



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

1. IT Application	01
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
2. 2.1 IT Infrastructure For ERO Net	132
2.2 Capacity Building of IT Manpower including Programmers & Data Entry Operators	133
3. 3.1 Daily & Periodical Operations	135
3.2 Control Tables for E-Roll	138
3.3 Updating Polling Station	141
4. Citizen Centric Services related to Electoral Registration	148
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 screenshot shows the homepage of the National Voters' Services Portal. At the top, there is a banner with the text "राष्ट्रीय मतदाता सेवा पोर्टल" and "NATIONAL VOTERS' SERVICES PORTAL". Below the banner, there is a large image of a hand holding a pen over a document. The main content area is divided into several sections:

- Search:** A box with the text "Search Your Name in Electoral Roll" and a search icon.
- REGISTER:** A box with the text "Register Here..." and a search icon.
- Key Services (Top Row):**
 - "Apply online for registration of new voter due to shifting from AC" (with a "Click here" button)
 - "Apply online for registration of overseas voter" (with a "Click here" button)
 - "Deletion or objection in electoral roll" (with a "Click here" button)
- Key Services (Bottom Row):**
 - "Correction of entries in electoral roll" (with a "Click here" button)
 - "Transposition within Assembly" (with a "Click here" button)
 - "Interactive Forms" (with a "Click here" button)
- TRACK APPLICATION STATUS:** A red button at the bottom of the service section.
- Other important Information:** A row of five icons with corresponding text below them:
 - Voter ID Card
 - Print Statement
 - Polling Places
 - DNA Machine
 - Complaint/Suggestion
- Footer:** A note stating "The information from this website should not be used for any other purpose than intended." and a "GO TO ECI WEBSITE" button.
- Page Bottom:** A footer bar with links to "Home", "About Us", and "Contact Us".

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,

विवरण द्वारा खोज/Search by Details	पहचान-पत्र का द्वारा खोज/ Search by EPIC No.	
नाम/Name *	पुनर्जीत <input type="button" value="Edit"/>	पिता / पति का नाम (Father's/Husband's Name)
* उमेर/Age	Select Age from List	लिंग/Gender
जन्म तिथि/DoB		
राज्य/State:	Select	 An Inscript keyboard overlay showing Hindi characters (अ, आ, इ, ऊ, ऋ, उ) and numbers 1-9. The keyboard is blue with white text. It includes standard keyboard keys like Tab, Caps, Shift, and Enter, along with additional characters for Hindi input.
ज़िला	Select	
District	Select	
विधानसभा निर्वाचन क्षेत्र	Select	
Assembly Constituency		

Floating Keyboard

Search by details

In this option only Name field is mandatory for searching as shown below,

Father's Name	<input type="text" value="Ranu"/>	पिता / पति का नाम (Father's/Husband's Name)	<input type="text" value="Ranu"/> Father's/Husband's name (optional)
* वय/Age	<input type="text" value="Select Age from List"/>	Gender	<input type="text" value="Select Gender from List"/>
जन्म स्थान/DOB			
संघ/State	<input type="text" value="Select State from List"/>	पाली ज खाने Locate on Map	
ज़िला/ District	<input type="text" value="Select District from List"/>	OR	
राजनगर निकाय/ Assembly Constituency	<input type="text" value="Select Constituency from List"/>		
		रोड / Code *	<input type="text" value="6 47 4 2"/>
		<input type="checkbox"/>	Captcha Text
		Search	

The search result can be limited by entering other demographic details. The location can be selected through drop down list of State and constituency or it can be selected through map as shown below,

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,

Search Result Number of Record(s) Found: 1233812									Page 1 out of 1233812	
Action	EPIC No.	Name	Age	Father/Husband's Name	State	District	Polling Station	Assembly Constituency	Parliamentary Constituency	
View Details	MSL2015082	Renu Singh	20	Satyendra Kumar Singh Singh	Uttar Pradesh	Kanpur Dehat	PRATHAM VIDYALAYA KHALLA	Sikandra	Jhansi	
View Details	HOQ0781381	Renu Singh	22	Renu Singh	Uttar Pradesh	Lakhimpur	SON GIRLS INTER COLLEGE MIRZPUR	Mirzapur	Jhansi	
View Details	LDK1718760	Renu Singh	18	Ramprakash Singh	Uttar Pradesh	Pilibhit	P.S. ASHOKA PUBLIC	Kunder	Kaushambi	
View Details	PRD0000017	Renu Singh	25	Ram Dev Singh	Uttar Pradesh	Kanpur Nagar	HAL VIDYALAYA PRIMARY SECTION TORNADIPUR	Wahnsapur	Jhansi	
View Details	HOQ0781915	Renu Singh	22	Shankar Prasad Singh	Uttar Pradesh	Lakhimpur	GIRL'S GIRLS INTER COLLEGE MIRZPUR	Mirzapur	Jhansi	
View Details	UPQ41198588187	Renu Singh	36	Abhishek Singh	Uttar Pradesh	Pilibhit	S.O. ASHOKA	Kunder	Kaushambi	
View Details	ZAU0388790	Renu Singh	23	Monish Singh	Uttar Pradesh	Jalaun	PRIMARY SCHOOL PABDEH	Orai	Jaunpur	
View Details	HOQ0388338	Renu Singh	21	Priya Singh	Uttar Pradesh	Lakhimpur	U.P.S. SCHOOL, DGRAM	Mirzapur	Jhansi	
View Details	ATA11212078	Renu Singh	23	Wenmar Lal Singh	Uttar Pradesh	Kanpur Nagar	U.P.G. VIDYALAYA, 6-BLOCK JUNIOR HABIBPUR ROAD, JUHN (GANGA), U.P. VIDYALAYA, 5-BLOCK A&H HABIBPUR ROAD, JUHN (GANGA)	Katrai Nagar	Kanpur	
View Details	N082344095	Renu Singh	20	Leishma Singh	Uttar Pradesh	Kanpur Nagar	JOHNSON BALIYA COLLEGE VISHWAKRITI	Kalyanpur	Jhansi	

Search by EPIC

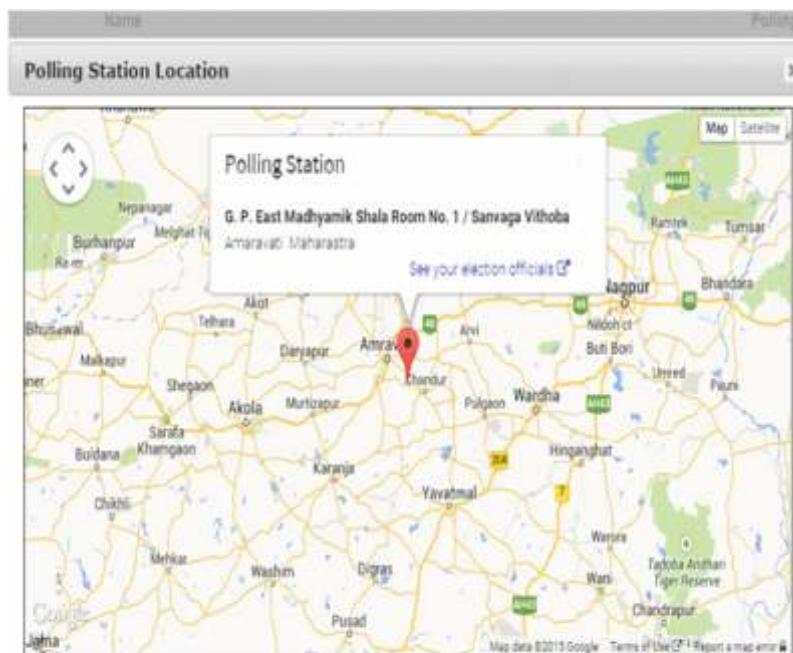
In this option only EPIC no is mandatory and State field is optional.

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

मतदाता पहचान-पत्र क्र./EPIC No.*	<input type="text"/>
राज्य/State	Select State from List
कोड / Code *	<input type="text"/> 9 3 3 3 8 <input type="button" value="C"/>
Captcha Text	
<input type="button" value="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,



Ok

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 provided 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 नियोजन 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
मतदाता केंद्र/Polling Station	PRIMARY SCHOOL KHALLA
मतदाता की तारीख/Polling Date	15-02-2017
लास्ट 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.



मतदाता सूचना/Voter Information

राज्य :	
State	Uttar Pradesh
संसदीय विधान निर्वाचन क्षेत्र :	
Assembly Constituency	Sikandra
नाम :	
Name	Rahul
लिंग :	
Gender	M
पहचान पत्र क्रमांक :	
EPIC No:	MSL2015352
पिता/स्त्री का नाम :	
Father's/Husband's Name:	Satyendra Kumar
पार्ट नंबर :	
Part Number:	81
पार्ट का नाम :	
Part Name	PRIMARY SCHOOL KHALLA
मतदाता क्रमांक :	
Serial No:	340
मतदान सेक्टर :	
Polling Station:	PRIMARY SCHOOL KHALLA
मतदान की तारीख :	
Polling Date:	15-02-2017
मुद्रित तिथि :	
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 asterisk (*) are mandatory*

Select Language/वाल का भाषा की

English

FORM 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 or due to change of address. I want to get a fresh card with my new address. I am returning my ETC 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.

MandatoryParticulars

Name of Elector *

(In English)

(In Regional)



Surname of Elector

(In English)

(In Regional)



Father's/ Mother's/

Husband's* Name : *

(In English)

(In Regional)



Father's/ Mother's/ Husband's*

Surname :

(In English)

(In Regional)



* Age [as on 1st January of current calendar year] *

2017

Year

Month

OR

Date of Birth (In DD/MM/YYYY format)(If known)

00/00/0000



Gender of Applicant *

Select

Address

House/Door number:



Street/Holaha/Road/Gali : *



Area/Locality *



Town/Village : *



Police Station *



PinCode *



State *

Select



District *

Select



EPIC No:

Reason for applying for a Duplicate Card

- I will collect EPIC from VRSC/CSC
- I wish to receive my EPIC by Post/air addressed and stamped envelope enclosed
- I will collect EPIC from BLS

Declaration

Place *

Date *

10/06/2018



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.

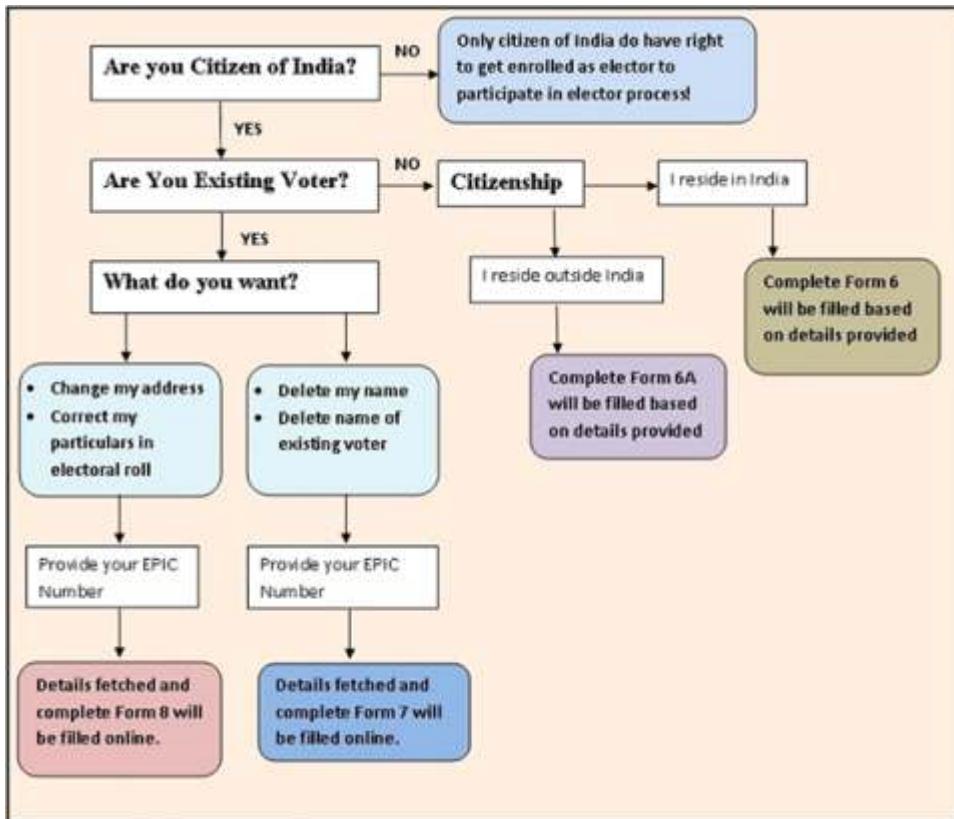
Next



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.

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: Thulei ▾

 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:

No file chosen

Location Details:

State:

Himachal Pradesh



District:

CHAMBA



Enter Mobile no.



Enter Password



Confirm Password

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

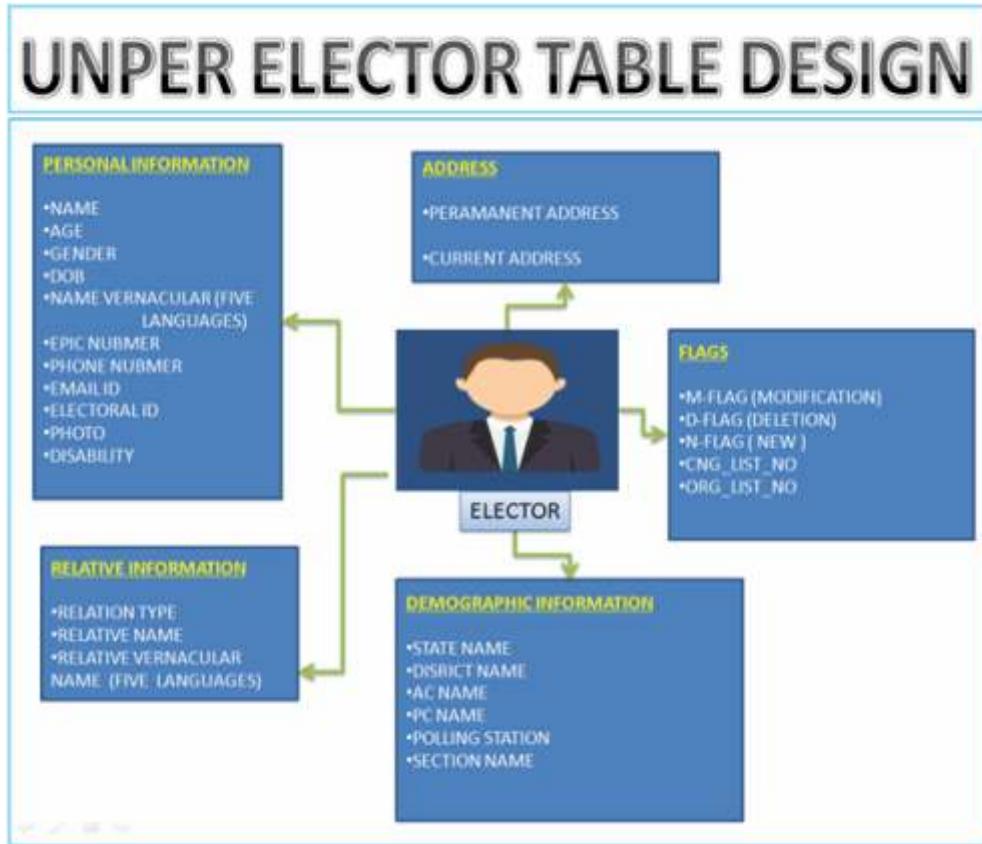


FIG 1: UNPER TABLE INFORMATION

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.

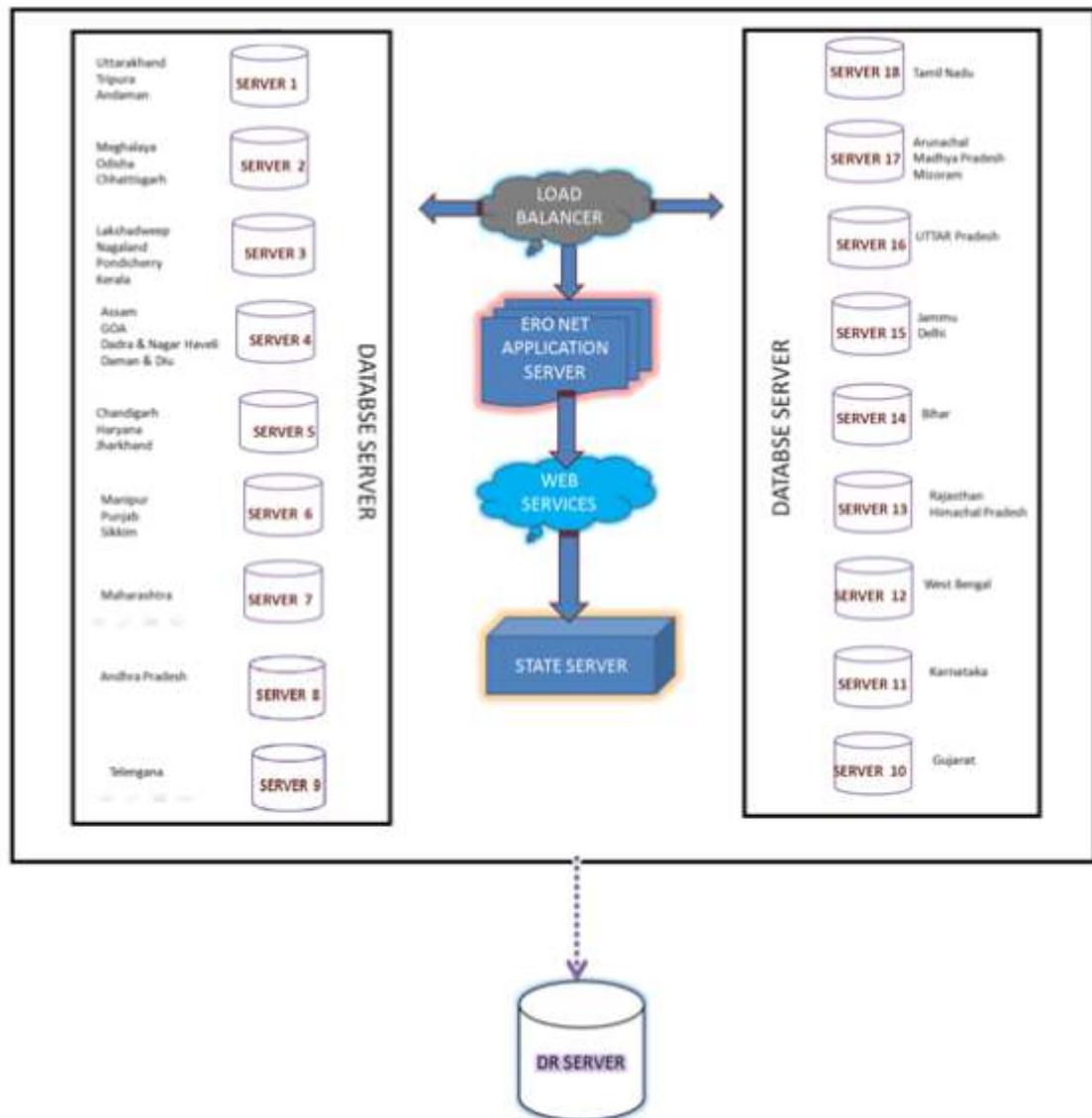
In UNPER, Address has two categories

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

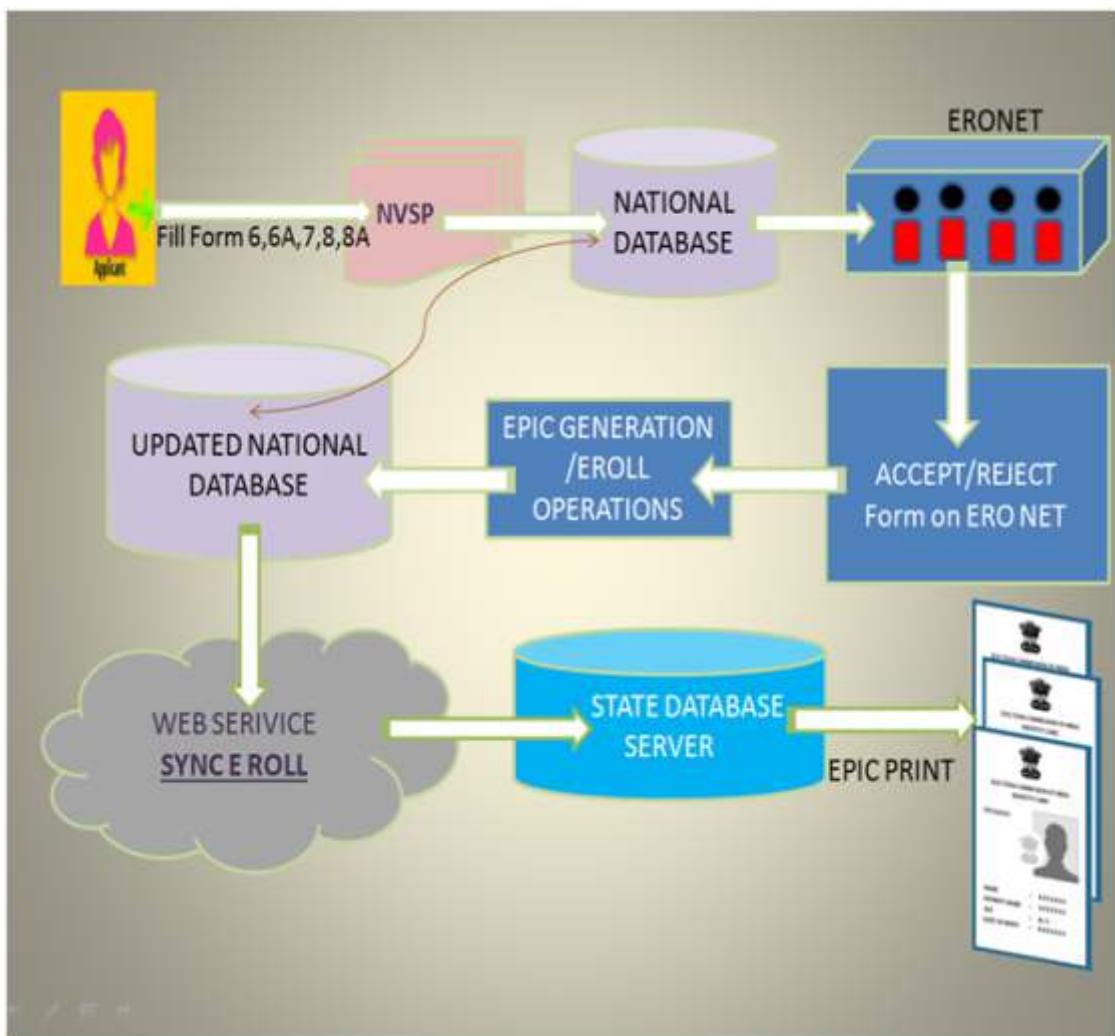


FIG 2 SYNCRONIZATION STRUCTURE

The ERONET 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 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,

ERO-Net links all EROs of Nation.

