

e-EPIC Frequently Asked Questions

1. Q: What is e-EPIC?

ANS: e-EPIC is a secure portable document format (PDF) version of the EPIC which can be downloaded on mobile or in a self-printable form on the computer. A voter can thus store the card on his/her mobile, upload it as a PDF on Digi locker or print it and self-laminate it. This is in addition to PCV EPIC being issued currently.

2. Q: How can I download e-EPIC?

ANS: You can download e-EPIC from Voter Portal or Voter Helpline mobile App or NVSP

Voter Portal: <http://voterportal.eci.gov.in/>

NVSP: <https://nvsp.in/>

Voter Helpline Mobile App

Android <https://play.google.com/store/apps/details?id=com.eci.citizen>

iOS <https://apps.apple.com/in/app/voter-helpline/id1456535004>

3. Q: Who is eligible for e-EPIC?

ANS: All general Voters who have valid EPIC Number. All new electors registered during special summary revision 2021 (i.e. those who applied during Nov-Dec2020) and whose mobile number provided while applying is unique will get a SMS and may download e-EPIC between 25th Jan to 31st Jan 2021. Other General electors may download e-EPIC from 1st Feb 2021 onwards. (they will however not get any SMS).

4. Q: I lost my EPIC, how can I download e-EPIC?

ANS: You can search your name in Electoral Roll from <http://voterportal.eci.gov.in/> or <http://electoralsearch.in/>, note your EPIC number and then download e-EPIC

5. Q: I don't have EPIC number but I have form-6 Reference Number, may I download e-EPIC?

ANS: Yes, you can use Form Reference number to download e-EPIC

6. Q: I don't have EPIC number, how can I download e-EPIC?

ANS: You can search your name in Electoral Roll from <http://voterportal.eci.gov.in/> or <http://electoralsearch.in/> , note your EPIC number and then download e-EPIC

7. Q: What is file format of e-EPIC?

ANS: You can download e-EPIC in portable document format (PDF)

8. Q: What is the file size of e-EPIC?

ANS: 250 KB

9. Q: Can I print e-EPIC to show as identity proof at polling station?

ANS: Yes, you can download e-EPIC and print to show as proof of identity at polling station.

10.Q: What are the steps to download e-EPIC?

ANS: You can download e-EPIC from <http://voterportal.eci.gov.in/> or <https://nvsp.in/> or Voter Helpline Mobile App using below steps:

- Register/Login on Voter Portal
- From menu navigation click on Download e-EPIC
- Enter the EPIC number or Form Reference Number
- Verify with OTP sent on registered mobile number (if mobile number registered with Eroll)
- Click on Download e-EPIC
- If Mobile number not registered in Eroll, click on e-KYC to complete the KYC
- Pass the Face liveness verification
- Update your mobile number to complete KYC
- Download e-EPIC

11.Q: What is eKYC?

ANS: eKYC is liveness check with random body movements, involves capturing a live photo of the person in real-time image capture and compare with Picture used in EPIC data.

12.Q: What if eKYC fails?

ANS: Visit ERO office along with Photo ID proof and update your mobile number

13.Q: What is required for eKYC?

ANS: It requires mobile phone/Tab with Camera or Laptop/Desktop with webcam.

14.Q: My Mobile number is not registered in ERoll, can I download e-EPIC?

ANS: Yes, you can do eKYC to update Mobile number.

15.Q: I am not using Mobile number which is registered in ERoll, can I update my mobile number?

ANS: Yes, you can update your new mobile number by completing eKYC.

16.Q: Can I download e-EPIC on my smart phone?

ANS: Yes, you can download e-EPIC using Voter Helpline Mobile App

17.Q: My Family members linked to same mobile number, how can I download eEPIC?

ANS: Each member can do eKYC against single mobile number and after eKYC you can download e-EPIC.

GUIDELINES FOR FILLING UP THE APPLICATION
FORM-8

1. **General Instruction:-**

(a) The application can be made by a registered/enrolled elector for shifting of residence, or for correction of entries or for issue of replacement EPIC or for marking as PwD.

(b) Incase of approval of application by Electoral Registration Officer (ERO) for shifting of residence, correction of entries and issue of replacement EPIC without correction, a new replacement EPIC will be issued to the applicant and he has to return his old EPIC to the Electoral Registration Officer immediately.

2. **Item No. I (Name of the applicant)-** The applicant shall mention his name, EPIC no., Aadhaar number, mobile number and email id of self or relative mentioned therein. Aadhaar Number should be furnished for the purpose of authentication of entries. If the applicant does not have Aadhaar number, the same may be mentioned in box at item I (b).

3. **Item No. II (Option for application)-** The applicant has to tick any one of the options for making application and fill the details in the relevant section of the application. All other sections which are not relevant should be struck off.

4. **Application for shifting of residence-**(a) The application has to be made to the Electoral Registration Officer of the constituency in which the new address of the applicant is located.

(b) The applicant has to mention his new address, where he has shifted to and presently staying and attach a self-attested copy of any one of the mentioned documents as address proof in his own name or in name of his parents/spouse. He has to tick the mentioned document which he has given as address proof. Mentioned document will ensure speedy delivery of services. If he does not possess any of the mentioned documents, he has to mention name of the other document given for address proof in the blank space.

5. **Application for correction of entries in existing roll -** (a) If an applicant intends to get any existing entry relating to him in the electoral roll corrected, he has to tick in the appropriate box and attach the document in the support of his claim. The name of the document must be mentioned in the blank space given.

(b) In case, the applicant desires to change his photograph, he has to paste a recent good quality passport size unsigned colour photograph (4.5 cm X 3.5 cm) with white background, in the box meant for it.

6. **Application for replacement EPIC without correction-** The applicant shall put a tick in appropriate box seeking for a replacement EPIC. He shall return his mutilated/old EPIC or submit a copy of FIR/Police report for lost EPIC.

7. **DECLARATION** - The applicant must give a 'DECLARATION' that the facts and particulars mentioned in the application are true to the best of his/her knowledge and belief.
Please note that giving any false statement made in the DECLARATION portion is a punishable offence under Section 31 of the Representation of People Act, 1950 with imprisonment with a term which may extend to one year or with fine or with both.
