



cVigil



cVigil - Monitor



cVigil - Investigator



cVigil - Decider



Observer

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Enable citizens to report MCC/  
Expenditure violation

Presented by  
Santosh Pathariya (Head Solution Delivery)

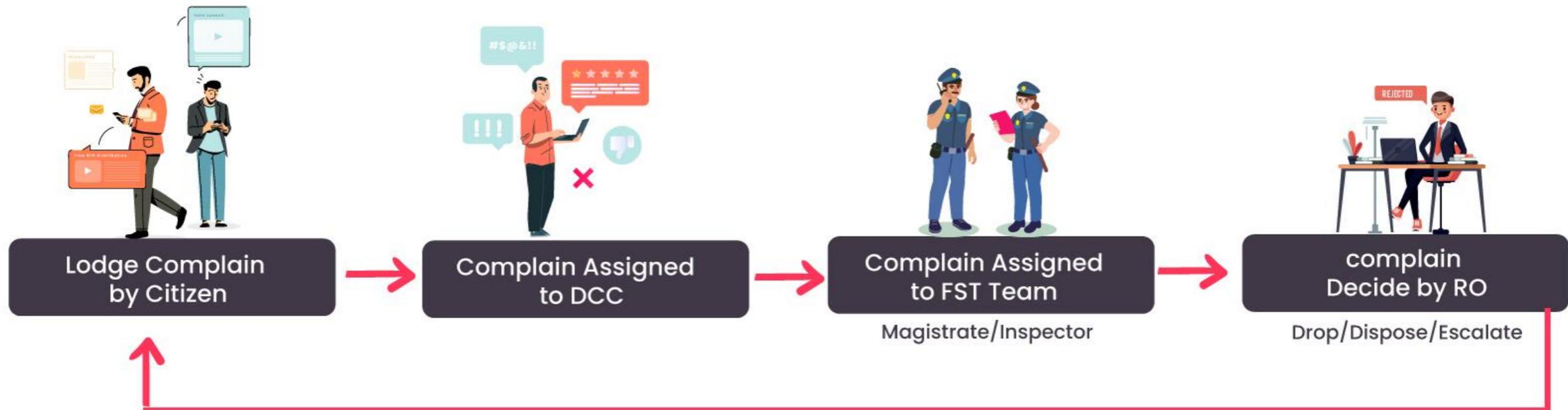


Cvigil



Election Commission of India

# LODGE A COMPLAINT



Complain Register Flow

# Prerequisites

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- Setup District control center (24X7) for complaint assignment
- Setup DEO accounts for each Districts
- Setup RO account for each AC
- Setup FSTs Teams (Magistrate & Inspector) for each AC
- Setup additional CEO office account if required
- Setup additional DEO office account if required
- Share updated GIS Shape files if there is change in any District/AC

# What is cVIGIL?

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cVIGIL provide time-stamped evidentiary proof of Model code of conduct / Expenditure Violation by empowering every citizen to click a photo, audio or video using his or her smartphone. Application has below unique features

- Pictorial, audio and video evidence
- GIS based auto tracking
- Robust and prompt response system
- Get response about the action taken
- Rapid and accurate reporting
- Report live MCC violation
- Doesn't allow pre-recorded images and videos

# How it works?

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## ONE APP TO REPORT **MODEL CODE OF CONDUCT (MCC) VIOLATION**

Status in just 100 Mins



**5 Mins-**  
District Collector assign complaint to Field Unit for verification



**15 Mins-**  
Field team arrives on venue



**30 Mins-**  
Field team to execute the action and submit report



**50 Mins-**  
Time taken by Returning Officer to inform the states

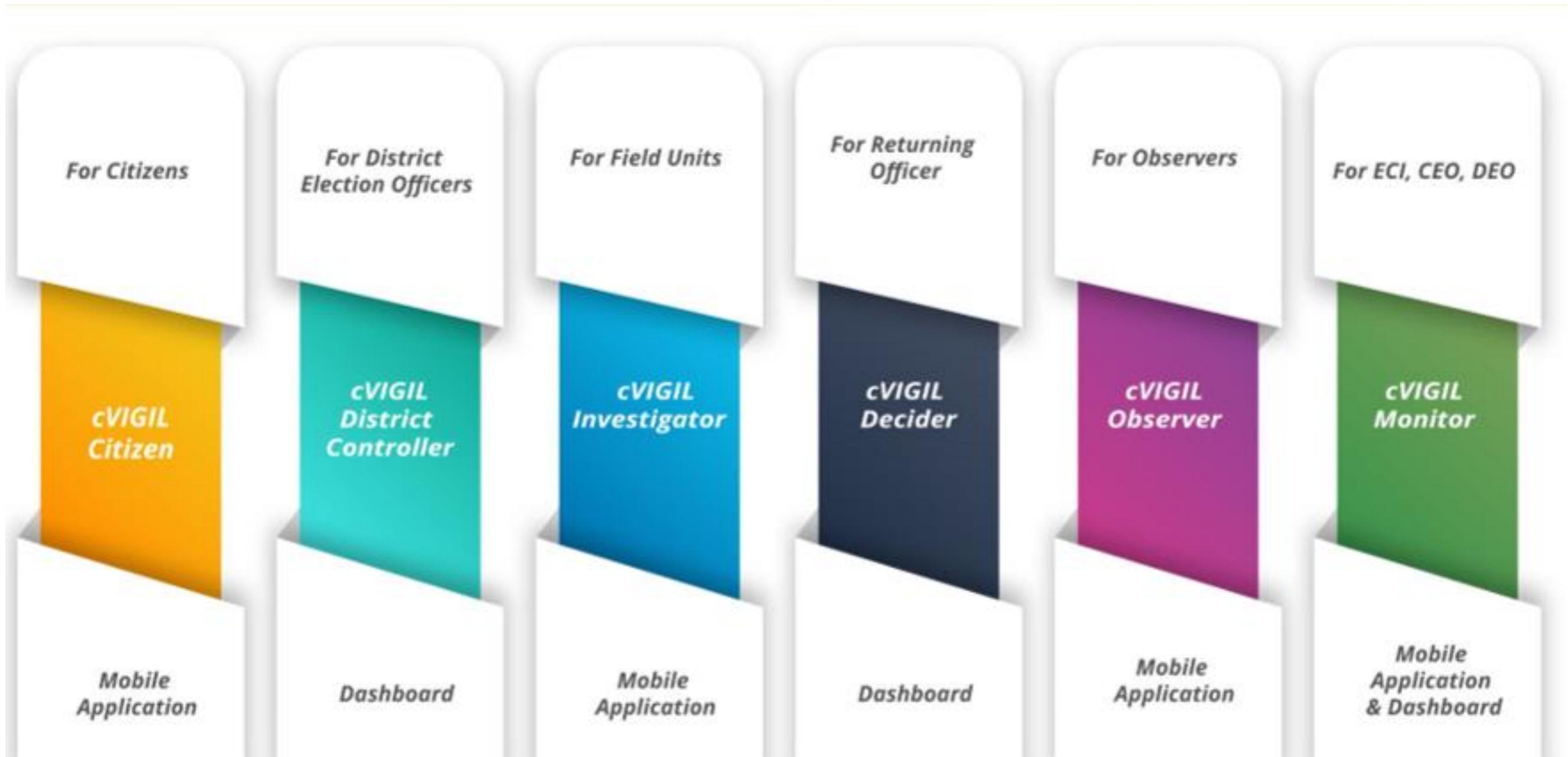
# cVIGIL offering

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Web based Application	Mobile App	Android	iOS
ECI	Citizen	✓	✓
CEO	Investigator	✓	✗
DEO	Monitor	✓	✓
RO/ARO	Decider	✓	✗
	Observer	✓	✓

# cVIGIL Modules

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# cVIGIL Users?

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Citizen	<ul style="list-style-type: none"><li>• Log a complaint</li><li>• View status of complaint</li></ul>
Monitor	<ul style="list-style-type: none"><li>• ECI/CEO/DEO can view complaint</li><li>• Highlight the case</li></ul>
DCC	<ul style="list-style-type: none"><li>• Assign complaint to FST</li><li>• User management</li></ul>
FST	<ul style="list-style-type: none"><li>• Accept the case</li><li>• Submit report</li></ul>
Decider(RO/ARO)	<ul style="list-style-type: none"><li>• View the cases</li><li>• Decide on the case</li></ul>
Observer	<ul style="list-style-type: none"><li>• View the complaint</li><li>• Comment on submitted report</li></ul>

# cVIGIL citizen App

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- Lightweight user-friendly App
- Android & iOS based mobile App available on Google Play Store (compatible with 4.1 Jelly Bean and above) and App Store
- App is available at web site <https://cvigil.eci.gov.in> under user manuals

# Citizen App: prerequisite

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- The User must have a smartphone with Android (4.1.X or Jellybean version) or iOS operating system
- The mobile phone must have camera.
- The connection should be preferably with 4G/ 3G connection.
- The transmission of cVIGIL complaints requires internet bandwidth.
- The User must make sure the GPS is turned on.
- The app must be given permission of camera to take pictures and record videos.
- The app must be given permission to access photos/ media and files on the device.

