

2019

## Common Service Centres (CSCs)



Hands on training to  
SLMTs on August 27,  
2019.

## PRELUDE

Under EVP Program of ECI, it is expected that citizen will visit NVSP or use voters' helpline app or visit nearby facilitation center for: -

1. Checking their personal details such as name, father's name, DOB, Photo and address etc.
2. Verify the correctness and certify by uploading one document out of passport, Aadhar card etc.
3. If they find some error such as mistake in name or other details, they are requested to provide necessary documents to correct it.

Subsequently, the collected data from electors would be verified by respective BLOs using Mobile app. The use of mobile app is recommended to avoid "data entry" by Data entry operators, which often causes mistakes, and also to avoid the huge amount of paper work saving the cost and time both. The mobile app when used would directly update the verified information on the data base connecting BLO directly to the ER data base. This will help purification correctly with clear responsibility of BLOs.

The main objective of the EVP program is to verify each elector's entry, correct the errors, if any, in the entry of each elector, enable deletion of verified registered death cases and collection of enrolment forms for "unenrolled electors with qualifying date as Jan 1<sup>st</sup>, 2019. In addition, collection of information of prospective elector would streamline the process during summary revision of SSR 2020.

The other objective includes collection of photographs of AMF at polling station, Lat Long of the polling station and improved Nazari Naksha maps of Polling Stations. The drawing of part boundaries, creating GIS snapshot of Sections and point value of probable polling station would be very useful for publication of draft roll for SSR 2020.

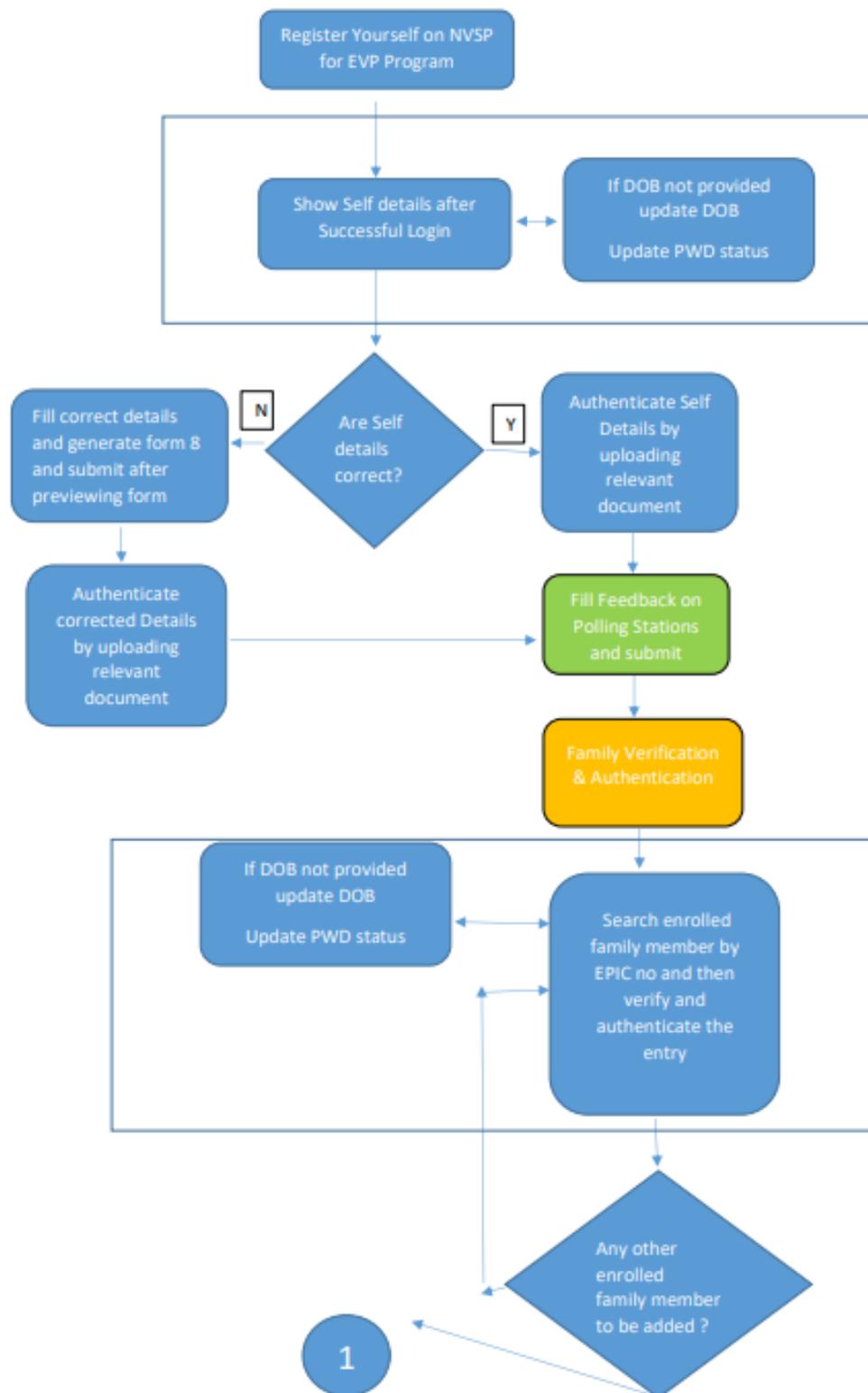
This document provides the step by step details of the process that needs to be followed for the collection of information of the electors.

