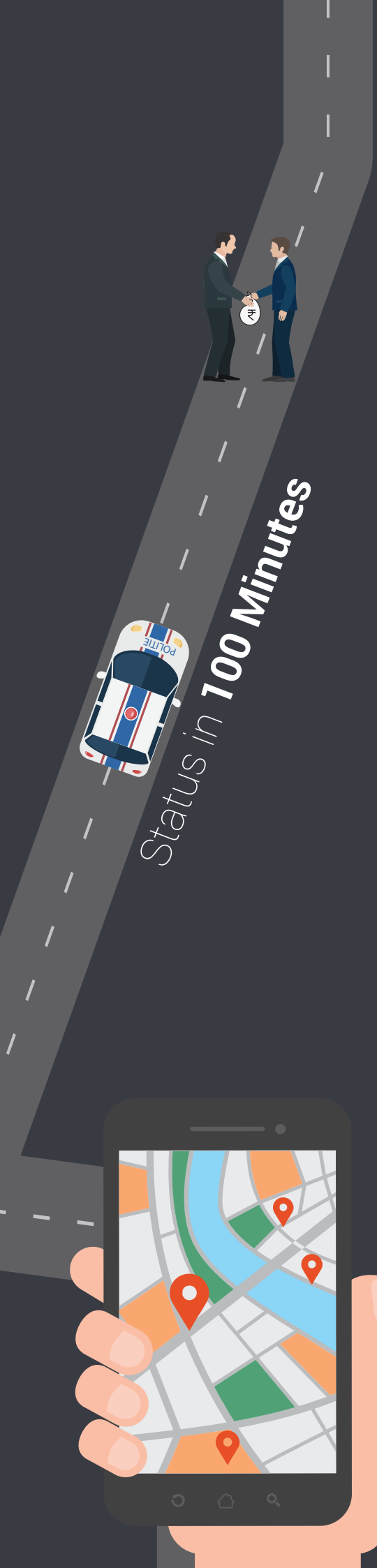

cVIGIL

version 2

User Manual

cvigil citizen App

District Control Room

cVIGIL Investigator

cVIGIL Decider

cVIGIL Monitor App

cVIGIL Observer App

(ICT) Division, Election Commission of India.

सुनील अरोड़ा
भारत के मुख्य निर्वाचन आयुक्त
SUNIL ARORA
Chief Election Commissioner of India

सत्यमेव जयते

भारत निर्वाचन आयोग
Election Commission of India

Foreword

Citizens are undoubtedly the most important stakeholders in the electoral process. While Election Commission of India is committed to fulfil its mandate of conducting free and fair elections, Citizens also have a crucial role and opportunity to complement ECI's efforts to ensure ethical elections.

It is in this context that cVIG IL is relevant. This is not only a potent decision support system tool for election machinery, but is also a milestone development in the direction of empowerment of people at large. 'c-VIGIL' mobile application was developed by the Election Commission of India to enable citizens report any electoral offence and corrupt distribution of cash, liquor and drugs, or other inducement besides reporting violation of any provision of the Model Code of Conduct (MCC).

It is not possible for any enforcement agency to monitor and control all the violations due to constraints of manpower and resources. This inability to be present everywhere makes it further difficult to establish the veracity of complaints and take appropriate action promptly. The advent of Smart Mobile Phones has brought in a revolution in various fields and the Election Commission of India introduced the power of technology, which is now readily available with the citizens of the country. Through the use of smartphones via the cVigil app, citizens can bring cases of violation to the notice of the electoral machinery on an instant basis. cVIGIL can also counter cases of false and misleading complaints, and save energy and manpower of the machinery. cVigil proved to be very useful and popular in the Assembly elections of Chhattisgarh, Mizoram, Madhya Pradesh, Rajasthan and Telangana. Out of a total of 213,11313 complaints received during the Assembly polls, 613% came from 'cVIGIL'

Arter incorporating the changes based on feedback received from citizens and poll officials of these five States, a modified new version of c-VIGIL has been developed . The modified app is being released for general usc during the upcoming Lok Sabha Elections and other Assembly Elections.

I am sure that c-VIGIL would be used extensively by the citizens during the upcoming General Elections and State Assembly Elections and will help in reducing the influence of money and other inducements. The Manual prepared by the ICTDivision will also greatly help the officials in the discharge of their duties.

(Sunil Arora)

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अशोक लवासा
भारत के निर्वाचन आयुक्त
ASHOK LAVASA
Election Commissioner of India

भारत निर्वाचन आयोग
Election Commission of India

MESSAGE

One of the hallmarks of any vibrant democracy is the participation of citizens in the election process. Close monitoring of the election campaign of contesting candidates with a view to preventing misuse of money and muscle power in a large country like India is a gigantic task.

Apart from the enforcement agencies of the state, the Commission depends on the vigilant citizens to report cases of violation of Model Code of Conduct that need immediate response. While doing this, we need to ensure that no undue inconvenience is caused to citizens. Thus the need for a mobile application for creating fast track complaint reception and redressal system was felt. The resultant cVIGIL mobile application shall connect the vigilant citizens with District Control Rooms, Returning Officers and Field Verification Units (Flying Squads)/Static Surveillance Teams.

This innovative use of ICT creates a rapid and accurate reporting, response and monitoring system. As the cVIGIL system is geolocation enabled, the election officials can quickly and accurately identify the location where MCC violation was reported and take measures to apprehend the violators.

To make the application more user-friendly and ready for General Elections 2019, many feature enhancements have been incorporated in the App. The application is being released for public use after being security audited.

I expect that the application shall enable the citizens and election officials to work as a team to monitor and deal with MCC violations swiftly and sternly.

Lavasa

(ASHOK LAVASA)

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डॉ. संदीप सक्सेना
उप निर्वाचन आयुक्त
DR. SANDEEP SAXENA
Deputy Election Commissioner

भारत निर्वाचन आयोग
Election Commission of India

MESSAGE FROM DEC

Citizens have very important role in preservation of credibility of elections in a vibrant democracy like India. This is particularly relevant as the scale, spread and remoteness of electorates and attendant polling stations preclude direct oversight by Election Commission of India of the political process that precedes and includes the actual voting. In this context, the Commission encourages the vigilant citizens to be its eyes and ears in overseeing the election campaigns and reporting 'Model Code of Conduct' and Election expenditure related violations in a timely manner. Thus the electorates themselves as an important stakeholder become actors in ensuring the fairness and credibility of the election process. The existing manual violation reporting process is time consuming, lacks sharing evidence after capturing and at the same time, it is prone to misuse by people with vested interest.

To overcome the above bottlenecks, an android based mobile application has been developed by the Commission. Being a critical application related to conduct of elections, the Commission undertook an extensive beta testing pilot run to gauze and iron out the issues before releasing the application for wider use. During the beta trials, 'cVIGIL' mobile application was installed on 29,093 Android smart phones and 2,43,268 dummy test complaints were filed during this short period by the nominated officials of the five States.

Along with the beta trials, a 'User Experience Survey' was also conducted. Objective and subjective Questionnaires in our Survey for better understanding of user feedback and their responses were captured for analyzing the response. During beta trials, a total of 884 feedbacks were received. We have made suitable changes in the application based on the beta test inputs.

The 'cVIGIL' application could be used by the vigilant citizens to report MCC and expenditure related violation cases to the election officials which shall be duly supported by the documented evidence in the form of location and pictures/videos captured through the application itself. I am sure that the application would prove to be a very effective tool in fulfilling its intended objective.

Sandeep

New Delhi
Dated: 21st January, 2019

(DR. SANDEEP SAXENA)

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डॉ. कुशल कुमार पाठक, सी.आई.एस.ओ.
मुख्य सूचना एवं सुरक्षा अधिकारी
Dr. Kushal Kumar Pathak, CISO
Chief Information Security Officer

भारत निर्वाचन आयोग
Election Commission of India

ACKNOWLEDGEMENT

Use of information technology in conduct of elections has become a necessity rather than an option. Information & Communications Technology is used to indicate a wide range of technologies which are involved in information processing and electronic communications, including the internet, electronic mail and video conferencing. This rising ubiquity of ICT means that we must sufficiently use and monitor its role in Elections. It is necessary for the decision makers like Chief Electoral Officers, District Election Officers and Returning Officers to be sufficiently insightful about the technologies and methodologies that enable the implementation of information & communication technology in elections.

2. Use of latest technologies by ECI has led to spread of novel election activities, in addition to enhancing the existing election system. It has given wings to the Technology Team of ECI in a big way. This boost in technology usage has primarily been driven by 'Smart Technology' which is a familiar terminology and is widely being used in everyday life by way of smartphones, tablets, gadgets and smart televisions. These products have made the human life smarter by providing easy access to technology. For effective conduct of elections, the ECI has found a way of integrating the use of Smart Technology in the day-to-day processes of elections. This Information and Communications technology, to be precise, has become a driving force behind the free, fair and transparent election process.

3. One area, where we are focusing our efforts, is the citizens' engagement with the election process by harnessing the potential of Smart Technology. In that direction, we have developed an application for 'Model Code of Conduct' (MCC) and Election Expenditure related violations/ misdemeanours. The resultant 'cVIGIL' application enables the citizens in an election-bound State to report violations while the MCC is operative i.e. from the date of announcement of elections till a day after the polls. cVIGIL application is built around computing and communication devices, software that

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operates them, applications that run on them and systems that are built with them for effective operations.

4. Under the guidance of the Hon'ble Commission, this innovative idea was launched on 12th October, 2018 and thereafter, it has evolved to reach gold standards. I would like to thank the Chief Election Commissioner of India and the Election Commissioner of India for sharing their wisdom that guided us in striking a delicate balance between user convenience and legal requirements related to MCC / Expenditure violation handling. I would also like to thank the Deputy Election Commissioner, Dr. Sandeep Saxena, who, by utilising his past experience in handling near similar technologies, guided the Team throughout this process. Dr Saxena's knack for not missing out on finer details ensured that we made a glitch free application.

5. I also express my gratitude to the Chief Electoral Officers of Chhattisgarh, Madhya Pradesh, Mizoram and Rajasthan, who have painstakingly carried out beta testing and provided consolidated inputs for improving the application. As this application is completely an in-house development, I place on record my appreciation for the committed and sustained efforts put in by the entire 'cVIGIL' Development Team and the officials of ICT Division in completing the developmental activities in a record time.

6. 'cVIGIL' is a technological revolution in the history of elections, which has made the information available at the right time, right place and in the right form to the right users. Its implementation will create a positive outcome for our stakeholders, especially the voters.

7. I'm sure that in times to come, ECI will be lauded for its efforts in leading from the front when it comes to use of technology for governance.

(Dr. Kushal Kumar Pathak)
Director (ICT) & CISO

TABLE OF CONTENTS

1.	Overview	17
2.	Prerequisites	27
3.	Download	27
3.1.	Download cVIGIL Citizen App From Google Play Store	27
3.2.	Download cVigil Citizen Training App	33
4.	Installation	33
5.	Sign In	34
5.1	Anonymous User	34
5.2	How to Sign in using a Mobile Number	35
5.3	Update Profile	37
6.	Filing a complaint	36
6.1.	Steps to File a Complaint	38
7.	Complaint Status	43
8.	Your Achievements	45
9.	Notifications	46
10.	FAQ	47
11.	Feedback	47
12.	How to improve GPS accuracy?	48
12.1	What is GPS?	48
12.2	What does accuracy mean?	49
12.3	Switch on ‘High accuracy’ mode	49
12.4	Use a compass app to recalibrate the GPS	50
12.5	Keep the GPS signal active	50
12.6	Find out if your GPS issues are hardware- or software-related	50

12.7 Refresh your GPS Data 51

12.8 Get an external GPS receiver 51

cVIGIL District Controller Dashboard

1. Overview 55

2. Sign In 56

3. Create Field Unit 56

3.1 Creating a New Team 57

3.2 Edit Team 58

3.3. Add/Edit Numbers 59

4. DCC Home 60

5. Dashboard Tabular 64

5.1 New Case 64

5.2 Assigned Case 65

5.3 Accepted Case 66

5.4 Rejected Case 66

5.5 Replied Case 67

5.6 Dropped Case 67

5.7 Disposed Case 68

5.8 Escalated Case 68

6. AC Wise Reports 69

7. DCC Supervisor List 70

8. Escalated Reports 72

9. Users Report 73

10. Activity Report 73

11. Performance Report 74

12. Feedback 75

cVIGIL Investigator App

1.	Overview	79
2.	Downloading & Installation	80
2.1.	Download The App	80
2.2.	Installation	81
3.	Signing In	83
4.	Live View	84
5.	Incident Details	86
6.	Suo Moto Report	88
7.	Dashboard	89
8.	Reports	90
9.	Articles	91
10.	Instructions	92
11.	Help	93
12.	FAQ	94

cVIGIL Observer App

1.	Overview	97
2.	Downloading & Installation	98
2.1.	Download The App	98
2.2.	Installation	99
3.	Sign In	100
4.	Live Cases	101
5.	Case Details	102
6.	Flying Squad	103
7.	Notice Board	104

8. Articles 105

9. Help 106

10. FAQ 107

cVIGIL RO Dashboard

1. Overview 111

2. Signing In 111

3. Dashboard 112

4. Case Details 113

5. Case Status 120

5.1 Assigned to FU 120

5.2. Rejected by FU 121

5.3. Accepted by FU 121

5.4. Investigated by FU 122

5.5. Dropped by Decider 123

5.6. Disposed by Decider 124

5.7. Escalated by Decider 125

6. Supervisor List 126

6.1 Add Supervisor 127

6.2 Edit Supervisor 128

7. Report 128

7.1 Returning Officer Report 128

7.2 Case Details 129

8. Feedback 130

cVIGIL Monitor App

1. Overview 133
2. Downloading & Installation 133
2.1. Download The App 133
2.2. Installation 135
3. Signing In 136
4. Live Cases 137
5. Case Details 138
6. Case Listings 139
7. Case Filter 140

cVIGIL CEO Dashboard

1. Overview 143
2. Signing In 143
3. CEO Home 144
4. CEO Dashboard Tabular 145
5. District Wise Reports 146
5.1 Anonymous & Logged In 147
5.2 Report PDF 147
6. District Category 148
7. User Management 148
7.1 Edit Users 149
7.2 Create New User 149
8. Vigilant Citizen Report 150
9. Performance Report 150
10. Escalated Report 151
11. Feedback 151

cVIGIL ECI Officials Dashboard

1.	Overview	155
2.	Signing In	155
3.	ECI Home	156
4.	ECI Dashboard Tabular	157
5.	State Wise Reports	158
5.1	Anonymous & Logged In	159
5.2	Report PDF	159
6.	Users Report	160
7.	Activity Report	161
8.	Category Wise Report	162
9.	Escalated Case	162
10.	Vigilant Citizen Report	163
11.	Performance Report	163
12.	Feedback	164

Frequently Asked Questions 169

Communication With States 179

User Guide
cVIGIL Citizen Application

“

cVIGIL was a success story made by those who sought and those who sighted, those who mentored and those who mentioned, those who cared and those who dared.

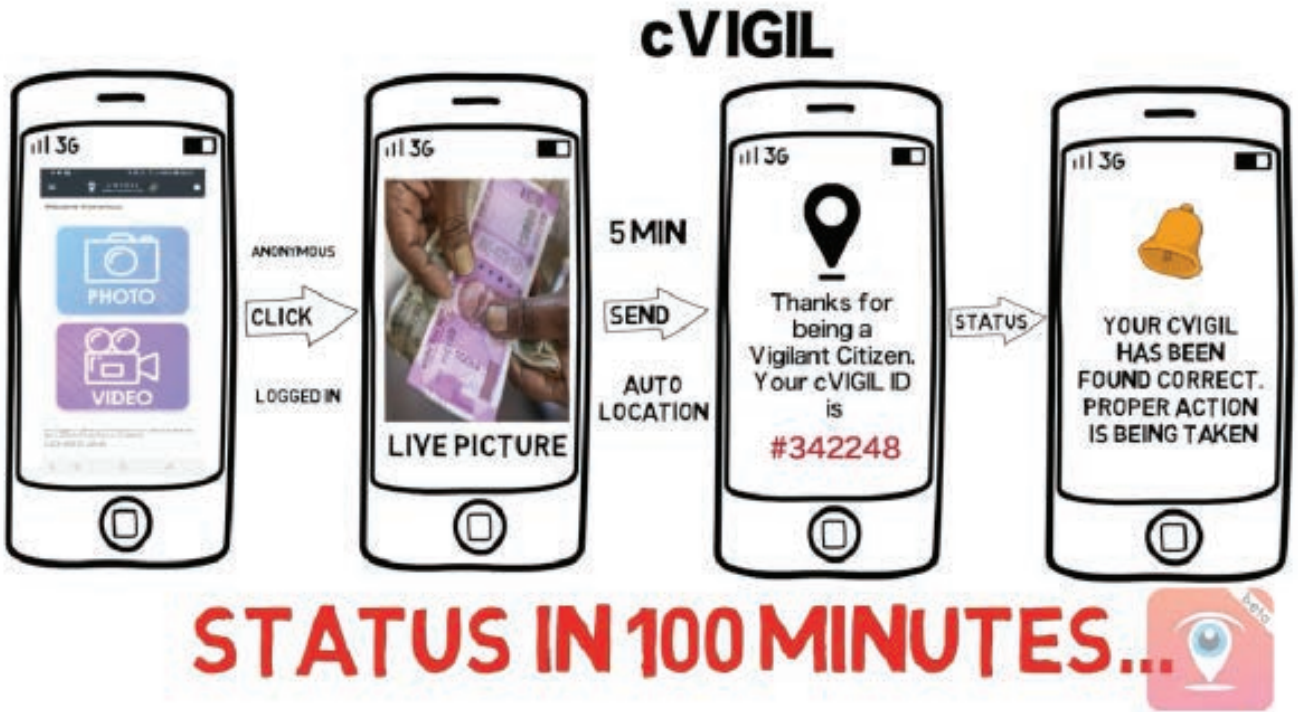
”

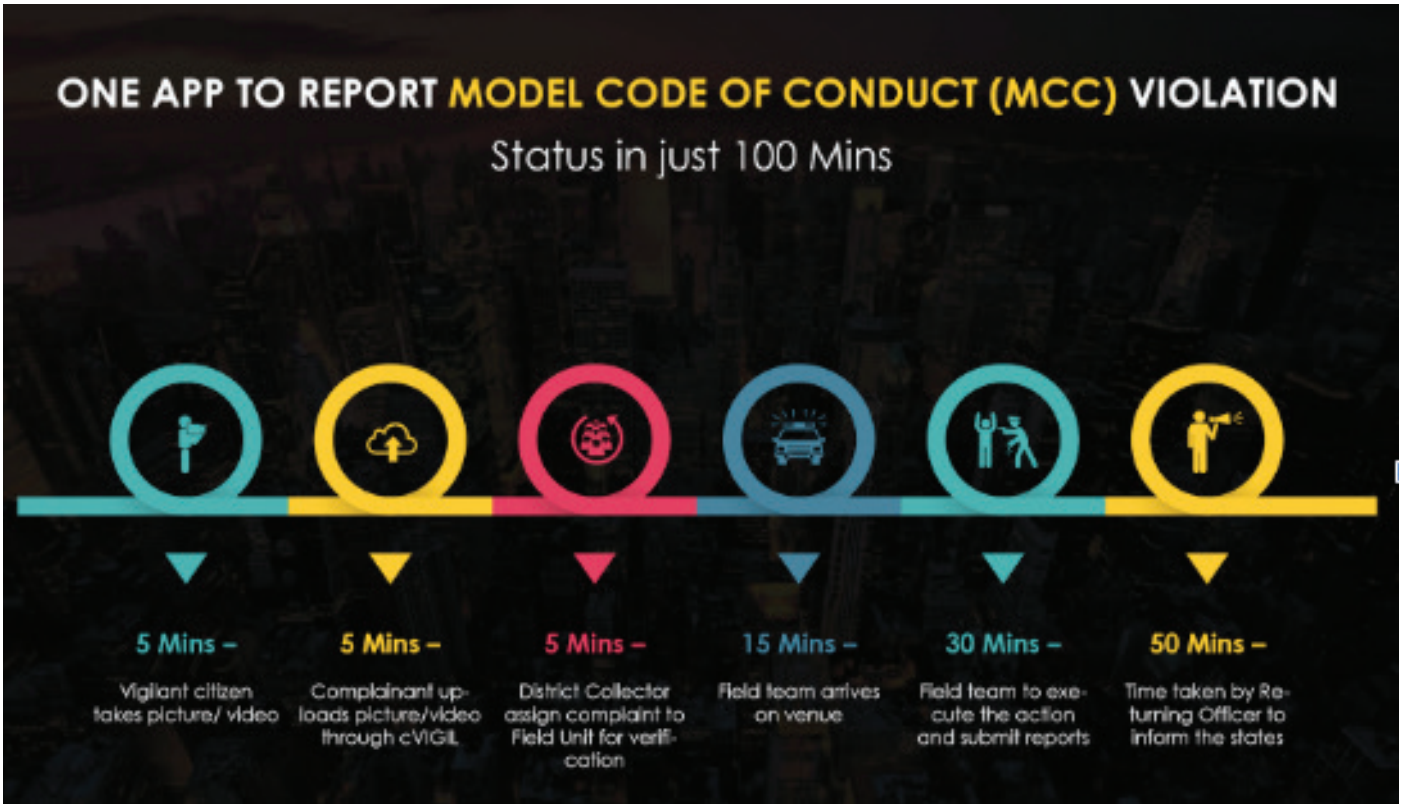
1. Overview

The Election Commission of India has launched an online application for citizens to report model code of conduct (MCC)/ expenditure violations during the election period. The application is called 'cVIGIL' to denote vigilant citizens of our country who can play a proactive and responsible role in the conduct of free and fair elections.

cVIGIL is a user-friendly application. Citizens can download the application from Google Play Store.

cVIGIL Citizen App allows vigilant citizens to give live reports on incidents of MCC/ expenditure violation within minutes of having witnessed them. They don't have to rush any more to the office of the returning officer in their assembly constituency.





1.1. How was cVIGIL Application of ECI, a Success!

cVIGIL provide time-stamped evidentiary proof of Model code of conduct / Expenditure Violation by empowering every citizen to click a photo or video using his or her smartphone. The application is based on GIS technology and this unique feature of auto location provides fairly correct information which can be relied upon by flying squads to navigate to the right spot of incidence and take prompt action. Not only cVIGIL act as potent decision support system tool for election machinery but also ensures participation of common man in conducting free and fair elections.

Once an incident of MCC/ expenditure violation is reported by cVIGIL Citizen App, it is forwarded to a Flying Squad for investigation. In case of a registered complaint, a unique ID number is generated to allow the citizen to track her complaint status. Anonymous complaints do not get any identification numbers for tracking purpose.

Citizens can use cVIGIL to only report MCC/ expenditure violation cases. For other complaints, they can use the facility available in the mobile app/website of ECI Citizen Services. In the recently held 5 Assembly elections in Chhattisgarh, Madhya Pradesh, Mizoram, Rajasthan and Telangana, around 68% of the total complaint cases were registered from cVIGIL.
The launch of this app led to the solution of the following problems.

Problems In the Current Voting System:

- Lack of a fast information channel to transmit and track complaints on MCC/ expenditure violations.
- The delay in reporting of Model Code of Conduct (MCC) / expenditure violations by citizens
- The culprits escape the detection from the action squads.
- Lack of any documented evidence in the form of pictures or videos.
- False or inaccurate reporting which led to wastage of precious time
- The absence of a robust response system

The cVIGIL app is used to fill in all these gaps and create a fast-track complaint reception and redressal system.

Statistics Said It All:

The application was made live from the date of notification for the five polls conducted states and a total number of 19051 cases were filed and out of which 13250 cases were found correct, that is 70%. During this time 6960 number of field units were deployed who used cVIGIL Investigator Mobile app to address the complaints. The state-wise found cVIGIL correct cases / total case (Percent) are as under:

- Chhatisgarh: 1120/ 1850 (61%)
- Madhya Pradesh: 2477/ 3986 (62%)
- Mizoram: 8/ 66 (12%)
- Rajasthan: 3541/4436 (80%)
- Telangana: 6106/ 8712 (70%)

State	cVIGIL	National Grievance Service Portal	Totals
Chhattisgarh	1850	232	2082
Madhya Pradesh	3986	7928	11914
Mizoram	66	2	68
Rajasthan	8712	260	8972
Telangana	4436	716	5152
Total	**19050**	**9138**	**28188**
Percent	68%	32%	

App has been a huge success in the recently held elections due to its integrated module for each division, which includes citizen app, investigator app, and others.

Success Stories:

As the Election Commission of India introduced many IT applications in conducting elections like, Suvidha, C-vigil, ETPBs & Genesys. In this, the C-vigil is important app in conducting elections in free & fair manner by implementing MCC / Expenditure Violations effectively.

As soon, as any violation noticed by any citizen, it facilitated the citizen to complain in minutes and made the field surveillance team (FSTs) in 20 minutes to the location as C-vigil app provided the FST with details of address and GPS location with highest accuracy. As there is no delay in arriving FST to location the App given opportunely for prompt action.The C-vigil App was promoted amongst all sectors of public by conducting awareness meetings in Engineering Colleges, Women SHG, and Political Parties and their representatives. Also the FSTs and constituency level IT team were trained effectively for effective utilization of C-Vigil app. The Medchal– Malkajgiri District from Telangana is top among the all districts in registering complaints in
C-Vigil app i.e. more than 800 complaints. Some of photos were annexed herewith.

DEO / Collector, Medchal – Malkajgiri District in awareness meeting on C-Vigil App to Officials, Political Parties and their representatives.

Training the FSTs & Constituency Level IT Teams through Video Conference, by Collector / DEO Medchal – Malkajgiri District.

Vigilant civilians are the brick-stones of every democracy. India is a country of more than a billion people with vast social, cultural, economical and political diversity. Free and fair election is an important tool in democracy which brings every civilian at a level playing field, despite of all such differences. Introduction of cVIGIL grievances redressal platform is a milestone in the journey of elections in the country. In recent Assembly Elections 2018 in Chhattisgarh State it has shown how an efficient system can strengthen Democracy.

Case Study : 1
cVIGIL ID : 260200
District : Kota, Rajasthan
Assembly Constituency : Kota South
Date & Time of Complaint : 2018-12-03 13:52:02
Type : Use of speakers beyond permitted time

A student from Kota complained via cVIGIL App about the disturbance caused by noise pollution created by High Volume Audio Speakers installed on moving vehicle campaigning for a candidate of a political party in his area. Since, the case was related to the student, the complaint was treated on high priority and quick action was taken at R.O. level. R.O. contacted S.H.O. of the concerned Police Station and directed him to take necessary action to seize the vehicle with immediate effect and to ensure that such nuisance is not repeated in future. Thus, the complaint was resolved and total disposal of grievance took place in just 24 minutes and 01 second only

Case Study : 2
cVIGIL ID : 248820
District : Korba, Chhattisgarh
Assembly Constituency : Katghora
Date & Time of Complaint : 2018-11-10/20:09:49
Type : Liquor Distribution

कोरबा जिले के विधानसभा क्षेत्र कटघोरा में मदिरा वितरण की शिकायत सीविजील ऐप्प द्वारा प्राप्त हुई. फ्लाइंग स्क्वाड दल ने मौके पर पहुँचकर एक शराब परिवहन जो की बिलासपुर से अंबिकापुर की ओर जा रही थी, को जप्त किआ, जिसमे 800 पेटी शराब पायी गयी. इसकी सूचना मुख्य निर्वाचन पदाधिकारी, छत्तीसगढ़ रायपुर को अग्रिम कारवाही हेतु दे दी गयी. त्व ने केस को डिस्पोज कर सिटीजन को अपडेट किआ.

cVIGIL ID : 250772
District : Durg, Chhattisgarh
Assembly Constituency : Patan
Date & Time of Complaint : 2018-11-16/15:04:13
Type : Liquor Distribution

A complaint was received about Liquor Distribution via cVIGIL App and according to the complaint, FST team (with Police staff) reached within time limit. In that case 98 Boxes of Liquor with approx. 846.72 bulk litre (Amount- Rs. 251520) was seized.

Case Study : 3
cVIGIL ID : 247279
District : Sukma, Chhattisgarh
Assembly Constituency : NH 30
Date & Time of Complaint : 2018-11-03 11:13:28
Type : Display of Poster/Banner without permission

A cVIGIL Complaint filed on 03/11/2018 at 11:00 was investigated by assigned FST team. After successful investigation, detailed report was submitted by the Team to District Election Officer by cVIGIL Investigator app, which resulted in Rs. 500/- fine added into the expenditure of the Candidate of BJP. It was time saving effort for both, i.e. District Election Machinery and User/ Complainant, which also showed positive response to cVIGIL App.

Case Study : 4

District : Bilaspur, Chhattisgarh

On 20th November 2018, a complaint regarding violation of MCC was registered through cVIGIL app which showed gathering of around 100 people at a cultural program in interior location of a village in Bilaspur District. It was alleged by the complainant that there was political speech at the gathering and pamphlets were also distributed. Case was assigned to concerned FST but before, FST could reach the spot, gathering was already over. However, availability of evidentiary proof, live photos through cVIGIL & pamphlets at the spot helped FST to rely on the evidence and submit their Investigation report to Returning Officer.

Case Study : 5

cVIGIL ID : 249911

District : Bhilwara, Rajasthan

Assembly Constituency : Mandal

Date & Time of Complaint : 2018-11-14 17:04:16

Type : Liquor Distribution

Some vigilant citizens recorded a video from their car of whole incident, by buying liquor from an unauthorized liquor shop and post it on cVIGIL app, after getting the case DEO of the district allocates the case to concern FST, as a result on the basis of GPS location FST reached the unauthorized shop and seized whole liquor of that shop and the same reply posted by member of FST team and concern RO that the complaint is true and hence disposed.

Case Study : 6

cVIGIL ID : 259451

District : Bikaner, Rajasthan

Assembly Constituency : N/A

Date & Time of Complaint : 2018-12-01 18:31:27

Type : Others

Large number of political workers moving on Motorcycle caring large illuminated posters of Political leader, a vigilant citizen recoded the whole incident and lodges it on cVIGIL. DEO of the district assigned the case to FST and FST team immediately reached the location and asked political workers to show the permission of this campaigning, but they refused to show it and as a result the FST team removed all the posters and bound them for not displaying it again and notice issued to related candidate.

Case Study : 7

cVIGIL ID : 255826

District : Jaipur, Rajasthan

Assembly Constituency : Malviya Nagar

Date & Time of Complaint : 2018-11-25 15:39:07

Type : Gifts/ Coupons distribution without permission

In Civil Lines AC of Jaipur district diwali ceremony organized by a candidate of political party. The complaint states that too much money expenses in ceremony as well as awards are also distributed to voters. After assigning this complain to FST, FST team reached to the location and carried out the videography of ceremony. Corrective action taken by RO against concern person on the basis of report received by FST.

Few Insightful & Unique Features Of cVIGIL:

Time Limitations Makes It Brisk:

Time boundation is one of the paramount features this app has. In order to provide a fast and accurate solution, the commission has set some time boundation that is of 100 mins. Which is why, all the reported complaints will be taking care of, within a minimal time of 100 mins by the commission. Every flying squad act upon in a time-bound manner, to offer the real quick solution.

सिटी लाइव

आचार संहिता उल्लंघन की अब तक मिलीं 1211 शिकायतें

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'सी-विजिल' एप बना चुनावी हथियार

जयपुर जिले में भी मिली 87 शिकायतें

पहली बार राजस्थान में किया जा रहा है प्रयोग

जयपुर • न्यूज टुडे

विधानसभा चुनाव में आचार संहिता उल्लंघन की शिकायत के लिए लोगों को सिर्फ वीडियो क्लिप बनाकर भेजनी होगी। शिकायत पर 100

सबसे ज्यादा भरतपुर से मिली शिकायत

सी विजिल पर आदर्श आचार संहिता की सबसे ज्यादा शिकायतें 273 भरतपुर से प्राप्त हुई। वहीं सबसे ज्यादा कार्रवाई कोटा जिले के रिटर्निंग ऑफिसर्स ने की। उन्होंने 222 शिकायतों का निस्तारण किया। एप के

यूं काम करता है एप

सी-विजिल किसी भी व्यक्ति को आदर्श आचार संहिता के उल्लंघन की रिपोर्ट करने की अनुमति देता है। आमजन इस एप का इस्तेमाल करके कदाचार की घटना को भेज सकता है। 100 मिनट की समय सीमा में अधिकारीगण समस्या का निस्तारण करेंगे। इस एप की सबसे खास बात यह है कि शिकायतकर्ता की पहचान गोपनीय रखी जाएगी। कोई भी

Geographic Information System (GIS) To Prevent Misuse:

ECI has incorporated GIS system in the app, to collect the geographical information automatically. The cVIGIL application can be used only within the geographical boundary of States, where elections are being held. The moment a citizen enters in such a State where the elections are not going on, the app will become inactive. The GIS helps to prevent the misuse of the application.

Real-Time Tracking:

Why Settle for less when you can get everything by installing the cvigil application. Real-time tracking allows citizens and other officials, to check the progress of complaints. Also, it fills the in-between gaps and offers on-demand information, which makes them significantly satisfied.

'No' To Pre-Recorded Messages:

In order to prevent preconceived fact which may turn into the fake complaint, the app will not allow uploading of the pre-recorded images/ videos, neither would it allow users to save photos/videos clicked from this app into the phone gallery. The user will get only 5 minutes to report an incident after having clicked a picture or a video. Also, to avoid repetitive complaints from the same spot, the system forces a time delay of 5 minutes between successive complaints by the same person.

Everyone is Involved:

The best part of having this application is that everyone is involved in the voting process from CEO, to DCC, to AC, to the citizen. There are different apps available for each individual to complete the task at their ends like citizen app, investigator app, and others.

Conclusion:

cVIGIL is a potent tool in the hands of Smart Citizens who become part of the enforcement of model code of conduct during the time of elections by using cVIGIL Mobile app. The election machinery gets precise location and evidentiary proof in the form of photograph or video to act upon.

The rapid action brings about fear for preparators and sense of fairness for common man. Many useful suggestions and practical experience has made cVIGIl a robust integrated ICT software of Election Commission of India and will be extensively used in the upcoming General Elections to Parliament in 2019.

pratahkal.com

जयपुर, शुक्रवार

विधानसभा आम चुनाव-2018

आदर्श आचार संहिता के उल्लंघन के मामले में कारगर साबित हो रहा है 'सी-विजिल' एप

आदर्श आचार संहिता के लागू होने के बाद कुल 1 हजार 211 शिकायतें प्राप्त हुई, जिनमें से ज्यादातर शिकायतों का हुआ निस्तारण

जयपुर। राज्य में होने वाले विधानसभा आम चुनाव-2018 में आदर्श आचार संहिता के उल्लंघन पर कड़ी निगरानी रखने के लिए भारत निर्वाचन आयोग द्वारा बनाए 'सी विजिल' एप शिकायतों के समाधान का बेहतरीन जरिया बनता जा रहा है। एप के माध्यम से प्राप्त शिकायतों का तुरंत समाधान किया जा रहा है। अतिरिक्त मुख्य निर्वाचन अधिकारी डॉ. जोगाराम ने बताया कि जुलाई माह में भारत निर्वाचन आयोग द्वारा 'सी-विजिल' मोबाइल एप लॉन्च किया था। विधानसभा चुनाव में यह एप खास मददगार साबित हो रहा है।

उन्होंने बताया कि प्रदेश में आदर्श आचार संहिता के लागू होने से आज तक कुल 1 हजार 211 शिकायतें प्राप्त हुई हैं, जिनमें से रिटर्निंग ऑफिसर ने 723 शिकायतों को सही पाया और उनका तय समय सीमा में निस्तारण किया गया। वहीं 339 शिकायतें रिटर्निंग ऑफिसर द्वारा खारिज की गई, जबकि 17 शिकायतें अभी जांच दलों और रिटर्निंग ऑफिसर्स के द्वारा निर्णय के लिए लंबित हैं। शेष 132 शिकायतों को जिला नियंत्रण कक्ष की टीम ने अपने स्तर पर खारिज कर दी।

जोगाराम ने कहा कि सी विजिल पर आदर्श आचार संहिता की सबसे ज्यादा शिकायतें 273 भरतपुर से प्राप्त हुई। वहीं सबसे ज्यादा कार्यवाही कोटा जिले के रिटर्निंग ऑफिसर्स ने जिन्होंने 222 शिकायतों का निस्तारण किया गया। उन्होंने बताया कि इस एप के माध्यम से अधिकतम सी मिनट की समय सीमा में प्राप्त शिकायतों का समाधान किया जा सकता है। अतिरिक्त मुख्य निर्वाचन अधिकारी ने बताया कि अब तक आदर्श आचार संहिता के उल्लंघन की शिकायतों पर पर्याप्त सबूतों के अभाव में कड़ी कार्रवाई से बच जाते थे। शिकायत के सत्यापन में तस्वीर या वीडियो के रूप में दस्तावेजी साक्ष्य की कमी भी बाधा थी। नया एप इन सभी खामियों को पाटने का काम कर रहा है।

कैसे काम करता है सी-विजिल

'सी-विजिल' किसी भी व्यक्ति को आदर्श आचार संहिता के उल्लंघन की रिपोर्ट करने की अनुमति देता है। आमजन इस एप का इस्तेमाल करके कदाचार की घटना को भेज सकता है। 100 मिनट की समय सीमा में अधिकारीगण समस्या का निस्तारण करेंगे। इस एप की सबसे खास बात यह है कि शिकायतकर्ता की पहचान गोपनीय रखी जाएगी। कोई भी व्यक्ति एन्ड्रॉयड आधारित 'सी-विजिल' एप को गूगल प्ले स्टोर से डाउनलोड कर सकता है।

2. Prerequisites

Following are the prerequisites for complainants:

- The User must have a smartphone.
- User must have Android 4.1.X or Jellybean version.
- The User must be in the zone where election has been announced.
- The User must be on the location where the MCC violation / Expenditure Violations incident has happened.
- The mobile phone must have camera.
- The connection should be preferably with 4G/ 3G connection.
- The transmission of cVIGIL complaints requires internet bandwidth.
- The User must make sure the GPS is turned on.
- Location service must be on and the application must access to location service.
- The app must be given permission of camera to take pictures and record videos.
- The app must be given permission to access photos/ media and files on the device.
-

Note: The application does not work on feature phones or desktop.

3. Download

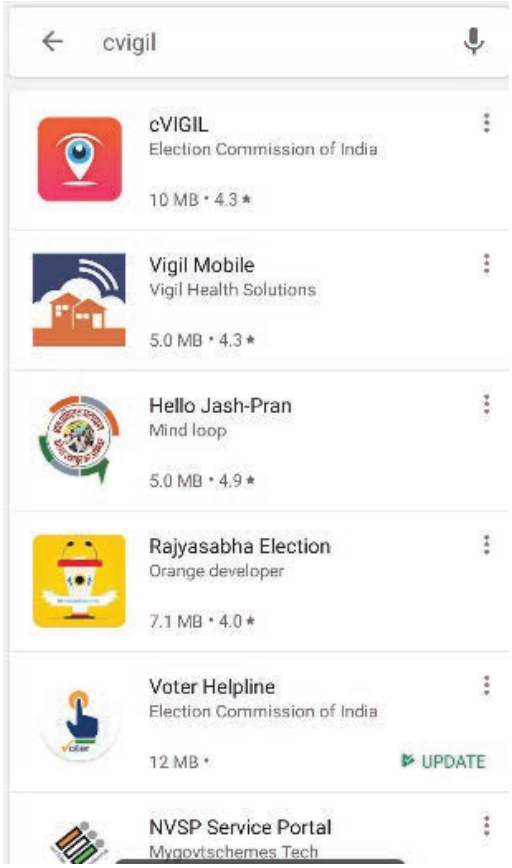
You can download cVIGIL Citizen app from Google Play Store. If the elections are not announced in your area, you won't be able to access the app. In case you want to download app for testing or training, go to https://cvigil.eci.gov.in and download app from here. The cases submitted through training app are not stored in the live server and are periodically deleted. Therefore live cases should only be filed through application available on Google play store.

3.1. Download cVIGIL Citizen App From Google Play Store

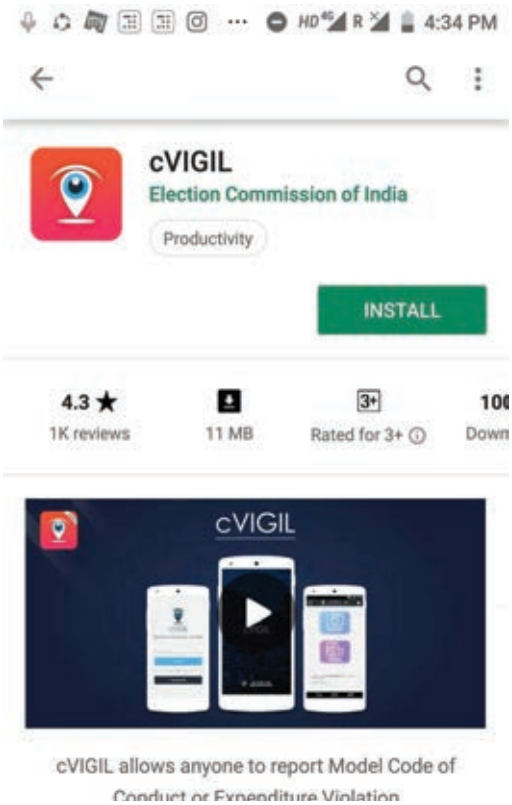
1. Open Google Play Store.
2. Now, type cVIGIL in the search box available at the top of the screen.
3. Select cVIGIL designed by the Election Commission Of India, from the search results.

Note: You can also download the cVIGIL application using the link

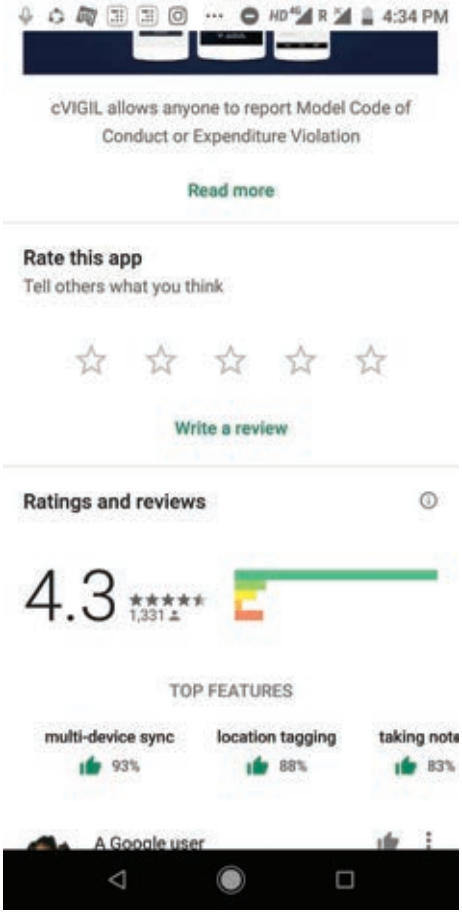
https://play.google.com/store/apps/details?id=in.nic.eci.cvigil



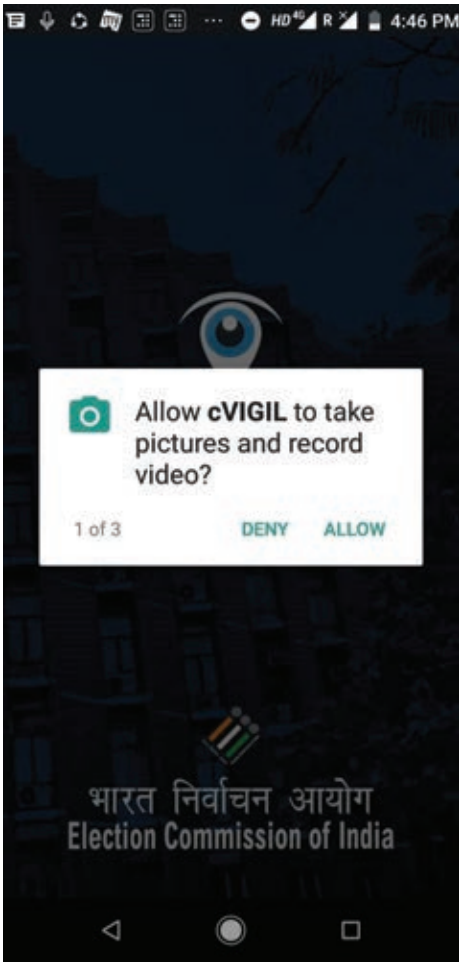
4. Further, you can download cVIGIL Citizen app from Google play Store by clicking on install button as depicted in below screenshot.



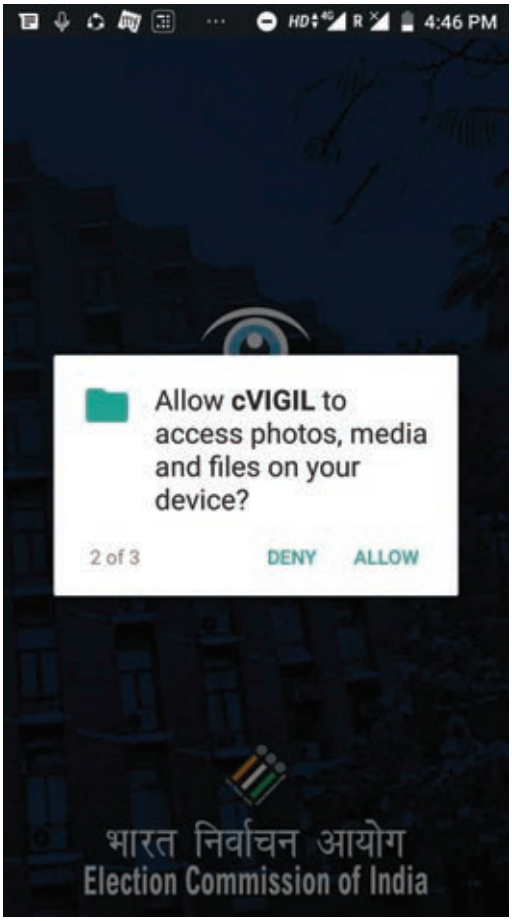
5. Also there is an option to rate this app and give your valuable feedback and motivate others to to install this application.



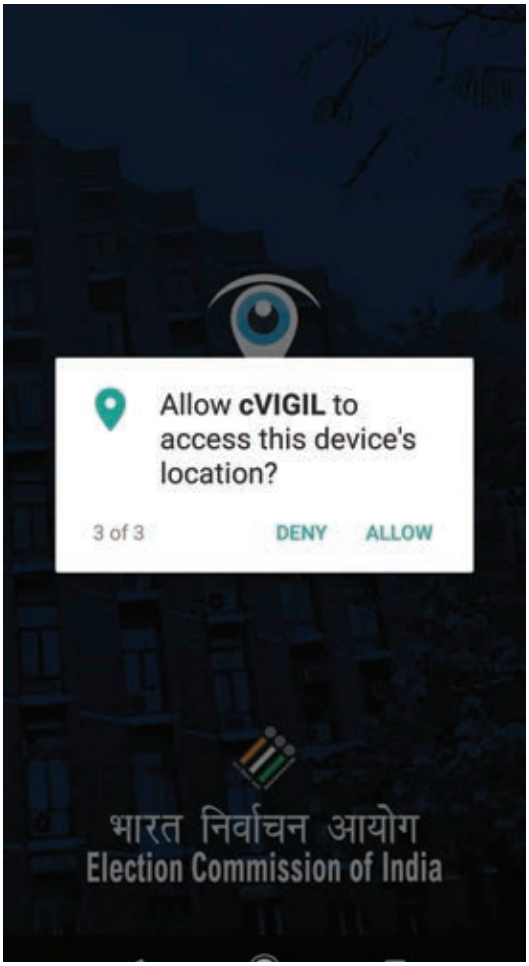
6. After installation ,when you click on open ,cVigil app will ask for some permissions.



a. Allow cVigil to take pictures and record Video from your device.

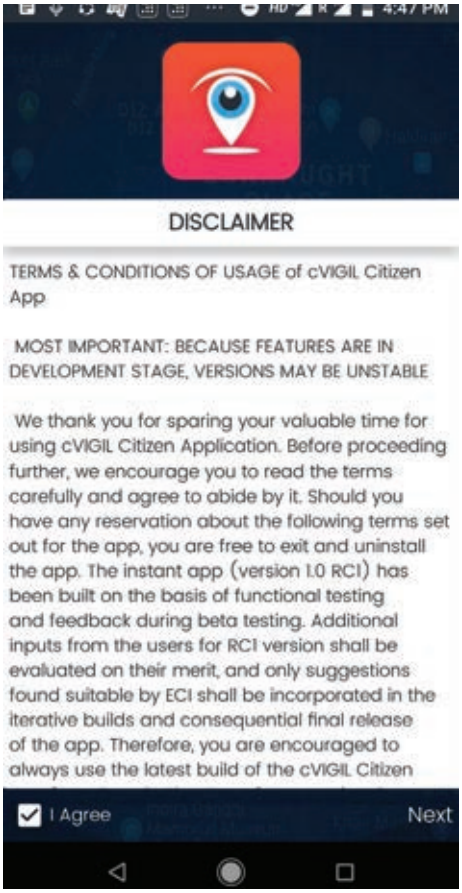


b. Allow cVigil to access photos,media and files on your device.

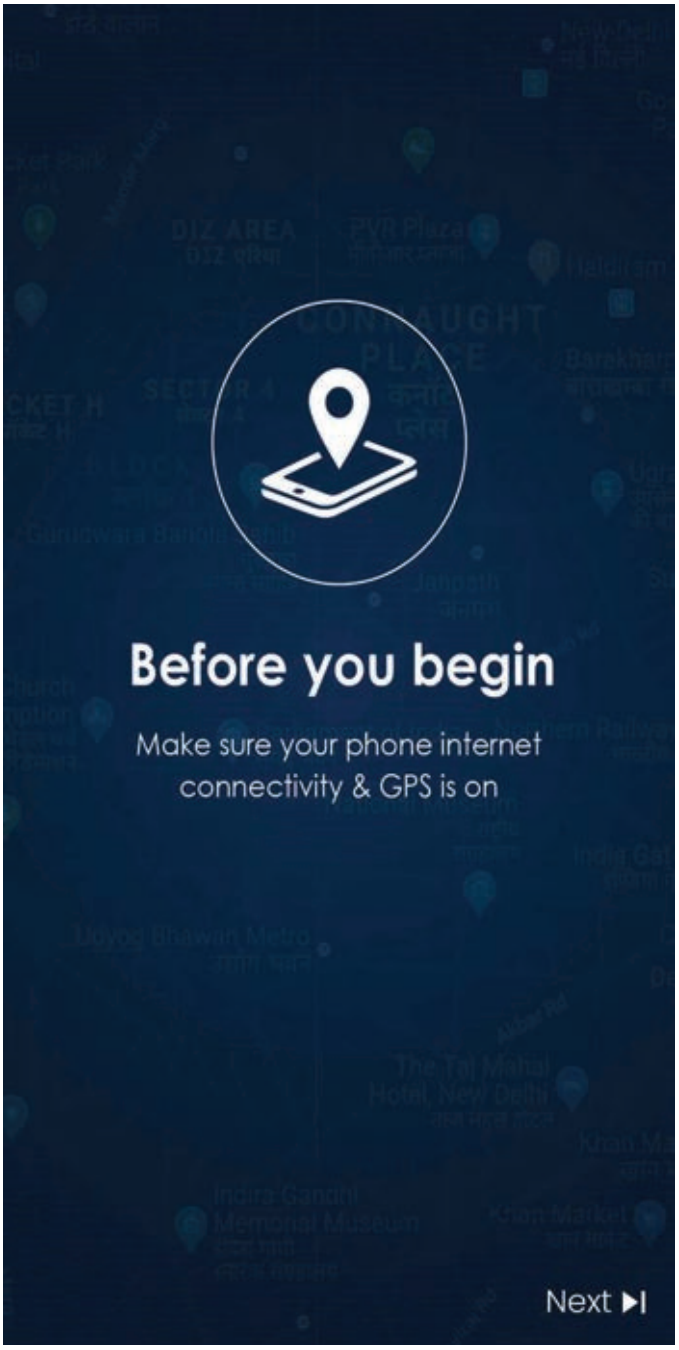


c. Allow cVigil to access device location.

7. Next is to select preferred language to get started with app and click on get started button.



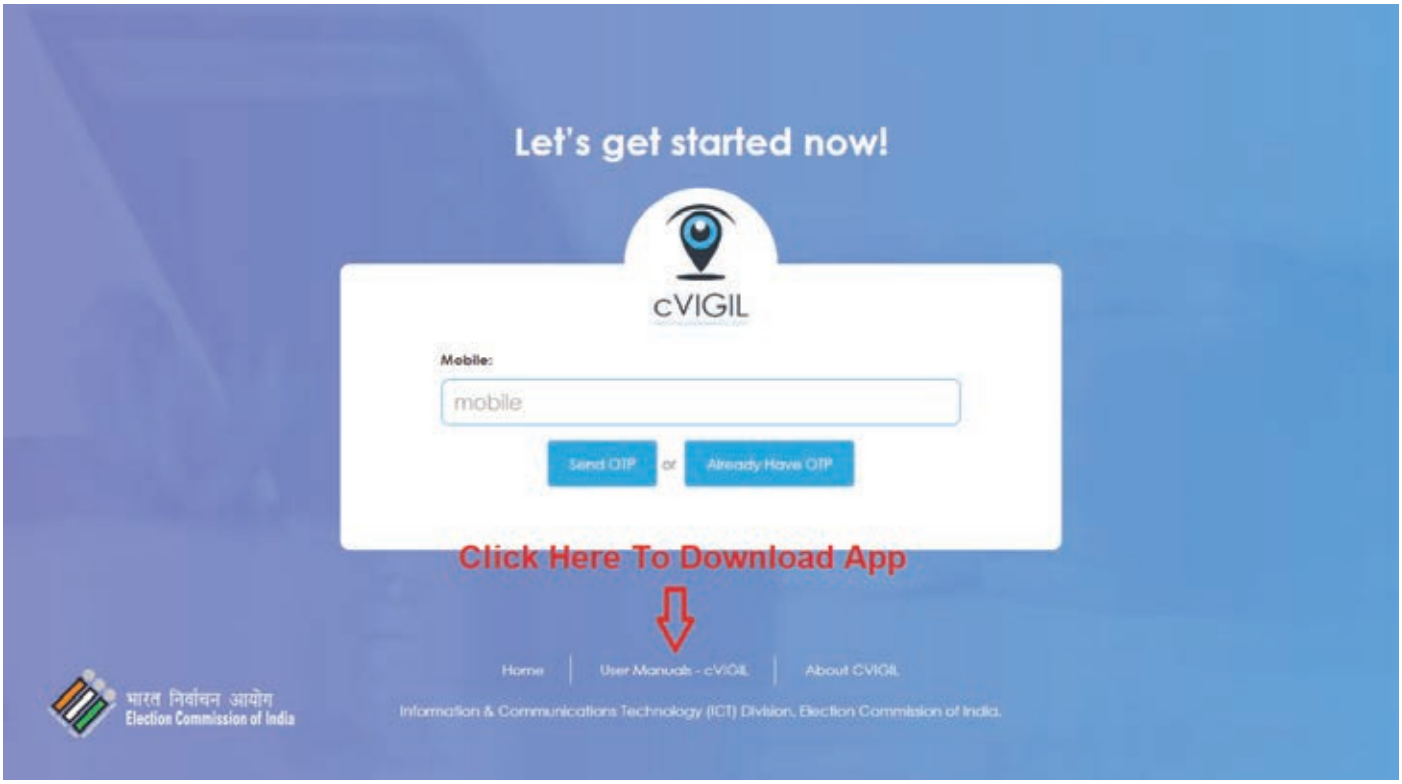
8. Then read all the terms and conditions of usage of cVigil Citizen App and proceed by selecting I agree from checkbox and click Next.



9. Once you agree with Terms and conditions below screen will appear as depicted in screenshot.You need to make sure that GPS is on and your phone has good internet connectivity. On click of Next,you will land on login screen.

3.2. Download cVigil Citizen Training App

For all internal users, till the announcement of elections, the cVIGIL Citizen app from google play store will not work and will show the elections not announced. However, Internal users can go to **https://cvigil.eci.gov.in** and download the cVIGIL Citizen training app. This app will work for the training purpose only and will stop working once the elections are announced. Click on user manuals option at bottom of screen.Download cVigil gold Citizen App(Training) V1.0 using the download link.



4. Installation

To install this application, users have to go through the following steps:

Step 1: A User can go to Google Play Store or click on the logo of cVIGIL App.

Step 2: Click on Download icon and install the Election Commission of India's cVIGIL Citizen Application in an Android smartphone.

The application is installed. Now, you are ready to file MCC/ expenditure Violation complaints at the click of a finger.

5. Sign In

Note: This application is compatible with 4.1 (Jelly Bean) and above Android version mobile devices. The application requires high speed internet connection and GPS enabled settings in phone.

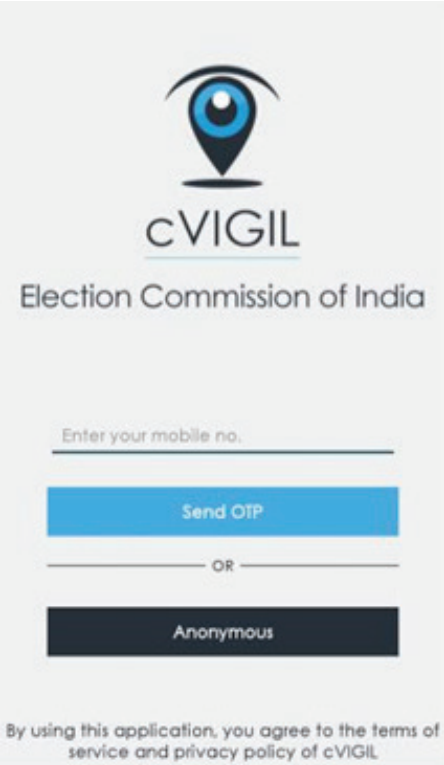
The Login screen gives a user two options to sign in the application:

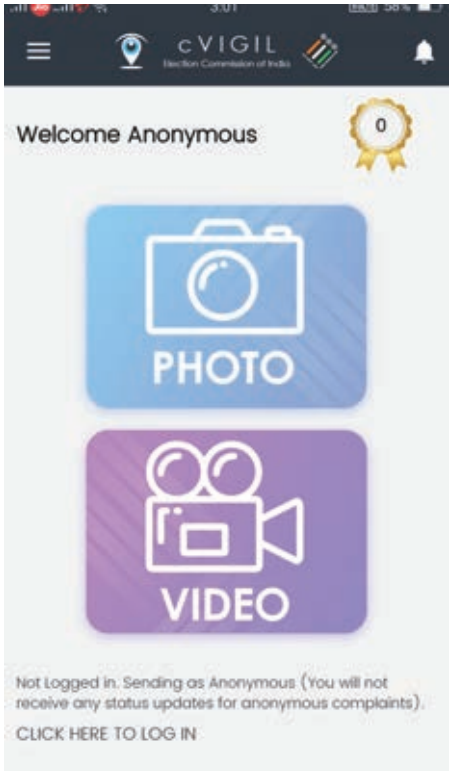
1. Anonymously i.e. without sharing your personal details, or
2. By registering personal details, including name, address and mobile number.

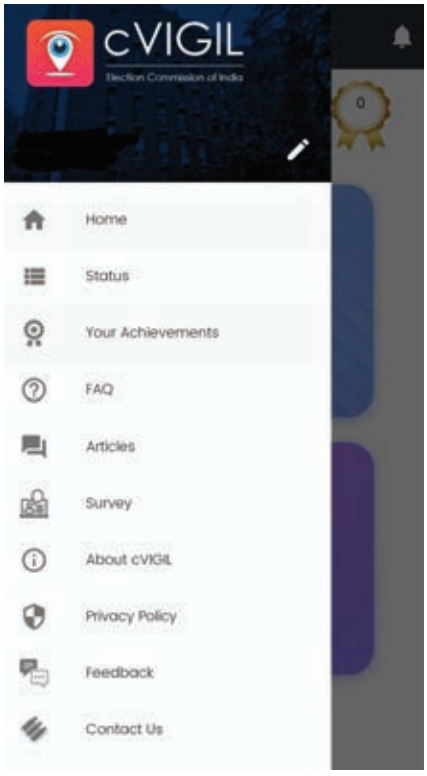
5.1 Anonymous User

Signing in as Anonymous User means that, you are not required to share your personal details such as Name, Mobile Number, Address, State, District, Assembly and others, to use the app. Anonymity ensures that your details will not be transmitted to the ECI servers.
Note: If you logged in as Anonymous user without sharing your personal details, your cVIGIL complaint ID will still be generated but you won't have access to track the status of the complaint.

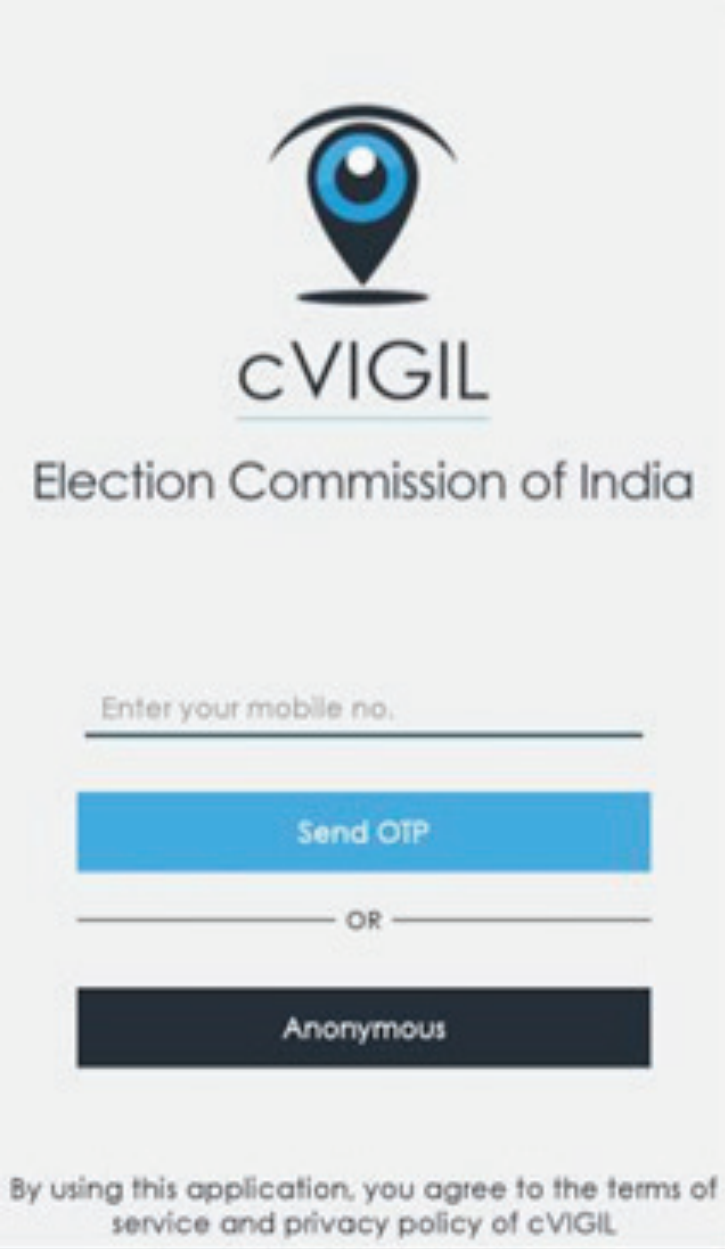
- To login as anonymous user, click on the Anonymous button and proceed further.







5.2 How to Sign in using a Mobile Number



When you want to use your number to sign in, a window will open as you see in the screenshot above.

Step 1: Enter your mobile number

Step 2: Tap on Send OTP(One time password)
Note: In case of not receiving an OTP, tap on Resend OTP icon.

Step 3: You will be directed to User Profile screen on this app.

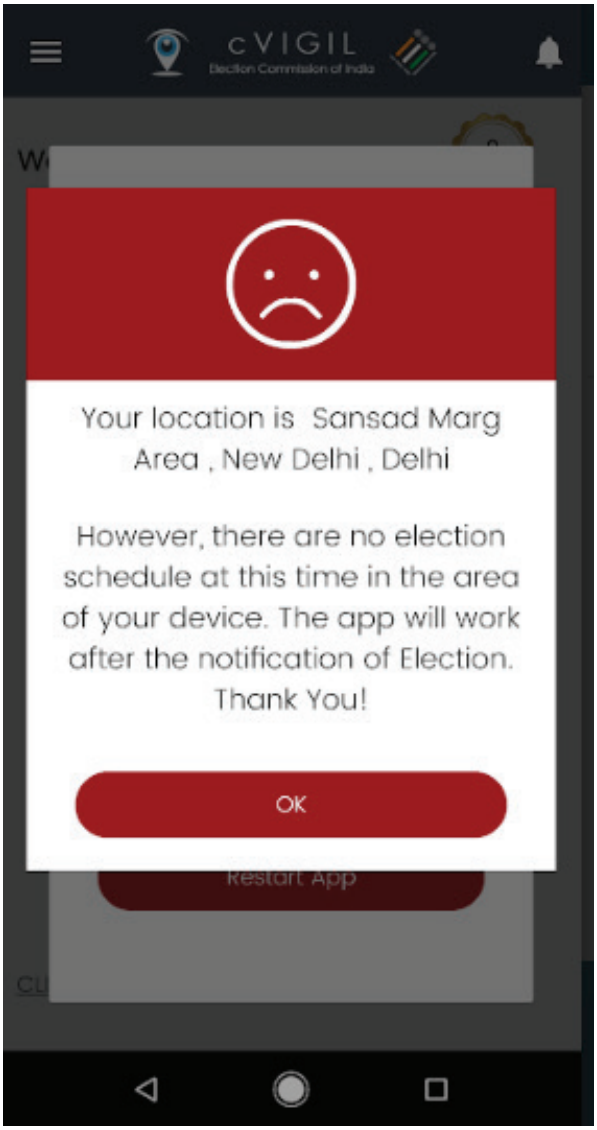
Step 4: To verify your account, enter the 4-digit OTP number sent on your mobile number.

Step 5: Enter your Name, Address, State, District, Assembly and Pin Code.

Step 6: Select Checkbox and click on Verify Now icon. You are now a registered user!

Note: If you can see your name on the screen, it confirms that you are a registered user now. The information filled by you during the registration will be transmitted to the servers of ECI, which means the Returning Officer and Field unit/ District controller may approach you to confirm your details, if required.

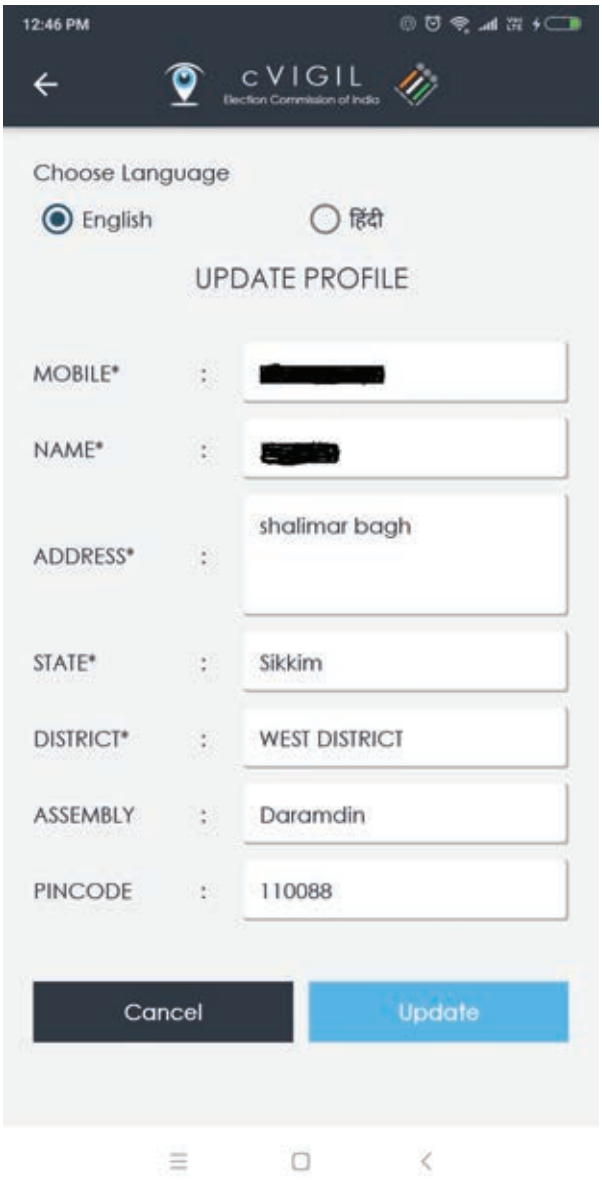
Note: If elections are yet to announce in the area of your device then you will not be able to access the application. The user will see the screen as depicted in the below screenshot. The app will only work after after the notification of elections.



5.3 Update Profile:

The users also has the ability to update their profile, after the successful registration, so that the District Collectors or Flying Unit can communicate with them. It is mandatory to update the correct information.

- First of all, login to the app.
- Tap on Menu icon and then click on the edit button.
- The user will see 'Update Profile' screen as depicted below.
- Now, user can make the required changes in his/ her personal details like Phone number, name, address, assembly constituency and others,
- on Update, to save the changes.



