Election Commission of India

Hand Book on General Provisions of National Electoral Roll Purification(NERP)

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India International Institute of
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Table of Contents

Chapter 1: Introduction 2

1. Overview: 2
2. Objectives 4
3. Proposed activities 4
4. Methodology: 5

Chapter 2: Improvement in the Health of Electoral Rolls and EPIC Portability 8

Chapter 3: Standardisation and Optimisation of Polling Stations 22

Chapter 4: IT Support for NERP 2016 36

Chapter 5: Roles and Responsibilities 43

Chapter 6: Orientation and Capacity Building of Booth Level Officers 47

Chapter 7: Involvement of Stakeholders and SVEEP Activities 61

Chapter 8: Monitoring and Review 71

Chapter 1: Introduction

1. Overview:

Elections Management revolves around two main activities

- Maintenance of up-to-date Electoral Rolls (ERs)
- Conduct of Election

Election Commission has mandated that the electoral rolls of every Assembly Constituency (AC) shall be kept updated with reference to the qualifying date of 1st January of every year by the Electoral Registration Officer (ERO). The process of updating ERs is further divided in two phases namely

- Summary Revision and
- Continuous updating

Summary revision is conducted with the prime aim of enrolment of those electors names in the ERs who have attained the eligibility to become electors on the qualifying date apart from including those electors' who have already become eligible at an earlier date but their names have not been enrolled so far. In continuous updating the non included eligible electors' names are enrolled in the ERs. In both of the phases, entries of existing electors who shift their residence across ACs are shifted or within AC are transposed, corrections in the entry details are carried out and entries of those electors who have died are removed. These changes in the ERs are carried out through form Nos. 6,6-A,7,8 and 8A submitted either by an existing elector or by the ERO though a notice following the laid down procedure.

The ACs are divided in to parts and each part has its own polling station (PS). Every elector who is an ordinary resident of area under any part, is to be enrolled in that part. Every eligible elector shall be enrolled only in one place of an AC. As per the existing instructions of the Commission, number of electors in a part in rural area shall be less than or equal to 1200 and in urban area less than or equal to 1400. Further, the part boundaries shall be drawn in such a way and PS location shall be such that no elector shall have to travel more than 2 kilometres to reach the PS without crossing a natural barrier at all time of the year. The parts are further divided in to sections as the smaller element of an AC. Each section shall contain a well-defined geographical area having similar address.

Polling station location, as far as possible, shall be in a Government building. Size of the Polling Booth shall be = < 20 square meters. The PS shall be easily accessible to the electors and shall have basic minimum facilities (BMF) defined by the Commission such as drinking water, toilet, separate entry and exit doors, ramp etc.

Every elector is issued a unique Elector Photo Identity Card (EPIC) number which he retains till he continues to be eligible to be an elector. Whenever an elector shifts his residence his EPIC No. along with his ER entry shall be transferred to new serial no., part and AC of which he becomes an ordinary resident. EPIC card is issued to every elector which contains his photograph and details of his entry in the ER at the time of issuing it.

In-accuracies and errors creep in to ERs over a period of time due to many factors. Some of the common inaccuracies in ERs are

- Existence of an elector's name in more than one place called repeat entries.
- Non enrolment of eligible electors particularly 18-19 age group.
- Existence of absent, shifted and dead voters.
- Corrections in entries of electors.
- Data entry errors
- Multiple EPIC no. for same elector
- Repeat EPIC no. for different electors
- Electors' images not confirming to the standards prescribed by the Commission.
- Mismatch in the electors' images
- Splitting of electors belonging to same families, buildings or streets to be attached to different PSs.

Periodical optimization and consolidation of sections, part boundaries and changes in the PS locations need to be undertaken since during revision period electors are added and removed, new houses, buildings and habitations are constructed which changes the electors' strength requiring changes in part boundaries including creation of new parts. This in turn requires new locations for the PS. Also availability of buildings for housing polling booth undergoes a change with new suitable buildings getting constructed and old building getting dilapidated. Use of GIS can certainly help in efficient decision making in demarcation of part boundaries and finalizing the PS location.

To improve health of the ER by removing all errors and inaccuracies and to standardize and optimize the section, part boundaries and PS locations the commission has launched National Electoral Rolls Purification (NERP) drive from 1st March to 31st August 2016.

2. Objectives

The twin objectives of NERP 2016 are:

1) Improving Health of Electoral Rolls
(i) Inclusion of all eligible voters in mission mode
(ii) ERs to be Free from errors,
(iii) Single entry anywhere for every eligible elector; No multiple,
(iv) Absent and shifted electors' entry in ERs
(v) Removal of all Dead electors' entries,
(vi) Good quality correct images confirming to ECI standards,
(vii) Single unique EPIC for every Elector,

2) Standardization of Section, PS boundaries and Location
(i) Standardization of sections
(ii) Optimization of part boundaries
(iii) Relocation of PS with in Part or in adjacent parts
(iv) Drawing the section and part boundaries on GIS
(v) Improved PS Map with part map, 'how to reach to PS', PS building image and to the scale PS room drawing with BMF details

3. Proposed activities.

A. Improving the Health of Electoral Rolls:

a) Identification of the Critical gaps in ER and finalizing the strategy to improve
b) Motivating stakeholders for voluntary disclosure of Multiple, Absent, Shifted, Dead entries; Corrections in the entries; Contact and family details, details of eligible individuals who are non-enrolled and who will become eligible on next qualifying date.
c) Software based identification and generation of list of Entries of
    i. Positive probable multiple entries- same demography with similar images

ii. Correction of errors
iii. Same images,
iv. Poor quality images, Black and white images
v. Repeat EPIC nos.

d) BLO door to door Survey to identify Multiple Entries, Absent, Shifted, Dead electors; collecting details of contact particulars, family members, non-enrolled and details of persons going to become eligible on 1st January 2017 and field Verification of B and C above.
e) Sharing the outcome of field verification with stakeholders and action by EROs
f) Removal of Errors and inaccuracies in the Electoral Rolls.

B. Sections, Part Boundaries & PS Location Optimisation:

a) Sorting the electors- family wise, building wise and street wise
b) Optimizing part boundaries by rationalizing bigger parts (<1000 in Rural area and <1200 in Unban area) with adjacent smaller parts
c) Mapping existing and probable PS locations along with facilities available and selecting nearest PS location after stakeholder consultation
d) Mapping of part boundary, PS location on GIS platform
e) Improving the PS map with key maps, PS images and dimensioned drawing of PS room and mapped with the Facilities available.

4. Methodology:

NERP envisages a good blend of sincere efforts of election machinery at all level supported by technology on one hand and active involvement of all stakeholders on the other. Following are the steps required to be undertaken:

A. Improving the Health of Electoral Rolls:

a) Analysis the health of ERs at district level for EP ratio, gender ratio and age-cohort by DEO along with EROs/AEROs based on the comparison with census projected population as on 1.1.2016 and identification of critical gaps at AC level.
b) EROs/ AEROs to analyse the critical gaps with BLOs at part level.
c) Finalizing effective and focused SVEEP strategy to sensitize and motivate stakeholders to pro-actively join NERP 2016 drive.

d) BLO's door-to-door visit and updating BLO register to identify- A, S, D and Multiple entries, errors/ corrections in the entries and collection of electors' contact details, family members, non-enrolled and details of persons going to become eligible on 1st January 2017.
e) Software based identification of Multiple entries by comparing demographically same and similar image entries, Repeat EPIC No., same image and Errors in ERs entries.
f) Generation of BLO wise field verification reports for Multiple entries, same EPIC nos., same image entries, collection of improved images and other error details.
g) Voluntarily obtaining the details of A, S, D and Multiple entries, errors/ corrections in the entries and collection of electors' contact details, details of family members, non-enrolled and details of persons going to become eligible on 1st January 2017
h) Obtaining death records for last five years, comparison with concerned part of ERs and removal of all dead electors' entries as on 30th June 2016 and developing a system of obtaining monthly report of deaths from registrar of Births and Deaths and removal of dead electors' entries with in next two months.
i) Sharing the BLO field verification information on the entries proposed for deletion from the ERs with the stakeholders-
    i. Notice boards of EROs and DEOs office
    ii. On Web-site of the concerned district
    iii. Meeting with political parties at state, district and ERO level
    iv. Meeting of BLOs-BLAs and sharing of information
    v. Reading the information in local Gram Sabha, meetings of RWA, Wards and council of urban local body.
j) Removal of A, S, D and Multiple entries by EROs

B. Sections, Part Boundaries & PS Location Optimisation:

a) Consolidation of ERs entries on family members, families in a premise and the buildings on a street to standardize the sections
b) Studying the electors number cohort of the PSs in the AC and optimizing the size of electors in higher and lower bands.

c) Drawing the section and part boundaries on the Google/ cadastral maps using GIS tools and Geo referencing of AC, part and section boundaries.
d) Collecting the coordinates and the available facilities data on the selected parameters and plotting it on the GIS map created above.
e) Identifying the most optimal location as PS location within part or if not possible, with in the adjacent parts.
f) Sharing the proposed part and PS location details with the stakeholders as is to be done for the ER proposed deletion list, take the inputs from all and DEOs to take final decision after examining the pros and cons in depth.
g) Preparing improved PS map on A4 sheet with part boundary details, how to reach to PS three maps, the dimensioned drawing of the polling booth with facilities details and the actual image of the building.

CEOs of the states to take the leadership for the overall implementation of the NERP 2016 drive.

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Chapter 2: Improvement in the Health of Electoral Rolls and EPIC Portability

It has been observed that even after regular annual exercise of preparation and revision of electoral roll, numerous types of errors and defects, multiple entries, repeat images, repeat EPIC number still exist in the electoral roll. With the objective bringing a totally error free electoral roll, the Election Commission launched a comprehensive programme NERPAP after final publication with reference to 1.1.2015 as the qualifying date. Despite, intensive work in the field, it is noted that the procedure of correction of error, deletion of multiple entries and replacement of EPIC is not streamlined in the States and the field officers such EROs/AEROs/BLOs are not giving desired attention to the correction work. Hence, the Commission has again decided to launch NERP 2016 with a clear timeline and well defined goal vide its circular letter dated 27th February, 2016 addressed to CEOs of all States except the 5 poll going States. The objectives and proposed activities which are to be completed within the given schedule and timelines have already been mentioned in the preceding Chapter.

1. Critical Gap Analysis:

i. The CEOs have sent Formats 1-8 together with their analysis of critical gaps in the roll, while seeking the Commission's approval for final publication of the electoral roll with reference to 1.1.2016 as already mentioned in the Commission's directions dated 27th February, 2016, the CEO/DEOs/EROs shall do statistical analysis of data of Format 1-8 in respect of finally published electoral rolls with reference to 1.1.2016 as the qualifying date in order to find out major gaps in terms of E/P ration, gender ratio, age co-hart imbalances, particularly of 18-19 years age group, abnormal increase or decrease in number of voters in any area, <100% PER/EPIC in ACs/PSs and service electors. No need to emphasize that the analysis should be done with due care and promptitude. For a better analysis, previous years' data should also be taken into consideration for better appreciation of the scenario by comparing using charts etc. If analysis is done at micro level i.e. polling station level, the gaps may clearly manifest which hide at macro level i.e. State/District or AC level.

Since census data of 2011 including population age details is already available, the population projection to 2016 should be done on 2011.

ii. The above said analysis of data should be done by the EROs and AEROs who after discussions with BLOs and Supervisors should give analytical note to DEO concerned who shall discuss with EROs and AEROs of electoral data in respect of all ACs under their jurisdiction. After critical gaps are determined, then please check, if any cogent and logical reasons like migration due to socio economic or natural calamities etc. and/or cropping up of new colonies/habitats are there are answer the gaps. If so mention it in the note. The EROs should forward their notes to DEO concerned who shall, after discussing the same with EROs and any other concerned authorities, forward a composite analytical note to CEO along with strategies to address the issues. Finally, the CEO shall, having reviewed and analysed district wise reports, to prepare State analytical note and chalk out necessary strategies to address the gaps that need to be filled up. The gaps should be described in quantitative terms. The Commission had directed to complete the above analysis by 25th March, 2016 and thereafter to prepare an AC wise action plan and strategy to bridge the identified gaps. Most of the States must have done this exercise and chalked out their action plan.

2. Strategy to correct the gap in EP ratio, Gender ratio and low Enrolment in 18-19 age group:

EP ratio, gender ratio and age co-hart have to be analysed at the level of AC and polling station by comparing the electors' data in the respective category with population data projected on the basis of decadal growth rate formula with reference to 2011 census. If the EP ratio and gender ratio are at the higher side, i.e. 5% more than the average, it may be presumed that multiple entries exist in the roll and efforts should be taken to identify such multiple entries and to remove them. Similarly, if the EP ratio and gender ratio are at the lower side, then there is possibility of low enrolment in some sections of eligible population. In that condition the target groups who are excluded from electoral roll may be identified and focused SVEEP activities shall be done for creation of awareness among the said groups. In addition, various citizen centric services, including mobile application shall be strengthened for simplified and effortless registration of the left out eligible persons.