# Contents

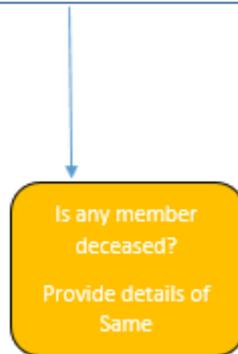
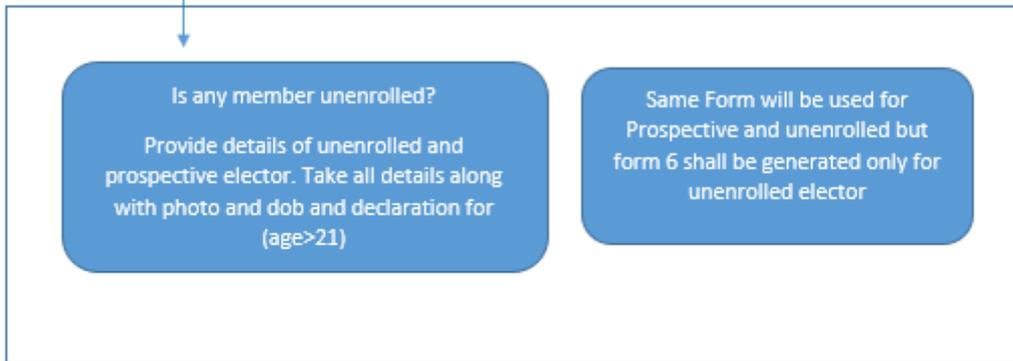
PRELUDE .....	1
EVP High Level Workflow .....	4
Role of CSCs under EVP .....	6
1    ELECTORS' VERIFICATION PROGRAM.....	7
1.1    verify details .....	<b>Error! Bookmark not defined.</b>
1.2    Family Tagging .....	<b>Error! Bookmark not defined.</b>
1.3    UNENROLLED MEMBERS .....	<b>Error! Bookmark not defined.</b>
1.4    PWD marking.....	<b>Error! Bookmark not defined.</b>
1.5    ASD Marking .....	<b>Error! Bookmark not defined.</b>
1.6    POLLING STATION SUGGESTIONS.....	<b>Error! Bookmark not defined.</b>
1.7    PROSPECTIVE ELECTORS.....	<b>Error! Bookmark not defined.</b>
1.8    My forms .....	<b>Error! Bookmark not defined.</b>
2    FRESH INCLUSION/ ENROLLMENT.....	<b>Error! Bookmark not defined.</b>
3    MIGRATION TO OTHER PLACES .....	<b>Error! Bookmark not defined.</b>
4    CORRECTION IN PERSONAL DETAILS .....	<b>Error! Bookmark not defined.</b>
5    DELETION OF ENROLLMENT (SELF/ FAMILY).....	<b>Error! Bookmark not defined.</b>



