

भारत निर्वाचन आयोग

ELECTION COMMISSION OF INDIA

Tel. No. 011-23052246

Fax 011-23052001

Website: www.eci.gov.in

निर्वाचन सदन

अशोक रोड, नई दिल्ली-110001

Nirvachan Sadan

Ashoka Road, New Delhi-110001

Dated: 26th April, 2024

No.464/L&O/2024/EPS

To

1. The Secretary
Ministry of Defence
South Block, New Delhi
2. The Chief Electoral Officers of
All States/UTs

Subject: Engagement/Deployment of NCC Cadets in election duties during elections – Guidelines - regarding

Reference:

- (i) ECI's letter No.464/L&O/99-PLN.I dated 06.08.1999
- (ii) ECI's letter No. 464/INST/2022/EPS dated 18.03.2024
- (iii) MoD's letter No. 8/62/2023-D(GS.VI) dated 09.04.2024

Madam/Sir,

I am directed to refer to the subject cited and to inform that the Commission has been deploying NCC cadets in election process to perform volunteering duties on the day of poll such as queue management, assistance to PwDs, senior citizens etc., in consonance with the aim of NCC to instill ideas of selfless service among young citizens, build resolve to undertake positive community service and develop democratic spirit.

2. In this regard, it is stated that the Commission had issued guidelines dated 06.08.1999 in respect of deployment of NCC cadets in consultation of Ministry of Defence. Also, para no.7 of the Commission's instruction dated 07.06.2023(copy enclosed) lays down provision of requisitioning NCC cadets for election related duties and para no.2 (ii) of the Commission's instruction dated 10.06.2023(copy enclosed) elaborates deployment of NCC cadets as volunteers.

3. Now, in light of present context of conduct of elections, the Commission has again consulted Ministry of Defence and decided to


review and re-issue fresh guidelines on deployment of NCC cadets. Further, it has also been decided that henceforth, only cadets above 18 years of age shall be deployed for election related duties as volunteers. In view of the Commission's stance amended as above, para no. 2(ii) of the Commission's instruction dated 10.06.2023 may be read as "the age of volunteer should be more than 18 years".

4. With regard to deployment of NCC cadets during conduct of elections, it is reiterated that the cadets shall not be deployed for election related duties in States of Assam, Arunachal Pradesh, Chhattisgarh, Jharkhand, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and UTs of Jammu & Kashmir and Laddakh.

5. Subsequently, in supersession of the guidelines dated 06.08.1999, the Commission hereby issues and forwards fresh guidelines on deployment of NCC cadets for election related duties during conduct of elections. The said guidelines are attached as **Annexure-I**.

The above instruction shall be brought to notice of all concerned for strict compliance during conduct of elections.

Yours faithfully,


(AJAY KUMAR VERMA)
SECRETARY

Guidelines for deployment of NCC cadets for election related duties in elections as volunteers

Eligibility: Only Senior Division NCC cadets above 18 years of age shall be deployed.

Consent Form: This will be purely on voluntary basis and would also require parental consent. A copy of the consent form is enclosed at **Annexure-A.**

Deployment Areas: The Polling Stations where NCC cadets will be deployed, shall be carefully chosen and ensure that they are within the beat in which NCC units is located and, in any case, they shall not be deployed outside the districts. Critical/vulnerable and law and order sensitive polling stations as per current assessment shall be scrupulously avoided.

Coordination Meeting: A State Level Coordination meeting shall be held between the Chief Electoral Officer and SPNO of the State, Additional Director General (NCC)/Deputy Director General (NCC) to take stock of availability of NCC cadets and plan the deployment. Similar meetings shall be held at the District Level by the District Election Officer (DEO) and SPs with the Group Commanders/Commanding Officers of the NCC Group Units and thereafter, the DEO shall communicate the requirement of the number of cadets required at specific booth and location, to Group Headquarters.

Orientation Training/Briefing: A Suitable orientation training/briefing shall be provided to the NCC cadets, Commanding Officers of the units and the Associate NCC Officers (ANOS), covering DO's and DON'Ts. A minimum of two rounds of training/ briefing may be provided.

Deployment on Poll Day: The cadets shall be requisitioned for poll related duties only on the polling day for polling hours for the concerned polling station. The NCC cadets are to be deployed as per the following directions:



- i. A minimum of three cadets shall be deployed at a polling station. In case of more than one polling stations located within the same premises, deployment can be suitably rationalized.
- ii. All NCC cadets deployed to be in uniform and without arms.
- iii. NCC cadets shall be deployed to assist uniformed Police Personnel or Home-guard. The cadets will, however, not be used for security related and law and order duties which may endanger the life of a cadet or cause physical injury.

