

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No. ECI/PN/28 /2016

Dated:31st March, 2016

PRESS NOTE

Subject: Application of Complaint Redressal Mechanism- call centre & web-based management during ongoing elections.

In view of the ongoing elections, the Election Commission of India has issued instruction to provide a Complaint Redressal Mechanism to all the five election going states. The main objective of this IT platform is to provide the following:

- i. Manage the complaints being received through call centres/telephone/online/fax/ post /paper complaints/in person in an integrated way and a time bound manner.
- ii. Inform the complainants about the status of receipt and disposal of complaints.

State wise steps being undertaken by the Commission are as follows:

In Assam :- The complaints are received through (i) toll free number 1950, (ii) online application 'SAMADHAN' available at district websites with URL <http://election.cloudapp.net/assam-samadhan> and at CEO website www.ceoassam.nic.in (iii) Android based mobile application available in Google Play Store as SAMADHAN [ASSAM]. Individual can lodge complaints in physical copies in person/post/fax etc. and can still get SMS or view status of complaints if s/he wishes to.

In Kerala:- e- Pariharam has been lodged in Kerala to facilitate lodging complaints online. Complainants can also visit Akshaya Centres (CSC) and use helpline numbers. Complainants will receive SMS alerts while lodging as well as at the time of disposal of complaints. Photos/videos can be uploaded as part of complaints. The URL of website is: <http://e-pariharam.kerala.gov.in>

In Tamil Nadu:- In Tamil Nadu, apart from paper, phone, e-mails, online modes of complaint receipt, the complaints are also being received through Facebook, twitter etc. The option for lodging online complaint is available on website of CEO, Tamil Nadu: <http://www.elections.tn.gov.in/>

In West Bengal:- In West Bengal the IT platform is available at the URL: <http://election.cloudapp.net/wb-samadhan> . The App is also available in the form of mobile App at Google Play Store: SAMADHAN [WEST BENGAL]. The disposal period of complaints received has been prescribed as 24 hrs in general, and ½ hour on poll day.

In Puducherry:- CEO, Puducherry has established 24x7 helpline call centre with 5 dedicated trunk lines under supervision of an officer of Tehsildar level. Complaints are also being received through SMS, Whatsapp (8903331950), e-mail etc. The online complaints registering mechanism is also available for the use of public.

Through these Complaint Redressal Mechanisms, the Election Commission of India ensures that complaints at all level are properly addressed and timely redressed and the entire election process is made smooth, hassle free, transparent and effective.

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(Director)