

Other Relevant facts:

(1) Assembly Constituencies

The total number of Assembly Constituencies in the States of Chhattisgarh, Madhya Pradesh, Rajasthan & Mizoram and seats reserved for the Scheduled Castes and the Scheduled Tribes, as determined by the Delimitation of Parliamentary and Assembly Constituencies Order, 2008, and the total number of Assembly Constituencies in Telangana and seats reserved for the Scheduled Castes and the Scheduled Tribes, as determined by Andhra Pradesh Reorganisation Act, 2014, are as under: -

State	Total No. of ACs	Reserved for SCs	Reserved for STs
Chhattisgarh	90	10	29
Madhya Pradesh	230	35	47
Mizoram	40	-	39
Rajasthan	200	34	25
Telangana	119	19	12

(2) Electoral Rolls

The Commission firmly believes that pure and updated electoral rolls are the foundation of free, fair and credible election and intensive and sustained focus is laid on improving their quality, health and fidelity. The

Commission, after visiting the poll bound States, had directed the State election machinery to ensure a smooth, effective, inclusive and time-bound completion of 2nd Special Summary Revision of Electoral Rolls with reference to 01.01.2018 as the qualifying date, so as to ensure that all eligible but un-enrolled citizens in the States are duly registered in the Electoral Rolls. Special efforts were made to identify the critical gaps in the electoral rolls and targeted SVEEP activities were carried out to address them.

The existing electoral rolls of all the Assemblies Constituencies in the States of Chhattisgarh, Madhya Pradesh, Rajasthan & Mizoram have been revised with reference to 01.01.2018 as the qualifying date and for Telangana, the existing electoral rolls will be revised with reference to 01.01.2018 as the qualifying date. The date of Final publication of electoral rolls in respect of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana are as follows:

State	Date of Final Publication of Electoral Rolls
Chhattisgarh	27.09.2018

Madhya Pradesh	27.09.2018
Mizoram	27.09.2018
Rajasthan	28.09.2018
Telangana	12.10.2018

The details of the final publication are available on the NVSP website (www.nvsp.in) / CEO, Chhattisgarh website (www.ceochhattisgarh.nic.in), CEO, Madhya Pradesh website (www.ceomadhyapradesh.nic.in), CEO, Rajasthan website (www.ceorajasthan.nic.in), CEO, Mizoram website (www.ceomizoram.nic.in), CEO, Telangana website (www.ceotelangana.nic.in). As per the final electoral roll, the number of electors in the State is as follows:

State	Total No. of electors as per draft electoral rolls	Total No. of electors as per final electoral rolls
Chhattisgarh	1,81,80,422	1,85,45,819
Madhya Pradesh	4,94,42,791	5,03,34,260
Mizoram	7,60,303	7,68,181
Rajasthan	4,75,10,434	4,74,79,402
Telangana	2,61,36,776	To be published

(a) Photo Electoral Rolls

Photo Electoral Rolls will be used during the General Election and photo percentage in Photo Electoral Rolls of the Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana are as under:

State	Use of Photo Electoral Rolls (%)
Chhattisgarh	99.75
Madhya Pradesh	100.00
Mizoram	100.00

Rajasthan	99.81
Telangana	100.00

(b) Electors Photo Identity Cards (EPIC)

Identification of the voters at the polling booth at the time of poll shall be mandatory. Electors who have been provided with EPIC shall be identified through EPIC. Presently, the EPIC coverage in Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana are as under:

State	Electors Photo Identity Cards(EPIC) Coverage (%)
Chhattisgarh	96.02
Madhya Pradesh	100.00
Mizoram	100.00
Rajasthan	99.99
Telangana	100.00

All the residual electors are advised to obtain their Elector Photo Identity Cards from the Electoral Registration Officers of their Assembly Constituencies, urgently.

In order to ensure that no voter is deprived of his/her franchise, if his/her name figures in the Electoral Rolls, separate instructions will be issued to allow additional documents for identification of voters, if needed. Aadhaar Card will also be allowed as an additional document for establishing the identity of voters at the Polling Stations.

(c) Photo Voter Slips (PVS)

To facilitate the voters to know where he/she is enrolled as a voter at a particular polling station and what is his/her serial number in the Electoral roll, the Commission has directed that official **voter slip bearing the Photo of the elector (wherever present in the roll) will be distributed at least 5 days before the date of poll** to all enrolled voters by the District Election Officer and

very close and rigorous monitoring of the distribution process shall be done by the DEO and General Observer concerned. The size, design and format of the Photo Voter Slip has also been substantially improved to enhance its utility and effectiveness in voter identification, awareness and guidance by increasing the size of the image, providing additional information along with polling station Nazri Naksha on the reverse of the slip and improvement in the quality of printing. It has also been directed that the said voter slip should be in the languages in which electoral roll is published for that Assembly Constituency. The Commission has laid a special emphasis on the systematic, efficient and timely distribution of the Photo Voter Slips through the Booth Level Officers (BLOs), who are under strict instructions to hand over the voter slip to the elector concerned only and not to any other person. The BLOs shall also maintain a Pre-Printed Register of Voters and take the signatures/thumb impression of person to whom the Photo Voter Slip is delivered.

The residual undistributed Voter Slips shall be returned by the BLO to the concerned ERO, who shall keep the same in a sealed cover after making an alphabetical list of the undistributed PVS in respect of each Part/polling station. Two copies of such alphabetical lists shall be handed over to the RO of the concerned constituency, while sealed cover of undistributed photo voter slips shall remain in safe custody with the ERO. No further distribution of photo voter slips shall be done after the same are returned to the ERO.

The Returning Officer (RO) of the Constituency shall prepare a schedule for distribution of Photo Voter Slips by the BLOs. A copy of this schedule shall be given by the RO to the Political Parties, Booth Level Agents (BLAs) of all recognized political parties well in advance, if they have been appointed and contesting Candidates and their Agents, under acknowledgement.

(d) Braille Photo Voter Slips:

To ensure wholesome and constructive participation and active engagement of Persons with Disabilities(PwDs) in the election process, the Commission has directed to issue Accessible Photo Voter Slips with Braille Features to Persons with Visual Impairment or Blind, over and above normal Photo Voter Slips to be issued.

