehouse management and achieving inventory information consequently, processing and packaging electoral materials become more of an exhaustive activities at the warehouse. Ineffective warehouse management largely affected performance at the warehouse.

There is a good enthusiasm noted among warehouse staff, but the Director will needs to enhance the knowledge of materials management within staff member available at warehouse. This will lead to more knowledgeable and professional staff and will ultimately improve his productivity. There are some promising staff including the Assistant warehouse manager , who could be an asset to the

organization if only he is entrusted with responsibilities and be trained in short courses and having someone mentor him.

8   ROLL BACK AND INVENTORY

An effective logistics plan should include a clear plan for the retrieval of all essential and sensitive materials from the voting centers or district to the central warehouse. There are some sensitive materials which are required by law to be at district warehouse until a stipulated timeline in the electoral law when they can be condemned. The handling and securing of sensitive materials at district warehouse should be adhered to and DEOs should establish a comprehensive inventory prior to the condemning or destroying of the used and unused voting materials.

8.1   Consolidating and Inventory

The process of retrival or roll back for all voting materials from districts to the central warehouse; will be only completed if the Logistics Officer, Warehouse Manager conduct the segregation, consolidation and undertake inventory of all voting and training materials. The physical checking of elections support materials like plastics chairs and tents is necessary to ensure that IEC does not keep such materials in warehouse which will not be used in any future elections. It is a general tendency in most EMBs that as soon as the elections are completed the staff member or management tends to set back and relax and less priority given on materials management which normally affect the planning and budget for the next elections.

8.2   Disposal on Electoral Materials process

The disposing or condemning the broken assets or materials which will not be going to be used anywhere by the organization should be disposed immediately to avoid the pilling up unnecessary materials in warehouse and occupying a much needed space. It is observed both the IEC and Logistics advisor that the ware house is full of unnecessary materials that have never been disposed since 2012 July- this point to poor management of warehouse in general.

9   THE ORGANOGRAM & Ops- STRUCTURE OF THE IEC

Independent Electoral Commission and its structure is complicated and creates challenges in that there conflicting or overlapping roles among most of the departments. The Logistics department and its activities remains effected through such way that most of the departments. Conflict their roles or overlapping each other; this was noted since early 2012 elections by the logistics Advisor. The organigram does not support logistics in its planning, coordination and implementation of logistical activities.

9.1   Field Coordination Office

IEC does not have a "Field coordination office" which is supposed to coordinate all election activities both at HQ and in field. The office will not undermine the heads of departments but will help in sharing information and devise a comprehensive coordination by tasking, instructing, clarify and compiling weekly reports and share with field officers and SMT

Also the field coordination office will play a big role to follow up on problems in fields and gets response from HQ and relay back in the field. In another way the Field Coordination Office (FCO) will fill in the communication gap from both sides as it seems currently IEC structure is losing out on issues coordinating election activities both at HQ and the Field

It is noted that the Office of Director is overwhelmed since each individual IEC staff member wants to be attended by the Director. The office of Director should be left only to deal with the most important and critical issues with SMT, policy issues and other stakeholders. As indicated early in this report, the communication strategy within the organization is a key element which should be not undermined. This is a key problems within the organization and it is therefore important to set up the office of FCO at HQ so that it can expedite the flow of uniform information in a timely manner to the expected beneficiaries in the organization.

9.2   Logistics and capturing data

The IEC should establish the External Relation Office, which will supervise or conduct the Nomination process in conjunction with DEOs office. During the nominations period the department will take the lead and coordinate all phase and procedures on nomination. Thereafter, BPD will conduct the data capturing and candidates profile verification on technical way in coordination with DEOs in the districts.

The final technical specification of the ballot should be handed over to the Logistics Officer for essential coordination on the production, packaging and freight for the ballot paper delivery in country.

The Logistics officer should be not involved in the actual nomination process so that the Logistics Officer can intensify his engagement on logistical elections preparations. It has been noted that Logistics Officer before and after nomination process is extremely busy and is unavailable for any logistics activities. This is not good for the organization since there is no enhancement, institutional memories and infrastructure development within Logistics and operations.

