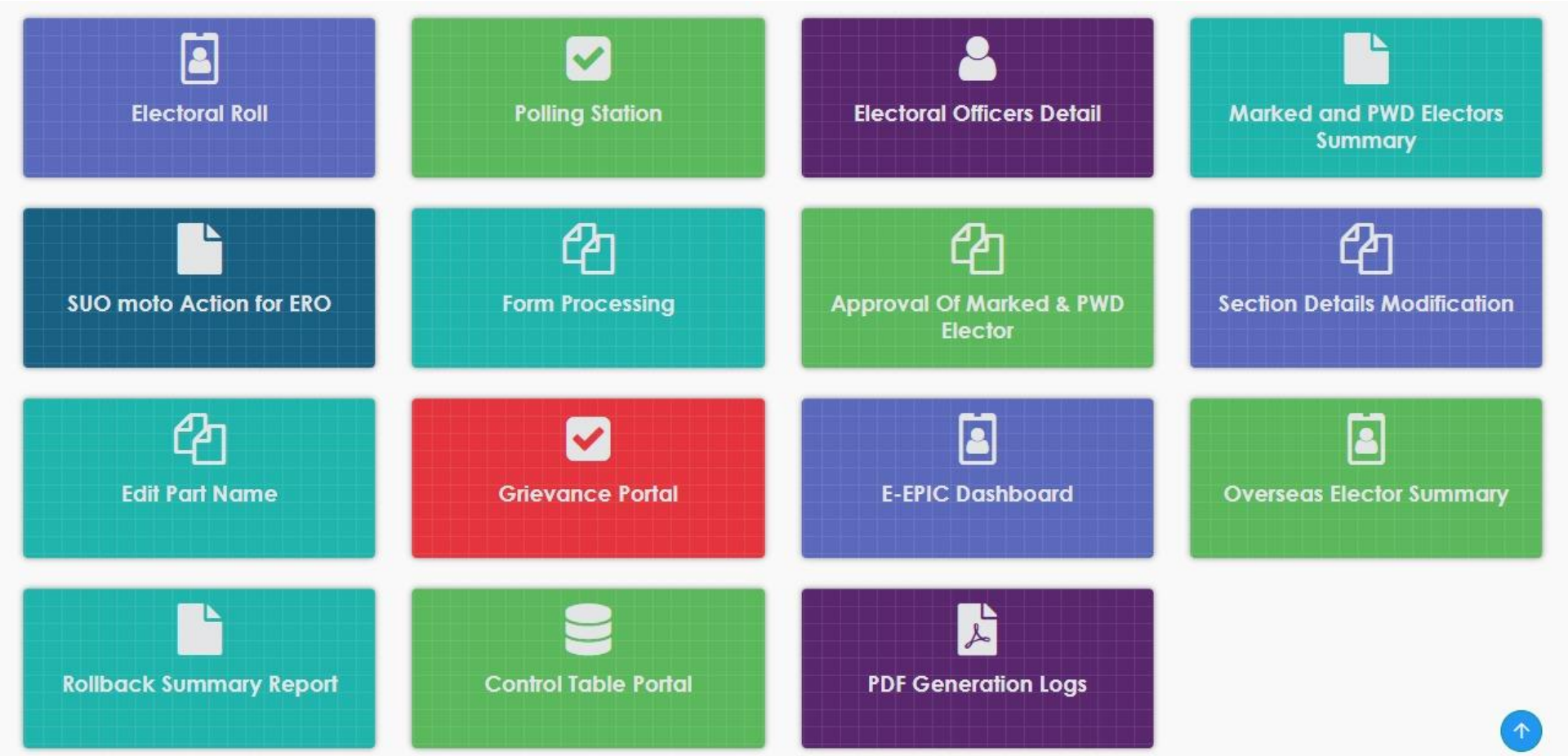
ERO

User : ERO (AC Level)



ERO (AC Level)

Administrative Role of ERO Tiles on ERONET

- ✔ Electoral Roll Related
  - For form processing
  - For Suo Muto Cases, if any
- ✔ Polling Station
  - Corrections to be done w.r.t. Urban/Rural, Addition, Deletion, AMF & Improved Map
- ✔ Electoral Officer Management (BLO)
- ✔ Grievance Portal
- ✔ E-EPIC Dashboard
- ✔ Overseas Elector Summary
- ✔ PDF Generation logs

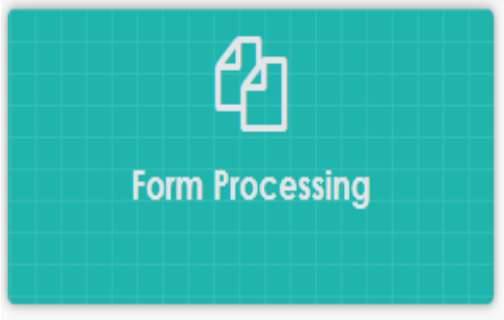
User : ERO (AC Level)

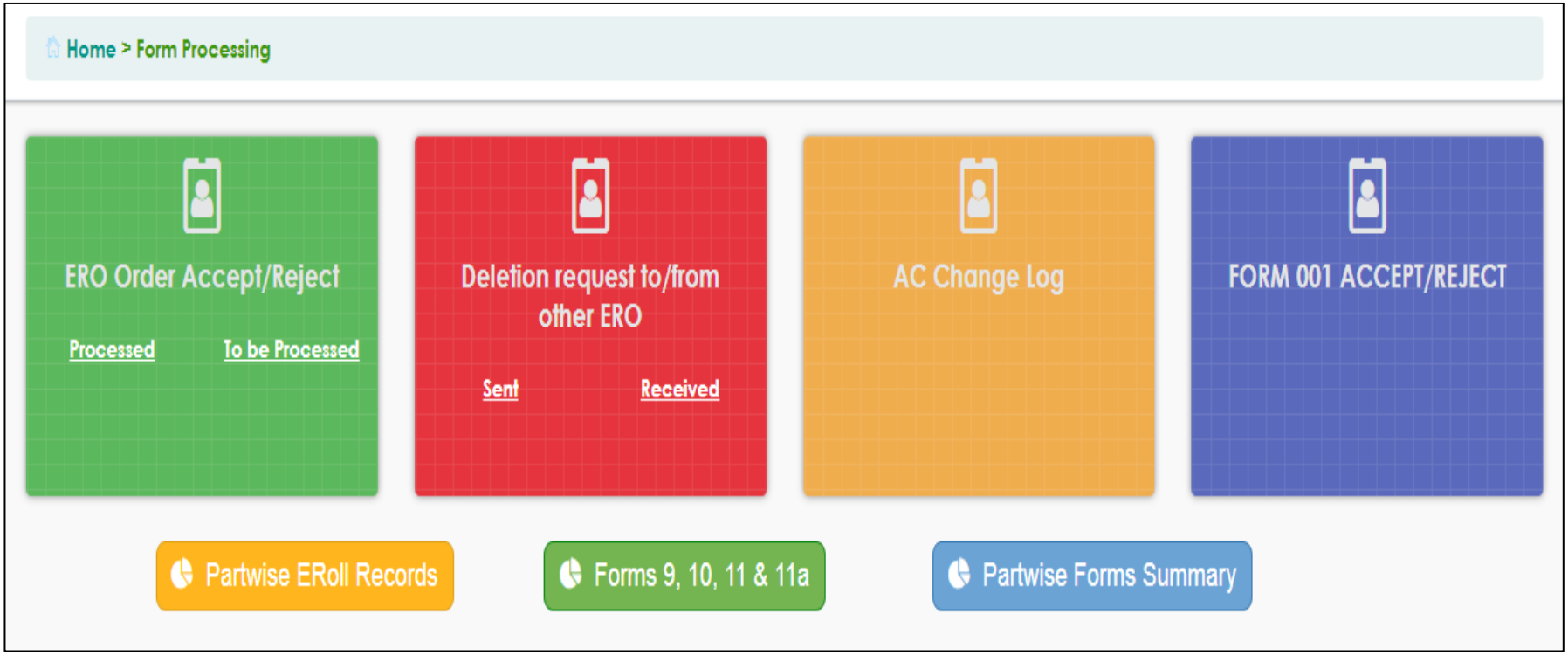
Process Role of ERO

- ✔ Suo Moto Action
- ✔ Form Processing
  - ERO Order Accept
  - Deletion Request to/from other ERO
  - AC Change Log
- ✔ Approval of Marked & PWD Elector
- ✔ Send Rollback Request
- ✔ Control Table Portal
  - Section Details Modification
  - Edit Part name

Form Processing

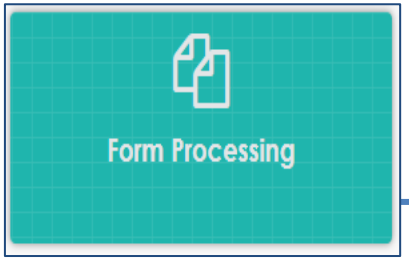
- The functionality for disposal of forms is available on form processing tile. Once clicked it will open the following screen