UNPER Unified National Photo Electoral Rolls Data.

NVSP 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.

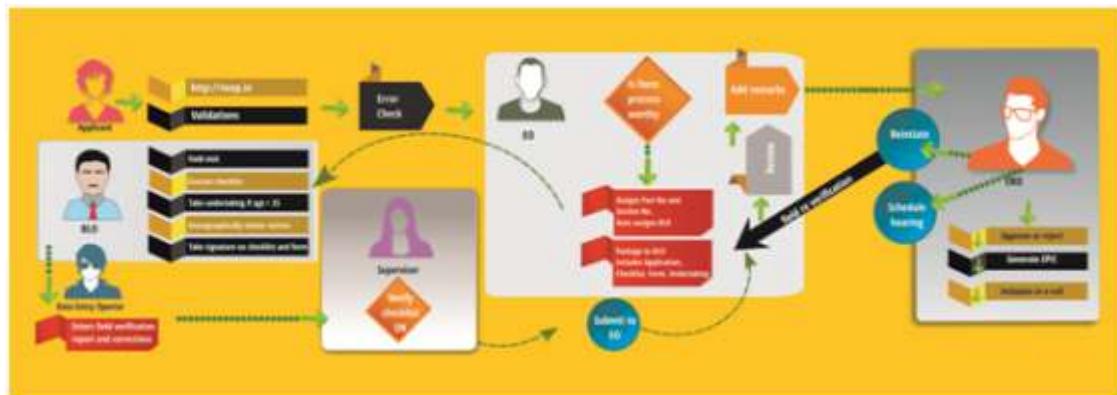
1.3.3 Electoral Services through ERO Net

- 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

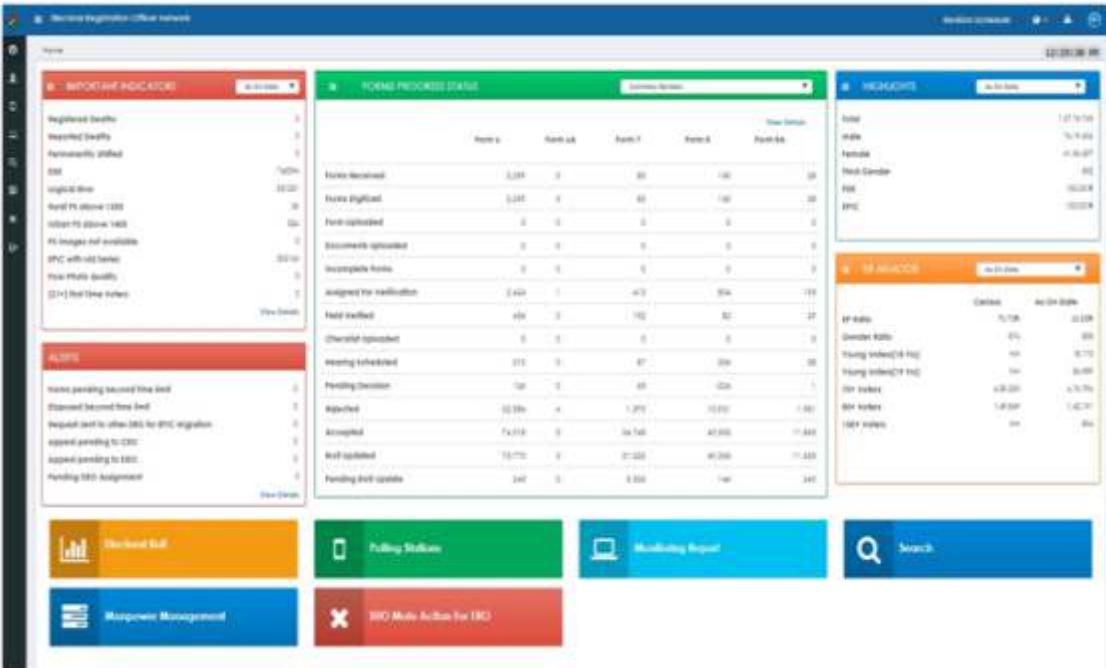
- Name search, part & Serial No.
- Submit online applications of form 6, 6A, 7, 8, & 8A, 001 with supporting documents.
- Tracking the status of filled application including auto alerts.
- Details of Polling Station (PS),
- Details of Assured Minimum Facilities (AMF)
- How to reach your PS using GPS, 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

The screenshot displays the 'Electoral Roll' section of the system. At the top, there are five colored boxes: DRAFT (red), Logical Errors (green), DME (pink), Gender Ratio (orange), and EP (purple). Below these are two main sections: 'Age Cohort' and 'Details'.

Age Cohort:

	18	19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Total
Census	30	30	23,65,667	21,85,24	23,01,16	16,77,214	8,77,291	4,79,304	1,49,339	30	30	1,23,33,344
Draft	30	74,624	31,40,828	40,27,893	29,28,279	17,91,850	10,37,003	5,38,964	1,57,814	31,233	818	1,37,62,344
Difference in Draft	30	74,624	21,19,194	9,27,694	4,22,214	1,14,854	79,462	45,863	7,745	31,233	818	14,29,700
Final	18,173	81,799	31,30,394	40,24,347	29,11,401	17,45,778	10,31,271	5,14,803	1,49,410	17,777	804	1,24,33,844
Difference in Final	18,173	81,799	12,87,752	8,26,231	4,20,456	8,87,779	41,764	30,217	4,239	17,777	804	13,25,450
As on Today	21,273	92,314	31,45,782	40,24,879	29,08,875	17,42,861	10,36,189	5,11,767	1,47,944	17,291	840	1,24,04,883
Difference as on today	21,273	92,314	1,14,288	124,850	4,02,400	83,465	96,402	32,867	17,928	17,291	840	12,74,409

Details:

- Search
- Formatted View
- Form Monitoring
- Special Drive Monitoring

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			No of Polling Station locations with more than									
Sl.no	Total		Total Polling Station locations									
	Rural	Total	1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS	
154	12014	13418	2342	1174	254	367	388	327	248	158	72	221
Polling Station Not In Government Building										3168		

- Rural and urban polling stations with elector count

Rural & Urban Polling Stations With Sector Count									
Sr No.	Type	Sectors							
		1-300	301-1100	1101-1200	1201-1300	1301-1400	1401-1500	1501-1600	1601-1700
1	Rural	8	27	21	8	11	0	3	0
2	Urban	14	7020	1987	1467	1422	122	116	106

- Improved Maps

Improved Maps							
	Total Building Statistics	Google Map View	Google Satellite View	Port Boundary Map	Building front View	CAD View	Key Map View
With Map	40260	13007	10803	8795	12220	3691	12740
Without Map	21262	212	212	7424	1189	2724	677
Details							

- Assured Minimum Facility

Assured Minimum Facility							
	Provision for camp	Provision for drinking water	Adequate furniture	Proper lighting	Help Desk	Proper signage	Total
With AMF	13275	13414	13257	13417	3	13541	13418
Without AMF	244	3	182	2	0	76	1

- Extended Facility

Extended Minimum Facility			
EMF	Cost#	EMF	Cost#
Building Quality	13421	PS with ramp for disabled	13179
PS with less than 20 comms	12982	PS building with Adequate furniture	13257
PS building is Unprotected or dangerous	2913	PS with shade/cover for protection from sun/heat etc.	13268
PS is in Civil Building/Fremises	11262	PS with proper/modem connectivity	13413
PS located in an institution/religious place	2734	PS where vehicle have to cross/drive/halt/move in natural obstacles to reach PS	3333
PS in Schools/College building	13299	PS with Landline Telephone/Fax Connection	11142
PS in Ground floor	12389	PS with Mobile Connectivity	12362
PS having Separate door for Army and Civil	12883	PS with Interval Facility	12489
Political Party Office Shaded Within 200 meters of PS premises	4624	PS with Proper Display of Building name and Address	13347
PS having permanent water facility in the premises	13814	PS with in UV/HV/Chlorine affected area	2714
PS having Electricity Supply	13471	PS with Fire/Earthquake area	2714
PS buildings having Proper lighting, Furniture etc.	13417	PS in Vulnerable Critical location	2623
PS buildings with Toilet/Mensa/Female	13418	Sensitive/Highly Sensitive PS	3213

- 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

<input type="checkbox"/> Registered Deaths	<input type="checkbox"/> Reported Deaths	<input type="checkbox"/> Permanently Shifted	<input type="checkbox"/> DEO	<input type="checkbox"/> Logical Error	<input type="checkbox"/> Rural PS offices 1200	<input type="checkbox"/> Urban PS offices 1400	<input type="checkbox"/> PS Images not available	<input type="checkbox"/> EBC with old forms	<input type="checkbox"/> Logical Error					
<input type="checkbox"/> Rural PS offices 1200	<input type="checkbox"/> Urban PS offices 1400	<input type="checkbox"/> PS Images not available	<input type="checkbox"/> EBC with old forms	<input type="checkbox"/> Poor Photo Quality										
<input type="checkbox"/> Pending DEO Assignment	<input type="checkbox"/> Forms pending beyond time limit	<input type="checkbox"/> Discrepancy beyond time limit	<input type="checkbox"/> Request sent by other EBO for EBC Migration	<input type="checkbox"/> Approval pending to CEO										
<input type="checkbox"/> Appeal pending to EBO														
District Name	Registered Deaths	Reported Deaths	Permanently Shifted	DEO	Logical Error	Rural PS offices 1200	Urban PS offices 1400	PS Images not available	Conversion of Old EBC	Poor Photo Quality	Pending DEO Assignment	Forms pending beyond time limit	Discrepancy beyond time limit	Request sent to other EBO for EBC Migration
(+)TOTAL	1100	2200	1300	4400	5500	4400	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
PANJABIA	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.

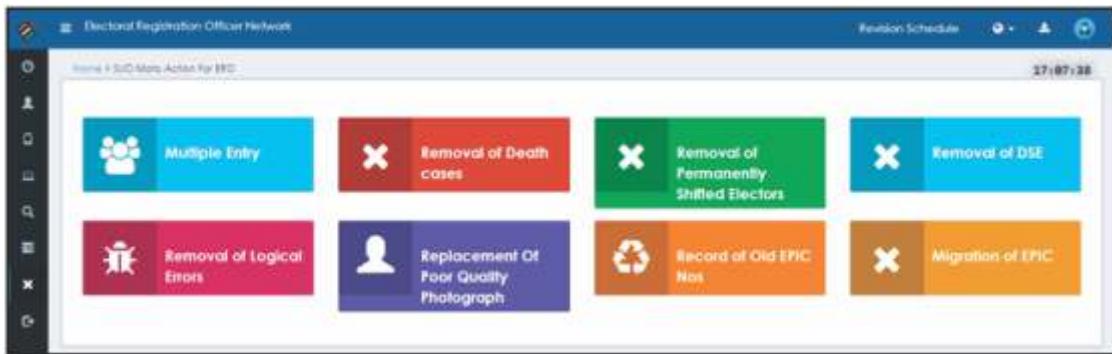
When click on monitoring Report Button it shows:- Screen Shots of further drill down can be shown in User Manual.

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 Form7 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.

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

Role of CEO (Chief Electoral Officer)

The screenshot displays the ERO-Net software interface with several modules and data tables:

- REPORTING INDICATORS:** A red-bordered section showing various metrics:
 - Reported Deaths: 0
 - Reported Deaths: 0
 - Honorably Discharged: 0
 - EDB: 0
 - Logical File: 0
 - Issue PS before 1300: 0
 - Issue PS before 1400: 0
 - PS Images not available: 0
 - EPIC with out photo: 0
 - Faux Photo Quality: 0
 - (21+) First Time Voter: 0
- FORMS:** A red-bordered section showing pending forms:
 - Forms pending approval from ERO: 0
 - Approved by ERO: 0
 - Rejected by ERO: 0
 - Accepted by ERO: 0
 - Form updated: 0
 - Pending ERO Assessment: 0
- FORMS PROGRESS STATUS:** A green-bordered table showing the status of various forms:

Form	Form-6	Form-6A	Form-7	Form-8	Form-8A
Form Received	1,249	0	33	165	30
Form Digitized	1,249	0	33	165	30
Form Uploaded	0	0	0	0	0
Documents Uploaded	0	0	0	0	0
Incomplete Form	0	0	0	0	0
Assigned For Verification	1,428	1	473	654	100
Work Verified	428	0	122	422	27
Checklist Uploaded	0	0	0	0	0
Meeting Scheduled	312	0	87	208	21
Pending Revision	126	0	51	129	1
Rejected	22,254	0	1,870	10,421	1,381
Accepted	74,018	0	14,747	40,252	11,565
Form Updated	52,273	0	21,222	40,252	11,565
Pending ERO Update	248	0	1,034	168	240
- HIGHLIGHTS:** A blue-bordered section showing highlights:

Category	Census	As On Date
EP Active	11,798	11,798
General Wards	971	971
Young Voter(18-34)	1,441	1,441
Young Voter(19-34)	1,441	1,441
Old Voters	6,28,209	6,28,209
Old Wards	1,46,647	1,46,647
Old Voter	1,46	1,46
- SEARCH:** A blue-bordered search bar.
- Navigation:** Buttons for National Roll, Polling Stations, Monitoring Report, and Search.
- Other Modules:** Buttons for Mandate Management and SUO Make Action For ERO.

(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.

Role 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)

The screenshot displays the ERO-Net Dashboard interface. The top navigation bar includes 'Dashboard', 'Logout', and 'Help'. The main content area is divided into several sections:

- REGISTRATION INDICATORS:** Shows registered users (10), registered voters (10), registered ERS (10), and registered ACs (10).
- ALERTS:** Lists pending tasks: 'Home pending - Devoid form initial' (0), 'Devoid becoming late form' (0), 'Request sent to other ERS - Devoid migration' (0), 'Request pending to CEO' (0), 'Approve pending AC 0001' (0), and 'Pending ERS Assignment' (0).
- FORM PROCESS STATUS:** A table showing the status of various forms across different districts and ACs. Headers include 'Form ID', 'District/AC', 'Acronym', 'Status', and 'Last Update'. Rows include 'Hindi translated', 'Hindi digitized', 'Form uploaded', 'Incomplete form', 'Assigned for translation', 'Image translated', 'Incomplete uploaded', 'Hindi scheduled', 'Pending translation', 'Approved', 'Rejected', 'Draft uploaded', and 'Pending draft control'.
- INCIDENCES:** A table showing the count of various types of incidents. Headers include 'Type' and 'Count'. Rows include 'EPR', 'AC', 'Voter', 'AC Voter', 'HES', and 'AC HES'.
- E-RO REPORTS:** A table showing the count of various reports. Headers include 'Category' and 'Count'. Rows include 'EPR Status' (10,249), 'Devoid Status' (0), 'Pending Devoid CT Log' (0), 'Pending Devoid CP Log' (0), 'Per election' (10,249), 'AC Voter' (0), and 'AC HES' (0).
- JOBS:** A section with four buttons: 'Electoral Roll', 'Rolling Rollout', 'Monitoring Report', and 'Search'.
- DRIVES:** A section with three buttons: 'Management', 'EO Role Activation', and 'Process AC/ District Change Request'.
- NOTIFICATIONS:** A section with two buttons: 'Death Entry' and 'Track Form Progress'.

(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)

The screenshot shows the ERO-Net system interface. The top navigation bar includes 'Home', 'Import/Export', 'User Management', and other options. The main area is divided into several sections:

- IMPORTANT INDICATORS:** Displays counts for Registered Electors, Registered Voters, Households, ESR, Logical Roll, Bond-PS-Driven Home, Bond-PS-Driven Vacant, PS Pending and Available, EPIC with old basis, Post Photo Identity, and Voter Photo Identity.
- FORMS:** Shows counts for Forms pending, Received Online, Requested Acquired New, Request sent to other ERO for EPIC Migration, Appeal pending to ERO, Appeal pending to DDO, and Pending Data Assignment.
- FORM PROCESSING STATUS:** A grid showing counts for various stages: Home Received, Home Digitized, Home Connected, Documents Uploaded, Incomplete Forms, Assigned for Verification, Last Verified, Previous Verified, Pending Schedule, Pending Tasklist, Accepted, Draft Updated, and Pending Task Update.
- USER RIGHTS:** Lists roles and their counts: Total, Voter, House, Household, Bond-PS-Driven, ERO, and EPIC.

At the bottom are several buttons: Workload, Pending Status, Monitoring Report, Search, Required Management, ERO Multi Action for ERO, Form Processing, and Approved CV VIE & TPSD Directe.

(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)

The screenshot displays the ERO Net software interface, which includes several data tables and navigation buttons:

- SWOT AND INDICATORS:** Shows current status metrics like Registered electors, Reported deaths, and Physically disabled.
- FORMS INGRESSES (11/18):** A table showing the status of various forms (e.g., Form 6, Form 7, Form 8) categorized by type (e.g., Normal, Simplified, Documented).
- WORKS:** A table showing work-related metrics like Work done, Work pending, and Work scheduled.
- ALERTS:** A table showing pending alerts related to voter lists and election processes.
- SEARCH:** A search bar with filters for name, date range, and category.
- Navigation Buttons:** Includes links for 'Voter List', 'Polling Station', 'Monitoring Report', 'Management', 'MIS Module for ERO', and 'From Processing'.

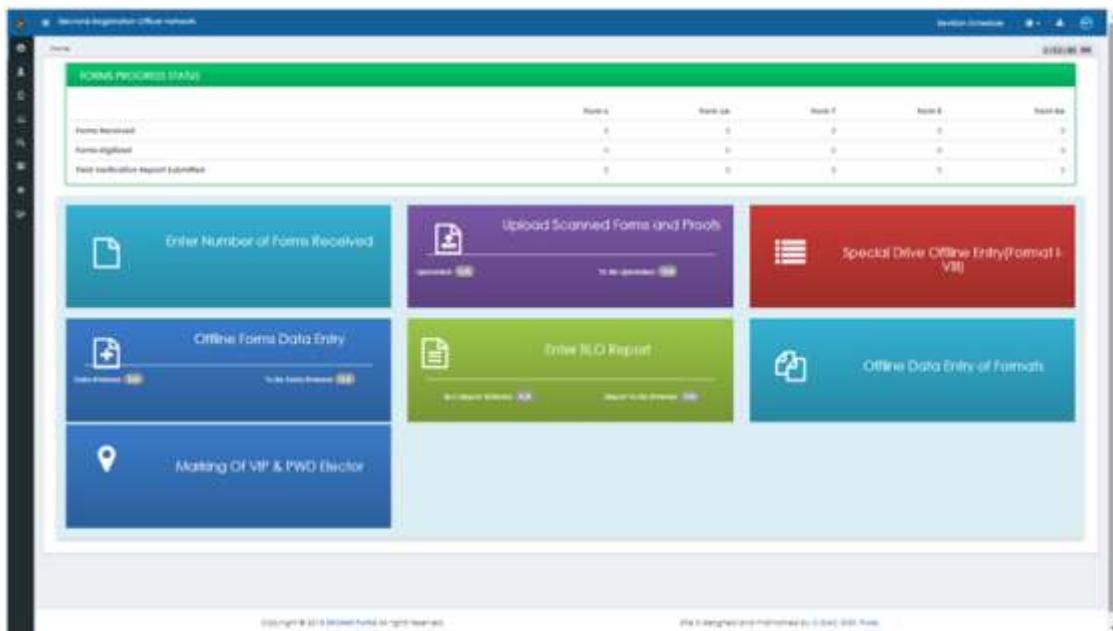
1. Assign Part/Section.
2. Request for deletion to other AC's concerned ERO.
3. Submission to ERO for approval or rejection.
4. View Dashboard.
5. User Management.

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 inn matters relating 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.

