Documentation

For

Public Grievance Redress System

A comprehensive Public Grievance Redress System has been developed by the Election Commission. This system has been developed in such a manner that in addition to providing redress to the complaints of the pubic, it also serves as a common interface for providing services through a common interface. It is thus aimed as a complete G to C interface to provide seamless services to the citizens on election related matters.

1. **Basic Concepts**
    i. **Users** – Users of the PGR system can be members of the Public and officers.
        1. **Public** - Members of the Public can become users by registering as a user on the website. For them their cell phone number is their User ID. They can choose their own password and can change their password at any time. Once registered as a user they can log on to the website and register complaints and applications. They can also see all their registered complaints and applications on the website. They can take a print out of their complaints and applications and can see the action taken on them. To prevent people from registering with some other person's cell phone number the website requires a system generated code to be entered into the website for fresh user registration. This system generated code is sent by SMS to the cell phone number which is given by the fresh user as his user id.
        2. **Officers** –
            a. **User Level** – Officers can be of different user level. These are –
                i. ECI level
                ii. State level
                iii. District level
                iv. AC level
                v. Booth level
            b. **User Type** – At each level there are different user types e.g. at the ECI level user types are ECI Admin, CEC, EC, DEC, Secretary etc., at State level user types can be CEO Admin, CEO, Additional CEO, Joint CEO, Call Center etc., at District level users types can be DEO, Deputy DEO, etc., at AC level user types can be ERO, AERO, RO, Observer etc., and at booth level user type can be BLO. User type is selected from a drop down list. User types can be added to the drop down

list only by ECI Admin. For this CEOs can send an email to ECI Admin.

    c. **Registration of New Officer User** – Registration of new officer user has to be done by CEO Admin except CEO Admin itself and ECI level users, which are registered by ECI Admin. Cell phone number of the concerned officer is the user id, and password is initially allotted by CEO Admin, which can later be changed by the user.

    d. **Deletion of Users** – Officer users can be deleted by CEO Admin except CEO Admin itself and ECI level users which can be deleted by ECI Admin.

b. **Applications** – It is the request by a citizen to provide a service. There could be applications for inclusion, deletion or transposition of names in the electoral rolls, or for modification of an entry in the roll or for providing an EPIC. These applications have to be made in statutory forms. These forms have been provided on-line, so that citizens can make on-line applications.

    i. **On-line Registration** – Public can register their applications on-line including uploading of photographs. Supporting documents will not be uploaded and have to be presented before the ERO at the time of hearing.

    ii. **SMS Notifications** – As soon as an application is registered on-line, the citizen making the application gets a notification on SMS that his application has been received and that the date of hearing before the ERO shall be notified by another SMS shortly. The ERO also gets an SMS informing him that an application with respect to his jurisdiction has been received on the website. If the ERO forwards the application to the BLO for inquiry and report the BLO gets an SMS informing him of the application forwarded to him. The ERO can then schedule a hearing on the website. As soon as the ERO schedules as hearing the applicant gets an SMS notifying him the date of hearing. After the hearing the ERO has to pass an order either accepting or rejecting the application. The ERO's order is also notified to the applicant by an SMS.

    iii. **Forwarding application to BLO** – The ERO can see all application with respect to his jurisdiction in a grid after login. He can view and print the application and can also forward it to the concerned BLO for inquiry and report.

    iv. **Scheduling hearing by ERO** – The ERO can schedule hearing on application on his web page after login. Once hearing is scheduled an SMS goes to the applicant notifying him about the date of hearing.

v. **Downloading application data by ERO and integration with ERMS** – ERO can download applications data in MS access format from the website. He can them upload this data on ERMS platform for further action.

vi. **Disposal Status** – All applications will have pre-prescribed time limits. The disposal status of those applications which are pending and not yet disposed will be "Pending". The disposal status of those application which are pending and the time limit for disposal has been crossed will be "Defaulted" and the disposal status of those applications which have been disposed will be "Disposed"

vii. **Monitoring** – The system will auto compile the number of pending, disposed and defaulted application at 7 AM every day for each officer and send the information as SMS to all senior officers for monitoring.

c. **Complaints** – Complaints can be against the non-performance or poor performance of election officials. Thus there can be complaints that a service has not been provided despite making an application or that the service provided was not of the desired quality. Complaints can also be against persons who are not election officials. Thus there can be complaints against political parties, candidates etc. Complaints are classified in the following manner -

i. **Complaint Source** – Complaints can be made by the pubic either directly by registering them on the PGR website, or by making a call to the State Level Call Center, or by any other method, including meeting officers personally, sending letters, e-mails or faxes etc. The mode of making a complaint is called a complaint source. Complaints are classified according to source at the time of registration. Source of the complaint is auto selected as website when a member of the public registers a complaint on the website. Similarly complaint source is auto selected as call center when the call center registers a complaint. In all other cases the person doing the data entry of the complaint will have to select a complaint source from a drop down list. Complaint sources can be added in the drop down list only by ECI Admin, and CEOs can request ECI Admin to add a complaint source in the drop down list by sending an e-mail to ECI Admin.

