



# **Handbook for ERO and AERO Certification April - 2018 Vol -II**



**India International Institute of Democracy and  
Election Management  
ELECTION COMMISSION OF INDIA**



**HANDBOOK**  
**FOR**  
**ERO AND AERO CERTIFICATION COURSE**



# Table of Contents

<b>1. IT Application .....</b>	<b>01</b>
1.1 National Voters' Service Portal .....	01
1.2 UNPER (Unified National Photo Electoral Roll) .....	17
1.3 ERO-Net .....	22
1.4 BLONET .....	41
1.5 Online Service Voter Registration (OSVR) and Electronically Transmitted Postal Ballot System (ETPBS) .....	84
1.6 Administrative roles .....	110
1.7 Protocol for Security of IT Applications and Data .....	125
1.8 Do's and Don'ts of IT Applications .....	128
<b>2. 2.1 IT Infrastructure For ERO Net .....</b>	<b>132</b>
2.2 Capacity Building of IT Manpower including Programmers & Data Entry Operators .....	133
<b>3. 3.1 Daily &amp; Periodical Operations .....</b>	<b>135</b>
3.2 Control Tables for E-Roll .....	138
3.3 Updating Polling Station .....	141
<b>4. Citizen Centric Services related to Electoral Registration .....</b>	<b>148</b>
4.1 Integrated Contact Centre .....	148
4.2 NGS Portal: Workflow .....	150
4.3 ICC: Structure (Infrastructure and Manpower) .....	154
4.4 ICC: Handling of Information Suggestion Feedback and Complaint (ISFC) .....	156
4.5 Roles and responsibilities of each of the Official .....	158
4.6 ICC: Monitoring & Follow Up .....	160
4.7 Work Flow and Screens of NCC, SCC and DCC .....	165
4.8 Timeline for ER Revision .....	167
4.9 Notification Scheme .....	170



## Chapter 1: IT Applications

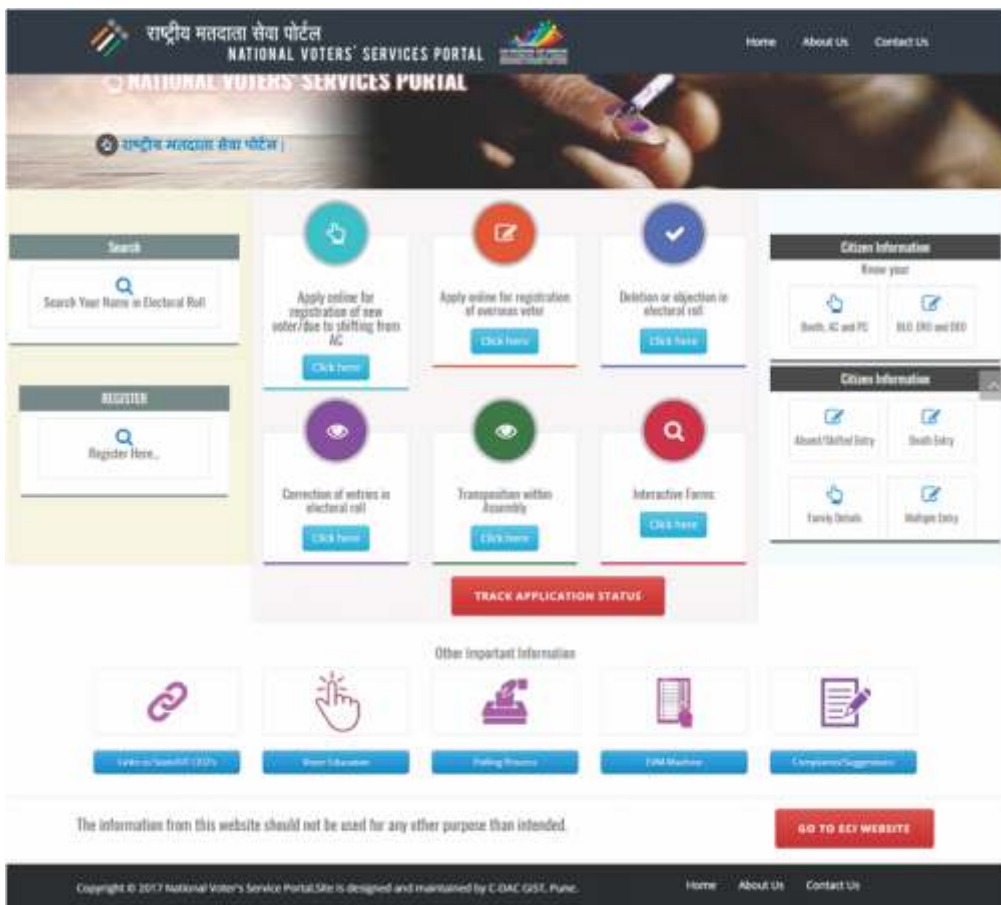
### 1.1 National Voters' Service Portal

#### Citizen Self- Services

Citizen centric E-Services are the services designed especially for the facilitation of citizens by utilizing the use of Information and Communication Technology. These are the Electoral Registration Services being extended by the Election commission to all eligible Indian citizens become elector and also to get other registration services in an easy way. To provide these electoral services under single window on a common national platform, National Voters' Services Portal has been launched.

#### National Voters' Service Portal (<http://www.nvsp.in>)

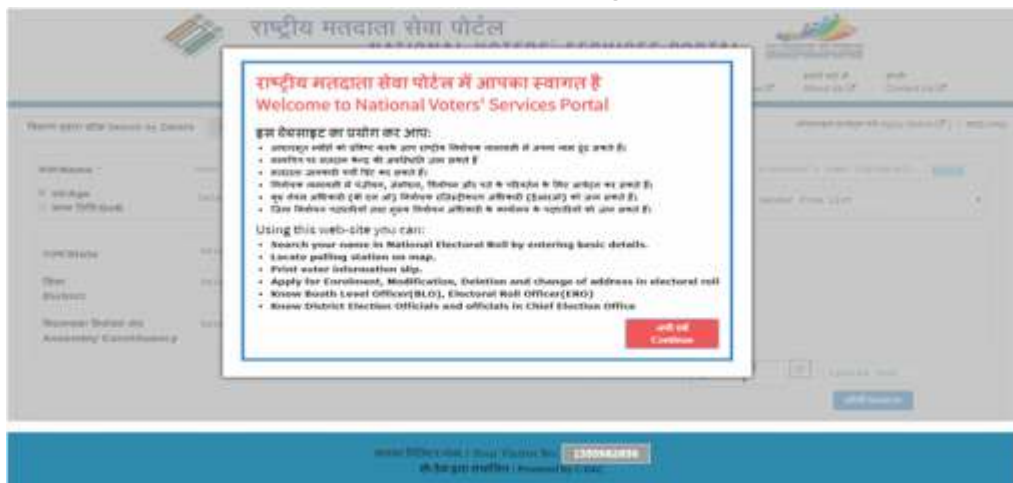
National Voter Service Portal services portal (NVSP) was launched on National Voters' Day (25.01.2015). It acts as a container to all the citizen services envisaged under the electoral registration. The portal UI is responsive in nature which caters to both desktop and mobiles. It is also bilingual in nature.



## The Name Search On e-roll

The first and foremost deliverable of the project was to develop the National electoral search by collecting the e-roll data from all the States and generate the National database for this purpose.

The national electoral search has the responsive UI which works for both desktop and mobile. The welcome screen which is only visible for first time when used opens the website; list all the services available on the site. It can be seen from following screen shot,



Welcome screen

There are options for selecting search by details or search by EPIC no. In search by details, user can fill in the required details like, Name, Relative Name, DOB/Age, State and Constituency or select the location from the Google map which is integrated in the page.



Home Page

Floating keyboard in 14 Indian Languages and 11 scripts have also been provided for data entry in India languages,



## Set your location on Map



Ok

If it is selected through map the lat-long details of the address is captured and pass to the search engine. Also it searches within 2 km range of lat-long selected. After searching, the first 10 records are displayed out of the matched records in the result list along with pagination buttons shown below,

ग्रेड 00000 / Number of Record(s) Found: 1255815 Page 1 out of 125582

Action	EPIC No.	Name	Age	Father's/Husband's Name	State	District	Polling Station	Assembly Constituency	Parliamentary Constituency
<a href="#">View Details</a>	MSL391532	Rahul Singh	26	Satendra Kumar Singh Saini	Uttar Pradesh	Kanpur District	PRITHVI VIDYALAY AT MULLA	Sharda	Etawah
<a href="#">View Details</a>	KOO791381	Rahul Singh	32	Ravi Singh	Uttar Pradesh	Lalitpur	GOVIND PATEL COLLEGE MANDAL	Mandau	Jhansi
<a href="#">View Details</a>	LDK1716796	Rahul Singh	38	Ramesh Chandra	Uttar Pradesh	Pratapgarh	P. S. BHADRAPUR PUNJ	Kunda	Kaushambi
<a href="#">View Details</a>	RMS3884767	Rahul Singh	26	Ravi Dev Singh	Uttar Pradesh	Kanpur Nagar	K. G. VIDYALAY PRABHU SECTOR COMBOD	Behanpur	Akbarpur
<a href="#">View Details</a>	KOO791315	Rahul Singh	22	Shankhwar Lal Singh	Uttar Pradesh	Lalitpur	GOVIND PATEL COLLEGE MANDAL	Mandau	Jhansi
<a href="#">View Details</a>	UPD4116838181	Rahul Singh	36	Anand Kumar Singh	Uttar Pradesh	Pratapgarh	P. S. Noida	Kunda	Kaushambi
<a href="#">View Details</a>	ZAK388796	Rahul Singh	23	Mohit Singh	Uttar Pradesh	Jaloun	PRABHU SCHOOL PRABHU	Orla	Jaloun
<a href="#">View Details</a>	KOO188236	Rahul Singh	21	Pravin Singh	Uttar Pradesh	Lalitpur	J. P. S. SCHOOL, GAWA	Mandau	Jhansi
<a href="#">View Details</a>	ATK1121076	Rahul Singh	23	Manish Lal Singh	Uttar Pradesh	Kanpur Nagar	G. P. S. VIDYALAYA, 8-BLOCK AND HANPUR ROAD, AND (Opposite P. S. VIDYALAYA, 8-BLOCK AND HANPUR ROAD, AND (Opposite	Kanpur Nagar	Kanpur
<a href="#">View Details</a>	NAB244499	Rahul Singh	26	Lalitha Singh	Uttar Pradesh	Kanpur Nagar	J. P. S. VIDYALAYA, 8-BLOCK AND HANPUR ROAD, AND (Opposite P. S. VIDYALAYA, 8-BLOCK AND HANPUR ROAD, AND (Opposite	Kanpur Nagar	Kanpur

[1](#)
[2](#)
[3](#)
[4](#)
[5](#)
[6](#)
[7](#)
[8](#)
[9](#)
[10](#)

## Search by EPIC

In this option only EPIC no is mandatory and State field is optional.

चिह्न द्वारा खोज/Search by Details

पहचान-पत्र क्र. द्वारा खोज/Search by EPIC No.

मतदाता पहचान-पत्र क्र./EPIC No. \*

EPIC No. (Required)

राज्य/State

Select State from List

कोड / Code \*

9 3 3 3 8

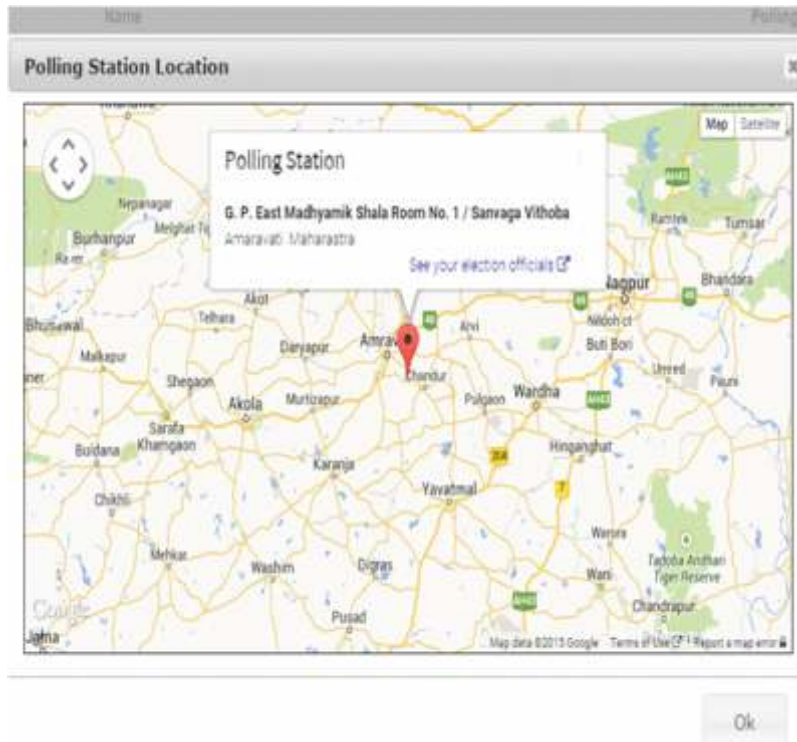
C

Captcha Text

खोज/Search

## Search Polling Station details on Google map

The Google map has also been integrated on National electoral search to locate the polling station details on map. The lat-long details of polling station have been used to mapping it on Google map. Once the record is searched the result list displays the elector's details along with the AC, PC and the polling station name. After clicking on the polling station the details of the polling station along with its location is displayed on the map as shown below,



## Printing of Voter Information Slip

The idea of voter information slip is to help locate the candidate in the electoral list at the time of election. The voter information slip provide on electoral search is bilingual in nature and provides all the required information to the candidate which he can print and carry to the polling station. After searching the record in electoral search, the result list displays the elector's details and view details button. After clicking on the View Details button the electors information is displayed along with the button to print the voter information slip as shown below,

मतदाता सूचना/Voter Information	
राज्य/State	Uttar Pradesh
विधान सभा निर्वाचन क्षेत्र/Assembly Constituency	Sikandra
नाम/Name	राहुल Rahul
लिंग/Gender	M
पहचान पत्र क्रमांक/EPIC No	MSL2015352
पिता/पति का नाम/Father's/Husband's Name	सत्येन्द्र कुमार Satyendra Kumar
भाग संख्या/Part Number	81
भाग का नाम/Part Name	PRIMARY SCHOOL KHALLA
मतदाता क्रमांक/Serial No	340
मतदान केंद्र/Polling Station	PRIMARY SCHOOL KHALLA
मतदान की तारीख/Polling Date	15-02-2017
नवीनतम अपडेट का समय/Last Updated On	10/4/2018
Note 1 : This output is computer generated and is provided only for the information to the voter.	
Note 2 : This is not an identity document.	
	
<a href="#">मतदाता सूचना प्रिंट करें</a> Print Voter Information	



मतदाता सूचना/Voter Information	
राज्य :	Uttar Pradesh
विधान सभा निर्वाचन क्षेत्र :	Sikandra
नाम :	राहुल
Name:	Rahul
लिंग :	M
Gender:	M
पहुँचाव पत्र क्रमांक :	MSL2015352
EPIC No:	MSL2015352
पिता/पति का नाम :	सत्येन्द्र कुमार
Father's /Husband's Name:	Satyendra Kumar
भाग संख्या :	81
Part Number:	81
भाग का नाम :	PRIMARY SCHOOL KHALLA
Part Name:	PRIMARY SCHOOL KHALLA
मसूदा क्रमांक :	340
Serial No:	340
मतदान केंद्र :	PRIMARY SCHOOL KHALLA
Polling Station:	PRIMARY SCHOOL KHALLA
मतदान की तारीख :	15-02-2017
Polling Date:	15-02-2017
मुद्रित तिथि :	10/4/2018
Printed On:	10/4/2018
Note 1 : This print is computer generated and is provided only for the information to the voter.	
Note 2 : This is not an identity document.	

### On-line Registration/Modification/Deletion/Transposition/Duplicate EPIC

To roll out this service at National level by utilizing exiting ERMS applications at State, it was necessary have a strong synchronization framework between National and States databases. With this synchronization in place the forms are pushed to States databases for processing further. Similarly the status of the submitted form is pulled back for displaying to user. The idea was start the services at National by leveraging the existing framework of States and then slowly migrate to National in phased manner.

The National forms database schema and API specifications have been designed to take care of synchronization between National and State databases. The ERMS schema has been referred for National schema and the specification development. The synchronizations have been developed

---

as per the specification and deployed at State for data exchange.

## Electoral Forms

The electoral forms viz. Form 6, 6A, 7, 8, 8A and 001 have been designed in accordance with the physical forms. The forms are also designed with multilingual architecture. So providing the forms in one's regional language is just the matter of adding the appropriate resource files of that language. The resource files contain all the labels of particular form in a particular language. The forms are pure HTML5 based forms, which primarily gives two benefits

1. Use of CDN services and
2. Minimum or no communication with servers while user is filling the form, so that the load on the server is reduced.

Following are the key features of the electoral forms design and deployment architecture at NVSP,

- HTML5 based forms with responsive UI
- Auto filling of data
- Validation to avoid junk input.
- Check for duplicity at server side
- Confirmation mail to user after successful submission

Also the user can fill the form partially and save it on desktop in the form of json file. This file can be uploaded to start the form filling again from the point where it was saved last time. While all statutory forms such as 6, 6A, 7, 8, & 8A are available in PDF form and online, NVSP also provides Form 001 for submitting request to get duplicate EPIC card, for the reason of theft or loss, online or offline. On receipt of this request the concerned ERO will have to approve it so as to generate EPIC printable file. The Form 001 will look like-





Note : Fields marked with asterisks (\*) are mandatory\*

Select Language/भाषा का चयन करें

हिंदी/Hindi

फॉर्म 001/Form 001

### Application for Issue of Replacement Elector's Photo Identity Card (EPIC)

To,

The Electoral Registration Officer,

State \*

Select

District

Select

AC \*

Select

I request that a Duplicate Photo Identity Card be issued to me as my original card is lost/destroyed/mutilated due to correction in my elector's details due to change of address I want to get a fresh card with my new address.I am return my EIC to you along with fee for issue of duplicate EPIC. My name is included in the electoral roll for the above constituency-Particulars in support of my claim for issue of duplicate EPIC are given below.

### Mandatory Particulars

Name of Elector \*

(In English)

(In Regional)

GO

Surname of Elector

(In English)

(In Regional)

GO

Father's/ Mother's/  
Husband's\* Name \*

(In English)

(In Regional)

GO

Father's/ Mother's/ Husband's\*  
Surname \*

(In English)

(In Regional)

GO

\* Age (as on 1st January of  
current calendar year) \*

2018

Year

Month

Or

Date of Birth (in DD/MM/YYYY  
format)(if known)

dd/mm/yyyy

X

Gender of Applicant \*

Select

### Address

House/Door number:

GO

Street/Hole/No./Road/Gat : \*

GO

Area/Locality \*

GO

Town/Village : \*

GO

Police Station \*

GO

PinCode \*

Date \*

Select

District \*

Select

EPIC No

Reason for applying for a  
Duplicate Card

\* I will collect EPIC from VRC/CSC

\* I wish to receive my EPIC by Post/self addressed and stamped envelope enclosed

\* I will collect EPIC from BLS

### Declaration

Place \*

Date \*

10/04/2018

X

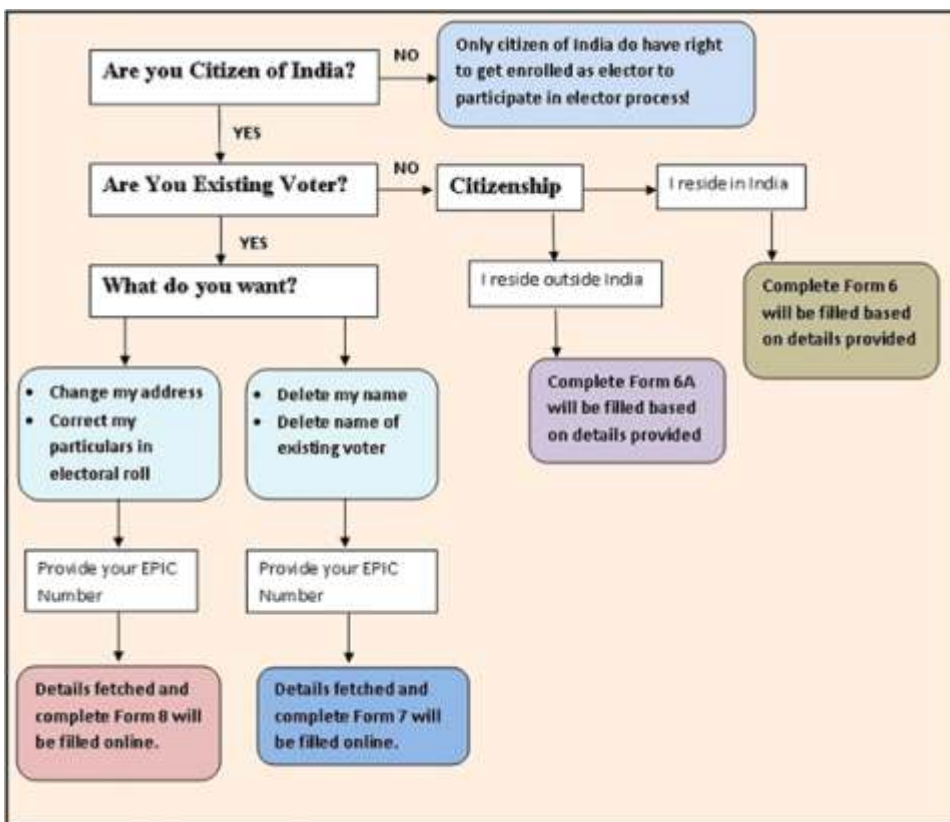
I hereby return my mutilated /old card. I undertake to return the earlier card issued to me if the same recovered at a later date.

EPIC NO

## Interactive Forms

Interactive way of filling the forms is also provided. Applicant has to answer certain questions and based on the answer corresponding form is selected like Form-6, 6A, 7, 8 & 8A, 001. The requirement of filling up each detail is also minimized as certain fields are auto populated based on the information provided.

Following diagram explains as to how user can fill for Registered User



## Registered User

Registered users are in following three categories

1. Citizens/electors, who will get privilege services such as access to photographs of himself and his family members. He can also furnish particulars regarding other electors in his part and about his polling station.
2. Various Political parties at Polling Booth, AC and District level would be able to submit their information about permanently shifted electors, multiple entries, dead electors and any other Polling station related information observed by them to ERO level and to DEO level.
3. Booth level Agents (BLA), who would be able to view applications received and final decision taken by the ERO on the Forms received and action taken on Electoral Roll during the summary revision and continuous Updation

A registered user will login into the NVSP Portal with his user credentials.

राष्ट्रीय मतदाता सेवा पोर्टल  
NATIONAL VOTERS' SERVICES PORTAL

Home About Us Contact Us

Register Log In

**Login**

Username

Password

☐ Remember me?

**LOGIN**

[Register as a new user](#)  
[Forgot your password?](#)

Copyright © 2017 National Voters' Service Portal. Site is designed and maintained by C-DAC GST, Pune. Home About Us Contact Us

## Login Page

Information needs to be filled by Citizens/electors for Registration

Register as

☒ Individual
 ☐ Booth Level Agent
 ☐ Political Party Representative/Agent

Enter Userid  
 Enter Username  
 Enter Email  
 Enter EPIC No.  
 Enter Mobile no.

**Send OTP**

Enter Password  
 Confirm Password

**Register**

Password Pattern :

- Password must be at least 6 characters long.
- Passwords must have at least one digit ('0'-'9').
- Passwords must have at least one special character.
- Passwords must have at least one uppercase ('A'-'Z').

Individual User

Register as

☐ Individual

☒ Booth Level Agent

☐ Political Party Representative/Agent

	Enter Userid
	Enter Username
	Enter Email
	Enter EPIC No.

Location Details:

State: Himachal Pradesh ▼

District: CHAMBA ▼

AC: BHATTIYAT ▼

Part: Thulel ▼

	Enter Mobile no.
---	------------------

Send OTP

	Enter Password
	Confirm Password

Register

Password Pattern :

- Password must be at least 6 characters long.
- Passwords must have at least one digit ('0'-9').

BLA User

Register as

☐ Individual

☐ Booth Level Agent

☒ Political Party Representative/Agent

☐ District Level

☒ AC Level



Enter Userid



Enter Username



Enter Email



Enter EPIC No.

Party Details:

Party Name:

Designation

Upload Authorization Letter:

Choose file

No file chosen

Location Details:

State:

Himachal Pradesh



District:

CHAMBA



Enter Mobile no.

Send OTP



Enter Password



Confirm Password

Register

Political Party Representative

Similarly Political parties or Booth Level Agent can register themselves for privileged services. For registration they have to submit following information

1. Their Name – Acceptable persons need to be registered official in the political party division of ECI. And BLAs need to be appointed and accepted persons from the political parties/Candidates and duly accepted by DEOs of the districts.
2. Their official Mobile number
3. Their Official email id
4. The secretary or the Chairman has to provide a certificate stating that he agrees and has permitted to this person to be official registered user and his email and mobile numbers are also certified by him.
5. Permanent Address of his residence
6. Present address of his residence
7. His EPIC number. IT has to be made mandatory.
8. His photograph.

The details received through the registration page of NVSP will be made available to DEO/ERO, who will verify the details submitted as per their records of political party registration, verify that the mobile numbers belong to them, verify that their emails are valid emails, verify the certificate given by their Chairman or Secretary and then only they would approve the registration. Once approved (or rejected) SMS message and email will be sent to them and registered account would be created. In case of any request for changing their personal details such as Mobile number of email id, DEO will have to receive application with authorization from the party official and then only it would be approved.

After logging in following Homepage will be displayed on which user can provide different kind of information related to their role only.



Home Page

---

## 1. Registered user

- i. About registered user and his family-
  - 1. My Profile
  - 2. My family details of electors in my family including overseas voters with contact details
  - 3. Corrections required in existing entries of self and family members
  - 4. Un-enrolled/Prospective–family member including Overseas member,
  - 5. Deceased/Permanently Shifted member
  - 6. Multiple Entries for me and family,
  - 7. Change Photo-Poor quality image for self and family
- ii. Other Persons living in his part
  - 1. Multiple Entries
  - 2. Deceased/Permanently Shifted persons or families including Overseas member in his Polling Booth
  - 3. Un-enrolled/Prospective elector
  - 4. New Building in the part area
- iii. My Polling booth
  - 1. Facilities/ Accessibility to Polling station
  - 2. Suggestive PS building details,
  - 3. Post Office in PS area and PIN details
- iv. Will be able to see
  - 1. ER of Part without image
  - 2. Polling station improved Map

## 2. BLA

- a. Electors in the part
  - i. Multiple Entries
  - ii. Deceased/Permanently shifted persons or families including Overseas member in his Polling Booth
  - iii. Un-enrolled/Prospective elector
  - iv. New Building constructed in the part area
- b. Polling station
  - i. Facilities/ Accessibility to Polling station
  - ii. Suggestive PS building details,
  - iii. Post Office in PS area and PIN details
- c. Will receive periodical details of
  - i. Forms received
  - ii. Suo moto actions initiated
  - iii. Orders passed by ERO.
  - iv. Schedule of Revision

---

v. Changes proposed in part boundary and PS location.

**3. Political Party Representative-AC/ District**

a. Electors in the AC/ district-PART WISE

i. Multiple entries

ii. Deceased/permanently shifted persons or families including Overseas member in his Polling Booth

iii. Un-enrolled/Prospective elector

iv. New Building constructed in Area-

b. Polling station in AC/ District

i. Facilities/ Accessibility to Polling station

ii. Suggestive PS building details,

c. Will receive periodically AC / AC wise details of

i. Forms received.

ii. Suo moto actions initiated

iii. Orders passed by ERO.

iv. Schedule of Revision

v. Changes proposed in part boundary and PS location.



---

## 1.2 UNPER (Unified National Photo Electoral Roll)

A decade or so ago, Electoral rolls were being created and maintained at District Level and that too in hard copy documentation form. However with upcoming IT solutions such as dBase, FoxBASE, FoxPro etc, some district level authorities started storing electoral rolls in softcopy form using these solutions. The methodology however was to create the Electoral Roll on papers and then digitize. The advantage was to softcopy preserving of the information, for easy access later. Eventually it progressed further and client server technologies brought up the State level Databases in RDBMS architecture. Proper Tables were designed, system was created, forms were designed for capture of the information and data collection and reports were generated using IT tools to create Electoral Lists, marked copy of Electoral Lists, EPIC cards etc. By that time, Photos of the electors were also added and Photo Electoral Rolls were created.

Technically the design of data bases was mainly focused on generation of reports in desired formats for Electoral Rolls, EPIC cards and Photo Voter Slips. So far these data bases were maintained in bits and pieces, and at different levels. Organizational features of Data base techniques were not fully utilized. The IT system popularly known as Electoral Roll Management System was designed and instances of it were implemented at State Level. With passage of time, IT experts at State Level modified State Level ERMS to achieve little intelligence and tuning the system for localization. Since ER data is required to be Multilingual, i.e. Regional Indian Language (spoken in the region), the localization deviated a bit from its standards and certain types of errors got introduced. These errors were handled in different ways using local knowledge of the area.

The fundamental characteristic of the ER data base is collection of “named Entities” in multiple languages. Therefore transliteration also got its own importance. The second most important need is to handle migration of the elector from one region to another, which according to Law demands “deletion” at a location and “addition” at the other. The problem noticed was State level data bases did not get reflected such simultaneous deletion and addition, which is a manual operation performed by different authorities at different times.

There fore for having Central data base of Electoral Roll, for achieving a control on to simultaneous addition and deletion, and bringing in similar procedures with direct monitoring by all tiers of higher officials, so as to reduce possibility of un-noticed errors to pop in within the Electoral Roll, a National Electoral Roll Data based acronym as “Unified National Photo Electoral Roll (UNPER)” was created. UNPER thus becomes a main data base on which **ERONET** system is developed to provide accessibility to EROs to operate upon through well defined processes. Being Central Data base, migration of Entry is noticed and monitored clearly. Also being a modular design, it can be localized for minor variants in the processes without lawfully disturbing the main procedure. This Data base is situated in Cloud and has Disaster Recovery and Local Back up. From this National Data base, State Level Data bases can be populated for local use, if required.

Diagrammatically and logically UNPER can be visualized as depicted in tFIG 1: UNPER TABLE

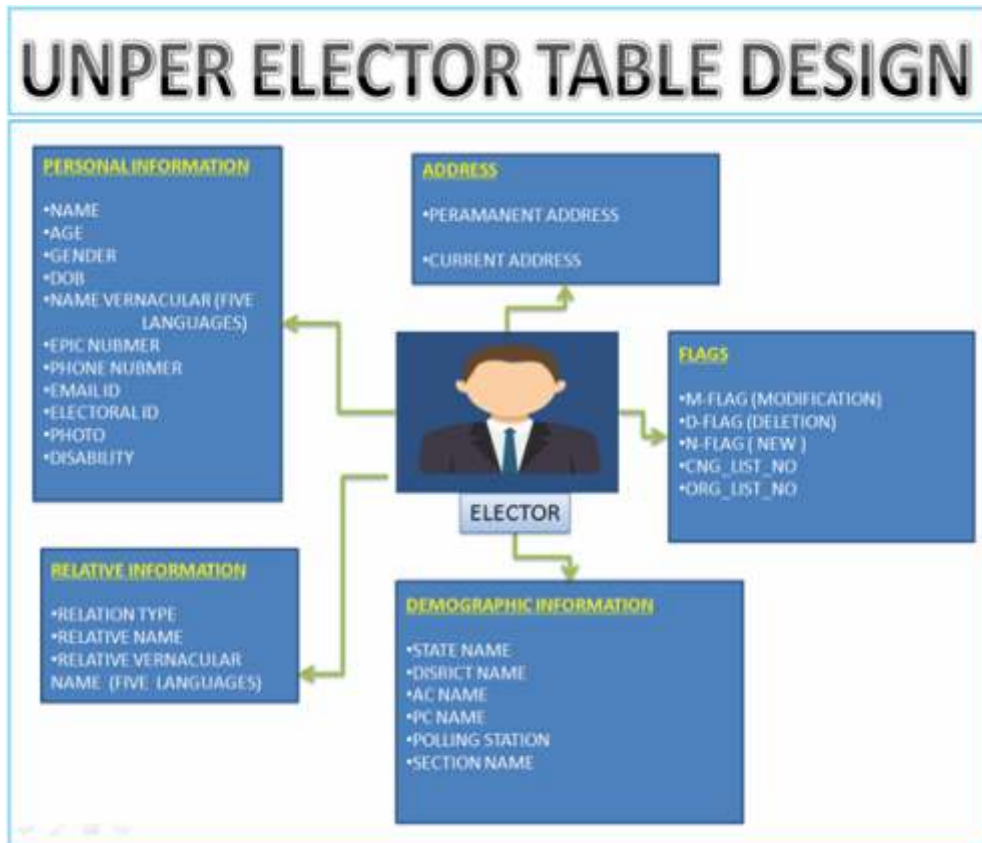


FIG 1: UNPER TABLE INFORMATION

**UNPER** is combination of Personal demographical information and a photograph of Elector. It consists of unique records of electors for all over nation and provides a mechanism to remove multiple entries by braining it to the knowledge of appropriate authority.

Personal Information consist of Elector personal information like First Name, Last Name, Age, Gender, Date of Birth, Relation Type, Relation Name, Mobile Number, Email ID, Elector ID, EPIC Number, House Name, House Number

IN UNPER, Elector Name and Relative Name having five vernacular languages for printing of electoral roll in different languages according to each assembly constituency.

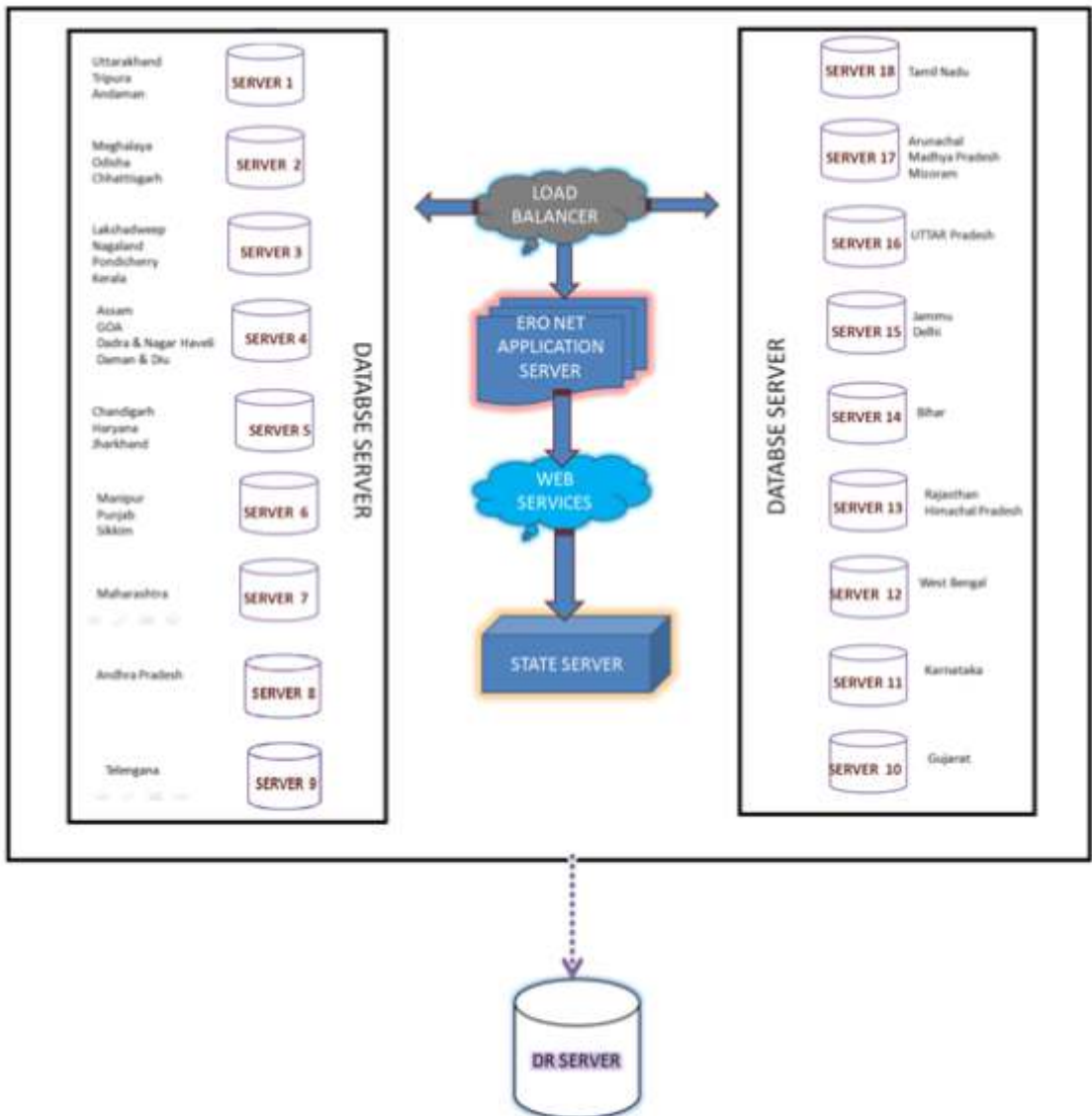
In UNPER, Address has two categories

1. Permanent Address
2. Current Address

Demographical information contain basically control table information, UNPER consist of demographic information of elector like State Name, District Name, Assembly Constituency, Polling Station Name, Section Details etc.

he following figure.

