

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No.485/Comp/NCC/2017

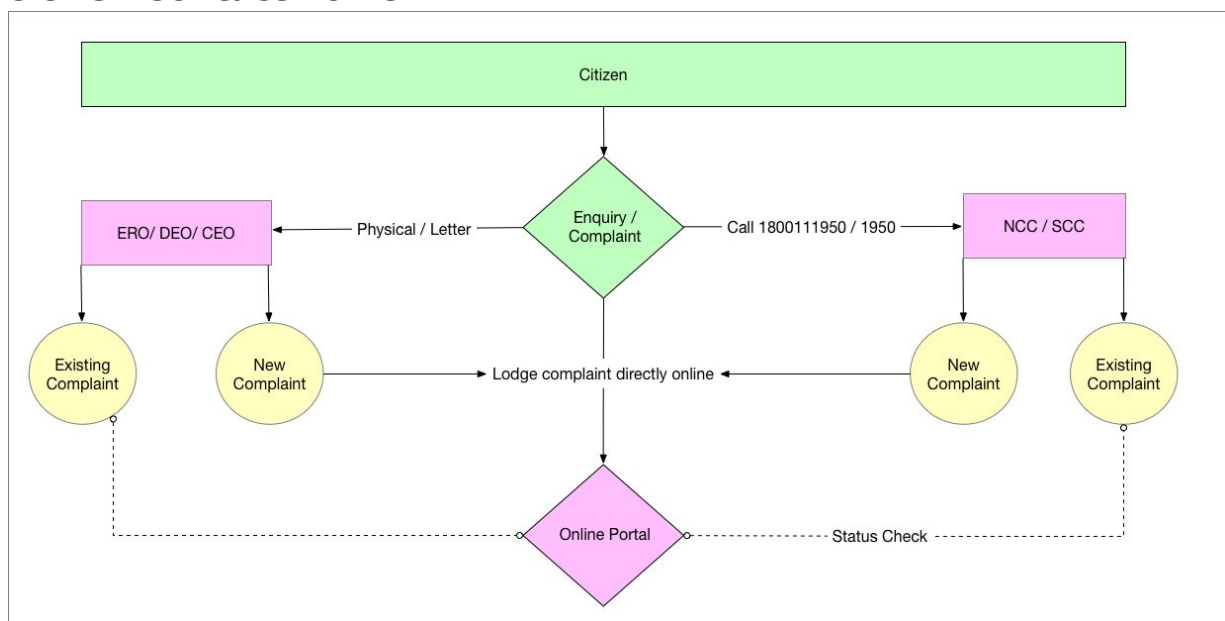
Dated: 4th July, 2017

To,
The Chief Electoral Officers of
All States/UTs

Subject: Activating Integrated Contact Centre for Electoral Roll related complaints

Kindly refer to ECI office letter No. 485/Comp/NCC/2017, dated 8th April 2017, D.O. letter No. 485/Comp/NCC/2017, dated 9th June, 2017 and subsequent clarifications dated 4th July 2018. As per the instructions the State Contact Centre and District Contact Centre have been setup. It has been decided that the ICC will closely work in the field of Electoral Roll Information, Suggestions, Feedback and complaint (ISFC) related matters.