3. Purification of electoral rolls:

Purification of electoral roll is a multi-faceted task to clean the roll of various types of impurities such as errors, multiple entries, Absent & Shifted electors' entries, dead electors, poor quality of images, repeat EPICs etc.

1.1 There may be different sources of collection/identification of such data. For example, data regarding errors, multiple entries and repeat EPICs will be generated on the basis of software applications and will be given to BLO for field verification, wherever necessary after table top exercise by ERO/AERO.

1.2 The second source will be NVSP where a window will be made available to citizens, political parties or other stakeholders to provide information on A,S, death cases and multiple entries in respect of self through voluntary disclosure or objection by a third person.

1.3 The third source of collection of data on electors' details of all family members bunched together, A,S, multiple entries, death cases, image quality and information about prospective electors should be through field visits by BLO.

1.4 For death cases, the information shall also be collected from Registrar of Deaths. Final decision on the data received on NVSP portal from stakeholders and Death Registrars will be taken by the AEROs after due verification through the BLOs concerned.

1.5 For purification of roll some positive steps such as collection of mobile/mail ID of electors family members, non-enrolled and details of persons going to become eligible on 1st January 2017 are also required to be taken for the purpose of extending prompt citizen centric services to the electors. These details will be uploaded on NVSP to be added to national ER database to achieve purity of ERs.

4. Identification and correction of errors:

The IT team of the Commission has listed out 17 types of errors identified by error detecting software in ER database. The error reports have

already been generated by the ECI team and sent to the respective CEOs through mail dated 8th April, 2016. Immediate appropriate action should be taken to correct the errors. The 17 types of errors and suggested measure to correct them have been indicated in the table given below:

Sl. No	Type of error	Correction by table exercise	Correction by field verification
	Voter first/last name is Null/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	Part No. is Null/Junk Characters	Yes	-
	Serial No. of the Voter is Null/Junk Characters	Yes	-
	Section No. is Null/Junk Characters	Yes	-
	House No. is Null/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	Voter relationship # M, F, H, O or m, f, h, o/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	Voter Sex M, F, TG (Third Gender)/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	Voter gender is male but relationship is H/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	Voter relatives name is blank/Junk Characters	Provided if Form 6 is available.	If no Form 6 is available.
	EPIC No. is less than 10/Junk Characters	Yes	-
	Age is less than 18 or greater than 100/Junk Characters	Provided if Form 6 is available or on the basis of year	-

		of entry in the electoral roll.	
	Photograph exist but ID Card No. is not available	Yes	-
	ID Card No. exist but Photograph is not available	-	Photograph is to be collected by field visit.
	List of Records where EPIC No. is repeating	Yes	-
	Voter gender is female but relationship is F/O for voter age > 30	-	If no Form 6 is available.
	Voter Status type #N, E, S, M, R or n, e, s, m, r /Junk Characters	-	If no Form 6 is available.
	Number of sections having no voters	Yes	-

Wherever necessary, the BLO will be deputed for field verification. The BLO will obtain necessary correction in Form 8 from the elector concerned or any major member of his household.

5. Identification and removal of positive probable multiple entries:

The ECI IT team is in the process of preparing software based list of multiple entries in the electoral roll of each state. This is being done by conducting software based demographic de-duplication by checking / matching of every elector's personal details such as name, relation type, relation name, gender, date of birth/age-exact, plus/minus 1/2 years. The probable multiple entries may be of the following types:

- Elector repeated within part (with same demographic detail)
- Elector repeated within AC (across parts with same demographic detail)
- Elector repeated across ACs in a district (across parts with same demographic detail)
- Elector repeated across ACs in a state (across parts with same demographic detail)
- Elector repeated across neighbouring ACs across states (across parts)
- Elector repeated across ACs in the country

(i) There may be three stages of table verification/software based image comparison of each of the duplicate sets and exercise of removal of multiple/repeat entries found out of the same:

(a) Stage 1 – Conducting software based de-duplication by matching electors' personal details such as name, relation type, relation name, gender, DOB, age – exact, +- 1 year. The reports of de-duplication are being generated by ECI IT team and are being made available on www.ecinet.in portal

(b) Stage 2 – The ERO shall login to www.ecinet.in portal and do table verification/software based image comparison of each of the duplicate set. They shall look through the images and sort them into 3 buckets – (1) match, (2) not match and (3) doubtful.

(c) Stage 3 – The ERO should delete entries kept in 'database-1' after issuing notices to the concerned elector. No action required for the entries kept in 'database-2' while only for the doubtful cases, kept in 'database-3', the BLOs shall be deployed on field verification. Further necessary action shall be taken after considering BLOs report.

(ii) Removal of repeat entries involving more than one ERO –

- If the repeat entries relate to 'within part' or 'within AC', necessary action shall be taken by the concerned ERO.
- In case of repeat entries relate to across AC in a district, DEO concerned shall coordinate with all concerned EROs.
- A group of DEOs supervise the exercise of de-duplication if the repeat entries relate to AC across districts.
- Similarly, in case of repeat entries relating to ACs across states group of CEOs of concerned states shall have to coordinate.
- In respect of repeat entries where more than one ERO are involved, they will be able to see the entries relating to their AC as well as the entries repeating in other ACs and all the EROs concerned in consultation with each other have to decide as to in which bucket the said repeat entry should be kept.
- In event of difference of opinion between/among the EROs, field verification should invariably be done by each ERO and further action for deletion taken accordingly.
- There may be a chance when the BLOs of different ACs may report about finding the said person ordinary residing at the given address in

his part. In such case personal hearing must be fixed by the EROs to ascertain his actual place of ordinary residence.

6. Removal of names of dead electors:

For identification of dead electors existing in the electoral roll, 5 years' data on registered deaths should be collected from the Registrar of Deaths and linking the same with dead electors. All such names should be removed in a campaign mode up to 30th June, 2016 in such a way that checking with the entries of the e-rolls where this person was residing is physically done and if the entry is found then should be removed. Thereafter, a mechanism will be put in place to remove names of dead electors regularly, in which the DEO concerned will upload the details of registered deaths recorded in their jurisdiction on NVSP every month and the concerned EROs anywhere in the country shall remove the names of dead electors in two months' time following due process. The DEOs should be in regular contact with Registrar of Deaths and the authorities responsible for issuing legal heir certificates or carry out mutations. The DEOs should keep sufficient copies of form 7 in these offices and arrange the collection of filled in forms every month.

7. Improvement of image quality and removal of repeat EPIC:

The software based reports should be generated for set of same image entries, the entries with poor quality or Black and white images and repeat EPIC. For making correction of these cases field verification through BLOs should be done and necessary applications invariably be collected from the electors so that proper track record of such corrections be kept.

(a) For the purpose of removal of same image entries, personal details of the concerned electors should be segregated in two lists:
   (i) Different electors with same image – in such case Form 8 should be collected from the concerned electors to make changes and get correct current images
   (ii) Same elector with same image – in such event one superfluous entry has to be deleted from the electoral roll.

(b) For replacement of poor quality and black and white images, current good quality colour photograph along with Form – 8 should be obtained from such electors.

(c) Removal of repeat EPIC Nos. – There may be three possibilities of repeat EPICs –

(i) Same EPIC No. issued to the same elector – in such case the current EPIC number should be retained and multiple entries should be removed.

(ii) Multiple elector with same EPIC number – in such case the EPIC number issued to the first elector shall be retained and all other electors will be given fresh EPIC with new EPIC number. The old EPICs from such electors should be collected and destroyed by cutting the same into pieces after keeping a proper record.

8. Identification of multiple entries, ASD voters:

During their house to house survey, the BLOs shall collect details of all such electors whose name appear in part of electoral roll at multiple places, or the electors who are no longer eligible to be on electoral roll due to shifting or death and enter the details in the NERP portal.

9. Collection of mobile number/e-mail ID and family members, nor enrolled, going to become eligible in SR 2017 details:

The BLOs shall collect mobile number/e-mail ID of those electors who have not given their contact numbers so far. While collecting this information the type of mobile number (smartphone or ordinary) and whether any landline number is also available apart from the details of family members, non-enrolled individuals and details of persons going to become eligible on 1st January 2017

10. Safeguards to prevent wrong deletions:

The Commission has directed that in all the cases where deletion is to be made in respect of ASD and multiple entries, no Form 7 is required to be obtained from any person if the BLO concerned has made verification and submitted his report. However, the Commission has directed that certain safeguards should be put in place to prevent wrong deletions:

(I) Cases of Multiple Entries: - In case of repeated / multiple entries found by de-duplication software, the field verification must be done in each and every case and name of the elector should be retained in electoral roll only at the place where he is found to be ordinarily residing.

(II) Cases of shifted Voters: -

(i) In the cases where the elector has shifted and the BLO has been able to trace the shifted voter, a notice should be served upon the

voter. Form 7 may be obtained from the elector for deletion of his name from the previous place.

(ii) If the BLO is not able to trace the shifted elector, the notice should be pasted at the address of the elector available in the electoral database in presence of two adult witnesses, one from the family of the shifted elector and one from the immediate neighbourhood. If no family member of the elector is available, then, witness of two persons residing in the immediate neighbourhood be taken. Process of deletion may be done after expiry of the notice period.

(III) Cases of Deceased Electors:

In the cases of deceased electors, ERO can make deletion on the basis of death certificate from a competent authority or Form 7 from immediate relatives/immediate neighbours of the elector concerned or a report duly prepared by the BLO with statement of at least two persons residing in the locality. No further enquiry is required in such cases.

(IV) ERO must take special care for deletion of names of EPIC holders. If an elector has multiple EPICs, all EPICs relating to the entries which have been deleted should be taken back from him and proper record of the same should be maintained.

(V) Intimation about the deletion should be sent to the elector concerned through post or SMS / e-mail, in case mobile number / e-mail ID is available in the electoral database.

(VI) In addition to the above, the ERO shall prepare part wise list of names proposed to be deleted from the electoral roll in any of the above grounds and display the same in his office for a period of at least 7 days from the date of pasting of the list. The said list shall be put on CEO's website for public information and calling objections, if any. The said list also should be shared with recognized political parties and read over in Gram Sabhas, meeting of RWAs/Ward committees/Urban Local Bodies. Also the said list shall be discussed in BLO-BLA meeting at the Part level to be organized on a specific day across the State/UT.

(VII) After making deletions, the final deletion list should also be furnished to recognized political parties and also uploaded on the DEOs/CEOs website.

(VIII) The ERO shall maintain a daily monitoring register of all deletions made by him or his AEROs in the constituency during the period of continuous updating.

(IX) The DEOs shall monitor the process of deletions made by the EROs in the assembly constituencies comprised within the districts under their jurisdiction. The EROs shall submit to DEOs a statement of deletions made in their assembly constituencies. The DEOs shall compile the information received from all EROs and send the same to the CEO for his information. The CEO shall keep a close watch on the deletions made by the EROs in the state.

11. EPIC portability and new EPIC No. generation :-

A unique number is allotted to every elector whenever EPIC is issued to him for the first time. An EPIC once issued remains valid for life long subject to condition that the name of elector is enrolled in electoral roll of a constituency in currency. In case of shifting, at the time of registration of an elector at new place, no fresh EPIC is to be issued in case he is already having an EPIC. A replacement EPIC with the same EPIC number may be issued to such elector on payment basis, if a request is made in prescribed format EPIC-001 by him to issue a replacement EPIC on shifted address.

New EPIC No. should be generated only in the following three cases : -

- Enrolment of an elector for the first time
- In case of same EPIC No. to multiple electors after cancellation of the repeat EPIC Nos.
- Surrender of old series EPIC.

12. Improvement in quality of photograph:

The Commission has directed to prepare EPICs using digital photographs which will be stored in the elector database only. The digital photographs should be stored in JPEG format in binary form in the elector table, using 320x240 pixels (standard e-mail mode of Digital Cameras) in Colour Portrait mode. The photograph should be of size 3.2 cm (vertical) x 2.4 cm (horizontal) and of resolution 320x240 pixel. The photograph shall show a close-up of the applicant’s head and the top of the shoulders. The face shall take 75% of the vertical dimension of the picture. The photograph shall be in sharp focus, of high quality with no creases and ink marks with

appropriate brightness and contrast and showing natural skin tones of the elector's face and features clearly recognisable. It shall show the elector looking directly at the camera with a neutral expression and the mouth closed. The photograph shall be showing the elector with the eyes open and clearly visible with no hair/cap/hat/headgear/veil/cover/shadow/reflection etc. obscuring the eyes. If the elector wears glasses, the photograph must show the eyes clearly with no lights reflected in the glasses. The glasses should not have tinted lenses and it shall be ensured that the frames of the glasses do not cover any part of the eyes of the elector. The photograph must have a plain, light coloured background and there must be no other people or object visible with the elector. Since the contrast visible on-screen is usually higher than in a printed form, before each session of photography, a test photograph should be taken and printed. The lighting conditions should be changed in order to meet the above requirements. Where necessary, the location of taking the photograph should be moved closer to a window or source of natural light or artificial lighting used.