# Citizen App: steps to install

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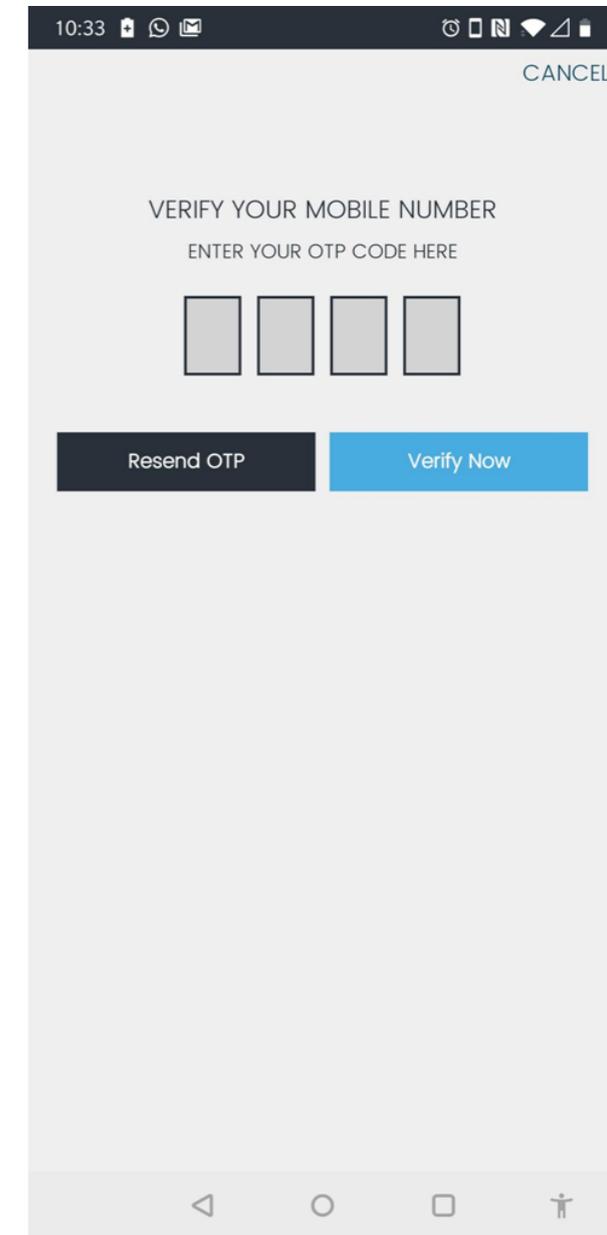
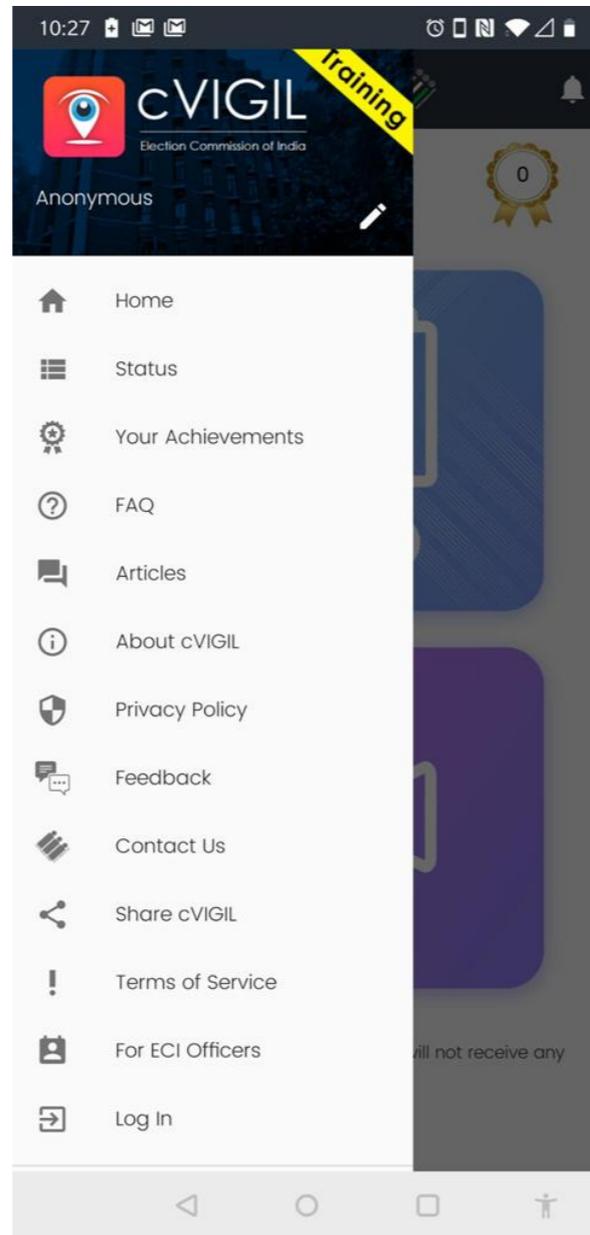
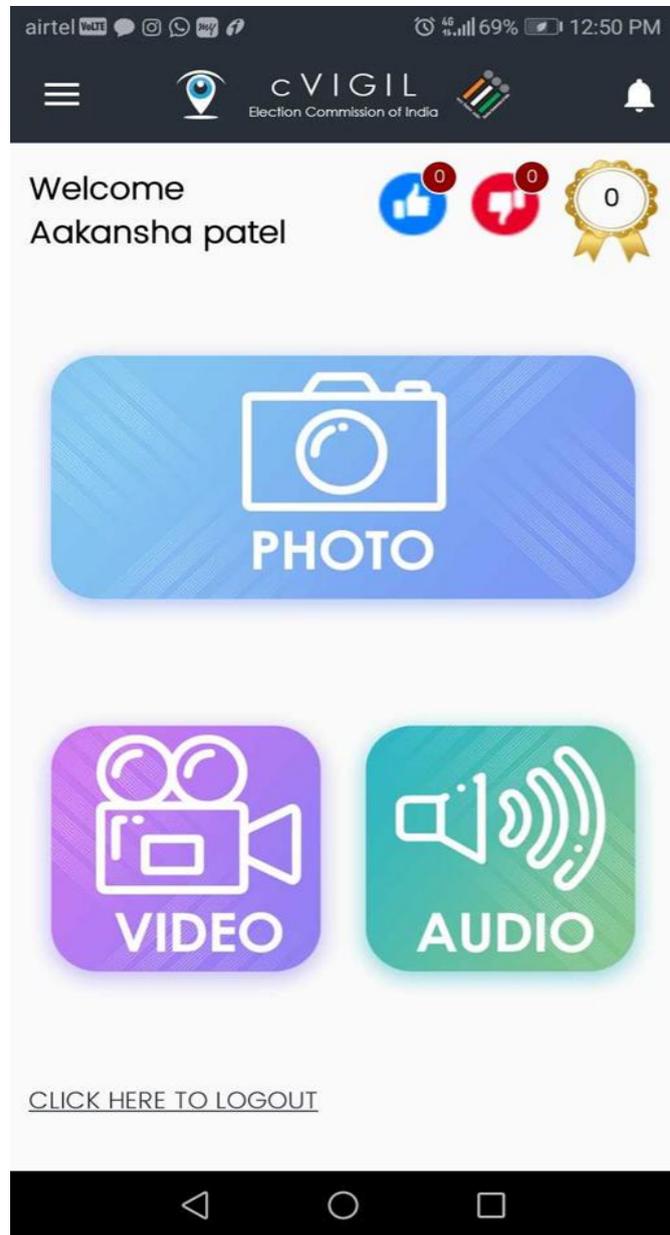
- **Step 1:** A User can go to Google Play Store/ App Store to download cVIGIL App.
- **Step 2:** Download and install the App

# Citizen App: How to use?

- After installation of App, Login screen gives user two options:
  - **Non registered User**
    - Anonymous user can also lodge complaint
  - **Registered User**
    - By registering personal details, including name, address and mobile number.