# EVP High Level Workflow



1



# Role of CSCs under EVP

## Introduction

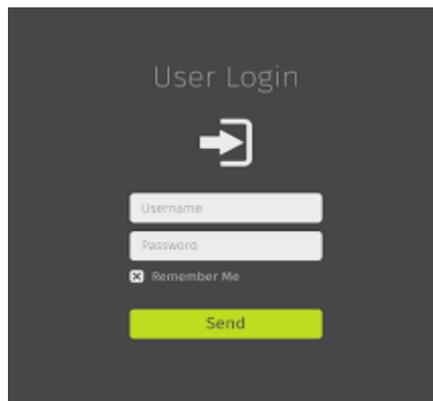
Common Service Centres (CSC) scheme is one of the mission-mode projects under the Digital India Programme.

CSCs are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C services to citizens in rural and remote areas of the country. It is a pan-India network catering to regional, geographic, linguistic and cultural diversity of the country, thus enabling the Government’s mandate of a socially, financially and digitally inclusive society.

As per the recent MoU between ECI and CSCs, the Centres have been roped in to provide electoral services for a very nominal charge to the general populace, especially rural and remote ones, due to the high rate of illiteracy, like registration of new electors, migration of shifted electors, removal of dead electors, etc.

## Workflow

The CSC agents will login via NVSP API integrated to their system and a unique username and password which will allow them to view and work on the use-cases provided under EVP.



After login through the CSC EPIC search of the user will be done.



## EPIC SEARCH OF THE USER



1

# ELECTORS' VERIFICATION PROGRAM

Inside EVP, we have 8 sections as shown in the image below:-

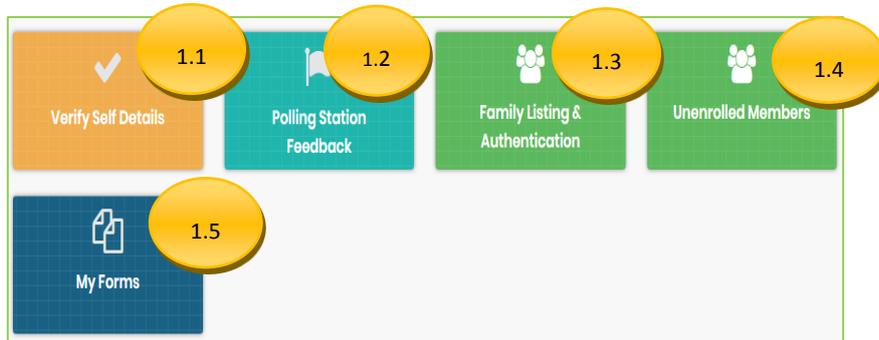


Fig – Elector verification program options

We will now discuss each option in detail:-

## 1.1 VERIFY SELF DETAILS

In this section, you can verify your details by clicking on “view details” as shown in the figure below:-

My Details					
Name	Relative Name	Age	Gender	Verification Status	Action
Shallaja CV ശൈലജ സി വി	Babu K ബാബു കെ	43	Female	SUBMITTED	<a href="#">View Details</a>

Fig 1 – Elector verification form

My Details					
Name	Relative Name	Age	Gender	Verification Status	Action
Shallaja CV ശൈലജ സി വി	Babu K ബാബു കെ	43	Female	SUBMITTED	<a href="#">View Details</a>