# Database Design Architecture Of ERONET



## Process Of Synchronization

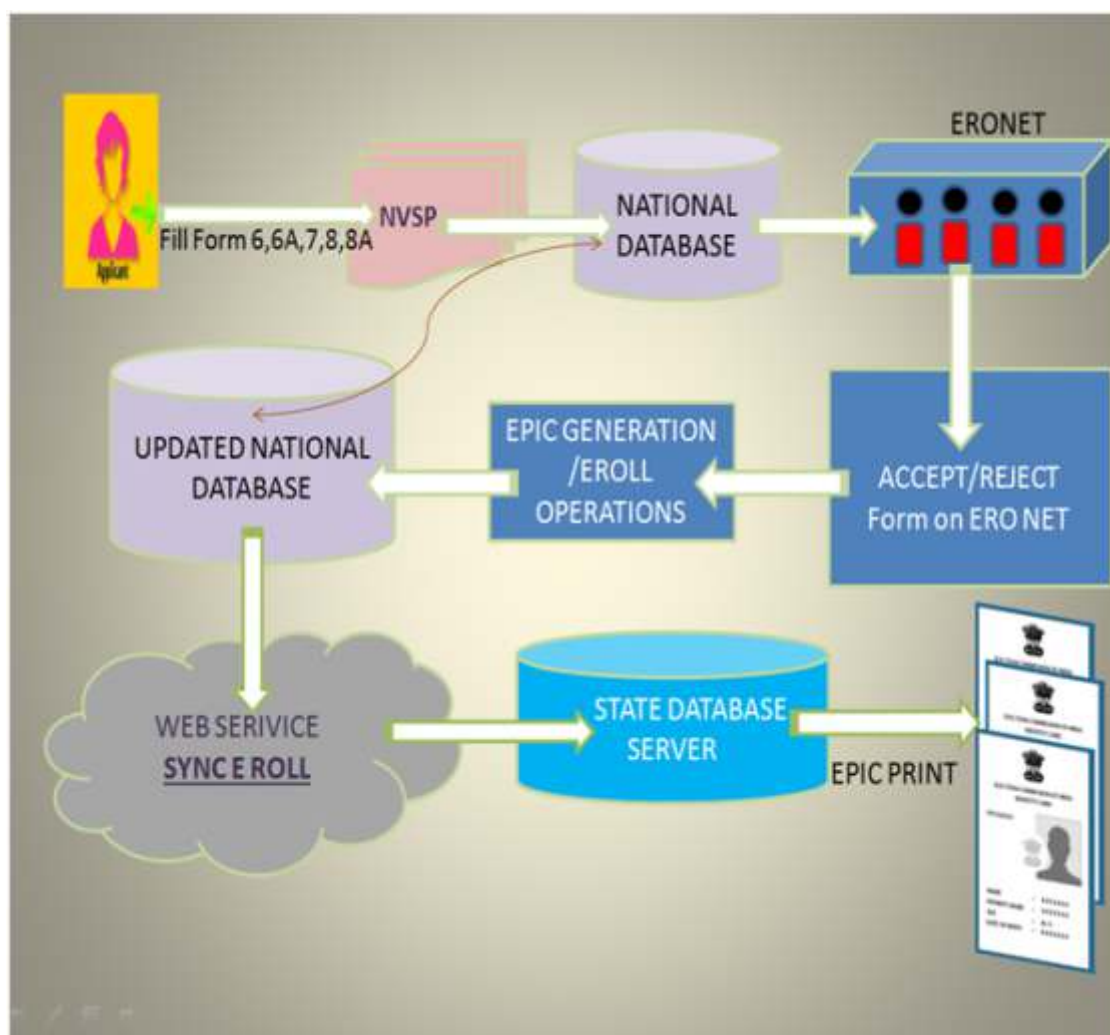


FIG 2 SYNCRONIZATION STRUCTURE

The ERO NET provides functionality of the form processing and E-Roll management at national level on cloud platform. So all the electoral roll operations, like inclusion, deletion and modification will happen on central database. In order to synchronize this electoral data, a web service has been defined and developed which needs to be deployed on state server. This service requires the database schema of electoral roll should be same as that of ERO NET. However, state can develop or customize the web service by referring this specification in case they want to store the data in their existing database schema.

Server Name	State Name	Sync Time
Server1	Uttarakhand	12:00 Mid Night
	Tripura	03:00 AM
	A & N Islands	05:00 AM
Server2	Meghalaya	05:00 AM
	Orissa	12:00 Mid Night
	Chhattisgarh	03:00 AM
Server3	Lakshadweep	05:00 AM
	Nagaland	04:00 AM
	Puducherry	03:00 AM
	Kerala	12:00 Mid Night
Server4	Assam	12Mid Night
	Goa	03:00 AM
	D&N Haveli	04:00 AM
	Daman & Diu	04:00 AM
Server5	Chandigarh	05:00 AM
	Haryana	12:00 Mid Night
	Jharkhand	03:00 AM
Server6	Manipur	03:00 AM
	Punjab	12:00 Mid Night
	Sikkim	04:00 AM
Server7	Maharashtra	12:00 Mid Night
Server8	Andhra Pradesh	12:00 Mid Night
Server9	Telangana	12:00 Mid Night
Server10	Gujarat	12:00 Mid Night
Server11	Karnataka	03:00 AM
Server12	West Bengal	12:00 Mid Night
Server13	Rajasthan	12:00 Mid Night
	Himachal Pradesh	04:00 AM
Server14	Bihar	12:00 Mid Night
Server15	Jammu and Kashmir	03:00 AM
	Delhi	12:00 Mid Night
Server16	Uttar Pradesh	12:00 Mid Night
Server 17	Arunachal Pradesh	05:00 AM
	Madhya Pradesh	12:00 Mid Night
	Mizoram	06:00 AM
Server 18	Tamil Nadu	12:00 Mid Night

In the process of Synchronization, Data pushed to the State server is matched with the National Database by matching the total forms count on daily basis. In this process a job to get invoked at a certain time of the day or night (as mentioned in above table) to get this logic fired. It run it at night, when the db usage is very low.

In the whole process IT team coordinate with the State Nodal Officer and match the push data count. The team is also verify the push forms count.

---

## 1.3 ERO-Net

**1.3.1 ERO-Net** is an umbrella IT application for undertaking all Electoral Registration related activities and brings in seamless processing of forms, easy handling of the databases, regular and simpler way of monitoring the ERs activities and maintaining the ERs health.

The system has three major components,

<b>ERO-Net</b>	links all EROs of Nation.
<b>UNPER</b>	Unified National Photo Electoral Rolls Data.
<b>NVSP</b>	Citizen Electoral services.

### 1.3.2 ERO-NET provides following functionalities in ERs management,

#### 1. Processing of electoral forms

- View dashboard for overall processing.
- Processes and specifications for digitization and scanning of forms and support documents.
- Assigning part number for the application.
- Generation of checklist for field verification by BLO.
- Capturing BLO field verification report.
- Schedule hearing with electors/ objectors or field re-verification.
- Migrating EPIC no. of applicant from ERO of previous AC.
- Sharing outcome of possible repeat entries with ERO(s) concerned.
- Approve/ Reject forms.
- Generate ERs file for Printing
- Generate EPICs file for Printing

#### 2. Maintain electoral rolls

- Generation of EPIC No. and inclusion in electoral rolls.
- Modification in electoral rolls.
- Migration/ Deletion in electoral rolls.
- Generation of various formats (formats 1 to 11A).

#### 3. Polling Stations Management System

- GIS location of PS.
- Part & Section boundaries on GIS.
- Mapping of AMF and extended facilities.
- Part & Section optimization based on ECI guidelines.

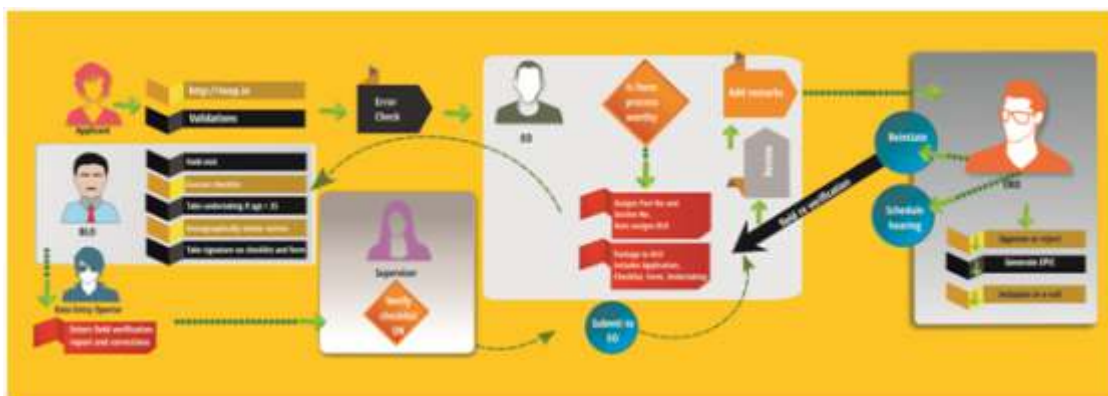
### 1.3.3 Electoral Services through ERO Net

- Web Portal (NVSP),
- Mobile App (Android, iOS, Windows),
- SMS gateway,
- E-mail.

### 1.3.4 Electors and Citizens get following Information on the ER entries

- Name search, part & Serial No.
- Submit online applications of form 6, 6A, 7, 8, & 8A, 001 with supporting documents.
- Tracking the status of filled application including auto alerts.
- Details of Polling Station (PS),
- Details of Assured Minimum Facilities (AMF)
- How to reach your PS using GPS, Google Earth, Google Maps and Key Map.
- Know your Electoral Officers- BLO, Supervisors, Election Kanoongo/ Election Patawari/ Nayab Tahsildar, AERO/ ERO, DEO & CEO.
- Step by step guide on enrolment & FAQs, Information on legal provisions relating to enrolment.
- Voluntarily furnishing information for self and within part residents' information to ensure health of ER such as contact details, linking family members, un-enrolled family members' details, members going to become eligible for registration in rolls (attains age of 18 years in next summary revision), details of shifting/ absent/ dead of any elector, information on Polling station etc.

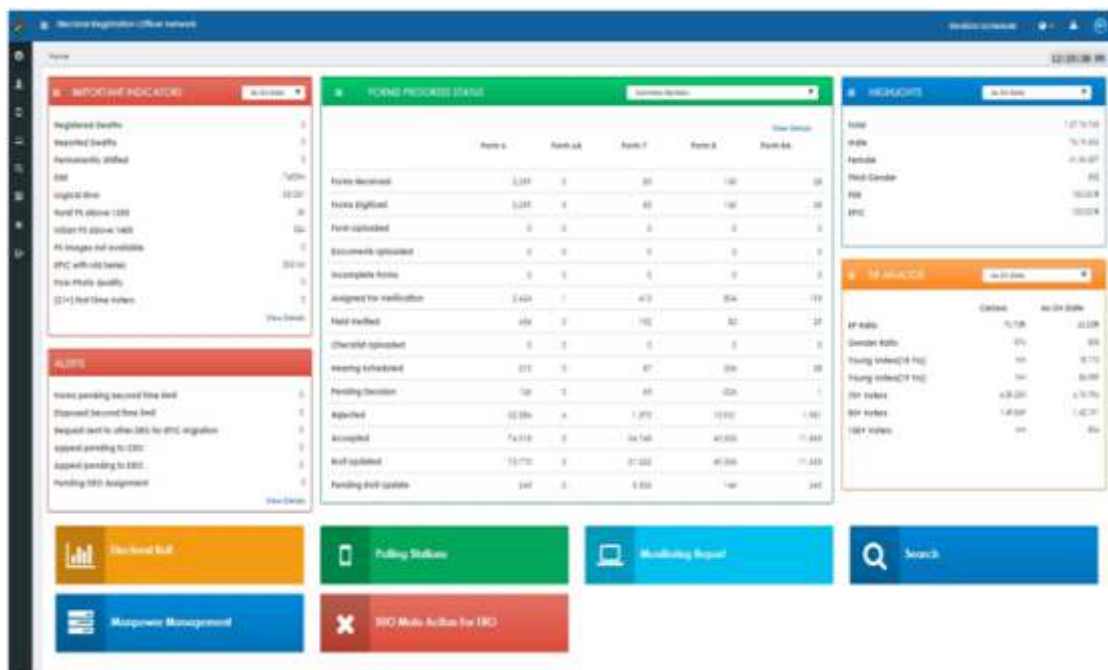
### 1.3.5 Form Processing Through ERO-Net



- 
1. Applicant fills form online on NVSP/ Mobile App/ SMS/ or submits physical form.
  2. In ERO-Net digitization of offline forms data is done.
  3. Alert is sent to user indicating submission of forms.
  4. Offline validations and checks are undertaken. Also alert is generated to AERO/ ERO and users indicating the submission/ Scanning of forms including supporting documents. The digitization of images done.
  5. In Form 6 migration application - corresponding ERO/ Supervisor/BLO is informed by alert.
  6. ER entry is 'Marked for Migration' in old AC.
  7. Election Officer ERO/ AERO checks whether the form is ok to process further.
  8. The Checklist for field verification by BLO is generated.
  9. Alert is sent to applicant and concerned Supervisor/ BLO.
  10. BLO collects copy of form, supporting documents, and checklist. He does field verification using hard copy of checklist and sends outcome or fills it on mobile app and sends filled in checklist electronically.
  11. The hard copy field verification report of BLO is entered by data entry operator.
  12. Election Supervisor checks the form and field verification report, add his/ her remarks and submits to AERO.
  13. AERO recommends based on inputs, such as documents submitted, field verification report(s), Objections received and remarks of other ERO.
  14. ERO/ AERO rejects/ accepts/ schedules hearing. ERO may order re-verification process as well.
  15. Alert is sent to applicant about decision/ schedule of hearing.
  16. On accepting the migration Form 6 application by ERO of new AC, ERO of the old AC deletes the 'Marked for Migration entry' and EPIC no. is migrated to new ERO.
  17. If ERO accepts the form either new EPIC is generated for first time elector or old EPIC is retained in case of migration and the record is included in the E-Roll. In case of approved modifications the record in E-Roll is updated.
  18. If EPIC is to be printed then Generation of EPIC image (pdf) and link to printer is activated. Alert goes to elector and printer of EPIC.
  19. On completion of EPIC printing, alert goes to Elector to collect his EPIC from a designated place/ await delivery by BLO.
  20. If Appeal is filed before DEO/ CEO entire data moves to new level & process is repeated.



### 1.3.6 Monitoring Dashboard:



#### 1. Important Indicator

- **Registered Deaths:** In cases of deceased electors, Electoral Registration Officer can make deletion on the basis of death certificate from a competent authority who is Registrar of Births & Deaths.
- **Reported Deaths:** Death reported through stakeholders such as from immediate relatives/ immediate neighbours/ friends of the elector concerned or through a report by BLA Political party representatives etc. or reported by the Booth Level Officer with statements of at least two persons residing in the locality.
- **Permanently Shifted:** An elector who has left his place of ordinary residence and gone to some other place and there is no possibility of his returning back to the place. Such permanently shifted electors' details reported through stakeholders or BLO are displayed here.
- **DSE:** Demographic Similar Entries (DSE) found by ERONET software are those entries which are found to be Similar in Name, Relation Name etc. first step is to compare image and to separately flagging not same images entries as not a DSE. For all others DSE checklist is generated and field verification must be done in each and every case and name of the elector should be retained in electoral roll only at the place where he is found to be ordinarily residing. Entries relating to all other places shall be deleted after obtaining Form 7 from the

---

concerned elector.

- **Logical Error:** Logical Errors are found out through ERONET software, these are those errors which are found in the electoral roll. Logical Error are 18 in numbers and can be found in both DRAFT PUBLICATION and FINAL PUBLICATION.
- **Rural PS above 1200:** A Rural Polling Station having above 1200 electors in rural area. However Polling Station should not have more than 1200 electors in rural area.
- **Urban PS above 1400:** A Urban Polling Station having above 1400 electors in urban area. However Polling Station should not have more than 1400 electors in urban area.
- **PS images not available:** Images of Polling Station which are not available with the system.
- **EPIC with old Series:** EPIC numbers which are not confirmed to the new pattern of 10 digits.
- **No Photo Available:**
- **Completely Black or White image:**
- **Poor Quality Photo:** Photo in which image is poor and elector can't be identified is marked for replacement & it need to be changed by ERO.
- **Pending DEO Assignment:** Assignment of the DEO which need to be done in respect of ERONET.
- **(21+) First Time Voters:** Number of Total First Time Voters in above 21+ age group added with declaration.

## 2. Alerts

- **Forms Pending Beyond Time Limit:** Forms which have crossed their stipulated time limit and they need immediate attention.
- **Disposed Beyond Time Limit:** Forms which have been disposed after they had crossed their stipulated time limit.
- **Request Sent To Other ERO For EPIC Migration:** Deletion Request sent by the ERO (New Residence) to another ERO (Old Residence) in the case of Migration.
- **Appeal Pending To CEO:** Number of appeals, in which applicant wants to change the decision of DEO.
- **Appeal Pending To DEO:** Number of Appeals, in which applicant wants to change the

---

decision of ERO.

### 3. Forms Progress Status

- **Forms Received:** How many forms have been received.
- **Forms Digitized:** How many received forms have been digitized.
- **Form Uploaded:** How many scanned Forms had been uploaded.
- **Documents Uploaded:** How many supported documents like Address Proof, Date of Birth Proof, have been uploaded.
- **Incomplete Forms:** How many forms received, which have incomplete entries in the forms.
- **Assigned to BLO:** BLO having this <number> of form <Form Category> assigned for field verification
- **Field Verified:** Number of field verification already done by BLO.
- **Checklist Uploaded:** Uploaded Checklist after verification by BLO.
- **Hearing Scheduled:** Numbers of cases listed for hearing Scheduled.
- **Pending Decision:** Decision waited for form disposable at their end.
- **Rejected:** How many forms rejected.
- **Accepted:** How many forms accepted.
- **Eroll Updated:** How many applications have already updated in Eroll.
- **Pending Eroll Update:** How many applications still pending to be updated in Eroll.

### 4. Highlights

- **Total:** Number of Total Electors.
- **Male:** Number of Total Male Electors.
- **Female:** Number of Total Female Electors.
- **Third Gender:** Number of Total Third Gender Electors.

- **PER:** Population to Electoral ratio.
- **EPIC:** Electors Photo Identity Card. Electors who are having EPIC card.

## 5. Er Analysis

- **EP Ratio:** Eligible elector population and the estimated total population in the country for a year is presented as Elector Population (EP) ratio.
- **Gender Ratio :** Gender ratio of the population should match with the elector gender ratio.(The proportion of males to females in a given population, usually expressed as the number of males per 1000 females)
- **Young Voters (18-19):** Number of Total Young Voters in the age group of 18-19.
- **70+ Voters:** Number of Total 70+ age group Voters.
- **80+ Voters:** Number of Total 80+ age group Voters.
- **100+ Voters:** Number of Total 100+ age group Voters.

## 6. Electoral Roll



Electoral Roll Details consists following functionalities.

- 
- a). **Electors** - A person who has the right to vote in an election. Brief description of Total number of Electors in Draft Publication, Final Publication and as on Date.
- b). **Logical Errors**- Logical Errors are found out through ERONET software, these are those errors which are found in the electoral roll. Logical Error are 19 in numbers and can be found in both DRAFT PUBLICATION and FINAL PUBLICATION.a

**ERROR DESCRIPTION**

- 1). Voter's age is less than 18
- 2). Voter's age is greater than 120
- 3). Voter's age is not a number
- 4). Voter's Epic Number is duplicated atleast once
- 5). SolrId is duplicated atleast once
- 6). Voter's Epic Number is Null Or Empty
- 7). Voter's gender is M (male) but relation type is H (husband)
- 8). Voter's gender is not Male,Female or Other.(M/F/O)
- 9). Voter's name contains a single character only
- 10). Voter's name is Null Or Empty
- 11). Voter's name contains atleast one digit
- 12). Voter's relation type is Null Or Empty
- 13). Invalid or junk Part number
- 14). Invalid or junk Serial number
- 15). Invalid or junk Section number
- 16). Invalid or junk House number
- 17). Invalid or junk Relative name
- 18). Non Standard Photo
- 19). Non Standard EPIC

- c). **DSE**- Demographic Similar Entries (DSE) found by ERONET software are those entries which are found to be Similar in Name, Relation Name etc.
- d). **Gender Ratio** - Gender ratio of the population should match with the elector gender ratio.(The proportion of males to females in a given population, usually expressed as the number of males per 1000 females)

---

e). **EP-** Eligible elector population and the estimated total population in the country for a year is presented as Elector Population (EP) ratio.

f). **Age Cohort-** A cohort is a group of people who are around the same age, like a cohort of college students who have similar experiences and concerns.

g.) **SEARCH:** Search Button is used to search three Details as shown below.

**Show Forms-** Here you can check details of Form with district wise, Ac wise etc.

**Search Forms-** Here you search your Form by Search by Ref No, Search by Epic No and Search by Details

**Search in UNPR-** Here you search details by Search by Epic No and Search by Details

#### h). **Format I to VIII-**

Format I to VII shown the Electoral Roll analysis of all Formats

- Format 1- Polling Station wise elector information (Gender Ratio)
- Format 2- Polling Station wise elector information(Elector - Population Ratio)
- Format 3- District Age-Cohort wise Elector Information
- Format 4- Polling Station wise information on inclusion and deletion in Current Electoral Rolls over Previous Roll
- Format 5- Polling station wise information on EPIC & Photo coverage in Current Roll
- Format 6- Polling station Locations(PSL) details
- Format 7- Information on Service voters
- Format 8- Polling station wise Information on Migrated electors

#### i). **Forms Monitoring**

This shows the details of Total numbers of Forms received, digitized, accepted, rejected etc. Following points are as below:

- Form received
- Form digitized
- Form Uploaded
- Documents Uploaded
- Incomplete Forms
- Assigned to BLO
- Field verified
- Checklist Uploaded
- Hearing schedule

- Pending decision
- Rejected
- Accepted
- Eroll Updated
- Pending Eroll Update

## j). Special Drive Monitoring -

This shows the details of following points.

- Electors tagged as family
- Family Formed
- Electors with all details
- Prospective Electors
- Form 6,7,8 collected
- Form 6A collected
- Possible Polling stations

### 1. Polling Station



- Polling station details: It contains total polling stations of Urban and rural, polling station location, PS No., Number of PS location with more than 1PS, 2PS, 3PS, 4PS, 5PS, 6PS, 7PS, 8PS, 9PS.

Polling Station Details										
Polling Stations			Total Polling Station Locations	No of Polling Station locations with more than						
Urban	Rural	Total		1PS	2PS	3PS	4PS	5PS	6PS	7PS
104	12214	12318	2242	1174	254	347	288	207	248	138
Polling Station Not in Government Building										2188

- Rural and urban polling stations with elector count

Rural & Urban Polling Stations With Elector Count									
Sl No.	Type	Electors							
		<=300	301-1100	1101-1200	1201-1300	1301-1400	1401-1500	1501-1600	>1600
1	Rural	8	87	21	6	11	8	8	0
2	Urban	14	7528	1297	1448	1405	923	196	105

- Improved Maps

Improved Maps							
	Total Polling Stations	Google Map View	Google Satellite View	Post Boundary Map	Building Front View	CAD View	Key Map View
With Map	40360	13007	12893	8795	12320	3699	12740
Without Map	21283	262	836	7626	1189	8724	679
Source							

- Assured Minimum Facility

Assured Minimum Facility							
	Provision for camp	Provision for drinking water	Adequate furniture	Proper lighting	Help Desk	Proper signage	Subst
With AMF	12075	13414	12257	13417	0	13341	13418
Without AMF	244	3	162	2	0	10	1

- Extended Facility

Extended Minimum Facility			
AMF	Coef	EMF	Coef
Building Quality	13421	PS with space for disabled	13179
PS with less than 20 camps	12562	PS buildings with Adequate furniture	12257
PS Buildings in Wooded/semi-wooded area	2953	PS with shade/shelter for protection from sun/rain etc.	12268
PS in Open building/Perimeter	11262	PS with proper road connectivity	13413
PS located in an unsafe/unhealthy place	2744	PS where voter have to cross Aerially/road or natural obstacles to reach PS	3383
PS in School/College building	12299	PS with Landline Telephones/Pea Connection	11142
PS in Ground floor	12286	PS with Mobile Connectivity	12262
PS having Separate door for Entry and Exit	12883	PS with internet Facility	12469
Political Party Office Shared With 200 meters of PS premises	4024	PS with Proper Signage of Building name and Address	13341
PS having drinking water facility in the premises	13414	PS with in WB/urgency affected area	2754
PS having Electricity Supply	13411	PS with Forest/semi forest area	2754
PS buildings having Proper lighting/Furniture etc.	13417	PS in vulnerable Critical location	3823
PS buildings with Toilet/performance	13419	Sensitive/Proper Sensitive PS	5219



- Section No. Details
- No. of Joint and Nuclear Family details.
- Single elector house details
- Alternate possible PS buildings details
- Post office details

## 8. Monitoring Report

# Registered Deaths	# Reported Deaths	# Permanently Stuffed	# DSE	# Logical Error	# S/E	# Logical Error
# Rural PS above 1200	# Urban PS above 1400	# PS images not available	# PS with old forms	# PS with old forms	# PS with old forms	# PS with old forms
# Pending DEO Assignment	# Forms pending beyond time limit	# Disposed beyond time limit	# Request sent to other ERO for EPC Migration	# Request sent to other ERO for EPC Migration	# Request sent to other ERO for EPC Migration	# Request sent to other ERO for EPC Migration
# Appeal pending to CEO						

District Name	Registered Deaths	Reported Deaths	Permanently Stuffed	DSE	Logical Error	Rural PS above 1200	Urban PS above 1400	PS images not available	Conversion of Old EPC	Form Photo Quality	Pending DEO Assignment	Forms pending beyond time limit	Disposed beyond time limit	Request sent to other ERO for EPC Migration
(=)TOTAL	1100	2200	3300	4400	5500	6600	7700	8800	9900	11000	12100	13200	14300	15400
CENTRAL	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
EAST	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
NEW DELHI	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
NORTH	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
NORTH EAST	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
NORTH WEST	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
SHAMKASA	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
SOUTH	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14
SOUTH WEST	100	200	300	400	500	600	700	800	900	1000	1100	1200	1300	14

The purpose of Monitoring Reports is to:

- Review progress of document preparation against the timetable and milestones in the local development scheme.
- Assess and review the extent to which policies in local development documents are being implemented.
- Explain what steps should be taken to ensure that policies are implemented.
- Set out whether policies are to be amended or replaced.

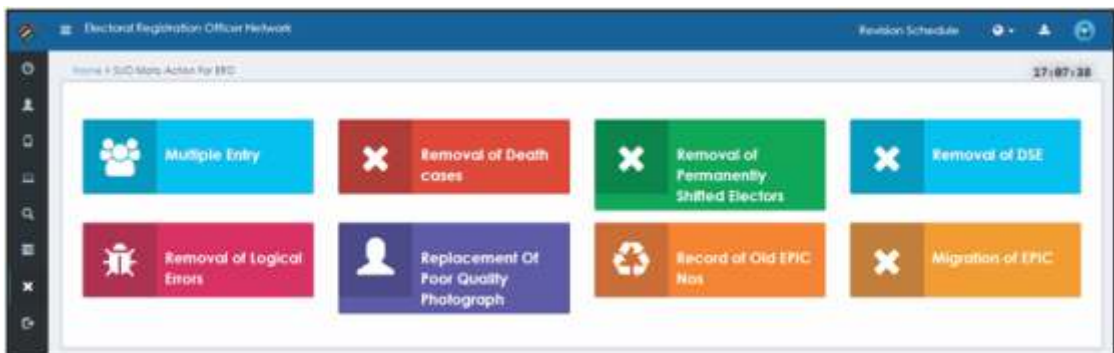
When click on monitoring Report Button it shows:- Screen Shots of further drill down can be shown in User Manual.

## 9. Electoral Officers details

ECI, CEO, DEO ERO Admin View /Edit/Update below officers' details

- Chief Electoral Officer
- Roll Observers
- District Election Officer
- Electoral Registration Officer
- Assistant Electoral Registration Officer
- Election Supervisor – Election Naib Tahsildar, Election Kanoongo, Election Patwari etc.
- BLO Supervisor
- BLO
- Data Entry Operator

## 10. SUO MOTO Action For ERO



### Suo Moto Action for ERO

- a. Multiple Entry: There are possible multiple entries of an elector in electoral roll which can be reported by Individuals, By BLAs and By Political Parties through NVSP. If multiple entries are reported then checklist will be printed and handed over to BLO for field verification. Based on the field verification report Form 7 is to be filled and processed. The reference number of this Form 7 will be entered here.

---

**b. Removal of Death Cases:**

There are four sources for providing the input for death cases

1. Individual for Family Member
2. Reported by BLO
3. Political Parties
4. Registered Death Cases

A checklist is printed and handed over to BLO for verification of these death cases. A notice is to be served in all cases except for the registered death cases. All accepted cases will be deleted from the electoral roll.

**c. Removal of Permanently Shifted Electors:**

The information for Permanently Shifted Electors can be provided by Individual or BLO. An Individual elector or a complete family may shift to other place. In both cases is printed and handed over to BLO for verification. In case of individual elector the checklist will be signed by family member of the elector and processed for deletion from electoral roll. In case of complete family shifting a notice is given in newspaper and also to BLA before deletion from electoral roll.

**d. Removal of DSE:**

Software is identifying DSEs which is shown in ERO & DEO login in following categories

1. Within Part
2. Across Part but Within AC
3. Across AC but Within State

DSE records are shown in ERO & DEO login with photographs which are marked as matching, not matching or may be. The not matching entries will be flagged in UNPER. Matching and may be records will be field verified by BLO. Based on the field verification Form 7 or Form 8 will be filled and the reference number of these forms will be entered here.

**e. Removal of Logical Errors:**

A checklist will be generated for individual records and will be field verified by BLO. Based on the field verification Form 8 will be filled and the reference number of this Form 8 will be entered here.

**f. Replacement of Poor Quality Photograph:**

A checklist will be generated for individual records and will be field verified by BLO. Based on the field verification Form 8 will be filled and the reference number of this Form 8 will be entered here.

**g. Record of Old EPIC Nos:**

ERO will be provided the option for replacement of old EPICs for individual records. If ERO agrees then old EPIC will be replaced by new one.

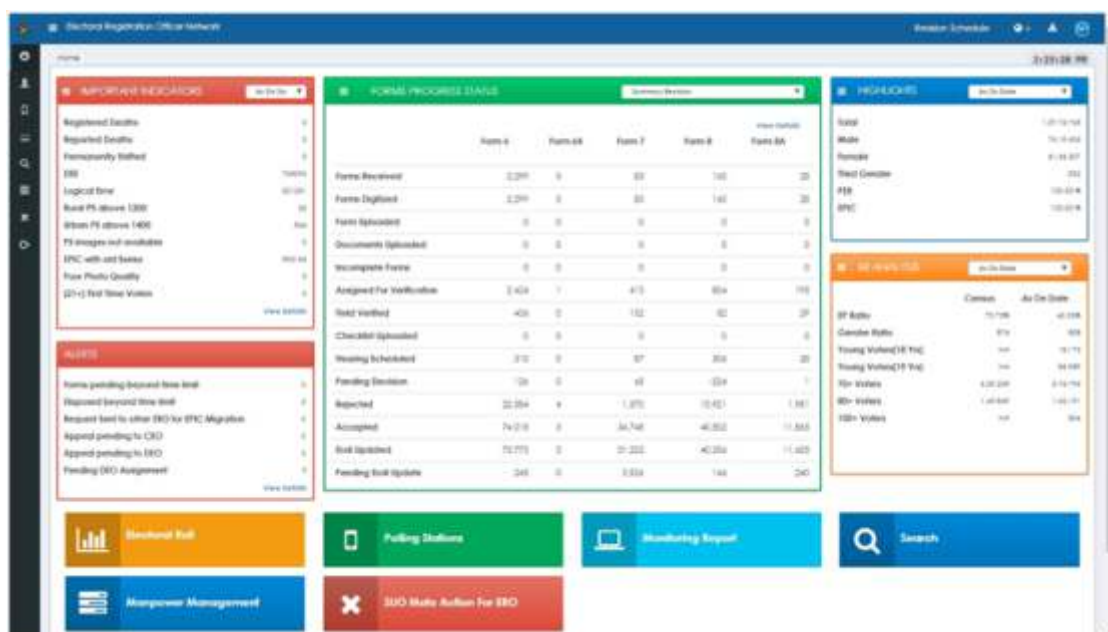
#### h. Migration of EPIC:

1. If during migration, the applicant has provided the old information and details of EPIC is correct then same EPIC will be granted.
2. If fresh voter is added with age greater than 25 and he has not provided the declaration then a DSE list of Old EPICs will be displayed against the newly generated EPIC. The old EPIC list may be null.

ERO-Net caters to the number of roles of existing ECI officials. ERO-Net takes into consideration following roles at the state level.

- **CEO** Chief Electoral Officer (state Level)
- **ROLL OBSERVER** At Division, Zonal Level For A Group Of Districts
- **DEO** District Electoral Officer (district/ Sub District Level)
- **ERO** Electoral Roll Officer(ac Level)
- **AERO** Assistant Electoral Officer(election In-charge At Tehsil/ Taluk Level)
- **SUPERVISOR** (field Officer To Oversee Blo Activities)
- **BLO** Booth Level Officer
- **DATA ENTRY OPERATOR** (permanent It Staff At Aero/ero Office)
- **SERVICE PROVIDERS** For Data Entry/ Digitization And Scanning Of Forms (sla/ Vendors)

#### Role of CEO (Chief Electoral Officer)



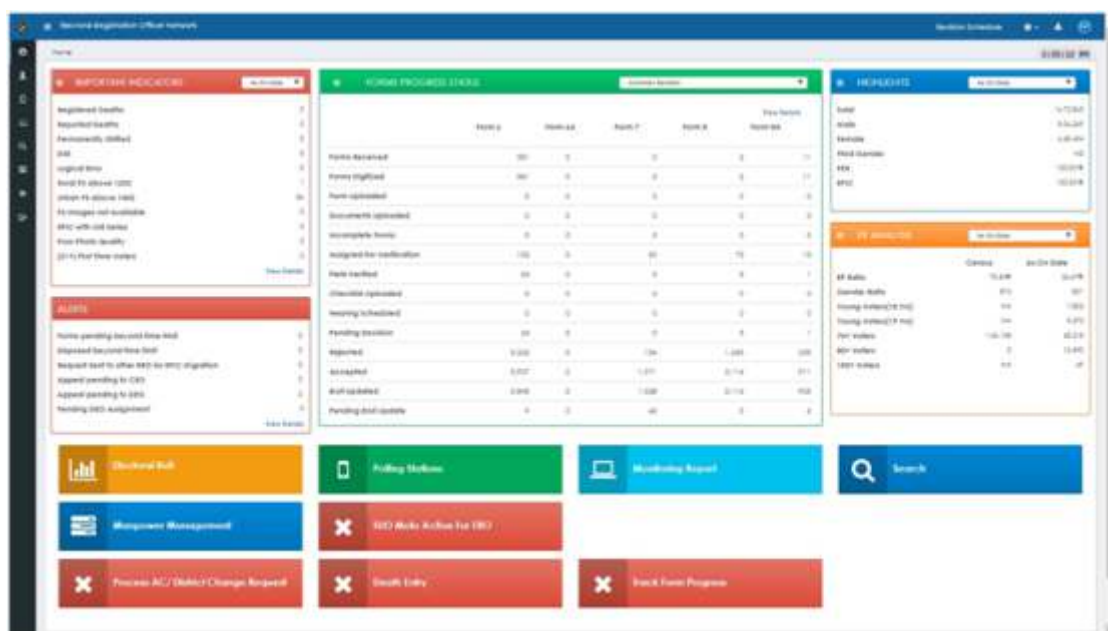
## (Monitoring and Management of Overall ERO-Net Processes in State)

1. Monitoring form processing and progress district and AC wise.
2. View Dashboard.
3. Special Drives.
4. Managing accounts of DEO/ ERO/ AERO/ Operator. CEO can reset the password of accounts of DEO, ERO, AERO, Operator and supervisor. CEO can view logins in a particular district/ AC by selecting districts and ACs, thereafter logins in the particular district/ AC will appear, CEO can reset the password of the selected account.
5. Track Form Progress. CEO can view the current status of a particular form by entering a reference number.

## Roll of Observer at Division, Zonal Level For a Group of Districts

1. Monitoring form processing and progress district and AC wise.
2. View Dashboard and monitor health of Ers.
3. Special Drives.
4. Track Form Progress. Roll observer can view the current status of a particular form by entering a reference number.

## Role of DEO (District Election Officer)



## (Monitoring and Management of Overall ERO-Net Processes in District)

1. Monitoring form processing and progress, AC wise.
2. View Dashboard.
3. Special Drives.
4. Processes the District/AC change request.
5. Handles death entries in e-Roll.
6. Track Form Progress. DEO can view the current status of a particular form by entering a reference number.

## Role of ERO (Electoral Roll Officer)



## (Authority to pass orders on application forms)

1. Approve / Reject forms.
2. Monitors and permits migration of entry to EROs.
3. Generation of EPIC Number.
4. Schedule hearing.
5. Reinitiate process of field verification.
6. Inclusion/Modification/Deletion in E-Roll.
7. Suo-Moto Deletion in E-Roll.
8. E-Roll Management.
9. View Dashboard.
10. BLO Management.
11. Special Drive.
12. ERO can see details of Users of the system (supervisor, data entry operator). ERO can also add, edit and delete user information.

13. ERO can generate form 9 (list of form 6 filled), form 10 (list of form 7 filled), form 11 (list of form 8 filled), and form 11a (list of form 8a filled).

14. ERO to flag PwD voters and important electors' Entries

Physically challenged electors duly registered in ER do provide this information in form 6 at the time of enrolment. As per the form provision has been made available to capture and maintain information of such cases in following categories.

- a) Visual impairment
- b) Speech & hearing disability
- c) Locomotors disability
- d) Other

For other cases additional brief information is to be provided by the applicant.

It is also required to flag and maintain VIP Electors. These could be Political personalities, very senior Govt officers, persons from film and media etc.

A provision has been made available for Data entry operators to flag them and EROs to approve them. Once it is flagged the details will be maintained and the provision to search their details would be available. In case of deletion or modification of such records in ER, ERO has to ensure it personally before such operations are performed in ERO net.

**Role of AERO (Assistant Electoral Roll Officer)** (In charge of Elections in Tehsildar's Office/ Election Officer/ Election Naib Tehsildar / Election Deputy Tehsildar/ Election Kanungo)



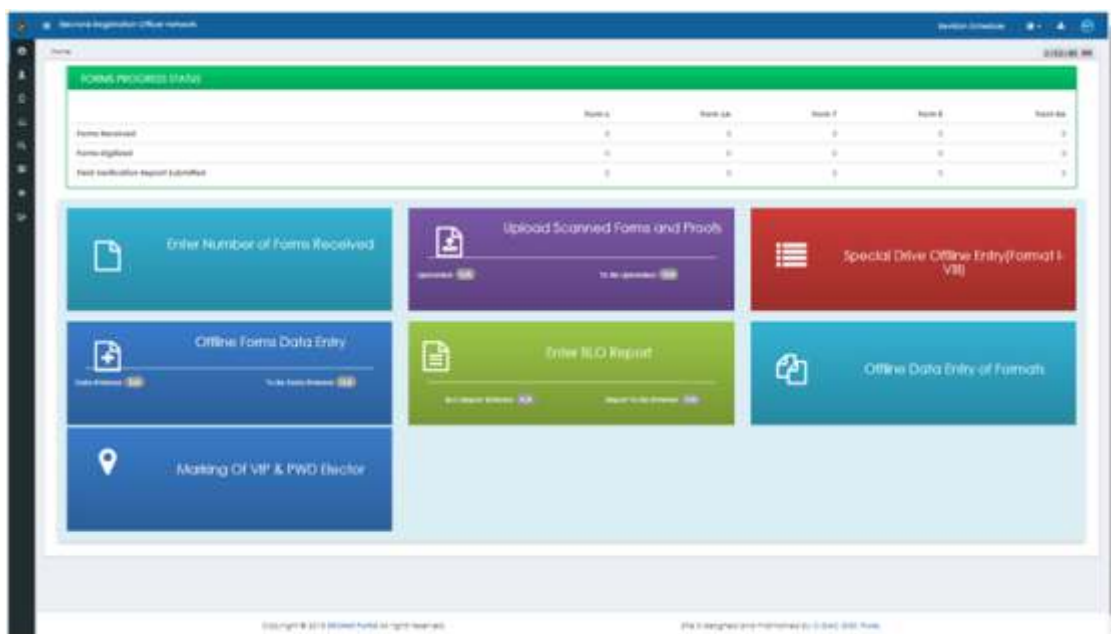
1. Assign Part/Section.
2. Request for deletion to other AC's concerned ERO.
3. Submission to ERO for approval or rejection.
4. View Dashboard.
5. User Management.