10 LESSONS LEARNT

This report highlights issues which were delivered by the IEC at very good and acceptable standard; which gives IEC merits and good practices to maintain and build on for future elections.

- Voting Materials were uniformly secured from – Ballot paper productions – central warehouse at HQ to the Voting canters. Both political parties' agent and security (Lesotho Mounted Police service)   were committed to the process, Hence such practices provide trust of IEC during the electoral preparations and enhanced the credibility and acceptance of the final results.

AREAS FOR IMPROVEMENT - Recommendations

- District Movement plan; Some DEOs didn't follow and adhered to their district movement plans for delivery of voting materials to the voting centres. As a consequence, several observers noted the movement of polling materials on the same day of election; this does not reflect a good planning in Logistics aspects.

- IEC needs to do Organogram reform so that to reinforce good structure, which will support the flow of information so that the organization can maximize efficiency and continue to deliver a credible elections. For this case the reform should look into establishing the field coordination Office (FCO) to support the operations both at HQ, Districts and Constituencies.

  Establishing or designate the nomination process to an External relation Office (ERO), that will undertake all activities during the nomination process and provide the nominated list or a ballot paper design to the logistics office for further incoordination for the ballot papers production and shipment back in country.

  IEC, should look into possibility of nomination process should be done through internet using the IEC website. This will speed and reduce time factor and resource engagement, it become more cost effective and accurate.

  Both IEC and UNDP should assess and work on common issues like developing an "IEC Strategic planning". This document will come up with plan on empowering the EMB with particular focus on training and capacity building. The strategy should consider strengthening the training department and develop a curriculum for targeted DEOs and CEAs who are major implementers.

  UNDP should work on the long term capacity building to IEC staff, by sending them in elections project in different countries so that they can gain the experience and skill. This can be done in UNV level I remember this was done in most western Africans countries particularly in Ghana hence Ghana IEC has a very good Organization.

  The IEC should train warehouse staff on maintaining proper documentation and inventory of materials. Also the organization should develop a system of asset management which will support the voting materials management and inventory archiving. Currently there is no document available for any tracking and management of materials at the warehouse.

  At warehouse the IEC management should strategically maintain a certain number of labourers. These labourers will be engaged on daily works to support the warehouse general activities. Currently and in future they should concentrate on the roll back, on segregation of election materials, sorting and consolidate the used and unused voting materials that can be used in future. The condemning and destroying of rubbish from the two warehouse and outside is important since the warehouse have lots of unnecessary materials unattended.

- The currently procurement appears to be inflexible and unrealistic for the conduct of an effective electoral operation. There is a need to adapt the public procurement policy for the purposes of implementing electoral operations, with often-tight-deadlines. IEC should independently supplement and adjust some of public procurement acts so that IEC benefits on procurement efficiency performance.

- The IEC - Logistics department, should embrace and archive the National and District Movement and plan, which can be used in future for planning purpose and execution of electoral process. The document can be shared with the DEOs and CEAs so that modification and updates are made to accommodate the specific constituency needs.

- DEOs, CEAs and Logistics department should discuss on the good practices on voting materials securing before been opened at voting centres, this it will help the team to have a common goal in securing and safeguards voting materials. IEC has shown a great practice securing voting materials to the voting centres to enhance this practices there is a need for the team to set objectives so that they maintain the standard they have set.

I do hereby recommend the credible and hard work was done by the IEC to make this elections successful. Furthermore, it will be more important for the office of Director to plan and conduct a comprehensive a professional learned workshop so that the organization should benefit on the observers' recommendations.

Annex 5

Report by the Election Observation Unit of the IEC

By Titi Pitso

O3/03/15

Table of Contents

1. Executive Summary

The collapse of the 8th Parliament of the Kingdom of Lesotho in June 2014 precipitated the South African Development Community (SADC) to intervene in Lesotho's internal affairs and broker a peace agreement between country's warring political parties. This resulted in an agreement to bring forward by two years, elections for the National Assembly that were originally scheduled for 2017. Consequently, the elections were held on 28 February 2015.