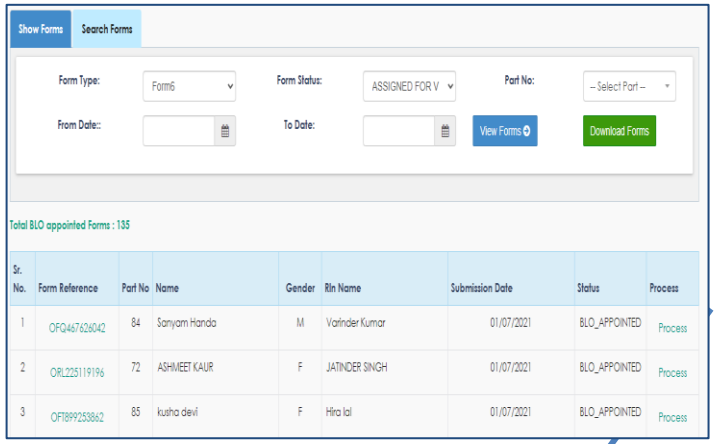
ERO Order Accept/ Reject

1

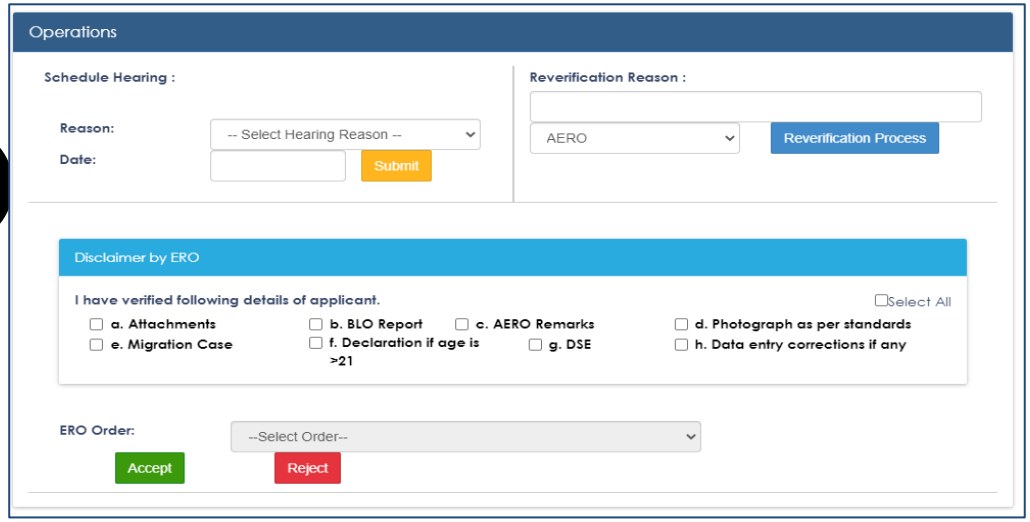


2

3



4

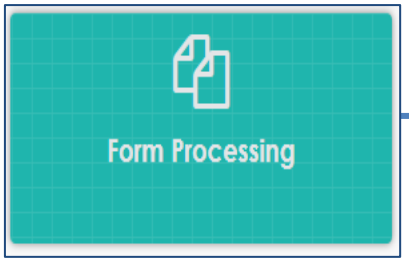


This screen allows ERO to take the final decision. Here, ERO can

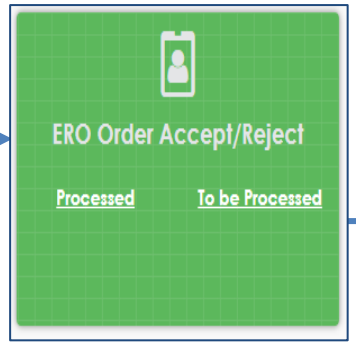
1. Re-Initiate the Process to any level required
2. Keep a scheduled hearing by selecting a reason and date
3. Accept/ Reject the form

Generate EPIC

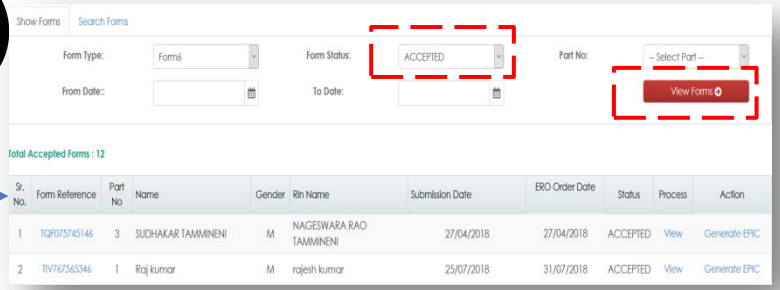
1



2

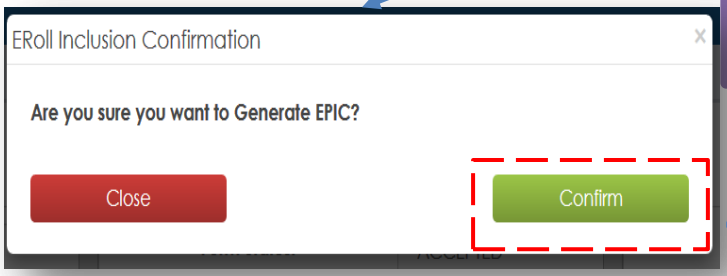


3

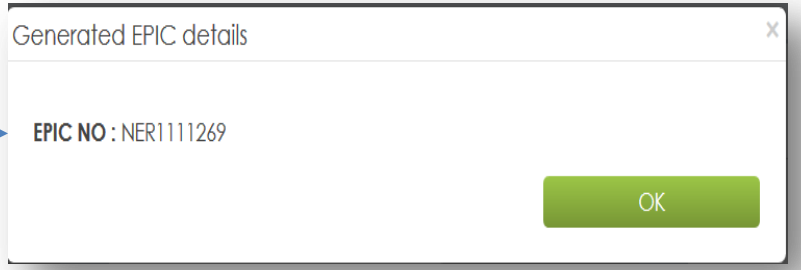


EPIC can be generated for accepted forms. In the form status drop down, ERO will select the ACCEPTED form status and then click on 'View Forms' button. A list will be displayed containing the records for which the EPIC can be generated. When ERO will click on 'Generate EPIC' link, a popup will open asking for generating the EPIC number as shown in Fig 4.

4

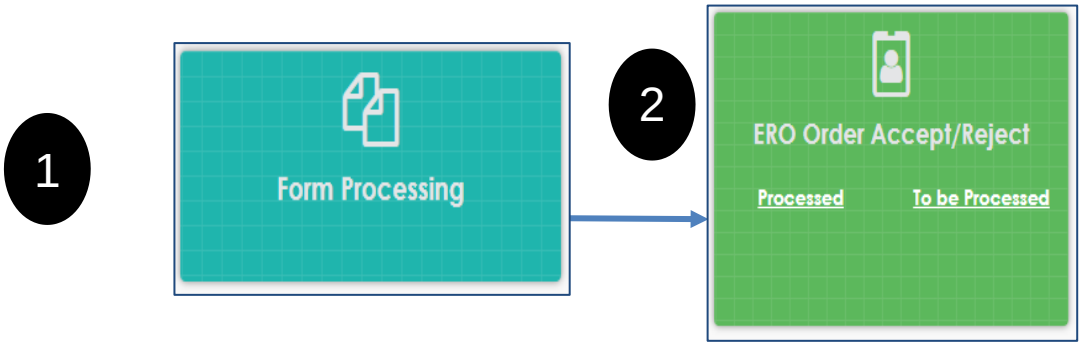


5

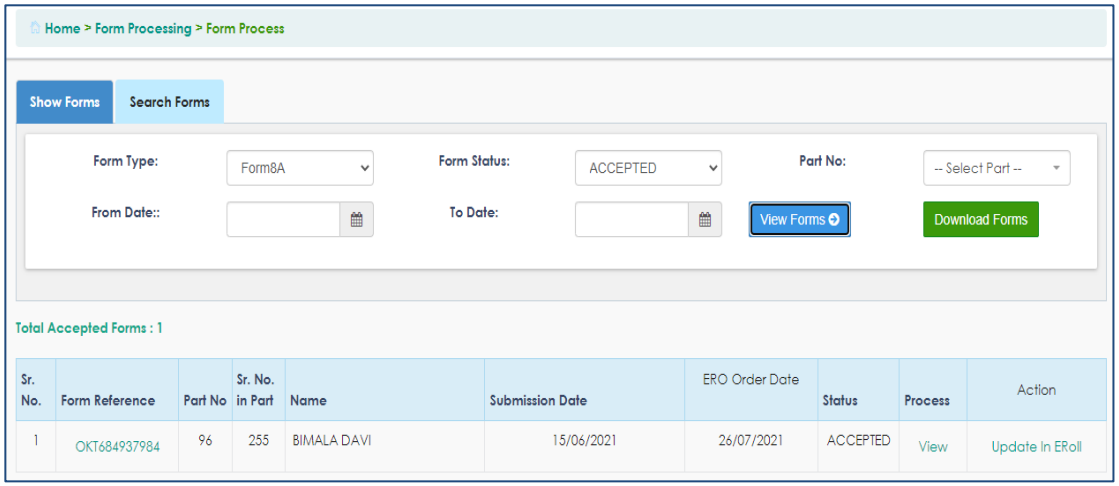


ERO will click on 'Confirm' button to generate the EPIC. After clicking on the confirm button, a window will appear containing the EPIC for that record as shown in the figure 5.