## Role of Election Supervisor

**(Supervisor views the verification report, checklist and provides recommendations to AERO with remarks.)**

1. Submission to AERO
2. View Progress

## Role of Data Entry Operator



1. Enter number of forms received.
2. Data entry of offline forms, digitize it and filling preliminary scrutiny format.
3. Upload scanned documents.
4. Enter BLO field verification report.
5. Upload accepted scanned forms and supporting documents.
6. Data entry of corrections.
7. Offline Entry of Format I-VIII.
8. Marking of PWD & Imp Elector



---

## 1.4 BLONET

### Who is BLO

BLO is a local Government/Semi-Government official, familiar with the local electors and generally a voter in the same polling area who assists in updating the roll using his local knowledge. In fact, BLO is a representative of Election Commission of India at the grass-root level who plays a pivotal role in the process of roll revision and collecting actual field information with regards to the roll corresponding to the polling area assigned to him. Though BLO is not a full time electoral official, but the responsibility of BLO adds an additional dimension to his profile as he is rendering a responsible civic duty. He/ She is just like a friend, philosopher and guide of the local people in matters relating to the roll. Each BLO shall have one/two polling station area under his/her jurisdiction.

### Appointment of BLO

Under section 13B (2) of Representation of People Act, 1950, BLOs are appointed from amongst the officers of the Govt. / Semi Govt. / Local Bodies. Generally, one BLO is responsible for one part of the electoral roll. The DEOs in consultation with the EROs of the Assembly Constituency (AC) appoint the BLOs.

BLOs would continue to discharge the responsibilities assigned to them by their parent offices and would remain generally under the control of their administrative department, but they would not be transferred without prior permission of the DEO.

This will be the responsibility of the BLO that he does not proceed on leave in any circumstance without making over his election related charge. Even in case of his transfer, he should ensure to hand over all election related papers, records and registers to his successor within the prescribed time. If his successor is not appointed, the BLO would proceed on transfer only after handing over all election related papers, records and registers to his ERO or to an AERO authorized by the ERO.

As BLO would be involved in the revision of the roll, they would be considered on deputation to the Election Commission for this purpose and would be subject to the disciplinary control of the ECI. For any breach of duty, BLOs shall be liable to punishment under Section 32 of Representation of People, 1950.

### Duties and responsibilities of BLO

The BLO will make a thorough study of the roll of the part assigned to him.

He will make frequent field visits to the villages/Tolas in the said part and interact with local people particularly village elders and grass root level elected representatives and identify the names of the dead/shifted/duplicate voters in the roll, which need to be removed by the ERO under relevant provisions of law. The main functions of BLO are as follows:

- 
- Receiving claims and objections.
  - House to house visit and checking of overlapping, migration, transfer/shifting
  - Identification of shifted/dead/non-existing electors
  - Checking inclusion and exclusion errors
  - Checking details of spellings, entries of duplicate names, part header page, photos etc. of electors in the roll
  - Collecting photos of electors
  - Collecting mobile numbers of electors (optional)
  - Submitting reports to ERO so that notice can be issued to the persons whose names have to be deleted
  - Display of draft roll/prescribed notices at designated locations
  - Reading of rolls in gram/ ward sabhas – Liasoning with RWAs in urban areas for registration.
  - EPIC distribution (after preparation) to the right person and not to any other intermediary
  - Maximization of EPIC coverage and enrolment
  - SVEEP eg. Street plays, Dramas, Wall writings, etc.
  - NVD activities – Administering NVD pledge and exhorting voters at NVD time.
  - Correct Serialization of the houses and correct arrangement of sections falling within the part.
  - Coordination with Booth Level Agents (BLAs)
  - Detailing of Forms received
  - Impart simple voter education at registration time
  - Distribution of voters slip before election
  - Preparation of Nazri Naksha with an ordinary geographical demarcation to avoid Overlapping specially in respect of newly developed colonies

#### Activities Covered Under BLO Mobile App

Main activities covered under BLO Mobile App are.

- Summary Revision
- Field Verification
- Online Form Filling
- Local Access to Elector Roll
- BLO Register
- Handling Logical Errors
- Verification of
  - i) Demographical Similar Entry,
  - ii) Registered Death and
  - iii) Migration Verification.
- Collecting details of
  - i) Overseas Voters
  - ii) New Voter
  - iii) Left Over Voter
  - iv) Future Voter
- Collecting GPS location for

- 
- i) Existing Polling Station
  - ii) Probable Polling Station
  - iii) Post Office
  - iv) Police Station
  - v) Nearest Health Center
  - Download Statements for BLO

### Advantages of BLO Mobile App

For a free and fair election, an accurate and error –free electoral roll is the most important pre-requisite. Some of the electoral malpractices like bogus voting and impersonation, in a large part, result from defective electoral rolls. For enhanced participation of electors in the electoral process and reducing the electoral malpractices, it is essential to improve the quality of electoral registration process and of the electoral rolls. Therefore, adequate stress has to be laid on the preparation and revision of the electoral roll.

For the above mentioned purpose a local representative of Election commission of India has been appointed at the grass root level that plays a pivotal role in the process of roll revision and collecting actual field information with regard to the polling area assigned.

Before this App, BLO has to go on field visit with their BLO Register and Electoral Roll as a bunch of papers, in which all the information has to be done. They had to visit ERO office regularly for collecting their assigned work as Summary Revision Checklist and then after completing their field work/Verification process, they had to submit the hard copy of the collected forms to Data Entry Operator, who further digitize all the form and finally submit to the Server.

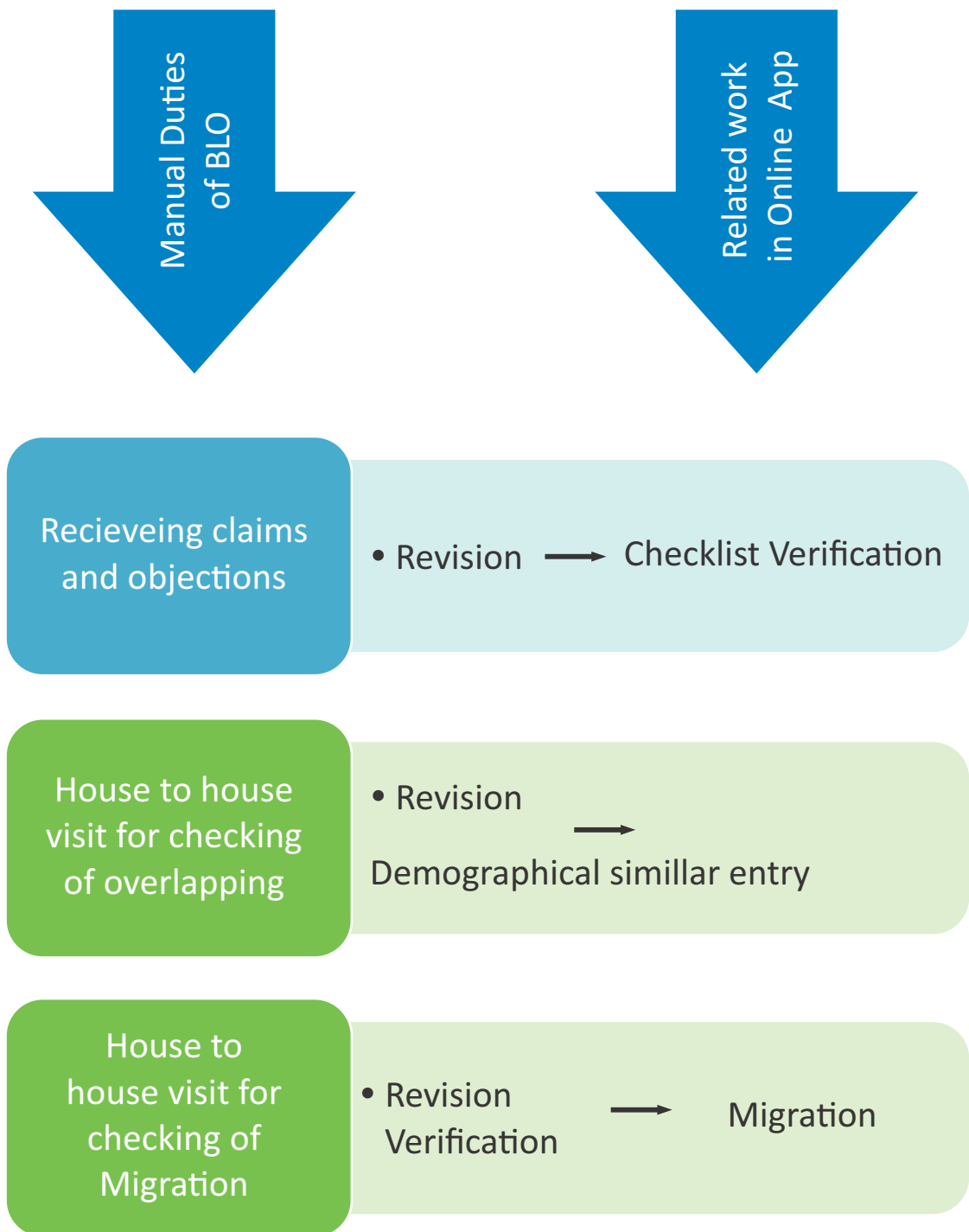
All these hitches are now removed. BLO App offered a time saving, simple and convenient solution for all the Booth Level Officers. By using the App they will get their assigned work in their phone regularly. There will be no need to visit ERO office regularly at all. BLOs can directly submit the field work data to the server which saves their time and allow them to finish the field visit within the designated time duration.

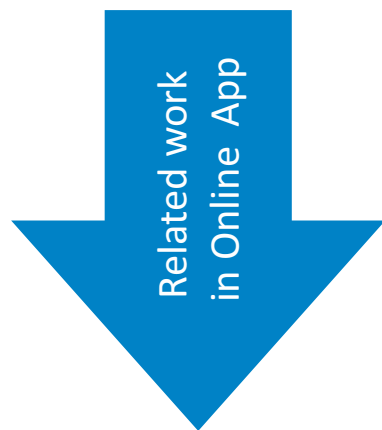
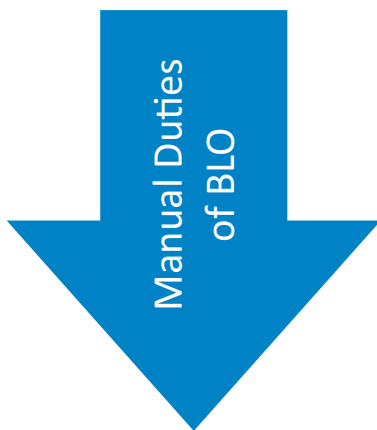
All the Notification and Alerts related to their work will be received in App. Keeping record of there is also a part of the App. They can keep track of their Statements with the information they have submitted to server.

In all, this App provide a one stop solution to BLO for all their Duties and responsibilities.

---

In App work correspond to Manual work





Identification of  
Shifted/Dead/  
Absent

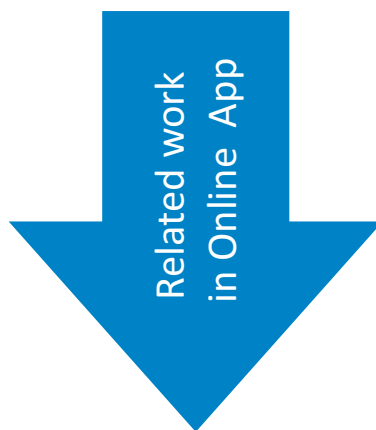
• Verification → Field Visit  
Family Detail → A-S-D Status

Checking for  
logical errors

• Revision → Logical Errors

House to  
house visit for  
checking of  
Migration

• Verification → Field Visit  
Family Detail → A-S-D  
Status → Rectification →  
Name change



Add new Voters

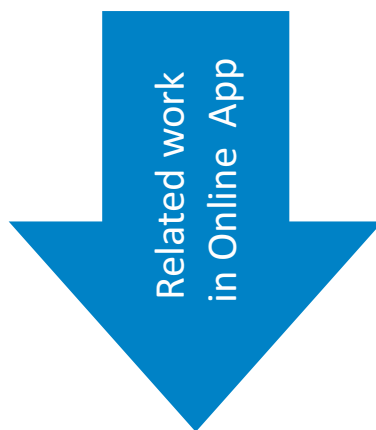
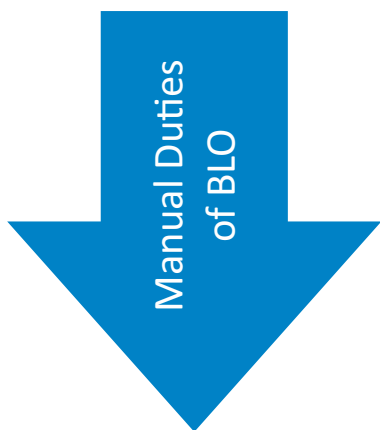
- Verification New Voter → Field Visit

Collecting mobile numbers of electors

- Verification Visit Detail → Field Visit → Family → A-S-D Status

Display of draft Roll at designated locations

- Download Elctoral Roll



Geographical demarcation

- Collecting GPS Locations

BLO Statements

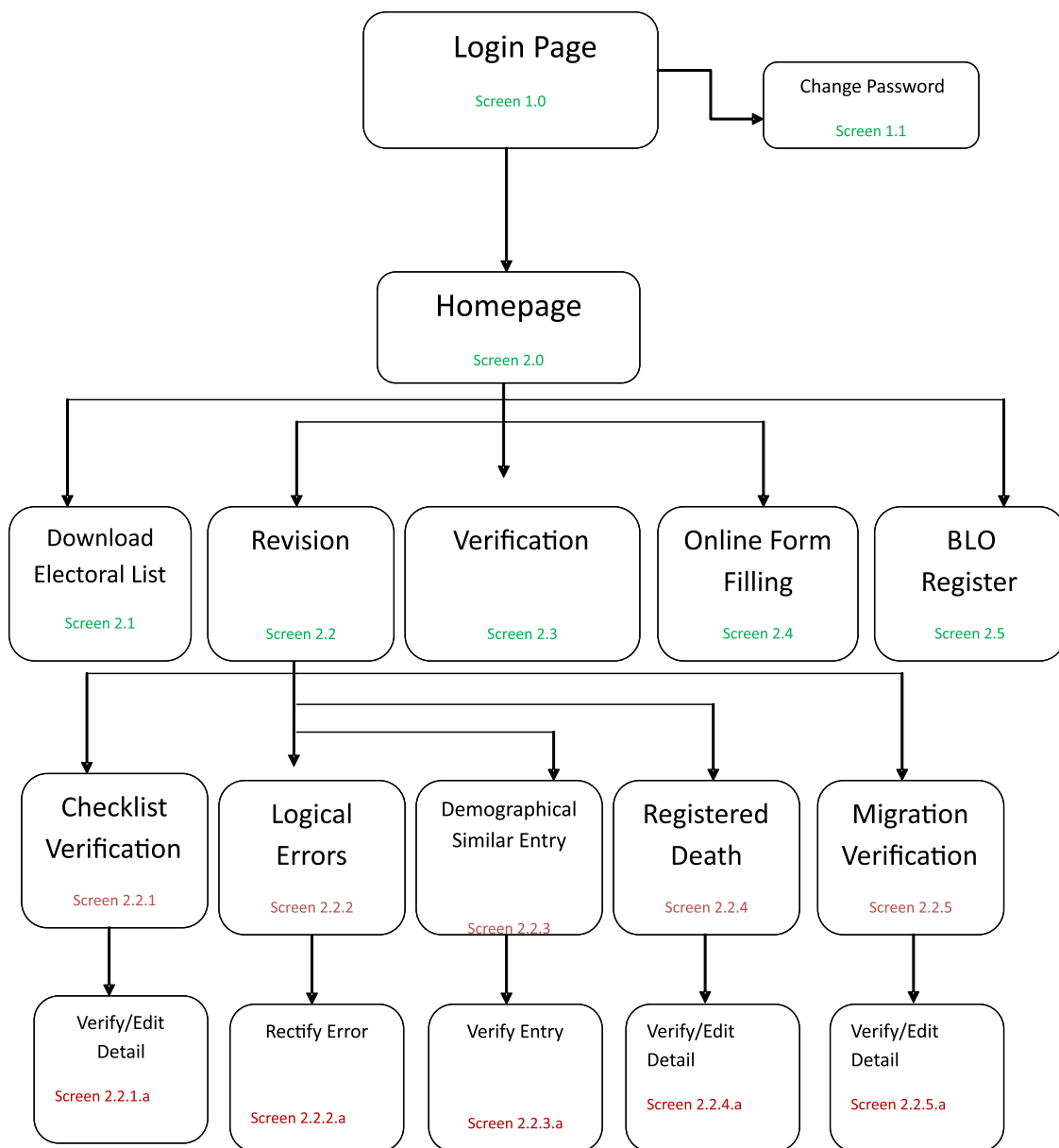
- BLO Register → Download Formats

Collect information of Overseas Voters

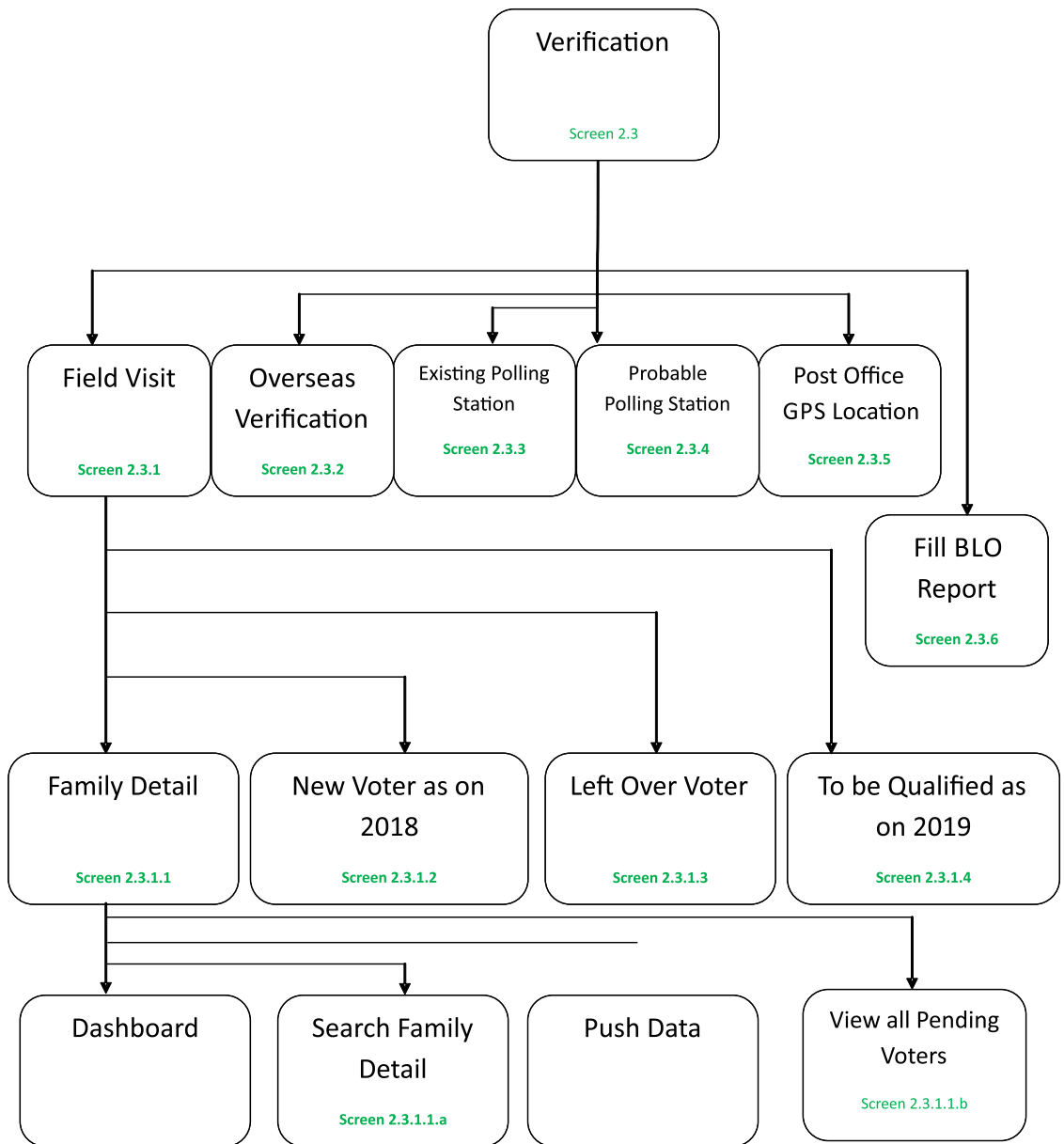
- Verification → Overseas Voters

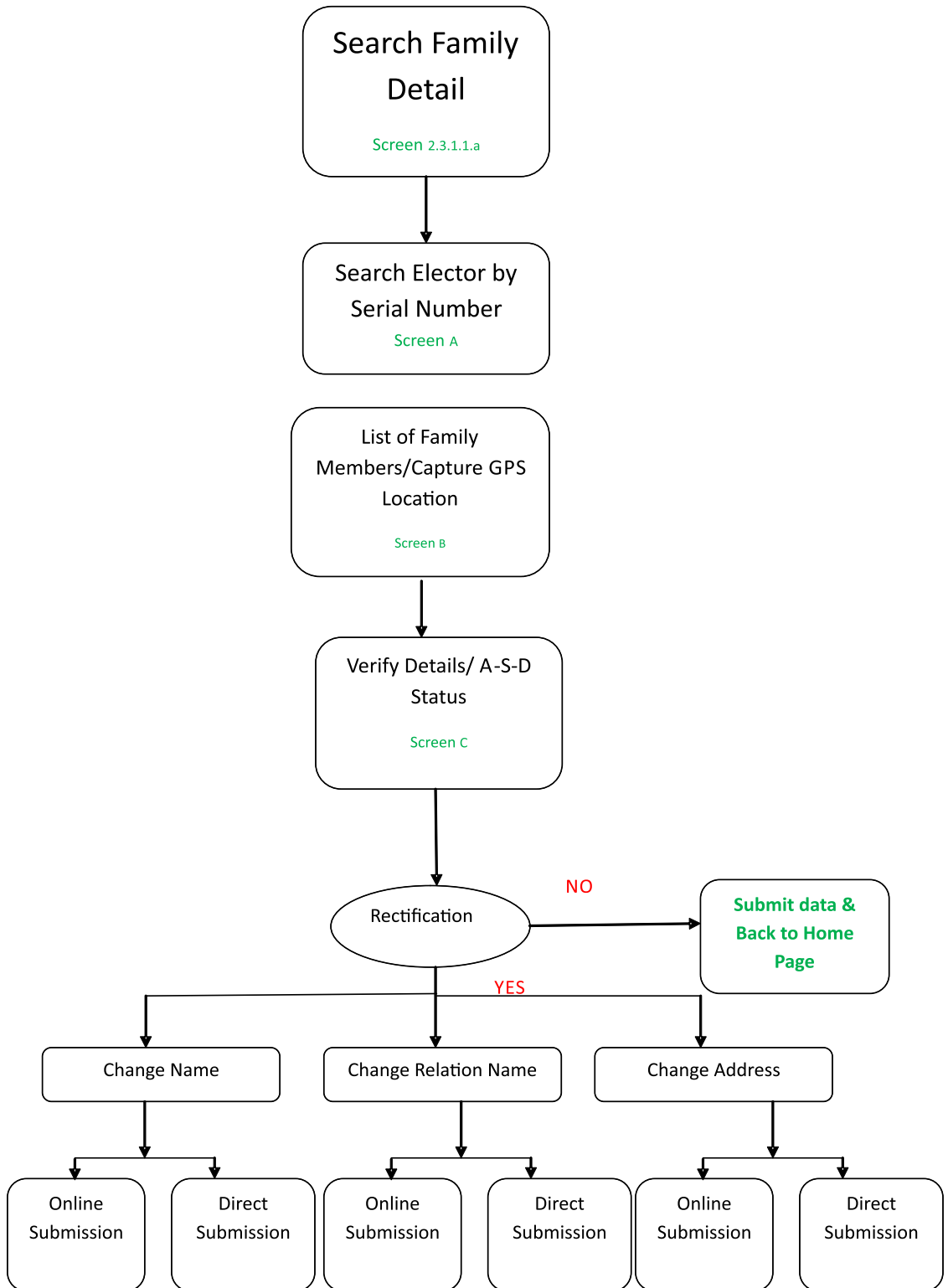
---

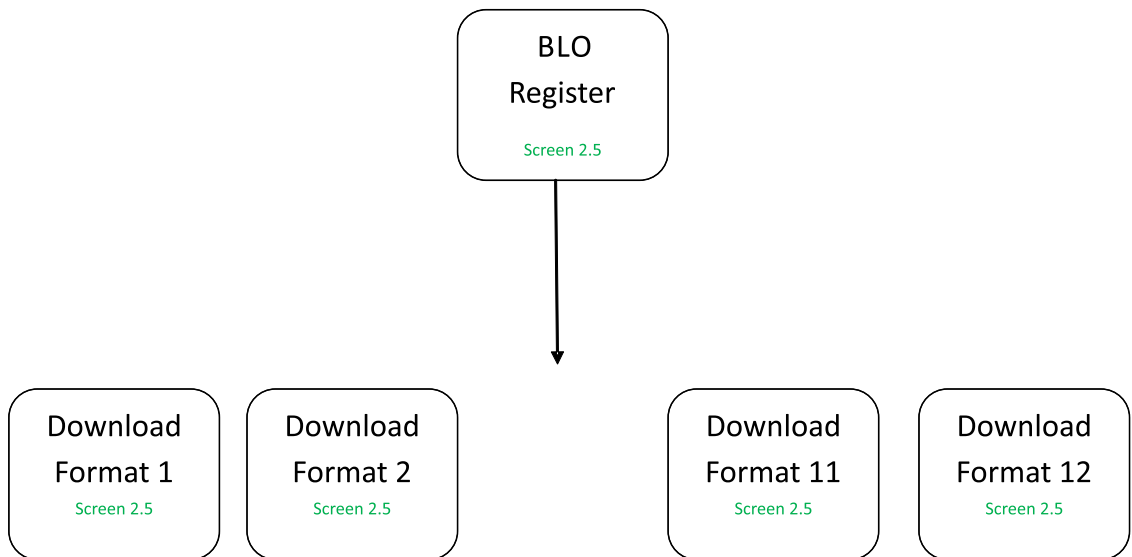
## Process Flow of BLO App





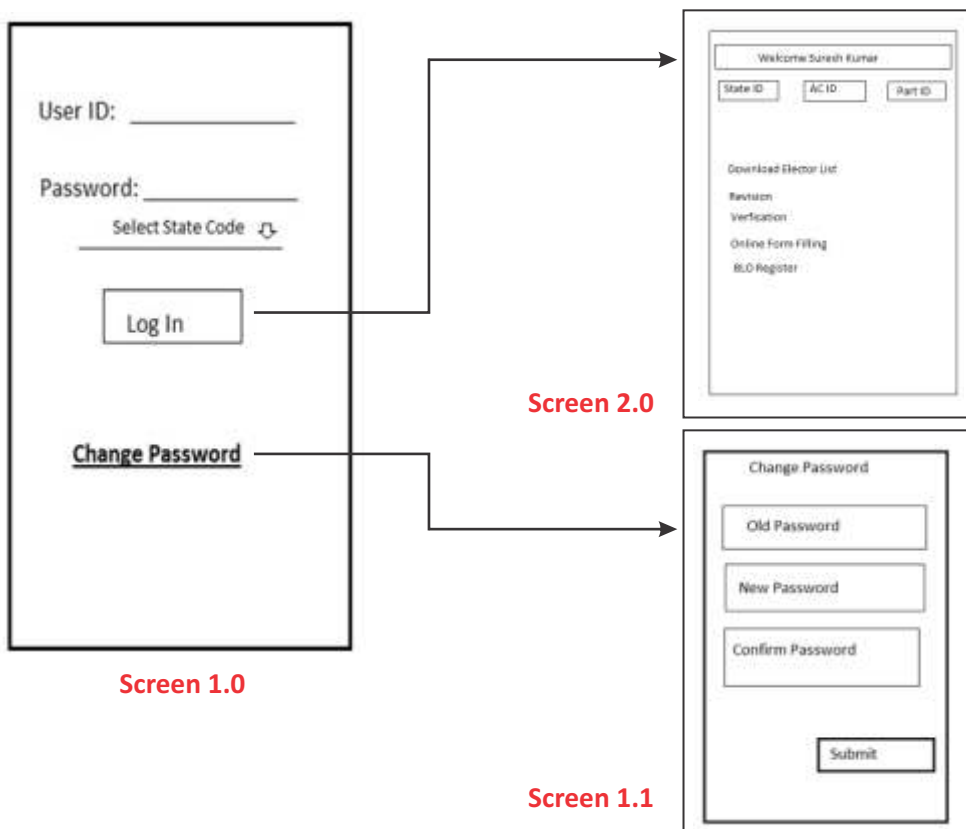




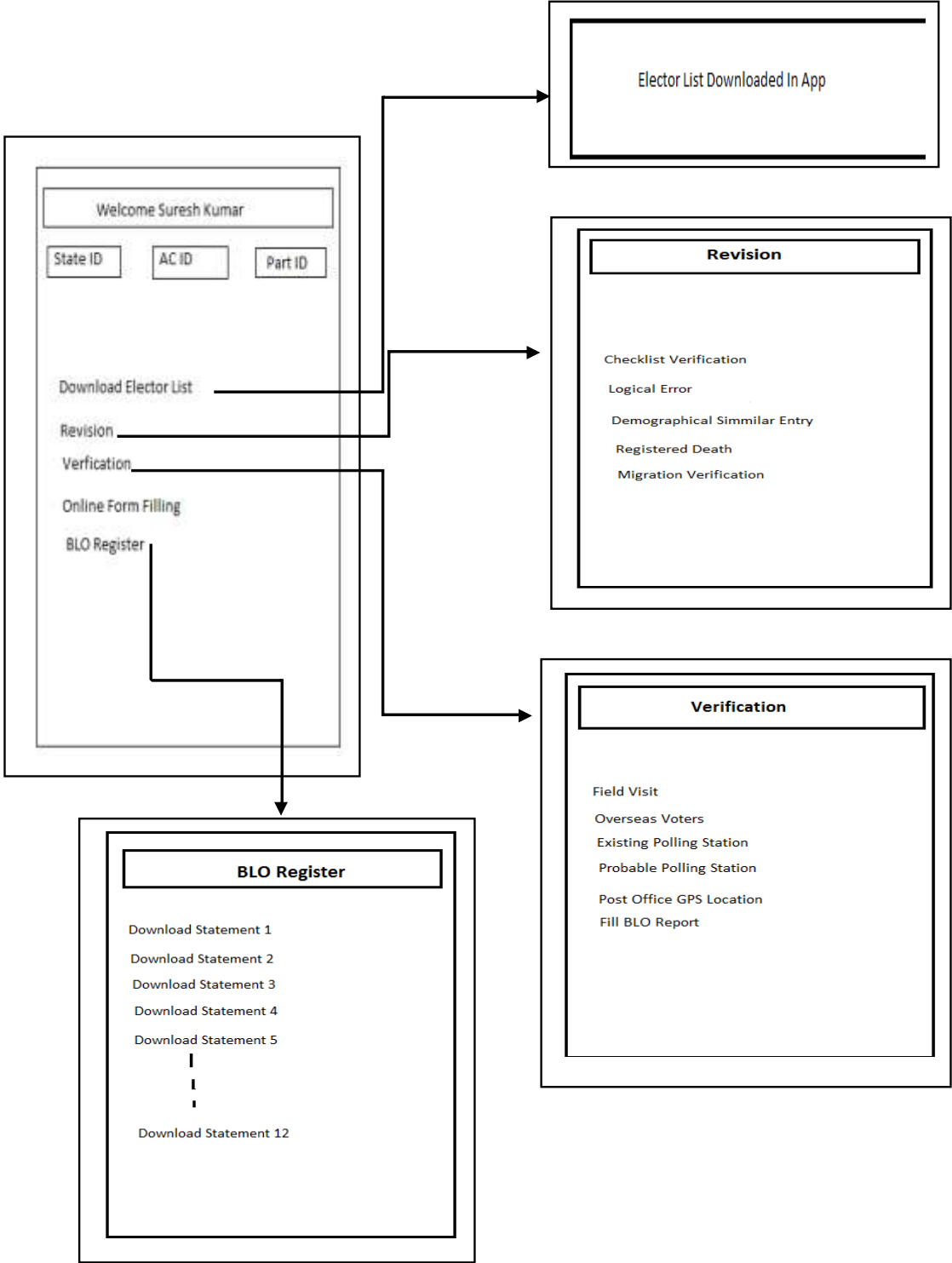


## Screen Flow

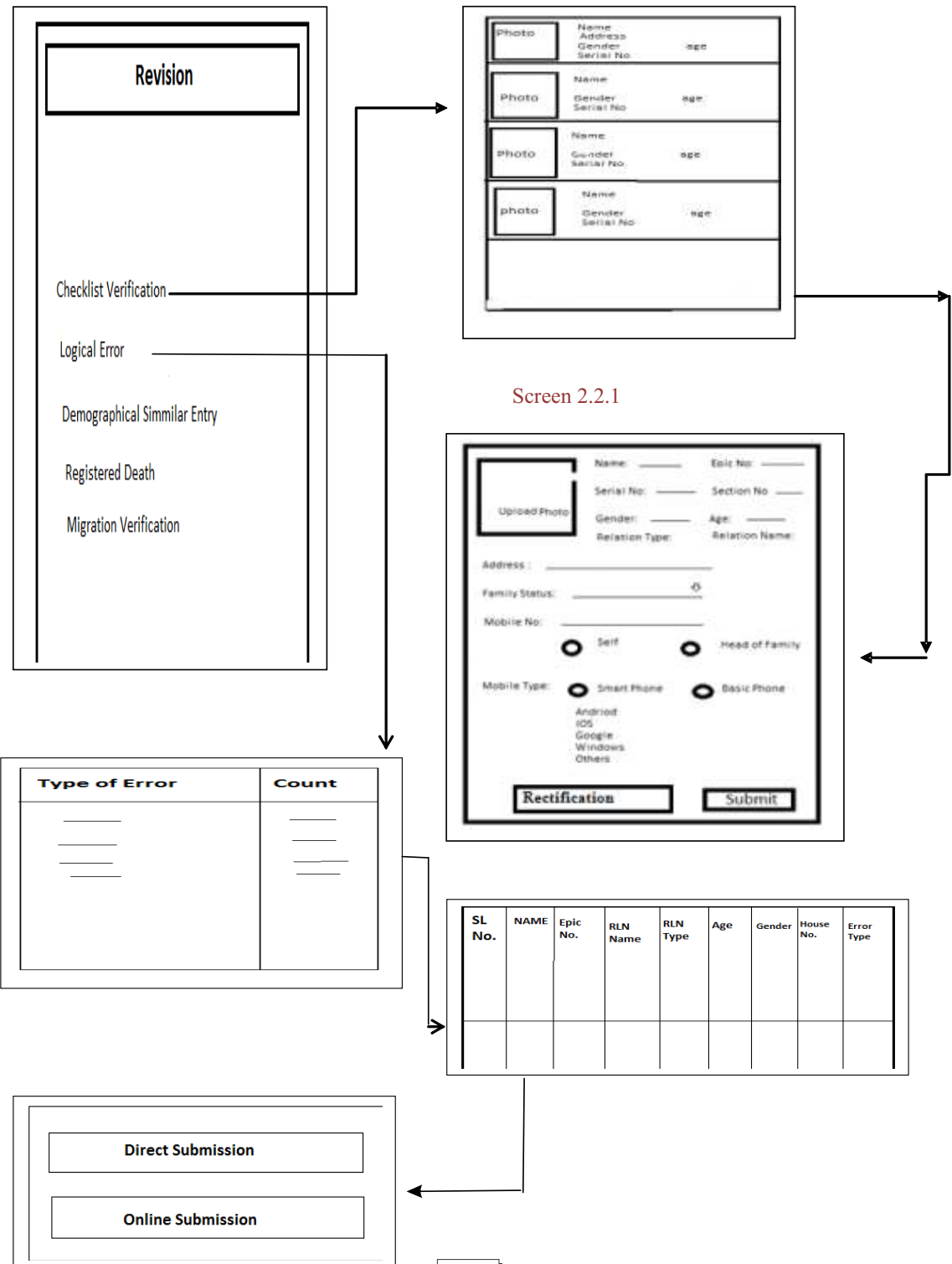
### 1. Login Page



2. Homepage :



### 3. Revision:



### Demographical similar Entry:

Within Part	Within AC	AFTER AC	Within State
_____ _____ _____			



Details	Action Taken
	<input type="radio"/> Verified <input type="radio"/> Not Verified

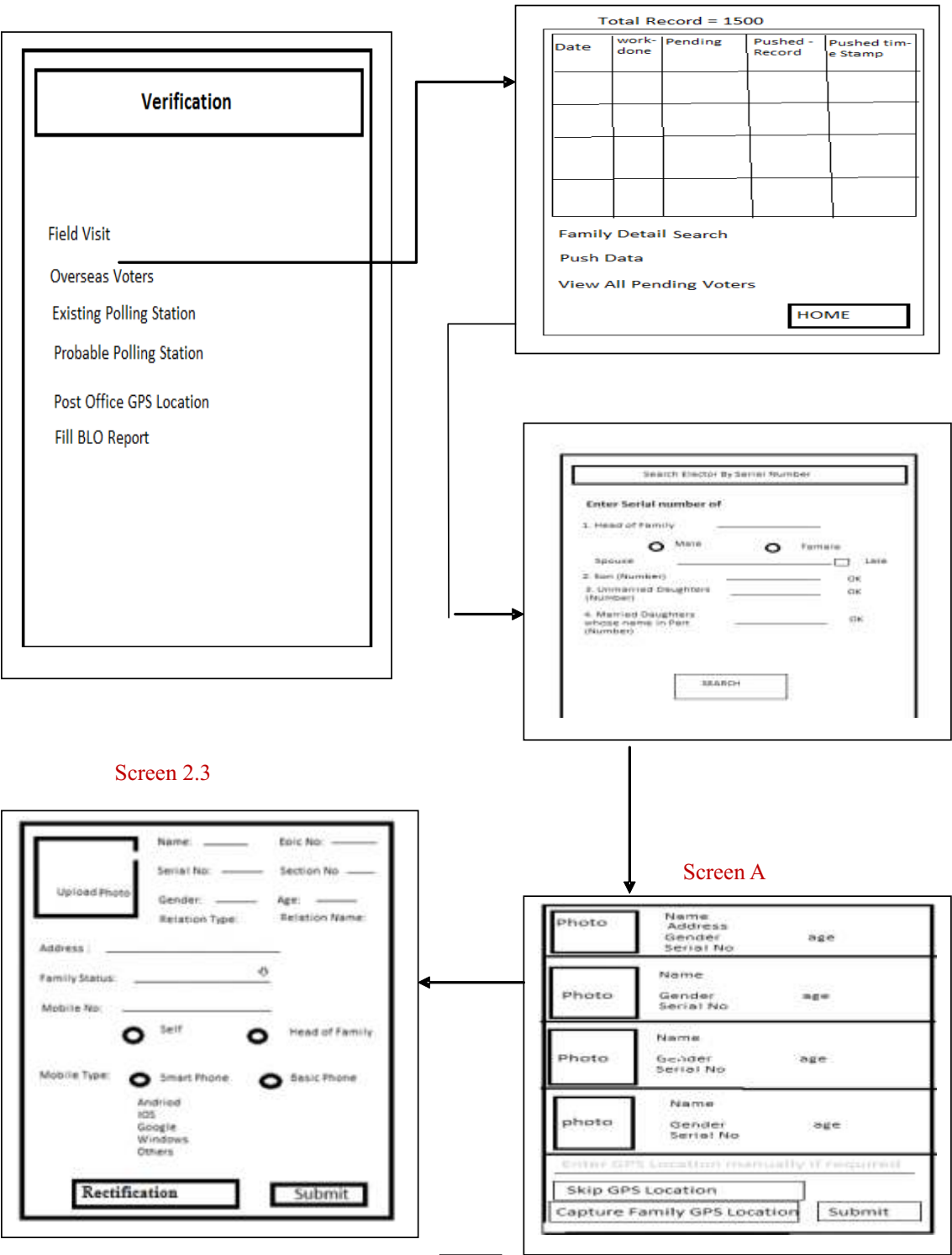
### Registered Death:

Name	Details	Action Taken
		<input type="radio"/> Verified <input type="radio"/> Not Verified

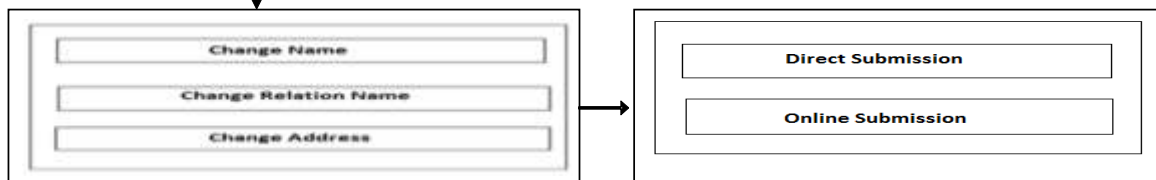
### Migration Verification:

Name	RLN Name	RLN Type	Action Taken
			<input type="radio"/> Verified <input type="radio"/> Not Verified

4. Verification



## Rectification



### Overseas Voter:

Is there anyone in the family lives outside India

☐ Yes ☐ NO

☐ Enrolled Overseas Elector

☐ Unenrolled Overseas Elector

Passport Number :- \_\_\_\_\_

Contact Number :- \_\_\_\_\_

Phone Type :- \_\_\_\_\_

### Existing Polling Station:

Existing Polling Station

Mention existing polling station address below

Flat/House No./Floor/Building \_\_\_\_\_

Colony/Street/Locality \_\_\_\_\_

City, State \_\_\_\_\_

Pincode \_\_\_\_\_

### Probable Polling Station:

Probable Polling Station

Mention probable polling station address below

Flat/House No./Floor/Building \_\_\_\_\_

Colony/Street/Locality \_\_\_\_\_

City, State \_\_\_\_\_

Pincode \_\_\_\_\_

Submit AMP Survey ☐

### Post Office GPS Location:

Post Office GPS Location

Mention Post Office address below

Flat/House No./Floor/Building \_\_\_\_\_

Colony/Street/Locality \_\_\_\_\_

City, State \_\_\_\_\_

Pincode \_\_\_\_\_



---

Fill BLO Report:

BLO Special Drive	
Total Voters Population:	<input type="text"/>
Total Male Voter:	<input type="text"/>
Total Female Voter:	<input type="text"/>
Third Gender Voter:	<input type="text"/>
BLO Work Done	
Verification Done:	<input type="text"/>
New Form collected and submitted during special drive	<input type="text"/>
Family details collected during special drive	<input type="text"/>
Dead & permanent shifted elector details collected	<input type="text"/>
Prospective voters on 1st Jan 2019 , details collected	<input type="text"/>
<input type="button" value="Submit"/>	

### Pre Requisites to install App:

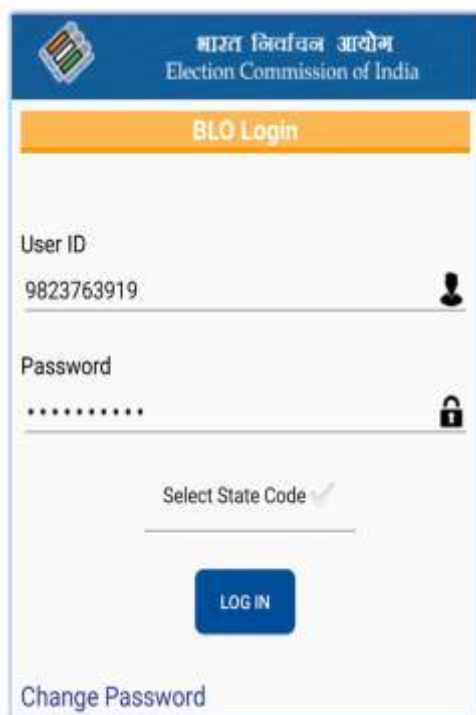
- 1- Smartphone
- 2- Android version 4.0 (Kit Kat) and above
- 3- RAM 1GB
- 4- Storage space minimum 2GB
- 5- PDF Reader
- 6- Internet connectivity (at some places in the app)

### Description of Screens

#### BLO Login :

This is the first page after installing the App. BLO will enter his/her registered mobile no. as User Id and Password (By Default). State code also need to be entered. At the bottom of the page 'Change Password' Link is available.

Note: Internet connectivity should be there while login for the first time after downloading the app. After that no need for internet as the password will be saved in the app.



भारत निर्वाचन आयोग  
Election Commission of India

**BLO Login**

User ID  
9823763919

Password  
.....

Select State Code ✓


LOG IN

Change Password

Change Password (Optional): This link can be used for changing your password. This step is not mandatory. New password should be of length min 6 characters.

Note: Changing password will need Internet connectivity.


---




भारत निर्वाचन आयोग  
Election Commission of India

Change Password


Old Password

enter your old password here 

New Password

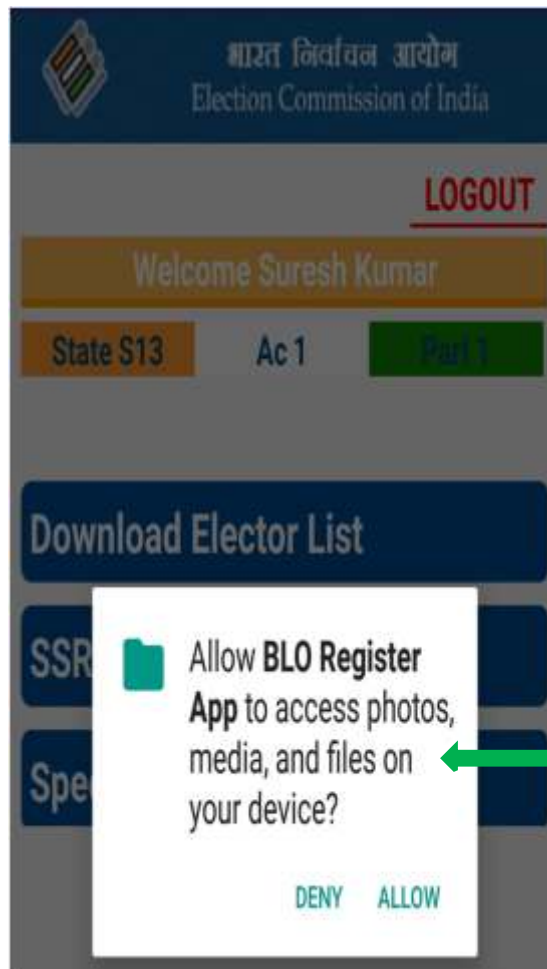
enter new password 

Confirm Password

re-enter your new password 

SUBMIT

Permission: Before starting any kind of work , application will ask for some permission to access media on your phone. One should click on 'Allow'. This screen will appear only after first login.



**Home screen:** This will be the homepage of the application. It consist various information of the BLO, also 5 menu items.

**1-Download Elector List:** For downloading the list of all elector of his AC. This will need Internet connectivity only once. The data will then be saved in the app.

**2-Revision:** Checklist Verification, Logical Error, Demographical Similar Entry, Registered Death and migration verification can be done here.

**3-Verification:** It consist Field Visit Functionality.

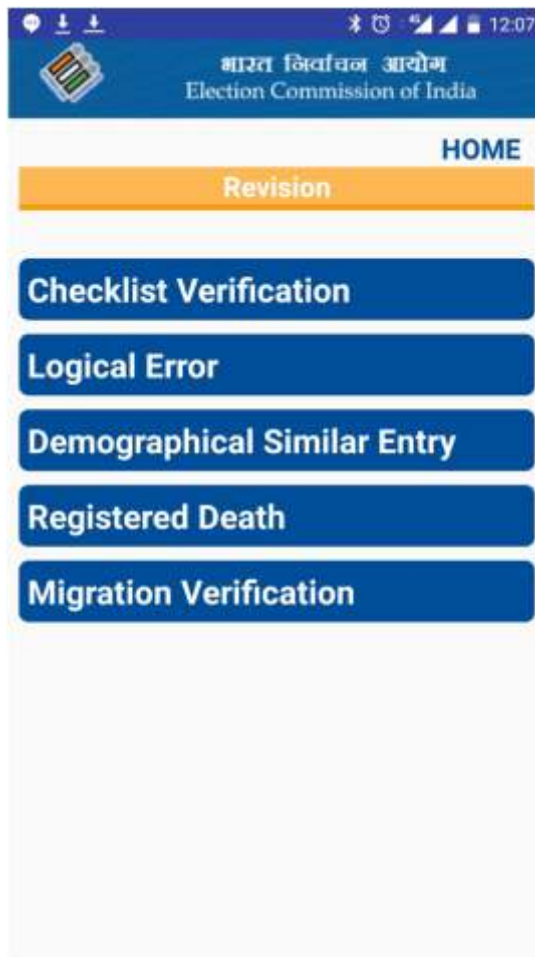
**4- Online Form Filling :** It will land on another App to fill forms 6,6A,7,8,8A

**5- BLO Register:** BLO can download all statements here.



**2. Revision:** By clicking on 'Revision' option on home page, further a menu page will appear with next 5 options. These options are

- Checklist Verification: The work which will be assigned by AERO to BLO will be shown here in the form of list.
- Logical Error: All the Logical Error available in BLOs part Electoral Roll, will list here.
- Demographical Similar Entry : All the DSE of the Voter will list here
- Registered Death: All the registered deaths in the part of the BLO will be list here. BLO has to verify them.
- Migration Verification: All the reported migration cases will list here. BLO has to verify them.



These menu options are basically for summary revision work which used to assigned to BLOs

**Checklist Verification:** This tab will consist assigned work to BLO by ERO to verify the details of elector.

भारत निर्वाचन आयोग  
Election Commission of India

HOME

**Checklist Verification**

**Name:** Ujjwal  
**Ref.No:** EGR123456778  
**Gender:** M  
**RLN\_Name** Prakash  
**Submission Date:** 27/7/2017  
**Status** SUBMITTED

---

**Name:** Ujjwal  
**Ref.No:** EGR123456778  
**Gender:** M  
**RLN\_Name** Prakash  
**Submission Date:** 27/7/2017  
**Status** SUBMITTED

---

**Name:** Ujjwal  
**Ref.No:** EGR123456778  
**Gender:** M  
**RLN\_Name** Prakash  
**Submission Date:** 27/7/2017  
**Status** SUBMITTED

BY clicking on any of the panel, a new page will appear which will consist of designated form (6, 7, 8, 8A) which needs to be verified.

**Demographical Similar Entry:** This page will consist of all the Demographical similar entries available in

- Within Part
- Within AC
- After AC
- Within State

भारत निर्वाचन आयोग  
Election Commission of India

HOME

**Demographical Similar Entry**

	<b>Name:</b> P. K. Singh
	<b>Epic No:</b> EPSR00345
	<b>Gender:</b> M
	<b>Serial No:</b> 131
	<b>Name:</b> P. R. Singh
	<b>Epic No:</b> EPSR00345
	<b>Gender:</b> M
	<b>Serial No:</b> 131
	<b>Name:</b> K. R. Singh
	<b>Epic No:</b> EPSR00345
	<b>Gender:</b> M
	<b>Serial No:</b> 131

**Logical Error:** This page will consist of all 17 type of logical error with their available case count in the BLO's part. By clicking on the count details of the electors for corresponding error will appear. BLO can now fill the form 8 for the correction. Form 8 can be filled either online or offline.



14:23 0.23K/s 4G VoLTE 45%

**भारत निर्वाचन आयोग**  
Election Commission of India

**HOME**

**Logical Error**

Voter name is NULL/Junk characters	5
Part is NULL/Junk characters	5
Serial No is NULL/Junk characters	5
Section No is NULL/Junk characters	5
House is Null/Junk characters	5
Voter Relationship # M,F,H,O or m,f,h,o/Junk Characters	5
Voter sex M,F,GT (Third gender)/Junk Characters	5
Voter gender is male but the relationship is H/Junk Characters	5

Click

14:23 0.23K/s 4G VoLTE 45%

**भारत निर्वाचन आयोग**  
Election Commission of India

**HOME**

**Logical Error List**

Click on the Panel to take action

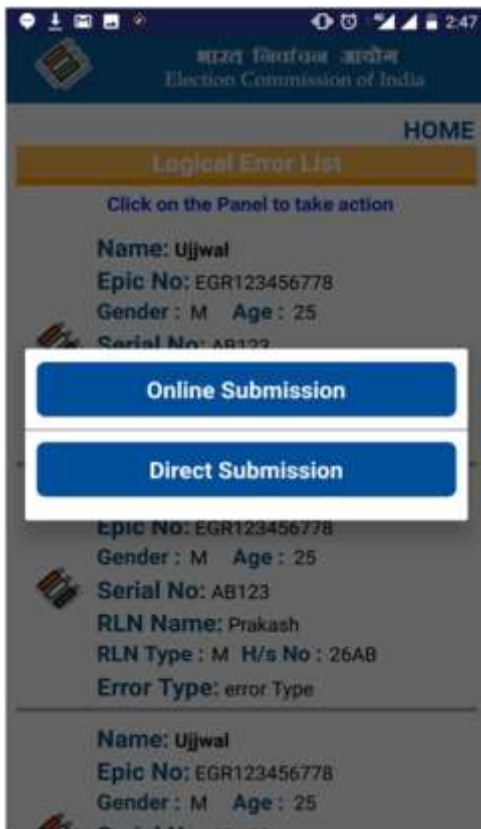
**Name:** Ujjwal  
**Epic No:** EGR123456778  
**Gender :** M **Age :** 25  
**Serial No:** AB123  
**RLN Name:** Prakash  
**RLN Type :** M **H/s No :** 26AB  
**Error Type:** error Type

**Name:** Ujjwal  
**Epic No:** EGR123456778  
**Gender :** M **Age :** 25  
**Serial No:** AB123  
**RLN Name:** Prakash  
**RLN Type :** M **H/s No :** 26AB  
**Error Type:** error Type

**Name:** Ujjwal  
**Epic No:** EGR123456778  
**Gender :** M **Age :** 25

Click

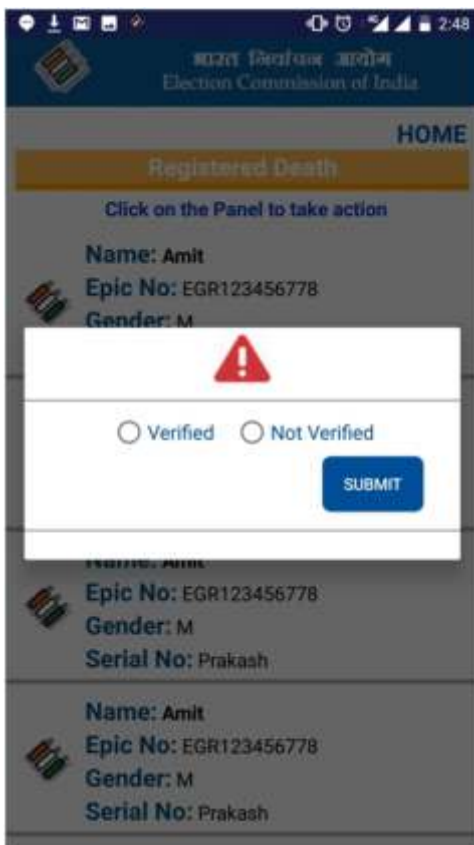
BLO can now fill the form 8 for the correction. Form 8 can be filled either online or offline.



**Registered Death:** Details of all Registered Deaths will be listed here to be verified.



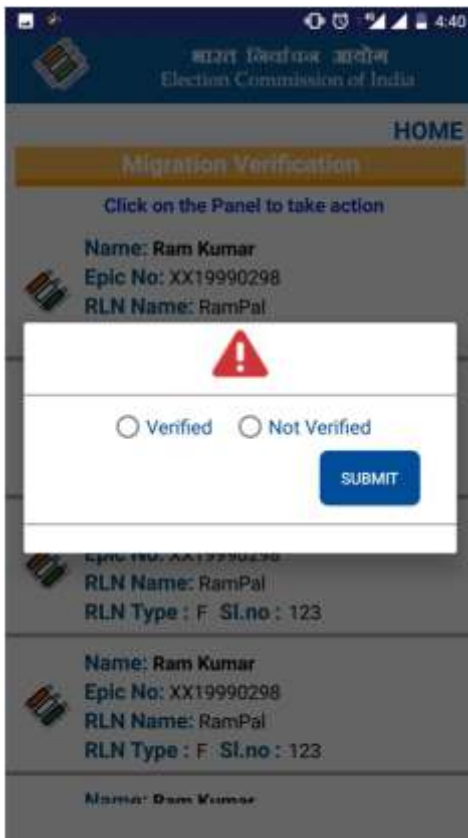
On clicking of any of the panel, a popup will appear which will ask action to be taken.



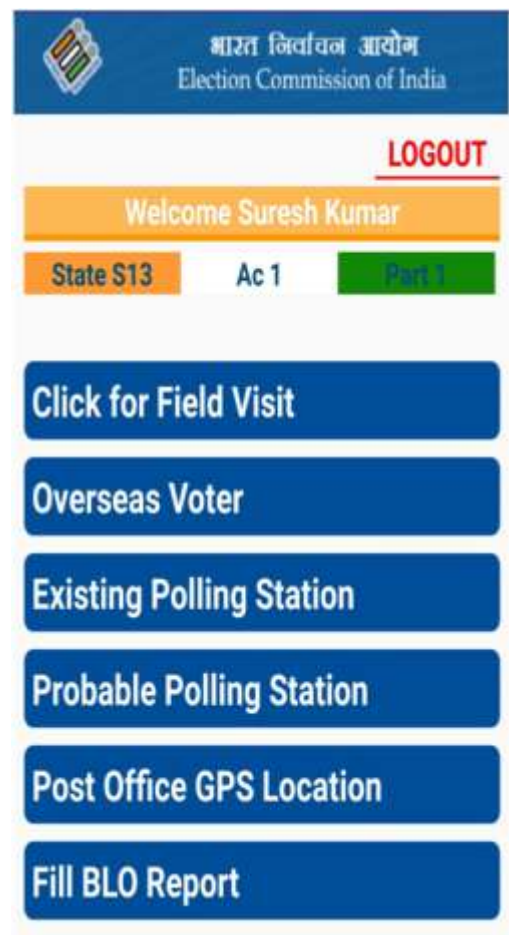
**Migration Verification:** List of all migrants will show here which is to be verified.



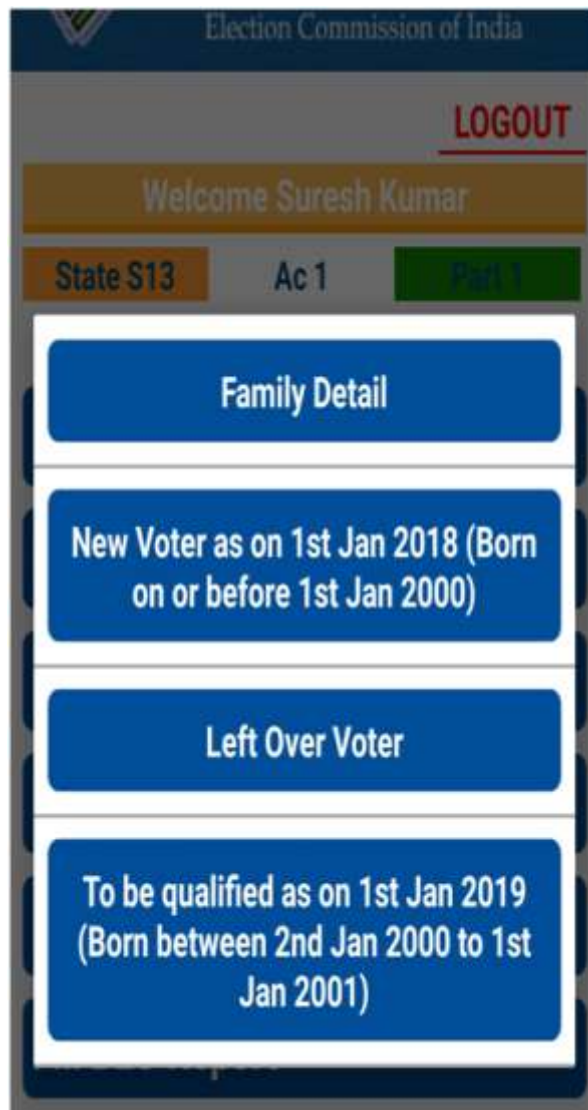
On clicking of any of the panel, a popup will appear which will ask action to be taken.



**3. Verification:** By clicking on 'Verification' option on home page, further a menu page will appear with next 6 options.



**Field Visit:** Clicking on 'Field Visit', a pop up screen will appear which will further consist of 4 options.



**Family Details:** by Clicking on 'Family Details', a dashboard will appear, which will consist total number of voters ,work done till date, pending word, number of finally submitted record and date of last submission till date . The same page will give the option to go for voter family detail search and to push data to server.

भारत निर्वाचन आयोग  
Election Commission of India

Field Visit Dashboard

Total Count:- 958

Date	Work Done	Pending Work	Pushed Record	Pushed TimeStamp
11/03/2018	10	140	-	-
12/03/2018	30	120	15	12/03/2018/20:18:24
13/03/2018	20	120	15	12/03/2018/20:18:24

Family Detail Search

Push Data

View All Pending Voters

HOME

**Family Detail Search:** This screen will let you search voters by serial number. Click on View to see Electoral Roll

भारत निर्वाचन आयोग  
Election Commission of India

VIEW HOME

Search Voter By Serial Number

Enter Serial Number of

1. Head of the Family Serial Number  
☐ Male ☐ Female ☐ Third Gender

2. Son (Number) count ☐ Ok

3. Unmarried Daughter (Number) count ☐ Ok

4. Married Daughter in part (Number) count ☐ Ok

SEARCH

**Data**

1. SLNOINPART : 194  
 EPIC\_NO : YBP0044933  
 Name : KARTHIKEYAN  
 RLN\_Name : KU MAR  
 GENDER : M AGE : 23  
 RLN\_TYPE : F  
 ADDRESS : null

2. SLNOINPART : 519  
 EPIC\_NO : LPN2710952  
 Name : SARASU  
 RLN\_Name : PERUMAL  
 GENDER : F AGE : 32  
 RLN\_TYPE : H  
 ADDRESS : null

3. SLNOINPART : 710  
 EPIC\_NO : PY/01/010/003927  
 Name : Devi  
 RLN\_Name : Sakthivel  
 GENDER : F AGE : 37  
 RLN\_TYPE : H  
 ADDRESS : null

4. SLNOINPART : 342  
 EPIC\_NO : PY/01/010/003994  
 Name : BARADYDASSANE  
 RLN\_Name : NATARAJANE  
 GENDER : M AGE : 51  
 RLN\_TYPE : F  
 ADDRESS : null

5. SLNOINPART : 107

**NOTE :** After entering serial number of the head of the family , mark of the Male/Female has to be marked. If head of the family is Male, then serial number of the wife has to be entered. If head of the family is Female, then serial number of the husband has to be entered. If the spouse is dead, check the box of 'LATE'.

Count of son/unmarried daughter/married daughter has to be entered first. Then for their serial number, separate boxes will be open (in the same number as entered).





भारत निर्वाचन आयोग  
Election Commission of India

HOME

Search Voter By Serial Number

Enter Serial Number of

1. Head of the Family

☒ Male
☐ Female

Wife  ☐ Late

2. Son (Number)  ☐ Ok

3. Unmarried Daughter (Number)  ☐ Ok

4. Married Daughter in part (Number)  ☐ Ok

SEARCH



भारत निर्वाचन आयोग  
Election Commission of India

HOME

Search Voter By Serial Number

Enter Serial Number of

1. Head of the Family

☐ Male
☒ Female

Husband  ☐ Late

2. Son (Number)  ☐ Ok

3. Unmarried Daughter (Number)  ☐ Ok

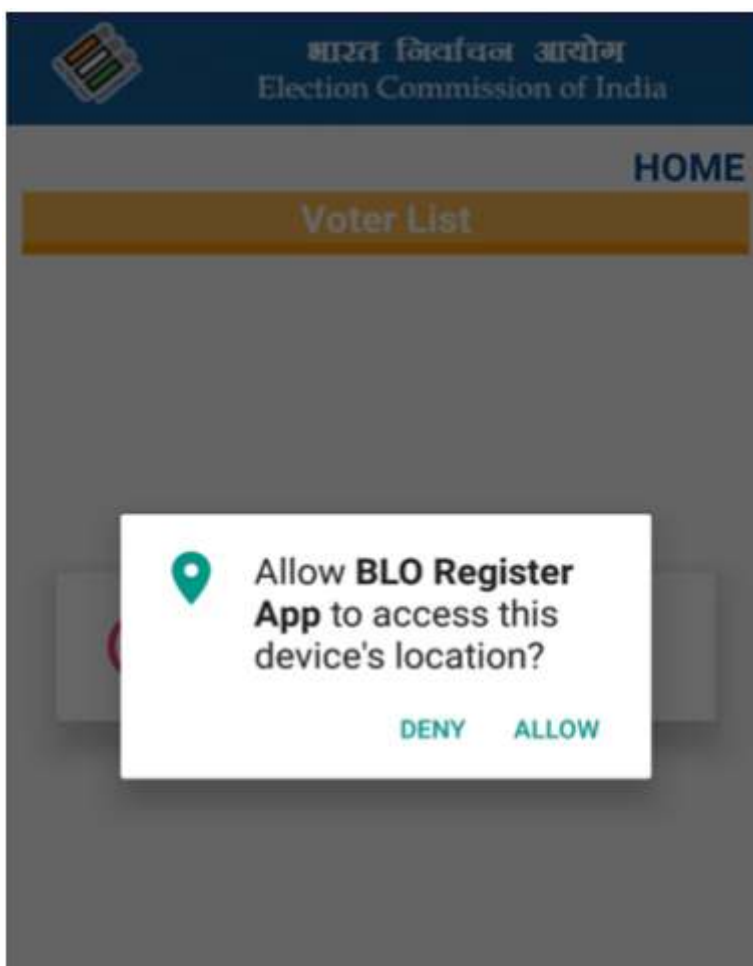
4. Married Daughter in part (Number)  ☐ Ok

SEARCH

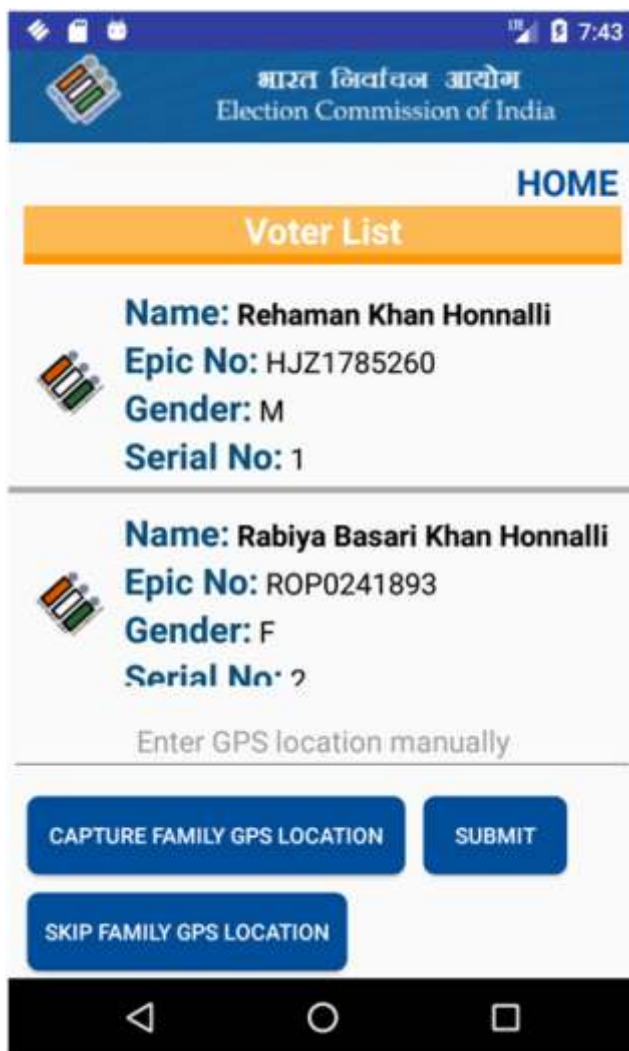
Click on 'Search' to get the list of family members.

**Family List and GPS location:** Before getting the list of the family form the server, app will ask your permission to access device location for correctly fetching the GPS location of the family. One needs to click on 'Allow' always.



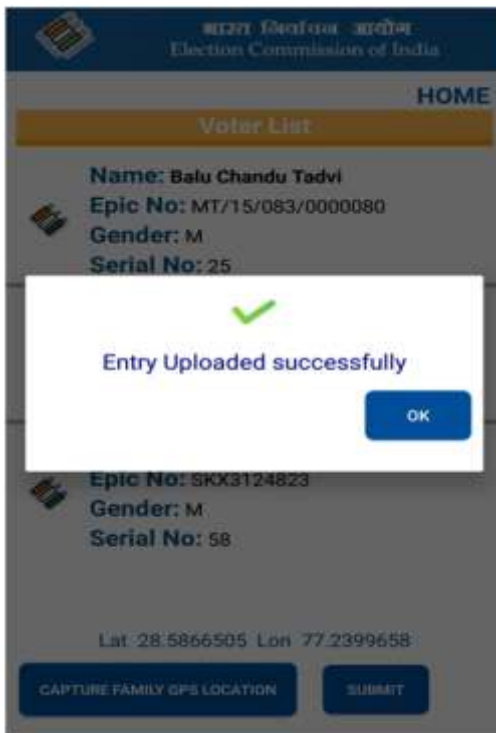


After clicking on 'Allow', list of family members will be listed on the screen. Please ensure all visible members on the screen belong to a family. If not, then go back and search for correct serial numbers. If correct, then click on the 'Capture **Family GPS Location**'. Please make sure, when you are capturing the GPS Location, you are at family's registered address. If you are unable to capture GPS location by your phone, you can enter it manually if you have it elsewhere otherwise it can be skipped.



After getting the GPS location coordinates on the screen, click on 'Submit'. This will local save the data in the app. This will not need internet connectivity.

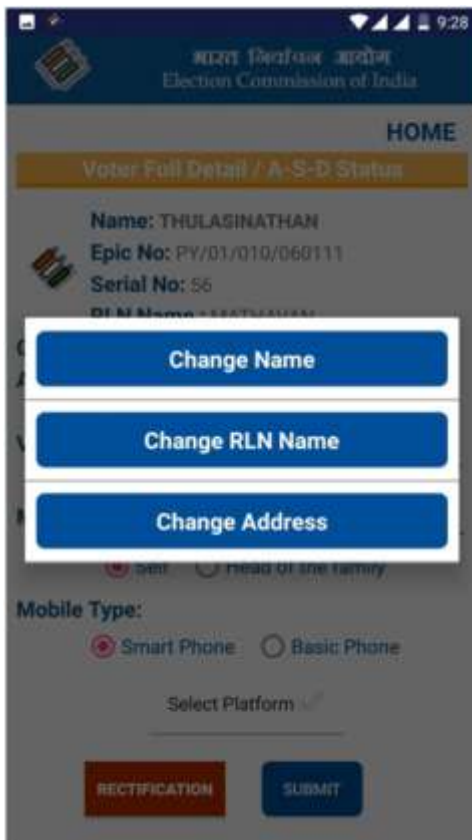
Click on 'OK' button to go back to family member list.



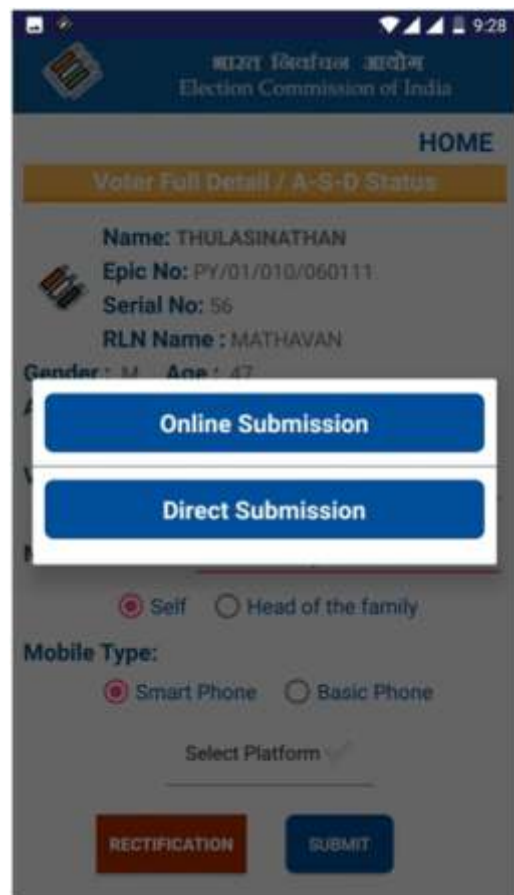
By clicking on any member panel, a detail page will open. Then proceed to check for individual detail.

Rectification can be of three types.

- Name Change
- RLN Name Change
- Address Change



By clicking any of them, 2 further options will appear. It will ask to submit the corresponding form Online or Direct.



The A-S-D Status page will have 4 options as Voter Status. They are

- Permanently Shifted
- Verified
- Dead
- Multiple Entries

भारत निर्वाचन आयोग  
Election Commission of India

HOME

**Voter Full Detail / A-S-D Status**

**Name:** Rehaman Khan Honnalli  
**Epic No:** HJZ1785260  
**Serial No:** 1  
**Section No. :** A6/gldfs/73  
**Gender :** M **Age :** 56  
**Address:** null

**Voter Status** Permanently Shifted ✓

Mention new address (if known..)

SUBMIT

भारत निर्वाचन आयोग  
Election Commission of India

HOME

**Voter Full Detail / A-S-D Status**

**Name:** Rehaman Khan Honnalli  
**Epic No:** HJZ1785260  
**Serial No:** 1  
**Section No. :** A6/gldfs/73  
**Gender :** M **Age :** 56  
**Address:** null

**Voter Status** Dead ✓

Mention Death certificate no. and issuing authority (if known..)

SUBMIT

Check the voter status if it is verified /Permanently shifted/Dead/Multiple Entry. Fill the mobile number. Then check if it is used by the same person or any other member. Tick 'Self' or 'On behalf of Family' based on input.

Check for mobile type.

**भारत निर्वाचन आयोग**  
Election Commission of India

**HOME**

**Voter Full Detail / A-S-D Status**

**Name:** Balu Chandu Tadvl  
**Epic No:** MT/15/083/0000080  
**Serial No:** 25  
**Section No. :** A6/gldfs/73  
**Gender :** M **Age :** 49  
**Address:** null

**Voter Status** Verified ✓

**Mobile Number** Mobile Number

**Mobile Type:**  
☒ Smart Phone ☐ Basic Phone

Select Platform ✓

**SUBMIT**

If it is a smart phone ,then select its platform. Click on 'Submit' to final submit the details of the member. This process has to be repeated for every family member.

**भारत निर्वाचन आयोग**  
Election Commission of India

**HOME**

**Voter Full Detail / A-S-D Status**

**Name:** Balu Chandu Tadvl  
**Epic No:** MT/15/083/0000080

Select Platform ✓

- iOS ✓
- Android ✓
- Windows ✓
- Google ✓
- Other ✓

Select Platform ✓

**SUBMIT**

**New Voter as on 1st JAN 2018 (Born on or before 1st JAN )/ Left Over Voter :** This option will lead to another application for online form filling.



**Future Voter:** Submit all the details asked on the screen for submitting future voter details.

**Left Over Voters:** This option will lead to another application for online form filling.





**Overseas Voter:** This is an option on the second menu screen. Here , the details of the Overseas voters can be submitted. Click on 'Enrolled /Unrolled Overseas Elector' based on the kind of voter. Take full information from the voter and click on submit. Button “Show saved Data” will lend to a page where all the previously data will be saved. BLO can check the data any time.

**Existing Polling Station:** Details of the existing polling station can be submitted here. Please note that 'Submit AMF Survey ' is not mandatory for existing polling station. Addresses, Building type, Priority Choice, Capture GPS location are mandatory information to be submitted. Click on the 'Capture GPS Location' button to get the location coordinates. Button “Show saved Data” will lend to a page where all the previously data will be saved. BLO can check the data any time.



भारत निर्वाचन आयोग  
Election Commission of India

HOME

Existing Polling Station

Show Saved Data

Upload Photo

Mention existing polling station address below

Flat / House No./ Floor / Building

Colony / Street / Locality

**Probable Polling Station:** Details of probable polling station can be submitted here. **All the information asked on the screen is mandatory to submit.** Click on the 'Capture GPS Location' button to get the location coordinates. Button **“Show saved Data”** will lend to a page where all the previously data will be saved. BLO can check the data any time.

भारत निर्वाचन आयोग  
Election Commission of India

HOME

Probable Polling Station

Show Saved Data

Upload Photo

Mention probable polling station address below

Flat / House No./ Floor / Building

Colony / Street / Locality

**Post Office GPS Location:** Details of the post office can be submitted here. All the information asked on the screen is mandatory to submit. Click on the 'Capture GPS Location' button to get the location coordinates. Button **“Show saved Data”** will lend to a page where all the previously data will be saved. BLO can check the data any time.