The print on the photograph on the EPIC should be of size 3.2 cm (vertical) by 2.4 cm (horizontal). While a variation in size of plus or minus 10 % will be permissible, the relative proportions (aspect ratio) of the photograph should not be changed under any circumstances.

It is necessary that the photographs of electors in the specified digital format must be mentioned as one of the deliverables in contracts whenever photography or EPIC contracts are awarded either directly or through an intermediate agency to SLA, vendor or sub-vendor. All efforts should be made to replace the images which are black & white, blurred and poor quality and not as per the prescribed specification.

The illustrations on portrait quality have been given for taking of photograph

too close
too far away
blurred
ink marked/creased
looking away
unnatural skin tones
too dark
too light

hair across eyes

eyes closed

portrait style

eyes tilted

busy background

not centred

flash reflection on skin

redeye

13. Timeline to complete various stages of purification of rolls:

S. No.	Activity	Date by which activity is to be completed
1.	Publicity of the programme	25.05.2016 to 31.05.2016
2.	Providing NVSP portal for voluntary disclosure and objection by stakeholders	01.06.2016 to 10.06.2016
3.	Providing data on multiple entries and probable errors on ECI net	01.06.2016 onwards
4.	Table top exercise for correction of probable errors and removal of multiple entries	01.06.2016 to 5.06.2016
5.	Printing of multiple entries on the basis of table top exercise by EROs	By 08.06.2016
6.	Data entry of ASD and multiple entries information received from stakeholders on NVSP portal	By 13.06.2016
7.	Handing over list of multiple entries, ASD and probable errors to BLOs for field verification	By 15.06.2016
8.	Field verification by BLOs	By 30.06.2016
9.	Data entry of information collected by BLOs	By 05.07.2016
10.	Notice period for proposed removal of entries/correction of entries	By 20.07.2016
11.	Final decision by EROs	By 25.07.2016

Chapter 3: Standardisation and Optimisation of Polling Stations

Introduction

Everyone is aware of the concept of a PS. In view of ever growing strength of electors and various other developments, such as, deterioration in condition of existing buildings, availability of suitable new buildings in the locality, status of basic minimum facilities in polling stations, change in geographical conditions, change in law and order situation etc., the existing polling stations are required to be reviewed from time-to-time.

- The District Election Officer is the authority to provide polling stations (section 25 of R.P.Act 1951) for every constituency the whole or greater part of which lies in the district under his/her jurisdiction.
- Every polling station provided in any constituency has to have a written prior approval of the Election Commission of India.
- A poll taken at any other location or place without the prior approval of the Commission is void *ab-intio*.
- The statutory provisions does not prescribe any specific norm for provision of polling stations except there should be sufficient number of polling stations for every constituency and that the list of polling stations so provided should be published showing the polling areas comprised within it and the group of voters assigned to it (S.25 R.P.Act 1951).
- Polling stations are to be provided for well demarcated polling areas. During NERP 2016, there is a definite need to revisit the issue so that polling area of a PS is compact and geo-spatially demarcated. This may require retagging of electors from one part to other on ground need basis.
- The part number of the electoral roll and the number of the polling station should be the same.

• It is envisaged that, to the extent possible voting populace assigned to a polling station should not normally be required to cover a distance of more than 2 kilometres.
• Generally, a polling station should not have more than 1,200 electors in urban areas and 1,000 electors in rural areas. The underlying idea is that a polling station now made should accommodate possible increase in future years since for smooth poll 1200 electors in rural and 1400 electors in urban areas would be fine.
• In case Identified vulnerable pockets, hamlets or villages or the members of SC/ST or other weaker sections of society are afraid of intimidation, either a separate polling station for their own locality located there irrespective of the elector size in that pocket/ hamlet/ village.
• In case of rural areas, not more than two and in case of urban areas, not more than four polling stations should be located in the same premise (location).
• As far as practicable, the polling station should have normally a minimum area of 20 sq. meters so that there is no congestion inside the polling station.
• Select halls/rooms which are well-lit and are having two openings at least, so that one can be used as ‘entrance’ and the other as ‘exit’ for the smooth and orderly conduct of poll.
• Polling station should be set up within the polling area. In case of non-availability of suitable building, may be outside the polling area, as near to its own area as possible. Efforts to locate or build a suitable building must continue and should be shifted within polling area, with ECI approval.
• Due consideration should be given to the existence of obstructions like hills, forests, rivers, jungle, etc. For instance, no polling area should contain villages on either side of a big river; but where a village itself is divided by a river or stream it should not be split up for polling purpose, unless there are special reasons.
• It has been observed that due to manipulative tactics, location of polling stations in some cases is fixed in such a way that the electors belonging to weaker sections are intimidated and

prevented from going to polling stations for voting. Commission has issued specific directions to identify the localities predominantly inhabited by weaker sections and locate polling stations in these localities irrespective of the number of electors. Welfare associations or voluntary organizations championing the cause of such weaker sections should also be associated in identifying such localities and locating the polling stations.

- It has also been observed that there were cases where polling station in a minority locality was changed in such a way that these minority people had to go to a different area where they might be prevented from voting. This should not be permitted.
- Polling stations are generally located in government buildings or buildings belonging to local bodies or institutions aided by the government, like, schools, colleges, community centres, village Chaupals, etc. But they are not to be located in hospitals and police stations etc. Where no suitable government buildings are available in any polling area or nearby, temporary structures at designated locations may be erected to serve as polling stations. Only in rare cases, private buildings are used as polling stations; but care is taken in such cases to ensure that the owners of these buildings do not have known links with any political parties or candidates.
- No PS in any places of religious worship of religious significance used for housing any polling stations.
- While drawing up the list of polling stations for any constituency, local representatives of political parties, both recognized and unrecognized- registered, and intending candidates are consulted by the district election officers apart from the stakeholders' consultation protocol devised in NERP 2016 which requires proposed PS details to be read in Gram Sabhas, Meetings of RWAs, Ward meetings and ULB council meeting to get there suggestions and inputs and they have to provide a certificate to the Election Commission of having made such consultation when they submit those lists for its approval at draft publication stage.

Work be done during NERP 2016:

Following works have to be done in a pre-determined time frame under close monitoring-

1. Determination of part boundary and section boundary using software tool providing by ECI, IT division.
2. Section optimization
3. Improvement of Nazri Naksha as per sample depicting a part boundary of Google street view .It should have the five components (a) Key location plan of the PSL (b) Satellite view of PSL (c) Photo of PSL(d) CAD drawing of polling booth area
4. Mapping of Facilities available at existing PSL
5. Alternate PSLs -searching and mapping of.
6. Lat.-Long. authentication of existing PSL
7. Geo fencing using software of the ECI-IT
8. Physical verification of existing polling stations.
9. Optimisation of number of polling stations by creating /reducing their number.

Kindly refer to ECI instructions contained in Para 8 of ECI letter dated 27th February, 2016. In addition to that following guidelines are also being given.

Section creation:

1. Section means a clearly identifiable area within a polling station. It denotes locality and area details and contains household wise individual elector details.

2. Creation or determination of sections depends on the geographical and demographical feature of an area. It is determined considering the distribution of habitation, alignment of streets, plotting road networks, natural barriers etc.

3. Parts are organized into geographically identifiable ‘sections’. Under these ‘sections’, household-wise elector’s details are entered. In the normal course, a building is not scattered into different sections.

4. The existence of number of sections in a part helps in grouping the electors depending on their geographical distribution, which in turn helps in better roll management by BLOs in the roll revision process. However, as per conduct of election is concerned, the sections do not have any direct or tangible benefits.

5. Field level survey is conducted by election managers and views of the political parties/ local electors are taken into account for standardization and clearly demarcating sections within parts.

6. Sections should be indicated clearly within the part and it should be ensured that no geographical area of a part is left out and remains uncovered by sections.

7. If it becomes apparent after field visit that the ground realities suggest creation of more Sections in any part, the BLO should submit a proposal for creating Sections.

8. In fact, it is not possible to standardise the allocation of number of sections in urban/ rural polling stations. It should be borne in mind that creation of new section is more of a demand driven phenomena within the ambit of the delimitation orders, rather than a pre-assigned rule based yardstick.

9. Wherever house nos. are assigned by municipality the same is followed as that house no. is also printed on the EPIC which is also used as address proof under different Govt. schemes. Wherever there is no house number or the house number given is not in order, the BLO/enumerator gives notional house number to each house starting from house No. 1 in the section. The house no. given to an elector in the electoral roll is a computer generated notional number which is not necessarily in consonance with the number allowed by the municipality.

10. The demand for creation of more sections within a part is more an urban phenomenon. With the development of new habitation in urban and semi-urban areas, the people are demanding for creation

of more sections with the ulterior objective of having their detail address mentioned clearly in their EPIC/ Voter I-Card.

11. In the last few years we have made provision to provide actual address of the elector in their EPIC card, irrespective of their section details, subject to the fact that the elector resides within the polling station area. In such cases, the individual flat number, housing name, street name and all other details that the electors want to have printed in their EPIC are made available. This initiative supplements the demand of creation of new sections.

12. Moreover at times when the number of electors in a particular polling station exceeds the admissible limit then through rationalisation process new polling stations are created and it also leads to creation of new sections in such newly created parts.

13. Details of electors are maintained section-wise in the electoral roll database. This contains the name of elector, name of his father/mother/husband/other, age of the elector, sex and EPIC number issued to the elector. Details also contain photograph of the elector of 1.5 cm x 2 cm size.

14. The serial number of electors entered in the addition list (supplements) of the electors whose names have been newly added to the roll starts after the last serial number of the mother roll and it is prepared section-wise. Modification list is also prepared section wise. But deletion list is not prepared section-wise and the electors in this list bear the same serial number as they have in the mother roll

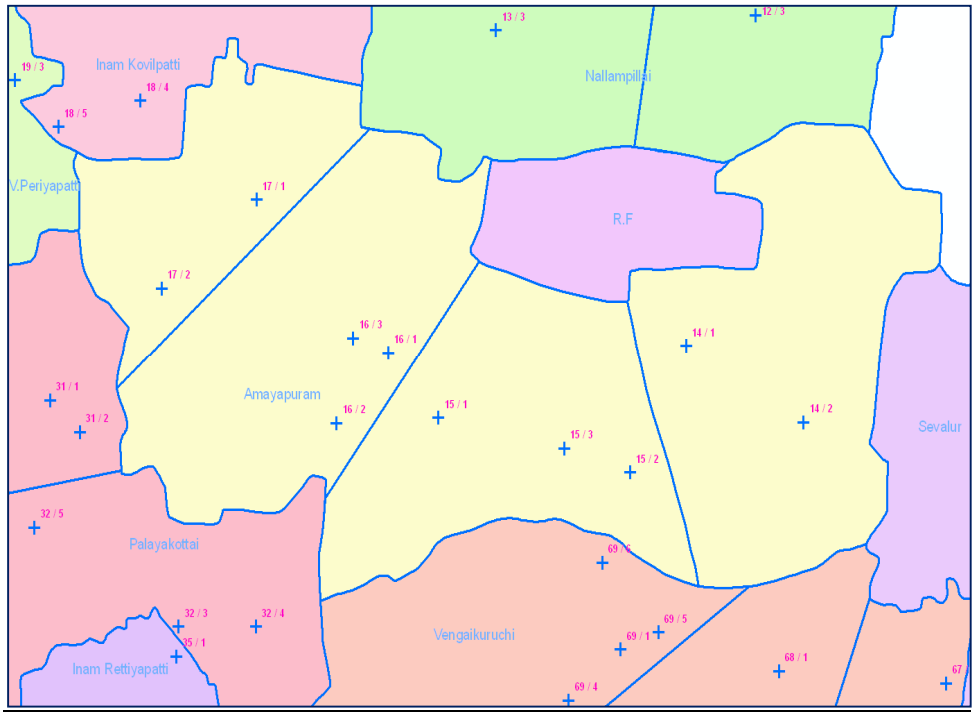
Activities to be Done for Standardization and Optimisation of Polling Stations

1. Standardization of sections and modification of the part boundaries of existing polling stations to make a polling station compact in perspective of polling area with voter strength of about 1200 in rural and about 1400 in urban area.