Nature of the duties: Keeping in mind the young profile and security of the cadets, the NCC cadets to be deployed only for the under mentioned duties:

- (a) Traffic arrangement.
- (b) Queue management.
- (c) Assistance to old/ elderly persons.
- (d) Any medical emergency.
- (e) Assistance to Persons with disability

Remuneration: The NCC cadets will be given suitable remuneration for attending training and performing duty on poll day at the same rate as any other polling personnel deployed for election duty. This shall be disbursed through the concerned Commanding Officer or ANOs from State/UT Government.

Food Refreshment: Packed lunch or payment of Rs 150 /- per day or part thereof shall be given to NCC cadets on the day of poll.

Transport: Suitable logistics arrangements for picking and dropping of NCC cadets shall be made by DEO.

Ex-gratia and Medical Facility: Compensation of ex-gratia payment in case of unforeseen event of death/injury and cashless treatment in case of injury/illness shall be paid as per the Commission's extant instruction.

Expenditure: The entire expenditure incurred on remuneration, food refreshment, transport, ex-gratia and medical facility shall be borne by the State/UT Govt in the following manner:

- i. For Lok Sabha elections, 100% by Govt. of India
- ii. For Legislative Assemblies elections, 100% by State Govt.

- iii. For simultaneous elections, 50:50 by Govt. of India and concerned State Governments
- iv. It is further clarified that in case of Lok Sabha elections, the payment shall be made by the State Government initially and the claims shall be made to the Government of India later on.

Supervision: For effective coordination in deployment, mobilization and demobilization on the polling day, a group of polling stations where NCC cadets are deployed will be monitored by the concerned Commanding Officer and Associate NCC Officers (ANOs) in close coordination with the Sector Officer/Sector Police Officer. These details have to be worked out in advance.

General Provisions: Media should be informed about the deployment of NCC cadets so that their role is appreciated by the public. Efforts should be made to convey the contribution of the NCC in conduct of the elections. DEO and SP to ensure that the cadets are deployed in a smooth, disciplined and meaningful manner to augment other available resources for conduct of free and fair and peaceful elections. They should personally monitor and supervise the entire operations.



ANNEXURE-A

FORM OF UNDERTAKING FOR VOLUNTEERING FOR ELECTION DUTIES

I _____ son of _____ resident of _____
_____ certify that I am over 18 years of age. I am an
NCC cadet of _____ college under _____
NCC Bn.

I hereby volunteer to undertake duties on the date of polling related to the conduct of polling for the
General Elections _____ being held in the _____ year _____ at a polling
station within my district as decided by my OC unit.

I _____ certify that I will not claim any compensation for loss caused to
my studies or any other related activity by my being detailed for the said election duty.

(Sig. of Cd)

No. _____
Rank _____
Name _____
Unit _____
College _____

Station _____
Date _____

WILLINGNESS CERTIFICATE BY FATHER/MOTHER/GUARDIAN OF CADET

I _____ am the father/mother/guardian of _____
(NCC Cadet) and I hereby give my consent for deployment of my ward for election duties- _____.

Station _____
Date _____

(Sig of Parent/Guardian)
Name _____
Relationship with cadet _____





By Email/ Speed Post

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No.464/INST/EPS/2023(Election Official)

Dated:7th June, 2023

To

1. The Secretary,
Department of Personnel & Training,
Ministry of Personnel, P G and Pensions
Government of India
North Block, New Delhi - 110 001.
2. The Secretary,
Ministry of Defense,
Government of India,
199-A, South Block, New Delhi.
3. The Chief Secretaries of
All States/UTs.
4. The Chief Electoral Officers of
All States/UTs

Subject: Officials for Election Duty – Requisition, Seniority, Exempted Category and other related issues etc. - regarding.

Reference: Commission's Instructions issued vide No. and dated

- (i) No. 4/93/J.S. II, dated 06.01.1993.
- (ii) No.434/1/ES026/94 MCS dated 24.10.1994
- (iii) No. 458/4/96/-PS-IV/Vol-II dated 22.07.1996.
- (iv) No. 3/1/98/J.S. II, dated 11.08.1998
- (v) No.154/98/PLN-IV dated 31.08.1998
- (vi) No. 576/3/2004/JS-II dated 09.08.2004
- (vii) No. 464/INST/2007/PLN-I dated 12.10.2007
- (viii) No. 464/INST/2008/EPS dated 05.11.2008
- (ix) No.464/INST/2008/EPS dated 23.12.2008
- (x) No. 464/INST/2008-EPS dated 26.12.2008
- (xi) No.464/INST/2009/EPS dated 18.02.2011
- (xii) No. 464/INST/2013-EPS dated 18.09.2013

Madam/Sir,

Under Article 324(1) of the Constitution of India, superintendence, direction, and control of the preparation, revision and correction of electoral roll and conduct of all elections to the Parliament and State Legislature and election to the offices of President and Vice-President shall be vested in the Election Commission of India. For this purpose, Article

324(6) further provides that the President or the Governor of a State, shall, when so requested by the Election Commission, make available such staff as may be necessary for the discharge of the above functions conferred on the Election Commission of India.