भारत निर्वाचन आयोग  
Election Commission of India

HOME

Post Office GPS Location



Mention post office address below

Flat / House No./ Floor / Building

Colony / Street / Locality

City , State


Pincode

Area pin code covered under the post office  
Area pin code must be comma separated

Capture Post Office GPS Location

SUBMIT

BLO Report: This report will submitted only once at the end of special drive. BLO has to submit the count for every information asked on the screen. This will need internet connectivity.



भारत निर्वाचन आयोग  
Election Commission of India

HOME

BLO Special Drive

Total Voters Population	Ex: 100
Total Male Voter	Ex: 49
Total Female Voter	Ex: 47
Third Gender Voter	Ex: 04

BLO Work Done

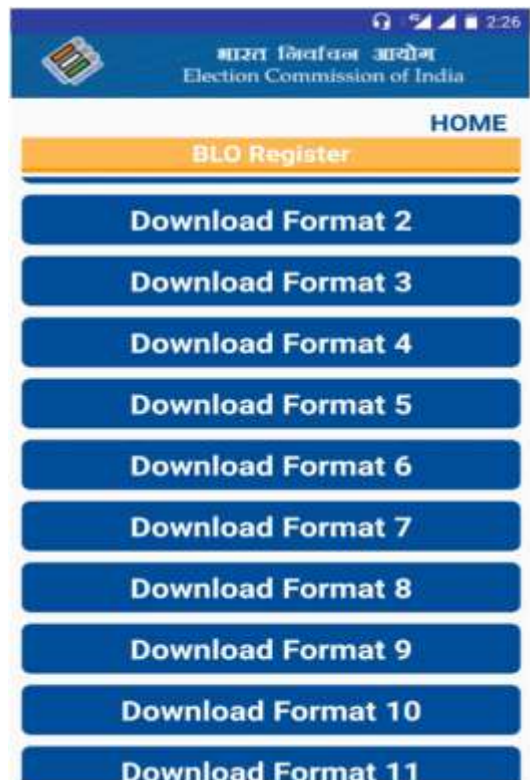
Verification done	Ex: 100
New from collected and submitted during special drive	Ex: 49
Family details collected during special drive	Ex: 47
Dead and permanent shifted elector detail collected	Ex: 04
Prospective voters on 1st Jan 2019, detail collected:-	Ex: 04

SUBMIT

Deactivate Account: This will lead the deactivation of the BLO account for the App. Click on this Button after finishing all the work.



BLO Register: BLO can download all 12 statements here.



---

## 1.5 Online Service Voter Registration (OSVR) and Electronically Transmitted Postal Ballot System (ETPBS)

### 1.5.1 Online Service Voter Registration System (service voter. nic. in)

The Online Service Voter Registration (OSVR) software system is a Web Application System for registration of Service Voters by the Nodal Officer of concerned Forces. This system is designed to allow the Nodal/Record/Unit Officers to upload online xml files and signed scanned form to register Service personnel as Service Voters to Electoral Registration Officer (ERO) concerned and regularly update the information like: Update Record/Unit Office details of each service voter, modification of service voter details, notifying those service voters who are about to retire or are no more in service for some or the other reasons.

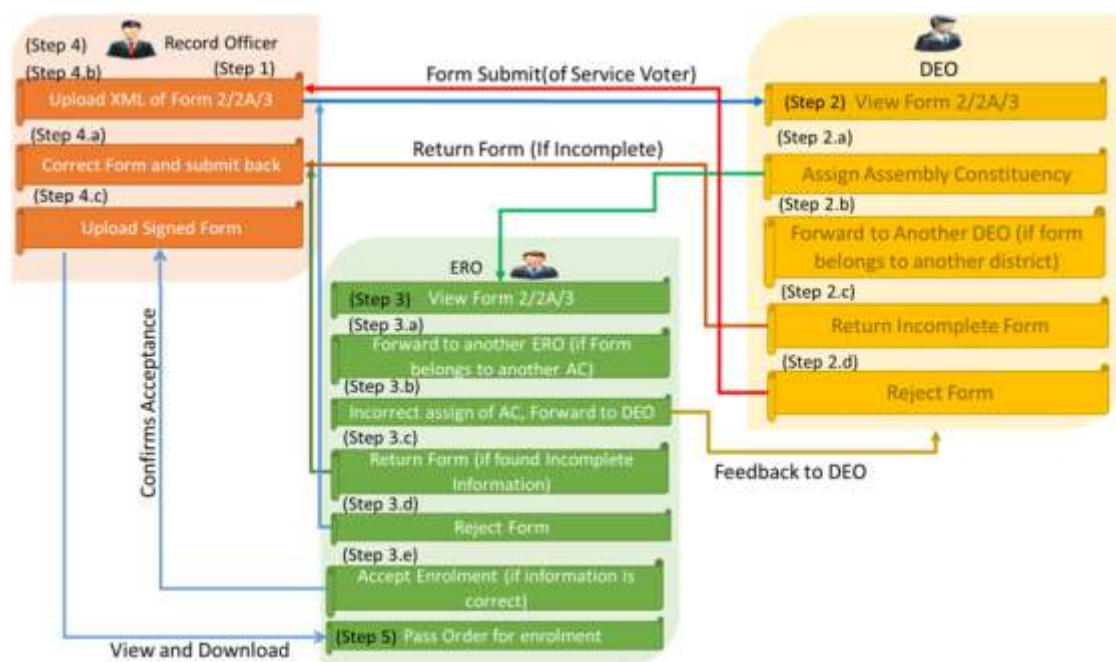
More specifically, this system is designed to allow State Electoral Officials to keep and maintain clean and up-to-date last part of E-Roll pertaining to Service Voters. DEO will assign the Assembly Constituency to Service Voter, then the form will be displayed to ERO of that AC and ERO will accept or reject or reassign the form. ERO's can accept the forms online and add the service voter to their last part in the E-Roll, as well as flag the forms as "incomplete" by mentioning the reason in case the form is found incomplete. In such case the Nodal/Record/Unit Offices will be notified for providing the correct information which will be again checked by the ERO's.

#### Features

- Processing of electoral forms
- Maintain electoral rolls
- Communication between EROs across ACs and States
- Simultaneous addition and deletion process
- Connected with single source of online forms acceptance (through service voter. nic. in), it provides real time monitoring of progress of the form processing (Status of the forms submitted )
- In case of deletion, proper records of deletion, notices are generated, issued and notice served details captured.

Easy to use Dashboard for DEOs, CEOs, ECI officials and EROs them selves for single window view

### 1.5.1.1 System Workflow



**Fig 1. System Workflow**

The workflow of the system starts with the creation of Nodal Officer(s) by ECI Administrator.

The Nodal Officer creates Record Officer(s) of his wing. The Record Officer in turn creates Unit Officer(s). In ETPBS e-postal ballot is sent to Unit Officer and e-pin to Record Officer by the Returning Officer. So, record and unit officer plays important role in ETPBS. Now, the record officer prepares XML as provided by ECI that contains list of Service Voter to be registered. Each XML belongs to a single Unit Office and Record Office who receives the e-postal ballot and e-pin for the registered services voter of their Unit Office during election. After preparation of XML Record and Unit Office wise, the XML is uploaded on the registration portal (servicevoter.nic.in) by the record officer. After uploading the XML an XML Acknowledgement is available for download with Registration Number.

As most service voters are not aware of their Constituency Name, they only provide the State name, District name and their address. These forms are then available on respective DEO (District Election Officer) login. DEO then assign Assembly Constituency based on the address provided by the service voter and the form is then visible to the concerned ERO. In case the Assembly Constituency could not be identified due to some or the other reason (such as Incomplete Information in the form etc.) then DEO returns

---

back the form to the respective wing. Or if the address corresponds to some other district within his state then DEO may forward to other district.

After assigning Assembly Constituency, the form is then visible to ERO. ERO then examines the form. If he found the form incomplete (due to missing information) then the form is returned back to respective wing on just a single click. There may be a case where the Assembly Constituency assigned by DEO may not belong to the ERO then; ERO may return the form back to DEO stating the reason. In case, the address mentioned on the form belong to some other Assembly Constituency within the same District, then ERO may forward to other Assembly Constituency mere by selecting the AC from dropdown stating the reason as well. And if, the details mention in the form is found to be correct, then ERO may accept enrolment. The final registration is not yet complete yet. The form accepted by ERO is then visible to the Record Officer. The Record Officer view the form accepted by ERO and prints the form (2, 2A or 3) there and signs the form. Then record officer scans the form and upload there itself. The signed forms is then visible to ERO, ERO then checks and verifies the form and pass order for enrolment. The same is notified to Record Officer about the final enrolment of the service voter.

The record officer can view the incomplete form and update the information and submit back to DEO or ERO. The record officer can also select the list of service voter from enrolled voter and mark them for deletion in case the service personnel retires or is no more in service or any other reason which restrict the personnel from being service voter. In case of request for deletion the record officer will mark the service voter and take a print of the list of the service voter and sign and upload the list. This list will be visible to ERO under the request for deletion tab; there ERO can download the uploaded signed form for deletion and accordingly delete the registered service voter from the last part of the E-Roll. Record officer can also transfer service personnel from one record to another record officer or from one unit to another unit office.

#### **1.5.1.2 User Roles & Responsibilities**

As this system has 7 main users, their role, responsibilities and actions have been defined in a step by step manner below.

1. Administrator (ECI)
2. Chief Electoral Officer (CEO)
3. District Election Officer (DEO)
4. Electoral Registration Officer (ERO)
5. Nodal Officer
6. Record Officer
7. Unit Officer



---

#### 1.5.1.2.1 ECI Admin

ECI admin can view, create and edit Nodal Officer Details, Approve/Reject and Deactivate Nodal Officer by login in with the credentials. ECI Admin can view the overall status of the registration process on the dashboard and download the report.

#### 1.5.1.2.2 Nodal Officer

Nodal officer is a single authorized officer of a Force/Service in its Head Quarter who is in direct contact with the ECI who will be providing all required details of its Force/Service. Nodal Officer can view his profile and also update his profile. Nodal officer can view all the record officers present under him by viewing Record Officer List. Nodal officer will create the profile for Record Officer. He can create a record officer by filling the details in this form. Nodal Officer can also edit records using this screen. Nodal Officers can approve & finalize the request sent by the record officer. Record officer can view his profile and send a finalize request to the nodal officer.

#### 1.5.1.2.3 Record Office

Record Office maintains the data of all the Unit Offices and the service personnel of the Unit Office. Record officer will upload the service voter of each Unit. Record officer can see the overall status of the system. He can also download the list of counts if required. He can view further information regarding different units using “More info” link in each tab. Record Officer can Upload XML, Download XML acknowledgement. Record officer can view his profile. He can view his personal details as shown. He can upload a different photograph if he wants. After viewing and updating the record officer can send “Finalize Request” to the nodal officer. The Record Officer can view the list of all the unit officers. Record officer will create different unit officers under him. The record officer will select the unit office from the drop down and then click the search button. The incomplete forms will appear. Record officer can view or delete these forms. When the record officer will click on the “View Form” link button the following form will appear. Record officer can select the unit office from the drop down and click on “Search button” to view the list of deletion requests. The record officer can add the voters for deletion and their count is displayed. On the other side count of pending upload signed forms will be visible. The record officer will keep adding forms for deletion using the Add button shown. The he will take a print and sign all the forms and upload it. The list will appear when he selects unit office and get application status. By clicking on the link Accepted forms the record officer can see the list of forms that have been accepted. He can either view the form or upload form by given action links. The record officer will view the form and print it. He will then manually sign the form and then upload the signed copy using upload form link. On the link of Enrolled voters he can view all the voters that have been enrolled as a service voter and their details. On the link in top menu XML drop down the record officer can upload XML and download the Acknowledgement XML.

---

#### 1.5.1.2.4 Unit Office

Each service personnel reports to a Unit Office. All changes made by Unit Office must be verified by the Record Officer. When the unit officer will login he will see the different count of form submitted, accepted, deleted etc. Unit officer can view his profile and can update his information using update button and may send a finalize request to the record officer. In View forms the unit officer can see the list of forms that have been accepted. He can either view the form or upload form by given action links. The unit officer will view the form and print it. He will then manually sign the form and then upload the signed copy using upload form link.

#### 1.5.1.2.5 CEO: Chief Electoral Officer

Chief Electoral officers belong to different states. The CEO can monitor the overall progress and status of service voter registration by login using their credentials (Credentials are same as that of NGS Portal) and clicking on the dashboard. CEO can also view the status Force/Service wise.

#### 1.5.1.2.6 DEO: District Election Officer

DEO can login using their credentials (Credentials are same as that of NGS Portal) and click on View Forms for taking various actions on forms. DEO can also view the overall status of the district at a glance as well as Assembly Constituency wise by clicking on the Dashboard; also download the report of overall status.

**Assign Assembly Constituency:** Assign Assembly Constituency by selecting one of the AC from drop down of his/her District depending upon the address of the service voter by clicking on View Forms.

**Mark as “Incomplete Forms:** If the form is found incomplete then DEO may mark the form as Incomplete by selecting Incomplete Forms from drop down list and mentioning the reason for the same, such as improper address due to which AC could not be identified by clicking on View Forms.

**Transfer to other DEO:** In case the address does not pertain to his/her district, the form may be transferred to another DEO and selection District from the dropdown list by clicking on View Forms.

#### 1.5.1.2.7 ERO: Electoral Registration Officer

ERO can login using their credentials (Credentials are same as that of NGS Portal) and click on View Forms for taking various actions on forms that are received by ERO for processing. ERO can view the status of the Constituency by clicking on the Dashboard and download the E-Roll in pdf format by a clicking on “Download E-Roll”. ERO can perform the following action on a form:



---

**Accept the form** If the form is complete the ERO may accept the form by clicking on “Accept” button. (After which the accepted form will be visible to Nodal/Record/Unit Officer for their acceptance only after which the service voter will be included in the E-Roll)

**Mark as “Incomplete Form”** If the form is found incomplete then ERO may mark the form as Incomplete Form and mentioning the reason for the same by clicking on View Forms.

**Transfer to other AC of same District** In case the address does not belong to the AC assigned, then the form may be transferred to another AC of same District in which it belongs to by clicking on “Assign AC” button by clicking on View Forms.

**Transfer back to DEO** In case the address in the form does not belongs to the AC assigned nor in the AC of the same district, then the form may be transferred back to DEO mentioning the reason for the same by clicking on “Transfer to DEO” by clicking on View Forms.

**Pass order for enrollment** if the signed form is submitted and is correct, such forms will be included in the last part of the E-Roll by clicking on View Forms.

#### **1.5.1.3 Preparation of Last Part of Electoral Roll**

The Election Commission may update the list/roll by way of summary revision or order a de-novo preparation of last part of the roll. In the first mode, the last part of electoral roll is updated twice in a year and two supplements are prepared. Names of all such service voters who submitted their application and which have been received till 31st December are incorporated in the 1st supplement, brought out on 31st January. Similarly, the service voters whose applications received after 31st December and till 30th June will be incorporated in the 2nd supplement which will be brought out on 31st July.

The Electoral Registration Officer shall bring out the supplements twice in a year.

**Registration of Electors Rules, 1960**

**FORM 2**

(See rule 7)

**Statement as to place of Ordinary Residence by a member of the Armed Forces**

I hereby declare that I am a citizen of India and that but for my service in the Armed Forces I would have been ordinarily resident at —

House No. ....

Street/Mohalla .....

Locality .....

Town/Village .....

Post Office .....

Police Station .....

Tehsil/Taluka .....

District .....

State .....

My full name .....

Service No. .... Rank .....

Service/Corps/Regiment .....

Name and address of record office .....

Age last birthday: ..... Years.

\* I further declare that my wife.....  
age.....years, ordinarily resides with me and is a citizen of India.

This cancels any previous statement as to ordinary place of residence made by me.

Date: .....

.....  
(Signature).

Record Office .....

Verified and found correct

Folio No. ....

(Signature) .....

Place .....

(Designation) .....

Date .....

Officer-in-charge, Records.

(For use in the Election Office)

Statement received on the ..... 201

Registered in the electoral roll for the ..... Assembly Constituency  
(No.....), Service voter's part, at S.No. ....

Date .....

Electoral Registration Officer

\* Delete if not applicable.

**Fig a. Form 2**

**Registration of Electors Rules, 1960**

**FORM 2A**

(See rule 7)

**Statement as to place of Ordinary Residence by a member of the Armed police force of a State,  
who is serving outside that State**

I hereby declare that I am a citizen of India and that but for my service outside the State in the armed police force mentioned below, I would have been ordinarily resident at —

House No. ....

Street/Mohalla .....

Locality .....

Town/Village .....

Post Office .....

Police Station .....

Tehsil/Taluka .....

District .....

State .....

My full name .....

Buckle No. .... Rank .....

Name of Armed police force .....

Name and address of the office of the Commandant .....

Age last birthday, ..... Years.

\* I further declare that my wife, .....  
age ..... years, ordinarily resides with me and is a citizen of India.

This cancels any previous statement as to ordinary place of residence made by me.

Date: .....  
.....  
(Signature).

Commandant's Office .....

Verified and found correct

Folio No. ....

(Signature) .....

Place .....

(Designation) .....

Date .....

Commandant

(For use in the Election Office)

Statement received on the ..... 200  
Registered in the electoral roll for the ..... Assembly Constituency

(No. ....). Service voter's part, at S.No. ....

Date ..... Electoral Registration Officer

\* Delete if not applicable.

**Fig b. Form 2A**

**Registration of Electors Rules, 1960**

**FORM 3**

(See rule 7)

**Statement as to place of Ordinary Residence by a Person employed under the Government of India in a post outside India**

Full Name.....

Father's/Mother's/Husband's name.....

Age.....years

Description of post  
held outside India .....

.....

I hereby declare that I am a citizen of India and that but for my being employed under the Government of India in the above-mentioned post, I would have been ordinarily resident at (full postal address)

.....

.....

.....

I further declare that my wife (name).....  
aged..... years, ordinarily resides with me and is a citizen of India.

This cancels any previous statement as to place of ordinary residence made by me.

Place.....

Signature.....

Date.....

Verified

Signature .....

Designation of the

Head of Office.....

Place.....

Date.....

(For use in the Election Office)

Statement received on the ..... 200

Registered in the electoral roll for the ..... Assembly Constituency

(No. ....). Service voter's part, at S.No. ....

Date.....

Electoral Registration Officer

Fig c. Form 3

---

## DECLARATION BY SERVICE PERSONNEL

(TO BE ATTACHED WITH THE STATEMENT IN FORM 2 OR 2A, AS THE CASE MAY BE)

I, .....(NAME IN BLOCK LETTERS) am applying through my Record Office/Commandant for getting myself **\*and my wife** registered as service elector(s) in the last part of the electoral roll of my native place where I would have been ordinarily resident but for my service qualification, and wish to avail the facility of postal ballot paper/proxy at the time of election, as and when held, in the constituency in which my native place lies.

I, hereby, declare that I **\*and my wife** have neither got **\*ourselves/myself** already registered nor have applied for such registration as ordinary electors in the general part of the electoral roll of the place where I am presently posted and residing or any other constituency.

I further declare that I am aware of the law that prohibits getting registered as an elector at more than one place either in the same constituency or in different constituencies and if my name **\*or my wife's name** so appears at different places, the same may be deleted from all such places except from the last part of the electoral roll of my native place for which I have made the enclosed statement.

PERSONNEL SIGNATURE OF THE SERVICE

RANK.....

Place:.....

Date:.....

---

*\* Delete if the name of wife is not included in Form 2 or 2A, as the case may be*

Fig d. Declaration



---

### 1.5.2 Electronically Transmitted Postal Ballot System (etpbs.in)

Electronically Transmitted Postal Ballot System (ETPBS) has been developed and implemented in line with the existing Postal Ballot System as far as processes of handling postal ballot is concerned. However the transmission has been established through secured electronic means but not as a mail attachment. The Postal Ballot Server and Portal has been designed for the access of Returning officers for uploading the Postal Ballot and for individuals to access the same server through secured login credentials provided to them for downloading the postal ballot, decrypting with Personal Information Number provided to them by different channel (such as Mobile) and after getting it printed cast the vote, enclose as per the procedure with appropriate and necessary documents, finally to post it through Normal Postal System. It establishes one way electronic transmission of blank postal ballots to the service voter, saving enormous amount of time, but expecting return journey of casted postal ballots through regular postal system. It is in line with the decision of the Commission taken as the first step towards E-Voting mechanism.

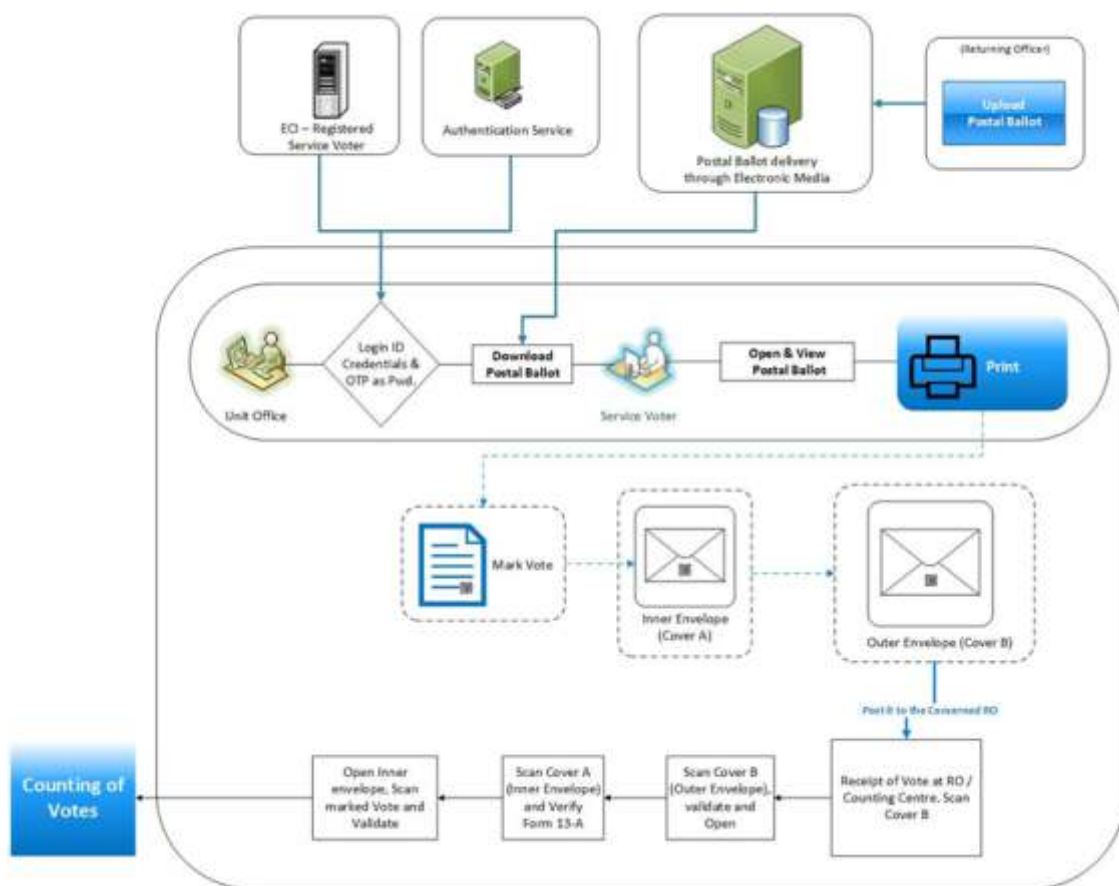
Based on the present difficulties of availability of infrastructure and internet connectivity for individuals, postal ballot downloading facility has been made available to Record officer of respective wings, so that he can take print out of the blank postal ballots and handover it to the respective voter. Electronically Transmitted Postal Ballot System for entitled voters shall be uniform across all categories. It shall be transmitted in electronic data format to the entitled voter on a real-time basis. The process of delivery shall incorporate a mechanism to authenticate the voter using electronic means. The Postal

Ballot transmission shall include the following documents in a single electronic transmission designed to print on two sided or single sided printers.

#### **Contents of Electronically Transmitted Postal Ballot System**

- ❖ List of Content Page
- ❖ Postal Ballot Paper
- ❖ Form 13-A - Declaration by Elector
- ❖ Form 13-B - Cover A (Inner Envelope)
- ❖ Form 13-C - Cover B (Outer Envelope)
- ❖ Form 13-D - Instructions for the Guidance of Elector

## Work flow of ETPBS



**Fig 2 Flow of the Electronically Transmitted Postal Ballot System**

### 1.5.2.1 Issue of Postal Ballot by Returning Officer

Postal ballot for entitled voters shall be uniform across all categories. The Returning Officer will login to the system by entering his credentials and thereby authenticating himself by providing the OTP received on his registered mobile number. Postal Ballot shall be prepared by the RO for his constituency and uploaded using the Electronically Transmitted Postal Ballot System. It shall be transmitted in electronic data format to the entitled voter of the particular constituency on a real-time basis. The Returning Officer will be generating the PIN and the password protected Electronically Transmitted Postal Ballot for the Service Voters associated to his constituency. This service voter electoral roll data having association between the Service Voters, Unit Offices and Record Offices will be utilized for the Electronic Transmission of the Postal Ballot to the Service Voters.

---

Steps to be followed:

1. Generate Ballot using offline desktop ballot generation software.
2. ERO to login on servicevoter.nic.in and download service voter data in Excel format, and the login on etpbs.in and upload the service voter data.
3. RO has to login on etpbs.in and enter election details and upload the ballot, finalize the ballot and generate pin for the service voter of the Constituency.

#### **1.5.2.2 Download of Postal Ballot” and “Transmitting of Password” for the Service Voter**

The Designated Officer will login to the system by entering his credentials and thereby authenticating himself by providing the OTP received on his registered mobile number. The Unit Officer will be able to download the Postal Ballots on behalf of all the associated service voters, in bulk. These downloaded ballots will be password protected. The downloaded Postal Ballot can now be e-transmitted/hand-delivered using their secured network/infrastructure to the individual service voters. The PIN will be transmitted / dispatched to the individual service voters by the Record Officer to ensure that the downloaded Postal Ballot is opened by the concerned service voter only. Multimedia based training packages related to the functioning and usage of the Postal Ballots is provided to the voters well before the announcement of the elections.

#### **1.5.2.3 Electronically Transmitted Postal Ballot System – Pre Counting**

The pre counting process involves the verification of the following:

- Form 13-C - Cover B (Outer Envelope)
- Form 13-A - Declaration by Elector
- Form 13-B - Cover A (Inner Envelope)
- Postal Ballot Paper

#### **SOP for Pre-Counting of Service Voters using ETPBS**

**Note:** *Scanning of QR Codes should be done in sequence without fail. Form 13-C should be scanned first, followed by both the QR Code on Form 13-A and then Form 13-B of the same postal ballot. Sequence of QR Code scanning should not be changed under any circumstances.*

**Step 1:** The Outer covers (Form 13-C) which is having QR Code on lower right hand side, it will be read by the QR Code Reader and necessary valid checks will be performed for possible duplicates and verification of the service voter. A unique serial number will be provided by the computer. This serial number will also be manually marked by RO on the envelope being verified.

**Step 2:** If no duplicate and correct verification is found, then only outer envelope



---

(Form 13-C) will be open.

- Step 3: Open the outer cover (Form 13-C) and take out the two documents which are required to be found inside. The first one is declaration (Form 13-A) and the second one is inner cover (Form 13-B) containing the postal ballot paper.
- Step 4: Now after opening outer cover Form 13-C, staple the 13-C, 13-A and 13-B together in a way the vote inside 13-B is not stapled.
- Step 5: RO should take out the declaration from Outer Envelope, Form 13-A and the inner cover in Form 13-B.
- Step 6: Now scan two QR Codes on Form 13-A one by one and after that scan the QR Code which is on lower right side on Form 13-B.
- Step 7: Note down the Sl. No. generated in all the above Covers respectively.
- Step 8: Pass the stapled set of 13-C, 13-A and 13-B for scrutiny and keep on repeating the above for all the PBs received.
- Step 9: Scrutiny.
- If declaration found wrong, whole stapled PB be kept in rejected category without opening the cover 13-B as the vote will not be scanned.
  - If declaration found correct, tear the 13-B and get the vote for counting.
  - If on scrutiny, the vote is rejected, keep it back in 13-B and place the whole set among the rejected votes.
  - If the Vote is found ok
  - Stack them in a bundle of 25.
- Step 10: Complete the scanning of 13-C, 13-A and 13-B and confirm it on ETPBS portal.
- Step 11: Opening of Form 13-B (Inner Envelope)
- Now all the postal ballots will be scanned, verified by the QR Reader for their validity. The postal ballot paper should be rejected if it does not match with the QR Code which is on the postal ballot.
- Step 12: Generate and print the report of total scanned sets.
- Step 13: 13-C, 13-A and 13-B of all the PBs received through ETPBS has to be mandatorily scanned even if the declaration is found wrong and only the valid voters will be scanned.

### **1.5.2.3 Sample ETPB generated and sent to the service voter Attached pdf to be printed**

## Electronically Transmitted Postal Ballot (ETPB)

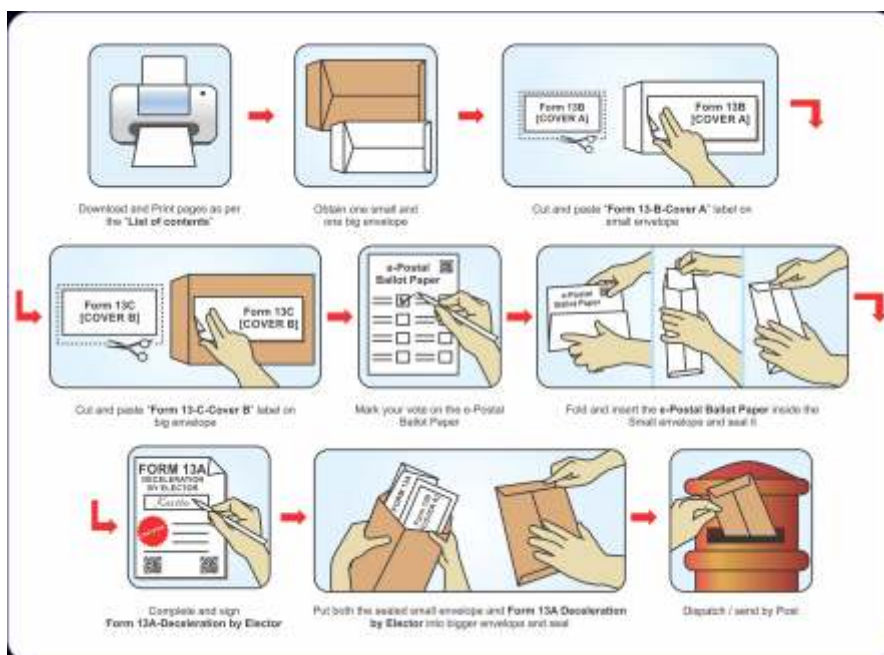
### List of Contents Page (Total Pages - 12)

- i. List of Contents Page - 2 No. of Pages (Not to be sent back)
- ii. e-Postal Ballot Paper - 2 No. of Pages (To be sent back)
- iii. Form 13 -A- Declaration by Elector - 2 No. of Pages (To be sent back)
- iv. Form 13 -B- Cover A, Inner Envelope - 2 No. of Pages  
(To be cut and pasted on inner envelope)
- v. Form 13 -C- Cover B, Outer Envelope - 2 No. of Pages  
(To be cut and pasted on outer envelope)
- vi. Form 13 -D- Instructions for the Guidance of Elector - 2 No. of Pages  
(Not to be sent back)

*Note: The e-Postal Ballot document is designed to be printed on two-sided or single-sided printer*

If printed on a single sided printer then the BLANK PAGES having content




**"THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK"** is not to be sent back.



---

**THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK**



1	सक्षम द्विवेदी कस्युज पार्टी SAKSHAM DWIVEDI XYZ PARTY		
2	प्रिंस देफग पार्टी PRINCE DEFG PARTY		
3	नन ऑफ दी अबव NONE OF THE ABOVE		

---

**THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK**

**FORM 13A**

**[See rule 23(1)(a)]**

**DECLARATION BY ELECTOR**

Election to the

**Legislative Assembly from 4 DIRANG AC Constituency**

*(This side is to be used only when the elector signs the declaration himself)*

*I hereby declare that I am the elector to whom the postal ballot bearing e-PBID*

**A2342 F1F6C 15476 AD3A1 A4C48 B20D2 953FD 2208A**

**has been issued at the above election.**

Date: **14-Apr-2018**

**Signature of Elector**

**Address:** Test Address

**Attestation of signature**

The above has been signed in my presence by

**Test Voter 1**

who is personally known to me /

has been identified to my satisfaction by .....  
(identifier) who is personally known to me.

<Strike off the inappropriate alternative>

.....

Signature of identifier, if any

.....

Signature of Attesting Officer

Designation .....

Address ..... Address .....

.....  
Date .....



(This side is to be used when the elector cannot sign himself)

I hereby declare that I am the elector to whom the postal ballot bearing e-PBID

**A2342 F1F6C 15476 AD3A1 A4C48 B20D2 953FD 2208A**

has been issued at the above election.

**Signature of Attesting Officer on behalf of Elector**

Date: 14-Apr-2018

Address of Elector:Test Address

### CERTIFICATE

I hereby certify that-

(1) the above named elector

is personally known to me /

has been identified to my satisfaction by.....(identifier)  
who is personally known to me;

*<Strike off the inappropriate alternative>*

(2) I am satisfied that the elector

is illiterate /

suffers from..... (infirmity)

*<Strike off the inappropriate alternative>*

and is unable to record his vote himself or sign his declaration;

(3) I was requested by him to mark the ballot paper and to sign the above declaration on his behalf; and

(4) the ballot paper was marked and the declaration signed by me on his behalf in his presence and in  
accordance with his wishes.

Signature of identifier, if any.

Address.....

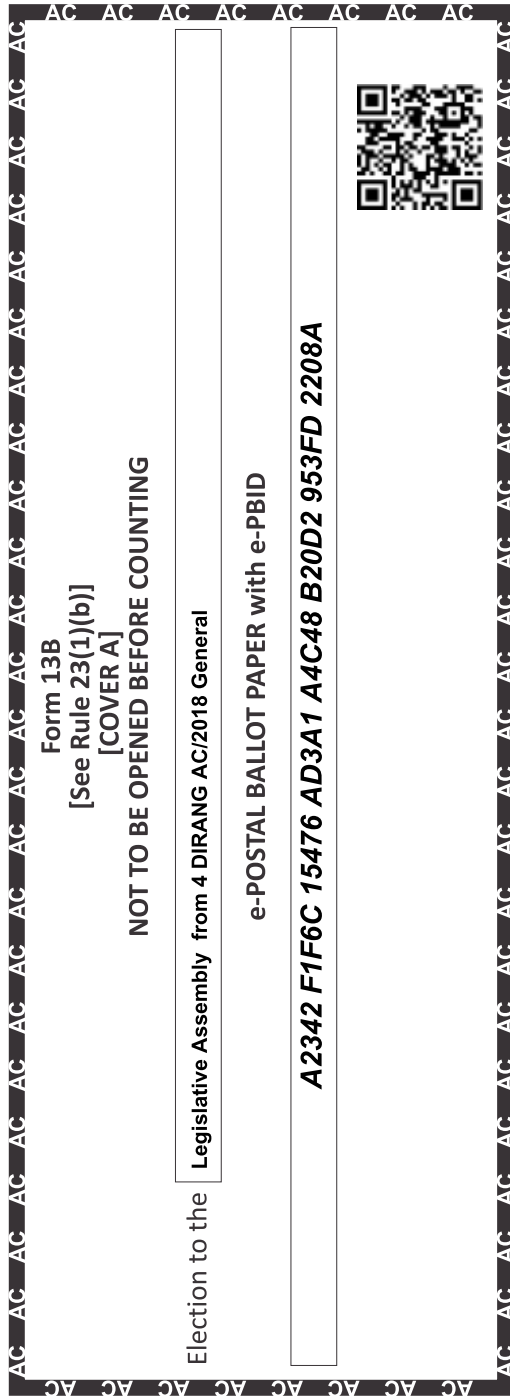
**Signature of Attesting Officer**

Designation.....

Address.....

Date.....





1. Cut along the dashed lines and paste on the envelope



---

**THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK**



Form 13C  
[See Rule 23(1)(c)]  
[Cover B]

[Every officer under whose care or through whom a e-postal ballot is sent shall ensure its delivery to the addressee without delay—  
Rule 23(4) of the Conduct of Elections Rules, 1961]

ELECTION-IMMEDIATE  
e-POSTAL BALLOT

**Legislative Assembly From 4 DIRANG AC Constituency**

**(NOT TO BE OPENED BEFORE COUNTING)**

**TO, THE RETURNING OFFICER,  
(DM),  
NIRVACHAN SADAN, ECI, NEW DELHI 110001  
INDIA.**

**Signature of sender**



### Instructions

1. Cut along the dashed lines and paste on the envelope

---

**THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK**

---

<sup>1</sup>[FORM 13D]  
[See rule 23(1)(d)]  
**INSTRUCTIONS FOR GUIDANCE OF ELECTORS**

Election to the

<b>Legislative Assembly from 4 DIRANG AC Constituency</b>
---

The persons whose names are printed on the ballot paper sent herewith are candidates at the above election. Record your vote by placing clearly a mark opposite the name of the candidate to whom you wish to give your vote. The mark should be so placed as to indicate clearly and beyond doubt to which candidate you are giving your vote. If the mark is so placed as to make it doubtful to which candidate you have given your vote, your vote will be invalid.

The number of members to be elected is one. Please remember that you have only one vote. Accordingly, you should not vote for more than one candidate. If you do so, your ballot paper will be rejected.

Do not put your signature or write any word or mark any mark, sign or writing whatsoever on the ballot paper other than the mark required to record your vote.

After you have recorded your vote on the ballot paper, place the ballot paper in the smaller cover marked 'A' sent herewith. Close the cover and secure it by seal or otherwise.

- (1) You may then sign the declaration in Form 13A also sent herewith in the presence of a stipendiary magistrate and obtain the attestation of your signature by such stipendiary magistrate.
- (2) If you are a member of the armed forces of the Union or of an armed police force of a State but is serving outside that State, the attestation may be obtained by such officer as may be appointed in this behalf by the Commanding Officer of the Unit, ship or establishment in which you or your husband, as the case may be, are employed.
- (3) If you are employed under the Government of India in a post outside India the attestation may be obtained by such officer as may be appointed in this behalf by the diplomatic or consular representative of India in the country in which you are resident.
- (4) If you hold an office like the office of the (i) President, (ii) Vice-President, (iii) Governors of States, (iv) Cabinet Ministers of the Union or of any State, (v) The Deputy Chairman and Members of the Planning Commission, (vi) The Ministers of State of the Union or of any State, (vii) Deputy Minister of the Union of any State, (viii) The Speaker of the House of the People or of any State Legislative Assembly, (ix) The Chairman of any State Legislative Council, (x) Lieutenant Governors of Union territories, (xi) The Deputy Speaker of the House of the People or of any State Legislative Assembly, (xii) The Deputy Chairman of the Council of States or of any State Legislative Council, (xiii) Parliamentary Secretaries of the Union or of any State, the attestation may be obtained by an officer not below the rank of a Deputy Secretary to the Government of the Union or the State, as the case may be.

