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NIC

**GENERAL ELECTION**  
**LOK SABHA, 2019**

**OFFICE OF THE CHIEF ELECTORAL OFFICER**  
**KERALA**

No. 820/EL3/2019/Elec.

Thiruvananthapuram,  
Dated: 15.04.2019.

From

Chief Electoral Officer

To

All District Election Officers

Sir,

Sub:- General Election to Lok Sabha 2019 – Arrangements to be made for the implementation of SMS based Poll Monitoring System “Poll Manager” – instructions - reg.

As part of monitoring the poll progress in a centralized manner at the level of DEOs and CEO in connection with the General Elections to Lok Sabha, 2019, NIC has been entrusted to implement their Mobile App ‘Poll Manager’ for the above purpose. For the effective and successful implementation of “Poll Manager”, the following arrangements have to be made by the DEOs.

1. Internet connection with WiFi shall be established in all the distribution centers.
2. Helpdesk shall be set up at each distribution center with computers and manpower for data updation & support.
3. The helpdesk should ensure that mobile number of Presiding Officer (PRO) and First Polling Officer (FPO) is updated in the “Poll Manager” portal, if corrections are reported.
4. The helpdesk should ensure the details of PRO & 1<sup>st</sup> Polling Officer is updated in “Poll Manager” portal, if there are any substitutions after the third randomization process.
5. The Sectoral Officer/ helpdesk should ensure that the “Poll Manager” mobile App is installed in PRO & 1<sup>st</sup> PO’s Android (kitkat or above version) based Smart Phone and user login is successfully done before leaving the distribution center.

6. Any doubts regarding the usage of "Poll Manager" App should be addressed by the helpdesk/ Sectoral Officers (SO).
7. The helpdesk operation at the distribution center shall be monitored by ARO with the support of Taluk Level Operator.
8. The PRO/ 1<sup>st</sup> PO should use the "Poll Manager" App as the primary tool for updating the poll related information.
9. In case of any data connection problem, the option of sending data using SMS shall be used by the PRO/ 1<sup>st</sup> PO.
10. In case, the above two options fail, the data shall be collected in person/ phone by the Sectoral Officer and shall be updated using "Poll Manager" App.
11. The DEO's control room will monitor the poll data updation using "Poll Manager" Portal.
12. In case of delay in receiving data from any Polling Station, the DEO's control room shall contact the PRO/ 1<sup>st</sup> PO/ SO and update the data using the "Poll Manager" Portal.

Yours faithfully,

**Teeka Ram Meena**  
Chief Electoral Officer

Approved for issue



Section Officer


Endt on BL-17245/18

Copy forwarded to all ARUs / ERUs / District Informatics Officer  
National Informatics Centre for information and necessary  
action. A copy of the same should be communicated  
to all Sectoral Officers by the respective ECOs.

Collectorate, Thiruvananthapuram

Dated 17/4/18

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District Election Officer