2. Conduct of elections and preparation of electoral rolls involve diverse activities at various levels which require involvement of sizeable number of officials and field level functionaries of various authorities, including the Governments, in such exercises. The Commission has always endeavored to ensure free and fair elections and, in this regard, has issued numerous instructions on various crucial aspects of election process including requisition of staff for election duties. Now, in supersession of all the previous instructions in the matter, a revised and consolidated instruction is being issued by the Commission for scrupulous compliance by all concerned authorities.

3. In pursuance of the above Constitutional provisions contained in Article 324(6), a well derived structure of electoral machinery has been provided in the election laws contained in *Part II A* (Section 13A to 13CC) of the Representation of the People Act, 1950 and corresponding provisions given in *Part IV* (Section 20 to 29) of the Representation of the People Act, 1951.

Further, Section 159 of R P Act, 1951 lists out the authorities who shall make their staff available to the Returning Officers, when so requested by the CEO of the State. Under this provision, the Chief Electoral Officer can issue orders for requisitioning of staff from the authorities mentioned in the said legal provision to make available to Returning Officers as may be necessary for performance of duties in connection with elections. However, appointments of staff so seconded to Returning Officer, should be made by District Election Officer under Section 26 of the Representation of People Act 1951. Sections, 27, 28, 28A and 29 of the Representation of People Act 1951 are also relevant in this context.

Section 26 of the Representation of People Act, 1951 empowers the District Election Officers to appoint Presiding Officers and Polling Officers for polling stations falling in his district. Further, under Section 20A of the Representation of the People Act, 1951, the District Election Officer is

required to coordinate and supervise all work in the district in connection with conduct of elections. Therefore, the Commission directs that the District Election Officers, by convention and for convenience as narrated above, shall requisition staff for conduct of election under Section 159 of the Representation of the People Act, 1951.

4. OFFICERS UNDER DEEMED DEPUTATION WHILE PERFORMING ELECTION RELATED WORK:

4.1 Section 13CC of the Representation of the People Act, 1950 mentions that the officers referred to in Part II A of the Act and any other officer or staff employed in connection with the preparation, revision and correction of electoral rolls and the conduct of all elections shall be deemed to be on deputation to the Election Commission for the period during which they are so employed and such officers and staff shall, during that period, be subject to the control, superintendence and discipline of the Election Commission.

4.2 Section 28A of the Representation of the People Act, 1951 provides that the returning officer, assistant returning officer, presiding officer, polling officer and any other officer appointed under Part IV of the Act and any police officer designated for the time being by the State Government, for the conduct of any election, shall be deemed to be on deputation to Election Commission for the period commencing on and from the date of notification calling for such election and ending with the date of declaration of results of such election and accordingly, such officers shall, during that period, be subject to control, superintendence and discipline of Election Commission.

4.3 In view of Section 28A of the Representation of the People Act, 1951, all the State Govt. Officers other than those designated as DEO/RO/ARO and Presiding Officer and have been involved in elections in any capacity shall also be deemed to be on deputation to the Commission. Those include Chief Secretary, Home Secretary and all police officers and police personnel starting from the Director General of Police all other officers subordinate to them, including but not limited to DIGs, SSPs, SPs, Dy. SPs, Inspectors, Sub-Inspectors, Assistant Sub-Inspectors, Head Constables, and Constables (including home guards, ex-servicemen, etc.) during election period. They are, thus by law, officers of the Commission being on



deputation to it and are subject to its superintendence, direction, and control and are answerable to the Commission for any acts of commission or omission on their part while performing any election related duties. The police machinery shall ensure that law and order is maintained during the election period from the date of announcement of election to the date of completion of election process. Due protection and security shall be provided to the election officers, polling personnel and polling materials as well as to the candidates, leaders of political parties and other important functionaries in each constituency, so as to ensure free and fair election.

4.4 Accordingly, as soon as the elections are announced and, in any case, not later than the 3rd day after the date of notification of general election or bye election, regardless of the nature of election, the State Govt. under the provision of Sec 28A shall invariably designate the following police officers for the conduct of elections:

i. The Director General of Police/Additional Director Generals of Police, Inspector Generals of Police

ii. In a general election, all the police officers/ police personnel below the level of Director General of Police borne on the strength of the State Government

iii. In the case of a bye-election the Additional DG/DIG/Commissioner of Police under whose jurisdiction the constituency falls, and all police officers below them in the districts/ constituencies concerned.

4.5 The Commission has further directed that where any State Government/Union Territory Administration fails to designate any individual police officer or class of police officers of any rank, as directed herein above under Section 28A, then such police officers will not be allowed to deal with any election related work in any manner whatsoever.

4.6 Likewise, the officers and personnel of Central Armed Police Forces and any Armed Police Force of a State or Special Security Forces, when deployed on election related duties in any State/Union Territory, are also subject to the superintendence, direction, and control of the Commission.

