

2019

National Voter Service Portal (NVSP)



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 1st, 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.

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1. FOR ANONYMOUS USERS

Users will navigate to the link <http://117.239.183.245/NVSPDemo/> to open NVSP on their PCs/ Laptops/ Mobile Phones/ Tablets etc. After navigating to the above link users will arrive at the home page of NVSP as shown in the figure.

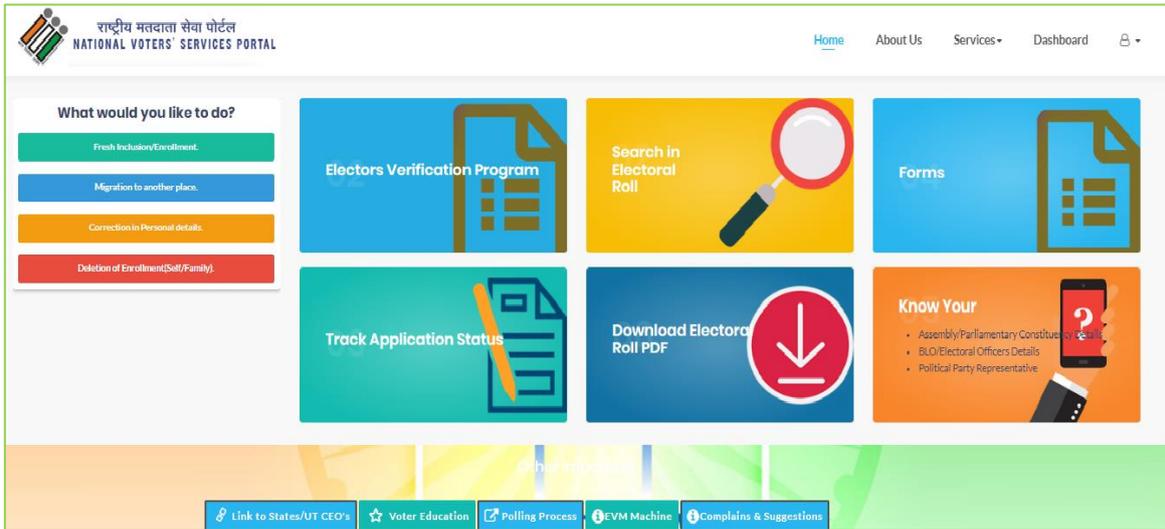


Fig 1.1 NVSP Home Page



Fig 1.2 – Services for citizens

Functionality of each tab shown in the picture above is given as under:

Note: - Facilities shown in Point 1 will only be available to authenticated users. To authenticate as a user, please follow this link - <http://117.239.183.245/NVSPDemo/Account/Login>.

After clicking on this tab, you will get 2 options

2.1.1 SEARCH BY DETAILS

The screenshot shows a web form titled 'विवरण द्वारा खोज/Search by Details'. It has two tabs: 'विवरण द्वारा खोज/Search by Details' (selected) and 'पहचान-पत्र क्र. द्वारा खोज/Search by EPIC No.'. The form contains the following fields and options:

- नाम/Name ***: Text input with 'Name (Required)' placeholder and a clear button.
- पिता / पति का नाम (Father's/Husband's Name) ***: Text input with 'Father's/Husband's name' placeholder and a clear button.
- उम्र/Age ***: Radio button selected, with a dropdown menu 'Select Age from List'.
- जन्म तिथि/DoB ***: Radio button unselected, with a dropdown menu 'Select Age from List'.
- लिंग/Gender**: Dropdown menu 'Select Gender from List'.
- राज्य/State ***: Dropdown menu 'Select State'.
- ज़िला District**: Dropdown menu 'Select District'.
- विधानसभा निर्वाचन क्षेत्र Assembly Constituency**: Dropdown menu 'Select AC'.
- पा/OR नक्शे पर चुने Locate on Map**: A button with a map icon.
- कोड / Code ***: Text input with 'Rq2qrJ' and a clear button.
- Captcha Text**: Text input with a clear button.
- खोजें/Search**: A blue button at the bottom right.

Fig 2.1 – Search electoral roll by details

In this section, you can search the elector details by entering some details like name, state, district, AC, Gender etc.

