

ERO-Net

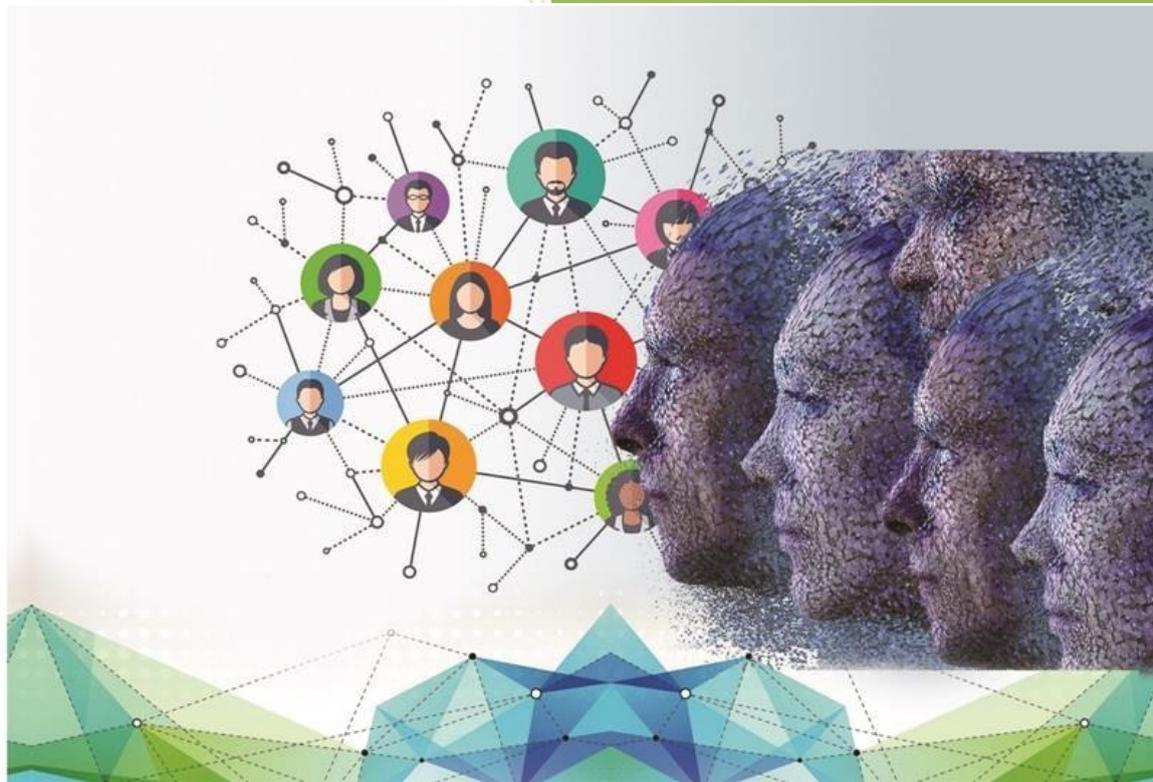


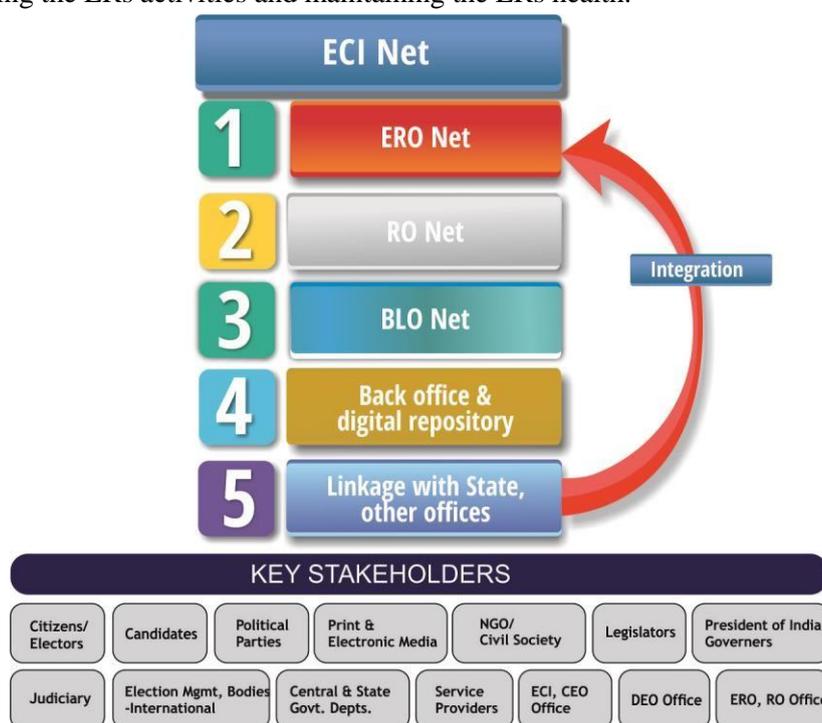
TABLE OF CONTENTS

1. Preamble	2
2. Background	4
3. Form Processing Through ERO-Net	5
4. Online Form Processing – In Nutshell	6
5. Online Form Processing Details	7
6. Roles	8
7. Role description	9
Officer 1: CEO (Chief Electoral Officer).....	9
Officer 2: DEO (Deputy Electoral Officer)	11
Officer 3: ERO (Electoral Roll Officer).....	13
Officer 4: AERO (Assistant Electoral Roll Officer)	16
Officer5: Supervisor.....	18
Officer 4: Data Entry Operator	19
8. Notifications to ERO Through Mobile App.....	22
9. Publication	23
E-Roll Printing	24
List of various heads of Electoral Roll.....	25
Glossary.....	26

1. PREAMBLE

The ECI-Net is a system to integrate processes of Election Commission of India (ECI). The system enables National Rollout of the e-Services (NRES) to stakeholders. Electoral process has two distinct components, first is the maintenance of healthy Electoral Rolls (ERs) and second is the efficient conduct of elections. Each of these two components is proposed to be integrated at national level and managed through ECI-Net using Information Technology (IT). ERO Net is for ERs management and RO-Net is for assisting in conduct of elections. ECI-Net also envisages e-office to automate process flow in ECI along with digitization of all information & records. The system will enable extending various services to external stakeholders. The system will also help in improving efficiency and decision making of internal stakeholders.