6. Filing a complaint

Once a citizen has logged in, he/she can report on MCC/ expenditure violations incidents by electoral candidates and/or by their supporters. The violations are classified in following categories:

- Money Distribution
- Coupons Distribution
- Liquor Distribution
- Posters/Banners without permission
- Display of Firearms, Intimidation
- Vehicles or Convoys without permission
- Paid News
- Property Defacement
- Transportation of Voters on polling day
- Campaigning within 200 meters of the polling booth.
- Campaigning during ban period
- Religious or Communal speeches/messages
- Use of speakers beyond permitted time.
- Posters without mandatory declaration declaration
- Transportation of public for rallies
- Others

For Example:

Case Study :

cVIGIL ID : 246078

District : Bemetara, Chhattisgarh

Assembly Constituency : Kobia

Date & Time of Complaint : 2018-10-29/14:48:19

Type : Display of Firearms, Intimidation

A cVIGIL Complaint was received which was regarding violation of model code of conduct by publicizing the symbol of political party in collectorate office bemetara. Case details and its evidentiary proof gets assigned to Flying Squad and Returning Officer simultaneously. As flying squad was far away from the incident place at that time (due to serving some other complaint), returning officer inspected the case. He found that there was a calendar behind the curtain at a window, which was visible from outside through window glass. So it was immediately removed and instruction was given to that office staff to remove all such thing which violates MMC. Through RO login, the case was disposed within timeline and total time for that case was 81.06 minutes from complaint registration to its disposal.

6.1. Steps to File a Complaint:

Step 1: Capture photo or video of the MCC/ expenditure violation incident.

- Application will only upload the pictures or videos that are mapped by GPS. To ensure that, users needs to explore device settings in their mobile phones and search for location option to activate the geographical mapping service.

- For high accuracy, choose the first category under location option and ensure it's set to high accuracy. The setting activates the GPS feature and enables your Wi-Fi and mobile networks to map your location at any given point of time. This will use up more battery, but will utilize all available tools to indicate a location as accurately a s possible.

Location Accuracy:

The location captured automatically by GPS gives only an approximate address that's why we also capture the latitude and longitude of the location which gives the exact location but sometimes it's difficult to track exact location in remote areas. This is just to assist you that's why we have also provided manual entry of address. All this will help DEOs & FST to assign cVIGIL cases & reach the spot respectively.

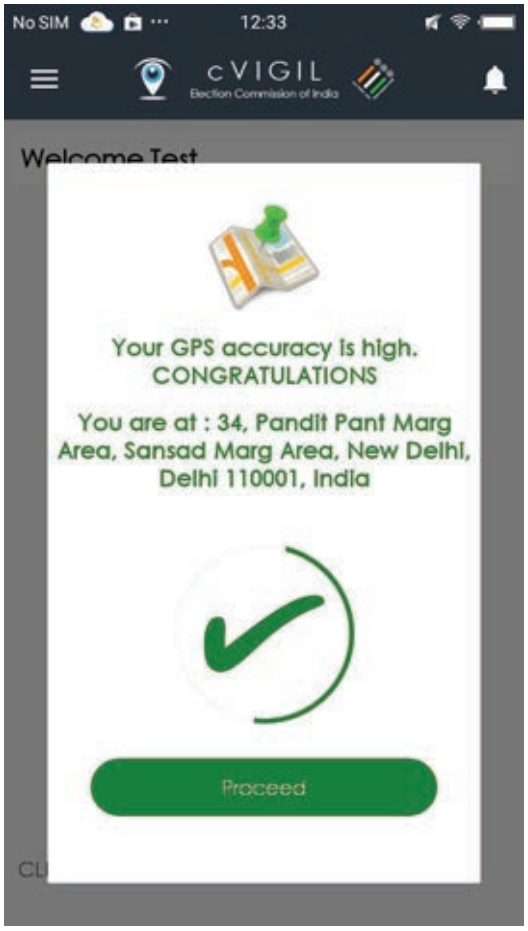
cVIGIL Application ask for location accuracy to ensure that the location is captured automatically. This is to prevent misuse as far as possible at the beginning stage itself. To ensure that the location is accurate, cVIGIL application uses the mobile GPS system to access the location and accuracy. If the accuracy is not less than 100 meters the cVIGIL cannot be submitted.

Note: High accuracy mode will consume a lot of battery because it helps to trace the accurate location.

- When you open the application and click upon a photo/ video icon the first thing the app does is to search for the accurate location of your device. To do this it opens up the high accuracy mode from your device.
- Please try to switch on the wifi 3G / 4G. This will help the application in finding the location faster.
- The GPS average is calculated based upon your last few locations. Therefore, if you have suddenly travelled like in a flight your location for some time may not be accurate.
- Try to move outside the building or wait for sometime.
- If you are below the tree shade, try to move to the open location with clear sky.
- For getting more information about the GPS accuracy. Please visit here.

Sometimes the application hangs while searching for location. It may mean that the GPS transponder in the mobile is not working correctly for the time being or there may be general error. The best course of action is to restart the application or simultaneously open GPS intensive application such as google maps etc.

- Once you have done that, you will find everytime you click a picture or create a video, it automatically tags it with date, time and location.
- A user can upload only one photograph or a video with a maximum duration of 2 minutes to report an incident of MCC/ expenditure violation.

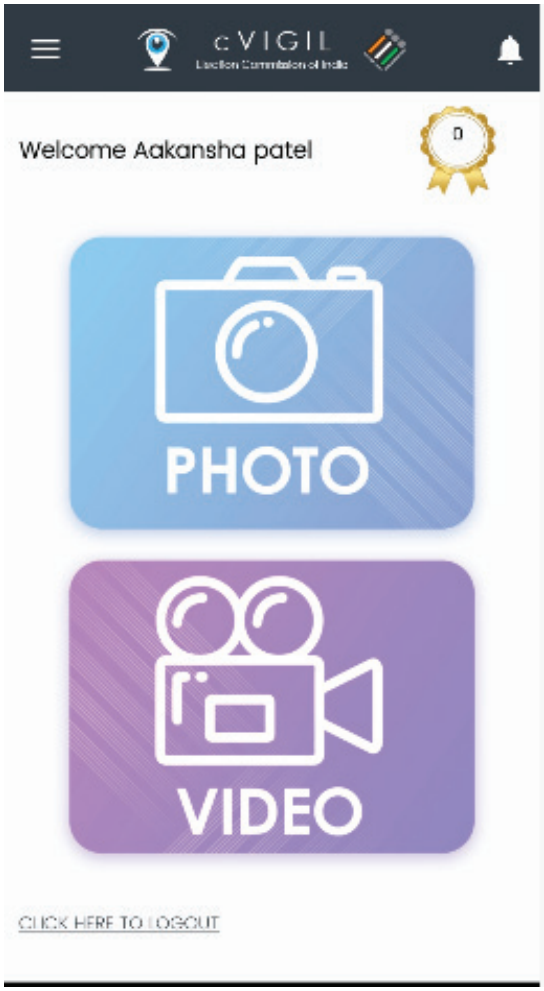


- Application doesn't allow the user to upload stored photographs or videos from the phone gallery. The photographs and videos has to be taken from the application to upload. Good practice is also suggested, to capture the bigger area.

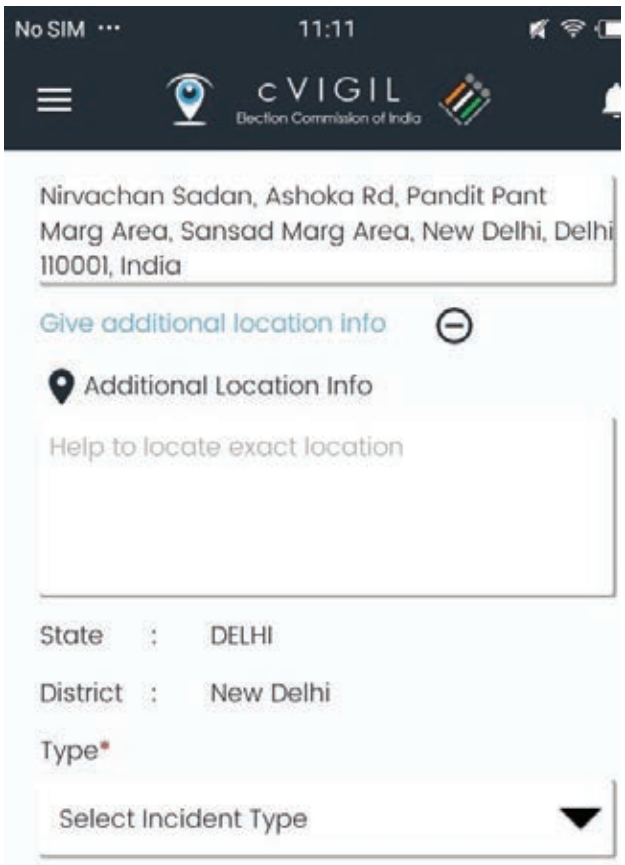
Note 1: Allowing cVIGIL to use the location information of the device ensures the accuracy of the complaint. Turning on location services uses your GPS as well as your Wi-Fi and mobile networks to estimate your location. Thus, it confirms that complaint is not fake and Flying Squad could reach the spot and resolve the issue.

Note 2: We allow cVIGIL to take photos and record videos as a proof of evidence. Only photographs and videos taken in live time can be uploaded on this application.

Note 3: When we use the camera, we need the permission of Access External Storage for saving the file on the device. It is also required for creating the zip file of the captured photos and videos.



Step 2: After clicking a picture or video, a user is directed to a screen as depicted below. It shows the preview of the captured picture/video. From the time of taking a picture or video to feeding in all the details, a user has no more than 5 minutes to submit a complaint.



Step 3: User can also enter the Additional Location info to help in identification of the exact location by a Flying Squad.

Step 4: A user has to identify the nature of her complaint by selecting an option from the dropdown list on the type of violation.

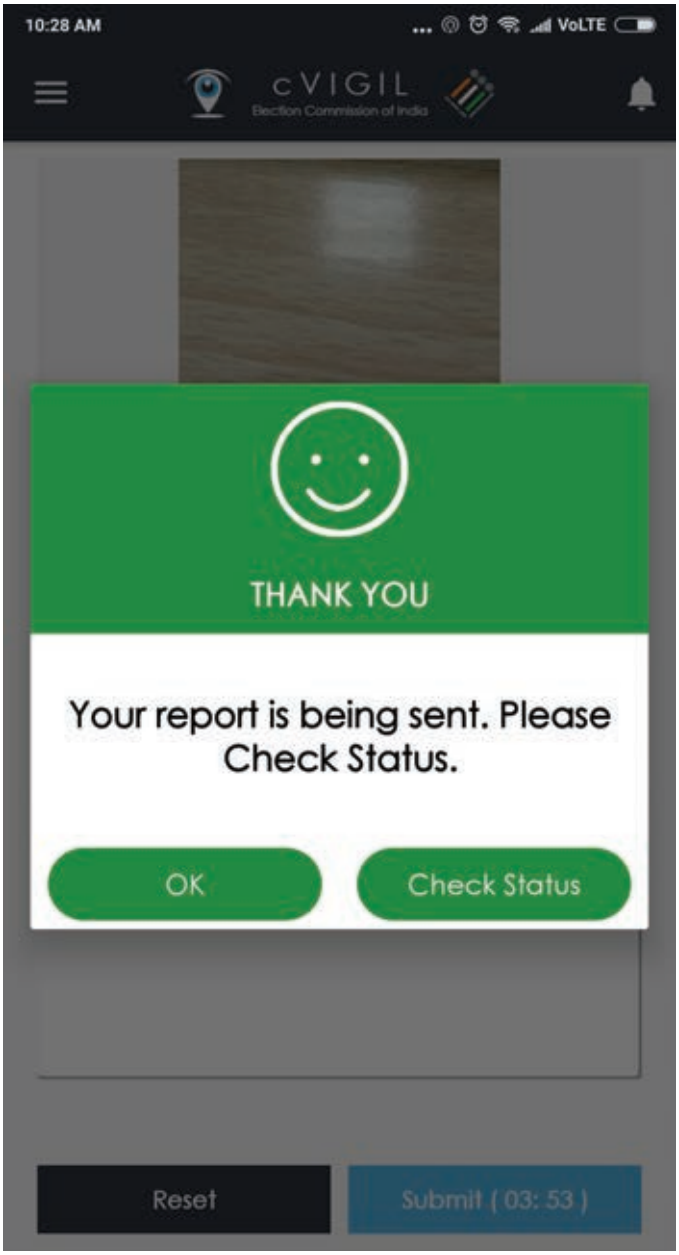
Step 5: To give a more precise description, a user can describe the incident in the provided space.

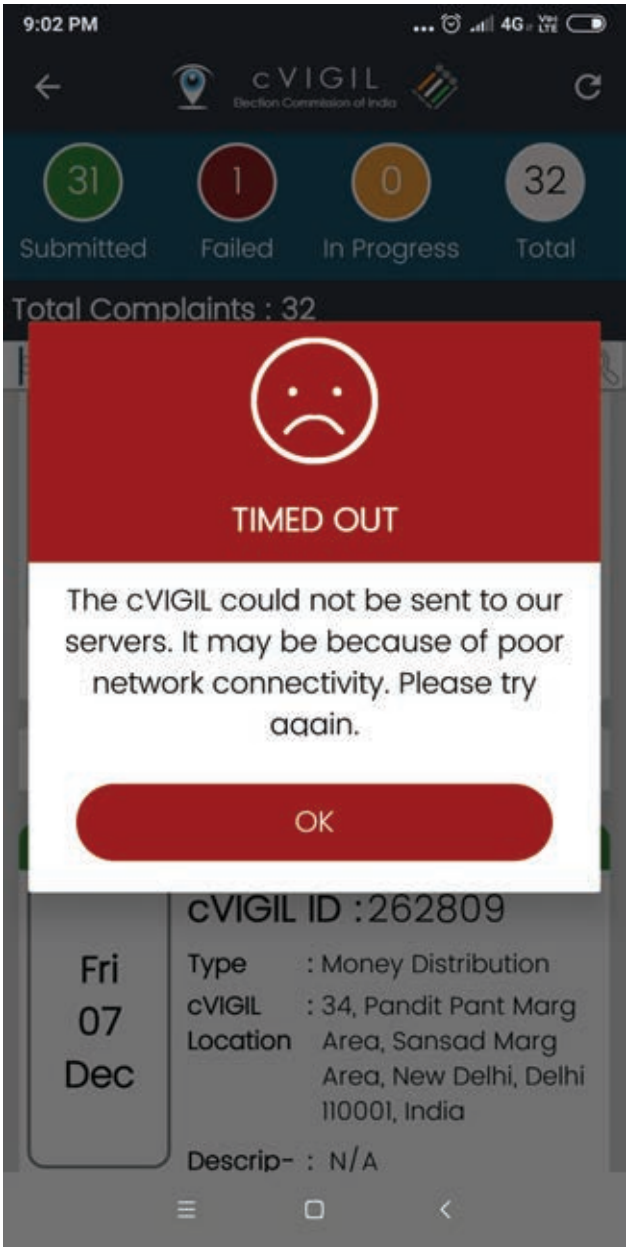
Note: Adding description is optional only if a complaint matches the description given in categories listed under the Type icon. It becomes mandatory when the user selects the option of “Others” to describe the complaint.

Step 6: After filling in all the mandatory fields, click on Submit command button.

Step 7: A new screen, as depicted below, will open asking you to confirm the details filled at the location of the incident. After verifying the details, click on Confirm icon to submit the complaint.

Note: Once the report has been submitted successfully, a screen titled Complaint Submitted Screen will appear. If it doesn’t, your report has not been submitted and you will see Complaint Failed Screen as shown below.



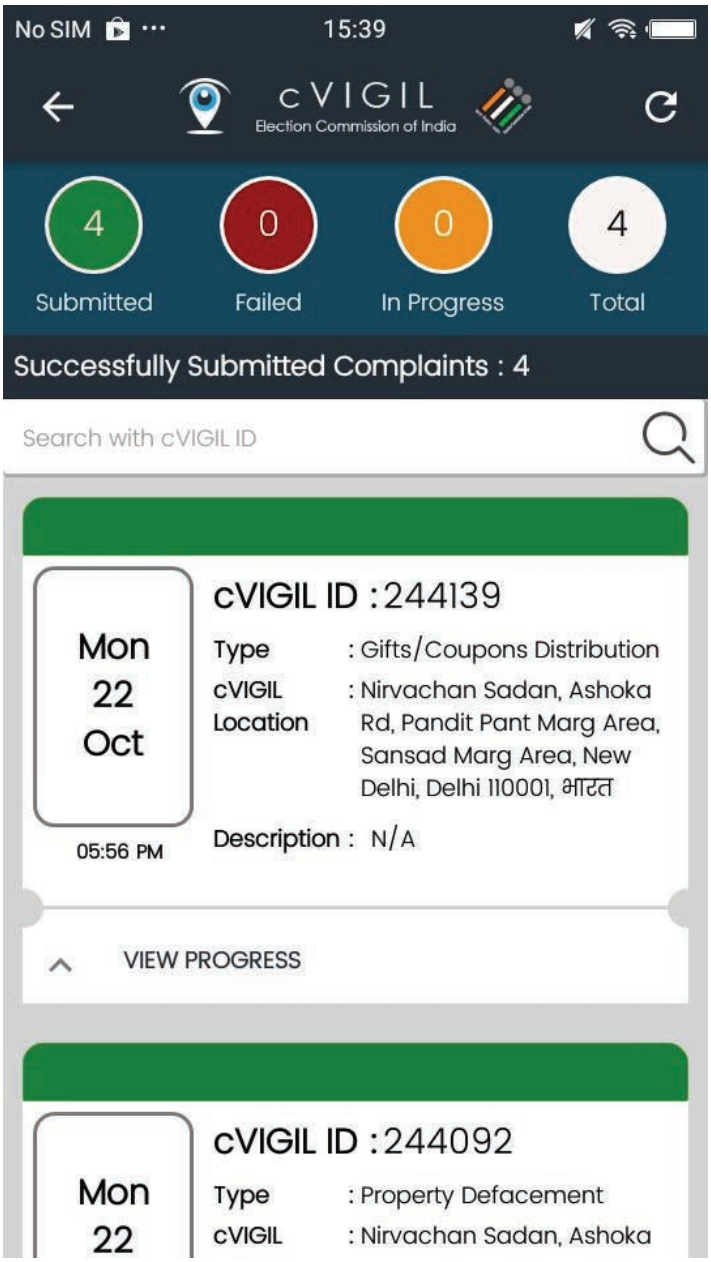


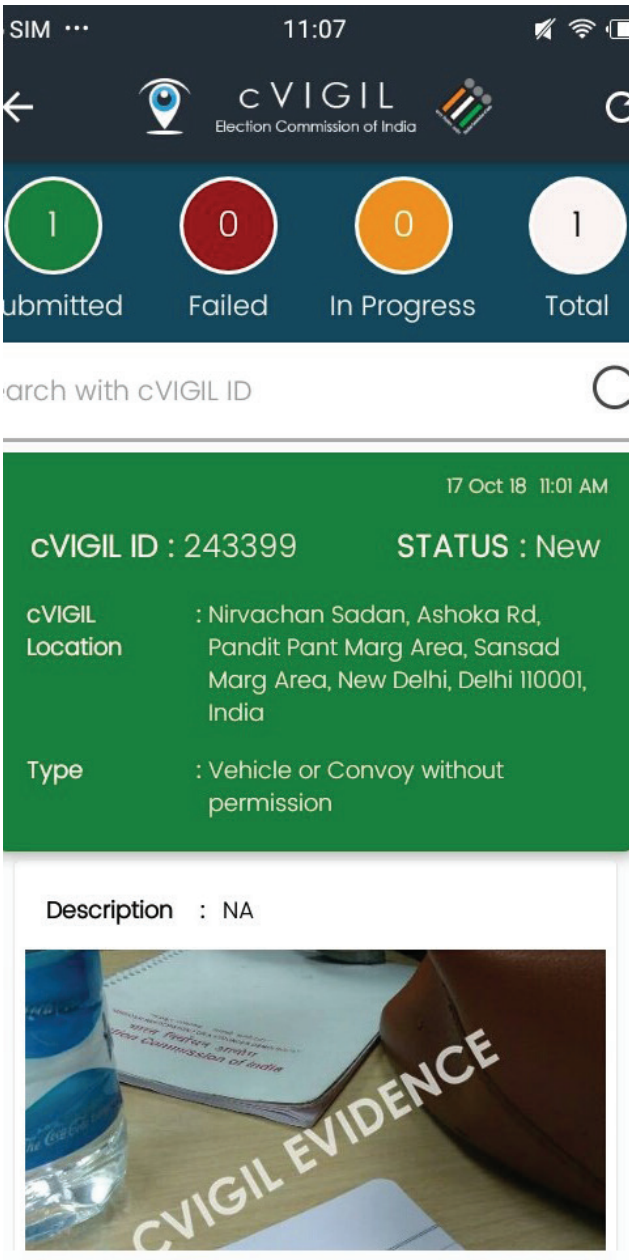
7. Complaint Status

The user can check the status of a successfully submitted complaint by going back to the menu screen and selecting on the Status option. This will lead to another status screen as we see below with the complaints slotted into one of the three options. These are:

1. Submitted: Total count of successfully submitted complaints, displays in green color.
2. Failed: Count of failed complaints in red color. If you failed to submit the complaint and and reflected as failed status then you will not get the cvigil complaint id to track the status of complaint.
3. In Progress: Total Number of Complaint in progress, which means the system will attempt to send the information for 5 mins on the backdrop. So, make sure the internet is on and you are in good network zone. If you are not in good network zone then it will show you the com plaint status as failed.

4. Total: Total number of complaints filed by the user.

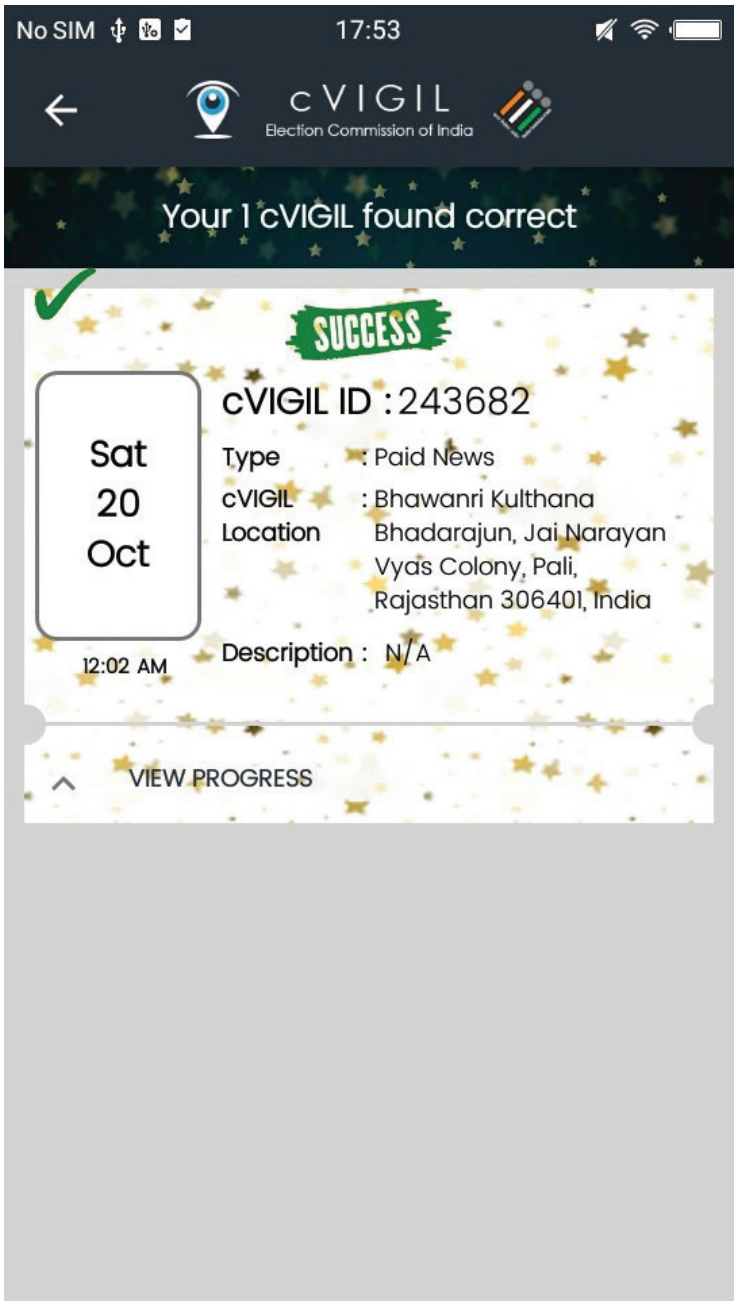




8. Your Achievements

Once Returning Officer finds your complaint correct and it gets disposed or escalated, system will return an achievement badge to your profile.

Note: “Once the case is disposed or escalated by Returning Officer/DEO/PCC Head, it is treated as success for citizen and it returns the achievement badge to the particular logged in user.”

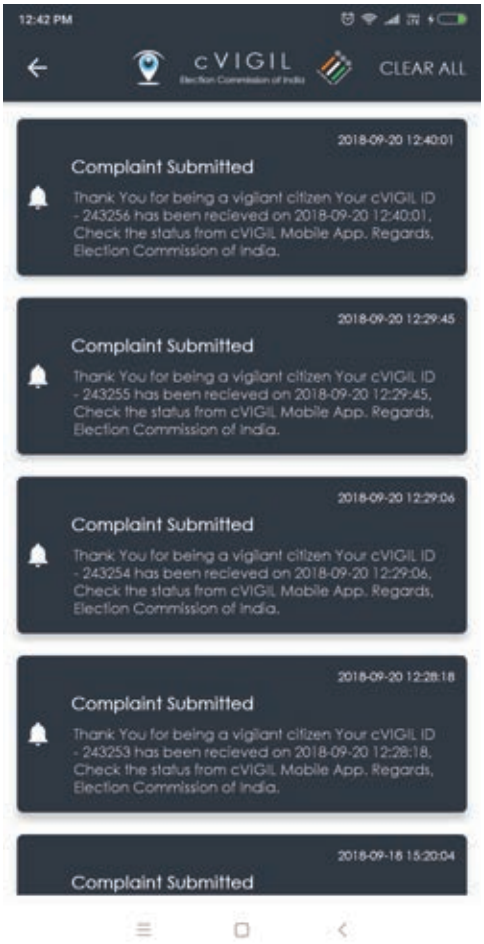


9. Notifications

The user will be notified whenever there is a change in the status of a complaint. To enable the notification feature, a user has to tap on Notification bell symbol at the top right corner of the Home Screen that we have already discussed earlier.

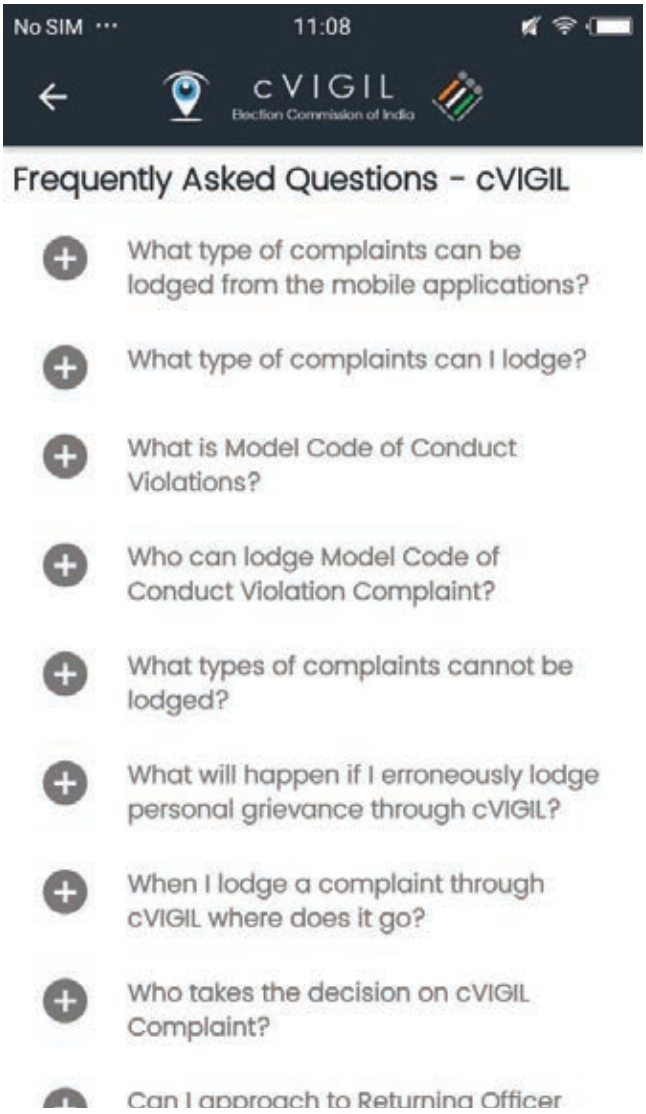
Once it is activated, the user will also get push notification alerts with respect to the complaint. All the status updates will be mentioned in the notification like date and time of submission of complaint and the complaint ID.

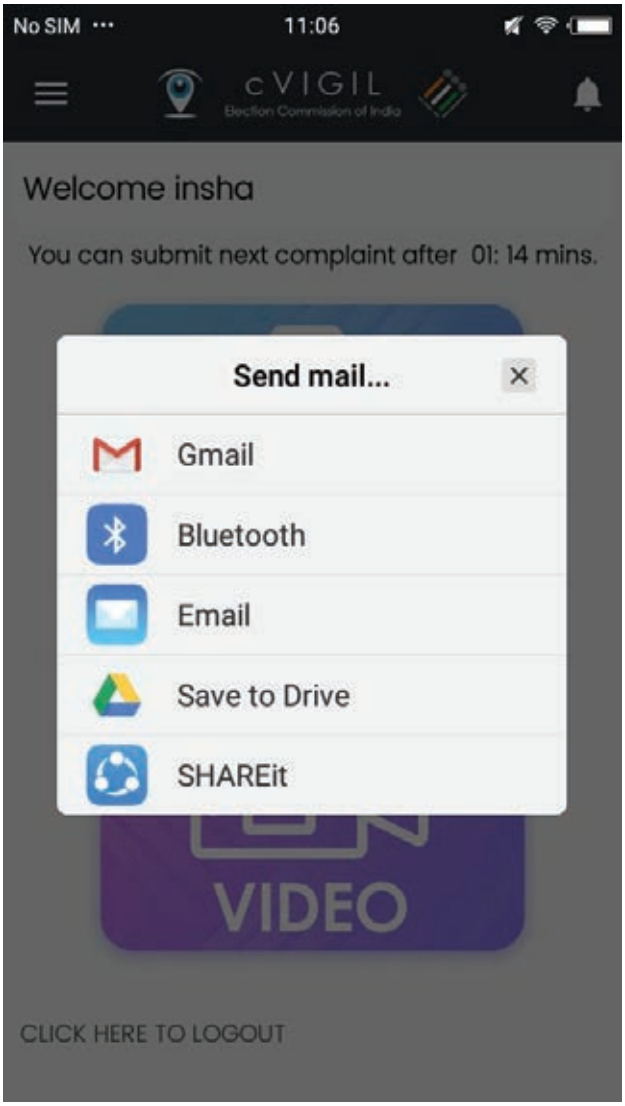
- When you submit the complaint, then you will receive the notification via sms as well as in-app. It will mention the cVIGIL ID generated in the server, along with the date and time for you to track the status.
- Whenever a new account is created, user gets SMS notification on phone and app along with date of registration which reads “Your account has been successfully created on YYYY-MM-DD”.
- Due to network connectivity problem, sometimes you are unable to submit your complaint. In that case, you receive notification as “The cVIGIL could not be sent to our server. It may be due to poor network connectivity. Please try again.



10. FAQ

In case the user faces trouble using the application, you can check the menu screen by clicking on the icon of Navigation Drawer and select FAQ option. The list of Frequently Asked Questions (FAQs) can be viewed in the following screenshot.





11. Feedback

The users can submit their feedback while using the application with respect to issues/ bugs or any suggestion for improvements. They can use the Feedback option given in menu screen to submit their feedback.

12. How to improve GPS accuracy?

cVIGIL uses smart GPS technologies to innovatively use it for Model code of conduct/ expenditure violations management. Your GPS sensor lets your Android phone use cVIGIL citizen, Investigator, observer and monitor apps, and properly tag your geo-location.

A good signal is crucial for using cVIGIL. However, the greater the accuracy requirements the longer it can take to get a more precise GPS measurement. It takes time for a GPS device to get a fix and then it will try its best to hold onto it as you move around. As the GPS data is prone to errors and even if one applies correct location manager provider there is a chance of observing occasional jitter in the locations.

One thing to note is that the GPS accuracy only gives an estimate to how good the calculation was given the GPS signals received. Systematic errors can give a good accuracy number (<10m) but still represent a large position error. This is why one may see the jitter even if the accuracy is very good. Accuracy measures are good to remove very large errors (>100m) but on a lower level, it just gives an indication that the calculations converged.

cVIGIL applies the algorithm to remove the very large errors. But there are still chances to improve upon the accuracy and reduce the small errors too, with these simple tweaks.

So, here's how you can improve the GPS signal on your device.

12.1 What is GPS?

To know how to optimize your GPS it's helpful to understand how it works. GPS stands for Global Positioning System and was developed by the US Army in 1973, but in the1980s it was released for civilian purposes. It was initially used with 24 satellites but now there are 31 GPS satellites in orbit. Your smartphone communicates with these satellites via a GPS antenna, which is part of the hardware in the majority of today's smartphones and tablets. This hardware is connected via a driver with the software. Thus, there are three sources of error for the GPS signal in the smartphone:

- The number of GPS satellites at the current location
- The quality of the GPS antenna in the smartphone
- The implementation of the driver in the operating system

GPS signals are further affected by anything that interferes with your smartphone receiving

the weak transmissions from GPS satellites circling above us. Nearby trees, cars, buildings, big weather storms can all reduce accuracy, and so can being inside a building or underneath trees.

12.2 What does accuracy mean?

First let's briefly look at what accuracy means. Accuracy, in a technical sense, means you get a latitude, longitude and accuracy number from the GPS. Then you can draw a circle using the accuracy number as a radius around the latitude/longitude point. It's highly likely that your actual location is somewhere within that circle. It's unfortunate that usual mobile GPS devices don't also come with a probability factor that would indicate how much to trust the accuracy number. As it is, we will have to take it on a certain amount of faith that our real location is, in fact, somewhere within the accuracy circle.

Under absolutely perfect conditions your typical smartphone GPS chip will deliver around 3 meters (~10 ft) in accuracy for several minutes at a time when cVIGIL is opened. Standing on the highest mountain top in the Himalayan Mountains with no clouds in the sky might come close to being a perfect condition. Under what I'll call "average" conditions, which reflect everyday in-city usage patterns, you can expect accuracy from 3 – 150 meters (10 ft – 500 ft) or greater and the accuracy number typically fluctuates quite a bit over a period of minutes or hours. It is here we try to bring the accuracy under 100 mts.

12.3 Switch on 'High accuracy' mode

To get the best possible signal, you have to be prepared to use a bit more battery than normal. It's a necessary sacrifice, and you can always reverse it later when you don't need to use GPS anymore. Enabling this is easy; just follow a couple of steps and you'll be on your way.
Go into your Settings and tap Location and ensure that your location services are on. You should be able to toggle it at the top right hand of your screen. It should be green and the button to the right.

Now the first category under Location should be Mode, tap that and make sure it's set to High accuracy. This uses your GPS as well as your Wi-Fi and mobile networks to estimate your location. This will use more battery but will utilize all available methods to give you the most accurate location possible. cVIGIL automatically tries to use the high accuracy mode but someone, it might fail. Therefore the above method will help cVIGIL work effectively.

12.4 Use a compass app to recalibrate the GPS

If you suspect your compass is not working accurately you can force it to recalibrate. For this, you will need a compass app. Some phones come with one already pre-installed. If so, fire it up and go through the process of recalibration to give your GPS signal a much-needed refresh.
If your Android device does not come with a compass app, you can download one from the Play Store and do it this way. Compass Galaxy is a good and reliable option.

Compass Galaxy

12.5 Keep the GPS signal active

One of the main problems that we encountered when going from one app to another is that the GPS is turned off to save battery. If for example you are using cVIGIL and want to take a look at your latest messages, your GPS could be turned off.

However, you can keep the GPS signal active. To do this you must install a GPS app. We recommend Connected GPS. It's a simple app and does the trick. Bear in mind that doing this could result in reduced battery life.

GPS Connected

12.6 Find out if your GPS issues are hardware- or software-related

With GPS Essentials free android app, you can diagnose whether a poor GPS signal is due to a hardware or software issue. In the GPS Essentials main menu, tap Satellites, then watch (with some amazement) your phone connecting to satellites around the earth.

If no satellites appear, then this could be due to interference from metallic objects around you like the FST jeep, your smartphone case, or your GPS hardware not working properly. If satellites do appear, but your GPS is still out of whack, then this is a software issue.

12.7 Refresh your GPS Data

Sometimes your device will get 'stuck' on certain GPS satellites, even if they're not within range, causing it not to work properly. To fix this, you can use an app like GPS Status & Toolbox to clear your GPS data and to start connecting to satellites from scratch.

In the app, tap anywhere on the screen, then tap the menu icon and hit Manage A-GPS state. Tap Reset, then when that's finished go back into the Manage A-GPS state menu and tap Download. Your GPS data should now be refreshed, and if it starts playing up again then just repeat this process.

GPS Status & Toolbox

12.8 Get an external GPS receiver

If your smartphone GPS is no longer sufficient it might be worthwhile for you to purchase an external receiver. This can be coupled with the smartphone via Bluetooth and recharge with the same charger.

It is very important that your cVIGIL application effectively use GPS data to report cVIGIL cases, file report and make Investigator appear on the district controller dashboard. With these tweaks, you can help the Election Commission of India in the smart handling of Model code/expenditure violation cases.

Check this link for more updates:

https://eci.gov.in/index.php?/cvigil/improving-gps-accuracy-for-cvigil-r2/

User Manual For
District Election Officers

1. Overview

cVIGIL provide time stamped evidentiary proof of model code of conduct / Expenditure Violation, having live photo/video with auto location data. This unique combination of timestamping, live photo with auto location can be fairly relied upon by election machinery to navigate to the right spot and take prompt action. The GIS-based dashboard provides strong decision tool to drop and dispose of frivolous and unrelated cases even before they are acted upon, thereby reducing the workload of election machinery on ghost complaints.

Election Commission Of India assigned a CEO for every state. Further, the CEO of a particular state creates DEOs/ District Controller and ROs. When a citizen submits a complaint, it gets visible to respective District Controller Dashboard. DEO will create Field Units and after receiving cVIGIL Complaint, assigns the case to the particular Field Unit in nearby location to the incident spot.

Field Unit accepts or reject the case based on their availability and reach the spot. DEOs can also create supervisors who can further create FSTs/ Field Units on their behalf.

Field Unit further submits their investigation report to Returning Officer as well as observer. Submitting report to the observers, is optional. RO has the ability to drop, dispose or escalate the report submitted by FST.

District Controller can view various kinds of reports such as AC wise, User, Activity, and Performance Report.

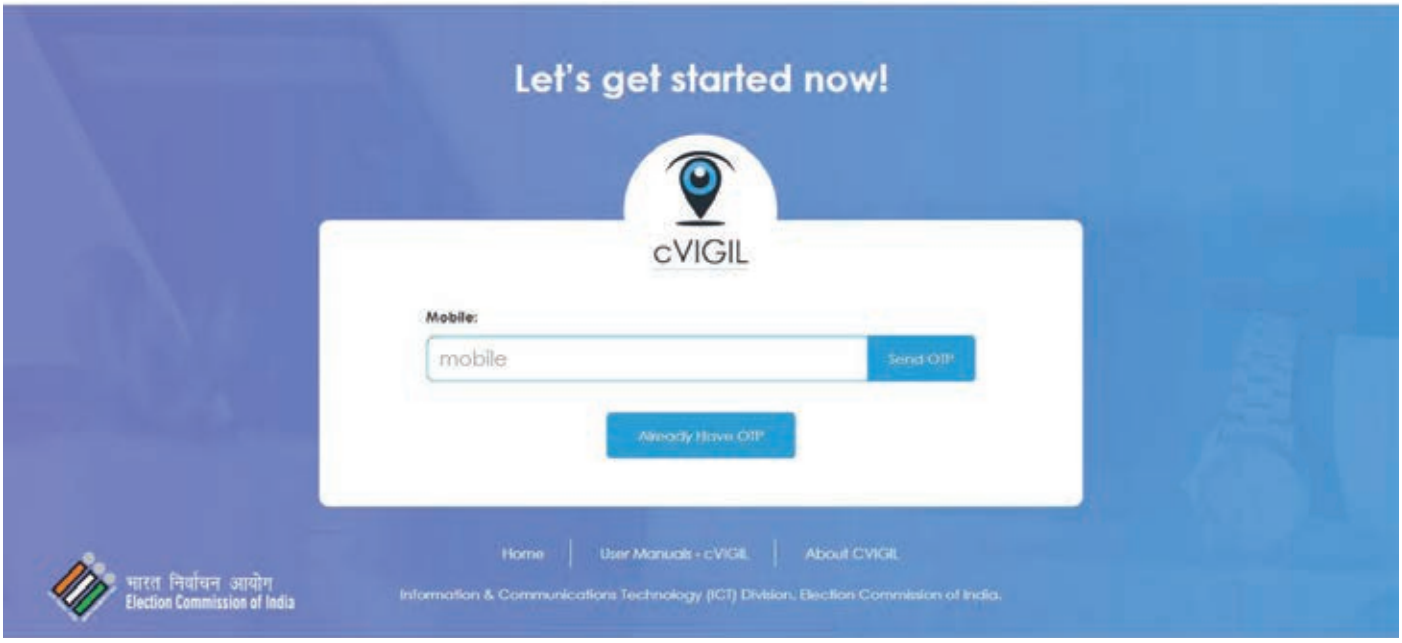
Note: Returning officer takes decision only when DEO assigns RO to take decision.

Role of DCC

2. Sign In

Step 1: Enter Mobile Number.
Step 2: Click on send OTP.
Step 3: Enter OTP and click on Sign In

Note: You can tap on Already have OTP if you have OTP pin with you, to login securely.



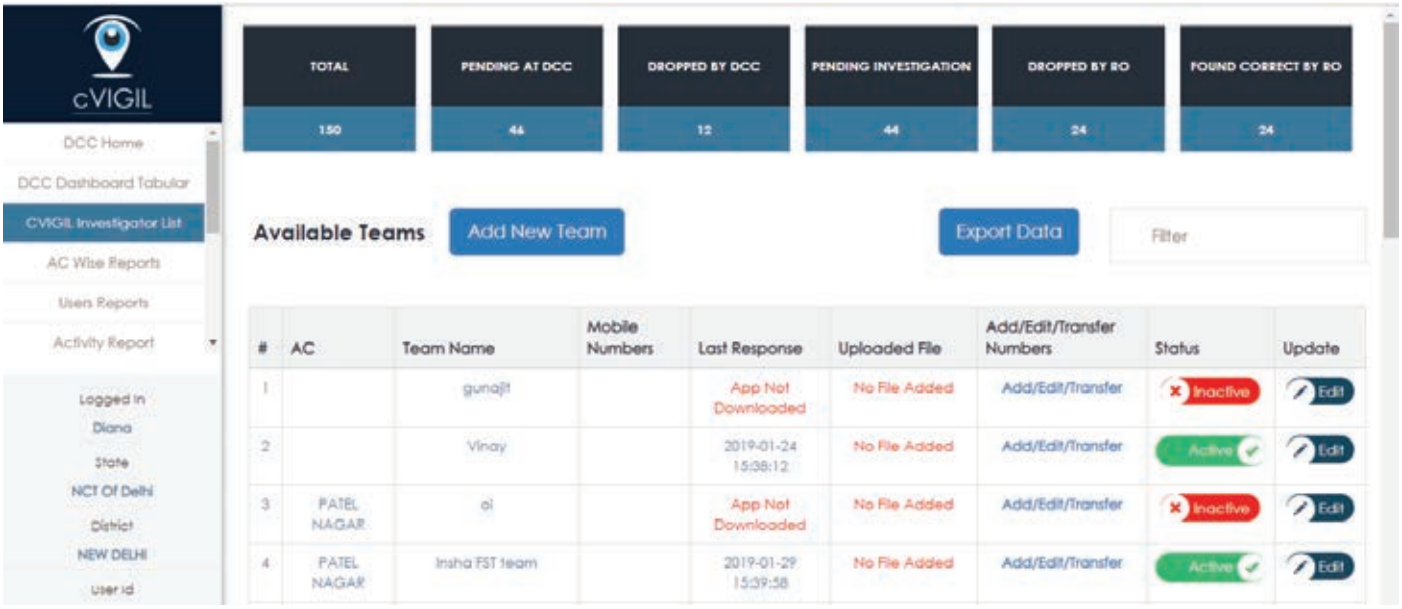
3. Create Field Unit

The first task of the District Control Room is to ensure that the Flying Squads, Supervisors & Returning Officers accounts are setup properly. The DCC Supervisors will have the choice of adding DCC supervisors, Flying Squads teams having Magistrate and Inspectors as part of the team.

It is only when Flying Squad teams with active member as Magistrate and Inspectors that the DCC can assign the case. If the user is inspector then he/she needs to enter a pre-shared pin by magistrate. Pin is available with the magistrate, both in the SMS received and the app after the magistrate has logged in.

A Field Team will have to accept or reject a case assigned to them via cVIGIL Investigator App. All the complaints provide geographical coordinates via Global Positioning System to help the unit identify the incident spot to start investigation. After completing the investigation on the complaint, the Field Team submits status report along with evidence to respective Returning Officer.

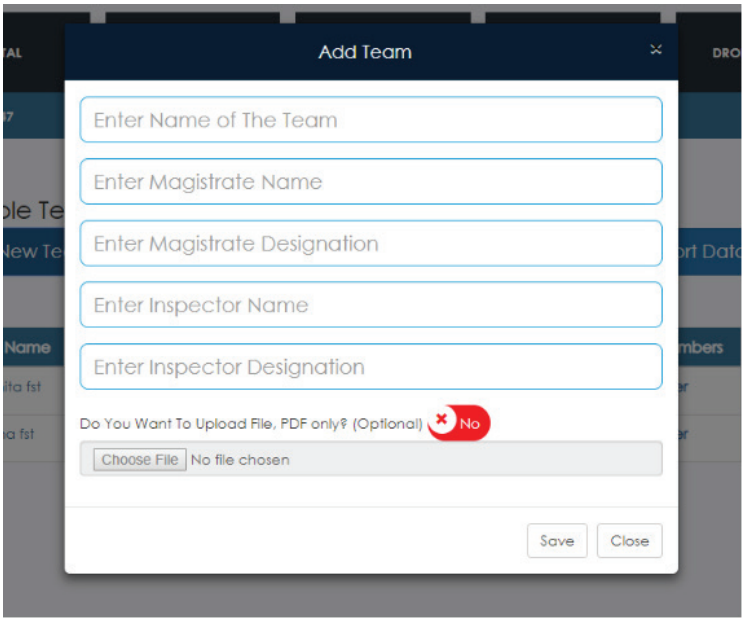
- Click on cVIGIL Investigator list.
- Now, click on the Add New Team button to add Field Unit of different AC's.
- DCC can review a particular team, add as well as delete & change its members and determine its work status as active or inactive.



3.1 Creating a New Team

Click on Add New Team icon that you saw on above to create a new team.
Following window will pop up.

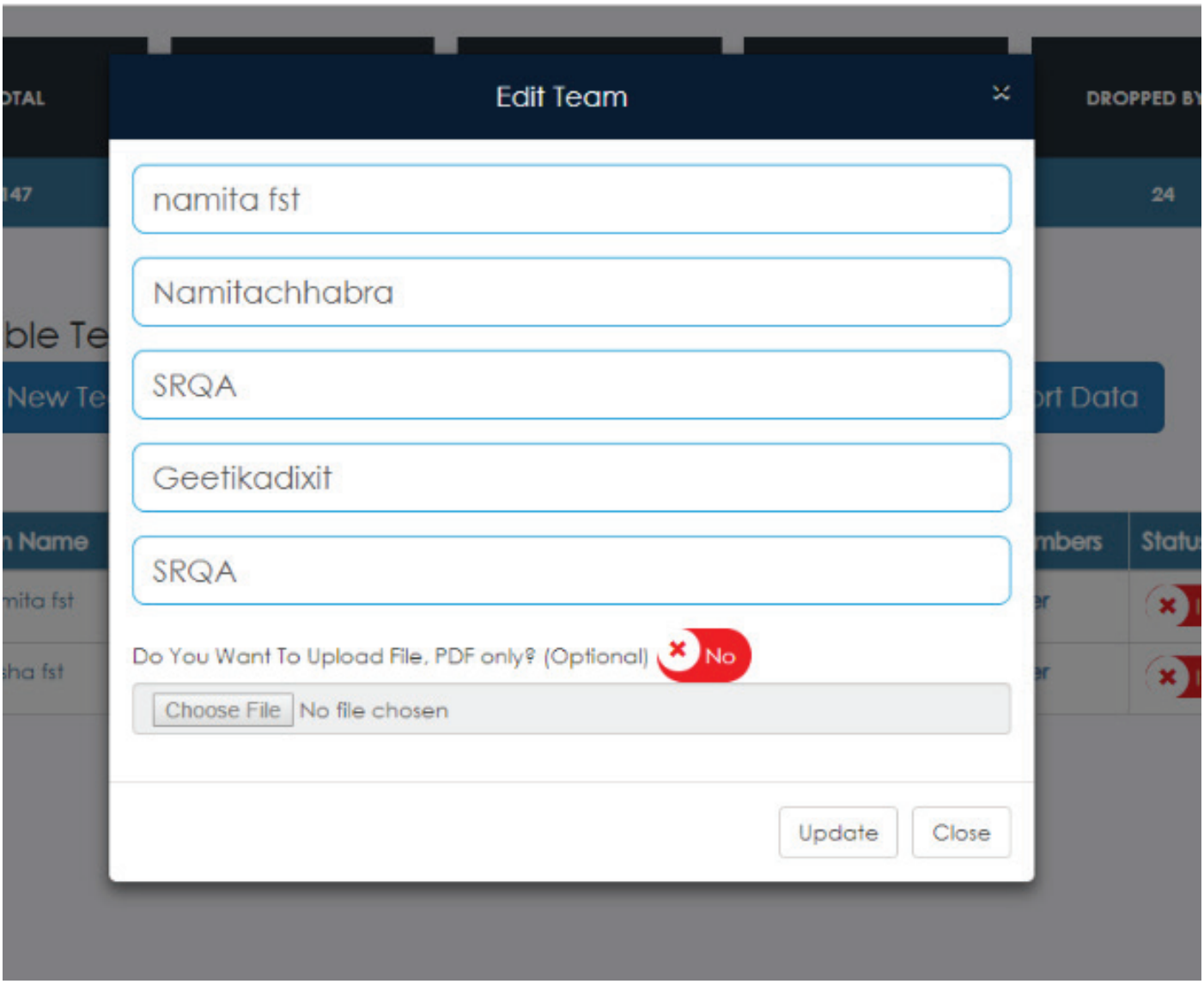
Step 1: Give a name to the team by feeding details in the category slot, Enter Name of the Team.
Step 2: Enter Magistrate Name & Designation.
Step 3: Enter Inspector Name & Designation.
Step 4: Upload PDF File.(Optional)
Step 5: Click on Save.



3.2 Edit Team

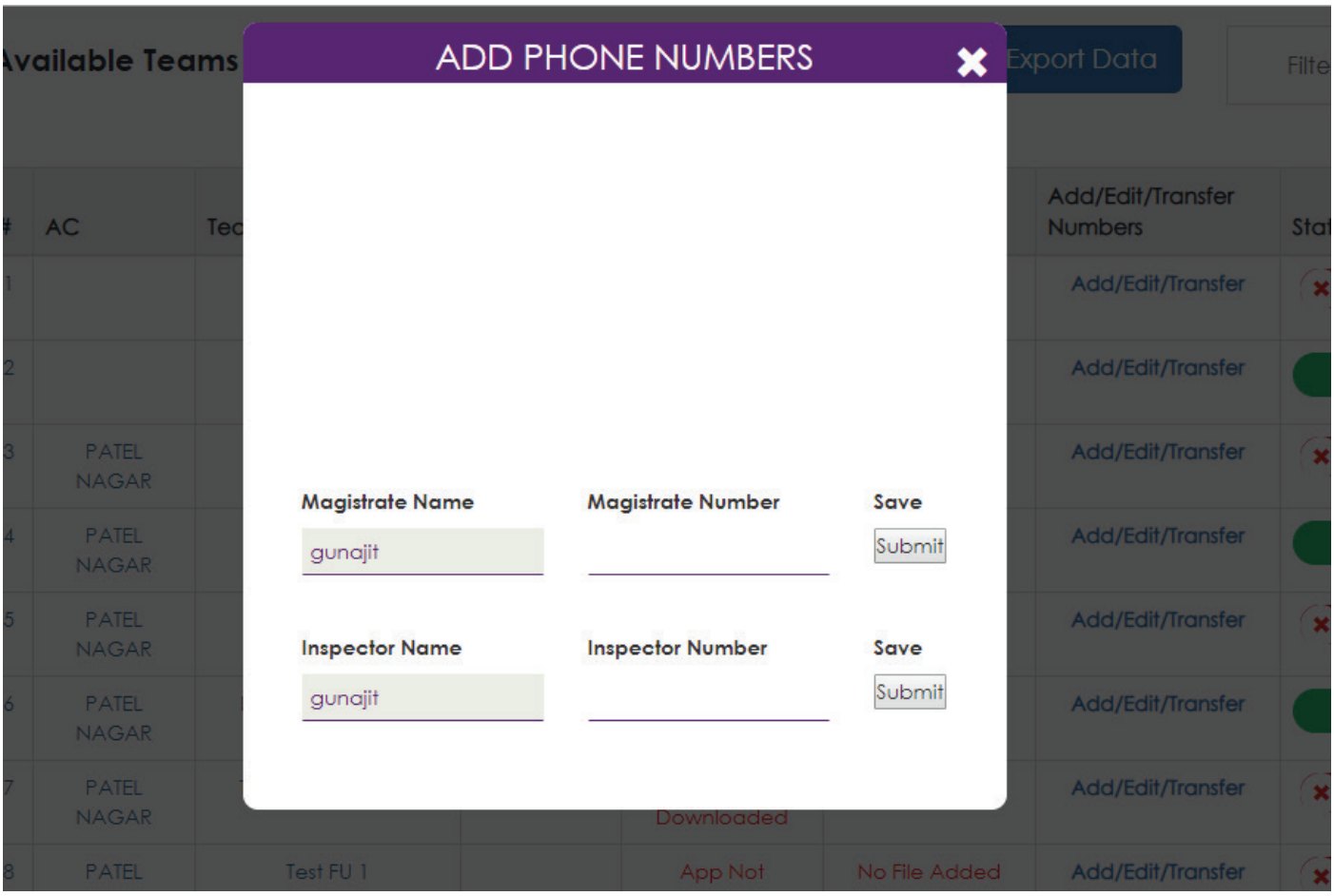
Step 1: If you want to make any changes to the Field Unit, click on Edit Team Button and make changes under the categories you see on the screenshot below

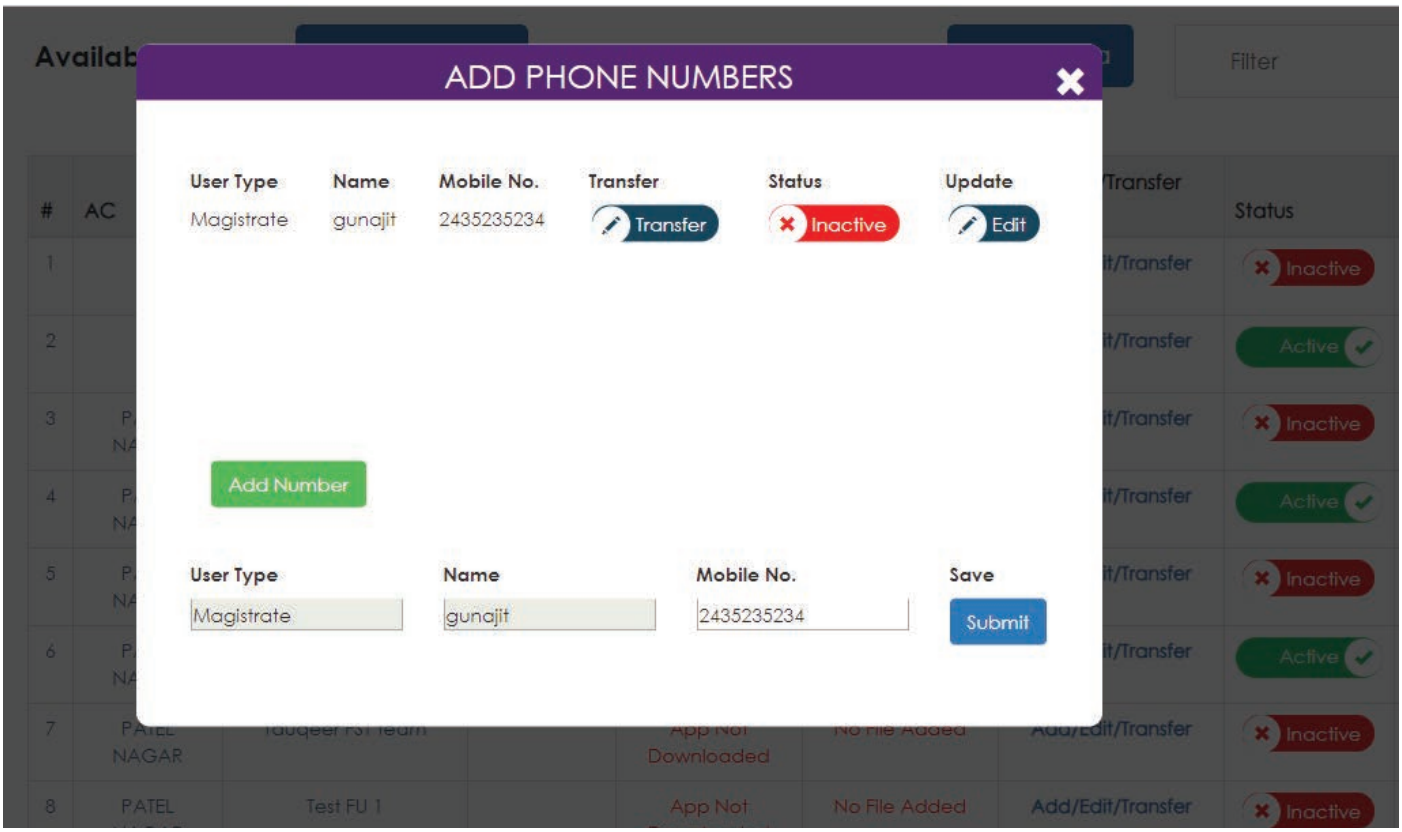
Step 2: Save the changes by clicking on Update button.



3.3. Add/Edit Numbers

You can add/edit multiple numbers to a Field Unit by clicking on Add/Edit Number button across different categories of cases in the following screenshot, to create a Field Unit.





Note: As soon as DCC/ DEO creates a team, the team member receives a message on his/ her registered mobile number with the download link. Using this download link, the team member need to download the FST Investigator App and then enter the OTP received, in the required field to activate himself/ herself.

Note: The member can also download the application on his/ her phone using the link

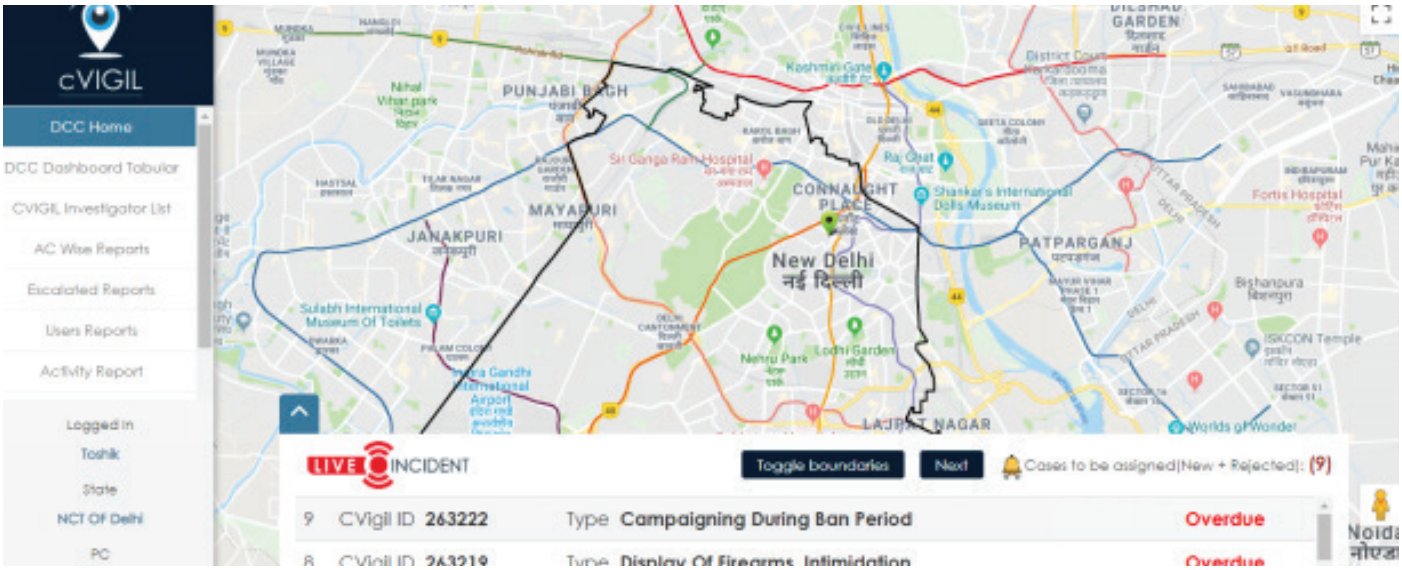
https://cvigil.eci.gov.in

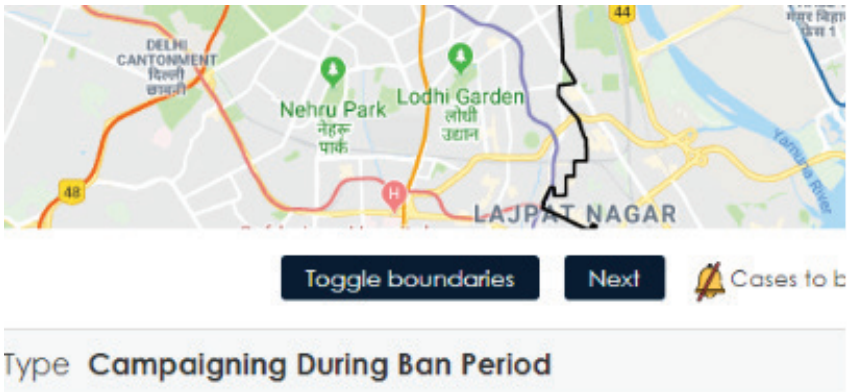
4. DCC Home

When to login to the Dashboard, you will see the Map View with lists of all cVIGIL Cases to be assigned.

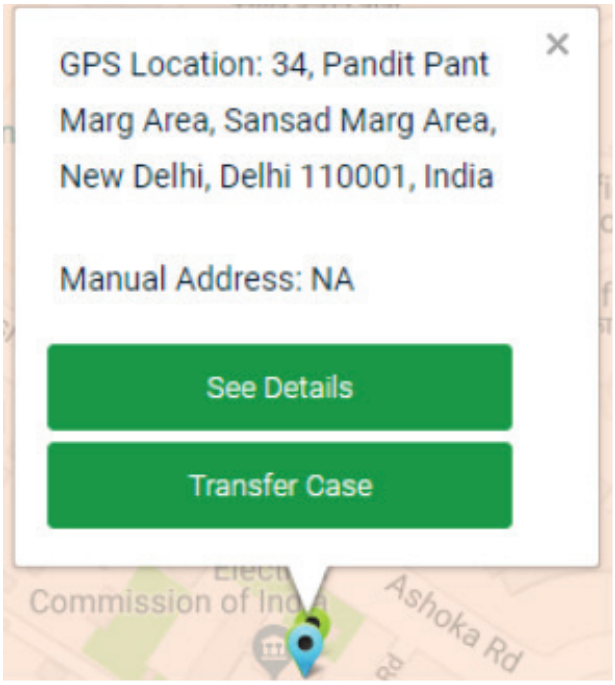
You will have 5 minutes time to assign case to a particular Field Unit. Once you tap on a particular case as shown in Figure 8 below, you will be directed to the screen.

Note: Cases to be assigned will include both New and Rejected Cases by Field Unit.





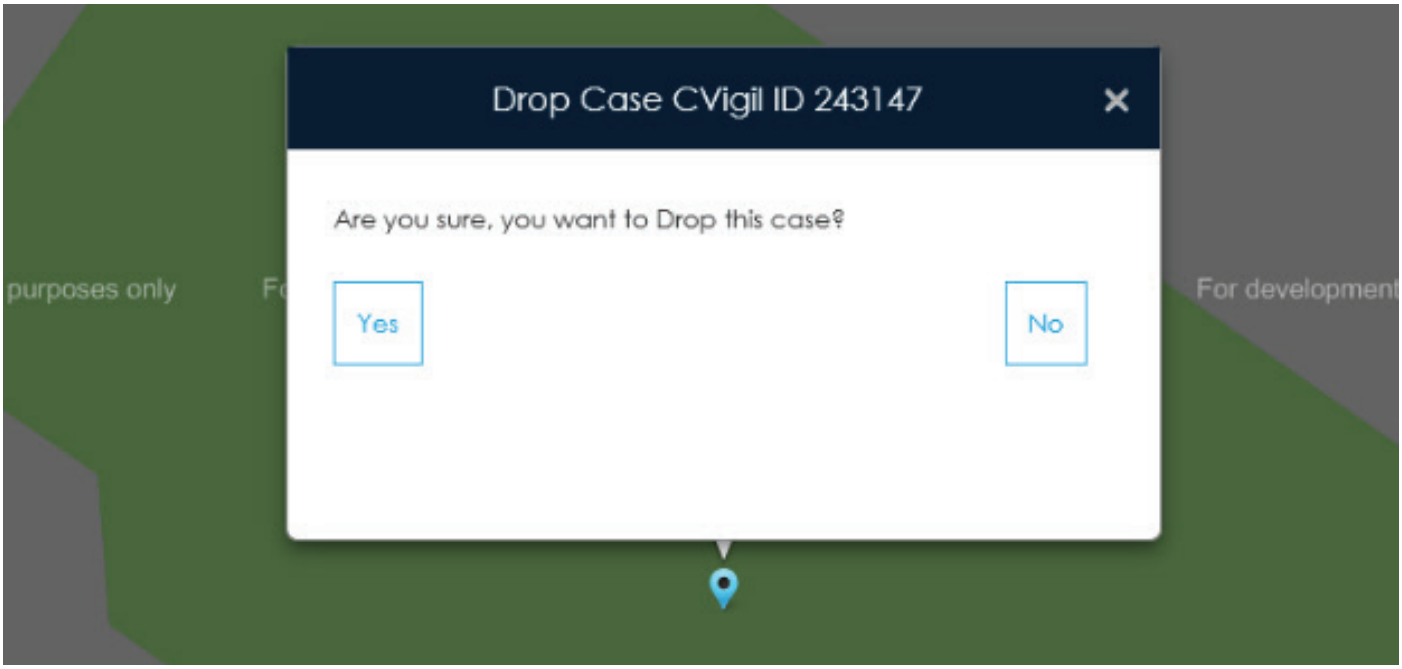
There will be alarm ringing on arrival of new case and this alarm can easily be muted by clicking on the bell icon.