Citizen Contact Point

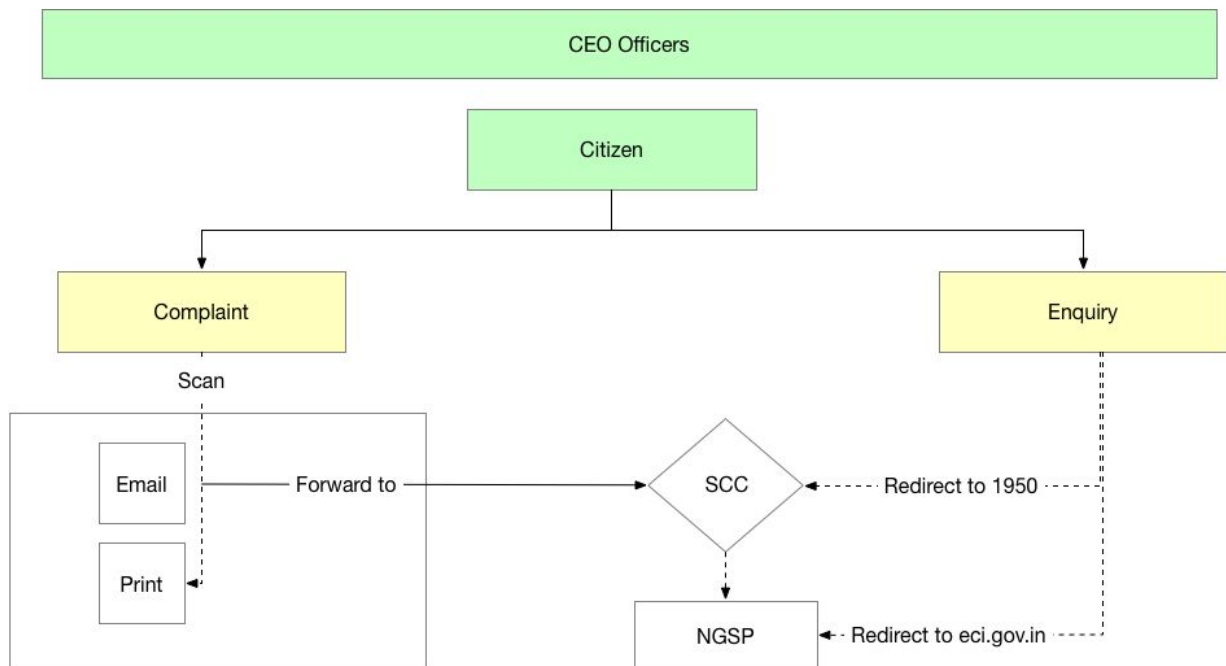


1. The citizen can use various medium for their ISFC needs related to Electoral Roll. Citizen can call NCC at 1800111950 or SCC at 1950.

The citizen can also directly visit the National Grievance Redressal Portal at <http://eci-citizenservices.nic.in/> and lodge their complaint. The status of which can easily be tracked online and also through SMS.

2. In case of non availability of website access and phone call, the citizen can approach ERO/ DEO/ CEO office and give a written complaint. The ERO/ DEO/ CEO will invariably ensure that each such physical complaint is registered in the NGS Portal.
3. Each Office dealing with Election Related matter should display that electoral roll related complaints are dealt in the office and that citizen should ensure that they receive acknowledgement for having filed the complaint. The acknowledgement should only be generated from the NGS Portal.
4. On approach of the citizen, ERO / DEO/ CEO will ensure that there is dedicated person deployed to lodge the complaint received in physical format and that the complaint status is informed to the citizen.
5. All ERO / DEO / CEO should follow the timelines stipulated in the commission directions sent earlier. The timelines of disposal of the complaint is at Annexure-2