Update in E-Roll

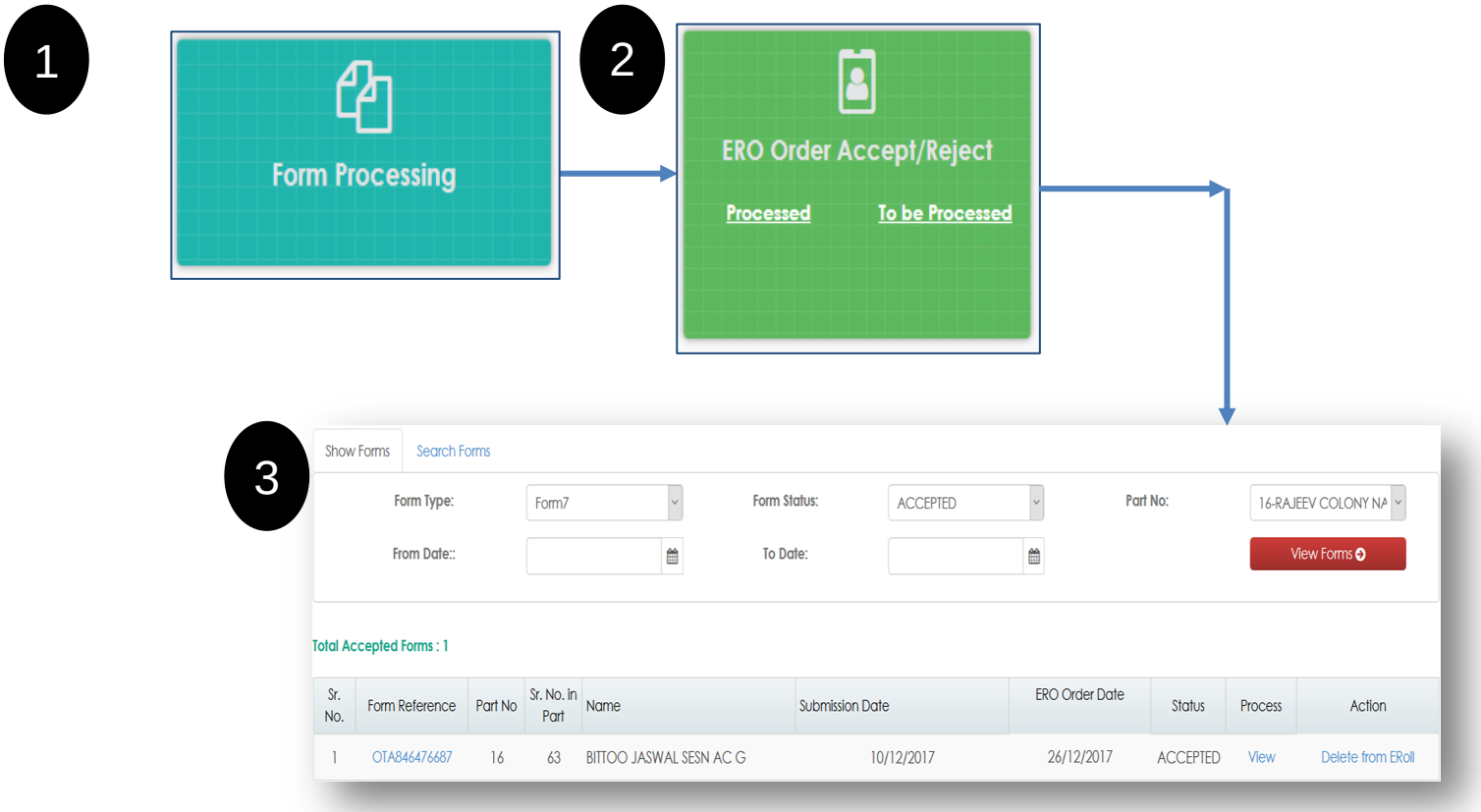


3



E-Roll update is done in the case where form 8 has been filled and accepted. After this process, the voter information is updated in the E-Roll (UNPER). To do this, we will select ‘Form 8’ in the form type and click on ‘View Forms’. All the records which are not updated in the E-Roll shows here. After clicking on ‘Update in E-Roll’ link, the form gets updated in the E-Roll

Delete in E-Roll



Deletion from E-Roll is done in the case where form 7 has been filled and accepted. After this process, the voter information is deleted from the E-Roll. To do this, we will select ‘Form 7’ in the form type and click on ‘View Forms’. All the records which are not deleted from E-Roll shows here. After clicking on ‘Delete from E-Roll’ link, the form can be deleted from the E-Roll after selecting the reason in the popup window.

AC Change Request

1

Form Processing

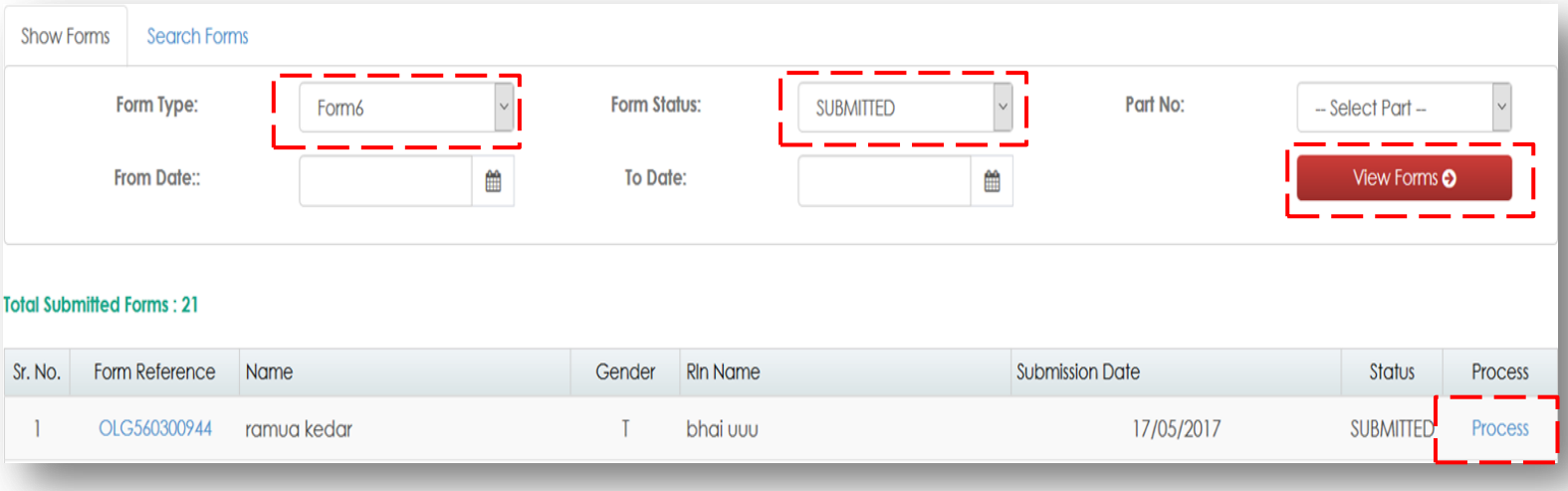
2

ERO Order Accept/Reject

Processed To be Processed

ERO will click the 'To Be Processed' Link in 'ERO Order Accept/ Reject' Tile.

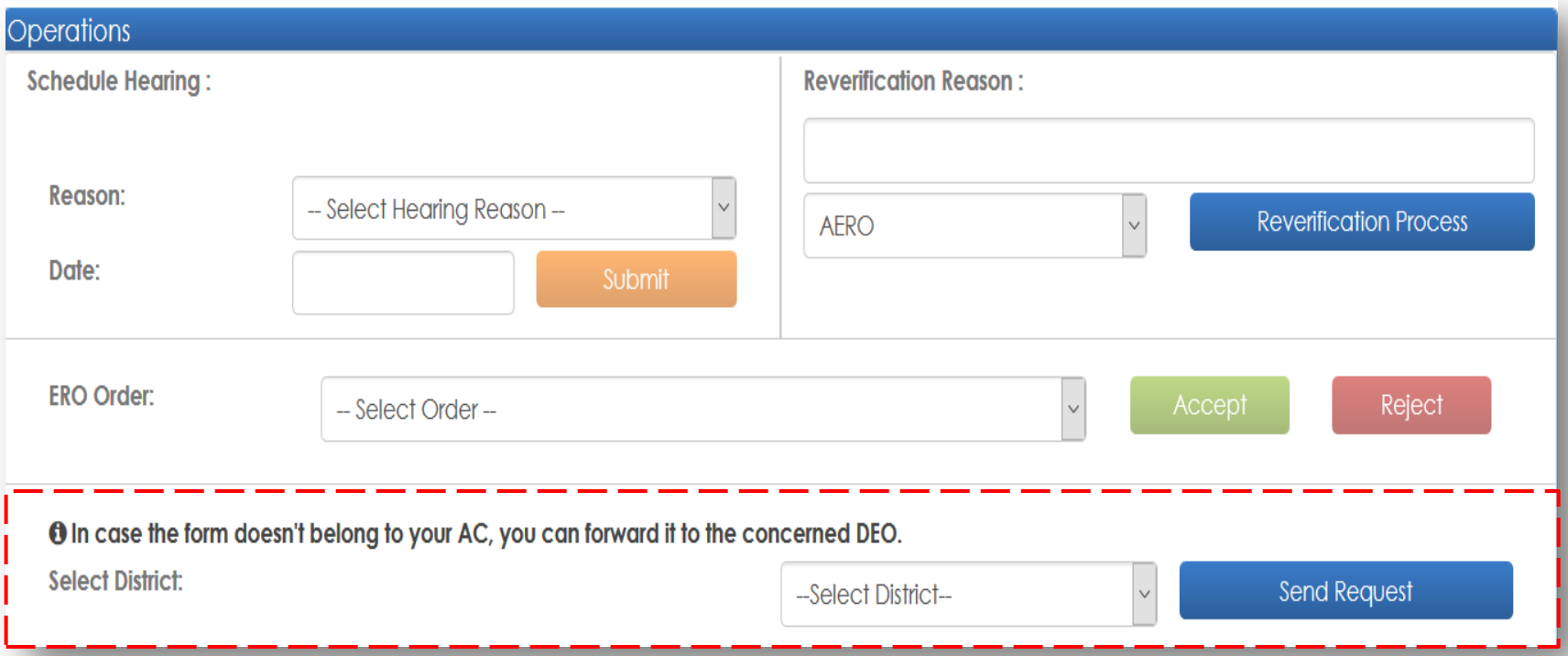
3



Select 'Form 6' in the form type, 'SUBMITTED' in the form status and then click on 'View Forms' button. A list will open containing the records to be processed. ERO will click on 'Process' link corresponding to the record which needs to be processed.

