

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No. 485/Comp/NCC/2017

Dated: 05.01.2019

To

The Chief Electoral Officers of

All States/UTs.

Subject: Operationalisation of District Contact Centre as Voter Helpline.

Sir/M'dam,


This is in continuation to this office communication of even number dated 2nd January 2019 and the video conference held on 03.01.2019 on operationalisation of the District Contact Centre as 'Voter Helpline'. Based on the inputs received from all the CEOs, following clarifications are issued:

1. CEOs should immediately have a **meeting with BSNL** to ensure porting of 1950 to District Contact Centre (District Voter Helpline).
2. All DCCs must have **toll-free facility**.
3. They should **disable all other numbers** (landline, toll-free or Mobile) and only publicize 1950.
4. In the **Metro towns**, CEOs can have a unified District Contact Centre.
5. **Union Territories with less geographically spread area** can have a unified SCC/ DCC with 1950.
6. With prior permission, States/ UTs having **difficult internet connectivity** can register Information, Suggestion and Feedback in the physical register, but complaints need to be lodged only over NGSP. When internet is available, these complaints should be digitized over NGSP.
7. A meeting with **Mobile service providers** should be held to ensure porting of each tower with respective 1950 of the relevant district.

Now, it has been directed by the Commission that the 1950 be activated District-wise at the earliest possible and made functional well before launch of Voter Verification & Information Programme (VVIP).

Therefore, the status of preparedness for operationalisation of 1950 at DCC on the given parameters of placement of requisite ICT infrastructure, telecom arrangements, Standard operative protocol, requisite manpower and training may be completed and forwarded as per the template placed at Annexure-I by 09.01.2019 positively by email 'ONLY' at dditcoordination@eci.gov.in. The status report shall be placed before the Commission on 10.01.2019.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Kushal Pathak', with a stylized flourish at the end.

(Dr Kushal Pathak)

Director ICT

Annexure-I

Status of preparedness for operationalisation of 1950 at DCC as

on: _____

#	Points for Action	Completion (Yes/No)
1. Telecommunication Requirements		
i.	Whether dedicated fixed line number taken for Voter Helpline	
ii.	Whether porting of 1950 at DCC done	
iii.	Whether Toll-free facility taken on the DCC landline number	
iv.	Whether mapping of Mobile towers to 1950 at DCC done	
v.	Whether call recording facility made available	
2. Hardware Requirements		
i.	Whether Computer, Printer/Scanner, CCTV available	
ii.	Whether Internet connectivity available	
iii.	Whether 1 Mbps Line taken	
iv.	Whether Login at NGSP working	
3. Manpower Requirements		
i.	Whether District Contact Officers appointed	
ii.	Whether SOP for Call Handling circulated	
iii.	Whether 2+2 Manpower placed (Agents)	
iv.	Whether Necessary Training provided to the Agents	
4. Whether CEOs are prepared for launch of Voter Helpline		