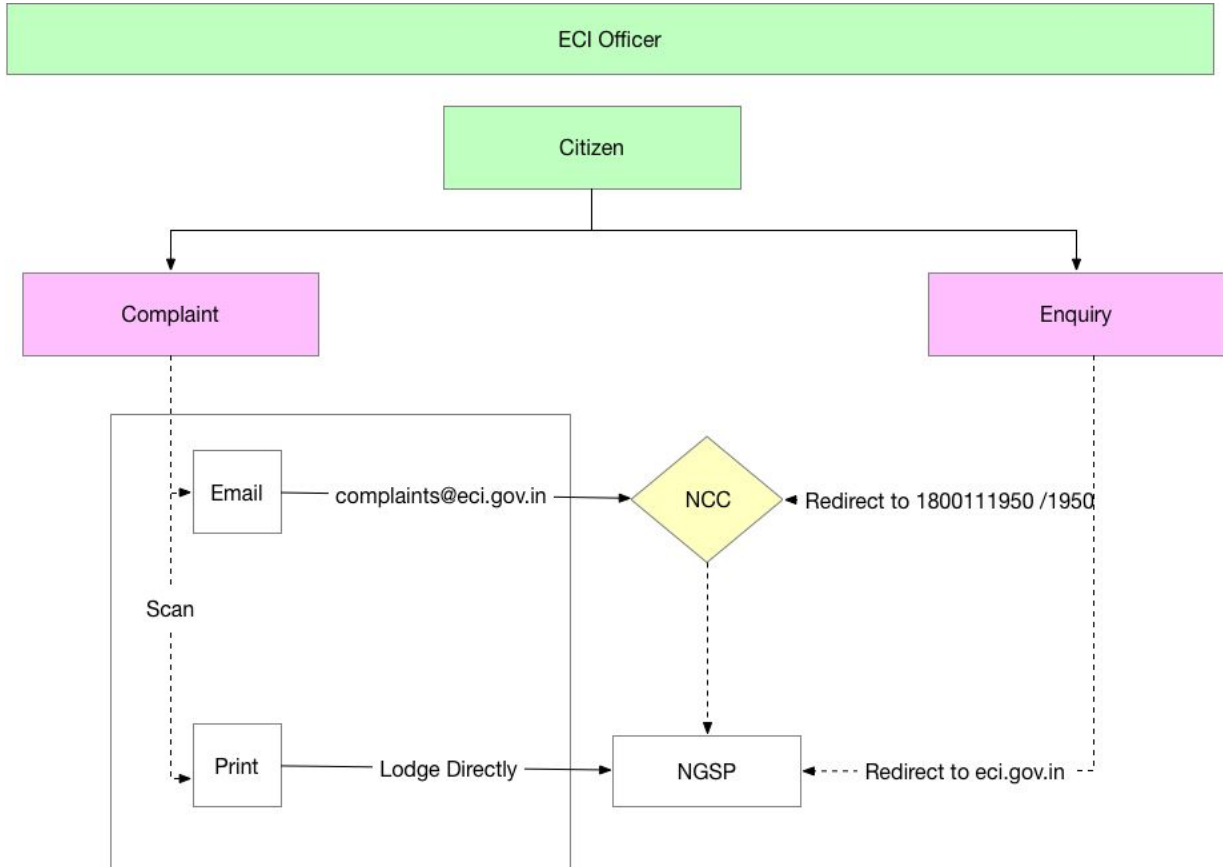
Complaint received at CEO office



1. The complaint received as an post/ email / Fax should be immediately forwarded to the State Contact Centre who in turn will register on the NGSP and the acknowledgement sent to the respective complainant.

2. In case of telephonic enquiry related to Electoral Roll received other than SCC, the CEO office should ask the citizen to call at SCC 1950 or to post their feedback directly on <http://eci-citizenservices.nic.in/>

Complaint Received at ECI



1. The complaint received as an post/ email / Fax should be immediately forwarded to the National Contact Centre by scanning and forwarding to complaints@eci.gov.in, who in turn will register on the NGSP and the acknowledgement sent to the respective complainant.
2. In case of telephonic enquiry related to Electoral Roll received other than NCC, the ECI Divisions should ask the citizen to call at NCC 1800111950 or SCC at 1950 or to post their feedback directly on <http://eci-citizenservices.nic.in>

Director (ICT)

Copy to:

1. All CEOs
2. All ECI Officers

Summary Technical and Operational Requirements Integrated Contact Centre

Roles and Responsibilities of National Contact Centre

1. Take all the calls at 1800111950 received from public from 8 AM to 8 PM on all working days.
2. Lodge all complaints relating to Election Commission of India- HQ Complaints over NGS Portal.
3. Respond to Information, Suggestion and Feedback (ISF) and also respond to queries / issues / status of Grievance relating to ECI over the phone in Hindi and English only.
4. Transfer calls relating to states in following conditions:
 - a. Call received in regional language (other than English and Hindi) of all types (Complaints /ISF) to respective State Contact Centre
 - b. Calls received in any language relating to Complaints pertaining to States / UTs
5. Lodge and log all complaints of states beyond the working hours of the States on NGS Portal.
6. Record all calls received at the NCC
7. Respond to all emails received at the PRGS Division of ECI and lodge complaints received through email at NGS Portal.
8. Maintain the records of SCC and District Contact Points and get information from them relating to any queries/ question landing at NCC

System Hardware Requirement at SCC for states / UT having multiple agents to handle concurrent calls

(As per the Figure 1)