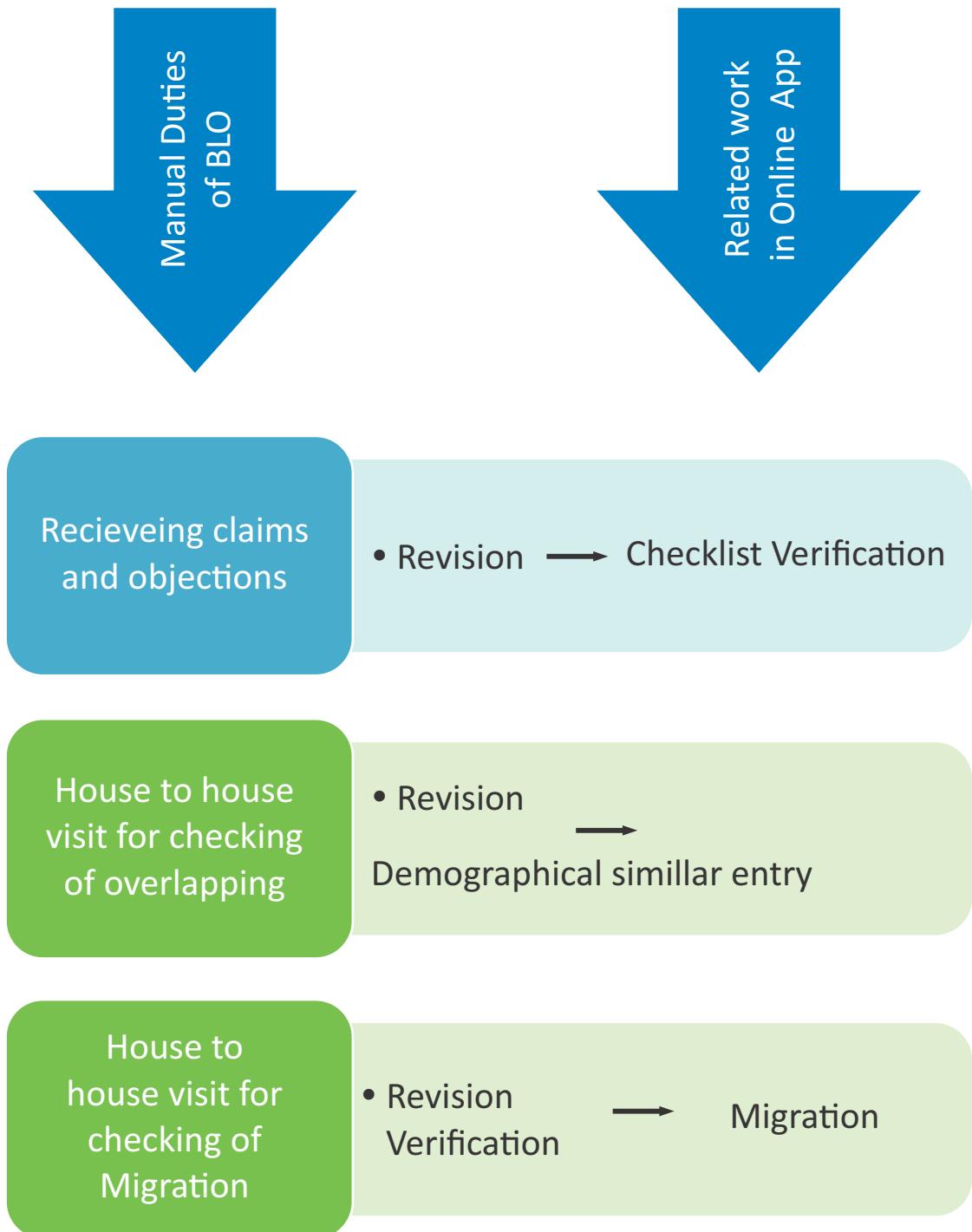
Before this App, BLO has to go on field visit with their BLO Register and Electoral Roll as a bunch of papers, in which all the information has to be done. They had to visit ERO office regularly for collecting their assigned work as Summary Revision Checklist and then after completing their field work/Verification 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.

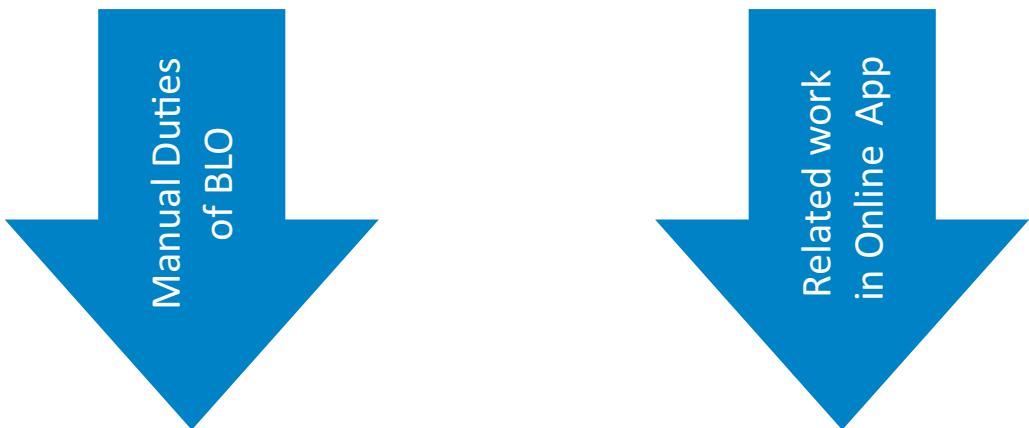
All these hitches are now removed. BLO App offered a time saving, simple and convenient solution for all the Booth Level Officers. By using the App they will get their assigned work in their phone regularly. There will be no need to visit ERO office regularly at all. BLOs can directly submit the field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

Manual Duties
of BLO

Related work
in Online App

Add new Voters

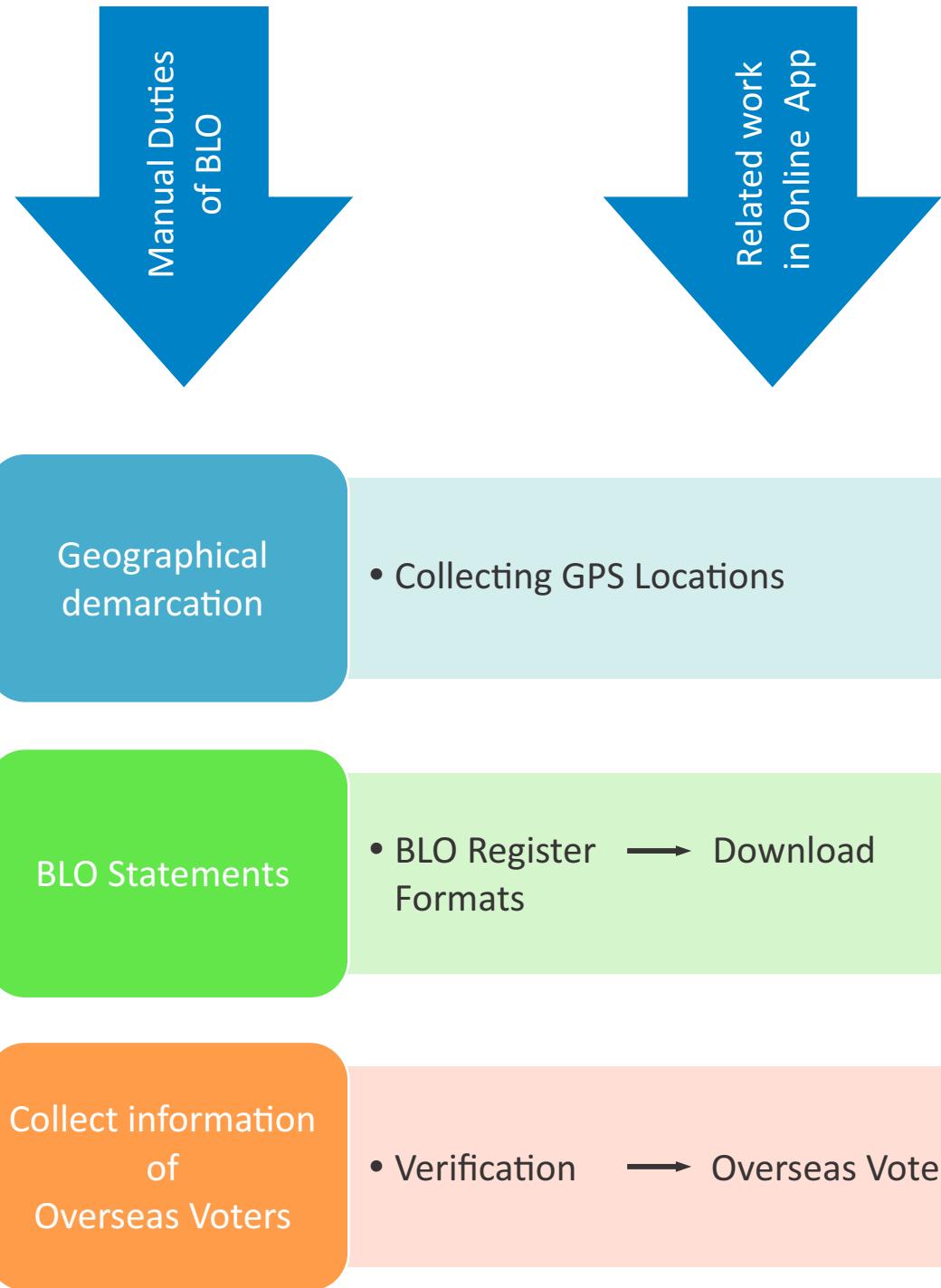
- Verification → Field Visit
New Voter

Collecting mobile
numbers of
electors

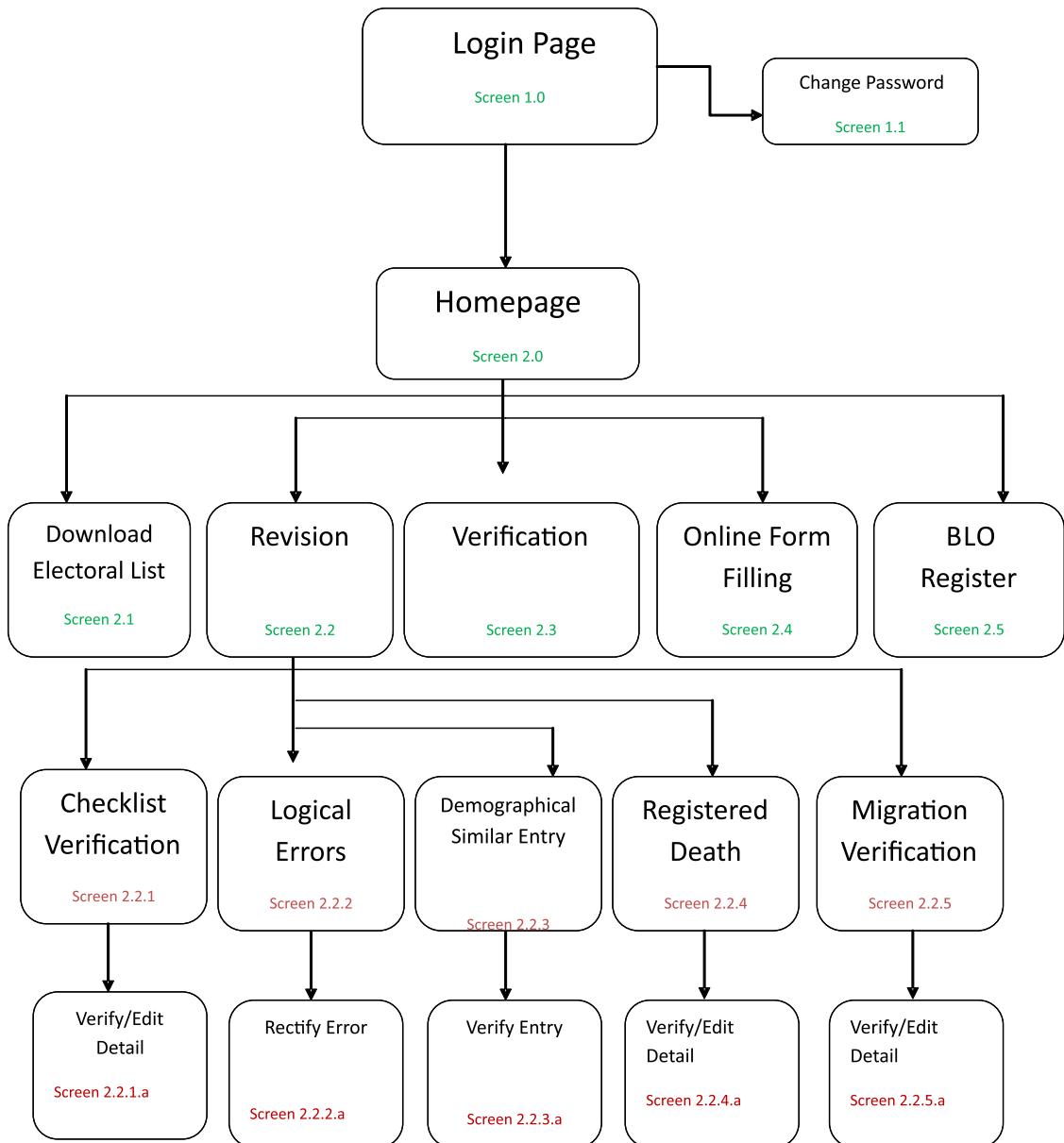
- Verification → Field
Visit → Family
Detail → A-S-D Status

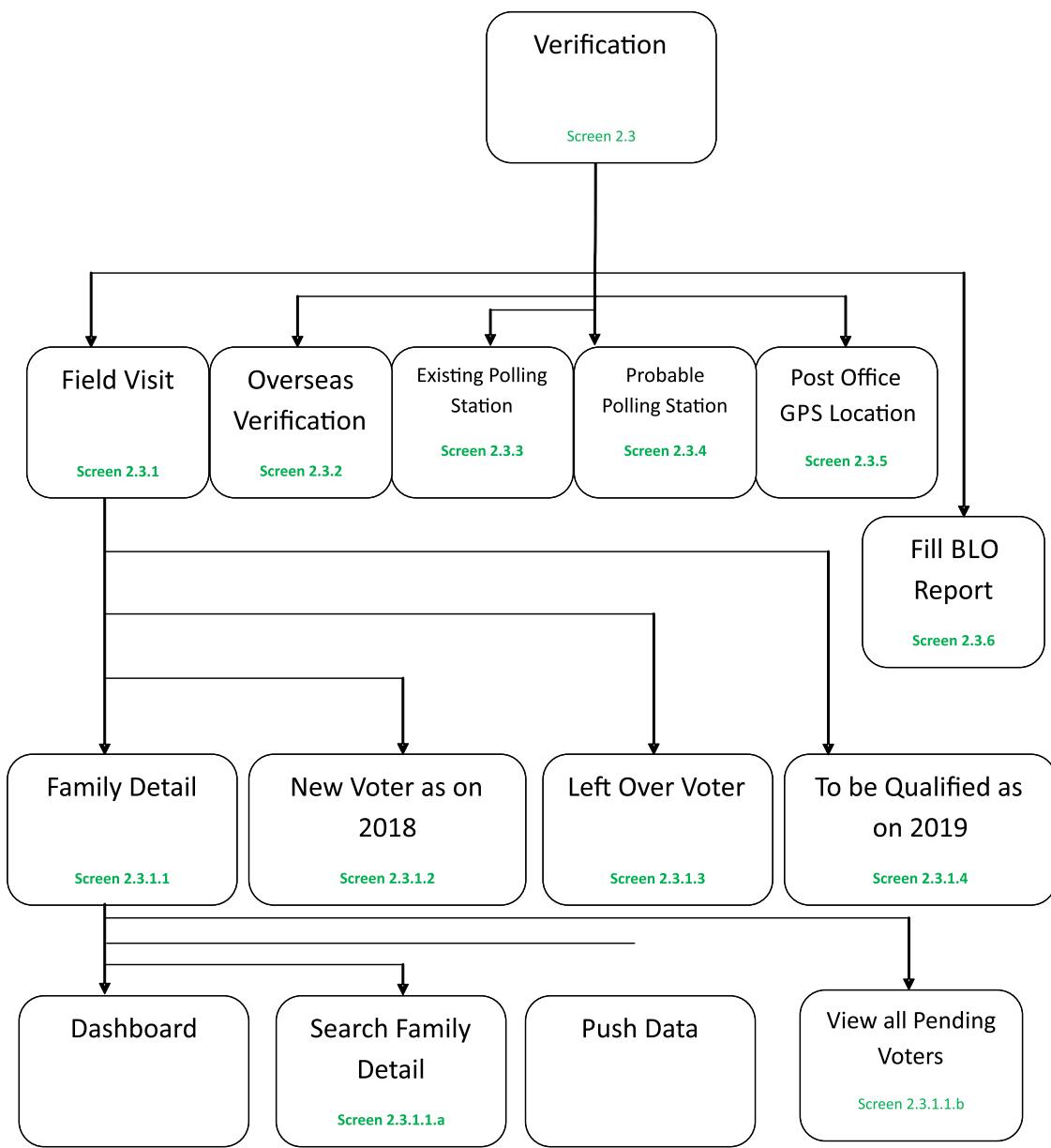
Display of draft Roll
at designated
locations