AC Change Request

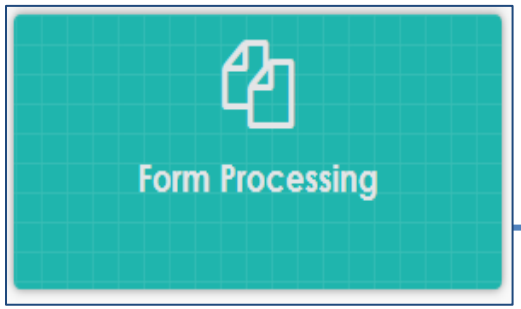
4



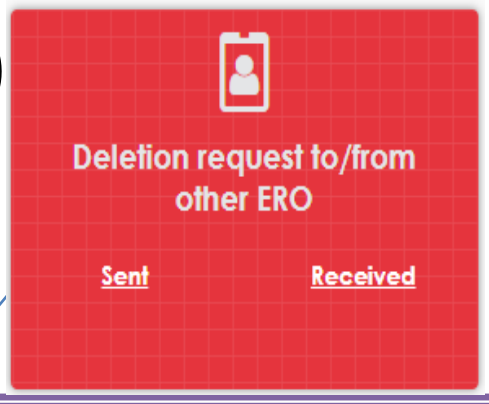
ERO will navigate to the operations tab in the opened window and select the District to which the form needs to be transferred. After this process, this form will be visible to the concerned DEO to which this form has been transferred. DEO will then login and navigate to Operations Panel > Process AC/ District Change Request and select the AC to which this form needs to be transferred. After this process, ERO can view the AC Change log by logging in and navigating to the Form Processing tile and then selecting the AC Change log tile. Here, all the forms transferred to the concerned ERO will be displayed. These forms will contain the information like the assigned district, AC, Form Type, status of the form etc.

Deletion Request to/ from other ERO

1

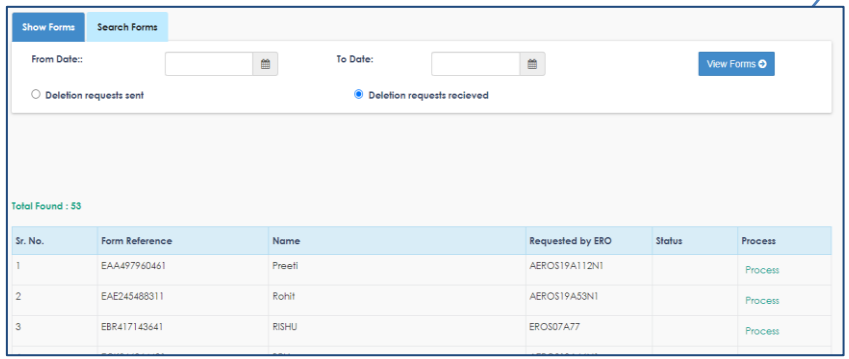


2



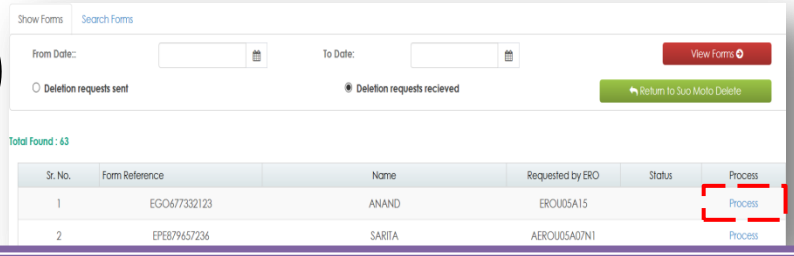
This tile will be displayed. ‘Sent’ link will display all the forms which are sent to other EROs. ‘Received’ link will display all the records which are received from other EROs for processing.

3



This screen shows a list of forms under process after the deletion request is sent. Here, form details like form reference number, name of the elector, ERO ID to whom the request is sent, the ID of the request and the status of the request can be checked.

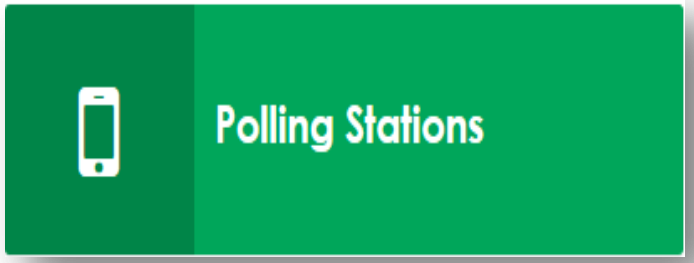
4



This screen shows a list of forms which are to be processed by the ERO. It contains information like name of the elector, ID of ERO by which it is requested and the ‘Process’ link. After clicking the process link, this form will be processed by ERO.

View Polling Stations

1



2

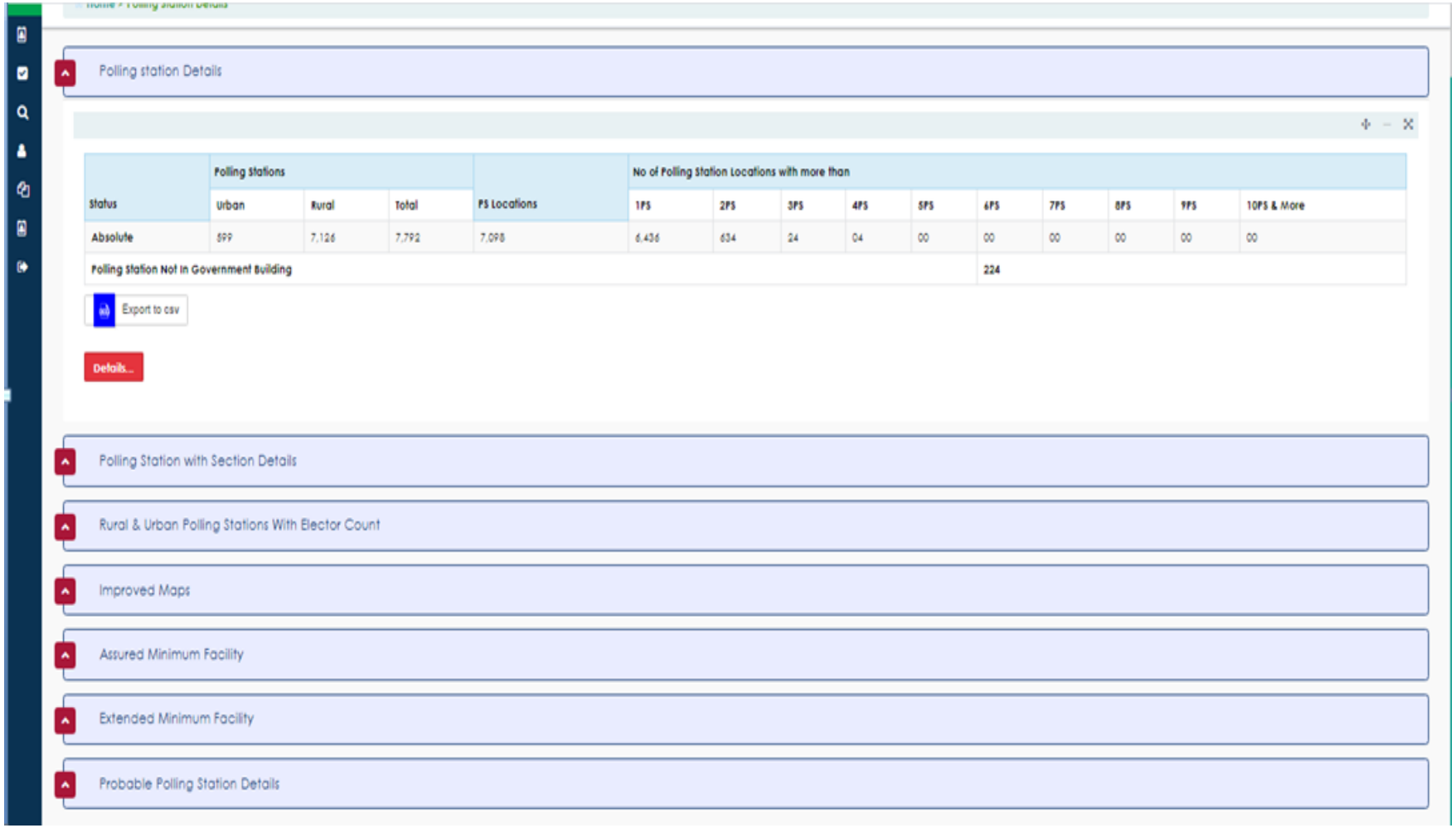
Polling station Details

	Polling Stations			PS Locations	No of Polling Station Locations with more than									
	Urban	Rural	Total		1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS	10PS & More
Absolute	299	04	303	81	14	17	12	10	14	05	03	03	01	02
Percentage	98.68%	01.32%	NA	NA	04.62%	05.61%	03.96%	03.30%	04.62%	01.65%	00.99%	00.99%	00.33%	00.66%
Polling Station Not In Government Building														27

Details...