(e) Voter Guide:

In this election, a **Voter Guide (in Vernacular / English)** shall be handed over to **every** household ahead of the elections, giving information about the date and time of polls, contact details of the BLOs, important websites, helpline numbers, documents required for identification at the polling station besides other important information including the Do's and Don'ts for voters at the polling station. This Voter Guide Brochure will be distributed along with the Photo Voter Slips by the BLOs.

(3) Polling Stations and Special Facilitation

The number of Polling Stations of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana are as follows:

State	No. of Polling Stations in 2013-14	No. of Polling Stations in 2018	% Increase
Chhattisgarh	21,418	23,632	10.34%
Madhya Pradesh	53,896	65,341	21.24%
Mizoram	1,126	1,164	3.37%
Rajasthan	45,334	51,796	14.25%
Telangana	29,138	32,574	11.80%

(a) Assured Minimum Facilities (AMF) at Polling Stations:

The Commission has upgraded the status of facilities at the Polling Stations from the earlier concept of Basic Minimum Facilities (BMF) to Assured Minimum Facilities (AMF). Accordingly, instructions have been issued to the Chief Electoral Officer to ensure that every Polling Station is equipped with Assured Minimum Facilities (AMF) like drinking water, shed, toilet, ramp for the physically challenged voters, a standard voting compartment etc. for the convenience and facilitation of voters.

(b) Facilitation for Persons with Disabilities (PwD):

The Commission has issued instructions to ensure that as far as practicable, all polling stations are located at ground floor and sturdy ramps are provided for the convenience of differently-abled electors with wheel-chairs. Further, in order to provide targeted

and need- based facilitation to differently-abled voters, the Commission has directed that all Persons with Disabilities (PwDs) in an Assembly Constituency are identified and tagged to their respective Polling Stations and necessary disability-specific arrangements made for their smooth and convenient voting experience on the poll day. Identified PwDs will be assisted by volunteers appointed by RO/DEO. Special facilitation will be made for PwDs electors at Polling Stations. Also, it has been directed that differently-abled electors are given priority for entering polling booths, provision made for designated parking spaces close to the entrance of polling premise and special care to be provided to electors with speech and hearing impairment. Special focus has been laid for the sensitization of the polling personnel regarding the unique needs of the differently-abled.

The Commission has directed the Chief Electoral Officers that there should be proper transport facility for PwDs in each and every polling station on the day of poll. Each and every PwD voter will be provided free pass on public transport on poll day.

(c) Voter Facilitation Posters:

In order to fulfill the statutory requirements under **Rule 31** of the Conduct of Elections Rules, 1961 and to provide accurate and relevant information for voter awareness and information at each polling station, the Commission has also directed that uniform and standardized Voter Facilitation Posters (VFP) shall be displayed on all Polling Stations for greater facilitation and awareness of the voters. A total of FOUR (4) Posters have been designed to capture voter-centric information relevant on the poll day like details of the Polling Booth, polling area specified for that particular polling booth, list of contesting candidates, contact details of the important election functionaries, list of prescribed identification documents, illustrative voting procedure, items prohibited around the polling booth and important Do's and Dont's to be observed on the poll day. The Commission has directed that these four VFPs shall be prominently displayed at each polling booth in the poll-going State.

(d) Voter Assistance Booths (VAB):

Voter Assistance Booths shall be set up for **every polling station location**, having a team of BLO/officials with the objective of facilitating the voter to locate his/her polling booth number and serial number of that voter in the electoral roll of that concerned polling booth. The VABs will be set up with prominent signage and

in such a manner that it will be conspicuous to the voters as they approach the polling premise/building to enable them to seek required facilitation on the poll day.

(e) Increase in Height of Standardized Voting Compartment to ensure Secrecy of Voting:-

In order to maintain the secrecy of vote at the time of poll and uniformity in use of voting compartments, the Commission has issued revised instructions to increase the height of the Voting Compartments to 30 inches. It has been, further, directed that the Voting Compartment should be placed on a table whose height shall be 30 inches and only corrugated plastic sheet (flex-board) of steel-grey colour, which is completely opaque and reusable, shall be used for making the voting compartments. The Commission hopes that the use of these standardized and uniform Voting Compartments in all the polling booths will translate into greater voter facilitation, enhance the secrecy of vote and eliminate aberrations and non-uniformity in the preparation of Voting Compartment inside the polling booths.

(4) Special Arrangement For Women:

All-Women Managed Polling Stations: As part of its firm commitment towards gender equality and greater constructive participation of women in the electoral process, the Commission has also directed that, to the extent possible, 'All- women Managed Polling Stations' shall be **set up in one polling station for each Assembly Constituency** in Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana where the entire polling staff, including the police and security personnel, shall be women.

(5) Electronic Voting Machines (EVMs) and Voter Verifiable Paper Audit Trail (VVPATs):

EVMs & VVPATs shall be used in all the polling stations of all the States of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana to enhance the transparency and credibility of the election. The Commission has already made arrangements to ensure availability of adequate number of EVMs and VVPATs for the smooth conduct of election. The **First Level Check of EVMs and VVPATs** has been completed in the presence of representatives of political parties. A **two-stage randomization of EVMs and VVPATs** will also be done. In the first stage, all the EVMs and VVPATs stored in the district EVM warehouse will be randomized by the District Election Officer (DEO) through EVM Tracking

Software (ETS) in the presence of the representatives of the recognized political parties for Assembly Constituency-wise allocation. Second randomization of EVMs and VVPATs will be done at RO level before candidate setting of EVMs and VVPATs for polling station-wise allocation. This is done in the presence of General Observer of Election Commission of India and contesting candidates/their agents. This process will be carried out after finalization of the contesting candidates. At this stage also, candidates or their agents/representatives will be allowed to check and satisfy themselves in every manner about the error-free functionality of the EVMs and VVPATs. The Commission has also mandated that VVPAT slip count of One (1) randomly selected Polling Station in each Assembly Constituency by the Returning Officer by Draw of Lot in presence of all candidates shall be done for verification of the result obtained from the Control Unit. Thus, VVPAT paper slips of one polling station in each Assembly Constituency will be counted in these States. This mandatory verification of VVPAT slip count of one (1) polling station in each Assembly Constituency shall be in addition to the provisions of Rule 56(D) of the Conduct of Elections Rules, 1961.