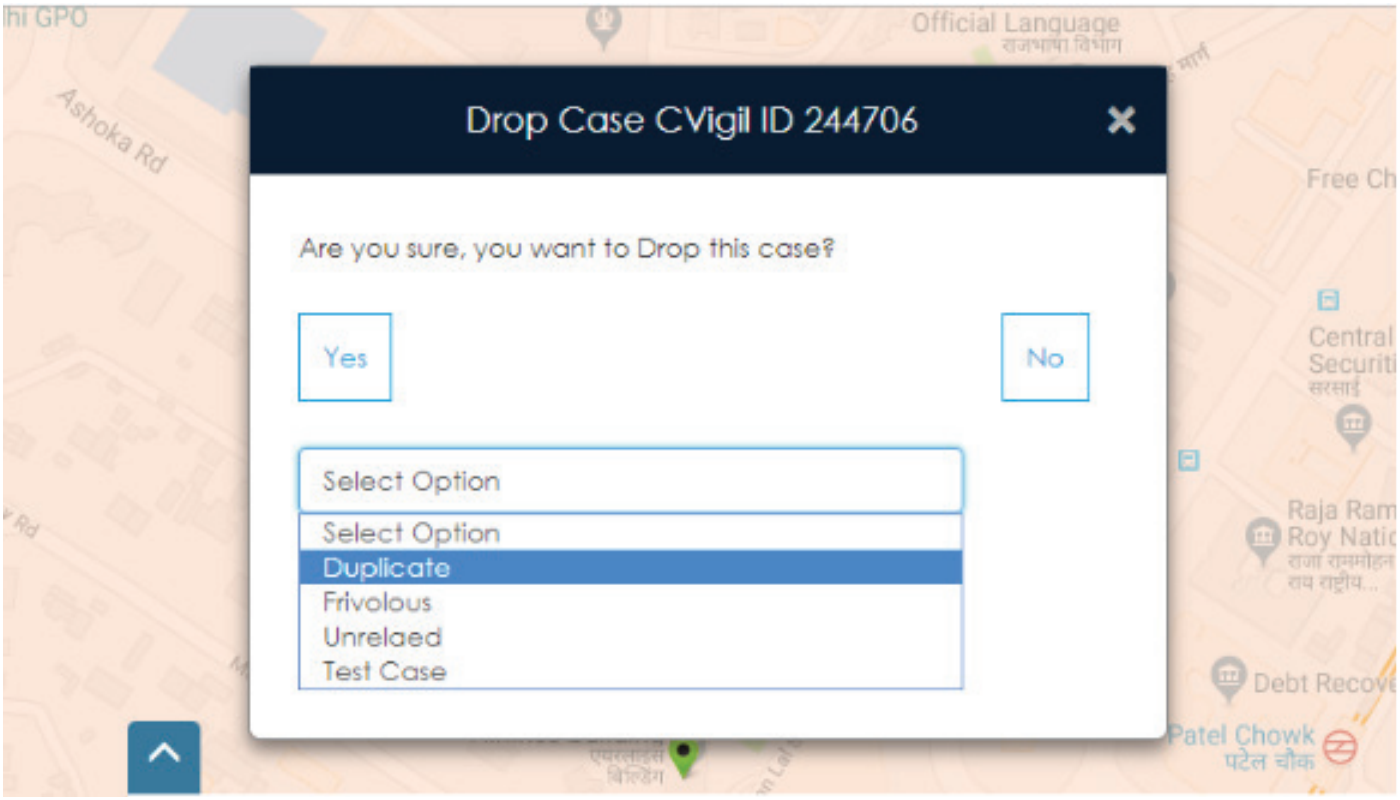


In the above figure, you will see incident location and when you Tap on See Details, you will be landed to the below screen where District Controller can assign Assembly and FST to the selected case.

Note: If you want to Drop the Case, simply Tap “Drop Case” button. You will see a confirmation box as shown below. If you want to drop the case, select your reason of case drop as Duplicate, Frivolous, Unrelated, Test Case.

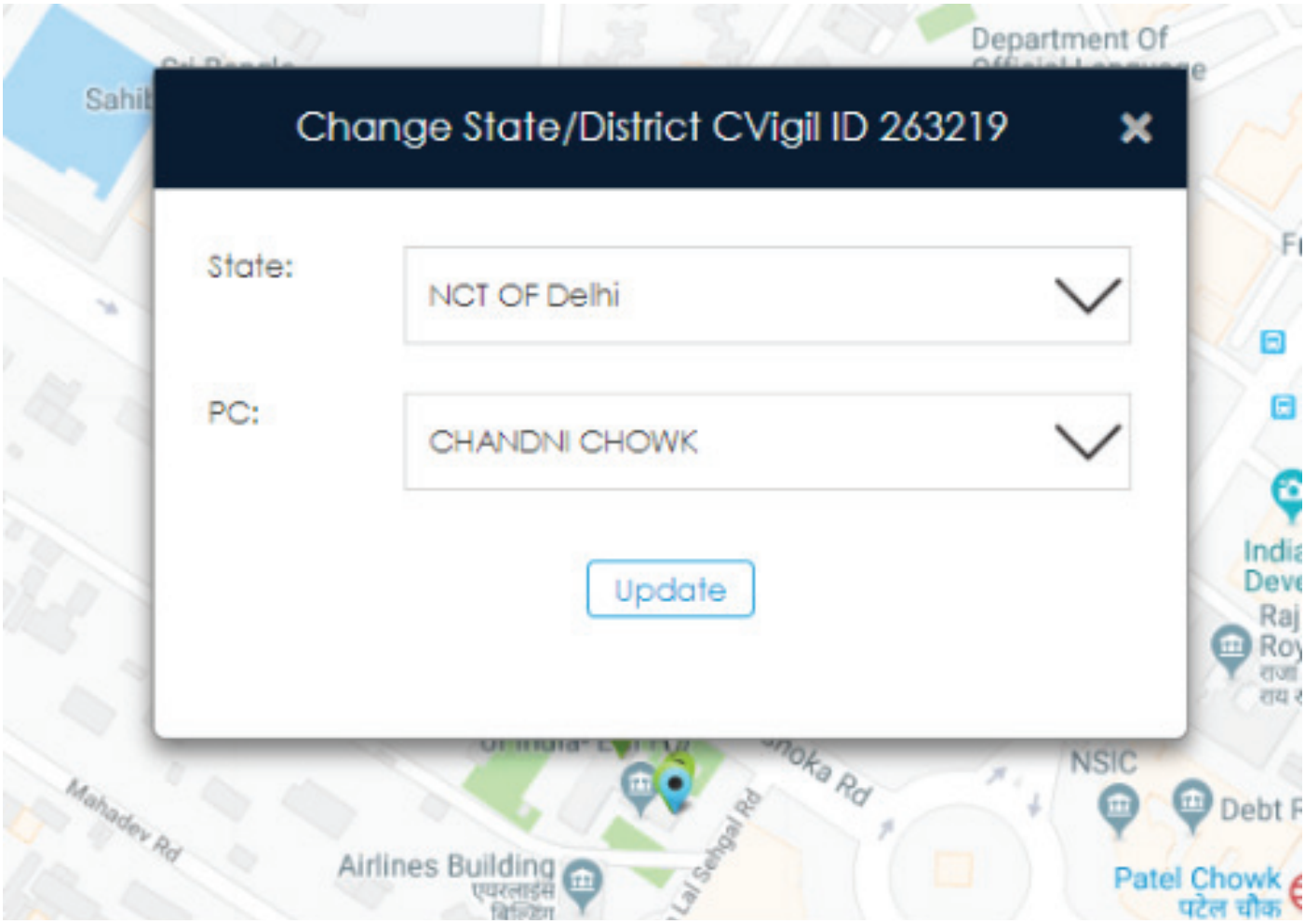
Note: When a case gets highlighted in Monitor Application as Urgent Case, Early Resolution Needed, Extensive Inquiry, VIP Case, it will be visible in DCC Dashboard.





You will see incident location and when you Tap on Transfer Case, you will be landed to the given below screen where District Controller can change State/District of the selected cVIGIL case.

Note: The transfer should only be to the poll going district or adjacent district and if there is adjacent state, then only transfer to adjacent state /district.



- District Election Officer (DEO) can view cVIGIL ID as well as the nature of the complaint, marked as Type, as we see in the screenshot above.

- He/She can assign a complaint to a Field Unit operating in its Assembly Constituency.

- Once a complaint is lodged on app, the DEO will be able to see following details:

1) Complaint Location
2) Landmark
3) Type
4) Description
5) Date and Time of Complaint

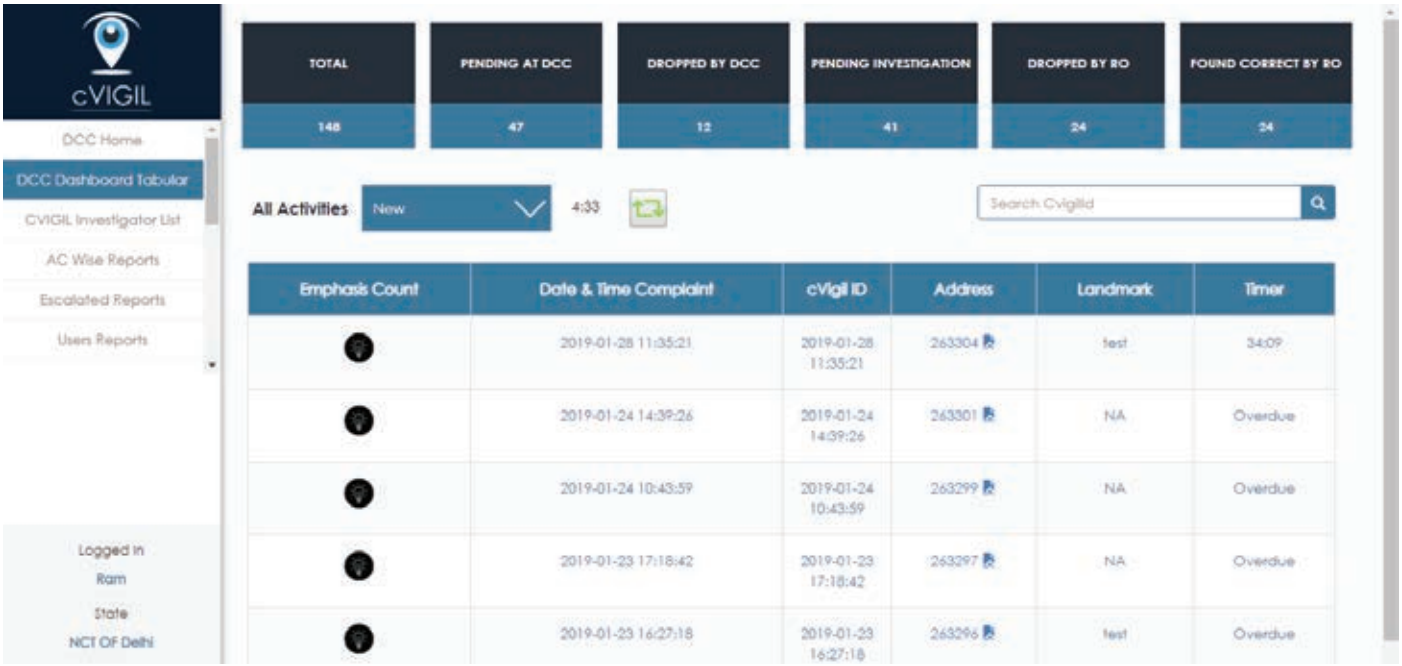
A DEO can view Complainants' personal details like Name, Mobile Number and Address if they have been shared along with the attached MCC/ expenditure violation image or video.

Note: There is no record of anonymous complaints with the Election Commission.
"District Controller can also Drop the case".

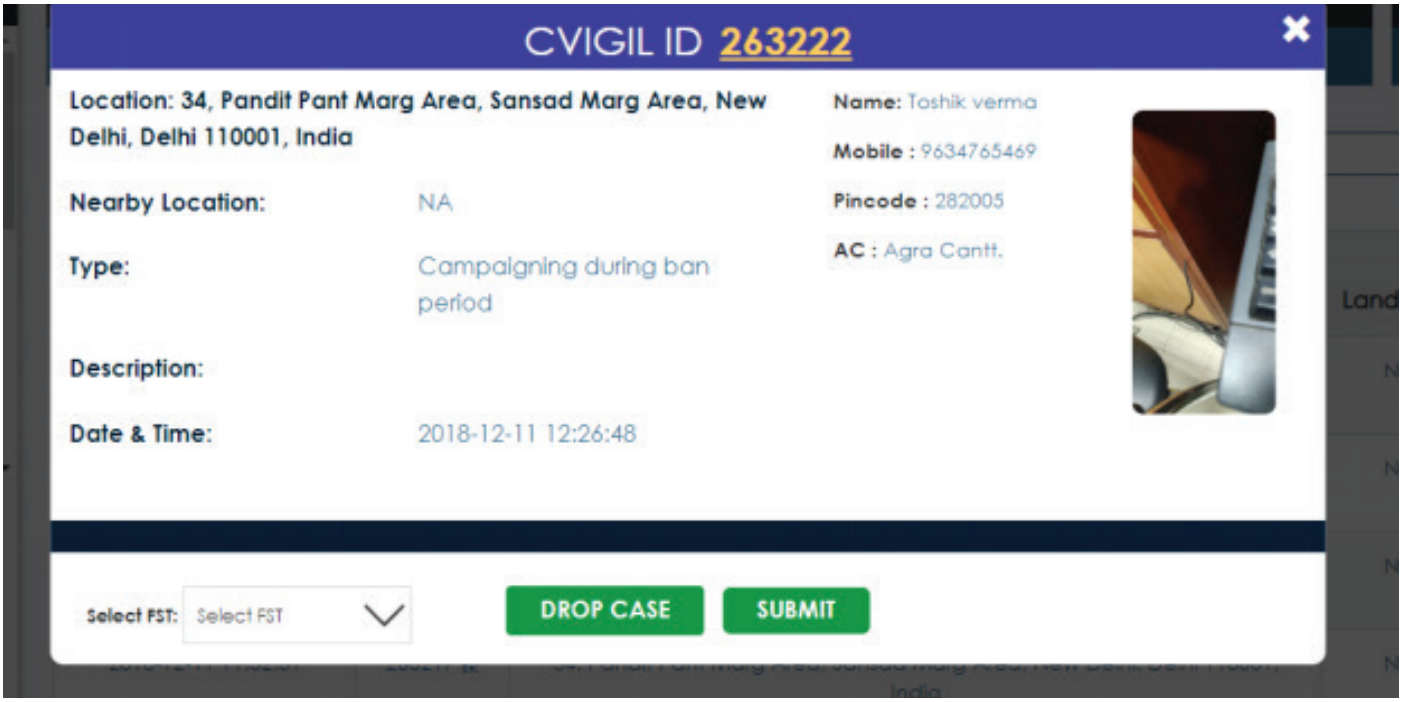
A DEO will select Assembly Constituency of a complaint and accordingly allot it to a Field Unit before clicking on Submit given in screenshot above.

5. Dashboard Tabular

5.1 New Case



Note: You may enter cVIGIL ID and click on search icon to search for a specific case.
Upon clicking a particular cVIGIL case:



- District Election Officer (DEO) and District Collector (DC) can view cVIGIL ID as well as the nature of the complaint, marked as Type, as we see in the screenshot above.

- He/She can assign a complaint to a Field Unit Unit operating in its Assembly Constituency.

- Once a complaint is lodged on app, the DEO will be able to see following details:

6) Complaint Location
7) Landmark
8) Type
9) Description
10) Date and Time of Complaint

A DEO can view Complainants' personal details like Name, Mobile Number and Address if they have been shared along with the attached MCC/ expenditure violation image or video.

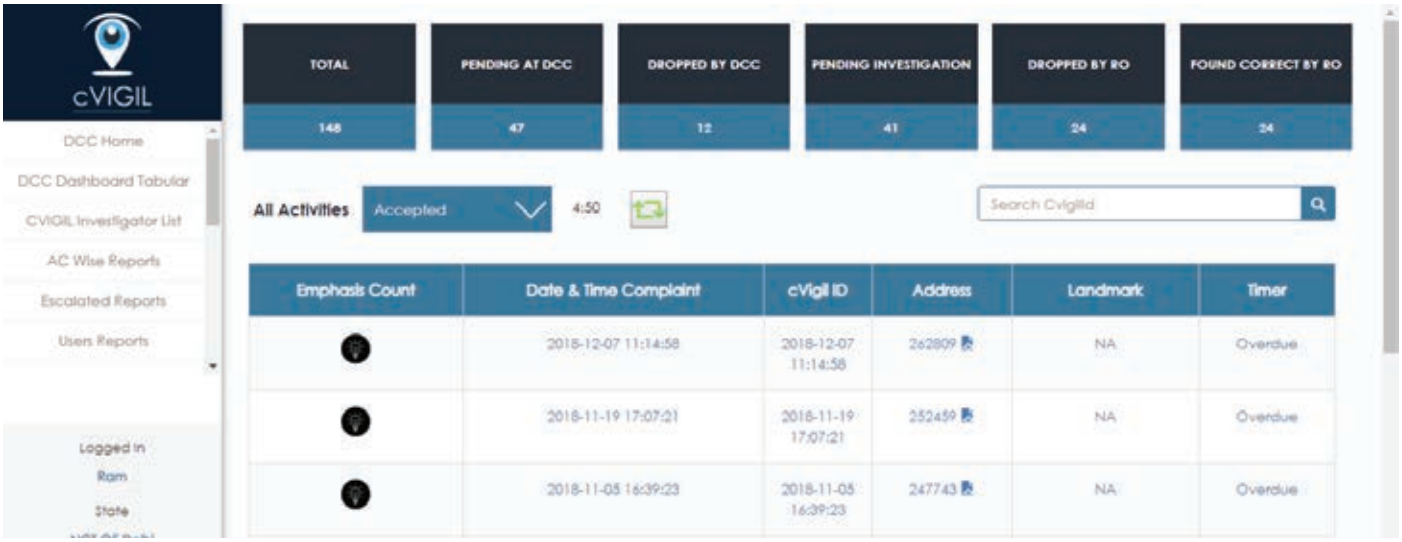
Note: There is no record of anonymous complaints with the Election Commission.

A DEO will select Assembly Constituency of a complaint and accordingly allot it to a Field Unit before clicking on Submit given in screenshot above.

Similarly, all other cases can be viewed by selecting it from the dropdown menu as shown below.

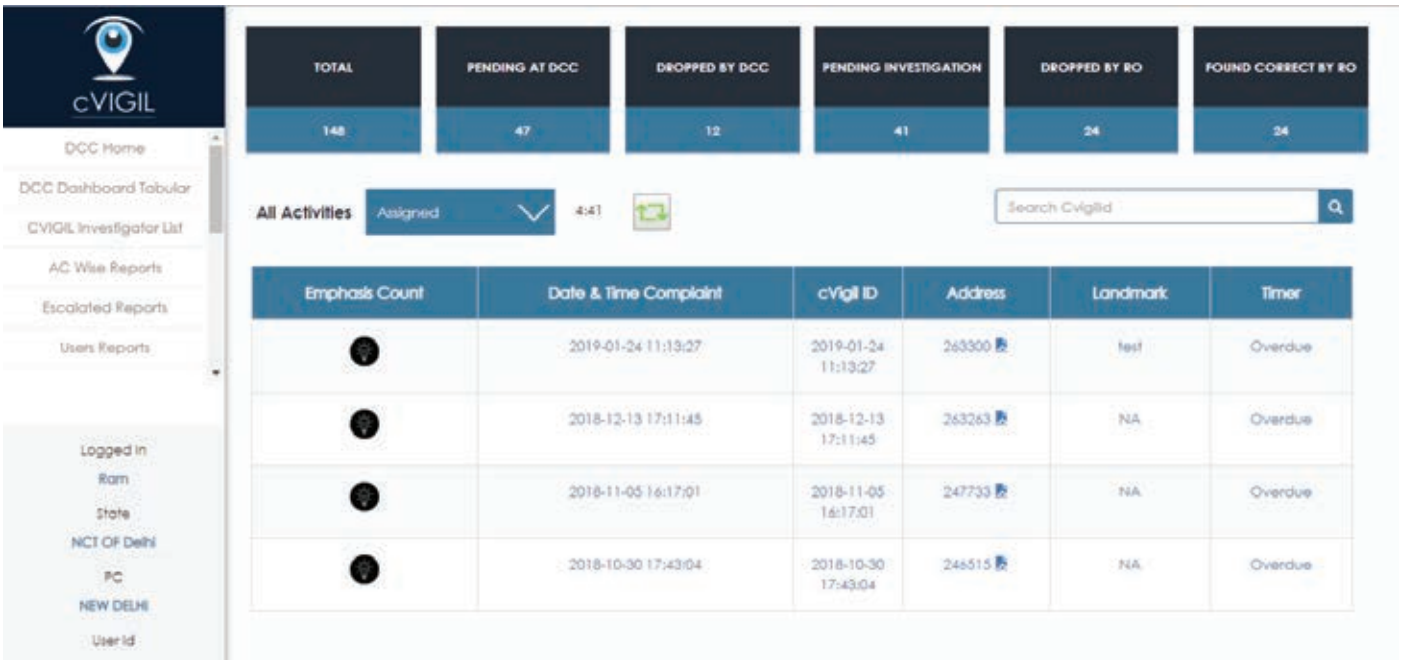
5.2 Assigned Case

When a case is assigned to Field Unit, it gets visible under Assigned Case Lits.



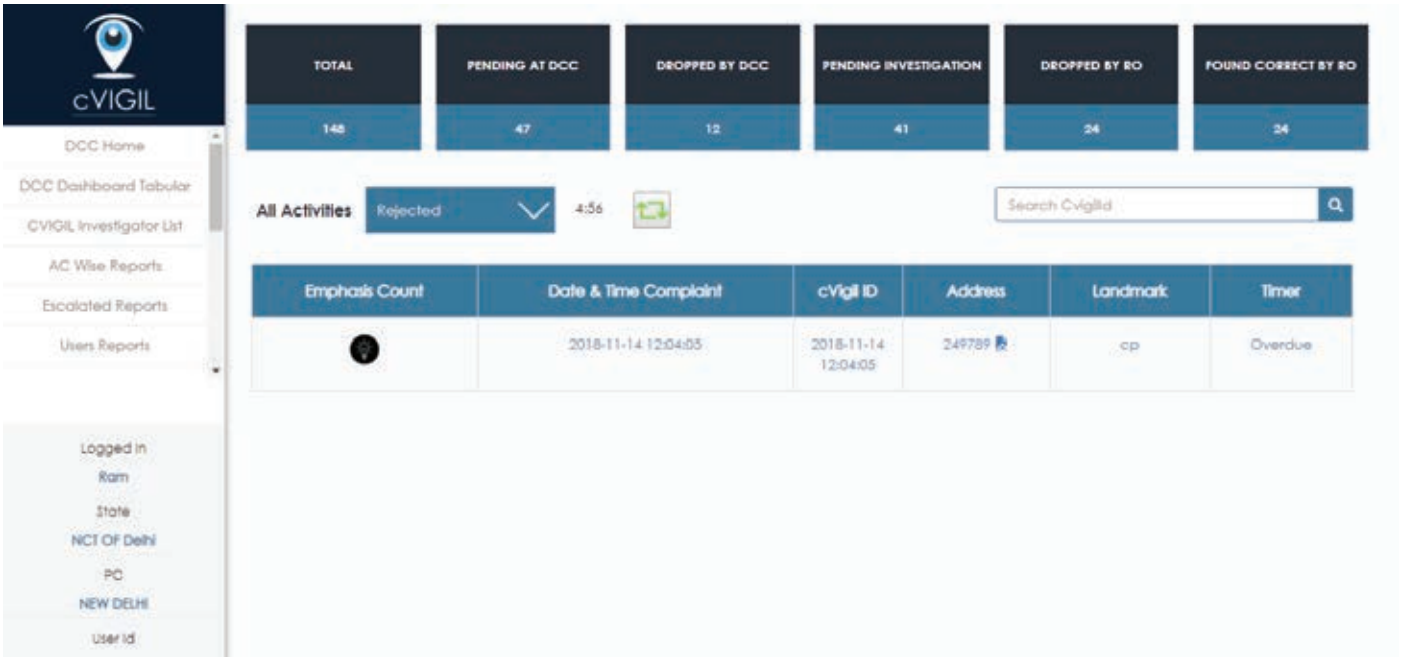
5.3 Accepted Case

If Field Unit accepts the case, its gets visible under Accepted Case lists.



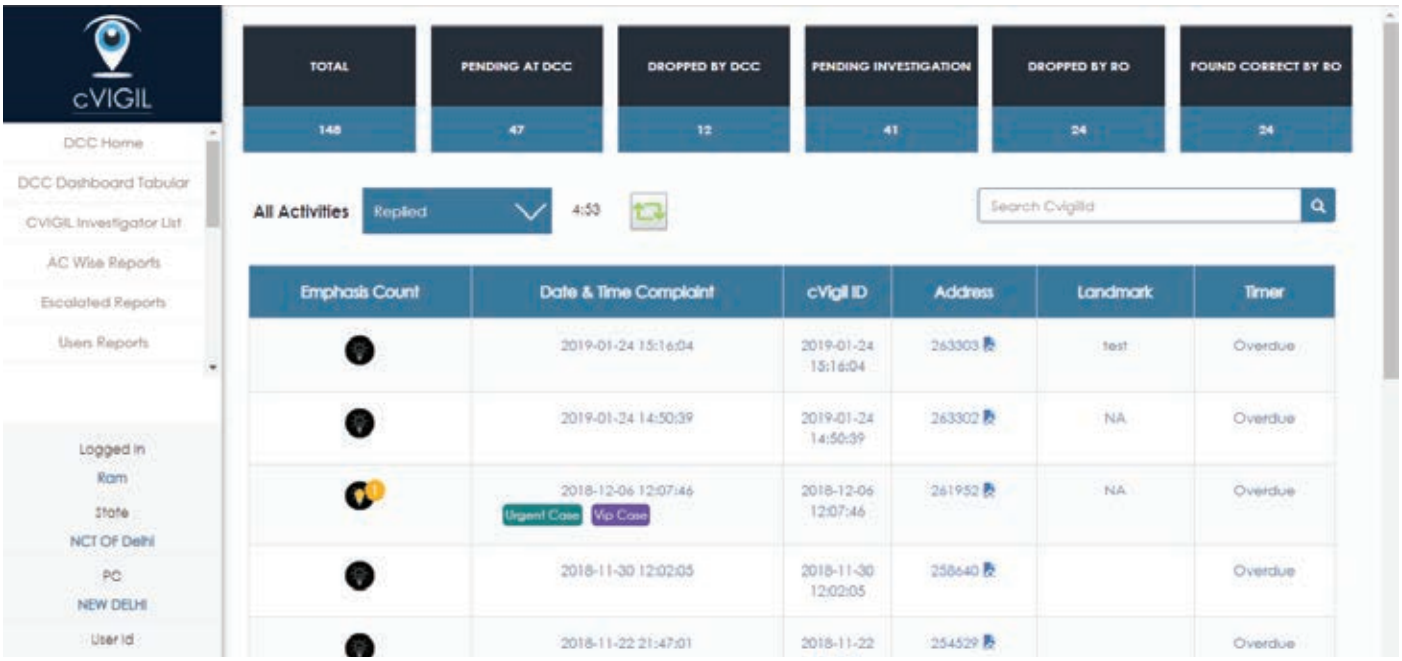
5.4 Rejected Case

If Field Unit rejects the case due to some or the other reason, it gets visible to DEO and DEO can assign it to other Field Unit under Rejected Cases.



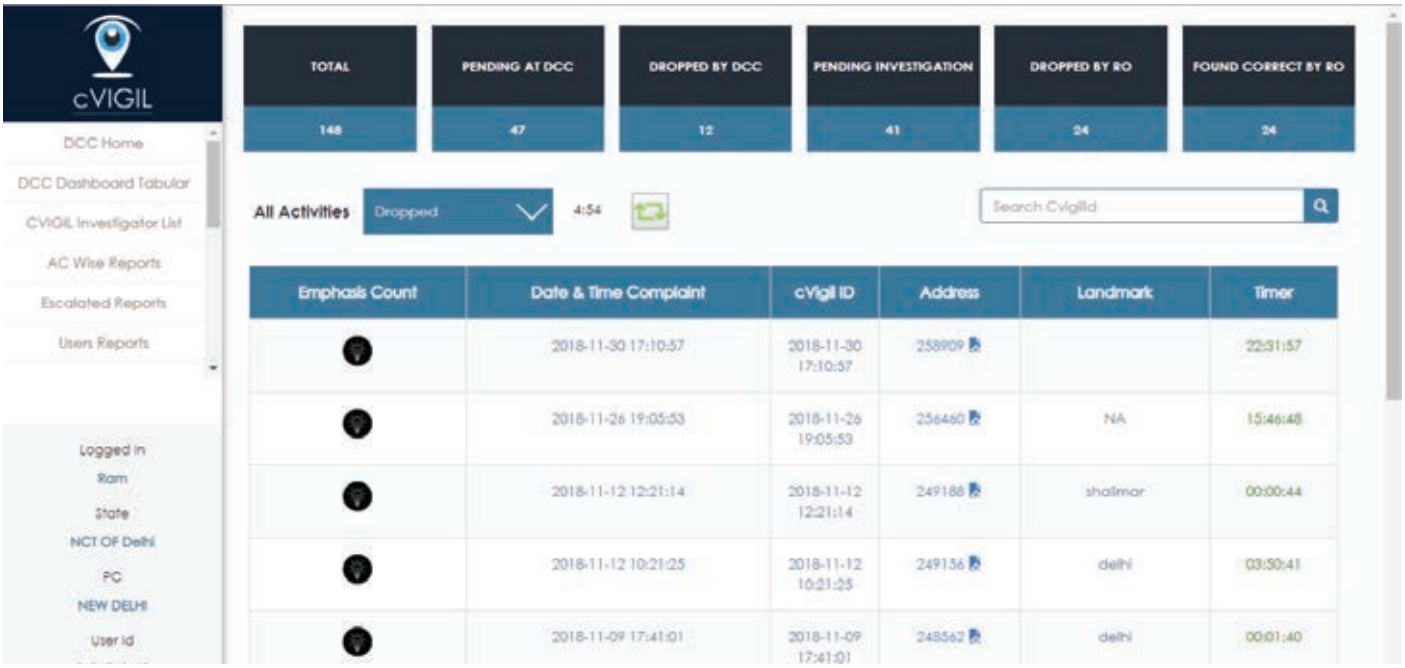
5.5 Replied Case

If Field Unit replied to the case then it gets visible as Replied Cases.



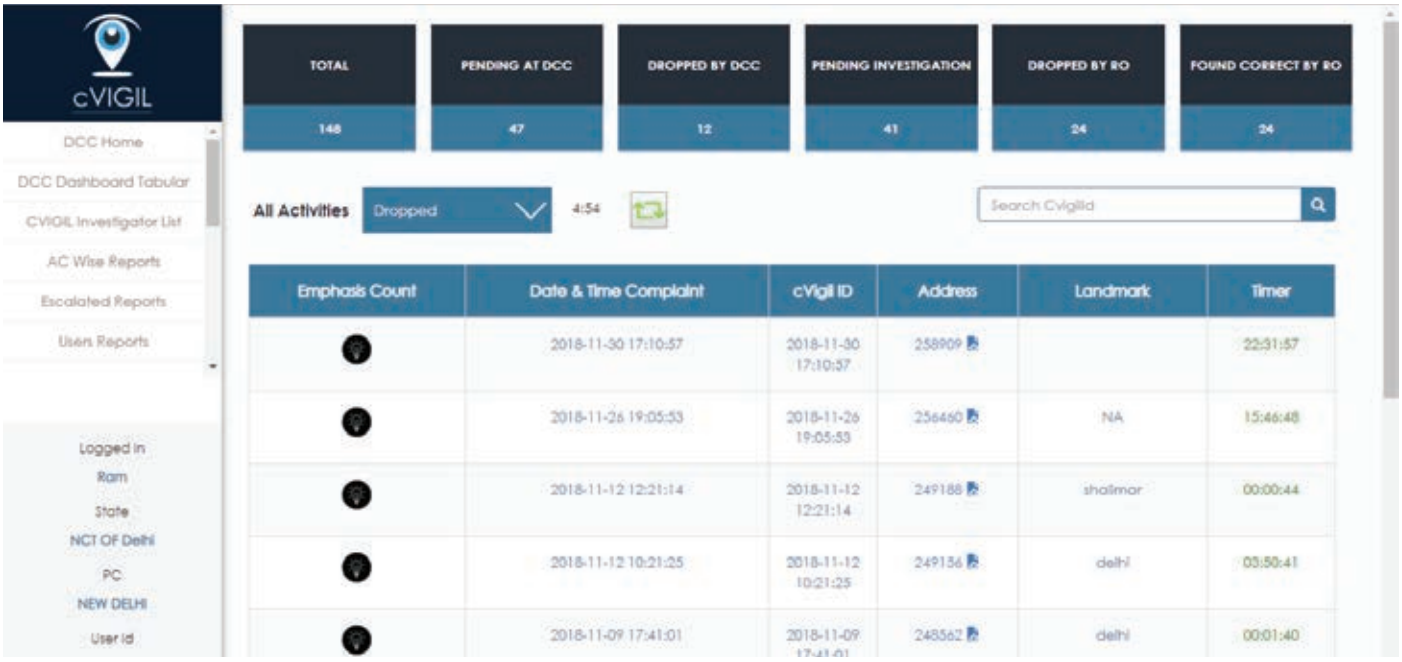
5.6 Dropped Case

If a citizen sends blurred pictures/ videos of MCC/ expenditure violation incident or files an irrelevant complaint, Returning Officer will drop the case and the same gets visible to the DEO under Dropped Cases.



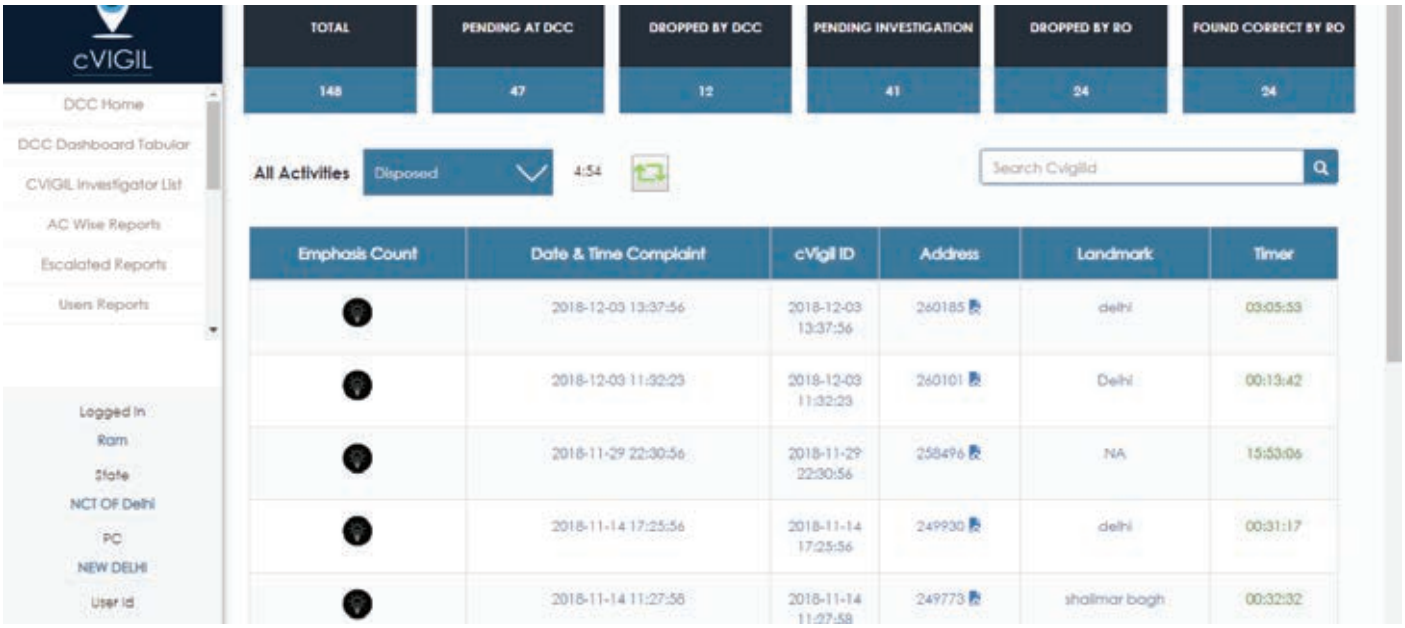
5.7 Disposed Case

When a Field Unit has submitted the action taken report and no further action is required on the complaint, the RO can dispose the case as resolved and the same gets visible to DEO under Disposed Cases.



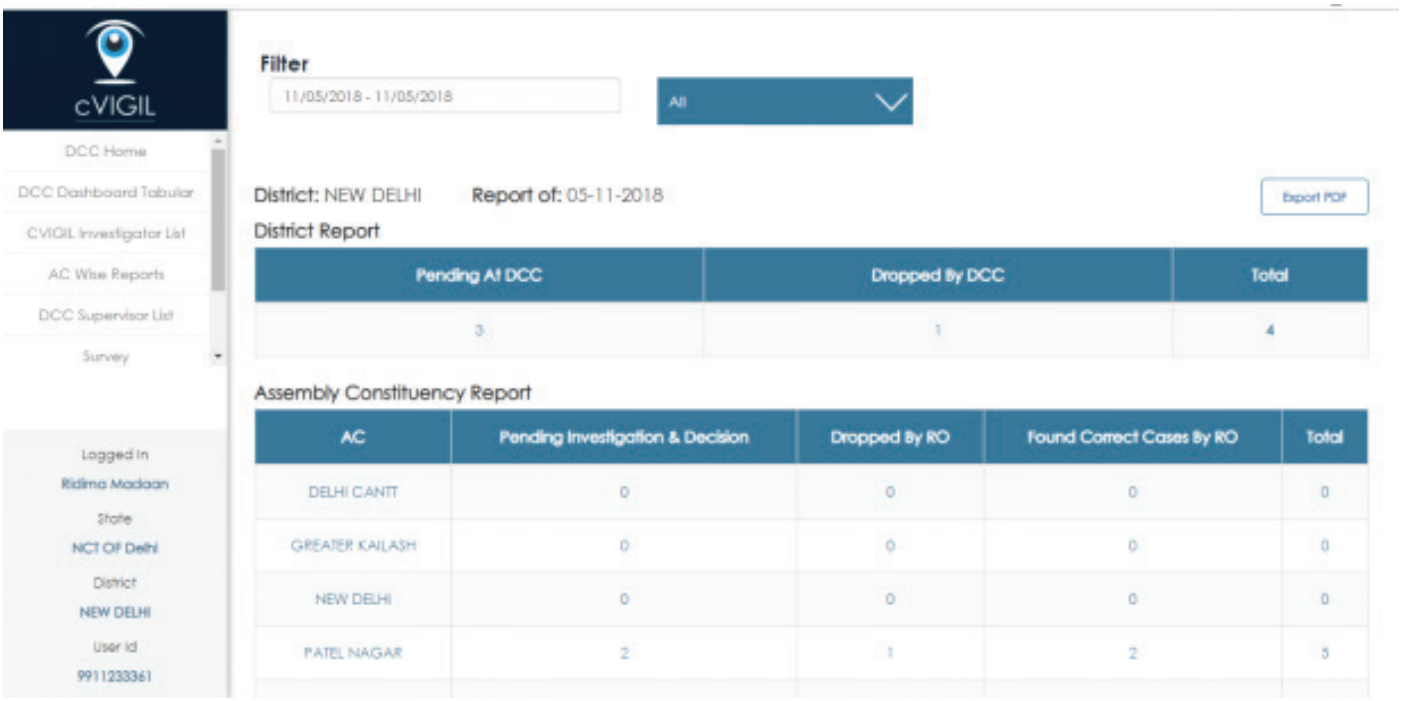
5.8 Escalated Case

Sometimes a Field Unit may submit its report after investigation and RO finds the report to be correct but beyond his/ her power jurisdiction. In that case, that Returning Officer can escalate the case by giving full case information to National Grievance Service Portal for further action. The same gets visible to DEO under Escalated Case.



6. AC Wise Reports

As DEO, you can view your respective AC Wise reports of cVIGIL Cases. In the below screen you have access to New Delhi report along with the date selected.



These AC Wise reports can be viewed by District DEO's. You have an option to select Filter type i.e. Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month.

In above screen, we have selected Today's Filter and would like to view all Poll going AC's report in New Delhi District. We will see count of cases as per

District Reports: Pending at DCC, Dropped by DCC & their total count.

Assembly Constituency Report: AC, Pending Investigation & Decision, Dropped by RO, Found correct cases by RO & their total count.

Once you select a particular District, below screen appears with the State, District name & duration of report.

SECRETARIAT OF THE
ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001

District & AC Wise Report
State: NCT OF Delhi
District: NEW DELHI

Date of Print: 05.11.2018 03:24 pm
Report From: 05-11-2018 **To:** 05-11-2018
Case Type: All

Total AC: 6

District Report

Pending at DCC	Dropped by DCC	Total
3	1	4

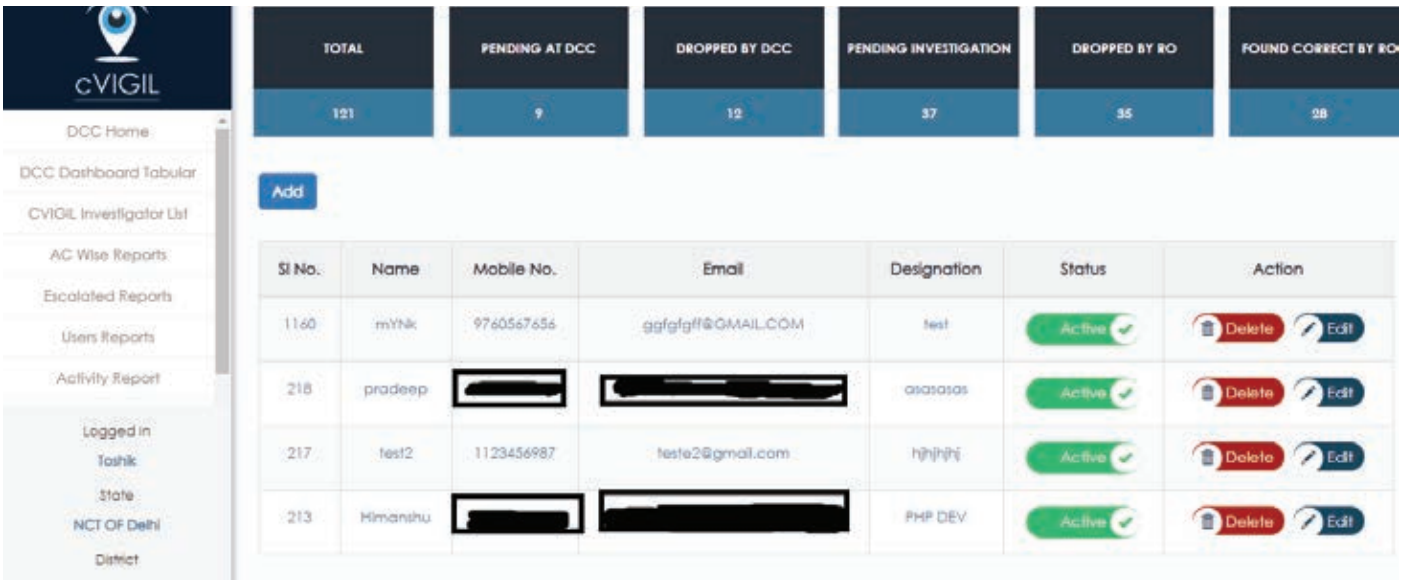
Assembly Constituency Report

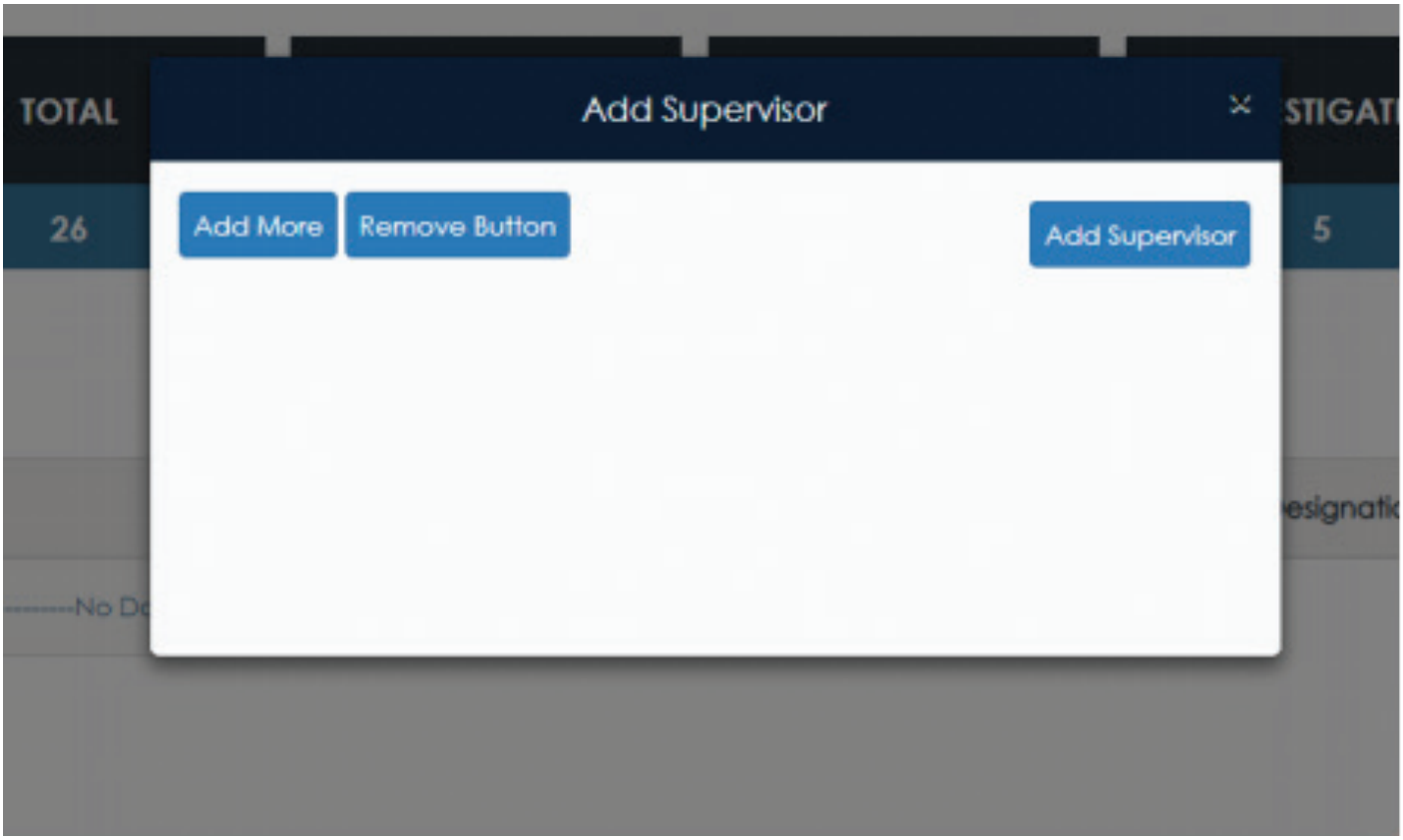
AC	Pending Investigation & Decision	Dropped by RO	Found Correct Cases by RO	Total
DELHI CANTT	0	0	0	0
GREATER KAILASH	0	0	0	0
NEW DELHI	0	0	0	0
PATEL NAGAR	2	1	2	5
R K PURAM	0	0	0	0
RAJINDER NAGAR	0	0	0	0
TOTAL	**2**	**1**	**2**	**5**

7. DCC Supervisor List

DCC Supervisor List includes all the details of supervisors such as name, number, email id, and designation along with the status, as depicted in the below screenshot.

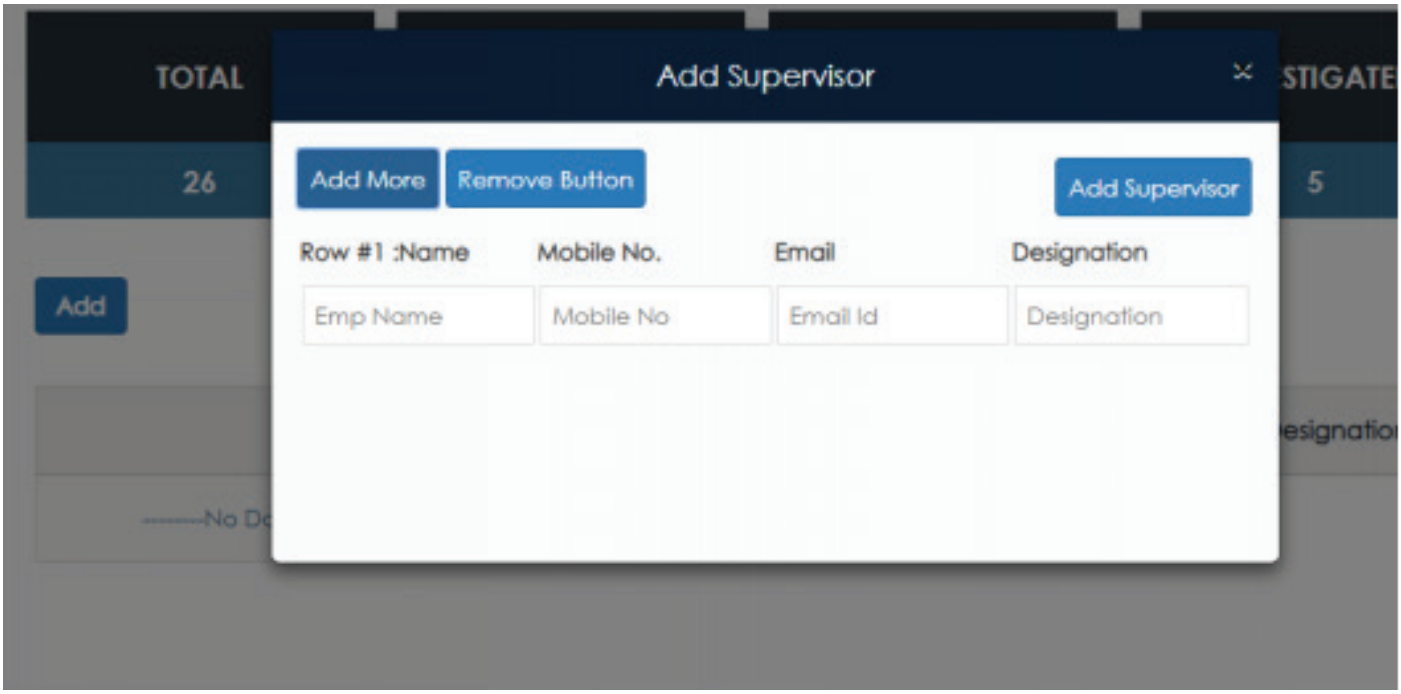
- Lists of supervisors could be seen on the below screen.
- Tap on Add button to add supervisors in to the lists or Tap to delete.





Once you click on Add Supervisor, you will be directed below given window containing Name, Mobile Number, Email Id & Designation.

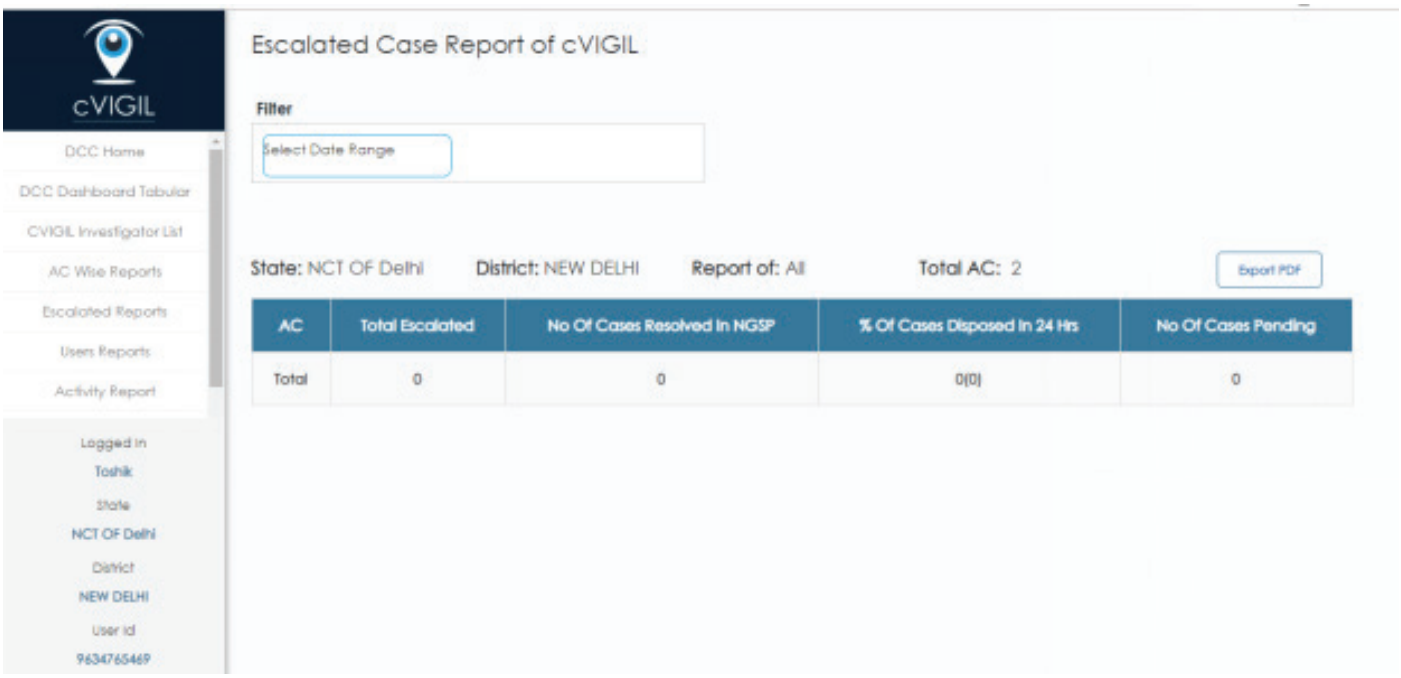
You also have an option to add more & remove supervisor from the lists.

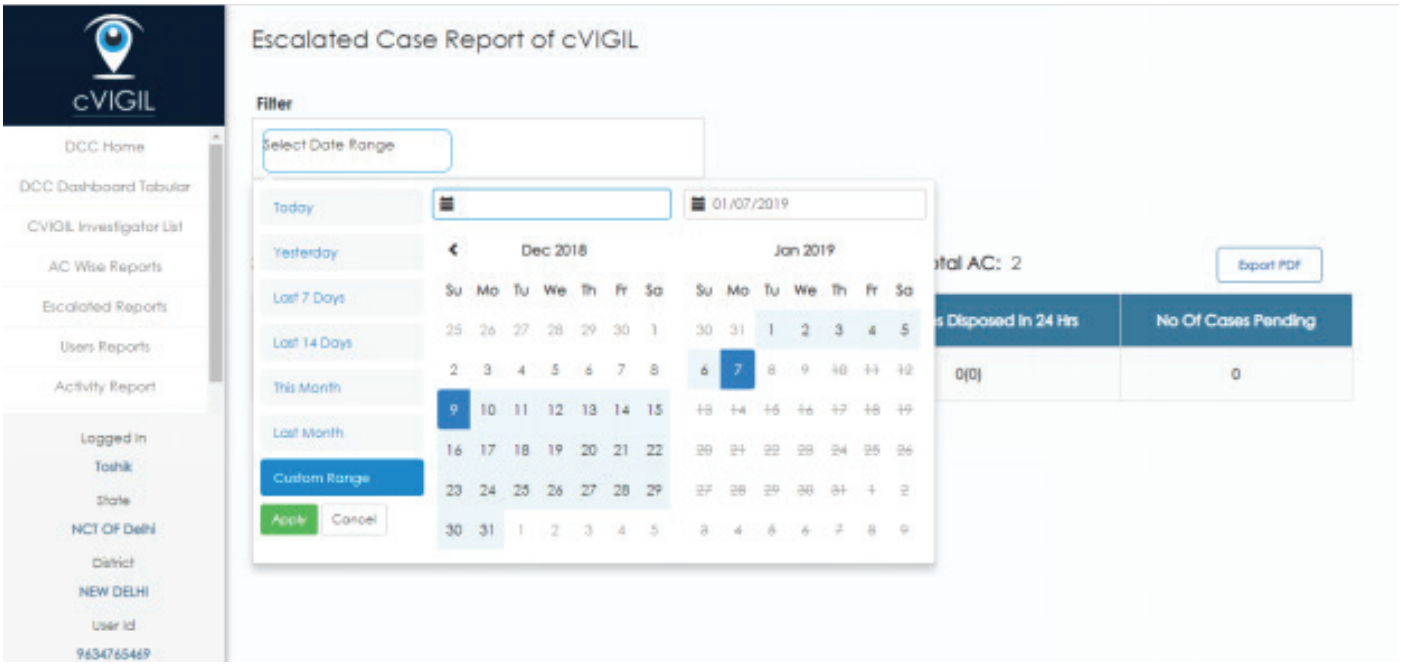


8. Escalated Reports

Escalated case report shows the reports of all escalated cVIGIL cases as shown in the screen below. This will show the AC wise report in a particular district. It displays count of Total Escalated, No. of cases Resolved in NGSP, percentage of cases dropped in last 24 hours and no. of case pending.

When you click on Date Filter, you will find option to select reports of Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month and Custom Range.



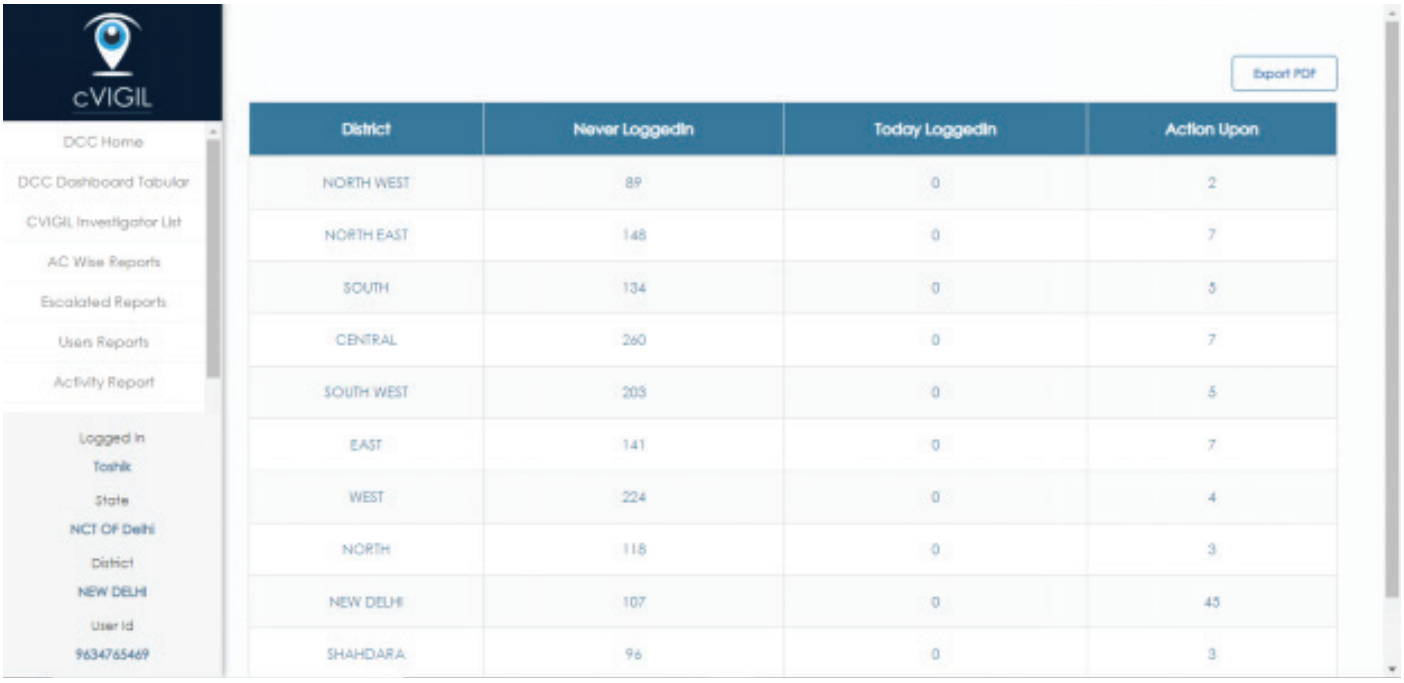


9. Users Report

Users Report will consist of report of all district with count of Total Returning Officer, Total Field Units, Total Field Unit Members and the total count of all users from particular district.

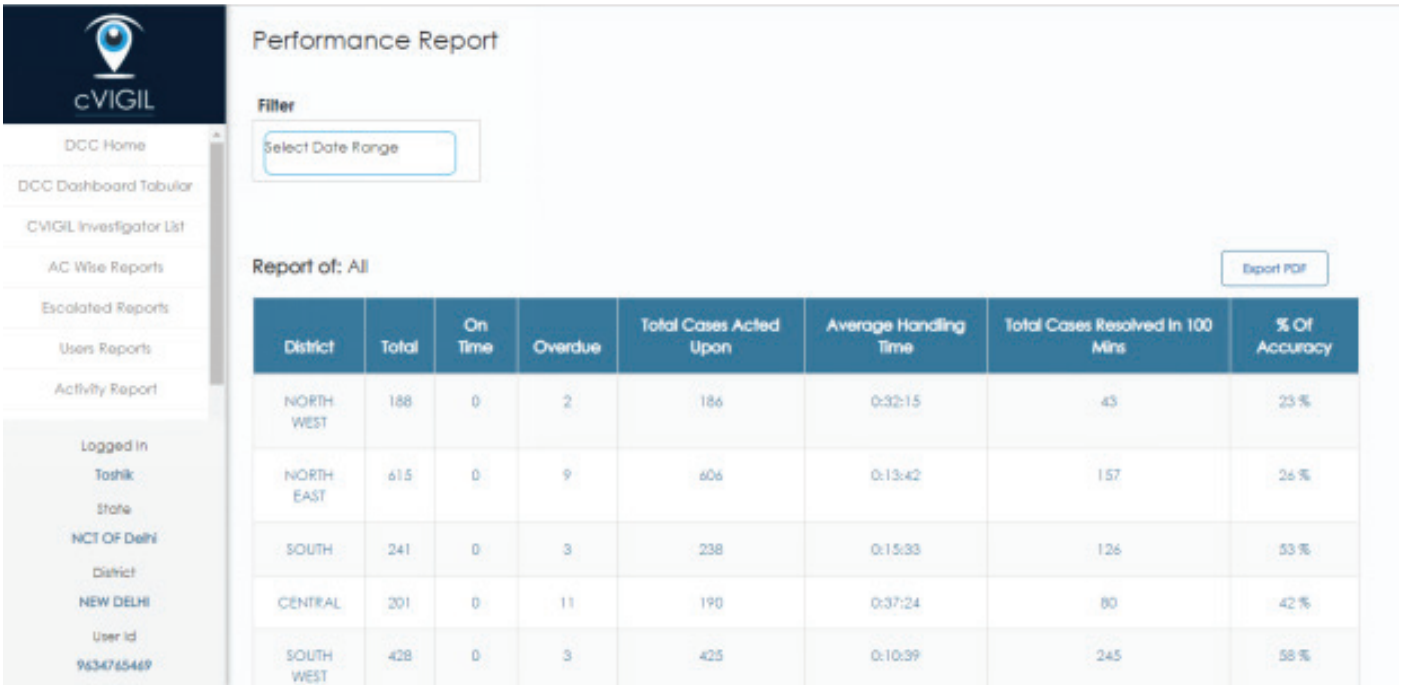
You will have an option to export this report to PDF.

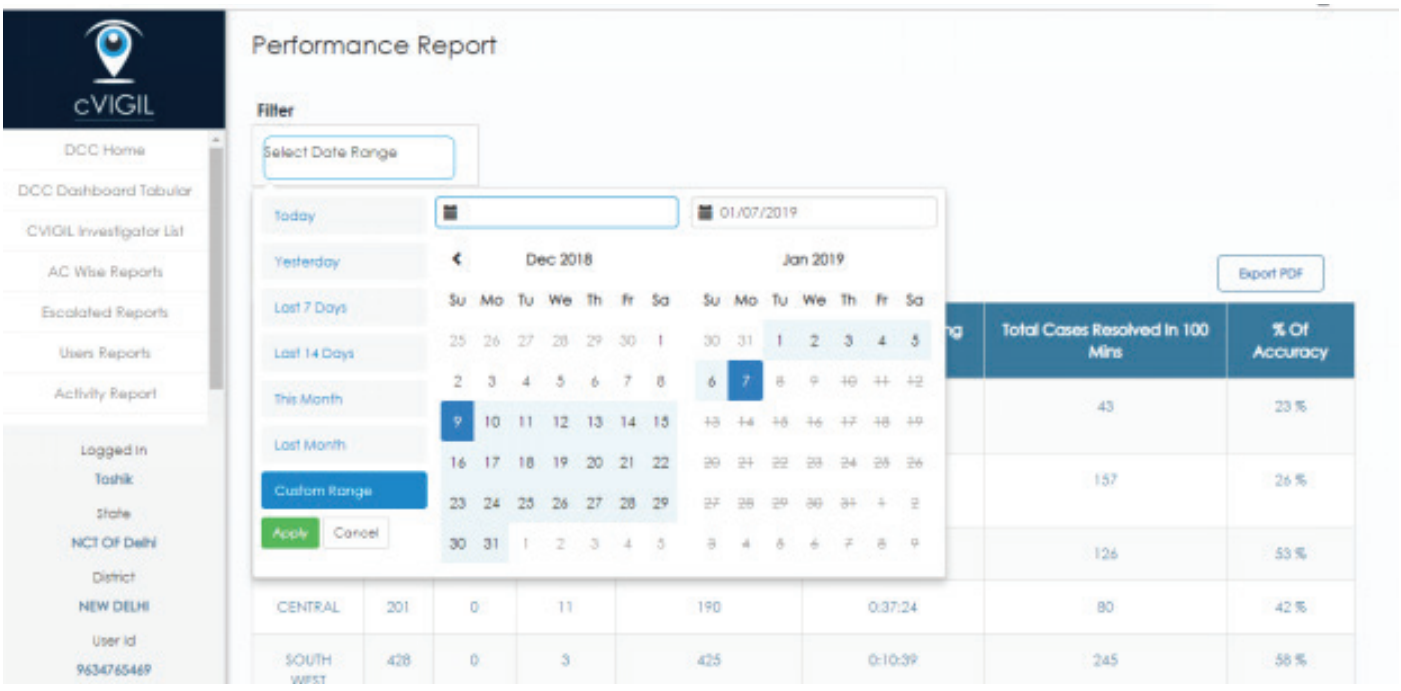
10. Activity Report



Activity Report will show count of Never Logged In user, Today Logged In User, count of action upon. This will display District Wise report.

11. Performance Report

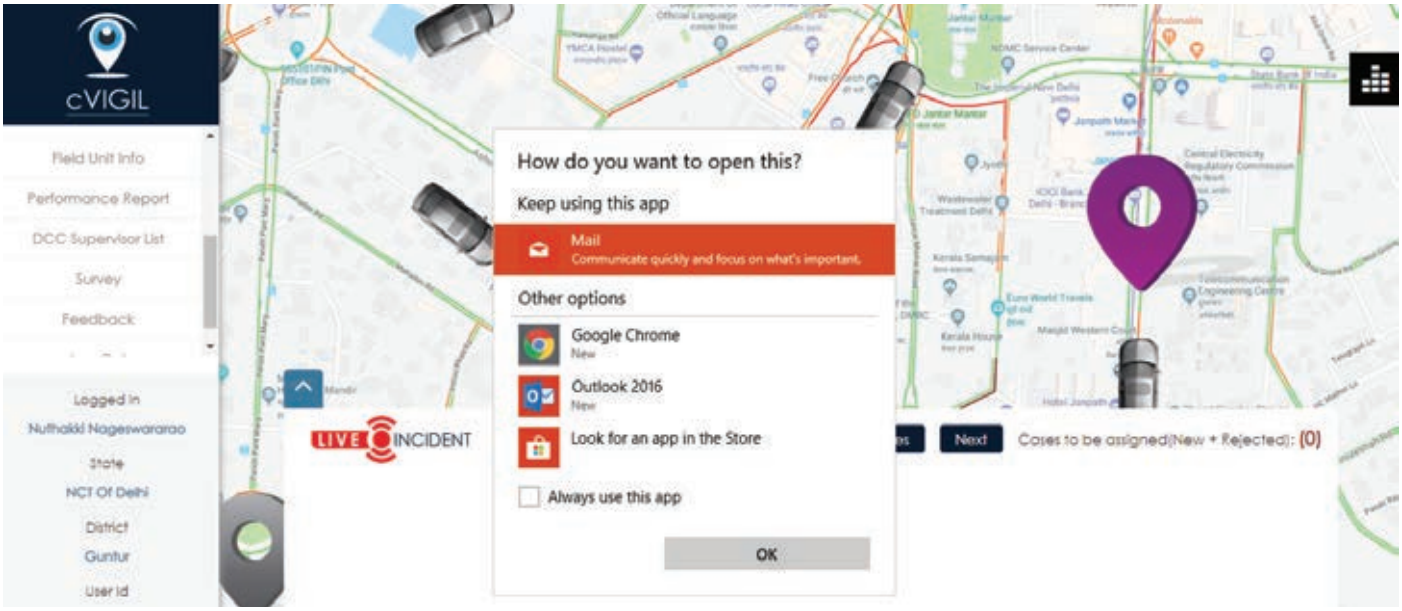




Performance report will show the report of all cases bases on their status i.e. Total Cases acted upon, Average Handling Time, Total Cases Resolved in 100 minutes, % of accuracy. Also, you may filter the performance report by applying date filter, available on the dashboard.

12. Feedback

As this web application has been recently developed and deployed for the first time in the general election. Therefore, there is potential for further improvement in the application. Which is why, we would like to take feedback on usage, ease of use, features and any bugs which the user of this app may face.



You also have an option to fill the survey form and provide us your valuable feedback about the usage, features and functionalities of application.

User Guide
cVIGIL Investigator App

1. Overview

cVIGIL Investigator allows Field Teams to promptly investigate MCC/ Expenditure violation incidents, based on citizens' inputs accessed in real time on their mobile devices. Citizens' complaints on model code of conduct/ expenditure violations are lodged on cVIGIL App, before they get assigned to respective Field Unit on authorisation from District Controller.