ERO-Net brings in seamless processing of forms, easy handling of the databases, regular and simpler way of monitoring the ERs activities and maintaining the ERs health.



The system has three major components,

- ERO-Net** *links all EROs of Nation.*
- UNPER** *Unified National Photo Electoral Rolls Data.*
- NVSP** *Citizen Electoral services.*

To provide services on NVSP at national level, data exchange services are deployed at each state. To integrate ERs at national level as Unified National Photo Electoral Rolls Data. The ERs data is managed and maintained on state server by using ERMS of respective states. The ERO-Net system provides a unified ERMS service at national level on secure cloud using UNPER. The data exchange services will still be there to maintain the ERs both at national and state servers. The state servers will have mirror image of latest synchronized data on which all operations related to ERs may be done at state level. The state servers will also act as disaster recovery remote servers for UNPER.

The overall scope of ERO-Net is to develop a web based system for Electoral officials.

The ERO-NET provides following functionalities in ERs management,

1. Processing of electoral forms
 - View dashboard for overall processing.
 - Processes and specifications for digitization and scanning.
 - Assigning part number and BLO.
 - Generation of checklist for field verification by BLO.
 - Entering field verification report.
 - Schedule hearing with electors/ objectors or field re-verification.
 - Getting feedback from ERO of previous AC.
 - Sharing outcome of possible repeat entries with ERO(s) concerned.
 - Approve/ Reject forms.
2. Maintain electoral rolls
 - Generation of EPIC and inclusion in electoral rolls.
 - Modification in electoral rolls.
 - Migration/ Deletion in electoral rolls.
 - Generation of various formats (formats 1 to 11A).
3. Polling Stations Management System
 - GIS location of PS.
 - Part & Section boundaries on GIS.
 - AMF Mapping.
 - Part & Section optimization based on ECI guidelines.

Electoral Services through ERO Net

- Web Portal (NVSP),
- Mobile App (Android, iOS, Windows),
- SMS gateway,
- E-mail.

Electors and Citizens get following Information on the ER entries

- Name search, part & Serial No.
- Submit online applications of form 6, 6A, 7, 8, & 8A with supporting documents.
- Tracking the status of filled application including auto alerts.
- Details of Polling Station (PS),
- Details of Assured Minimum Facilities (AMF)
- How to reach your PS using GPS, Google Earth, Google Maps and Key Map.
- Know your Electoral Officers- BLO, Supervisors, Election Officer/ NayabTahsildar, AERO/ ERO, DEO & CEO.
- Step by step guide on enrolment & FAQs, Information on legal provisions relating to enrolment.
- Voluntarily furnishing information to ensure health of ER such as contact details, linking family members, un-enrolled family members' details, members going to become eligible for voter ID card (attains age of 18 years) in next summary revision, details of shifting/ absent/ dead of any elector etc.

2. BACKGROUND

The inclusion, shifting/ transposition, modification or deletion in the electoral roll is done by submitting ER forms. Applications can be filed online through portal, Mobile Application, SMS, National Call Centre (NCC) or by submitting the filled-in forms to ERO/ AERO/ BLO of his or her constituency in paper or through electronic submission using NVSP portal.

The inclusion, modification or deletion in the electoral rolls is done by filling and submitting ER forms. Request can come in either electronic or physical form.

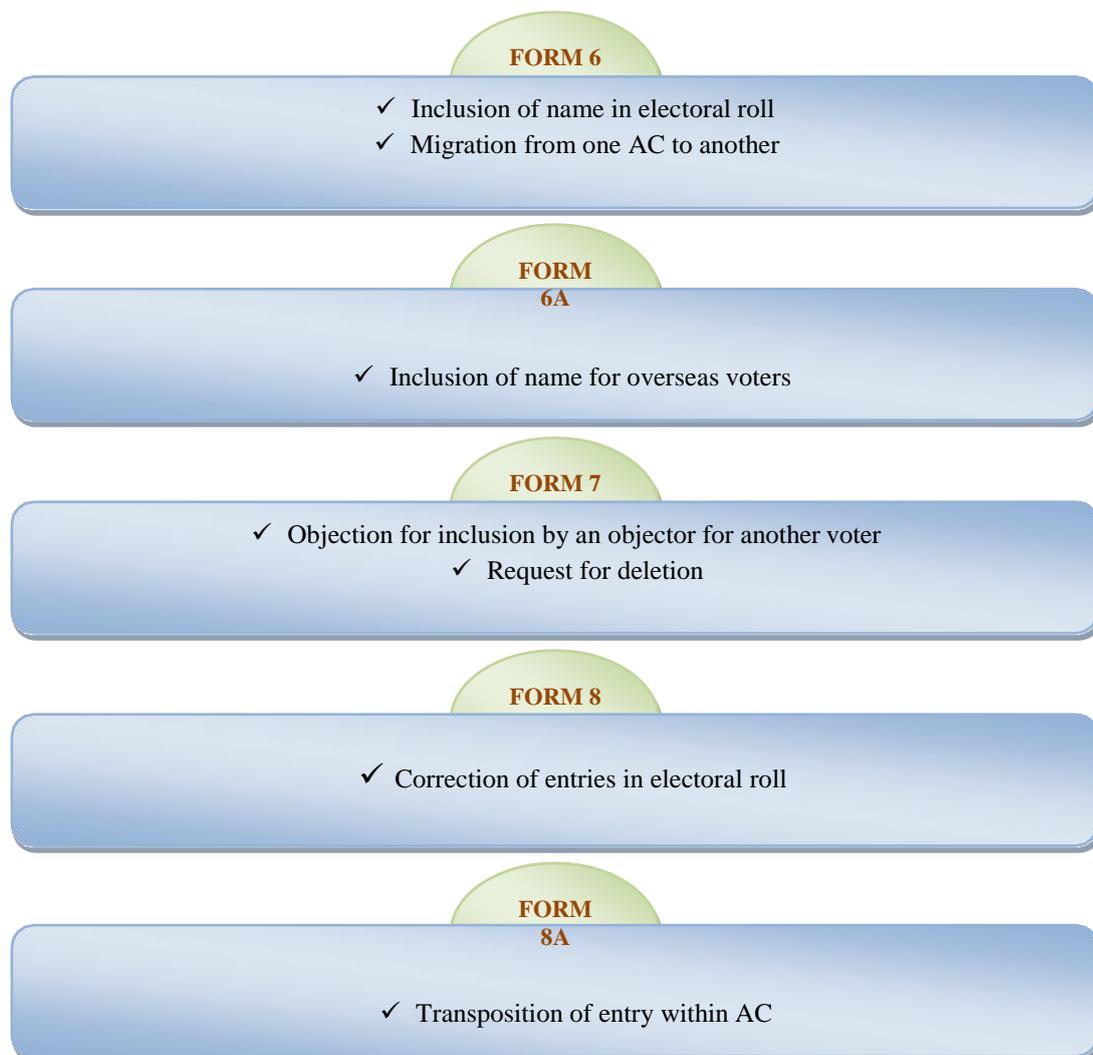
In electronic form

- Online Form from <http://nvsp.in>, or
- Through Mobile App, or
- Through SMS.