# Citizen App: How to use?



# Citizen App: How to use?

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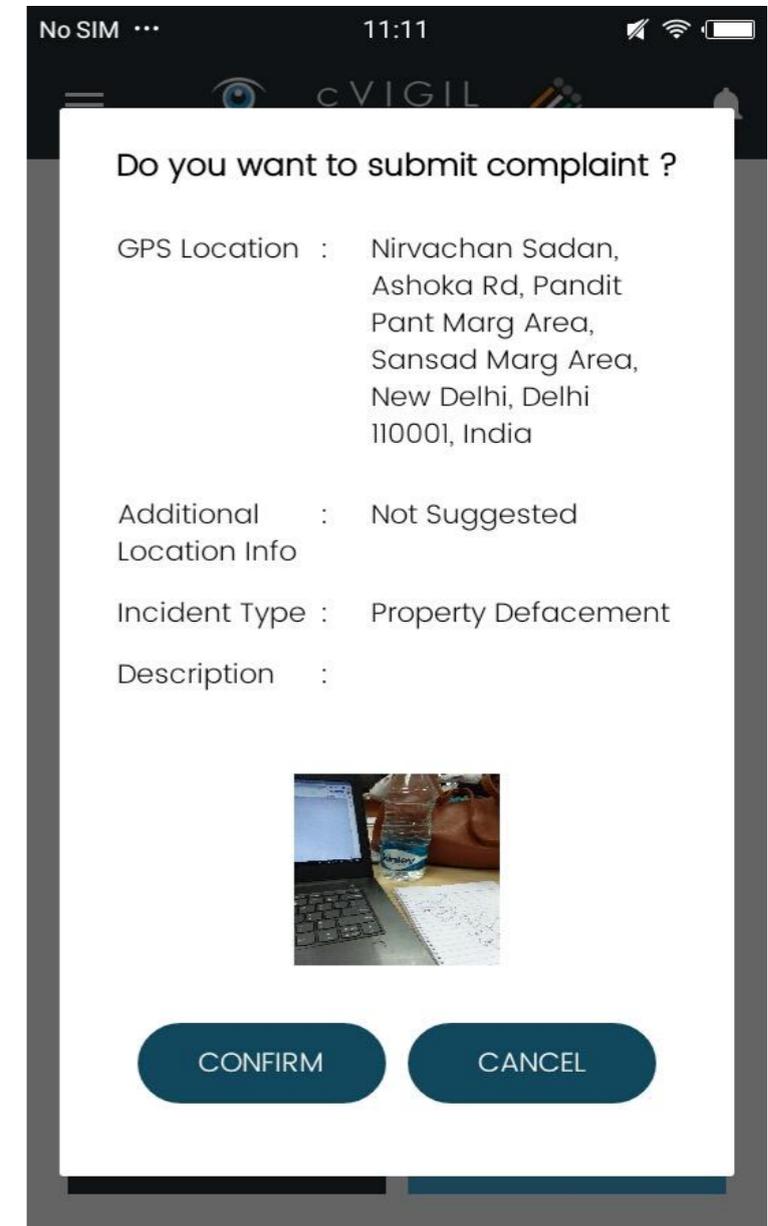
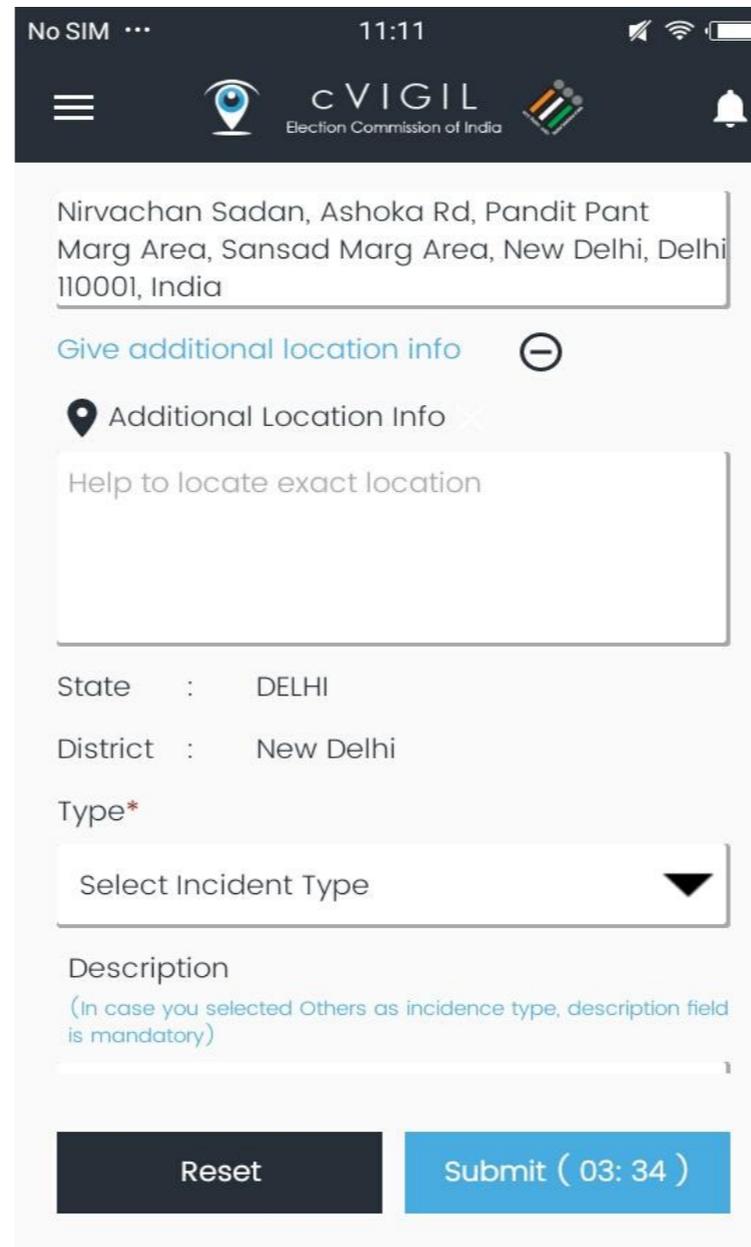
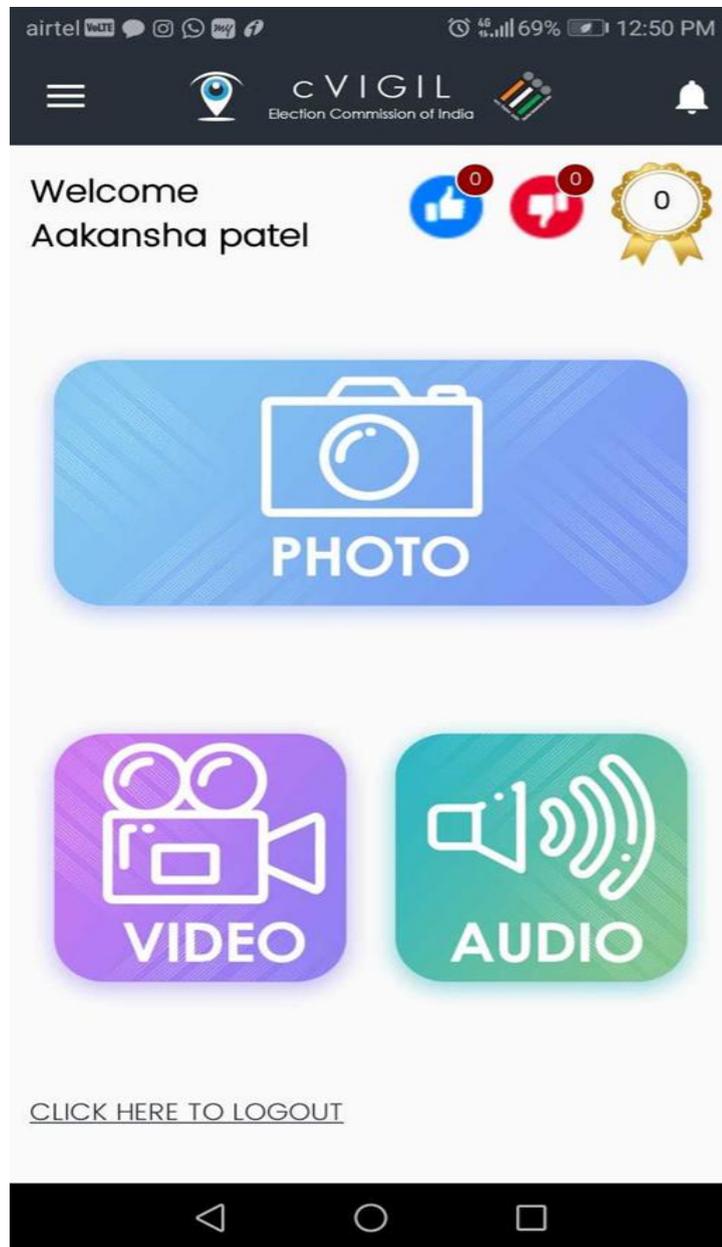
- Sign in using mobile number and OTP
- Enter your mobile number
- Tap on send OTP(one time password)
- Enter OTP and verify mobile number
- On user profile screen enter your Name, Address, State, District, Assembly and Pin Code
- Select checkbox and click on *Verify Now* icon

