

**Telangana State Election Commission
Grievance Redressal System**



**User Manual
(For Citizens)**

Telangana State Election Commission -Grievance – User Manual

OVERVIEW:

The Telangana State Election Commission has launched an online module for citizens to report Model Code of Conduct (MCC) violations and to register complaints on election related grievances during the election period. The module is called '**Grievance Module**'.

This Grievance Module is developed to denote citizens who can play a proactive and responsible role in conduct of free and fair elections

User Manual :

1. Grievance Module - Login:

The Grievance module can be accessed by logging on to Te-Poll Login option in the web portal of Telangana State Election Commission at www.tsec.gov.in/home.do. This Web portal portrays various Menu options such as Electoral Rolls Management System Module, Polling Personnel Randomization System Module, Election Process Management System Module, **Grievance Module** and EVM Management System Module.

A click on the **Grievance Module**, will take one to the following screen as shown in Fig.1 where it seeks details of Username and password for all types of users like Admins, the authorized officials and other stakeholders involved in conduct of elections i.e, District Collector , CEO, DPO, MPDO etc. & also Citizens

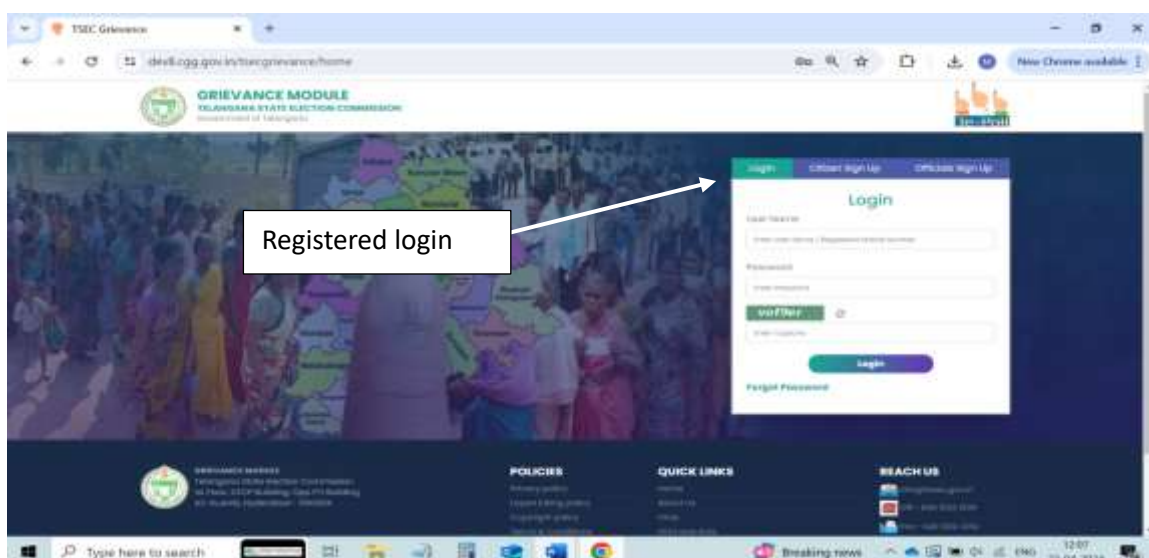


Fig.1

2. Citizen Registration:

- Before registration, the citizen can be validated with his Mobile number through OTP.
- After successful submission of OTP, the screen directly takes the citizen to set password as shown in Fig.2

The screenshot shows the 'User Registration' form within the 'GRIEVANCE MODULE' of the 'TELANGANA STATE ELECTION COMMISSION'. The form is titled 'User Registration' and contains the following fields:

- Name *:
- EPIC No (If any) :
- State *:
- Mobile No. *:
- Email ID (# any) :
- District *:
- Password *:
- Confirm Password *:

Note:

- The password must be at least 8 characters long.
- Must include at least one Upper Case letter.
- Must include at least one Lower case letter.
- Must include at least one Number.
- Must include any one special Character like- #,@,%!

Fig.2

- Citizen Should fill in all the required mandatory details and set a password as shown in the **Fig.2**. The Password should be set with predefined password parameters.