In physical form

- Filling up form and submitting to ERO/AERO of his or her constituency.

Different types of forms and their details are as given below,

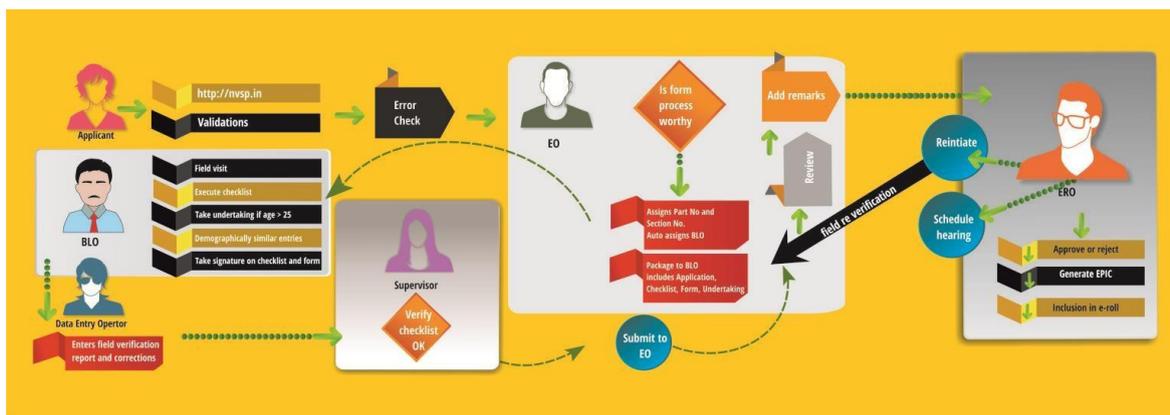


3. FORM PROCESSING THROUGH ERO-NET

1. Applicant fills form online on NVSP/ Mobile App/ SMS/ or submits physical form.
2. In ERO-Net digitization of offline forms data is done.
3. Alert is sent to user indicating submission of forms.
4. Offline validations and checks are undertaken. Also alert is generated to AERO/ ERO and users indicating the submission/ Scanning of forms including supporting documents. The digitization of images done.
5. The BLO of previous AC does field verification at old address in 7 days and gives feedback as Shifted/ Dead/ No Such person/ still living in the old address.
6. ERO of old AC sends BLO field verification report to new ERO in 14 days. If found shifted from old place, the ER entry is '*Marked for Migration*' to new ERO.
7. Election Officer ERO/ AERO checks whether the form is ok to process further.
8. If part IV is filled in Form 6 application - corresponding ERO/ Supervisor/BLO is informed by alert.
9. The Checklist for field verification by BLO is generated.
10. Alert is sent to applicant and concerned Supervisor/ BLO.
11. BLO collects copy of form, supporting documents, and checklist. He does field verification using hard copy of checklist and sends outcome by SMS/ mobile app and sends filled in checklist electronically.
12. The report of BLO is entered by data entry operator.
13. Supervisor checks the form and field verification report, add his/ her remarks and submits to AERO.
14. ERO/ AERO recommends based on inputs, such as documents submitted, field verification report(s), Objections received and remarks of other ERO.
15. ERO rejects/ accepts/ schedules hearing. ERO may order re-verification process as well.
16. Alert is sent to applicant about decision/ schedule of hearing.
17. If ERO accepts the form either new EPIC is generated or old EPIC is retained in case of migration and the record is included in the E-Roll. In case of approved modifications the record in E-Roll is updated.
18. If EPIC is to be printed then Generation of EPIC image (pdf) and link to printer is activated. Alert goes to elector and printer of EPIC.
19. On completion of EPIC printing, alert goes to Elector to collect his EPIC from a designated place/ await delivery by BLO.
20. If Appeal is filed before DEO/ CEO entire data moves to new level & process is repeated.

4. ONLINE FORM PROCESSING – IN NUTSHELL

The applicant submits the form online at nvsp.in and on completion of the same gets the SMS/ email alert. Thereafter AERO checks the application for further processing. If ok, AERO assigns part and section number to the form. The BLO is either automatically or manually assigned. BLO can also be reallocated if desired. ERO/ AERO also generates a checklist, which includes demographically matched entries, for BLO to process further. The ERO/ AERO sets target date for BLO to process allocated forms. BLO also takes a physical print of the application as part of package required for field verification. BLO does field verification and executes the checklist. In case age is greater than 25 years, an undertaking is taken from the applicant. BLO makes comments on demographically similar entries and takes signature on physical form from applicant. BLO submits the information to the data entry operator who in turn enters the BLO report, corrections and supporting documents. Supervisor thereafter verifies the checklist and submits it to the ERO/ AERO, who reviews the checklist and gives observation to the ERO. The ERO if approves application, an EPIC is generated and updates are done in central e-roll. If however ERO rejects the application, information is sent to the applicant about Schedule hearing or for re-initiating the process.