2.1.2 SEARCH BY EPIC NO

The screenshot shows a web form titled 'विवरण द्वारा खोज/Search by Details'. It has two tabs: 'विवरण द्वारा खोज/Search by Details' and 'पहचान-पत्र क्र. द्वारा खोज/Search by EPIC No.' (selected). The form contains the following fields and options:

- मतदाता पहचान-पत्र क्र./EPIC No. ***: Text input with 'EPIC No. (Required)' placeholder.
- राज्य/State**: Dropdown menu 'Select State from List'.
- कोड / Code ***: Text input with 'fHQmOZ' and a clear button.
- Captcha Text**: Text input with a clear button.
- खोजें/Search**: A blue button at the bottom left.

Fig 2.2 - Search electoral roll by EPIC

In this section, you can simply enter your EPIC no with the state and search for your voter details.

Form 001

Application for Issue of Replacement Elector's Photo Identity Card (EPIC)

To,
The Electoral Registration Officer,

State * District

Assembly/Parliamentary Constituency *

I request that a Duplicate Photo identity Card be issued to me as my original card is lost/destroyed/mutilated due to correction in my elector's details or due to change of address I want to get a fresh card with my new address. I am returning my EIC to you along with the fee for issue of duplicate EPIC. My name is included in the electoral roll for the above constituency. Particulars in support of my claim for issue of duplicate EPIC are given below.

Mandatory Particulars

Name of Elector *	<input type="text" value="(In English)"/>	<input type="text" value="(In Regional)"/>	<input type="button" value="Copy"/>
Surname of Elector	<input type="text" value="(In English)"/>	<input type="text" value="(In Regional)"/>	<input type="button" value="Copy"/>
Father's/ Mother's/ Husband's Name : *	<input type="text" value="(In english)"/>	<input type="text" value="(In Regional)"/>	<input type="button" value="Copy"/>
Father's/ Mother's/ Husband's Surname :	<input type="text" value="(In English)"/>	<input type="text" value="(In Regional)"/>	<input type="button" value="Copy"/>

Fig 4.1 – Form 001 filling screen

Form 001 is used in case the voter's EPIC card is lost, destroyed or mutilated due to any reason. You can fill this form to register a request for getting a new EPIC card.

4.1.1 ONLINE APPLICATION STATUS

Search By Reference no

Enter reference id

In this section, you can track the status of your application for any kind of form submitted online. Just enter your reference number for that form and the status of that form will be displayed.

Fig 4.1 – Track application status

In this section, you can download your electoral roll (part wise).



The screenshot shows a web interface for selecting a state. On the left, the text "Select State:" is followed by a dropdown menu containing the word "Maharashtra". To the right of the dropdown is a blue button with the text "GO".

Fig 5.1 – State selection screen for ER download

First of all, you need to select your state, and then click on the "GO" link. After clicking on the link you will be redirected to the CEO website of the particular state asking you for further details. Below figure shows the example screen.



The screenshot shows the website of the Chief Electoral Officer, Maharashtra. The header includes the state emblem and the text "Chief Electoral Officer, Maharashtra" and "Greater Participation for a Stronger Democracy". Below the header is a "Home" button. The main content area is titled "Search 2nd Summary Revision Draft Electoral Roll 2019 PDF (Part Wise)". It contains a form with three dropdown menus: "Select District" (with "-- Select District --" selected), "Select Assembly Constituency", and "Select Part". Below these is a search box containing "h48sak" and a "Refresh" button. At the bottom of the form is an "Open PDF" button.

Fig 5.2 –State CEO PDF download screen

Here, you can fill the details and download the PDF as required.

- Know your Assembly/Parliamentary Constituency Details

The screenshot shows a web interface with two tabs: 'By EPIC number' (selected) and 'By Address'. Below the tabs is a search bar labeled 'Epic No.' with a text input field. To the right of the input field are two buttons: a green 'Search' button with a magnifying glass icon and a red 'Reset' button with a circular arrow icon.

Fig 6.1 – Search AC/ PC screen by EPIC No.

In this section, you need to enter your EPIC No in order to know about your assembly/parliamentary constituency details. You can also search the details through your address in the second tab which gives you an option to select your location in google map. Below figure shows the screen which will be presented when we search from address.