Telangana State Election Commission -Grievance – User Manual

3. Citizen login: Once the citizen successfully registers himself, he shall login with his Registered mobile No. & password as shown in Fig.3

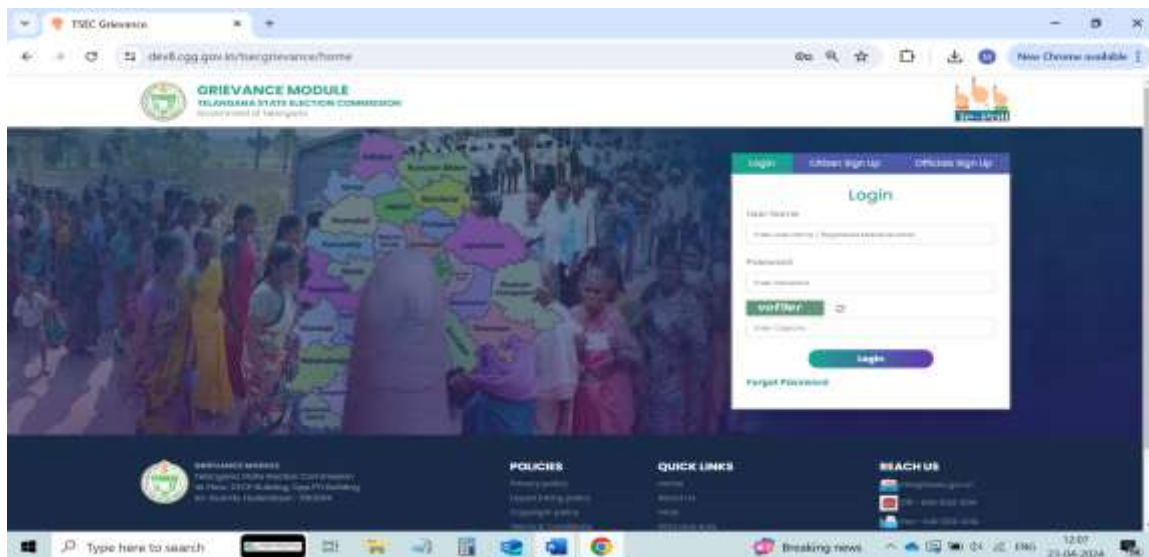


Fig.3

- After successful login, the following screen (**Fig.4**) will be displayed duly indicating the earlier complaints filed by the citizen if any.

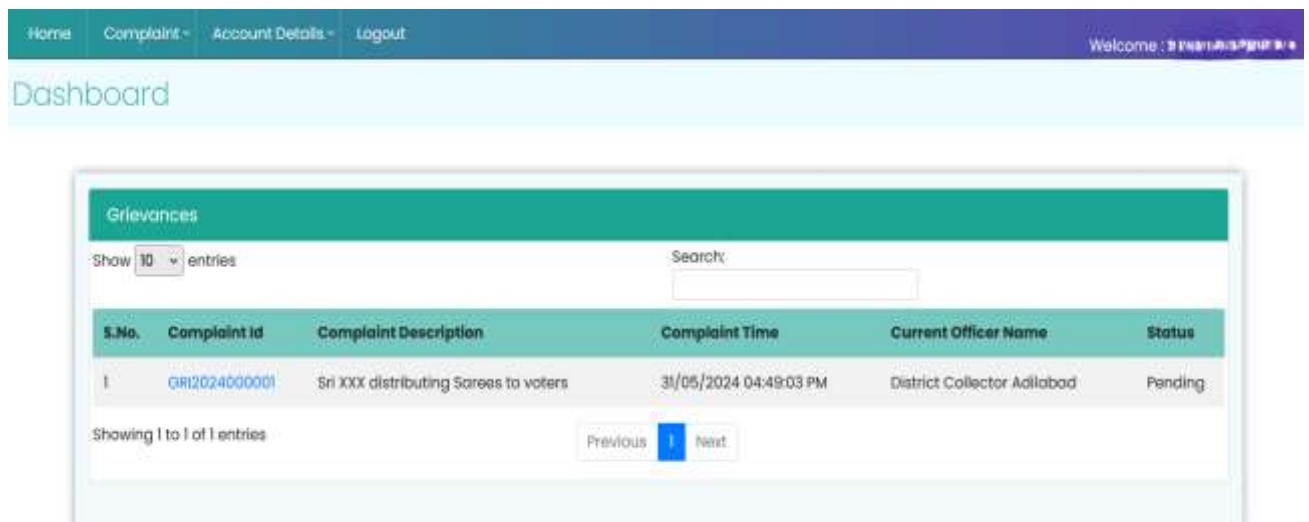


Fig.4

4. Register New Grievance

- Citizen can also register a new complaint by selecting '**Register Complaint**' as shown in Fig.5.