The compressed timelines for the holding of these elections necessitated for the United Nations Development Programme (UNDP) in Lesotho to facilitate the provision of technical support to the Independent Electoral Commission (IEC) in a number of departments including the Election Observation Unit. This was done in an effort to enhance the integrity of the electoral process.

The scope of work included putting in place systems for the effective functioning of the IEC unit attached to the Election Observation Unit. The work included the accreditation a number of stakeholders from national and international observers and the media; updating the IEC of observer missions' statements; and compiling a report to both the UNDP and IEC on the work with observer the unit. This was carried out under very a challenging environment but the work was nonetheless expertly executed.

2. Introduction

The report covers the scope of the work undertaken and highlights the activities of the Election Observation Unit during the final phase of the election period. These included the accreditation of national and international observer groups; local and international media personnel; and all the committees working with the Commission and political party representatives. Also, to further enhance the IEC integrity to effectively manage the relationship with observers, the Commission, through UNDP, recruited a short term consultant to assist the IEC with the work of the Election Observation Unit. A high number of observation missions, both national and international observed these elections due to the high levels of interest in them. The international observer missions were made up of regional and sub-regional intergovernmental organisations, the Diplomatic Corp and civil society. The report will conclude by highlighting some of the Unit's successes, challenges and recommendations on how in the future, similar projects of this nature should be undertaken.

3. The Scope of Work

In preparation for the influx of national and international observer groups and media, the unit conducted a number of activities and there were as follows:

3.1   Put in place the system for the accreditation of national and international observers;

3.2   Facilitate accreditation of election observers and media;

3.3   Put together election observation kit;

3.4   Organise briefing sessions for national and international observers;

3.5   Collect observer group interim statements for the Commission;

3.6   Submit a report to the UNDP/Commission on the work with observer the unit; and

3.7   Any other duties as directed by the Director of Elections in relation to the work with election observer groups

The Unit put in place the system for accreditation of observer and media personnel and this was done through invitation letters sent to prospective observer groups and placing an advert on the IEC website.

4. Accreditation of Observers

As is tradition and in order to enhance the credibility of the elections that is a true reflection of the will of the electorate as well as to ensure that elections meet international standards, the IEC accredits national and international observers as well as the media. To this end, twenty five (25) international and eleven (11) national observer groups accredited (See annex 1 for the list of national and international observer groups)

Observers and media houses were requested to complete an application form, which could be downloaded from the IEC website or collected from the IEC office. As soon as the names of the observers were sent in, the office prepared the accreditation cards and the information pack and districts' maps. This was done in advance, and was ready before the observer groups arrived in the country as well as for the national stakeholders. The information packs/observer kits contained information critical to the observation of the elections. In an effort to save paper, the unit placed some of the information in flash disks.

4.1. Accreditation of National Observers

Eleven (11) national domestic observer groups and four (4) independent observers were accredited. The national observer groups were from the African Socio-Economic Development Organisation (ASEDO); Christian Council of Lesotho (CCL); Catholic Commission for Justice and Peace (CCJP); Community Development and Peace Promotion Movement (CDPPM); Development for Peach and Education (DPE); Electoral Institute Lesotho (EILE); the Independent Pentecostal Fellowship Church

(IPFC); Lesotho Council of Non-governmental Organisations (LCN); Media Institute of Southern Africa (Lesotho chapter); Transformation Resource Centre (TRC); and Voice of the Voiceless Association (VOVA). In total there were 571 accredited domestic/national observers. This might increase as the Unit as at the time of writing this report, the Unit was still collating applications forms which came late.

4.2. Accreditation of Regional Observers

These were made up of five (5) inter-governmental organisations, namely, the African Union (AU), the Commonwealth, the Southern African Development Community (SADC EOM), the SADC Parliamentary Forum (SADC PF) and the Electoral Commissioners Forum of SADC (ECF SADC) comprising election commissioners and staff from the SADC member states.