A Field Team will have to accept or reject a case assigned to them via cVIGIL Investigator App. All the complaints provide geographical coordinates via Global Positioning System to help the unit identify the incident spot to start investigation. After completing the investigation on the complaint, the Field Team submits status report along with evidence to respective Returning Officer.

cVIGIL Investigator is used during election period that commences from the date of notification of election. It can be used by Field Teams comprising of Flying Squad Unit (FST), Video Surveillance Team (VST), MCC Enforcement Squad (MES) and Reserve Force/Staff.

The cVIGIL Investigator application can only be used after the registration of field unit from the district controller. Once the field unit is registered from the district controller, an SMS is sent on the number of registered user containing the link to download the application. It should be ensured that the current build is utilised by the investigator only.

The investigator application requires active 3G/4G connection and GPS navigation. Further the application consumes high amount of battery because of utilisation of GPS in a high accuracy mode. Therefore, it is advisable to have sufficient power backup facility.

Even though the app is closed, it will continue to run in the background and send current locations of the investigator into district controller application. Therefore, the user of investigator application should remember to keep data connection and GPS always on.

The application actively sends the push notification to the mobile application, when the new cases are received. Therefore, it is important to keep the notification mode ON. The phone should never be switched off during the field duty.
Role of Investigator

2. Downloading & Installation

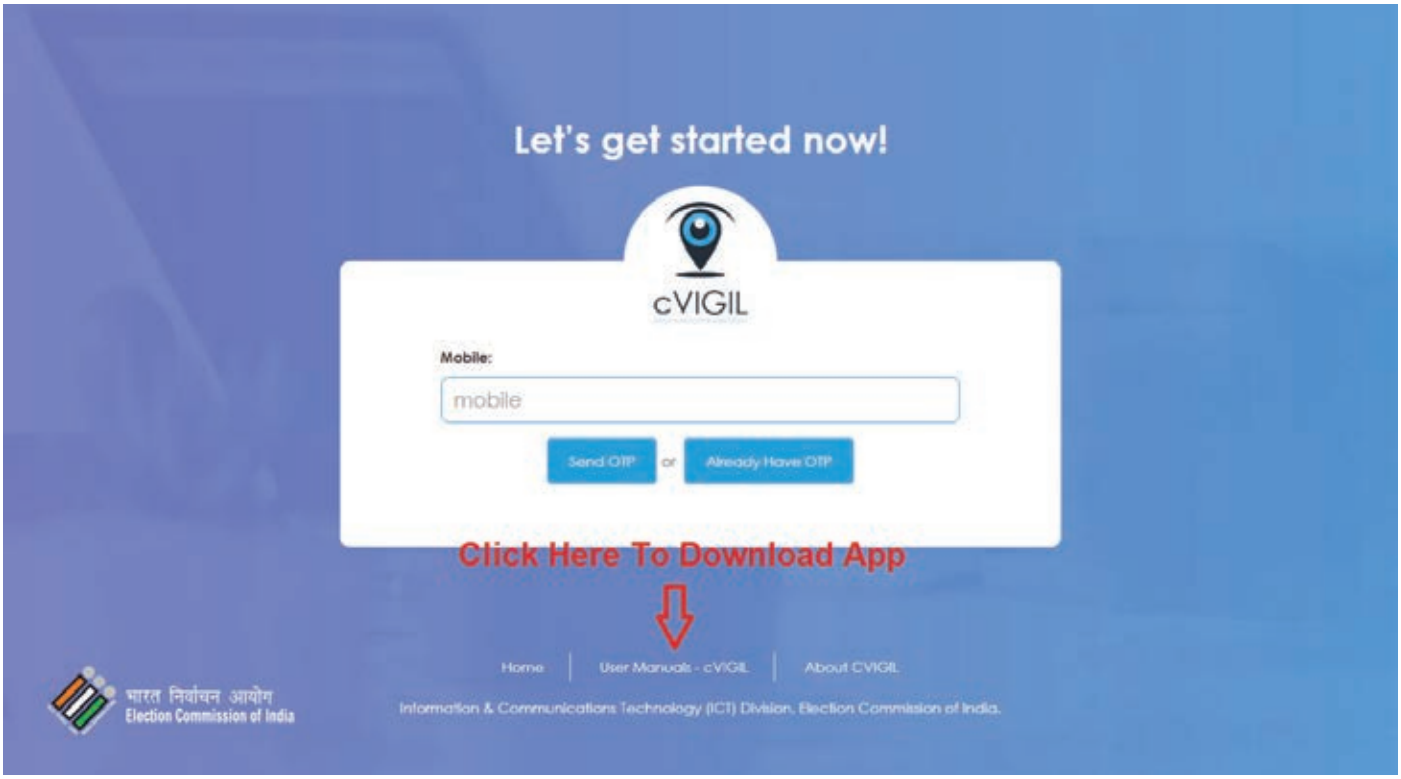
2.1. Download The App

The Investigator App has been designed for the internal use of ECI only, which is why it is not available on the Google Play Store for the citizens. The citizens only requires the cVIGIL citizen app, which is available online, to register their complaints related to MCC/ Expenditure violations. The FST team created by DCC/ DEO will receive a download link through the message, on their registered mobile number, to download the Investigator Application.

Note: This application is compatible with 4.1 (Jelly Bean) and above Android version device. The application should have access to the high speed internet connection and GPS should be enabled.

Process to Download the Investigator App:

- Visit the link https://cvigil.eci.gov.in/, received on registered mobile number.



- Click on “User Manuals - cVIGIL” option available at the bottom of the screen.
- Select the app from the list and then click on Download button.

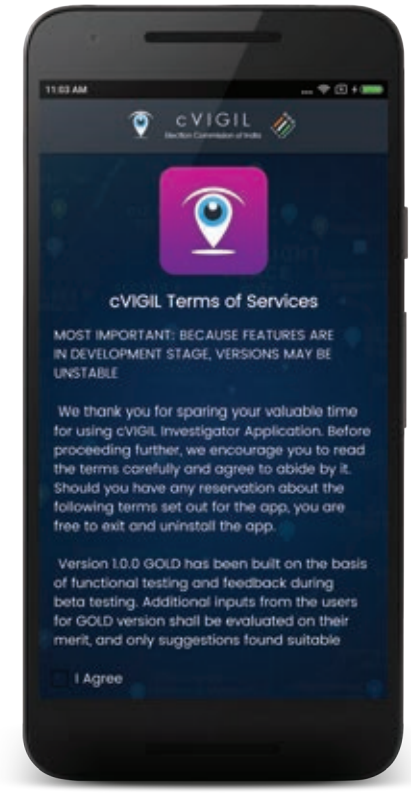
- Further, you need to Tap on Download APK, to start the download.
- Now, wait until the download is finished..

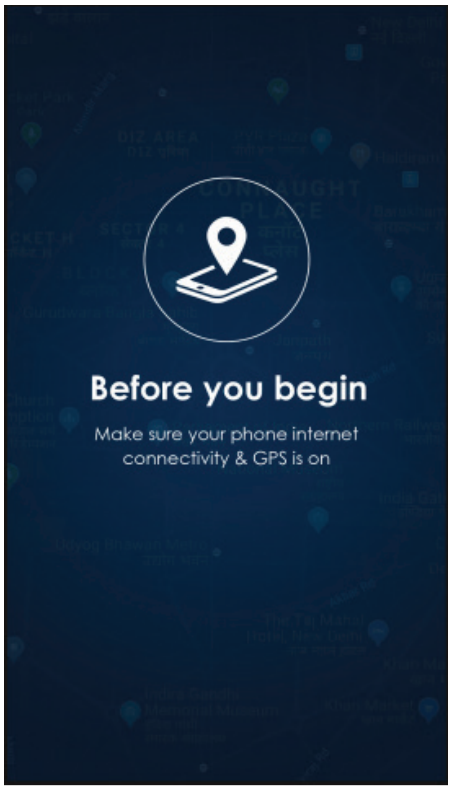
2.2. Installation

After the completion of download, the user can install and login to the application for the further use.

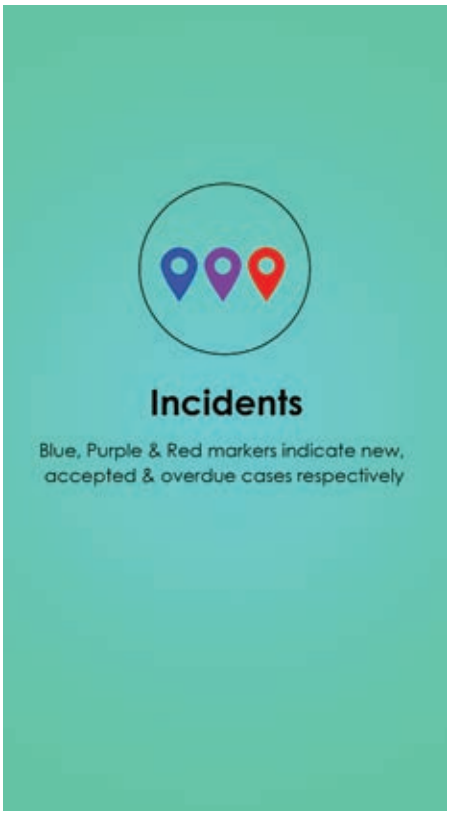
Process to Install the Application:

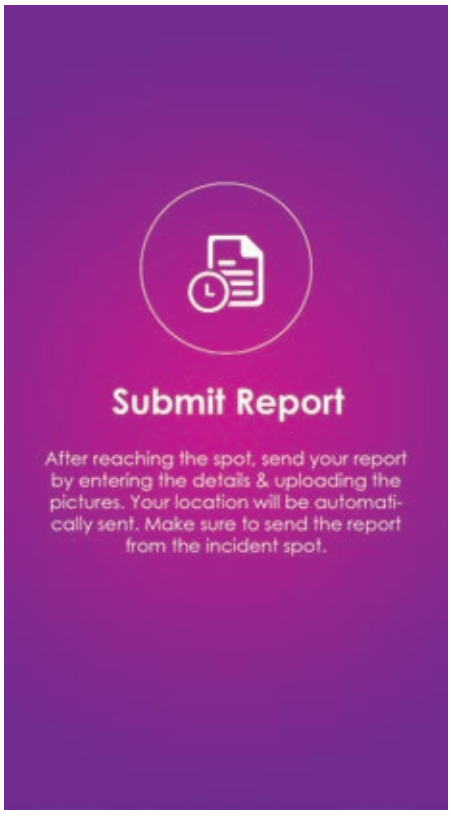
- Go to the Downloads folder on your device.
- Double click on the downloaded file and then tap on Install apk.
- Now, click on “I Agree” to accept the terms & conditions.
- After that, you will see the intro sliders which will guide you to setup the application.
- Now, the user needs to click on Allow, to give some permissions to the app for the secure usage of Location, SMS, and phone state.

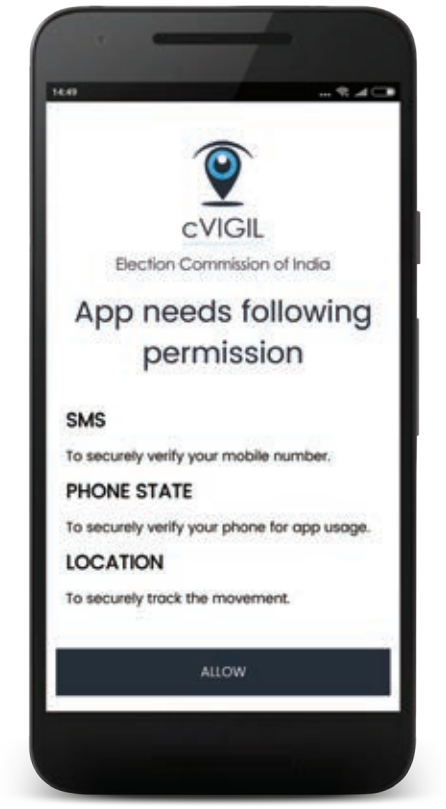

cVIGIL
cVIGIL Terms of Services
MOST IMPORTANT: BECAUSE FEATURES ARE IN DEVELOPMENT STAGE, VERSIONS MAY BE UNSTABLE
We thank you for sparing your valuable time for using cVIGIL Investigator Application. Before proceeding further, we encourage you to read the terms carefully and agree to abide by it. Should you have any reservation about the following terms set out for the app, you are free to exit and uninstall the app.
Version 1.0.0 GOLD has been built on the basis of functional testing and feedback during beta testing. Additional inputs from the users for GOLD version shall be evaluated on their merit, and only suggestions found suitable
I Agree


Before you begin
Make sure your phone internet connectivity & GPS is on

cVIGIL Investigator
Flying Squad Team
The location spot is retrieved using Global Positioning System
Skip


Incidents
Blue, Purple & Red markers indicate new, accepted & overdue cases respectively


Submit Report
After reaching the spot, send your report by entering the details & uploading the pictures. Your location will be automatically sent. Make sure to send the report from the incident spot.

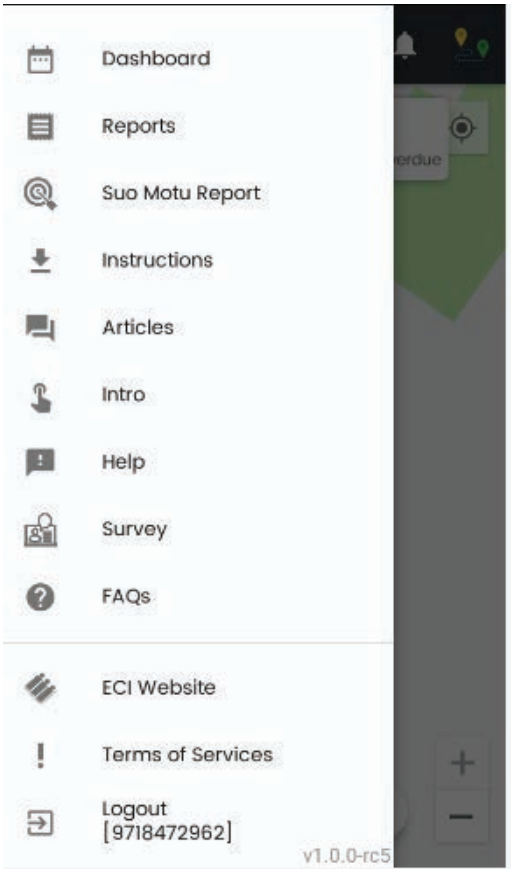

cVIGIL
Election Commission of India
App needs following permission
SMS
To securely verify your mobile number.
PHONE STATE
To securely verify your phone for app usage.
LOCATION
To securely track the movement.
ALLOW

3. Signing In

To start the application, click on the icon of the cVIGIL Investigator app, installed on your mobile device.

- Enter your mobile number.
- Tap on Send OTP (One time password).
- Now, enter 4 digits OTP received on your registered mobile number.

Note: If the user is inspector then, he/she needs to enter a pin pre-shared by the magistrate. The Magistrate receives that pin through the SMS, on his registered mobile number. Also, he/ she can avail the pin after signing in to the application.



- After entering the OTP, click on Login and you will be redirected to the incident screen.

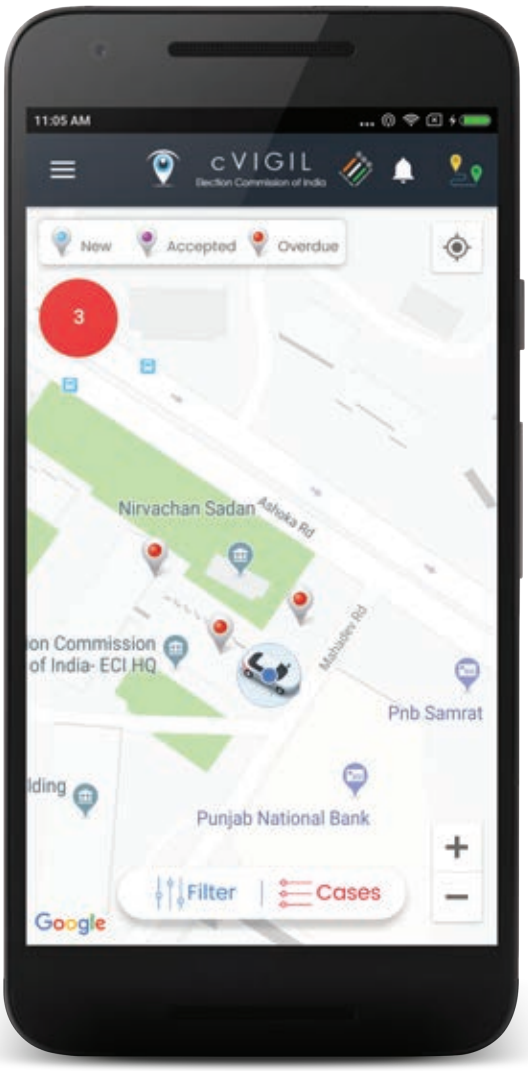
Note: If app gets updated, a pop up window displays “A new version of the app is available. Download the latest version to continue”! Click Download to proceed.

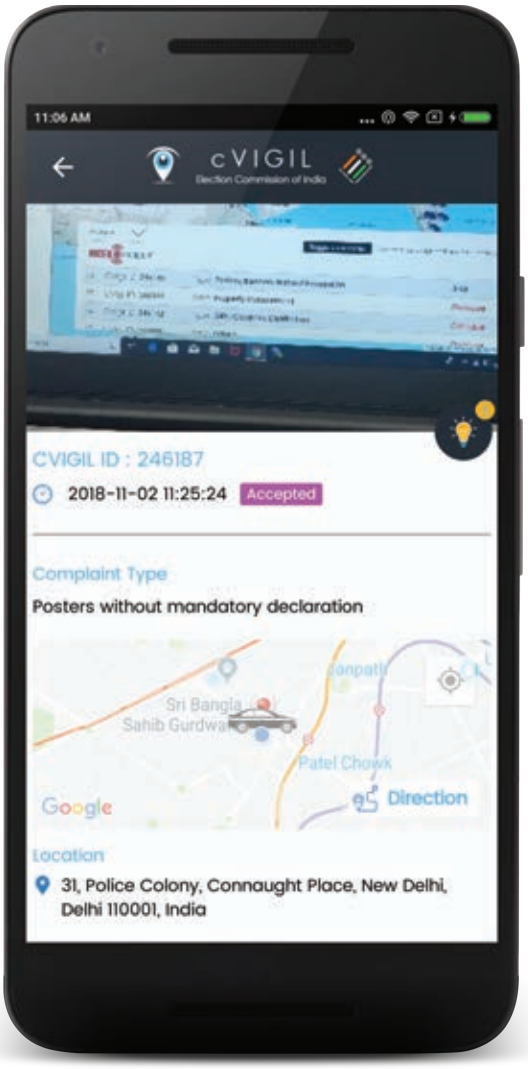
4. Live View

The Live View screen allows the user to view the live location. The user will see a “Car” icon in the application, which represents the location of their Field Unit. Field Unit will also receive the notifications for any incoming assignments under the title Push Notification.

Field unit will see three icons to identify complaints in different stages of action.

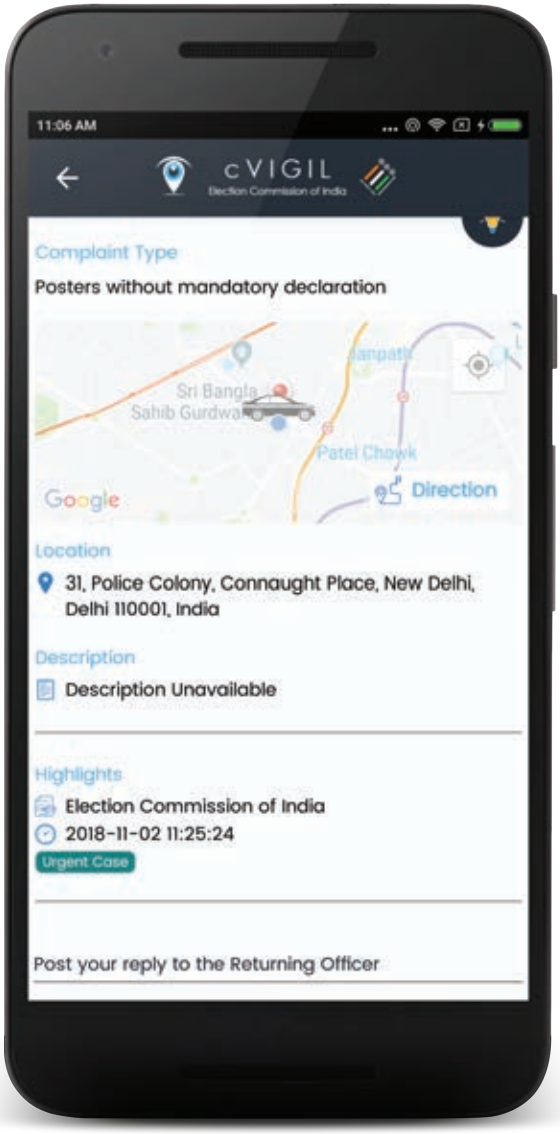
- New: is denoted by Blue mark, which represents the total number of new cases assigned.
- Accepted: is denoted by Purple mark, which represents the count of accepted cases.
- Overdue: is denoted by Red mark. It represents the count of cases which are not accepted by the assigned FST within 30 mins of time.





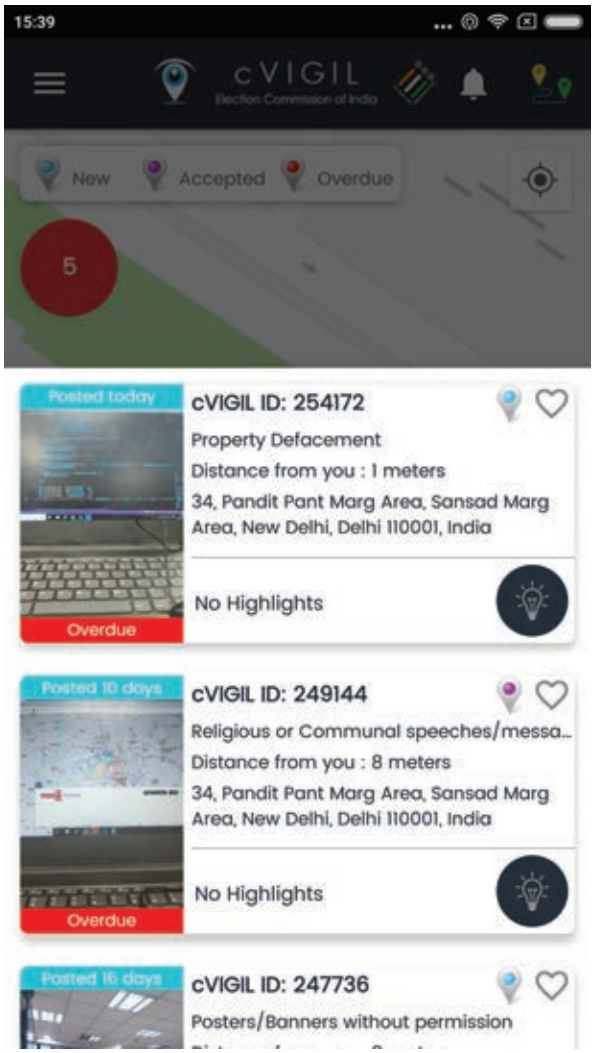
In the above screen, you will find markers for each New Case along with Accepted and Overdue cases. You can click on New, to view the details of the assigned cases.

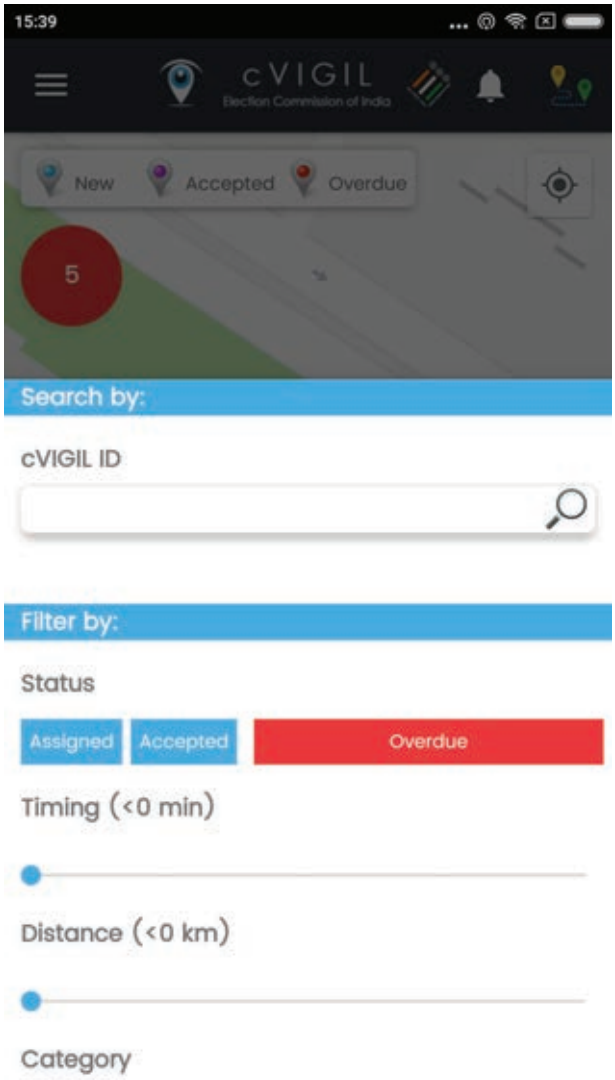
Further, you have an option to accept or reject the case. Cases which are accepted by you, will appear as depicted in the below screenshot.



At the bottom of the Live View screen, you also have two options i.e. Filter and Cases. When you tap on Cases option, you will find below given screen for Case Lists along with the cVIGIL ID & Case Details. You also have an option to choose the case as your favourite, by selecting the heart shape icon at the right corner of each case. And at the bottom, you may see the highlighted and emphasize button selected by ECI & CEO.

The given filter option on the Live View screen, allows you to filter cases as per our requirements based on cVIGIL ID, Status (Assigned/Accepted/Overdue), Timing of Case arrival, Distance of Incident Spot, Category i.e. case type or by filtering photos/videos.

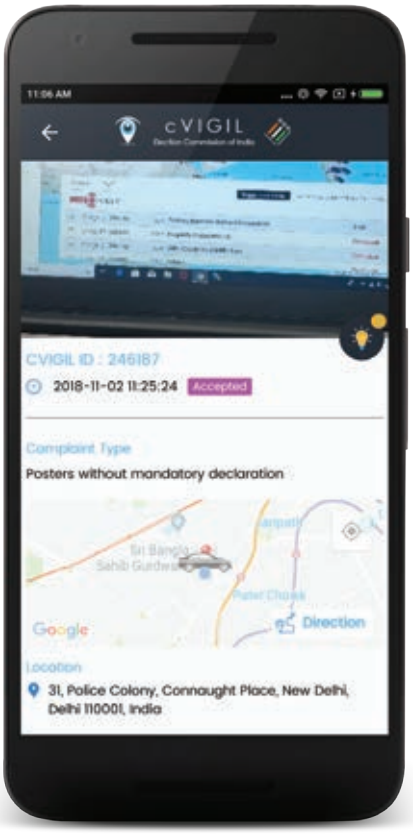




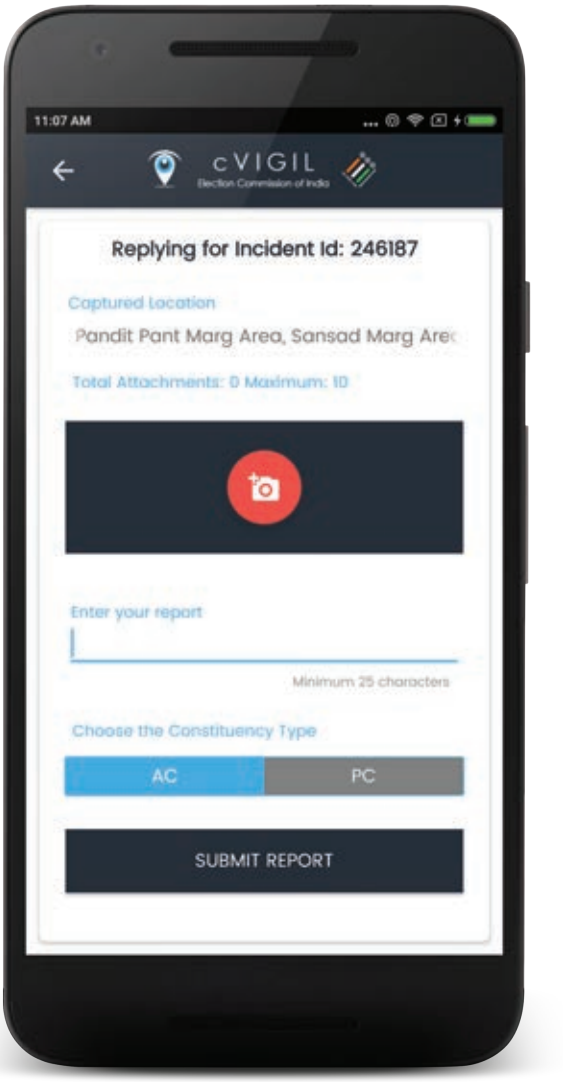
Note: The user also has an option to reset the categories and then submit the cases.

5. Incident Details

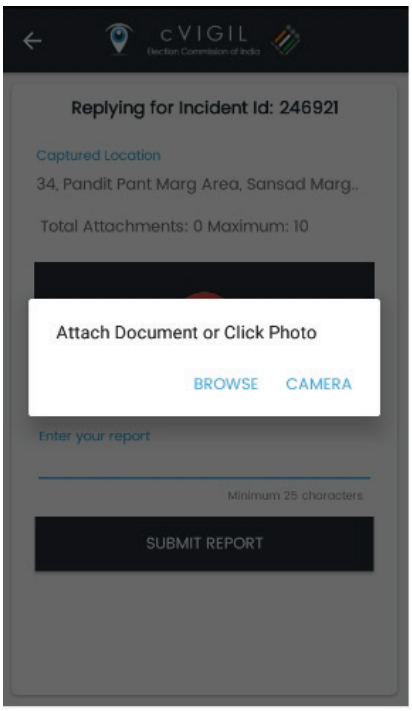
When you select a particular case, you will find case details along with photo/video associated with it. There will be an option to accept or reject the case and upon selection, click on Submit. The investigator will have to accept or reject the case within 15 minutes of having been assigned. Further within 15 minutes, the investigator should reach the incident spot to validate the case.



After validating the genuinity of case, you can send the report to the RO/ ARO by clicking on “Reply to Returning Officer” option.



Now, enter your report within the characters limit i.e. 25 characters. Also, please ensure to attach at least 1 photo or document (Maximum 10 photos/ documents) while submitting report along with Video.



Note: If you click on Reject for Assigned Case, you need to provide valid reason for the same. Mention your reason for rejection and click on Submit. In case of rejection, the district controller will have the option of re-assign the case to different field unit. However, the district controller may not accept the rejection request of the field unit and may re-assign the case to the same field unit.

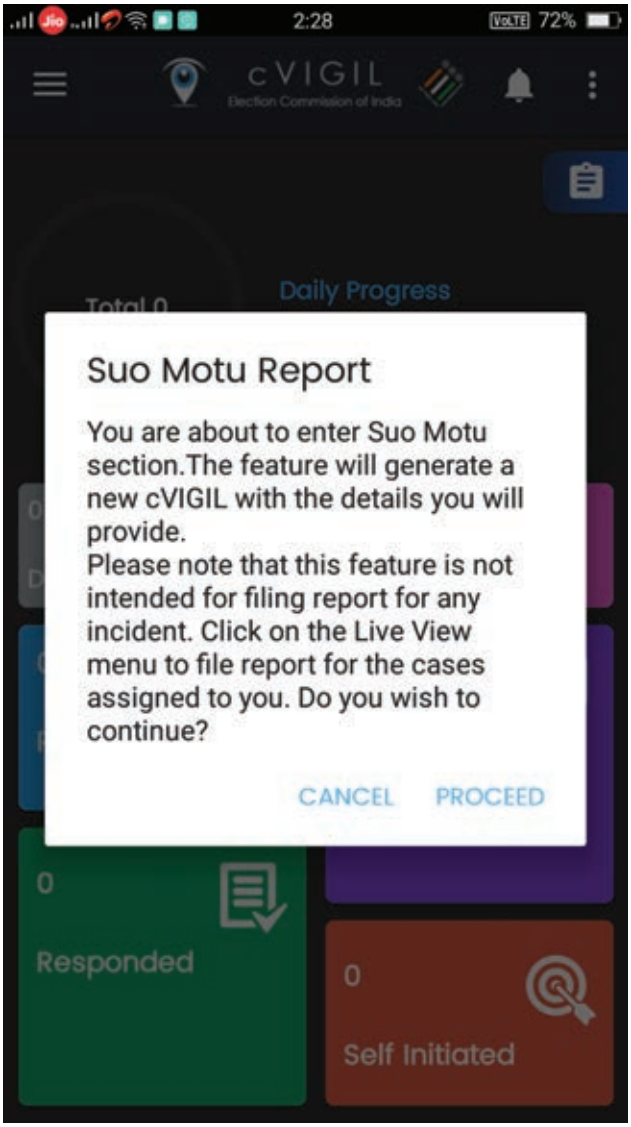
6. Suo Moto Report

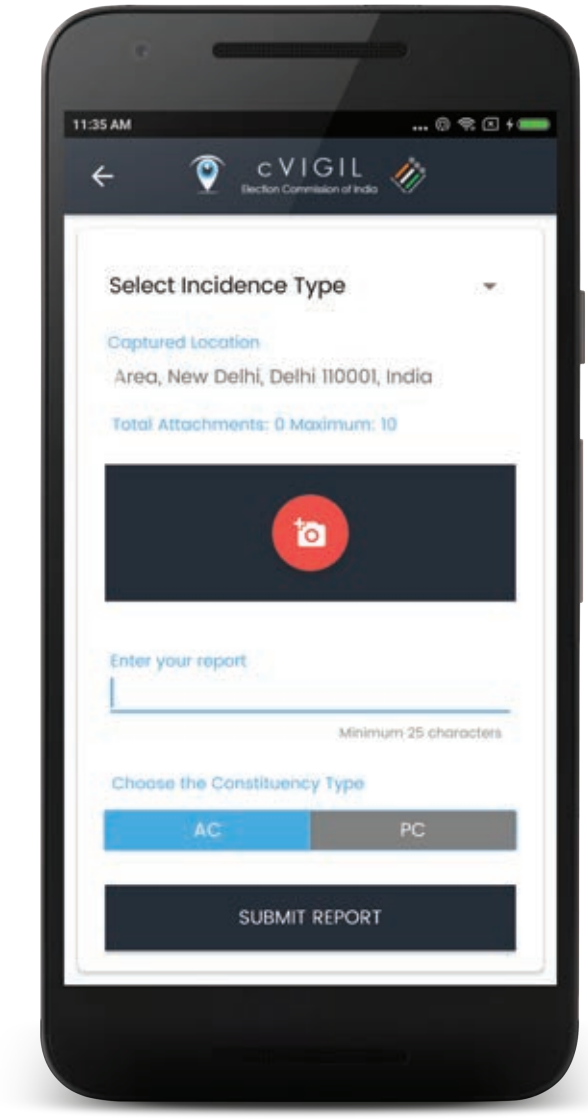
A Field Unit can click on Suo Moto Report from the menu, if he/ she notices a MCC/Expenditure violation incident and wants to immediately send their reply to the RO/ ARO. This Suo-Moto report submitted by the investigator will directly be assigned to the RO/ ARO to take the further decision. In such case, cVIGIL Id will be generated by investigator themselves.

Note: Live photo and saved pdf document can be uploaded.

Step 1: Select Type of Incident.
Step 2: Location will be automatically captured.
Step 3: Enter your Report.
Step 4: Capture and attach the pictures of incident.
Step 5: Click on Submit Report.

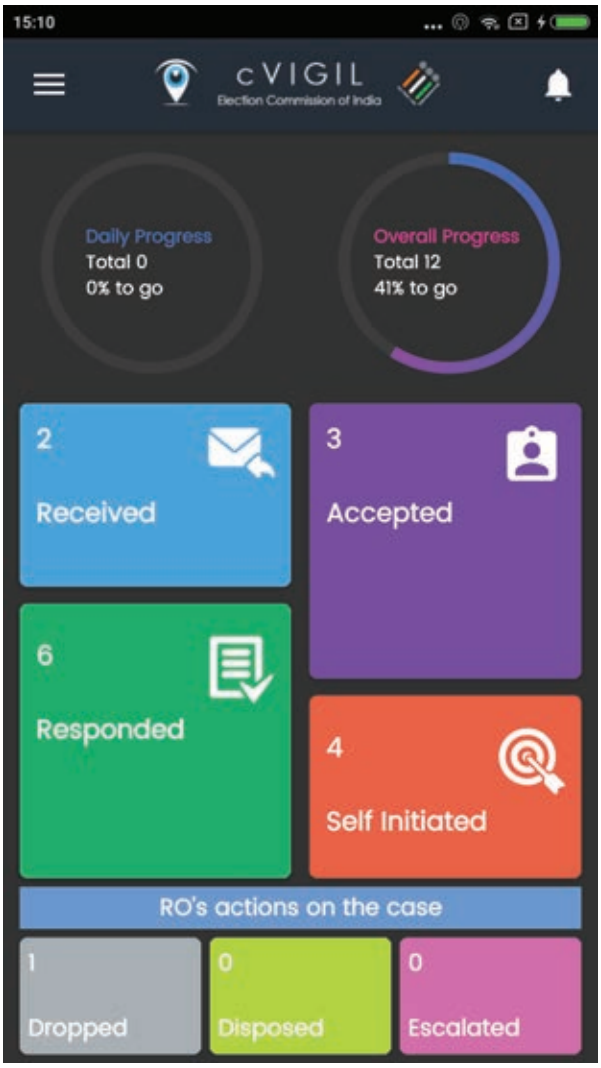
Note: Maximum 10 pictures are allowed while sending a report.



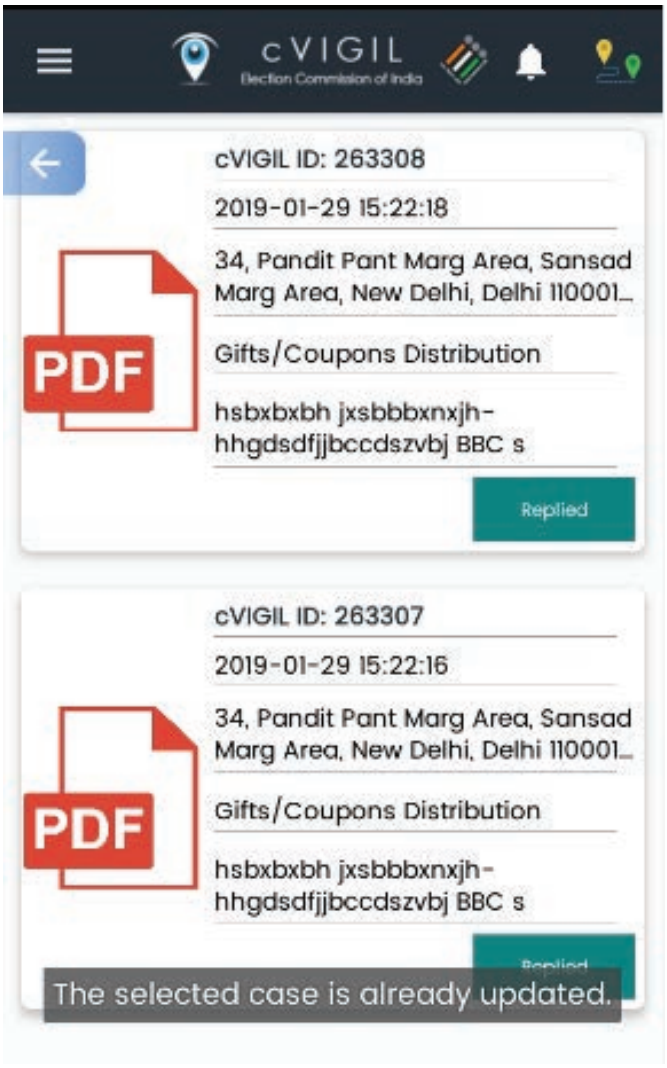


7. Dashboard

You can click on the Dashboard option, which is available in the menu. It will display a count of cases that have been Received, Accepted, Responded, Self Initiated, Dropped, Disposed & Escalated.

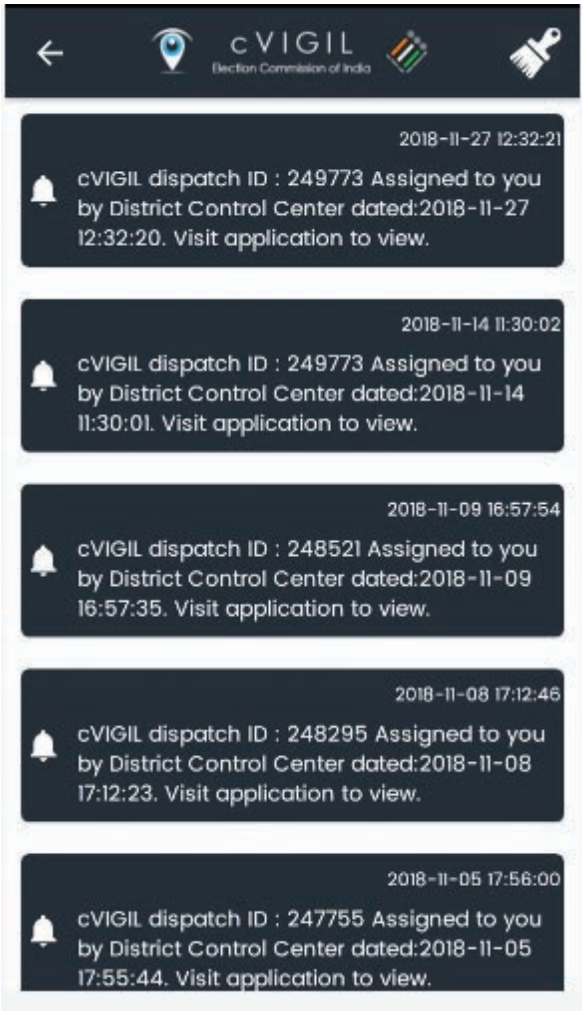


If you click on Responded, the below screen appears with detailed information. Similarly, if you click on Received, Accepted & Self Initiated cases, you will have access to case details along with count of cases.



Also, you will have access to RO's action on the case i.e, count of dropped, disposed, and escalated cases.

On the top right corner, you have an option to sync the location with the server, if it is not showing the exact location on your application. Also, on clicking the Notification icon, you can check all the latest received notification.



Note: You can switch between daily and overall progress as and when required.

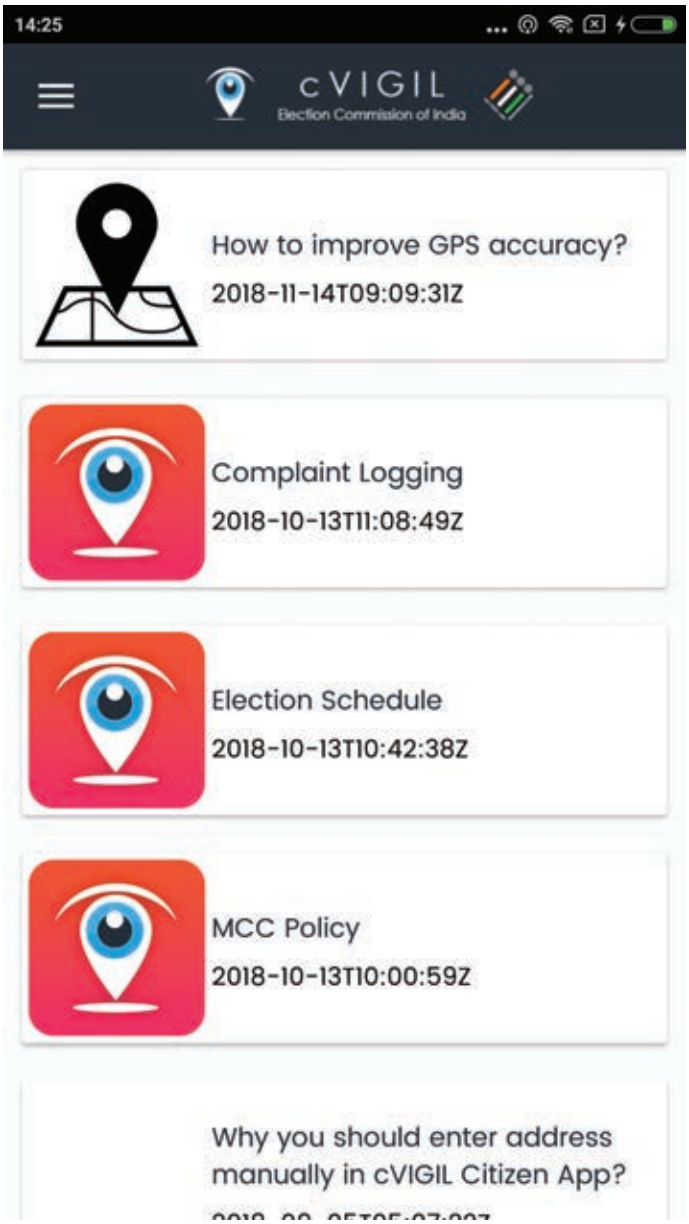
8. Reports

Above screen shows Report along with Date & Time which includes count of cases Brought Together, New Cases, Total Cases, Acted Upon, Suo Moto Initiated, Total Acted Upon along with List of Cases.

New Case: Assigned and Accepted Cases of Today.
Assigned Case: Assigned and Accepted all cases - Today.
Total Cases: New Case and Assigned Case
Acted Upon: Cases acted upon from Total Case
Total Acted Upon: Acted Upon and Suo Moto Initiated
Note: User can go to the pending cases from this screen also by clicking on the list item.
Pending: Total Case- Acted Upon

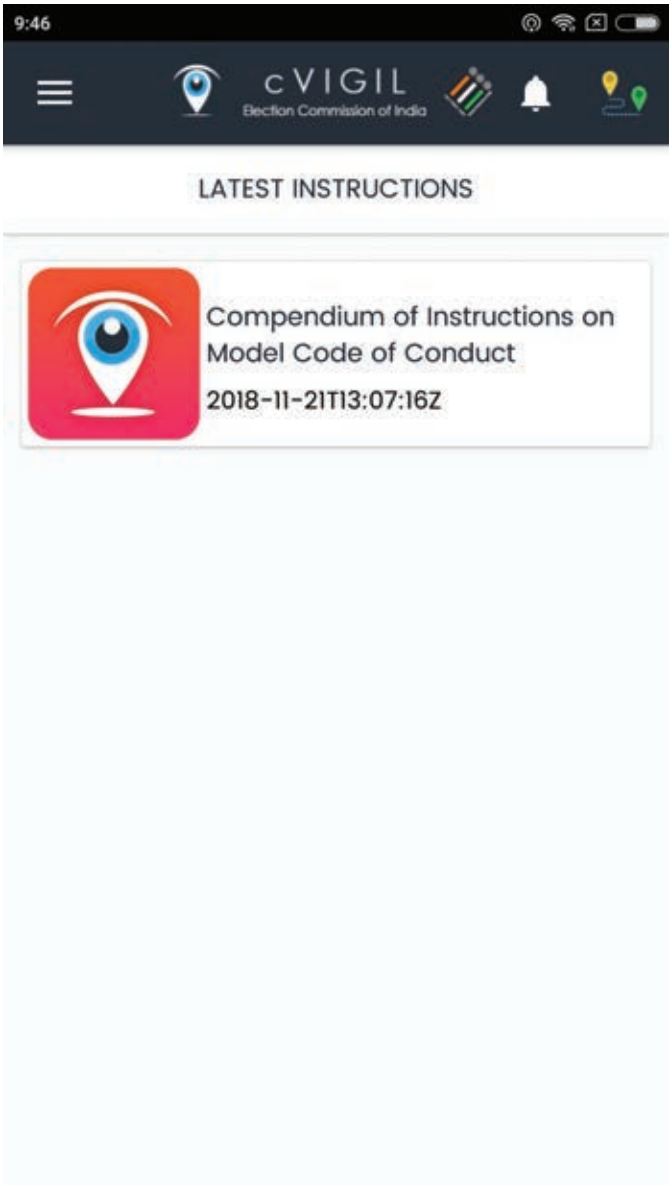
9. Articles

Click on the 'Articles' option from the menu to see all the articles as depicted in the above screenshot. For detailed information, click on the particular article and see the details:



10. Instructions

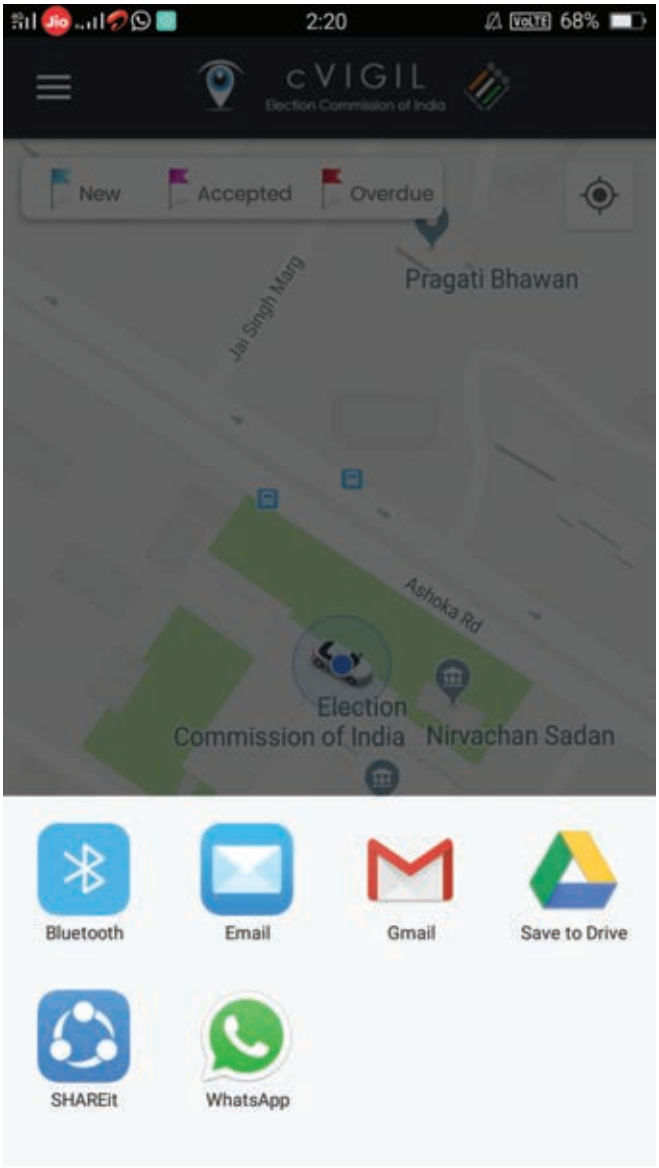
The above screen displays all the instructions. You can click on the particular file to get detailed information regarding the same. You also have an option to download the file by using the available Download button on the bottom left corner of the screen.

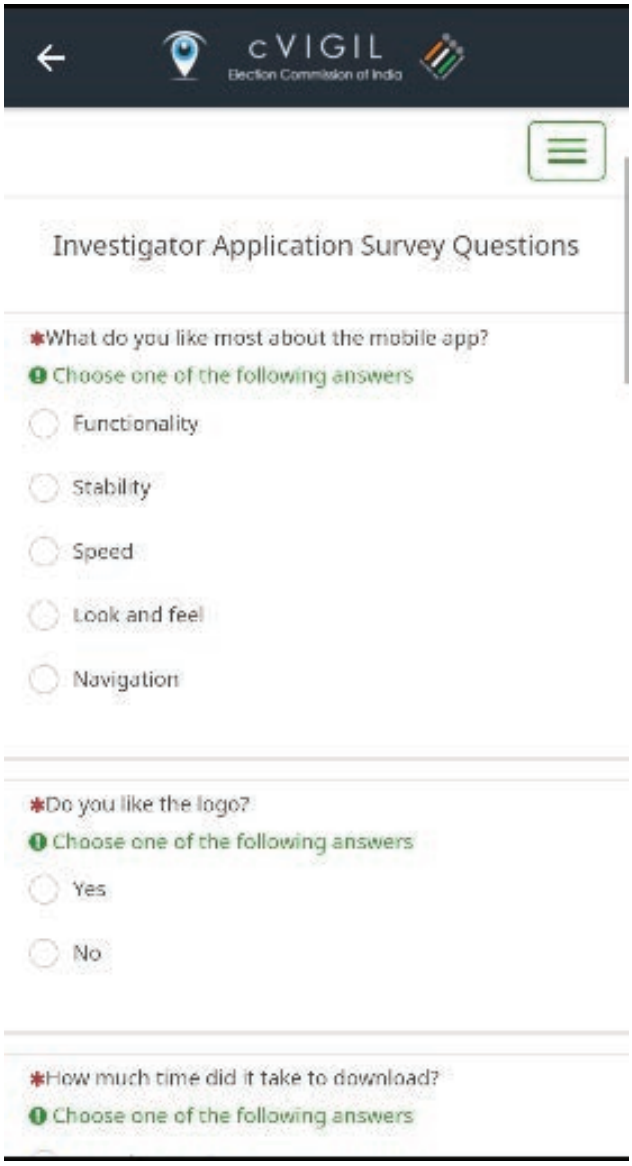


11. Help

As the application has been recently developed and deployed for the first time in the general election. Therefore, there is potential for further improvement in the application. Which is why, we would like to take feedback on usage, ease of use, features and any bugs which the user of this app may face.

The help option is available for all the users of app, in the menu.

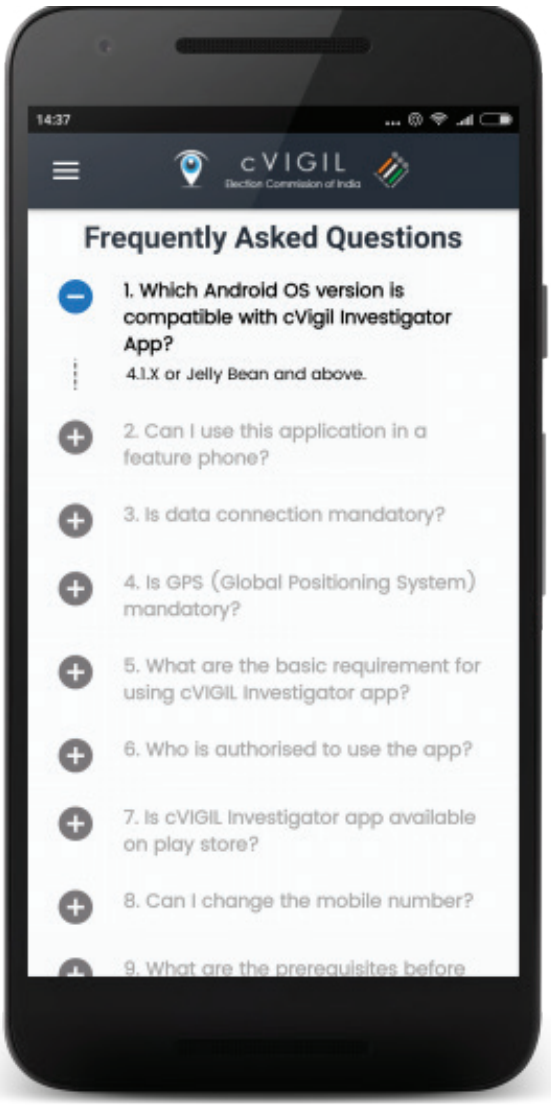




You also have an option to fill the survey form and provide us your valuable feedback about the usage, features and functionalities of application.

12. FAQ

In case the user has some issues while using the application, they can go to the FAQ section of Navigation Drawer . The lists of Frequently Asked Questions (FAQs) can be viewed in the screenshot below.



User Guide
cVIGIL Observer App

1. Overview

cVIGIL Observer allows Observers and other staff, authorised by Election Commission of India, to see MCC/ expenditure violation complaints directly on their mobile devices. After a complaint on breach of model code of conduct (MCC)/ expenditure violations is lodged by a vigilant citizen, it comes to the notice of DEO, who assigns it to a Field Unit.

Observers can view the complaints as soon as it has lodged by the citizen. But they can comment only, after a Field Unit have submitted 'action taken' reports on them.

The observer has the option to reach the incident spot or can submit report without reaching the spot. If he reach the incident, he can upload a maximum of 10 pictures.

The location spot of Observer is retrieved using Global Positioning System. After completing observation, he can submit their report to respective Returning Officer.

cVIGIL Observer is only used during election period that commences from the date of announcement of election.

Along with General Observers, Police observers & Expenditure observers can also make successful login to the Observer Mobile Application.

Role of cVIGIL Observer

1. It is meant for general observers, expenditure observers, police observers
2. Observers can observe the cases falling under their jurisdictions
3. Give observation after the investigation is complete by FST.
4.Observer can comment only, after a Field Unit have submitted 'action taken' reports on them.

2. Downloading & Installation

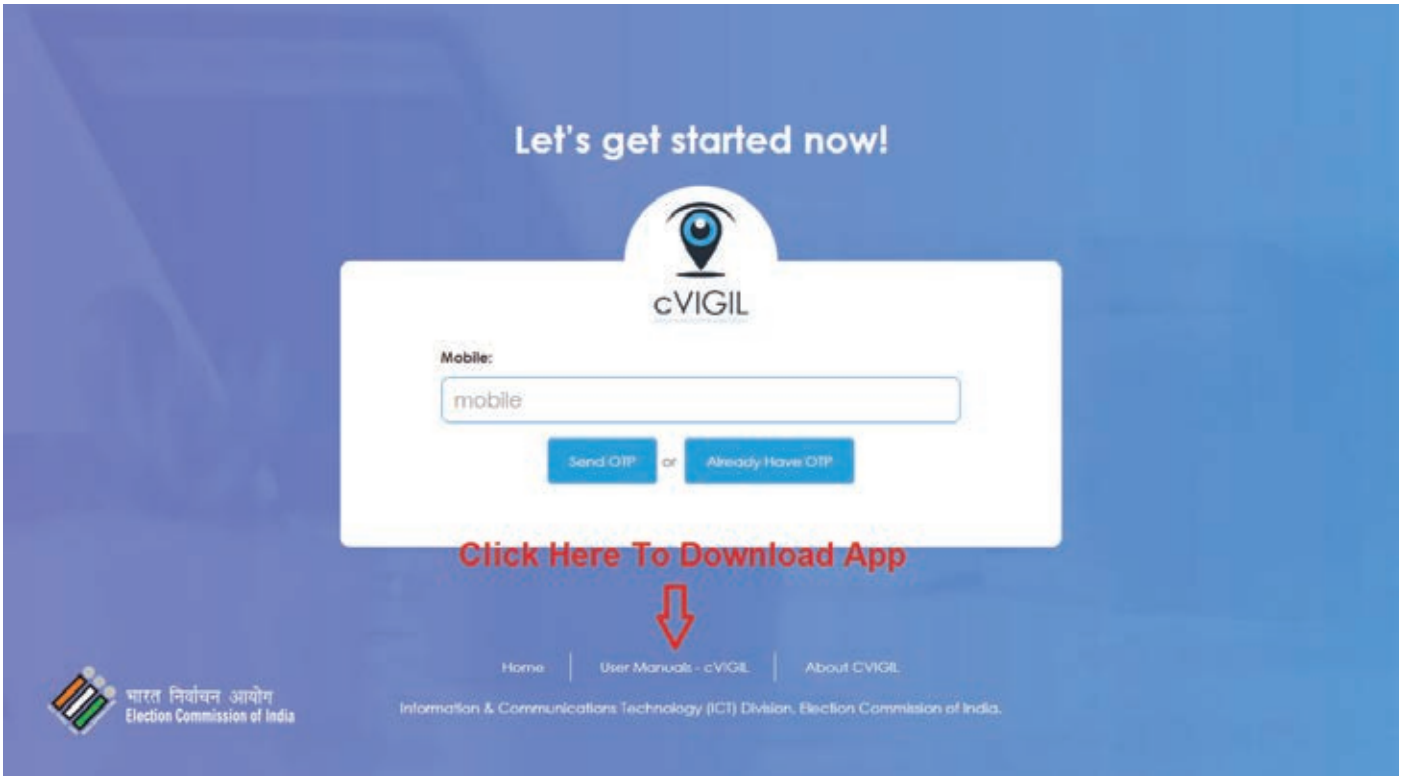
2.1. Download The App:

The cVIGIL Observer App has been designed for the use of Observers only, which is why it is not available on the Google Play Store for the citizens. The citizens only requires the cVIGIL citizen app, which is available online, to register their complaints related to MCC/ Expenditure violations. The Observers created by CEOs will receive a download link through the message, on their registered mobile number, to download the cVIGIL Observer Application.

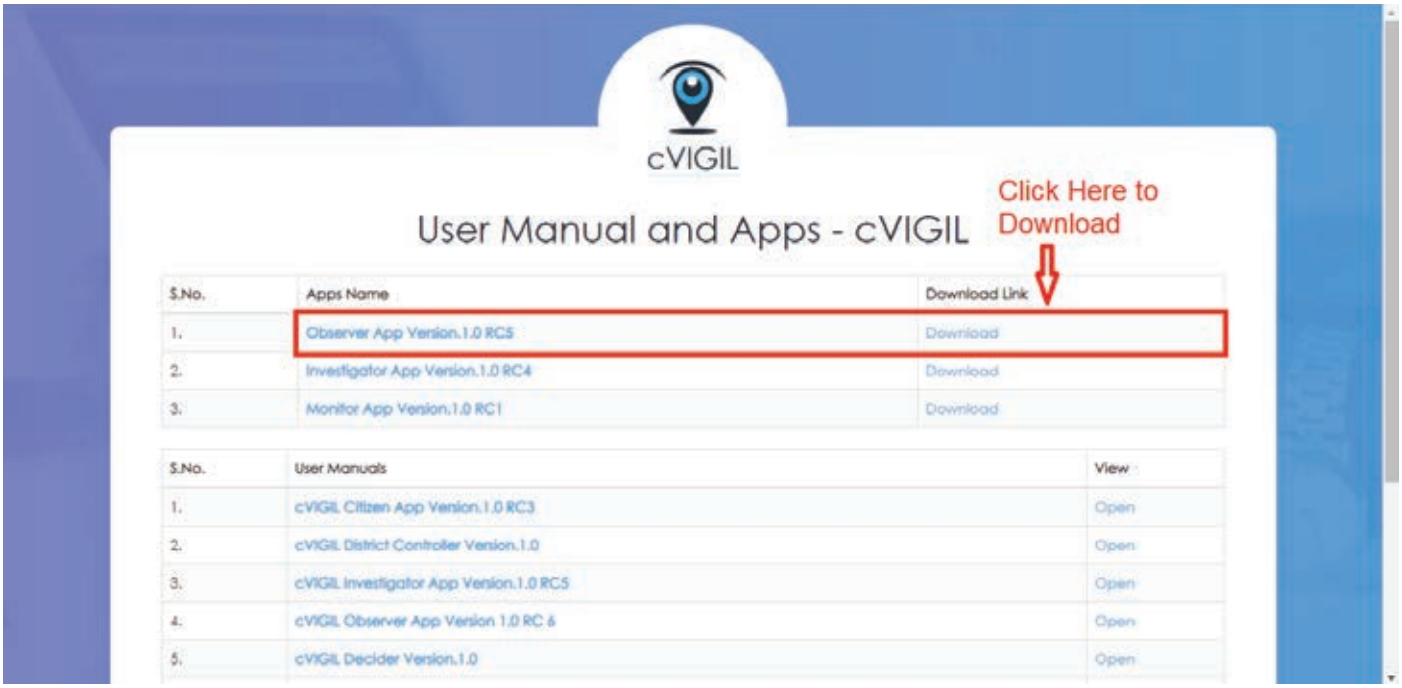
Note: This application is compatible with 4.1 (Jelly Bean) and above Android version device. The application should have access to the high speed internet connection and GPS should be enabled.

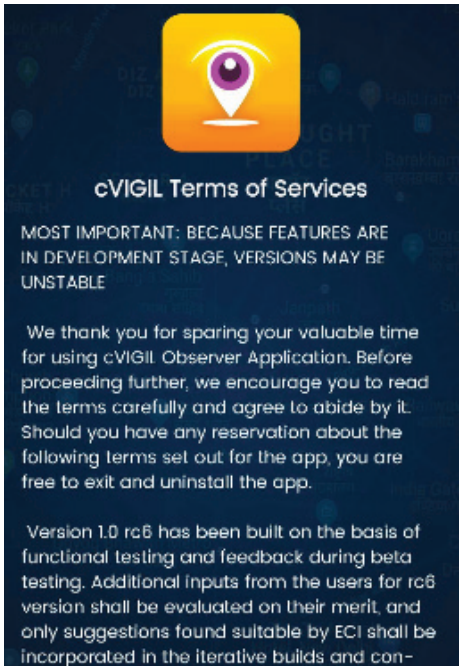
Process to Download the Investigator App:

- Visit the link **https://cvigil.eci.gov.in/**, received on registered mobile number.



- Click on “User Manuals - cVIGIL” option available at the bottom of the screen.
- Select the app from the list and then click on Download button.
- Further, you need to Tap on Download APK, to start the download.
- Now, wait until the download is finished.





2.2. Installation

After the completion of download, the user can install and login to the application for the further use.

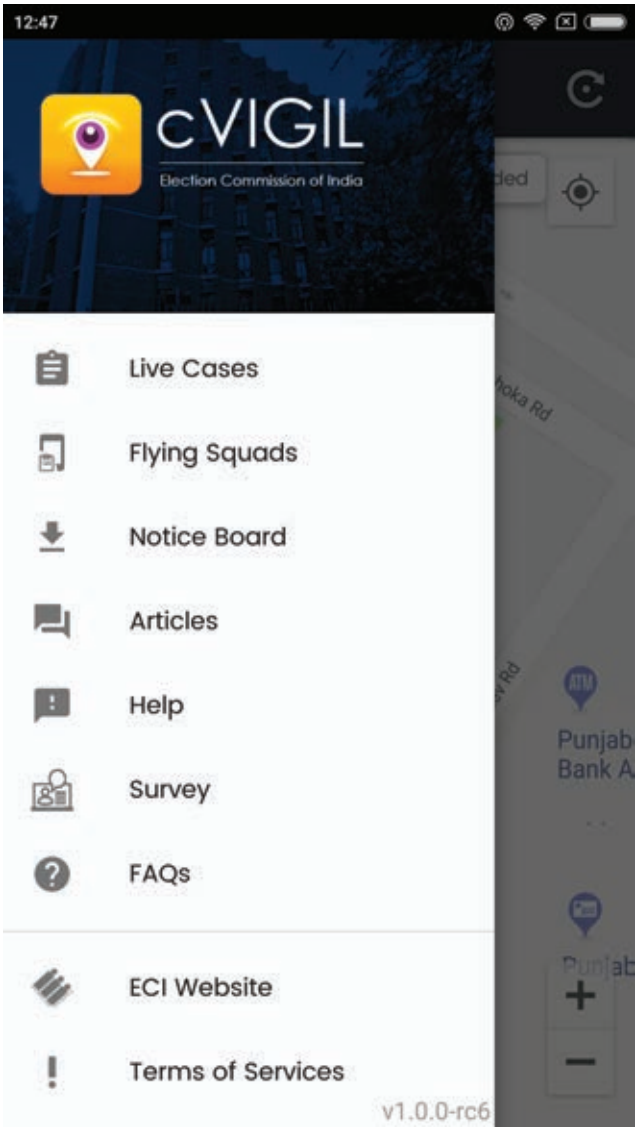
Process to Install the Application:

- Go to the Downloads folder on your device.
- Double click on the downloaded file and then tap on Install apk.
- Now, click on “I Agree” to accept the terms & conditions.
- Click on Allow, to give some permissions to the app for the secure usage of Location and phone state.

3. Sign In

Observers needs to login to the application using their username and password provided by the ECI.

Step 1: Enter username.
Step 2: Enter password.Click on Login button
Step 3: You will now be redirected to the home screen of the app.



4. Live Cases

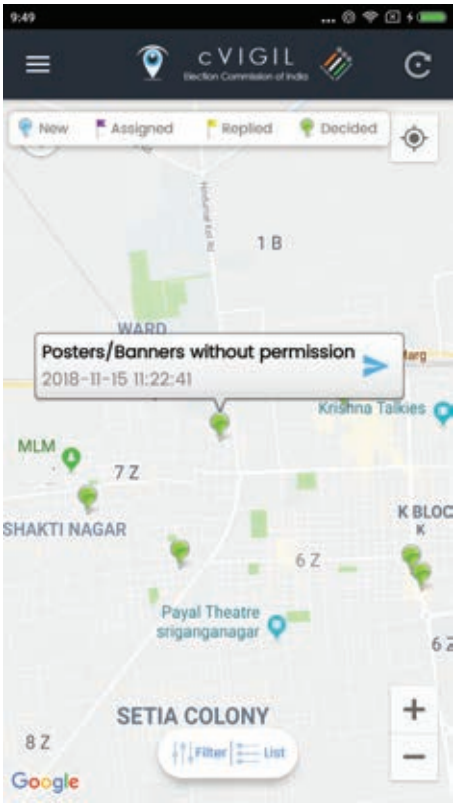
Live Cases screen displays the list of live cases and location of FST. The “Car” icon in the application represents the location of your Field Unit. Field Unit will receive notifications for any incoming assignments under the title Push Notification.

