

IT Applications for Election Management



भारत निर्वाचन आयोग
Election Commission of India
An Initiative by ICT Division

“No Voter to be left behind”

ECI Apps Eco System

All time	PRE-ELECTION	In-ELECTION	POST-ELECTION
Voter's Registration, VHA, Grievance, ECI Main website, etc.	Election Planning & Conference Portal	Nomination, Permission, Poll Day and Counting	Index card & Statistical reports Generation, Expenditure Monitoring
Round the year	6 Months before the Election	Announcement of election to result	Report Generation after result

The apps work used Round the year, pre-election, in-election and post-election phases to create a perfect ecosystem providing seamless interfaces for all stakeholders

Conduct of election

CITIZEN

- Voter Portal/ VHA/ Saksham
- C-Vigil/ NGRS
- KYC/Affidavit
- Voter Turn out App
- Result
- ECI/CEO's website

OFFICIALS

- C-Vigil/ESMS/NGRS
- ENCORE (Nomination, Permission, Voter Turn Out, Counting)
- Nodal App
- ETPBMS/Service Voter
- ECI / CEO's website
- Observer's Portal/App

POLITICAL PARTIES/ CANDIDATES

- Suvidha
- Candidate App

Voter Helpline App

Mobile App for all Voter related services.

- Voter Registration
- Voter Services
- Track Application Status
- Electoral Search

- Information about EVMs
- Candidates Information
- Elections & Results
- Grievance/ Suggestions



Saksham App Features

- ❑ Easy Access to Services for People with disability.
- ❑ It utilises the Accessibility features of mobile phones for voters with Visual and hearing disabilities.



- ❑ **Marking as PwD**
- ❑ **Request for Wheel Chair facilities at PS**
- ❑ New Registration /Transfer/ Correction / Deletion
- ❑ Electoral Search
- ❑ Know Your Polling Station
- ❑ Search Polling Officials
- ❑ Track status
- ❑ Know your candidate
- ❑ Grievance/ Suggestions



Be Vigilant use **cVIGIL** to Report on any

Model Code OF Conduct (MCC) Violation



Firearms Display



Voters Transportation



Liquor/Drugs Distribution



Freebies Distribution



Money Distribution



Paid News



Property Defacement



Communal Hate Speech



Fake News



Intimidation

15 Min
Field Team Arrives at Venue



30 Min
Field Team Execute Action & Submit The Report



5 Min

District Election Officer assigns complaint to Field Unit For verification



50 Min
Time taken by Returning Officer to Close the Complaint

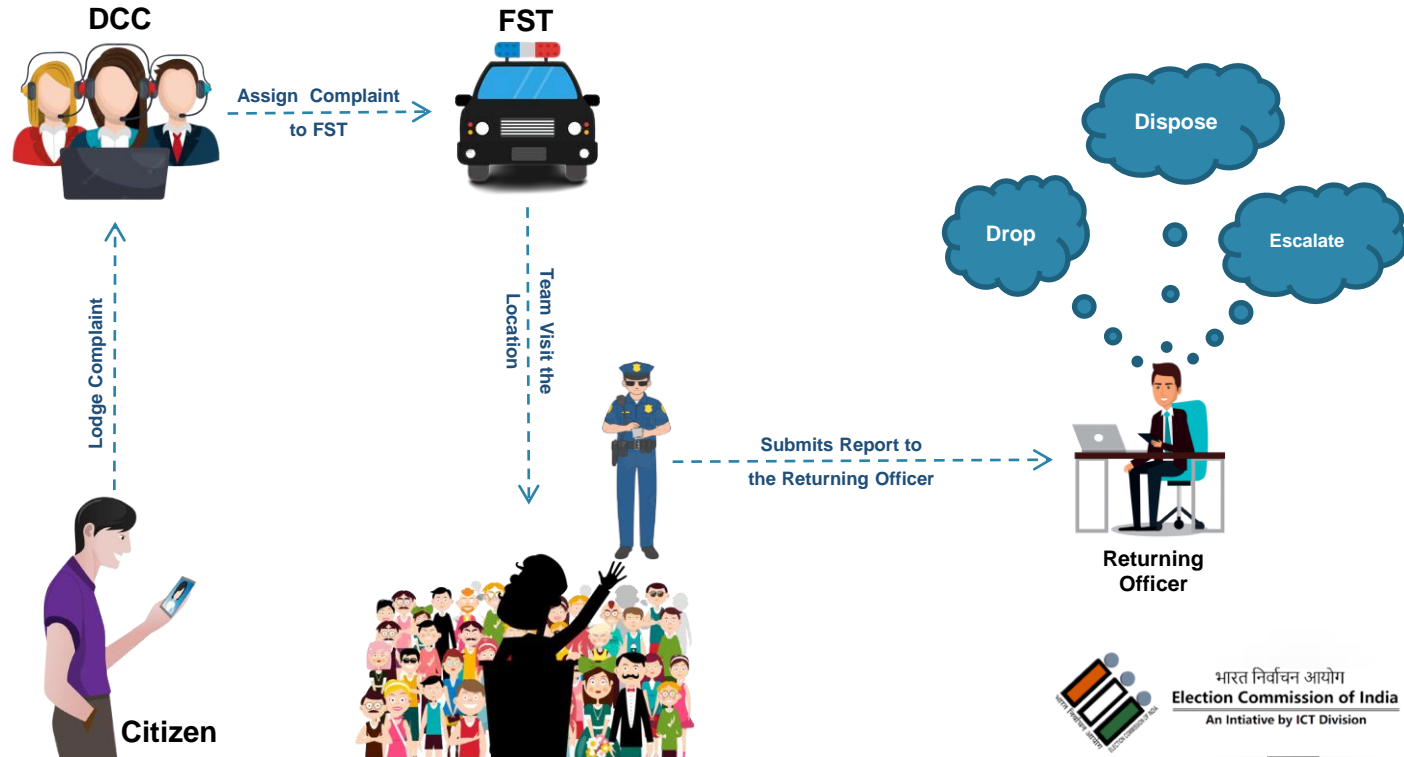


For Every Complaint Response In 100 Mins

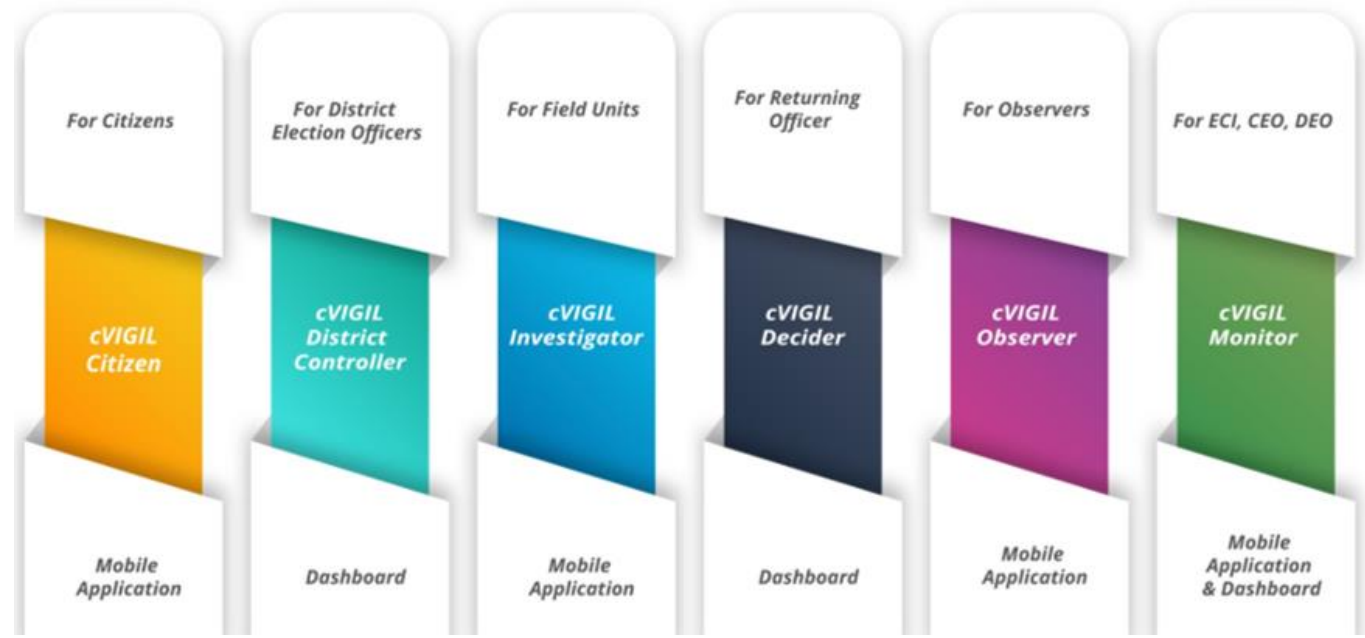
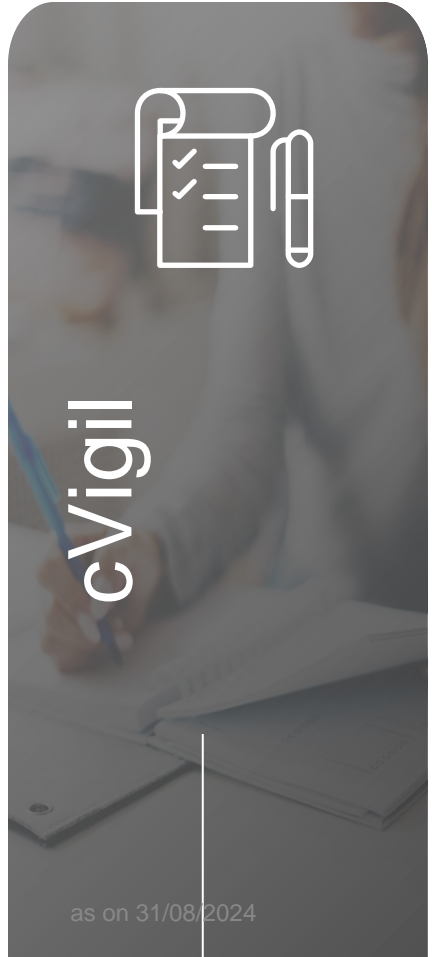
Guidelines for cVigil

	CEO	DEO	RO
Pre Election Activity	<ul style="list-style-type: none"> ✓ Creation of Accounts of DEO ✓ Creation of additional CEO account 	<ul style="list-style-type: none"> ✓ Creation of Accounts of RO ✓ Creation of FST ✓ Creation of additional DEO accounts ✓ Setup of DCC for 24*7 availability 	<ul style="list-style-type: none"> ✓ Login and verification of account ✓ Verification of AC – District mapping
In Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of disposal complaints ✓ Monitoring of SLA of 100 min disposal of complaints 	<ul style="list-style-type: none"> ✓ Assignment of complaint to FST ✓ Drop the false complaint ✓ Monitoring of SLA of 100 min disposal of complaints 	<ul style="list-style-type: none"> ✓ Disposal of complaint ✓ Escalation of complaint
Post Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of disposal of escalated cases asap. 	<ul style="list-style-type: none"> ✓ Monitoring of disposal of escalated cases asap. 	<ul style="list-style-type: none"> ✓ Disposal of escalated cases asap.

How it works ?