1. Toll-free Number
2. PRI Line (Primary Rate Interface) with Direct Inward Dialing Facility and outgoing & STD facility.
3. PBX System with call hunting and recording facility

System Hardware Requirement at SCC for states / UT having single agents to handle calls

(As per Figure 2)

1. Toll-Free number
2. Fixed line number with outgoing & STD facility
3. Call recording Facility

Roles & Responsibilities of State Contact Centre

1. Operational during working days and working hours of the respective State / UT
2. Handle all calls landing at 1950
3. Lodge all complaints received directly at 1950 or redirected from NCC, pertaining to the state / UT in the NGS Portal.
4. Respond to Information, Suggestion and Feedback (ISF) and also respond to queries / issues / status of Grievance relating to respective State / UT over the phone.
5. SCC should handle all communications coming from voice calls, emails, fax, postal letter and all other communication mediums.
6. All communications from Public should invariably be lodged only in NGS.
7. Redirect the misplaced calls to respective State, UT or NCC on the identified PRI number.
8. Take information from DCC and update the status over NGS Portal.
9. Keep all voice recording of calls landing at 1950
10. SCC should have a dedicated Nodal Officer at CEO office
11. Maintain updated list of District Contact Centre and District Contact Officer details.
12. Regularly monitor the progress and status of all complaints

System Requirement at District Contact Centre

1. Dedicated fixed telephone line with Outgoing facility.

Roles & Responsibilities of District Contact Centre

1. Dedicated officer designated as District Contact Officer (DCO)

2. Operational during all working days and working hours.
3. No direct calls from Public. Only handle calls received from NCC and SCC.
4. DCC should be capable of handling calls in all languages prevailing in the respective state.
5. Keep the NGS portal tickets / Complaints updated with responses and disposal.
6. DCO will be solely responsible for updation and disposal of all tickets lodged at NGS Portal for its district.
7. The DCO will be responsible for the escalation cases (Cases pending on NGS Portal beyond stipulated time limit) relating to its jurisdiction i.e. ERO, RO, DEO, BLO etc.
8. Maintain the list of all responsible officials like DEO/ RO/ ERO/ AERO/ BLO and other election related officials of the district.