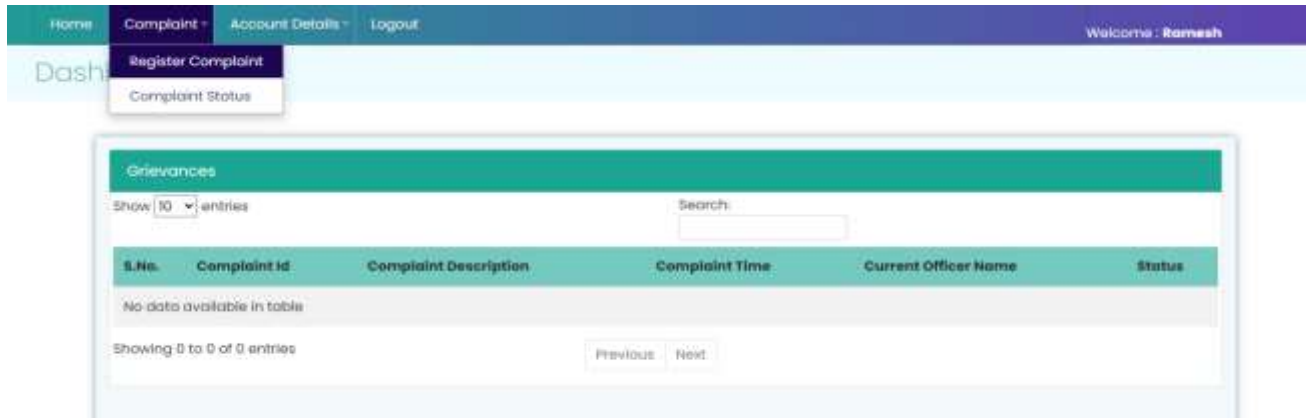


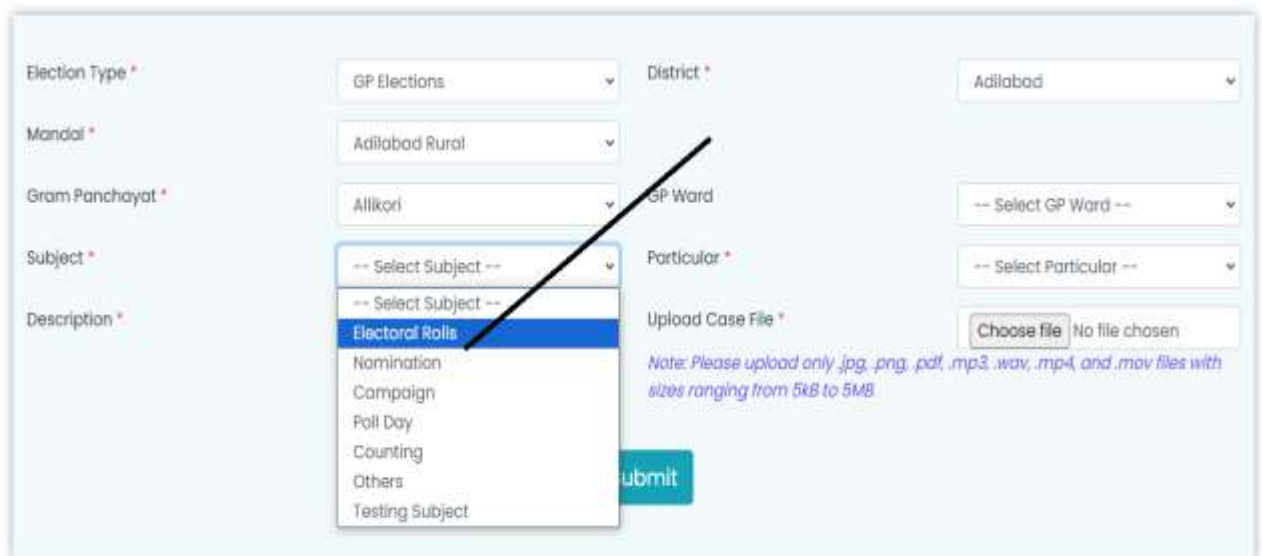
Fig.5

- Immediate after selecting "Register complaint", the screen takes one to upload the grievance details as shown in Fig.6
- Citizens should fill in the details of Election type i.e. GP Elections, MPTC/ZPTC or Urban elections and incident locality details etc. to file Complaint.

