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OFFICE OF CHIEF ELECTORAL OFFICER, DELHI
PLANNING BRANCH
KASHMERE GATE, DELHI

F. No. - CEO/PLG/102(13)/2024/ 6027

Dated :- 16.01.2025

To,

All District Election Officers (DEOs), NCT of Delhi

Sub: - Pick & Drop Facility to the PwDs and Sr. Citizens (85+ years) Voters on the day of poll- reg.

Sir/Madam,

General Election to the Delhi Legislative Assembly - 2025 is scheduled on 05-02-2025 and facility for Pick & Drop is available for PwDs and Sr. Citizens (85+ years) voters on poll day. Accordingly, an IT based app has been developed by IT Branch, O/o CEO, Delhi to facilitate said voters & election machinery for better management & effective implementation of facility.

In this regard, I am directed to request you to appoint one Nodal Officer (Pick & Drop facility) in each District & Assembly Constituency (AC) respectively and to provide his/her contact details (Name, Designation, Mobile No & email) vide e-mail at nodalofficerpwdceo2025@gmail.com ceosupport-dl@gov.in and adplgceo.delhi@delhi.gov.in latest by 17.01.2025 at 02:00 PM.

Further, a training for IT app functioning has been scheduled by IT Branch, O/o CEO, Delhi for all appointed Nodal Officers (District Level) for Pick & Drop facility and the Nodal Officers may be directed to attend the training positively as per the schedule given below :-

Date & Time	Venue	Training On	Participants
17.01.2025 04:00 PM	Multi Purpose Hall, O/o CEO, Delhi	Pick & Drop Facility	Nodal Officers (District Level)

Further, these District Nodal Officers will impart training to their respective Nodal Officer (AC Level) and BLO Supervisors by 20.01.2025 and send compliance report at nodalofficerpwdceo2025@gmail.com, ceosupport-dl@gov.in and adplgceo.delhi@delhi.gov.in.

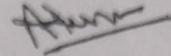
In addition to above, it is also requested to arrange for the wide publicity through all the modes available to the eligible voters to make request

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for Pick & Drop facility as mentioned in the guidelines through electronic media / SVEEP campaign and through BLOs. Further, the Guidelines and SOPs are enclosed for guidance and strict compliance.

This issues with the approval of CEO, Delhi

Encl: as above

Yours faithfully,



(AJAY KUMAR)
Dy. Director (Planning)

Copy for information to: -

1. PS to CEO, O/o CEO, Delhi.
2. PA to Jt. CEO - I, O/o CEO, Delhi.

Copy for information and necessary action to: -

1. Sr. System Analyst, IT Branch, O/o CEO, Delhi with the request to monitoring and reporting of data related to Pick & Drop Facility.
2. Dy. CEO (P&I) for necessary arrangements.
3. ACEO (SVEEP), O/o CEO, Delhi with the request to wide publicity for Pick & Drop Facility through various modes.
4. Nodal Officer (PwD), O/o CEO, Delhi.

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Sub :- Guidelines & Standard Operating Procedures (SOPs) for Pick & Drop Facility on Poll Day in General Elections to the Delhi Legislative Assembly - 2025

Guidelines

(For Pick & Drop Facility on Poll Day on 5th Feb, 2025)