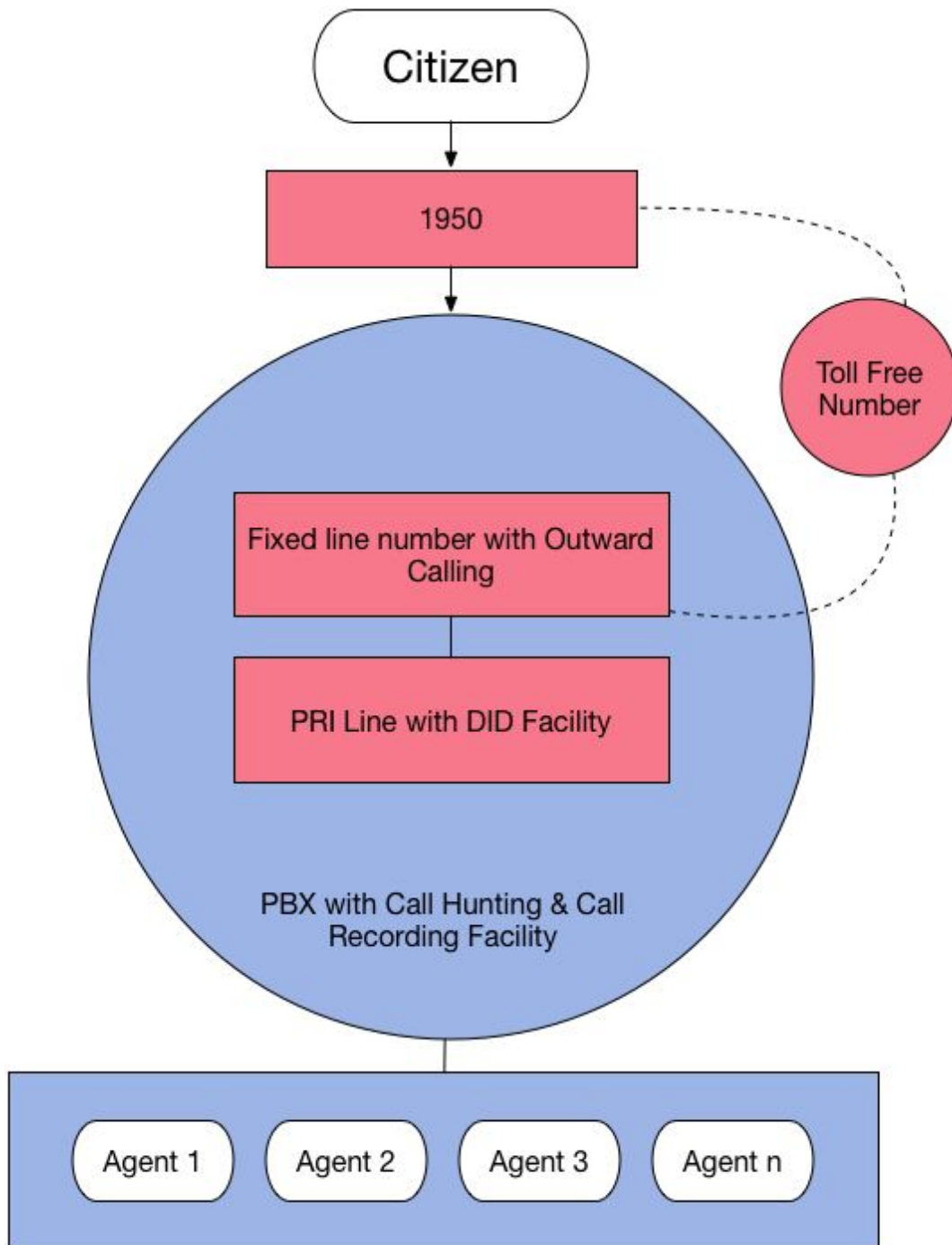


Figure 1: Design for State Contact centre with PRI Line (Illustrative)