4.3. Accreditation of the Media

Nineteen (18) international and eighteen (19) national media houses personnel were accredited from both electronic and print media. (See list of both these categories accredited media houses in annex 2)

4.4. Accreditation of the Diplomatic Corp

The diplomatic community comprised of the European Union (EU) which had the largest group of member countries from the embassies in the region observing the elections. The EU stated that their observers should be classified as the diplomatic watch not really observers in the true sense. From the region, the embassies which deployed observers were Nigeria, South Africa, Tanzania and Zambia. Other embassies' observers were from the Australia, Canada, New Zealand, Russia and the United States of America.

4.5. Accreditation of SADC Region Civil Society Observers

The international civil society organisations were made up of regional observer groups, namely, the Electoral Institute for Sustainability of Democracy in Africa (EISA); Christian Council of Lesotho (regional bishops); Inter-Regional Meeting of the Bishops of Southern Africa (IMBISA); , Open Society Initiative of Southern Africa (OSISA); SADC Council of NGOs (SADC-CNGO); SADC Lawyers Association (SADC-LA); Southern African Development and Reconstruction Agency (SADRA); Strategic Intervention for Justice and Peace (SIJP) and Dajo Associates, a research institute based in South Africa.

In total, there were three hundred and fifty eight (358) both regional and international observers accredited.

5. Observer Briefing Sessions

Two (2) briefing sessions were convened for observers. Both meeting were chaired by IEC commissioner(s). The meeting generally updated observers on the state of electoral preparedness of the Commission. Both meetings were sponsored by the UNDP.

At the meeting of Heads of Observation Missions convened by the African Union on March 1, 2015 at Lesotho Sun, it was agreed that all the preliminary mission statements of the international observer groups would be issued at the same venue and a schedule of times each mission would issue each statement was prepared. (See annex 3 for the preliminary statements).

6. Project Challenges

A number of challenges were experienced during the project execution. These included challenges of equipment breakage, lack of printer toner and overheating of printing equipment partly as a result of the unplanned production of accreditation cards for the IEC staff for the whole country.

Additional challenges included;

a. The Unit was grossly understaffed. This concern was also raised in the previous report submitted to the Commission in 2012. This resulted in the UNDP consultant having to do the very basic work of putting together information packs instead of focusing on the coordination.

b. There intermittent delays in the photocopying of some of the documents for the observer information kits delayed the compilation of these packs.

c. IEC management decided that the Unit should prepare identification cards for all the IEC staff throughout the country and for national key stakeholders such as political parties, the Tribunal, the Monitoring Committee, Peace and Reconciliation Committee, the National Joint Operation Centre (NAT-JOC), the National Security Service (NSS), the IEC ICT staff and IEC staff requiring access to the voting stations and results centre. This impacted negatively on the speed of the accreditation process of those observer groups and media personnel who arrived just before the Election Day.

d. The Unit ran out of printer toner which delayed the process, the challenge was compounded by the fact that it was a holiday in Lesotho. Someone had to drive to Johannesburg to go and purchase the toners.

e. The printing machines over heated and had to be cooled down. This adversely affected the production of accreditation cards.

7. Achievements of the Project

- The current head of the Unit, Ms Hloele Phafoli worked on the same scope of work used during the 2012 elections and she updates the 2012 work plan. By the time the UNDP consultant arrived much ground work had been done.
- The use of the flash disk, albeit expensive, was an improvement to the information packs (green office).
- The team spirit within the unit improved compared to the previous time (2012 elections). Although the hours were long, the unit staff understood that there was a goal to be achieved and no one complained.
- The relocation of the office of the Unit to Maseru Sun facilitated easy access for observers and media personnel.

8. Conclusion

The team spirit within the unit, allowed for the selfless efforts by the staff to meet deadlines. Everyone in the office including the security guard became part of the team and assisted in the production of the cards. Even though one staff temporary member whose work contract ended on the 28 February, he still continued to work as volunteer after the elections.