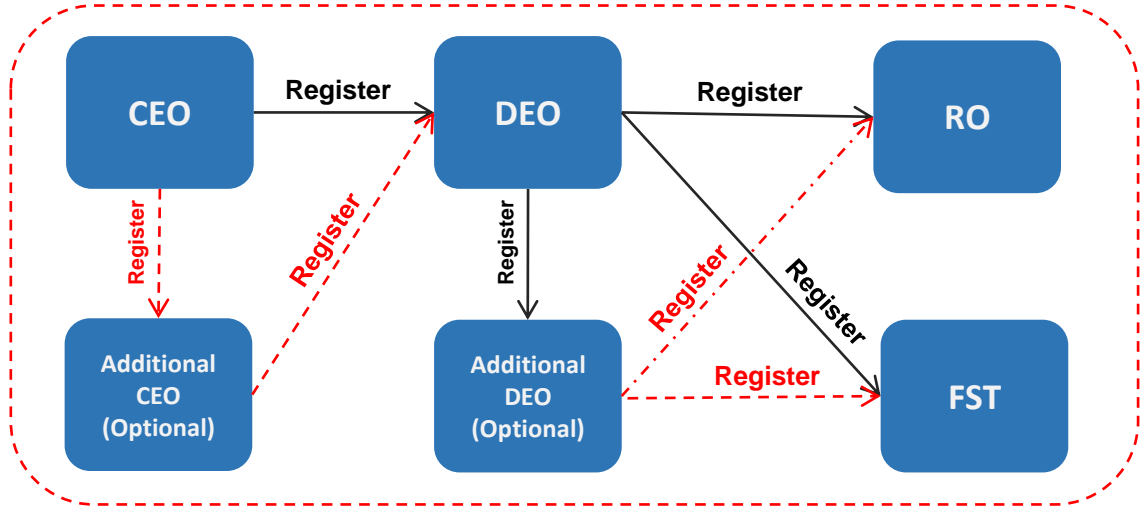
Modules of cVIGIL?



How to implement ?



Election Announced



ESMS

(Election Seizure Management System)

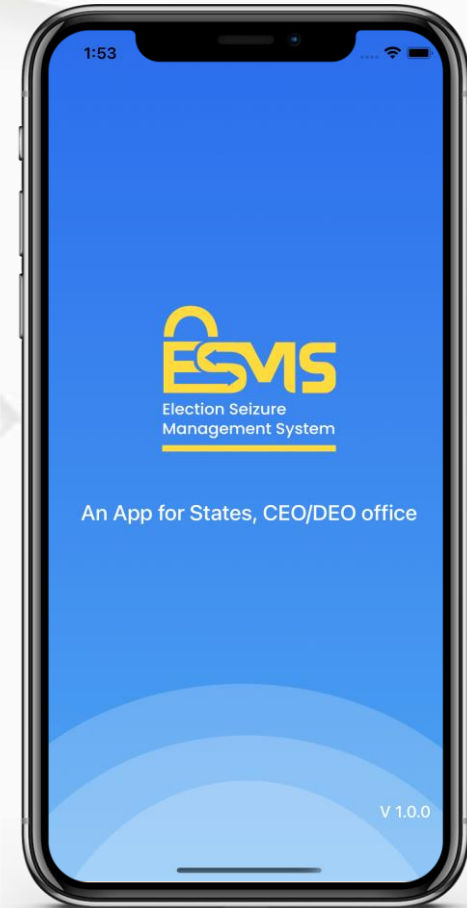
Capture details of intercepted/Seized items (Cash/Liquor/Drugs/Precious Metal/Freebies/Other Items) direct from field through Mobile App

Auto generation of report in prescribed format

QR code generation for cash transfer by Banks

Single source of information for All Agencies

Analysis on received data at CEO Level



Guidelines for ESMS

	ECI	CEO	DEO
Pre Election Activity	<ul style="list-style-type: none"> ✓ Create CEOs Account 	<ul style="list-style-type: none"> ✓ Create DEO Account ✓ Create State nodal account of various department 	<ul style="list-style-type: none"> ✓ Create FST/SST Account ✓ Create DLBC
In Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of seizure reports 	<ul style="list-style-type: none"> ✓ Monitoring of seizure reports ✓ Enable edit of seizure 	<ul style="list-style-type: none"> ✓ Monitoring of seizure reports
Post Election Activity			

Guidelines for ESMS

	State Nodal Officer	District Nodal Officer	FST/SST	DLBC
Pre Election Activity	<ul style="list-style-type: none"> ✓ Create District Nodal Officer 			<ul style="list-style-type: none"> ✓ Add Banks to generate QR Code
In Election Activity	<ul style="list-style-type: none"> ✓ Make Seizure against Intercept ✓ Suo-Moto Seizure ✓ Scan Bank QR code under movement 	<ul style="list-style-type: none"> ✓ Make Seizure against Intercept ✓ Suo-Moto Seizure ✓ Scan Bank QR code under movement 	<ul style="list-style-type: none"> ✓ Intercept the Cash, drugs and other items. ✓ Scan Bank QR code under movement 	<ul style="list-style-type: none"> ✓ Add Banks to generate QR Code
Post Election Activity				

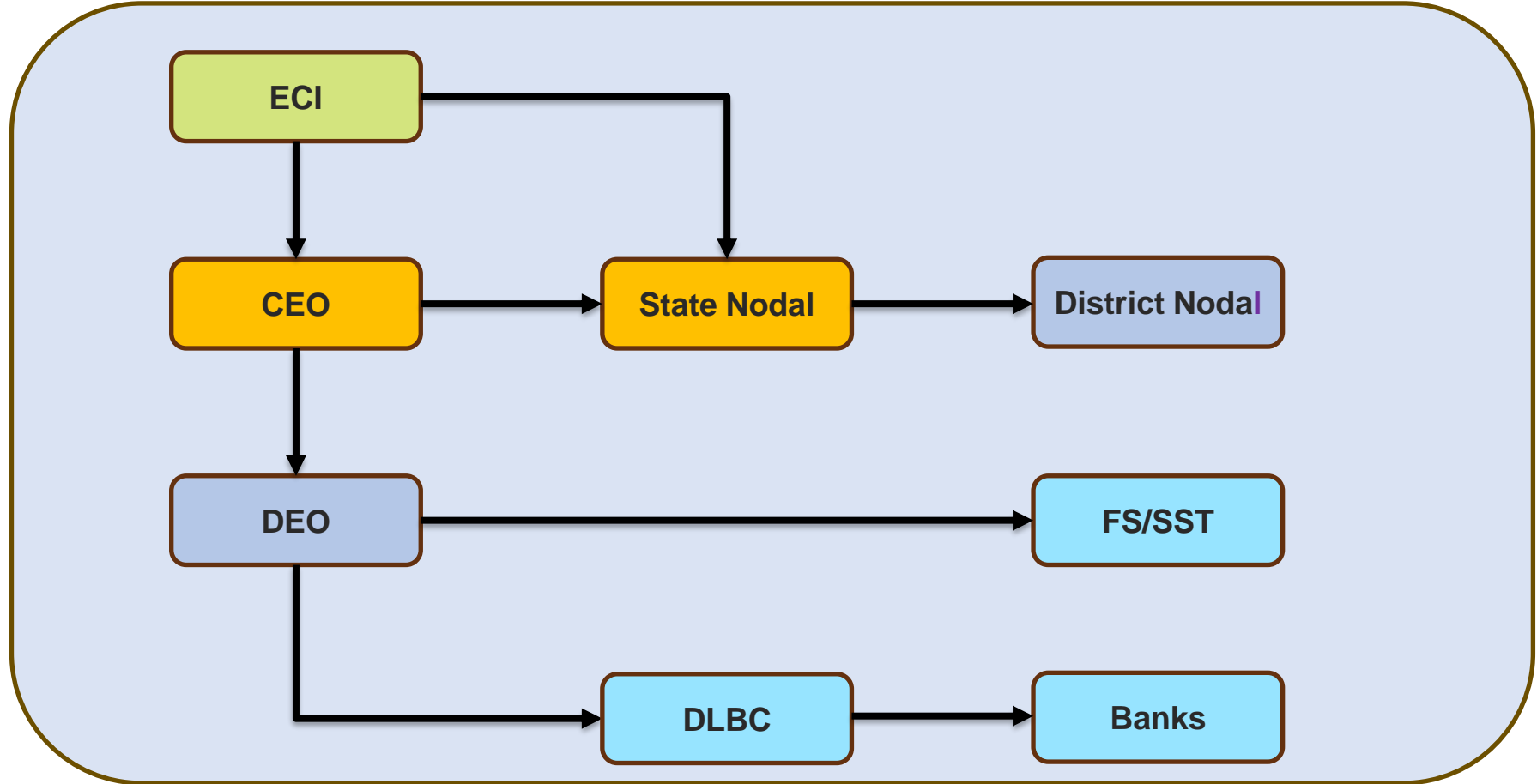
Components

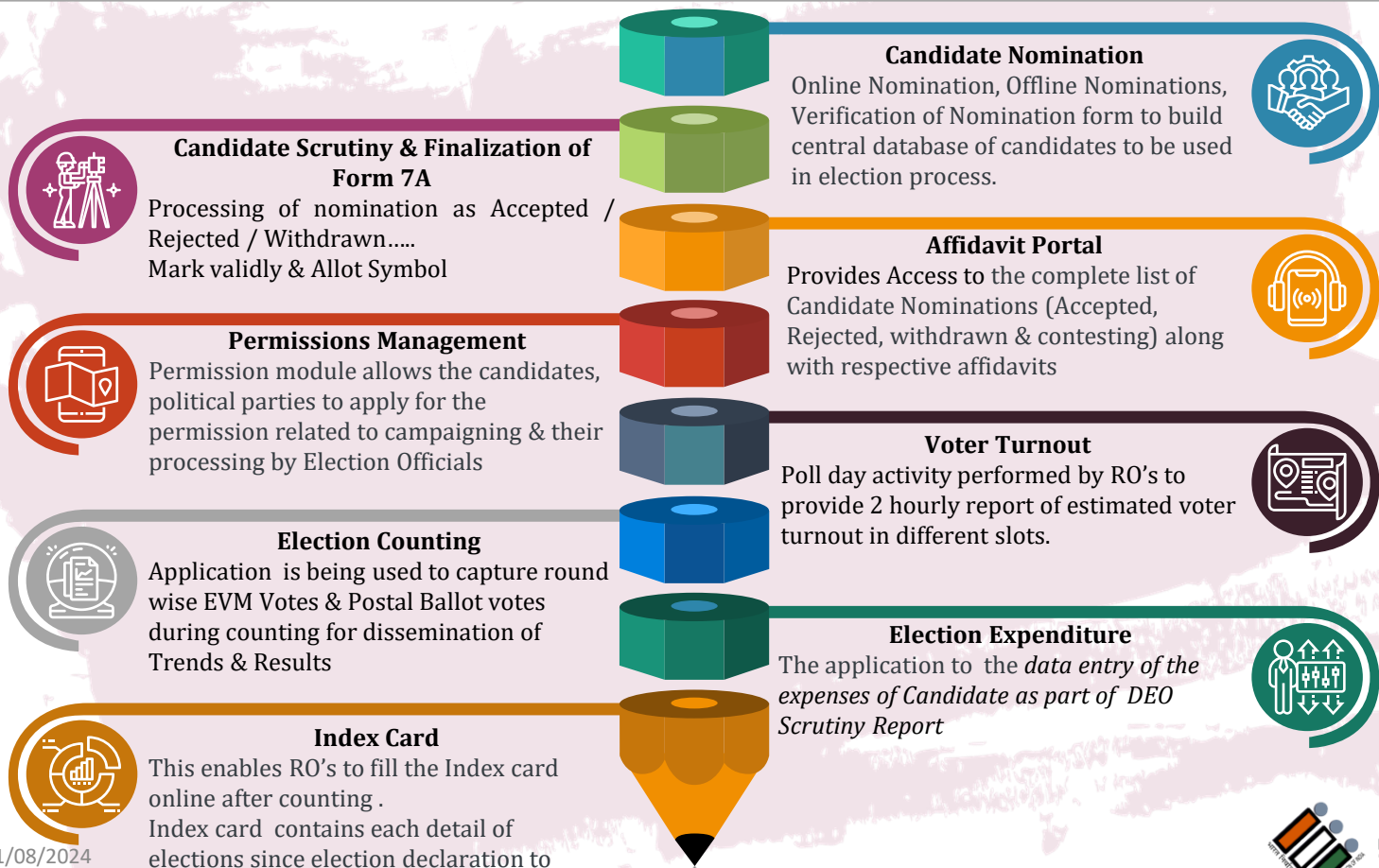
- **Web Application**
 - For User onboarding (State Nodal/District Nodal/FST/DLBC/Banks)
 - View/Download **reports** with drill down option up to AC level
 - Issue Cash transfer letter (**QR Code**)
- **Mobile App (Android & iOS will be available on Play Store/App Store)**
 - Data entry for Intercept/Agency Seizure and **claim** for Intercepted Seizure
 - Show Analytics with limited scope

Agency user onboarding process?

