FORMS
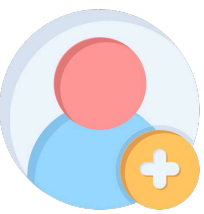
New Voter Registration

For citizens aged 18+ or turning 18 soon

Fill Form   More Info

Name Delete

Update or correct name in electoral poll

Fill Form   More Info

Details Update

Change in personal details, residential address, etc in voter ID

Fill Form   More Info

Other Forms

Forms related to overseas(NRI), E-EPIC, PwD, kashmir residents, etc

More Info

LATEST NEWS

SERVICES

Complaints

File electoral/forms related complaints

Access Service

Track Application

Check from/complaint status by reference no.

Track Now

E-EPIC Download

Download digital voter ID

Download

Polling Station Locator

Find your assigned voting booth

Search Now

FAQ

MOBILE APPS

Voter Helpline
Official voter services app

cVIGIL
Report electoral violations

Saksham
Polling officer portal

Voter Turnout
Citizen services portal

ABOUT ECI

The Election Commission of India is an autonomous constitutional authority responsible for administering Union and State election processes in India. The body administers elections to the Lok Sabha,....

Read More

Helpline
1950 (Toll-free)

Address
Election Commission of India, New Delhi

Email
help@eci.gov.in

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Assignmnet 1 (Redesign Web Layout)

Rohan (241110057)

Assumption

I assume most users primarily access the site for form downloads and application tracking.

Original Voter Service Portal

1. There was no need for *"HOME" icon* explicitly. So, I have made the *logo and "VOTERS' SERVICE PORTAL" text as a group* a link which returns to home page.

2. No need for *Letter spacing option.*

3. No need for *Light and dark mode.*

4. No need for *font size increase and decrease.*

5. No need for a bar saying *"General Election 2024".*

6. No need for link to *official ECI website* explicitly. I have added *"ABOUT ECI"* section which will be redirected to ECI homepage when clicked on it.

7. No need for link for *General Election 2024.*

8. The *"FORMS"* section contains all the forms which are making it more congested as there are forms that are very less accessed by citizens. So, I move less accessed forms in *"Other Forms"* option.

9. The *Download and Guidelines* option for every forms are moved to the hover effect. When the user clicks Fill Form or clicks the form card a new page is open which has these both options in it.

10. No need for *"Search in Electoral Roll"* option in the *"SERVICES"* section.

11. The *"UPDATES"* section is giving information which can be consolidated in *"NEWS"* section.

Redesigned Portal

Black border is given to elements(cards). When the mouse goes over them it gives hover effect signifying that this is clickable. This leverages the principle of affordance, making it visually clear to the user that these elements are interactive.

1. **Header**

   - Heading: - A *logo and "VOTERS SERVICE PORTAL" text* as a group which links to the homepage of voter portal. This uses a common Gestalt principle, to group the logo and text, indicating they function as a single navigational unit.

   - Search Bar: - A predictive search bar which suggests results as the user types to make the search faster.

   - Language: - A button to change between the language of English and Hindi. It can be a dropdown option to select from all kinds of Indian languages catering to diverse user needs. This enhances accessibility. It also helps in allowing people to read the website in their language.

- Login & Sign-Up: - A *Sign-Up* option is to register users on the voters' portal. A *Login* option is for every user to register themselves using username and password for checking their application, status or any other information.
  Placing "Login" and "Sign Up" options close together utilizes the proximity principle, implying a relationship between account access and registration.

2. **Forms Section**

   - New Voter Registration: - New registration for Indian citizens.
   - Name Deletion: - Deletion of names from existing poll.
   - Details Update: - Updating of personal details. Users can also do this after logging in.
   - Other Forms: - Other forms for registration of overseas (NRI), E-EPIC, PwD, Kashmir state citizens, and more.

   Organizing form options into a clear, labeled section improves visual hierarchy, guiding the user's attention to the most relevant actions.
   Using icons alongside the texts helps presenting information in both visual and verbal formats for better comprehension.

3. **Service Section**

   - Complaint Registration: - Users can register their complaints here. After the complaint they will get a reference number to track application.
   - Track Application: - Users can track their filled forms, complaints, and other information by clicking the "Track Now" link and entering the reference number provided to them.
   - E-EPIC Download: - Users can download their digital voter id form here.
   - Polling Locator: - Users can locate polling station (voting booth) near them.

   Using icons alongside the texts for each form can help visual learners by acting as visual cues.

4. **Latest News Section**

   - Latest news related to voters, forms, election results, election dates and more is displayed here in a bullet-wise fashion.
     Presenting news in a bulleted list helps in breaking down information into easily digestible pieces.

5. **FAQ Section**

   - The FAQ section is structured in a question-and-answer format, allowing users to quickly find answers to common queries by providing readily available answers improving user satisfaction.

6. **Mobile Apps Section**

   - This section displays four app icons in a horizontal row, using the official logos of each app. A brief title appears below each icon indicating the app's purpose. This helps to easily recognize the brand of the app and users can easily select which app to download.

7. **About ECI Section**

   - This displays information regarding ECI. Also, after clicking this card or "Read More" link user get redirected to ECI homepage.

8. **Footer**

   - Telephone: - Helpline number for contacting Voter service team.
   - Address: - address of unit where person physically sit so that users can also visit at this location for their queries.
   - Email: - email id for users to email support team.
   - Social Media Handles: - "Follow Us" icons of different social media pages for user to follow them to get regularly updated.