Fig.6

- For user friendly and to make more convenience, the Commission pre listed type of Grievances under 'Subject' menu.
- The citizen can go through the list by scrolling and can enter the subject as shown in Fig.7

Register New Grievance



The screenshot shows the 'Register New Grievance' form with the following fields and values:

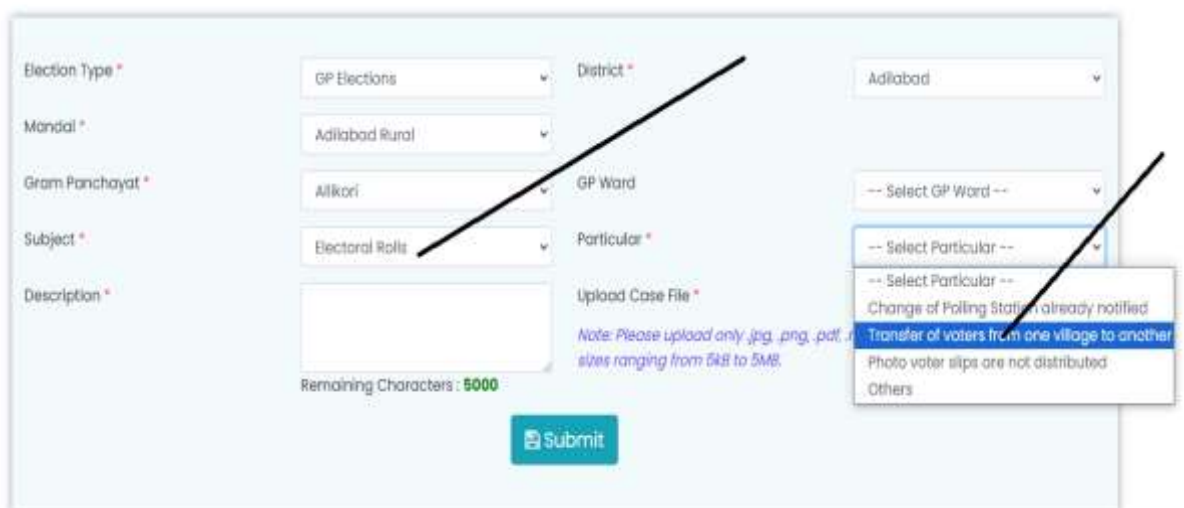
- Election Type: GP Elections
- District: Adilabad
- Mandal: Adilabad Rural
- Gram Panchayat: Allkori
- GP Ward: -- Select GP Ward --
- Subject: -- Select Subject -- (dropdown menu is open, showing options: Electoral Rolls, Nomination, Campaign, Poll Day, Counting, Others, Testing Subject)
- Particular: -- Select Particular --
- Upload Case File: Choose file (No file chosen)

A blue 'Submit' button is visible at the bottom right. A note below the upload field reads: "Note: Please upload only .jpg, .png, .pdf, .mp3, .wav, .mp4, and .mov files with sizes ranging from 5kB to 5MB."

Fig.7

- Once the subject is entered, particular of the subject will be enabled, where one can have list of grievances that he intended to complaint. Below are the examples shown in Fig.8 & 9.

Register New Grievance



The screenshot shows the 'Register New Grievance' form with the following fields and values:

- Election Type: GP Elections
- District: Adilabad
- Mandal: Adilabad Rural
- Gram Panchayat: Allkori
- GP Ward: -- Select GP Ward --
- Subject: Electoral Rolls
- Particular: -- Select Particular -- (dropdown menu is open, showing options: -- Select Particular --, Change of Polling Station already notified, Transfer of voters from one village to another, Photo voter slips are not distributed, Others)
- Upload Case File: Choose file (No file chosen)

A blue 'Submit' button is visible at the bottom center. A note below the upload field reads: "Note: Please upload only .jpg, .png, .pdf, .mp3, .wav, .mp4, and .mov files with sizes ranging from 5kB to 5MB." Below the description field, it says "Remaining Characters : 5000".

Fig.8

Telangana State Election Commission -Grievance – User Manual

The screenshot shows a web form for filing a grievance. The form includes the following fields and options:

- Election Type ***: GP Elections
- District ***: Adilabad
- Mandal ***: Adilabad Rural
- Gram Panchayat ***: Allikori
- GP Ward**: -- Select GP Ward --
- Subject ***: Nomination
- Particular ***: -- Select Particular -- (dropdown menu is open)
- Description ***: (text area)
- Upload Case File ***: (file upload button)

The dropdown menu for 'Particular' is open, showing the following options:

- Select Particular --
- Threatening /Obstruction from Filing Nomination
- Tearing the Nomination Papers
- Threatening to withdrawal/Causing Forceful Withdrawal** (highlighted)
- Bribing for Making Unanimous
- Auction of the Post
- Complaint against candidate having more than two children
- Symbols Allotment
- Others

Remaining Characters : 5000

Submit

Note: Please upload only .jpg, .png, .pdf, .mp3, .wav, .mp4, and .mov files with sizes ranging from 5kB to 5MB.