2. Special attention is to be paid to all parts with voters less than 300 in rural areas and 500 in urban areas and in parts with voters exceeding 1000 voters in rural areas and 1200 in urban areas and explore the possibilities for amalgamation or rationalization of polling stations.
3. Nazri Naksha to be replaced by improved PS map as per the annexure, which includes Part Boundary on any map of reasonable resolution, Google street view, Google satellite view, hand-drawn key map showing landmarks, photograph of the PS building and layout map of the Polling Station Building on AutoCAD with dimensions.
4. Rationalization the sections, optimizing the part boundaries and modifying the PS location in such a way that there is NO splitting of members of a family, building or streets, number of voters are optimized so that in rural PS no. of voters is >=1200 and in urban rural >=1400, to the possible extent PS is located within Part boundary or in Adjacent Part, improving PS Maps (Nazari Naksha).
5. To ensure that electors of a family, building and street to remain in same section and if required the entire section should be moved to other part.
6. Optimization of polling station, section consolidation, optimization of polling station boundaries and capturing existing and probable location should be mapped considering Basic Minimum Facilities.
7. Mobilization of resources especially for digitalization of part boundaries and optimization of PS location, part boundaries and consolidation of sections and BMF etc.
8. To ensure that voters are not required travelling long distances (over 2KM) and/or crossing geographical barriers like river, ravines, rivulets, spills, deep forest etc. to reach PS.
9. To identity and map alternative locations within the polling areas with BMFs etc.
10. To make Rough Sketch Maps (Nazri Naksha) as a precise PS Map drawn using CAD with correct dimensions and model layout, with BMF information, accrual images of PS, Google – Map & Street view and Key map on how to reach, wherever felt necessary.

Determination of part boundary and section boundary using software tool providing by ECI, IT division:

This has to be done using ECI-IT software for which IT division is issuing separate instructions. District Informatics Officer of NIC should closely be associated with this exercise.



Part and Section Boundary Demarcation on GIS

Improvement of Nazri Naksha :

This is also to be done using ECI-IT software. The inputs from local postman, official s from public health and Food & Supply departments and local Patwari would be of immense help in this regard. a sample of improved PS Map is enclosed.

Lat -Long authentication of PSL:

This is to be done using android mobile based application devised by ECI-IT team. A team of officers under BDO may be constituted by DEO for this purpose.

Verification and mapping of Polling stations-

It is to be done in under close supervision of the DEO who should appoint district nodal officers to coordinate the activities with EROs and other field

level functionaries taken from revenue and local body administrations. While doing the verification /mapping the following inputs must be collected through BLO supervisors for mapping of existing PSLs and the buildings which can alternatively be used for PSL the information should be gathered on the following.

Polling Station Attributes:

1. General Features:
    a. Quality of Building (Pucca/Semi-Pucca/Kutcha)
    b. Polling Booth Area More than 20 sq. mts.
    c. Building dangerous/dilapidated
    d. within Government building/premises
    e. Within a religious place/ institution
    f. Within a School/College building
    g. On the ground floor
    h. Separate door for Entry and Exit available
    i. Any Political Party Office within 200mts
2. Basic Minimum Facilities:
    a. Provision of Drinking facilities
    b. Electricity Supply
    c. Proper lighting, Fixtures etc.
    d. Toilet(Male/Female)
    e. Provision of ramp
    f. Adequate Furniture
    g. Facility of shade/shelter for protection from sun/rain etc.
3. Connectivity/Accessibility:
    a. Proper road connectivity
    b. crossing river/valley/ravine or natural obstacle etc to reach

c. Landline Telephone/fax Connection

d. Mobile connectivity

e. Internet facility

f. Proper signage of Building name and address

4. Sensitivity Analysis:

a. Within LWE/insurgency affected area

b. Within forest/semi-forest area

c. vulnerable critical location

d. Sensitive/hyper-sensitive

The check list of verification as given in ECI instruction dated 27.2.2016 may be amplified accordingly. The inputs gathered should be entered in an computer application to be developed locally separately for existing PSLs and alternative PSLs for future requirement.

Activity	**End date of completion**
➢ **Preparation of database of all probable PS buildings as on 30th April 2016**	By 31st May,2016
➢ **Collection of Coordinates and mapping of facilities available for all present and probable PS buildings**	By 15th June 2016
➢ **Sorting of ERs on family members, buildings and streets and optimization of sections**	By 10th June 2016
➢ **Optimization of part boundaries for all those PS**	By 15th June 2016
➢ **Drawing freehand part and section boundaries on available Maps**	

➢ **Transferring the Part and section boundaries on Google Maps through the software tool by ECI-IT**	By 20th July 2016
➢ **Adding the coordinates of all present and probable PS buildings and Geo-correcting/ authenticating the locations**	
➢ **Preparation of Improved PS Map (Nazri Naksha) as per Standard Template and creating layer of facilities available at each PS**	By 20th August 2016

Monitoring and reporting

The progress of work shall be closely monitored using ECI dashboard on daily basis. Any laxity in data entry shall be visited with actions against officer responsible.

State name AC name---------- date of reporting-----

Activity	Target	Total done	Total pending
Determination of part boundary and section boundary using software tool providing by ECI, IT division.			
Section optimization			
Improvement of Nazri Naksha as			
BMF mapping of existing PSL			
Lat long authentication of existing PSL			

Geo fencing using software of the ECI-IT			
Physical verification of existing polling stations.			
Optimisation of number of polling stations by creating /reducing their number.			

For mapping of alternative PSLs

Name and number of PS	Whether PS is within the polling area	How many PSs in the same PSL	How many new PSLs identified	BMF status of the alternate PSL

மாவட்டம் : மதுரை/DISTRICT: MADURAI

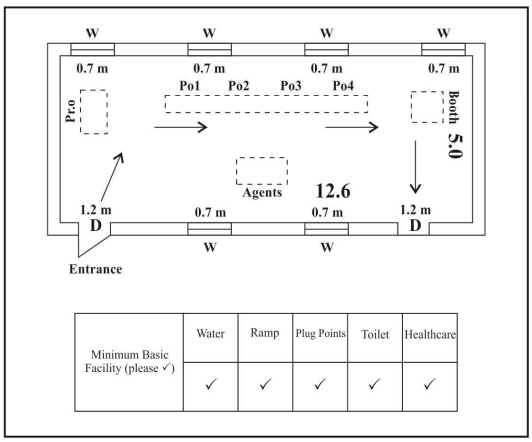
சட்டமன்றத் தொகுதி 197 உசிலம்பட்டி சட்டமன்ற பேரவைத் தொகுதி/197 USILAMPATTI ASSEMBLY CONSTITUENCY

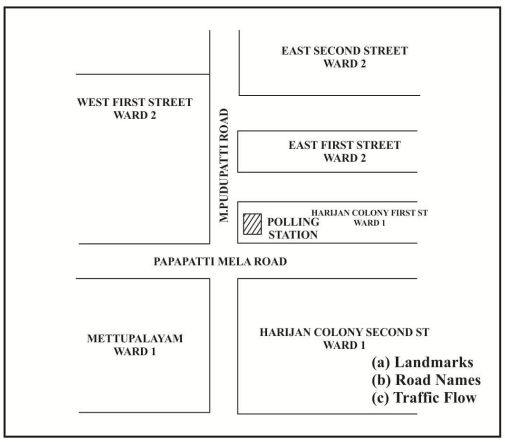
வாக்குச்சாவடி எண்: 23 அரசு கள்ளர் நடுநிலைப்பள்ளி, தெற்குபுதியகட்டிடம், மேக்கிலார்பட்டி

P.SNO & NAME : 23 GOVERNMENT KALLAR MIDDILE SCHOOL, SOUTH NEW BUILDING, MEKILLARPATTI

Courtesy - Google Maps

Courtesy - Google Maps





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Sample Improved PS Map

Sample Improved PS Map

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Chapter 4: IT Support for NERP 2016

ECI IT team in collaboration with NVSP team will support activities planned under NERP 2016 mission for 3 major components.

1. Purification of electoral roll for error corrections, multiple entries identification and correction and photo matching on approximate scale.
2. Correction of polling station lat long, creation of possible polling stations and tool for creation of part boundaries and section boundaries.
3. Monitoring of progress through dashboard.

IT Team will build base data for Errors and Multiple Entries for ER data, build Access mechanism for process these errors and multiplicity, build Mechanism for uploading Errors and Multiplicity obtained from other sources (Door 2 Door or voluntary disclosure by stakeholders), build Report Generation and Dashboard/s, support in Polling Station Location Corrections and PS facilities mapping, support in creating Boundaries for Parts and Sections.

The Mechanism would be Cloud services of NVSP, ERO Net for Access mechanism to operation people, ECI Net mechanism for Monitoring people, Use of GIS tools – AutoCAD, use of Google Maps and tools, creation of Layers for Google Map.

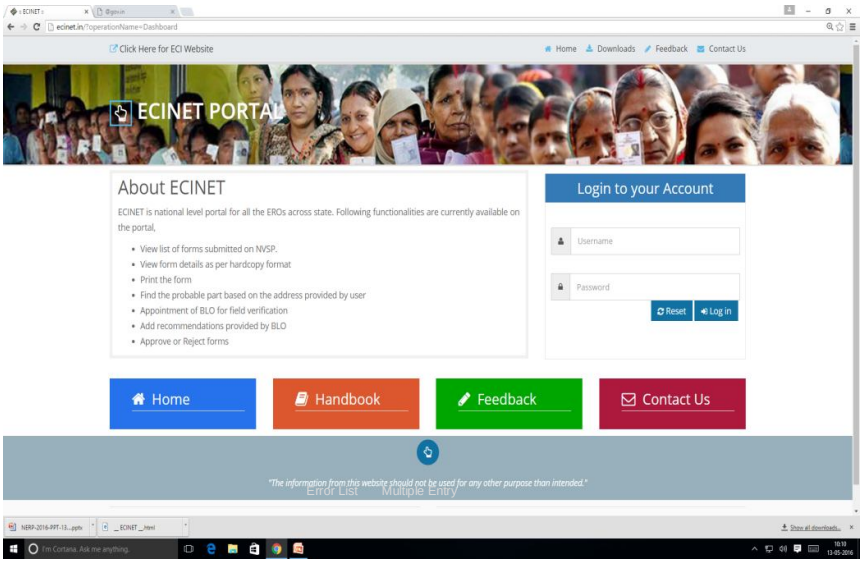
ERO Net

Under NVSP mission national electoral roll and ERO net has been prepared. The ERO Net component of it can be used for NERP 2016 with a separate database on cloud. The access mechanism for ERO is through secure login and password already provided during NERPAP 2015. Through the login, ERO can

- Get Part wise Error list
- Get Part wise Multiple Entries
- Get Similar Photographs
- Get the Data Sheet for handing over to BLOs for Door to Door Verification
- Update the Corrected Data on Cloud
- View the progress through a single window for complete AC

For loggin in to ECI Net, use URL www.ecinet.in. Login is authorised to EROs, DEOs, CEOs and ECI officials using predefined login credentials. The operations for all tire of officials would be different and as per the responsibilities fixed upon them. Higher level official would be able to monitor the activities of lower officials. He can monitor progress in brief through numbers and figures, but he can also see individual case/s by drilling down. Also the same data and report will be available to all tires of officials due to which the decision making will be proper and easier.