1. Pick and Drop Facility shall be provided on request to eligible category of voters i.e. PwD and Sr. Citizen (85+ years) Voters.
2. Eligible Voters can make request for Pick & Drop Facility through any of the following modes: -
 - (i) by calling at Voter Helpline 1950
 - (ii) by sending SMS to 7738299899 in following format :-
EPIC<space>EPIC Number<space>PICK
 - (iii) using 'CEO Delhi-Pick & Drop' Android App (available on Google Play Store)
 - (iv) using CEO, Delhi Website "<https://ceodelhi.gov.in>"
 - (v) ECI Saksham App.
3. One Nodal Officer will be appointed at District and Assembly Constituencies (ACs) level by each DEO / RO / ARO for Pick & Drop Facility.
4. Action-taken for all Picks (to Polling Station) and Drops (back to Home) has been provided at BLO Supervisor level. He / She will mark the action using a dedicated 'Pick & Drop-Officer' android app (available at Google Play Store).
5. 'Pick & Drop-Officer' android app can only be login by using SMS-based OTP, which will be sent to registered mobile number of BLO-Supervisor.
6. Mobile No. of eligible Voters will be captured mandatorily while registering their request for Pick & drop Facility.
7. Eligible Voters, registered for Pick & Drop Facility may cancel their request on Poll Day, even after availing the service partially, by making request in this regard to their concerned BLO- Supervisor.
8. In case, BLO-Supervisor is not available to carry out the duty, other available official may be assigned the duty by updating his/her details in the CEO, Delhi Net portal.
9. Transportation plan shall be prepared by RO/ ARO and which shall be timely communicated to registered voters through BLO-Supervisor (Atleast on P-1 Day).
10. Mode of transport shall be arranged by the Returning Officers.

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11. Transport vehicle should carry banners indicating 'Pick & Drop Facility' for PwD and Sr. Citizen (85+) Voters'.
12. Vehicle should be neat & clean.
13. Ride should be comfortable without any overcrowding.
14. ROs must ensure that vehicle should not carry any political party symbol/flag etc; instead all arrangements in this regard should showcase the spirit of free and fair elections. ECI directions in this regard should be scrupulously followed.
15. BLO-Supervisor and all other Officers/Officials deployed on the field for Pick & Drop Facility must carry their valid ID-Cards issued by the RO Office.

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Standard Operating Procedures (SOPs)
(For Pick & Drop Facility on Poll Day on 5th Feb, 2025)

1. One Nodal Officer will be appointed at District and Assembly Constituencies (ACs) level by each DEO / RO / ARO for Pick & Drop Facility and his/her contact details (Name, Designation, Mobile and Email) will be sent to CEO, Delhi Office vide email at ceoitsupport-dl@gov.in , adplgceo.delhi@delhi.gov.in and nodalofficerpwdceo2025@gmail.com.
2. Nodal Officer (PwD), CEO (HQ) will be given the training of Pick & Drop Facility at CEO, Delhi-HQ.
3. District Nodal Officer will impart further training to Nodal Officer (AC Level) and all concerned BLO Supervisors.
4. Request for availing Pick & drop Facility can be made by eligible voters between **11th Jan 2025 to 04th Feb 2025 by 10:00 AM (One day prior to the Day of Poll)**
5. BLO Supervisor may also take request on Poll Day for Pick & Drop from eligible Voters till the end of Poll, depending upon the feasibility of providing the service.
6. AROs will take printout of all Pick & Drop requests for their concerned AC after 10:00AM, 04.02.2025. Tentative transport plan will be prepared for Pick & Drop and will be communicated to registered voter through concerned BLO Supervisors.
7. Registered voters to be picked-up timely from the pickup location and to be dropped at Polling Station.
8. In case of any circumstances delay, Registered Voters must be timely informed about the revised Pickup time. They must not wait unnecessarily.
9. Registered voters may be picked-up/dropped from/to the location of their choice within their Part-boundary (PS), depending upon the feasibility of providing the service.
10. In case, a registered voter refuses to avail the service (even after availing the service partially), action to be marked in the 'Pick & Drop-Officer' App by BLO-Supervisor by entering the Service Cancellation OTP, which will be sent to registered Voter's mobile number as follows:
"You have requested to cancel the Pick & Drop Service on Poll Day. If you are agree, please share the code _____ with the Election Department Official."
'आपने मतदान दिवस पर पिक एंड ड्रॉप सेवा रद्द करने का अनुरोध किया है। यदि आप सहमत हैं, तो कृपया चुनाव विभाग के अधिकारी के साथ कोड _____ साझा करें।'
11. In case, a registered voter requests for deferring the service for some time later, service may be re-arranged on best effort basis.