(a) Mock Poll: Mock poll is conducted in EVMs and VVPATs during the First Level Checking in the presence of the representative of Political Parties. Mock poll shall also be conducted in the presence of candidates/their agents during the commissioning of EVMs and VVPATs. Further, on the poll day, Mock Poll shall be conducted by the Presiding Officer at each Polling Station before the commencement of actual polling in the presence of the Polling Agents of the contesting candidates and a **Certificate** of successful conduct of the Mock Poll shall be made by the Presiding Officer. Immediately after the conduct of Mock Poll, the **CLEAR Button shall be pressed** on the EVM to clear the data of the Mock Poll and the fact that no votes are recorded in the Control Unit shall be displayed to the Polling Agents present. The Presiding Officer shall ensure that all mock poll slips shall be taken out and kept in separate marked envelope before the start of Poll. The Commission has issued directions for ensuring **proper training** to all the polling personnel regarding the conduct of Mock Poll, as well as to **create awareness** amongst the political parties, contesting candidates, their polling agents and other stakeholders about the Mock Poll process.

(b) None Of The Above (NOTA) In EVMs and VVPATs: In its judgment dated 27th September, 2013 in Writ Petition (C) No. 161 of 2004 (People's Union for Civil Liberties Vs Union of India

and another), the Supreme Court had directed that there should be a “None of the Above” (NOTA) option on the ballot papers and EVMs and VVPATs.

On the Balloting Unit, **below the name of the last candidate**, there will be a button for NOTA option so that electors who do not want to vote for any of the candidates can exercise their option by pressing the button against NOTA. The **Commission has provided a symbol for the NOTA option**, which was designed by National Institute of Design (NID). This new symbol will facilitate the voters in casting of their votes.



NOTA
Symbol

The Commission is taking steps to bring this to the knowledge of voters and all other stakeholders and to train all field level officials including the polling personnel about the provision of NOTA and its symbol.

(c) VVPAT (Voter Verifiable Paper Audit Trail)

VVPATs will be used along with EVMs in all polling stations of all the Assembly Constituencies of poll going states to enhance the transparency and credibility of the election. A comprehensive SVEEP programme has already been launched in these states to increase voters’ awareness and education about the VVPATs.

(d) Photographs Of Candidates On EVM Ballot Paper

In order to facilitate the electors in identifying the candidates, the Commission has prescribed an additional measure by way of adding provision for printing the photograph of candidate also on the ballot paper to be displayed on the EVM (Ballot Unit) and on Postal Ballot Papers. This will help avoid any confusion, which may arise when candidates with same or similar names contest from the same constituency. For this purpose, the candidates are required to submit to the Returning Officer, their recent Stamp Size photograph as per the specifications laid down by the Commission. These poll-bound States will be using the photograph of the

candidates on the ballot papers for the first time. Instructions have also been issued to ensure necessary publicity of this instruction.

(6) Deployment of Polling Personnel And Randomization

Polling parties shall be formed randomly, through the special randomization IT application. **Three-stage randomization** will be adopted. First, from a wider district database of eligible officials, a shortlist of a minimum 120% of the required numbers will be randomly picked up. This group will be trained for polling duties. In the second stage, from this trained manpower, actual polling parties as required shall be formed by random selection software in the presence of General Observers. In the third randomization, the polling stations will be allocated randomly to these polling parties just before the polling party's departure. There shall be such randomization for Police personnel and Home Guards also, who are deployed at the polling stations on the poll day.

(7) Electronically Transmitted Postal Ballot System (ETPBS) for Service Voter:

During Special Summary Revision of last part of electoral rolls with reference to 01.01.2018 as the qualifying date, efforts have been taken by the Commission to maximize the enrollment of service voters with correct particulars.

Commission implemented ETPBS on pilot basis in four states of Punjab, Uttar Pradesh, Uttarakhand and Manipur and in the entire state of Goa in the State Assembly Elections conducted during Feb-March, 2017. The Commission has since implemented ETPBS in General Elections to Legislative Assemblies of Gujarat, Himachal Pradesh, Meghalaya, Nagaland, Tripura & Karnataka which would be extended in ensuing Assembly Elections too.

(8) Affidavits Of candidates:

- (a) All Columns to be filled In:** In pursuance of the judgment dated 13th September, 2013 passed by the Supreme Court in Writ Petition (C) No. 121 of 2008 (Resurgence India Vs Election Commission of India and Another), which among other things makes it obligatory for the Returning Officer "to check whether the information required is fully furnished (by the candidate) at the time of filing of affidavit with the nomination paper", the Commission has issued instructions that in the affidavit to be filed along with the nomination paper, candidates are required to fill up all columns. If any column in the affidavit is left blank, the Returning Officer will issue a notice to the candidate to file the revised affidavit with all columns duly filled in. After such notice, if a candidate still fails to file affidavit complete in all respects, the

nomination paper will be liable to be rejected by the Returning Officer at the time of scrutiny. The Chief Electoral Officer has been directed to brief all Returning Officers about the judgment of the Supreme Court and the Commission's instructions.

(b) Additional Affidavit along with 'No Dues Certificate':

The Commission has, in pursuance to the Judgment of Hon'ble Delhi High Court in W.P.(C) No. 4912/1998 (KRISHAK BHARAT VS UNION OF INDIA AND ORS), directed that at every elections to either the House of Parliament or to the State Legislature, every candidate, at the time of filing nomination paper, shall also file an additional affidavit in the prescribed format along with the 'No Dues Certificate' from the agencies providing electricity, water and telephone with also rent, in case he had been in occupation of any Government accommodation during the last 10 years. This Affidavit would be in addition to the affidavit required to be filed in Form-26, and shall be got attested by an Oath Commissioner or Notary Public or Magistrate of the First Class. The outer limit for filing this Affidavit would be 3.00 PM on the last date of filing nomination papers. It is also specified that failure to file the affidavit along with the 'No Demand Certificate' would be treated as a defect of substantial nature for the purposes of Section-36 of the Representation of People Act, 1951.