5. ONLINE FORM PROCESSING DETAILS

1. Applicant fills form online on NVSP/ Mobile App/ SMS/ or submits physical form.
2. Alert is generated to AERO/ ERO and applicant indicating the submission of forms.
3. For already registered electors , the BLO of previous AC does field verification at old address in 7 days and give feedback as: Shifted/ Dead/ No Such person/ still living in the old address.
4. ERO of old AC sends BLO field verification report to new ERO in 14 days. If found shifted from old place, the ER entry is '*Marked for Migration*' to new ERO.
5. Election Officer ERO/ AERO checks whether the form is ok to process further.
6. If part IV is filled in Form 6 application - corresponding ERO/ Supervisor/ BLO is informed by alert.
7. The Checklist for field verification by BLO is generated.
8. Demographic similar entries record are shown if found any, a checklist containing details of DSE if found can be verified by BLO & final decision can be taken by ERO in this regard.
9. Alert is sent to applicant and concerned Supervisor/ BLO.
10. BLO collects checklist and does field verification using physical checklist. He sends outcome by mobile app and submits filled in checklist electronically.
11. The report of BLO is entered by data entry operator.
12. Supervisor undertakes checks and then submits verification report to ERO/ AERO.
13. ERO/ AERO recommends based on inputs, such as documents submitted, field verification report(s), Objections received and remarks of other ERO.
14. ERO rejects/ accepts/ schedules hearing. ERO may order re-verification process as well.
15. Alert is sent to applicant about decision/ schedule of hearing.
16. If ERO accepts the form, updates in E-Roll are done and either old entry with EPIC number migrates to the new place or new EPIC is generated, wherever applicable.
17. If EPIC is to be printed and given then Generation of EPIC image (pdf) and link to printer is activated. Alert goes to elector and printer of EPIC.
18. On completion of EPIC printing, alert goes to Elector to collect his EPIC from a designated place/ await delivery by BLO.
19. If Appeal is filed before DEO/ CEO entire data moves to new level & process is repeated.

6. ROLES

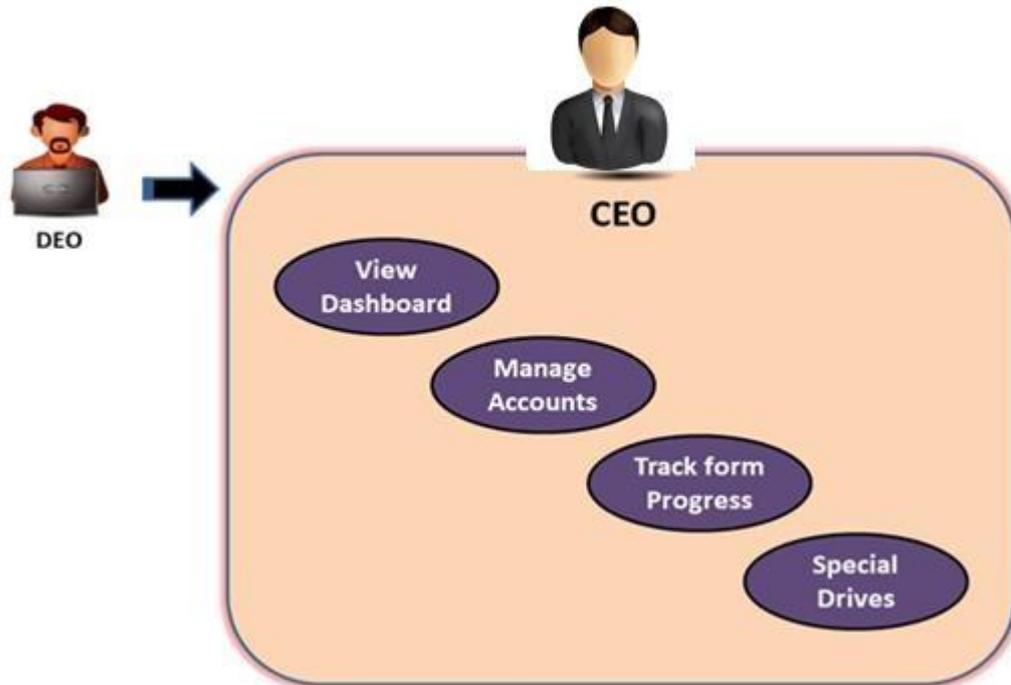
ERO-Net caters to the number of roles of existing ECI officials. ERO-Net takes into consideration following roles at the state level.

- **CEO** CHIEF ELECTORAL OFFICER(STATE LEVEL)
- **DEO** DISTRICT ELECTORAL OFFICER (DISTRICT/ SUB DISTRICT LEVEL)
- **ERO** ELECTORAL ROLL OFFICER(AC LEVEL)
- **AERO** ASSISTANT ELECTORAL OFFICER(ELECTION IN-CHARGE AT TEHSIL/ TALUKLEVEL)
- **SUPERVISOR** (FIELD OFFICER TO OVERSEE BLO ACTIVITIES)
- **BLO** BOOTH LEVEL OFFICER
- **DATA ENTRY OPERATOR** (PERMANENT IT STAFF AT AERO/ERO OFFICE)
- **SERVICE PROVIDERS** FOR DATA ENTRY/ DIGITIZATION AND SCANNING OF FORMS (SLA/VENDORS)

7. ROLE DESCRIPTION

OFFICER 1: CEO (CHIEF ELECTORAL OFFICER)

Monitoring and Management of Overall ERO-Net Processes in State



Roles

1. Monitoring form processing and progress district and AC wise.
2. Managing accounts of DEO/ ERO/ AERO/ Operator.

After login CEO will get the following screen, containing number of tabs,

Functionality of the tabs is given as under:

Manage Accounts

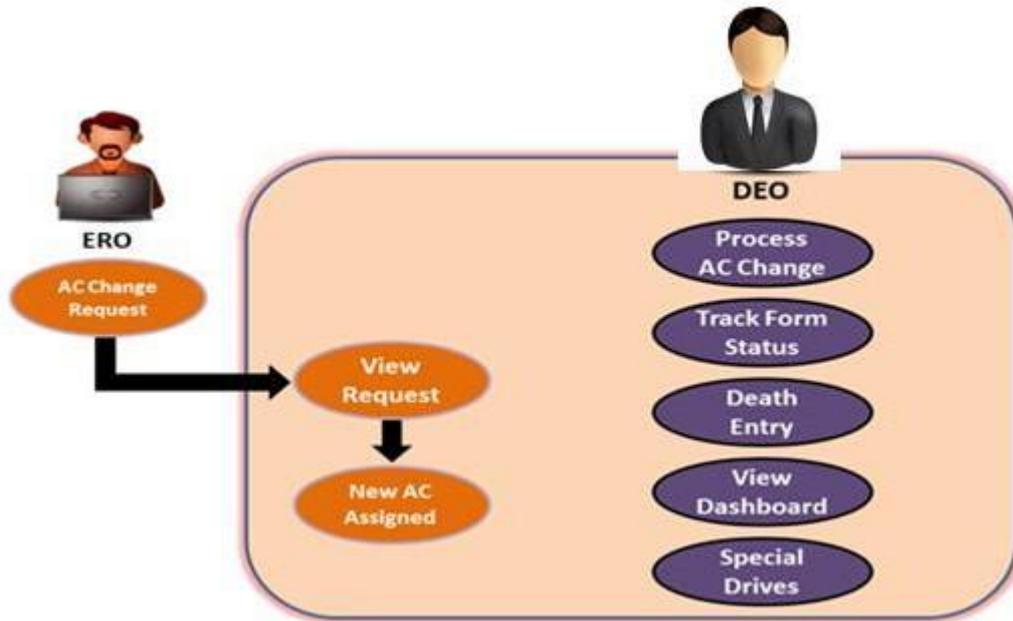
CEO can reset the password of accounts of DEO, ERO, AERO, Operator and supervisor. CEO can view logins in a particular district/ AC by selecting districts and ACs, thereafter logins in the particular district/ AC will appear, CEO can reset the password of the selected account.

Track Form Progress

CEO can view the current status of a particular form by entering a reference number.

OFFICER 2: DEO (DEPUTY ELECTORAL OFFICER)

Monitoring and Management of Overall ERO-Net Processes in District



Roles

1. Monitoring form processing and progress, AC wise.
2. Processes the AC change request.
3. Handles death entries in e-Roll.

After login DEO will get the following screen, containing number of tabs, Functionality of the tabs is given as under:

View Dashboard

This screen gives summary of all forms status and count. After clicking on view dashboard in ERO Home page, we get following screen showing summary of all forms, submitted through ERO-Net and NVSP. The dashboard displays information AC wise.

Process District/ AC change request

As per the request received from ERO, DEO can process the district/ AC change request.

Track Form Progress

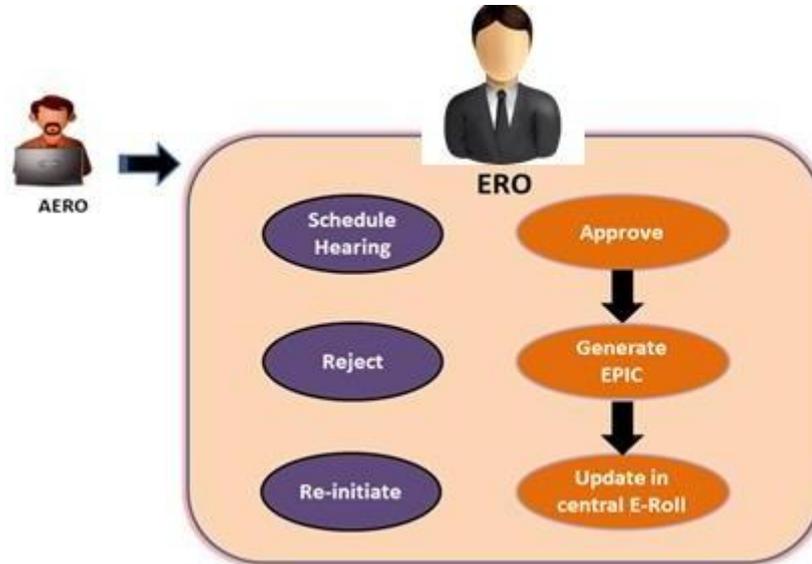
DEO can view the current status of a particular form by entering a reference number.

Death Entry

DEO can make death entries of deceased electors either by filling up the form as shown in image (given below) or in bulk by uploading the .xls file.

OFFICER 3: ERO (ELECTORAL ROLL OFFICER)

Authority to pass orders on application forms



Roles

1. Approve Forms

Officer 1 can approve the forms received online through NVSP/ Mobile App/ SMS. Forms received in physical form will be digitized and injected into online system. While passing the order appropriate remarks need to be given by Officer1, which may be used during appeals.

2. Monitors and permits migration of entry to EROs

3. Generation of EPIC Number.

4. Reject forms

Officer 1 can reject forms received online through NVSP/ Mobile App/ SMS. While rejecting, appropriate justification has to be given. The same may be used during appeals. Forms received in physical form will be digitized and injected into online system.

5. Schedule hearing

Officer 1 can schedule a hearing with the applicant in case clarity is required or when in doubt.

6. Reinitiate process of field verification

Officer 1 can reinitiate verification in case of want of clarity or when in doubt.

ERO Order Accept/Reject

When ERO clicks on this tab he/ she will get the list of forms which are under process. Here forms 6/ 6A/ 7/ 7A/ 8 could be selected. These forms could be in different states like BLO Appointed, field verified etc. Results could also be filtered on basis of date, part number etc.

Forms could also be searched based on either form number or EPIC number. After clicking on 'Process' link he/ she gets form on screen which contain information about applicant's personal details, family details and field verification report.If ERO has any doubt he/ she can schedule hearing or accept the application.ERO can request a change of District/ AC to the respective DEO.

Inclusion/Modification/Deletion in E-Roll

When ERO selects a particular form and it has been approved then the processes of inclusion, deletion, and modification of forms could be performed into the the E-Roll.These processes are activated by selecting the form type like inclusion by selecting form 6, modification by selecting form 8 and deletion by form 7.Given below are the respective screenshots and details of the same:

Inclusion

Here ERO can accept form 6 and generate EPIC number and add record in the electoral roll. In case of form 6A entry will be added without generating EPIC.

Modification

In case of form 8/ 8A existing entries will be modified in electoral roll. EPIC generation can be undertaken for inclusion request forms which have been approved.

Deletion

In case of form 7 entries will be deleted from electoral roll.

Deletion request to/from other ERO

When ERO clicks on this tab he/ she get the list of forms which already have record or have EPIC number. Here forms 6/ 6A/ 7/ 7A/ 8 could be selected. These forms could be in different states like BLO Appointed, field verified etc. Results could also be filtered on basis of date, part number etc. Forms could also be searched based on either form number or EPIC number. After clicking on 'Process' link he/ she gets form on screen which contain information about applicant's personal details, family details and field verification report.ERO can schedule hearing or accept/reject application.