Elector Details		
State: Kerala	District:	PC:
AC: 9 - IRIKKUR	Part: 1 - Govt. Upper Primary School Thimiri (Northern Side)	
Name:	Shallaja CV / ശൈലജ സി വി	
Relative Name:	Babu K / ബാബു കെ	
Relation Type:	Husband	
Date of Birth:		
Age:	43	
Gender:	Female	
PwD:	-	
House no.:	18/416 Cheeyancheri Vazhavalappil	Address:
Mobile no.:	8949640943	1 - Elayad / എളയാട്
Email Id:	ank91@yahoo.com	
<input checked="" type="radio"/> Is information displayed above is correct. <input type="radio"/> Information displayed above needs correction.		

Fig 1.1 – Elector verification form

When you click on the radio button “information displayed above needs correction” you will get the following screen;

**Verify Details**

State: Kerala AC: 4 - KANHANGAD Part: 1 - Gov.LL P School Mukkuttu Main Building

Name: Semeera / സെമീറ /  
 Relative Name: Mohammed Kunhi / മുഹമ്മദ് കുഞ്ഞി  
 Relation Type: Husband  
 Date of Birth:  
 Age: 43  
 Gender: Female  
 PwD: -

House no.: 20/7 Mukkood House Address: 2 - Mukkoott / മുക്കൂട്ട  
 Mobile no.: 8960132159 Email Id: ank9t1@yahoo.com

Is information displayed above is correct.  Information displayed above needs correction.

Next

Fig 1.2 – Elector verification form

When you click on “next”, you will get the following screen to change the relevant details and whichever text box you will click it will ask for the following details that needs to be corrected.

**Please tick the entry which is to be corrected**

Name  Name of Relative  Type of Relation  Gender  
 Age  Date of Birth  My Photograph  Address

**Upload Supporting Document**

\*(Supported formats .jpg .png .bmp .jpeg)(max.2MB)

Place \*  Date \* 26/08/2019

Fig 1.3 – Elector verification form

## 1.2 POLLING STATION SUGGESTIONS

In this section, you can view the details of the polling station and you can submit a feedback of the polling station.

**Your Polling Station Details**

State: Kerala Assembly Constituency: KOCHI Parliamentary Constituency: ERNAKULAM  
 Part: St.Louis High School(North-West Portion of the New Building) Mundamvell Polling Station address: St.Louis H.S

**Polling station feedback**

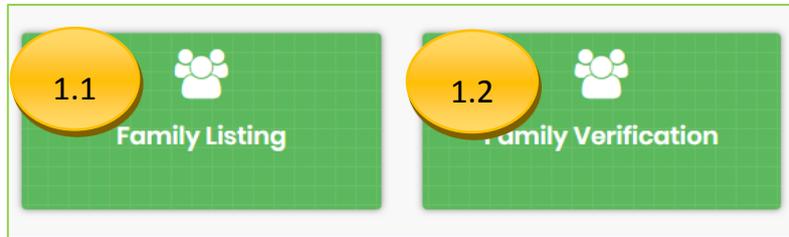
1. Does the approach to Polling Station is in Good Condition?  YES  NO  
 2. Whether there is any Natural Barrier you have to cross to reach Polling Station?  YES  NO  
 3. Whether distance to Polling Station is within 2 KMs?  YES  NO  
 4. Whether the Polling Station has ramp facilities?  YES  NO  
 5. Whether the Polling Station Building is in Good Condition?  YES  NO  
 6. Do you have a Government Building in your Polling Station Area which may be considered for making Polling Station?  YES  NO

Submit

Fig 1.4 – Polling Station form

## 1.3 FAMILY LISTING & AUTHENTICATION

When you will click on this option for the first time, you will see the following screen:-



*Fig 1.5 – Family Listing & Verification*

### 1.3.1 FAMILY LISTING

When you will click on the first tab of family listing you will get the following screen to add the family members;

*Fig 1.6 – Family Listing & Verification*

When you will click “add to family” you will get the following screen;

*Fig 1.7 – Family Listing & Verification*

You can also select the relation type accordingly as shown in the screen below and can have to select radio button option “staying with you” or “Not staying with you” to add member successfully.