1. ECI will onboard **State** level Nodal officer for each Agency
2. State level Nodal Officer may further create District nodal users for **their respective Agency** in cascade manner with **multiple** districts mapping
3. DEO will onboard FSTs at **AC** Level
4. DEO will onboard **DLBC** (District Level Bank Coordinator)
5. DLBC will onboard Banks

User Onboarding process



ENCORE (Enabling Communication in Realtime Environment)**Digital Platform to support conduct of Elections from Nomination to Index Card**

Guidelines for ENCORE

	CEO	DEO	RO
Nomination	<ul style="list-style-type: none"> ✓ Monitoring of total nomination received w.r.t. digitized in the portal ✓ Verify the final contesting candidate list w.r.t. Affidavit portal 	<ul style="list-style-type: none"> ✓ Monitoring of total nomination received w.r.t. digitized in the portal ✓ Monitoring scrutiny and form 7A preparation 	<ul style="list-style-type: none"> ✓ Digitization of received nomination ✓ Upload of affidavit ✓ Marking of CA details ✓ Marking of Scrutiny ✓ Marking of withdrawal ✓ Preparation of contesting candidate
Permission	<ul style="list-style-type: none"> ✓ Preparation of Master data (Add departments, list of permissions, required documents and approving authority) ✓ Add Nodal Officers ✓ Dispose the permission request received at CEO level. ✓ Digitize the physically received permission request. 	<ul style="list-style-type: none"> ✓ Add Nodal Officers ✓ Dispose the permission request received at DEO level. ✓ Digitize the physically received permission request. 	<ul style="list-style-type: none"> ✓ Add Nodal Officers ✓ Add Police Station ✓ Add Locations ✓ Dispose the permission request received at RO level. ✓ Digitize the physically received permission request.
Voter Turnout	<ul style="list-style-type: none"> ✓ Monitoring of final Elector data of all AC ✓ Monitoring of 2 hr estimated Voter turnout ✓ Finalization of End of Poll ✓ Publish of End of Poll 	<ul style="list-style-type: none"> ✓ Monitoring of final Elector data of all AC ✓ Monitoring of 2 hr estimated Voter turnout ✓ Finalization of End of Poll 	<ul style="list-style-type: none"> ✓ Verify AC Elector data ✓ Enter 2 hr estimated poll percentage ✓ Enter PS wise Voter Turnout ✓ Finalization of End of Poll

Guidelines for ENCORE

	CEO	DEO	RO
Counting	<ul style="list-style-type: none"> ✓ Counting center preparation ✓ Monitoring of Pre-counting activity ✓ Monitoring of EVM & Postal ballot votes entry 	<ul style="list-style-type: none"> ✓ Counting center preparation ✓ Monitoring of Pre-counting activity ✓ Monitoring of EVM & Postal ballot votes entry 	<ul style="list-style-type: none"> ✓ Completion of Pre-counting activity ✓ EVM & Postal Votes Entry ✓ Result declaration ✓ Download form 21E, 21C & 20
Index Card	<ul style="list-style-type: none"> ✓ Verification of Index Card data ✓ Finalization of Index Card 		<ul style="list-style-type: none"> ✓ Filling of Index card ✓ Forwarding to CEO
Expenditure (DEO Scrutiny Report)	<ul style="list-style-type: none"> ✓ Receiving and finalization of Scrutiny report ✓ De-finalization of candidate (if required) 	<ul style="list-style-type: none"> ✓ Filling of DEO Scrutiny Report ✓ Finalization of report ✓ Send to CEO 	

ENCORE Login process

Officer Registration: Valid mobile number and email id of officers are required.

- ECI will register CEOs
- CEO then register all DEOs /RO-PCs
- RO-PCs then register all AROs

Officers will get the Registration link on email and OTP on mobile number to set the password



encore.eci.gov.in

Election Commission of India

Nomination Module

A facility that has been provided to the Returning Officer to digitize the nomination form received physically. Here RO can perform all the nomination management process followed during nomination and post nomination activities.

- Apply multiple nomination.
- Digitization of physically received forms.
- Upload Affidavit and counter affidavit.

Digitization of
physically
received
nominations

Scrutiny
and
Finalization
of form 7A

The returning officer has to complete the various steps of finalization of form 7A in the system with reference to the timeline of the notification. This involves the marking of scrutiny of status, marking of withdrawal, marking validly, symbol allotment and many more.

- Marking of Scrutiny and withdrawal
- Marking Validly to a nomination and allotment of Symbol to RUPP and independent candidates.
- Sequencing of Candidate and Finalization of final contesting candidate list.

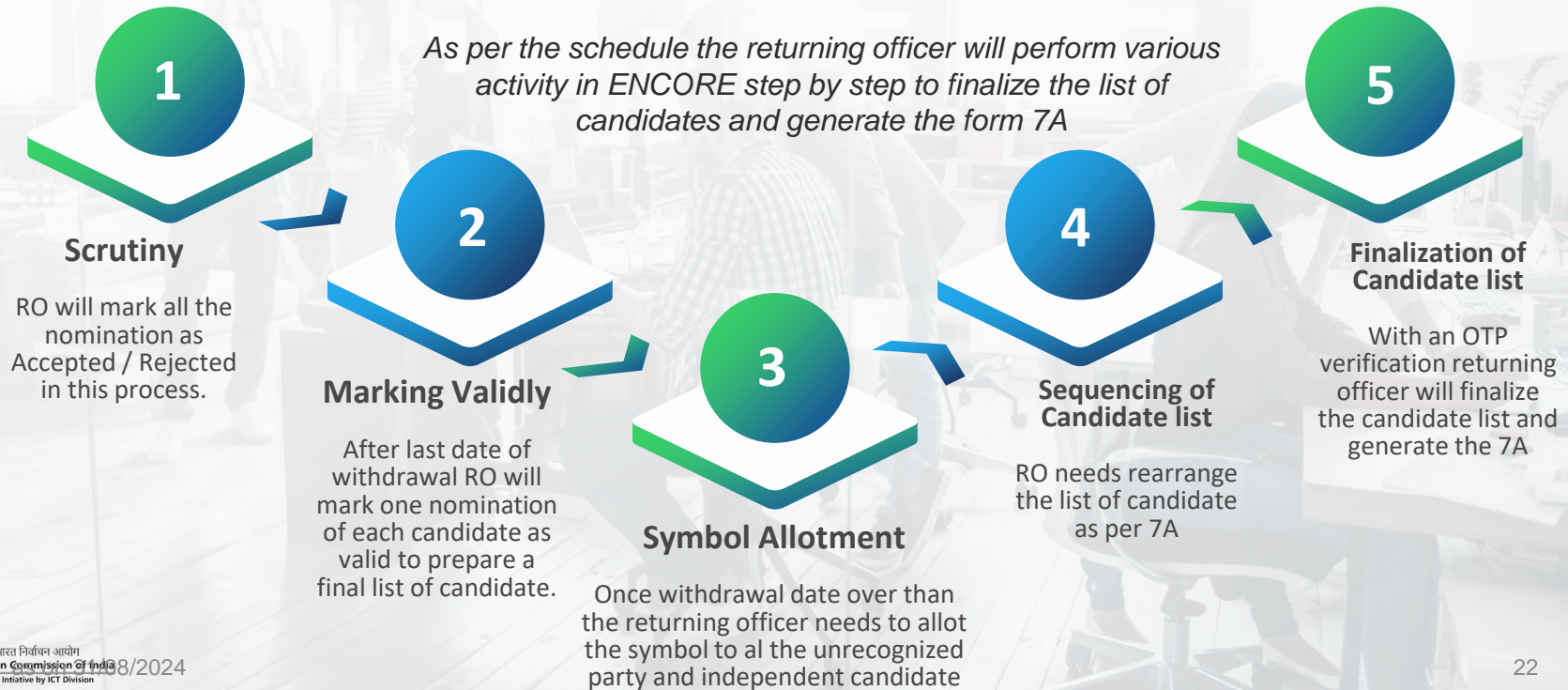
A facility that has been provided to the candidates for making online data entry of their personal details in nomination forms and affidavit (Form-26) through ECI Suvidha portal i.e. from "suvidha.eci.gov.in".

- Online scheduling of meeting for document submission.
- Online security deposit facility and generation of e-affidavit.
- Data validation & alert to avoid mistakes.

Online
Nominations



Process of Scrutiny & Finalization of Candidate List



Permission Module

SUVIDHA Portal is designed for the political party and candidate to apply the permission and nomination. The app is designed with purpose to show the status of all the applied nomination and permission requests.

- ❑ Easy for quick access
- ❑ Candidate can view the status of all the applied nomination and permissions.
- ❑ Can view and download the attached document of permission.

Suvidha Portal and Candidate App for Candidate

Request Submitted

Status of Application Sent on App

Permission Management (ENCORE)

Permission module allows the candidates, political parties or any representatives of the candidate to apply online for the permission for meetings, rallies, temporary offices, and others through SUVIDHA Portal.

- ❑ Assignment of Nodal in Master Data for similar type of permission.
- ❑ Quick response in case of multiple approving authority.
- ❑ Easily digitization of physical form.

This app is designed for the Nodal officer of the different department assigned for the permission during the MCC to approve the permission. This app help the nodal officer by making data accessible and efficient to take decision.

- ❑ Easy for quick response of the assigned nodal officer.
- ❑ Nodal can accept / reject with comment and add the NOC if required.
- ❑ Nodal can view the RO decision and attached document.