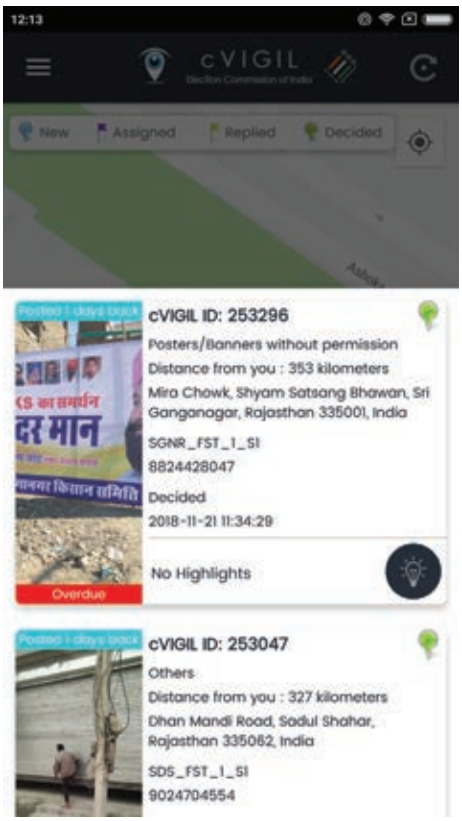
They will see three icons to identify complaints in different stages of action.

- New: is denoted by Blue marker, which represents the count of new cases.
- Assigned: is denoted by purple flag, which displays the count of assigned cases to the FST.
- Replied: is denoted by yellow flag, displays the count of cases replied the by the FST/ RO.
- Decided: is denoted by Green marker, which represents the count of total decided cases.

At the bottom of the screen, you will find option for Filter Cases & Lists of Cases. When you tap on Lists, you will find below given screen for Case Lists along with the cVIGIL ID & Case Details. You also have an option to choose the case as your favourite by selecting the heart shape icon at the right corner of each case. And at the bottom, you may select Highlight button.

When you select the filter option, you will be able to filter cases as per our requirements based on Timing of Case arrival, Distance of Incident Spot, Category i.e. case type or by filtering photos/ videos.





5. Case Details

When an Observer wants to view details of a complaint, he/ she simply has to click on the case in the list.

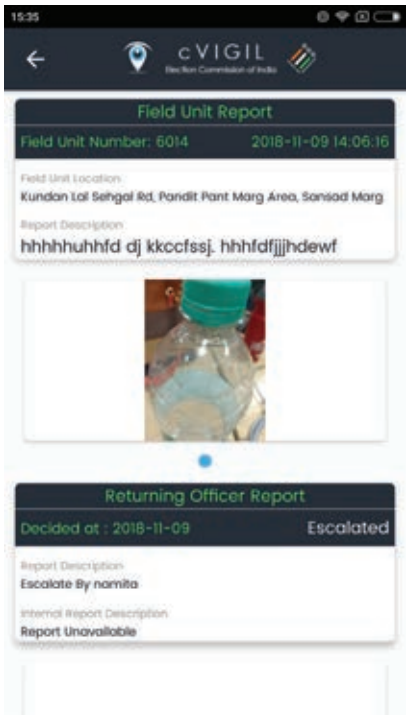
The appearance of complaint title and its date and time in blue colored font, as we see on the screenshot above, indicates that Field Unit is yet to respond to it. In this case, the Observer will simply view details of the complainant. These include;

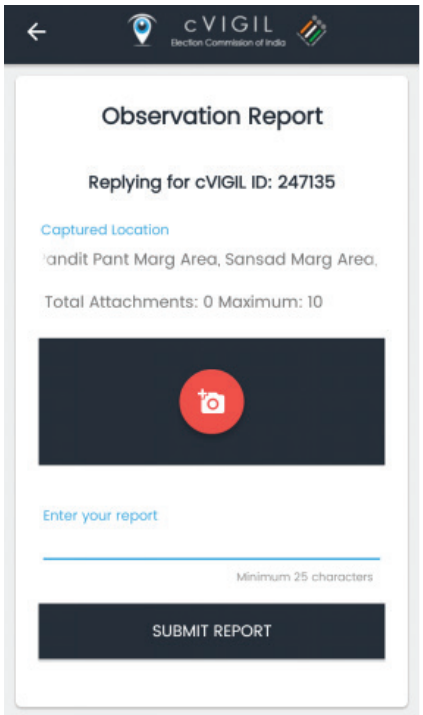
a). Location
b). Landmark
c). Type of Complaint
d). Complaint Description
e). Picture or Video shared by Complainant.

Note: Observer cannot post any comment on the above case. He will post his comments only after the Field Unit has submitted its report on the incident, as depicted in the below screenshot.

- In the above screenshot, the Field Unit Report along with returning officer's report, displayed in a green color font. The green color font indicates the Field Unit has submitted its report on the complaint, and Returning officer has taken their decision.

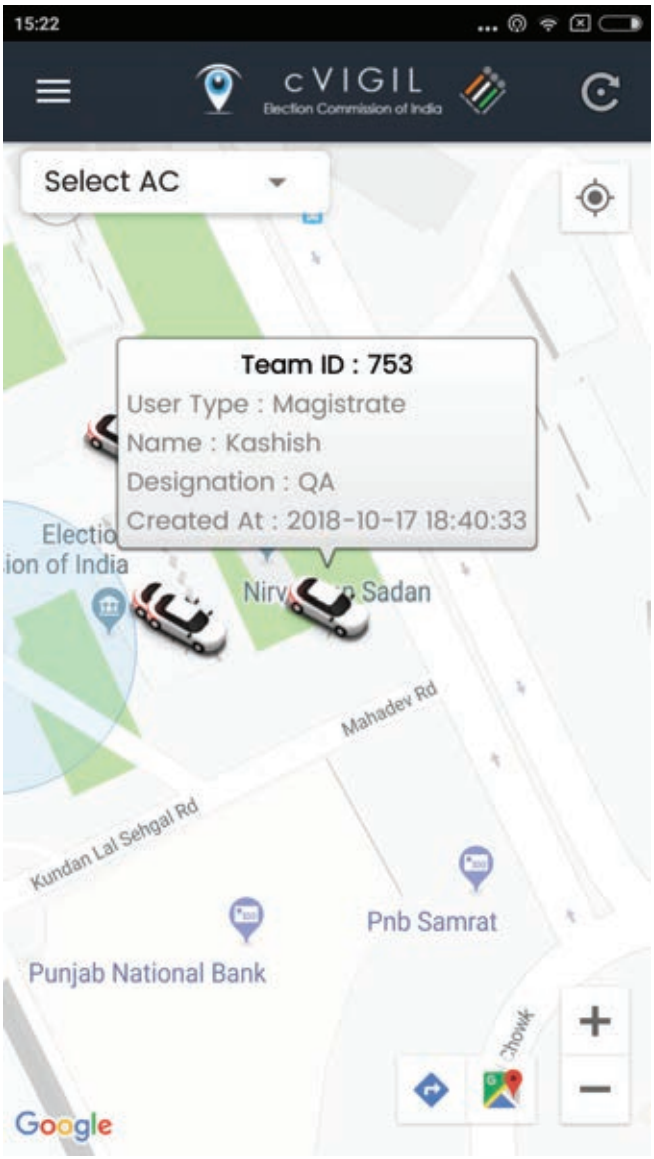
After going through the description and content of report given by the Field Unit, the Observer clicks on Make Observation icon to give his inputs.





6. Flying Squad

List of Field Unit can be shown in the screen below. You will find details with the user type, Name, Designation, and date & time of creation as well. You also have an option to filter Assembly Constituency from the top.

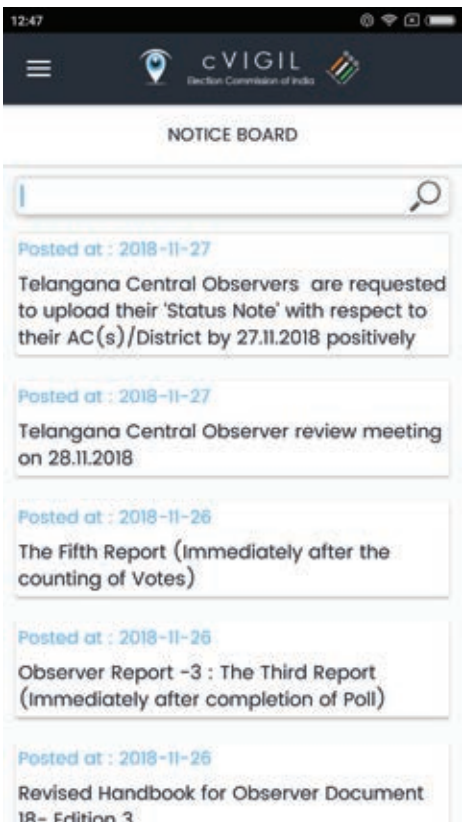


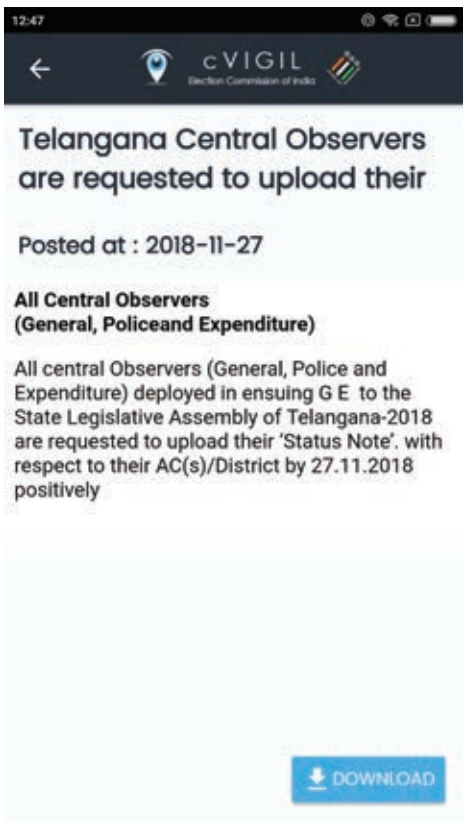
7. Notice Board

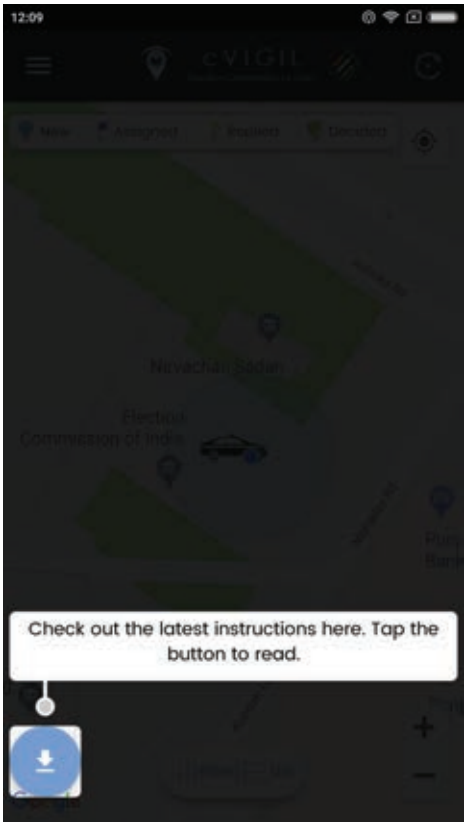
The above screen shows Notice Board. For detailed notice, click on the particular file and get detailed information. You will see date of posting of Notice. Also, you will see an option at the top to search for a particular notice by entering any keyword.

You also have an option to Download the file as shown at the right bottom corner below.

Also, you will receive a pop up notification for any new Notice uploaded as shown in the screen below.

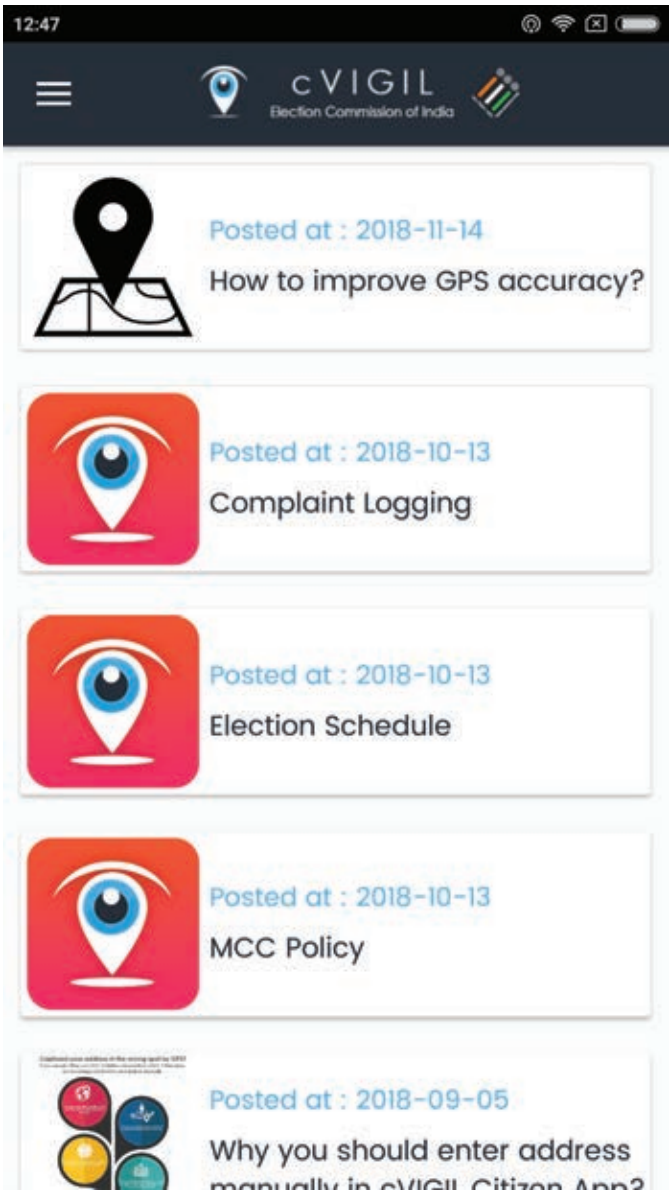






8. Articles

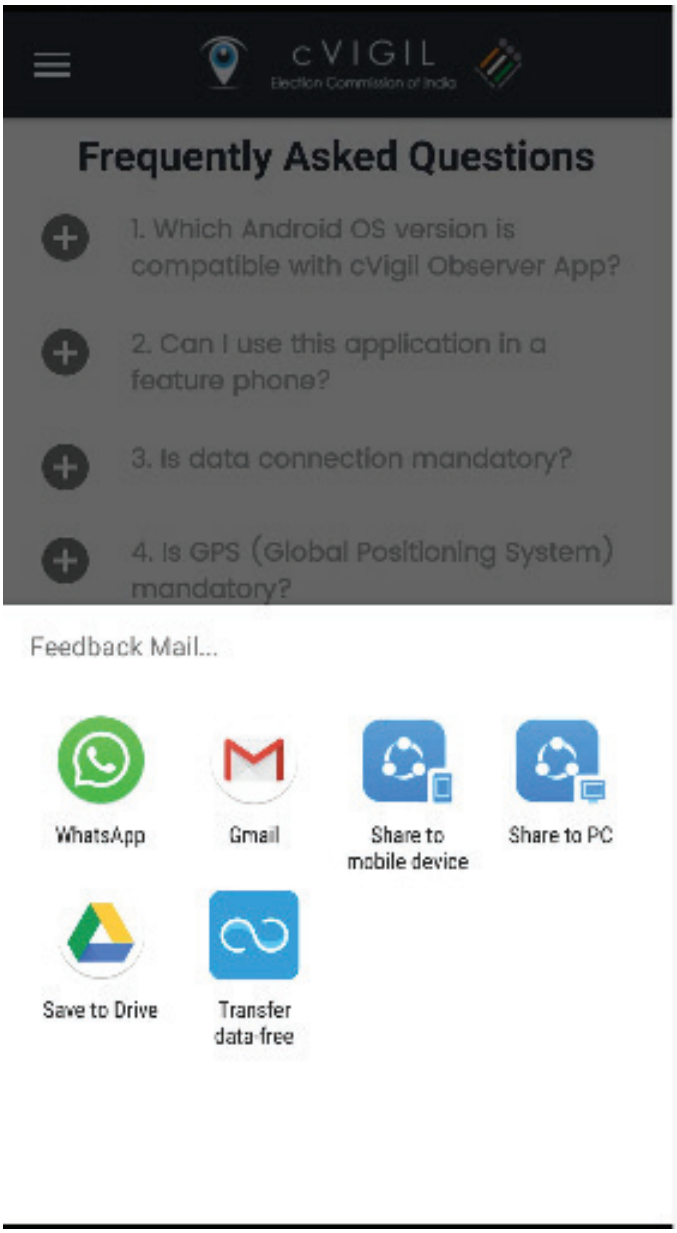
Above screen shows articles list. It also consist of Date of Posting of article. For detailed information, click on the particular article, this will take you to the screen below:

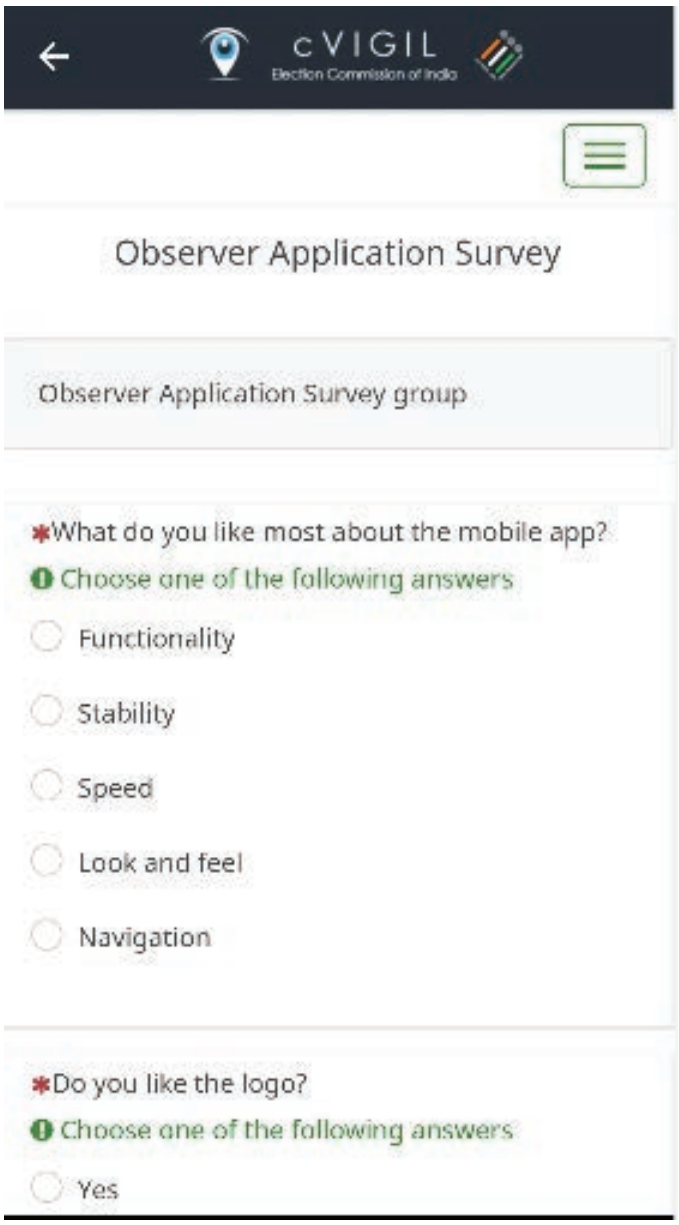


9. Help

As the application has been recently developed and deployed for the first time in the upcoming election. Therefore there is potential for further improvement in the application. Therefore we would like to take feedback, usage, ease of use, features and any bugs which the user of this app may face.
The help option is available for all the users of app, in the menu.

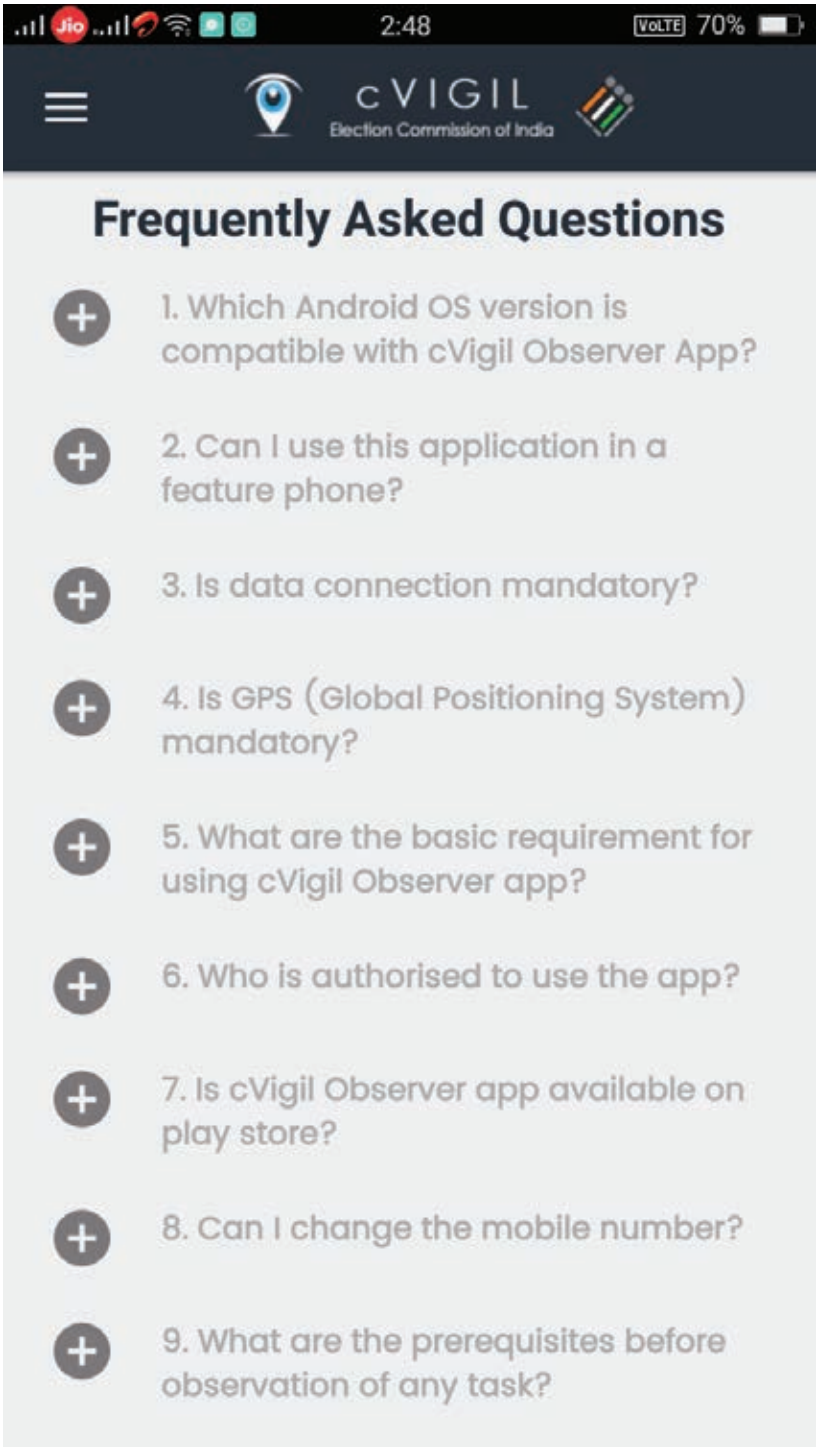
You also have an option to fill the survey form and provide us your valuable feedback about the usage, features and functionalities of application.





10. FAQ

In case the user faces trouble using the application, she can check the menu screen by clicking on the icon of Navigation Drawer and select FAQ option. The list of Frequently Asked Questions (FAQs) can be viewed in the following screenshot.



User Guide
Returning Officers/
Assistant Returning Officers

1. Overview

CEO can create Returning officers (RO) who will have access to all MCC/ expenditure violation complaints. RO/ARO can take actions on cVIGIL cases after report submission by Field Unit. They have 50 minutes time to inform the status of a complaint to the complainant.

On selecting a particular case where FU has submitted a report, case details will be opened where RO can view detailed report shared by Field Unit. RO can take further action on the case. He/ She has three options to decide the case before submitting the case which as Drop, Dispose, and Escalate the complaint.

In all cases, ROs have the option to add an internal note. They can also upload documents for future reference. Also, RO can bypass Field Unit and take action on its own. Ro can also view case status and also add an supervisor.

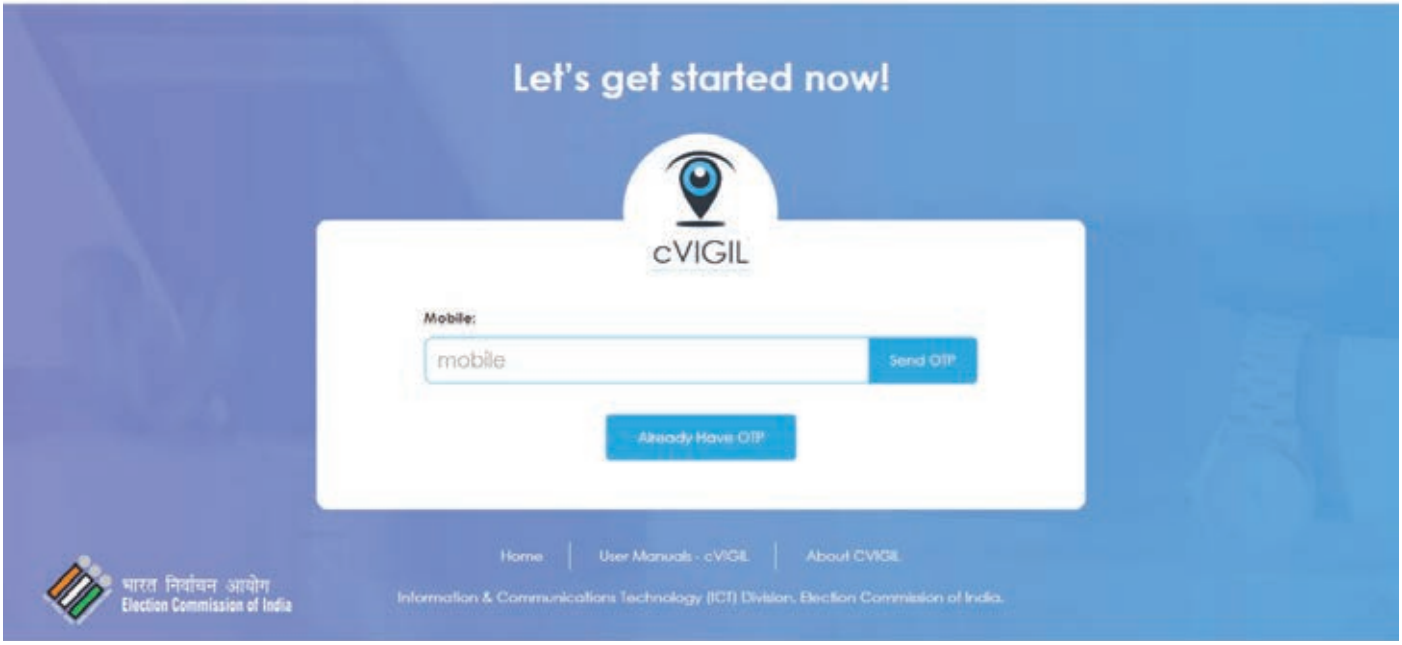
Role of cVIGIL Decider

1. To decide on the cases investigated by field units.
2.To drop, dispose or escalate within the time limit prescribed
3. To bypass Investigator in case of delay
4. To dispose of the escalated cases from NGSP in the stipulated timelines.

2. Signing In

- Enter Mobile Number
- Click on Send OTP.
- Enter OTP received and tap on Sign in to proceed.

Note: If you already have OTP then click on Already have OTP, to proceed to the dashboard.



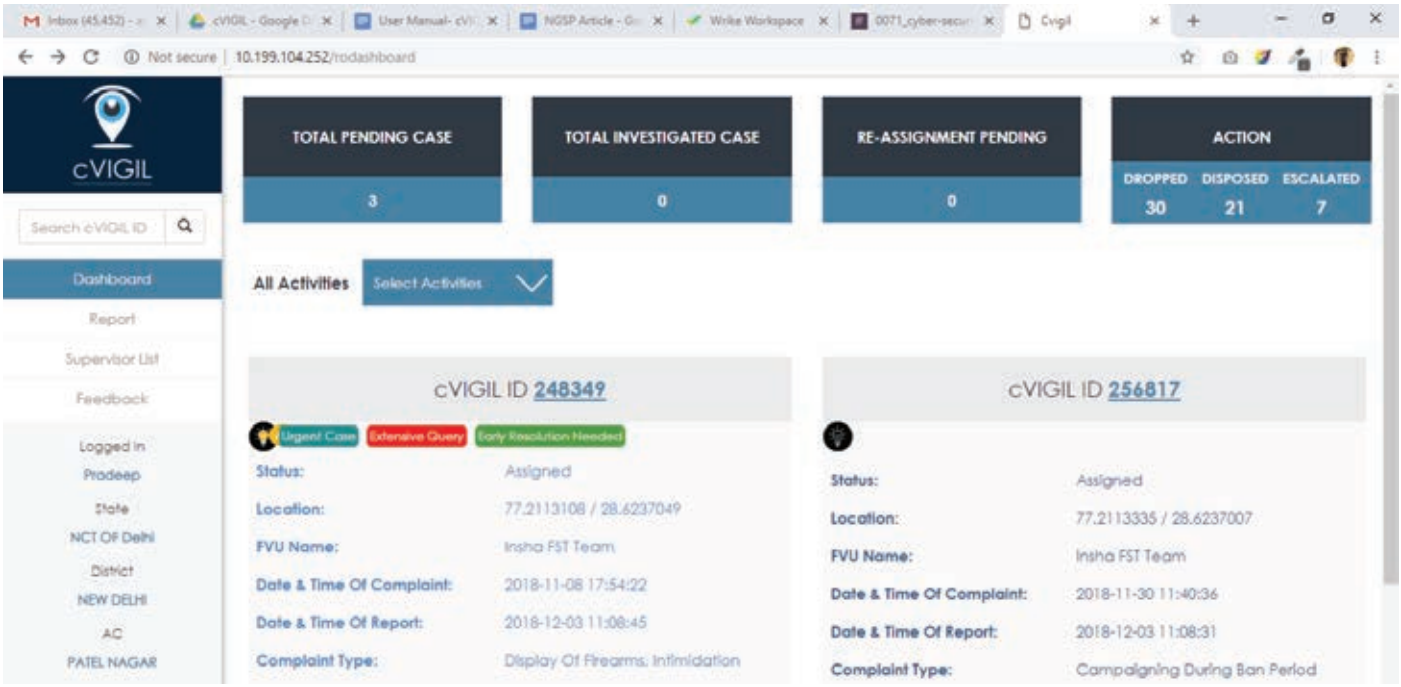
3. Dashboard

As Returning Officer (RO), you will have access to all MCC/ expenditure violation complaints. You can take actions on cVIGIL cases after report submission by Field Unit.

- When you login to your dashboard, you can view Replied cases by Field Unit and can decide on the case accordingly.
- You have 50 minutes time to inform the status of a complaint to the complainant.
- You have access to Complainant location. You also have access to their individual details. These include Name of FU Team, Date and Time of complaint , Location, Status, Complaint Type, and Date & Time of Report.
- When you select a particular case where FU has submitted a report, a new screen of case details will be opened where you can view detailed report shared by Field Unit.
- Here RO can take further action on the case.

Note: As a RO, you can view status of all the complaints by selecting it from the dropdown list of Activities.

RO also has access to reports submitted by Investigator via cVIGIL Investigator



4. Case Details

- You can see the case details screen below. All MCC/ expenditure violation incidents will be differentiated by a cVIGIL ID.
- As a RO, you can view all the details shared by Field Unit and Observers. These include pictures and documents (maximum 10 pictures are allowed).
- You can download the documents and access a Field Unit Name and Mobile Number in case you want to contact that unit.
- After reviewing the case, RO has three options to decide the case before submitting it by clicking on Submit icon. They are:

a). Drop: The RO/ ARO will only drop the case if after the investigation or otherwise, the case is found to be incorrect.

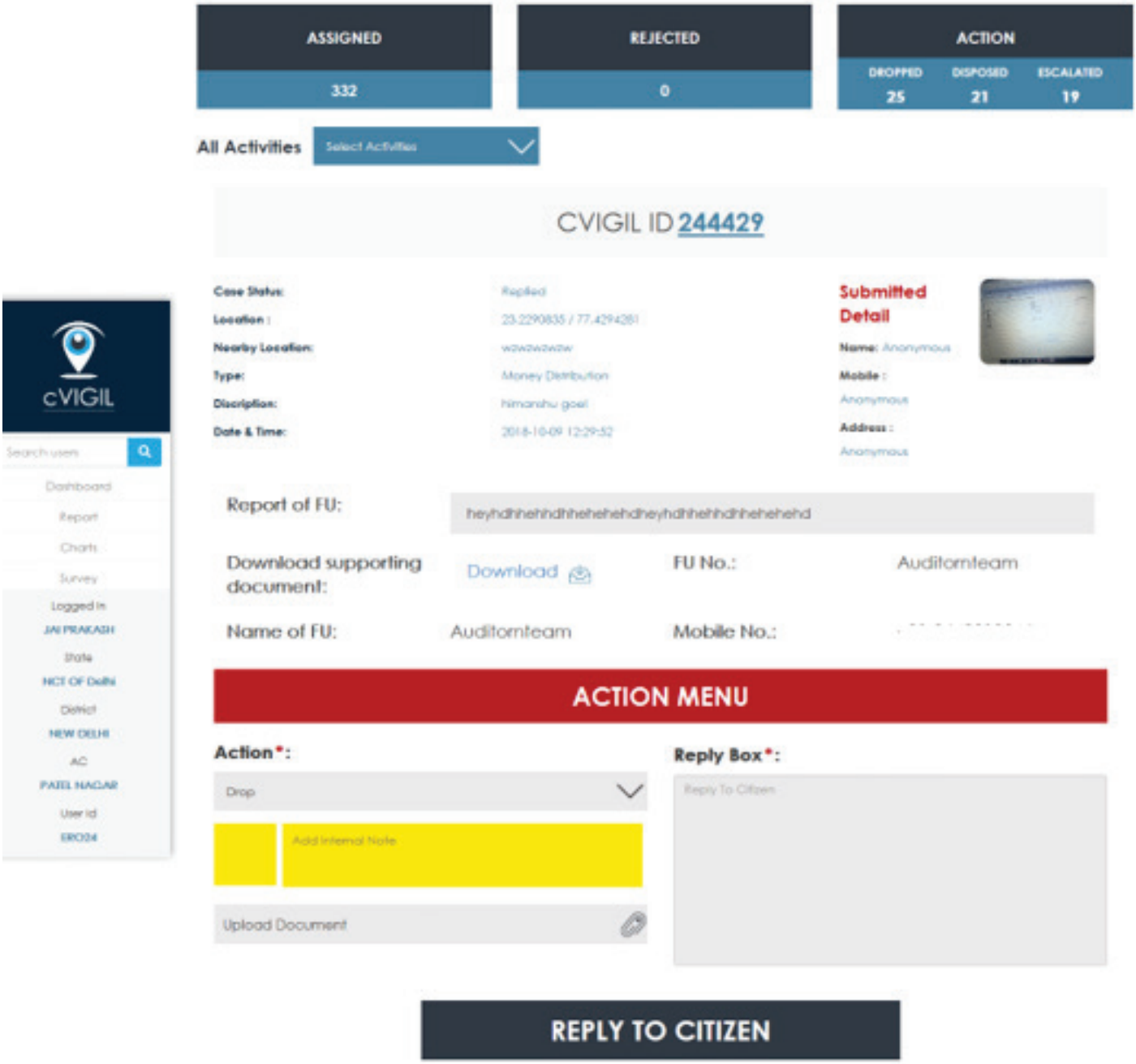
b). Dispose: When after investigation or otherwise, the RO/ ARO finds that the case has already been addressed by the field unit or the same can be addressed at his level then and their itself. For example, a poster complaint which has been removed by field unit and reported from investigator app should be marked as disposed. It is very important to remember that drop cases (cases not found correct by investigation) are not marked as Disposed. This will create incorrect MIS reporting. The outcome is calculated by number of disposed and escalated cases. Therefore, if a "Not found Correct" case is mistakenly marked as "Disposed" it will display wrong figures.

c). Escalate: Sometimes a Field Unit may submit its report after investigation and RO/ ARO finds the report to be correct but beyond his/her power jurisdiction or which require more investiga-

tion. In that case, that Returning Officer can escalate the case by giving full case information to National Grievance Service Portal for further action. Only those cases which are found correct but require more time for taking actions, should be marked as escalated cases.

However, the concerned ARO/ RO will only have to deal and dispose the escalated cases from NGSP. The citizen gets the notification that his case has been found correct but has been escalated due to requirement of further investigation.

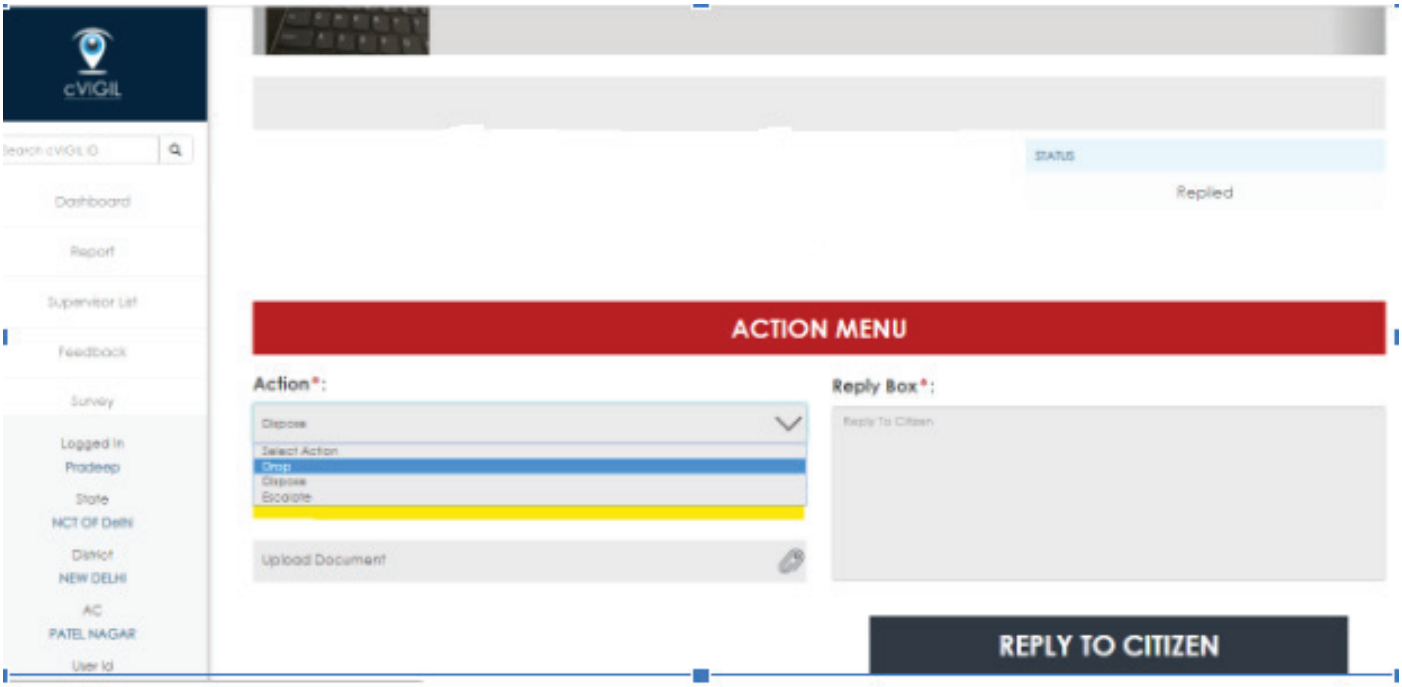
Also, RO can bypass Field Unit and take action on its own.



Note: When a case gets highlighted in Monitor Application as Urgent Case, Early Resolution Needed, Extensive Enquiry, VIP Case, it will be visible in Dashboard.

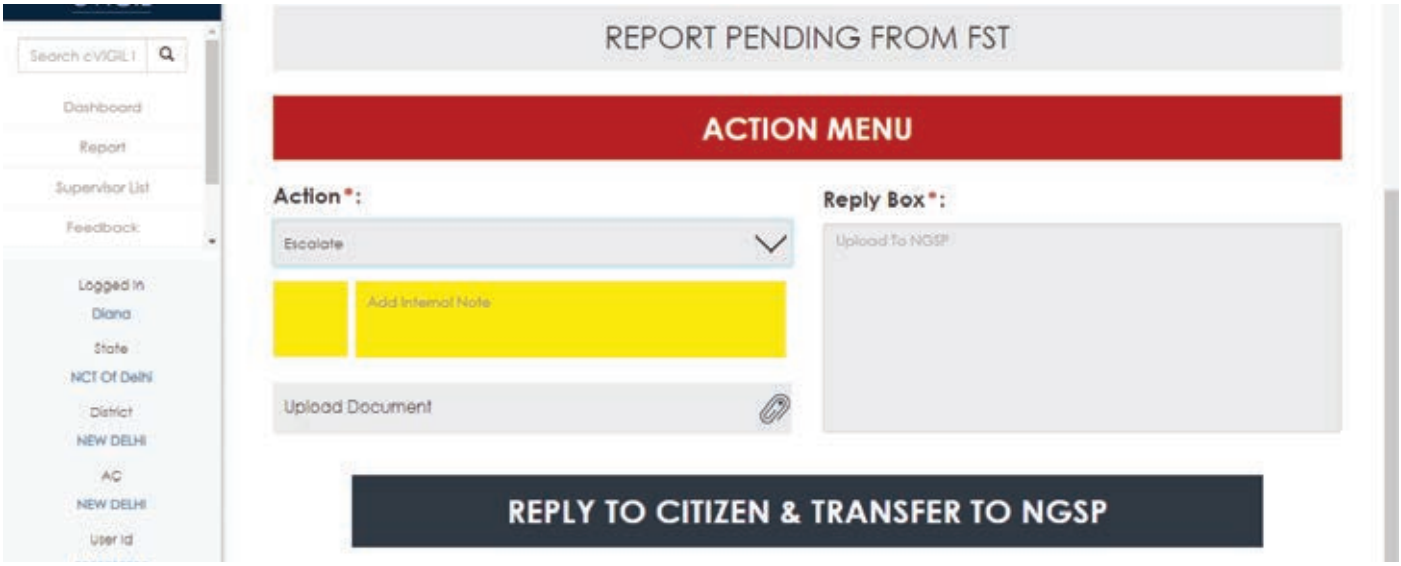
Returning officer will have an option to decide on the case by taking an action from the dropdown menu mentioned below:

- Drop
- Dispose
- Escalate

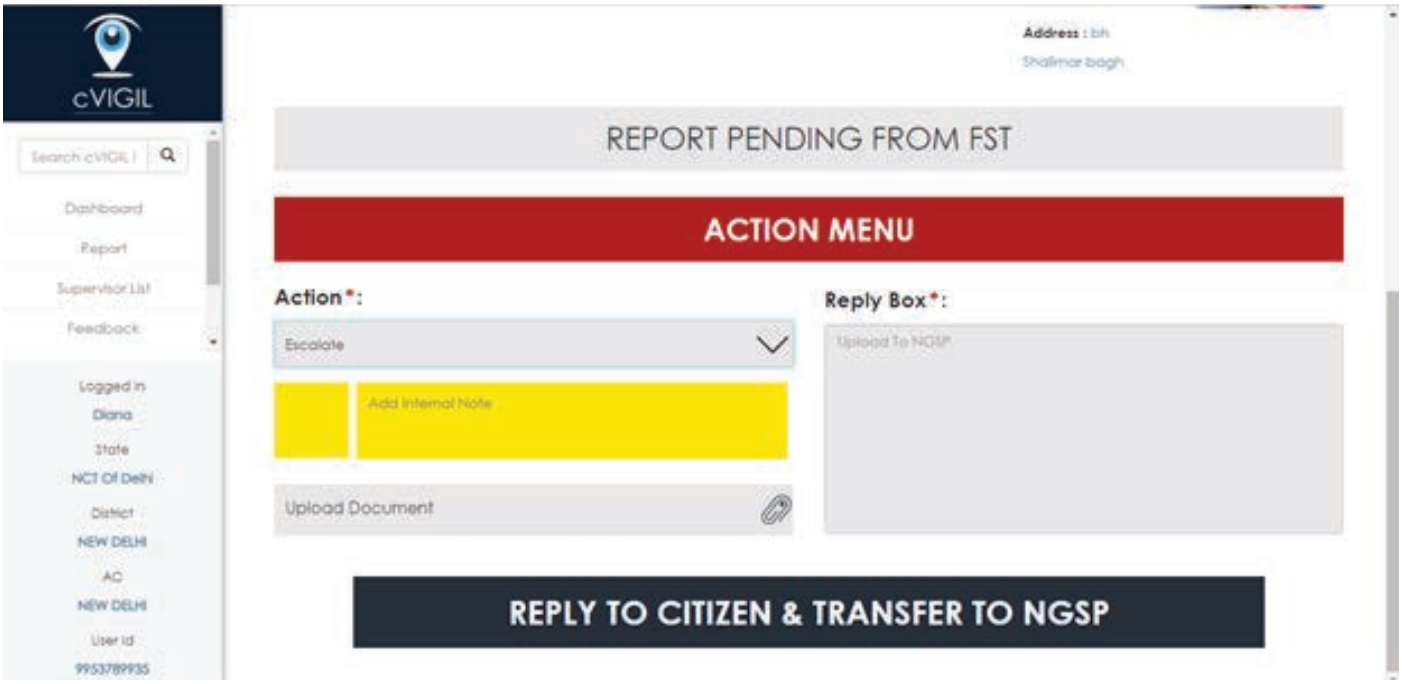


Note: You would also be allowed to re-assign in two cases 1. Drop 2. Disposed (i.e. Re-open an old case). However, you would not be allowed to re-assign/ re-open if the case if Escalated.

If RO drops the case, he need to select a valid reason from the dropdown menu as shown in the screen below i.e. Duplicate, Frivolous, Unrelated, Test Case.

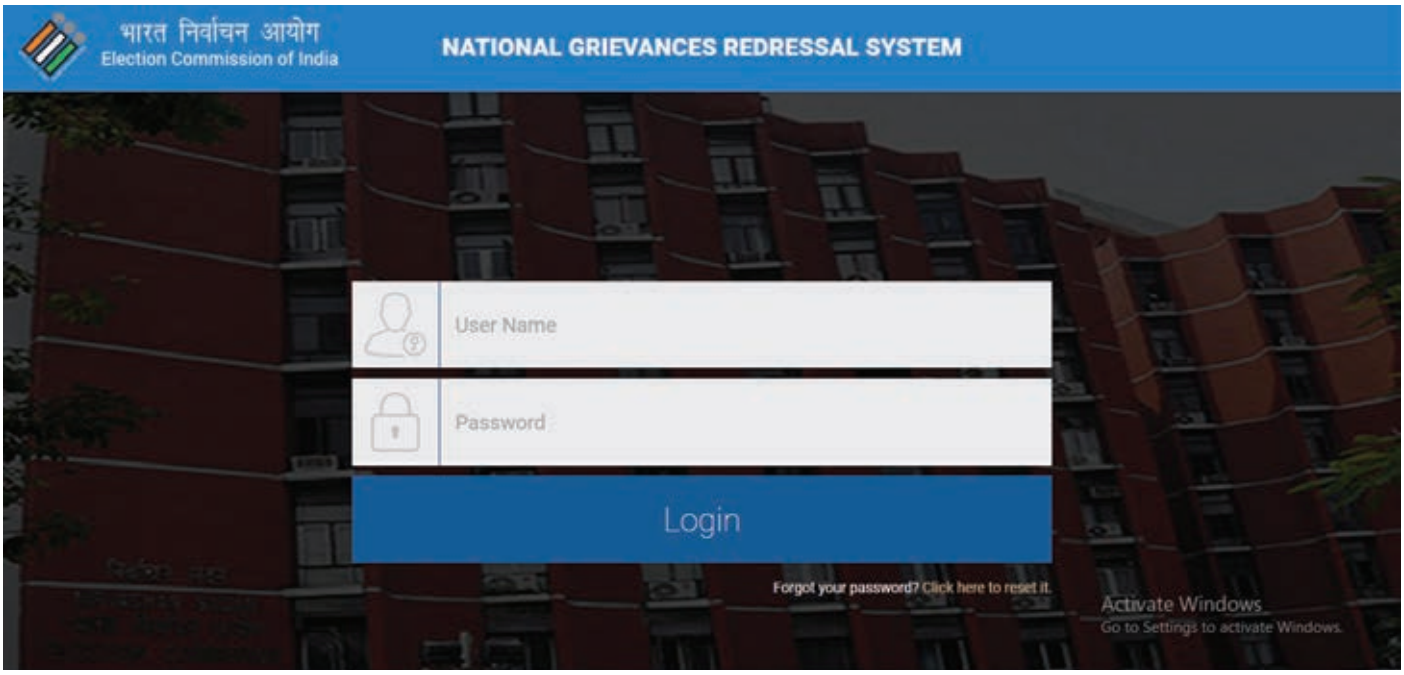


Upon escalating case to NGSP, case gets transferred to NGSP, below screen appears.

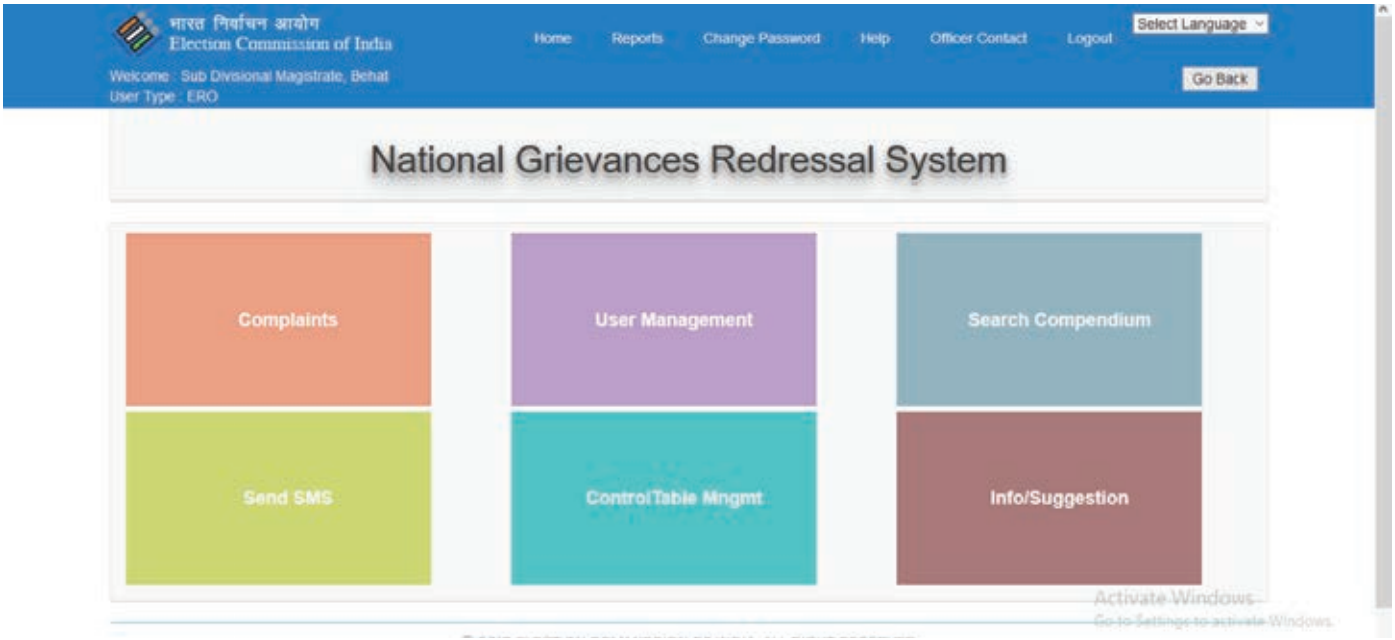


RO Login

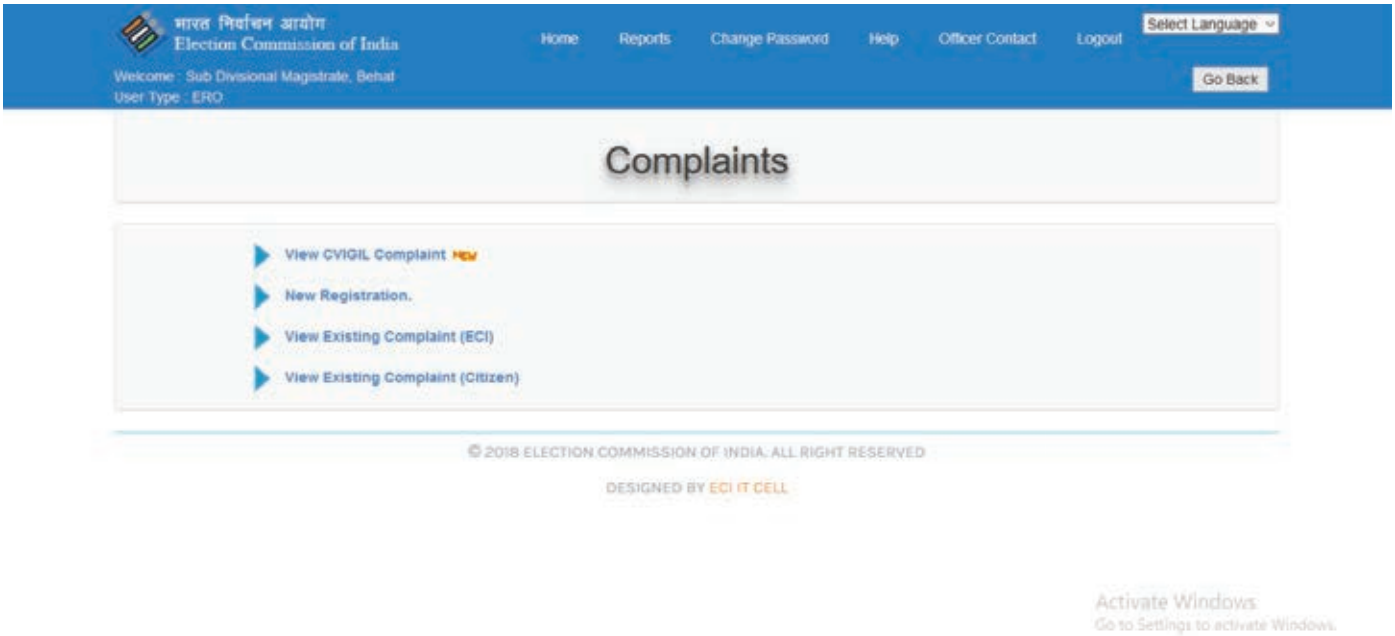
After escalating the case, the RO has to visit **https://www.eci.gov.in** and click on officers login link present at the bottom of website. Login through username and password.



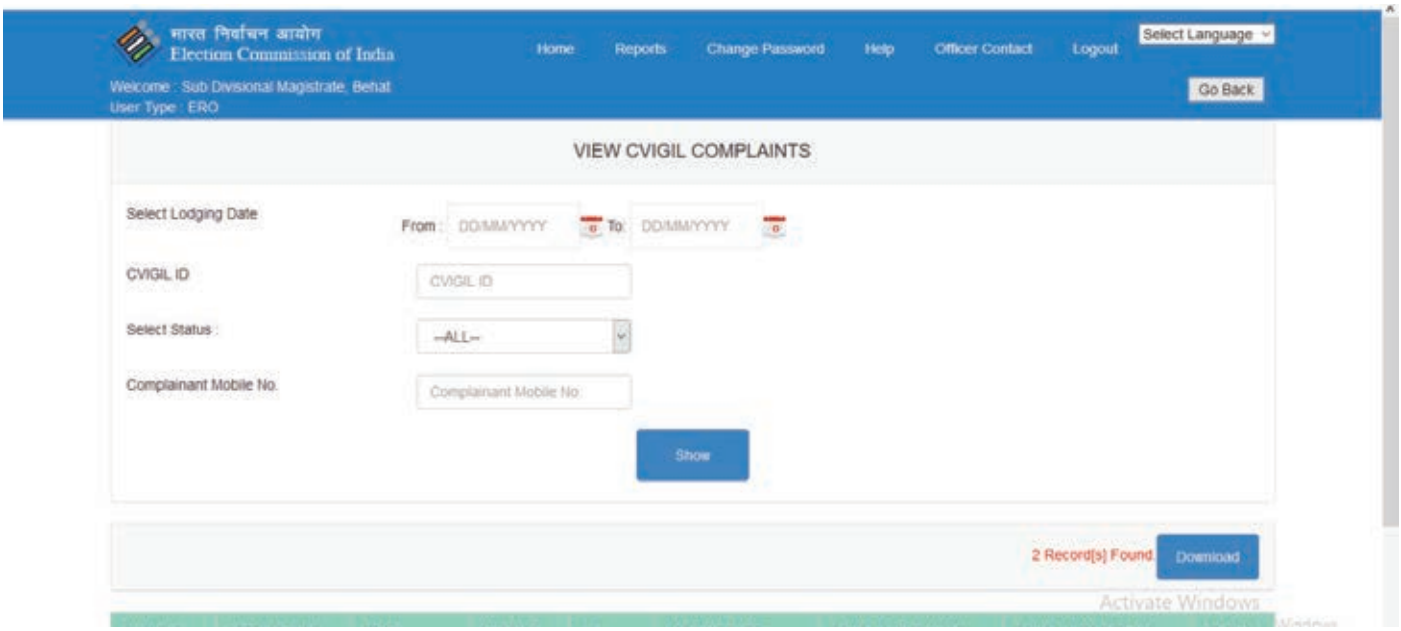
Then RO dashboard will be displayed. Click on Complaints section.

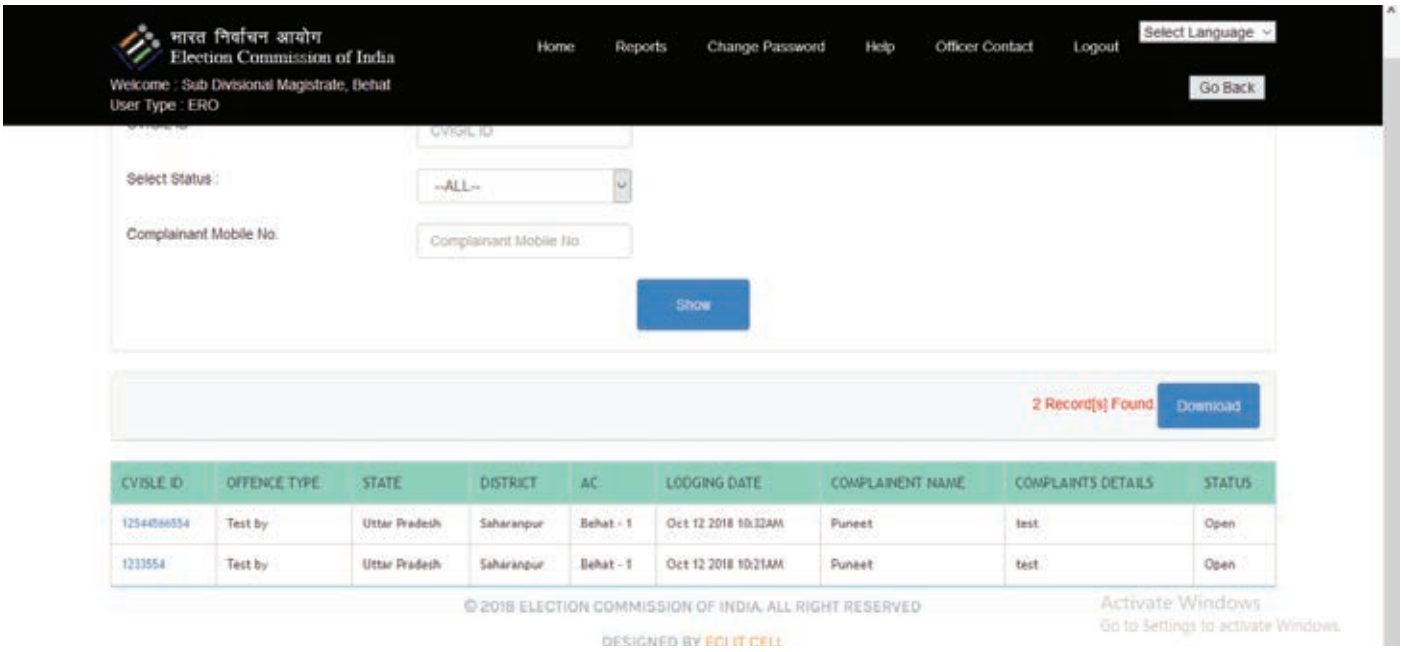


Complaints section has five components as shown in below screen. Click on view complaints.

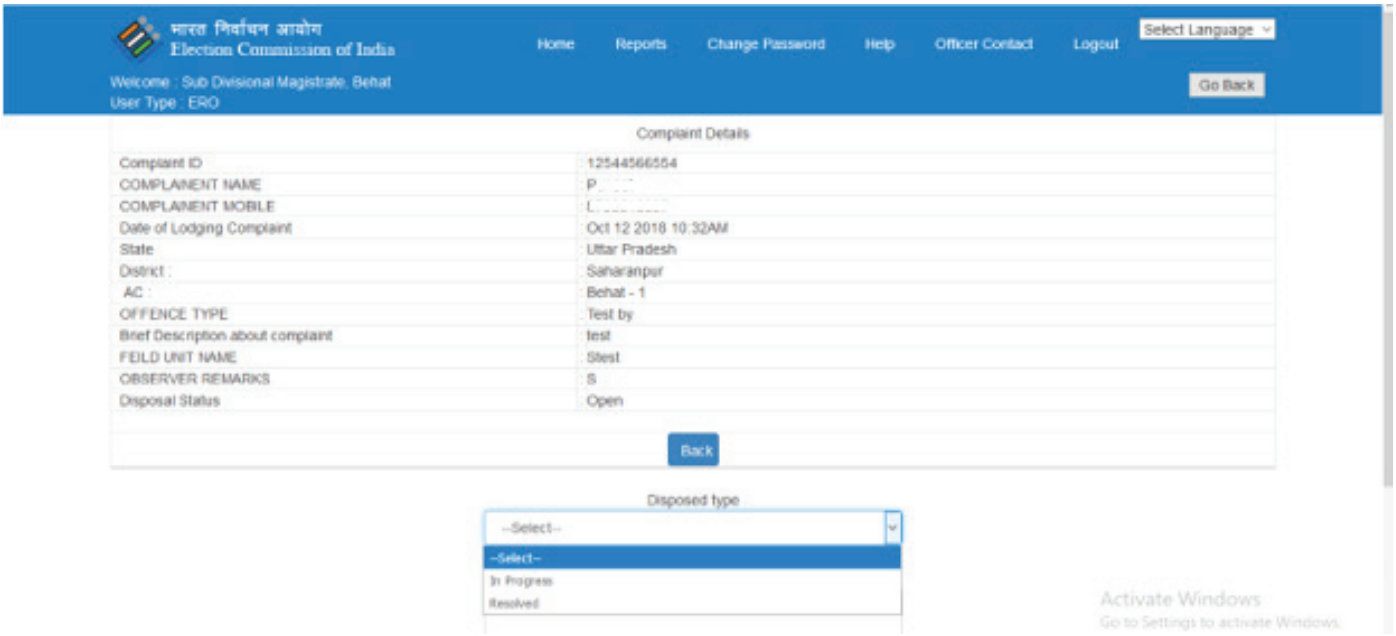


RO can view cVIGIL complaints by selecting lodging date, cVIGIL Id, status and complainant m obile no. Click on SHOW BUTTON, to view the details of the complaints. Also, there is an option to download file.



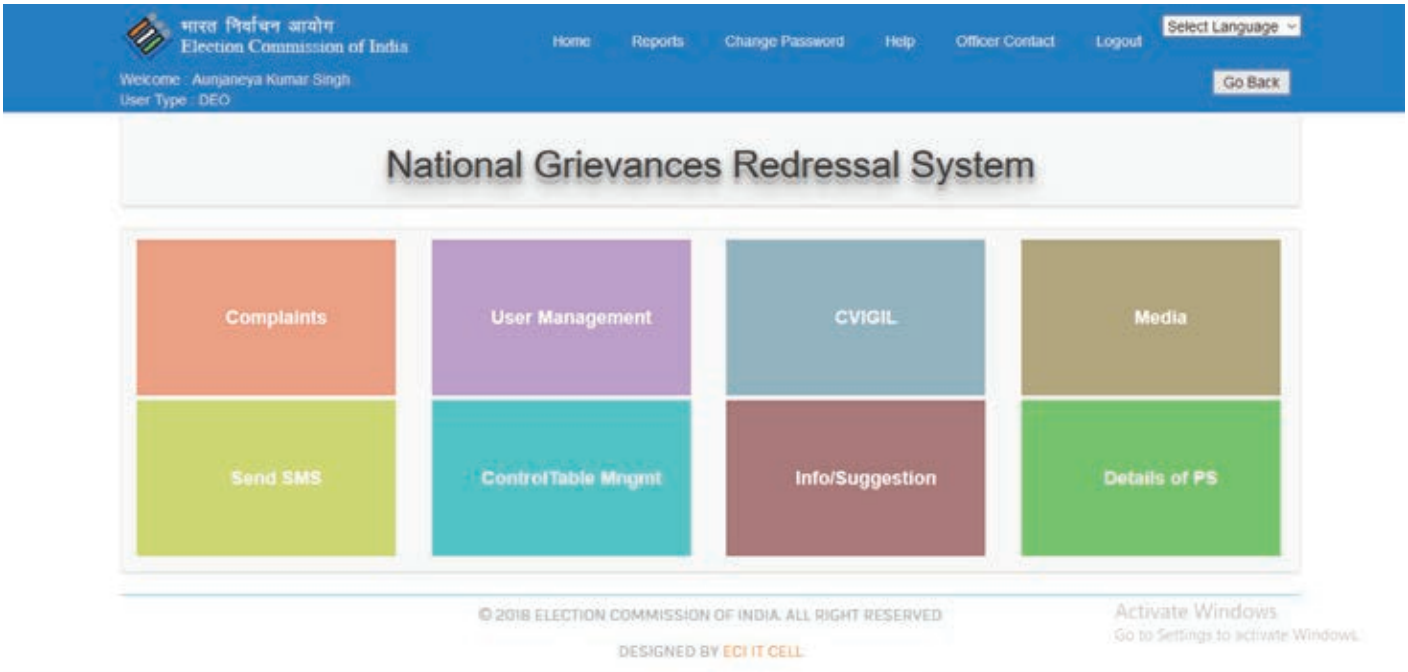


On click of cVIGIL Id in the list, RO can view complaint details as displayed in the below screenshot.



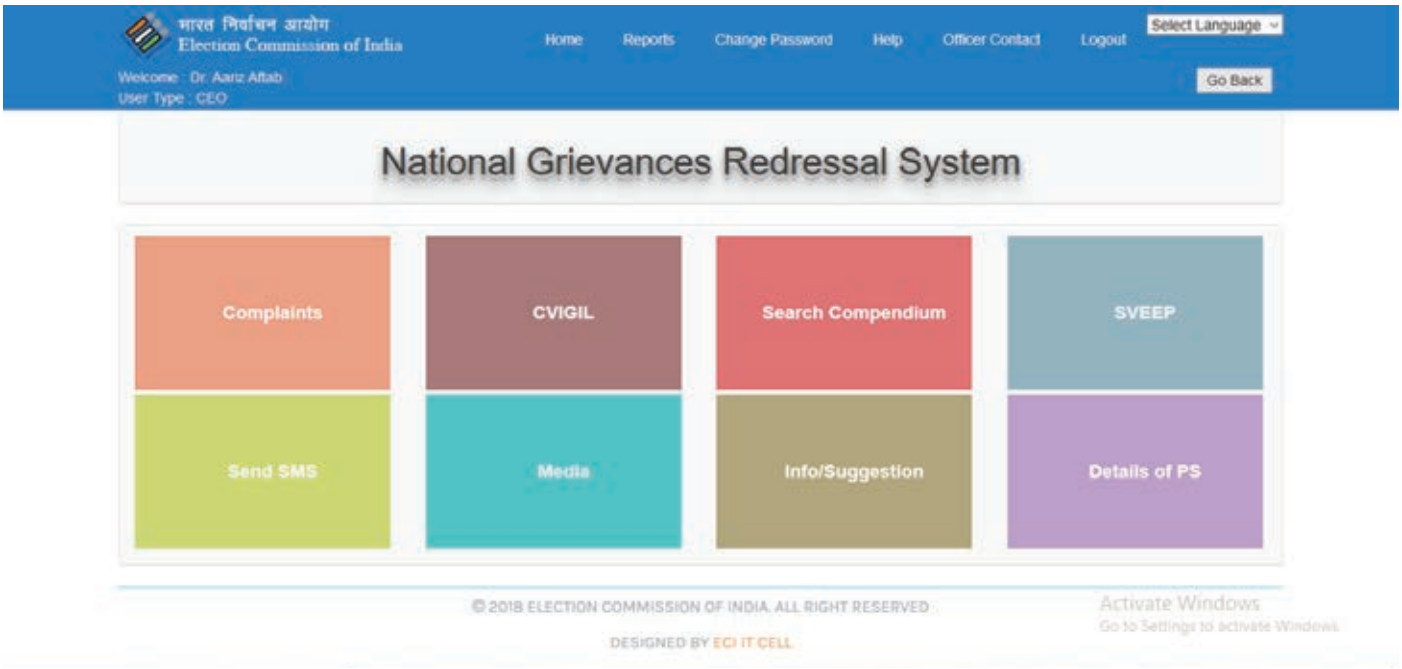
DEO Login

On entering username and password. DEO dashboard will be displayed. DEO has to click on cVIGIL section to view complaints as discussed above in RO login section.