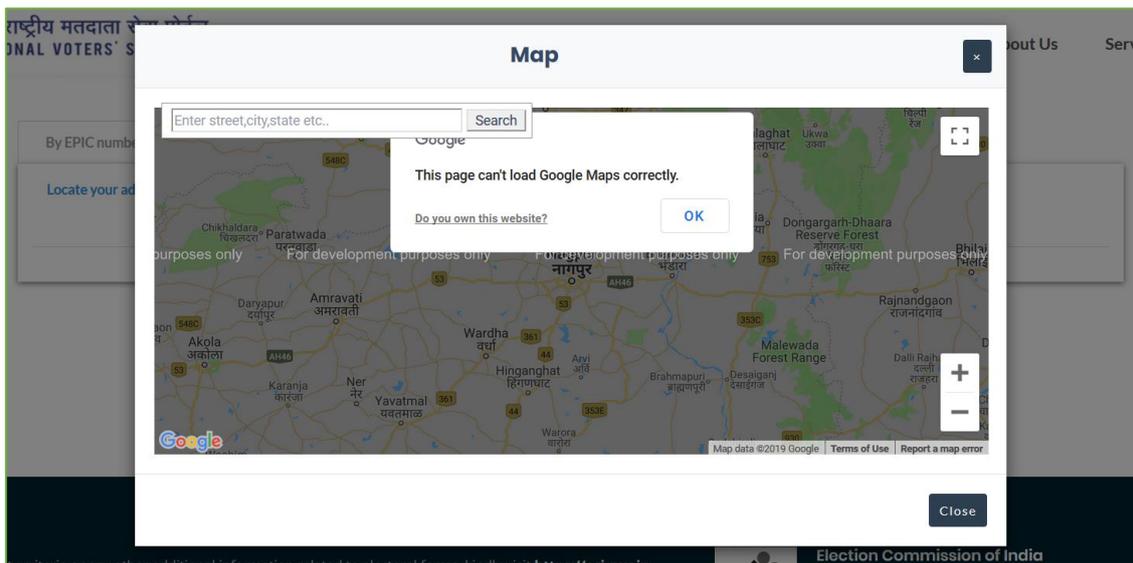


Fig 6.2 – Search AC/ PC screen by Google Map.

The screenshot shows a web interface with two tabs: 'By EPIC number' and 'By Address' (selected). Below the tabs is a search bar labeled 'Epic No.' with a text input field. To the right of the input field are two buttons: a green 'Search' button with a magnifying glass icon and a red 'Reset' button with a circular arrow icon.

Fig 6.3 – Know your ERO/ BLO details

6.1.1 KNOW YOUR ERO/ BLO DETAILS

In this section, you need to enter your EPIC No in order to know about your ERO/ BLO details. You can also search the details through your address in the second tab which gives you an option to select your location in google map. Below figure shows the screen which will be presented when we search from address.

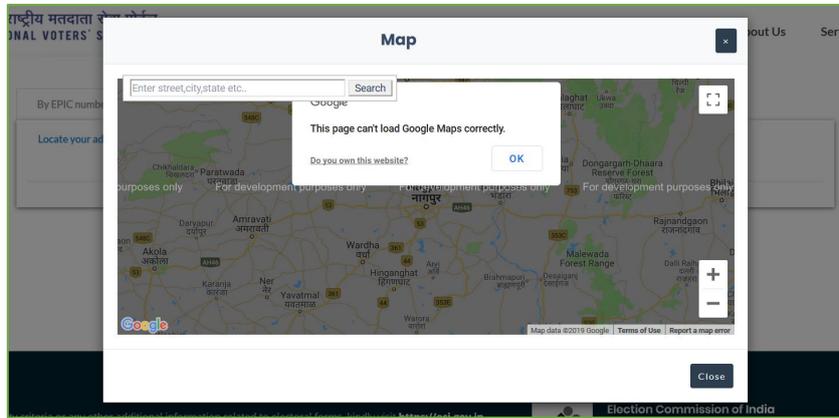


Fig 6.3 – Search address with google map

2. FOR AUTHENTICATED USERS

You can login to NVSP using the link -<http://117.239.183.245/NVSPDemo/Account/Login>. The login screen is shown as under:-