The challenges of under staffing cannot be overemphasized. This was exacerbated by addition administrative work from Operations division which had nothing to do with the accreditation process.

The key recommendation is for the opportunity for the Head of the IEC Election Observation Unit to be given several opportunities to work with the secretariat of observation groups like ECF SADC or the Carter Centre. Also in cases where a consultant is needed, more time is needed to assist with this process, and the consultant could be home-based for a few weeks and join the process in the last 2 weeks.

The work of the unit was successfully completed and all eligible observers and other stakeholders were duly accredited. All deliverables forming part the scope of work were achieved despite a number of challenges that were experienced during the execution of this project.

9. Recommendations

- The key recommendation for the next election is that at least five (5) staff should be employed in the Unit.
- The Election Observation Unit should concentrate on the production of accreditation cards only. The production of identification cards for staff should be done by Human Resources department.
- The Head of the Unit should be given exposure through attachment to the secretariat of the other observer missions such as the Electoral Commissioners Forum of the SADC (ECF SADC), the African Union (AU) and/or the Carter Centre.

LIST OF ACCREDITED INTERNATIONAL AND NATIONAL OBSERVER GROUPS

International Observers and number of observers deployed.

1. African Union (AU) - 40
2. Australian Embassy - 3
3. Canadian Embassy - 1
4. Christian Council of Lesotho (CCL) – bishops from the region -9
5. The Commonwealth -12
6. Dajo Associates - 1
7. Electoral Commissioners Forum of SADC (ECF SADC) - 25
8. Electoral Institute for Sustainability of Democracy in Africa (EISA) - 18
9. European Union (EU) – diplomatic Watch -51
10. Inter-Regional Meeting of the Bishops of Southern Africa (IMBISA) - 15
11. Media Institute of Southern Africa (MISA) – 17
12. New Zealand High Commission -1
13. Nigerian High Commission - 5
14. Open Society Initiative of Southern Africa (OSISA) - 3
15. Russian Embassy - 2
16. Southern African Development and Reconstruction Agency (SADRA) - 6
17. South African High Commission - 2
18. Southern African Development Community –SEOM - 94
19. Southern African Development Community Council of Non-Governmental Organisations (SADC CNGOs) –(see MISA)
20. Southern African Development Community Lawyers Association (SADC LA) (see MISA)
21. Southern African Development Community Parliamentary Forum (SADC PF) -20
22. Strategic Intervention for Peace and Justice (SIPJ) -15
23. Tanzanian High Commission -1
24. The United States Embassy -14

List of accredited national domestic observer groups and the number deployed

1. Africa Socio-Economic Development Organisation (ASEDO) -13
2. Catholic Commission for Justice and Peace (CCJP) - 60

3. Christian Council of Lesotho (CCL) -47
4. Community Development and Peace Promotion Movement (CDPPM) -27
5. Development for Peace Education (DPE) -9
6. Electoral Institute of Lesotho (EILE) - 27
7. Indigenous Pentecostal Fellowship Church (IPFC) - 28
8. Lesotho Council of Non-Governmental Organisations (LCN) -270
9. Media Institute of Southern Africa (MISA) - ???
10. Transformation Resource Centre - 86
11. Voice of the Voiceless (VOVA) - 6

LIST OF ACCREDITED INTERNATIONAL AND NATIONAL MEDIA

List of international media

1. Sunday Times
2. Aljazeera
3. Power FM
4. Khaya FM
5. Rapport
6. City Press
7. SABC
8. Agence France Press (AFP)
9. Beeld
10. Jacaranda
11. eNCA
12. BBC
13. NNA7
14. Radio Mozambique
15. Loveworld SAT TV
16. Star Newspaper
17. Anadulo News
18. Associated Press

List of national media

1. Harvest Radio.
2. Lesotho Mounted Police Service (MPLS)
3. Sunday Express
4. Lesotho Television
5. Radio Lesotho
6. MoAfrika
7. Moeletsi was Basotho
8. Mosotho
9. Tsenolo Media