# Citizen App: File a complaint?

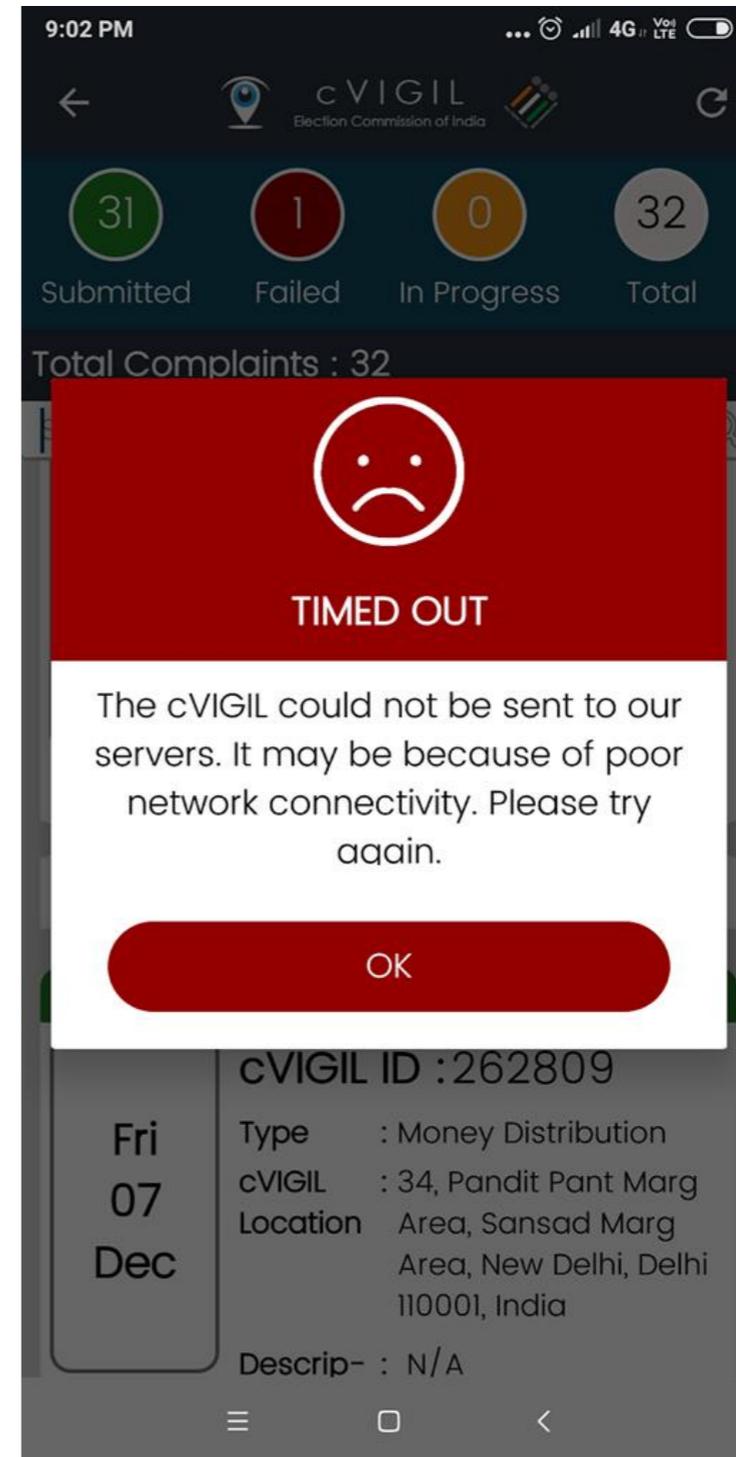
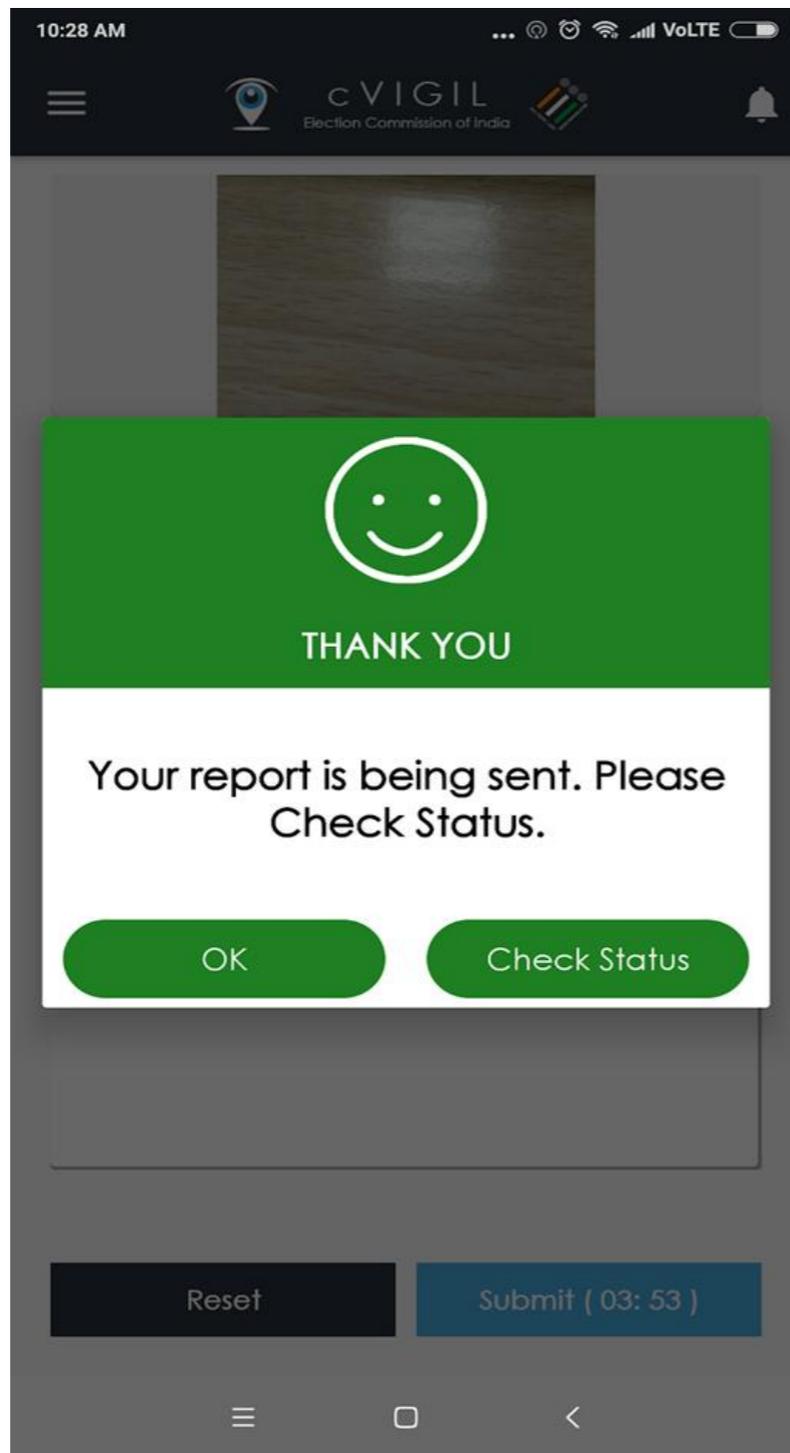
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- Step 1: Capture photo or video of the MCC/ expenditure violation incident.
- Step 2: Preview of captured picture/video
- Step 3: Enter the Additional Location info to help in identification of the exact location by a Flying Squad.
- Step 4: Select the nature of the complaint
- Step 5: Enter precise description of the incident in the provided space.
- Step 6: Click on submit after entering mandatory fields

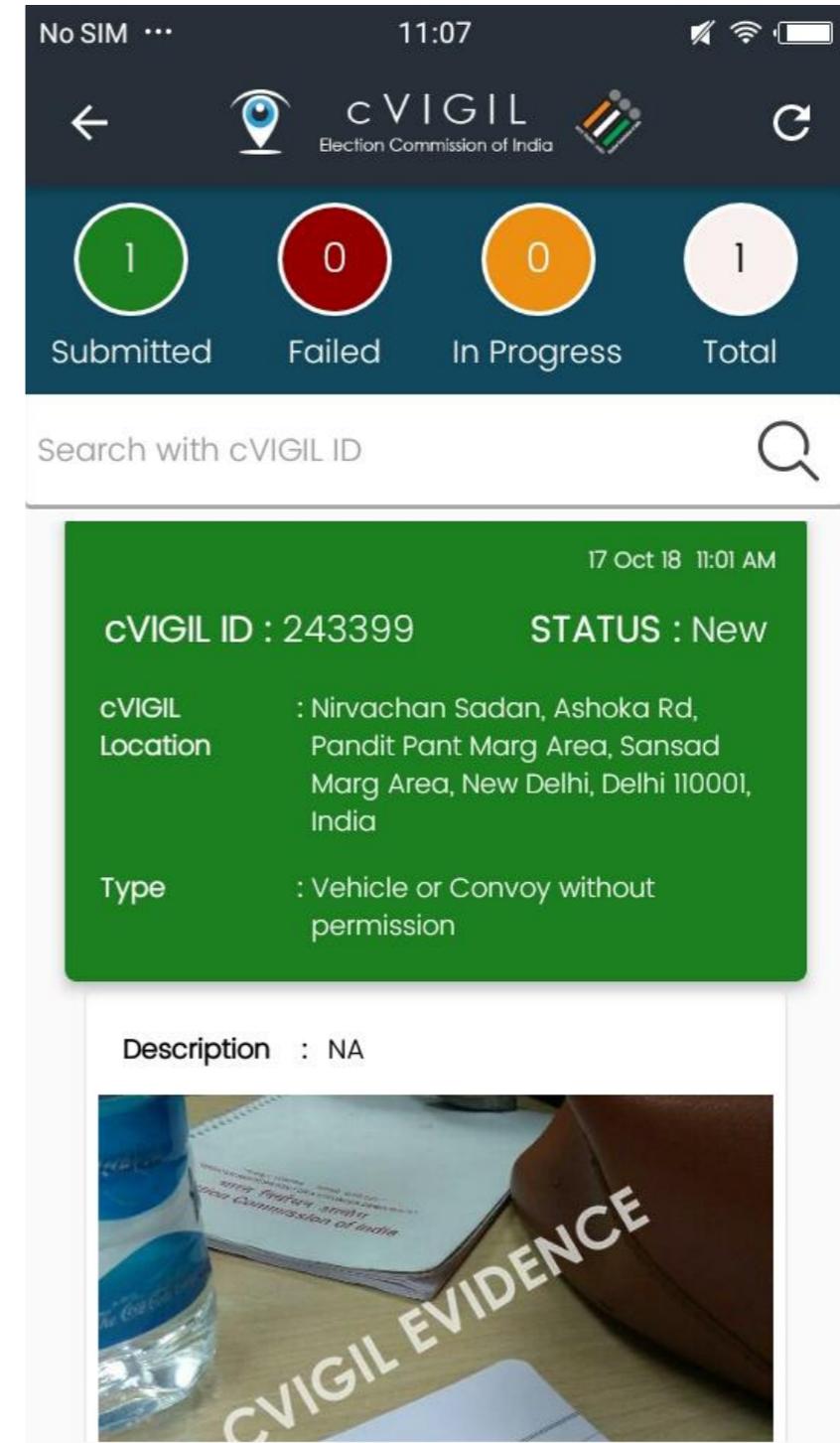
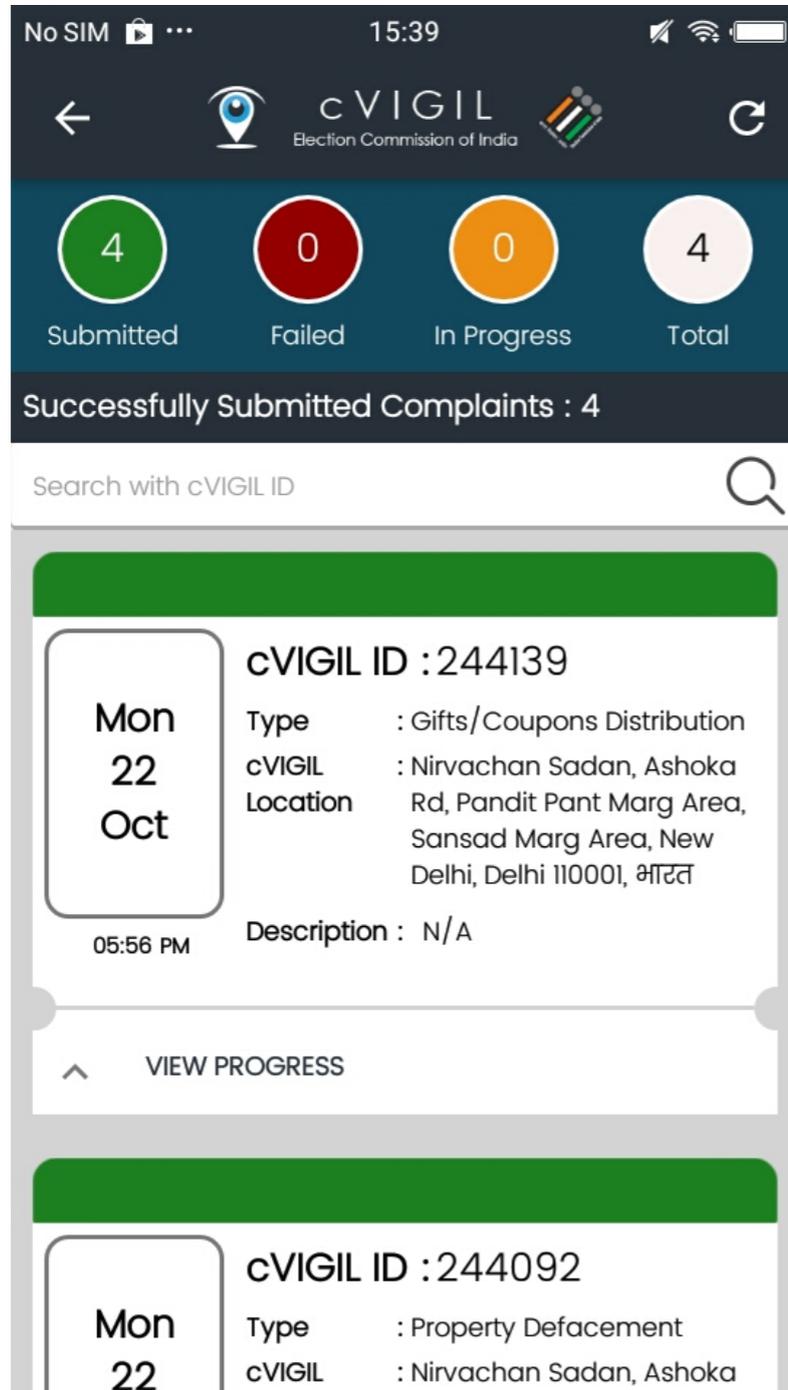
# Citizen App: File a complaint?