ii. **Subject** – The subject of a complaint is the matter on which a complaint is lodged. Thus a complaint can be about non delivery of a service like making of an EPIC, or wrong entries in the electoral roll, or violation of model code of conduct at the time of elections. These are called complaint subjects. Complaint Subjects have to be selected from a drop

down list at the time of registering a complaint. Subjects can be added in the drop down list only by ECI Admin, and CEOs can request ECI Admin to add a complaint subject in the drop down list by sending an e-mail to ECI Admin. Every subject has a time limit set for disposal of the complaint. Time limits are set by ECI admin, and can be seen by all users. CEOs can request to change the time limit for disposal of a subject by sending an e-mail to ECI Admin. However the time limits are set for the entire country so ECI Admin may not be able to change the time limit according to the request of the CEO without the approval of the Commission.

iii. **Complaint Description** – The person making the complaint has to give a brief description of the complaint which is fed into the system. This description can be seen by the concerned officer. If the complaint received by e-mail, fax etc. is very long the person doing the data entry will have to summarize it in a few words.

iv. **Compliant Level** – Depending on the nature of the complaint it can be of any of the following levels –

1. **ECI level** – When it is with respect to the functioning of ECI Office.
2. **National Level** – Then it is with respect to all the states and UTs of the country.
3. **CEO level** – when it is with respect to the functioning of CEOs office of a state.
4. **Multi-State** – When it is with respect to more than one State or UT but not all states and UTs.
5. **Single State** – When it is with respect to all districts of one State or UT.
6. **Multi-District** – When it is with respect to more than one but not all districts of a state or UT.
7. **Single District** – When it is with respect to a single district of a state or UT.
8. **Multi –AC** – When it is with respect to more than one but not all ACs of a district.
9. **Single AC** – When it is with respect to one AC.
10. **Booth Level** – When the complaint is with respect to one polling booth.

v. **Disposal Status** – All complaints which have not been disposed are classified as "Pending" if the time limit for their disposal has not been crossed. If the time limit for their disposal is crossed and they have not

yet been disposed they are classified as "Defaulted". If the complaint has been disposed, then it is classified as "Disposed".

vi. **Satisfaction Status** – The call center will make random calls to check whether the complainant is satisfied with the action taken. In all cases where the call center makes such calls the satisfaction status will be updated in the system. It can either be "Satisfied" of "Not Satisfied". If the status is "Not Satisfied" the call center will also ask the reason for not being satisfied and record it in the system.

vii. **Action Taken Description** – The officer who takes action on the complaint has to update the description of the action taken on the system. This should be done even if only interim action has been taken. Every time action taken description is updated, the disposal status also needs to be updated. If the officer is changing the disposal status from "Disposed" to "Pending" the system will ask the officer to re-confirm it and will change the status to "Pending" if re-confirmed by the officer. Even when a new action taken description is updated the previous description remains in the system and can be seen by all. Thus a complete history of action taken description is maintained by the system.

viii. **Work flow of Complaints Disposal** –

1. As soon as a complaint is registered an SMS is sent to the complainant informing him of the unique ID of his complaint and also of the time limit for disposal. An SMS also goes to the concerned officer informing him that a complaint is registered with respect to his jurisdiction and the time limit for the disposal of the complaint.

2. When a member of the Public registers a compliant on the website he has to choose the state and the district for the complaint. Thus the DEO of the concerned district is immediately informed by SMS.

3. If a complaint is received at the call center, the call center should also ask the complainant the district of the complaint and update it on the website.

4. If a complaint is received from any other source the data entry operator has to select the complaint level from a drop down list. Depending on the complaint level the data entry operator then selects the States, Districts, and ACs for that complaint. An SMS will go all the concerned officers as soon as the complaint is registered.

5. **Forwarding a Complaint** – When a complaint is received, a senior officer can either take action on the complaint directly or forward it to a junior officer. Thus ECI can forward a complaint to states and UTs, CEOs can forward it to districts, DEO to ACs, and EROs to Booths. As soon as a complaint is forwarded the concerned officer gets an SMS that the complaint has been forwarded to him.

