

भारत निर्वाचन आयोग
ELECTION COMMISSION OF INDIA

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Ashoka Road, New Delhi-110001.

No. 464/INST-PDF/2013 -EPS

Dated: th27 January, 2014

To

The Chief Electoral Officers of
All the States and Union Territories.

Subject: Polling Day Facilitation of Voters at Polling Stations –Regarding.

Madam / Sir,

The Commission is getting regular feedback on lack of facilitation at the polling stations on the polling day. Lack of proper guidance, long waiting hours and chaos at the polling station, often dissuade people from voting whereas, hassle free voting encourages voters for greater participation.

2. In order to facilitate hassle free voting on the poll day, the Commission desires that the following measures should be strictly implemented in addition to the existing instructions (Annexure-I) :

A. Facilities to be provided to the voters at the polling stations:

I. Help Desk

In the polling station locations having multiple polling stations, a Help Desk should be set up with the objective of providing assistance to the voters, facilitating the voters to locate their particular polling station and issuance of voter slips. The Help Desk shall be set up at a prominent spot so that the same is easily visible and approachable to voters as they approach the premise/building.

II. Proper Signage

Proper signage should be put at the polling station locations for guidance of the voters about the route / layout of the location, facilities available (like ramp, toilet, drinking water etc.) and Help Desk.

III. Queue Handling

- (a) Physically challenged electors shall be given priority for entering the polling stations without having to wait in the queue for other electors and all necessary assistance as may be required should be provided to them at the polling stations.
- (b) The polling personnel should be specifically briefed about the provisions of Rule 49N of the Conduct of Elections Rules, 1961,

which provides for permitting a companion to accompany a blind / infirm elector to assist him / her to cast the vote.

- (c) Electors with speech and hearing impairment should also be given special care as in the case of other disabled persons.
- (d) There should be separate queues for men and women electors. Men and women voters should be admitted into the polling station by turns. Two women voters may be allowed entry into polling stations for entry of each male voter.
- (e) Infirm / senior citizens voters and women voters with babies in arms may be given precedence over other voters in the queue.

IV. Health Care

- (a) Provide covered shelter for the electors at every polling station and, if necessary, have the extra rooms available in the building opened for electors to take rest.
- (b) First-aid facility for the voters should be provided.
- (c) Every polling party shall be supplied with oral rehydration salts for their own use as well as for any voter needing the same due to heat-stroke. A hand-bill on 'Dos and Don'ts' in case of heat stroke may be prepared and supplied to each of the polling parties.
- (d) A small First-Aid kit containing basic medicines with user instruction should be provided to each polling party. In this regard, the DEO should prepare a standard list of medicine and user instruction in consultation with the District Chief Medical Officer.
- (e) Issue an appeal to the electors to carry wet towels to protect themselves against dehydration and also advise women electors to avoid bringing children along with them to polling stations due to hot weather conditions.
- (f) The DEO shall requisition the services of para-medical staff from the offices of the Chief District Medical Officers and one such Para Medical Staff member shall accompany every mobile Patrol Unit and Sector Officer in their vehicles along with essential heat-stroke medicines. Such mobile patrol units shall touch every polling station once in every hour so that instant medical assistance would be available to any voter needing such help besides the first aid facilities given to the polling parties.

B. Long Queue Management Measures

- I. Based on the past voting pattern and experience of the field staff, the polling stations / polling station locations prone to long queues should be identified.
- II. Dynamic tracking of long queues on the poll day should be done through the Sector Officers.
- III. Decongestion measures should be initiated at the polling stations prone to / having long queues.
- IV. Reserve staff and vehicles should be kept ready for deployment at the polling stations with long queue to help out the polling staff.
- V. Members from the National Cadet Corps and National Service Scheme may be mobilised to manage the queue.

C. Appointment of Nodal Officers:

While preparing the district machinery for the conduct of election, the DEO shall identify a senior officer as the nodal officer to coordinate and supervise amenities at the polling stations as well as polling personnel / voters welfare measures. Similarly, each RO shall identify a nodal officer for the above purpose. The name and designation, office and residential addresses, telephone numbers including mobile number and e-mail ID, if any, of the nodal officer shall be mentioned in the district / constituency election management plan. The contact numbers should also be brought to the notice of the polling personnel drafted for election duty.

Please acknowledge receipt of the letter.

Yours faithfully,


(SUMIT MUKHERJEE)
SECRETARY

Annexure-I

509/110/2004-JS-I	26-10-2007	Facilities to be Provided to Electors with disability – Order of the Hon'ble Supreme Court in WP(Civil) No.187 of 2004 – Disabled Rights Group Vs. The Chief Election Commissioner & Anr. – Regarding.
464/2009-EPS	30-04-2009	Facilities for Senior citizen and Physically Challenged Voters – Regarding.
576/11/ESO24/94-J.S.II	21.10.1994	General elections to State Legislative Assemblies -1994 – Special facilities in Polling Stations for Women Electors – Regarding.
464/INST/2011/EPS	26-12-2011	Special facilities in polling stations for women electors – Regarding.
458/4/98/PLN-IV	01.06.1998	Bye-elections in June, 1998 - Facilities at Polling Stations During the Hot Weather Conditions.
23/LOCATOR//2007-ERS	05-11-2007	Preparation of Electoral Roll in Alphabetical Order – Regarding.