4.7 The extent of disciplinary jurisdiction over officers, staff and police deputed to perform election duties during election period shall be governed by the Hon'ble Supreme Court's order dated 21.09.2000 and instructions of



the Commission No.11012(4)/2008-Estt.(A) dated 28.07.2008 and 08.12.2009. In this regard, the Commission has issued detailed instruction separately which may be referred to while initiating any disciplinary action against the official/staff/police.

5. OFFICERS IN O/o CHIEF ELECTORAL OFFICER:

In the interest of democratic process of conducting free and fair elections, the Commission has directed that the officers posted in the offices of the Chief Electoral Officer shall not be changed unless the Commission approves such change. Prior concurrence of the Commission shall be obtained for any change or transfer of the incumbents in the office of the Chief Electoral Officer.

6. ASSIGNING ELECTION DUTIES - SENIORITY OF OFFICIALS TO BE TAKEN INTO CONSIDERATION:

The Returning Officer while assigning election duties to various officials, shall take their seniority into account, and it should be ensured that a senior official is not put on duty under an official who is junior to him.

The Commission, has laid down the following guidelines for assignment of election duty for strict compliance by the District Election Officers and Returning Officers:

- a) Adequate care should be taken by the District Election Officers in calling for names of officials from different Departments of Central and State Governments, PSUs, Banks, other Institutions and Authorities etc. The scale of pay, rank and status of officials to be requisitioned need to be set out in the requisition order itself.
- b) The Chief Electoral Officer should set a uniform criterion for the State as a whole for requisition of staff on the basis of rank, status, pay scale etc. Considering the varying scales of pay and rank prevailing in different organizations, an upper benchmark set by the Chief Electoral Officer would be most appropriate to avoid confusion and litigation. For illustration, in Group-A category of employees, a level up to and including a certain rank needs to be prescribed instead of calling for all Group-A employees.
- c) In drawing up the seniority list of officials required for election duty, the

District Election Officer should consider, at the outset, the pay, rank and status of the officials nominated and classify them accordingly for purposes of randomization as per the detailed instructions already available. A Presiding Officer should be of higher scale/grade/rank in comparison to all Polling Officers appointed in his group.

- d) In determining the rank and status of officials drawn from different pools with different pay scales, the relative position of the official in his cadre/organization may also be considered and not merely the pay scale. For example, a Group-D employee from any pool, even drawing very high pay, should not be assigned duties of Presiding Officer or Polling Officer.

7. REQUISITION OF SENIOR DIVISION NCC CADETS FOR ELECTIONS:

The Commission has decided that the services of Senior NCC Cadets shall be utilized by deploying them for election related duties at the polling stations like queue management, assistance to PwD/infirm voters etc. The Cadets will be requisitioned for poll day duty within their districts and span of duty shall be restricted only to poll day (single day). They shall be deployed in uniform and without any arms. The Cadets would be paid remuneration at the same rate as any other polling personnel going to polling station for election duty. The expenditure on logistics of picking up the Cadets and dropping them back will also be borne by State Government.

8. STAFF TO BE REQUISITIONED TO MINIMUM EXTENT:

Care should be taken to ensure that wherever employees of any Government Departments/ Institutions/PSUs/authorities are requisitioned, only minimum number required are drafted for election duty, so that the regular activities of these institutions are not hampered. While requisitioning of staff, all Government Departments/ Institutions/PSUs/authorities in the area should be considered and no selective picking up of institutions shall be allowed so that there is not too much strain on only a few institutions.

9. REQUISITION OF STAFF IN CATEGORY OF PwDs AND WOMEN:

9.1 Considering the nature of duty and to avoid causing hardship to such employees, the Commission is of the view that the employees under PwD category "**persons with benchmark disability**" as defined under Section 2 (r) of The Rights of Persons with Disabilities Act, 2016 should not be



deployed on election duty **unless required for deployment at PwD-managed Polling Stations.**

9.2 However, if any such person is required to be used on election duty, prior approval of the General Observer may be obtained giving full details and justification. The DEO and the RO shall make personal efforts to identify such individuals and appreciate their nature of disabilities and discuss their limitations. Appropriate facilities and assistance should be provided, if deployed for election duty.

9.3 It shall be ensured that they should invariably be posted in proximity to their residence. If any PwD is inadvertently deputed to any difficult location, the Returning Officer should be able to make necessary changes in deployment manually in consultation with the General Observer.

9.4 All such women personnel who are in advance stage of pregnancy (whether are on maternity leave or not) or on medical advice being unfit for any rigorous or hazardous work or lactating women shall be exempted from being requisitioned for election duty.

9.5 Further, every woman employee called for election duty shall be informed, in advance, of arrangements of transport and appropriate stay at the place of duty with basic amenities and unless such arrangement is made and prior information in this behalf is given to such woman employee, she shall not be called to perform any election duty at any such place where the above arrangements are not available.