6. **Taking action on the complaint** – As soon as a complaint is registered/forwarded, the concerned officer gets an SMS about the complaint. He can also view all complaints in a grid with respect to his jurisdiction on his web page after logging in. He can click on the relevant button on the grid and view the details of the complaint, print it out, forward it or update the action taken on it. If an officer is on tour and is not able to access his webpage immediately, he can forward the SMS to some other officer subordinate to him who can immediately start action on the complaint. In addition, because the SMS sent to the officer also has the cell phone number of the complainant, the officer can make a call to the complainant from wherever he is, and start action on the complaint immediately. As soon as action is taken and the complaint is disposed, the officer should update the action taken on the website and change the status of the complaint to "Disposed"

7. As soon as a complaint is disposed, an SMS goes to the complainant that the complaint has been disposed, and he can log on to the website and see the details of the action taken or take a printout.

8. The Call center can also see all the complaints, their disposal status and action taken details. Thus if a complainant checks the status of a complaint from the call center, the call center can give him the update.

9. The call center is required to make random telephone call to complainants to check the satisfaction status of the complainants, and update it on the website.

10. **Sending Custom SMS** – Officers can send custom SMS to the complainant and to the officers subordinate to them through the website.

11. **Monitoring of disposal of complaints through SMS** – The system complies all complaints at 7 AM every day and sends an SMS to all

officers giving the total number of complaints, pending complaints, defaulted complaints and disposed complaints.

  12. **Reports** – There are several detailed and summary reports available of the website to officers for the purpose of monitoring of the progress of disposal.

d. **Entering Holiday List in the system** – CEO Admin can enter the holiday list of that state into the system to help the ERO to schedule hearing. It should however be noted that entering holiday list does not preclude hearing being scheduled on holidays. The system only shows holidays in red color to alert the ERO about the holiday.

e. **Control Tables** – The PGR system needs some basic information about the administrative units of each state. This information is filled in master tables called Control Tables. PGR system needs information about Districts, PCs, ACs, and Parts, and their interrelationships. Control tables have been pre-populated by information already available in ECI. However this information may not be accurate as these administrative units can change due to delimitation of constituencies, creation of new districts, and rationalization of polling stations. Control tables have therefore to be kept up to date by CEO Admin. CEOs are advised to go to the control table management link on the CEO Admin web page and ensure that all control tables are accurate. They should frequently check this link to keep the control tables up to date. Unless control tables are up to date, CEO Admin will face problems in creating new users, and all users will face problems in forwarding complaints and applications. If users are not created SMS will not go the officers of the concerned district/AC/Booth.

2. **Work to be done by CEO Admin before the site can be used** – CEO Admin will have to do the following before the site can be used –

   a. Update Control tables and ensure that they are accurate.
   b. Make all DEOs, EROs, AEROs, and BLOs user on the website.
   c. Start the Call Center and make it a CEO level user.
   d. Ensure that in each district there is one internet connected computer with a data entry operator for take printouts of complaints and applications, and feed the action taken details.
   e. Train DEOs, Deputy DEOs, EROs, AREOs in PGR website system.
   f. Ensure that all complaints received from whichever source is entered in the website at every level including CEO, DEO, ERO etc. so that the PGR system becomes comprehensive.

Functional

View

PUBLIC GRIEVANCE REDRESSAL

COMPLAINT LEVELS & CONTROLLING OFFICER

1a For each complaint, a unique Complaint ID via SMS is sent on complainant's registered mobile/cell phone no.

5 Complainant can know status of his complaint on Public Website and through Call Centre.

Toll Free Helpline

Public Website

AGGRIEVED PEOPLE

Fax

Phone Call

Letter

SMS

Personal Meeting

PGR SERVER

1
1. An aggrieved person can lodge a complaint through various channels such as **Toll Free No, Public Website, Letter, Fax, Personal Meeting, Phone Call** and **SMS to concerned officer**.

2
1. Complaints from various sources except **Public Website** and **Toll Free No.** are entered into the system manually and auto forwarded to the concerned officer with an SMS according to the level chosen by the complainant.
2. All users at each level have their own system account for processing complaints.

COMPLAINT LODGED DIRECTLY TO CONCERNED OFFICER

NATIONAL / MULTI-STATE COMPLAINTS
ECI

SINGLE STATE /MULTI-DISTRICT COMPLAINTS
CEO

SINGLE DISTRICT / MULTI-AC COMPLAINTS
DEO

SINGLE AC COMPLAINTS
ERO/RO

COMPLAINT FORWARDING

3
1. When a complaint is received, concerned officer based on the subject takes necessary action.
2. Officer **may manually forward a complaint to next lower hierarchical level** (if available) for necessary action.
3. In case of Multi-Level complaints, the **final decision will be taken by the next higher level officer of the selected complaint level.**

4 Satisfaction Response for the Action Taken by the officer is confirmed by personal phone call and by Call Centre till the complete disposal of complaint.

ELECTION COMMISSION OF INDIA