Fig.9

- The citizen can upload any document in regard to grievance as shown in fig.10 in any format but the size is restricted ranging between 5KB to 5MB

The screenshot shows the same web form as Fig.9, but with the 'Particular' dropdown menu open and 'Bribing for Making Unanimous' selected. The 'Upload Case File' button is now labeled 'Choose file' and 'No file chosen'.

Remaining Characters : 5000

Submit

Note: Please upload only .jpg, .png, .pdf, .mp3, .wav, .mp4, and .mov files with sizes ranging from 5kB to 5MB.

Fig.10

5. Tracking of the Grievance

- Once the citizens successfully submit his grievance/complaint, the grievance **Id** will be created.
- He will also receive SMS to the registered mobile number.
- The citizen can track his grievance by logging in with his registered mobile number, password and can track his complaint status by selecting grievance ID as shown in Fig.11& Fig.12

Telangana State Election Commission -Grievance – User Manual

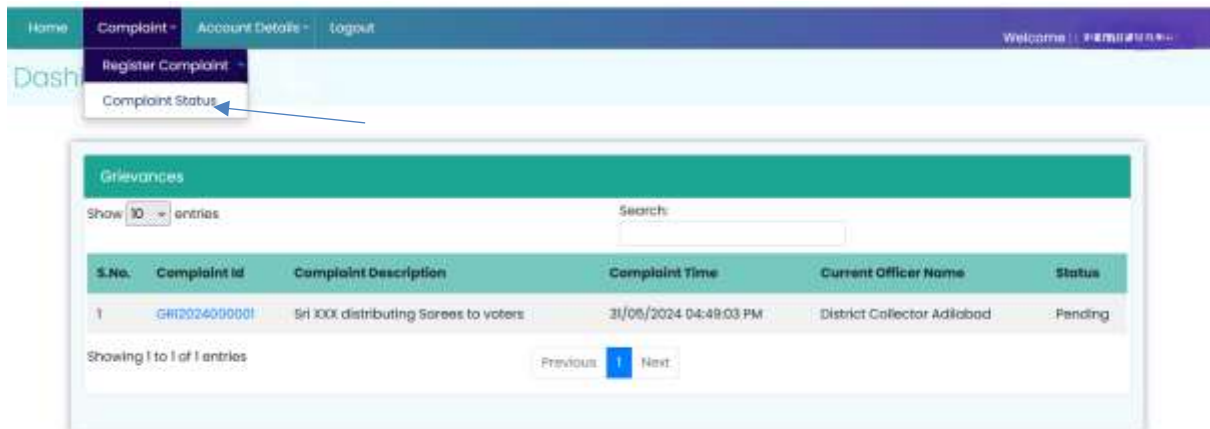


Fig.11



Fig.12

- The citizen can view the status of his complaint as shown in Fig.13.

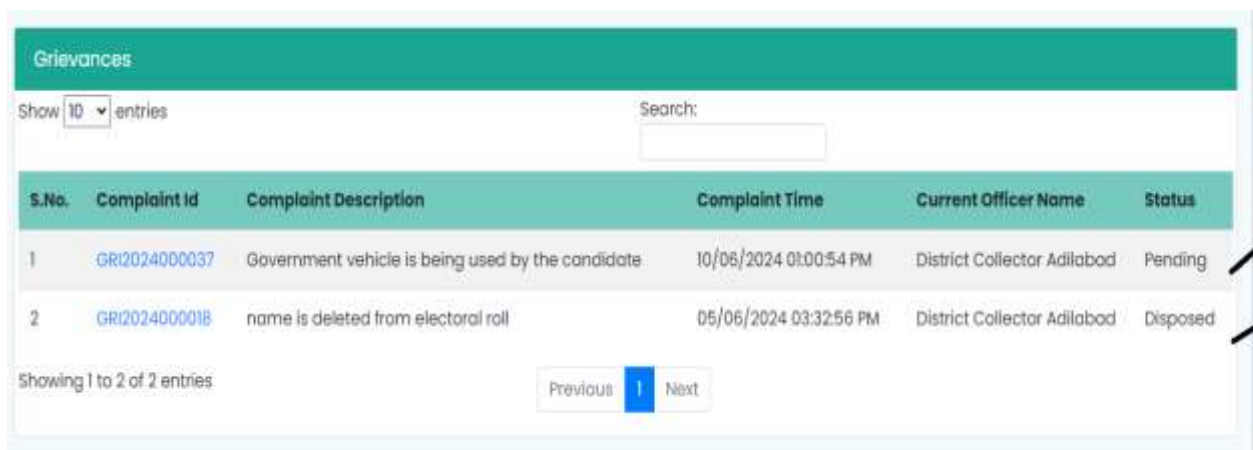


Fig.13