Suo-Moto Deletion in E-Roll

By clicking on Suo-moto form 7 is generated for absent, shifted or delete (ASD) records.

E-Roll Management

Applicants which are finally included in the E-Roll are displayed after clicking on this tab. ERO can filter the results displayed on the screen using part number, from date, to date, or using the EPIC number.

View Dashboard

This screen gives summary of all type of forms. After clicking on view dashboard in ERO Home page, we get following screen showing summary of all forms.

BLO Management

This gives the list of registered BLOs. Here BLO's details could be modified/ deleted.

AC Change Log

ERO can check the log of the AC change requests sent and their status.

Part-wise E-Roll Records

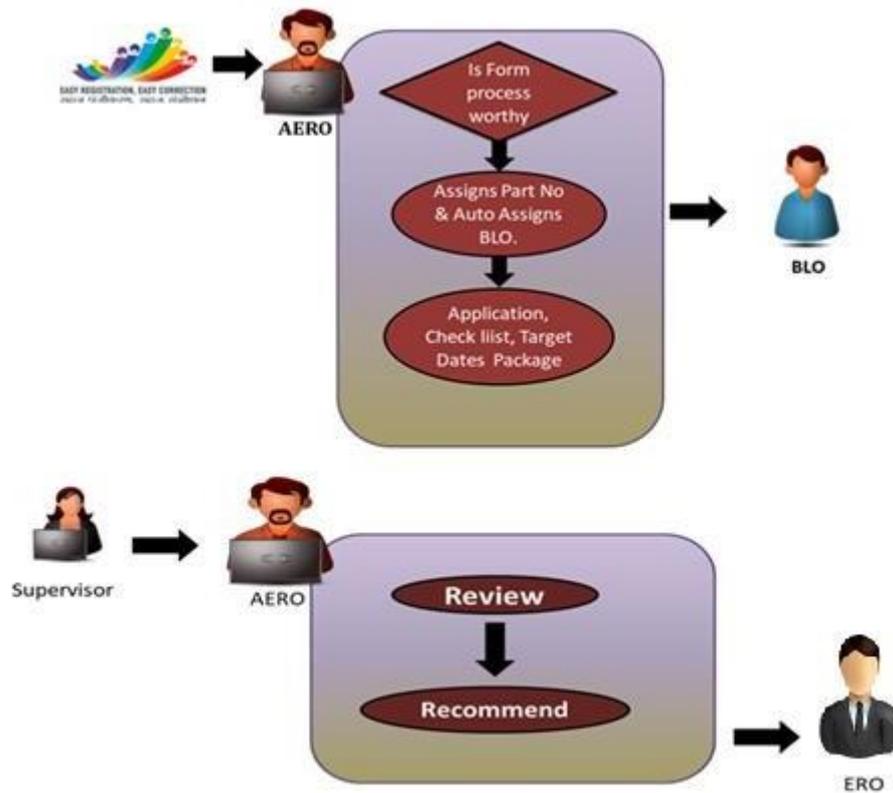
ERO can view part wise count of e-Roll records.

Form 9,10, 11&11a

ERO can generate form 9 (list of form 6 filled), form 10 (list of form 7 filled), form 11 (list of form 8 filled), and form 11a (list of form 8a filled).

OFFICER 4: AERO (ASSISTANT ELECTORAL ROLL OFFICER)

(In charge of Elections in Tehsildar's Office) Election Officer/ Election Naib Tehsildar / Election Deputy Tehsildar/ Election Kanungo



Roles

1. Assign Part/Section

Officer 2 has to assign part / section for new applicant's Form 6. In all other cases the applicant has to compulsorily fill the Part and Section in the application.

2. Request for deletion to other AC's concerned ERO

In case of Form 6 if user has filled the Part IV of the Form, it indicates that the user is already registered under some other AC. In such a case a request is sent to the concerned ERO of the other AC to undertake field verification and confirm if shifted, and then mark for deletion.

3. Submission to ERO for approval or rejection

Based on inputs from BLO and/or supervisor the Officer 2 submits to ERO for approval/rejection.

Assign part/ Section/ BLO

After clicking on this tab AERO gets the list of submitted forms whose part/ section number/ BLO is not assigned. He/ she can assign/ reassign part number/ section number/ BLO here. Also checklist for filed verification by BLO is generated and handed over to the BLO.

Request deletion to other ERO

After clicking on this tab a list of submitted forms will be displayed on screen. By clicking the 'Process' button in list a form processing panel gets opened on screen which contain information about applicant's personal details, family details, field verification report. If applicant has mentioned part IV details in the form then it will be displayed on the form processing panel along with the 'deletion request' button for sending the deletion request to other ERO. If deletion request is already sent then it's status is shown instead of the 'deletion request' button

Submission to ERO

After clicking on this tab AERO gets a list of forms which could be further filtered on the basis of field verified, BLO assign, and part assign, etc. AERO checks the BLO field verification report and submit the same to ERO along with his remarks.

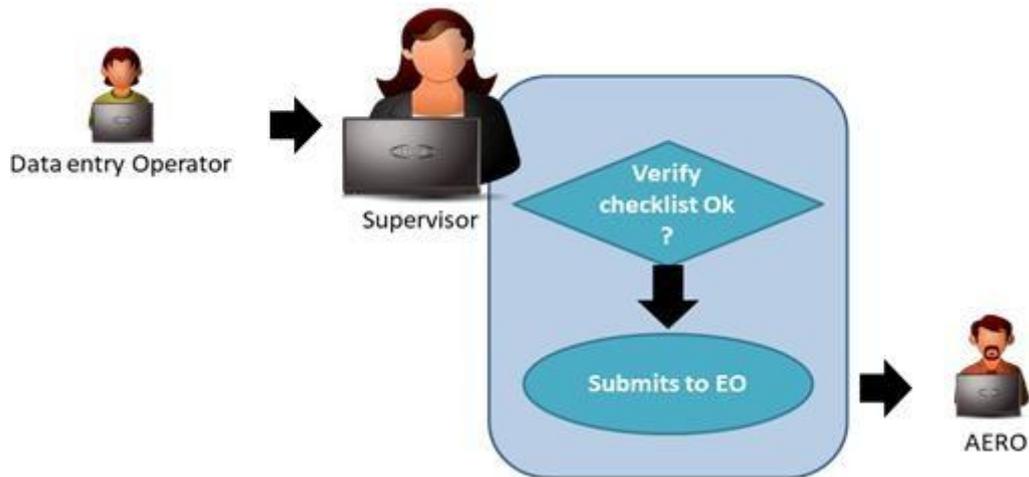
View Dashboard

This screen gives summary of all type of forms. After clicking on view dashboard in ERO Home page, we get following screen showing summary of all forms.

