

भारत निर्वाचन आयोग
ELECTION COMMISSION OF INDIA

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No.464/Meeting/2023/EPS

निर्वाचन सदन,
अशोक रोड, नई दिल्ली-110001.

Nirvachan Sadan,
Ashoka Road, New Delhi-110001

Dated:- 16th March, 2024

To,

The Chief Electoral Officers
of All State/UTs.

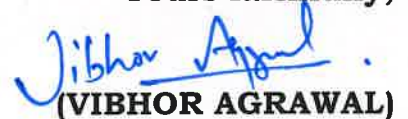
Sub:- General Election to Lok Sabha, 2024- Advisory on prevention of Heat wave impact – regarding.

Madam/Sir,

I am directed to state that India Meteorological Department (IMD) has indicated the probability of above normal temperatures during forthcoming summer season, which may translate into stronger and longer spells of heatwave especially during months of March to June, 2024. In this regard, a copy of Do's & Dont's issued by National Disaster Management Authority (NDMA) regarding minimization of Heat wave impact, is being forwarded herewith.

2. Further, a copy of Commission's letter No. 464/INST-AMF/2022/EPS, dated 10th June, 2023, regarding Assured Minimum Facilities and other facilities to be provided at the Polling Stations, is also being forwarded for strict compliance by all concerned.

Yours faithfully,


(VIBHOR AGRAWAL)
UNDER SECRETARY

Heat wave: Do's & Dont's- by National Disaster Management Authority

Heat Wave conditions can result in physiological strain, which could even result in death.

To minimise the impact during the heat wave and to prevent serious ailment or death because of heat stroke, you can take the following measures:

- ✓ Avoid going out in the sun, especially between 12.00 noon and 3.00 p.m.
- ✓ Drink sufficient water and as often as possible, even if not thirsty
- ✓ Wear lightweight, light-coloured, loose, and porous cotton clothes. Use protective goggles, umbrella/hat, shoes or chappals while going out in sun.
- ✓ Avoid strenuous activities when the outside temperature is high. Avoid working outside between 12 noon and 3 p.m.
- ✓ While travelling, carry water with you.
- ✓ Avoid alcohol, tea, coffee and carbonated soft drinks, which dehydrates the body.
- ✓ Avoid high-protein food and do not eat stale food.
- ✓ If you work outside, use a hat or an umbrella and also use a damp cloth on your head, neck, face and limbs
- ✓ Do not leave children or pets in parked vehicles
- ✓ If you feel faint or ill, see a doctor immediately.
- ✓ Use ORS, homemade drinks like lassi, torani (rice water), lemon water, buttermilk, etc. which helps to re-hydrate the body.
- ✓ Keep animals in shade and give them plenty of water to drink.
- ✓ Keep your home cool, use curtains, shutters or sunshade and open windows at night.
- ✓ Use fans, damp clothing and take bath in cold water frequently.

TIPS FOR TREATMENT OF A PERSON AFFECTED BY A SUNSTROKE:

- ✓ Lay the person in a cool place, under a shade. Wipe her/him with a wet cloth/wash the body frequently. Pour normal temperature water on the head. The main thing is to bring down the body temperature.
- ✓ Give the person ORS to drink or lemon sarbat/torani or whatever is useful to rehydrate the body.
- ✓ Take the person immediately to the nearest health centre. The patient needs immediate hospitalisation, as heat strokes could be fatal.

Acclimatisation

People at risk are those who have come from a cooler climate to a hot climate. You may have such a person(s) visiting your family during the heat wave season. They should not move about in open field for a period of one week till the body is acclimatized to heat and should drink plenty of water. Acclimatization is achieved by gradual exposure to the hot environment during heat wave.

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No.464/INST-AMF/2022/EPS

Dated: 10th June, 2023

To

The Chief Electoral Officers of
all States and Union Territories

**Subject: Assured Minimum Facilities and Other Facilities at
Polling Stations-reg.**

Reference:

(i)	458/4/98/PLN-IV	01.06.1998
(ii)	No.464/INST/2016-EPS	24.04.2009
(iii)	464/2009-EPS	30.04.2009
(iv)	464/INST/2013-EPS	30.09.2013
(v)	464/INST- BMF /2013-EPS	27.01.2014
(vi)	No.464/INST- PDF/2013-EPS	27.01.2014
(vii)	No.464/INST- BMF/2013-EPS	27.03.2014
(viii)	464/INST/2016-EPS	15.02.2016
(ix)	464/INST/2016-EPS	12.03.2016
(x)	464/INST/PwD/2016-EPS	07.09.2016
(xi)	464/INST/2016-EPS	12.09.2016
(xii)	464/INST/2016-EMS	21.12.2016
(xiii)	464/INST/2016-EPS	26.12.2016
(xiv)	51/8/7/2017-EMS (Vol.II)	03.08.2017
(xv)	464/INST/PwD/2018-EPS	27.09.2018
(xvi)	464/INST/PwD/2018-EPS	27.09.2018
xvii)	No.464/INST/2019/EPS	16.03.2019