CEO Login

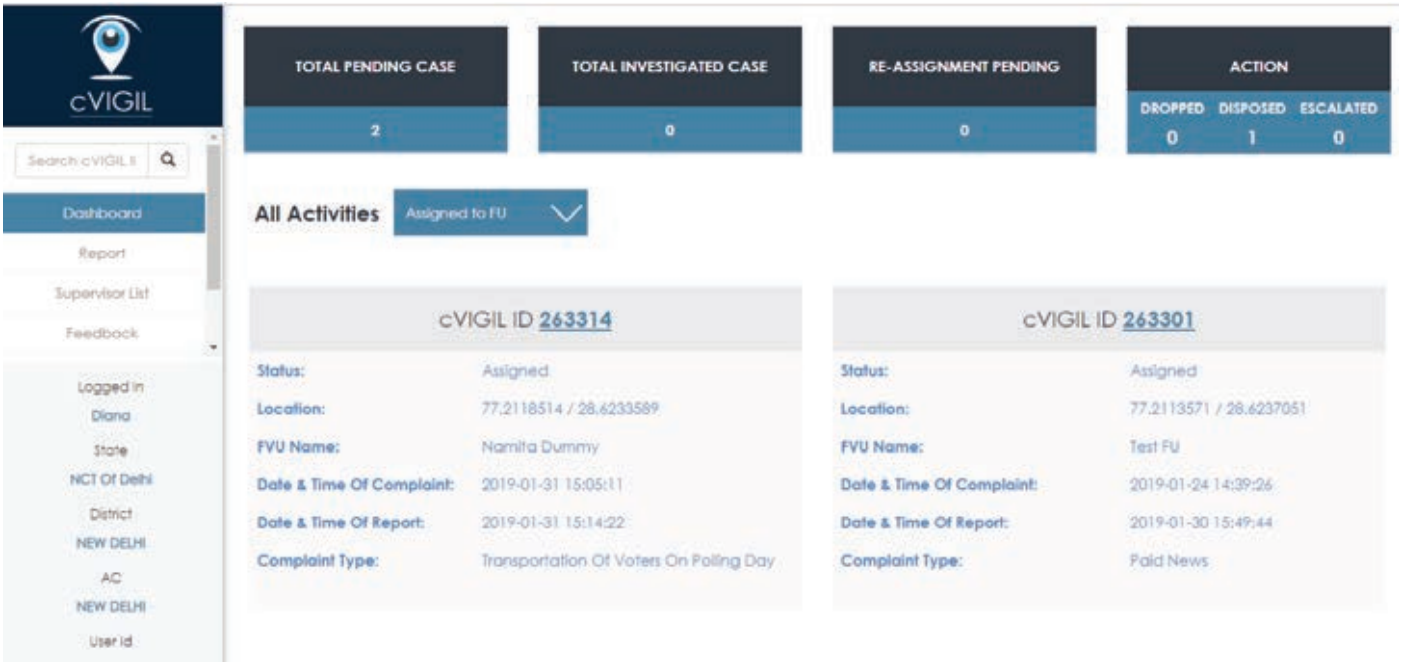
On entering username and password. CEO dashboard will be displayed. CEO has to click on cVigil section to view complaints as discussed above in RO login section.



5. Case Status

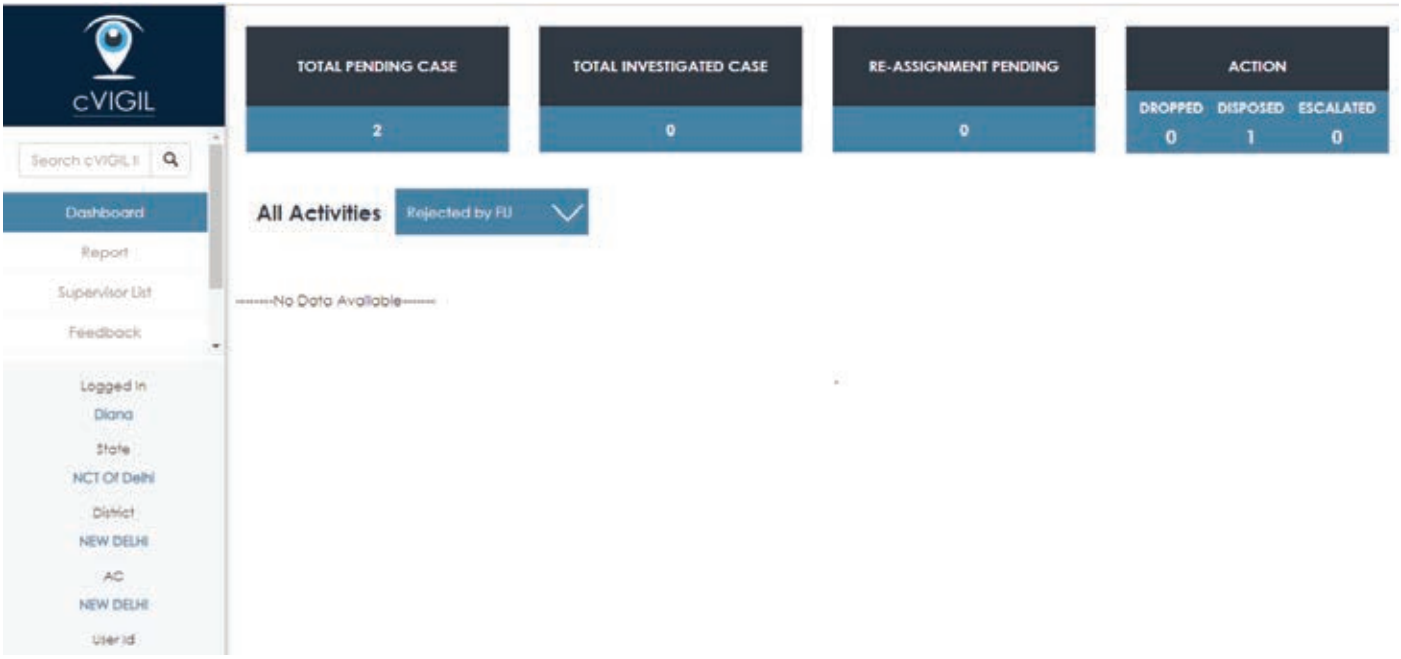
5.1 Assigned to FU

All the cases assigned to Field Unit will be displayed on the screen as depicted below, along with the required details such as Status, Location, FVU Name and others.



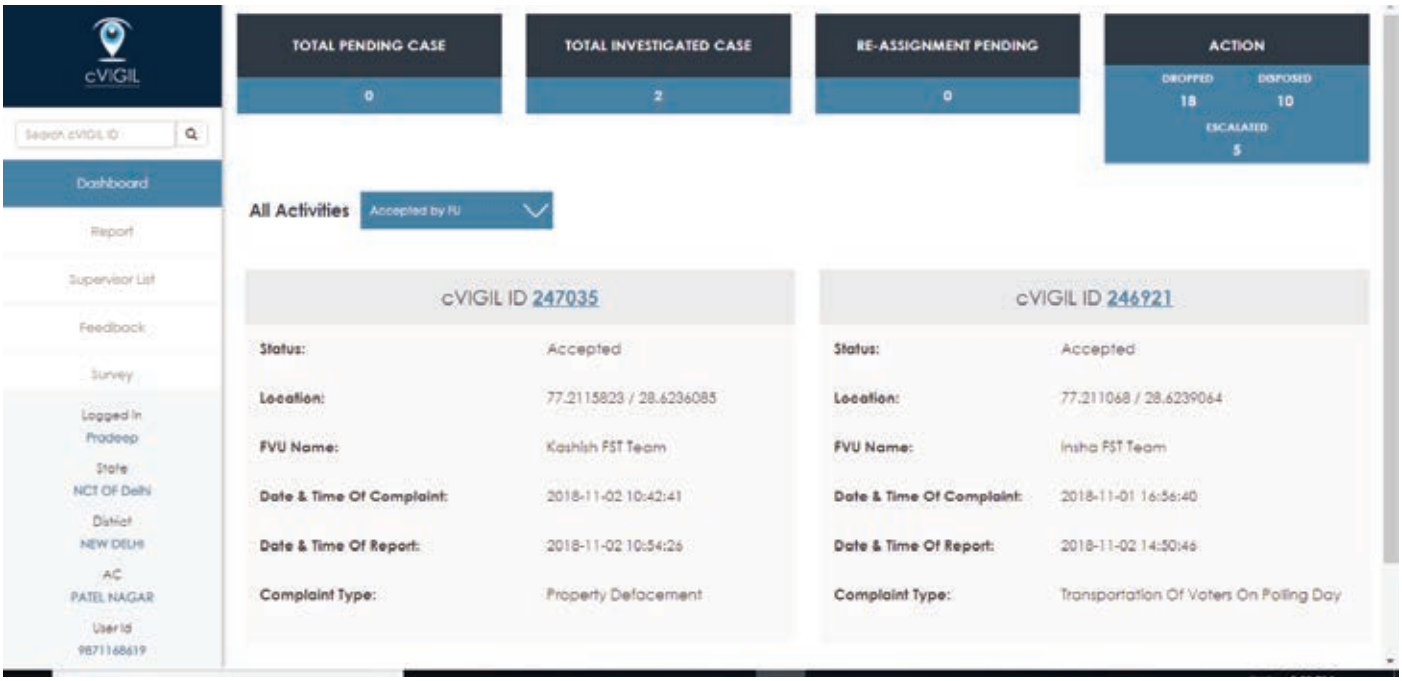
5.2. Rejected by FU

The details of all the cases which have been rejected by the Field Unit will be displayed on the 'Rejected By FU' screen.



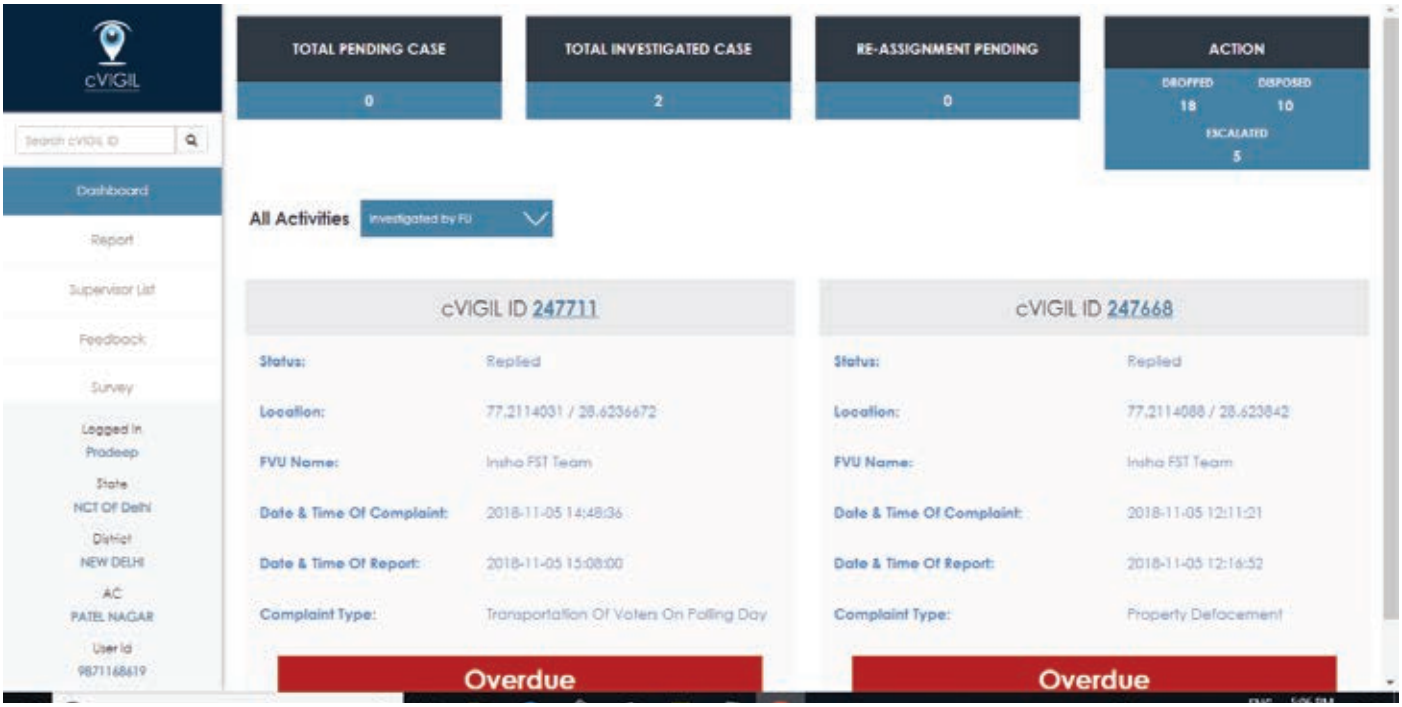
5.3. Accepted by FU

If the Field Unit has accepted a case then it will appear on the Accepted By FU screen, as depicted in the below screenshot.

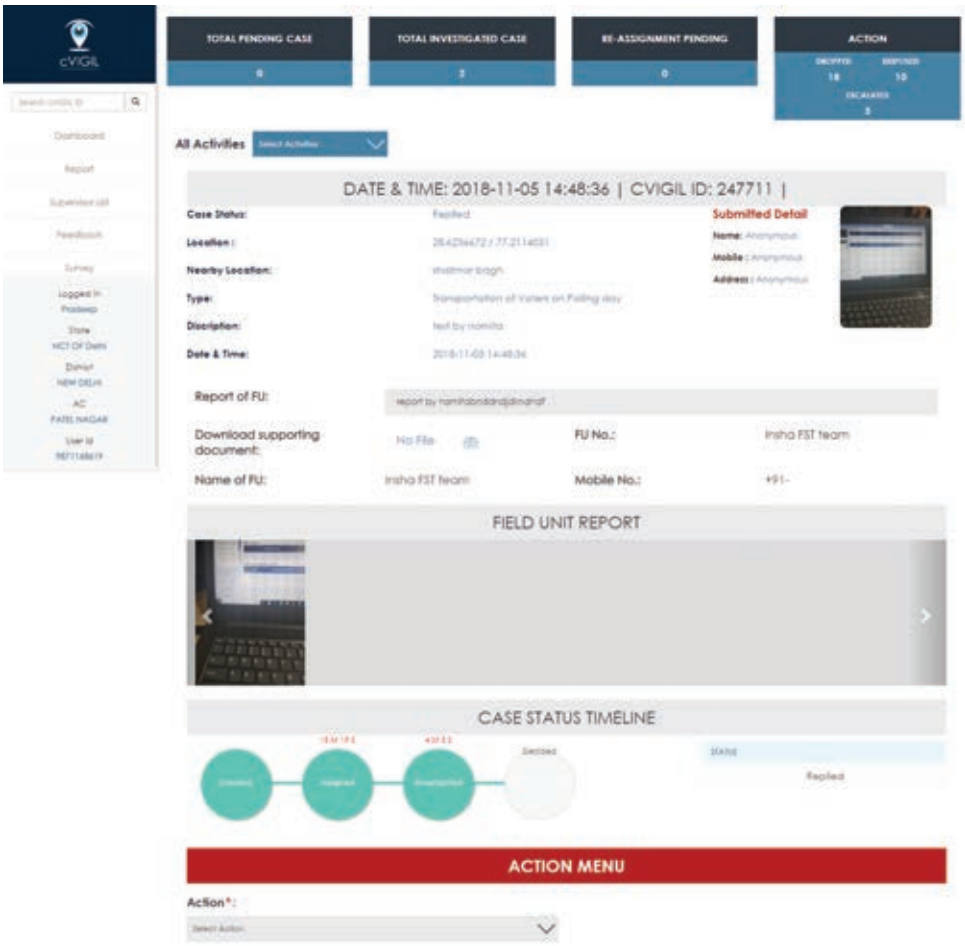


5.4. Investigated by FU

The cases which have been investigated by the Field Unit will appear on the 'Investigated By FU' screen as depicted below.

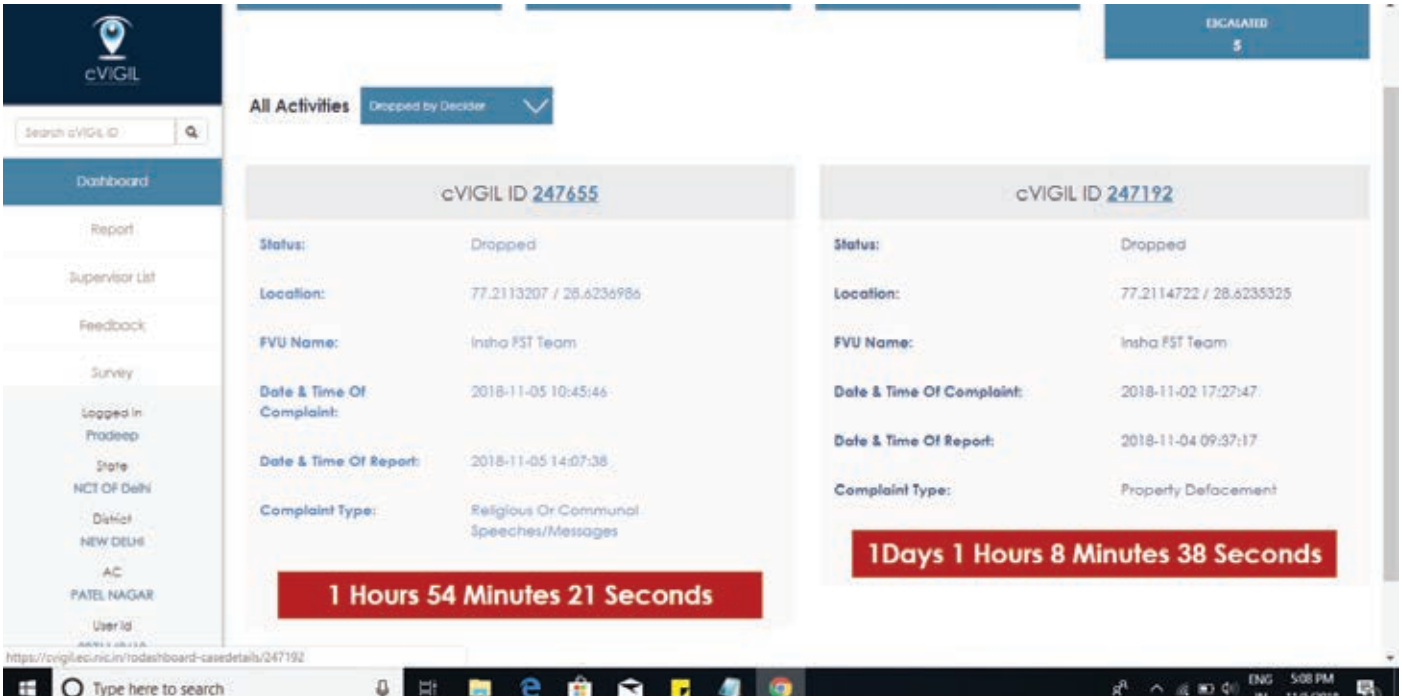


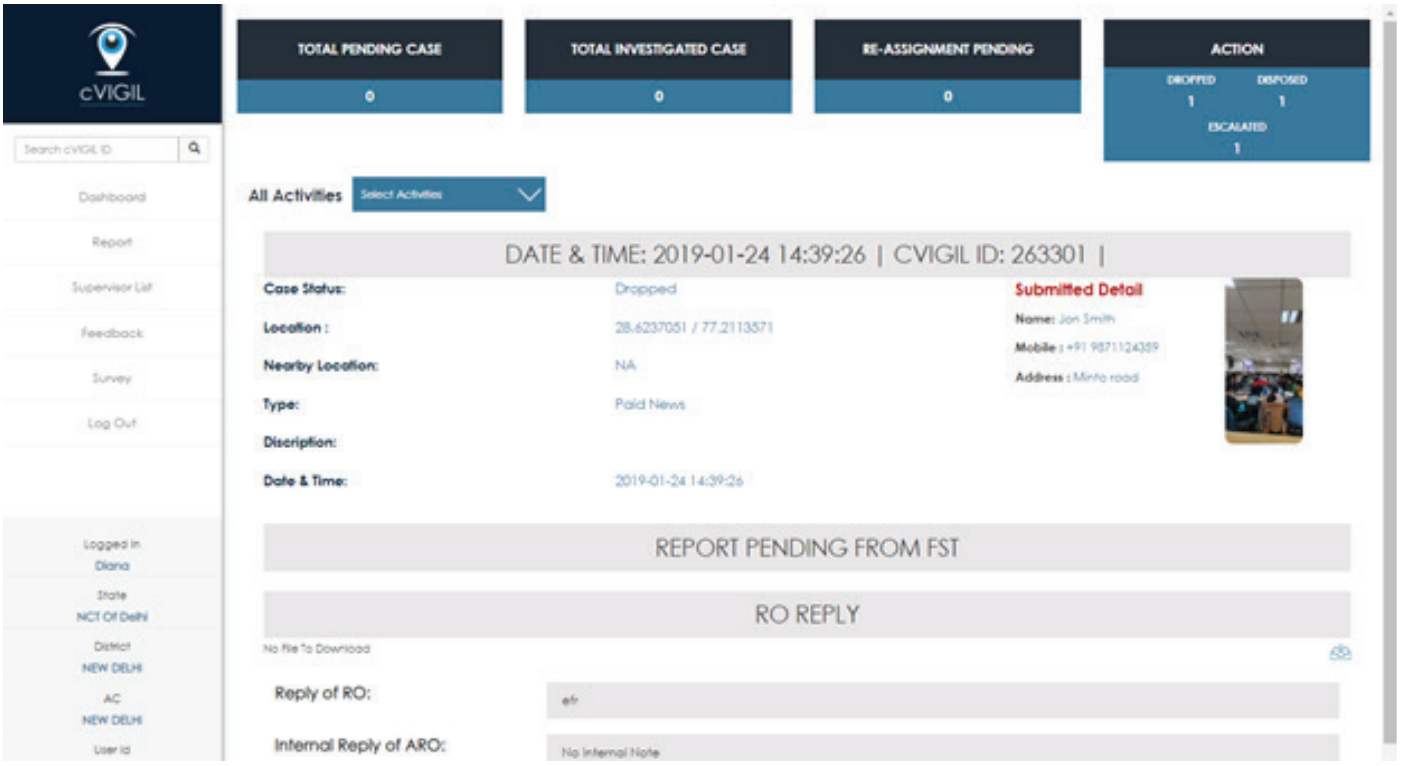
Upon clicking a particular case, below screen appears with timeline



5.5. Dropped by Decider

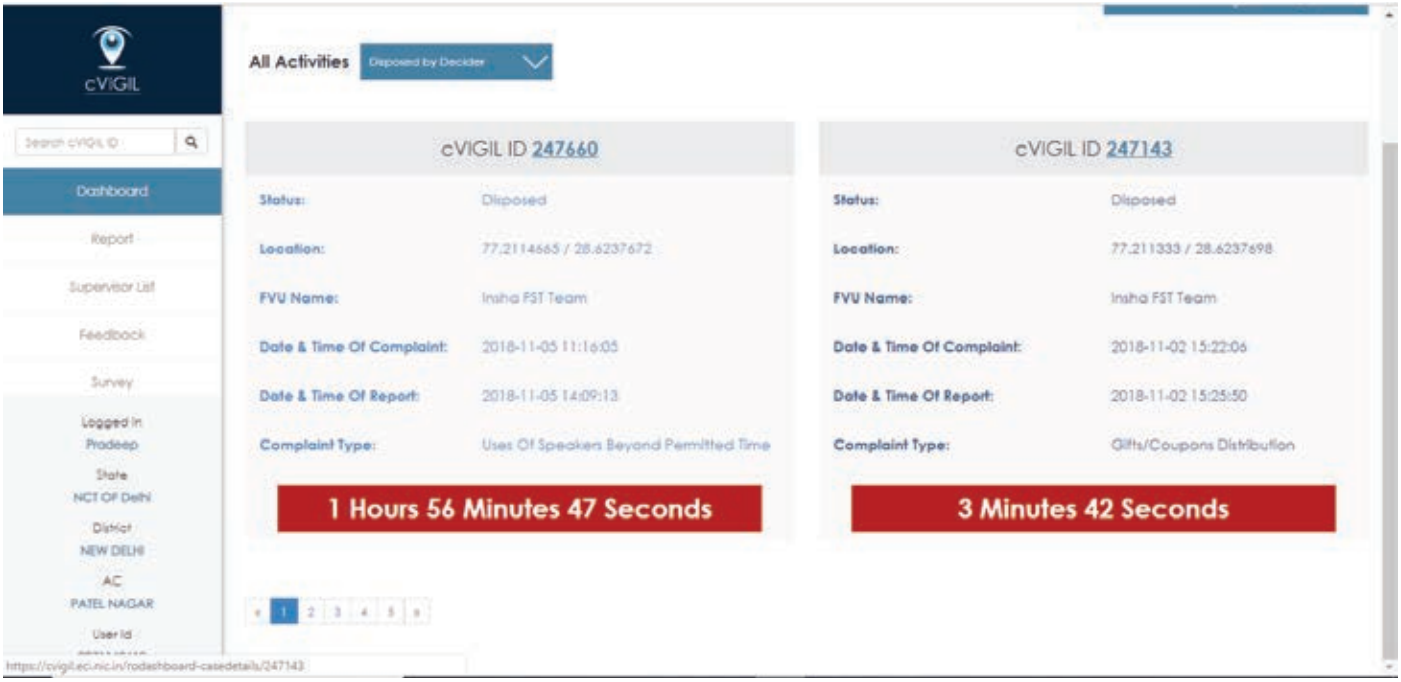
When the decider dropped the case after validating the case then it appears on the Dropped By Decider screen, as depicted in the below screenshot.

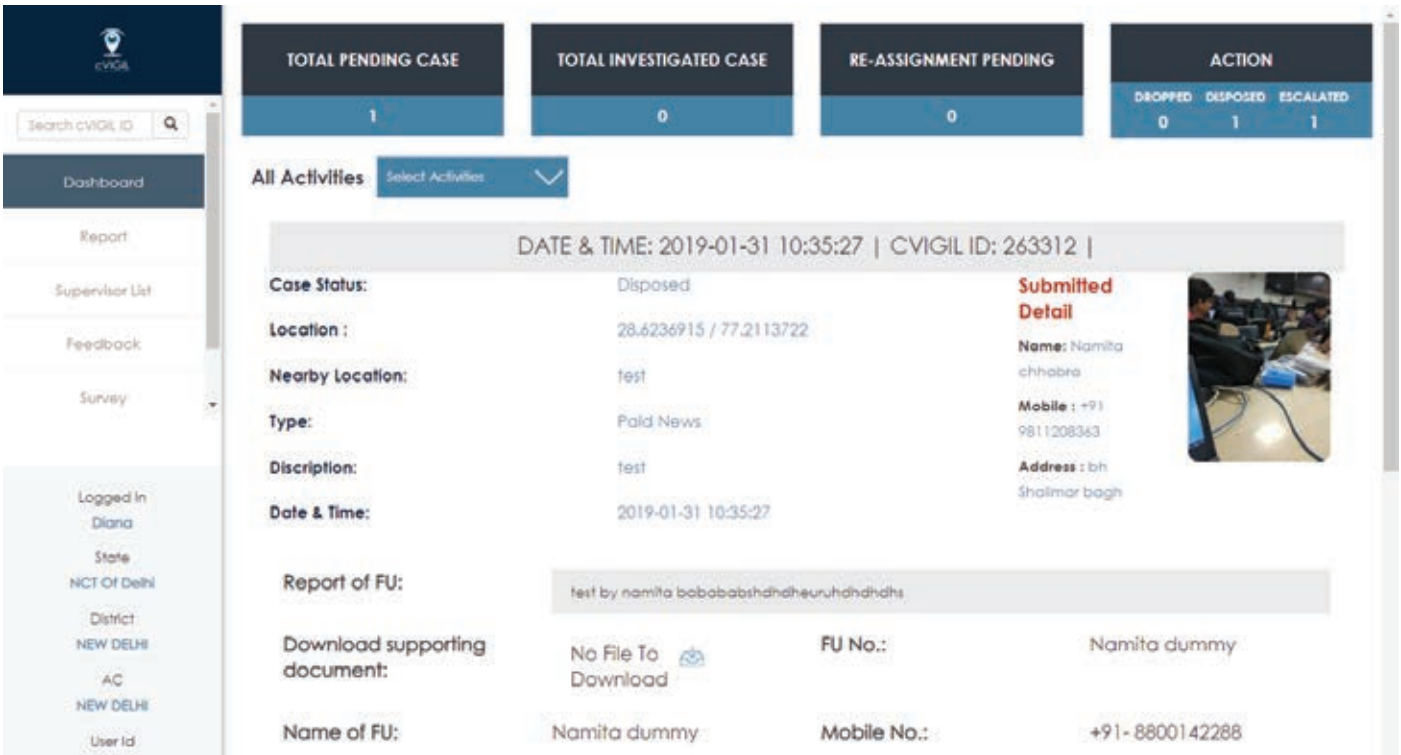


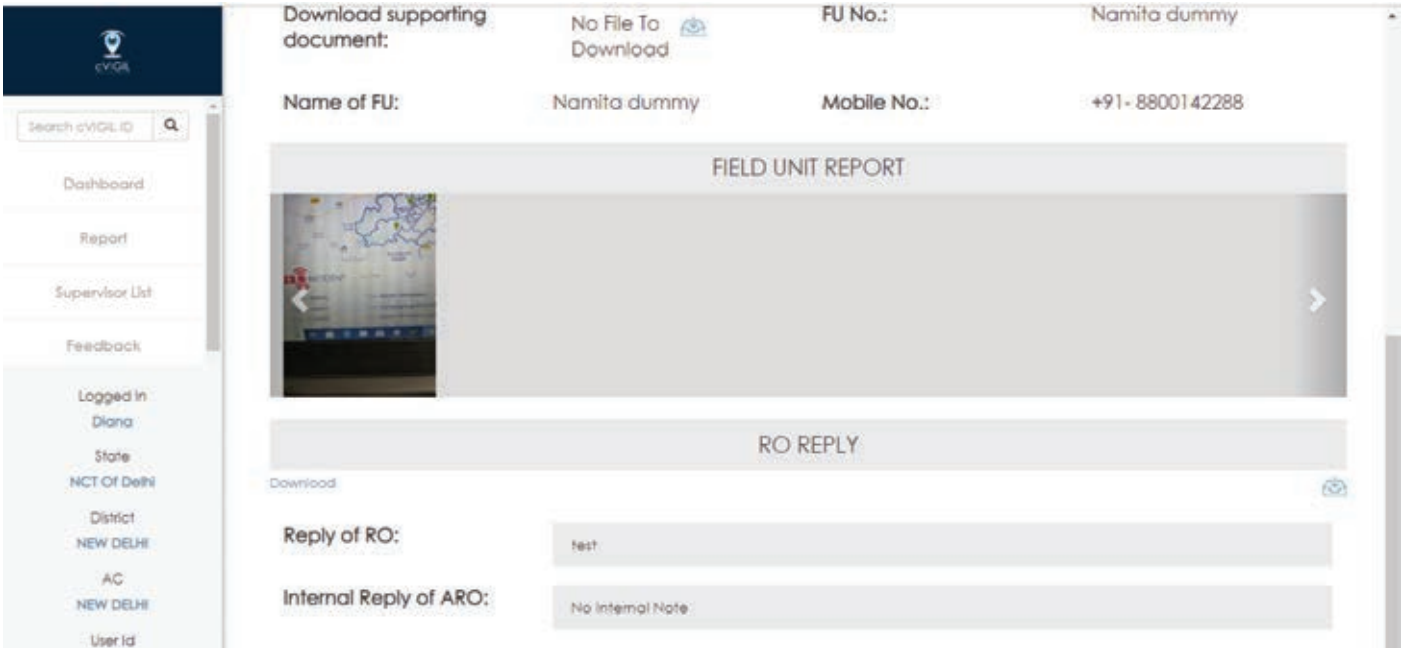


5.6. Disposed by Decider

When the decider disposed the case after validating the case then it appears on the Disposed By Decider screen, as depicted in the below screenshot.

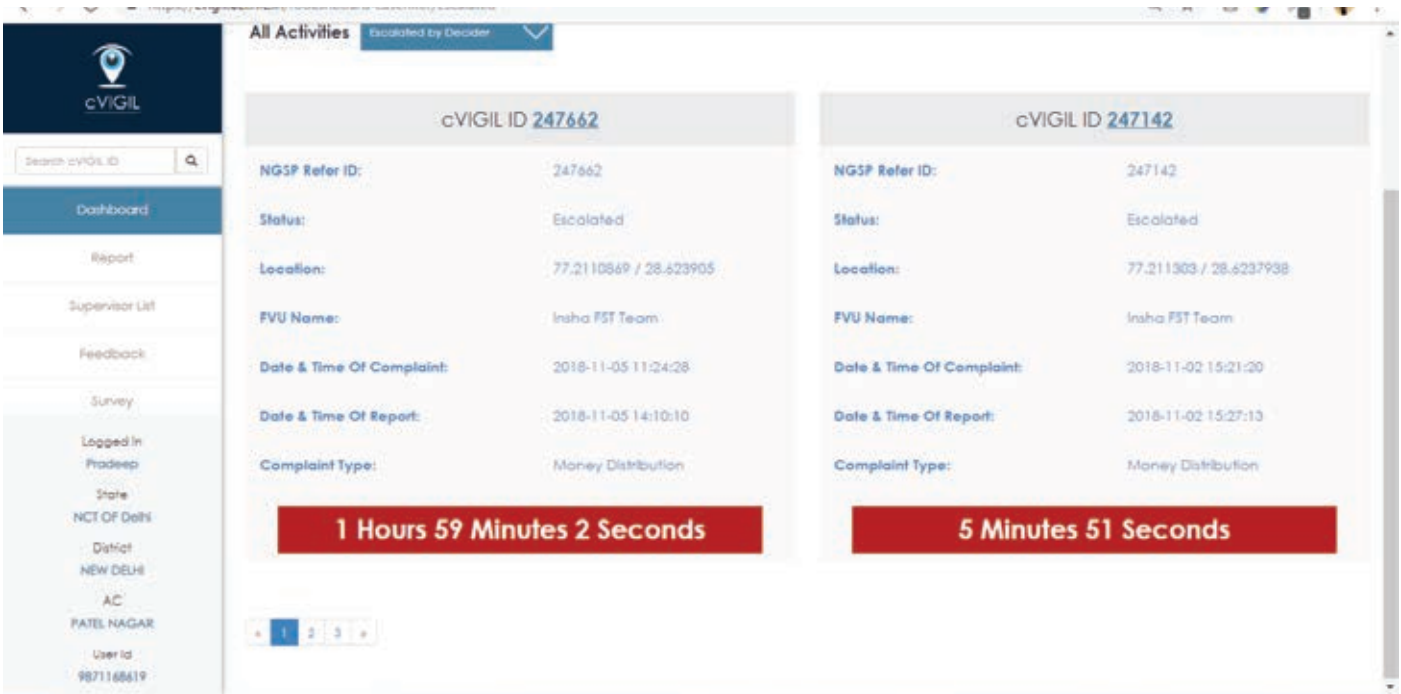


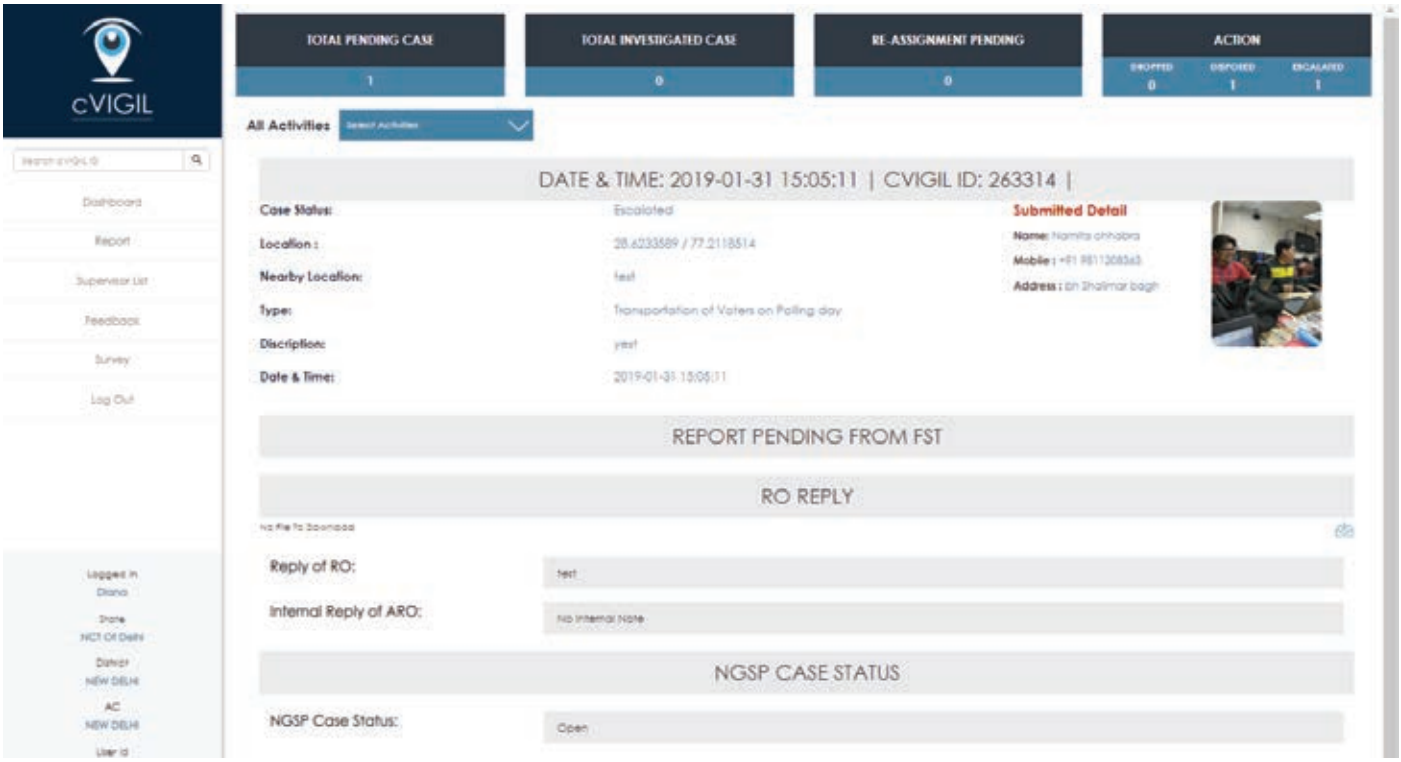




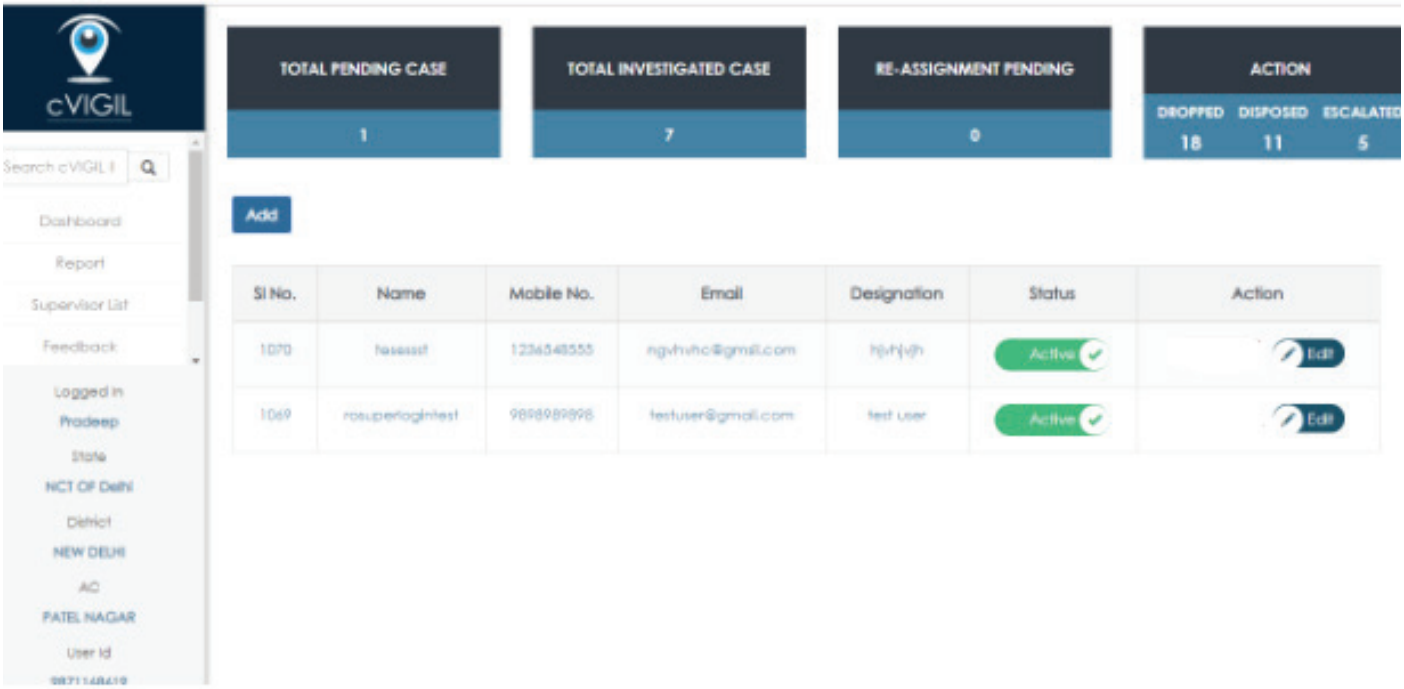
5.7. Escalated by Decider

The Escalated By Decider screen displays all the cases which have been escalated by the RO/ Decider and sent to NGSP for further inquiry.





6. Supervisor List

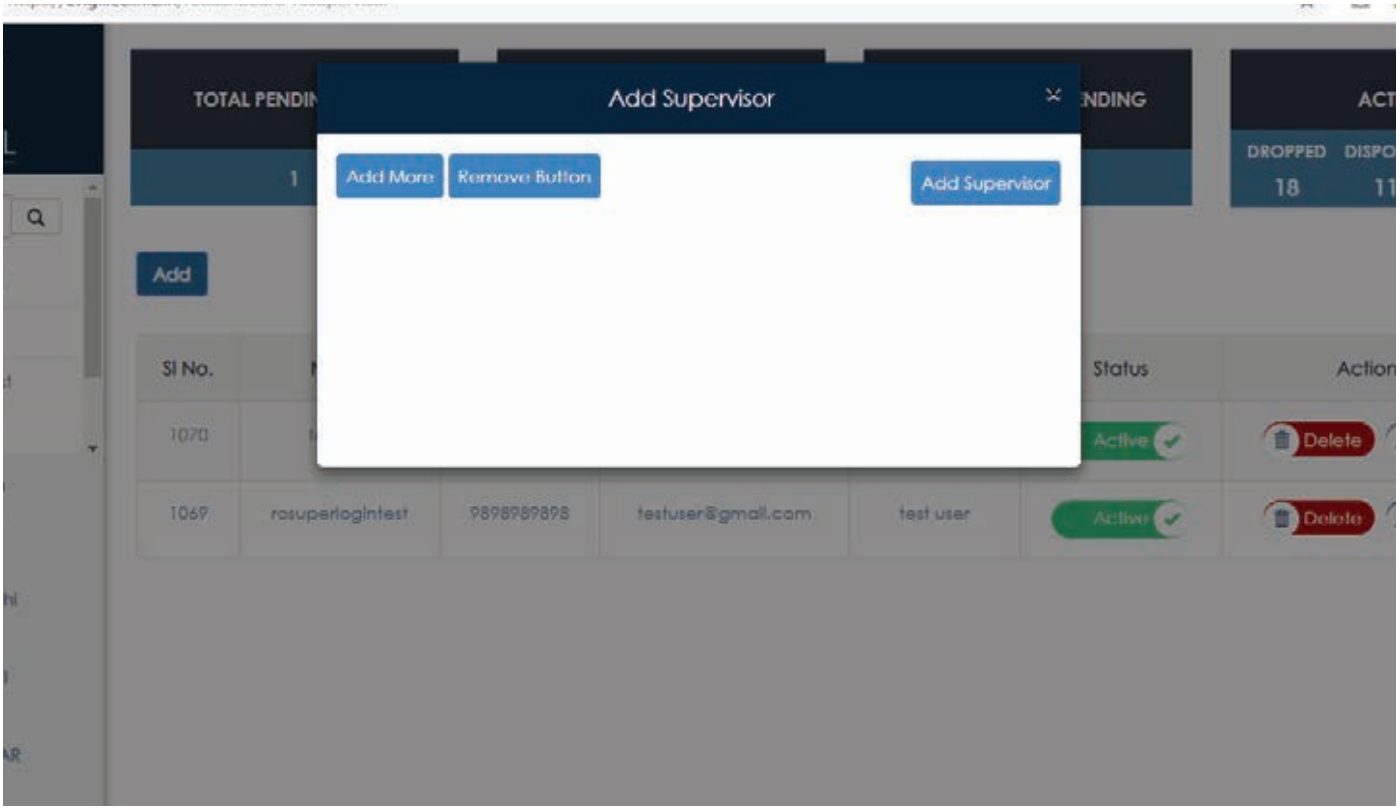


Lists of supervisors could be seen on the above screen. In case RO/ ARO wants a dedicated person to perform the tasks on his behalf then he/ she can create a supervisor.

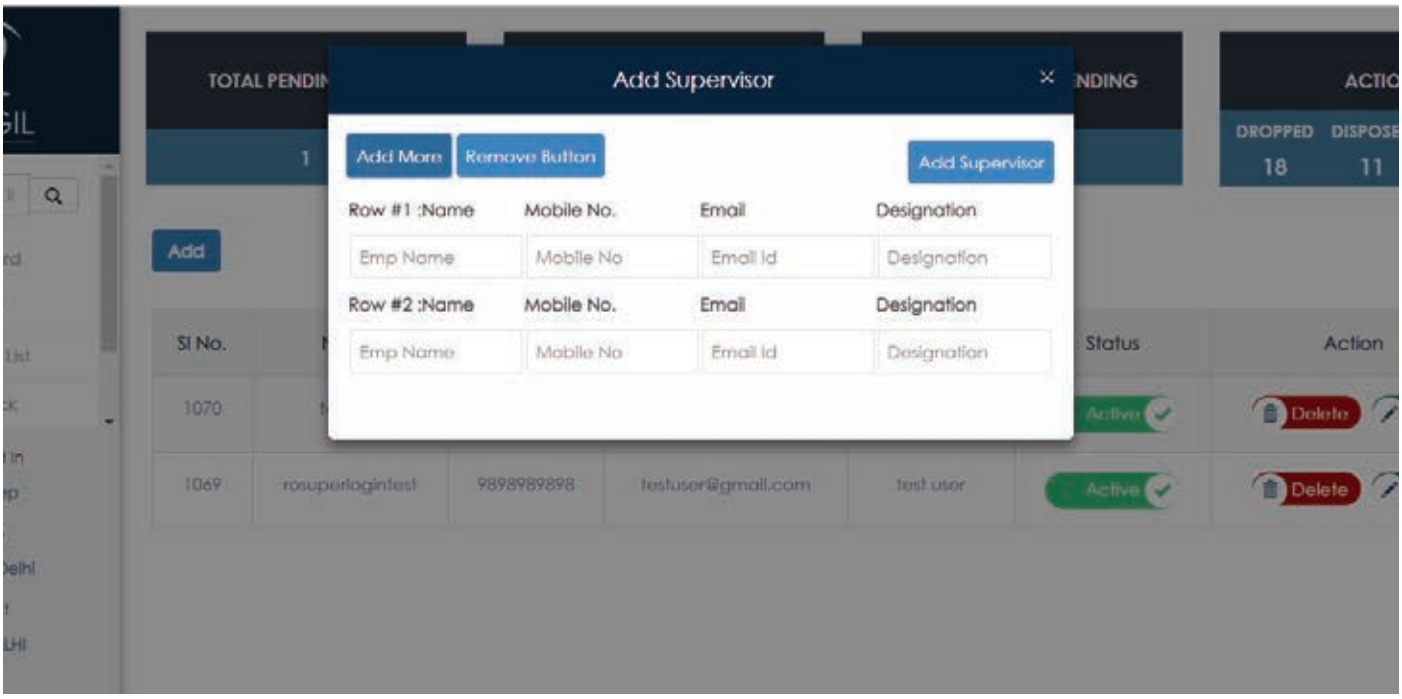
6.1 Add Supervisor

- Tap on Add button to add supervisors in to the lists.

Once you click on Add Supervisor, you will be directed below given window.

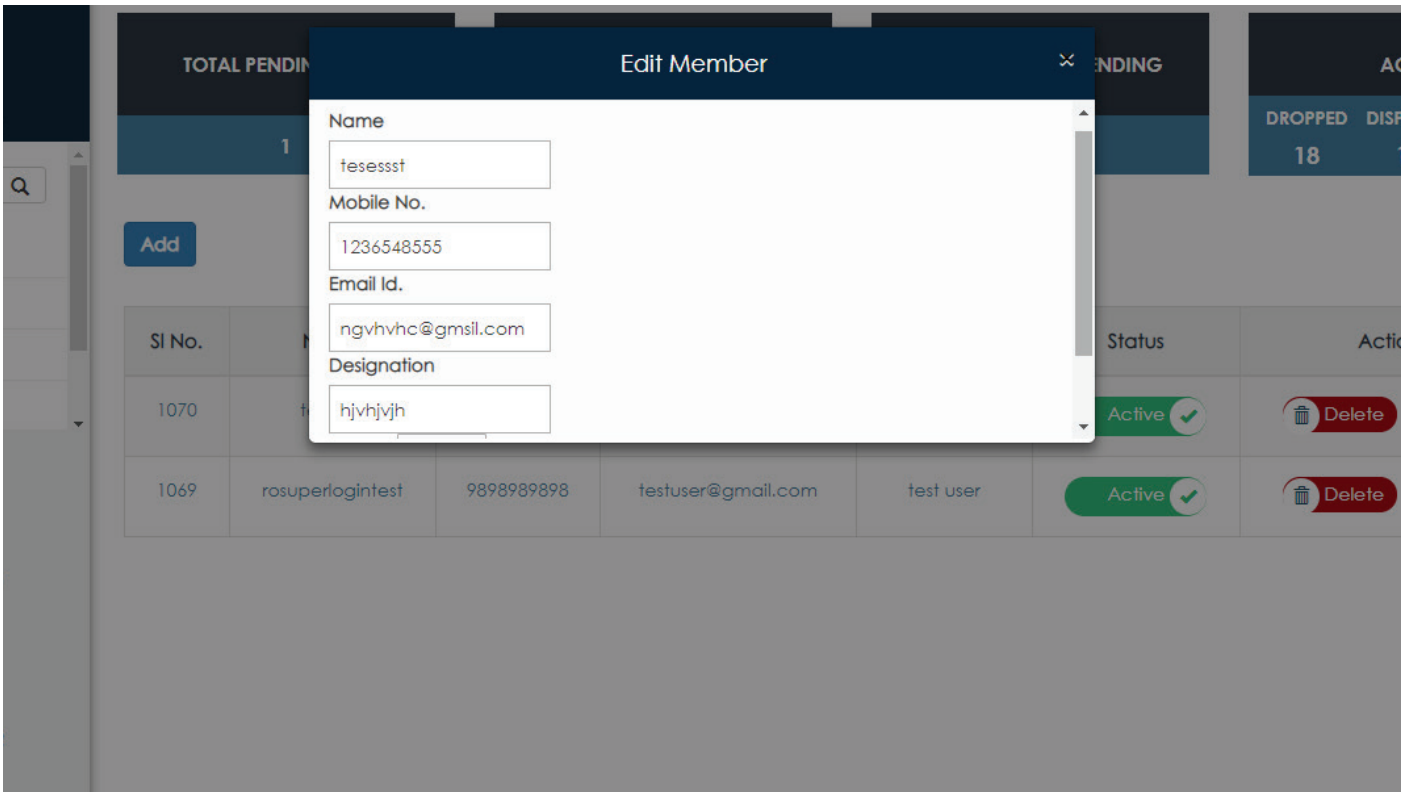


Once you click on Add More, you will be directed to below screen containing Name, Mobile Number, Email Id & Designation. You also have an option to add more & remove supervisor from the lists.



6.2 Edit Supervisor

You also have an option to edit members as depicted in the below screenshot. You can edit all the details such as name, mobile number, email id and designation.

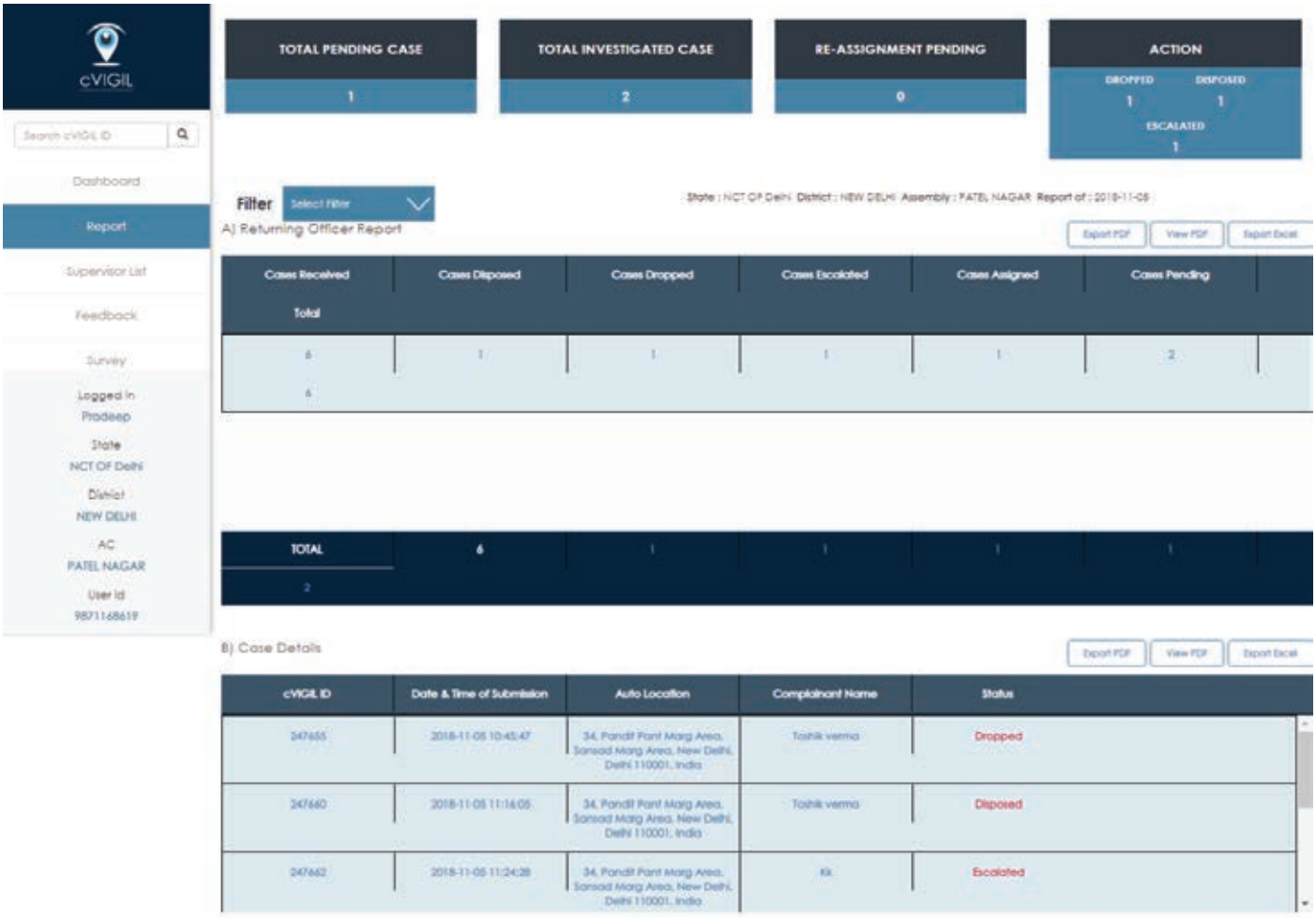


7. Report

7.1 Returning Officer Report

Returning Officer report consists of Cases Received, Disposed, Dropped, Escalated, Case Assigned & Pending. You will find a filter option to select your choice of report to view. You can view Today, Yesterday, This week, Last week, This Month, Last Month, Total Report.

Also, you may export PDF & Excel as per your choice



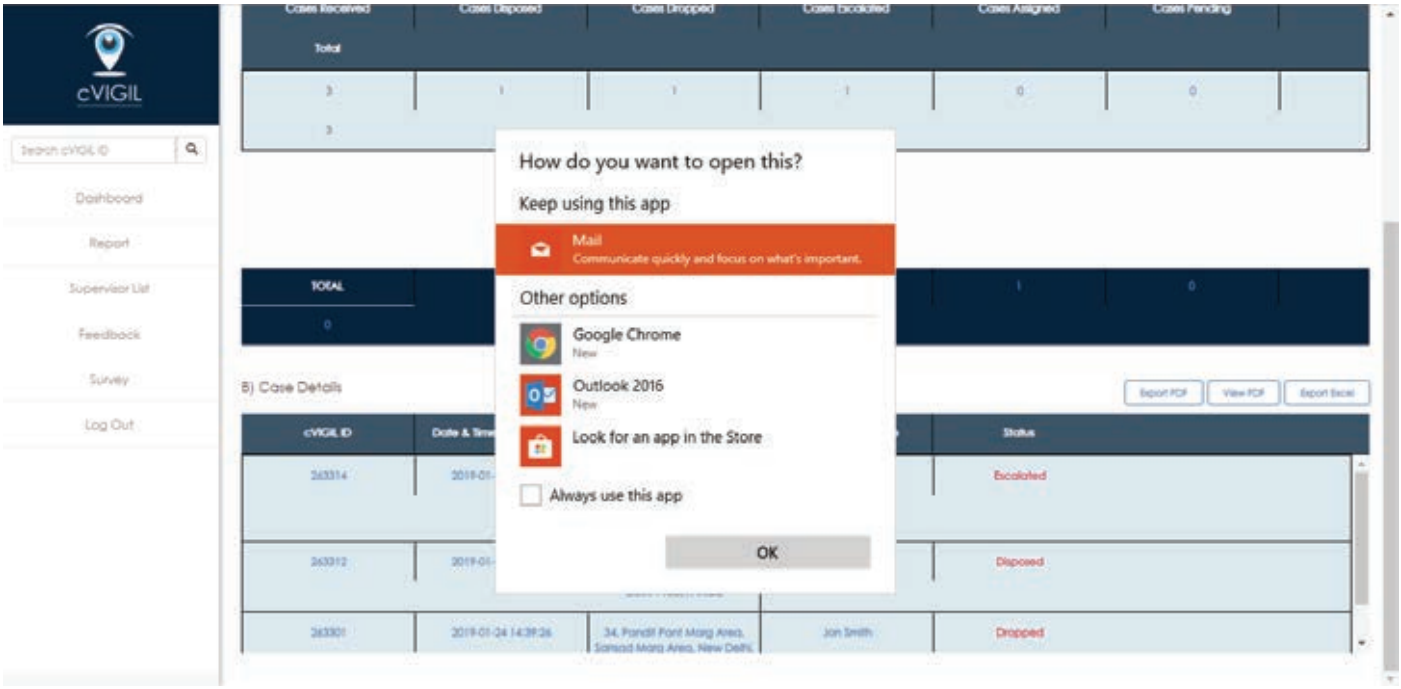
7.2 Case Details

Case Details report consists of cVIGIL ID, Date & Time of Submission, Auto Location, Complainant Name, Status. You will find a filter option to select your choice of report to view. You can view Today, Yesterday, This week, Last week, Total Report.

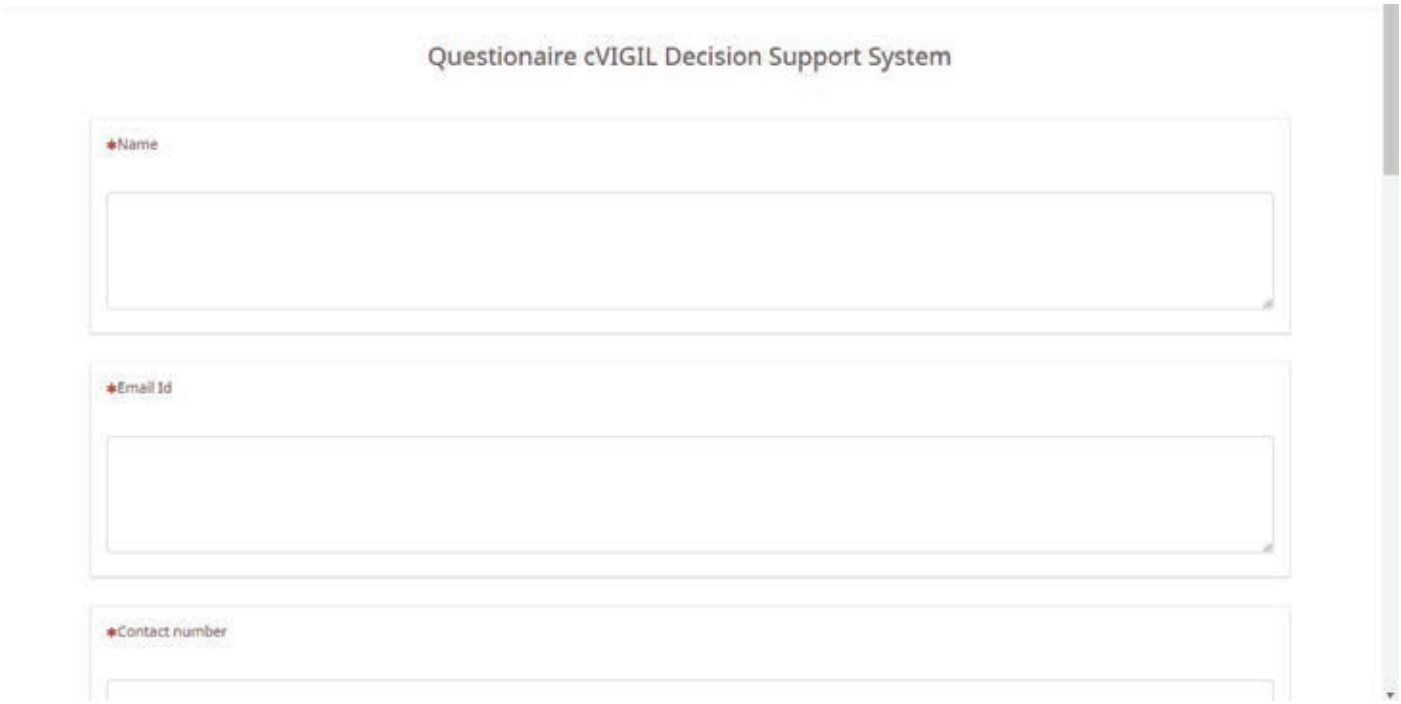
Also, you may export PDF & Excel as per your choice.

8. Feedback

As this web application has been recently developed and deployed for the first time in the upcoming election. Therefore there is potential for further improvement in the application. Therefore we would like to take feedback,usage,ease of use,features and any bugs which the user of this app may face.



You also have an option to fill the survey form and provide us your valuable feedback about the usage, features and functionalities of application.



User Guide
cVIGIL Monitor
Mobile Application

1. Overview

cVIGIL Monitor allows CEO, DEO and ECI officials, authorised by Election Commission of India, to see MCC / Expenditure violation complaints/cases directly on their mobile devices. After a complaint on breach of model code of conduct (MCC) / Expenditure Violations is lodged by a vigilant citizen, it comes to the notice of DEO who assigns it to a Field Unit.CEO has access to state complaints, DEO has access to district complaints and ECI officials can view complaints from all over India.They have the option to mark the case as Urgent Case, Early Resolution Needed, Extensive Enquiry, VIP Case & then Tap on Highlight. They can also emphasize on particular incident and emphasize count is visible to them.

cVIGIL Monitor is only used during election period that commences from the date of announcement of election.

2. Downloading & Installation

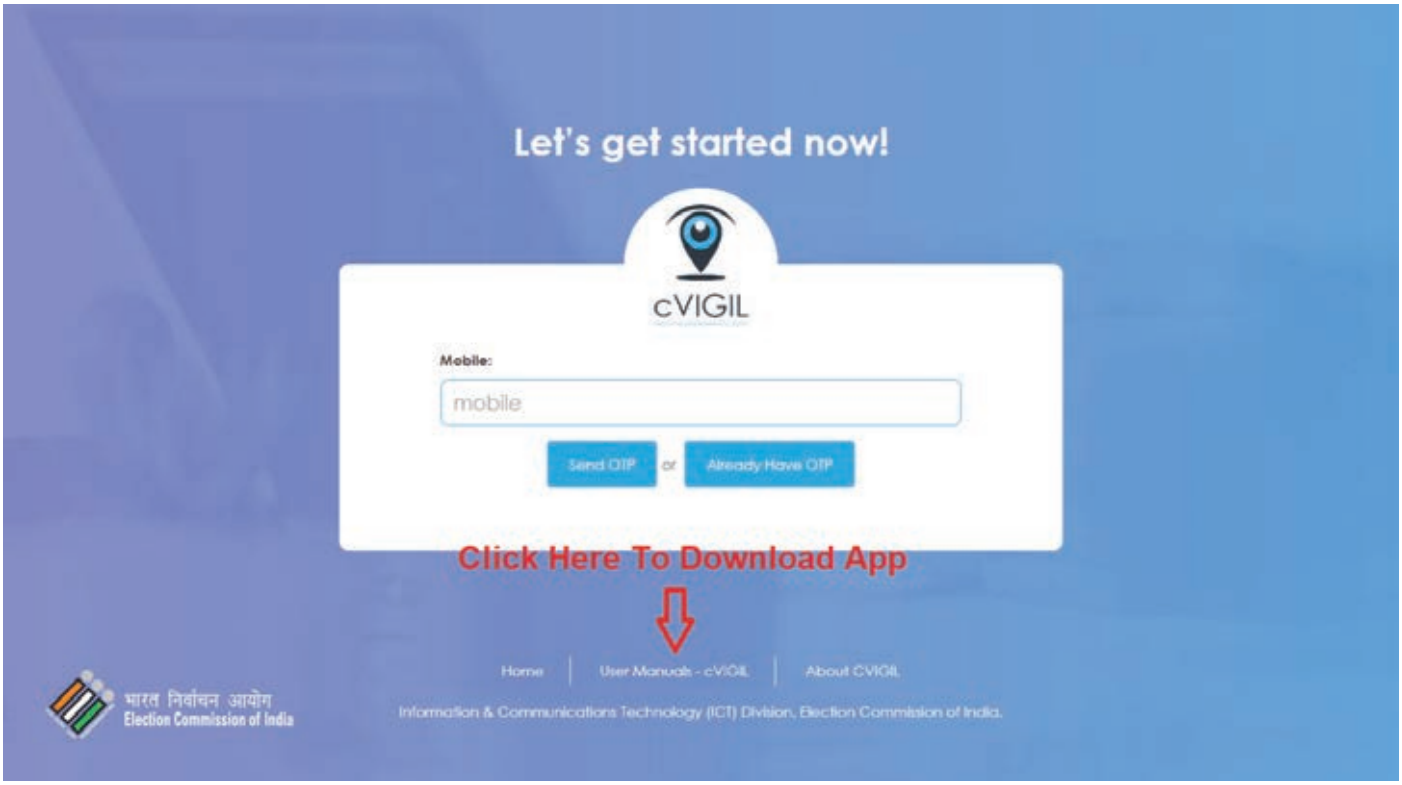
2.1. Download The App:

The cVIGIL Monitor App has been designed for the use of ECI Officials only, which is why it is not available on the Google Play Store for the citizens. The citizens only requires the cVIGIL citizen app, which is available online, to register their complaints related to MCC/ Expenditure violations. The user can download the app using the link available on official website i.e. **https://cvigil.eci.gov.in** and login to proceed further.