(c) Changes in the Format of Nomination Form and Affidavit in Form 26 :

Vide notifications dated 16th September, 2016 and 7th April, 2017, Part IIIA of Nomination Forms 2A & 2B and Part II of Nomination Forms 2C, 2D & 2E have been amended. Part A of Affidavit in Form 26 has also been amended vide Notification dated 7th April, 2017 making provisions of contact telephone number, email id and social media account of the candidate and details of source of income of the candidate and spouse. Copy of amended Nomination Forms and Affidavit in Form 26 haven been circulated to all CEOs vide Commission's letter No.3/4/ECI/LET/FUNC/JUD/ SDR /VOL.I/2016, dated 7th July, 2017.

(d) Candidates with criminal antecedents put up by political parties are required to make a declaration before the RO that he/she has informed the political party concerned about his criminal antecedents. Further all candidates with criminal cases are also required to publish information in this regard in newspapers and through Television channels on three occasions during the campaign

period. A political party that sets up candidates with criminal antecedents is also required to publish information about criminal background of its candidates, both in its website and also in newspapers and Television channels. Instructions in this regard will be issued shortly.

(9) District Election Management Plan (DEMP)

The District Election Officers have been asked to prepare a comprehensive District Election Management Plan in consultation with SSPs/SPs and Sector Officers, including the route plan and communication plan for conduct of elections. These plans will be **vett**ed by the **Observers** taking into account vulnerability mapping exercise and mapping of critical polling stations, in accordance with Election Commission of India's extant instructions.

(10) Communication plan

The Commission attaches great importance to preparation and implementation of a perfect communication plan at the district/constituency level for the smooth conduct of elections and to enable concurrent intervention and mid-course correction on the poll day. For the said purpose, the Commission has directed the Chief Electoral Officers of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana to coordinate with the officers of Telecommunication Department in the State headquarters, BSNL/MTNL authorities, the representatives of other leading service providers in the State so that network status in the States is assessed and communication shadow areas be identified. The CEOs have also been instructed to prepare the best communication plan in the States and make suitable alternate arrangements in the communication shadow areas by providing Satellite Phones, Wireless sets, Special Runners etc.

(11) Booth Level Management Plan

An innovative "bottom up" approach of booth level planning and management has been implemented in the States of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana where in Booth Level plans for Polling Stations have been prepared containing all information and Standard Operating Procedures (SOP) for response for smooth conduct of elections at each Polling Station. These booth level Plans will be used to prepare AC level, District level and State level Election Management Plans.

(12) Videography/ Webcasting/CCTV Coverage

All critical events will be video-graphed. District Election Officers will arrange sufficient number of video and digital cameras and camera teams for the purpose. The events

for videography will include filing of nomination papers and scrutiny thereof, allotment of symbols, First Level Checking, preparations and storage of Electronic Voting Machines, important public meetings, processions etc. during election campaign, process of dispatching of postal ballot papers, polling process in identified vulnerable polling stations, storage of polled EVMs and VVPATs, counting of votes etc. Additionally, CCTVs will be installed at important Border Check Posts and Static Check Points for effective monitoring and surveillance. Further, the Commission has directed that Webcasting, CCTV coverage, Videography and Digital cameras will also be deployed inside critical polling booths and polling booths in vulnerable areas to closely monitor the proceedings on the poll day without violating secrecy of voting process.

(13) Measures to Prevent Public Nuisance:

(a) Usage of eco-friendly substances for preparing election campaign/publicity material- Considering the long-term deleterious impact of materials like plastics, polythene etc. on the life-giving and life-sustaining environment, the Commission, has directed that all political parties, contesting candidates and their authorized agents etc, **shall desist from utilizing environmentally hazardous materials** like plastics, polythene etc for the preparation and usage election-related publicity materials during the ensuing General Elections to the Legislative Assemblies of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana. The DEOs and ROs are directed to emphasize the importance of environment protection and preservation during the meetings with the political parties and contesting candidates and ensure that the instructions of the Commission with regard to the usage of non-eco-friendly materials like plastics, polythene etc. during electioneering shall be adhered to by all concerned. The CEOs shall impress upon the importance of using eco-friendly and bio-degradable materials for campaign material to various political parties in the States and issue necessary instructions in this regard.

(b) Restrictions on the use of Loudspeakers:

The Commission is genuinely concerned about the serious 'noise pollution' and great disturbance to the peace and tranquility of the general public by the reckless, widespread and flagrant use of loudspeakers during election canvassing and campaign by candidates, political parties and their agents. In particular, the student community, gets seriously disturbed and adversely impacted as their studies are badly hampered because the loudspeakers start blaring from very early hours in the morning

and continue to do so throughout the day and till extremely late hours in the night. Similarly, the aged, the infirm and the sick whether in institutions, hospitals, etc. or at home, are also affected. The Commission has directed that the use of public address system or loudspeakers or any sound amplifier, whether fitted on vehicles of any kind whatsoever, or in static position used for public meetings for electioneering purposes, during the entire election period starting from the date of announcement of election and ending with the date of declaration of results, shall not be permitted **at night between 10.00 p.m. and 6.00 a.m.**

Further, No loudspeakers fitted on vehicles of any kind or in any other manner whatsoever shall be permitted to be used during the period of 48 hours ending with the hour fixed for the conclusion of the poll in any polling area.

Moreover, for maintenance for law and order and prevention of loudspeaker use for inciting tension in a politically surcharged atmosphere, District Administrations is advised to consider any application for permission to use loudspeakers after the aforesaid prohibitory period of 48 hours, on merit of each application and keeping in view the need to maintain proper law and order till the completion of election.

Also, the Commission solicits the cooperation and collaboration of all the esteemed stakeholders, notably the political parties and contesting candidates, to **refrain from using loudspeakers and sound amplification in the vicinity of educational institutions** like schools and colleges, hospitals, senior citizens homes, sanatoriums and other facilities tending to the sick, infirm or the needy.

(14) Law and Order, Security Arrangements and Deployment of Forces

Conduct of elections involves elaborate security management, which includes not just the security of polling personnel, polling stations and polling materials, but also the overall security of the election process. Central Armed Police Forces (CAPFs) are deployed to supplement the local police force in ensuring a peaceful and conducive atmosphere for the smooth conduct of elections in a free, fair and credible manner. In view of the same, the very preparation of poll schedule, sequencing of multi-phase elections and choice of constituencies for each phase had to follow the logic of force availability and force management.

The Commission has taken various measures to ensure free and fair elections by creating a conducive atmosphere in which each elector is able to access the polling station and cast his/her vote without being obstructed or being unduly influenced/ intimidated by anybody.