Madam/Sir,

The Commission has been issuing instructions from time to time on facilities to be provided at Polling Stations on the day of poll for electors as well as polling personnel, vide instructions referred above. Now, the Commission has reviewed these instructions and issued the following consolidated instructions in supersession of all the existing instructions on the subject.

1. Assured Minimum Facilities (AMF)

The Commission directs that the CEOs/DEOs shall make complete gap analysis of Assured Minimum Facilities (AMF) at each Polling Station and work with State authorities to permanently provide these AMF at the polling stations. The Assured Minimum Facilities are provided at the Polling Stations for assistance and facilitations to voters to enable them to cast their votes on the day of poll in smooth, hassle-free and convenient manner, apart from providing enabling framework to the polling personnel to discharge their duty in an efficient manner. The DEO and the RO shall do an advance exercise well before the elections, as provided in election planner, to get the conditions of the polling stations physically verified by the field officials. The Sector Officers should visit each Polling Stations/Locations within his /her jurisdiction to assess whether it is use worthy. The Returning Officers shall physically verify at least 20% of the Polling Locations. The Commission directs to provide following Assured Minimum Facilities (AMF) at each and every Polling Stations/Locations:

- (i) Polling Station at Ground Floor:** -The polling stations should be set up on the ground floor of a building to facilitate voting for aged and disabled electors. Polling stations should be set up in such a manner that ordinarily, no voter is required to travel more than two kilo meters to cast his vote. In sparsely populated hilly or forest area, this rule may require to be relaxed. In such cases to ensure that voters may not have to walk unduly long distances, Polling Stations may be set up for a smaller number of electors than the usual norm. Due consideration should be given to the topography and the ease of travel for electors. Sometimes, Polling Stations in hilly areas are located on different levels. It should be ensured that if the Polling Station is at a higher level, the road that leads to it, passes at the same level as that of the Polling Station.

The Polling Stations should have separate Entrance and exit for voters. If there is only one door at the Polling Station(s), separate entrance and exit can be provided with the help of a temporary fencing in the middle of the doorway using bamboos and ropes, based on the local conditions.

- (ii) Provision for Ramp:** A permanent ramp of maximum gradient 1:12 should be provided at all Polling Stations to facilitate the PwD (Persons with Disabilities) voters and senior citizen electors, as per the directions of the Hon'ble Supreme Court of India in the Polling Stations. The Supreme Court has also directed to give wide publicity about the provision of ramps in Polling Stations.
- (iii) Provision for Drinking Water:** There should preferably be permanent arrangement of tap facility for drinking water. As an alternative, drinking water pots having sufficient capacity on the day of poll may be provided. Sufficient number of environment-friendly disposable glasses may be made available for drinking water. Drinking water facility should be on self-service basis and wherever possible provision of volunteer/daily wage-earner to serve water to the voters standing in the queue, may be made.
- (iv) Adequate Furniture:** - There should be proper provision for furniture like tables, chairs and benches etc., inside Polling Station for polling parties and polling agents. Adequate chairs/ benches should also be provided at each Polling Station for disabled, pregnant or senior citizen electors.
- (v) Proper lighting/Electricity arrangements:** It shall be ensured that the inside space of the voting compartment is sufficiently lighted, however, while setting up EVMs and VVPATs at the polling station, it should be ensured that the light does not fall directly on the voting compartment. If necessary, arrangement for suitable additional lighting should be done for each compartment. Halogen lamps or 200-watt bulbs have to be strictly avoided directly above or in front of voting compartment. If the power connection is available, the condition of switches/bulbs/fans should be checked. If power connection cannot be provided even temporarily due to terrain or proximity of electrical network, alternative arrangement (like Petromax, lantern, Battery operated LED/charger light etc.) and generator sets etc. should be hired, so that, on the poll day, those polling stations are properly lighted.
- (vi) Proper Signage:** Proper Signage should be put up near and at the Polling Station locations for guidance of the voters about the

layout of the location, facilities available (like ramp, toilet, drinking water etc.) and Voter Assistance Booth.