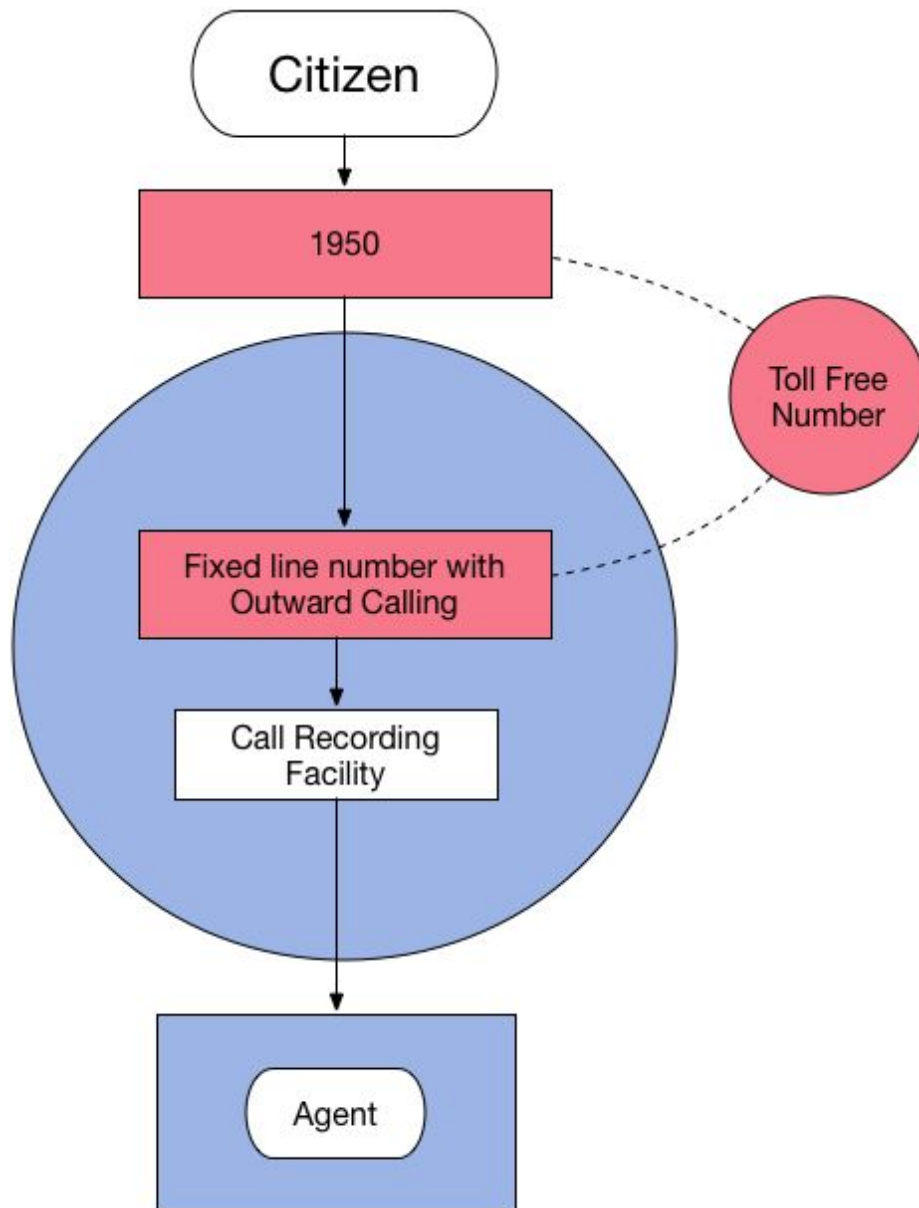


Figure 2: Hardware Requirement at State Contact Centre without PRI Line (Illustrative)

1. Timelines for Non-Election Period

Category	Subject	Upper Limit
E-ROLL	Form 6, 6A – To Add Name/migration across ACs – without/with personal hearing	30 Days/45 days
	Form 7 – For Deletion of Name	30 Days
	Form 8 – For Correction	30 Days
	Form 8A – Transfer of Name From One Polling Station to Another Within AC	30 Days
	ELECTORAL ROLLS IN PDF NOT AVAILABLE	15 Days
	Deletion of the Entry reported by other EROs in part-IV of the Form-6	15 Days
	Removal of Multiple Entry/ DSE/ Dead/Shifted Voters as reported by BLO/Citizens/ Other EROs	30 Days
EPIC	EPIC Card – First time voter (State specific)	30 to 45 Days
	EPIC-CARD-001 Lost/mutilated/damaged/with updated information	21 Days
GENERAL	FORMS ARE NOT AVAILABLE IN REGIONAL LANGUAGE	7 Days
	NO CALL CENTRE FACILITY IN THEIR REGIONAL LANGUAGE	7 Days
	Format 9,10,11,11A not available on WEBSITE	7 Days
	TRACK the current application is not working	7 Days
	AC Part No. And Name is not known	7 days
	Contact Detail of concern officer is not uploaded	7 Days
	Official phone is not responding or not in use	3 Days
PLITICAL PARTY	REGISTRATION	30 Days
	SYMBOL	30 Days
	STATUS OF REGISTRATION	30 Days
Website Related	ECI Level	03 Days
	State /UT Level	03 Days
IT Application	Application Not Responding	03 Days
	Login Problem	03 Days
	SMS Problem	03 Days
	Alert E-mail not received	03 Days
	Technical Difficulty while submission of On-line form	03 Days
	Unable to upload documents or photo	03 Days
	IT application needs improvement	03 Days
	OTP is not received	03 Days

2. Timelines for Election Period

Category	Subject	Upper Limit
Photo Voter Slip	Not/Wrongly Delivered	72 Hours
Model Code of Conduct	Violation of Model Code of Conduct	48 Hours
	Violation with Incident	48 Hours
	Money/Gift or Coupons Distribution	24 Hours
	Defacement of Property (Posters and Hoardings)	24 Hours
	Liquor/Tobacco or Drug distribution	24 hours
	Complaints against Government Official (Election)	48 Hours
	Complaints against Government Official (Other Than Election)	72 Hours
	Misuse of Government Vehicles	48 Hours
	Media Advertising	48 Hours
Election Expenditure	Party Expenditure	72 Hours
	Candidate Expenditure (Banner/Flag of candidate/ Political Party)	72 Hours
	Paid News	72 Hours
Election Related Complaint	Booth Level complaints	48 Hours
	Party related complaints	48 Hours
	Candidate related complaints	48 Hours
	Complaint regarding the campaign	48 Hours
	Display of candidate picture at booth	48 Hours
	Paid Holiday on poll day	48 Hours
	Bogus Voting	48 Hours
	Booth Capturing	48 Hours
	Regarding Free Symbol allocation	48 Hours
	Candidate Affidavit not available on time	48 Hours