Based on the assessment of the ground situation, Central Armed Police Forces (CAPFs) and State Armed Police (SAP) drawn from other States will be deployed during these elections. The **CAPFs shall be deployed well in advance for area domination, route marches in vulnerable pockets, point patrolling and other confidence building measures to re-assure and build faith in the minds of the voters**, especially those belonging to the weaker sections, minorities etc. In the insurgency-affected areas, CAPFs shall be inducted well in time for undertaking area familiarization and hand-holding with local forces and all other standard security protocols for movement, enforcement activities etc in these areas will be strictly adhered to. The CAPFs/SAP shall also be **deployed in the Expenditure Sensitive Constituencies and other vulnerable areas and critical polling stations** as per the assessment of ground realities by the CEOs of the States, in consultation with the various stakeholders. On the Poll-eve, the CAPFs/SAP shall take position in and control of the respective polling stations and will be responsible for safeguarding the polling stations and for providing security to the electors and polling personnel on the poll day. Besides, these forces will be used for securing the strong rooms where the EVMs and VVPATs are stored and for securing the counting centers and for other purposes, as required.

The CEOs will ensure a **day-to-day monitoring** of the activities and deployment of the CAPFs/SAP in the State to optimize the usage and effectiveness of these forces for conducting peaceful and transparent elections and inform the Commission periodically. Further, the entire force deployment in the assembly segments shall be under the **oversight of the Central Observers** deputed by the Commission.

The Commission lays a special emphasis on the advance preventive measures to be taken by the District Magistrates and Police authorities to maintain the Law & Order and to create atmosphere conducive for the conduct of free and fair elections. The Commission will be constantly monitoring the ground situation closely and will take appropriate measures to ensure peaceful, free and fair polls in the State.

(15) Protection To Electors Of SC/ST And Other Weaker Sections:

As per Section 3 (1) of Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989 (as amended in 2015), whoever, not being a member of a Scheduled Caste or Scheduled Tribe, forces or intimidates a member of a Scheduled Caste or a Scheduled Tribe not to vote or to vote for a

particular candidate or to vote in a manner other than that provided by law, or not to stand as a candidate etc., shall be punishable with imprisonment for a term which shall not be less than six months but which may extend to five years and with fine. The Commission has asked the State Governments to bring these provisions to the notice of all concerned for prompt action. In order to bolster the confidence of the voters hailing from vulnerable sections especially SCs, STs etc and enhance their conviction and faith in the purity and credibility of the poll process, CAPFs/SAP shall be extensively and vigorously utilized in patrolling such areas, conducting route marches and undertaking others necessary confidence building measures under the supervision of the Central Observers.

(16) Election Expenditure Monitoring:

Comprehensive instructions for the purpose of effective monitoring of the election expenditure of the candidates have been issued, which include formation of Flying Squads (FS), Static Surveillance Teams (SST), Video Surveillance Teams (VST), involvement of Investigation Directorate of Income Tax Deptt. etc. State Excise Department, Narcotics Control Bureau and police authorities have been asked to monitor production, distribution, sale and storage of liquor and other intoxicants (including narcotics) during the election process. The functioning and operations of the Flying Squads/Mobile Teams shall be closely monitored using GPS Tracking.

For greater transparency and for ease of monitoring of Election Expenses, Candidates would be required to open a separate bank account and incur their election expenses from that very account. The Investigation Directorate of Income Tax Dept. has been asked to activate Air Intelligence units in the airports of the State and also to gather intelligence and take necessary action against movement of large sum of money in the State.

Some new initiatives taken by the Commission to strengthen the Expenditure Monitoring mechanism are:

- (a) Standard Operating Procedure for Seizure and release of cash:** For the purpose of maintaining purity of elections, the Election Commission of India has issued a Standard Operating Procedure for Flying Squads and Static Surveillance Teams, constituted for keeping vigil over excessive campaign expenses, distribution of items of bribe in cash or in kind, movement of illegal arms, ammunition, liquor, or antisocial elements etc. in the constituencies during election process.

In order to avoid inconvenience to the public and genuine persons and also for redressal of their grievances, if any, the Commission has issued

instruction no. 76/Instructions/EEPS/2015/Vol-II dated 29.05.2015 stating that a committee shall be formed comprising three officers of the District, namely, (i) CEO, Zila Parishad/CDO/P.D, DRDA (ii) Nodal Officer of Expenditure Monitoring in the District Election Office (Convenor) and (iii) District Treasury Officer. The Committee shall suo-motu examine each case of seizure made by the Police or SST or FS and where the Committee finds that no FIR/Complaint has been filed against the Seizure or where the seizure is not linked with any candidate or political party or any election campaign etc., as per Standard Operating Procedure, it shall take immediate steps to order release of such cash etc. to such persons from whom the cash was seized after passing a speaking order to that effect. The Committee shall look into all cases and take decision on seizure. In no case, the matter relating to seized cash/seized valuables shall be kept pending in malkhana or treasury for more than 7(seven) days after the date of poll, unless any FIR/Complaint is filed.

- (b) Accounting of the expenditure incurred for campaign vehicles – on the basis of permissions granted:** It has come to the notice of the Commission that the candidates take permission from the Returning Officer for use of vehicles for campaign purpose, but some candidates do not show the vehicle hiring charges or fuel expenses in their election expenditure account. Therefore, it has been decided that unless the candidate intimates the R.O. for withdrawing the permission, the notional expenditure on account of campaign vehicles will be calculated based on the number of vehicles for which permission is granted by the Returning Officer.
- (c) Account Reconciliation Meeting:** In order to reduce litigation relating to expenditure accounts, a reconciliation meeting will be convened by the DEOs before final submission of the accounts, on the 26th day after the declaration of the results.
- (d)** All expenditure incurred by those candidates, their party agents or party leaders on their travel, boarding, lodging etc. who travel to overseas countries for the purpose of canvassing in their favour to seek votes of overseas electors residing there, would be deemed to be the expenditure incurred or authorized by the candidates in connection with their election and will have to be included in their account of election expenses. Moreover, any inducement to overseas electors by way of air tickets or any other allurements to them, in cash or kind, to come to India for the purpose of voting at the election would amount to the electoral offence of 'bribery' within the meaning of section 171B of the IPC as also the corrupt

practice of 'Bribery' within the meaning of section 123(1) of the R.P. Act, 1951.