The home screen of ecinet is as shown below

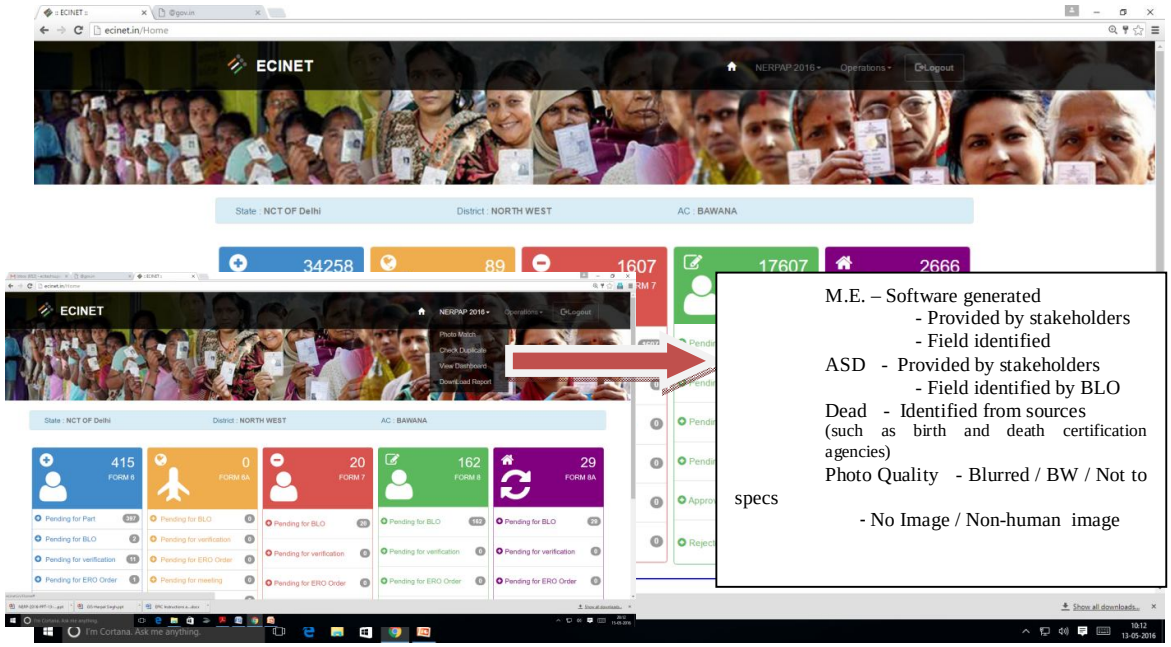


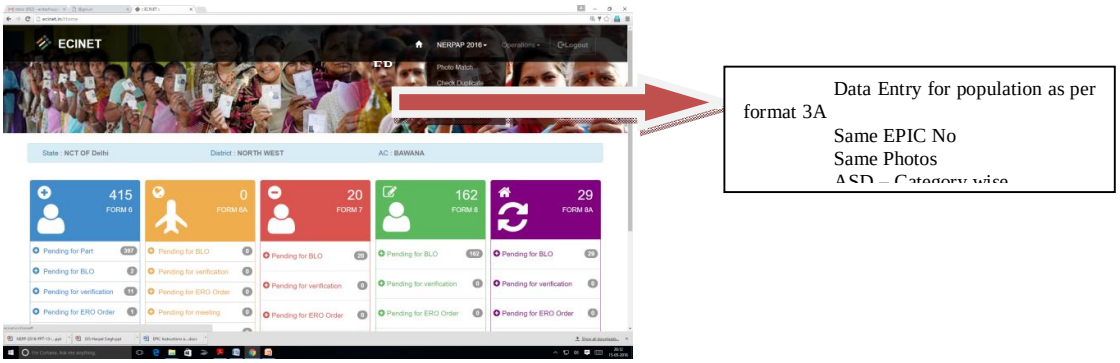
The home page also provides information of ERO, BLO handbooks and similar other set of information needed by users. It is in printable form. The login can be done using credentials provided. It is strongly recommended that immediately after first login user should change the password. It is also recommended that

1. There should be antivirus properly installed, activated and updated daily.
2. The terminal should have UPS available
3. PC /Laptop should have minimum windows XP operating system.
4. Browser to be used can be google chrome, Mozilla or internet explorer.
5. Ensure that pop up blocks are removed, else when appropriate buttons are clicked for documentation, it may not open, since documentation

opens in new window always. If pop-up bloc is enabled on browser, new window would not open.

6. Logout immediately after completion of the work.
7. If login is idle for more than 10 minutes, connection would be timed out and no updates would be saved.





The same cloud can also be accessed by DEOs for monitoring as well as carrying out polling station rationalization and standardization processes. The access mechanism for DEO is through secure login and password already provided during NERPAP 2015. Through the login, ERO can

- Update and correct Latitude and longitude of Existing PS
- Mark probable buildings where PS can be established if needed
- Check if the PS is located such that it meets distance and standards criteria
- Create Part boundaries either by using toposheets (cadastral Maps) or Google tools
- Check if PS lies within part
- Monitoring of NERP progress and disposing ER Appeals

Google Maps for making NazriNaksha (Rough hand sketch map):

1. Login to your gmail account
2. Click on Google apps tab

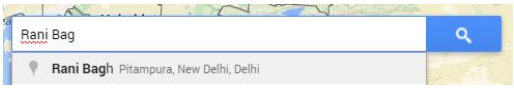
3. Click Maps

4. Click Menu Tab at top left corner of panel

5. Click ‘My Maps’option

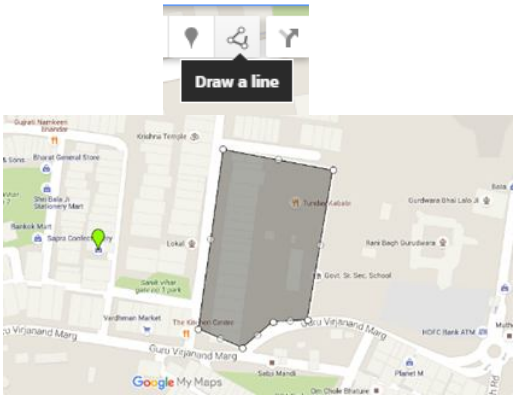
6. Click link ‘CREATE MAP’

7. Search PS Location. Click search button.



8. Zoom in or zoom out to part/polling station area.

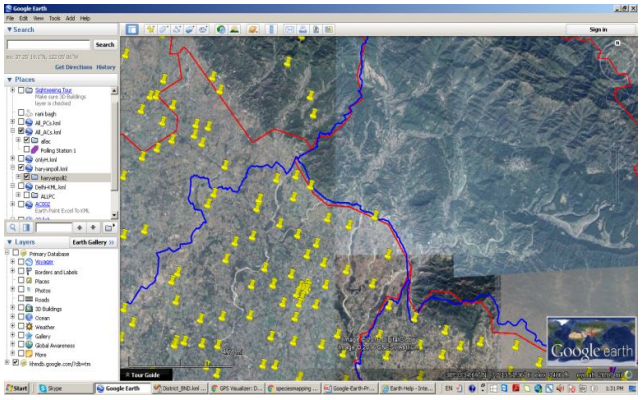
9. Click ‘Draw a line / polygon’ and draw area of polling station over Google Map.



10. Add polling station information i.e. part no & name and description

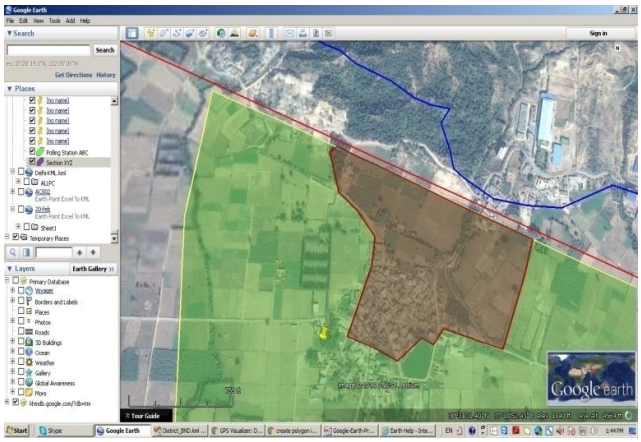
of that area.

11. Add photos if required (optional)
12. Take screen shot by pressing ‘Print Scrn’ button on keyboard.
13. Open any image editor like MS paint
14. Save screen shot as a jpeg image.



- Free-form polygons can be created using Google tools.
- These polygons can be drawn by running stylus through the peripheral boundaries around the object.

- Created polygons can be saved as kml as a layer for viewing on google map in satellite view or map view.



The access mechanism for CEO is also through secure login and password already provided during NERPAP 2015. Through the login, CEO can

- Communicate with DEO and ERO and approve/update
- Maintain synchronisation of ER, PS and officers' data with National ER
- Supervise the progress of NERP 2016
- Appeal cases of ER Modification

NERP Dashboard

- It is a common dashboard for ERO, DEO, CEO and ECI
- It will provide tabular or graphical reports for monitoring
- It will fetch the information from the Database on which operations are happening directly for providing the Progress reports
- Since it uses Common National Data base the reports would be same for ERO, DEO, CEO and ECI officials
- ERO can see progress in his Constituency
- DEO can see progress of Constituencies in his District
- CEO can see State Level progress
- ECI officials can see National Level Progress

Dashboard is under preparation based on the formats being finalized during CEOs' consultation conference.

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Chapter 5: Roles and Responsibilities

Booth Level Officer (BLO):

- Identification of ASD and Multiple entire by BLOs.
- Updating BLO register and identify the above categories including the correction in demographic details of electors, wherever needed.
- Field verification of software based identified multiple entries for demographic/image based probable multiple entries and inputs/ information received from stakeholders regarding ASD and ME
- Verification of dead voters data received from the registrar pf births and deaths.
- Getting the serial number of family members together
- Take coloured photo in proper format wherever the quality is poor along with Form-8.
- Mapping the basic minimum facilities at the existing polling stations as per the format prescribed.
- Identify alternate buildings for polling stations in the area and facilities available.
- Identify left out/non-enrolled eligible voters in the area.
- Getting the contact details of the voters including landline, mobile, email address and type of phone (smart, normal).
- Getting the details of persons who will become eligible for enrolment in SR-2017.
- Specify the number of sections in the part.
- Helping in outlining the boundary of each section in the map of the part provided by the ERO/DEO.
- Highlight the voter population in each section.
- BLO should take the list of 17 types of errors for collecting exact data for correction in the roll as per instruction of the ERO and obtain Form-8 wherever necessary.

ERO:

- Critical gap analysis based on Format 1 to 8.
- Categorization of parts and ACs on the basis of cohorts of PE Ratio, gender ratio, age cohort, particularly for 18-19 years.

- 17 types errors identified by software shall be corrected in table-top exercise as per table provided and remaining list given to BLO for verification and collection of form-8.
- Preparing rough maps of part boundaries showing streets and buildings using google maps, cadastral maps or any other available map. The services of the district survey officials, IT personnel, GIS experts and local revenue officials and BLOs available in the district may be used for drawing the rough boundaries in Autocad software only.
- NazriNaksha to be replaced by improved PS map as per the annexure, which includes Part Boundary on any map of reasonable resolution, Google street view, google satellite view, Hand-drawn key map showing landmarks, photograph of the PS building and layout map of the PB on autocad with dimensions.
- Generation of part-wise list of electors with black and white images, blurred images and images not to the specification for collection of new photos by BLOs for improvement in photo quality of rolls.
- IT- based comparison of images of electors with same demographic details, age +/- 1 year using the software tool provided by the Commission.
- He should identify the dead voters names collected from Registrar of Births/Deaths and undertake deletion after following due procedure of issuing notices etc.
- PS optimization, section consolidation, optimization of PS boundaries and capturing locations of existing and probable location with mapping facilities as per format.
- Deletions after following due procedure, service of individual notices, sharing information with stakeholders etc.
- Training
- SVEEP strategy

DEO:

- Overall leadership, supervision and Coordination
- Periodic monitoring.
- Mobilization of manpower, IT resources, GIS experts, survey and settlement officials etc.
- SVEEP.

- Detailed plan for implementation of NERP with clear timelines as per the schedule prepared by CEO.
- Collection from Registrar of Births/Deaths and uploading on NVSP the dead voters details and monitoring deletion by EROs of his jurisdiction after following due procedure of issuing notices etc.
- Sensitization of staff, political parties, stakeholders.
- Mobilization of resources especially for digitization of part boundaries and optimization of PS location, part boundaries and consolidation of sections and BMF etc.
- Sharing the field-verified list of entries proposed for deletions (ASD & ME software based, BLO register and stakeholder inputs) with all stakeholders including BLAs, Political parties, Gram Sabhas, RWAs etc and also uploading on district website and also sending SMS/email to family members wherever contact details available and deletions after a minimum of 7 day and max 15 days period after service of individual notices.
- Sharing the outcome of optimization of part boundary and PS location with stakeholders and obtaining inputs from stakeholders and finalization of part boundary and PS location.

CEO:

- Overall planning, coordination, training, resource mobilization, removal of handicaps, liaison with other departments.
- Securing necessary funds and budgetary allocations.
- Training schedule for the state.
- Preparation of a detailed calendar of activities along with timelines for the implementation of NERP in the State.
- Close monitoring, review and submission of periodic reports to the commission both electronically and in hard copies.
- State level publicity and sensitization of PPs and other departments.

ECI:

1. Training Division: Training Schedule and cascaded training for SLMTs.
2. IT Division:
    a. Dashboard for NERP 2016 data entering, Updating the details and contact nos. of officers at DEO, ERO/AERO, Supervisors and BLO level, monitoring protocol for NERP 2016 implementation

along with provision for exception reports and alerts to higher level(s).

b. Provision of uploading the details of deaths on NVSP
c. Preparing input module for database on NVSP for IT based entries as well as field based entries for deletion, modification etc..
d. List of probable demographically same multiple entries within the state and later across states.
e. 17 types of error report and list to be given to states.
f. Protocol for drawing and Vectorization of part boundaries.
g. Protocol for release of new EPIC numbers.
h. Protocol for sending alerts to ERO/Supervisor/BLO concerned for removal of elector's name from his previous location based on the information supplied in Part-IV of Form-6.
i. Protocol for removal of multiple entries across district and states.
j. Assessment of IT manpower, hardware/software infrastructure in different states/UTs for NERP 2016 implementation.
k. Training on IT related interface of NERP to various SLMTs etc.
l. Identification and training of Nodal Officer at State and district level and the SLMTs.