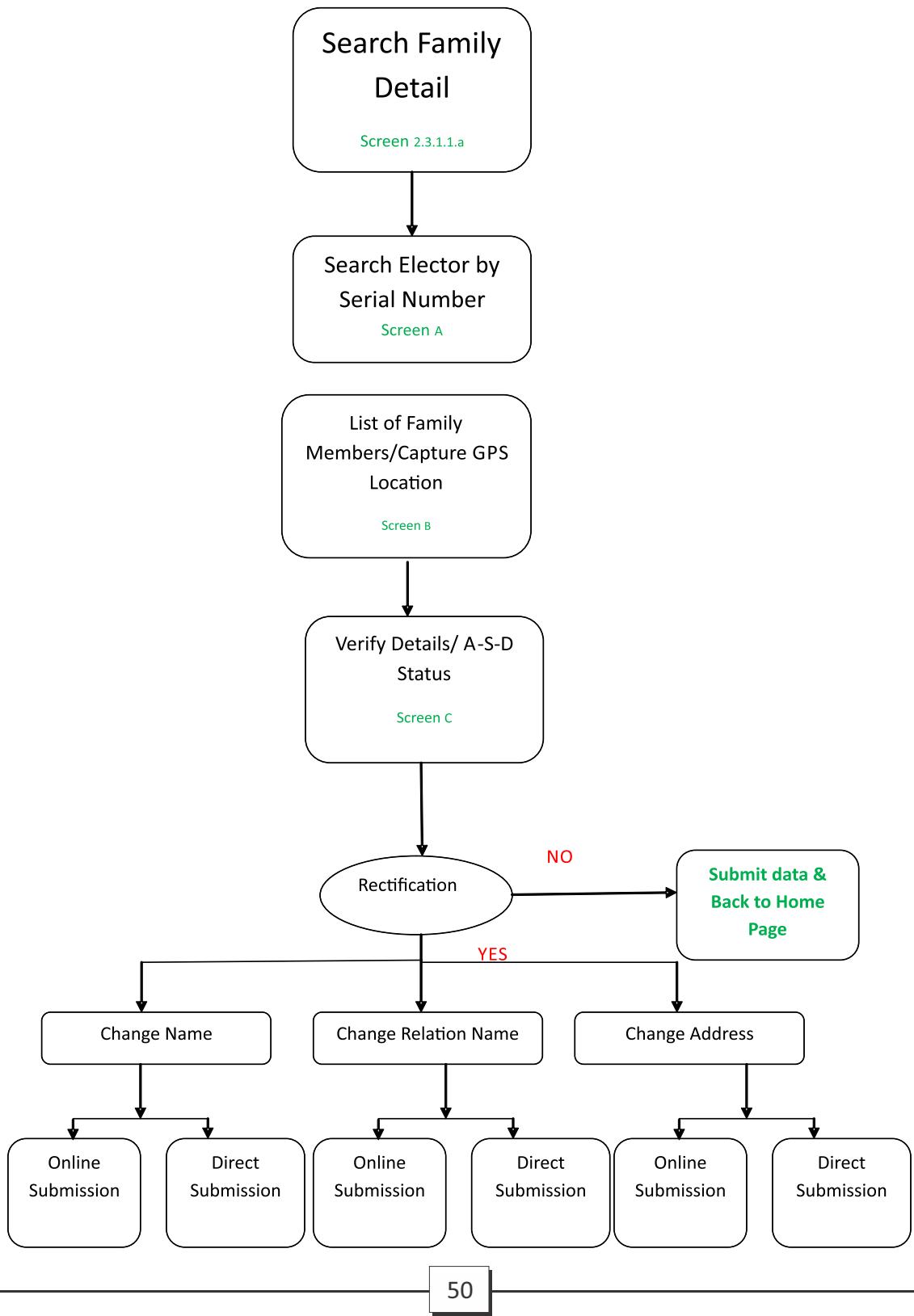
- Download Electoral Roll

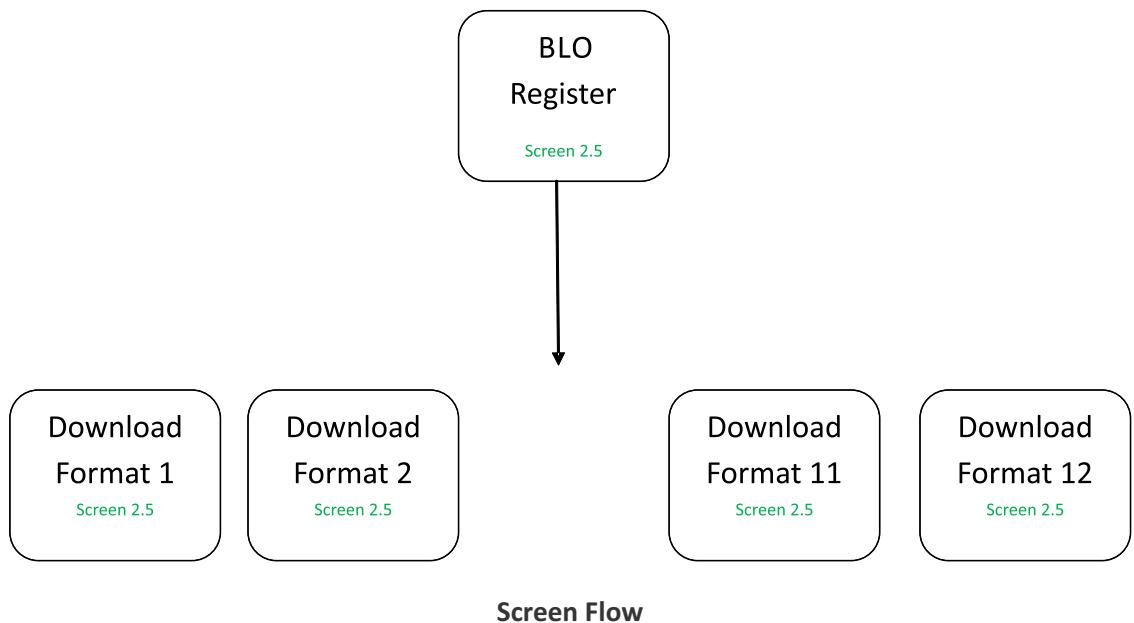


Process Flow of BLO App

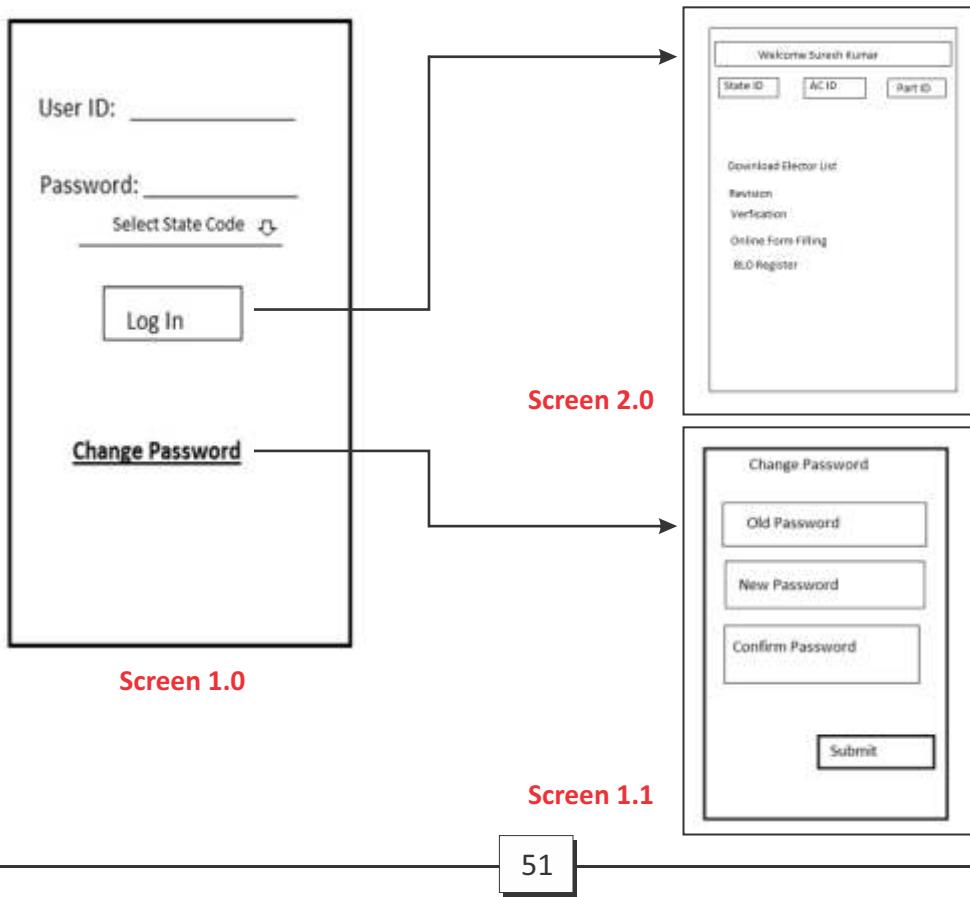




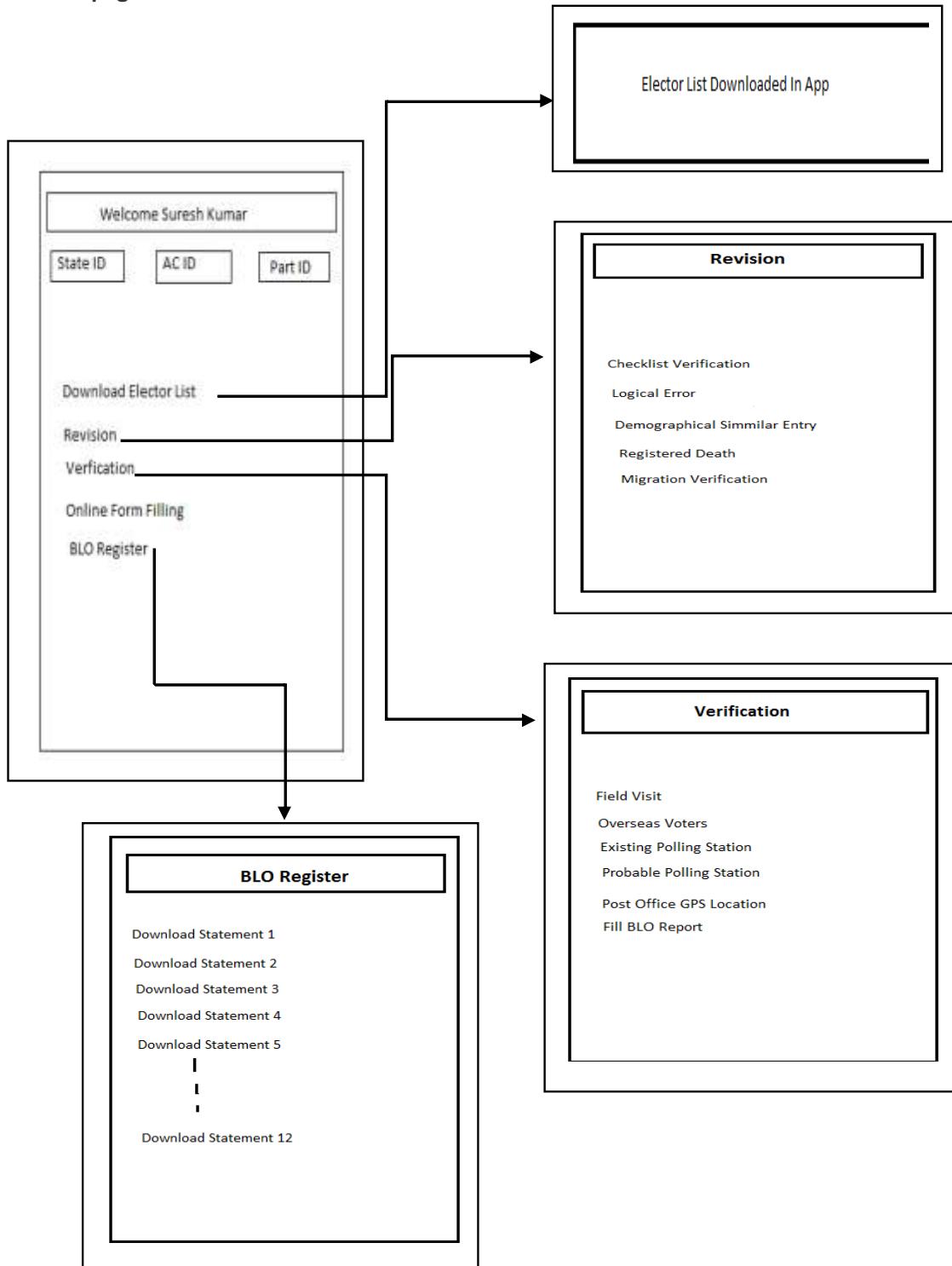




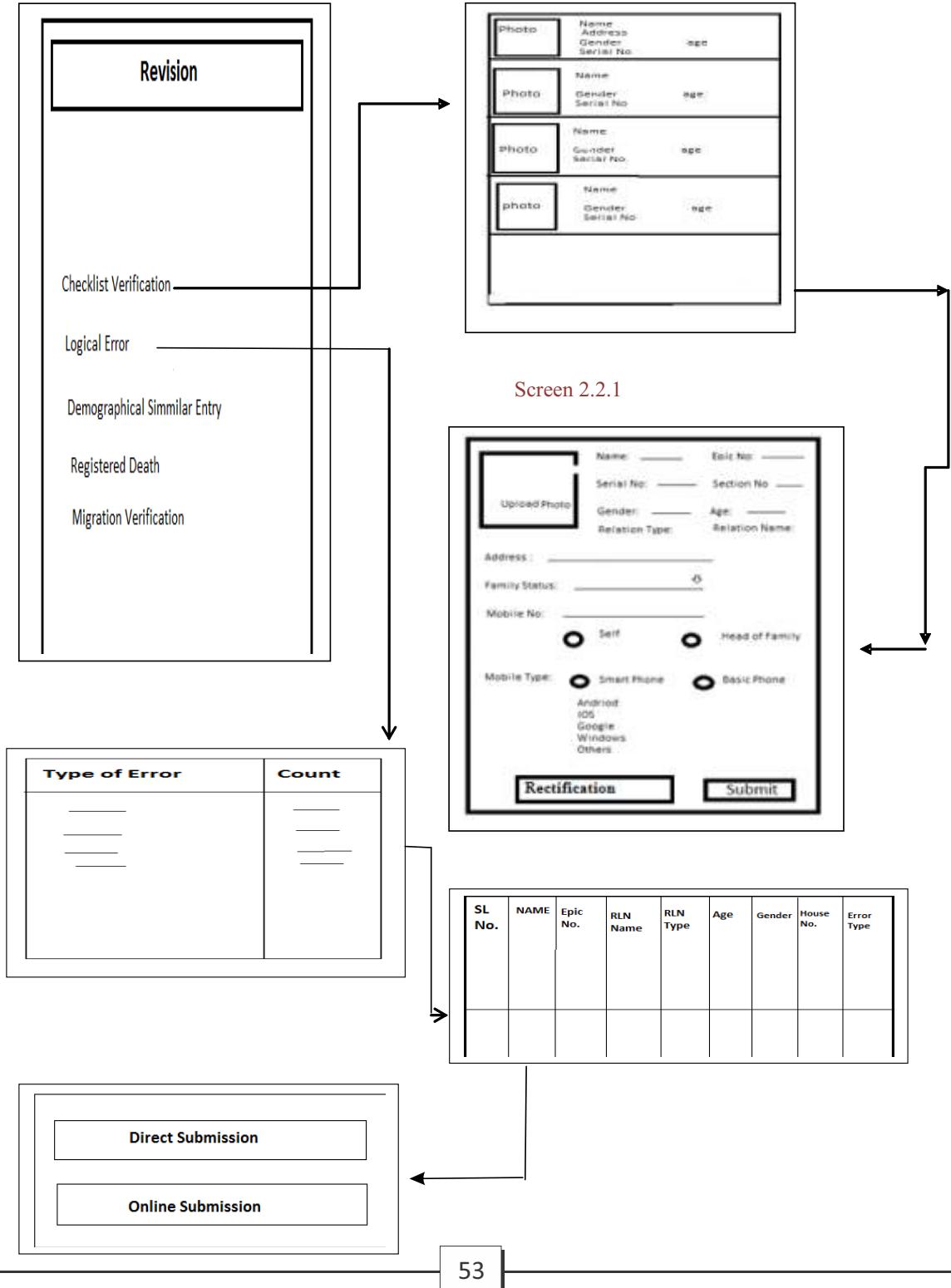
1. Login Page



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

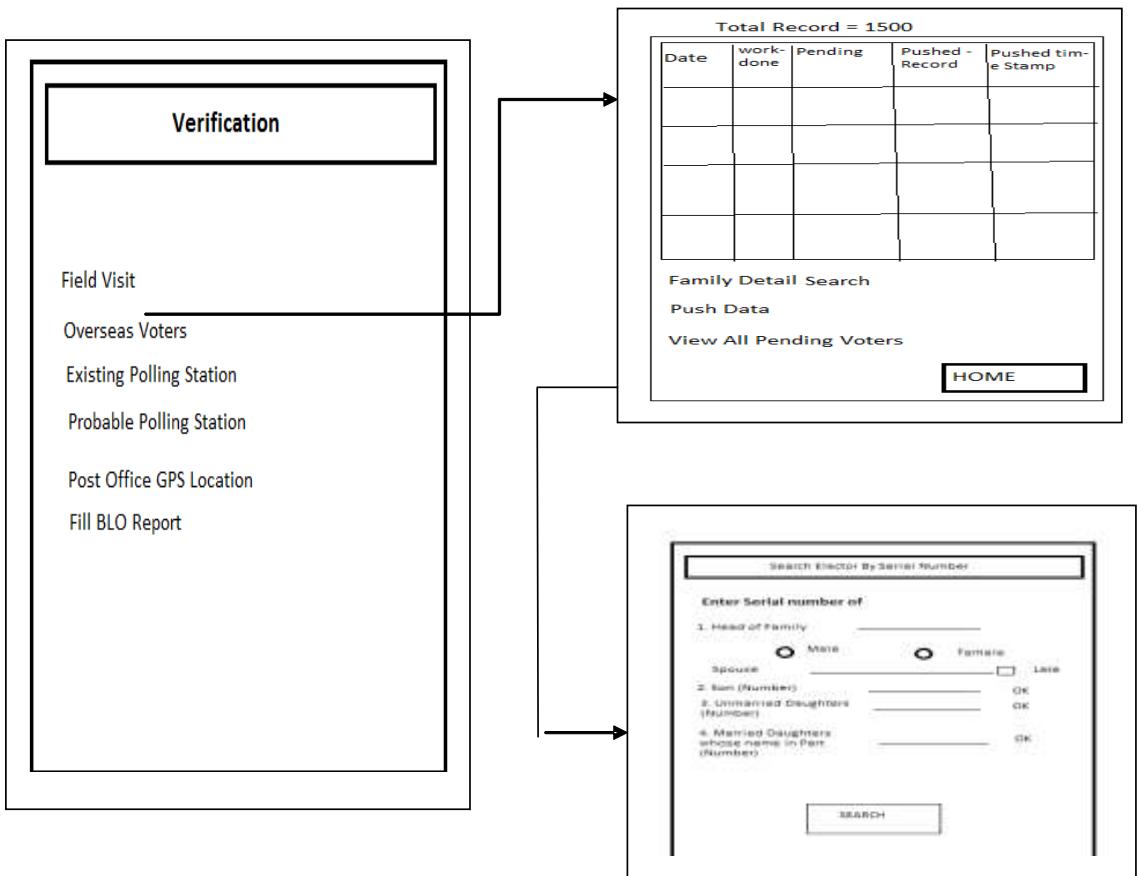
Registered Death:

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

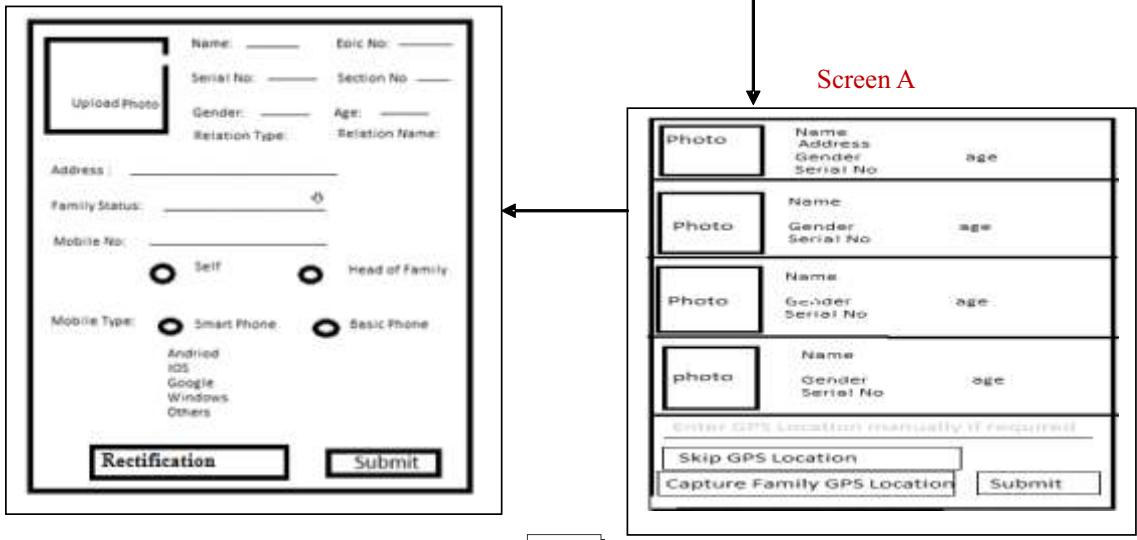
Migration Verification:

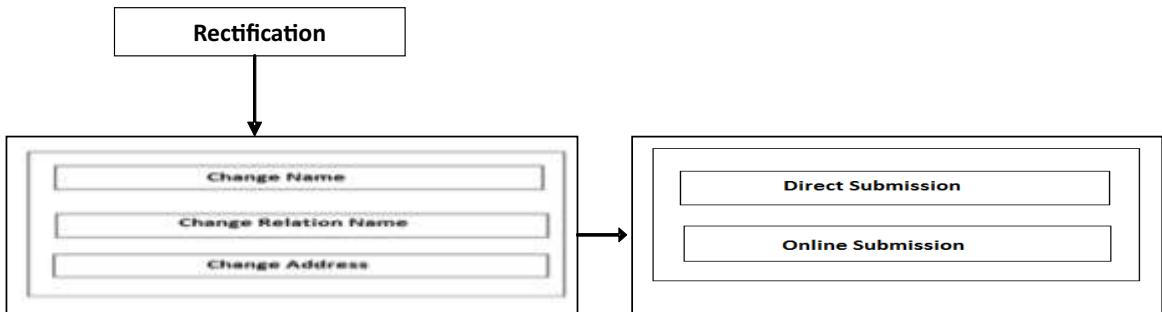
Name	RLN Name	RLN Type	Action Taken
_____	_____	_____	<input type="radio"/> Verified <input type="radio"/> Not Verified

4. Verification



Screen 2.3





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/Bldg.
Colony/street/Locality
City, State
Pincode

Probable Polling Station:

Probable Polling Station

Mention probable polling station address below

Flat/House No./Floor/Bldg.
Colony/street/Locality
City, State
Pincode

Submit AMF Survey

Post Office GPS Location:

Post Office GPS Location

Mention Post Office address below

Flat/House No./Floor/Bldg.
Colony/street/Locality
City, State
Pincode

Fill BLO Report:

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

Pre Requisites to install App:

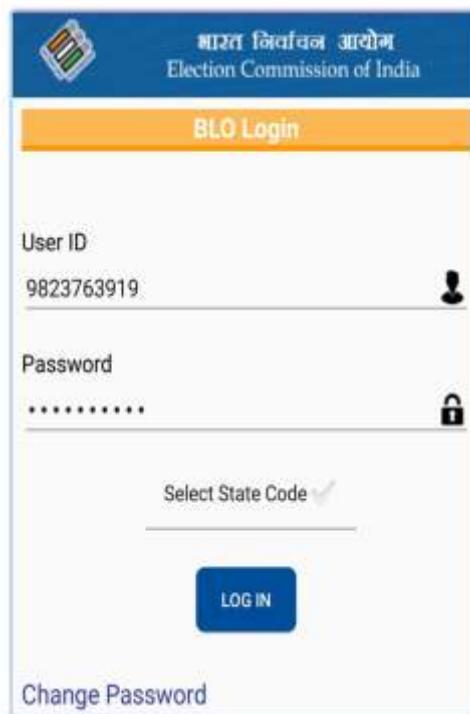
- 1- Smartphone
- 2- Android version 4.0 (Kit Kat) and above
- 3- RAM 1GB
- 4- Storage space minimum 2GB
- 5- PDF Reader
- 6- Internet connectivity (at some places in the app)

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.



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.



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Change Password

Old Password

enter your old password here



New Password

enter new password



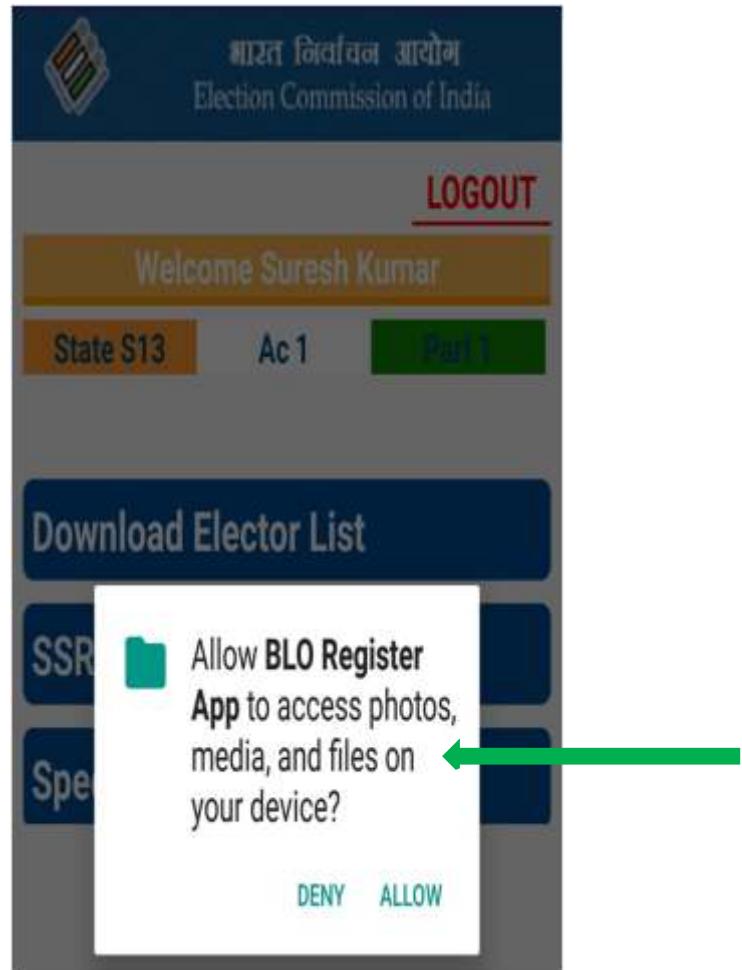
Confirm Password

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 consists of 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 consists of Field Visit Functionality.