(e) Expenditure incurred on candidates' Booth/(Kiosk) and on TV/Cable Channel / Newspaper owned by party for promoting the electoral prospects of the candidate in the account of the candidate:

The Commission, on further examination of the relevant provisions of section 77(1) of the R. P. Act, 1951, had decided that the candidates' booths set up outside the polling stations should hereinafter be deemed to have been set up by the candidates as part of their individual campaign and not by way of general party propaganda and as such all expenditure incurred on such candidates' booths shall be deemed to have been incurred/authorized by the candidate/his election agent so as to be included in his account of election expenses.

Further, the Commission, after taking into consideration various references/complaints from various sources in the above matter, has directed that if the candidate(s) or their sponsoring parties utilize TV/Cable Channels/Newspapers owned by them for promoting the electoral prospects of the candidate, the expenses for the same, as per standard rate cards of the channel/newspaper, have to be included by the candidate concerned in his Election Expenditure Statement, even if they actually do not pay any amount to the channel/newspaper.

In pursuance of the Commission's aforesaid decisions, Schedule 6 and Schedule 4 in Abstract Statement of Election Expenses have been amended and incorporated accordingly in the Compendium of Instructions on Election Expenditure Monitoring.

(f) Ceiling Of Election Expenses For Candidates:

The election expenses ceiling for candidates has been revised by the Government of India vide Notification dated 28th February, 2014. **The maximum limit of election expenses for candidates for the Assembly Constituencies in Mizoram is Rs. 20 lakhs and the limit for the states of Chhattisgarh, Madhya Pradesh, Rajasthan & Telangana is Rs. 28 lakhs.** All candidates are required to furnish their accounts of expenditure within 30 days of declaration of results.

(g) Final Accounts By Political Parties:

All Political Parties sponsoring candidates for the Legislative Assembly elections are required to maintain day-to-day accounts of all election campaign expenses and submit the final accounts to the Commission/CEO within 75 days of the completion of such elections. Such accounts will be uploaded on the website of the Commission for public viewing. **For the sake of transparency and reconciliation of accounts of political parties and candidates, the political parties have to file a part statement in addition to the final statement of election expenditure in respect of lump-sum payments made by the party to the candidate within 30 days after declaration of results of election to Legislative Assemblies in prescribed format.**

(17) Effective use of Media:

(a) Media Engagement:

The Commission has always considered the media as an important ally and a potent force multiplier in ensuring an effective and efficient election management. Hence, the Commission has directed the CEOs of all poll-going states to take the following measures for positive and progressive engagement and interaction with the media:

- a) Regular interaction with the media during the elections and maintaining an effective and positive line of communication with media at all times.
- b) A strong and concerted focus on the creation of an effective information dissemination system to the media at the State and district level to ensure timely and due access to election-related data and information by media by appointment of a Nodal Officer and Spokesperson at State Level.
- c) Effective steps to sensitize the media about the Election Code.
- d) Authority letters will be issued to all accredited media for the polling day and day of counting.

Commission expects the media to play a positive, pro-active and constructive role in supplementing and facilitating the efforts towards delivery of free, fair, transparent, participative, peaceful and credible elections.

(b) Pre-Certification of Political Advertisements:

Media Certification and Monitoring Committees (MCMC) are in place at all the districts and state level. All political advertisements proposed to be issued on election media shall require pre-certification from the concerned MCMC .

The Commission has decided that the bulk SMSs/Voice messages on phone and in election campaigning shall also be in the purview of pre-certification of election advertisements as in case of all electronic media/TV Channels/Cable Network/Radio including private FM channels/Cinema halls/audio-visual displays in public places and political advertisement in social media.

(c) Use of Social Media in election:

Commission has clear guidelines with regards to use of social media by political parties and candidates in elections. Followings are the key points of these guidelines –

- a) candidates are required to furnish details of his/her social media account (if any) at the time of filing of nominations.
- b) since Social Media is also electronic media by definition, all political advertisement on social media will also require pre-certification from Media Certification & Monitoring Committees (MCMC).
- c) candidates and political parties shall include all expenditure on campaigning, including expenditure on advertisement on social media in their election expenditure account. This among other things, shall include payments made to internet companies and websites for carrying advertisements and also campaign related operational expenditure on making creative development of content, salaries and wages paid to the team of workers employed to maintain their social media account.
- d) all the provisions of Model Code of Conduct shall also apply to the content being posted on social media by candidates and political parties.

(d) Monitoring of Electronic and Social Media:

- (i) All the election management related news would be monitored vigorously on all the major national and regional news channels during elections. If any untoward incident or violation of any law/rule is noticed, action would be taken immediately. Reports of monitoring would also be forwarded to the CEOs concerned. Office of CEO will ascertain status on each and every item and file

ATR/Status Report. Various Social Media platforms shall also remain under the close and stringent vigil of the Commission for any content aimed at vitiating the electoral process or designed to disturb peace, tranquility, social harmony and public order.

(ii) Fake News:

In today's time, Fake News has emerged as serious challenge, as far as elections are concerned. ECI will keep an eye on the instances of Fake news in Social Media. If any such incident of Fake News comes into knowledge, which may affect the conduct of election by hampering the level playing field or vitiate atmosphere during elections, suitable action will be taken. It will also be the responsibility of Social Media companies to take stringent measures to check Fake News on their platform.

(18) Systematic Voters' Education and Electoral Participation (SVEEP):

Comprehensive measures for voters' education and awareness were taken up during the Special Roll Revision process. These measures will continue and will be further augmented during the ensuing electoral process.

Voter Facilitation Centres have been activated in all the districts to facilitate voters. Special campaign including hands on experience, has been undertaken on EVM & VVPAT awareness starting September 2018 in view of VVPATs being used for the first time in the Assembly Elections in these states. Short awareness film on VVPAT has been developed and widely disseminated through Cinemas, Cable TV besides Social Media including whatsapp. EVM and VVPAT awareness is also being carried out through Radio, Hoardings, SMS and EVM/ VVPAT equipped Mobile Vans are being used to cover all blocks and local markets.

Steps have been taken up to ensure wide dissemination of election related information, as well as to ensure adequate facilitation measures for wider participation of people in polling. Voter helplines, Voters' Facilitation Centres, web and SMS based search facilities are active for assistance of voters. Reminder services on poll days have been meticulously planned.