10. STAFF TO BE EXEMPTED:

10.1 The Commission has exempted certain categories of personnel from being requisitioned for election duty in view of essential nature of duties/service discharged by them. They are as follows:

- (i) Senior officers of the Indian Forest Service
- (ii) Medical staff including doctors, nurses, ANMs etc. (except on health-related election duty)
- (iii) Ayurvedic Medical Officer (AMO), Unani Medical Officer (UMO) and Homoeopathic Medical Officer (HMO) of AYUSH Department (except on health-related election duty)
- (iv) Doctors and Compounders working in veterinary hospitals.



- (v) Territorial Staff of Forest Department.
- (vi) Staff of All India Radio and Doordarshan.
- (vii) Officers of Food Corporation of India
- (viii) Officers of rural branch of Commercial Banks if it is a single-officer branch
- (ix) Operational officers/staff of UPSC

10.2 Official due to retire within 6 months' time or who has already retired but is on extension of service or re-employed should not be requisitioned for any election related duty.

10.3 The operational/technical staff of BSNL, MTNL, Electricity companies will be requisitioned for election duty only in unavoidable circumstances. However, they can be requisitioned to perform duty related to their department for election purpose.

10.4 Employees of Banks and LIC will be drafted on regular election duty to the minimum extent possible and only in constituencies where there is inadequate number of manpower or in emergent circumstances such as strike etc. However, they can be requisitioned to perform duty of micro observers.

10.5 The present practice of obtaining the prior approval of the High Court before engaging Judicial Officers/staff, under exceptional circumstances, for election work should continue.

11. ISSUE OF PHOTO IDENTITY CARD TO THE POLLING PERSONNEL:

11.1 To ensure that the identity of all Presiding Officers, Polling Officers, Counting Supervisors, Counting Assistants, Micro Observers and all such officials engaged in election work is clearly established while discharging their duties, the Commission has directed that the DEO/RO shall issue Identity Cards to them.

11.2 The election officials shall display their identity cards on person during election period/on the day of poll/on counting day for easy and quick identification.

11.3 Identity cards shall be prepared in the prescribed format (**Annexure-I**), as enclosed, containing all relevant details of the bearer. The photograph pasted on the ID card shall be duly attested by the concerned DEO/RO.



11.4 In order to ensure, ID cards are prepared and handed over to the election officials in time, the photos of the Govt. officials/employees to be deployed on election duty shall be collected or captured well in advance by the following options:

- (a) The polling personnel be directed to deposit his/her passport size photograph at the time of first round training for the purpose of preparation of the Identity Cards.
- (b) If that is not possible, the DEO can organize the capturing of the photographs of the polling personnel at the time of first round of training so that the prepared Identity Cards are handed over to the polling personnel concerned by obtaining proper acknowledgement in the second round of the training.

12. The above consolidated instructions are being issued in suppression of all existing instructions issued from time to time in the matter. All the election authorities shall be sensitized about the instruction for further compliance.

Yours faithfully,



07/06/2023

(SANJEEV KUMAR PRASAD)

SECRETARY

Specimen of IDENTITY CARD

IDENTITY CARD	
General/Bye Election toYear.....	<div style="border: 1px solid black; padding: 5px;">PHOTOGRAPH DULY ATTESTED BY DEO/RO</div>
DEPLOYED FOR ELECTION DUTY: (Name of Post)	
Name of AC/PC:	
NAME:	
AGE:	
NAME OF SPONSORING DEPTT.:	
DESIGNATION OF SPONSORING AUTHORITY:	
Mobile No.:	
 (Signature & Seal of DEO/RO)



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Nirvachan Sadan,
Ashoka Road, New Delhi-11001.

No.464/INST-AMF/2022/EPS

Dated: 10th June, 2023

To

The Chief Electoral Officers of
all States and Union Territories

**Subject: Assured Minimum Facilities and Other Facilities at
Polling Stations-reg.**

Reference:

(i)	458/4/98/PLN-IV	01.06.1998
(ii)	No.464/INST/2016-EPS	24.04.2009
(iii)	464/2009-EPS	30.04.2009
(iv)	464/INST/2013-EPS	30.09.2013
(v)	464/INST- BMF /2013-EPS	27.01.2014
(vi)	No.464/INST- PDF/2013-EPS	27.01.2014
(vii)	No.464/INST- BMF/2013-EPS	27.03.2014
(viii)	464/INST/2016-EPS	15.02.2016
(ix)	464/INST/2016-EPS	12.03.2016
(x)	464/INST/PwD/2016-EPS	07.09.2016
(xi)	464/INST/2016-EPS	12.09.2016
(xii)	464/INST/2016-EMS	21.12.2016
(xiii)	464/INST/2016-EPS	26.12.2016
(xiv)	51/8/7/2017-EMS (Vol.II)	03.08.2017
(xv)	464/INST/PwD/2018-EPS	27.09.2018
(xvi)	464/INST/PwD/2018-EPS	27.09.2018
xvii)	No.464/INST/2019/EPS	16.03.2019

Madam/Sir,

The Commission has been issuing instructions from time to time on facilities to be provided at Polling Stations on the day of poll for electors as well as polling personnel, vide instructions referred above. Now, the Commission has reviewed these instructions and issued the following consolidated instructions in supersession of all the existing instructions on the subject.