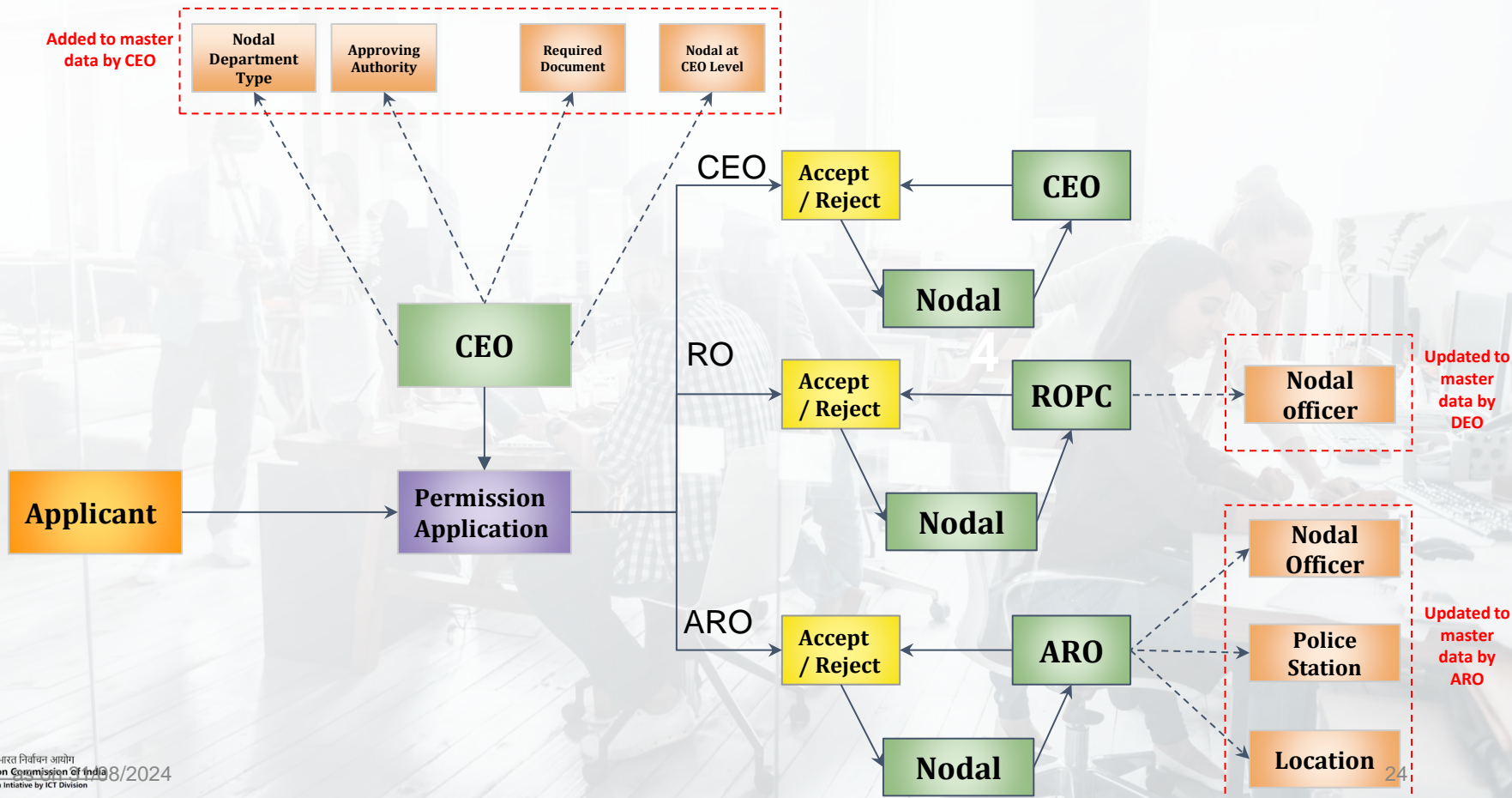
Nodal App for Nodal Officer

Status Sent from mobile App

Request Sent for NOC



Permission Module in AC Election



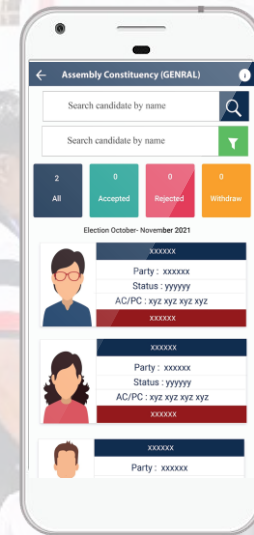
Affidavit Portal & KYC App



Returning Officer

Data Entry for
Nomination

Nomination
Module
(ENCORE)



Here citizen can view details of all accepted, rejected, withdrawn and contesting candidates. The affidavit provided by the candidate is also available in attachment in the public domain.

- ❑ Displays complete candidate profile
- ❑ Contesting candidates list as per FORM 7A
- ❑ Scrutiny status with affidavit and counter affidavit.

Affidavit
Portal
affidavit.eci.gov.in

Know Your
Candidate App
(KYC App)

dedicated mobile application to share information about candidates with explicit marking of criminal antecedents,

- ❑ KYC App is designed in android & iOS both to share the criminal antecedent information of the candidate.
- ❑ This information is gathered from the ENCORE portal where the returning officer uploads the Part - 5 and Part - 6 details of the candidate available in the affidavit.

Note- Affidavit shall not include Aadhaar

Voter Turnout Intervals

End of Poll

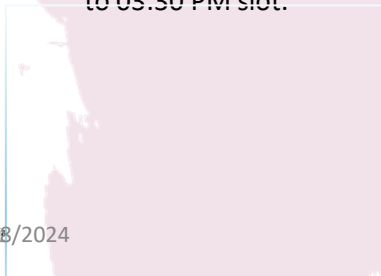
Returning officer needs to fill all the detailed data (form 17 C) of voter turnout by the end of P + 1 Day. After that update are not be allowed.

Close of Poll

RO can fill the close of poll data from 07:00 PM to 12:00 AM on poll day. Update for close of poll will end in mid night on poll day.

05:00 PM - 05:30 PM

All the process remain same as 03:00 PM to 03:30 PM slot.



Poll Start

7

1

6

2

5

3

4

This simple and time-bound mechanism provides real-time dissemination of Voter Turnout trends to Election officers and Citizens directly through ECI Voter Turnout App. The turnout is auto-compiled as and when the Returning Officers enter the data.

09:00 AM - 09:30 AM

Returning officer can start updation of estimated turnout from 09:00 AM. RO can update data as many time as he wish till 09:30 AM. Slot get closed and data gets published automatically at 09:30 AM as the final data.

11:00 AM - 11:30 AM

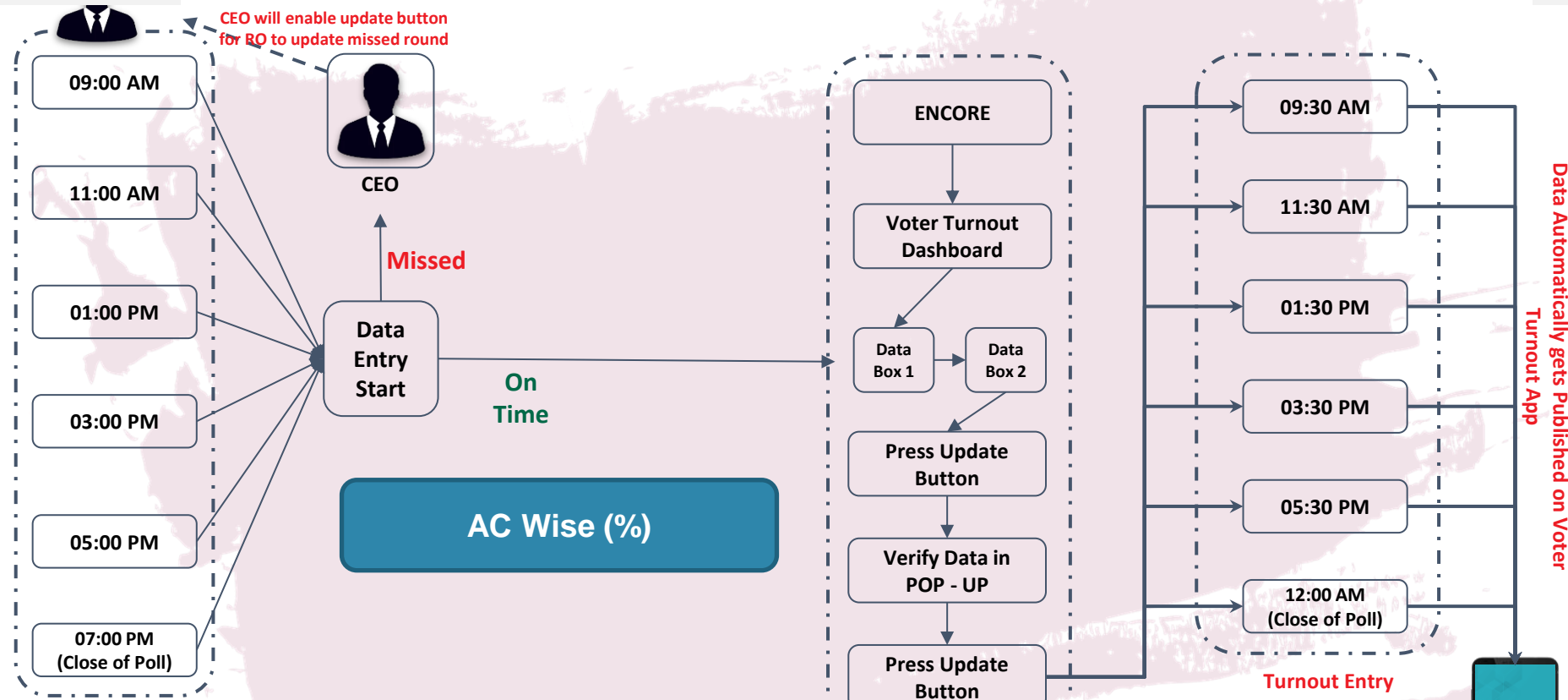
All the process remain same as 09:00 AM to 09:30 AM slot.

01:00 PM - 01:30 PM

All the process remain same as 11:00 AM to 11:30 AM slot.