Taking forward the resolve of making elections accessible to all persons with disabilities, special initiatives have been rolled out ahead of these elections to facilitate persons with disabilities for enrolment as well as on poll day. Besides making awareness material accessible, extending EPIC in Braille for blind electors, sensitization of polling officials and making polling station accessible, electors with disabilities are being mapped Polling Station wise so that requisite facilitation can be extended on poll day. Commission would be

providing pick and drop facility to PwD electors on poll day to help them exercise their franchise.

Lowest turnout Polling Stations have been identified and possible reasons for the lower turnout analyzed and targeted interventions based on the findings towards enhanced IMF (Information, Motivation and Facilitation) are being rolled out to meet the objective of 'No Voter to be Left Behind'.

Booth Awareness Groups have been activated at the Polling Stations for educating the voters and motivating them for informed and ethical voting. Campus Ambassadors have been activated in educational institutions for motivating and facilitating electoral participation amongst youth. Chunav Pathshalas that were established under the Electoral Literacy Clubs project are also being utilized to disseminate information about the EVM, VVPAT and the entire electoral process.

(19) Certification Programme for Returning Officers:

The Returning Officers are required to be constantly updated on the various rules and instructions related to conduct of polls. With this in mind, the Commission has introduced an in-depth **Certification Programme for all Returning Officers**. Also all the Election Trainers, who would be training various category of officials involved with the conduct of elections, have been trained in training techniques and methodology through **Train the Trainers & Facilitators (TTF)** programmes. Team Leaders at various levels have also been given Leadership Training. It is expected that the election officials in the State would thus be far better equipped to manage elections in a smooth manner.

(20) Deployment of Central Observers:

(a) General Observers

The Commission will deploy General Observers in Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana in adequate number to ensure smooth conduct of elections. The Observers will be asked to keep a close watch on every stage of the electoral process to ensure free and fair elections. Their names, addresses within the district/constituency and their telephone numbers will be publicized in local newspapers so that the general public can quickly approach them for any grievance redressal. The Observers will be given a detailed briefing by the Commission before their deployment. The Observers will fix a suitable time every day for meeting the political parties, candidates and other stakeholders to redress their election related grievances.

(b) Police Observers.

The Commission would deploy senior IPS officers as Police Observers at district/AC level in these states depending upon the need, sensitivity and assessment of ground realities and prevailing law and order and security scenario. They will monitor all activities relating to force deployment, law and order situation and co-ordinate between civil and police administration to ensure free and fair election.

(c) Expenditure Observers.

The Commission has also decided to appoint adequate number of **Expenditure Observers** and **Assistant Expenditure Observers** who will exclusively monitor the election expenditure of the contesting candidates. **Control room and Complaint Monitoring Centre** with **24 hours toll free numbers** shall be operative during the entire election process. Banks and Financial Intelligence Units of Government of India have been asked to forward suspicious cash withdrawal reports to the election officials. Comprehensive instructions for the purpose of effective monitoring of the election expenditure of the candidates have been separately issued by the Commission and are available at ECI website <www.eci.nic.in>.

(d) Micro Observers

As per the extant instructions, the General Observers will also deploy Micro-Observers, from amongst Central Government/PSUs Officials, to observe the poll proceedings on the poll day in critical/vulnerable polling stations. Micro-Observers will observe the proceedings at the polling stations on the poll day, right from the conduct of mock poll, to the completion of poll and the process of sealing of EVMs and VVPATs and other documents so as to ensure that all instructions of the Commission are complied with by the Polling Parties and the Polling Agents. They will report to the General Observers directly regarding any vitiation of the poll proceedings in their allotted polling stations.

(21) New IT Applications To Be Used For Forthcoming General Elections:

(a) c-VIGIL App

The delay in reporting of Model Code of Conduct (MCC) violations by citizens thus so far often resulted in the culprits escaping detection from the action squads. Also, the lack of any documented evidence in the form of pictures or videos was seen as a hurdle in verifying a complaint. The Commission's experience has also shown a significant percentage of reporting was false or inaccurate, which led to wastage of precious time of Field Verification Units. Further, the absence of a robust response system to quickly and accurately identify the scene of occurrence with the help of geographical location details hampered election officers' ability to apprehend the violators.

In the above backdrop, ECI undertook development of C-VIGIL Android Mobile Application. 'c-VIGIL' denotes 'Vigilant Citizen' and the proactive and responsible role he can play in the conduct of free and fair elections. Using the application, vigilant citizens can send live reports on incidents of MCC violation within minutes of having witnessed them. The violations could be reported from the date of announcement of elections to a day after the polls without going to the office of the returning officer in their assembly constituency. The c-VIGIL app is expected to fill in the gaps in existing violation reporting and create a fast-track complaint reception and redressal system. At the same time, the application enables election officials to take evidence based time bound decision by using integrated IT solution.

In case of a registered complaint, a unique ID number is generated to allow the citizen to track his/ her complaint status. Anonymous complaints do not get any identification numbers. Citizens can download the application from Google Play Store and use it for reporting MCC violation cases. For other complaints, they can use the facility available in the mobile app/ website of ECI Citizen Services.

Once a complaint has been received in the c-VIGIL system, the same is beeped into the District Control Room which in turn assigns it to a Flying Squad. The flying squad using a separate app can navigate to the site by using the GIS cues provided by the location information recorded with the complaint. Flying Squads by using intuitive mobile application can rapidly and accurately file investigation report. This report gets visible to Returning Officer and he can take further action. If the incident is found correct, the information is sent to the National Grievance Portal of the Election Commission of India for further action and the vigilant citizen is informed about the action taken in a time bound manner.

The app has inbuilt features to prevent its misuse. It will receive complaints only about MCC violations. The user will get 5 minutes to report

an incident after having clicked a picture or a video. To prevent being put on the false scent, the app will not allow uploading of the pre-recorded images/ videos, neither would it allow users to save photos/videos clicked from this app into the phone gallery. Further, the application will be active only in States where elections have been announced. The moment a citizen exits such a State, the app will become inactive.

The beta version of c-VIGIL Android App would be rolled out as Pilot in these states. The Election Commission is counting on this app and citizens' zeal to immediately report on MCC violations in their vicinity to curb such incidents, thereby, helping the Commission reach its objective of conducting free and fair elections.