*Fig 1.8 – Family Listing & Verification*

When you click “Add Member” the elector will be added and it will show on below of the screen but till you have not clicked on the “submit” the member is not successfully added as shown in the screen below;

#	Name	Part No	SInPart	Epic No	Relation Type	Head Of the family	Action
1	Shallaja CV	1	32	TIPO518381	Self	No	Remove

*Fig 1.9 – Family Listing & Verification*

Finally, when you click on “submit” button the member is added successfully. After the member is added successfully you can also mark him/her a PWD accordingly.

Sc.No.	Name	EPICNO	Verified	PwD Info	Mark PwD
1	Shallaja CV	TIPO518381	Yes	-	Mark
2	Shallaja CV	TIPO518381	Yes	-	Mark

*Fig 1.10 – Family Listing & Verification*

### 1.3.2 FAMILY VERIFICATION

When you click on the second tab of family verification you will see the following screen;

#	EPICN0	PartNo	SIN0InPart	Name	Relation Type	Verification Status	Action
1	TIPO518381	1	32	Shallaja CV	Self	SUBMITTED	<a href="#">View Details</a>
2	TIPO518381	1	32	Shallaja CV	Self	SUBMITTED	<a href="#">View Details</a>

Fig 1.10 – Family Listing & Verification

By clicking on “View details” you verify that the above information is correct or needs correction as shown in the screen below;

#	EPICN0	PartNo	SIN0InPart	Name	Relation Type	Verification Status	Action
1	TIPO518381	1	32	Shallaja CV	Self	SUBMITTED	<a href="#">View Details</a>
2	TIPO518381	1	32	Shallaja CV	Self	SUBMITTED	<a href="#">View Details</a>

**Elector Details**

State: Kerala      District:      PC:        
 AC: 9 - IRIKKUR      Part: 1 - Govt. Upper Primary School Thimiri (Northern Side)

Name: Shallaja CV / ശ്യാജാ സി വി      

Relative Name: Babu K / ബാബു കെ        
 Relation Type: Husband        
 Date of Birth:        
 Age: 43        
 Gender: Female        
 PwD: -

House no.: 18/416 Cheeyancheri Vazhavalappil      Address: 1 - Elayad / എലയാട്        
 Mobile no.: 8949640943      Email Id: ank9t@yahoo.com

Is information displayed above is correct.       Information displayed above needs correction.

Fig 1.11 – Family Listing & Verification

### 1.4 UNENROLLED MEMBERS

When you click the “Un-Enrolled Members” tab and there you can add the unenrolled members as shown in the below figure:-

**Unenrolled Family Details**

**Un Enrolled Members (Age 18 or above )**

Name \*           

Relative Name \*           

Relation Type \*            Date Of Birth \*     

Gender \*            Age \*     

Mobile Number            Email Id     

PwD Status \*            Statying With Family \*

Fig 1.12 – Adding Unenrolled Members

After filling the all the details, when you click on add member a screen will be shown like this below;

Name	Relative Name	Relation Type	Age	Gender	Action
Kunal Verma	TW Suri	Wife	18	M	<a href="#">Remove</a>

*Fig 1.13 – Adding Unenrolled Members*

When you click on “submit” button the unenrolled member will be added.

## 1.5 MY FORMS

When you click on the “My Forms”, you will see a screen showing the number of forms with Ref No, Form Type, Form Submission Date, Status, Action as shown in the screen;

My Forms				
Total Results Found : 0				<b>My Forms</b>
Ref No	Form Type	Form Submission Date	Status	Action

*Fig 1.14 – My Forms*