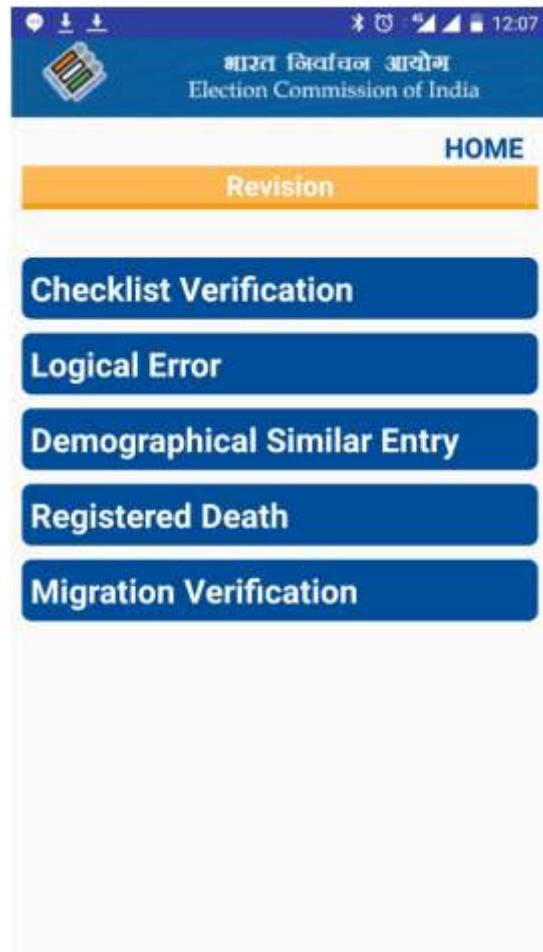
4- Online Form Filling : It will land on another App to fill forms 6,6A,7,8,8A

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

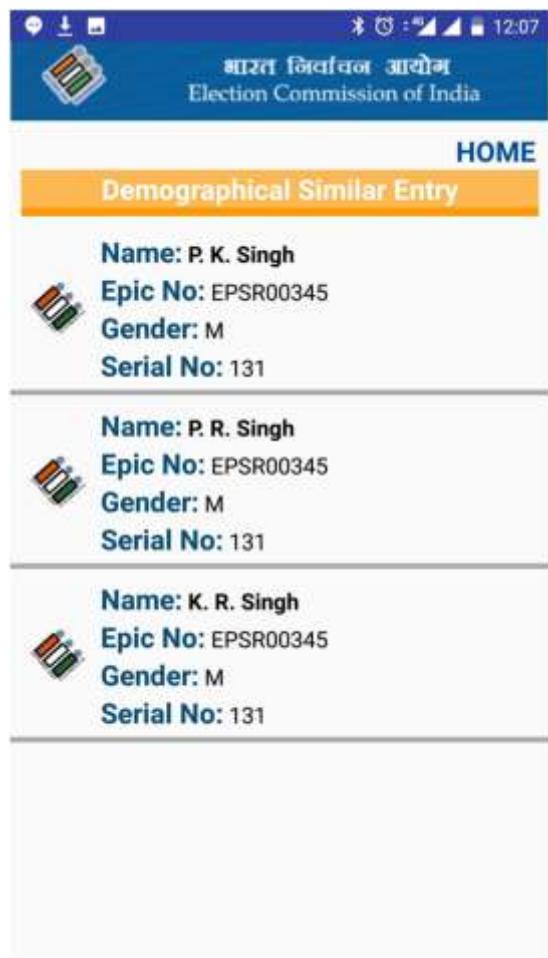
Checklist Verification: This tab will consist assigned work to BLO by ERO to verify the details of elector.



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



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.



Voter name is NULL/Junk characters

5

Click

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,TG (Third gender)/Junk
Characters

5

Voter gender is male but the
relationship is H/Junk Characters

5



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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

Click

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

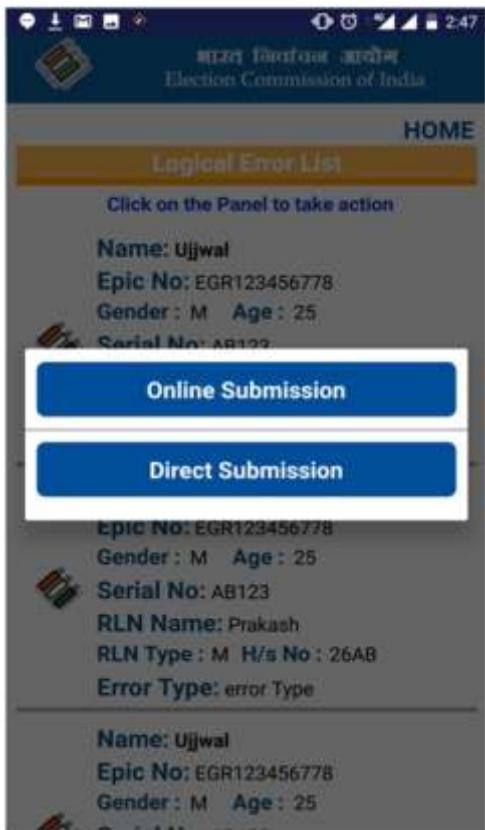
Gender : M Age : 25

RLN Name: Prakash

RLN Type : M H/s No : 26AB

Error Type: error Type

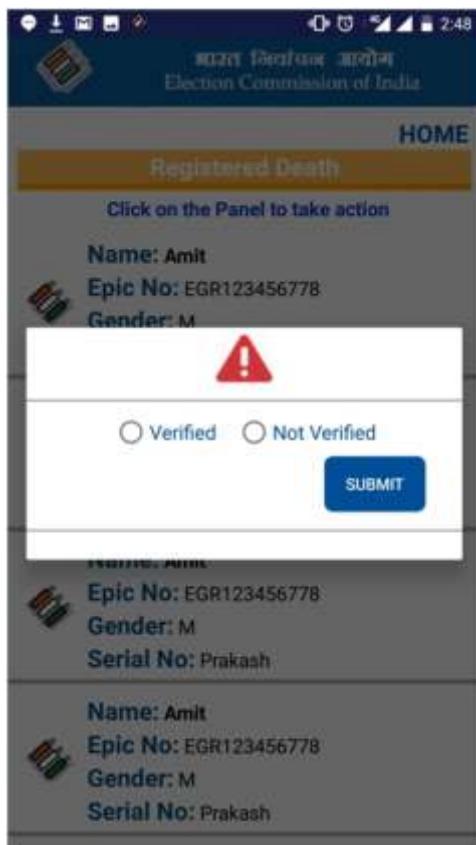
BLO can now fill the form 8 for the correction. Form 8 can be filled either online or offline.



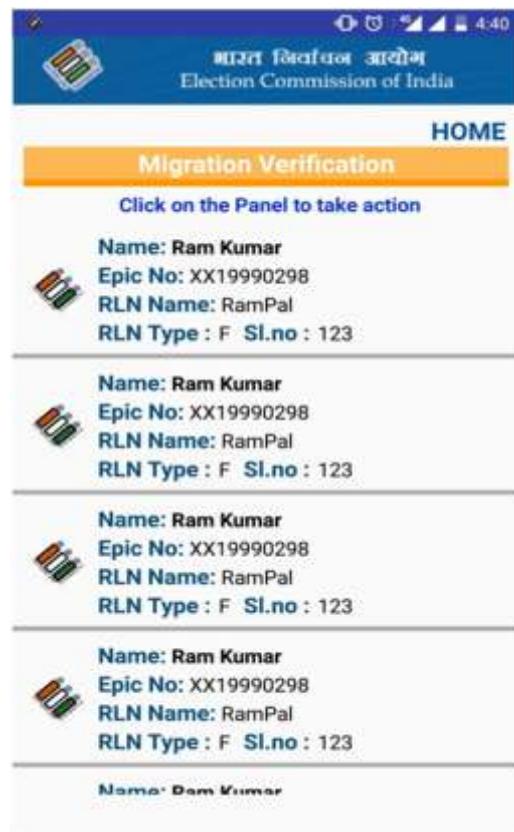
Registered Death: Details of all Registered Deaths will be listed here to be verified.



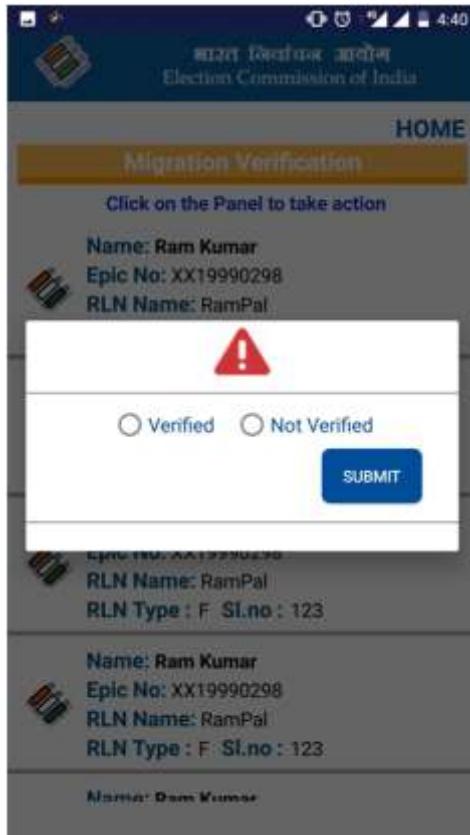
On clicking of any of the panel, a popup will appear which will ask action to be taken.



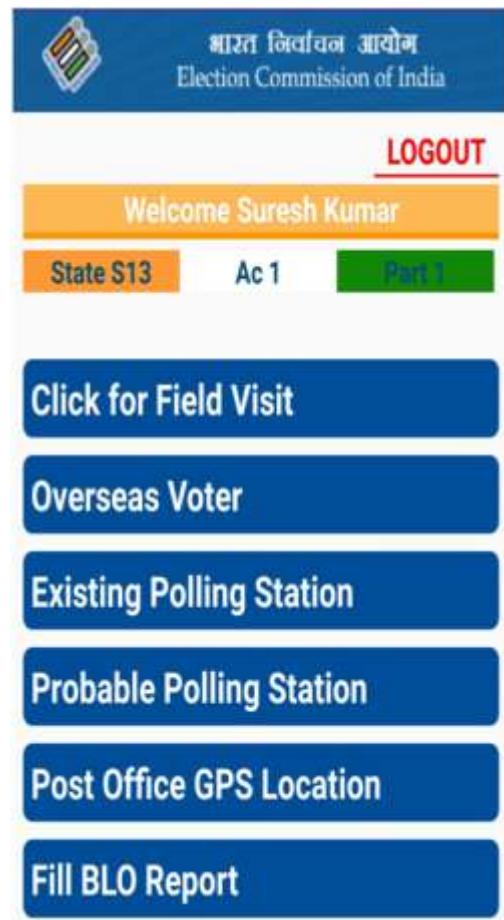
Migration Verification: List of all migrants will show here which is to be verified.



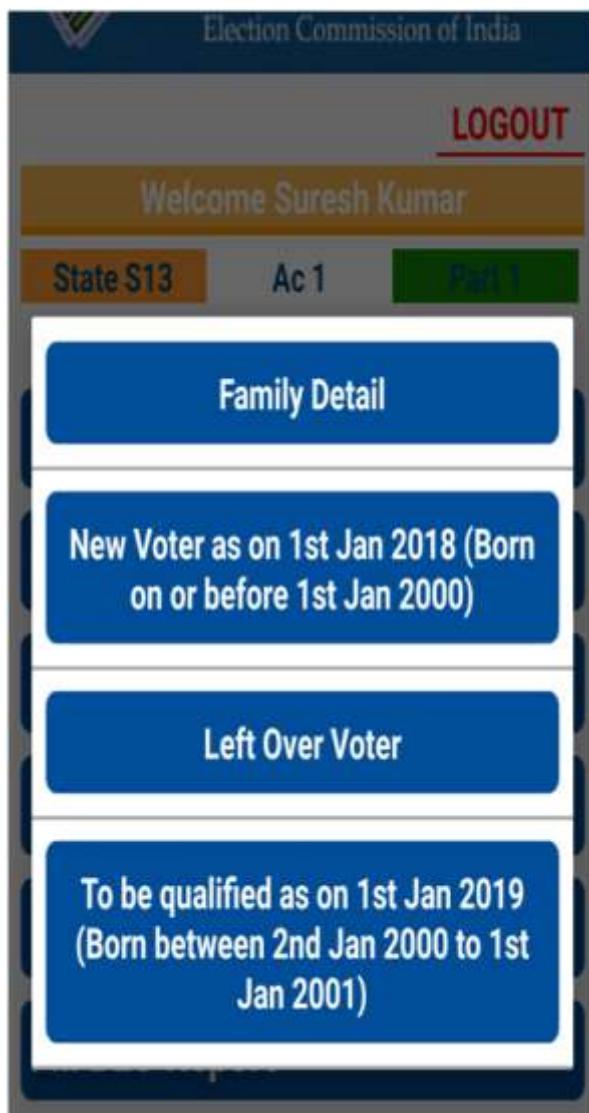
On clicking of any of the panel, a popup will appear which will ask action to be taken.



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 work, 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.



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

Election Commission of India

[VIEW](#) [HOME](#)

[Search Voter By Serial Number](#)

Enter Serial Number of

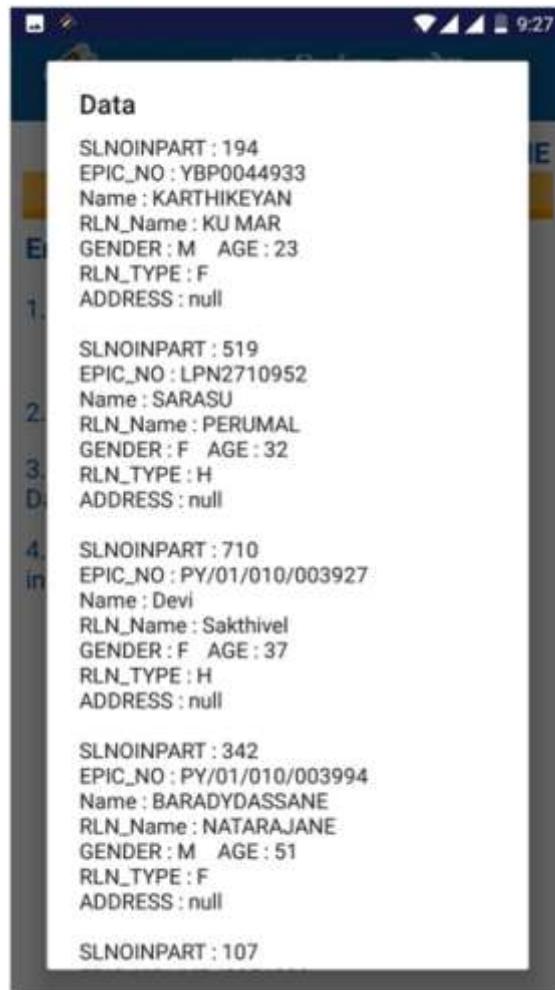
1. Head of the Family Male Female Third Gender

2. Son (Number) Ok

3. Unmarried Daughter (Number) Ok

4. Married Daughter in part (Number) Ok

[SEARCH](#)



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).



[HOME](#)

[Search Voter By Serial Number](#)

Enter Serial Number of

1. Head of the Family 36

→ Male Female

Wife Serial Number Late

2. Son (Number) count Ok

3. Unmarried Daughter(Number) count Ok

4. Married Daughter in part(Number) count Ok

[SEARCH](#)

[HOME](#)

[Search Voter By Serial Number](#)

Enter Serial Number of

1. Head of the Family 36

Male Female ←

Husband Serial Number Late ←

2. Son (Number) count Ok

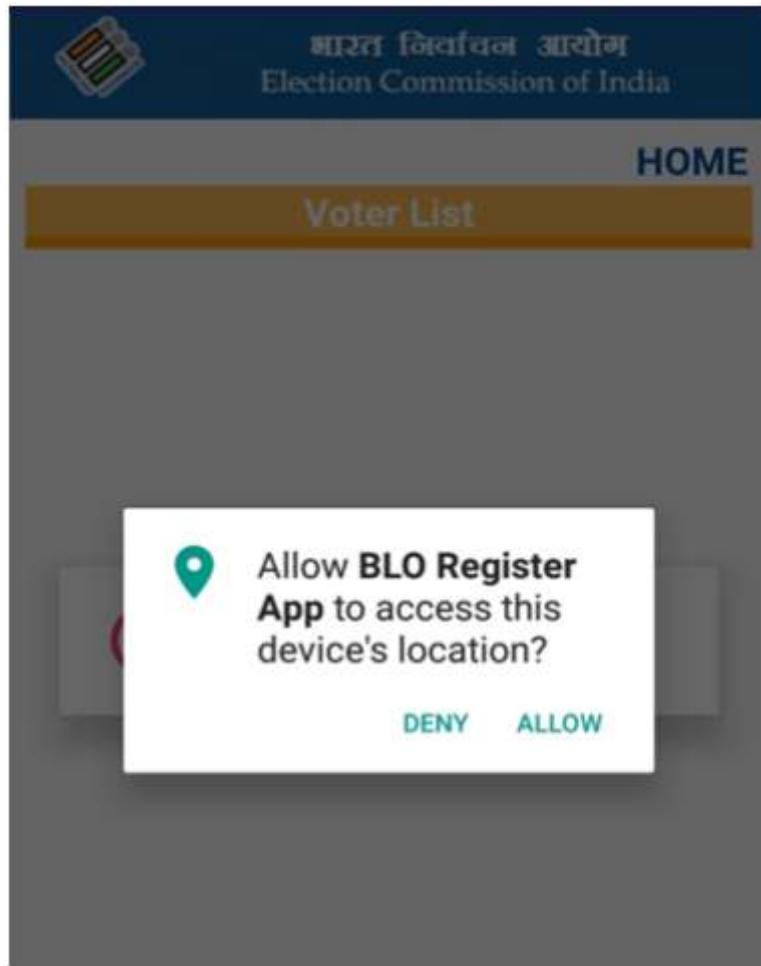
3. Unmarried Daughter(Number) count Ok

4. Married Daughter in part(Number) count Ok

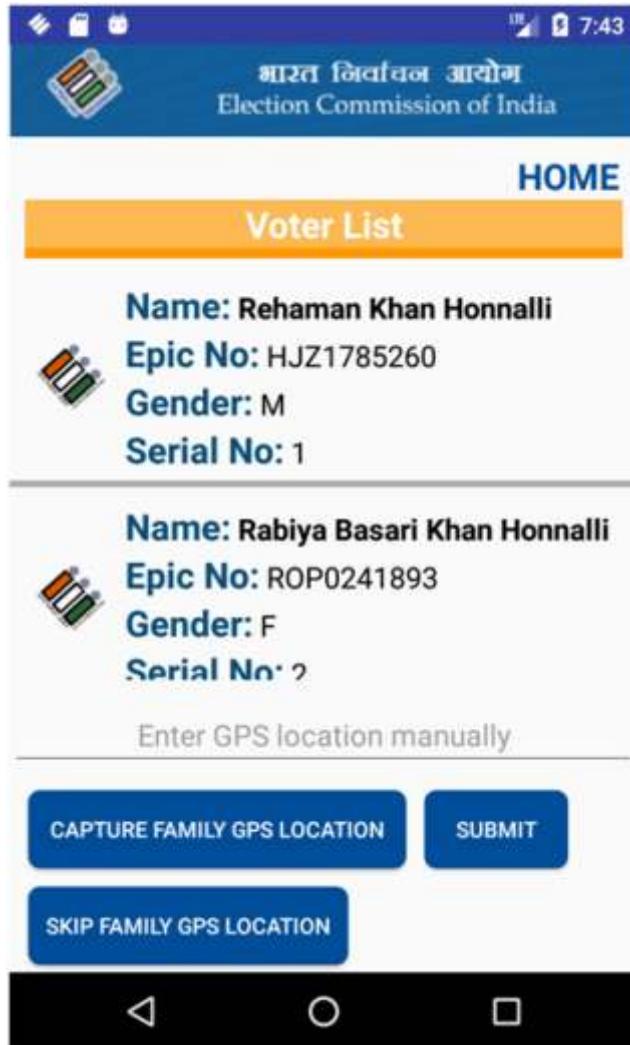
[SEARCH](#)

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

Family List and GPS location: Before getting the list of the family from 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.

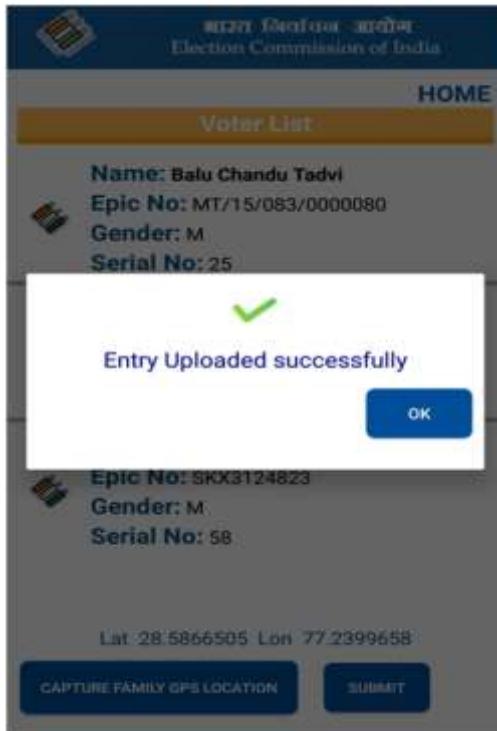


After clicking on 'Allow', list of family members will be listed on the screen. Please ensure all visible members on the screen belong to a family. If not, then go back and search for correct serial numbers. If correct, then click on the 'Capture Family GPS Location'. Please make sure, when you are capturing 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.