3. Timelines for (P-2) day to Poll Day

Category	Subject	Upper Limit
From (P-2) Day till Poll Day	Intimidation/ obstruction to voters/ Polling Agents	24 Hours
	Booth Capturing/ False Voting	24 Hours
	Booth Jam	24 Hours
	CAPF/Armed Forces not deployed at Polling Stations	24 Hours
	Clash outside of Polling Station	24 Hours
	Complaint against Election related Government Official	24 Hours
	Complaint against Police Authority	24 Hours
	Distribution of cash/liquor	24 Hours
	Intimidation/ Obstruction to voters	24 Hours
	Malfunctioning of EVMs	24 Hours
	Movement of Armed goons	24 Hours
	Poling agent driven out/ Threatened from Polling Station	24 Hours
	Violation of secrecy of voting	24 Hours
	Voter Card snatching	24 Hours
	BLA not available	24 Hours
	BLA's misbehaving	24 Hours
	Micro Observer not available	24 Hours
OTHER	Complainant needs to specify	72 Hours

Upper Timelines & Escalation Period- i. for Election Period

Subject	Upper time limit (in Days)			
	Election Period			
	For ERO/AERO	Escalation Period for DEO	Escalation Period for CEO	Escalation Period for ECI
Disposal of Form 6 and 6A (Addition)	10	4	3	2
Disposal of Form 8 (Correction of entries /photo in Electoral Roll)	10	4	3	2
Disposal of Form 8A (Shifting)	10	4	3	2
Issue of EPIC after new enrolment	15	4	2	2
Issue of Replacement/lost EPIC	7	4	3	2
Issue of EPIC after correction (through Form 8)	10	4	3	1
Disposal of complaint regarding EPIC being not received	5	3	3	1
Issue of copy of Electoral Roll	1	1	1	1
Complaint regarding non-availability of pdf roll on website	1	1	1	1
Complaint regarding non-availability of Forms of Claims & Objections on website	1	1	1	1
Complaint regarding non-availability of search facility to check current status of application/complaint on website	1	1	1	1
Complaint regarding non-availability of searching name by details/ EPIC no. on website	1	1	1	1
Complaint regarding non-availability of details of Polling Stations/ Part/ AC/ PC on website	1	1	1	1
Complaint regarding non-availability of details of CEO/DEO/AERO/BLO	1	1	1	1

Upper Timelines & Escalation Period- ii. for Non-Election Period

Subject	Upper time limit (in Days)			
	Non Election Period			
	For ERO/AERO	Escalation Period for DEO	Escalation Period for CEO	Escalation Period for ECI
Disposal of Form 6 and 6A(Addition)	30	31 st day	38 th day	45 th day
Deletion of Part-IV entry, Registered Death/DSE/ME	15	16 th day	21 st day	30 th day
Disposal of Form 7(Deletion)	30	7	7	7
Disposal of Form 8 (Correction of entries /photo in Electoral Roll)	30	7	7	7
Disposal of Form 8A (Shifting)	30	7	7	7
Issue of EPIC after new enrolment	60	7	7	7
Issue of EPIC after correction (Through Form 8)	45	7	7	7
Disposal of complaint regarding EPIC being not received	15	7	7	7
Issue of copy of Electoral Roll	3	3	3	2
Complaint regarding non availability of pdf roll on website	3	3	3	2
Complaint regarding non availability of Forms of claims & objections on website	3	3	3	2
Complaint regarding non availability of search facility to check current status of application/complaint on website	3	3	3	2
Complaint regarding non availability of searching name by details/EPIC no. On website	3	3	3	2
Complaint regarding non availability of details of polling stations/part/AC/PC on website	3	3	3	2
Complaint regarding non availability of details of CEO/DEO/AERO/BLO on website	3	3	3	2