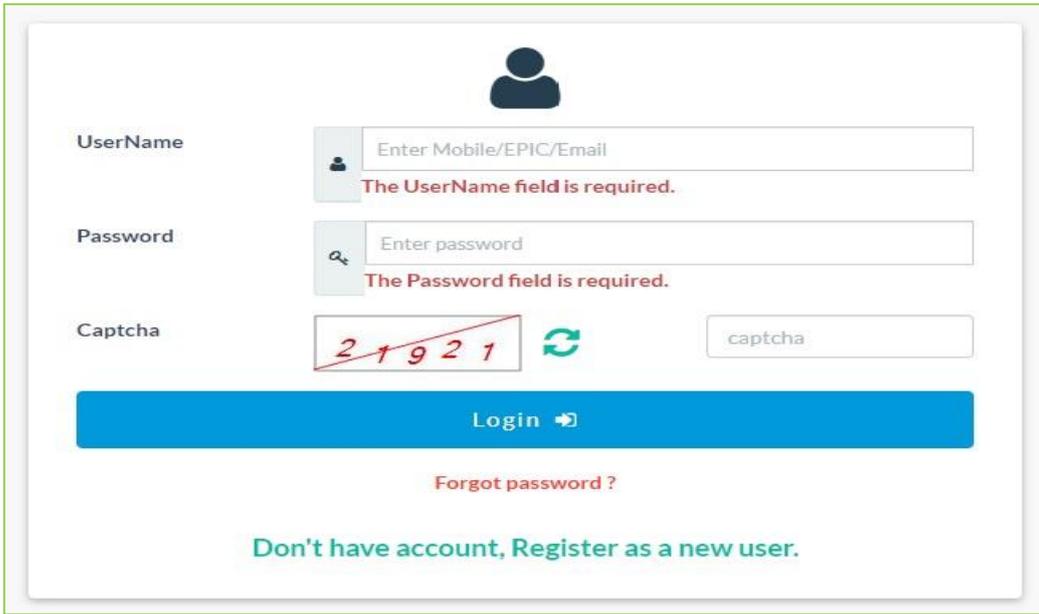


Fig – NVSP login screen

Enter your username and password and click on the Login button to login to NVSP portal. The home screen looks as shown in the figure below:-