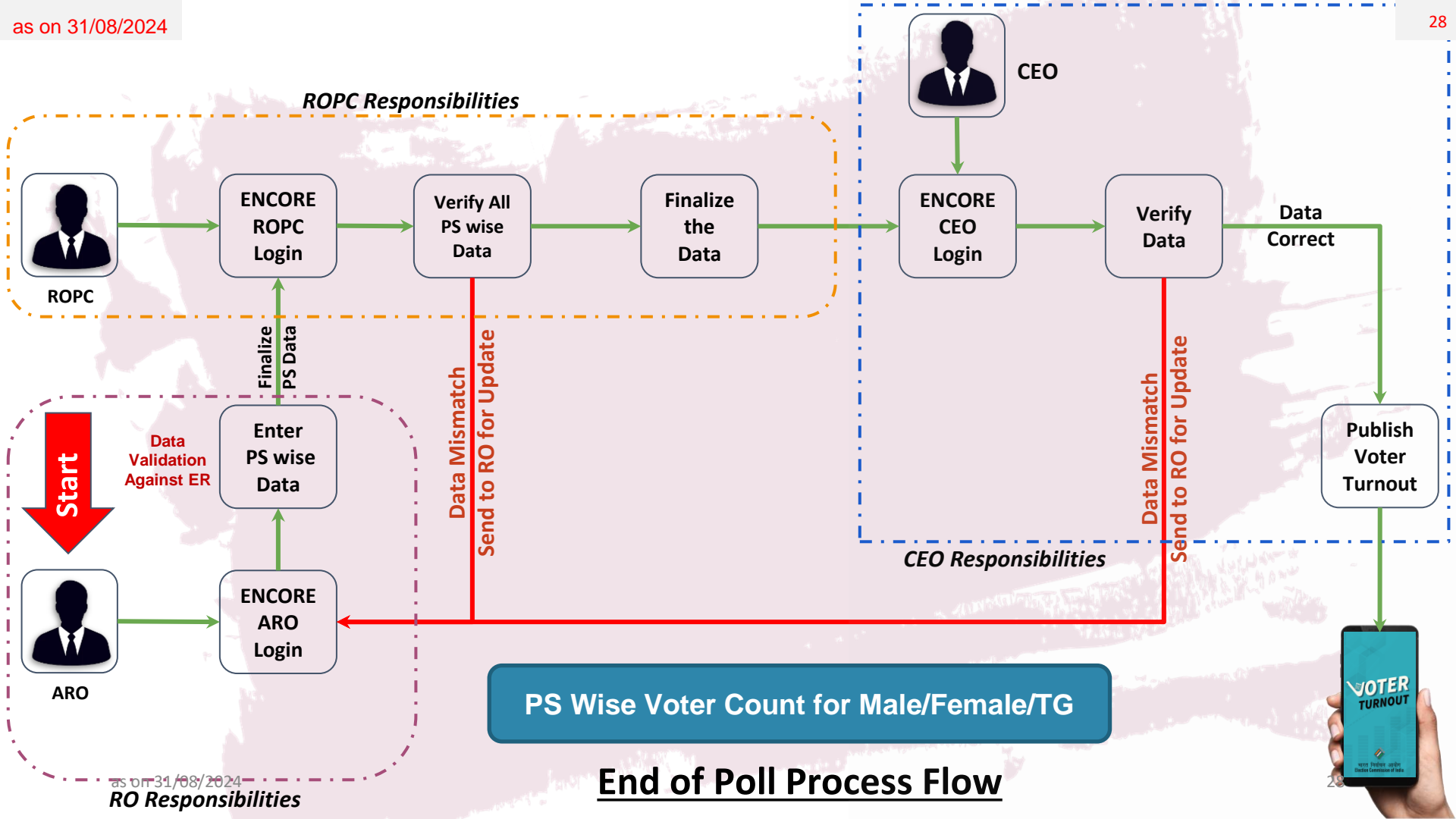
03:00 PM - 03:30 PM

All the process remain same as 01:00 PM to 01:30 PM slot.



Poll Day Activity Process Flow





Counting & Results



Returning Officer

Entry for EVM & Postal Votes
& Publish



RO Computer
Assistant

Entry for EVM Votes

The ENCORE counting application is an end-to-end application for returning officers to digitize the votes polled, tabulate the data each round-wise and then take out various statutory reports of counting.

- Table wise entry of EVM Votes
- Round wise result dissemination to public portals
- Multiple user to make table wise entry with separate postal ballot entry.

Counting
Module
(ENCORE)



Result
Website

A facility that has been provided to the for all the citizens to view the disseminated result of the counting day. The timely publication of the round-wise information is vital for establishing a single source of authentic data.

- Detailed data of votes like EVM votes, postal votes, total votes and percentage of votes
- Single Source of authenticated data
- Graphical representation of the trends with filters of party wise & constituency wise data.

Requirements of Hardware items at Counting Centre for counting Day

- 1) Wired Internet Connectivity of minimum 10 MBPS for each system (make arrangement of two internet lines of different operators)
- 2) One Desktop/ Laptop with windows 10 or above for each table
- 3) Updated Antivirus
- 4) No pirated and unnecessary application should not be installed.
- 5) Ensure Power Backup and One UPS for each desktop
- 6) One QR Code Scanner with Manual Trigger Mode for ETPBMS
- 7) Printer & Stationery Items
- 8) Preferred internet browser : Google Chrome

Pre-Counting Process

Round Set up



Enter the number of Rounds
Scheduled for AC
Enter number of Polling
stations and Counting tables
in AC.

Account set up



Enter details of ARO- Computer
Assistant.
Activate account and set
password and PIN.

Table Assignment



Returning officer need to
assign tables to all the ARO-
Computer assistants and
himself.

Counting Day Process

01



Table wise EVM Votes entry

- ❖ Enter the Table wise EVM Votes.
- ❖ Print 'Table wise Recording of Votes' (TRV).
- ❖ Validate TRV and Submit.
- ❖ Repeat Step 1 to 3 till completion of Round.

Round Declaration

- ❖ Validate RDF (Round Declaration Form) after completion of each round.
- ❖ Publish Round Result after data verification.
- ❖ Round wise Trends will be available on Results portal.



02

03



Postal Ballot Votes entry

- ❖ Enter Postal ballot votes including ETPBS
- ❖ Postal Ballots votes can be edited any time during counting before finalisation
- ❖ Enter Rejected Votes.

Results Declaration

- ❖ Verify Data from physical records, and Finalise.
- ❖ Enter the Winner Name and declare the Result.
- ❖ Download 21E & 21C and upload signed copy in encore (New suvidha).

04



Election Trends & Results

<https://results.eci.gov.in>

Results
Assembly Constituency

Select Criteria (State/AC)

TRENDS CONSTITUENCY TRENDS PARTY WISE

Rajasthan

General Elections to Assembly Constituency TRENDS

199/199
MAJORITY - 100

PARTY WISE REPORT

Party	Won	Leading	Total
Bharatiya Janata Party	115	0	115
Indian			

General Election to Assembly Constituencies: Trends & Results Dec-2023
Assembly Constituency 132 - Jaisalmer (Rajasthan)

Station on on Round: 1/2/20

Party	Count	Percentage
CHITTOORGH	104038	100%
BUPESAW	85548	82%
SHARDAJI	8028	7%
BEJLAKRAM	437	0%
SEKANDER KHAN	1021	1%
PODARI SHANK	1021	1%
INDIA	1021	1%

General Election to Assembly Constituencies: Trends & Results Dec-2023
Rajasthan

BJP	115
INC	69
BHRTADVSP	3
BSP	2
RID	1
IND	8

Constituency Wise Results

General Election to Assembly Constituencies: Trends & Results Dec-2023

State	Party	Count	Percentage
Mizoram	INP	27	100%
	INP	27	100%
	INP	27	100%
	INP	27	100%
Chhattisgarh	BJP	54	100%
	INC	26	48%
	BSP	1	2%
	OSP	1	2%
Madhya Pradesh	BJP	303	100%
	INC	66	22%
	BHRTADVSP	3	1%
	BSP	2	0%
Rajasthan	BJP	115	100%
	INC	69	60%
	IND	8	7%
	BHRTADVSP	3	3%
Telangana	INC	54	100%
	BHRS	28	52%
	BSP	8	15%
	AMM	7	13%

Googled, Tap (43) Aye Election Results Dec-2023

Results
Assembly Constituency

Select Criteria (State/AC)

TRENDS CONSTITUENCY TRENDS PARTY WISE

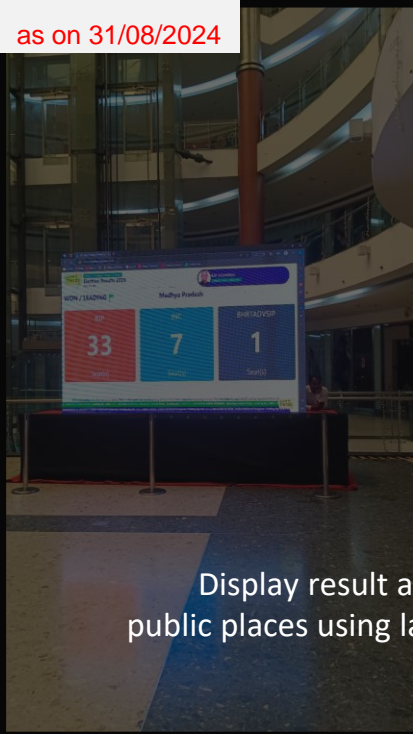
Rajasthan

ALL CONSTITUENCY TRENDS

AC DETAILS	LEADING/WON
Ghatol - 162 Rajasthan Result declared!	NANALAL NINAMA Indian National Congress Vote : 88335 Won
Tonk - 96 Rajasthan Result declared!	Sachin Pilot Indian National Congress Vote : 105812 Won
Jalore - 142 Rajasthan Result declared!	JOGESHWAR GARG Bharatiya Janata Party Vote : 84519 Won
Rajsamand - 175 Rajasthan Result declared!	DEEPI KIRAN MAHESHWARI Bharatiya Janata Party Vote : 68443 Won



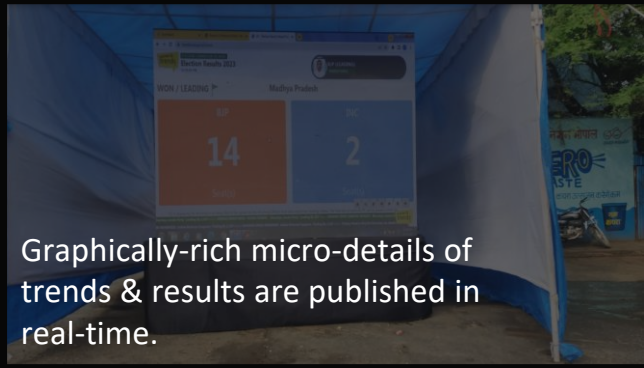
Election Trends TV



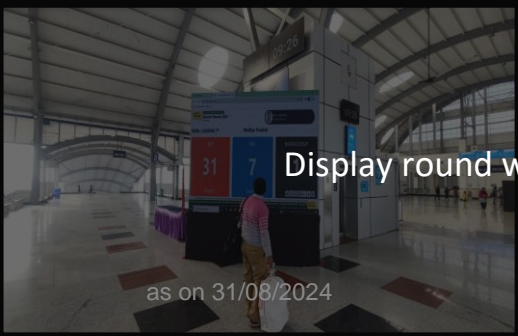
Display result automatically in public places using large TV Panels.



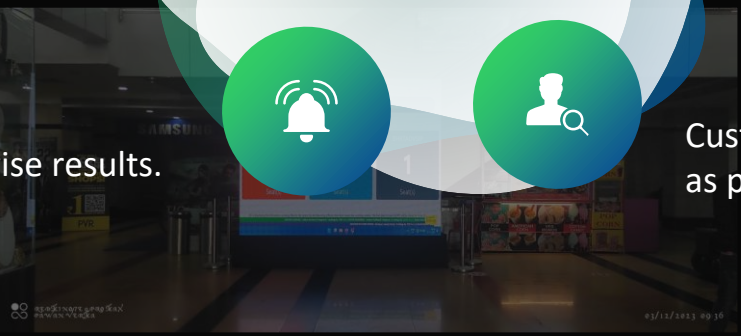
Include good photos from latest elections



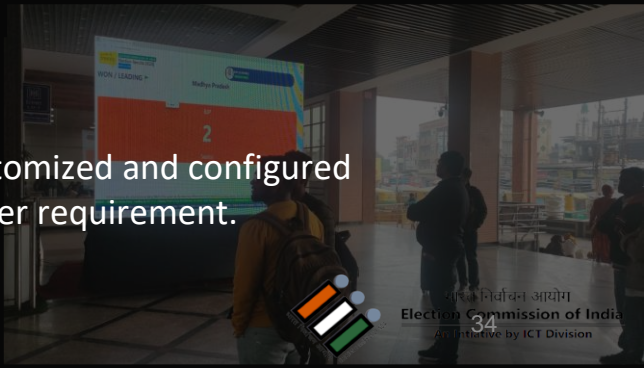
Graphically-rich micro-details of trends & results are published in real-time.