1. Assured Minimum Facilities (AMF)

The Commission directs that the CEOs/DEOs shall make complete gap analysis of Assured Minimum Facilities (AMF) at each Polling Station and work with State authorities to permanently provide these AMF at the polling stations. The Assured Minimum Facilities are provided at the Polling Stations for assistance and facilitations to voters to enable them to cast their votes on the day of poll in smooth, hassle-free and convenient manner, apart from providing enabling framework to the polling personnel to discharge their duty in an efficient manner. The DEO and the RO shall do an advance exercise well before the elections, as provided in election planner, to get the conditions of the polling stations physically verified by the field officials. The Sector Officers should visit each Polling Stations/Locations within his /her jurisdiction to assess whether it is use worthy. The Returning Officers shall physically verify at least 20% of the Polling Locations. The Commission directs to provide following Assured Minimum Facilities (AMF) at each and every Polling Stations/Locations:

(i) Polling Station at Ground Floor: -The polling stations should be set up on the ground floor of a building to facilitate voting for aged and disabled electors. Polling stations should be set up in such a manner that ordinarily, no voter is required to travel more than two kilo meters to cast his vote. In sparsely populated hilly or forest area, this rule may require to be relaxed. In such cases to ensure that voters may not have to walk unduly long distances, Polling Stations may be set up for a smaller number of electors than the usual norm. Due consideration should be given to the topography and the ease of travel for electors. Sometimes, Polling Stations in hilly areas are located on different levels. It should be ensured that if the Polling Station is at a higher level, the road that leads to it, passes at the same level as that of the Polling Station.

The Polling Stations should have separate Entrance and exit for voters. If there is only one door at the Polling Station(s), separate entrance and exit can be provided with the help of a temporary fencing in the middle of the doorway using bamboos and ropes, based on the local conditions.

- (ii) Provision for Ramp:** A permanent ramp of maximum gradient 1:12 should be provided at all Polling Stations to facilitate the PwD (Persons with Disabilities) voters and senior citizen electors, as per the directions of the Hon'ble Supreme Court of India in the Polling Stations. The Supreme Court has also directed to give wide publicity about the provision of ramps in Polling Stations.
- (iii) Provision for Drinking Water:** There should preferably be permanent arrangement of tap facility for drinking water. As an alternative, drinking water pots having sufficient capacity on the day of poll may be provided. Sufficient number of environment-friendly disposable glasses may be made available for drinking water. Drinking water facility should be on self-service basis and wherever possible provision of volunteer/daily wage-earner to serve water to the voters standing in the queue, may be made.
- (iv) Adequate Furniture:** - There should be proper provision for furniture like tables, chairs and benches etc., inside Polling Station for polling parties and polling agents. Adequate chairs/ benches should also be provided at each Polling Station for disabled, pregnant or senior citizen electors.
- (v) Proper lighting/Electricity arrangements:** It shall be ensured that the inside space of the voting compartment is sufficiently lighted, however, while setting up EVMs and VVPATs at the polling station, it should be ensured that the light does not fall directly on the voting compartment. If necessary, arrangement for suitable additional lighting should be done for each compartment. Halogen lamps or 200-watt bulbs have to be strictly avoided directly above or in front of voting compartment. If the power connection is available, the condition of switches/bulbs/fans should be checked. If power connection cannot be provided even temporarily due to terrain or proximity of electrical network, alternative arrangement (like Petromax, lantern, Battery operated LED/charger light etc.) and generator sets etc. should be hired, so that, on the poll day, those polling stations are properly lighted.
- (vi) Proper Signage:** Proper Signage should be put up near and at the Polling Station locations for guidance of the voters about the

layout of the location, facilities available (like ramp, toilet, drinking water etc.) and Voter Assistance Booth.

(vii) Toilets: There should be separate toilets in sufficient numbers for male and female voters at each Polling Station location. If two toilets are not available, pucca one should be earmarked for female voters and one temporary toilet may be provided for male voters. If no pucca toilet is available, provision for mobile toilet vans be made and in hilly areas, with difficult topography, temporary toilet arrangements may be made. One employee or a daily wage-earner shall be deployed to keep the toilet clean throughout the day. The toilets should be accessible for PwD and senior citizen electors.

(viii) Shade in Polling Station: Tented arrangement for shade with adequate size (minimum 15ft X15ft) canopy should be made available, as waiting area, at each Polling Station with sufficient chairs/benches preferably for ladies/senior citizens/nursing mothers/differently abled voters and children accompanying them.