User Management

After clicking on this tab AERO can see details of Users of the system (supervisor, data entry operator). AERO can also add, edit and delete user information.

OFFICER5: SUPERVISOR



Roles

Supervisor views the verification report, checklist and provides recommendations to AERO with remarks. After login, Operator gets following screen, which contain two tabs,

Submission to AERO

After clicking on this tab supervisor gets a list of submitted forms under progress, and various states like BLO Appointed, field verified. He/ She can filter list on basis of date/ part number. Forms could be searched on the basis of either form number or EPIC number. After clicking on 'Process' link, applicant's information like his/ her personal details, family details, field verification report could be viewed. Supervisor can add remark and submit form to AERO.

View Progress : This screen displays the progress of forms.

OFFICER 4: DATA ENTRY OPERATOR



Roles

1. Data entry of offline forms, digitize it and filling preliminary scrutiny format.
2. Upload scanned documents.
3. Enter BLO field verification report
4. Upload accepted scanned forms and supporting documents.
5. Data entry of corrections.

1) Enter number of forms received

Operator can enter the number of forms received in hard copy using this tile. The count can be entered date wise and form wise as shown below,

2) Offline forms data entry

After clicking on this tile following screen displays, which contains all types of forms so operator can select proper form, make entry and submit the form. This screen also contains guidelines, in '.pdf' format, on how to fill the forms.

3) Upload scan forms and proofs

By clicking on this tab Data Entry operator can upload scanned documents for further verification and for record purposes. Here Operator can find forms by reference id, form type, and duration when forms were submitted.

4) Enter BLO report

When Operator clicks on this tab he/ she gets list of forms which are under process. Here forms 6/ 6A/ 7/ 7A/ 8 could be selected. He/ she can filter list on the basis of date/part number. Operator can also search forms on the basis of either form number or EPIC number. After

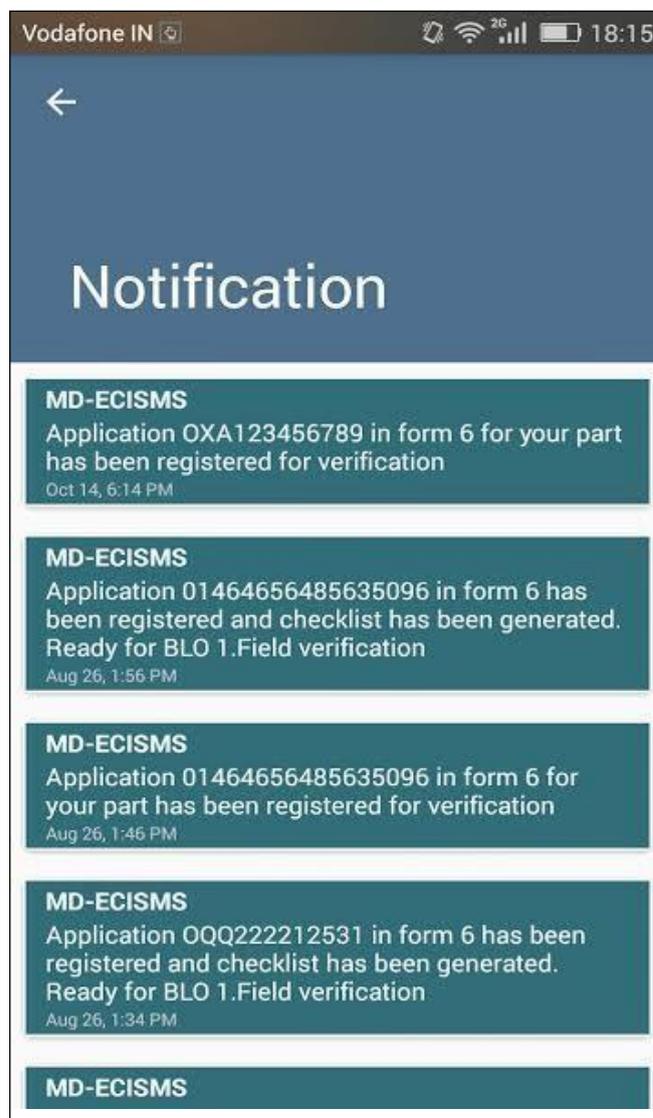
clicking on 'Process' link he/ she gets forms on screen which contain applicant's personal and family details. Here operator makes entry of field verification report.

5) Offline Entry of Format I-VIII

The collection of the additional information during BLO filed visit is maintained in the format I-VIII. It is part of special drive of ECI. This information is called as BLO register. The data collected in these formats can be digitized/ filled-up by the operator on ERO-Net by clicking on this tile. These forms are as given below.

8. NOTIFICATIONS TO ERO THROUGH MOBILE APP

Notifications are generated for different form processing steps and sent to ERO for information and subsequent action. These notifications provide ERO with real time status updates from ERO-Net system.