Display round wise results.



Customized and configured as per requirement.



Post Election Activity

Post Result Declaration

A facility that has been provided to the Returning Officer to fill the Index card online after counting. It contains each and every detail of elections from the schedule of elections to the declaration of results.

- ❑ Detailed report of voter turnout in each assembly.
- ❑ Data available in multiple report format.
- ❑ Correction facility available similar to physical index card.

Index Card Module

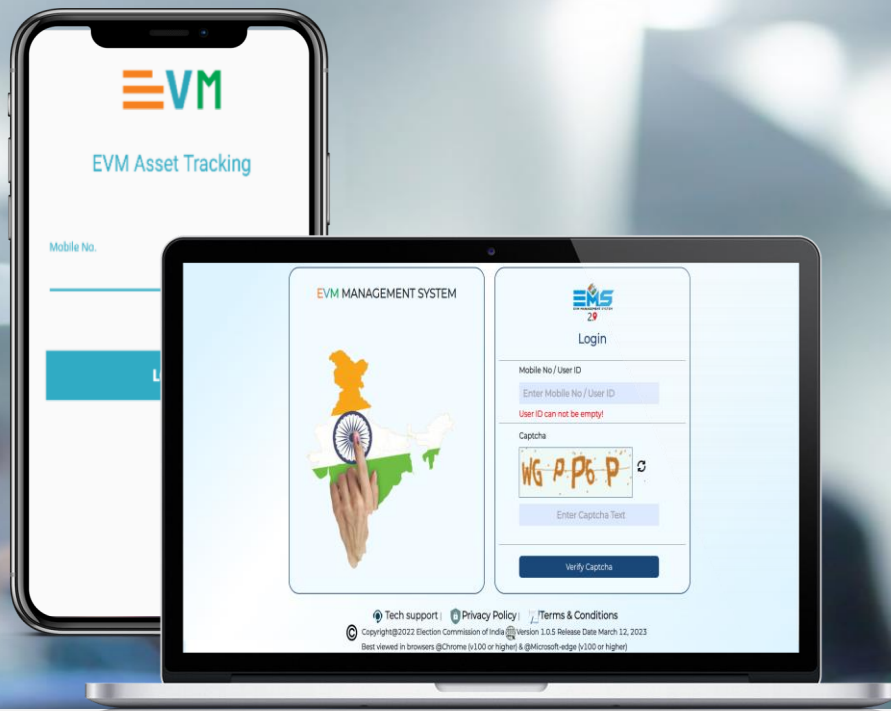
After 25 Days of Result Declaration

The Online application of expenditure provides for capturing of expense by candidate over public meetings, posters, banners, vehicle, and ceiling for candidate expenditure.

- ❑ Detailed Data entry of the expenses of Candidate for DEO Scrutiny Report
- ❑ Verification and finalization at multiple level.
- ❑ Access to Zonal Division to monitor and evaluate the reports.

Expenditure Monitoring Module

EVM Management System



Facilities available in EMS 2.0

1. Order Generation (New / Defective)
2. User Management
3. Warehouse Management
4. Movement (New / Repair / Intra / Inter state)
5. FLC Marking
6. First Randomization
7. First Supplementary randomization
8. Second Randomization
9. Second Supplementary Randomization
10. Replacement of EVMs
11. EP Marking
12. Physical Verification

Observer Portal & Mobile App

Online portal for data management of all types of observers i.e. general observer, police observer and expenditure observes. The deployment schedule of the observer, report submission and many other activities are completed with the help of this portal.

Observer App allows observers to file their statutory report like their arrival, departure etc

as on 31/08/2024

Download of
Observer ID
cards

Filling of
Statutory
Reports by
ALL
Observers

Uploading of
signed copy of
Reports

Availability of all
relevant
information on a
single platform



Time Voucher (A Step toward "Go Green")

In an effort to reduce paper usage and promote eco-friendly practices, the Election Commission has transitioned from physical Time Vouchers to electronic vouchers for political parties participating in the elections.

This change not only benefits the environment but also streamlines the process for political parties, making it more efficient and convenient.

With this facilitation, the political parties will not be required to send their representatives to ECI/CEO Offices for collection of the time vouchers physically during elections.

PP Rep will
Login with
Mobile and OTP



Download
Voucher in PDF
Format

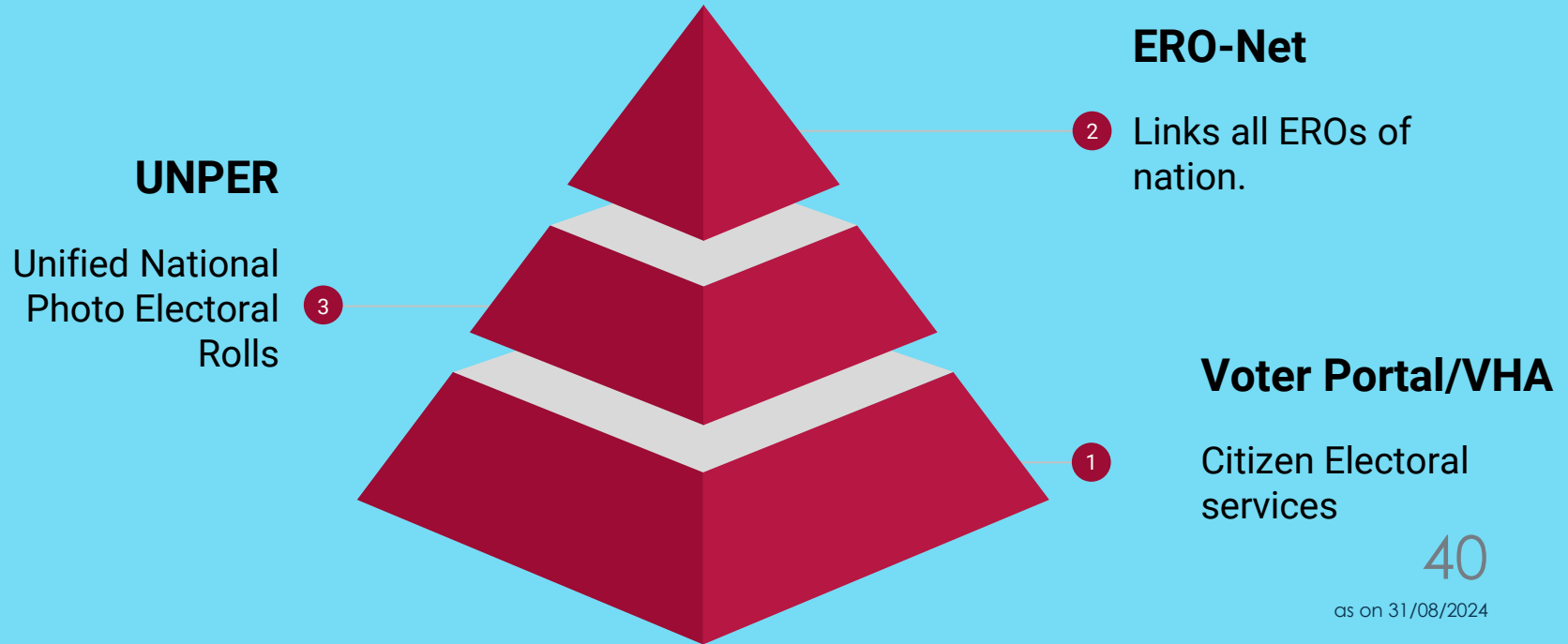


Present to
DD/AIR

ERONET 2.0 SYSTEM

ERO-Net

THREE MAJOR COMPONENTS



Guidelines for ERONET Application

	CEO	DEO	ERO
Pre Election Activity	✓ Monitoring of disposal of forms	✓ Monitoring of disposal of forms	✓ Disposal of forms
In Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms till last date of Nomination ✓ Monitoring of rationalization ✓ Monitoring of printing of VIS ✓ Monitoring of Publication of eRoll 	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms till last date of Nomination ✓ Monitoring of rationalization ✓ Monitoring of printing of VIS ✓ Monitoring of Publication of e-Roll 	<ul style="list-style-type: none"> ✓ Disposal of forms till last date of Nomination ✓ Rationalization of PS ✓ Printing of VIS ✓ Publication of eRoll
Post Election Activity	✓ Restart the disposal process of forms	✓ Monitoring of disposal of forms	✓ Disposal of forms