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Chapter 6: Orientation and Capacity Building of Booth Level Officers

1. Booth Level Officer: The Election Commission, on the basis of experience in General Election to West Bengal Legislative Assembly held in 2006, introduced the concept of appointing Booth Level Officer, as an instrument for collecting actual field information with regard to electoral roll corresponding to a polling station assigned to him.

2. Appointment:

(i) Booth Level Officers are serving officers of the Government or Local Bodies. They are appointed by the Electoral Registration Officer under Section 13B (2) of the Representation of the People Act, 1950 after obtaining approval of the District Election Officer.

(ii) Categories of employees to be appointed as Booth Level Officers: Following is a list of categories of the Government/Semi Government employees who can be appointed as Booth Level Officer:

- Teachers
- Anganwadi workers,
- Patwari/Amin/Lekhpal,
- Panchayat Secretary,
- Village Level Workers,
- Electricity Bill Readers,
- Postman,
- Auxiliary Nurses & Mid-wives,
- Health workers,
- Mid-day meal workers,
- Contract teachers,
- Corporation Tax Collectors, and
- Clerical Staff in Urban area (UDC/LDC etc.)

Teachers shall be drafted minimally as Booth Level Officers. However, where necessary, they should be drafted for Booth Level

Officer work during holidays and during non-teaching hours and non-teaching days so as not to cause any loss of academic work.

(iii) Appointment of Central Government employees as Booth Level Officers: Central Government employees should be drafted only after exhausting the other options. Group 'A' and 'B' officers of central government departments/offices can be appointed as Booth Level Officers if they voluntarily come forward for their deployment as Booth Level Officers.

(iv) Services exempted for appointment of Booth Level Officers No employee associated with security services, essential services, and public utilities or involved in commercial/revenue-generating activities should be drafted as Booth Level Officer if avoidable.

(v) Appointment of retired Government Servants as Booth Level Officers:-In urban areas, retired government servant can be appointed as Booth Level Officer, if serving government servants are not available within that polling area. In rural areas, retired government servant shall only be appointed as Booth Level Officer, if the District Election Officer gives a non-availability certificate that no serving government servant was found residing within the polling areas.

(vi) Appointment of female Booth Level Officers: Female Booth Level Officers should be deployed in the polling stations where the imbalanced gender ratio in electoral populace is observed to motivate the unregistered women to come forward and get themselves enrolled in electoral rolls.

(vii) Appointment of separate Booth Level Officers for cantonment areas: As far as practicable staff of the concerned cantonment authorities should be appointed as Booth Level Officers for cantonment areas.

(viii) Booth Level Officer would continue to discharge the responsibilities assigned to him by his parent office and would remain generally under the control of his administrative department, but he would not be

transferred without prior permission of the District Election Officer.

(ix) This will be the responsibility of the Booth Level Officer that he does not proceed on leave in any circumstance without making over his election related charge. Even in case of his transfer, he should ensure to hand over all election related papers, records and registers to his successor within the prescribed time. If his successor is not appointed, the Booth Level Officer would proceed on transfer only after handling over all election related papers, records and registers to his Electoral Registration Officer or to an Assistant Electoral Registration Officer authorized by the Electoral Registration Officer.

3. One Booth Level Officer for one polling station: Each Booth Level Officer shall have one Polling Station area under his/her jurisdiction. Where Polling Stations are set up separately for males and females of a particular polling area, then one Booth Level Officer only be appointed for those two Polling Stations (i.e. same polling area). Similarly, only one Booth Level Officer be appointed for a Polling Station and its auxiliary Polling Station. In difficult geographical areas, Booth Level Officers can be appointed for a group of sections. Such Polling Station, may therefore, have more than one Booth Level Officers. Since Booth Level Officers are only be part-time workers for election duty during their off-duty hours or on holidays/vacations, the government employees already working or residing in the area allotted to them should be normally appointed.

4. To the extent possible, a Booth Level Officer should be an elector in the polling station where he is deputed as Booth Level Officer. This will make his/her work easy after office hours and also because he/she would be working in a known and familiar locality.

5. Duties and Responsibilities: The Booth Level Officer will make a thorough study of the roll of the part assigned to him. He will make frequent field visits to the villages/Tolas in the said part and interact with local people particularly village elders and grass root level elected representatives and identify the names of the dead/shifted/duplicate voters in the roll, which need to be removed by the Electoral Registration Officer under relevant

provisions of law. The main duties of Booth Level Officer are as follows:

(a) Receiving claims and objections.
(b) House to house visit and checking of overlapping, migration, transfer/shifting
(c) Identification of shifted/dead/non-existing electors
(d) Analysis of polling station data to check gaps in electoral roll with special focus on enrolment of youths in 18-19 age group and women and to take necessary corrective measures
(e) Checking details of spellings, entries of duplicate names, part header page, photos etc. of electors in the roll
(f) Collecting photos of electors
(g) Collecting mobile numbers/e-mail ID of electors (optional)
(h) Submitting reports to Electoral Registration Officer so that notice can be issued to the persons whose names have to be deleted
(i) Display of draft roll/prescribed notices at designated locations
(j) Reading of rolls in gram/ward sabhas – Liasoning with RWAs in urban areas for registration
(k) EPIC distribution
(l) Maximization of EPIC coverage
(m) Correct Serialization of the houses and correct arrangement of sections falling within the part
(n) Coordination with Booth Level Agents (BLAs)
(o) Detailing of Forms received
(p) Impart simple voter education at registration time
(q) Preparation of Nazri Naksha with an ordinary geographical demarcation to avoid overlapping specially in respect of newly developed colonies
(r) SVEEP eg. Street plays, Dramas, Wall writings etc.
(s) NVD activities – Administering NVD pledge and exhorting voters at NVD time
(t) Identification of dead and shifted voters during period of continuous updation.

6. Booth Level Officer's Register: Booth Level Officers shall be provided with a kit bag inscribed with Election Commission of India logo, a Booth Level Officer's Register (Annexure)in prescribed format, Booth Level Officer's photo I-Card, a copy of Hand book for Booth Level Officer's,

sufficient number of Forms (6, 6A, 7, 8 and 8A) and adequate quantity of stationery. The Booth Level Officer shall keep record of door to door survey done by him in Booth Level Officer's Register. In the standardized and uniform format of Booth Level Officer's Register, baseline electoral roll data of the concerned polling station and analysis of Formats 1-8 shall be pre-filled using ERMS database and issued to Booth Level Officer before every annual revision of electoral rolls for his use during revision period and throughout the year thereafter.

7. Monitoring and evaluation: The Election Commission has envisaged for evaluation of performance of Booth Level Officers through well-defined layers of supervision and control. The work of Booth Level Officer is supervised regularly through a battery of supervisors. The Chief Electoral Officers have also been directed to introduce an SMS based IT system to monitor various activities of Booth Level Officers. For this purpose, the Chief Electoral Officers shall instruct Electoral Registration Officers to update personal details and mobile numbers of Booth Level Officers, correct demarcation of polling station areas and co-relation of Booth Level Officers with their respective polling areas and updation of polling station numbers in control tables. Accountability factor shall be spelt out in clear terms to Booth Level Officers that their job crucial for fidelity of electoral rolls and their performance will be closely monitored. The Chief Electoral Officers shall ensure that in order to motivate the Booth Level Officers a well-defined system of incentives and disincentives is put in place.

8. Training: As the Booth Level Officers are expected to perform an important job, they need a comprehensive and meaningful orientation training from time to time. The Election Commission has directed that whenever a new Booth Level Officer is appointed, induction training should invariably be imparted to him. Besides, before every summary revision, a refresher training programme on need basis should be arranged to ensure that every Booth Level Officer is updated of his role and responsibilities.

9. Remuneration/honorarium and TA/DA for Booth Level Officers: The Election Commission has fixed a component of remuneration to the

Booth Level Officers at Rs. 6000/- per annum. Besides, a minimum amount of Rs. 1000/- per annum should also be paid to a Booth Level Officer for house visits made by him during the period of summary revision. Booth Level Officers should necessarily be sanctioned TA/DA, if they make travels outside their polling station areas for the purpose of training.

10. Booth level officer's register

BLO's register comprises of the following two parts:

I. Annexure -I consists of present entries of electors in the rolls, and corrections thereof if any, are to be done in the relevant column of the format.

II. In Annexure -II BLOs have to mention and update the information pertaining to the newly developed areas / societies / Apartments etc. in the part allotted to the BLO. Moreover they have to update the information regarding newly arrived electors and new eligible electors but left out to be registered in the electoral roll.

ANNEXURE -I

(1) BLOs have to verify the electoral roll of the relevant part given to them and note down the corrected details from it. If any particulars of elector are subject to correction viz. Name of the elector, age, sex, relation, House No. EPIC No. etc, the original particular is be encircled and below that correction be indicated. This exercise is to be done in red ink. The details of elector's name, surname, relation's name and house no. have been given in both the languages i.e. English and the language widely spoken in the State. It should be shown to the elector and verified. If any of the State language detail of the elector is wrong, it should be encircled in red ink and correct detail should be written in the appropriate column in the space below. Likewise, if any of the English detail of the elector is wrong, it should be encircled in red ink and correct detail should be written in the appropriate column in the space below.

(i) If the elector's photo image is correct, √ should be put mark in appropriate column. In case of wrong photo image of the elector X mark should be put. And in such case correct photo should be obtained. Even in case of non-image entry, correct photo is to be obtained by writing "No Photo'.

(ii) In case of wrong entry of EPIC No. it should be rounded with red ink in appropriate Column and correct EPIC No. should be indicated.

(iii) Elector's date of birth is to be shown in appropriate column. If date of birth is shown, it should be verified. If the entry relating to date birth is wrong, it should be circled in red ink and correct date of birth should be shown in the space below. The date of birth should be written after verifying specific and valid evidences like School Leaving Certificate, Birth Certificate, Caste Certificate, BPL Certificate or any other government document issued by the competent authority. In case of non-production of such evidences, this column should be left blank. (Wrong and presumed information should not be entered without verification)

(iv)In case of wrong entry of House No., the entry should be encircled with red ink and correct House No. should be mentioned in the space provided.

(v)If there is any wrong entry of the name of the elector – the same should be encircled with red ink around and correct particulars should be written in the space provided. Besides application in Form 8 should be obtained.

(vi)If there is incorrect entry of relation, the particulars should be encircled with red ink and correct one shall be mentioned in the space provided.

(vii)If there is incorrect entry of sex of an elector, the wrong entry should be encircled with red ink and correct entry should be mentioned in space provided.

(viii)In case of the wrong entry of the age of an elector; the same should be encircled with ink and the correct age as on Dt.01-01-2016 should be mentioned in the space provided.

(2) Particulars of ESR (E=Expired, S=Shifted, R=Repeated) should be mentioned in the space provided in the register. Instructions for this are as follows;

(i) Information pertaining to death of any elector should be mentioned in space provided as "Expired" along with the date of death and Form No.7

should be obtained from the family member of the deceased. When Form No.7 has been received it should be mentioned in Remarks.

(ii)When the elector is found shifted from the area of the relevant part it should be updated with indication "Shifted" in space provided. As far as possible it is desirable to obtain duly filled up Form-7 from such elector. If Form-7 is received mention it in appropriate Column. Shifting could either be with family or without family. If the elector has shifted with his family, in appropriate column “shifted with family” should be written and if the elector has shifted alone and his family resides at the place mentioned in the roll, “shifted without family” should be written in the column. During verification, BLO should give notice in prescribed format to the shifted elector on the spot. The reasons for shifted should also be noted. Probable reasons for shifting of electors could be as under:

(1) Changing/evacuating the residence / house as being tenant
(2) Migrating/ shifting for the purpose of occupation.
(3) Marriage.
(4) Divorce
(5) Changing house.
(6) Other reasons.

(iii)(1) If the name of any elector is found more than once in the electoral roll the same should be mentioned as "Repeated" in column and related part No. / Sr. No. should be noted in (remarks) column with due care.

(2) The no. of years that the elector is residing at the address shown in the roll should be shown in appropriate column.

[3]Information and particulars of Annexure-I should be filled meticulously and after verification only as the Electoral Registration Officer shall decide addition/deletion / correction of entries of the electoral roll on the basis of this.

ANNEXURE-II

(i) Regarding newly developed area /society/apartment/colonies etc.

Within the geographical limits of the relevant part of the electoral roll BLOs have to verify and update the information pertaining to newly developed area/society/apartments/colonies which have come in to existence and the same should be mentioned in the relevant form of this volume. It must also be ensured that the information of such society/area is not duplicated in the other parts of the electoral roll.