10. TST Promotions
11. Thaba-Khube FM
12. Thebe Newspaper
13. Lesotho Today
14. PC FM
15. Public Eye
16. Radio Spes Nostra
17. Lesotho News Agency (LENA)

Annex 6 – Results Matrix Status report

EXPECTED OUTPUTS	PLANNED ACTIVITIES	Results		
		Funding Source	Budget Description	STATUS
Output 1: Organization & management of elections enhanced	1.1 Polling officers training - Training workshop costs for 118 participants - Facility costs & accommodation	USAID	3 locations x 3 x days for 18 IEC trainers and 100 Constituency based staff @ $115 cost/day plus conference costs	**Complete** **250 IEC polling officers trained**
	1.2 Party agent monitors' training - Training -1,720 people - Facility costs, food & transport	USAID	1 day for 1,720 party agent reps @ $ 10 allowance each plus conference costs	**Complete** **1,720 party agents trained**
	1.3 NGO and chiefs training - NGOs; Chiefs; briefings and accreditation for observers; - Cost includes transport, accommodation, event facilities	USAID	2 x days for local observers, 160 Chiefs and 40 IEC staff plus conference costs	**Complete** **320 Area Chiefs trained, more were trained with funds earmarked to train observers. 358 were accredited and attended briefings sessions**

	2.1. - Public outreach targeting women, people with disabilities, youth including herd boys and other groups	USAID	Rural women, disabled; $ 80,000; Herd boys: $ 20,000. Other underrepresented groups (via faith-based organizations): $50,000; technical assistance: $ 20,000; 1000 SMSs @ $0.3 Facebook & social media mgmt (ntl volunteers @ $900 @ 4); Media training @ $60,000; 10 x Billboards @ 600 each; 5 x radio programmes & TV appearances @ 1200 each; Youth campaign: $ 40,000;	**Complete** **91,119 women, youth, herd boys and people with disabilities trained** **49,818 youth reached through facebook** **The remaining funds were disbursed to cover additional Voter Education materials, M & E officers and call center staff, VCL connections for the Call Center 1and SMSs which reached 1.3 million people**
		UNDP	Voter education targeting women, disabled, youth and herd boys through LCN / DPE: $ 60,000	**Final voter education reports submitted by partner CSOs**
	2.2 Public service outreach- - Public service outreach through various media including TV, Radio, Facebook and mobile phones	UNDP	Media training executed by media institute: $ 60,000	**14 debates held over 11 private and public radio stations held** **31 Journalists trained**
Output 2: Technical and institutional capacity of	1. Logistics Advisor - Expert travel, DSA & fee	UNDP	90 x days	**Complete** **Advisor presented final report**
	2. Public Outreach Expert - Expert travel, DSA & fee	UNDP	60 x days	**Complete** **Final report by expert submitted**

IEC strengthened	3. Electoral Expert - Expert travel, DSA & fee	UNDP	60 x days	**Funds re-allocated to charter cargo plane to transport ballot papers from Cape Town and to supplement budget for SMSs**
	4. Observer Coordinator - Expert travel, DSA & fee	UNDP	21 X days	**Complete** **Final report submitted**
Output 3: Electoral enabling environment stabilized, incl. mechanisms for confidence-building, regulatory framework	1. Conflict Resolution & Mgmt Dialogues / Mediation Process	UNDP	TBD	**On-going** **Regular consultations with Baruti continuing**
	2.Training for High Court Judges - Refresher training workshops on the Electoral Act and conflict management	UNDP	2 days	**Complete** **10 High Court Judges and 2 Acting Judges trained**
	3.Election Debates	UNDP	February 2015	**Complete** **Done by MISA see activity 2.2**
Output 4: Technical output: Effective management of the project	1.Indirect costs to USAID	USAID	As per UNDP standard policies, 8%. 1 December, 2014 to 31 December, 2015	**GMS**