# Citizen App: File a complaint?



# Citizen App: complaint status



# Citizen App: success stories

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App has been a huge success in the recently held General elections 2019, statistics are as follows

- Total cases reported : 1,42,270
- Disposed of (acted upon): 141,618 (99%)
- Found correct : 110,029 (80%)

# Citizen App

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## Quick Live Demo

# cVIGIL Monitor App

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# cVIGIL Monitor App

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- Allows CEO, DEO and ECI officials to see MCC / Expenditure violation complaints directly on their mobile devices
- ECI officials can view all the complaints
- CEO can view complaints for their state
- DEO can view complaints for their District
- ECI/CEO/DEO can highlight the complaint for early resolution/urgent case/VIP/ Extensive enquiry

# Monitor App: steps to install

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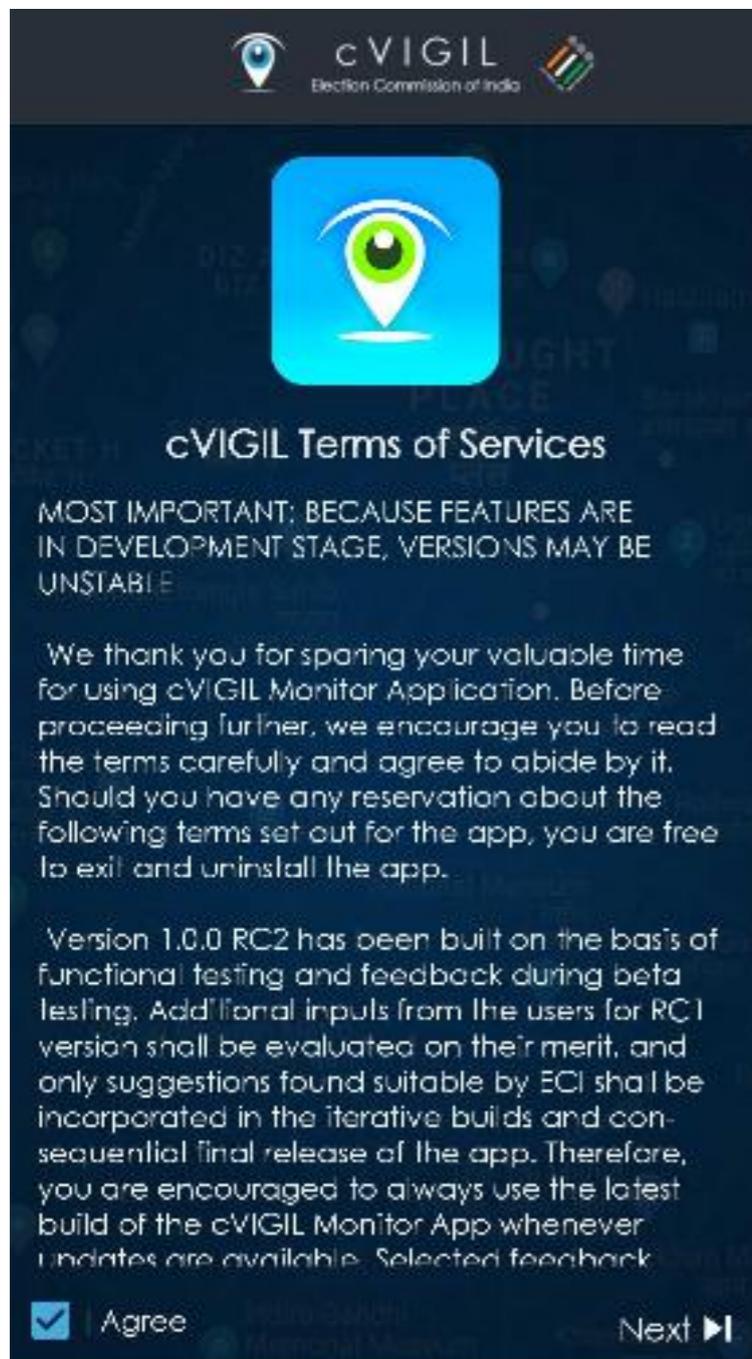
- Download from <https://cvigil.eci.gov.in>
- Installation
  - Go to the Downloads folder on your device.
  - Double click on the downloaded file and then tap on Install apk.
  - Click on “I Agree” to accept the terms & conditions.
  - Click on Allow button to give permissions to the app for using the Phone State, SMS and Location.

# Monitor App: How to use?

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- Step 1: Enter your mobile number
- Step 2: Tap on Send OTP(One time password)
- Step 3: To verify your account, enter the 4-digit OTP number sent on your mobile number.

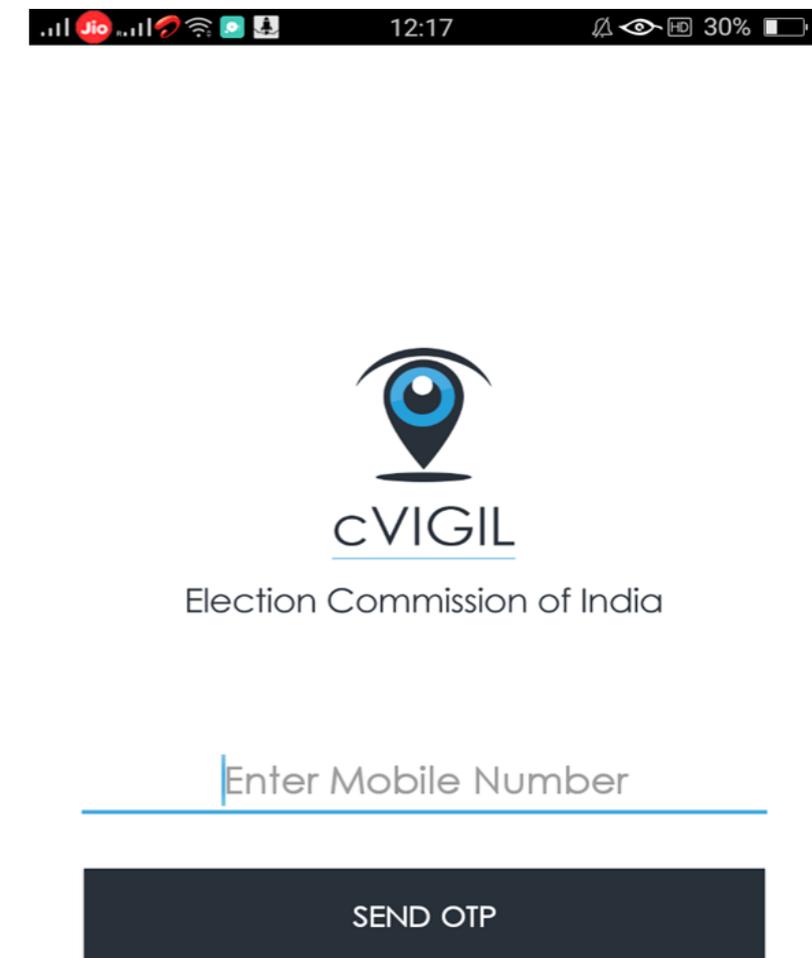
# Monitor App: How to use?