(ii) Listing of immigrant electors :

In this format the electors who have come from outside and residing at newly developed areas / societies / colonies or existing areas of your part should be mentioned. If in any existing house is vacated by the earlier elector and if the new elector has come to reside in the same house, such information should also be mentioned in Annexure-I in (remarks) of appropriate column as "shifted" against the name of the former elector in red ink.

(iii)To note the population comprised within the polling station area.

A statistical information related to the total number of members in a family is to be mentioned. From these figures the total number of Males, Females and total population of that part should be prepared. Moreover, the names of members who will be completing the age of 18 years should also be mentioned separately.

The State language and English details of every section of the part enclosed with Annexure-II of the Register should especially be verified. If any correction in State language or English details of name /address / PIN Code of a section is to be made, it should be encircled with red ink and correct detail should be written in the relevant column in the line below of the column.

11. Roles and Responsibilities of BLO during on-going (NERP, 2016) drive.

The BLO, as the cutting edge functionary on the ground will play a pivotal role in collecting actual field information in respect of electoral roll relating to the polling area assigned to him including field verification of Forms and thus purity of electoral rolls and the physical status of polling station all depends upon the vital inputs furnished by him.

During the NERP programme, two field visits are to be made by the BLO.

The first field visit shall be undertaken from 15th June 2016 to 30th June 2016. For making first field visit (House to House visit), BLO will be provided with the following List/Document in respect of the part assigned to him:-

- ❖ Working sheet for collecting information in respect of each individual elector.
- ❖ List of ASD and Multiple entries received online from Stakeholders through NVSP.
- ❖ System generated list of probable duplicates/multiple entries/repeat EPICs or images.
- ❖ List of Death Cases up to 30th April 2016, as received from Registrar, Births and Deaths.

The first field visit will include the following activities:

- Verification/Identification of ASD and Multiple entries.
- Go door-to-door with the above mentioned lists/documents to identify and verify the above categories including the correction in details wherever needed.
- Complete address should be collected in working sheet as provided.
- Getting the serial number of family members in the part together.
- Take coloured photo in proper format wherever the quality is poor along with Form-8.
- Identify left out/non-enrolled eligible voters in the area.
- Getting the contact details of the voters including landline, mobile, email address and type of phone (smart, normal).
- BLO should take the list of probable errors for collecting exact data for correction and obtain Form-8 wherever necessary.

All the above-mentioned information shall be collected from the field and recorded in the space provided in the above-mentioned documents/lists.

Following questions are to be asked in each and every household during House to House verification to collect the above said information and get it recorded in the BLO register at appropriate place:

- ❖ Is the section address correct?
- ❖ Is the Pin Code number correct?

- ❖ Whether elector's photo image is correct? (if it is wrong or of poor quality or not available the correct and good quality photograph is to be collected)
- ❖ Whether EPIC number is correct? (This is to be verified from the actual EPIC)
- ❖ Whether elector's birth date is shown? If not shown what the correct birth date? If birth date is not available, what is the approximate age (verify birth date with evidence and if not verifiable the "birth date" column should be left blank)
- ❖ Whether the house number given by civic bodies is correctly noted? If no house number has been given by urban local body, then it need not be verified.
- ❖ Whether spelling of the name of the elector is correct in name of official language of the State? Whether the English spelling of the name of the elector is correct?
- ❖ Whether the relationship mentioned in the roll is correct?
- ❖ Whether the gender is correct?
- ❖ Whether the age is correct as on qualifying date i.e 01.01.2016?
- ❖ Whether any names or all the names of any/all family member have been repeated in the part roll?
- ❖ Is there any member of the family who has turned 18 years on qualifying date (01.01.2016) and is yet to be enrolled?(Give Form-6 and note in Working Sheet)
- ❖ Is there any member of the family who has recently joined this household on the grounds of marriage, employment, tenant etc.? (Give Form-6 and note in Working Sheet)
- ❖ What is the total number of members of the family including electors and non-electors residing in the household?
- ❖ Out of the total family members residing in the household (including electors and non-electors) how many are males and how many females?
- ❖ If any member of the family is abroad, note down the particular and give them Form-6A with a request to them that they should send it to their relatives to become overseas electors.

Following are the list of probable errors in e-roll database:

- ➢ Voter's name has junk characters or is blank
- ➢ Part No. has junk characters or is blank

- Serial No. of the voter has junk characters or is blank
- Section No. has junk characters or is blank
- House No. has junk characters or is blank
- Voter relationship has characters other than M or m (for Mother), F or f (for Father), H or h (for Husband) or O or o (for Other)
- Voter gender has characters other than M (Male), F (Female) or O (Other)
- Voter gender is Male (M) but relationship is Husband (H)
- Voter's relative has junk characters or is blank
- EPIC no. has less than 10 characters
- Age is less than 18 years or greater than 120 years
- Photograph exists but EPIC card number is not mentioned in the roll
- EPIC card number exists but Photograph is not available in the roll
- List of Records where EPIC number is repeating –Case of duplicate EPIC number
- Voter gender is Female (F) but the relationship mentioned in the roll is 'Father (F) or Other (O)' for a voter of age more than 30 years. (This is to help track female voters who may change their residence after marriage)
- Voter Status Type is 'other than N or n (New), E or e (Expired), S or s (Shifted), M or m (Modified), R or r (Repeated) or if it is junk character
- Sections which have no voters in the roll

For rationalization of polling station

In order to keep the polling stations always ready for conduct of election, the Commission has directed to undertake an exhaustive exercise to identify such polling station in each and every polling station area. For this purpose, the following activities are to be undertaken:

- Mapping the basic minimum facilities at the existing polling stations as per the format prescribed.

  BLO has to visit the existing polling station of the part assigned to him so as to ascertain the availability of basic minimum facilities there like provision of ramp, provision for drinking water, adequate furniture, proper lighting, help desk, proper signage, toilet, shades for protection from sun and rain, having minimum are of 20 Sq. meters to avoid congestion, having two doors, housed in the building having not more than three other P.S(in urban area) and having not more than one other P.S (in rural area), preferably on the ground floor. BLO should record

availability of BMF at the existing polling stations in the format prescribed for reporting.

- Identify alternate buildings for polling stations in the area and facilities available.

  BLO has to identify alternate buildings for existing polling stations in the area even though the existing buildings are having BMF as this is required to meet the unseen exigency as and when occurred.

- Specify the number of sections in the part.

  Number of sections in the part is to be specified by the BLO. He may propose creation of sections mentioning rationale behind it.

- Outlining the boundary of each section in the map of the part provided by the ERO/DEO.

  BLO will be required to draw the outline boundary of each section by identifying the location of households/societies/other identifiable habitats etc. on the map provided to him.

- Highlight the voter population in each section.

  BLO has to record the elector population in each section so that whenever need arises, tagging of entire section may be done with other polling station in the area.

- Pay special attention to all parts with voters less than 300 in Rural areas and 500 in urban areas and in parts with voters exceeding 1000 in rural areas and 1200 in urban areas and explore the possibilities for amalgamation or rationalization respectively.

SECOND VISIT BY BLO:

Task to be undertaken and accomplished during second field visit.

- For field verification of software based identified multiple entries for demographic/image based probable multiple entries.
- Inputs received from stakeholders regarding ASD and ME shall also be verified.
- Verification of dead voters' data received from the death registrar.

For undertaking the second field visit by the BLO, he will be provided with the list of software based identified multiple entries for demographic/image based multiple entries, list of ASD and multiple electors based on inputs received from stake holders and data received from registrar birth and death in respect of the part assigned to him. BLO

will verify the same from the field and record in the space provided in the list against each entry.

All the above information in prescribed format is required to be handed over to the ERO concerned for further necessary action. All the verification reports shall be submitted to the ERO concerned by the BLO within given timeline.

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Chapter 7: Involvement of Stakeholders and SVEEP Activities

1. Stakeholder Involvement and Participation:

The success of the NERP-2016 hinges crucially on the wholesome inter-departmental cooperation, active multi-sectoral participation and constructive engagement with all the stakeholders in this ambitious endeavor to cleanse the electoral rolls and optimize the polling stations in various States/UTs. Besides the national and state level political parties, various civil society organizations, Urban Local Bodies (ULBs), Panchayati Raj Institutions (PRIs), educational institutions, youth associations and community based organizations, the esteemed electors are the most important stakeholder in the successful implementation of NERP. Since, NERP is primarily a citizen-centric programme, wholehearted cooperation of the electors is *sine qua non*. In order to pro-actively engage and productively involve the various stakeholders, including the public, in various stages of execution and implementation of NERP-2016, the following activities are necessarily to be undertaken at State, district or ERO level:

1. Meeting and briefing of Political Parties at State, District and AC levels shall be organized by CEOs, DEOs and EROs respectively wherein the aims, objectives and strategies for implementation of NERP shall be informed and the cooperation of political parties solicited in making the programme a success. Also, the views, concerns and suggestions of the political parties shall be noted and considered while finalizing the strategies.
2. The Political Parties shall be requested to nominate BLAs for every Polling Station in the State/UT. However, the existing BLAs appointed earlier shall continue, unless their appointment is revoked by the Political Party concerned.
3. BLAs and BLVs should be actively associated in the programme implementation, especially during the field verification phase.
4. Consistent and active engagement with the media personnel, both from print and audio-visual, should be maintained through regular media briefings, press releases etc at the level of the CEO and DEOs. The media acts as a force multiplier in amplifying and projecting the efforts

and initiatives of the field machinery and plays a crucial role in disseminating the key messages and philosophy behind the programme, as also the functional details required for successful implementation. Focused efforts should be made to gainfully engage the media and provide as much beneficial and useful NERP related inputs for occupying positive media space.

5. There is no gainsaying the fact that government machinery has its own limitations of resources and manpower and quite often the target achievement in large-scale projects like NERP becomes difficult due to these constraints. However, it is also evident from past experience that service oriented and committed Civil Society organizations, Non-Government Organizations (NOGs) and partner departments have often extended their helping hand in not just spreading the Commission's message to the public, but also the achievement of the intended objectives. Hence, the CSOs & NGOs should be brought on board and their cooperation ensured at appropriate levels where their manpower and outreach can be usefully utilized in realizing programme goals. Similarly, active support of the youth and community based organizations can be enlisted in obtaining information about ASD and ME and also during the field verification exercise. However, a word of caution must be sounded with regards to the involvement of CSOs, NGOs and other community-based organizations, so that the expectations of the Commission are not compromised in any way whatsoever. It must be unerringly ensured that any partner CSO, NGO, department or community/youth organization has no political affinity of any sort, which may lead to any prejudiced or colored messaging to the public and adversely impact the image and progress of the programme.
6. The following government departments/agencies can be approached and their cooperation enlisted for information dissemination, as well as resource/manpower provision during the programme implementation.
    a. Cooperation of Directorate of School/Higher Education and other semi-government, aided and un-aided educational institutions and schools is pivotal in spreading awareness about the programme and popularizing it.
    b. Revenue Department.
    c. Department of Sports & Youth Affairs.
    d. Department of Culture.

e. Department of Health & Family Welfare.
f. Department of Social Welfare.
g. Civil Supplies Department.
h. National Cadet Corps (NCC).
i. National Social Services (NSS).
j. Nehru Yuva Kendra Sangathan (NYKS).
k. Department of Information, Publicity & PR.
l. Department of Transport.
m. Co-operative Department and Co-operative Societies.
n. Rural Development Department.
o. Urban development Department.
p. National Literacy Mission Authority.
q. State Livelihood Mission.
r. Local Doordarshan and All India Radio authorities/centres.

7. The ULBs and PRIs are significant partners in any project of this nature and scale play an important role in any large scale programme by providing manpower, resources and logistics, as also the platform for creating awareness and sensitization.
8. Constructive liaison with various Trade/Industry Associations, Teacher Associations, Government Employees Associations, Labour Unions/Associations, Army Wives Associations etc may also be established and their collaboration secured in attaining the programme objectives.
9. Engagement and close collaboration with Resident Welfare Associations, Rotary Clubs, Lions Clubs, Village bodies etc is essential in broad-basing the programme.
10. Prominent community leaders, public personalities, eminent achievers in different fields and distinguished persons from the society and local community can also be approached for giving a fillip to the programme and spreading awareness about the vision, objectives and targets. However, it must be ensured that any personality engaged as part of the State/district IEC activities must be strictly apolitical and un-connected with any political party, association or front.

I. **SVEEP Plan:**

The success of a large-scale citizen-centric programme like NERP, which focuses not only on the comprehensive cleansing of the electoral rolls, but also the overall optimization of the polling stations, parts and sections across the whole country, necessarily entails the conception, planning and execution of an all-inclusive, broad-based and detailed information, awareness and education campaign to effectively reach out to all the stakeholders. The various programme stakeholders and partners must be sensitized about the programme vision, objectives and goals, and also informed about the various steps and strategies being adopted to implement the same.