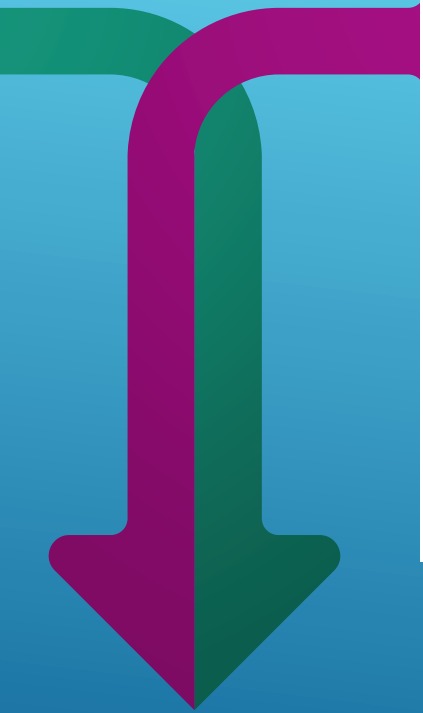
FORM SUBMISSION

ONLINE

- VSP
- VHA
- BLO App

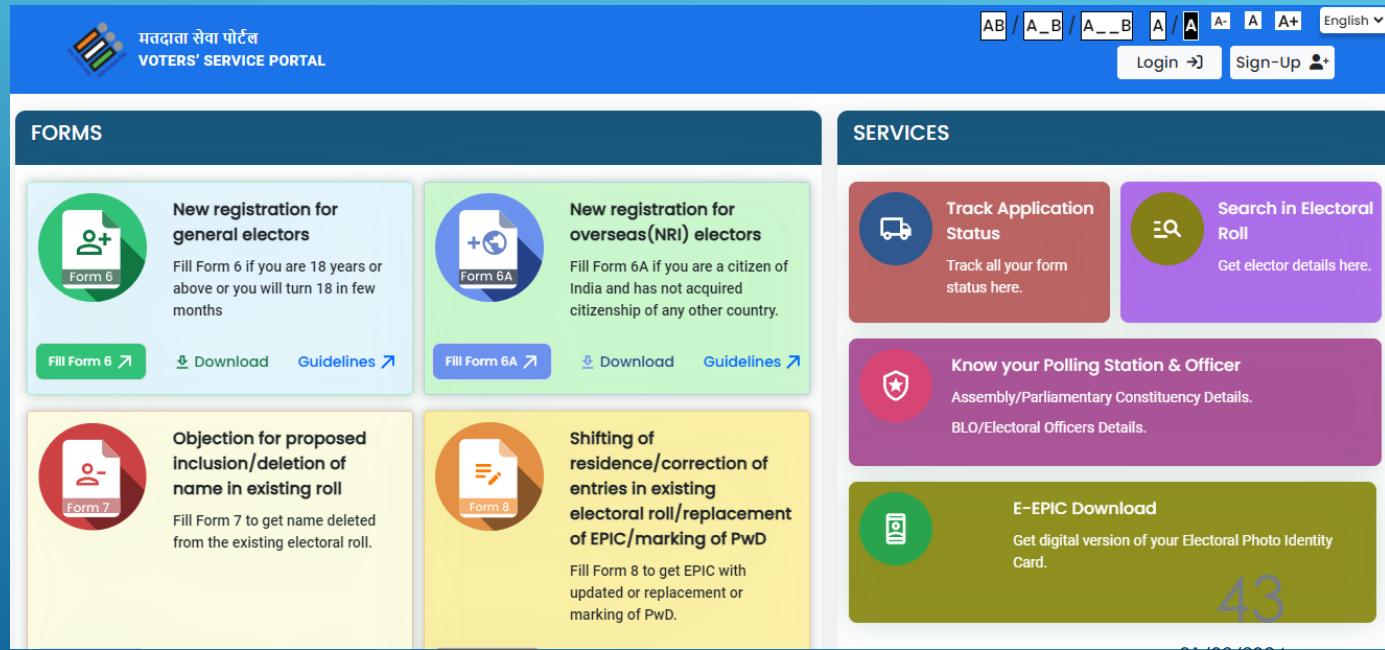
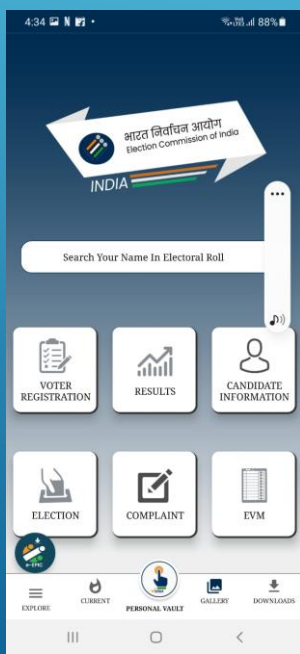
OFFLINE

- Collected by BLO
- Submission to ERO Office
- Special Camps



ERONET

CITIZEN PORTALS & MOBILE APPS



6

NEW INCLUSION



- For enrolment as new elector

6A

OVERSEAS INCLUSION



- For enrolment as overseas elector

6B

AADHAAR COLLECTION



- Aadhaar number collection for the existing electors

7

OBJECTION & DELETION



- For Deletion of elector & objection on other electors
- For objection of Inclusion
- Self Deletion

8

SHIFTING & CORRECTION

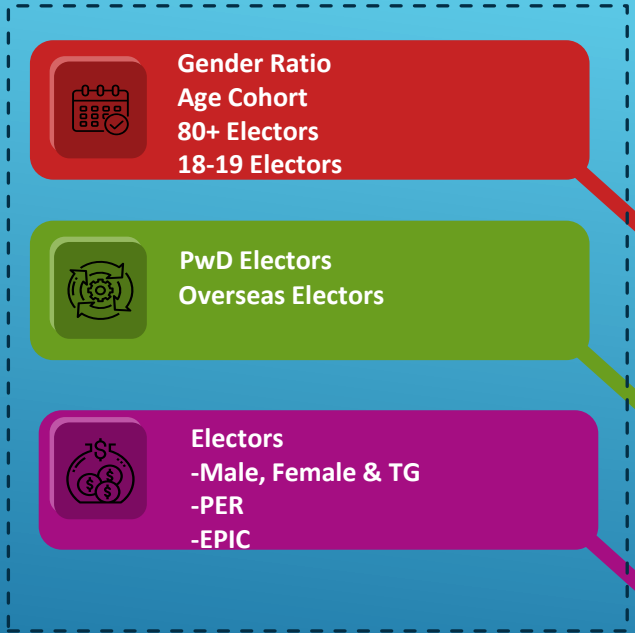


- For correction in the entries of electors
- For Migration/ Transposition
- PwD marking
- Duplicate EPIC

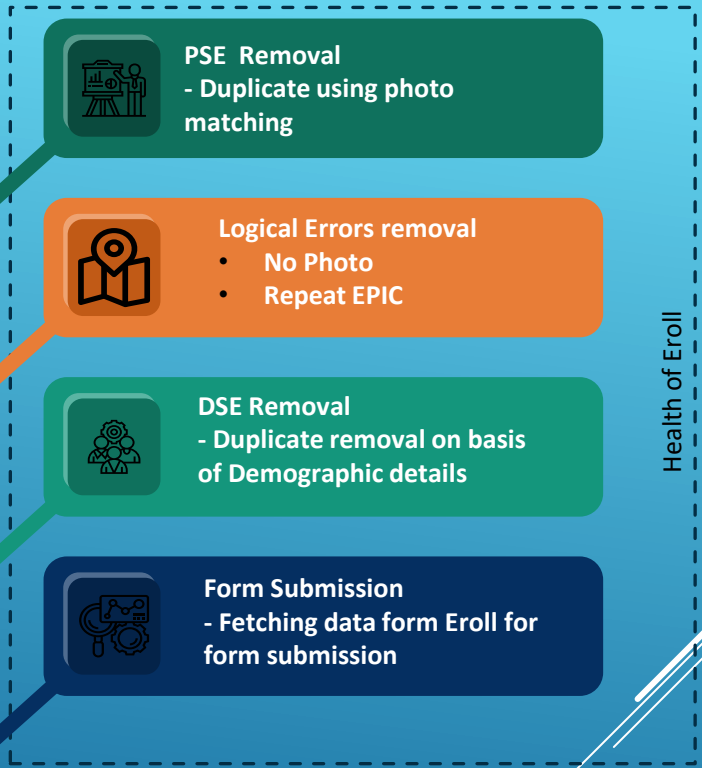
Advance Application of 17+ years (1st Jan 24) for new electors are accepted but Forms processed for 18 years wrt qualifying date (1st Jan, 1st April, 1st July & 1st October)

ERONET FEATURES

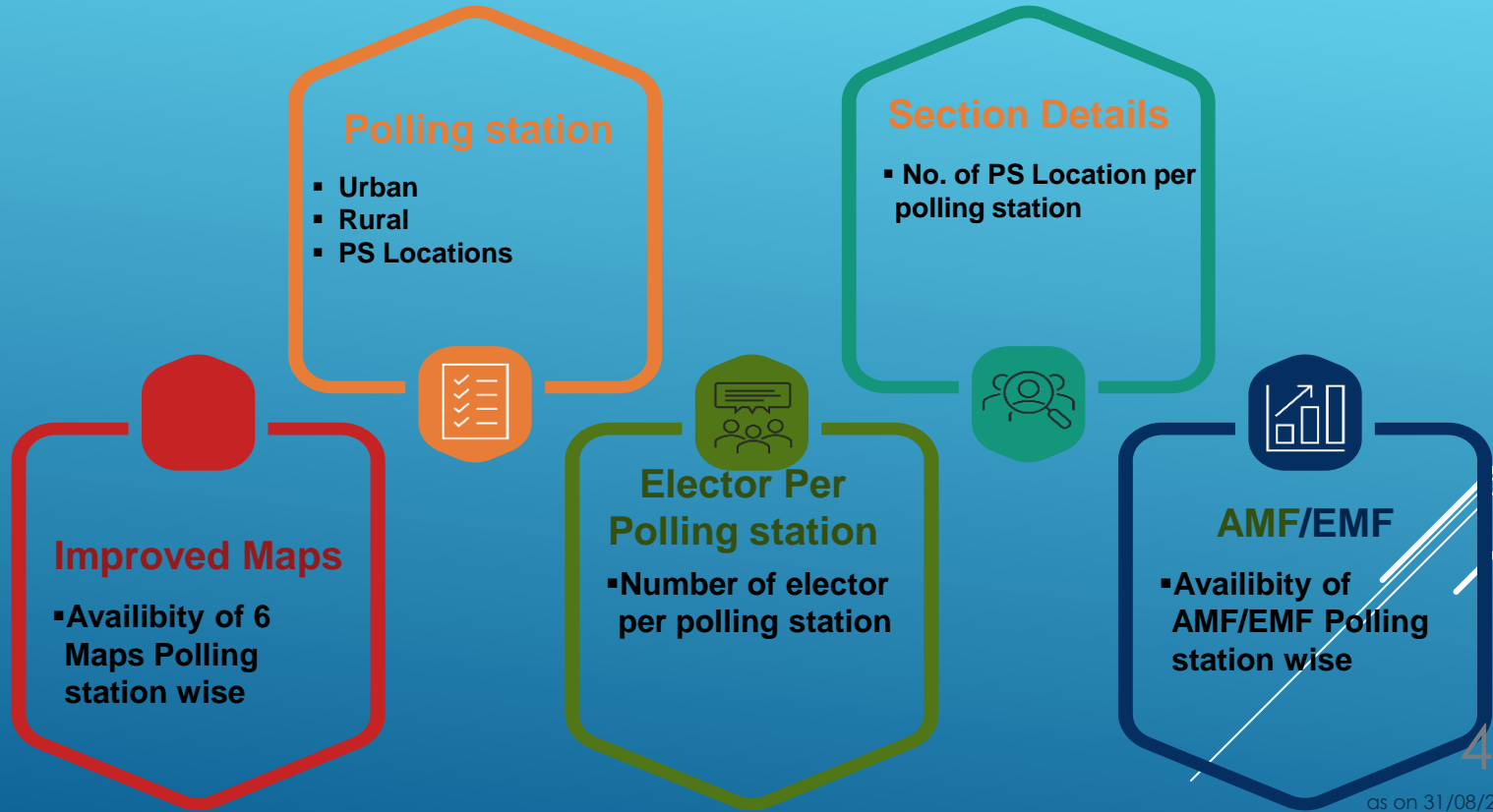
Electors Data



Health of Eroll



POLLING STATION



ENHANCED MODULES

- ✓ DSE/PSE
- ✓ Super checking
- ✓ Single sign-on
- ✓ Control table management
- ✓ EROLL Automation
- ✓ BLONet App



NEW MODULES



- ✓ Serialization
- ✓ Rationalization
- ✓ ERONET mobile app
- ✓ BLO register
- ✓ Dashboard

FORM PROCESSING

- ✓ Form submission from various channels
- ✓ Forms submission of various types
- ✓ H2H Survey Summary





भारत निर्वाचन आयोग
Election Commission of India

NGSP (NATIONAL GRIEVANCE SERVICES
PORTAL)
NGRS 2.0



National Grievance Redress

**Register Complaint**

Register a new complaint here

**Track Status**

Track status of your complaint

**Share Suggestion**

Share your suggestions here

Free

I have turned 17.How do I r

How do I apply for Voter Ca

How do I check status of m

I have applied for EPIC / Va

How do I download e-EPIC:

How do correct/change an

I have shifted to a new plac

How do I check whether my

Example EPIC (Voter Card)
NumberExample Application Reference
NumberHi, I'm Voter Mitra, your 24X7 Assistant!
Happy to help you

Please select the appropriate option

EPIC (Voter Card)