---

1. Subs. by Notifn. No. S.O. 961 (E), dated 29<sup>th</sup> December 1986 for Form 13D



---

(5) If you are on an election duty, attestation may be obtained by any gazetted officer or by the Presiding Officer of the polling station in which you are on election duty.

(6) If you are under preventive detention, the attestation may be obtained by the Superintendent of the jail or the Commandant of the detention camp in which you are under detention.

In all the above cases you may take the declaration to the authorised officer and sign it in his presence after he has satisfied himself about your identity. The officer will attest your signature and return the declaration to you. You must not show your ballot paper to the attesting officer nor tell him how you have voted.

If you are unable to mark the ballot paper and sign the declaration yourself in the manner indicated above by reason of illiteracy, blindness or other infirmity, you are entitled to have your vote marked and declaration signed on your behalf by any of the authorised officer mentioned above. Such an officer will, at your request mark the ballot paper in your presence and in accordance with your wishes. He will also complete the necessary certificate in this behalf.

After your declaration has been signed and your signature has been attested, place the declaration in Form 13A as also the smaller cover marked 'A' containing the ballot paper in the larger cover marked 'B'. After closing the larger cover, send it to the returning officer by post or by messenger. You have to give full signature in the space provided on the cover marked 'B'.

No postage stamp need be affixed by you, if the cover is posted in India. If, however, you are an elector employed under the Government of India in a post outside India, you should return the cover to the returning officer concerned direct by air mail service after the requisite postage stamp is duly affixed thereon by the office in which you are serving except where it is sent by diplomatic bag.

You must ensure that the cover reaches the Returning Officer before

<b>7: 59 AM on 15-May-2018</b>
--------------------------------

**Please note that: -**

- i. if you fail to get your declaration attested or certified in the manner indicated above, your ballot paper will be rejected; and
- ii. if the cover reaches the returning officer after the date and time specified above your vote will not be counted.



---

## 1.6 Administrative roles

### 1.6.1 ECI Admin

ER division of ECI is responsible for preparing revision schedules and announce it after taking due approval. In ERO net ECI admin login credentials would be developed for

1. Uploading the revision schedules
2. Checking ER health parameters at National Level
3. Providing State and District Level Projected population based on Census Data, which CEO and DEOs can refer and finalize.
4. Generating Format I to VIII every month and submitting to appropriate authority for information along with recommendation if any, for further improvement of these parameters.
5. Review the complaint disposal and report the status every month.
6. Based on complaints, information and suggestions received from citizens/electors/political parties, put up the status to Commission with recommendation if any.
7. Conduct VC once a quarter of the year with all CEOs and share the experiences, take up suggestions and inform about any issue observed during the period. Update respective authorities about the outcome of VC meeting.
8. Provide training to Zonal Secretaries time to time and keep them updated about any new instructions etc.
9. Review Zonal Secretaries for time barred disposal of the cases and/or non disposal of the cases.

### 1.6.2 Secretary of territorial division

1. Monitor the progress of forms processing, delays thereof if any, issues thereof if any and delivery of EPIC cards to enrolled electors at the State level.
2. Submit weekly report to Commission for information along with recommendation if any. Copy of recommendation be routed through ER division.
3. Convey any specific changes in Enrolment schedule to ER division, so that the same can be updated on ERO net
4. Communicate to CEOs about issues in health parameters if any.
5. Approve, monitor and report progress of ER health parameters and action taken by CEOs/DEOs/EROs for improving the same.

### 1.6.3 CEO ADMIN

In CEOs Office the Nodal officer managing electoral roll, under their separate login will be provided with functionalities as Digitization of forms enable/disable operations, Updation of control table, Updating of directory of officials, Special forms enable/disable, ER operations enable/disable, Monitoring formats, Digitization of forms, Approval/rejection/passing order etc., ER update, Sync status, Photo quality, EPIC series management (used, unused) – pie/bar chart, EPIC printing vendor details, User management, Report as above at state level, Contact details directory (ERO/AERO/DEO), Format 1-8, Update control table information, Update contact details, Infrastructure at ERO, DEO, CEO offices, Connectivity details, Generating specific reports from database, Managing synch operations, Managing and reporting simultaneous addition and deletion etc.

The dashboards will also be provided as shown. The details of functionalities in dashboards are as below:



### ALERTS

- Forms Pending Beyond Time Limit: Forms which have crossed their stipulated time limit and they need immediate attention.
- Disposed Beyond Time Limit: Forms which have been disposed after they had crossed their stipulated time limit.
- Request Sent to Other ERO for EPIC Migration: Deletion Request sent by the ERO

ALERTS	
Forms pending beyond time limit	700
Disposed beyond time limit	700
Request Sent to other ERO for EPIC Migration	700
Appeal pending to CEO	700
Appeal pending to DEO	700

(New Residence) to another ERO (Old Residence) in the case of Migration.

- **Appeal Pending To CEO:** Number of appeals, in which applicant wants to change the decision of DEO.
- **Appeal Pending To DEO:** Number of Appeals, in which applicant wants to change the decision of ERO.

Part Name	Forms pending beyond time limit	Disposed beyond time limit	Request Sent to other ERO for EPIC Migration	Appeal pending to CEO	Appeal pending to DEO
(*)TOTAL	363600	393900	426200	454900	464800
1 - VILL LAMPUR	1200	1300	1400	1500	1600
2 - VILL LAMPUR	1200	1300	1400	1500	1600
3 - VILL BARKNER	1200	1300	1400	1500	1600
4 - VILL BARKNER	1200	1300	1400	1500	1600
5 - VILL BARKNER	1200	1300	1400	1500	1600
6 - VILL BARKNER	1200	1300	1400	1500	1600
7 - VILL BARKNER	1200	1300	1400	1500	1600
8 - VILL BARKNER	1200	1300	1400	1500	1600
9 - VILL BARKNER	1200	1300	1400	1500	1600
10 - VILL BARKNER	1200	1300	1400	1500	1600
11 - VILL BARKNER	1200	1300	1400	1500	1600

## Highlights

- Total:** Number of Total Electors.
- Male:** Number of Total Male Electors.
- Female:** Number of Total Female Electors.
- Third Gender:** Number of Total Third Gender Electors.
- PER:** Population to Electoral ratio.
- EPIC:** Electors Photo Identity Card. Electors who are having EPIC card.



HIGHLIGHTS		As On Date
Total	13776765	
Male	7619606	
Female	6156307	
Third Gender	852	
PER	100.00	
EPIC	100.00	

## Monitoring Report

The purpose of Monitoring Reports is to:

- Review progress of document preparation against the timetable and milestones in the local development scheme.
- Assess and review the extent to which policies in local development documents are being implemented.
- Explain what steps should be taken to ensure that policies are implemented.
- Set out whether policies are to be amended or replaced.

When click on monitoring Report Button it shows:-

- ❖ Registered Deaths: In cases of deceased electors, Electoral Registration Officer can make deletion on the basis of death certificate from a competent authority (Registrar of Births & Deaths, Local Bodies, Sarpanch, Ward Member etc.)
- ❖ Reported Deaths: Death reported through Form 7 from immediate relatives/immediate neighbors/friends of the elector concerned or through a report duly prepared by the Booth Level Officer with statements of at least two persons residing in the locality.
- ❖ Permanently Shifted: An elector who has left his place of ordinary residence and gone to some other place and there is no possibility of his returning back to the place.
- ❖ DSE: Demographic Similar Entries (DSE) found by ERONET software are those entries which are found to be Similar in Name, Relation Name etc. In these cases the field verification must be done in each and every case and name of the

elector should be retained in electoral roll only at the place where he is found to be ordinarily residing. Entries relating to all other places shall be deleted after obtaining Form 7 from the concerned elector.

- ❖ Logical Error: Logical Errors are found out through ERONET software, these are those errors which are found in the electoral roll. Logical Error are 19 in numbers and can be found in both DRAFT PUBLICATION and FINAL PUBLICATION.
- ❖ Rural PS above 1200: A Rural Polling Station having above 1200 electors in rural area. However Polling Station should not have more than 1200 electors in rural area.
- ❖ Urban PS above 1400: A Urban Polling Station having above 1400 electors in urban area. However Polling Station should not have more than 1400 electors in urban area.
- ❖ PS images not available: Images of Polling Station which are not available with the system.
- ❖ EPIC with old Series: EPIC numbers which are not confirmed to the new pattern of 10 digits.
- ❖ Poor Photo Quality: Photo is not matching to the benchmark & it need to be changed.
- ❖ Pending DEO Assignment: Assignment of the DEO which need to be done in respect of ERONET.

State Name *	Registered Deaths *	Reported Deaths *	Permanently Shifted *	DSE *	Logical Error *	Rural PS above 1200 *	Urban PS above 1400 *	PS images not available *
(+)TOTAL	25200	25200	25200	3808468476	2331670176	25200	25200	25200
Andhra Pradesh	700	700	700	105790791	64768616	700	700	700
Arunachal Pradesh	700	700	700	105790791	64768616	700	700	700
Assam	700	700	700	105790791	64768616	700	700	700
Bihar	700	700	700	105790791	64768616	700	700	700
Goa	700	700	700	105790791	64768616	700	700	700
Gujarat	700	700	700	105790791	64768616	700	700	700
Haryana	700	700	700	105790791	64768616	700	700	700
Himachal Pradesh	700	700	700	105790791	64768616	700	700	700

Conversion of Old EPIC *	Poor Photo Quality *	Pending DEO Assignment *	Forms pending beyond time limit *	Disposed beyond time limite *	Request Sent to other ERO for EPIC Migration *	Appeal pending to CEO *	Appeal pending to DEO *
25200	25200	25200	25200	25200	25200	25200	25200
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700
700	700	700	700	700	700	700	700

#### iv. Manpower Management

Manpower Management consists following functionalities:



## CEO can View /Edit/Update below officers details

- District Election Officer

Filter Record

District  AC

Go

### District Election Officer

State	District	Name	Designation	Joining Date	Action
U05 - NCT OF Delhi	1 - NORTH WEST	SH. C. UDAY KUMAR	District Election Officer	NA	Edit
U05 - NCT OF Delhi	2 - NORTH EAST	SH. G. L. MEENA	District Election Officer	NA	Edit
U05 - NCT OF Delhi	3 - SOUTH	Mr. AMJAD TAK	District Election Officer	NA	Edit
U05 - NCT OF Delhi	4 - CENTRAL	Nidhi Srivastava	District Election Officer	NA	Edit
U05 - NCT OF Delhi	5 - SOUTH WEST	SH. ABISHEK DEV	District Election Officer	NA	Edit
U05 - NCT OF Delhi	6 - EAST	SH.KULANAND JOSHI	District Election Officer	NA	Edit
U05 - NCT OF Delhi	7 - WEST	SHIV KUMAR	District Election Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	SAKSHI MITTAL	District Election Officer	NA	Edit
U05 - NCT OF Delhi	9 - NEW DELHI	SMT. JUHI MUKHERJEE	District Election Officer	NA	Edit
U05 - NCT OF Delhi	10 - SHAHDARA	SH. VISHVA MOHAN	District Election Officer	NA	Edit
U05 - NCT OF Delhi	11 - SOUTH-EAST	SH.B.S. JAGLAN	District Election Officer	NA	Edit

### View & Edit Details

Name

Designation

Date of Joining

Mobile type

Mobile no.

Telephone no. Office  Residence

Fax

Email id Office  Personal

Official Address

Update

- Electoral Registration Officer

Filter Record

District  AC

#### Electoral Registration Officer

State	District	Constituency	Name	Designation	Joining Date	Action
U05 - NCT OF Delhi	8 - NORTH	1 - NERELA	Purva Garg	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	4 - CENTRAL	2 - BURARI	Sh. B. K. Jha	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	4 - CENTRAL	3 - TIMARPUR	Sh. S.S.Rawat	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	8 - NORTH	4 - ADARSH NAGAR	Sh. Deshraj	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	8 - NORTH	5 - BADLI	Sh. Vinender Singh	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	1 - NORTH WEST	6 - RITHALA	Sh.Desh Raj Singh	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	8 - NORTH	7 - BAWANA	Sh. Ajay Kumar	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>
U05 - NCT OF Delhi	1 - NORTH WEST	8 - MUNDKA	Sh.Vijendra Kumar Kajal	Electoral Roll Registration Officer	NA	<a href="#">Edit</a>

#### View & Edit Details

Name

Designation

Date of Joining

Mobile type

Mobile no.

Telephone no. Office  Residence

Fax

Email id Office  Personal

Official Address

- Assistant Electoral Registration Officer

Filter Record

District
--Select District--
AC
--NA--
Go

Assistant Electoral Registration Officer

State	District	Constituency	Name	Designation	Joining Date	Action
U05 - NCT OF Delhi	8 - NORTH	1 - NERELA	SH. RAVI PRAKASH	Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	4 - CENTRAL	2 - BURARI	Sh. Mani Kant Tiwari	Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	4 - CENTRAL	3 - TIMARPUR	PADAM SINGH	Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	4 - ADARSH NAGAR		Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	5 - BADLI	Sh. Jasbir Singh	Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	1 - NORTH WEST	6 - RITHALA	Sh. Harinder Singh	Assistant Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	7 - BAWANA	Sh. Deepak Kumar	Assistant Electoral Roll Registration Officer	NA	Edit

View & Edit Details

Name
SH. RAVI PRAKASH

Designation
Assistant Electoral Roll Registration Officer

Date of Joining

Mobile type
Basic

Mobile no.
9999409264

Telephone no.
Office
Residence

Fax

Email id
Office
Personal

Official Address

Update

Filter Record

AC
-Select AC-
Part

Go

BLO

State	Constituency	Part no.	Name	Designation
U05 - NCT OF Delhi	21 - MATIA MAHAL	9	SONU	BLO
U05 - NCT OF Delhi	60 - KRISHNA NAGAR	87	SAROJ	BLO
U05 - NCT OF Delhi	51 - KALKAJI	6	naor bana	
U05 - NCT OF Delhi	43 - MALVIYA NAGAR	59	DALVIR SINGH	BLO
U05 - NCT OF Delhi	43 - MALVIYA NAGAR	60	B S MEENA	BLO
U05 - NCT OF Delhi	43 - MALVIYA NAGAR	64	SANYOG KUMAR	BLO
U05 - NCT OF Delhi	43 - MALVIYA NAGAR	58	JAI KISHAN	BLO
U05 - NCT OF Delhi	29 - TILAK NAGAR	92	MADHU	
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	2	DHARMENDER KUMAR	BLO
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	3	DILBAGH SINGH MANN	BLO
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	14	RUCHI GUPTA	BLO
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	32	VACANT	
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	35	VACANT	
U05 - NCT OF Delhi	14 - SHALIMAR BAGH	39	VACANT	

- Data Entry Operator

---

## FORMS PROGRESS STATUS

- **Forms Received:** How many forms have been received.
- **Forms Digitized:** How many received forms have been digitized.
- **Form Uploaded:** How many scanned Forms had been uploaded.
- **Documents Uploaded:** How many supported documents like Address Proof, Date of Birth Proof, have been uploaded.
- **Incomplete Forms:** How many forms received, which have incomplete entries in the forms.
- **Assigned to BLO:** BLO having this <number> of form <Form Category> assigned for field verification
- **Field Verified:** Number of field verification already done by BLO.
- **Checklist Uploaded:** Uploaded Checklist after verification by BLO.
- **Hearing Scheduled:** Numbers of cases listed for hearing Scheduled.
- **Pending Decision:** Decision waited for form disposable at their end.  
**Rejected:** How many forms rejected.
- **Accepted:** How many forms accepted.
- **Eroll Updated:** How many applications have already updated in Eroll.
- **Pending Eroll Update:** How many applications still pending to be updated in Eroll.

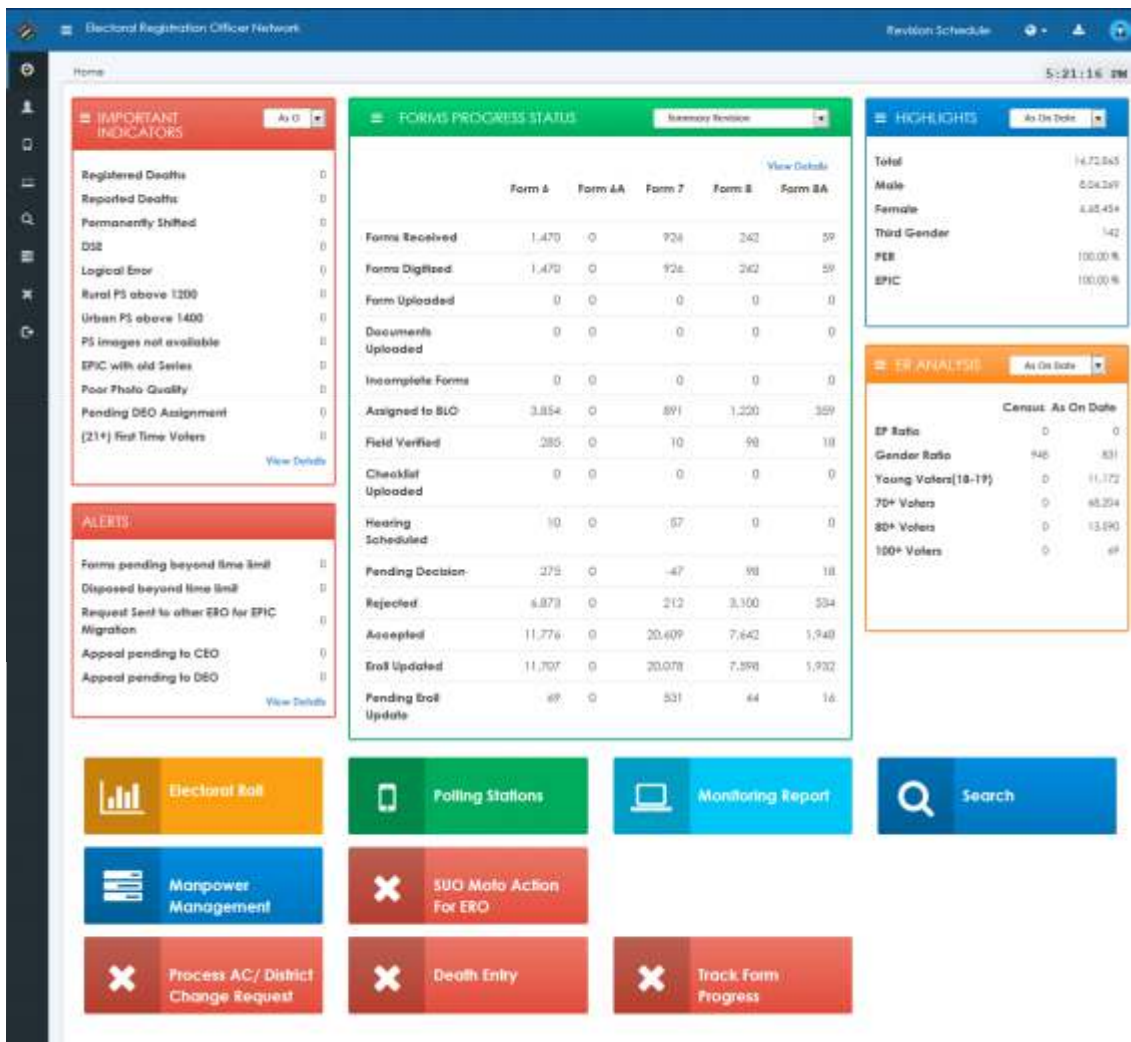


FORMS PROGRESS STATUS		Summary Revision			
		Summary Revision			
		Continuous Updation			
		Date Range			
	Form 6	Form 6A	Form 7	Form 8	Form 8A
Forms Received	13,792	13	3,542	3,220	1,067
Forms Digitized	13,792	13	3,542	3,220	1,067
Form Uploaded	0	0	0	0	0
Documents Uploaded	0	0	0	0	0
Incomplete Forms	0	0	0	0	0
Assigned to BLO	30,543	7	5,959	10,622	3,251
Field Verified	2,495	1	879	1,059	450
Checklist Uploaded	0	0	0	0	0
Hearing Scheduled	2,232	0	2,087	688	78
Pending Decision	263	1	-1,208	371	372
Rejected	53,498	9	3,477	26,357	4,129
Accepted	1,53,100	4	2,60,124	96,720	30,574
Eroll Updated	1,49,927	3	2,36,463	94,928	29,680
Pending Eroll Update	3,173	1	23,661	1,792	894

## 1.6.4 DEO ADMIN

DEOs will be able to perform all operations as CEO but only for their districts. However they will have to perform following operations also

The Dashboard for DEO will be



## i Entry of DEATH ENTRY

Death Entry
[Upload Excel](#)

Registered Death Details

**Elector Details**

State:

AC:

Name:

Father's name:

EPIC Number(if known):

District:

Gender:

Mother's name:

**Registration Details**

Death Certificate no:

Registration no:

Place of Death:

Certificate Issue Date:

Registration Date:

Date of Death:

**Address**

[Reset](#)
[Submit](#)

## ii. Handle appeal put forth to them against the decision of EROs.

Process District/ AC change request

As per the request received from ERO, DEO can process the district/ AC change request.

Home
Select Language
Downloads
Logout

User: District Election Officer

State: Punjab
District: AMRITSAR

**Requests Received :**


From Date: 
To Date: 
[View Report](#)

Ref No	Request Received From				Request Assigned To			Form Type	Action
	AC	District	Userid	Raised On	AC	District	Processed On		
DOC869401505	Amritsar West	AMRITSAR	EROS19A16	06/12/2017	NA	AMRITSAR	N-A	FORM6	<a href="#">Process</a>
OO346062605	Amritsar West	AMRITSAR	EROS19A16	06/12/2017	NA	AMRITSAR	N-A	FORM6	<a href="#">Process</a>
DQT496064086	Amritsar West	AMRITSAR	EROS19A16	06/12/2017	NA	AMRITSAR	N-A	FORM6	<a href="#">Process</a>
OPU253132296	Amritsar West	AMRITSAR	EROS19A16	06/12/2017	NA	AMRITSAR	N-A	FORM6	<a href="#">Process</a>
QIP996753883	Amritsar West	AMRITSAR	EROS19A16	06/12/2017	NA	AMRITSAR	N-A	FORM6	<a href="#">Process</a>

BEAR MET

District / AC Change Process Panel

FORM 6 Submitted: Online Ref no: 0007357910704

Name	: LOVEPREET KAUR	Gender	: F	
File Name	: GURVINDER SINGH	RLN Type	: H	
DOB	: 01/01/1993	Age	: 24	
Mobile No.	: +919855755177	Email Id	: NA	
House No.	: PAND HEIR	Street / Area	: TEHSIL AMRITSAR	
Village/ Town	: AMRITSAR	Post Office	: GUMANPURA	
Pin Code	: 143105			
Part IV Details Name Voter				

Process Request

Request Received From :

District: AMRITSAR  
Assembly Constituency: Amritsar West

Assign To

Assembly Constituency :

00432855703 Jandae AMRITSAR BRIDGEM 04/12/2017 NA AMRITSAR NA FORM6 Process

- iii. Manage the rationalisation where ever and whenever needed.
- iv. Update Part boundaries whenever they are changed.
- v. Update AMF details of Polling stations.

---

### 1.7 Protocol for Security of IT Applications and Data

The security of IT applications is to be ensured at three levels namely Server and Cloud Site Security, Accessibility and Network Security and Operational Security.

- 1. Server and Cloud Site Security:** - The Server and Cloud site security is to be achieved by first getting the application security audited after Alfa testing, installing the application on to a server and carrying out Beta testing along with security protocols (Firewall Security Rules, etc.) and then auditing the complete set up consisting of virtual machines, operating systems, network operating systems, network servers, load processors and the database servers. This is called infrastructure audit. It is strongly recommended to get this security audit done from identified and registered agencies duly approved by Government of India. There are two such agencies, namely STQC and CERT-in. While STQC carries out audit themselves, CERT-in has both the methods of auditing either by CERT-in team or by empanelled vendors.

Once such audit is done, the application is put on live and thereafter it is expected to get protected by spam controllers, anti-virus and access controllers by the Data Centre themselves. Therefore, the role of Data Centre also becomes important. Owing to the condition that the important data should reside on servers and cloud, physically existing in a territory of the nation and the need of involvement of Data Centre for routine security management, ECI prefers to use NIC Data Centre or BSNL Data Centre, being Government owned units. RAIL NET is also coming up with their infrastructure to provide Data Centre services.

While developing IT applications, the concern of the security need is also to be built in. For example, if access of the database on certain fields is happening continuously and with a very short span of milli seconds from the same source, then it is a matter of concern because it could be robo copy. Therefore, accessibility could be protocol based and some critical information fields can be put behind semaphore access, which works as a guard. There are some other rules of building security elements within writing software programmes, which could be used based on the objectivity and functionality of the programme. But majorly, these rules need to be established by observing behavioural pattern of the end users of such IT applications and the special coverage of these users, which will help in building strong security protocol based on geographical range as well. For example, if the user is not expected to be from a particular region of the world, then IPs from that region can be blocked to access the database or the IT application itself.

- 2. Accessibility and Network Security:** - The Accessibility and Network security is the fundamental challenge because it comes in the picture not only to provide the connectivity

---

and its related challenges but also puts the communication in open for hackers, trackers and hawkers to watch such transactions, grab them in between and manipulate packets of the information. The best way is to use encryption for data travelling on to the net. SSL security protocol exists and normally the people follow it. However, the advancement of IT is always a challenge for SSL security also. The other method to control security on the network is to have VPN (Very Private Network) communication, but it will be very costly. Therefore, only certain things can be operated through VPN by limited number of users. ERO Net is secured application built and takes care of network security through SSL.

**3. Operational Security:** - Operational security is the biggest challenge since it deals with variety of types of end users. End users may be IT savvy or may not be as much IT savvy. Also since the users are spread over a large area and the environment of the access point varies from place to place, the challenge becomes more complex. Keeping in mind these factors for ERO Net operations, following protocol and preparation at the field level is expected:

- (i) The hardware such as PC, Laptop or Mobile to be used as the access point for ERO Net by the field functionary should be branded equipment and should have technical specifications as proposed from time to time.
- (ii) The access point hardware should have licensed operating systems. It could be Windows or Linux.
- (iii) It should have proper battery backup with functional SMPS.
- (iv) It should be proper conditioned power supply through UPS. UPS could be online or offline. However, if it is offline, it should have life of minimum 20 minutes and the batteries of offline UPS equipment should be periodically examined and replaced, since battery has the element in UPS providing time duration of 20 minutes or so. If it is not functional, the UPS availability is as good as no UPS connected to the system.
- (v) The access point terminal should have anti-virus.
- (vi) Since the client server architecture is in protocol, the terminal through which ERO Net is being accessed, cannot be a dumb terminal, but has to be an active terminal such as Laptop, PC, Mobile, etc. and cannot be a terminal such as VT 100 etc.
- (vii) It should be connected to 1:1 connectivity for internet access through Wi-Fi, Ether Net or in such standard methods only provided by branded service providers. The user needs to ensure that the connectivity is not less than 512 KBPS at any time. Many a times, ISP provides internet connectivity but that is a shared one. Therefore, it should be made very clear to the service provider that the connectivity expected is 1:1 and it should be live properly in respect of byte per second speed throughout the day.

The operational security also needs periodic checks and routine management. Based on environment, the periodicity of routine checks can be fixed up by respective DIO of the district, down upto ERO and AERO offices. Routine management includes daily practice of switching on and switching off of the terminal. When it is switched on, following simple steps

---

should be checked and connected upon accordingly by the end user:

- (i) After switching on, check if system goes up in a routine manner. If not, system should be switched on in a safe mode, shut down and switched on after that once again.
- (ii) Check if anti-virus is working.
- (iii) Update anti-virus. For this reason, anti-virus should be licenses, valid and available.
- (iv) Check the version of the internet browser and update if it is an old version.
- (v) Open history of the browser and delete all history.
- (vi) Check if icons shown on the Desktop are as they were before shutting down the system on the previous day or session. There could be some icons which may have extension “.ini”, if found, delete them.
- (vii) Clear Recycle Bin Holder.
- (viii) Check if the scanner driver is working.
- (ix) Check the setting for appropriate regional language. If not, then go to Google and download proper language tools such as Key Board, drivers, fonts, etc. In the User Manual, the best types of fonts for all the languages have been mentioned and their availability on the net is also indicated. Refer to it.
- (x) Check the language pin and see if it is functional.

After all these minimum checks only, ERO Net should be logged in. The idle login for more than 9 minutes makes the user logged out by considering it as an idle or dead user. Ensure that the system is logged out after the session is completed.

---

## 1.8 Do's and Don'ts of IT Applications

IT applications can be :

- (i) Stand alone
- (ii) Client Server
- (iii) Web based

For stand-alone IT applications, the security is of concern only if it has a direct connectivity with its suppliers' website. The Do's and Don'ts for such applications are clearly specified in the documentation of such applications. Care is to be taken for making enough amount of memory to be made available in HVD and checking availability of enough RAM. Also from time to time, all open applications and windows should be closed once. It is always customary to clear browser history and delete Temp files on the system.

Utmost care should be taken to check number of files those could be opened or allowed to be opened by the operating system simultaneously, along with number of buffers that the system allocates in total and to each window.

Election Commission of India provides certain IT applications to be operated stand-alone. So far, generation of index card, handling and managing counting related system for verifying round-wise counting and generation of electronically postal ballot, IT applications were provided as stand-alone. From time to time, updates of these IT applications are also provided and are acceptable from download manager provided on ECI website. Access to download manager is restricted and controlled. Only designated officials are permitted to download through OTP, for which their mobile numbers need to be kept updated in respective control tables.

The client server IT applications are not promoted or used by ECI any more.

There are plenty of web applications being provided by ECI and some having developed by various States themselves. Following care has to be taken while handling any such web applications related with election activities:

- (i) Appropriate specification or a PC or Laptop or Table need to be verified. From time to time, for various applications, specifications are quoted in the respective document. Normally, ERO offices or RO offices operate with Personal Computers and the typical specification of such PC is :



---

Intel Machine,

P-V or above.

4 GB RAM

Minimum 500 GB Hard Disk

Minimum 2 USB Ports

Minimum 2 MB Connectivity

- (ii) The PC should be provided with offline or online UPS. If the UPS is an offline UPS, it should be minimum 800 VA. As soon as power is off, the data should be saved and the user should log out from web application, if online power is not up. The battery of such UPS should be checked monthly by the maintenance person and replace if it is not providing enough power to operate the PC. Normally, PCs do have SMPs but it should not be mistaken as UPS.
- (iii) The power provided to the building within which office of ERO or RO are situated, should have conditioned power supply and it should never show more than 5 volts between neutral and earth. A very strict instruction should be given to Electrical Engineer responsible for maintaining the power supply for:
  - (a) To ensure zero voltage between neutral and earth
  - (b) Always right point of the plug should be live and left point should be neutral, with earth at the top.
  - (c) The line through which power is being provided to computer equipment, which includes printer, scanner, etc., should be through proper MSB.
  - (d) The wiring should be proper wiring.
  - (e) The earth pit should be kept wet, particularly during summer season.
- (iv) The operating system of the PC should be licensed version. Licence would either be life-long or if taken as a service, then its periodicity is maintained properly so that at no point of time, the operating system is out of its licence.
- (v) Version of operating system should be kept updated throughout.
- (vi) PC should have appropriate anti-virus.
- (vii) Anti-virus should be licensed and updated every day. It should be a point in SOP for operators of the PC to update anti-virus every day.

- 
- (viii) The fire wall settings of the PC should be proper and as per the directives of the manufacturer of the operating system.
  - (ix) The internet connectivity to ERO Office should be minimum 1 MBPS 1:1.
  - (x) The connectivity to DEO Office must be 1:1 2 MBPS minimum.
  - (xi) DIO should be made responsible for issuing instructions to operators of PCs in ERO Offices and DEO Offices and he should inspect the availability and should also check follow-up of SOPs.
  - (xii) CEO should liaison with SIO for sorting out networking issues in the State and to take a review every month.
  - (xiii) DEO should liaison with DIO for upkeep of network within the district.
  - (xiv) DIOs should report to SIOs about the technical issues being faced – particularly with networking and SIOs need to attend to it. After not solved, issues should be raised to DG, NIC, with a copy to ECI.
  - (xv) If States are using Data Centres either as a service or through NIC, there should be a clear SOP for:
    - (a) Infrastructure certification verification
    - (b) Security certification of IT applications being run on the Data Centre.
    - (c) Security of the database.
    - (d) Maintenance of DR of the database.
    - (e) SOP for periodic visit of officer or set of officers to check the Data Centre physically.
    - (f) Taking log records of uses using databases and IT applications from the Data Centre and review it to find out the behaviour pattern of the user and find out if unauthorized users are trying to access Data Centres for the want of their data.
    - (g) Any anomaly found or unacceptable should be brought to the notice of SIO, in charge of the Data Centre, CEO and if required ECI, to seek their advice for mitigating any related issues.
    - (h) It is very much necessary that the control tables be kept updated in respect of special information, the details of officials related with election duties, personal information such as mobile number, e-mail Ids of EROs, AEROs, DEOs, etc. Since many IT applications are login through OTP, updating of all mobile numbers on to

---

the control table is most essential.

### **Don'ts**

- a. Never leave the system without logging it out.
- b. Never login with half preparedness.
- c. Never login to web application before checking health of the PC or Laptop or any other such device. Health check includes power back up, health of OS, checking of viruses on the PC through anti-virus software, availability of RAM etc.
- d. Never switch on the PC if UPS is not functioning.
- e. Periodic check should be done for checking if right side of the power point is “live” and left one is “neutral”, because many a times, during repairs, “Linemen interchange these points.
- f. Ensure that equipments such as PCs, Printers, etc. are not getting heated up extraordinarily and don't use the system, if so.

---

## 2.1 IT Infrastructure For ERO Net

For smooth functioning of ERO Net a minimum level of IT infrastructure is expected at different levels as stated below:

- Adequate number of Desk Top/ Lap Top Computers depending on the workload with minimum 4 GB RAM, 500 GB HTD, 128 KB Cache, minimum P IV Processor (or higher).
- Deskjet Printers in adequate number depending upon the number of persons authorized to take prints.
- Standalone Scanners if not available with printers. ERO Net also has a provision to scan documents and photographs using mobile phone camera)
- Software
  - Licenced version of latest Window Operating system, It may be noted that Microsoft has stopped support Windows XP and lower versions of OS.
  - Adobe Acrobat latest version,
  - Latest licensed Antivirus software.
- Reliable Internet connectivity of minimum bandwidth,
  - At CEO Offices: minimum 4 MBPS, 1:1 throughout the day
  - At DEO Offices: minimum 2 MBPS, 1:1 throughout the day.
  - At ERO Offices: minimum 1 MBPS, 1:1 throughout the day.
- Uninterrupted power supply connected through conditioned unit to all PCs. The UPS should have live batteries. It may be noted that the life of the battery is variable depending on power supply conditions and may demand change earlier than its prescribed life based on number and duration of failures of electricity supply. The number of charging and discharging cycles for the battery are fixed. Also the parameter ampere hour of the battery indicates its capacity to provide power for definite number of hours, before it discharges to full. Once 100%
- Smart mobile phones to supervisory officers who need to use ERO Net Mobile App.

---

## 2.2 Capacity Building of IT Manpower including Programmers & Data Entry Operators

To implement ERO Net in an effective and hassle-free way sufficient IT personnel namely Programmers are required to be deployed at CEO office and DEO office while Data Entry Operators in sufficient number depending on the workload and phase of the ER revision are to be deployed at DEO office and ERO office. A compulsory one day training need to be given to each of the programmer and Data Entry Operators before they are asked to work on ERO Net. Training is to be imparted by SLMT, DLMT and ACLMT at CEO, DEO and ERO level respectively. These Master trainers are being given thorough training at ECI during April-May 2018 and refresher training to Master trainers would be given from time to time depending on the need. Training material is being put on the ERO Net portal and would be available on ECI website too in downloadable pdf format and E book format. CEOs may get sufficient number of Handbooks for Programmers and Data Entry Operators printed depending on local requirement.

### (1) At CEO Offices

State Informatics Officer (SIO) from NIC shall be involved to ensure proper internet connectivity at all levels through state. SIO may also help in maintaining security of Network, Database and IT Applications. Adequate numbers of Programmers need to be deployed having proper skill set.

#### (a) Educational Qualification :

Minimum Graduate in Engineering with Computer Science, Computer Technology or Computer Engineering, or equivalent.

#### (b) Skill Set:

DOT NET, MS SQL, Java and Reports.

### (2) At DEO Offices

District Informatics Officers (DIOs) are deployed in each District from NIC. Depending upon the workload to DIO in the district, additional Support Engineer of the qualification and skill sets specified above for CEO Offices need to be deployed. DIOs, however, will have to discharge the duty of technical support to DEO and ERO Offices within his district. DIO should regularly and periodically visit ERO and AERO Offices to check infrastructure, capacity of manpower and provide technical support. At least one Data Entry Operator may be deployed at DEO Office. The Data

---

Entry Operator should be Graduate, certified Data Entry Operator on Computer and should have a minimum 40 words per minute typing speed. He should also be computer savvy and certified operator.

### **(3) At ERO Offices**

ERO Offices need to have appropriate number of Data Entry Operators. However, one Data Entry Operator has to be compulsorily available throughout the year and he should perform only electoral roll related activities. Depending upon the activities, number of Data Entry Operators could be increased periodically for a specific period within a year. The Data Entry Operator should be Graduate, certified Data Entry Operator on Computer and should have a minimum 40 words per minute typing speed. He should also be computer savvy and certified operator.

As stated above, whenever Data Entry Operator is taken for the first time, he should be given induction training for at least a day indicating him all the ER operations and the mistakes which a Data Entry Operator usually commits. It should also be ensured that he is well conversant with the local language (appropriate Indian language for the AC) on computers. His ability for transliteration in English should also be checked and be educated accordingly.

---

### 3.1 Daily & Periodical Operations

#### Data Entry Operator

- Check computer system, internet speed and browser history deleted on daily basis.
- Daily total no. of forms (6, 6A, 7, 8 & 8A) received and digitized.
- Check for any update available for user software's like operating system, browser, antivirus etc. on periodically basis.
- Ensure that number of hard copy forms received is update on ERO net Portal daily.
- Match this number periodically with second point above to ensure that all forms are digitized.
- Scanning for documents should be done with 200 DPI only.
- Verification related documents should be scanned black and white
- Photograph should be scanned in colour gray scale with 200 DPI only.
- DO NOT CHANGE THE DIMENSION OF THE PHOTOGRAPH. IT SHOULD BE AS RECEIVED ONLY.
- Check Battery of of offline UPS used.
- Inform any technical issues to DIO immediately and seek his help to resolve.
- Check network speed available daily and maintain a record. It should be shared periodically with DIO and ERO.
- Entry of BLO report and its scanned copy is uploaded in ERONet in time.

#### ERO Office

- Monitor the progress of form processing weekly. If anomalies or delays are seen then interact with BLO on phone or in personal meeting at least once a month.
- Ensure maintenance and upkeep of Computer, printer, UPS and scanner in office.
- Ensure continuous and conditioned electricity power supply.
- Ensure verification of Data entry operator on his joining. As far as possible maintain his services for longer period.
- Ensure induction training programme for Newly joining Data entry operators and BLOs. Educate them about ER processes completely. Never allow Data entry

---

operator to copy downloaded information from EROnet to be taken away from the office.