Notifications Panel from the ERO-Net Mobile Application

9. E-ROLL PRINTING

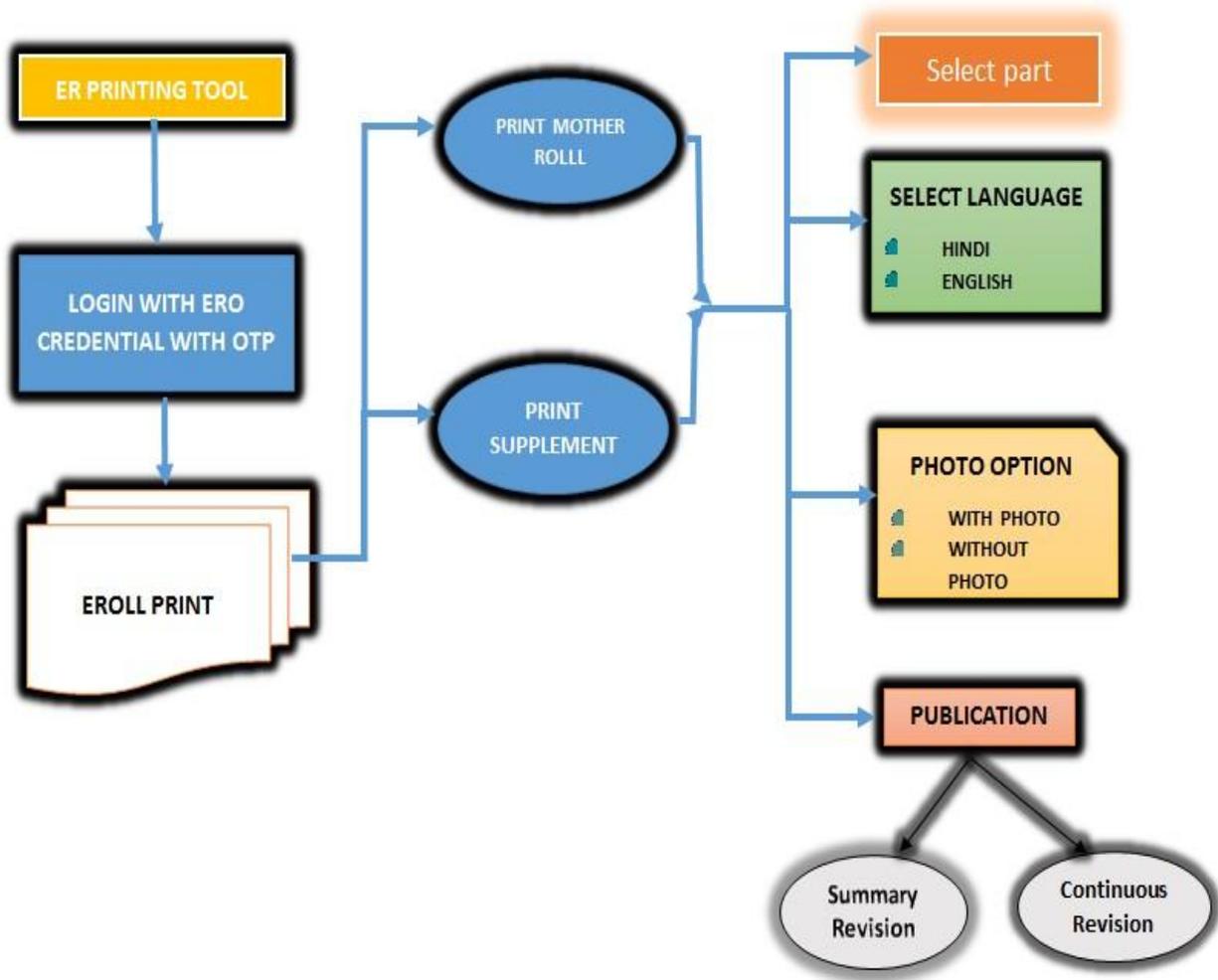


Image: Mother Roll and Supplement Print

LIST OF VARIOUS HEADS OF ELECTORAL ROLL

Electoral Roll Information

- Electoral Roll

AC Information

- No. Name and Reservation Status of Assembly Constituency
- Part number

PC Information

- No. Name and Reservation Status of Parliamentary Constituency (ies) in which the Assembly Constituency is located

Revision Details

- Details of Revision
- Year of Revision
- Qualifying Date
- Type of revision
- Date of Publication
- Roll Identification

Details of Part and Polling Area

- Details of part and polling area
- No. and name of sections in the part

Polling Station Details

- Polling Station Details
- No. and Name of Polling Station
- Address of Polling Station
- Type of Polling Station (Male/Female/General)
- Number of Auxiliary Polling Stations in this part

No of Electors

- No of Electors
- Starting
- Ending
- Serial No.
- Net Electors
- Male
- Female
- Third Gender
- Total

Signature of Electoral Registration Officer

Footer

- Total Pages
- Age as on 01.01.
- # - Modified as per supplement

Header

Assembly Constituency No and Name

Eroll Page

- Section No and Name
- Name :
- Mother's Name :
- Wife's Name :
- Husband's Name :
- Guru's Name :
- Other's Name :
- Father's Name
- House Number :
- Age :
- Gender :
- Male
- Female
- Third Gender

Count Summary Table

- Summary Of Electors
- Number Of Electors
- Roll Type
- Roll Identification
- Mother Roll
- Additions List
- Deletions List
- Mother Roll
- Supplement 1
- Supplement 2
- Male
- Female
- Third Gender
- Total
- Net Elector in this Roll after this Revision (I+II-III)
- Number Of Modifications

Supplement

- Supplement Details
- Supplement No.
- Revision
- Qualifying Date
- Mother Roll
- Supplement Process & Year
- Supplement Type
 - Supplement 1
 - Supplement 2

- Date of Publication
- 1 - List of Addition
- 2 - List of Deletion
- 3 - List of Modifications

All above fields of electoral roll required to be printed in English as well as in state regional language.

GLOSSARY

<u>AERO</u>	<i>Assistant Electoral Roll Officer</i>
<u>AMF</u>	<i>Assured Minimum Facilities</i>
<u>AC</u>	<i>Assembly Constituency</i>
<u>BLO</u>	<i>Booth Level Officer</i>
<u>CEO</u>	<i>Chief Electoral Officer</i>
<u>DEO</u>	<i>District Election Officer</i>
<u>ECI</u>	<i>Election commission of India</i>
<u>ERMS</u>	<i>Electoral Roll Management System</i>
<u>ERs</u>	<i>Electoral Rolls</i>
<u>ERO</u>	<i>Electoral Roll Officer</i>
<u>EPIC</u>	<i>Elector's Photo Identity Card</i>
<u>GIS</u>	<i>Geographical Information System</i>
<u>GPS</u>	<i>Global Positioning System</i>
<u>NCC</u>	<i>National Call Centre</i>
<u>NRES</u>	<i>National Rollout of e-Services</i>
<u>NVSP</u>	<i>National Voter's Services Portal</i>
<u>PS</u>	<i>Polling Station</i>
<u>PC</u>	<i>Parliamentary Constituency</i>
<u>SMS</u>	<i>Short Messaging Service</i>
<u>UNPER</u>	<i>Unified National Photo Electoral Rolls Data</i>