Electoral Roll

IT Applications

Voter Slip

Poll Day

Political Party

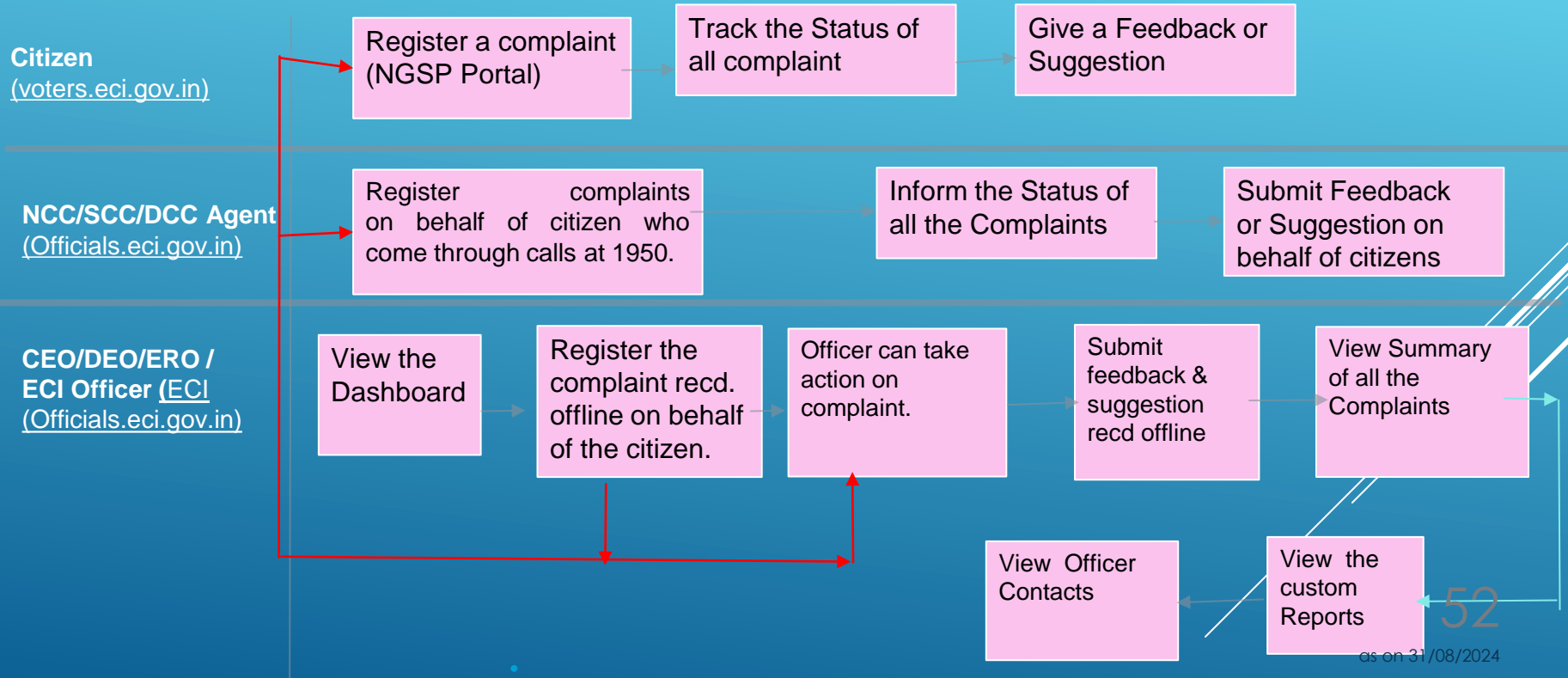
Election Expenditure

Others

Check Complaint Status

- ECI Chatbot is called Voter Mitra. The Icon of Chatbot with login link will be displayed on the NGSP portal.
- Once the user logs in, Chatbot is available to take user's query

NGSP (PROCESS FLOW)



The service voter registration

“The purpose of the online system is to create convenient and easy-to-use online system for Defense Personnel to become Service Voters. The system is based on a relational database with registration and acceptance of forms for Service Voter. DEO will assign the Assembly Constituency to Service Voter, then the form will be displayed to ERO of that AC and ERO will take appropriate action on the forms.”

Guidelines for Service Voter Portal

	CEO	DEO	ERO
Pre Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms 	<ul style="list-style-type: none"> ✓ Assignment of forms to ERO ✓ Sending incomplete form back to Record officer 	<ul style="list-style-type: none"> ✓ Disposal of forms ✓ Sending back incomplete form to Record officer ✓ Transfer of form to other AC
In Election Activity	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms till last date of Nomination 	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms till last date of Nomination 	<ul style="list-style-type: none"> ✓ Disposal of forms till last date of Nomination
Post Election Activity	<ul style="list-style-type: none"> ✓ Restart the disposal process of forms 	<ul style="list-style-type: none"> ✓ Monitoring of disposal of forms 	<ul style="list-style-type: none"> ✓ Disposal of forms

The Service Voter Registration Functionalities

- ❑ 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 **svp.eci.gov.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 and issued.
- ❑ Easy to use Dashboard for DEOs, CEOs, ECI officials and EROs themselves for single window view

Important Timelines for ERO

- ❑ It is a continuous process
- ❑ During election period this process is restricted till last date of nomination
- ❑ ERO has to dispose all the forms in the Service Voter portal (svp.eci.gov.in)
- ❑ Finalize the list of service voter in Service Voter Portal after the last date of nomination(after 03:00 PM).
- ❑ The role of ERO ends here.

Role and Responsibilities of other users

1. ECI Admin

- Creates Nodal Officer Login for each Forces

2. Nodal Officer

Nodal officer is a single authorized officer of a Force in its Head Quarter who is in direct contact with the ECI who will be providing all required details of its Force.

Actions

- Update Nodal Office Profile (To be filled by nodal officer and then approved by Signing authority through ECI Admin and then freeze the details- To be updated before 1st Jan and 1st July every year else block access. Will be unblock only after receiving the Letter from the signing authority)
- Creates Record Offices

Role and Responsibilities of other users

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. In case Unit officer uploads data of service voter, it needs to get approved by Record Officer. (All the action performed by Unit Officer must be approved by Record Officer)

Actions

- a) Update Record Office Profile
- b) Creates Unit Office (To be approved by Nodal Officer and then creates Login Id after approval from Nodal Officer). In case the number of unit officers exceeds the number of unit officer specified by Nodal Officer, then record officer must intimate to increase the count of the Unit Offices through his login.
- c) Upload XML
- d) Download Acknowledgement: After uploading the data through XML acknowledgement can be downloaded on a single click.
- e) Confirm Accepted records by ERO: The forms accepted by ERO must be accepted by Record Officer in order to include forms in the final E-Roll.
- f) Update and Submit the form marked incomplete by DEO/ERO
- g) Request for Deletion
- h) Update the Record/Unit Office in case the service personnel are transferred from one record/unit office to another.

Role and Responsibilities of other users

4. Unit Office:

Each service personnel reports to a Unit Office. All changes made by Unit Office must be verified by the Record Officer

Action

- Update Unit Officer Profile (To be verified by Record Officer)

5. Returning Officer:

Returning officer is not having any role in service voter portal.

Role and Responsibilities of All Users

1. ERO: Electoral Registration Office

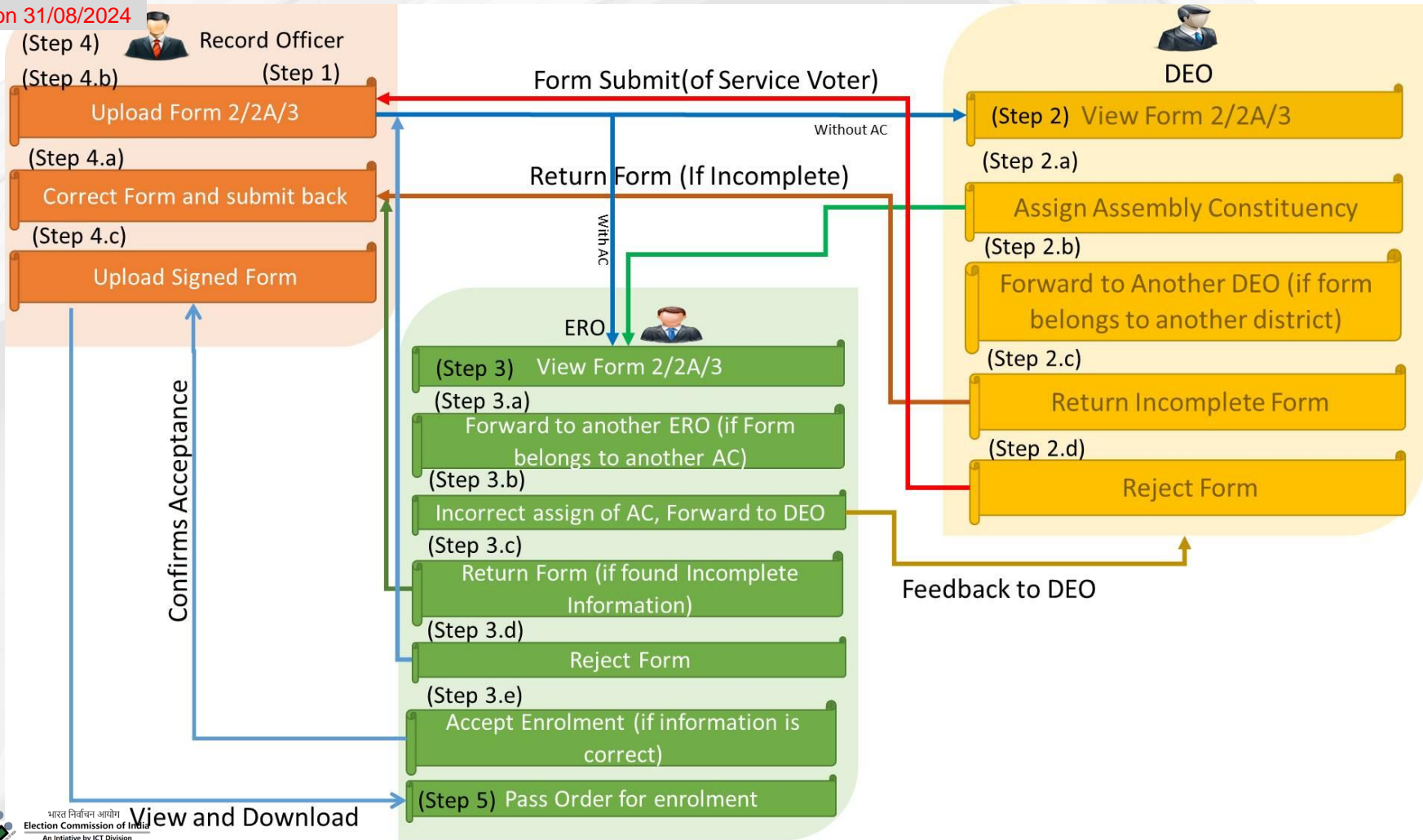
- a) Accept the form (2, 2A & 3)
- b) Transfer back Incomplete Forms or Incorrect Signed Form
- c) Transfer to other AC of same District
- d) Transfer back to his DEO, if Form pertains to other District

2. DEO: District Election Officer

- a) Assign Assembly Constituency & transfer Forms (2, 2A & 3) to ERO
- b) Transfer back Incomplete Forms to Record Officer
- c) Transfer to other DEO/s

3. CEO: Chief Electoral Officer

- a) Entry of Details of RO/ERO in Service Voter Portal i.e. Name. Mobile No & Govt. Email Id
- b) RO/ERO Credentials created by ECI will be shared by CEO office.
- c) View/Download the Forms Received/Accepted/Incomplete
- d) View/Download details of Record Office
- e) View the overall status of the forms received



*Thank
You*

