

By Fax/Speed Post

ELECTION COMMISSION OF INDIA

NIRVACHAN SADAN, ASHOKA ROAD, NEW DELHI-110001

ANUJ JAIPURIAR
UNDER SECRETARY

No. 464/GJ-LA/2007

Dated: 6th October 2007

To

The Chief Electoral Officers of All States and Union Territories

Sub.- Model Code of Conduct - **Complaint Monitoring System** – Regarding.

Sir,

In order to ensure that the complaints being received from various stakeholders about the model code of conduct violation and on various other electoral issues are properly enquired into and necessary remedial actions are taken in time, the Commission has directed the following steps to be taken:-

(i) A **Complaint Monitoring System** shall be introduced. All the complaints received shall be maintained in the form of a computerized database indicating serial number, date, nature of complaint, source of complaint, deadline if any, given for enquiry and report, action taken and remarks. Complaints may be broadly categorized so that the category-wise analysis can be easily done. A proforma is enclosed.

(ii) At the District Election Officer's level one or more teams comprising a Police and Civil Officer and Videographer shall be formed for each constituency to ensure observance of model code of conduct in time, so as to ensure the observance of the model code of conduct from the day one. In other words, these teams should be formed and become active from the date of announcement of election schedules. These teams will report each violation/complaint to the Returning Officer & District Election Officer and action taken thereon on a daily basis in the proforma referred to above. All the complaints (including news reports) will be marked to the teams for respective area. The District Election Officer will review and monitor the complaints and in turn, send a consolidated report for the district to the Chief Electoral Officer in the same proforma daily. The Chief Electoral Officer will send the information in the proforma to the Commission daily and identify a nodal officer in his office to co-ordinate the work.

- (iii) For enquiring the complaints of serious nature, the District Election Officer shall identify few credible senior officers with earmarked vehicles for doing such enquiry on day-to-day basis and submit a report to the District Election Officer. Such officer/officers shall be carefully identified by the District Election Officer.
- (iv) The working of the complaint monitoring system at the Chief Electoral Officer's office/ District Election Officer's office/at the level of Returning Officer shall be monitored by the Chief Electoral Officer. A periodic verification shall be done to find out as to whether the complaints are being properly enquired into or being disposed off mechanically. Depending upon the nature of the complaint, the follow up measures shall be initiated without any delay. The Commission shall be kept informed from time to time about the action taken on various complaints received.
- (v) The transparency shall be maintained in dealing with the complaints at every level. Demonstrative action taken on any serious complaint shall be brought to the knowledge of the public through electronic/print media as a confidence building measure regularly.
- (vi) The Commission will be monitoring the promptness on the part of Chief Electoral Officer's office/ District Election Officers/Returning Officers in dealing with the complaints.

2. Receipt of this letter may please be acknowledged with the confirmation that the relevant instructions have been issued to all the concerned officers. A copy of instructions/directions so issued in this behalf may also be endorsed to the Commission for its information and record.

Yours faithfully,

(ANUJ JAIPURIAR)