The screen displays the cVIGIL logo at the top, followed by a large blue icon of an eye with a location pin. Below the icon, the text reads "cVIGIL Terms of Services". A warning message states: "MOST IMPORTANT: BECAUSE FEATURES ARE IN DEVELOPMENT STAGE, VERSIONS MAY BE UNSTABLE". The main text explains that the user's time is appreciated and that they should read the terms carefully. It also mentions that the current version (1.0.0 RC2) is based on functional testing and feedback, and that future updates will be based on user suggestions. At the bottom, there is a checkbox labeled "Agree" which is checked, and a "Next" button with a right-pointing arrow.

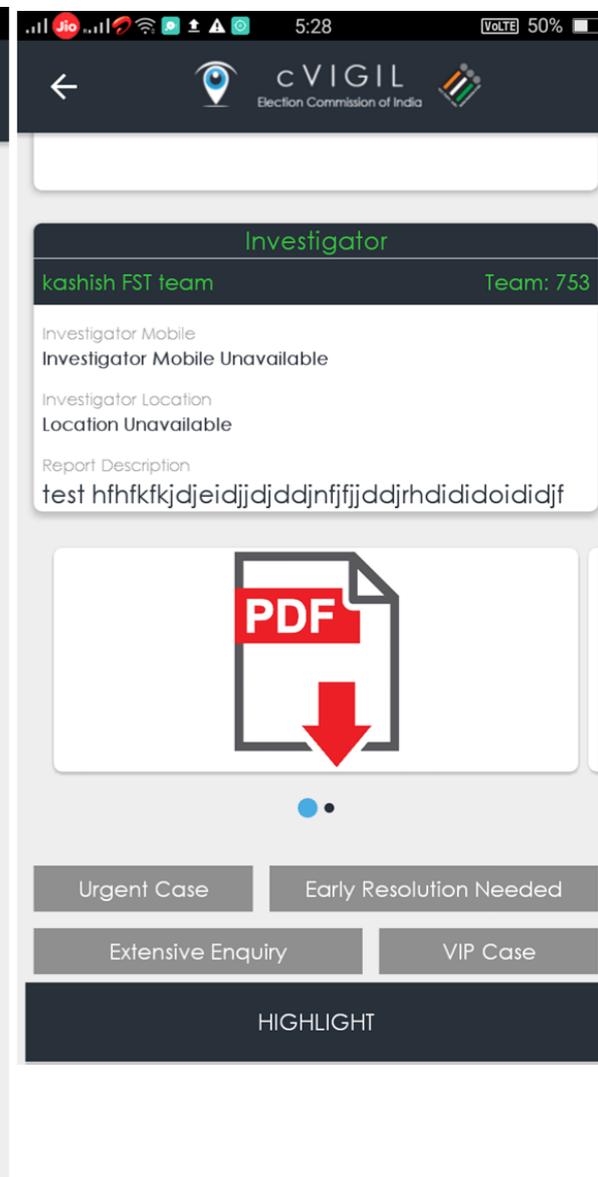
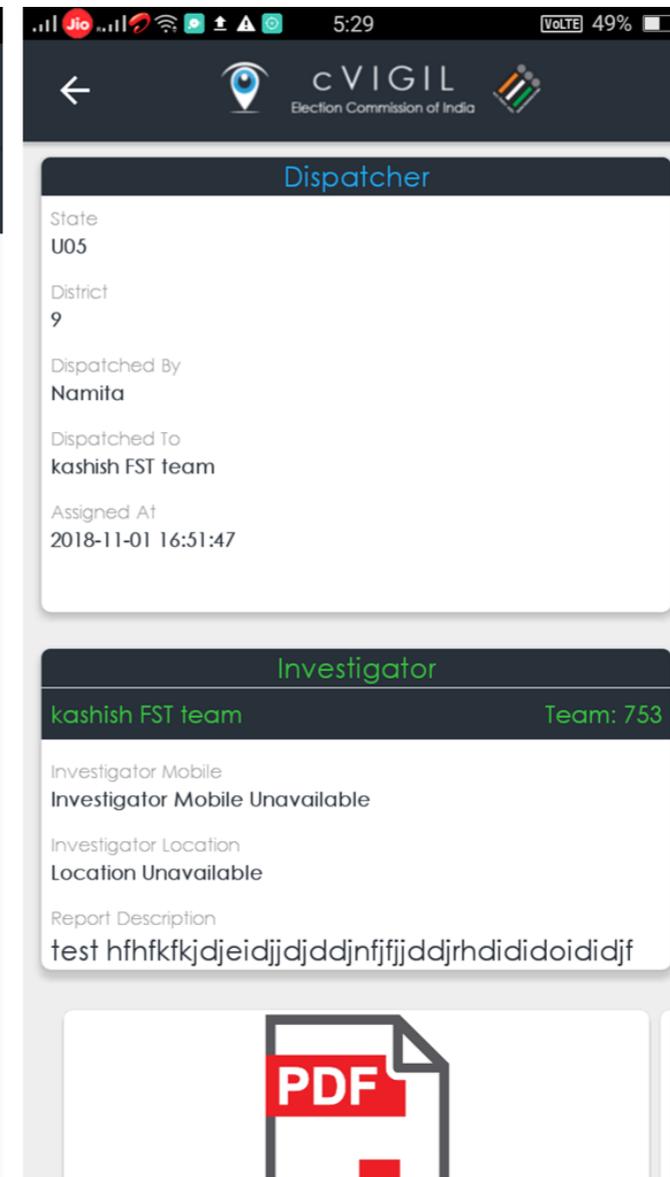
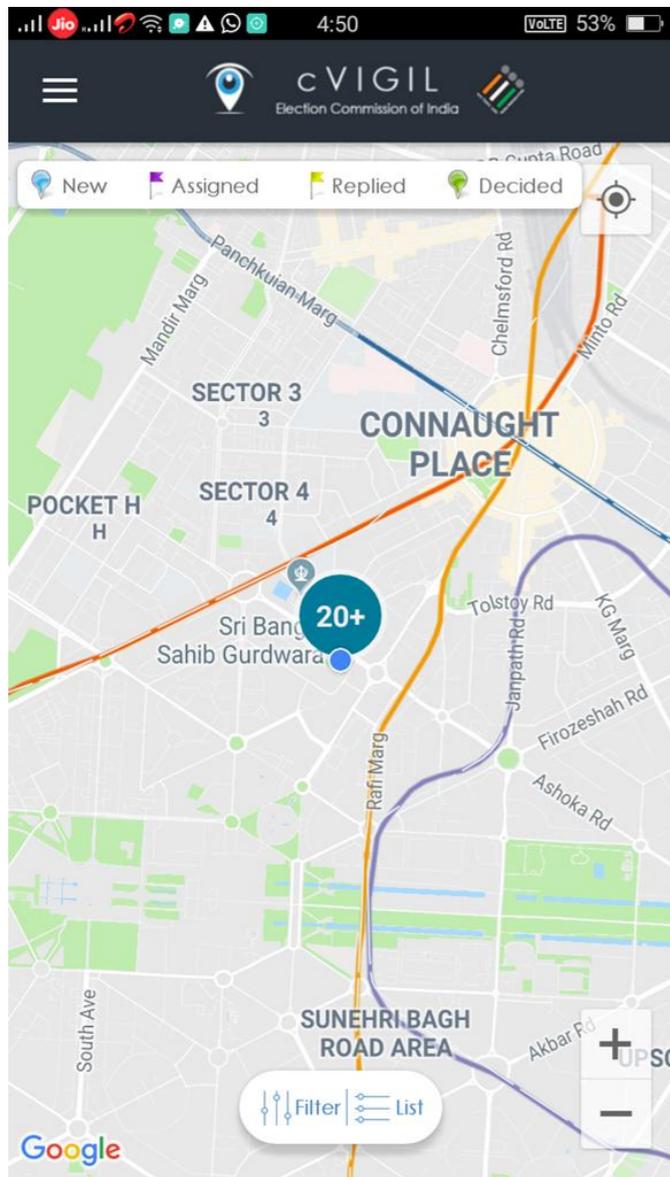


The screen shows the cVIGIL logo at the top, followed by the text "Election Commission of India" and "App needs following permission". The permissions listed are: "SMS" (To securely verify your mobile number), "PHONE STATE" (To securely verify your phone for app usage), and "LOCATION" (To securely track the movement). At the bottom, there is a large black button labeled "ALLOW".



The screen displays the cVIGIL logo at the top, followed by the text "Election Commission of India". Below this, there is a text input field with the placeholder "Enter Mobile Number". At the bottom, there is a large black button labeled "SEND OTP". The top status bar shows the time as 12:17 and a battery level of 30%.

# Monitor App: How to use?



# Monitor App

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Quick Live Demo

# cVIGIL Monitor Dashboard

Monitor(ECI/CEO/DEO) can also login on web based interface and view cases of their state/District

ECI	CEO	DEO
Can view All cases	Can view cases from their state	Can view cases from their District
Can view Reports <ul style="list-style-type: none"> <li>• State wise report</li> <li>• Category wise report</li> <li>• Escalated report</li> <li>• Vigilant Citizen report</li> <li>• User Reports</li> <li>• Activity Reports</li> <li>• Performance reports</li> </ul>	Can view Reports <ul style="list-style-type: none"> <li>• Category wise report</li> <li>• District wise report</li> <li>• Escalated report</li> <li>• Vigilant Citizen report</li> <li>• Performance report</li> </ul>	Can view Reports <ul style="list-style-type: none"> <li>• AC wise report</li> <li>• Escalated report</li> <li>• User Report</li> <li>• Activity Report</li> <li>• Field Unit Info</li> <li>• Performance report</li> </ul>
Feedback	Feedback	Manage Investigators Manage DCC supervisors
Survey	User Management Manage District categories	User Management Feedback Survey

# cVIGIL Monitor Dashboard

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Quick Live Demo

# cVIGIL Investigator App

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Allows Field Teams to promptly investigate MCC/  
Expenditure violation incidents.