(vii) Toilets: There should be separate toilets in sufficient numbers for male and female voters at each Polling Station location. If two toilets are not available, pucca one should be earmarked for female voters and one temporary toilet may be provided for male voters. If no pucca toilet is available, provision for mobile toilet vans be made and in hilly areas, with difficult topography, temporary toilet arrangements may be made. One employee or a daily wage-earner shall be deployed to keep the toilet clean throughout the day. The toilets should be accessible for PwD and senior citizen electors.

(viii) Shade in Polling Station: Tented arrangement for shade with adequate size (minimum 15ft X15ft) canopy should be made available, as waiting area, at each Polling Station with sufficient chairs/benches preferably for ladies/senior citizens/nursing mothers/differently abled voters and children accompanying them.

(ix) Provision for Creche for children: There should be proper arrangement for creche at each Polling Station Location for children accompanying the electors. One trained attendant/volunteer should be deployed to take care of these children.

(x) Display of Voter Facilitation Posters. In order to fulfil the statutory requirements under Rule 31 of the Conduct of Elections Rules, 1961 and to provide accurate and relevant information for voter awareness and information at each polling station, the Commission has directed that a total of FOUR (4) kind of Posters shall be prominently displayed at all Polling Stations. The design and other specifications of the four posters may be seen at **Annexure - 1.**

(xi) Voter Assistance Booths (VAB):

(a) A Voter Assistance Booth shall be set up for every polling station location, with a team of BLO/officials in order to assist voters to correctly locate her /his polling booth number and serial number in the electoral roll of that concerned polling booth.

(b) Necessary arrangements for the setting up of the Voter Assistance Booth like basic furniture including table, chairs etc. for seating the deployed staff, a small covered canopy/tent with proper shade and prominent signage in the form of back-drop banner indicating 'VOTER ASSISTANCE BOOTH' and directional signs for guidance of the voters must be made well in advance by the RO concerned. An indicative design of the Voter Assistance Booth is enclosed at **Annexure-2**.

(c) Alphabetic Roll Locator (as per English alphabet) generated with ERO Net is placed at VAB to search the name easily and to know the serial number in the Electoral Roll.

2. Other facilities: -

(i) Medical Kit: It must be ensured that sufficient number of Medical Kits/First-Aid kits containing medicines & items like gauze pads (4x4 inches)/ large gauze pads/adhesive bandages/rolling bandage/ORS/triangular bandages/wound cleaning agent/scissors/blanket/tweezers/adhesive tape/latex gloves resuscitation equipment/Masks & Sanitizers etc., along with a village level health worker should be made available at each Polling Station location for emergency use of voters and polling staff. In this regard, the DEO should prepare a standard list of medicines and user instructions in consultation with the District Chief Medical Officer.

During summer, every polling party shall be supplied with Oral Rehydration Salts (ORS) 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.

An appeal to the electors may be issued to carry wet towels to protect themselves against dehydration and also advise women electors to avoid bringing children along with them to polling stations during hot weather conditions.

The DEO shall requisition the services of paramedical 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 medicines. Such

mobile patrol units shall touch every polling station once in every hour, preferably, so that instant medical assistance would be available to any voter needing such help besides the first aid facilities given to the polling parties.

(ii) Volunteers: Volunteers from NCC/NSS/Scout & Guides should be deployed to manage the voters' queue. Identified PwD and Senior citizen voters should be assisted by Volunteers to reach the polling station and if required, wheelchair should be provided. The PwD electors can request for wheelchair facility by registering on **Saksham-ECI App**. The volunteers shall guide the PwD electors up to the entrance of polling station. Inside the polling station, such PwD electors shall be assisted by polling staff. The age of volunteers should be less than 18 years. The CEO shall prepare a detailed Do's and Don'ts for the volunteers and ensure that they are properly briefed and trained by DEO/RO. There should be an arrangement for food for the volunteers engaged at the polling stations during the poll day.

(iii) Provision for Transport Facility: Senior Citizens, Persons with Visual and Locomotive Disabilities and infirmed voters with impaired movement should be provided free pass for using public transport on poll day. If public transport is not available, private vehicles may be hired for the purpose. He or she should be picked up from his or her residence and be dropped back there after he or she has cast his or her vote.

(iv) Queue Management:

(a) There should be three queues at the polling station: one for male voters, one for female voters and third one for senior citizens and PwD electors. One male elector should be allowed to vote per two female electors.

(b) Persons with disability/infirm electors shall be given priority for entering the polling station 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.

(c) Similarly, Pregnant women and women voters with child in arms may also be given precedence over other voters in the queue.