(ix) Provision for Creche for children: There should be proper arrangement for creche at each Polling Station Location for children accompanying the electors. One trained attendant/volunteer should be deployed to take care of these children.

(x) Display of Voter Facilitation Posters. In order to fulfil the statutory requirements under Rule 31 of the Conduct of Elections Rules, 1961 and to provide accurate and relevant information for voter awareness and information at each polling station, the Commission has directed that a total of FOUR (4) kind of Posters shall be prominently displayed at all Polling Stations. The design and other specifications of the four posters may be seen at **Annexure - 1.**

(xi) Voter Assistance Booths (VAB):

(a) A Voter Assistance Booth shall be set up for every polling station location, with a team of BLO/officials in order to assist voters to correctly locate her /his polling booth number and serial number in the electoral roll of that concerned polling booth.

(b) Necessary arrangements for the setting up of the Voter Assistance Booth like basic furniture including table, chairs etc. for seating the deployed staff, a small covered canopy/tent with proper shade and prominent signage in the form of back-drop banner indicating 'VOTER ASSISTANCE BOOTH' and directional signs for guidance of the voters must be made well in advance by the RO concerned. An indicative design of the Voter Assistance Booth is enclosed at **Annexure-2**.

(c) Alphabetic Roll Locator (as per English alphabet) generated with ERO Net is placed at VAB to search the name easily and to know the serial number in the Electoral Roll.

2. Other facilities: -

(i) **Medical Kit:** It must be ensured that sufficient number of Medical Kits/First-Aid kits containing medicines & items like gauze pads (4x4 inches)/ large gauze pads/adhesive bandages/rolling bandage/ORS/triangular bandages/wound cleaning agent/scissors/blanket/tweezers/adhesive tape/latex gloves resuscitation equipment/Masks & Sanitizers etc., along with a village level health worker should be made available at each Polling Station location for emergency use of voters and polling staff. In this regard, the DEO should prepare a standard list of medicines and user instructions in consultation with the District Chief Medical Officer.

During summer, every polling party shall be supplied with Oral Rehydration Salts (ORS) for their own use as well as for any voter needing the same due to heat-stroke. A hand-bill on 'Dos and Don'ts' in case of heat stroke may be prepared and supplied to each of the polling parties.

An appeal to the electors may be issued to carry wet towels to protect themselves against dehydration and also advise women electors to avoid bringing children along with them to polling stations during hot weather conditions.

The DEO shall requisition the services of paramedical staff from the offices of the Chief District Medical Officers and one such Para Medical Staff member shall accompany every mobile Patrol Unit and Sector Officer in their vehicles along with essential medicines. Such

mobile patrol units shall touch every polling station once in every hour, preferably, so that instant medical assistance would be available to any voter needing such help besides the first aid facilities given to the polling parties.

(ii) Volunteers: Volunteers from NCC/NSS/Scout & Guides should be deployed to manage the voters' queue. Identified PwD and Senior citizen voters should be assisted by Volunteers to reach the polling station and if required, wheelchair should be provided. The PwD electors can request for wheelchair facility by registering on **Saksham-ECI App**. The volunteers shall guide the PwD electors up to the entrance of polling station. Inside the polling station, such PwD electors shall be assisted by polling staff. The age of volunteers should be less than 18 years. The CEO shall prepare a detailed Do's and Don'ts for the volunteers and ensure that they are properly briefed and trained by DEO/RO. There should be an arrangement for food for the volunteers engaged at the polling stations during the poll day.

(iii) Provision for Transport Facility: Senior Citizens, Persons with Visual and Locomotive Disabilities and infirmed voters with impaired movement should be provided free pass for using public transport on poll day. If public transport is not available, private vehicles may be hired for the purpose. He or she should be picked up from his or her residence and be dropped back there after he or she has cast his or her vote.

(iv) Queue Management:

- (a) There should be three queues at the polling station: one for male voters, one for female voters and third one for senior citizens and PwD electors. One male elector should be allowed to vote per two female electors.
- (b) Persons with disability/infirm electors shall be given priority for entering the polling station without having to wait in the queue for other electors and all necessary assistance as may be required, should be provided to them at the polling stations.
- (c) Similarly, Pregnant women and women voters with child in arms may also be given precedence over other voters in the queue.