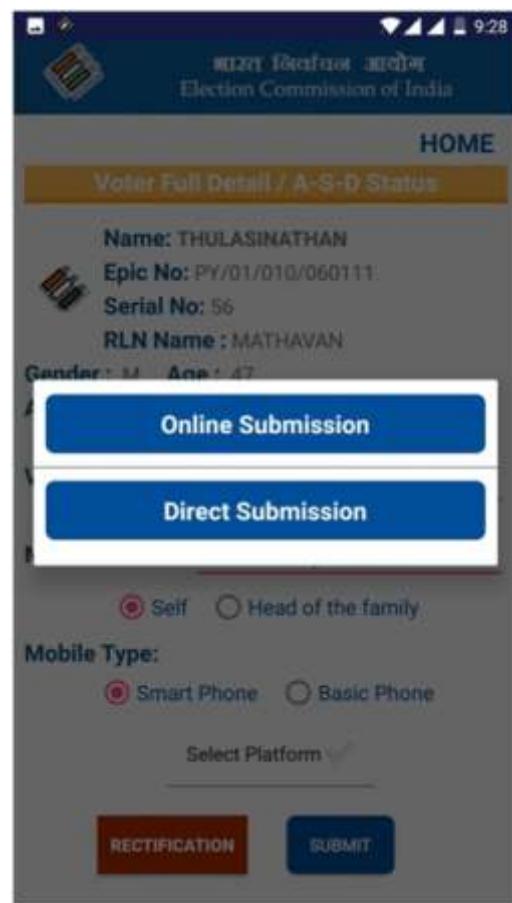
- Name Change
- RLN Name Change
- Address Change



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





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



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.



HOME

Voter Full Detail / A-S-D Status

Name: Balu Chandu Tadvi

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.

The screenshot shows a mobile application interface for voter details. At the top, it displays the Election Commission of India logo and the word 'HOME'. Below that is a section titled 'Voter Full Detail / A-S-D Status' with the voter's name and EPIC number. Underneath, there is a 'Voter Status' field set to 'Verified'. The next section is 'Mobile Number' followed by a 'Mobile Number' input field. Below this is a 'Mobile Type:' section with two radio button options: 'Smart Phone' (selected) and 'Basic Phone'. Under 'Mobile Type:', there is a 'Select Platform' dropdown menu. The menu lists five options: 'iOS', 'Android', 'Windows', 'Google', and 'Other'. The 'iOS' option has a green checkmark to its right, indicating it is selected. At the bottom of the screen, there is a large blue 'SUBMIT' button.

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.

The screenshot shows the 'Future Voter' submission form. It includes fields for 'Name :- Name' (text input), 'S/O Father's Name' (radio button), 'D/O' (radio button), 'Date Of Birth :- Date of birth (dd/mm/yyyy)' (text input), 'Gender :- Male/Female' (radio buttons), and a 'SUBMIT' button.

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.

Is any one in the family lives out of India ?

Yes No

Enrolled Overseas Elector

Unenrolled Overseas Elector

Passport Number :- Passport Number

Date Of Birth :- Date of birth (yyyy/mm/dd)

* Below all fields are non mandatory

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.



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 lead to a page where all the previously data will be saved. BLO can check the data any time.



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 lead to a page where all the previously data will be saved. BLO can check the data any time.

[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.

[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

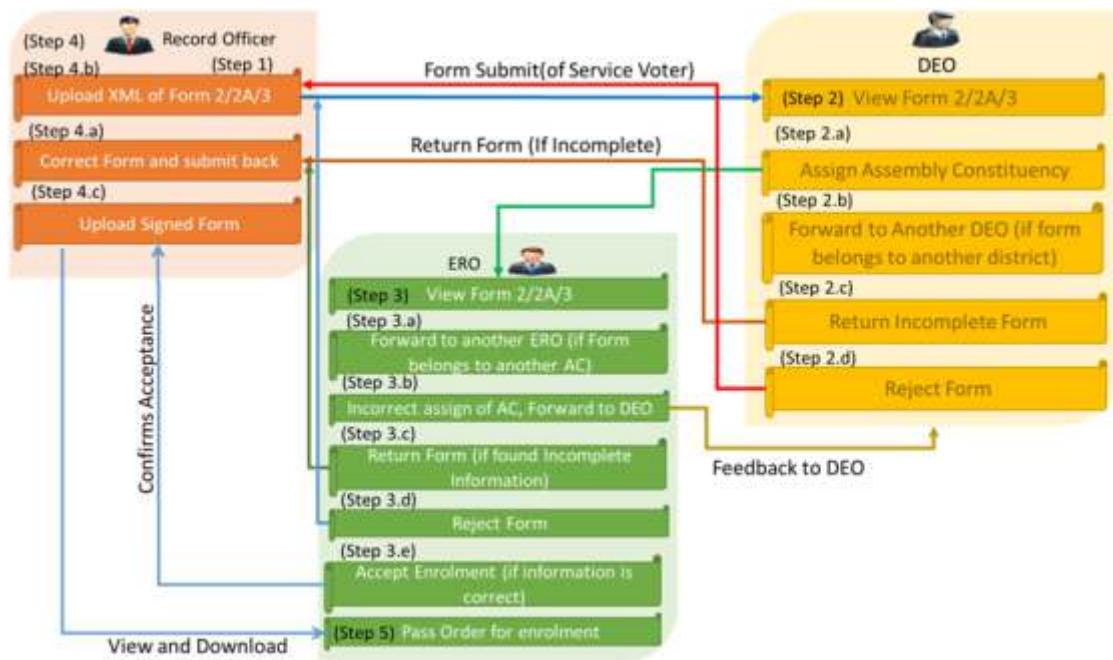


Fig 1. System Workflow

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 the 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 form 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.

SIGNATURE OF THE SERVICE
PERSONNEL

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

Workflow of ETPBS

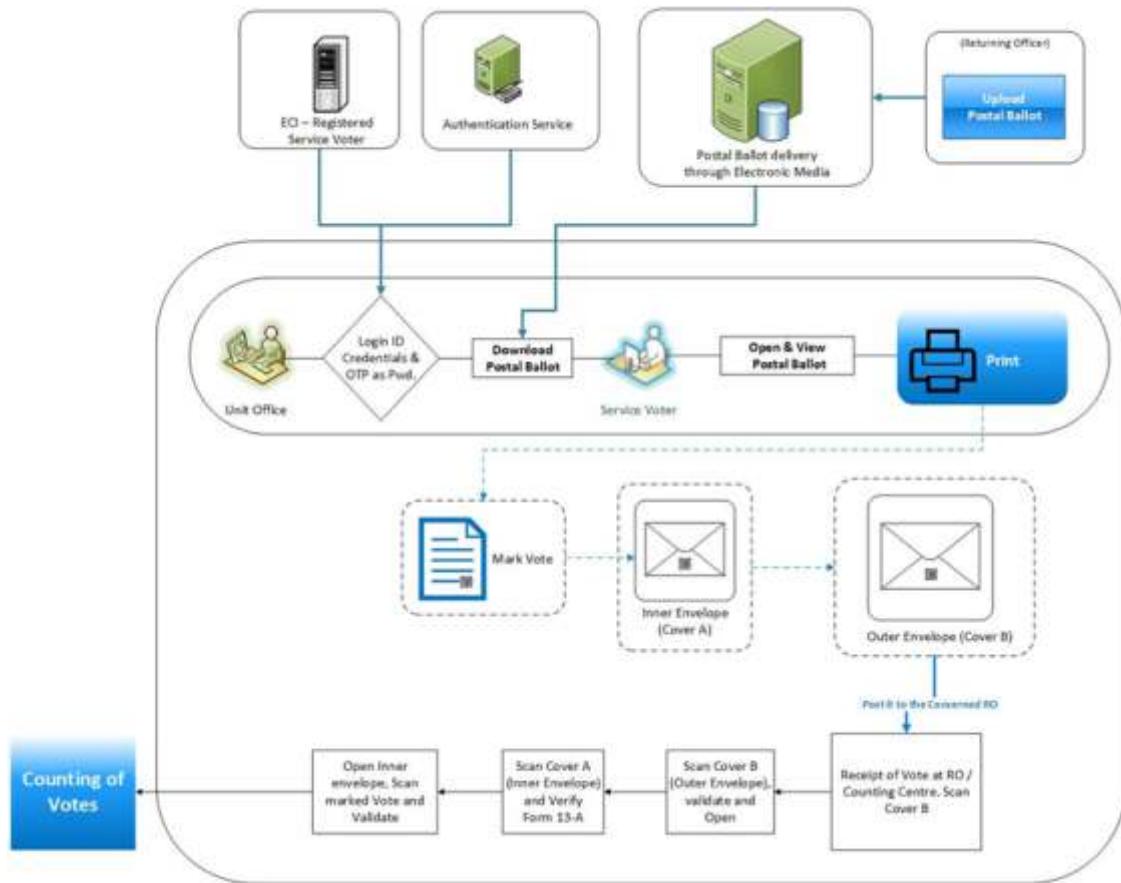


Fig 2 Flow of the Electronically Transmitted Postal Ballot System

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.
- a) 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.
 - b) If declaration found correct, tear the 13-B and get the vote for counting.
 - c) If on scrutiny, the vote is rejected, keep it back in 13-B and place the whole set among the rejected votes.
 - d) If the Vote is found ok
 - e) 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)

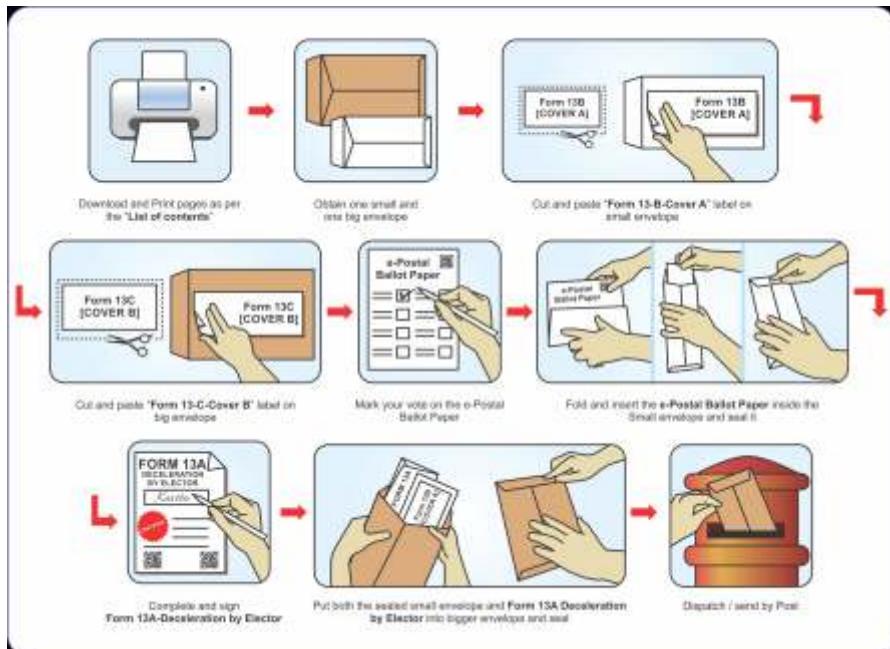
List of Contents Page (Total Pages - 12)

- 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

ePBID: A2342 F1F6C 15476 AD3A1 A4C48 B20D2 953FD 2208A

4 DIRANG AC/2018 General

POSTAL BALLOT PAPER



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

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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.

Signature of Attesting Officer

Address.....

Designation.....

Address.....

Date.....





Election to the Legislative Assembly from 4 DIRANG AC/2018 General

A2342 F1E6C 15476 AD3A1 A4C48 B20D2 9533FD 2208A
e-POSTAL BALLOT PAPER with e-PBID



Instructions

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

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AC AC

Form 13C
[See Rule 23(1)]
[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 A 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.

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¹[FORM 13D]
[See rule 23(1)(d)]
INSTRUCTIONS FOR GUIDANCE OF ELECTORS

Election to the

Legislative Assembly from 4 DIRANG AC Constituency

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 29th 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

7: 59 AM on 15-May-2018

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.

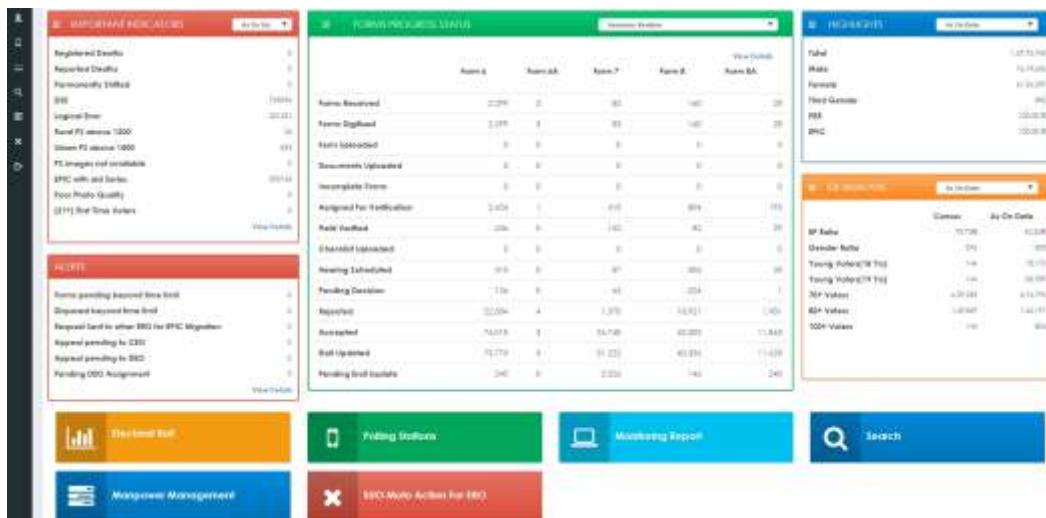
1.6.2 Secretary of territorial division

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 sync 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.

Port 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	393100	426200	454500	484800
1 - VILL LAMPUR	1200	1300	1400	1500	1600
2 - VILL LAMPUR	1200	1300	1400	1500	1600
3 - VILL BANKNER	1200	1300	1400	1500	1600
4 - VILL BANKNER	1200	1300	1400	1500	1600
5 - VILL BANKNER	1200	1300	1400	1500	1600
6 - VILL BANKNER	1200	1300	1400	1500	1600
7 - VILL BANKNER	1200	1300	1400	1500	1600
8 - VILL BANKNER	1200	1300	1400	1300	1600
9 - VILL BANKNER	1200	1300	1400	1500	1600
10 - VILL BANKNER	1200	1300	1400	1500	1600
11 - VILL BANKNER	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

iv. Manpower Management

Manpower Management consists following functionalities:



CEO can View /Edit/Update below officers details

- District Election Officer

Filter Record

District	—Select District—	AC	—NA—	Go
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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	SH. C. UDAY KUMAR	
Designation	District Election Officer	
Date of Joining		
Mobile type	Basic	
Mobile no.		
Telephone no.	Office	Residence
Fax		
Email id	Office	Personal
Official Address		
Update		

• Electoral Registration Officer

Filter Record

District	—Select District—	AC	—NA—	Go
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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	Edit
U05 - NCT OF Delhi	4 - CENTRAL	2 - BURARI	Sh. B. K. Jha	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	4 - CENTRAL	3 - TIMARPUR	Sh. S.S.Rawat	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	4 - ADARSH NAGAR	Sh. Destrav	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	5 - BADLI	Sh. Virender Singh	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	1 - NORTH WEST	6 - RITHALA	Sh.Desh Raj Singh	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	8 - NORTH	7 - BAWANA	Sh. Ajay Kumar	Electoral Roll Registration Officer	NA	Edit
U05 - NCT OF Delhi	1 - NORTH WEST	8 - MUNDKA	Sh.Vijendra Kumar Kajal	Electoral Roll Registration Officer	NA	Edit

View & Edit Details

Name	<input type="text" value="Purva Garg"/>	
Designation	<input type="text" value="Electoral Roll Registration Officer"/>	
Date of Joining	<input type="text"/>	
Mobile type	<input type="text" value="Basic"/>	
Mobile no.	<input type="text"/>	
Telephone no.	Office	Residence
Fax	<input type="text"/>	
Email id	Office	Personal
Official Address	<input type="text"/>	
Update		

• Assistant Electoral Registration Officer

Filter Record

District: Select District AC LA Go 0

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.	9999409284	
Telephone no.	Office	Residence
Fax		
Email id	Office	Personal
Official Address		
<input checked="" type="checkbox"/> update		

ELECTION COMMISSION OF INDIA

Filter Record

AC	--Select AC--	Part	
<input style="background-color: #0070C0; color: white; border: none; padding: 2px 10px; border-radius: 5px; font-weight: bold; width: 100px;" type="button" value="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	noor bano	
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				
		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

The screenshot shows the ERON dashboard with the following sections:

- IMPORTANT INDICATORS**: A red box containing various statistics:
 - Registered Deaths: 0
 - Reported Deaths: 0
 - Permanently Shifted: 0
 - DSB: 0
 - Logical Error: 0
 - Rural PS above 1200: 0
 - Urban PS above 1400: 0
 - PS Images not available: 0
 - EPIC with old Series: 0
 - Poor Photo Quality: 0
 - Pending DEO Assignment: 0
 - (21+) First Time Voters: 0
- FORMS PROGRESS STATUS**: A green box showing the status of various forms:

	Form A	Form AA	Form Z	Form B	Form BA
Forms Received	1,470	0	924	242	59
Forms Digitized	1,470	0	924	242	59
Form Uploaded	0	0	0	0	0
Documents Uploaded	0	0	0	0	0
Incomplete Forms	0	0	0	0	0
Assigned to BLO	3,854	0	891	1,220	359
Field Verified	285	0	10	90	10
Cheatlist Uploaded	0	0	0	0	0
Hearing Scheduled	10	0	67	0	0
Pending Decision	279	0	47	98	18
Rejected	6,873	0	212	3,100	534
Accepted	11,776	0	20,609	7,642	1,740
Eroll Updated	11,707	0	20,078	7,596	1,932
Pending Eroll Update	69	0	531	64	16
- HIGHLIGHTS**: A blue box showing demographic highlights:

	As On Date
Total	16,72,845
Male	8,04,249
Female	8,68,454
Third Gender	142
PFR	100.00 %
EPIC	100.00 %
- BRAKES**: An orange box showing voter statistics:

	Census As On Date
EP Ratio	0 0
Gender Ratio	946 831
Young Voters(18-19)	0 11,172
70+ Voters	0 68,254
80+ Voters	0 13,690
100+ Voters	0 49
- Electoral Roll**: An orange button.
- Monopower Management**: A blue button.
- Process AC/ District Change Request**: A red button.
- Polling Stations**: A green button.
- SUO Moto Action For ERO**: A red button.
- Death Entry**: A red button.
- Monitoring Report**: A blue button.
- Track Form Progress**: A red button.
- Search**: A blue button.

i Entry of DEATH ENTRY

Death Entry [Upload Excel](#)

Registered Death Details

Declaratory Details

State	NCT OF Delhi	District	NORTH WEST
AC	-Select AC-		
Name		Gender	Male
Father's name		Mother's name	
EPIC Number(if known)			

Registration Details

Death Certificate no		Certificate Issue Date	dd/mm/yyyy
Registration no		Registration Date	dd/mm/yyyy
Place of Death		Date of Death	dd/mm/yyyy

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.