(b) NGS- National Grievances Service

A comprehensive Public Grievance Redress System has been developed by the Election Commission. This system has been developed to monitor complaints filed by the citizens for quick and definite resolution. Complainant can also track the status online. SMS based information system is integrated for communicating with complainant and the officers responsible for the resolution.

(c) ICC (Integrated Contact Centre)

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.

ICC comprises of

- *National Contact Centre with a toll-free no. 1800111950*
- *State Contact Centre with a toll-free no. 1950*
- *District Contact Centre, Each District have dedicated official at the District level to respond to any queries emanating from NCC and / or SCC*

(d) SUVIDHA: Single Window Permission System:

A single window system for giving election-related permission/clearance within 24 hours has been created. In this system, candidates and political parties can apply for permissions for meetings, rallies, vehicles, temporary election office, loudspeakers etc at a single location, where back-end convergence of various authorities/departments has been done. This system is put in place at every RO level in each sub-division which will

provide for applying, processing, granting and monitoring permissions in a synergistic manner. However in case of permission for helicopter usage/ landing and use of helipads, the application shall have to be submitted at least 36 hours in advance.

(e) SUGAM: Vehicle Management System:

It is an IT based Vehicle Management System with the facility of issuance of requisition letters for vehicles, capturing of vehicle details with address, mobile number and bank details of owner and drive, transfer of vehicles from one district to another district etc.

(f) Webcasting /CCTV at polling stations:

Webcasting at identified critical stations for LIVE monitoring of election process, to keep a check on illegal activities such as booth capturing, money distribution and bogus voting and to bring about complete transparency in the voting process shall be undertaken. Further, during the election process, CCTV monitoring and webcasting shall also be done at various border check-posts, check-nakas and other sensitive and critical locations across the constituencies to keep a strict vigil on any nefarious activities designed to vitiate the electoral process.

(g) Election Monitoring Dashboard

This is the IT Tool which provides a dashboard of consolidated information, tools and timely reports to officers engaged in election monitoring process at all hierarchical level from top to bottom. This is essential since many processes and cycles continue to function during elections. The major activities can be broadly categorized as

1. Pre-poll reports
2. Poll day reports
3. Post-Poll reports
4. Trends and Result declaration

(h) Voter Centric information dissemination initiatives on CEO's websites

It is the constant endeavor of the Commission to facilitate the voters in accessing the multifarious election-related services and information. As part of this vision, an SMS-based search facility and voter friendly interactive website has already been launched by CEOs and successfully working.

(i) **One-way Electronically Transmitted Postal Ballot for Service Voters:**

All registered Service Voters will be delivered e-postal ballot of their respective constituency through electronically transmitted postal ballot (ETPBS), which will be printed and after casting the vote will be sent back to Returning Officer by post.

(22) Conduct of Officials

The Commission expects all officials engaged in the conduct of elections to discharge their duties in an impartial manner without any fear or favour. They are deemed to be on deputation to the Commission and shall be subject to its control, supervision and discipline. The conduct of all Government officials who have been entrusted with election related responsibilities and duties would remain under constant scrutiny of the Commission and strict action shall be taken against those officials who are found wanting on any account.

(23) Poll Day Monitoring System

A constant and stringent 24-hour monitoring of the critical events and activities of the poll day will be done using the Poll Day Monitoring System. All the crucial events like reaching of Polling Parties, Votes Cast, Voters' Images etc will be captured and monitored using this state-of-the-art IT application, which has the added advantage of being used offline also, so as to circumvent non-connectivity of network. All data captured offline is synchronized with the centralized server as soon as the person using the App comes in the coverage area. Through this App, we can find out Voter Turnout (VTR) gender-wise, age-wise and section-wise.

(24) New Initiatives:

1. Use of VVPATs at all Polling Stations:

VVPATs will be used along with EVMs in all Assembly Constituencies of poll going states to enhance the transparency and credibility of the elections. On a pilot basis, VVPAT from One (1) Polling Station in each Assembly Constituency will be randomly selected to count VVPAT paper slips for verification of the result obtained from the control unit.

2. All Women Managed Polling Stations:

All- women Managed Polling Stations' shall be **set up in one polling station for each Assembly Constituency** where the entire polling staff, including the police and security personnel, shall be Women.

3. Booth Level Planning:

An innovative “bottom up” approach of booth level planning and management has been implemented in the States of Chhattisgarh, Madhya Pradesh, Rajasthan, Mizoram & Telangana where in Booth Level plans for Polling Stations have been prepared containing all information and Standard Operating Procedures (SOP) for response for smooth conduct of elections at each Polling Station. These booth level Plans will be used to prepare AC level, District level and State level Election Management Plans.

4. E-Atlas :

As a new innovation, GIS based planning, implementation and monitoring of various elections related activities are being implemented in these States for election planning.

5. E-Payment Gateway for Goods and Services:

All Payments will be made through e-payment gateway for (i) Timely Payment for all the Civilian Officials/Police Officials deployed for “Election Duties” (ii) Timely Payment to all the Owners of the Vehicles which are Requisitioned for Election Purpose , (iii) Timely Payment for all the Vendors who provide Goods and Services for Election related Duties in all the Assembly Constituencies.

6. Registration of Service Voters and ETPBS:

Earlier, the Commission implemented ETPBS (Electronically Transmitted Postal Ballot System) on pilot basis in 4 states of Punjab, UP, Uttarakhand and Manipur and in the entire state of Goa. ETPBS was used in all the State Assembly Elections conducted during 2017-2018 and will be used in these elections also.

7. Friendly Polling Stations for differently abled electors:

Special facilitation voting at all Polling Stations would be ensured for all differently-abled electors.

8. c-VIGIL App:

The delay in reporting of Model Code of Conduct (MCC) violations by citizens thus so far often resulted in the culprits escaping detection from the action squads. Also, the lack of any documented evidence in the form of pictures or videos was seen as a hurdle in verifying a complaint. The Commission’s experience has also shown a significant percentage of reporting was false or inaccurate, which led to wastage of precious time of Field Verification Units. Further, the absence of a robust response system to quickly and accurately identify the scene of occurrence with the help of geographical location details hampered election officers’ ability to apprehend the violators.

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