When ERO will click the Details link as shown in Fig 2, all the ACs will be displayed for which Polling Station can be viewed as shown in the next slide.

View Polling Stations



View Polling Stations

3

Details		Polling Stations			PS Not in Gov Building	Total PS Locations	No of Polling Station Locations with more than								
AC NO	AC Name	Urban	Rural	Total			1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS	9+PS
DISTRICT TOTAL		299	04	303	27	81	14	17	12	10	14	05	03	03	01	02
1	NERELA	299	04	303	27	81	14	17	12	10	14	05	03	03	01	02

When ERO will click on the AC name, part wise details of Polling Stations for that AC will be shown as shown in the Fig 4.

4

PART NO	PART NAME	PS NO	PS NAME	PS TYPE	BUILDING QUALITY	ELECTORS	LAT-LONG
1	VILL LAMPUR	1	VILL LAMPUR	U	Pucca	869	28.85197900,77.06817900
2	VILL LAMPUR	2	VILL LAMPUR	U	Pucca	1099	28.85197900,77.06817900
3	VILL BANKNER	3	VILL BANKNER	U	Pucca	851	28.85026600,77.07464200

Update AMF and Improved Nazari Naksha Images

1

2

Polling station Details

	Polling Stations			PS Locations	No of Polling Station Locations with more than									
	Urban	Rural	Total		1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS	10PS & More
Absolute	299	04	303	81	14	17	12	10	14	05	03	03	01	02
Percentage	98.68%	01.32%	NA	NA	04.62%	05.61%	03.96%	03.30%	04.62%	01.65%	00.99%	00.99%	00.33%	00.66%
Polling Station Not In Government Building														27

Details...

When ERO will click the Details link as shown in Fig 2, all the ACs will be displayed as shown in the next slide.

Update AMF and Improved Nazari Naksha Images

3

Details		Polling Stations			PS Not in Gov Building	Total PS Locations	No of Polling Station Locations with more than									
AC NO	AC Name	Urban	Rural	Total			1PS	2PS	3PS	4PS	5PS	6PS	7PS	8PS	9PS	9+PS
DISTRICT TOTAL		299	04	303	27	81	14	17	12	10	14	05	03	03	01	02
1	NERELA	299	04	303	27	81	14	17	12	10	14	05	03	03	01	02

When ERO will click on the AC name, part wise details of Polling Stations for that AC will be shown as shown in the Fig 4.

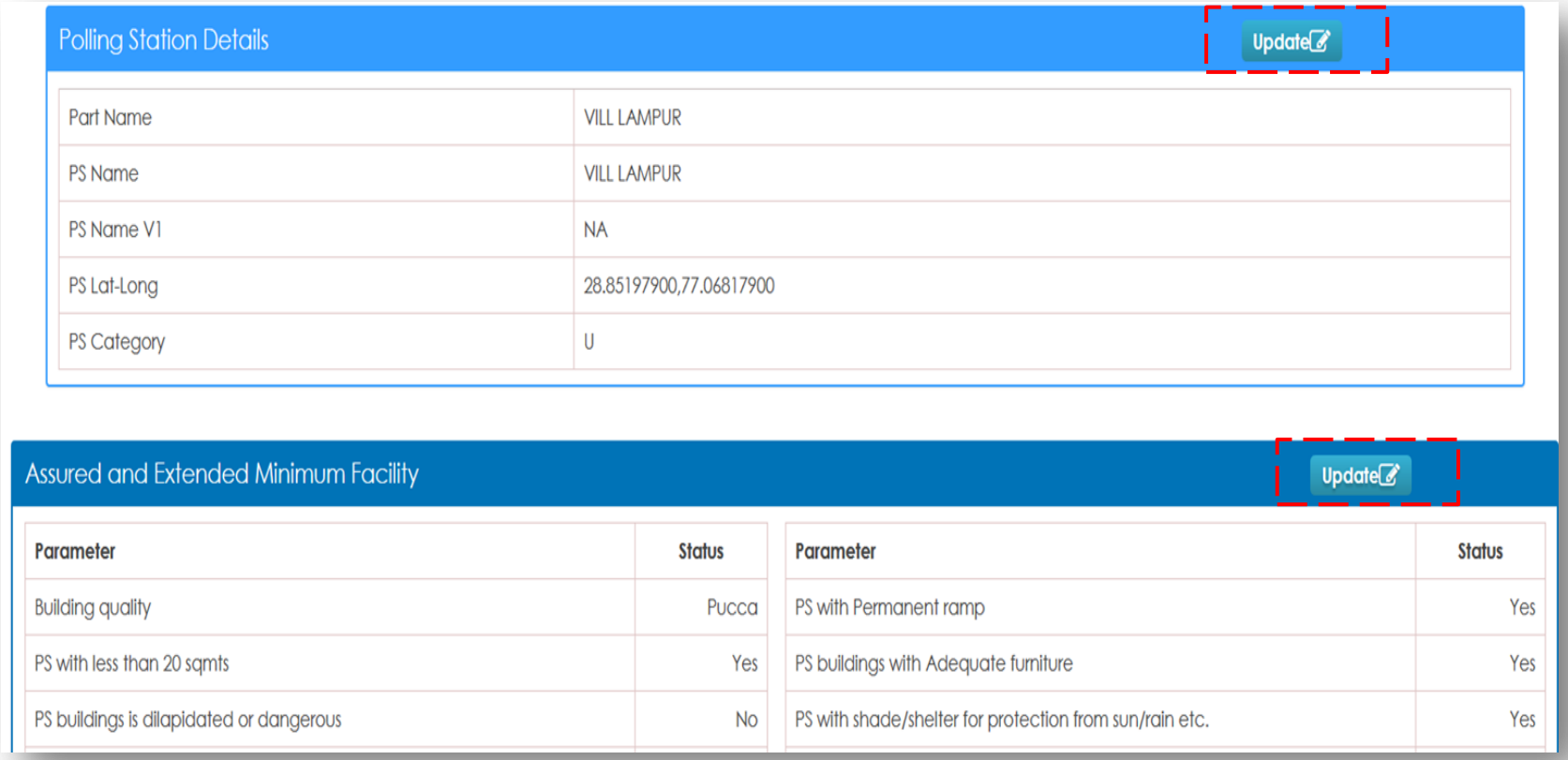
4

PART NO	PART NAME	PS NO	PS NAME	PS TYPE	BUILDING QUALITY	ELECTORS	LAT-LONG
1	VILL LAMPUR	1	VILL LAMPUR	U	Pucca	869	28.85197900,77.06817900
2	VILL LAMPUR	2	VILL LAMPUR	U	Pucca	1099	28.85197900,77.06817900
3	VILL BANKNER	3	VILL BANKNER	U	Pucca	851	28.85026600,77.07464200

Here, select the part for which you want to update the details/ images. After clicking on the part name, a screen will open where the details of the polling station along with NAZARI NAKSHA image and Assured/ Extended Facility can be viewed and updated. An example is shown in the next slide.

Update AMF and Improved Nazari Naksha Images

5



Polling Station Details — Update

Part Name	VILL LAMPUR
PS Name	VILL LAMPUR
PS Name V1	NA
PS Lat-Long	28.85197900,77.06817900
PS Category	U