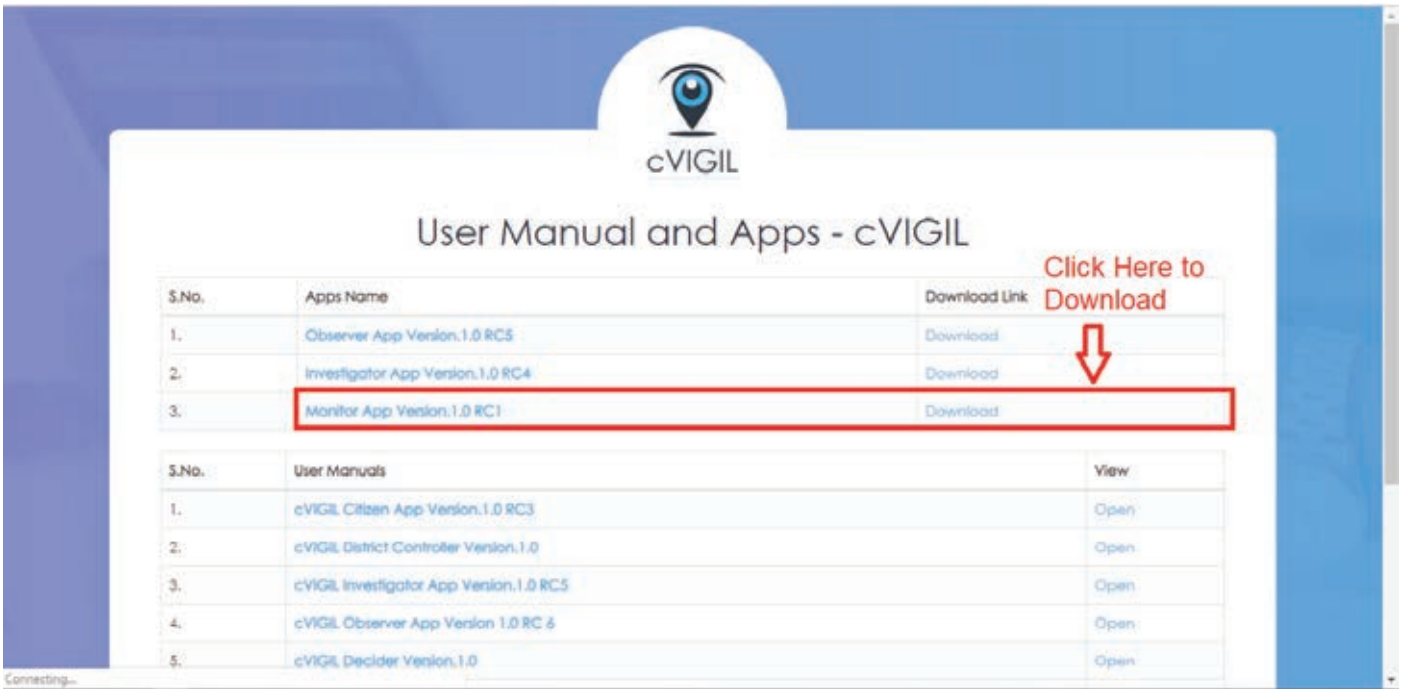
Note: This application is compatible with 4.1 (Jelly Bean) and above Android version device. The application should have access to the high speed internet connection and GPS should be enabled.

Process to Download the Monitor App:

Visit the link **https://cvigil.eci.gov.in/**, received on registered mobile number.



- Click on “User Manuals - cVIGIL” option available at the bottom of the screen.
- Select the app from the list and then click on Download button.



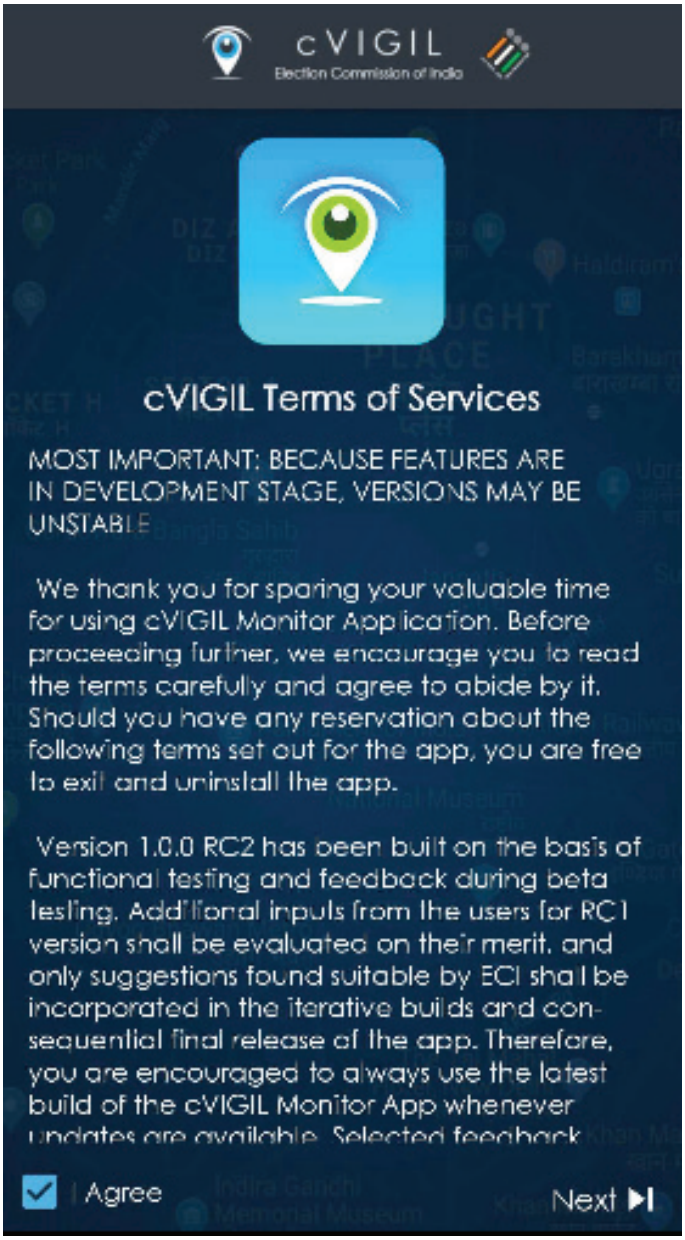
- Further, you need to Tap on Download APK, to start the download.
- Now, wait until the download is finished.

2.2. Installation

After the completion of download, the user can install and login to the application for the further use.

Process to Install the Application:

- Go to the Downloads folder on your device.
- Double click on the downloaded file and then tap on Install apk.
- Now, click on “I Agree” to accept the terms & conditions.
- After that, click on Allow button to give permissions to the app for using the Phone State, SMS and Location.



3.Signing In

Step 1: Enter your mobile number

Step 2: Tap on Send OTP(One time password)

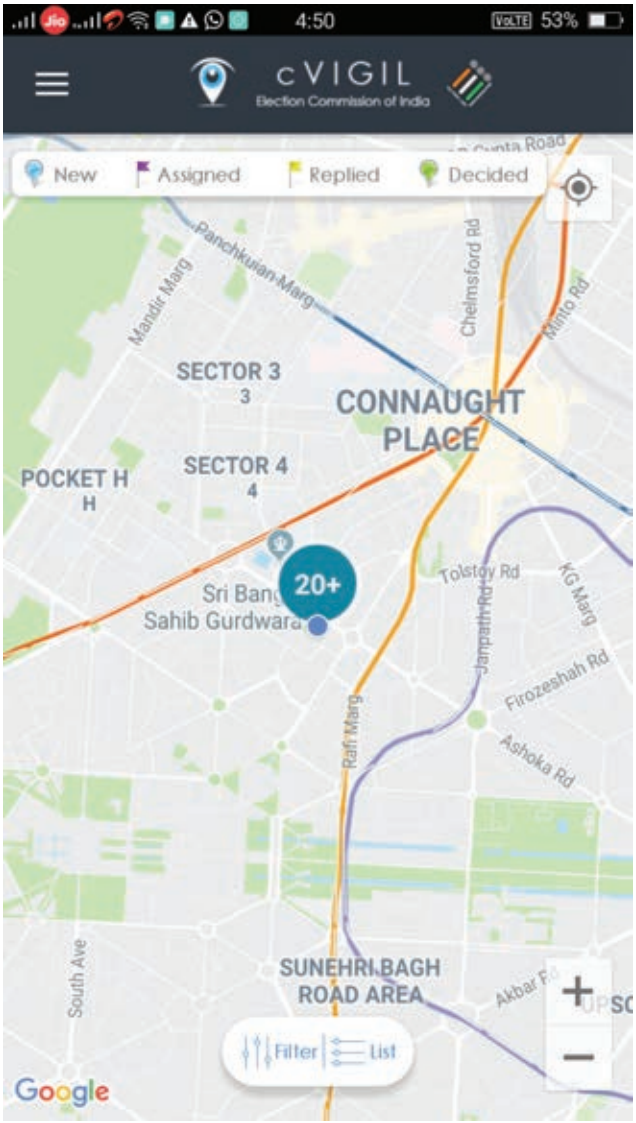
Step 3: To verify your account, enter the 4-digit OTP number sent on your mobile number.

4. Live Cases

Once you login to the app, you will be directed to the Live Case screen shown above wherein you will see separate flags for New, Assigned, Replied & Decided cases marked with Blue, Purple, Yellow & Green color respectively.

In the below screen, you will see 20 cases within the boundary.

The below screen shows cVIGIL Offence type along with date & time of receiving the complaint.



5. Case Details

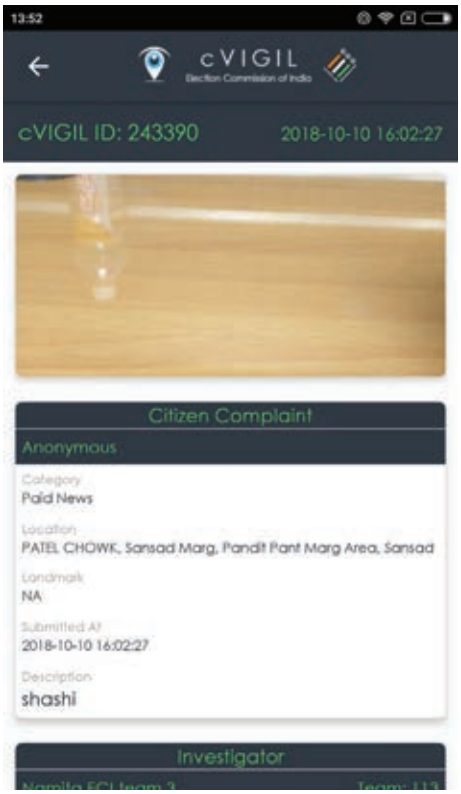
Above is an example of Case replied by Field Unit.

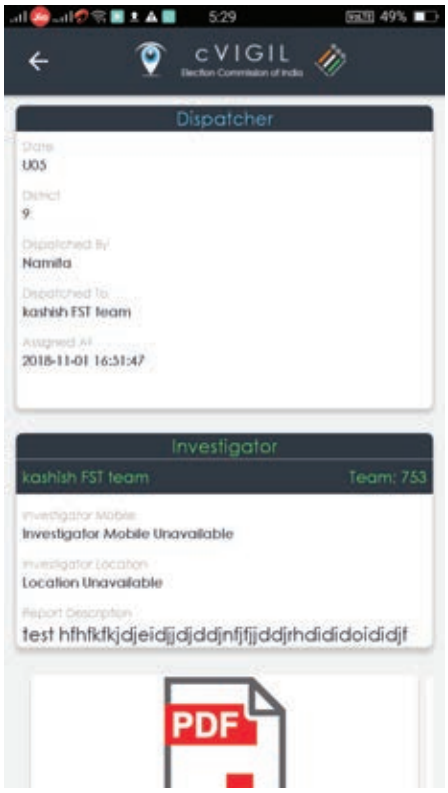
Case Details includes cVIGIL ID and Date & Time of Submission along with location, Landmark & Description.

This will also include District Controller & Investigator details including Team name & ID. Investigator Mobile, Location, Report Description.

You have the option to mark the case as Urgent Case, Early Resolution Needed, Extensive Enquiry, VIP Case & then Tap on Highlight.

This will highlight the case which can also be viewed on District Controller Dashboard & Decider Dashboard.





6. Case Listings

You also option to mark the case as **Urgent Case, Early Resolution Needed, Extensive Enquiry, VIP Case & then Tap on Highlight.**

Above screen shows Case Listings with cVIGIL ID & description of complaint

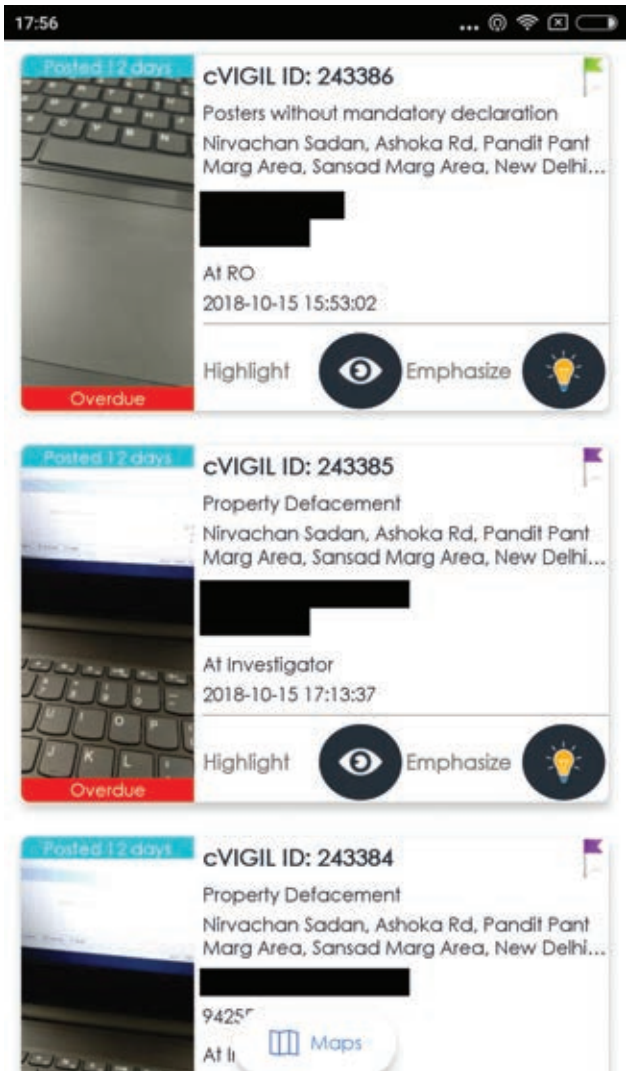
New: A new case is denoted by Blue marker.

Assigned: Cases which are assigned are denoted by Purple marker.

Replied: Replied cases by RO denoted by Yellow marker.

Decided: Case which are decided i.e, Returning Officer has taken decision, then will be denoted by Green Marker.

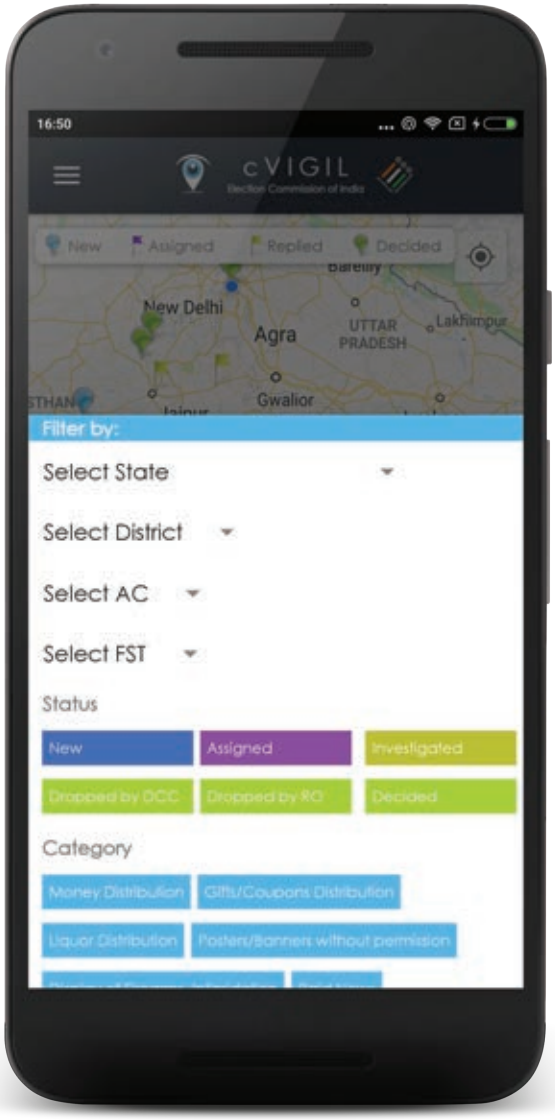
Note: You can also emphasize by clicking on emphasize icon on particular incident according to its urgency and emphasize count is visible to officials.



7. Case Filter

You may filter the cases as per your choice by certain categories provided above.

- If you logged in as ECI user, you will have an option to filter by State, District, AC also.
- If you logged in as CEO, you will have option to filter by District.
- If you logged in as DEO, you will have option to filter by AC.



User Guide
CEO Officials
cVIGIL Monitor Dashboard

1. Overview

CEO module will show the lists of all users with their District Name, AC Name, Role, Name, Mobile Number, Email Id.He/She can create DEO's,RO and CEO's users for respective districts and AC's. CEO can view category-wise,district-wise and performance reports CEO can apply filter on State and select to view complaint from a particular District. District Wise reports can be viewed by State CEO's. CEO also has ability to view Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month cases.

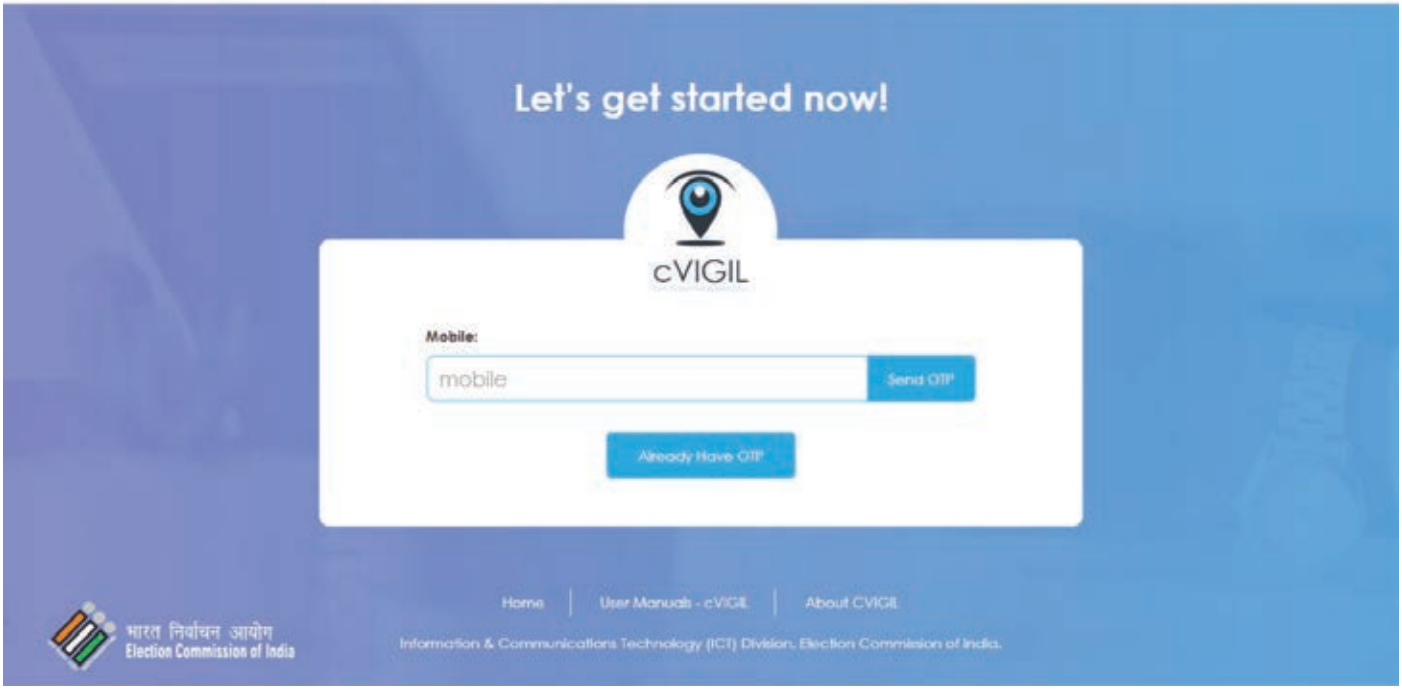
CEO can also view count of cases AC wise Pending at DCC, Dropped by DCC, Pending Investigation & Decision, Dropped by RO, Found correct cases by RO & their total count.

Also CEO can view citizen detail who reported maximum number of cvigil cases along with the count of cases found correct.
Insert the details from here

2. Signing In

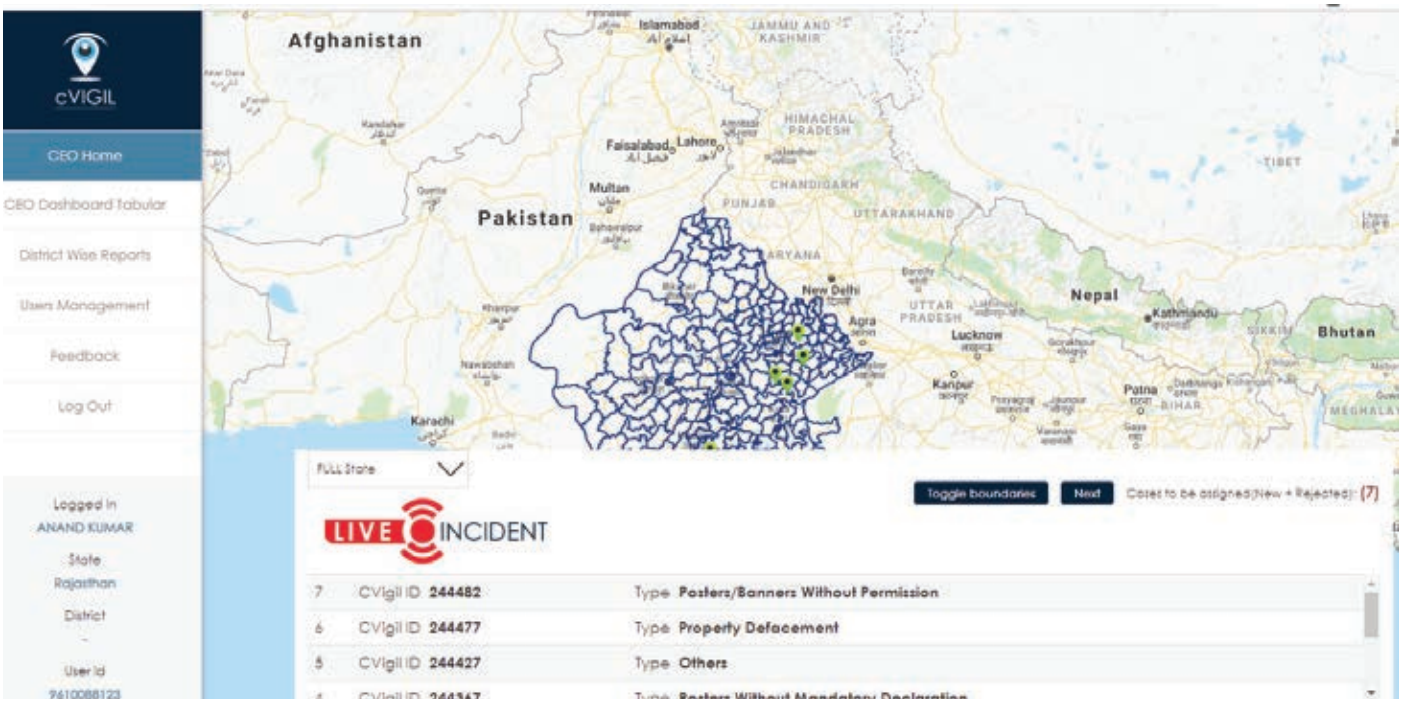
Step 1: Enter Mobile Number and click on Send OTP.
Step 2: Enter OTP received and proceed to the Dashboard.

Note: If you already have OTP, Tap on Already Have OTP to proceed further.



3. CEO Home

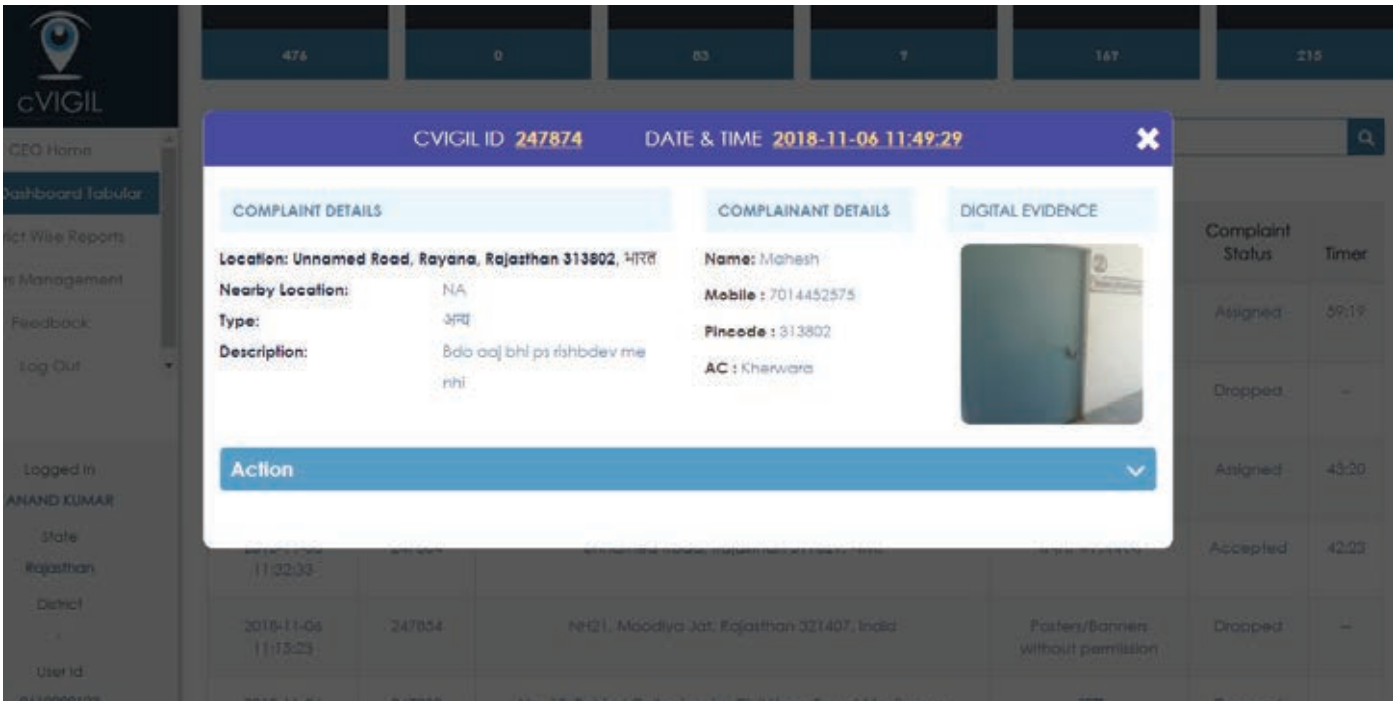
Once you login to the Dashboard, you will see list of Cases along with their category and Complaint Status. You also have the option to apply filter on State and, select to view complaint from a particular District.

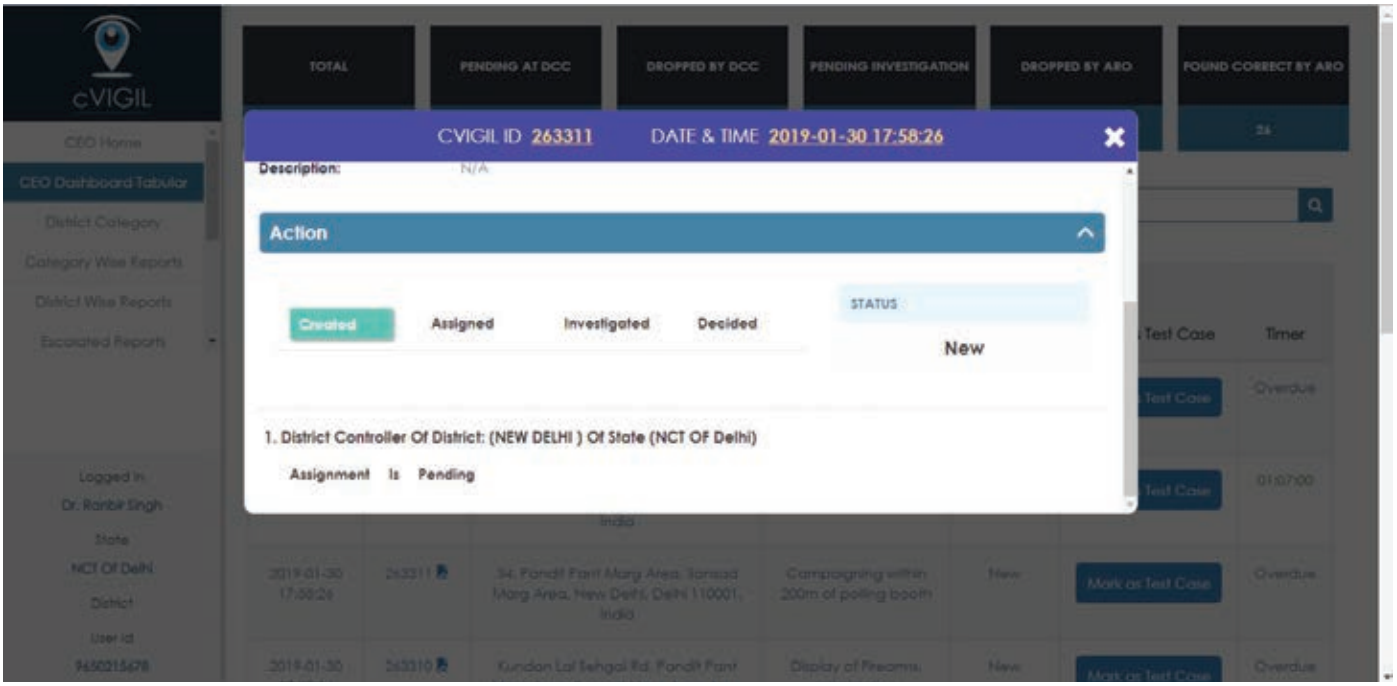


4. CEO Dashboard Tabular

You will have access to cVIGIL cases along with their Date & Time of receiving, cVIGIL ID, Address, Offence Type & Complaint & timer. Status. Lists of cases gets refreshed every 5 minutes. You also have the ability to mark the case as a test case, if required.

Further, you have an option to select Case type such as New, Assigned, Accepted, Rejected, Disposed, Investigated, Dropped & Escalated and view them specifically.



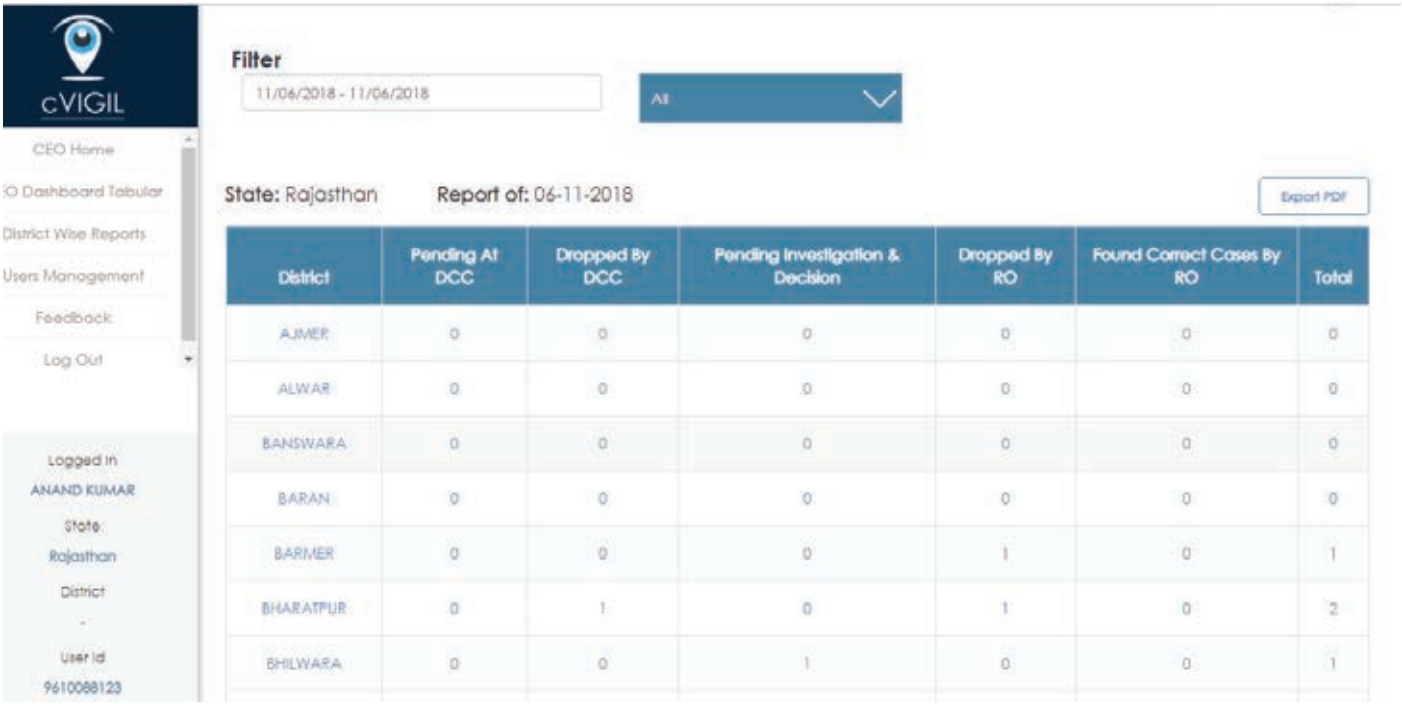


5. District Wise Reports

These District Wise reports can be viewed by State CEO's. You have an option to select Filter type i.e, Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month.

In above screen, we have selected Today's Filter and would like to view report of your state.
We will see count of cases AC wise Pending at DCC, Dropped by DCC, Pending Investigation & Decision, Dropped by RO, Found correct cases by RO & their total count.

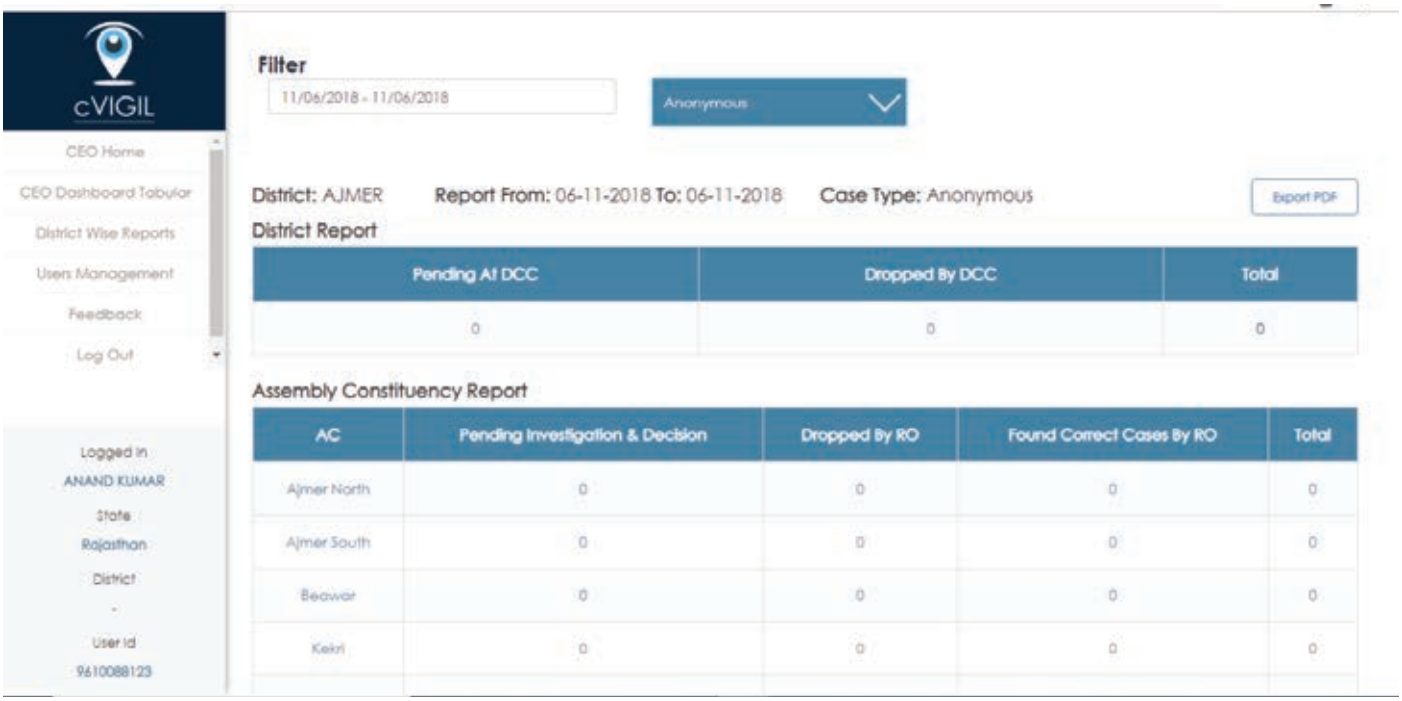
Once you select a particular district, below screen appears with the District name & duration of report and AC wise report from the district.



5.1 Anonymous & Logged In

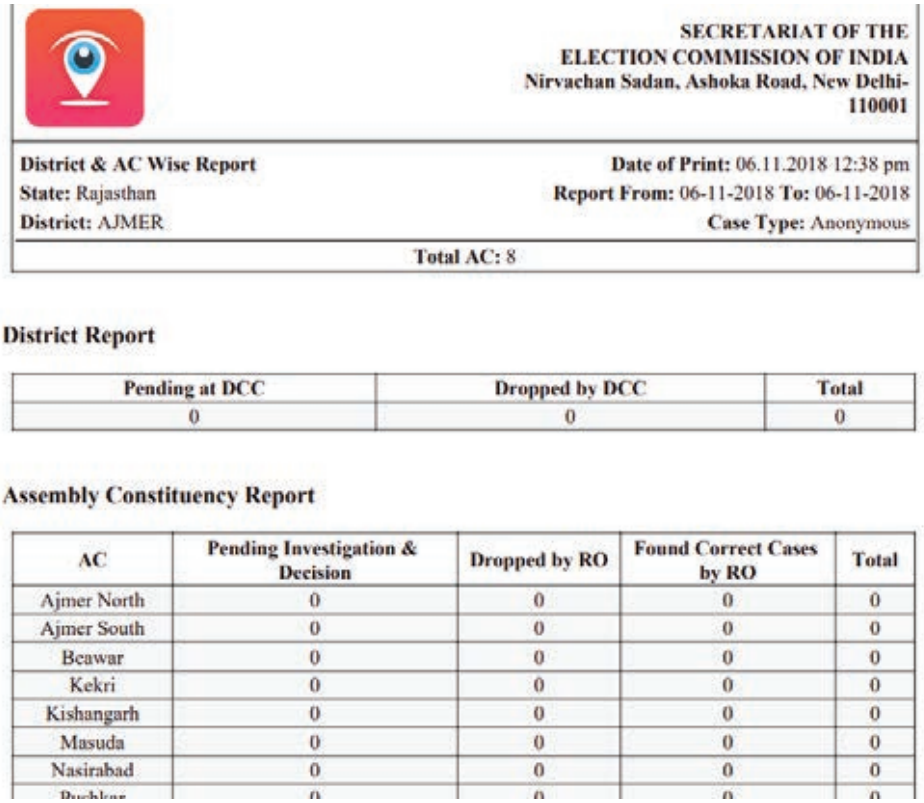
You have an option to select cVIGIL Cases for Anonymous & Logged In user. Just apply filter and view accordingly.

In above screen, we have filtered AC wise report for anonymous user.



5.2 Report PDF

Once you have viewed cVIGIL Reports, you can export it to PDF by tapping on Export PDF button.



SECRETARIAT OF THE
ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001

District & AC Wise Report
State: Rajasthan
District: AJMER

Date of Print: 06.11.2018 12:38 pm
Report From: 06-11-2018 **To:** 06-11-2018
Case Type: Anonymous

Total AC: 8

District Report

Pending at DCC	Dropped by DCC	Total
0	0	0

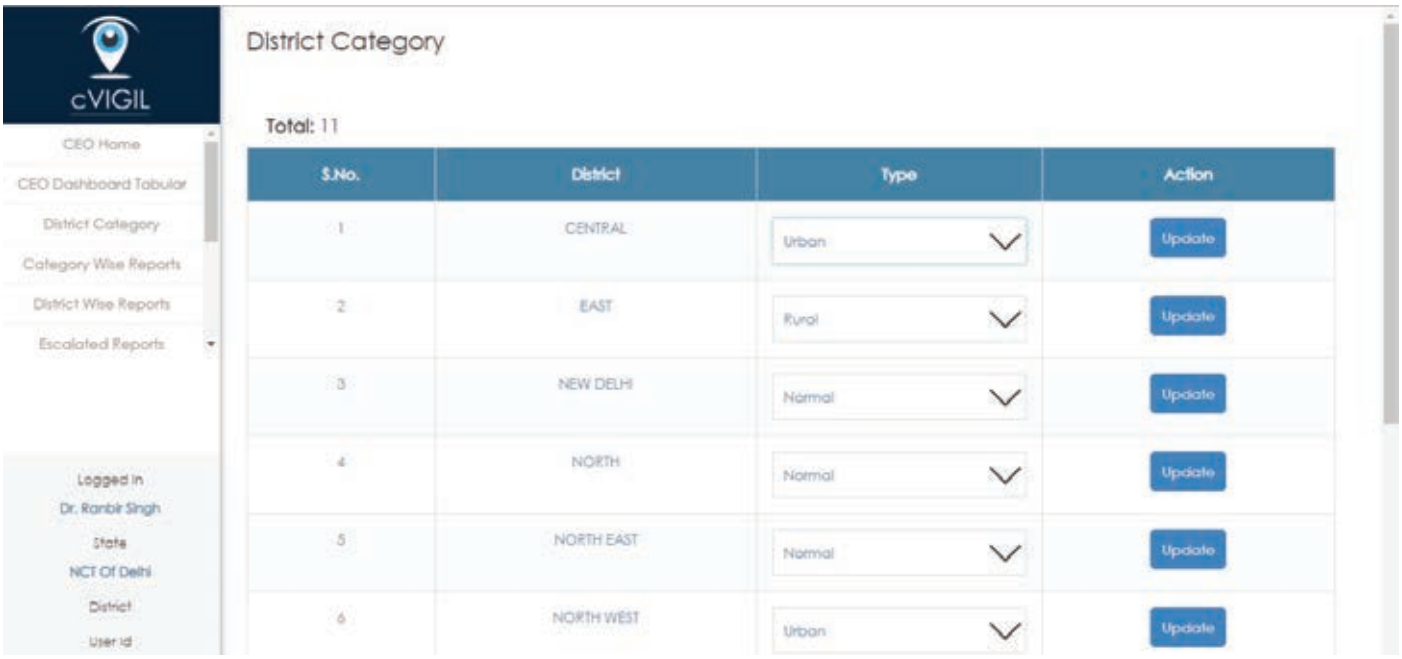
Assembly Constituency Report

AC	Pending Investigation & Decision	Dropped by RO	Found Correct Cases by RO	Total
Ajmer North	0	0	0	0
Ajmer South	0	0	0	0
Beawar	0	0	0	0
Kekri	0	0	0	0
Kishangarh	0	0	0	0
Masuda	0	0	0	0
Nasirabad	0	0	0	0

6. District Category

You have the ability to configure District category(Normal/Rural/Urban)

- Click on District category from the left menu.
- Select one of the status for each district for your state.
- Click on Save.



7. User Management

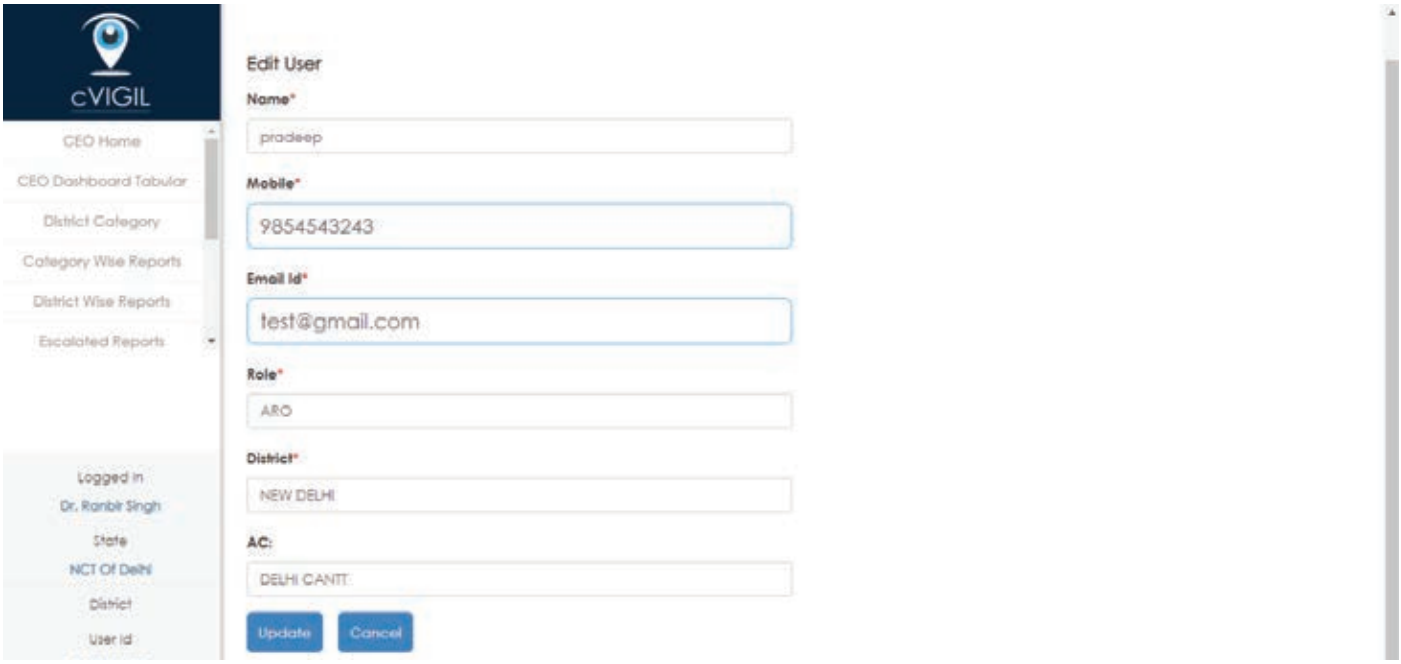
User Management will show the lists of all users with their District Name, AC Name, Role, Name, Mobile Number, Email Id.

Also, you may tap on export pdf to download the excel file containing list of all users. Filter the lists using District & AC.

If you wish to edit any detail, you may do it by clicking on Action. This will take you to the screen below.

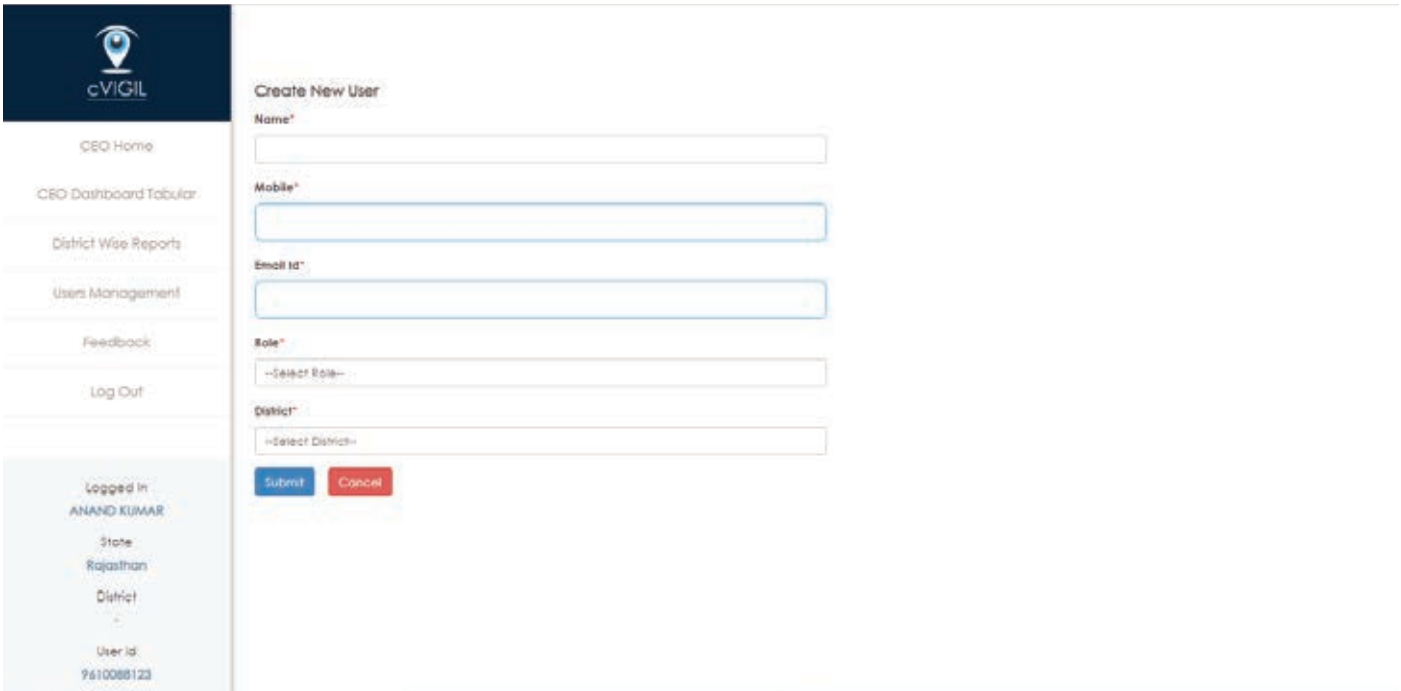
7.1 Edit Users

You may edit Name, Mobile, Email Id, Role, District, AC, by clicking on the available edit button and then click on Update.



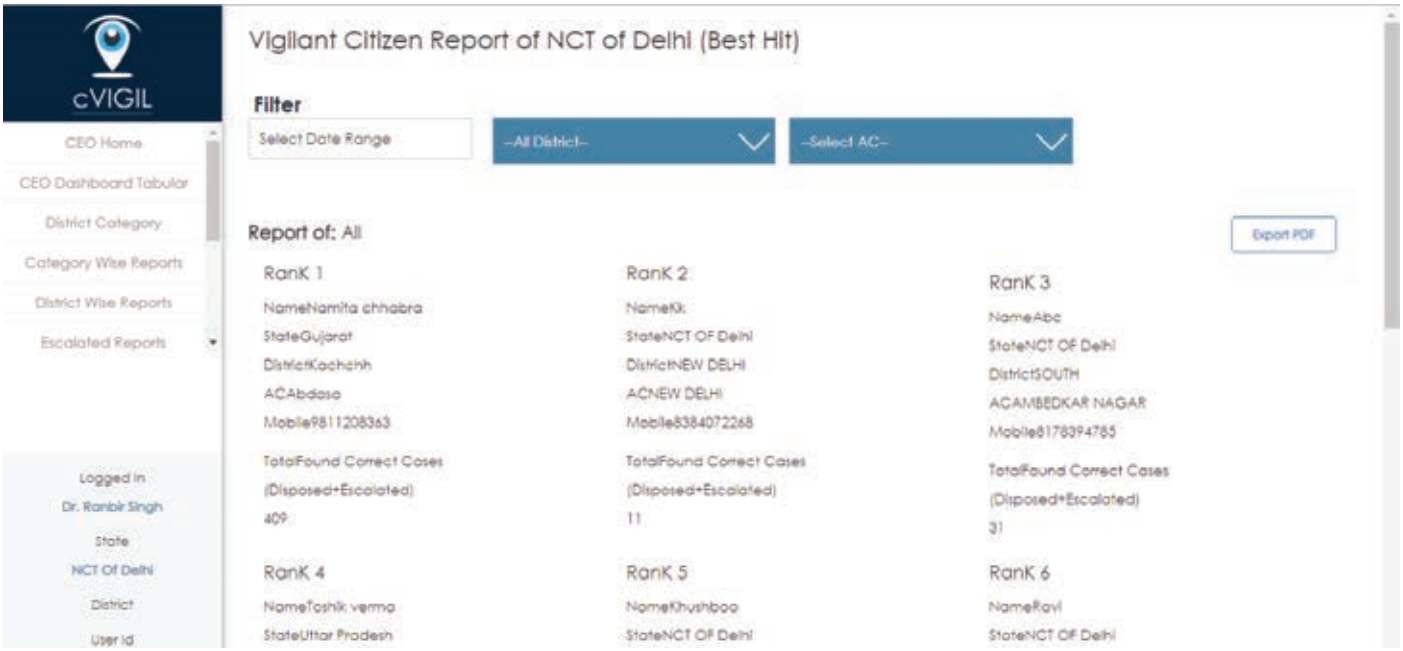
7.2 Create New User

If you wish to create a new user, just Tap on Create user at the top and it will take to the screen above.
Now, enter Name, Mobile Number, Email Id, Role & District & Tap on Submit.



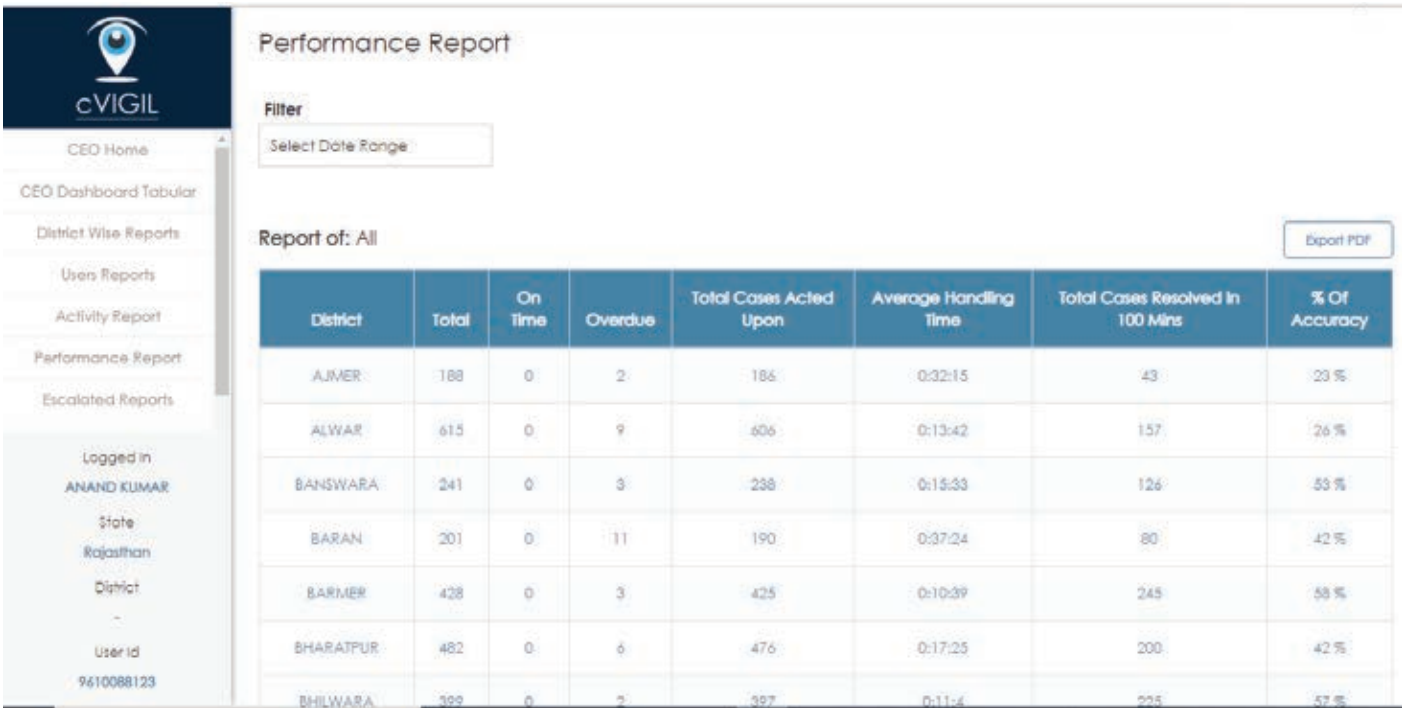
8. Vigilant Citizen Report

Below screen will show citizen report of Rajasthan. It will display citizen detail who reported maximum number of cvigil cases along with the count of cases found correct.



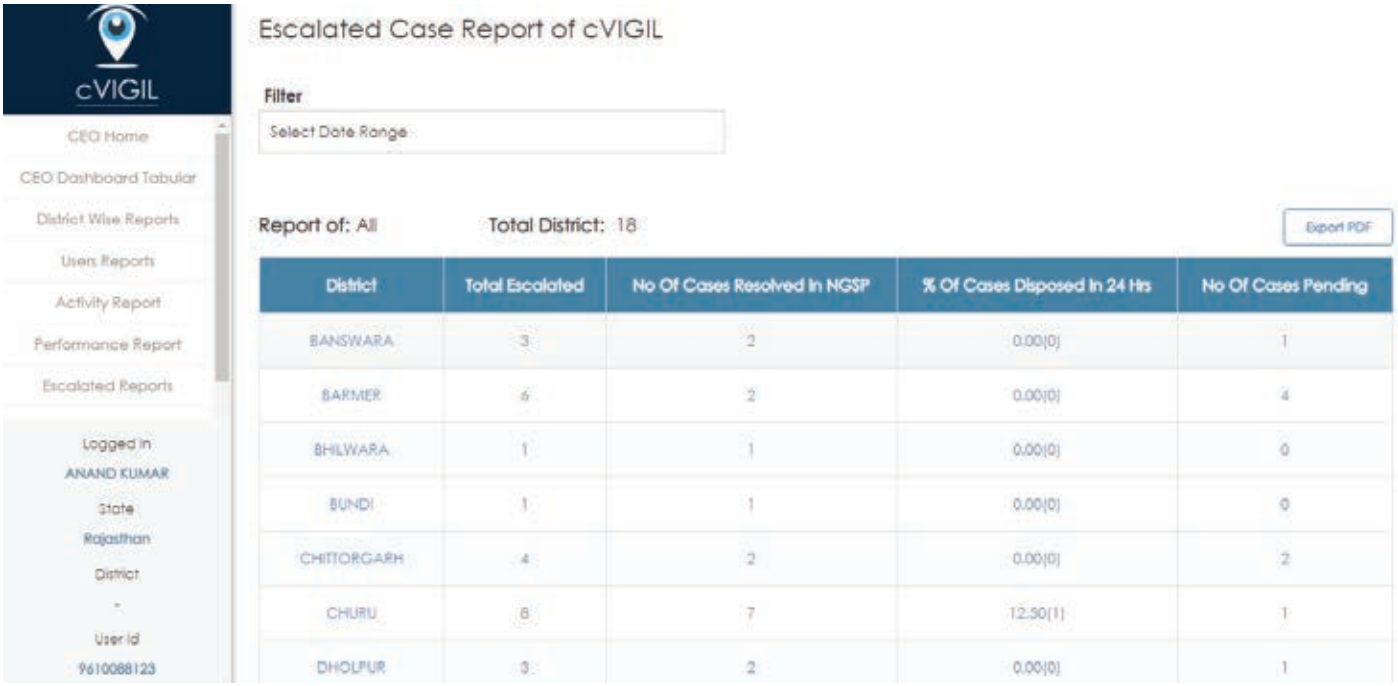
9. Performance Report

Performance report screen will show the report of all cases bases on their status i.e Total Cases acted upon, Average Handling Time, Total Cases Resolved in 100 minutes, % of accuracy.



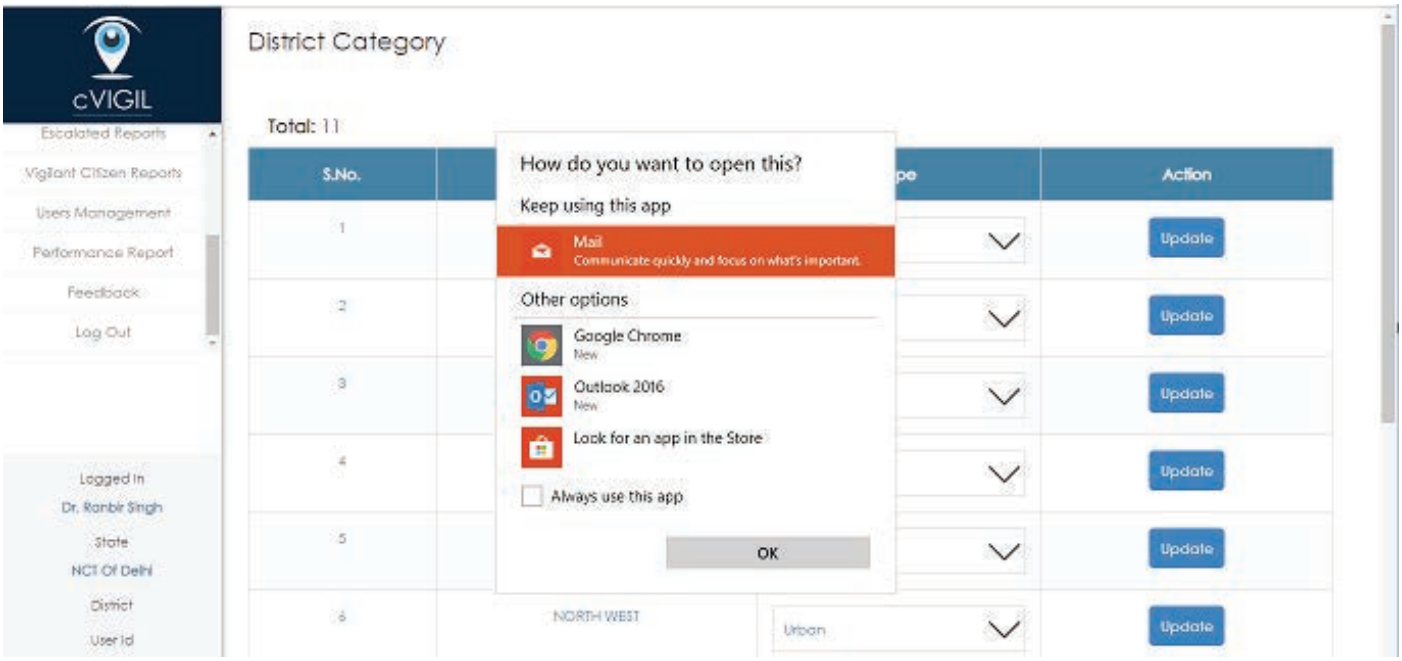
10. Escalated Report

The above screen displays the list of cases which are escalated to NGS Portal for further action.



11. Feedback

As this web application has been recently developed and deployed for the first time in the general election. Therefore, there is potential for further improvement in the application. Which is why, we would like to take feedback on usage, ease of use, features and any bugs which the user of this app may face.



User Guide
ECI Officials
cVIGIL Monitor Dashboard

1. Overview

ECI User will have access to list of Cases along with their category and Complaint Status. They can view reports by applying filter on State, District and anonymous and non anonymous complaints. Also ECI can access list of cases based on their type i.e, Nature of complaint.

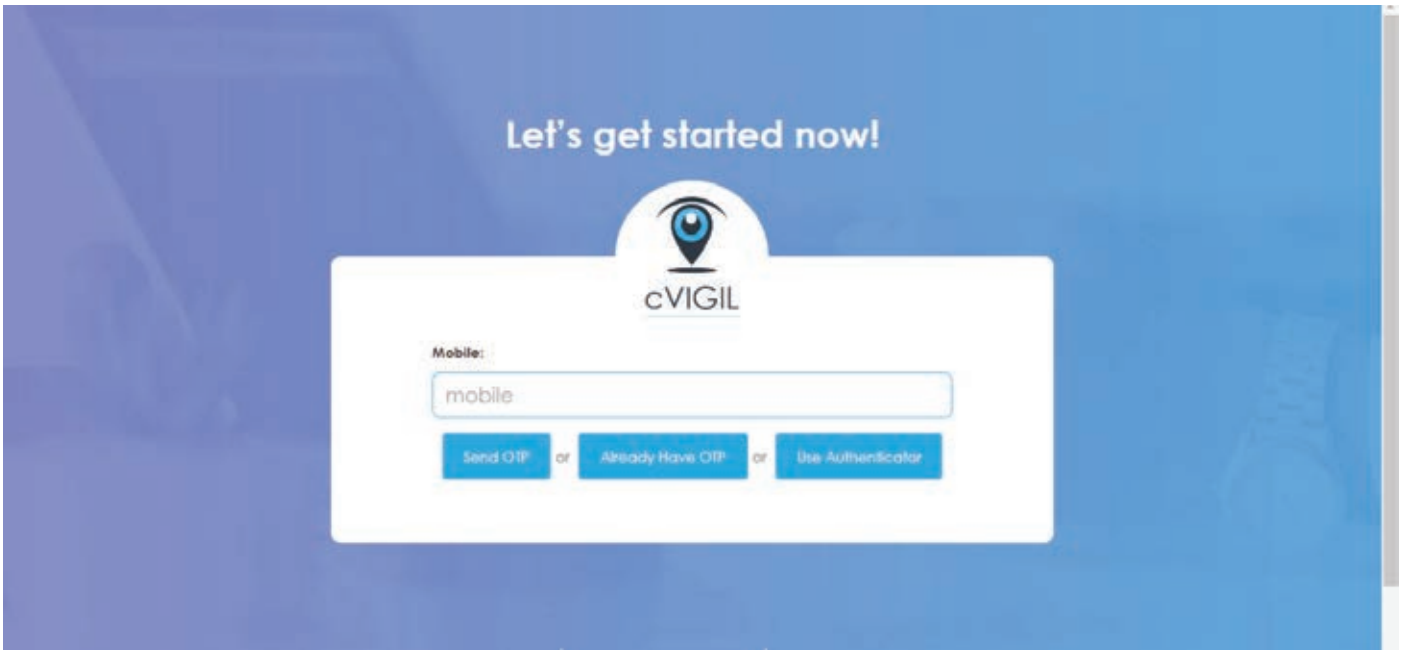
This report will display dropped, disposed & pending count of cases. ECI User can view list of Users from all State. It will cover total CEO, Total DEO, Total RO, Total Field Units, Total field unit members, and their total count.

You can also view complaints according to Case type such as New, Assigned, Accepted, Rejected, Disposed, Investigated, Dropped & Escalated. Also ECI official can view reports date-wise by applying Filter type i.e, Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month & Custom select. These State Wise reports can be viewed by ECI Officials.

2. Signing In

Step 1: Enter Mobile Number and click on Send OTP.
Step 2: Enter OTP received and proceed to the Dashboard.

Note: If you already have OTP, Tap on Already Have OTP & proceed or else you may also use the authenticator app to login.