- (d) Chairs may be placed intermittently, if convenient and required at the Polling Stations prone to long queues, to enable voters waiting in queue to rest for few minutes.
- (e) The CEO/DEO should give adequate publicity about facilities to be extended to senior citizens, PwD/infirm and pregnant women or women voters with child in arms and issue an appeal to voters to co-operate in this initiative with a request that those who are able bodied and healthy should not try to avail this opportunity to jump the queue, rather this should be need based. The voters in the queue should have open mind to help the fellow voters who are suffering from disability and other age related and health related problems.
- (f) The Presiding Officers and other field officers deployed at Polling Stations should be instructed accordingly.
- (g) Based on the past voting pattern and experience of the field staff, the polling stations/polling station locations prone to long queues should be identified.
- (h) Dynamic tracking of long queues on the poll day should be done through the Sector Officers.
- (i) Decongestion measures should be initiated at the Polling Stations prone to/having long queues, e.g., additional polling staff, volunteers, distribution of tokens etc.
- (j) Reserve staff and vehicles should be kept ready for deployment at the Polling Stations with long queue to help out the polling staff.
- (k) Members from the National Cadet Corps and National Service Scheme may be mobilized to manage the queue.
- (L) Booth App is an integrated app of the ENCORE application, which facilitates in faster identification of voters using encrypted QR code of Voter Information Slips and the digital marked copy of the electors. This reduces the queue, helps in faster polling and allows error-free recording of two hourly poll turnout with minimal intervention.

(vii) Model Polling Stations: Additional attractive features may be added to polling stations according to local culture and requirements as given in directions issued through SVEEP on the subject. Polling

Stations should be set up using environment-friendly/recyclable and biodegradable materials and as far as possible, be kept plastic-free. Provision for eco-friendly waste management should be made.

3. Other measures to speed up voting: -Besides above to speed up voting, following shall also be followed: -

- (a) Printed blank voters slips (to be clearer, this is different than Voter Information Slips distributed to electors) must be there with all the polling parties for faster operations inside the Polling Stations.
- (b) Second Polling Officer is required to obtain elector's signature or thumb impression in the relevant column of Register of voters in Form 17 A. In column (3) of Form 17A (Register of Voters) the last four digits of the Identification document should be mentioned. In case of electors voting on the basis of the EPIC, it is sufficient that the letters 'EP' (denoting EPIC), respectively is mentioned in the relevant column, and it is not necessary to write down the number of the EPIC. However, in the case of those who vote on the basis of any alternative documents, the last four digits of the document shall have to be written and the type of document produced should also be mentioned therein. The signature/thumb impression of the voter shall be obtained by the second Polling Officer in column (4) of that register.
- (c) Wherever needed (if the voters are more than 1200) additional polling officers should be deputed with the polling party. While deploying additional polling officers, care should be taken to select them on random basis.
- (d) A reserve of polling officers should be kept ready to rush out to any polling station which requires such assistance during poll hours. The Sector Officer should be able to identify such requirement quickly on their visit to polling stations and seek the assistance of Returning Officer in getting the additional hand when needed, from the pool of such reserve polling officers.

4. Appointment of Nodal Officers: -

While preparing the district machinery for the conduct of election, the DEO shall identify a senior officer as the Nodal Officer to coordinate and supervise amenities at the Polling Stations as well as polling personnel/voters' welfare measures. Similarly, each RO shall identify a nodal officer for the above purpose. The name and designation, office and residential telephone numbers including mobile number and e-mail ID, if any, of the Nodal Officer shall be mentioned in the District/Constituency Election Management Plan. The contact numbers should also be brought to the notice of the polling personnel drafted for election duty

The above instructions shall be brought to the notice of all concerned for strict compliance.

Yours faithfully,



(AJAY KUMAR VERMA)
SECRETARY

Voter Facilitation poster

1. A total of FOUR (4), Uniform and standardized Voter Facilitation Posters (VFP), shall be prominently displayed at all Polling Stations as per the design enclosed, including the details of Polling Station Details (**VFP-1**), List of Candidates (**VFP-2**), Do's and Don'ts (**VFP-3**) and Approved Identification Documents & How to Vote (**VFP-4**).
2. The size of the VFPs should be such that the contents are early and clearly visible and the text is effortlessly readable to the voters approaching the polling booth. The following dimensions are provided for purely indicative purpose:
 - **VFP No. 1 and 2:** 27 inches (Height) X 27 inches (Width).
 - **VFP No. 3 and 4:** 27 inches (Height) x 36 inches (Width).
3. The VFPs shall be displayed/pasted/stuck on the outside wall, near the entrance of each polling booth.
4. The VFPs must be pasted/affixed in the order of their Serial Nos i.e. VFP No. 1 followed by VFP-2 and so on.
5. In addition, VFPs No. 3 and 4 shall also be affixed near the entrance of the polling station premises/locations, especially in case of locations having more than one polling booths.
6. The VFPs can be printed on paper or any other available eco-friendly material, subject to reasonability of cost and without compromise on the overall quality of display.
7. The display of VFPs shall be an integral part of the overall arrangements to be made at every polling booth by the Returning Officer.
8. The proper manner of display of VFPs shall be explained to the Presiding officers during the election training sessions organized by the Returning Officers.
9. The Sector Officers shall ensure that the VFPs are prominently displayed as per the directions herein and submit a report to the Returning Officer.

DESIGN OF 'VOTER ASSISTANCE BOOTH'