- Verify BLA and enter and keep his details updated.
- Form disposal, Appeal Cases, EPIC Generation, Updating E-roll, on daily basis.
- Gender Ratio, EP Ratio, Age Cohort etc of respective AC on periodically basis.
- Appropriate specification of a PC or Laptop or Table need to be verified on periodically basis.
- Review ER health parameters once a month and prepare a plan for improving it.

### CEO/DEO Office

- Checking the disposals of forms, Managing Formats, Checking of Synchronization Services, and Infrastructure at CEO/DEO Offices on daily basis
- Schedule Hearing Cases, Manpower Up-dation/Control table, Polling Station Up-dation, Enabling/Disabling of Form Processing, Special form's Enable/Disable, ER Operations Enable/Disable on periodically basis.
- Review ER health parameters once a month and prepare a plan for improving it.
- DEOs should take meetings with DIO and review network connectivity and availability every week once at least.
- CEO should review Network and internet connectivity with SIO every month and plan for improvement.
- Monthly progress and Action Taken report on following should be submitted to ECI
  - Complaint disposal
  - Form processing
  - ER health improvement methods adopted
- Ensure availability of Data Entry operator at ERO and DEO offices
- Ensure timely payments to BLO and BLO Supervisors.



---

# CONTROL TABLE DOCUMENT

---

---

### 3.2 Control Tables for EROLL

Control Tables having the Database Name as ECI CONTROL TABLE. It contains the master Tables like AC\_LIST having AC name, PC\_LIST having PC Name etc. It Consists of 19 Master Tables. It also contains the Mapping of Revenue System Elections and Parliamentary election Systems as well as Assembly Election system.

Control Tables has the master tables . They are used to print the electoral roll by combining the personal information and Demographical information.

#### Control Tables have the following Tables.

- |                    |                         |
|--------------------|-------------------------|
| 1. STATE LIST      | 11. TEHSILS             |
| 2. PC LIST         | 12. RIS (KANONGOCIRCLE) |
| 3. DISTRICTS       | 13. TOWNS               |
| 4. AC LIST         | 14. WARDS               |
| 5. POLLING STATION | 15. VILLAGES            |
| 6. SECTIONS        | 16. PANCHAYATS          |
| 7. BLOCKS          | 17. PATWARI CIRCLE NO.  |
| 8. PS BUILDINGS    | 18. POST OFFICES        |
| 9. DIVISIONS       | 19. POLICE STATIONS     |
| 10. SUBDIVISIONS   |                         |

Control Tables are used with Eroll Tables to print the electoral Roll . State List Table contains State name, State Code , State name In Vernacular , STATE/UT, Big or Small state(Y/N) etc. PC List contains PC Name, PC Name in Vernacular, PC \_no, state code for relation to the table State List, pc type etc. AC LIST contains AC Name in English, AC Name in Vernacular, ac no ,Epic prefix for particular Ac , Dist no, state code for find out relation which Ac belongs to particular state. Districts List contains dist no, district name, state code, district name in vernacular language. Polling station is the table containing state code, ac no, part no, part name in English, part name in vernacular, polling station type, category of polling station. PS buildings contains latitude ,longitude for finding location of polling stations, polling station building name in English, polling station building name in vernacular. Each part is divided into sections. So the section list table contains state code, section No, AC no, part no, section name in English, section name in vernacular.

Control Tables have the mapping of Election Districts and Revenue Districts. In Control Tables , Divisions Tables contains state code and divisions no, division name, division name in vernacular. Subdivision Table contains state code, division no, sub division no,

subdivision name, subdivision name in English. Districts Division mapping table have mapping between districts and divisions. It contain state code, District No, division No. Tahsils table contains tahsil No, state code , District No, division no, sub division No, Tahsil name in English, tahsil name in vernacular. The remaining tables villages , Wards, Towns, Panchayats, police stations, post office etc. have the mapping of village , ward, towns, panchayats, police stations etc.

### Use of Control Tables:-

- a) Control Tables manages the master information.
- b) Control Tables used with the Eroll to print electoral roll.
- c) Control Tables used in rationalization of polling station.
- d) Control Tables are used in Integration.
- e) Control Tables used to filter records by giving the option to choose the state, Assembly from which the elector belongs. Elector can search their Name in Electoral roll by giving information either by epic or by name ,relative name, dob, age, gender, state, district, assembly.
- f) Control Table have the mapping of Districts in Which One Assembly is divided into two Districts or vice versa.
- g) By Using Control Tables, we provide the CEO, DEO, ERO login to view the reports belonging to their state, district, assembly respectively.
- h) By using control tables, we are locating the location of polling station by capturing longitude, latitude of polling station.

CONTROL TABLES	
1) STATE LIST	13) TOWNS
2) PC LIST	14) WARDS
3) DISTRICTS	15) VILLAGES
4) AC LIST	16) PANCHYATAS
5) NEW PARTLIST	17) PATWARICIRCLENo
6) SECTIONS	18) POST OFFICES
7) BLOCKS	19) POLICE STATIONS
8) PS BUILDINGS	
9) DIVISIONS	
10) SUBDIVISIONS	
11) TEHSILS	
12) RIS ( KannongoCircle)	

**Fig 1 . Control Tables**

---

## Process of Updation on Control table

There are thus two categories of the control tables

1. Control table for maintaining the personal details of officials involved. E.g. BLO, BLO supervisors, AERO, ERO, DEO, CEO etc. The information about these officials is to be captured and updated in control table in respect of their full names, mobile numbers, email ids, position, category of services they are from etc. For Data entry operators it is essential to provide their verification details if they are taken from private organizations.
2. For spatial details, such as State to Districts, Revenue districts to Election Districts, Election Districts to ACs, PCs to ACS, ACS to parts and Parts to sections and Polling stations to polling station locations, the complete details along with postal addresses is needed to be updated.
3. Part details, section details, Part and section mapping, Part and polling station mapping etc will be updated by EROs.
4. Police Station and Post office details would be updated by EROs
5. Polling station Location and polling station mapping will also be done at ERO level and it has to be as per the approved polling stations and their locations by DEOs.
6. Section mapping should be done such that when Door number house number and Building number (if needed) are added to Section address, the complete postal address of the elector should get generated.
7. For 5 above, it is required to update section address in the control table first with clear knowledge.
8. If sections are to be formed, then first section is to be created in control table and then only it will be available in drop down to AERO for assigning it to the applicant when his application is being recommended for approval to EROs.
9. Personal details of ERO/AERO will be updated by DEO, Personal details of Dy DEO and DEO would be updated by CEO and Personal details of CEO and Nodal officer would be updated by Zonal Secretaries of ECI.
10. CEO Admin can have access to the table maintaining the process flow and assigning of rights and he can assign rights to various officials. E.g. if updation of polling station location is to be given to ERO or AEROS, CEO admin can update rights table and manage localized method of process flow.
11. After final publication and before conduct of elections, if auxiliary polling stations are created with due approvals, then respective polling stations would be marked and updated as aux polling stations by DEOs/EROS.

### 3.3 UPDATING POLLING STATION

Polling stations should be set up in such a manner that ordinarily no voter is required to travel more than two kilometres for recording his vote. In sparsely populated, hilly or forest area this rule may have to be relaxed; but in order to avoid voters having to walk unduly long distances, polling stations in such cases may be set up for a smaller number of voters than usual.

In urban areas, not more than four polling stations and, in rural areas, not more than two polling stations should be located in the same building in any case, in order to avoid overcrowding and to facilitate maintenance of peace and order.

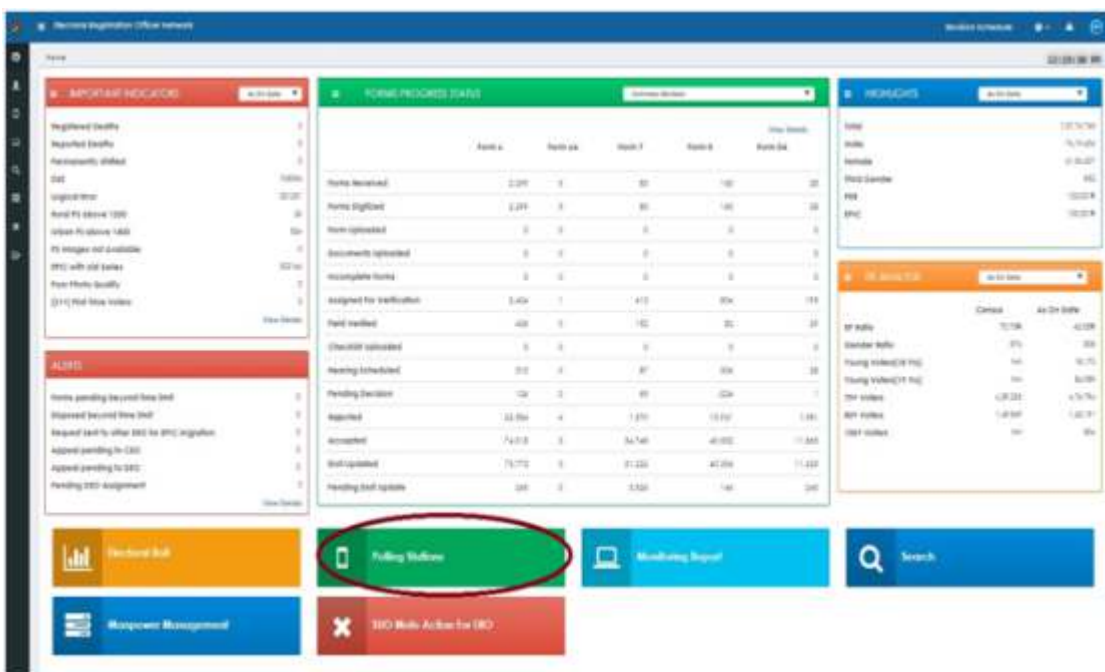
In case no suitable buildings either Government or private are available the polling station can be located in the temporary structures but, as far as possible, this should be avoided as it involves considerable expenditure to Government and is also open to other risks like heavy rains, fire, etc.

The main objectives are as follows:

1. Creation of New Polling Stations / Parts.
2. Deletion of existing Polling Stations / Parts.
3. Merging of Polling Stations / Parts.

This exercise is conducted before publication to limit the total electors up to 1500 within each part.

When click on polling station tab it Shows



The screenshot displays the 'Polling Station Management' software interface. The top navigation bar includes 'Home', 'Polling Station', 'Monitoring Report', and 'Search'. The main content area is divided into several sections:

- IMPORTANT INDICATORS:** A summary of key metrics such as Registered Electors, Reported Electors, and Pending Assignments.
- FORMS/PENDING JOINS:** A table showing the status of various forms and pending joins across different polling stations.
- MESSAGES:** A section for managing messages and notifications.
- ALERTS:** A section for managing alerts and notifications.
- Polling Station:** A section for managing the details of individual polling stations, including their location, capacity, and status.

The 'Polling Station' tab is highlighted with a red circle, indicating it is the active section.

- **Polling station details:** It contains total polling stations of Urban and rural, polling station location, PS No. , Number of PS location with more than 1PS, 2PS, 3PS, 4PS, 5PS, 6PS, 7PS, 8PS, 9PS.

Polling station Details												
Total Polling Stations		PS Locations	PS No.	No. Of PS Locations with more than								
Urban	Rural			1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS
162914	439431	449775	979548	368332	54427	12721	6550	2764	0	0	0	0
Polling Station Not in Government Building										00		

- Rural and urban polling stations with elector count

Rural & Urban Polling Stations With Elector Count									
Sr No.	Type	Electors							
		<=300	301-1100	1101-1200	1201-1300	1301-1400	1401-1500	1501-1600	>1600
1	Rural	00	00	00	00	00	00	00	00
2	Urban	00	00	00	00	00	00	00	00


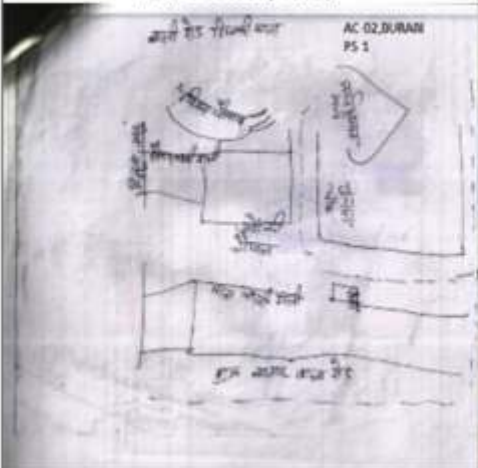

- Improved maps

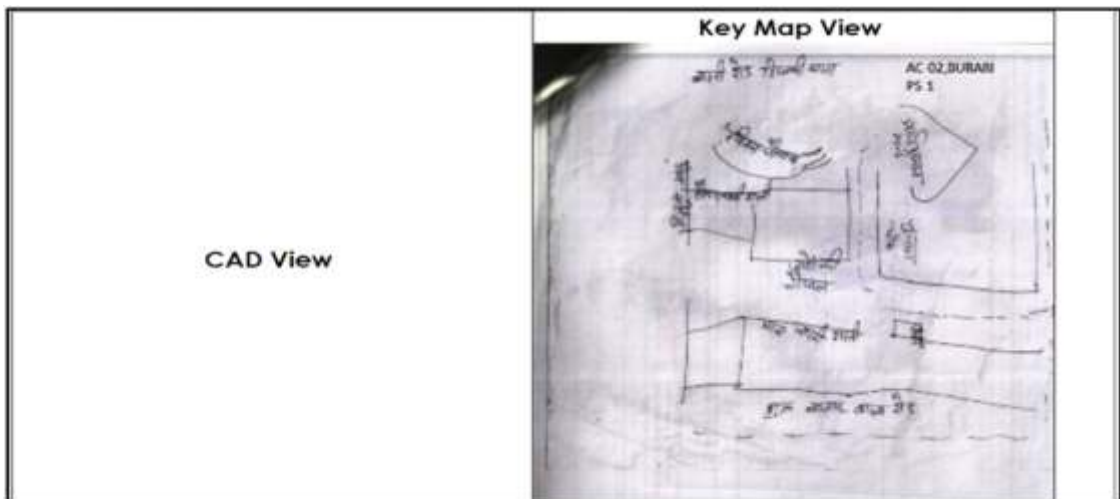
Improved Maps							
	Total Polling Stations	Google Map View	Google Satellite View	Part Boundry Map	Building Front View	CAD View	Key Map View
With Map	8,85,217	8,18,684	8,20,740	00	7,75,941	6,33,186	7,18,436
Without Map	00	00	00	00	00	00	00
Details							

While go in right side option DETAILS it shows

STATE : NCT OF Delhi	DISTRICT : CENTRAL	AC : BURARI
PART : I-VILLAGE MUKHMELPUR	<input type="button" value="Go"/>	

Then Select DISTRICT, AC, Part and then click on GO. It shows **NAZARI NAKSHA**

NAZRI-NAKSHA	
State Name : NCT OF Delhi District Name : CENTRAL Ac Name : BURARI Part Name : VILLAGE MUKHMELPUR	
<p>Google Map View</p> 	<p>Google Satellite View</p> 
<p>Part Boundry Map</p> 	<p>Building Front View</p> 



- Assured Minimum Facility

Assured Minimum Facility							
	Provision for ramp	Provision for drinking water	Adequate furniture	Proper lighting	Help Desk	Proper signage	Toilet
With AMF	7,06,615	7,36,904	7,17,519	6,78,841	0	7,33,885	7,37,429
Without AMF	48,144	17,855	37,240	75,918	0	20,874	17,330

- Extended Minimum Facility

Extended Minimum Facility			
EMF	Count	EMF	Count
Building Quality	7,18,703	PS with ramps for disable	7,06,615
PS with less than 20 sqmts	7,18,658	PS buildings with Adequate furniture	7,17,519
PS buildings is dilapidated or dangerous	16,867	PS with shade/shelter for protection from sun/rain etc.	6,52,854
PS is in Govt building/Premises	6,91,420	PS with proper road connectivity	7,41,683
PS located in an Institution/religious place	7,84,85	PS where voters have to cross river/vally/ravine or natural obstacles to reach PS	28,807
PS in School/College building	7,24,721	PS with Leddlies	1,81,791



Electoral Registration Officer Network

Revision Schedule

6/27/22 PM

Home > Polling Station Details

Polling station Details

Polling Stations			Total Polling Station Locations	No of Polling Station Locations with more than								
Urban	Rural	Total		1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS
5,14,636 (55.3%)	1,74,223 (18.8%)	7,10,859	6,29,880	5,14,082 (55.4%)	70,227 (77.7%)	19,439 (21.5%)	9,920 (10.9%)	4,528 (5.0%)	2,727 (3.0%)	1,549 (1.7%)	1,112 (1.2%)	3,089 (3.4%)
Polling Station Not in Government Building												57482

Details...

Polling Station with Section Details

Add / update sections

Total Polling Station		No of Polling Station with more than								
		1 SRC	2 SRC	3 SRC	4 SRC	5 SRC	6 SRC	7 SRC	8 SRC	9 SRC
35	95 (50.0%)	00 (00.0%)	95 (50.0%)	00 (00.0%)	95 (50.0%)	00 (00.0%)	95 (50.0%)	00 (00.0%)	95 (50.0%)	00 (00.0%)

Details...

Probable Polling Station Details

Total	With Image	With Left Lang
30	00 (00.0%)	00 (00.0%)

Details...

Rural & Urban Polling Stations With Elector Count

Sr No.	Type	Elector									
		<=300	301-1100	1101-1500	1501-1900	1901-2400	2401-2800	2801-3400	3401-4000	4001-4600	4601-5200
1	Rural	2,41,919 (50.7%)	2,53,532 (56.1%)	26,347 (25.7%)	19,894 (22.2%)	8,198 (25.6%)	2,294 (50.2%)	879 (50.0%)	471 (50.0%)		
2	Urban	374,000 (50.0%)	1,09,474 (55.4%)	17,291 (27.7%)	14,170 (21.4%)	13,794 (21.7%)	8,143 (25.3%)	2,454 (21.2%)	3,210 (20.2%)		

Details...

Improved Maps

	Google Map View	Google Satellite View	Part Boundary Map	Building front view	CAD View	Key Map View
With Map	6,29,889 (56.2%)	9,29,911 (56.1%)	5,51,567 (50.4%)	9,18,323 (54.0%)	7,91,747 (51.2%)	5,47,048 (56.4%)
Without Map	27,142 (25.6%)	27,230 (25.8%)	91,674 (89.5%)	38,419 (54.3%)	1,82,394 (55.7%)	1,30,093 (53.2%)

Details...

Assumed Minimum Facility

	Provision for ramp	Provision for drinking water	Adequate furniture	Proper lighting	Help Desk	Proper signage	Total
With AMF	9,33,551 (55.54%)	9,43,044 (55.54%)	9,43,220 (55.53%)	9,25,435 (55.48%)	00 (00.00%)	9,39,564 (55.33%)	9,43,043 (55.54%)
Without AMF	43,340 (24.46%)	14,287 (21.44%)	33,921 (23.47%)	71,893 (27.52%)	9,77,141 (100.00%)	17,577 (21.65%)	14,298 (21.44%)

Details...

Extended Minimum Facility

EMF	Count	ENF	Count
Permanent Building in Good Quality Condition	9,79,567 (100.00%)	PS with permanent ramp	9,33,551 (55.54%)
PS with less than 20 signs	9,44,050 (56.6%)	PS buildings with Adequate furniture	9,43,220 (55.53%)
PS buildings is (Rapidated or dangerous)	2,61,417 (25.73%)	PS with shade/shelter for protection from sun/rain etc.	8,79,594 (90.02%)
PS is in Govt building/Premises	9,17,639 (55.91%)	PS with proper road connectivity	9,44,052 (56.6%)
PS located in an institution/helious place	2,12,156 (21.55%)	PS where voters have to cross river/canal/hoose or natural obstacle to reach PS	2,43,267 (24.94%)
PS in School/College building	9,31,104	PS with Landline Telephone/Rax Connection	4,10,035 (43.48%)
PS in Ground floor	9,44,188 (56.58%)	PS with Mobile Connectivity	9,28,749 (55.11%)
PS having separate door for Entry and Exit	7,68,799 (75.48%)	PS with Internet Facility	4,14,096 (43.38%)
Political Party Office Situated Within 300 meters of PS premises	2,91,715 (29.88%)	PS with Proper Signage of Building name and Address	9,39,564 (55.20%)
PS having drinking water facility in the premises	9,43,044 (55.54%)	PS with in LMS/Insurgency affected area	2,97,174 (26.32%)
PS having Electricity Supply	8,85,095 (90.89%)	PS with Forest/Semi-Forest area	2,40,834 (24.48%)
PS buildings having Proper lighting/Furniture etc.	9,68,639 (55.48%)	PS in vulnerable Critical Location	3,70,962 (37.7%)
PS buildings with Toilet(Male/Female)	9,43,043 (55.54%)	Sensitive/Highly Sensitive PS	3,14,436 (32.18%)

## ADD / UPDATE SECTIONS

Director Registration Officer Helpline

Revision Schedule

STATE: JODHPUR & ESIAPUR DISTRICT: DOGA AC: DOGA

Part No: PAKHOTA

ADD SECTION +

VIEW

Section No	Section Name	Action
1	SUNDHARA	EDIT DELETE
2	KAKHOTA	EDIT DELETE
3	DHEETA	EDIT DELETE
4	DUGGA BANJAR	EDIT DELETE
5	NEHOTA	EDIT DELETE
6	SANGHOTE HELA	EDIT DELETE
7	CHAMELARA	EDIT DELETE
8	KASAL	EDIT DELETE

## MODIFY SECTION

Director Registration Officer Helpline

Revision Schedule

STATE: JODHPUR & ESIAPUR DISTRICT: DOGA AC: DOGA

Part No: PAKHOTA

ADD SECTION +

VIEW

Modify CT

Add Section Details below :-

Section No: 1

Section Name: SUNDHARA

Save

Section No	Section Name	Action
1	SUNDHARA	EDIT DELETE
2	KAKHOTA	EDIT DELETE
3	DHEETA	EDIT DELETE
4	DUGGA BANJAR	EDIT DELETE
5	NEHOTA	EDIT DELETE
6	SANGHOTE HELA	EDIT DELETE
7	CHAMELARA	EDIT DELETE
8	KASAL	EDIT DELETE

# ADD SECTION

Dashboard/Registration/CPD/CPD Network

Division Schedule

8:53:28 PM

Modify CT

Add Section Details below :

Section No.

Section Name

Save

Section No				Action
1	20200001	20200001	2020	2020
2	20200002	20200002	2020	2020
3	20200003	20200003	2020	2020
4	20200004	20200004	2020	2020
5	20200005	20200005	2020	2020
6	20200006	20200006	2020	2020
7	20200007	20200007	2020	2020
8	20200008	20200008	2020	2020

---

## 4. Citizen Centric Services related to Electoral Registration

Registration of eligible citizens, removal of deceased electors and corrections in entries and updating ER entries are done on a continuous basis to keep the Rolls up-to-date and error-free. With an aim to provide better citizen-centric services, the Commission has established Integrated Contact Center System comprising of NCC at Delhi, SCCs at all state/UT headquarters and DCCs at every District. Many crores of applications in various forms are processed by electoral officers every year. To effectively redress all ER-related grievances, to take suggestions and to give information on the electoral registration-related enquiries, Commission has now decided that ICCs will now take up these responsibilities through NGSP and have access to NVSP and ERO Net. View only rights on ERO Net and log-in access to NVSP as ICC agents are being given to ICC agents so that they can effectively handle all queries from citizens related to pending applications under process and also the Electoral Roll-related issues through NVSP. As overall time lines for processing various forms, monitoring dashboards are being provided at all levels and alerts and notifications have been fixed by the Commission, timely disposal of forms at all level shall be ensured by electoral officers.

### 4.1 Integrated Contact Centre

#### 4.1.1 Introduction

Integrated Contact Centre (ICC) is a seamless and Integrated Help Desk-cum-Call Centre-cum-Single Window system. The facility is meant for all stakeholders like Citizens, Electors, Political parties, Candidates, Media and Election officials at National, State and District level. The ICC enables citizens to get quality and time-bound services for election-related matters.

#### 4.1.2 National Contact Centre

Every vote counts. And so does every voter. Serving every elector flawlessly is the commitment of Election Commission of India that it has lived up to time and again. The Commission has added another feather to its cap with the setup of National Contact Centre and a toll-free No. 1800111950. Now any citizen from any part of the country can call on the toll-free in English or Hindi with any query or complaint at any time of the day. Callers can enquire on subjects such as elections, EVM/VVPAT, voting dates, EPIC, electoral roll, online registration and lodge a complaint or raise a query by simply dialing in to the toll-free no. Not only this, executives at NCC also make outbound calls for educating the electors and spreading voter awareness.

The Integrated Contact Centre is operated on a National Grievance Redressal System Software. This software is a single window platform to manage complaints and feedback received through calls, emails, SMS and website access in an integrated and time-bound manner. Callers may connect with the executives to register a complaint and know about

---

its status of receipt and disposal as well as to give suggestions and feedback at every step of the way.

The Contact Centre is Commission's step forward towards bringing about electoral reforms where citizens and officials are empowered to monitor and report any anomaly or violation of ECI instructions in the field before, during or post elections. The citizen observer may notify the same to Contact Centre for necessary action to be taken while caller's identity is kept anonymous. The Contact Centre houses trained executives who have domain knowledge and answers to FAQs by citizens. They have instant access to ECI web portals for responding to queries and dispensing required information about the electoral process.

#### **4.1.3 State Contact Centre**

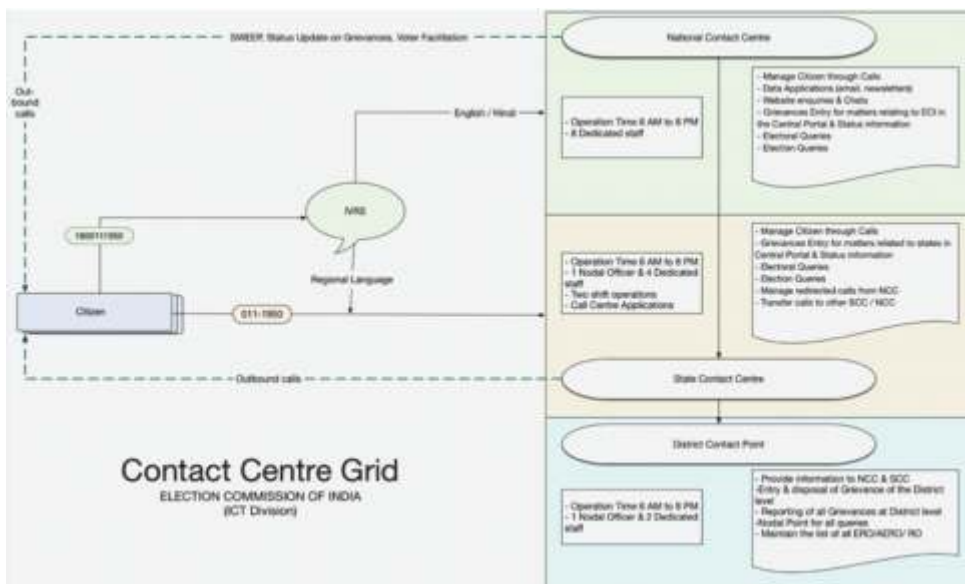
Each state and UT had setup and operationalized dedicated State Contact Centre (SCC) and District Contact Centre (DCC) to ensure seamless flow of information across the contact centers for handling issues/ query from citizens.

State Contact Centre functions during working hours and working days of the state with a dedicated IT & communication structure. They have translated all the documents available at NCC in the respective regional languages. SCC will continue to take direct calls from citizens in all regional languages of the state in their respective toll-free numbers and all redirected calls from National Contact Centre. State Contact Centre will only use National Grievance Redressal System software to lodge all Grievances.

#### **4.1.4 District Contact Centre**

Each District have dedicated official at the District level to respond to any queries emanating from NCC and / or SCC. Suitable Deputy District Election Officer (Dy. DEO) is to be nominated by District Election Officer (DEO) as the DCC with requisite IT and communications facilities. All information to NCC and SCC pertaining to that District including grievances disposal status will henceforth be provided by DCC.

With operationalization of Integrated Contact Centre, ECI is able to provide multilingual support to all the citizens across the nation in a decentralized and integrated manner.



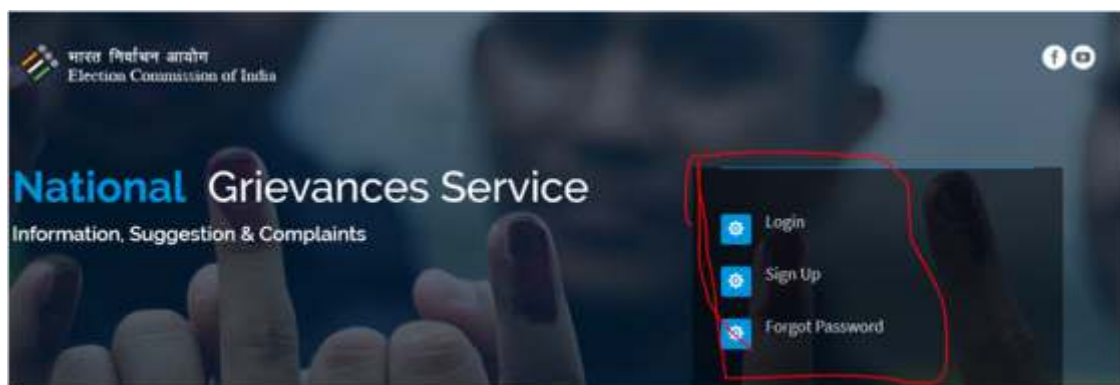
## 4.2 NGS Portal: Workflow



- Go <http://eci.nic.in/eci/eci.html>
- Click on Highlighted above



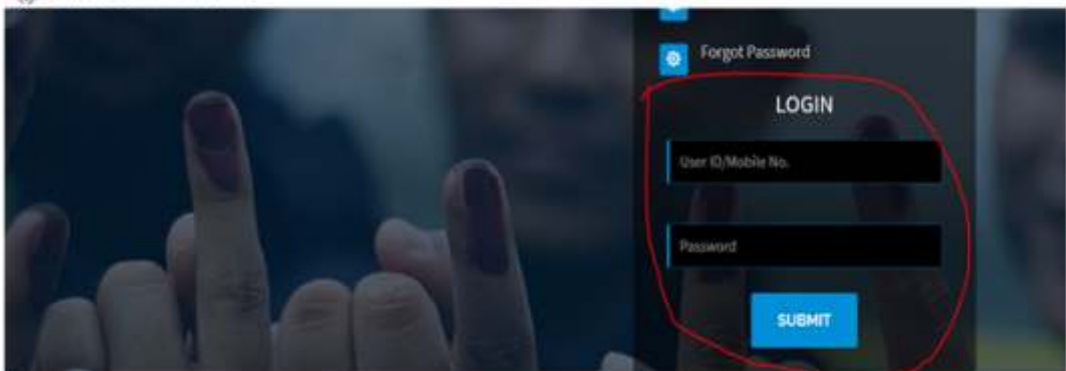
- Click on Highlighted above



#### Above In Highlighted portion

- Existing User Click on Login
- New User Click on Sign Up
- If you forgot password than click on Forgot Password





- Existing User fill your credential
- Then click on Submit button



- If successfully login than above screen appear.



- If you want to register complaints than click on Highlighted button and fill the details and submit.



Election Commission of India  
भारत निर्वाचन आयोग

National Grievances Service  
Information, Suggestion & Complaints

Home Complaint Suggestion / Information My Account

Select Language Select Language

Register New Complaint  
My Complaints

Welcome PUNEET SAINI

Select Complaint Status: ALL Show

26 Record(s) Found

Complaint ID	Logging Date	Subject	Examined Date	Status	Action Taken	View	Print	Review Status
MSB-639620	Jan 22 2018 12:03PM	NONRECEIPT OR COUPONS DISTRIBUTION	07-04-2018	Closed	RESOLVED FOR FRAG			Closed
MSB-639620	Jan 22 2018 12:03PM	NONRECEIPT OR COUPONS DISTRIBUTION	07-04-2018	Closed	RESOLVED FOR FRAG			Closed
MSB-441920	Jan 22 2018 9:03AM	NONRECEIPT OR COUPONS DISTRIBUTION	07-04-2018	Closed	Test			Closed
MSB-441920	Jan 22 2018 9:03AM	NONRECEIPT OR COUPONS DISTRIBUTION	07-04-2018	Closed	Test			Closed
MSB-441920	Jan 22 2018 9:03AM	NONRECEIPT OR COUPONS DISTRIBUTION	07-04-2018	Closed	Test			Closed

- Click on My Complaints you view and print to your complaint.

Election Commission of India  
भारत निर्वाचन आयोग

National Grievances Service  
Information, Suggestion & Complaints

Home Complaint Suggestion / Information My Account

Select Language Select Language

Registration Information/Suggestion  
My Suggestion/Information

Welcome PUNEET SAINI

### Suggestion Information

Category:

Related:

Brief Description:

- If you have any information and suggestion than click on and fill details and submit it.

Election Commission of India  
भारत निर्वाचन आयोग

National Grievances Service  
Information, Suggestion & Complaints

Home Complaint Suggestion / Information My Account

Select Language Select Language

Edit Profile  
Change Password

Welcome PUNEET SAINI

### Complete Your Profile

Valid Mobile No. (User Id & Password):

Valid Email ID:

First Name:

Last Name:

DOB:

Age:

Gender: ☒ Male ☐ Female ☐ Other

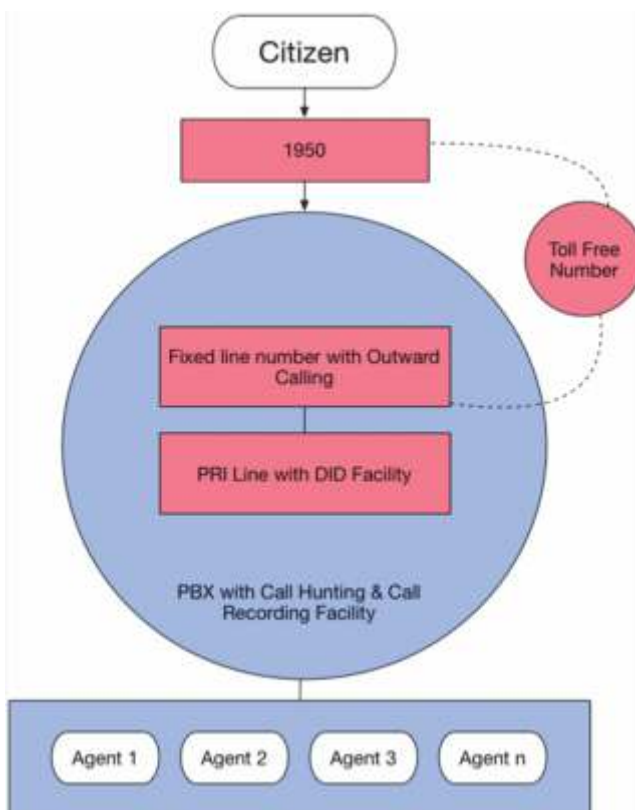
Enter EPIC No., if any?

- If you want edit your profile and password than click on this.

### 4.3 ICC: Structure (Infrastructure and Manpower)

#### 4.3.1 System Hardware Requirement at SCC for states / UT having multiple agents to handle concurrent calls

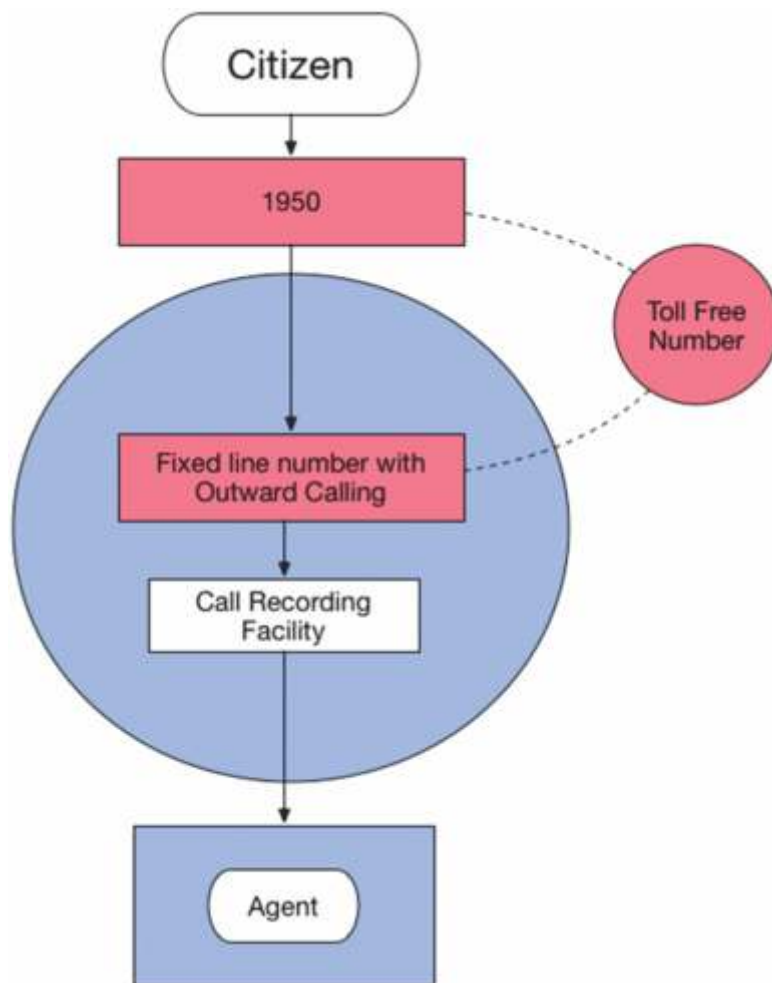
- Toll-free Number(1950, 1800111950, XX 1950 Where XX is the STD code of State Capital, applicable if calling home state from outside)
- PRI Line (Primary Rate Interface) with Direct Inward Dialing Facility and outgoing & STD facility.
- PBX System with call hunting and recording facility



**Figure 1:** Design for State Contact centre with PRI Line (Illustrative)

#### 4.3.2 System Hardware Requirement at SCC for states / UT having single agents to handle calls(As per Figure 2)

- Toll-Free number (1950, 1800111950, XX 1950 Where XX is the STD code of State Capital, applicable if calling home state from outside)
- Fixed line number with outgoing & STD facility
- Call recording Facility



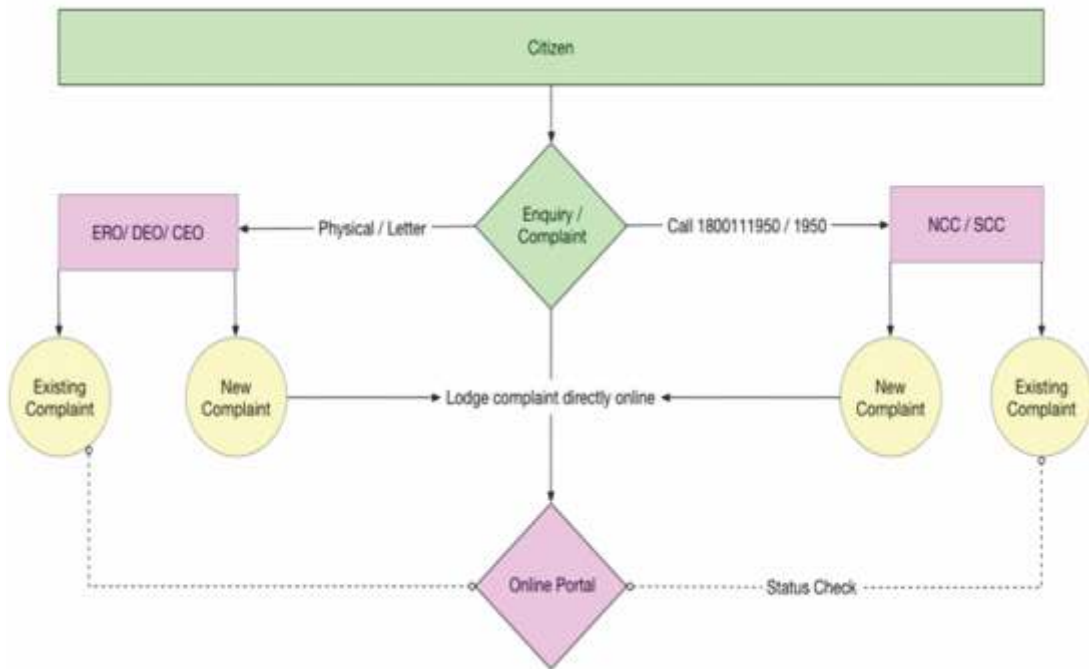
**Figure 2:** Hardware Requirement at State Contact Centre without PRI Line (Illustrative)

#### 4.3.3 System Requirement at District Contact Centre-

- Dedicated fixed telephone line with Outgoing facility.
- There is no requirement of porting 1950 at district level
- The DCC number should be with the DCO
- It should have the inward calling facility.
- The number should not be redirected to any other number
- The number should not be redirected also to any mobile number.
- There is no requirement of setting up of exchange at DCC.
- The DCO should have computer with internet facility to check the complaints online through NGSP.