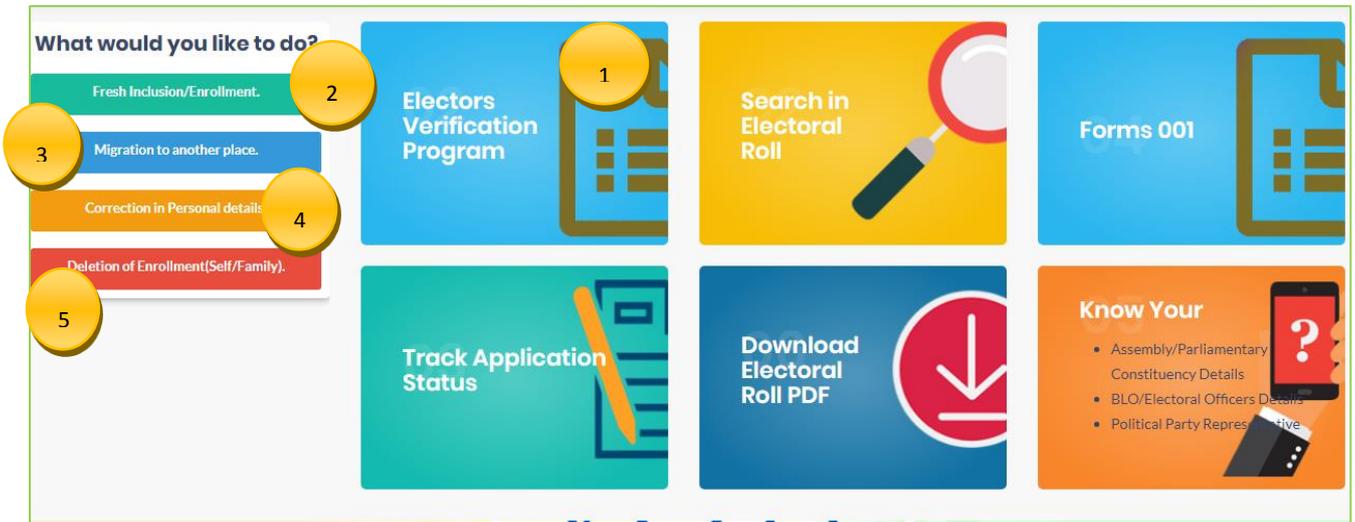


Fig - User Home screen

Inside EVP, we have 4 sections as shown in the image below:-

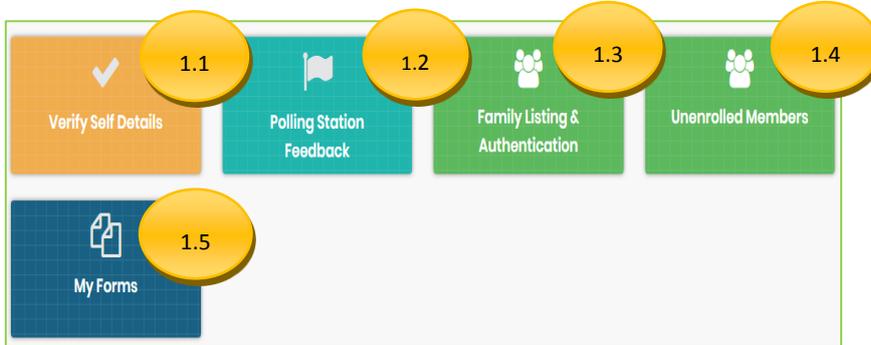


Fig – Elector verification program options

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	View Details

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	View Details

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: 1 - Elayad / എലയാട്
Mobile no.:	8949640943	Email id: ank9@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;

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.

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.

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.

Elector Details

Name: Shallaja CV

RIn Name: Babu K

Relation Type: H

Date of Birth:

Age: 43

Gender: F

Relation Type: Self

Mobile No:

Email Id:

Staying with you

Self
Father
Mother
Husband
Wife
Son
Daughter
Grand Father
Grand Mother
Grand Son
Grand Daughter

Add Member Close

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;

Family Details

Your Details

Name : Shallaja CV AC : IRIKKUR Part no. : Govt. Upper Primary School SIno inpart : 32

Thimiri (Northern Side) Add to Family

Enrolled Member

Epic Number Add to Family

#	Name	Part No	SInPart	Epic No	Relation Type	Head Of the family	Action
1	Shallaja CV	1	32	TIP0518381	Self	No	Remove

Submit

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.

Sl.No.	Name	EPICNO	Verified	PwD Info	Mark PwD
1	Shallaja CV	TIP0518381	Yes	-	Mark
2	Shallaja CV	TIP0518381	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;

#	EPICNO	PartNo	SINolnPart	Name	Relation Type	Verification Status	Action
1	TIPO518381	1	32	Shallaja C V	Self	SUBMITTED	View Details
2	TIPO518381	1	32	Shallaja C V	Self	SUBMITTED	View Details

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;

#	EPICNO	PartNo	SINolnPart	Name	Relation Type	Verification Status	Action
1	TIPO518381	1	32	Shallaja C V	Self	SUBMITTED	View Details
2	TIPO518381	1	32	Shallaja C V	Self	SUBMITTED	View Details

Elector Details

State: Kerala District: PC:

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

Name: Shallaja C V / 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: ankg1@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	Remove

Submit

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				My Forms
Ref No	Form Type	Form Submission Date	Status	Action

Fig 1.14 – My Forms

2

FRESH INCLUSION/ ENROLLMENT

In this section, you can go through and interactive form which will take you through the inclusion process as shown in the below figures:-

Citizenship

I reside in India

I reside outside India

Select state form which you wish to apply for Voter ID

Select state Arunachal Pradesh v

Next

Fig 1.11 – Interactive form 6

Fig 1.12 – Interactive form 6

3

MIGRATION TO OTHER PLACES

In this section, you can register a request to migrate either within your constituency or outside your constituency. Below screen shows the process of doing it:-

Fig 1.13 – Migration Procedure

In this screen, you can select whether you want to migrate yourself or any family member. You can either choose the “Self” option or “Family member” option. In case you choose family member, you need to enter the EPIC no of that member and then choose an option to move either within your AC or outside your AC. After selecting the required option, click on “Next”. The form will redirect you to the appropriate form you need to fill for fulfilling your request. After that, you need to fill that form and then submit it.

Please provide below details.

Self Family

Enter Epic no.

Fig 1.14 – Correction in personal details

In this section, you can submit your request to edit any of your details in the electoral roll. If you want to edit your own information, click on self, else you can click on “Family” to edit any information for your family member. In case you choose family member, then you need to enter the EPIC no of that member. After choosing the required option, click on “Next”. Clicking on Next will take you to the appropriate form.

Please provide below details.

Self Family

Enter Epic no.

Fig 1.13 – Deletion of Enrollment

In this section, you can submit your request to delete your details from the electoral roll. If you want to delete your own information, click on self, else you can click on “Family” to delete any information for your family member. In case you choose family member, then you need to enter the EPIC no of that member. After choosing the required option, click on “Next”. Clicking on Next will take you to the appropriate form.

NVSP V2.0

USER MANUAL VERSION 1.0