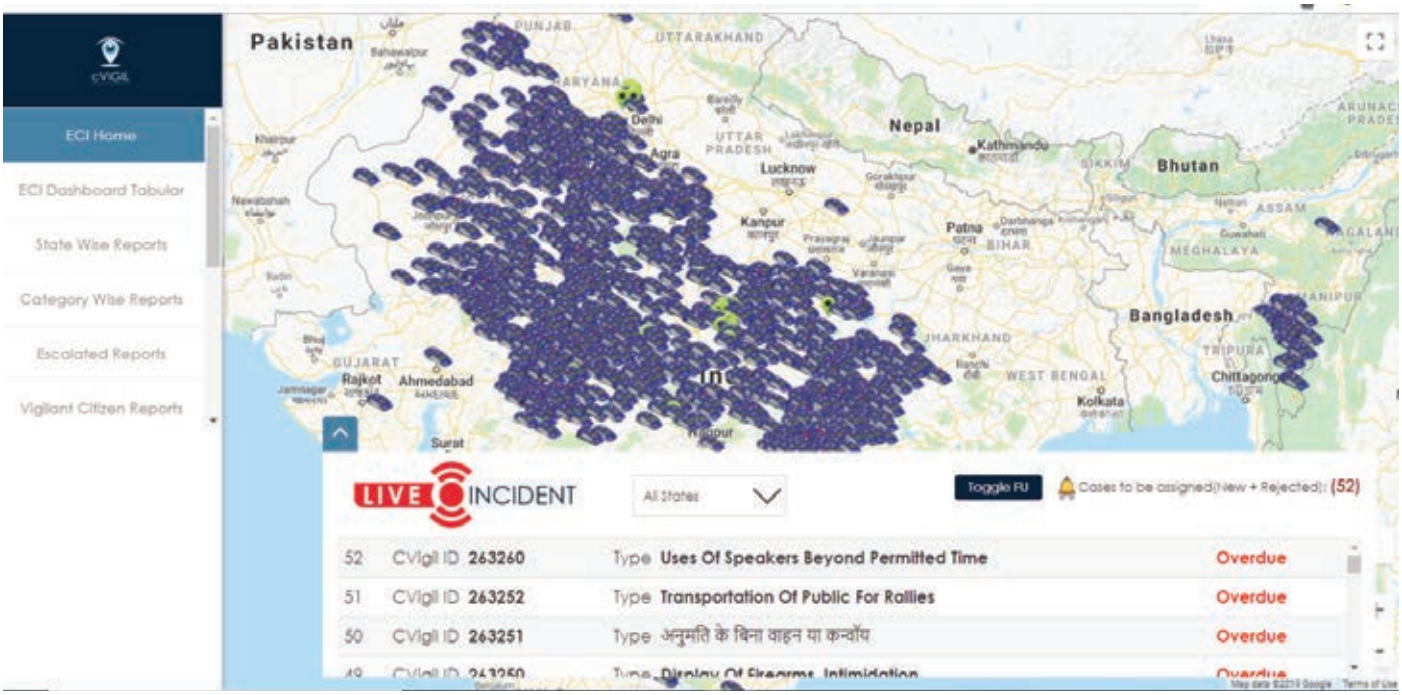


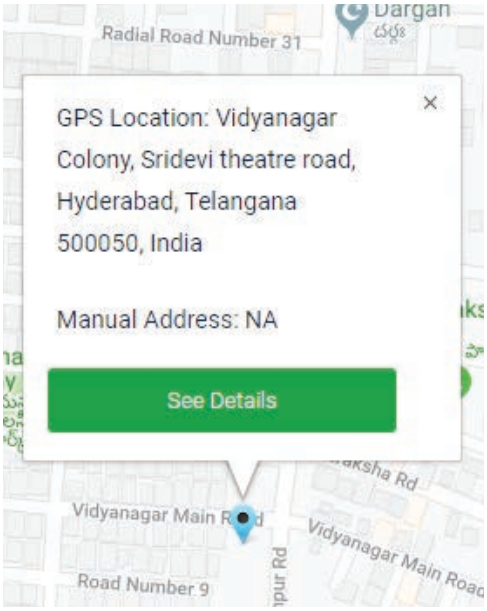
3. ECI Home

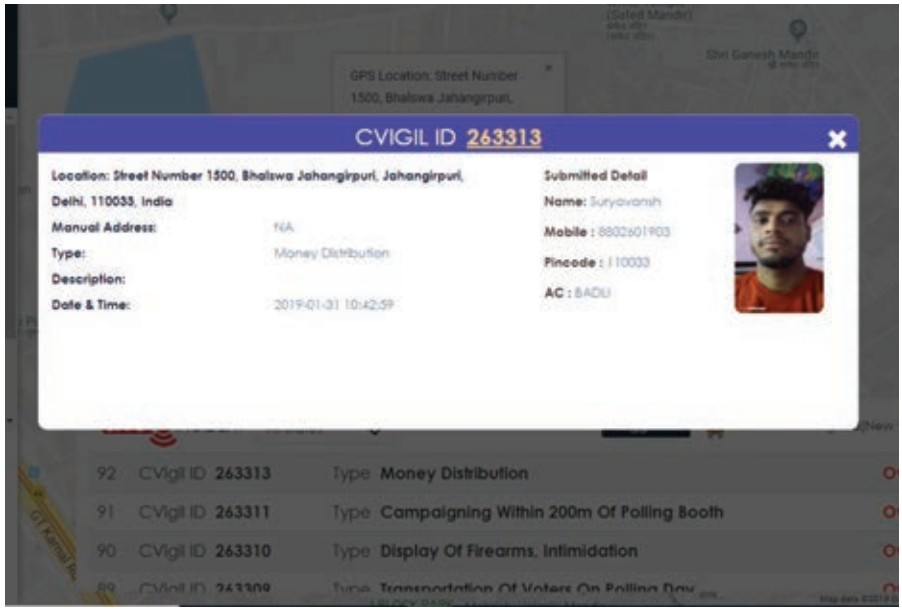
Once you login to the Dashboard, you will see list of Cases along with their category and Complaint Status. You have the option to apply filter on State and select to view complaint from

Once you click on a particular case, you will be landed to the screen below where in you can see the Location, Manual Address. Once you tap on See Details, you will be landed to the case details page.

Case details will contain Location, Manual Address, Type, Description, Date & Time of complaint as shown below.



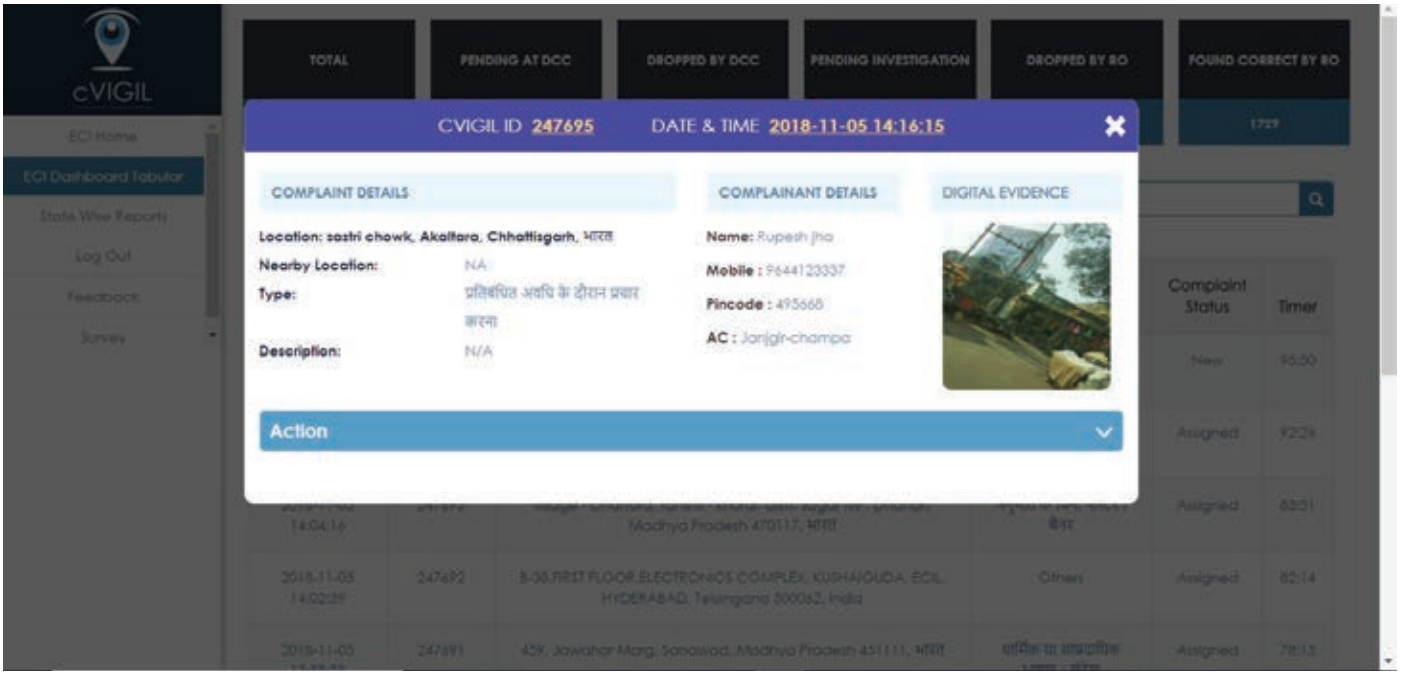


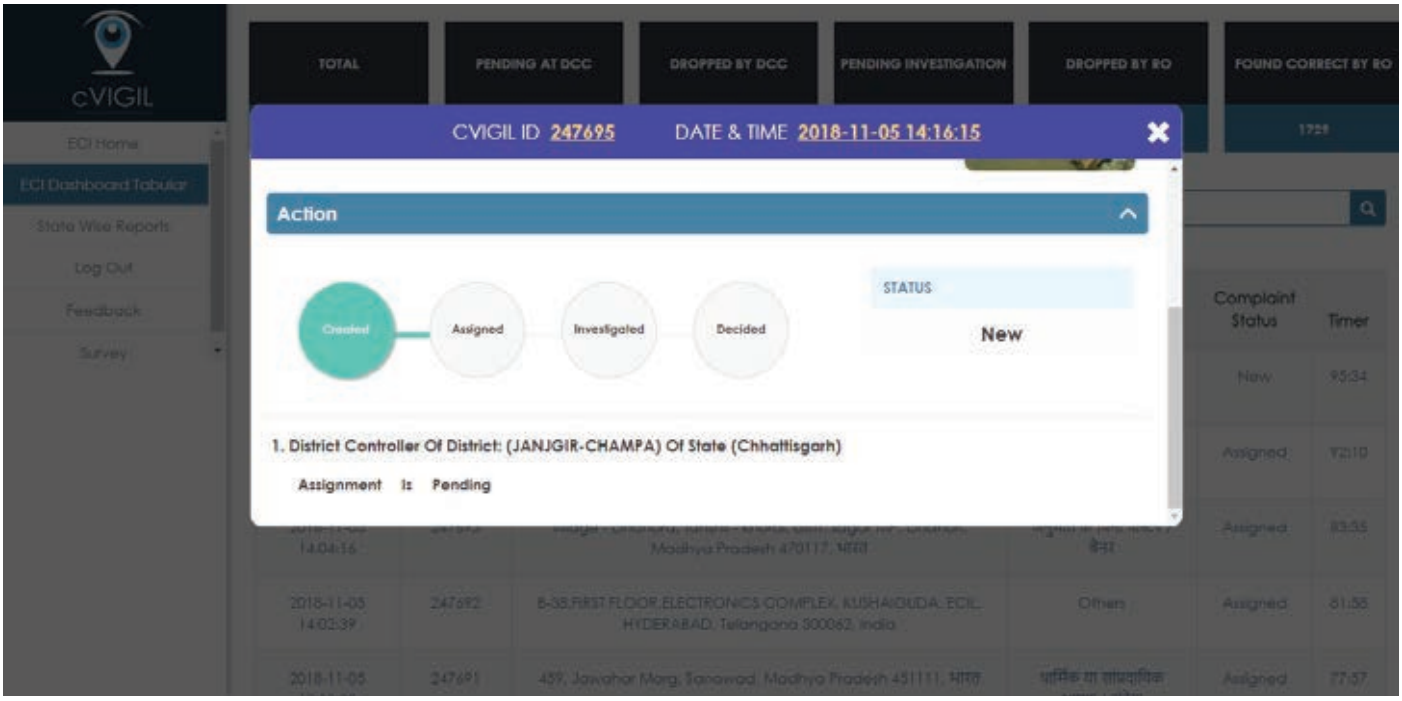


4. ECI Dashboard Tabular

You will have access to cVIGIL cases along with their Date & Time of receiving, Address, Offence Type & Complaint Status.Lists of cases gets refreshed every 5 minutes.

Also, you have an option to select Case type such as New, Assigned, Accepted, Rejected, Disposed, Investigated, Dropped & Escalated and view them specifically.





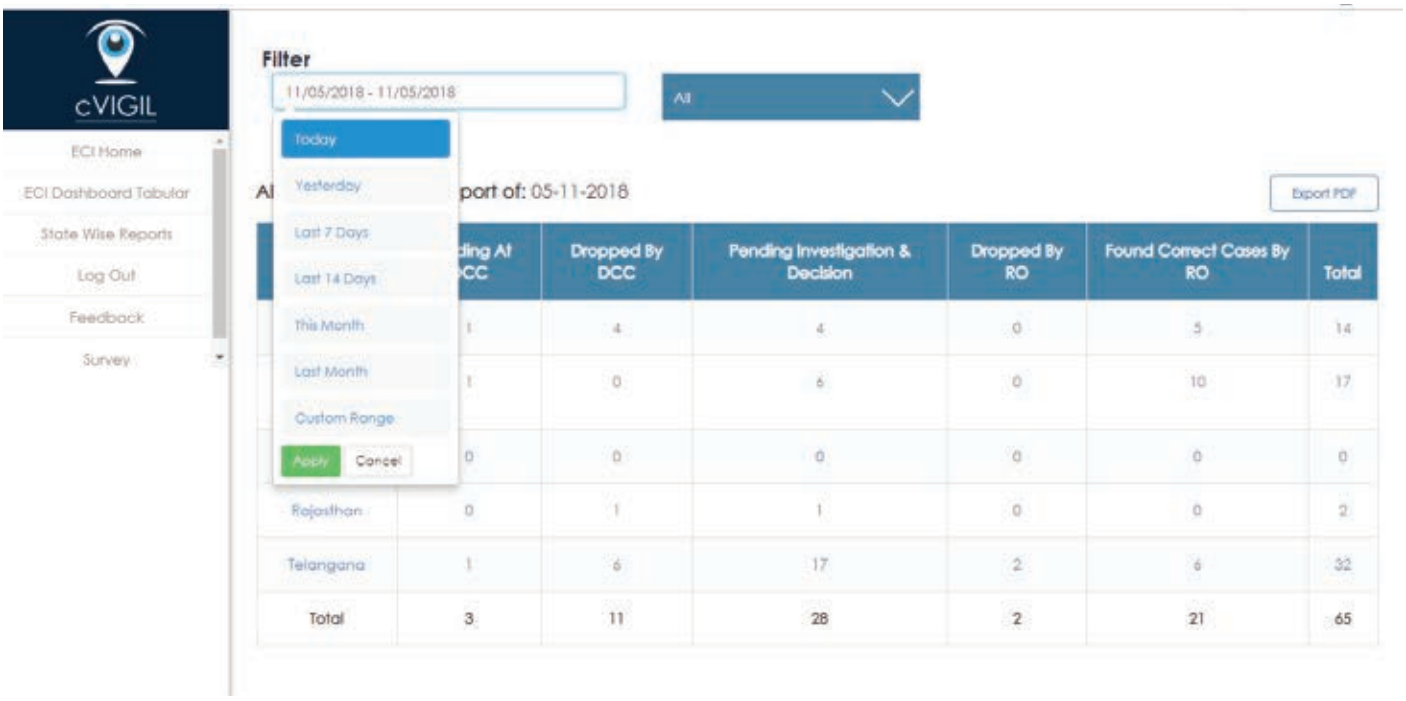
5. State Wise Reports

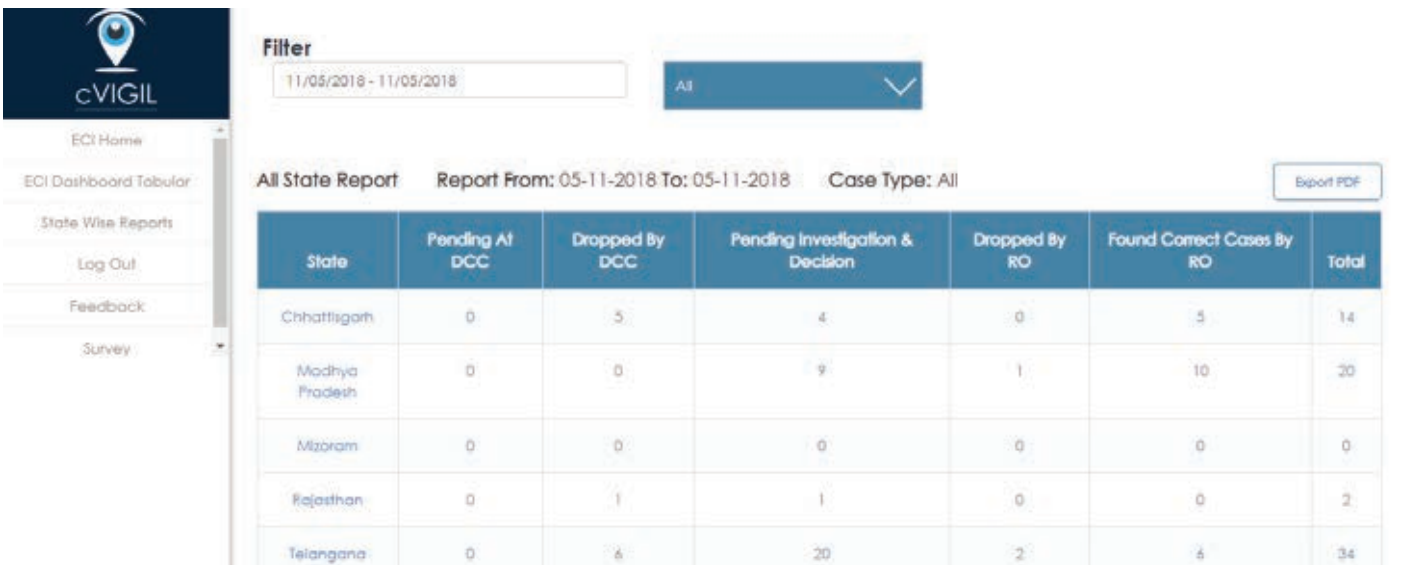
These State Wise reports can be viewed by ECI Officials. You have an option to select Filter type i.e, **Today, Yesterday, Last 7 days, Last 14 days, This Month, Last Month & Custom select.**

In above screen, we have selected Today's Filter and would like to view all Poll going state report. We will see count of cases **Pending at DCC, Dropped by DCC, Pending Investigation & Decision, Dropped by RO & Found correct cases by RO & their total count.**

Once you select a particular state, below screen appears with the state name & duration of report and district wise report from the state.

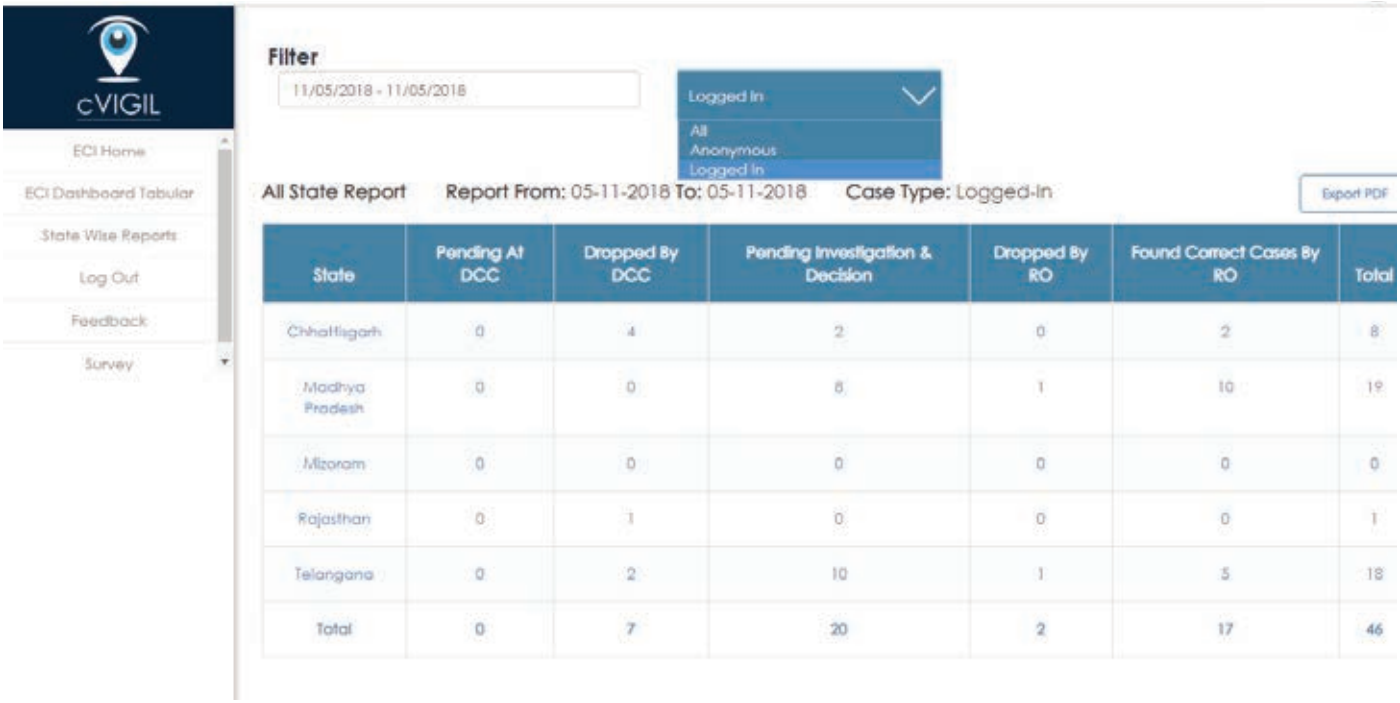
When you select a particular District, you will see reports of various AC's from the district.





5.1 Anonymous & Logged In

You have an option to select cVIGIL Cases for Anonymous & Logged In user. Just apply filter and view accordingly.



State	Pending At DCC	Dropped By DCC	Pending Investigation & Decision	Dropped By RO	Found Correct Cases By RO	Total
Chhattisgarh	0	4	2	0	2	8
Madhya Pradesh	0	0	8	1	10	19
Mizoram	0	0	0	0	0	0
Rajasthan	0	1	0	0	0	1
Telangana	0	2	10	1	5	18
Total	0	7	20	2	17	46

5.2 Report PDF

Once you have viewed cVIGIL Reports, you can export it to PDF by tapping on Export PDF button.

SECRETARIAT OF THE
ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001

State Wise Report
Case Type: Logged-In

Date of Print: 05.11.2018 02:30 pm
Report From: 05-11-2018 **To:** 05-11-2018

Total State: 5

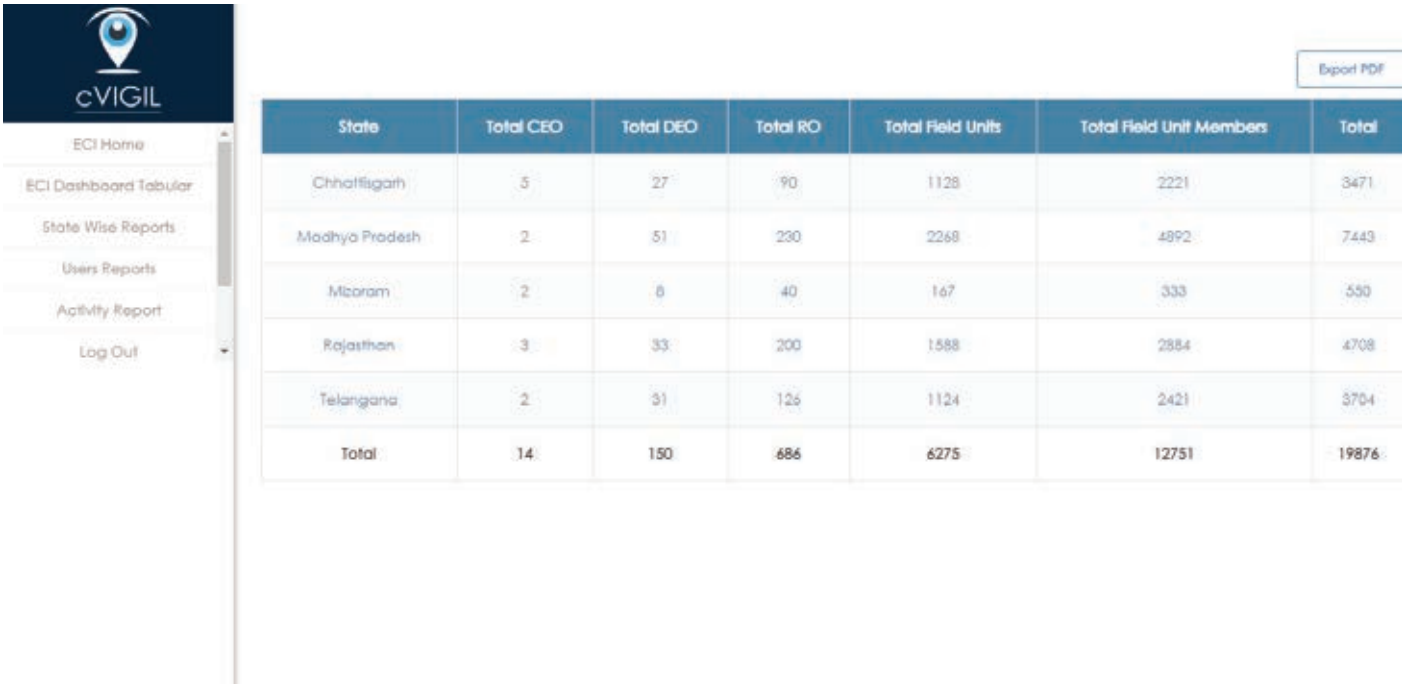
State	Pending at DCC	Dropped by DCC	Pending Investigation & Decision	Dropped by RO	Found Correct Cases by RO	Total
Chhattisgarh	0	4	2	0	2	8
Madhya Pradesh	0	0	8	1	10	19
Mizoram	0	0	0	0	0	0
Rajasthan	0	1	0	0	0	1
Telangana	0	2	10	1	5	18
TOTAL	**0**	**7**	**20**	**2**	**17**	**46**

Nirvachan Sadan, Ashoka Road, New Delhi- 110001

6. Users Report

Below screen will provide the list of Users from all State. It will cover total CEO, Total DEO, Total RO, Total Field Units, Total field unit members, and their total count.

Once you click on PDF Export, you will be directed to the screen below:



State	Total CEO	Total DEO	Total RO	Total Field Units	Total Field Unit Members	Total
Chhattisgarh	5	27	90	1128	2221	3471
Madhya Pradesh	2	51	230	2268	4892	7443
Mizoram	2	8	40	167	333	550
Rajasthan	3	33	200	1588	2884	4708
Telangana	2	31	126	1124	2421	3704
Total	14	150	686	6275	12751	19876

SECRETARIAT OF THE
ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001

Users State Wise Report

Date of Print: 13.11.2018 05:10 pm

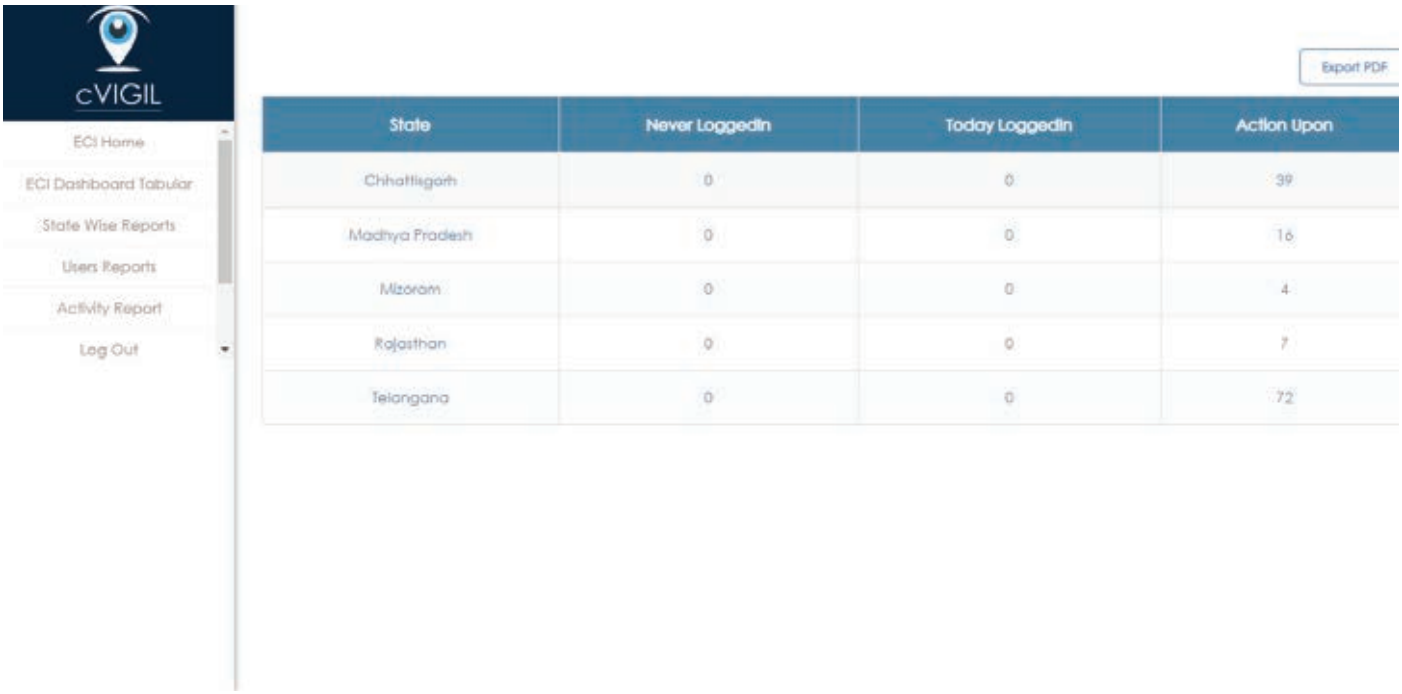
State	Total CEO	Total DEO	Total RO	Total Field Units	Total Field Unit Members	Total
Chhattisgarh	5	27	90	1128	2221	3471
Madhya Pradesh	2	51	230	2268	4892	7443
Mizoram	2	8	40	167	333	550
Rajasthan	3	33	200	1588	2884	4708
Telangana	2	31	126	1124	2421	3704
TOTAL	**14**	**150**	**686**	**6275**	**12751**	**19876**

Nirvachan Sadan, Ashoka Road, New Delhi- 110001

7. Activity Report

Above screen shows activity report where you will have access to all poll going states with members who have never logged In, members who logged in today & action upon cases.

Upon click on export PDF, below screen appears.



SECRETARIAT OF THE
ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001

Users Activity Report

Date of Print: 13.11.2018 05:26 pm

State	Never LoggedIn	Today LoggedIn	Action Upon
Chhattisgarh	0	0	36
Madhya Pradesh	0	0	15
Mizoram	0	0	4
Rajasthan	0	0	7
Telangana	0	0	72

Nirvachan Sadan, Ashoka Road, New Delhi- 110001

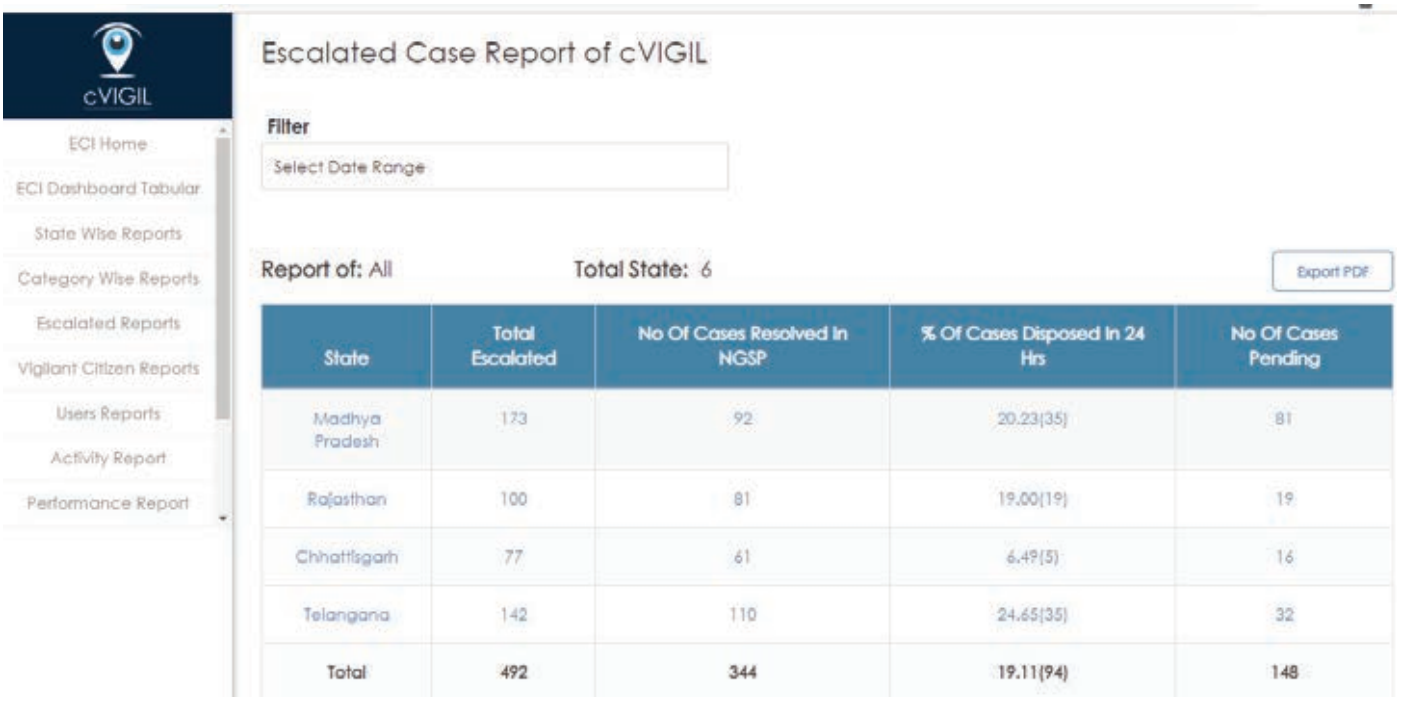
8. Category Wise Report

You will have an option to put filter on State, District and anonymous and non anonymous complaints. You will find list of cases based on their type i.e, Nature of complaint. This report will display dropped, disposed & pending count of cases.

Sl.No.	Nature Of Complaint	Total	Dropped (DCC+RO)	Found Correct (Disposed+Escalated)	Pending (At DCC+FST+RO)
1	Campaigning during ban period	438	166	269	3
2	Campaigning within 200m of polling booth	456	145	309	2
3	Display of Firearms, Intimidation	234	83	148	3
4	Gifts/Coupons Distribution	377	218	154	5
5	Liquor Distribution	452	224	224	4

9. Escalated Case

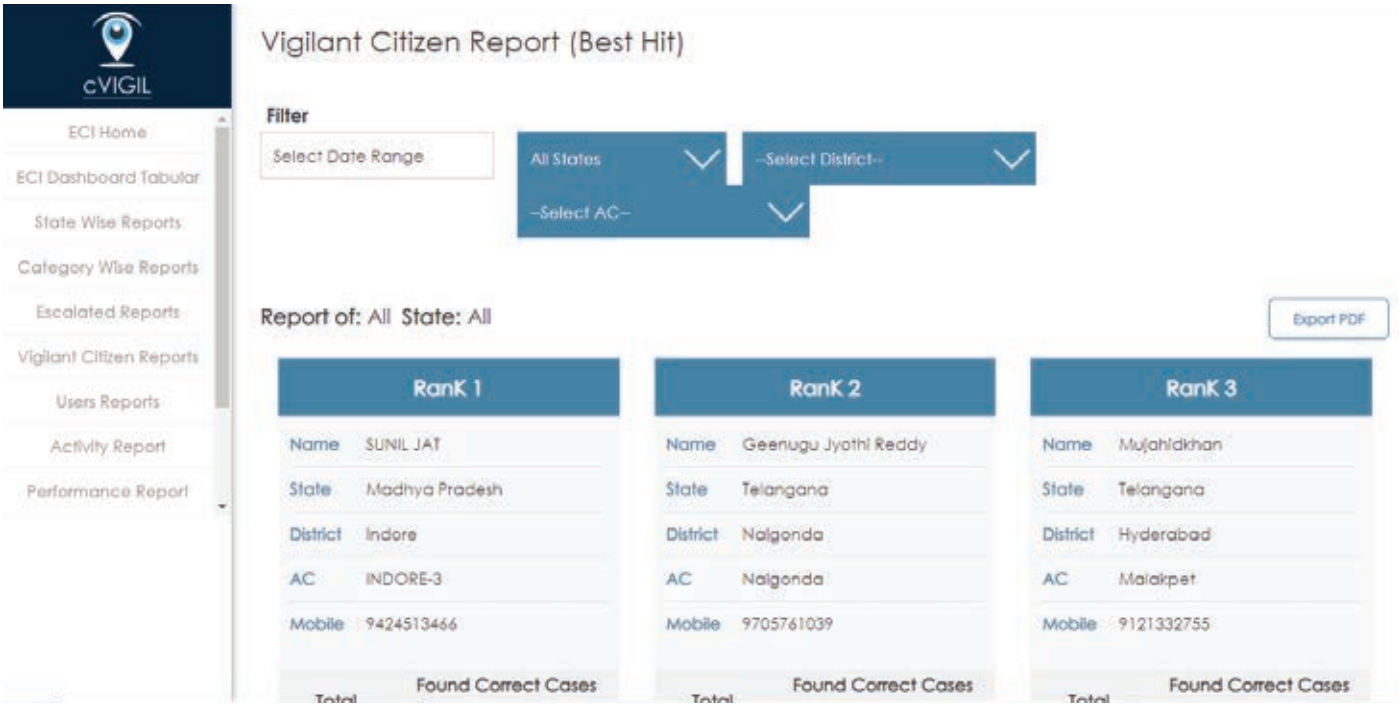
Below screen shows list of cases which are escalated to NGS Portal for further action.



State	Total Escalated	No Of Cases Resolved In NGSP	% Of Cases Disposed In 24 Hrs	No Of Cases Pending
Madhya Pradesh	173	92	20.23(35)	81
Rajasthan	100	81	19.00(19)	19
Chhattisgarh	77	61	6.49(5)	16
Telangana	142	110	24.65(35)	32
Total	492	344	19.11(94)	148

10. Vigilant Citizen Report

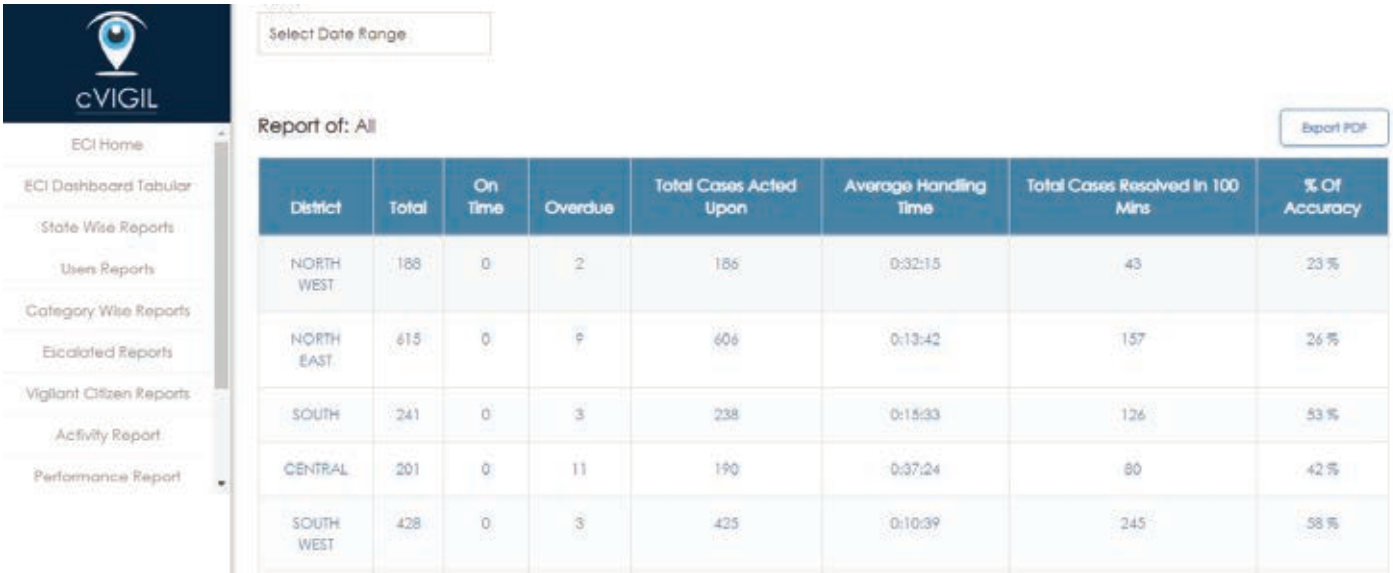
Vigilant Citizen Report will show the ranking of citizens who lodged maximum number of cVIGIL Complaints along with their count of correct cases as shown in the screen below.

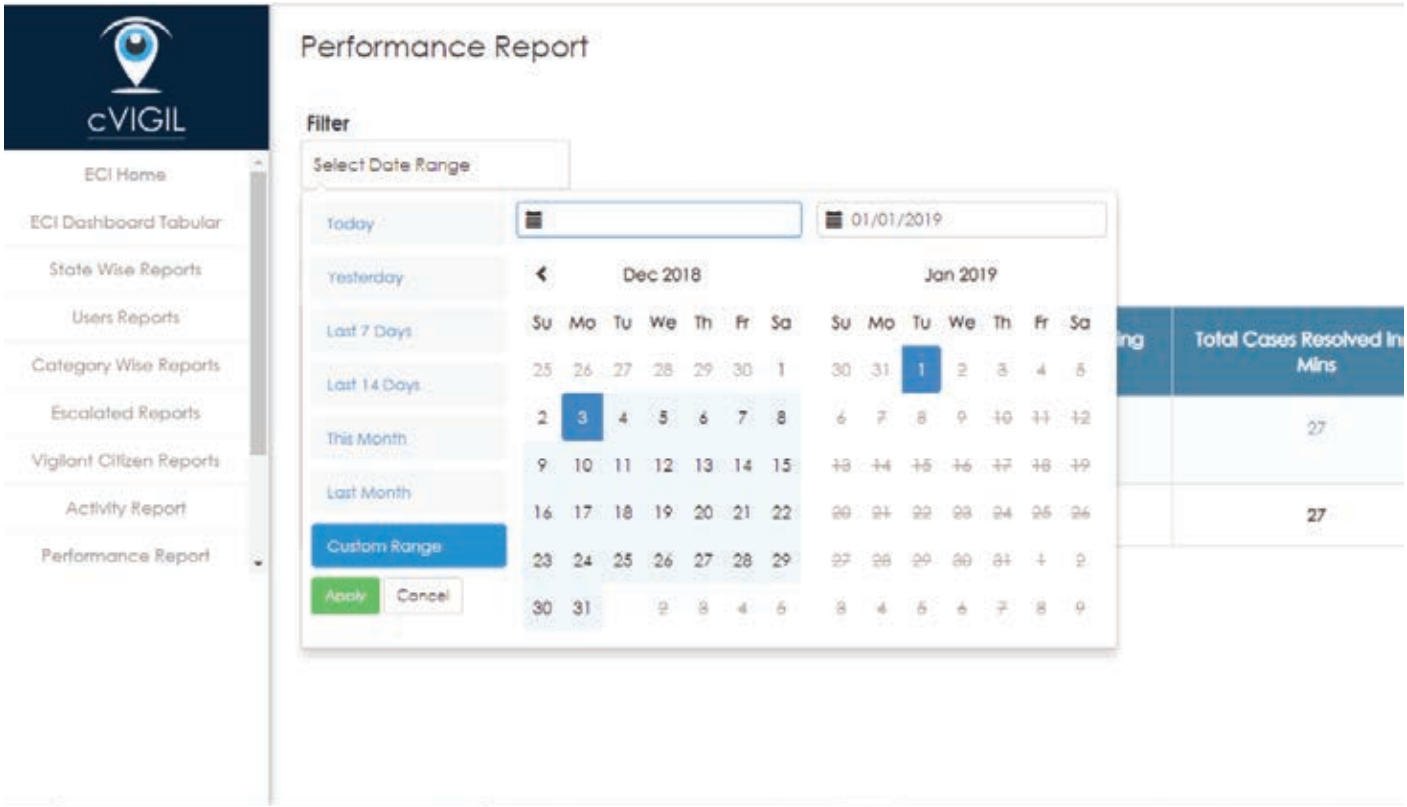


11. Performance Report

Performance report will show report of all cases bases on their status i.e Total Cases acted upon, Average Handling Time, Total Cases Resolved in 100 minutes, % of accuracy.

Once, you click on date range, you will see the date filter as shown in the screen below:





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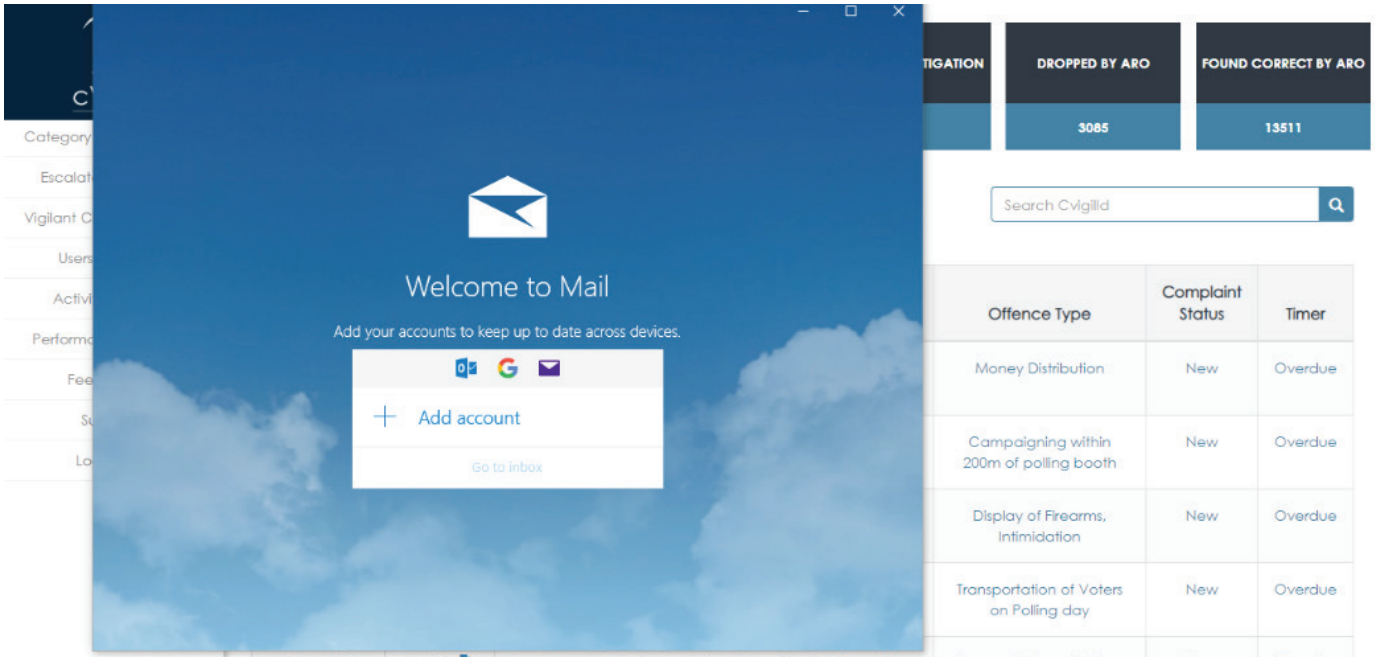
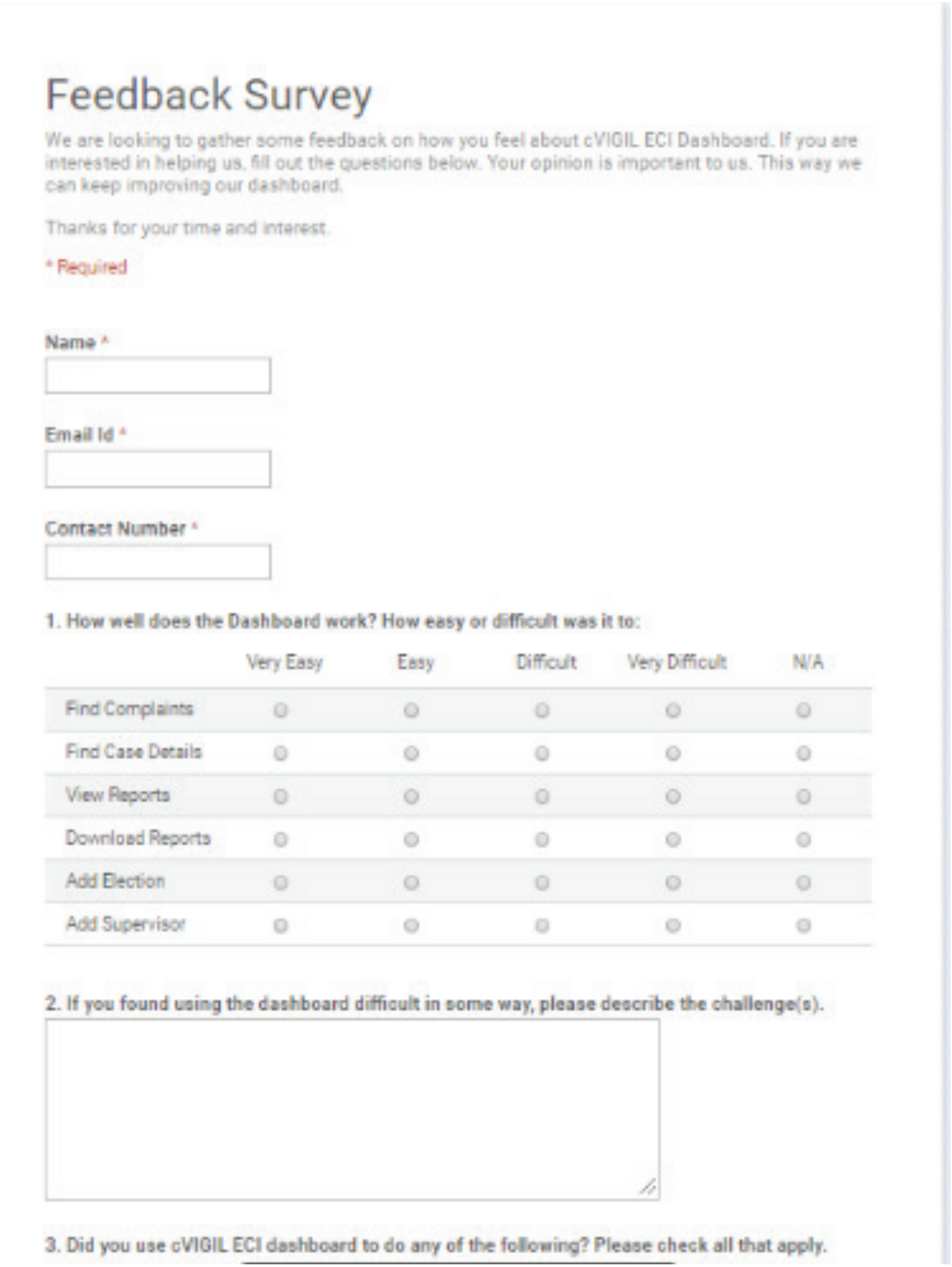
As this web application has been recently developed and deployed for the first time in the general election. Therefore, there is potential for further improvement in the application. Which is why, we would like to take feedback on usage, ease of use, features and any bugs which the user of this app may face.



You can also provide us your valuable feedback by filling the survey form. Click on Survey option from menu to fill the form.



Feedback Survey

We are looking to gather some feedback on how you feel about cVIGIL ECI Dashboard. If you are interested in helping us, fill out the questions below. Your opinion is important to us. This way we can keep improving our dashboard.

Thanks for your time and interest.

* Required

Name *

Email Id *

Contact Number *

1. How well does the Dashboard work? How easy or difficult was it to:

	Very Easy	Easy	Difficult	Very Difficult	N/A
Find Complaints					
Find Case Details					
View Reports					
Download Reports					
Add Election					
Add Supervisor					

2. If you found using the dashboard difficult in some way, please describe the challenge(s).

3. Did you use cVIGIL ECI dashboard to do any of the following? Please check all that apply.

Frequently Asked Questions

◊ **What type of complaints can be lodged from the mobile applications?**

» Model Code of Conduct

» Expenditure Violation

◊ **What type of complaints can I lodge?**

» You can report on Model Code of Conduct violations by electoral candidates and/or their supporters for below mentioned cases:

- Money Distribution
- Gifts/Coupons Distribution
- Liquor Distribution
- Posters/Banners without permission
- Display of Firearms, Intimidation
- Vehicle or Convoy without permission
- Paid News
- Property Defacement
- Transportation of Voters on Polling day
- Campaigning within 200m of polling booth
- Campaigning during ban period
- Religious or Communal speeches/messages
- Use of time bound speakers
- Posters without mandatory declaration
- Others

◊ **What is Model Code of Conduct Violations?**

» Election Commission of India's Model Code of Conduct is a set of guidelines issued by the Election Commission of India for conduct of political parties and candidates during elections mainly with respect to speeches, polling day, polling booths, election manifestos, processions and general conduct. Please refer the following link for more details:
http://ecisveep.nic.in/cvigil/english-article/mcc-policy-r10/

◊ **Who can lodge Model Code of Conduct Violation Complaint?**

» Anyone and everyone in the geographical premises of the states where elections have been notified, can lodge an MCC/Expenditure violation complaint

◊ **What types of complaints cannot be lodged?**

» The app will not entertain queries and complaints on Voter ID, candidate omissions and many more of such concerns faced by the voters. For such complaints, you can visit National Grievance Service Portal (NGSP) **https://eci-citizenservices.eci.nic.in/**

◊ **What will happen if I erroneously lodge personal grievance through cVIGIL?**

» If you lodge the Personal Grievance through cVIGIL Mobile application, the application will not be entertained through cVIGIL. The complaint is liable to be dropped by the authority.

◊ **When I lodge a complaint through cVIGIL where does it go?**

» The cVIGIL complaint goes to the respective Returning Officer on which the complaint lies.

◊ **Who takes the decision on cVIGIL Complaint?**

» The decision is taken by Returning Officer only.

◊ **Can I approach to Returning Officer with my cVIGIL ID?**

» Yes, you can approach your Assembly constituency Returning Officer for getting disposal status of the complaint lodged by you.

◊ **What message will I get after I lodge a cVIGIL complaint?**

» You will first receive an SMS and Mobile notification with the cVIGIL ID. Once the decision is made by the Returning Officer, you will get the status update.

◊ **What type of messages will I receive for my cVIGIL?**

» cVIGIL is meant to assist Election Officer in ensuring free and fair election. It is not to be treated as the Grievance redressal mechanism. Therefore, you will get three types of notifications. One is about the case being dropped, second is the disposal status and third that the case requires more investigation or further action has to be taken. In the third case the status will be that of 'Escalated'.

◊ **What are the probable conditions on which my cVIGIL complaint can be dropped?**

» Duplicate complaint during the same time at the same place

» Multiple complaints by multiple users of the same incidence at the same place and at the same time.

- » Cases not related to Model Code of Conduct Violation or Expenditure Violation.
- » Cases which are frivolous in nature
- » Cases which after investigation is found to be not true
- » Cases which Returning Officer decides to be dropped for the reason recoded

◊ **What does escalated cases mean?**

» The cVIGIL case which require more investigation, which require cross department consultation, cases which are found correct and for which further action has to be taken. In all these cases the complaint will be marked as escalated

◊ **What will happen if the complaint is escalated?**

» In case the complaint is escalated, the matter will be transferred from cVIGIL application to National Grievance Services Portal. **(https://eci-citizenservices.eci.nic.in/).** The cVIGIL ID will remain the same. However, no further details can be provided from cVIGIL application. The case then needs to be followed from Returning Officer concerned.

◊ **What are the timelines of getting the status of my cVIGIL case?**

» Election Commission has prescribed 100 minutes from the time of allotment of cVIGIL ID. The status does not necessarily mean the resolution. The cases which are found to be correct or requiring more detailed investigation will be sent to NGSP and the timelines of cVIGIL will not be applicable thereafter.

◊ **Can the Candidate lodge the cVIGIL Complaint?**

» Yes, the candidate can lodge the complaint by using cVIGIL mobile application.

◊ **Can the Political Party lodge cVIGIL Complaint?**

» Yes, anybody having mobile phone can lodge a complaint.

◊ **Can I lodge cVIGIL Complaint from Desktop?**

» No, the cVIGIL Complaint require android mobile application and the same cannot be lodged from desktop or laptop.

◊ **Can I lodge complaint using tools?**

» No. It is illegal to use any tool to lodge any complaint which is meant to be only lodged through Android Mobile phone.

◊ **Is registration mandatory to lodge cVIGIL complaint?**

» No. Registration is optional

» What do I need to provide for registration?

» Mobile number is mandatory on which an OTP is sent.

» Further details like name, State, District and Constituency is required.

◊ **Will the official contact me over phone?**

» The official might contact you in case the mobile number is provided. However, the official will not contact you to give the update on the application.

◊ **What are the advantages of registration?**

» The status update on the action taken over your cVIGIL can only be seen once you are registered.

» You can participate in detailed investigation if required by the authority

◊ **What does it mean by being anonymous?**

» Anonymous means the cVIGIL System will not capture your mobile number, name, and address. Thus, the authority will never know the source.

◊ **What are the disadvantages of being anonymous?**

» As anonymous user you will not be able to get the notification/Status update on the further course of action on your cVIGIL ID.

» You will not be contacted by Election Officials.

» You will not be able to participate in the detailed investigation

◊ **Why the application asks for accessing the photo and media gallery?**

» The application stores the photograph in the phone storage memory transiently and then transmit it over to the server leaving no trace of the photo / Video which has been clicked.

» It is also required for creating the zip file of the captured photos and videos.

◊ **Why location service access needs to be given to cVIGIL Mobile app?**

» Location is mandatory for any cVIGIL case to be field. Without the location service enabled or present, the cVIGIL case cannot be field.

◊ **Does the application consume battery?**

» Yes, while using and sending the cVIGIL, the application runs the location service in high power

◊ **How much data is consumed while sending the cVIGIL information?**

» It depends whether a photo or a video is being sent and at what resolution it has been clicked.

◊ **Which Android OS version is compatible with cVIGIL App?**

» 4.1.X or Jelly Bean and above.

◊ **Can I use this application in a feature phone?**

» The cVIGIL mobile application is only meant to be used in Android smart phones which meets the criterion.

◊ **Is data connection or Wi-Fi mandatory?**

» The application require data to be sent over to server. As the evidence need to be uploaded in a time bound manner, therefore, it is mandatory to have strong 3G/4G connection or the user must be on a Wi-Fi network.

◊ **What are the charges for downloading and using cVIGIL App?**

» There are no charges for downloading and using the application.

◊ **Can I use any other application to lodge cVIGIL complaint?**

» No. Look for the Election Commission of India as a developer in the google play store. We do not allow any other application to be used for filing cVIGIL complaints.

◊ **Can I use the cVIGIL application from other than google play store?**

» It is advisable to use only authorised application of Election Commission of India preferably from Google Play Store only or as prescribed by the ECI.

◊ **What are the prerequisites?**

» Following are the prerequisites for complainants:

- He/she must be in the state where election has been announced.
- He/she must be on the location where the MCC / Expenditure violation incident has happened.
- He/she must have Android 4.1.X or Jellybean version.
- He/she must have a proper camera & internet connection on phone.

◊ **What If I log in to the app but then don't want to send my details to the Election Commission? Do I need to log out?**

» Yes. If in the midst of sending a complaint, you wish not to submit your details, you have the option to log out as a registered user and use the anonymous option to send your complaint.

◊ **How do I login into the application?**

» You can login into the application by entering your mobile number. If you are a registered user, you will be asked to enter the OTP received by your phone and then directed to next stage on the app. If you choose to file a complaint anonymously, you will straight away be led to the page asking you to upload the picture and video followed by the page with various options for describing the nature of the activity.

◊ **How do I lodge a complaint?**

» To lodge a complaint, you have to first log on the app as anonymous user or as a registered user by registering your mobile number. Once you complete the first step, you will be ushered in on the page asking you to upload pictures/videos of the incident, along with a description following which you can submit your complaint.

◊ **What are the mandatory fields in the cVIGIL App?**

» It is compulsory to upload one photo or 2-minute video, enter the complaint type

.

◊ **What are the optional fields?**

» You have the choice not to enter the detailed description. However, if you chose ' Others' option, the description field is mandatory.

◊ **Why does the application ask for location accuracy?**

» The main purpose is to ensure that the location is captured automatically. This is to prevent misuse as far as possible at the beginning stage itself. To ensure that the location is accurate, cVIGIL application uses the mobile GPS system to access the location and accuracy. If the accuracy is not less than 100 meters the cVIGIL cannot be submitted.

◊ **How to ensure my location high accuracy?**

» Go into android Settings and tap Location and ensure that location services are on. Now the first category under Location should be Mode, tap that and make sure it's set to High accuracy. This uses your GPS as well as your Wi-Fi and mobile networks to estimate your location. This will use more battery but will utilize all available methods to give you the most accurate location possible.

◊ **What should be the duration of a video for uploading?**

» You can upload a video with a maximum duration of 2 minutes.

◊ **What is the size of the picture to be uploaded?**

» It varies according to your phone.

◊ **How many pictures/videos can be uploaded?**

» You can upload only one picture at a time with one CVIGIL Complaint.

◊ **Does the complaint picture/video get saved in the phone gallery?**

» No, the image/ video clicked by you is not saved in the gallery.

◊ **Can I upload picture/video from phone gallery?**

» No, only live photo / Video can be captured and sent. You cannot upload photos / Video from the gallery.

◊ **Can I upload photo/video together?**

» No. Either one picture or 2-minute video can be sent.

◊ **Can I click a picture of different locality?**

» No. When a picture is clicked, it will automatically capture the date, time and the location of the picture you clicked.

◊ **Can I change the mobile number?**

» Yes. You can use any number, only you have to enter the OTP sent to the phone number you had put in the app at the time of the registration. However, the Status update is linked to the mobile number and therefore, you will lose the cVIGIL Status

◊ **How much time is allowed for submitting complaint after you have clicked a picture or video?**

» After clicking a picture or a video, you will have 5 minutes to submit your complaint. If you are unable to send the Photo / Video in the stipulated time, the case will drop, and you will have to start afresh.

◊ **How much is time interval between two complaints?**

» 5 minutes. You can file another complaint after waiting for 5 minutes. This is meant for system security from over flooding with complaints.

» What happens if I mistakenly enter wrong details in a complaint like a wrong picture/ video/description before its submission.

» If you enter wrong details of a complaint, do not panic. You will see a RESET option at the bottom to fill in the details once again. Once you have done that, you will click on the submit option to lodge your complaint.

◊ **Can I withdraw the cVIGIL Complaint which has already been assigned CVIGIL ID?**

» No. You cannot withdraw the complaint which has already been submitted and cVIGIL ID assigned. Only Official on merits will decide and drop the case.

◊ **If there is inconsistency in the above description, whom to contact?**

» The cVIGIL though has been launched in 3rd July 2018, it is still under pilot trials. Therefore, many new changes might happen during this time. To get the latest up date on the application development and changes, kindly contact Chief Electoral officer of your State, District Election Officer or Returning Officer. You can also write to the application development team by following the link given in the menu bar option.

◊ **Does the application work after the elections are over?**

» No, the application will stop working after the elections are over. All the pending complaints are transferred to NGSP and you can follow up your cVIGIL reporting by visiting the National Grievance Services Portal.

Communication With States

ELECTION COMMISSION OF INDIA
Nirvachan Sadan, Ashoka Road, New Delhi-110001.

No.485/ICT/cVIGIL-2018 Dated: 02.11.2018

To

CEOs of all States & Union Territories

Dear Sir,

This is regarding preparatory activities of cVIGIL Application for the General Election, 2019. cVIGIL is being tested in the five poll going States i.e. Chhattisgarh, Madhya Pradesh, Mizoram, Rajasthan and Telangana.

2. For the effective implementation of cVIGIL in all the States for the upcoming General Elections, following are pre-requisites:

(i) Preparation/updation of State GIS maps: The correct updated and validated GIS maps consisting of State. District and Assembly Constituency Boundaries should be sent to the Commission in the shape file by 30th November, 2018.

(ii) At the State level, one cVIGIL Nodal Officer and one State level Master Trainer should be nominated.

(iii) The training schedules for DEOs, ROs, Police, field units, IT personnel and NIC should be prepared in advance. The training and handholding is to be provided on the Demo Server that would be made available by the Commission. Therefore, the number of users required to be trained category-wise should be sent to the Commission for appropriate planning.

3. cVIGIL is the Mobile App only for citizens where the citizen can upload photo or video and send to the District Control Room for investigation and decision at the level of RO. Therefore, the full chain of command needs to be geared up in advance.

4. The above pre-requisite information may kindly be sent to the Commission by 30th November, 2018.

Yours faithfully,

(Dr. Kushal Kumar Pathak)
Director (ICT) & CISO

Pl. Issue
dt. 26.11.2018
ICT Section

By Speed Post

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No. 485/ICT/cVIGIL/2018 / 190-191 Dated: 22nd November 2018

To,

The Chief Electoral Officer Gujarat and Jharkhand

Subject: **Implementation of cVIGIL Application for upcoming assembly by elections in Gujarat and Jharkhand**

Respected Sir

This is regarding implementation of cVIGIL Mobile Application in assembly by elections in Jasdan Assembly Constituency of Gujarat and Kolebira Assembly Constituency of Jharkhand.

2. In this regard, cVIGIL Mobile Application will be available for all the citizens in above ACs for making model code of conduct violation/expenditure complaints will be assigned to the field units. These fields units will also be given Mobile Application for instant reporting.

3. To ensure smooth allocation of the field unit from the dashboard, it is required that the Assembly constituency boundaries & District boundaries of above ACs of your state in the updated shape file format (.shp) may kindly be created and sent across to the undersigned by **27th November, 2018**. Upon receipt of the shapefiles, the cVIGIL application will be made available for trial and testing.

4. Your immediate intervention is required.

Yours faithfully,

(Dr. Kushal Kumar Pathak)
Director ICT & CISO

D/C

जारी किया/ISSUED ON
26 NOV 2018
भारत निर्वाचन आयोग
Election Commission of India
नई दिल्ली/New Delhi

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

File No. 485/ICT/cVIGIL/2018 Dated: 31st January 2019

To,

The Chief Electoral Officers of all States & Union Territories

Subject: cVIGIL launch preparation for General Elections to Parliament and Assembly Elections

In reference to ECI earlier correspondence of even number dated 22nd November, 2018, the cVIGIL Application is hereby made available for all States/ UTs for creation of accounts of all users, including District Control Room, ROs, AROs, Flying Squads & DCC Supervisors. The universal web based login is at https://cvigil.eci.gov.in for every user like CEO, DEO and RO. The detailed process of creating the users is available herewith.

2. In cVIGIL, 'District' is the key unit, which works as District Control Centre (DCC) irrespective of it being Parliamentary Constituency or not. Similarly, ARO (PC), who is co-terminus with RO (AC), will decide every case. The CEO can decide whom to assign the role of ARO / RO. The above article will explain everything in complete details.

3. The login is simply by using mobile number of the CEO, which is already mapped in the cVIGIL System. Please see the annexure for the mobile numbers, which are registered. If there is any discrepancy or there is a request to change the number, kindly raise the ticket here at the ECI Tech Support https://support.ecitech.in.

4. After successful login, CEO should map all the DCCs and AROs/ ROs into the system by entering their details and mobile numbers. Once it is done, all the DEOs should be instructed to login through their mobile into cVIGIL site and then first create all the field unit accounts. The procedure and naming convention is available in the article here.

5. On creation of Field Unit accounts, they will receive an OTP on their mobile and the download link for the cVIGIL Investigator App. (It can also be downloaded from the cVIGIL Portal from here.) They would need to login by entering their authorised mobile number, only through the app. Upon successful login, only the field unit will be visible in the DCC portal as logged-in and can the cases be assigned to them.

6. To lodge a case (only when the elections are announced), a user need to download the cVIGIL Citizen app from the Google Play Store. Though the application can be downloaded at any time, the users will not be able to file the case if there is no election announced.

7. To provide end to end process flow training for all the key users in the cVIGIL, please use the 'Training cVIGIL Citizen App', which will allow filing of cases (Dummy only). To download the app, go to https://cvigil.eci.gov.in and click on cVIGIL Citizen App (Training). All internal users can download this app and use it to file the case, assign the case from DCC to field units, Investigator can submit its report through the app, and ARO / RO can decide the case.

8. The cases, which are filed using cVIGIL Citizen Training app will, be removed before the announcement of the elections and the server will be made live for the citizens. Thereafter, no further cases can be filed from cVIGIL Training app.

9. The detailed training will be provided during the ICT Workshop to be held on 7-8th February, 2019 at New Delhi.

10. It is requested that all the user accounts upto the level of Field units should be created 100% by 6th February, 2019 and end-to-end testing in the demo mode be done by all users. The target for each State to do end-to-end testing is at Annexure-2.

11. For the detailed manual, solutions and any technical support, visit https://support.ecitech.in

The cVIGIL website is now ready at https://cvigil.eci.gov.in where each State/ UT can now create user accounts. Kindly ensure that the instructions are percolated down to all levels for urgent compliance.

Yours faithfully,

डॉ. कुशल कुमार पाठक
Dr. KUSHAL KUMAR PATHAK
निदेशक / Director
भारत निर्वाचन आयोग
Election Commission of India
निर्वाचन सदन / Nirvachan Sadan
अशोक रोड / Ashoka Road
नई दिल्ली-110001 / New Delhi-110001

Copy to:

1. Sr PPS/PPS/PS to all Sr. DEC / DECs & DGs
2. Director (Expenditure) ECI
3. Principal Secretary (NNB)

Targets for hands-on training on cVIGIL
1st Feb 2019 to 25th Feb 2019

SNo	State / UT	No of Districts	cVIGIL training cases file and dispose	SNo	State / UT	No of Districts	cVIGIL trainin cases file and dispose
1	Andaman & Nicobar Islands	3	900	19	Madhya Pradesh	51	15300
2	Andhra Pradesh	13	3900	20	Maharashtra	36	10800
3	Arunachal Pradesh	19	5700	21	Manipur	11	3300
4	Assam	50	15000	22	Meghalaya	11	3300
5	Bihar	38	11400	23	Mizoram	8	2400
6	Chandigarh	1	300	24	Nagaland	12	3600
7	Chhattisgarh	27	8100	25	NCT OF Delhi	11	3300
8	Dadra & Nagar Haveli	1	300	26	Odisha	30	9000
9	Daman & Diu	2	600	27	Puducherry	2	600
10	Goa	2	600	28	Punjab	22	6600
11	Gujarat	33	9900	29	Rajasthan	33	9900
12	Haryana	21	6300	30	Sikkim	4	1200
13	Himachal Pradesh	12	3600	31	Tamil Nadu	32	9600
14	Jammu & Kashmir	22	6600	32	Telangana	31	9300
15	Jharkhand	24	7200	33	Tripura	8	2400
16	Karnataka	33	9900	34	Uttar Pradesh	75	22500
17	Kerala	14	4200	35	Uttarakhand	13	3900
18	Lakshadweep	1	300	36	West Bengal	24	7200

भारत निर्वाचन आयोग
Election Commission of India

Information & Communications Technology (ICT) Division

Nirvachan Sadan, Ashoka Rd, Pandit Pant Marg Area, Sansad Marg Area,
New Delhi