# cVIGIL Investigator App

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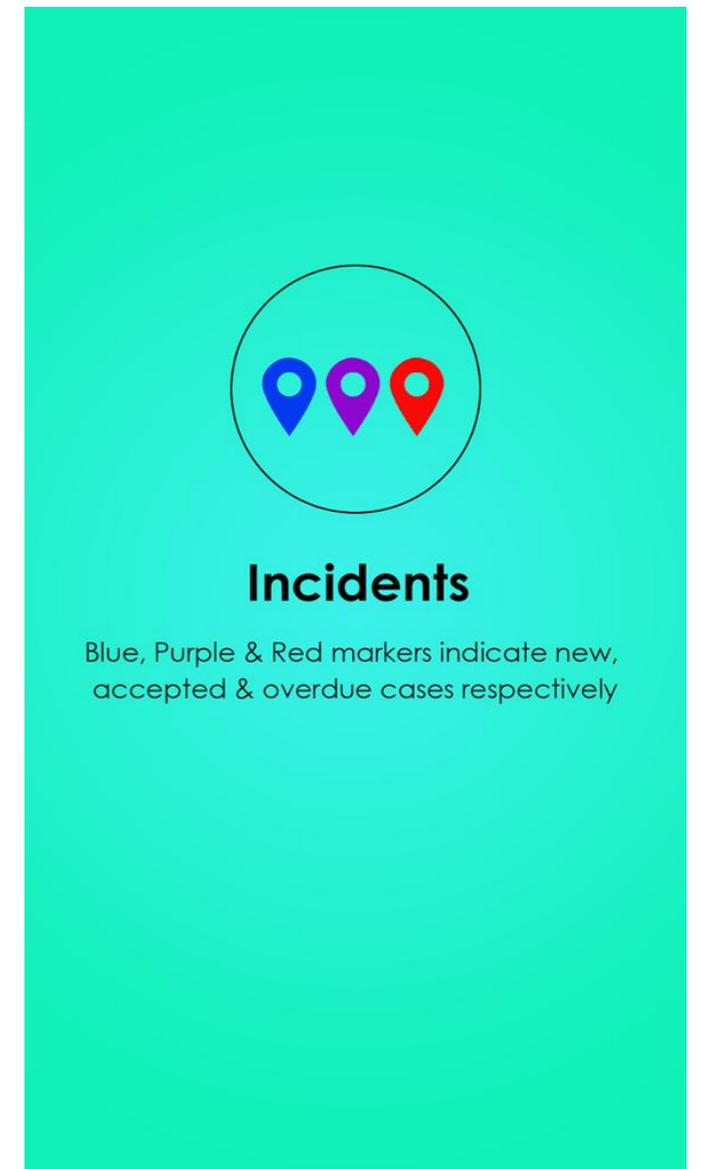
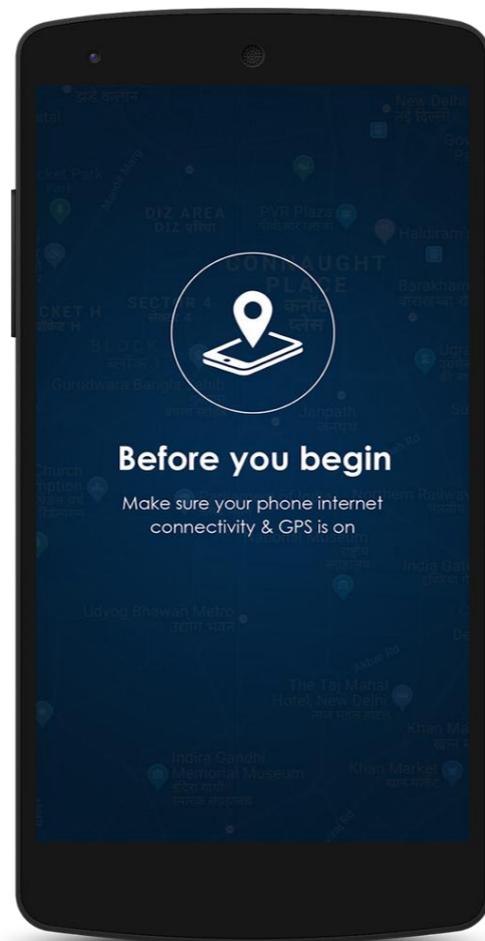
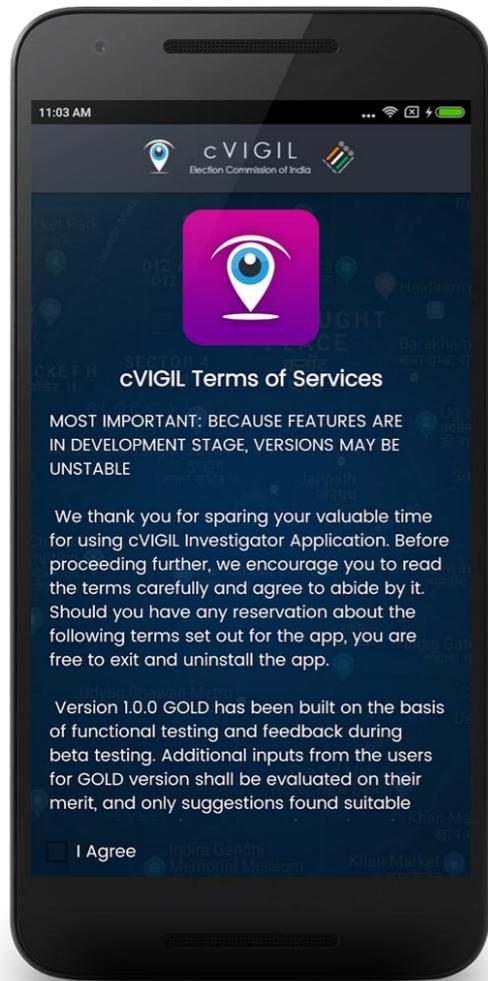
- Role of Investigator
  - To receive the cases assigned from DCC
  - To accept or reject the assignment
  - To reach to the place of incidence
  - To investigate the incidence with photos and documents through the mobile app
  - To submit the report to the ARO/ RO as the case may be through the mobile app
  - To use the app to conduct suo-moto inquiry and submit the cvigil cases for decision of the RO.

# Investigator App: How to use?

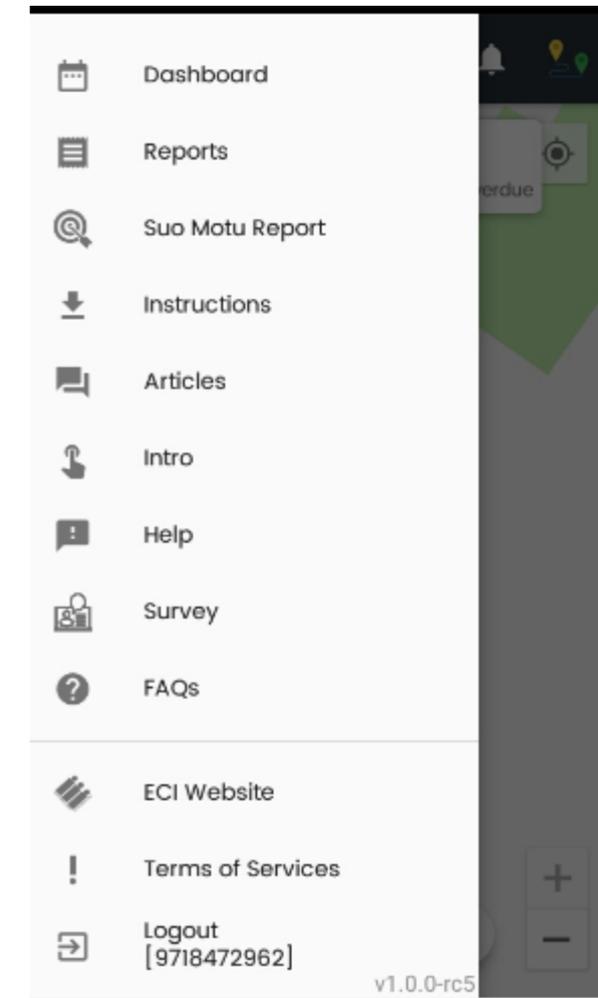
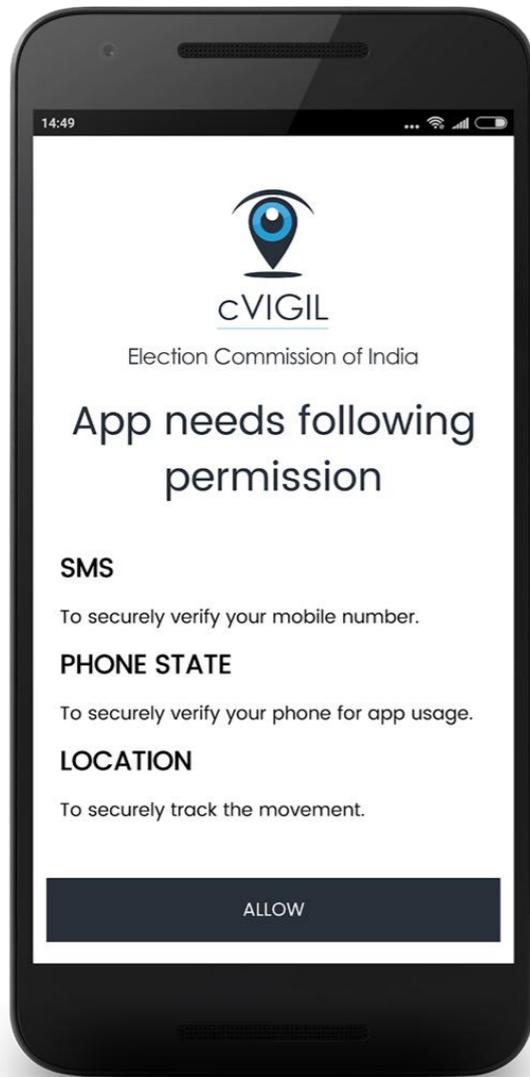
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- Download the App from cVIGIL website
- Install the App on mobile with good internet speed and GPS enabled
- Installation steps
  - Go to the Downloads folder on your mobile device
  - Double click on the downloaded file and then tap on Install apk
  - Now, click on “I Agree” to accept the terms & conditions