It is extremely important that all key stakeholders are on the same page as far as the aims, objectives, strategies and timelines are concerned so that there are no misgivings or apprehensions about any process or action during the programme execution. It is especially relevant since matters of electoral rolls and polling station locations invariably attract the most microscopic and stringent scrutiny by the political parties and media, as it impinges on the very vitals of our democratic processes. As, such, the importance of efficient sensitization and awareness creation exercise through a methodical, well-planned and coordinated SVEEP programme across the States/UTs down to the village level cannot be over-emphasized. In view of the same, the Commission has directed that a comprehensive SVEEP Plan, encompassing the twin objectives of error-free and accurate rolls and optimized polling stations, shall be prepared by each CEO for the State/UT as a whole, which should include the District specific SVVEP plan of action prepared by the DEOs concerned. The SVEEP Plan should include the following action points/strategies:

1. SVEEP Strategy:

The Commission has directed that a **360 degree Awareness and Publicity Campaign** should be launched not only to sensitize the public on the imperative of an error-free roll and optimized polling stations, but simultaneously to educate them on the methods and ways by which they can participate in the NERP and help the attainment of its objectives. The SVEEP strategies should necessarily incorporate, *inter alia*, the following initiatives and activities.

a. NERP should be launched at every Polling Station through Public Meetings, explaining the aims, objectives and goals of NERP-2016.

b. There should be exact vision, goal, role and timeline clarity regarding NERP down from the State level to the Part-level, from the CEO to the BLO and from the State level political functionaries to the general public at the village level. The BLO, who is at the cutting edge of NERP implementation at the ground level must be absolutely clear about the programme and should be in a position to explain every aspect of the project to the citizens and address their queries/doubts etc in a satisfying manner.

c. The most basic and essential component NERP is the facilitation to voters to access the rolls and find the errors/mistakes which need to be corrected. For this purpose, the conventional and time-tested method of making the roll copy available in the PS and reading out the Roll at specified date and time should be done. This is in addition to the facility of online search that is being provided to the voters through NVSP.

d. The Booth Awareness Groups (BAGs) at every location should be activated and trained well in time to spread the programme awareness and publicize the details in their respective areas.

e. Proper theoretical and functional training should be imparted to the BLOs and BAGs by the EROs/AEROs and ALMTs under the supervision of the DEOs.

f. The preparation of multi-lingual IEC material like posters, pamphlets, leaflets, instructional hand-outs etc depending on the local needs and factors is essential to ensure the success of any SVEEP Plan. The publicity material must be made at the State level and subsequently customized to the local needs of the district/AC by the DEO concerned. The pamphlets etc should be liberally distributed at places where large public gathering or queuing takes place like PDS Shops, Bus Terminals, Employment Offices, Regional Transport Offices, Registration Offices etc. The pamphlets and instruction material can also be distributed through newspaper vendors, milk vendors etc to reach the doorsteps of each household.

g. Publicity Campaign should be launched through ECI/CEO/DEO websites and linking these with the websites of other important government department which are frequented by the public.

h. Special Campaigns should be rolled out through print and electronic media at the State and district level to enhance voters' awareness about NERP-2016.
i. Awareness should also be created through local Cable TV channels, Radio, Mobile Phones etc as per local needs.
j. As part of the CSR activities, the Mobile Service providers can be requested to send bulk SMS of short appeals/awareness messages to the public regarding NERP and the need to have their details corrected in the electoral rolls. Similarly, local FM channels can be motivated to utilize their CSR component to play radio jingles etc on the subject.
k. Social Media platforms like Facebook, Twitter, Youtube, WhatsApp, IMO and other Internet gateways can also be effectively utilized to spread awareness and information about this programme.
l. Regional/State/District Level Icons may be identified and creatively used for conveying critical programme messages to the public.
m. The NERP related awareness and education messaging can be piggybacked on major grass-root level central and state government programmes of health, education, rural development, poverty alleviation, sanitation and so on.
n. Coordination and awareness meetings must be held with all the Government Departments/agencies/bodies at the CEO's and DEO's level to elicit their cooperation in the implementation of the programme and also to ensure that they motivate their employees/officials to enroll themselves and their eligible family members and to assist the BLOs in improving the health of the rolls by indicating any corrections in the database or by identifying the ASD and Multiple Entries.
o. CSOs, NGOs and RWAs may be approached and engaged in urban areas and NYKS, NSS/Anganwadis/SHGs etc may be tapped in rural areas to spread awareness and sensitization.
p. The functioning of BLOs may be facilitated by involving the local RWAs, CSOs, Youth Associations and community-based organizations, whose members may be impressed upon to contribute as Booth Level Volunteers (BLVs). Further, these

bodies may be requested to motivate people through consultation and interaction and mobilize then for strategic activities during the programme.

q. Corporate houses, private companies, factories and establishments in the area should be approached and motivated to ensure error-free and 100% enrolment of their employees/workers and also to correct the errors if any in their existing entries in the rolls.

r. Modern IT-enabled Call Centres must be established at the State and District level to receive information, complaints and inputs from the public and there should be system to channelize all the information into the central database, where corrective action is being taken by the EROs. The call centre numbers should be given wide publicity and personnel manning the call centers should be properly trained and equipped with relevant information to provide cogent and clear replies to the electors who seek any programme information or guidance.

s. FAQs on the programme and action plan should be developed by the CEOs incorporating state-specific inputs and widely disseminated.

t. Since some persons may find difficulties in the process of searching, identifying and flagging their previous duplicate entries on the NVSP/special portal developed by the IT Division of the Commission, it is necessary that the CEO/DEOs/EROs shall take all possible steps to facilitate the voters to alleviate their doubts and queries which includes, inter alia, reading material, instruction pamphlets, leaflets, audio-visual aids, mock demonstrations, dry drills etc at the Polling Station level.

2. Mediums and Formats for Voter Awareness and Sensitization:

a. Electronic Media:

   i. Scrolls on TV or display boards

   ii. Audio-visual spots- quickies- of 10/20/30/40/60 seconds on channels, cable TV, commercial radio, FM/AM channels etc.

   iii. Educational and interactive programmes on local cable TV, Doordarshan and All India Radio.

iv. Internet and social media.
v. Bulk SMSs, audio message played during call-waiting on mobile networks, ring-tones etc.

b. Print Media:
i. Articles, Press Releases, news and information, print advertisements for newspapers, journals, weeklies etc.
ii. Commercial advertising boards and hoardings.
iii. Local magazines and newspapers in vernacular languages.

c. Outdoor Media:
i. Cinema slides, short documentaries, dynamic outdoor media.
ii. Standies, information kiosks, stickers, posters, banners etc for static outdoor media.
iii. Digital banners, web publications etc for linking with all Govt/District websites.
iv. Bus Panels, auto-rickshaws, other commercial vehicles.
v. Display Boards in Malls, Shopping Complexes etc.
vi. Multi-media buses, vans etc.

d. Other Forms of Media/Communication:
i. Traditional forms of mass communication like nukkadnataks, puppet shows, folk songs etc.
ii. Performance art and street theater.
iii. Traditional Fairs and local festivals, marts, shows etc.
iv. Arts, handicrafts, dance forms etc.
v. Innovative material like wrist bands, hair bands/clips, book-marks, mugs, table calendars, stickers, playing cards etc.
vi. Voter Awareness Clothing like T-shirts, caps, bandanas etc.
vii. Spreading awareness through messages on Electricity/water/phone bills, packaging material, shopping bags in stores, Milk Packets, Public transport tickets, railway tickets, cinema hall tickets etc.
viii. Using Community platforms like Raahgiris, Jogger's groups etc.

e. Inter-personal communication:
i. Public meetings, seminars, conferences, workshops etc.

ii. Briefings by the CEOs/DEOs/EROs and other officials to the people or media.
iii. Video-conferences with officials at all levels and across departments.
iv. Direct contact programmes with public through field workers/BLOs etc.

3. Indicative Publicity Action Plan:

. NO.	Type & Medium of Awareness/sensitization Message	Place of Display & Time/Duration
.	Posters/banners	• All Offices of CEO/DEOs/EROs/ AEROs /BLOs/ Voter Centers. • All Government Department offices. • Notice Boards in offices of all departments having public dealing. • As many prominent places in the AC/Part as possible. • All Polling Stations. • At all venues NERP related public meetings, seminars etc.
.	Pamphlets	• Distribution at reception centres of DEOs/EROs/BLOs/Voter Centers/ Registration Offices/PDS shops/ Education Institutions etc. • Through newspaper vendors/ milk distribution agents.
.	Stickers	• Transport Buses, LPG Cylinders, Auto-rickshaws, commercial vehicles etc.
.	Newspaper Advertisement	• In 2 leading dailies and as many local vernacular newspapers as possible every Saturday or just before any special meetings/camp.

.	Scrolls in local Cable Channels	• Once or twice Daily, at fixed times, throughout the programme period.
.	SMS to electors	• Once in a week or fortnight or just before any special drive/camp
.	Short films/cinema slides etc	• In cinema theatres every day. • In community halls etc through projectors every weekend.
.	Social Media	• Extensive and regular updates and information and awareness campaign on district websites, facebook pages, twitter, whatsappetc

Chapter 8: Monitoring and Review

Effective monitoring and periodic reviews of the actions and activities undertaken at various levels is the key to the successful and time-bound implementation of the NERP-2016. To ensure smooth, structured and time-bound implementation of this flagship programme, it is decided that NERP-2016 be carried out in Project mode, with specific verticals, clear timelines, stringent monitoring and periodic reviews by the CEOs/DEOs.

Systematic and well-designed monitoring provides timely information about project progress and reveals valuable inputs on emerging issues, allows mid-course corrections, improves performance and maintains accountability amongst the officials. Besides close and constant monitoring, periodic reviews by the CEO and DEOs are essential to assess the progress of implementation at critical project milestones. Proper and efficient reviews will essentially reveal if the NERP progress is on track or has deviated from the agreed strategic aims, objectives and timelines and allow the CEO at State/UT level and DEOs at District level to make necessary adjustments and arrangements for ensuring timely completion of the various NERP activities.

Realizing the crucial importance of effective and efficient monitoring of NERP-2016 by the senior officials, the Commission has directed that the following instructions be strictly complied with:

1. The CEOs shall closely monitor and periodically review the achievements of pre-identified NERP targets, take stock of the situation, review the remaining work with DEOs and EROs and ensure that timelines spelt out in the schedule of activities/Detailed NERP Action Plan for the state/UT are not breached.
2. The CEOs shall obtain weekly reports of the work done by the DEOs in prescribed formats (FORMAT-1) on the dashboard and furnish AC-wise consolidated reports in respect of his State/UT (FORMAT-2) to the Commission by the succeeding Monday of every week starting from the first week of June 2016 till the completion of the Project. This report must contain the analytical comments and qualitative inputs by the CEO on the progress of NERP and must not be a mere clerical formality.
3. The DEOs shall obtain weekly reports from all EROs in specified formats (FORMAT-3) on the dashboard and submit the consolidated

report for the entire district to the CEO by the Saturday of every week, so that the same may be analysed and consolidated for the entire State/UT by the CEO for onward submission to the Commission by Monday.

4. The EROs shall undertake reviews with the Supervisors and BLOs, at least twice a week on the work done by each BLO and compile the same for the entire AC and submit report to the DEO by the Friday of every week.
5. Regular Video Conferences shall be held by the CEOs with DEOs and EROs/AEROs to review the NERP progress. In any case, there should not be less than 1 (one) VC per week by the CEO for NERP review till the completion of the programme.
6. Observation Visits by ECI Officers: The Principal Secretary/Secretary/Under Secretary of the Zonal sections shall visit the States/UTs under their charge at the following junctures:
    a. During the Training of CEO/Addl. CEOs /Jt. CEOs/DEOs and Dy.DEOs by SLMTs at State Headquarters.
    b. During Training of Supervisors/BLOs by DLMTs and ALMTs at 1 or 2 random locations/districts.
    c. Once a month in July and August 2016 each to review the NERP progress with the CEO and selected DEOs at the State Headquarters to facilitate the identification of key focus areas and formulation of strategies to give thrust in areas which are lagging behind.
7. Regional NERP Review Conferences/ State-specific NERP Review Conference shall be held by the Commission and/or DECs/DG in-charge of the States/UTs to comprehensively review the progress of NERP implementation.

The overall supervision and oversight of NERP implementation in a State/UT shall be under the aegis of the DEC/DG concerned.

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This booklet is intended for use of training purpose only. Contents of this booklet are not exhaustive and for any specific clarification, reference should be made to the relevant provisions of law and/or the instructions of Election Commission on The subject, which would prevail over contents of this booklet

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