- (d) Chairs may be placed intermittently, if convenient and required at the Polling Stations prone to long queues, to enable voters waiting in queue to rest for few minutes.
 - (e) The CEO/DEO should give adequate publicity about facilities to be extended to senior citizens, PwD/infirm and pregnant women or women voters with child in arms and issue an appeal to voters to co-operate in this initiative with a request that those who are able bodied and healthy should not try to avail this opportunity to jump the queue, rather this should be need based. The voters in the queue should have open mind to help the fellow voters who are suffering from disability and other age related and health related problems.
 - (f) The Presiding Officers and other field officers deployed at Polling Stations should be instructed accordingly.
 - (g) 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.
 - (h) Dynamic tracking of long queues on the poll day should be done through the Sector Officers.
 - (i) Decongestion measures should be initiated at the Polling Stations prone to/having long queues, e.g., additional polling staff, volunteers, distribution of tokens etc.
 - (j) Reserve staff and vehicles should be kept ready for deployment at the Polling Stations with long queue to help out the polling staff.
 - (k) Members from the National Cadet Corps and National Service Scheme may be mobilized to manage the queue.
 - (L) Booth App is an integrated app of the ENCORE application, which facilitates in faster identification of voters using encrypted QR code of Voter Information Slips and the digital marked copy of the electors. This reduces the queue, helps in faster polling and allows error-free recording of two hourly poll turnout with minimal intervention.
- (vii) Model Polling Stations:** Additional attractive features may be added to polling stations according to local culture and requirements as given in directions issued through SVEEP on the subject. Polling

Stations should be set up using environment-friendly/recyclable and biodegradable materials and as far as possible, be kept plastic-free. Provision for eco-friendly waste management should be made.

3. Other measures to speed up voting: -Besides above to speed up voting, following shall also be followed: -


- (a) Printed blank voters slips (to be clearer, this is different than Voter Information Slips distributed to electors) must be there with all the polling parties for faster operations inside the Polling Stations.
- (b) Second Polling Officer is required to obtain elector's signature or thumb impression in the relevant column of Register of voters in Form 17 A. In column (3) of Form 17A (Register of Voters) the last four digits of the Identification document should be mentioned. In case of electors voting on the basis of the EPIC, it is sufficient that the letters 'EP' (denoting EPIC), respectively is mentioned in the relevant column, and it is not necessary to write down the number of the EPIC. However, in the case of those who vote on the basis of any alternative documents, the last four digits of the document shall have to be written and the type of document produced should also be mentioned therein. The signature/thumb impression of the voter shall be obtained by the second Polling Officer in column (4) of that register.
- (c) Wherever needed (if the voters are more than 1200) additional polling officers should be deputed with the polling party. While deploying additional polling officers, care should be taken to select them on random basis.
- (d) A reserve of polling officers should be kept ready to rush out to any polling station which requires such assistance during poll hours. The Sector Officer should be able to identify such requirement quickly on their visit to polling stations and seek the assistance of Returning Officer in getting the additional hand when needed, from the pool of such reserve polling officers.

4. 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 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

The above instructions shall be brought to the notice of all concerned for strict compliance.

Yours faithfully,



(AJAY KUMAR VERMA)
SECRETARY

Voter Facilitation poster

1. A total of FOUR (4), Uniform and standardized Voter Facilitation Posters (VFP), shall be prominently displayed at all Polling Stations as per the design enclosed, including the details of Polling Station Details (**VFP-1**), List of Candidates (**VFP-2**), Do's and Don'ts (**VFP-3**) and Approved Identification Documents & How to Vote (**VFP-4**).
2. The size of the VFPs should be such that the contents are early and clearly visible and the text is effortlessly readable to the voters approaching the polling booth. The following dimensions are provided for purely indicative purpose:
 - **VFP No. 1 and 2:** 27 inches (Height) X 27 inches (Width).
 - **VFP No. 3 and 4:** 27 inches (Height) x 36 inches (Width).
3. The VFPs shall be displayed/pasted/stuck on the outside wall, near the entrance of each polling booth.
4. The VFPs must be pasted/affixed in the order of their Serial Nos i.e. VFP No. 1 followed by VFP-2 and so on.
5. In addition, VFPs No. 3 and 4 shall also be affixed near the entrance of the polling station premises/locations, especially in case of locations having more than one polling booths.
6. The VFPs can be printed on paper or any other available eco-friendly material, subject to reasonability of cost and without compromise on the overall quality of display.
7. The display of VFPs shall be an integral part of the overall arrangements to be made at every polling booth by the Returning Officer.
8. The proper manner of display of VFPs shall be explained to the Presiding officers during the election training sessions organized by the Returning Officers.
9. The Sector Officers shall ensure that the VFPs are prominently displayed as per the directions herein and submit a report to the Returning Officer.

DESIGN OF 'VOTER ASSISTANCE BOOTH'