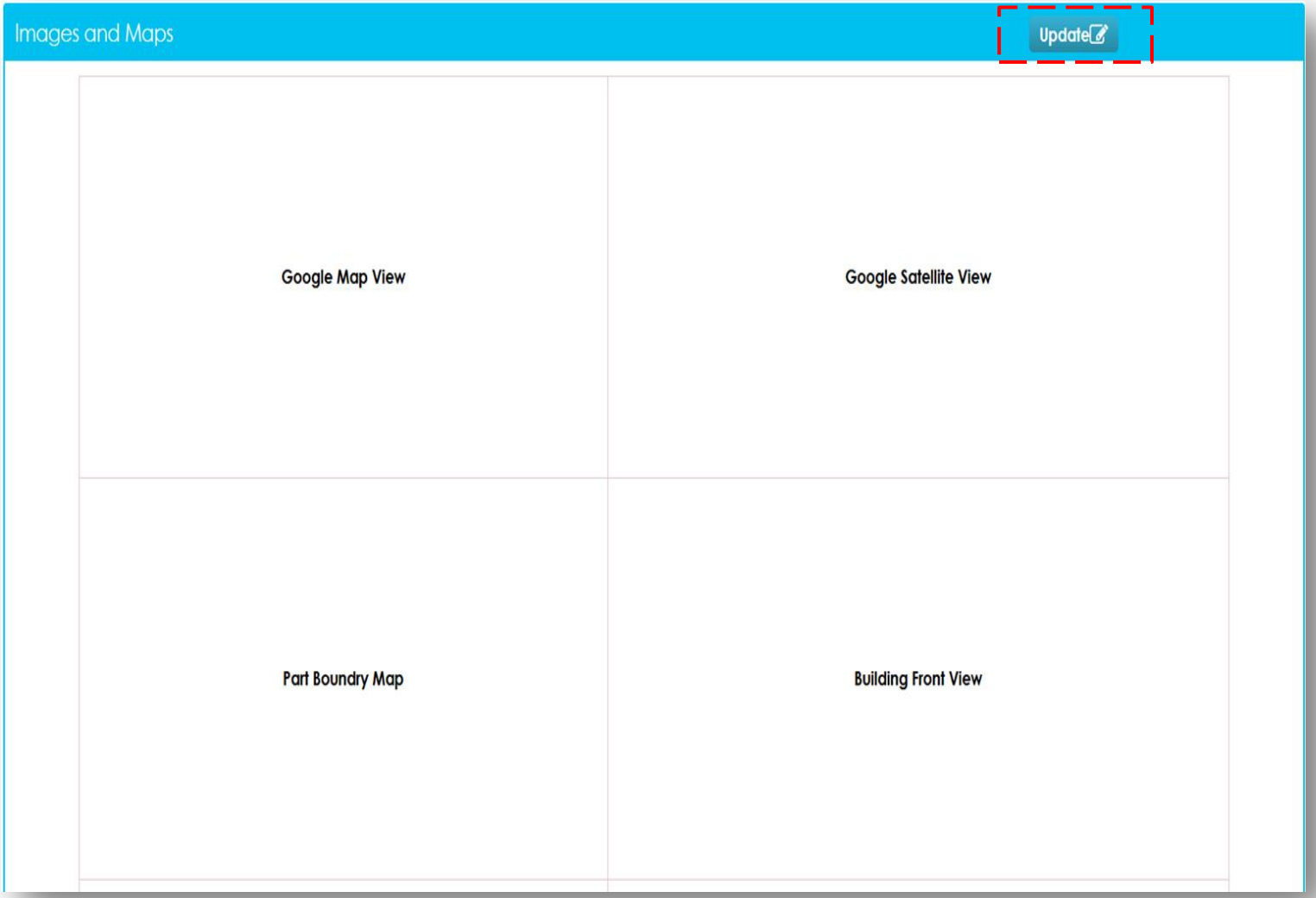
Assured and Extended Minimum Facility — Update

Parameter	Status	Parameter	Status
Building quality	Pucca	PS with Permanent ramp	Yes
PS with less than 20 sqmts	Yes	PS buildings with Adequate furniture	Yes
PS buildings is dilapidated or dangerous	No	PS with shade/shelter for protection from sun/rain etc.	Yes

The highlighted Update button can be used to update the details/ images.

Update AMF and Improved Nazari Naksha Images

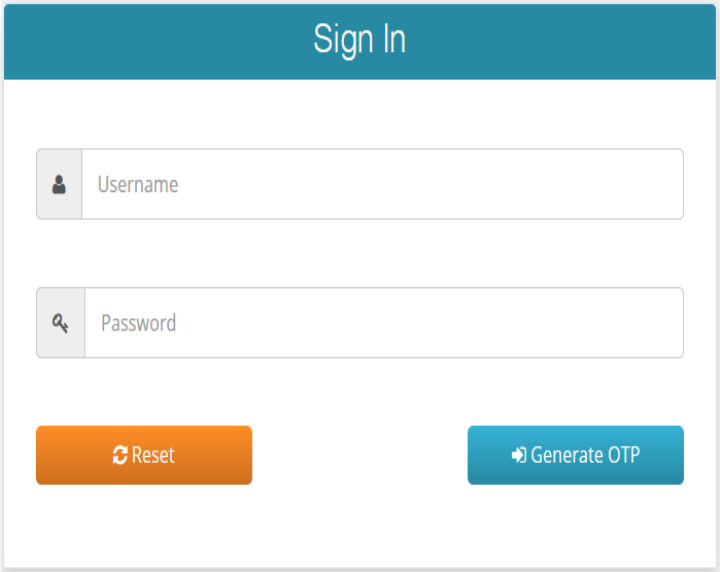
6



In this screen, NAZARI NAKSHA image can be updated by clicking the ‘Update’ button.

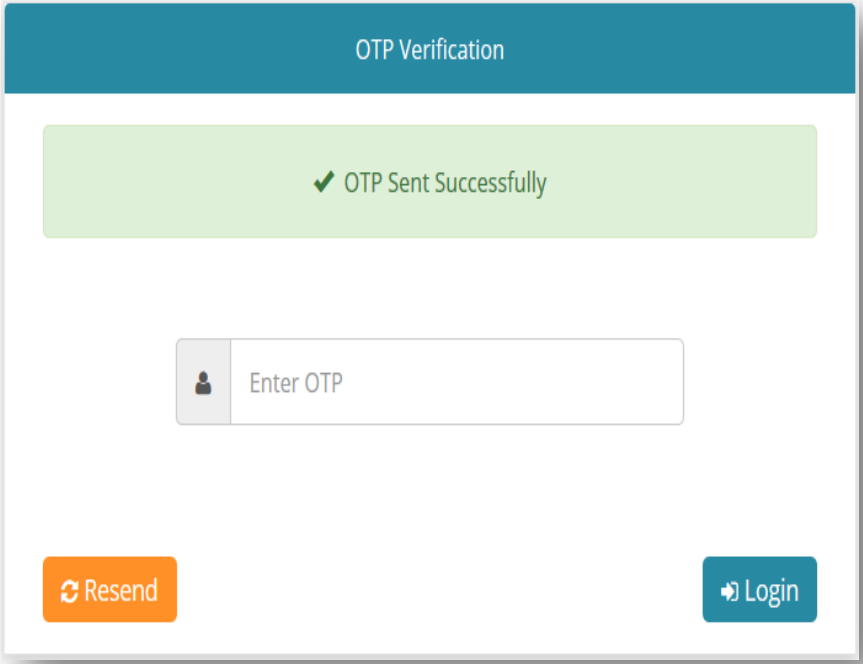
Login and OTP Screens

1



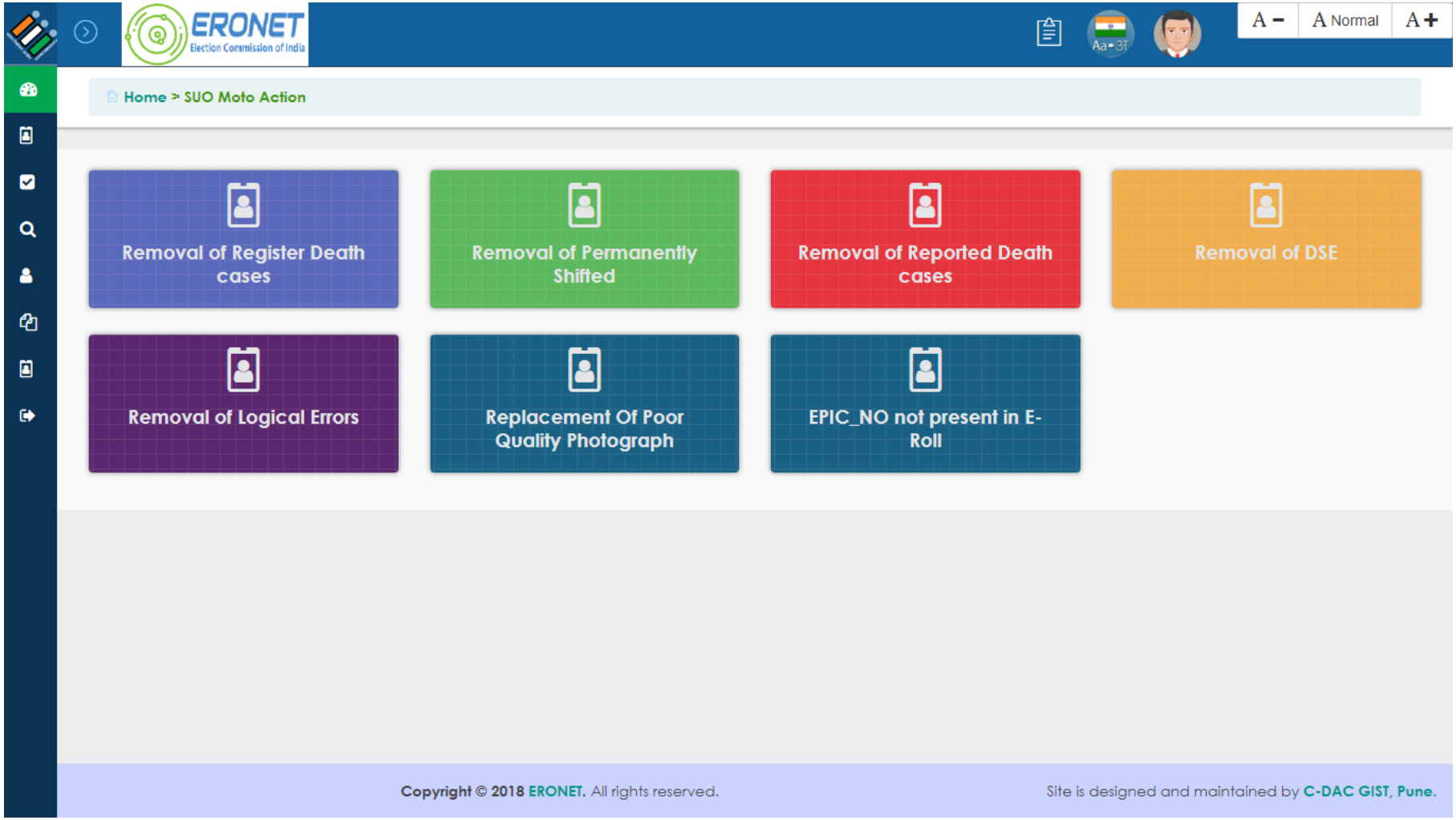
Enter the credentials and click on Generate OTP button