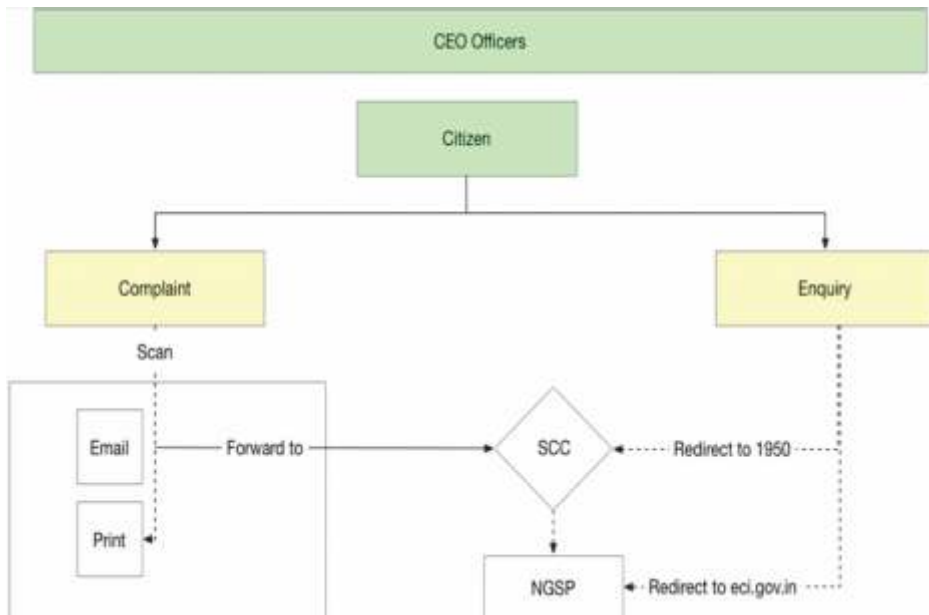
## 4.4 ICC: Handling of Information Suggestion Feedback and Complaint (ISFC)

### 4.4.1 Citizen Contact Point



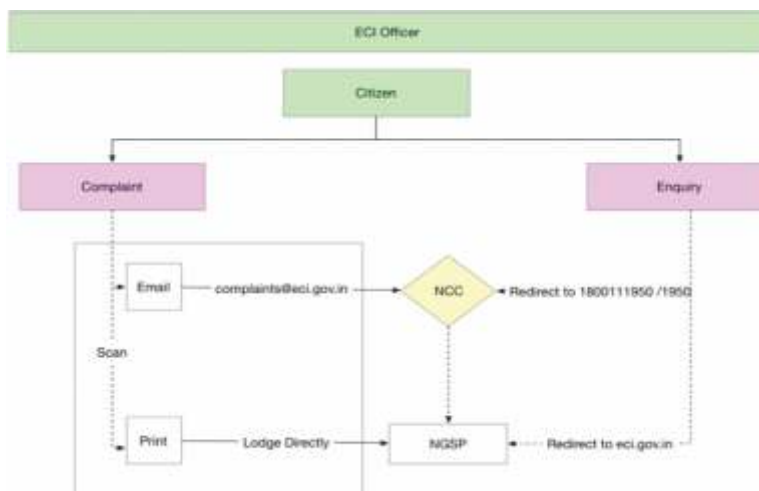
- The citizen can use various medium for their Information Suggestion Feedback and Complaint needs related to Electoral Roll. Citizen can call NCC at 1800111950 or SCC at 1950. The citizen can also directly visit the National Grievance Redressal Portal at <http://eci-citizenservices.nic.in/> and lodge their complaint. The status of which can easily be tracked online and also through SMS.
- In case of non availability of website access and phone call, the citizen can approach ERO/ DEO/ CEO office and give a written complaint. The ERO/ DEO/ CEO will invariably ensure that each such physical complaint is registered in the NGS Portal.
- Each Office dealing with Election Related matter should display that electoral roll related complaints are dealt in the office and that citizen should ensure that they receive acknowledgement for having filed the complaint. The acknowledgement should only be generated from the NGS Portal.
- On approach of the citizen, ERO / DEO/ CEO will ensure that there is dedicated person deployed to lodge the complaint received in physical format and that the complaint status is informed to the citizen.
- All ERO / DEO / CEO should follow the time lines stipulated in the commission directions sent earlier. The time lines of disposal of the complaint is at Annexure-2

#### 4.4.2 Complaint received at CEO office



- The complaint received as an post/ email / Fax should be immediately forwarded to the State Contact Centre who in turn will register on the NGSP and the acknowledgement sent to the respective complainant.
- In case of telephonic enquiry related to Electoral Roll received other than SCC, the CEO office should ask the citizen to call at SCC 1950 or to post their feedback directly on <http://eci-citizenservices.nic.in/>

#### 4.4.3 Complaint Received at ECI



- 
- The complaint received as an post/ email / Fax should be immediately forwarded to the National Contact Centre by scanning and forwarding to [complaints@eci.gov.in](mailto:complaints@eci.gov.in), who in turn will register on the NGSP and the acknowledgement sent to the respective complainant.
  - In case of telephonic enquiry related to Electoral Roll received other than NCC, the ECI Divisions should ask the citizen to call at NCC 1800111950 or SCC at 1950 or to post their feedback directly on <http://eci-citizenservices.nic.in>

## **4.5 Roles and responsibilities of each of the Official**

### **4.5.1 National Contact Centre**

- Take all the calls at 1800111950 received from public from 8 AM to 8 PM on all working days.
- Lodge all complaints relating to Election Commission of India- HQ Complaints over NGS Portal.
- Respond to Information, Suggestion and Feedback (ISF) and also respond to queries / issues / status of Grievance relating to ECI over the phone in Hindi and English only.
- Transfer calls relating to states in following conditions:
  - Call received in regional language (other than English and Hindi) of all types (Complaints /ISF) to respective State Contact Centre
  - Calls received in any language relating to Complaints pertaining to States / Uts
- Lodge and log all complaints of states beyond the working hours of the States on NGS Portal.
- Record all calls received at the NCC
- Respond to all emails received from all Division of ECI and lodge complaints received through email at NGS Portal.
- Maintain the records of SCC and District Contact Points and get information from them relating to any queries/ question landing at NCC.
- To monitor the time barred complaints and give details every week to the PGRS Division- with the comments received from SCC and convey to SCCs the remarks of made by senior Officials in ECI.

### **4.5.2 State Contact Centre**

- Operational during working days and working hours of the respective State / UT
- Handle all calls landing at 1950
- Lodge all complaints received directly at 1950 or redirected from NCC, pertaining

---

to the state / UT in the NGS Portal.

- Respond to Information, Suggestion and Feedback (ISF) and also respond to queries / issues / status of Grievance relating to respective State / UT over the phone.
- SCC should handle all communications coming from voice calls, emails, fax, postal letter and all other communication mediums.
- All communications from Public should invariably be lodged only in NGS.
- Redirect the misplaced calls to respective State, UT or NCC on the identified PRI number.
- Take information from DCC and update the status over NGS Portal.
- Keep all voice recording of calls landing at 1950
- SCC should have a dedicated Nodal Officer at CEO office
- Maintain updated list of District Contact Centre and District Contact Officer details.
- Regularly monitor the progress and status of all complaints.
- To monitor the time barred complaints and give details every week to the State Nodal officer in the office of CEO- with the comments received from DCCs and convey to DCCs the remarks of made by CEO.

#### **4.5.3 District Contact Centre**

- Dedicated officer designated as District Contact Officer (DCO)
- Operational during all working days and working hours.
- No direct calls from Public. Only handle calls received from NCC and SCC.
- DCC should be capable of handling calls in all languages prevailing in the respective state.
- Keep the NGS portal tickets / Complaints updated with responses and disposal.
- DCO will be solely responsible for updation and disposal of all tickets lodged at NGS Portal for its district.
- The DCO will be responsible for the escalation cases (Cases pending on NGS Portal beyond stipulated time limit) relating to its jurisdiction i.e. ERO, RO, DEO, BLO etc.
- Maintain the list of all responsible officials like DEO/ RO/ ERO/ AERO/ BLO and other election related officials of the district.
- To monitor the time barred complaints and give details every week to the SCC - with the comments received from DCO and convey to DCO the remarks of made by senior Officials in ECI and CEO.

National Contact Centre	Situated at ECI 1800111950 Toll Free Take Calls & Emails Lodge Complaints relating to ECI Information, Suggestion & Feedback (ISF) in English and Hindi Transfer calls to SCC relating to State Complaints Transfer regional language ISF to States / UT Record all calls Lodge all incidents in National Grievance Service Portal Take responses from SCC and DCC and resolve Operate from 8 AM to 8 PM on all days	Hardware Architecture
		1800111950 as toll free Fixed line with outward calling Multiple PRI Line with DID facility PBX with Call Hunting and Call recording Multiple Agents
State Contact Centre	Situated at State / UT Headquarter 1950 Toll Free Take Calls and Emails Lodge Complaints relating to respective State/ UT ISF in English & all Regional Language Take all redirected calls from NCC Transfer Mis-directed calls to NCC/State / UT Record all calls Lodge all incidents in National Grievance Service Portal Take responses from DCC and resolve Operate during Working hours	State / UT with High Volume
		1950 Toll Free mapped to 1950 Fixed line with outward calling PRI Line with DID facility PBX with Call Hunting and Call recording One of more Agents
		State / UT with Low Volume
District Contact Centre	Situated at District Headquarter Dedicated fixed line District Contact Officer (DCO) Responsible for all complaints relating to District All escalated matter handling Taking calls from NCC and SCC No Direct calls from Public Operate during working hours.	Hardware requirements
		Fixed line number Contact details of all officials No Direct calls from public All Information about complaints Handling of all complaints at NGSP

#### 4.6 ICC: Monitoring & Follow Up

- All complaints lodging with different subject and category.
- There are currently two type of category. Such as Election Period and Non-Election period.
- In election period complaint has redresal time of max two days. It means it has been resolved within this period.
- If in this period RO ,DEO does not taken action Then it go to one upper level officer after redresal period over. Such as if complaint level AC then it go to District level.
- Same as Non-election period complaint. Non-Election period complaint max redresal time period is one month but it is major according to subject of complaints.
- Below the user manual how to resolved complaints by Officers of ECI.



#### 4.6.1 For Officer



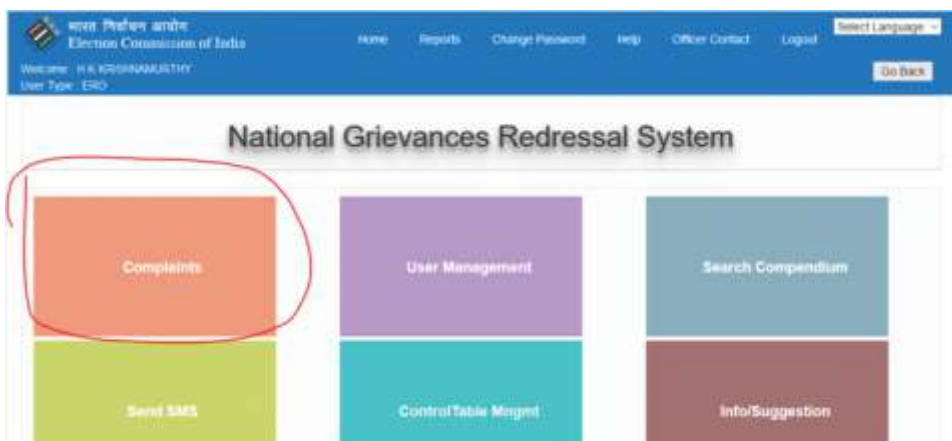
- Go <http://eci.nic.in/eci/eci.html>
- Click on Highlighted above



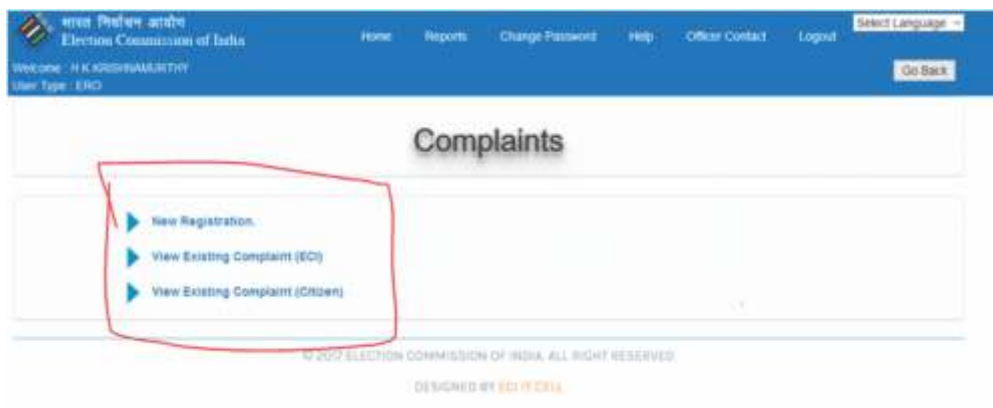
- Click on Highlighted above



- Use your credential here and click on login button.



- Click on Complaints button.



- If Wants to lodging new complaints than click on New Registration.
- If wants to take action on ECI,NCC,SCC than click on second button
- If wants to take action on Citizen Complaints than click on third button

The screenshot shows the 'Complainant Registration' page on the Election Commission of India portal. At the top, there is a navigation bar with links: Home, Reports, Change Password, Help, Officers Contact, Logout, and a language selection dropdown. Below the navigation bar, the user is logged in as 'H.K. KRISHNAMURTHY' with the user type 'ERO'. The main heading is 'Complainant Registration'. Below this, there is a form with two input fields for 'Enter Mobile No. /Email-id (if available) or PAN' and a 'Search Now' button.

- If Wants to lodging new complaints than this web page open and just fill the details and submit it.

The screenshot shows the 'VIEW CITIZEN COMPLAINTS' page. It features a search filter section with the following options:
 

- Select Lodging Date: From (DDMMYYYY) To (DDMMYYYY)
- Complaint ID: (input field)
- Select State/UT: (dropdown menu, currently showing --All India--)
- Select Status: (dropdown menu, currently showing --ALL--)
- Select District: (dropdown menu, currently showing --All District--)
- Complainant Mobile No.: (input field)
- Select AC: (dropdown menu, currently showing --ALL AC--)
- Complaint Level: (dropdown menu, currently showing --ALL--)

 A 'Show' button is located at the bottom of the filter section.

- Here you can search complaints with applying different category.

The screenshot shows the search results table with 747 records found. The table has the following columns: Complaint ID, Complaint Level, State, District, AC Name, Lodging Date, Subject, Complainant Name, Complaint Description, Status, and Forward. Two records are visible in the table:

Complaint ID	Complaint Level	State	District	AC Name	Lodging Date	Subject	Complainant Name	Complaint Description	Status	Forward
NOS-56957	SINGLE-AC	Maharashtra	Aurangabad	Karnad - 105	Apr 9 2018 1:13PM	BOGUS VOTING	SAJEED	Dear Sir, Regarding complaint ID- 85794 on this complaint I found no action taken yet Plz Do needful	Open	
NOS-461348	SINGLE-AC	Karnataka	BANGALORE URBAN	Anekal - 177	Apr 9 2018 1:09PM	EPIC CARD-FIRST TIME VOTER	ROHAN DHONDOLAI	Hi Sir, Application Number: 2376768 I have filled the form for my voter registration and submitted the next day to me: Satish(computer operator) and its been 2 week no update on that. Can you plz help?	Open	

- Click on this view complaints .

राष्ट्र निर्वाचन आयोग  
Election Commission of India

Welcome: Pushendra Rajput  
User Type: CEO

Home Reports Change Password Help Officer Contact Logout

Go Back

second time if application regarding deletion of his name is filed after receipt of Form 7 is forwarded over to his relative

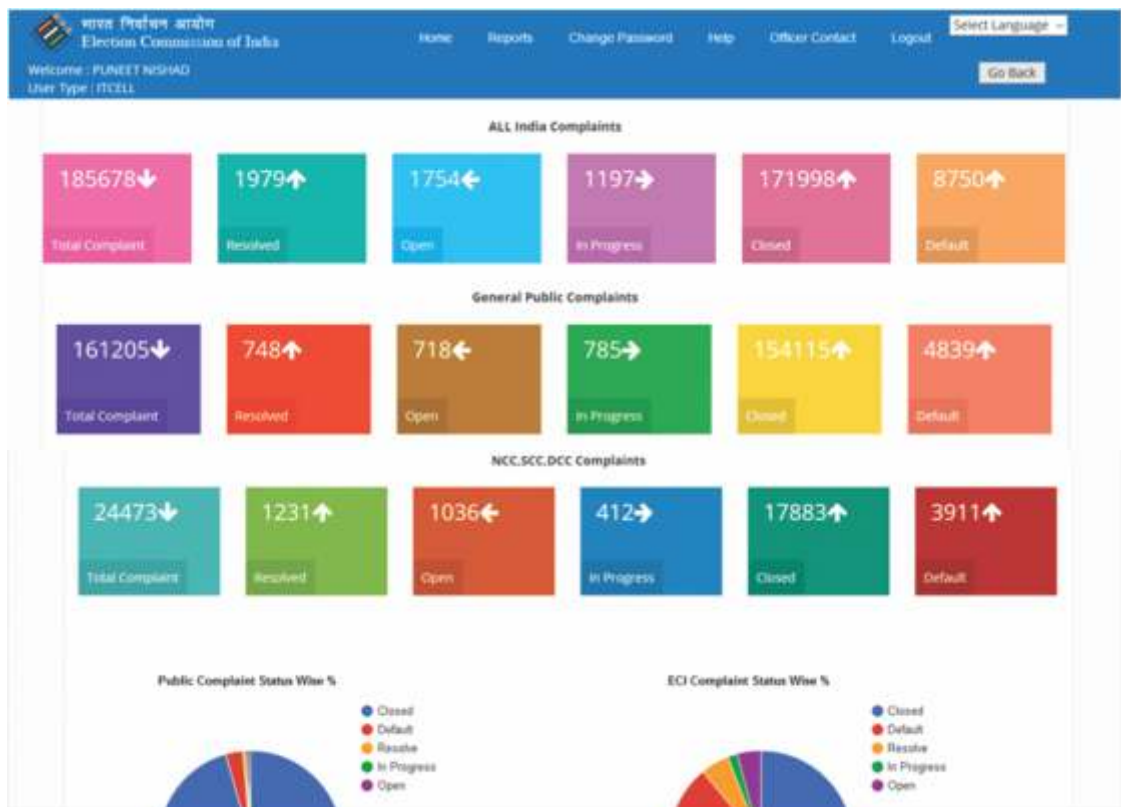
File Name	Uploaded Date	Download Scanned Document
ScreenShot_20180225-104746.jpg	23/2018 10:48AM	<a href="#">Download</a>
ScreenShot_20180225-104912.jpg	23/2018 10:48AM	<a href="#">Download</a>

Disposed type  
--Select--

Action Taken

Action Submit

- Click on this to take Action on complaints.

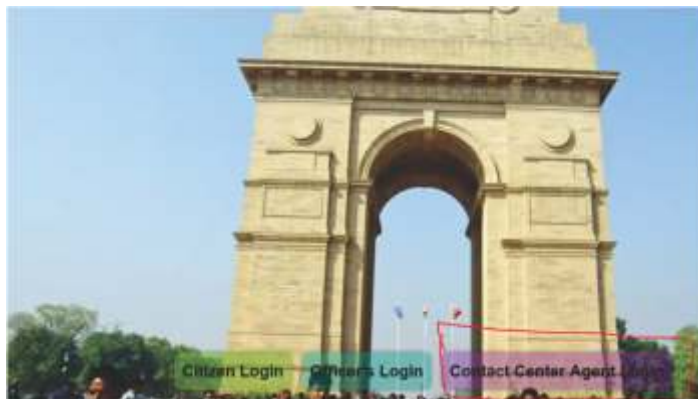


- Dashboard of NGS .

## 4.7 Work Flow and Screens of NCC, SCC and DCC



- Go <http://eci.nic.in/eci/eci.html> . Then click on National Grievences Service.



- Click on above Contact center agent login.



- Use your credential here and click on login button.



समस्त भारतीय जनता  
Election Commission of India

Welcome: PUNEET KUMAR  
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Registration

Enter Mobile No. (Email-id if available) or NA

Click Here

© 2017 ELECTION COMMISSION OF INDIA. ALL RIGHT RESERVED  
DESIGNED BY SOLUS CELL

- In above Highlited portion enter the Complainant Mobile No. (If available) or Email-id (If available) or NA

समस्त भारतीय जनता  
Election Commission of India

Welcome: PUNEET KUMAR  
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Details

Complainant Name: PUNEET KUMAR KSHAD State: Uttar Pradesh

District: Pratapgarh Assembly Constituency (AC): Pratapgarh

Mobile No: 801025730 Select Email id: puneet.kumar@gmail.com

Date of Receipt Complaint: 2018-04-08 EPIC Number: EPIC Number

Info/Suggestion Query Complaints Other

- If complainant already register than complainant details fill automatically else screen show blank and fill details manually.

समस्त भारतीय जनता  
Election Commission of India

Welcome: PUNEET KUMAR  
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Details

Complainant Name: PUNEET KUMAR KSHAD State: Uttar Pradesh


District: Pratapgarh Assembly Constituency (AC): Pratapgarh

Mobile No: 801025730 Select Email id: puneet.kumar@gmail.com

Date of Receipt Complaint: 2018-04-08 EPIC Number: EPIC Number

Info/Suggestion Query Complaints Other

- According to Information agent have four option to lodging complaints.


**भारत निर्वाचन आयोग**  
**Election Commission of India**  
 Welcome: PUNEET NISHAD  
 User Level: NATIONAL

[Register Complaint](#)
[View Complaint](#)
[Reports](#)
[Logout](#)
[Select Language](#)

---

Complaint Level:

Choose a Concern State or Officer Level:

Choose a District(s)&concerned with your complaint:

Choose a Category:

Subject:

Attachment (If any):  No file selected.

Brief Description:

**Complaint Details**

Complaint Source:

Select Officer:

Select AC:

Sub-Category:

Redressal Time Period:

Activate Windows  
 Go to Settings to activate Windows

- Fill the complaint details and lodging the complaints.

## 4.8 Time line for ER Revision

### 4.8.1 Continuous Revision

Proposed Timeline for Continuous Revision							
Receipt of application	Digitization	Checklist generation and assignment of BLO	BLO report Submission (including checking by Supervisor)	Check by AERO/EO for Objection/ Migration/DSE	ERO Hearing, Review & Decision	EPIC migration & generation (new registration)	
						Printing at Centralized location	Printing at De-centralized locations
P	Online – P Offline – P+2	Online – P+2 Offline – P+4	Online – P+17 (P+2+13+2) Offline – P+19 (P+4+13+2)	(i) Objections – Online – P+20 Offline – P+22 (ii) Migration/DSE – Online – P+ 32 Offline – P+34	(i) Objections – a) with hearing Online – P+35 Offline – P+37 b) without hearing Online – P+27 Offline – P+29 (ii) Migration/DSE – a) with hearing Online – P+47 Offline – P+49 b) without hearing Online – P+39 Offline – P+41	(i) Sending EPIC pdf to vendor EROs final order + 7 days (ii) Printing & Delivery at designated location EROs final order + 22 days (iii) Delivery to elector EROs final order + 37 days	(i) Sending EPIC pdf to vendor EROs final order + 2 days (ii) Printing & Delivery at designated location EROs final order + 17 days (iii) Delivery to elector EROs final order + 32 days

### 4.8.2 Summary Revision

Proposed Timeline for Summary Revision							
Receipt of application	Digitization	Checklist generation and assignment of BLO	BLO report Submission (including checking by Supervisor)	Check by AERO/EO for Objection/ Migration/DSE	ERO Hearing, Review & Decision	EPIC migration & generation (new registration)	
						Printing at Centralized location	Printing at De-centralized locations
P	Online – P Offline – P+2	Online – P+1 Offline – P+3	Online – P+9 (P+1+7+1) Offline – P+11 (P+3+7+1)	(i) Objections – Online – P+10 Offline – P+12 (ii) Migration/DSE – Online – P+16 Offline – P+18	(i) Objections – a) with hearing Online – P+17 Offline – P+19 b) without hearing Online – P+13 Offline – P+15 (ii) Migration/DSE – a) with hearing Online – P+23 Offline – P+25 b) without hearing Online – P+19 Offline – P+21	(i) Sending EPIC pdf to vendor EROs final order + 7 days (ii) Printing & Delivery at designated location EROs final order + 22 days (iv) Delivery to elector EROs final order + 37 days	(ii) Sending EPIC pdf to vendor EROs final order + 2 days (ii) Printing & Delivery at designated location EROs final order + 17 days (iii) Delivery to elector EROs final order + 32 days]

### 4.8.3 Escalation Matrix for Time Barred Revision Activities

Proposed Escalation Matrix for time barred revision activities				
Activities	ERO	DEO	CEO	ECI
<b>1. Pending Digitization</b>	Revision Period – P+3 (ii) Cont. updation- P+3	(i) Revision Period – a) 1 <sup>st</sup> alert - P+6 b) 2 <sup>nd</sup> alert - P+8 (ii) Cont. updation- a) 1 <sup>st</sup> alert - P+10 b) 2 <sup>nd</sup> alert - P+13	(i) Revision Period – a) 1 <sup>st</sup> alert- P+10 b) 2 <sup>nd</sup> alert- P+12 (ii) Cont. updation- a) 1 <sup>st</sup> alert- P+17 b) 2 <sup>nd</sup> alert- P+24	(i) Revision Period – a) 1 <sup>st</sup> alert (Zonal Secretary) P+19 b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC) P+26 (ii) Cont. updation- a) 1 <sup>st</sup> alert (Zonal Secretary) P+52 b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC) P+87
<b>2. Pending field verification (BLO/Supervisor report)</b>	(i) Revision Period – Online – P+10 Offline – P+12 (ii) Continuous updation- Online – P+27 Offline – P+29	(i) Revision Period – a) 1 <sup>st</sup> alert - Online – P+13 Offline – P+15 b) 2 <sup>nd</sup> alert - Online – P+15 Offline – P+17 (ii) Continuous updation- a) 1 <sup>st</sup> alert - Online – P+34 Offline – P+36 b) 2 <sup>nd</sup> alert - Online – P+37 Offline – P+39	(i) Revision Period – a) 1 <sup>st</sup> alert - Online – P+17 Offline – P+19 b) 2 <sup>nd</sup> alert - Online – P+19 Offline – P+21 (ii) Continuous updation- a) 1 <sup>st</sup> alert - Online – P+38 Offline – P+40 b) 2 <sup>nd</sup> alert - Online – P+45 Offline – P+47	(i) Revision Period – a) 1 <sup>st</sup> alert (Zonal Secretary)- Online – P+26 Offline – P+28 b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- Online – P+33 Offline – P+35 (ii) Continuous updation- a) 1 <sup>st</sup> alert (Zonal Secretary)-



Proposed Escalation Matrix for time barred revision activities				
Activities	ERO	DEO	CEO	ECI
				Online – P+73 Offline – P+75 b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- Online – P+108 Offline – P+110
<b>3. Pending AERO checking</b>	(i) Revision Period - Specified period given for objection/migration/DSE cases + 24 hrs (ii) Cont. updation - Specified period given for objection/migration/DSE cases + 10 days	(i) Revision Period - a) 1 <sup>st</sup> alert – Specified period given for objection/migration/DSE cases + 4 days b) 2 <sup>nd</sup> alert - Specified period given for objection/migration/DSE cases + 6 days (ii) Cont. updation - a) 1 <sup>st</sup> alert – Specified period given for objection/migration/DSE cases + 17 days b) 2 <sup>nd</sup> alert - Specified period given for objection/migration/DSE cases + 20 days	(i) Revision Period - a) 1 <sup>st</sup> alert – Specified period given for objection/migration/DSE cases + 8 days b) 2 <sup>nd</sup> alert - Specified period given for objection/migration/DSE cases + 10 days (iii) Cont. updation - a) 1 <sup>st</sup> alert – Specified period given for objection/migration/DSE cases + 24 days b) 2 <sup>nd</sup> alert - Specified period given for objection/migration/DSE cases + 31 days	(i) Revision Period - a) 1 <sup>st</sup> alert (Zonal Secretary) – Specified period given for objection/migration/DSE cases + 17 days b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- Specified period given for objection/migration/DSE cases + 24 days (ii) Cont. updation - a) 1 <sup>st</sup> alert (Zonal Secretary) – Specified period given for objection/migration/DSE cases + 59 days b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- Specified period given for objection/migration/DSE cases + 94 days
<b>4. Pending EROs' decision</b>	NA	(i) Revision Period - a) 1 <sup>st</sup> alert – Specified period given for EROs' decision + 3 days b) 2 <sup>nd</sup> alert - Specified period given for EROs' decision + 5 days (ii) Cont. updation - a) 1 <sup>st</sup> alert – Specified	(i) Revision Period - a) 1 <sup>st</sup> alert – Specified period given for EROs' decision + 7 days b) 2 <sup>nd</sup> alert - Specified period given for EROs' decision + 9 days	(i) Revision Period - a) 1 <sup>st</sup> alert (Zonal Secretary) – Specified period given for EROs' decision + 16 days b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- Specified period given for EROs' decision +

Proposed Escalation Matrix for time barred revision activities				
Activities	ERO	DEO	CEO	ECI
		period given for EROs' decision + 7 days b) 2 <sup>nd</sup> alert - Specified period given for EROs' decision + 10 days	(ii) Cont. updation - a) 1 <sup>st</sup> alert – Specified period given for EROs' decision + 14 days b) 2 <sup>nd</sup> alert - Specified period given for EROs' decision + 21 days	23 days (ii) Cont. updation - a) 1 <sup>st</sup> alert (Zonal Secretary) – Specified period given for EROs' decision + 49 days b) 2 <sup>nd</sup> alert (Zonal Secretary & DEC)- - Specified period given for EROs' decision + 84 days

## 4.9 Notification Scheme

### 4.9.1 Notifications to Applicant

<b>MiD - 1</b>	Your Application has been received for addition/ shifting/ deletion/ correction/ Objection. Use <id> for future reference
<b>MiD - 2</b>	Your Application is incomplete as <particulars> not furnished. Re-submit with complete details.
<b>MiD - 3</b>	Your entry in electoral roll <sl. no., part no.> has been proposed for deletion as <Shifted/Repeat Entry> Use<id> to get details.
<b>MiD - 4</b>	BLO <name, mobile No.> may contact/ verify you between <date> to <date>
<b>MiD - 5</b>	BLO <name> verification of your application done on <date>
<b>MiD - 6</b>	Your application <id> has been rejected by ERO due to <reason>. You may appeal to DEO <designation, address> before <date>
<b>MiD - 7</b>	Visit ERO office at <venue>on <date> between <time> to <time> for Personal hearing for your application <id>
<b>MiD – 8 (fresh inclusion)</b>	<Name> has been deleted from/ added in/corrected in electoral Roll at <Sr. no.> in <part no.> within <AC name> on <date>.
<b>MiD-8a (Others)</b>	For corrected EPIC apply in Form 001.
<b>MiD - 9</b>	Your EPIC <No.> is sent to vendor for printing.
<b>MiD - 10</b>	Your EPIC <No.> is ready. Please collect during office hours from <address>/ BLO shall deliver it shortly/You will receive it by Post.

### 4.9.2 SMS in Cases of Appeal to DEO/ CEO

<b>MiD - 1</b>	Appeal for <ref no.> to DEO/CEO has been received.
<b>MiD - 1a</b>	Officer <name, mobile No.> may contact/verify you between <date> to <date>
<b>MiD - 1b</b>	Field verification of your application done on <date> by Officer <name>.

<b>MiD - 2</b>	Your application <id> has been rejected by DEO due to <reason>. You may appeal to CEO <address> before <date>.
<b>MiD - 2a</b>	Your application <id> has been rejected by CEO due to <reason>.
<b>MiD - 3</b>	Personal hearing for your application <id> has been scheduled by DEO/ CEO on <date> between <time> to <time> at <venue>
<b>MiD - 4</b>	Your appeal is upheld. ERO <constituency name> has been directed to carry out changes in electoral Rolls.
<b>MiD - 5</b>	<Name> has been added in/deleted from electoral Roll at <Sr. no.> in <part no.> within <AC name> on <date>.
<b>MiD – 8(fresh inclusion)</b> <b>MiD-8a (Others)</b>	<Name> has been deleted from/ added in/corrected in electoral Roll at <Sr. no.> in <part no.> within <AC name> on <date>.  For corrected EPIC apply in Form 001.
<b>MiD - 9</b>	Your EPIC <No.> is sent to vendor for printing.
<b>MiD - 10</b>	Your EPIC <No.> is ready. Please collect during office hours from <address>/ BLO shall deliver it shortly/You will receive it by Post.

#### 4.9.3 Notifications to ERO / AERO- Officer 1

<b>MiD - 1</b>	Application <id> after BLO field verification on <date> and EO/ AERO scrutiny on <date> is ready for your decision/ since <date>. Please process/ Early.
<b>MiD – 2 (In case of delayed action)</b>	Application <id> after BLO re-verification <date> and EO/ AERO scrutiny on <date> is ready for your decision/ since <date>. Please process/ Early.
<b>MiD - 3</b>	Reminder. Hearing for application <id> has been scheduled on <date> at <time>.
<b>MiD - 4</b>	Application <id> in form <6> for your AC <part/ sl. No.> has been registered for migration at ERO <AC No., name, state> is pending for since <date>. Report to be sent on or before <date>.
<b>MiD – 5 (In case of delayed action)</b>	Applicant <id> with EPIC < No.> has been migrated and added to electoral Roll at <Sr. No.> in part no. <part no.> of <AC No., name, state> on DEFAULT.
<b>MiD - 5a</b>	Applicant <id> with EPIC < No.> has been migrated and added to electoral Roll at <Sr. No.> in part no. <part no.> of <AC No., name, state>.

#### 4.9.4 Notifications to EO/AERO- Officer 2/3

<b>MiD - 1</b>	Application <Count> in <Count>part nos. has been submitted in Form 6<Count>/ 6A<Count>/ 7<Count>/ 8<Count>/ 8A<Count>> on <Yesterday
----------------	--

	Date>
<b>MiD - 2</b>	Preliminary Scrutiny of Application <count> done and handed over for scanning on <Yesterday Date>.
<b>MiD - 3</b>	Application <Count> scanning completed, Checklist Generated and issued for BLO <Count> for Field verification on <Yesterday Date>
<b>MiD - 4</b>	Reminder. Hearing for application <id> has been scheduled on <date> at <time>
<b>MiD - 5</b>	Application <id> in form <6> for your AC <part/ sl. No.> has been registered for migration at ERO <AC No., name, state>. Deletion of entry be done on or before <date>
<b>MiD - 5a</b>	Application <id> in form <6> for your AC <part/ sl. No.> has been registered for migration at ERO <AC No., name, state> is pending for deletion since <date>. Report to be sent on or before <date>
<b>MiD - 6</b>	Applicant <id> with EPIC <No.>has been migrated and added to electoral Roll at <Sr. No.> in part no. <part no.> of <AC No., name, state> on DEFAULT.

#### 4.9.5 Notifications to Field Supervisor

<b><u>MiD - 1</u></b>	Applications <Count> in Form 6<Count>/ 6A<Count>/ 7<Count>/ 8<Count>/ 8A<Count>> on <Yesterday Date> has been registered and checklist has been generated. Ready for BLOs <part Nos.> Field verification
<b><u>MiD - 2</u></b>	BLO <part No.>has/ has not submitted report for application <id> /in prescribed time limit.
<b><u>MiD - 3</u></b>	BLO <part No.> has submitted report for application <id> incomplete checklist. BLO re-verification required.

#### 4.9.6 Notifications to BLO

<b>MiD - 1</b>	Applications Form 6<Count>/ 6A<Count>/ 7<Count>/ 8<Count>/ 8A<Count>> on <Yesterday Date> for your part has been registered for verification. Field verification to be done on or before <date>
<b>MiD - 1a</b>	Application <id> in form <6,8A> for your part has been registered for migration at ERO <AC No., name, state>.
<b>MiD - 2</b>	Checklist for Applications Form 6<Count>/ 6A<Count>/ 7<Count>/ 8<Count>/ 8A<Count>> on <Yesterday Date> have been generated at ERO office, to be verified on or before <date>
<b>MiD - 3</b>	Application <id> BLO field verification report received as Correct/ incorrect due to <reason>.

---

<b>MiD - 4</b>	Application <id> has been allocated to you for re-verification
<b>MiD - 5</b>	Application <id> BLO field re-verification report received as Correct/ incorrect due to <reason>.
<b>MiD - 6</b>	<Name> has been added in/ deleted from electoral Roll at <Sr. no.> in <part no.> within <AC name> on <date>
<b>MiD - 7</b>	Application <id> EPIC <No.> is sent for printing.
<b>MiD - 8</b>	Application <id> EPIC <No.> is ready. Please collect for delivery to applicant.