ERONET [Home](#) Select Language: [EN](#) [Downloads](#) [Logout](#)

User: District Election Officer

State: Punjab	District: AMRITSAR			
Requests Received :		From Date: <input type="text"/> <input type="button" value=""/>	To Date: <input type="text"/> <input type="button" value=""/>	View Report
Ref No	Request Received From	Request Assigned To	Form Type	Action
DOC&99401605	AC Amritsar West	District AMRITSAR	EROS19A16	NA AMRITSAR N/A FORM6 Process
OO146002665	Amritsar West	AMRITSAR	EROS19A16	06/12/2017 NA AMRITSAR N/A FORM6 Process
DDT498564096	Amritsar West	AMRITSAR	EROS19A16	06/12/2017 NA AMRITSAR N/A FORM6 Process
OPU253122996	Amritsar West	AMRITSAR	EROS19A16	06/12/2017 NA AMRITSAR N/A FORM6 Process
OIP996753883	Amritsar West	AMRITSAR	EROS19A16	06/12/2017 NA AMRITSAR N/A FORM6 Process

EDOMIT
District / AC Change Process Panel

Form details		FORM is submitted Online		Ref no: 0007679054
Name	LOVEPREET KAUR	Gender	F	
Fln Name	GURVINDER SINGH	FLN Type	H	
DOB	01/01/1993	Age	24	
Mobile No.	+919885765177	Email Id	NA	
House No.	PND HER	Street / Area	TEHSIL AMRITSAR	
Village/ Town	AMRITSAR	Post Office	QUMANPURA	
Pin Code	143105			
Part IV Details				
New Voter				

Process Request

Request Received From :	Assign To
District: AMRITSAR Assembly Constituency: Amritsar West	Assembly Constituency : <input type="text" value="All ACs"/> <input type="button" value="Submit"/>

000403605700 Jandial AMRITSAR ELECTIONS 04/12/2017 TIA AMRITSAR NCA FORM7 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 licensed, 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 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 or 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 Tales 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



- 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 Boundary 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 MUKHMEPUR

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 MUKHMEPUR

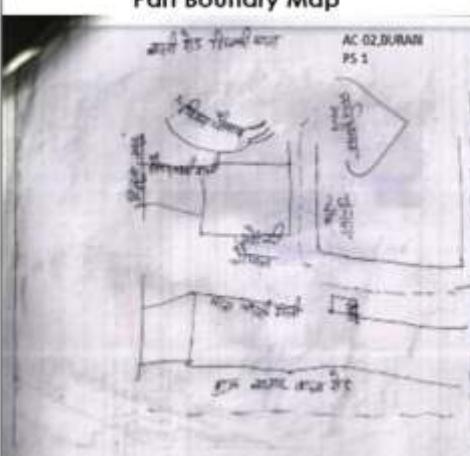
Google Map View



Google Satellite View

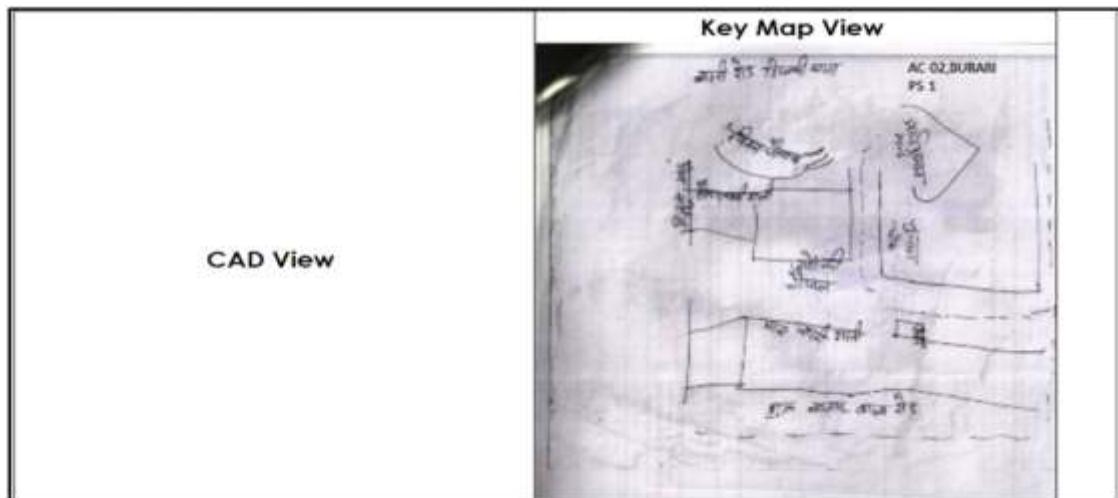


Part Boundary Map



Building Front View





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

Electoral Registration Officer Network											Revision Schedule																																																																																																																																																																																				
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(100.25%)</td><td>PI with Proper signage of Building name and Address</td><td>9,79,547 (100.25%)</td></tr> <tr> <td>PI with less than 20 seats</td><td>9,44,056 (95.81%)</td><td>PI buildings with Adequate furniture</td><td>9,44,056 (95.81%)</td><td>PI with mobile/motor for protection from sun/rain etc.</td><td>9,44,056 (95.81%)</td><td>PI with proper road connectivity</td><td>9,44,056 (95.81%)</td><td>PI with internet facility</td><td>9,44,056 (95.81%)</td><td>PI with Proper signage of Building name and Address</td><td>9,44,056 (95.81%)</td></tr> <tr> <td>PI buildings dilapidated or dangerous</td><td>2,61,417 (25.73%)</td><td>PI with mobile/motor for protection from sun/rain etc.</td><td>2,61,417 (25.73%)</td><td>PI where voters have to cross river/vally/hillside or natural obstacles to reach PI</td><td>2,61,417 (25.73%)</td><td>PI with proper road connectivity</td><td>2,61,417 (25.73%)</td><td>PI with internet facility</td><td>2,61,417 (25.73%)</td><td>PI with Proper signage of 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with mobile/motor for protection from sun/rain etc.	9,44,056 (95.81%)	PI with proper road connectivity	9,44,056 (95.81%)	PI with internet facility	9,44,056 (95.81%)	PI with Proper signage of Building name and Address	9,44,056 (95.81%)	PI buildings dilapidated or dangerous	2,61,417 (25.73%)	PI with mobile/motor for protection from sun/rain etc.	2,61,417 (25.73%)	PI where voters have to cross river/vally/hillside or natural obstacles to reach PI	2,61,417 (25.73%)	PI with proper road connectivity	2,61,417 (25.73%)	PI with internet facility	2,61,417 (25.73%)	PI with Proper signage of Building name and Address	2,61,417 (25.73%)	PI is Govt building/Office	9,17,639 (97.51%)	PI with mobile/motor for protection from sun/rain etc.	9,17,639 (97.51%)	PI with proper road connectivity	9,17,639 (97.51%)	PI where voters have to cross river/vally/hillside or natural obstacles to reach PI	9,17,639 (97.51%)	PI with internet facility	9,17,639 (97.51%)	PI with Proper signage of Building name and 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ADD / UPDATE SECTIONS

This screenshot shows the 'Add / Update Sections' page. At the top, there are dropdown menus for STATE (JHARKHAND), DISTRICT (DODA), AD (DODA), and a search bar. Below these are fields for 'Post No.' (PUKHONA) and 'Section No.' (1 through 8). A 'SEARCH' button is located to the right of the search bar. The main area displays a table with columns: Section No., Section Name, and Action (Edit and Delete). The table contains the following data:

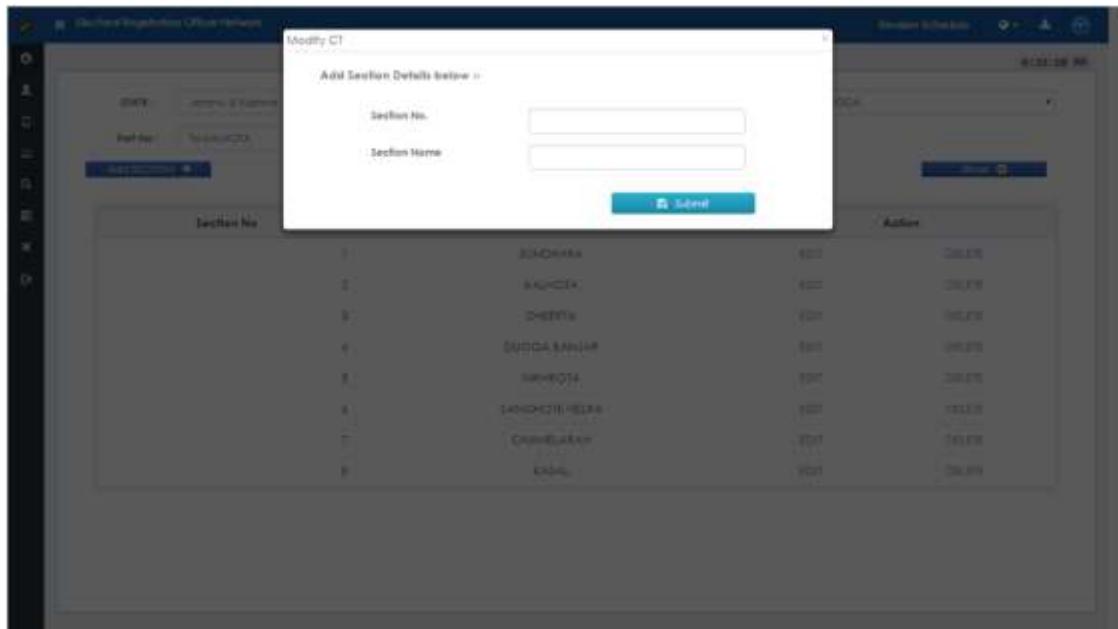
Section No.	Section Name	Action
1	SUNDHARA	EDIT DELETE
2	KAUDHA	EDIT DELETE
3	DHEETA	EDIT DELETE
4	DUGGA BANJAR	EDIT DELETE
5	NIDHITA	EDIT DELETE
6	SINGHOTHE KELA	EDIT DELETE
7	CHAMLAH	EDIT DELETE
8	KATAI	EDIT DELETE

MODIFY SECTION

This screenshot shows the 'Modify CT' dialog box. It has a title 'Add Section Details below :-'. Inside, there are input fields for 'Section No.' (1) and 'Section Name' (SUNDHARA). A 'Submit' button is at the bottom right. In the background, the main application window shows a list of sections with columns: Section No., Section Name, and Action (Edit and Delete). The list includes the following entries:

Section No.	Section Name	Action
1	SUNDHARA	EDIT DELETE
2	KAUDHA	EDIT DELETE
3	DHEETA	EDIT DELETE
4	DUGGA BANJAR	EDIT DELETE
5	NIDHITA	EDIT DELETE
6	SINGHOTHE KELA	EDIT DELETE
7	CHAMLAH	EDIT DELETE
8	KATAI	EDIT DELETE

ADD SECTION



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

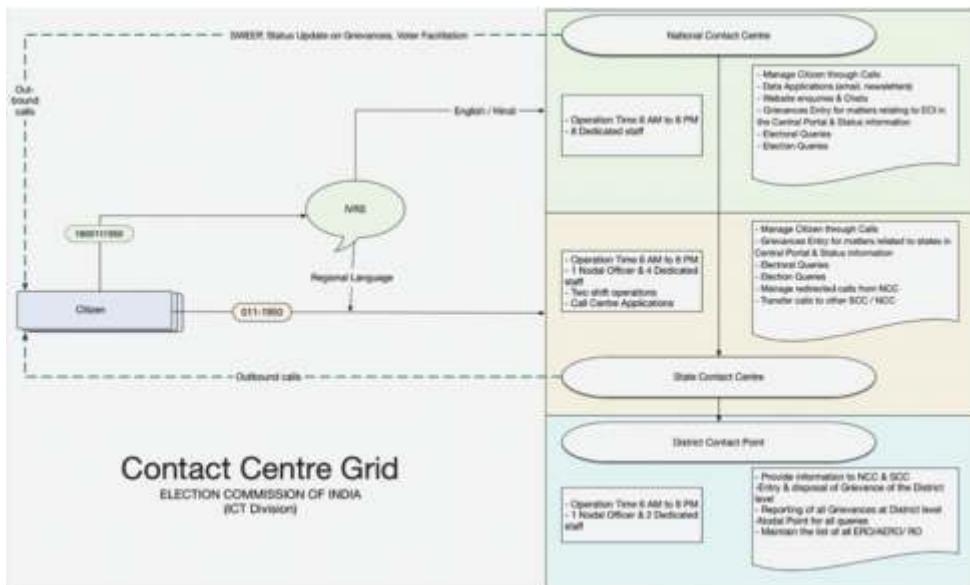
Each state and UT had setup and operationalized dedicated State Contact Centre (SCC) and District Contact Centre (DCC) to ensure seamless flow of information across the contact centers for handling issues/ query from citizens.

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.

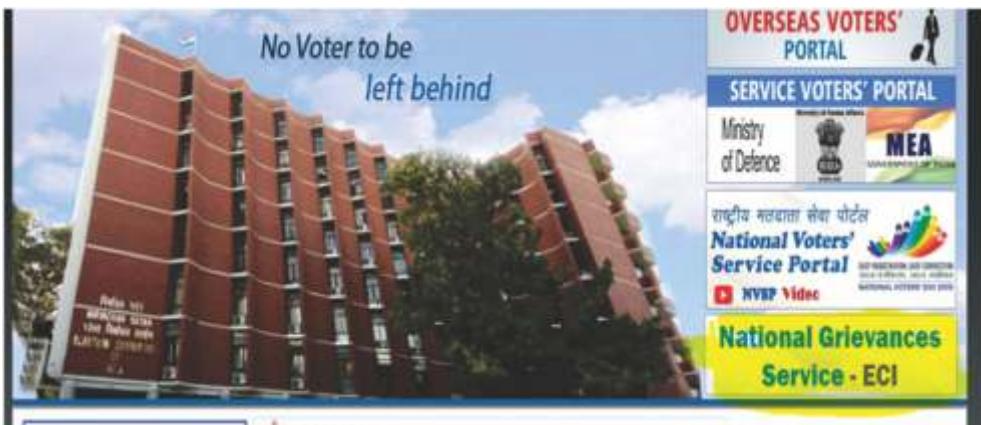
4.1.4 District Contact Centre

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.



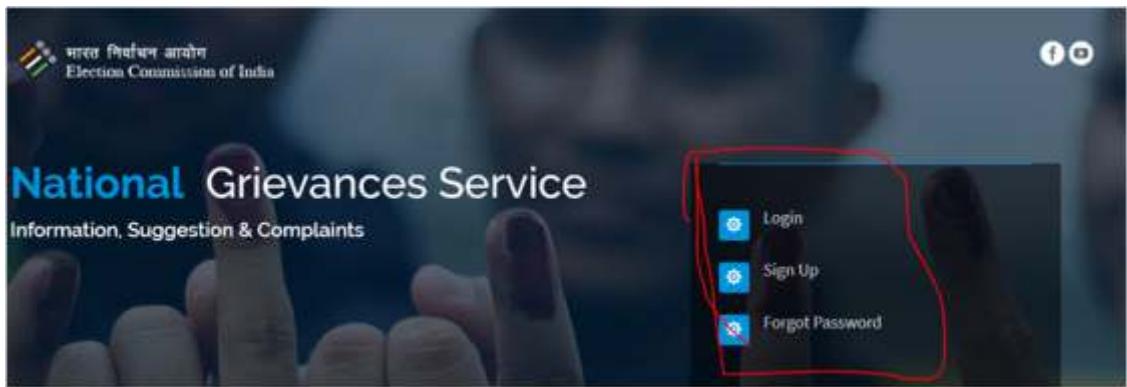
4.2 NGS Portal: Workflow



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

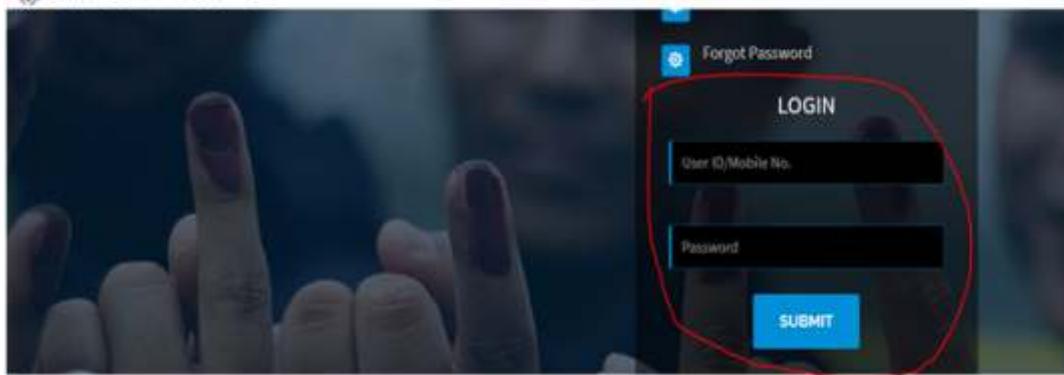


- Click on Highlighted above



- 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
National Grievances Service
Information, Suggestion & Complaints

Welcome PUNEET SAINI

Select Language [Select Language](#)

[Logout](#)

[Register New Complaint](#) [My Complaints](#)

26 Record(s) Found

Complaint ID	Logging Date	Subject	Expected Date Status	Action Taken	Show	Print	Review Status
HOD-099901	Jan 23 2018 12:04PM	HONOURABLE DR. COUPONS DISTRIBUTOR	07-04-2018	Closed	RESOLVED FOR YOU	View	Close
HOD-099902	Jan 23 2018 12:05PM	HONOURABLE DR. COUPONS DISTRIBUTOR	07-04-2018	Closed	RESOLVED FOR YOU	View	Close
HOD-441601	Jan 23 2018 8:03AM	HONOURABLE DR. COUPONS DISTRIBUTOR	07-04-2018	Closed	Not	View	Close
HOD-441602	Jan 23 2018 8:03AM	HONOURABLE DR. COUPONS DISTRIBUTOR	07-04-2018	Closed	Not	View	Close
HOD-441603	Jan 23 2018 8:03AM	HONOURABLE DR. COUPONS DISTRIBUTOR	07-04-2018	Closed	Not	View	Close

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

Election Commission of India
National Grievances Service
Information, Suggestion & Complaints

Welcome PUNEET SAINI

Select Language [Select Language](#)

[Logout](#)

[Register New Complaint](#) [My Complaints](#)

[Registration Information/Suggestion](#) [My Suggestion/Information](#)

Suggestion Information

Category: [Select](#)

Related: [Select](#)

Brief Description:

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

Election Commission of India
National Grievances Service
Information, Suggestion & Complaints

Welcome PUNEET SAINI

Select Language [Select Language](#)

[Logout](#)

[My Account](#)

[Edit Profile](#) [Change Password](#)

Complete Your Profile

Valid Mobile No. (User Id & Password)	8285772278
Valid Email ID	say@gmail.com
First Name	PUNEET
Last Name	SAINI
DOB	07/25/1989
Age	28 Years
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
Enter EPIC No., if any?	1234567890

- 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

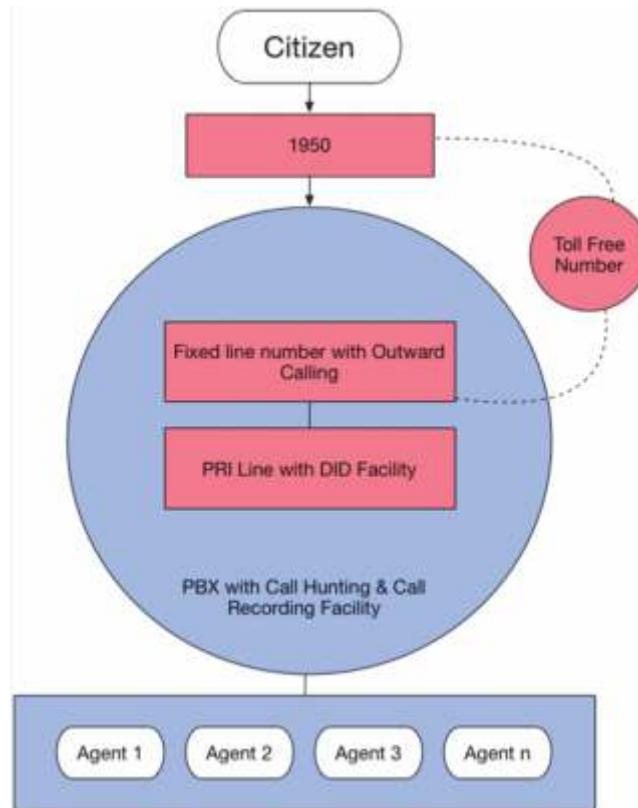


Figure 1: Design for State Contact centre with PRI Line (Illustrative)

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

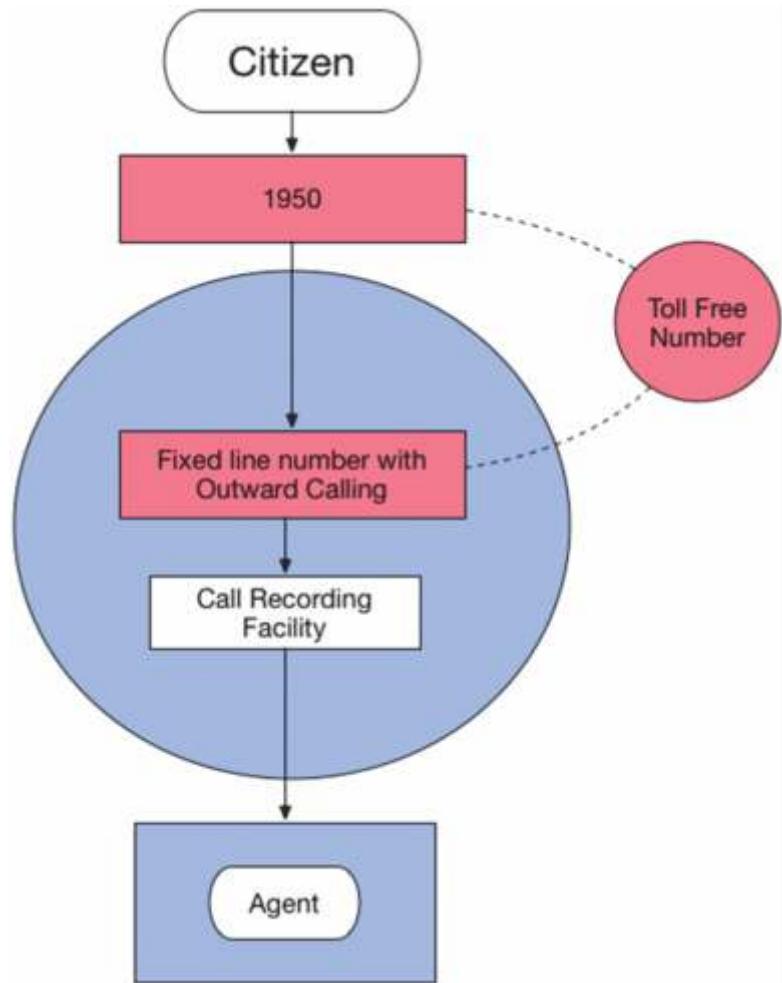


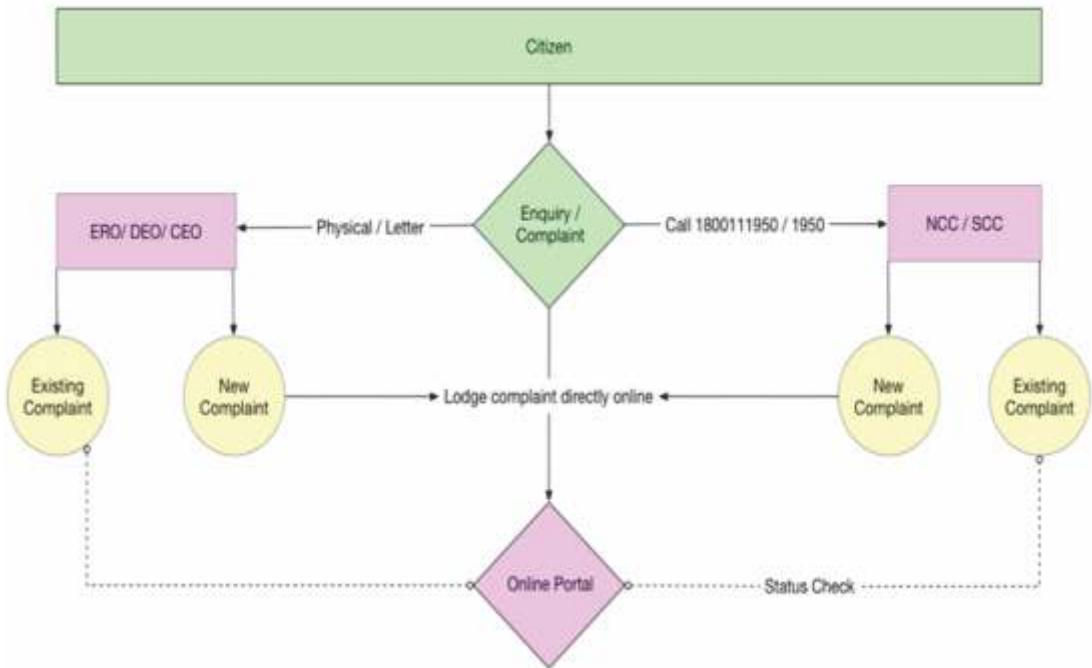
Figure 2: Hardware Requirement at State Contact Centre without PRI Line (Illustrative)

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.