2

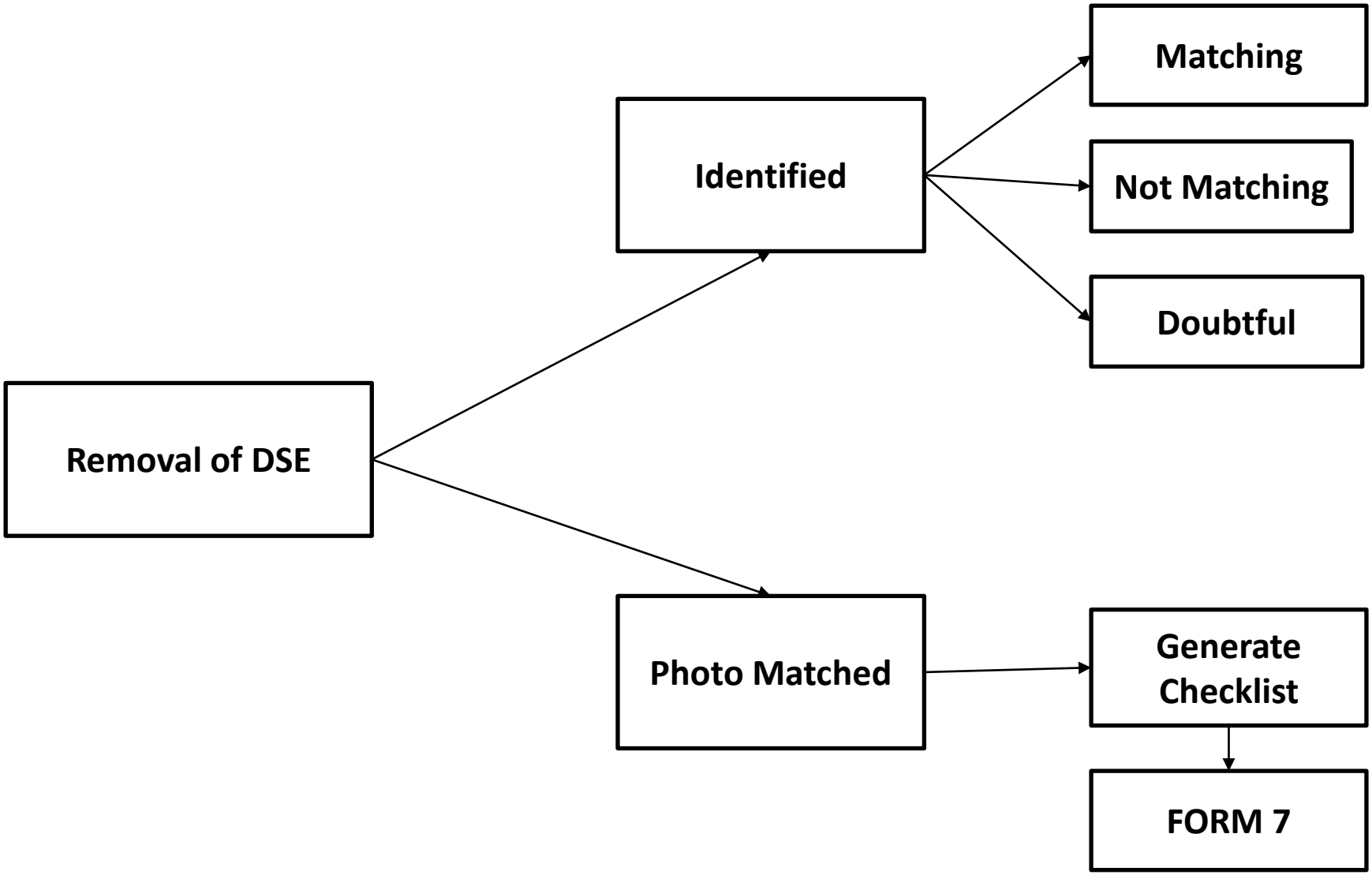


3

SUO-MOTO Action for ERO

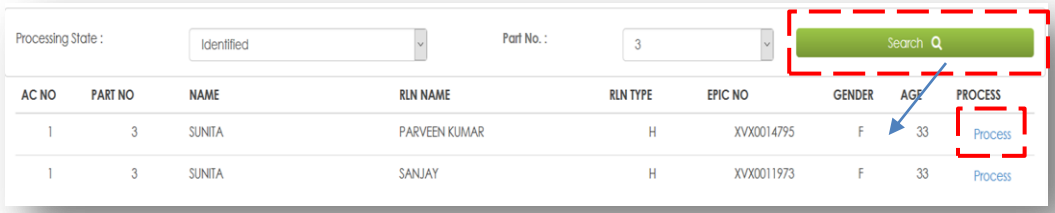


Removal of DSE



Removal of DSE

1



Software is identifying DSEs which is shown in ERO & DEO login in following categories:

- Within Part
- Across Part but Within AC
- Across AC but Within State

DSE records are shown in ERO & DEO login with photographs which are marked as MATCHING, NOT MATCHING OR MAY BE. The NOT MATCHING entries will be flagged in UNPER. MATCHING and MAY BE records will be field verified by BLO.

Identified: - All the records identified as DSE will be listed part wise in ERO login for matching of photographs. By clicking 'Process' button, individual DSE records can be processed for matching of photographs. A pop up window will open up containing the photographs of DSEs for this record (Note: Pleases make sure that Pop up is not blocked by the browser). The photograph on the left side is of the reference record which is to be matched with the right side photograph. The matching can be done in three categories - 'Not Matching', 'Matching' or 'Doubtful'. After clicking on category, ERO has to submit the record. This process has to be done for all the photographs appearing on the right side. If photo is not matched, then entry will be marked as verified and both entries will be removed from DSE list and flag will be set as 'No DSE'.

Removal of DSE

The photograph at left side is of the reference record which is to be matched with the photograph on the right side. The matching can be done in three categories:

NOT-MATCHING

If photo is not matched, then entry will be marked as verified and both entries will be removed from the DSE list and the flag will be set as no DSE.

MATCHING/ DOUBTFUL

If ERO marks the photo as matching/ doubtful then in both cases, a checklist will be generated and printed by ERO for field verification by BLO.

In processing state drop down, select the status as ‘Photo matched’ and select the Part No. Then click on ‘Search’. All the ‘Photo Matched’ and ‘Doubtful’ cases will be listed here. Checklist can be generated by clicking on ‘Generate Checklist’ in process header for individual records. After clicking on the above mentioned categories ERO will submit the records. This process has to be done for all the photographs appearing on the right side.

Removal of DSE

Checklist

Processing State : Photo Matched Part No : 1 Search

AC NO	PART NO	NAME	RLN NAME	RLN TYPE	EPIC NO	GENDER	AGE	PROCESS
1	1	HEMA	SURAJ	H	XVX2176329	F	27	Generate Checklist
1	1	REENA	SATISH KUMAR	H	XVX1210160	F	37	Generate Checklist

BLO

Print Checklist

State: U05 - NCT OF Delhi District: 0 - NA AC: 1 - NERELA
Part: 1 - VILL LAMPUR
Section No.: 1 - NA

Original Record Details

Name	: HEMA / मंजु	Gender	:: F	RLN Type	: H
Rln Name	: SURAJ / गौरव कुमार	DOB	: 01/01/1900	Age	: 27
Mobile No.	: NA	Email Id	: NA	Street / Area	: 6F NA
Village/ Town	: NA	Post Office	: NA	Pin Code	: NA

Similar Record Details

EPIC Number	Name	Rln Name	RLN Type	Address	Photo	Applicant's Remarks
XVX2005031	HEMA / हेमा	SURAJ / सुरज	H	1060 , NERELA, NA, NCT OF Delhi		Is My Photo [Yes/No] Has Lived Here [Yes/No]

Date: _____
Place: _____

Applicant's Signature

BLO Signature

Removal of DSE

Field Verified: -
After field verification is done by BLO, the report will be entered in the system by data entry operator. After that, these records will be listed in ‘Field Verified’ records.