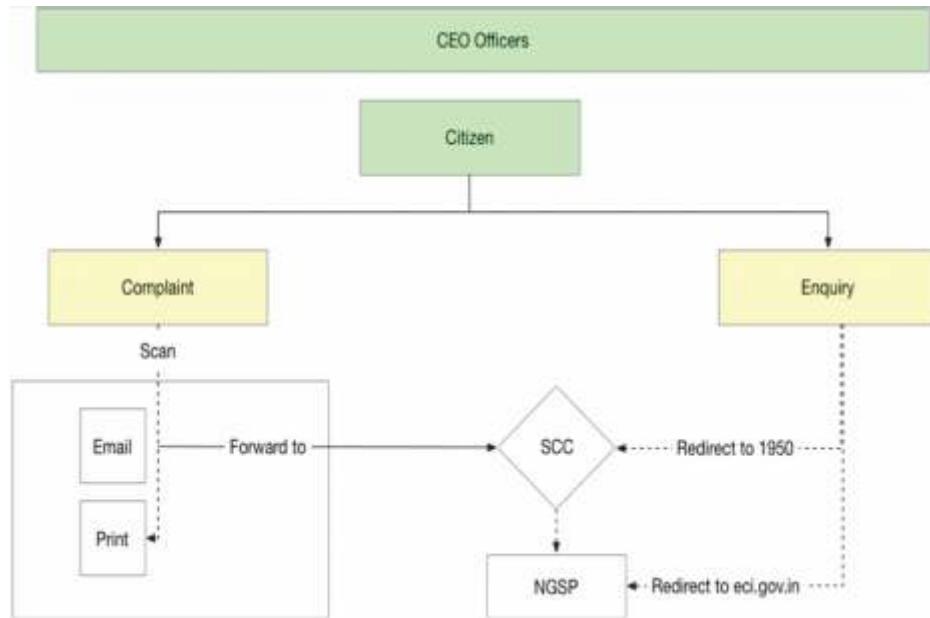
4.4 ICC: Handling of Information Suggestion Feedback and Complaint (ISFC)

4.4.1 Citizen Contact Point



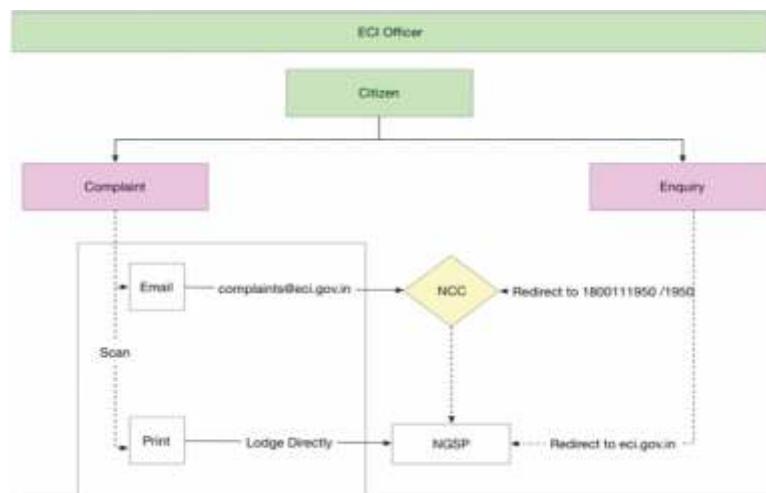
- The citizen can use various medium for their Information Suggestion Feedback and Complaint needs related to Electoral Roll. Citizen can call NCC at 1800111950 or SCC at 1950. The citizen can also directly visit the National Grievance Redressal Portal at <http://eci-citizenservices.nic.in/> and lodge 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, 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 or more Agents
		State / UT with Low Volume 1950 Toll Free mapped to 1950 Fixed line with outward calling & Call Recording One or more Agents
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

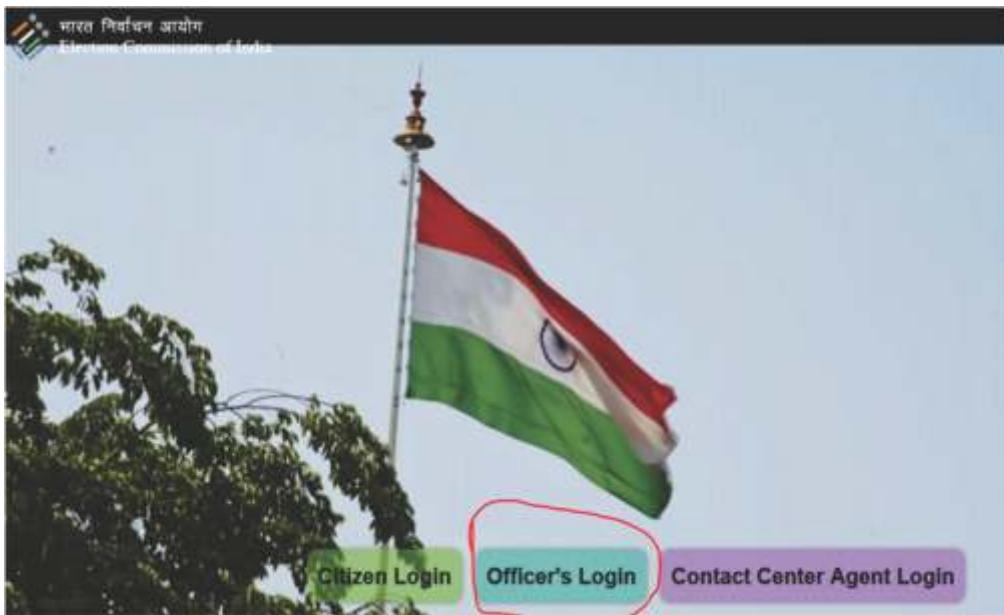
4.6 ICC: Monitoring & Follow Up

- 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



Election Law

Handbooks, Model Check List, Manual
Of Election Law, Landmark Judgments,
Compendium of Instructions of Conduct
of Elections

Judicial Reference

Office of Profit (Reference Cases)
Model code of Conduct
Miscellaneous.
List of Disqualified Persons

Important Instructions

Important instructions issued by

Election Manifesto

Guidelines

OFFICER LOGIN

Login

- Use your credential here and click on login button.

National Grievances Redressal System

Complaints

User Management

Search Compendium

Sent SMS

Control Table Mgmt

Info/Suggestion

- Click on Complaints button.

Complaints

- ▶ New Registration.
- ▶ View Existing Complaint (ECI)
- ▶ View Existing Complaint (Citizen)

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DESIGNED BY ECI IT CELL.

- 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' section of the EC website. At the top, there's a navigation bar with links for Home, Reports, Change Password, Help, Officer Contact, Logout, and Select Language. Below that, it says 'Welcome: H K KRISHNAMURTHY' and 'User Type: ERO'. The main form has two input fields: 'Enter Mobile No./Email-id (if available) or FIR No.' and 'Enter Mobile No./Email-id (if available) or FIR No.'. A blue 'Search Now' button is positioned between them.

- 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' search interface. It features several dropdown filters: 'Select Lodging Date' (From: DD/MM/YYYY, To: DD/MM/YYYY), 'Complaint ID' (Complaint ID: dropdown), 'Select State/UT' (All India dropdown), 'Select Status' (All dropdown), 'Select District' (All District dropdown), 'Complainant Mobile No.' (Complainant Mobile No.: dropdown), 'Select AC' (All AC dropdown), and 'Complaint Level' (All dropdown). A blue 'Show' button is at the bottom right.

- Here you can search complaints with applying different category.

The screenshot shows a table of search results for citizen complaints. The columns are: Complaint ID, Complaint Level, State, District, AC Name, Lodging Date, Subject, Complainant Name, Complaint Description, Status, and Forward. There are two rows of data. The first row, which has a red box around its 'Complaint ID' cell (HLS-54757), has a status of 'Open' and a forward icon. The second row has a status of 'Open' and a forward icon. The table has a header row with a green background.

- Click on this view complaints .

Welcome : Pushpendra Rapul
User Type : CEO

Home Reports Change Password Help Officer Contact Logout Go Back

Doc Name : Disposed Date : Download Scanned Document

ScreenShot_20180323-104746.jpg (Mar 23 2018 10:47AM)

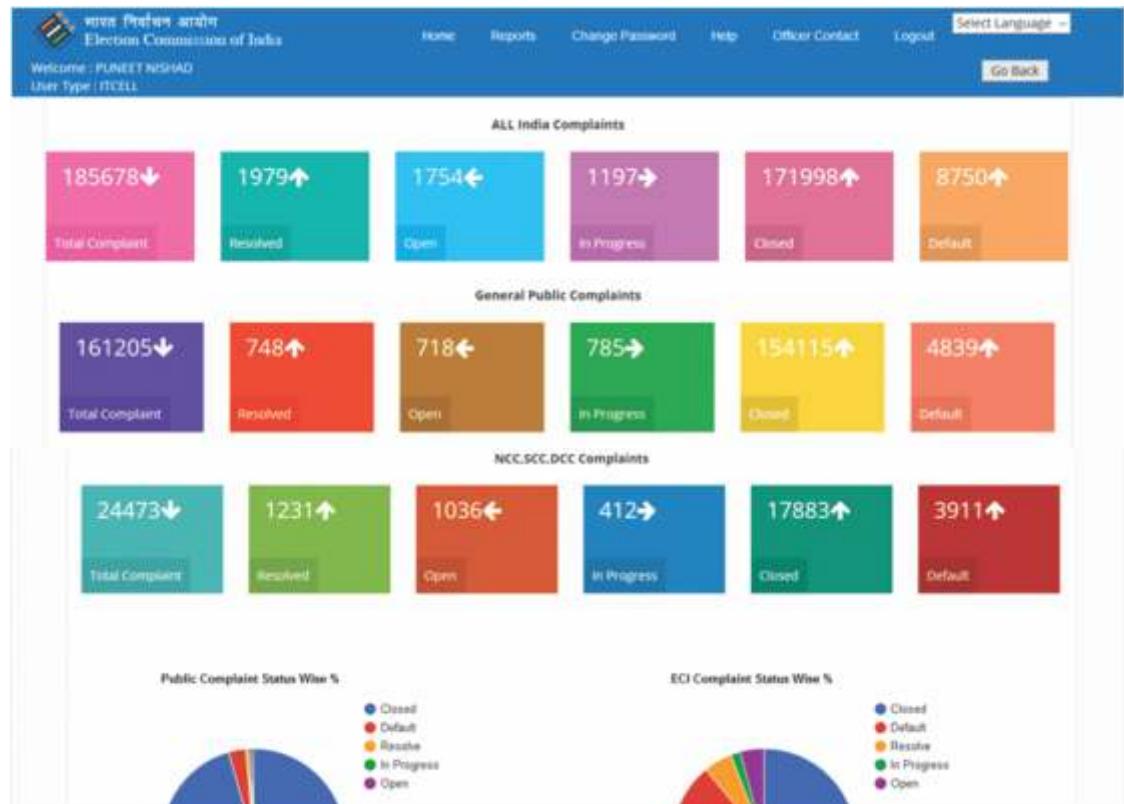
ScreenShot_20180323-104912.jpg (Mar 23 2018 10:49AM)

Disposed type :

Action Taken :

Action Submit

- Click on this to take Action on complaints.

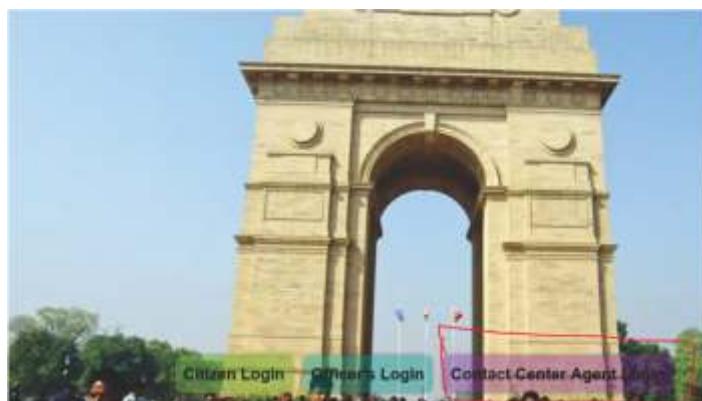


- Dashboard of NGS .

4.7 Work Flow and Screens of NCC, SCC and DCC



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



- Click on above Contact center agent login.



- Use your credential here and click on login button.

www.Prahar.amrit
Election Commission of India

Welcome: PUNEET NISHAD
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Registration

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

CHECK HERE

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

www.Prahar.amrit
Election Commission of India

Welcome: PUNEET NISHAD
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Details

Complainant Name: PUNEET KUMAR NISHAD Date: Uttar Pradesh

District: Pratappur Assembly Constituency (AC): Pratappur

Mobile No.: 8010205739 Select Email Id: nishad.puneet@gmail.com

Date of Receipt Complaint: 2018-04-06 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.

www.Prahar.amrit
Election Commission of India

Welcome: PUNEET NISHAD
User Level: NATIONAL

Register Complaint View Complaint Reports Logout Select Language

Complainant Details

Complainant Name: PUNEET KUMAR NISHAD State: Uttar Pradesh

District: Pratappur Assembly Constituency (AC): Pratappur

Mobile No.: 8010205739 Select Email Id: nishad.puneet@gmail.com

Date of Receipt Complaint: 2018-04-06 EPIC Number: EPIC Number

Info/Suggestion Query Complaints Other

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


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

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

Complaint Details

Complaint Level:	-Select-	Complaint Source:	-Select-
Choose a Concern State or Officer Level:	-Select-	Select Officer:	-Select-
Choose a District(s)&concerned with your complaint:	-Select-	Select AC:	-Select-
Choose a Category:	-Select-	Sub-Category:	-Select-
Subject:	-Select-	Redressal Time Period:	-Select-
Attachment (If any):	<input type="button" value="Browse..."/> No file selected		
Brief Description:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>		

Activate Windows
Go to Settings to activate Windows

[Submit](#) [Cancel](#)

- 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) Objections – a) with hearing Online – P+17 Offline – P+19 b) without hearing Online – P+13 Offline – P+15 (ii) Printing & Delivery at designated location EROs final order + 22 days (iv) Delivery to elector EROs final order + 37 days	(i) Sending EPIC pdf to vendor EROs final order + 7 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
1. Pending Digitization	Revision Period – P+3 (ii) Cont. updation- P+3	(i) Revision Period – a) 1 st alert - P+6 b) 2 nd alert - P+8 (ii) Cont. updation- a) 1 st alert - P+10 b) 2 nd alert - P+13	(i) Revision Period – a) 1 st alert- P+10 b) 2 nd alert- P+12 (ii) Cont. updation- a) 1 st alert- P+17 b) 2 nd alert- P+24	(i) Revision Period – a) 1 st alert (Zonal Secretary) P+19 b) 2 nd alert (Zonal Secretary & DEC) P+26 (ii) Cont. updation- a) 1 st alert (Zonal Secretary) P+52 b) 2 nd alert (Zonal Secretary & DEC) P+87
2. Pending field verification (BLO/Super visor report)	(i) Revision Period – Online – P+10 Offline – P+12 (ii) Continuous updation- Online – P+27 Offline – P+29	(i) Revision Period – a) 1 st alert - Online – P+13 Offline – P+15 b) 2 nd alert - Online – P+15 Offline – P+17 (ii) Continuous updation- a) 1 st alert - Online – P+34 Offline – P+36 b) 2 nd alert - Online – P+37 Offline – P+39	(i) Revision Period – a) 1 st alert - Online – P+17 Offline – P+19 b) 2 nd alert - Online – P+19 Offline – P+21 (ii) Continuous updation- a) 1 st alert - Online – P+38 Offline – P+40 b) 2 nd alert - Online – P+45 Offline – P+47	(i) Revision Period – a) 1 st alert (Zonal Secretary)- Online – P+26 Offline – P+28 b) 2 nd alert (Zonal Secretary & DEC)- Online – P+33 Offline – P+35 (ii) Continuous updation- a) 1 st alert (Zonal Secretary)-

Proposed Escalation Matrix for time barred revision activities				
Activities	ERO	DEO	CEO	ECI
				Online – P+73 Offline – P+75 b) 2 nd alert (Zonal Secretary & DEC)- Online – P+108 Offline – P+110
3. Pending AERO checking	(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 st alert - Specified period given for objection/migration/DSE cases + 4 days b) 2 nd alert - Specified period given for objection/migration/DSE cases + 6 days (ii) Cont. updation - a) 1 st alert - Specified period given for objection/migration/DSE cases + 17 days b) 2 nd alert - Specified period given for objection/migration/DSE cases + 20 days	(i) Revision Period - a) 1 st alert - Specified period given for objection/migration/DSE cases + 8 days b) 2 nd alert - Specified period given for objection/migration/DSE cases + 10 days (iii) Cont. updation - a) 1 st alert - Specified period given for objection/migration/DSE cases + 24 days b) 2 nd alert - Specified period given for objection/migration/DSE cases + 31 days	(i) Revision Period - a) 1 st alert (Zonal Secretary) - Specified period given for objection/migration/DS E cases + 17 days b) 2 nd alert (Zonal Secretary & DEC)- Specified period given for objection/migration/DS E cases + 24 days (ii) Cont. updation - a) 1 st alert (Zonal Secretary) - Specified period given for objection/migration/DS E cases + 59 days b) 2 nd alert (Zonal Secretary & DEC)- Specified period given for objection/migration/DS E cases + 94 days
4. Pending EROs' decision	NA	(i) Revision Period - a) 1 st alert – Specified period given for EROs' decision + 3 days b) 2 nd alert - Specified period given for EROs' decision + 5 days (ii) Cont. updation - a) 1 st alert – Specified	(i) Revision Period - a) 1 st alert – Specified period given for EROs' decision + 7 days b) 2 nd alert - Specified period given for EROs' decision + 9 days	(i) Revision Period - a) 1 st alert (Zonal Secretary) – Specified period given for EROs' decision + 16 days b) 2 nd 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 nd alert - Specified period given for EROs' decision + 10 days	(ii) Cont. updation - a) 1 st alert – Specified period given for EROs' decision + 14 days b) 2 nd alert - Specified period given for EROs' decision + 21 days	23 days (ii) Cont. updation - a) 1 st alert (Zonal Secretary) – Specified period given for EROs' decision + 49 days b) 2 nd alert (Zonal Secretary & DEC)- - Specified period given for EROs' decision + 84 days

4.9 Notification Scheme

4.9.1 Notifications to Applicant

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

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

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

MiD - 1	Application <id> after BLO field verification on <date> and EO/ AERO scrutiny on <date> is ready for your decision/ since <date>. Please process/ Early.
MiD – 2 (In case of delayed action)	Application <id> after BLO re-verification <date> and EO/ AERO scrutiny on <date> is ready for your decision/ since <date>. Please process/ Early.
MiD - 3	Reminder. Hearing for application <id> has been scheduled on <date> at <time>.
MiD - 4	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>.
MiD – 5 (In case of delayed action)	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.
MiD - 5a	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

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

	Date>
MiD - 2	Preliminary Scrutiny of Application <count> done and handed over for scanning on <Yesterday Date>.
MiD - 3	Application <Count> scanning completed, Checklist Generated and issued for BLO <Count> for Field verification on <Yesterday Date>
MiD - 4	Reminder. Hearing for application <id> has been scheduled on <date> at <time>
MiD - 5	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>
MiD - 5a	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>
MiD - 6	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

MiD - 1	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
MiD - 2	BLO <part No.>has/ has not submitted report for application <id> /in prescribed time limit.
MiD - 3	BLO <part No.> has submitted report for application <id> incomplete checklist. BLO re-verification required.

4.9.6 Notifications to BLO

MiD - 1	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>
MID - 1a	Application <id> in form <6,8A> for your part has been registered for migration at ERO <AC No., name, state>.
MiD - 2	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>
MiD - 3	Application <id> BLO field verification report received as Correct/ incorrect due to <reason>.

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