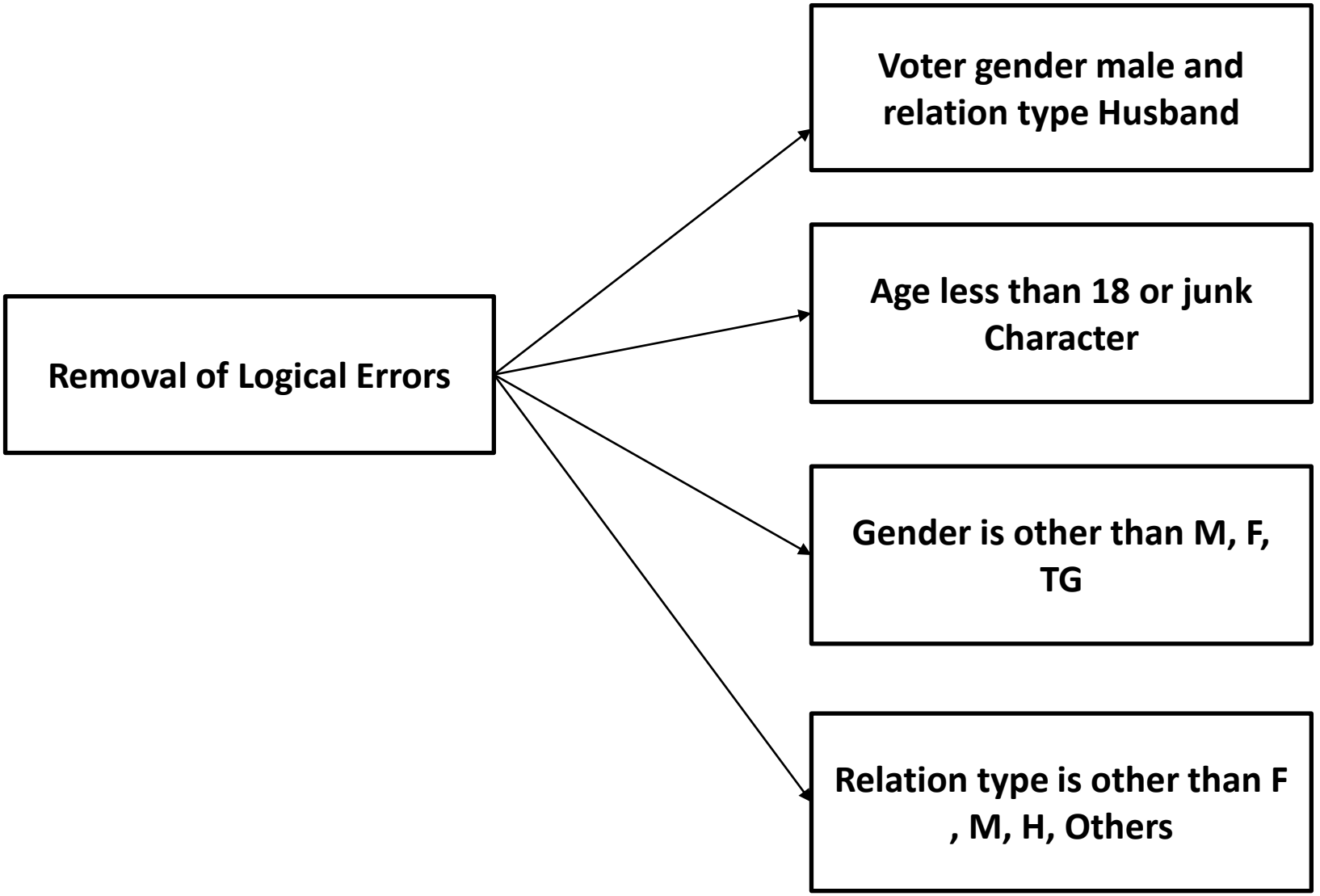
If both the persons are different, then entry will be marked as verified and both entries will be removed from DSE list and flag will be set as ‘No DSE’.

If both the persons are same, then notice will be generated and the date on which notice for hearing is to be served, will be entered in the system. After hearing, it will be handled as per the process. Otherwise, name can be deleted by ERO after giving remarks.

Reported entries are in different parts.

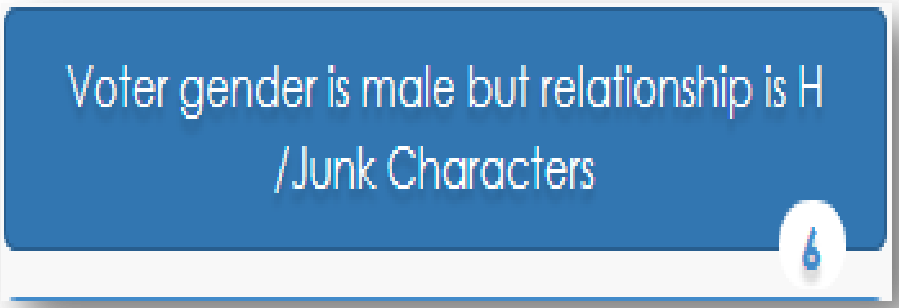
If one BLO reported applicant is present and verified and the other BLO reported applicant is absent, then notice will be generated and date on which notice for hearing is to be served, will be entered in the system. After hearing, it will be handled as per the process. Otherwise, name can be deleted by ERO after giving remarks.
If both BLO’s reported applicant is present & verified, the ERO(s) will schedule hearing on the same date and time as is done in West Bengal. Then it will be handled as per the process and both entries will be removed from DSE list and flag will be set as ‘No DSE’, if both persons are present.

Logical Errors



Removal of Logical Errors

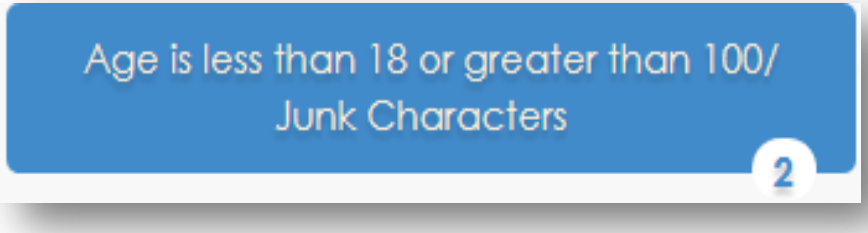
1



ERROR NO 1: VOTER GENDER IS MALE BUT RELATIONSHIP IS H/ JUNK CHARACTERS

If Form 6 is available, then correction can be done by clicking on ‘Correct’ action link. Else, checklist is generated and handed over to BLO for field verification. Accordingly Form 8 shall be filled and further processed. The reference number of that Form 8 will be filled under ‘Correct’ action link.

2



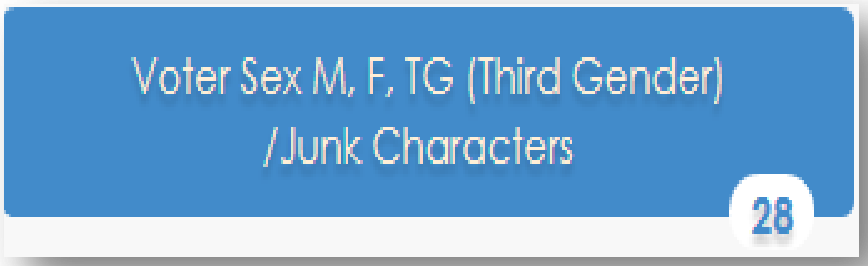
ERROR NO 2: AGE IS LESS THAN 18/JUNK CHARACTERS

If Form 6 is available, then correction can be done by clicking on ‘Correct’ action link. Else, checklist is generated and handed over to BLO for field verification. Accordingly Form 8 shall be filled and further processed. The reference number of that Form 8 will be filled under ‘Correct’ action link. For less than 18 years, records will be deleted by ERO after giving remarks.

Correction (Table Top/ Through Form)

Removal of Logical Errors

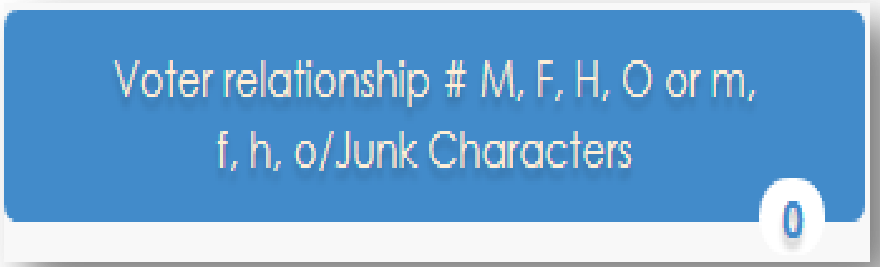
3



ERROR NO 3: VOTER Gender is other than M, F, TG /JUNK CHARACTERS

If Form 6 is available, then correction can be done by clicking on ‘Correct’ action link. Else, checklist is generated and handed over to BLO for field verification. Accordingly Form 8 shall be filled and further processed. The reference number of that Form 8 will be filled under ‘Correct’ action link.

4



ERROR NO 4: VOTER RELATIONSHIP # M, F, H, O OR M, F, H, O/ JUNK CHARACTERS

If Form 6 is available, then correction can be done by clicking on ‘Correct’ action link. Else, checklist is generated and handed over to BLO for field verification. Accordingly Form 8 shall be filled and further processed. The reference number of that Form 8 will be filled under ‘Correct’ action link.

SOP for Conversion of Repeat EPIC to New EPIC

1. State Shall identify the list of all such entries which have to be given new EPIC number.

↓

2. This list should contain all the details of the ELECTORs including AC NO, part no, sr no, existing EPIC, Name, relation, etc.

↓

3. The final list is to be placed on the State VM along with the count of records.

↓

4. After completion of the above, State Shall raise the ticket in the ERONET ticketing system.

↓

5. Onetime allotment of new EPIC shall then be carried out from backend on State VM by CDAC team thereafter same will be updated on UNPER.

↓

6. State will then print EPIC Cards and will distribute the same to electors.

SOP for Conversion of Non-Standard to New EPIC

1. During conversion process, electoral roll operations on ERO-Net will have to be frozen by the State.

2. CEO shall verify the complete AC & Part wise list of non-standard EPIC number through ERO-Net and raise a request to the Commission in the following format:-
State Code, AC number, Part Number, Serial no in part, Old EPIC Number

3. One-time Conversion of non-standard to standard 10-digit EPIC number will then happen on state VM.

4. AC/Part-wise Cross reference table consisting of elector's data along with old nonstandard and new Standard l0-digit EPIC number will be provided to state for verification by ERO. The ERO will be solely responsible for ensuring that the migration has been successfully affected as per the laid down process and send the completion report to CEO.

5. The whole process of verification, printing and distribution of new EPIC shall be completed within 15 days from the date of migration. Thereafter, the IINPER shall be updated.