# Investigator App: How to use?



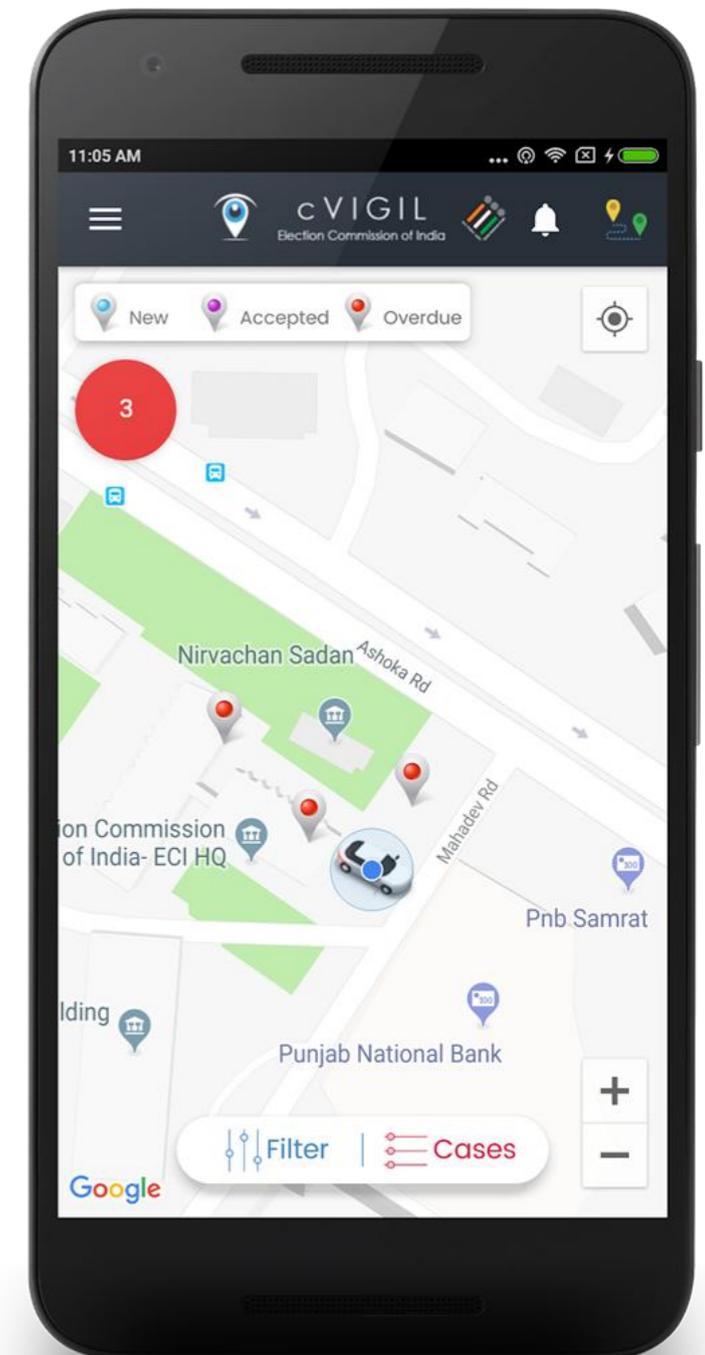
# Investigator App: How to use?



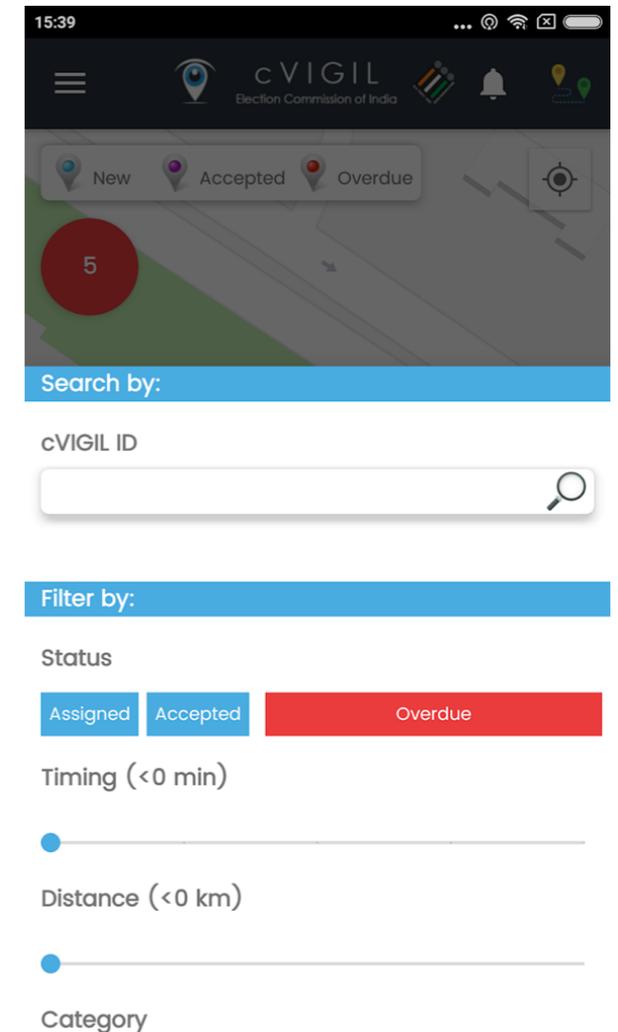
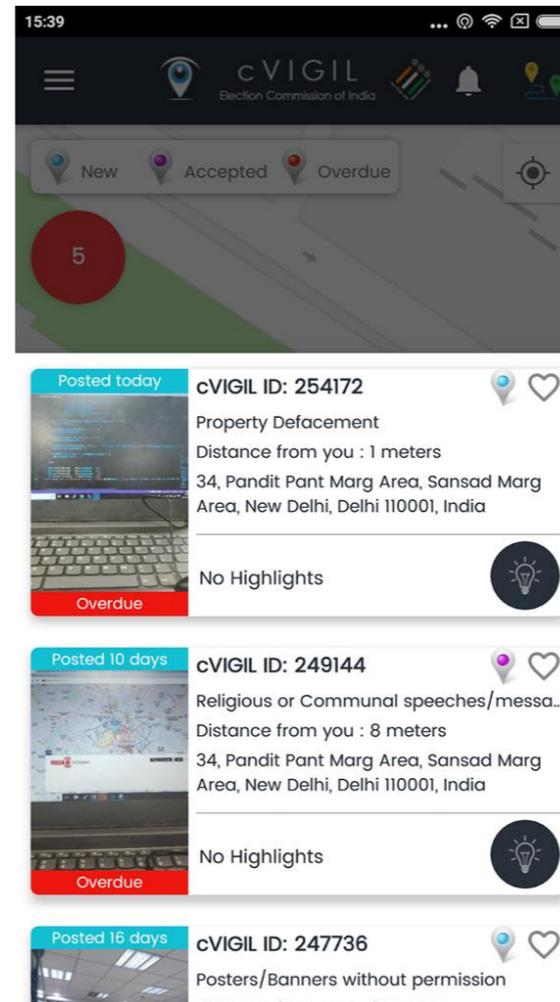
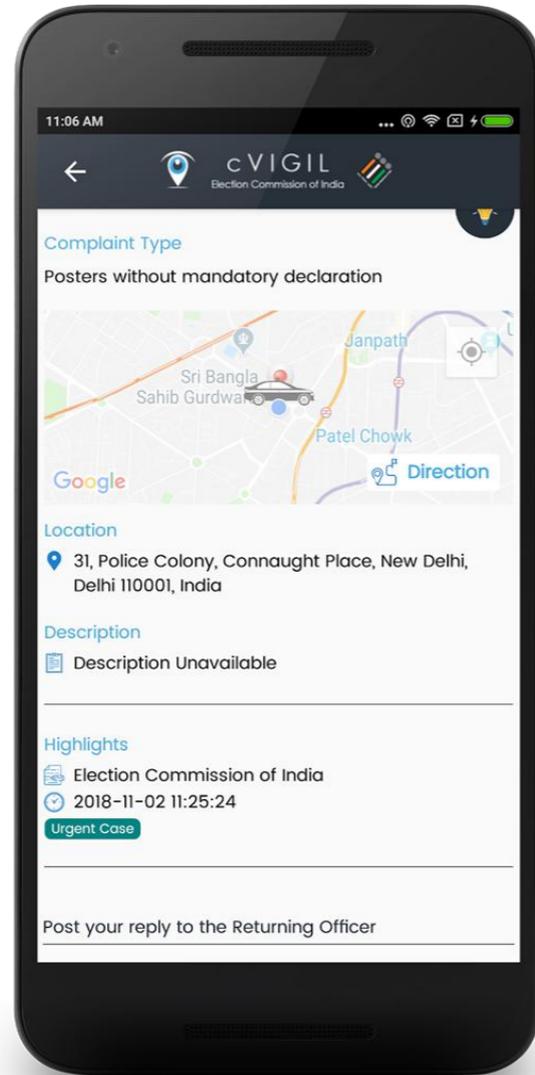
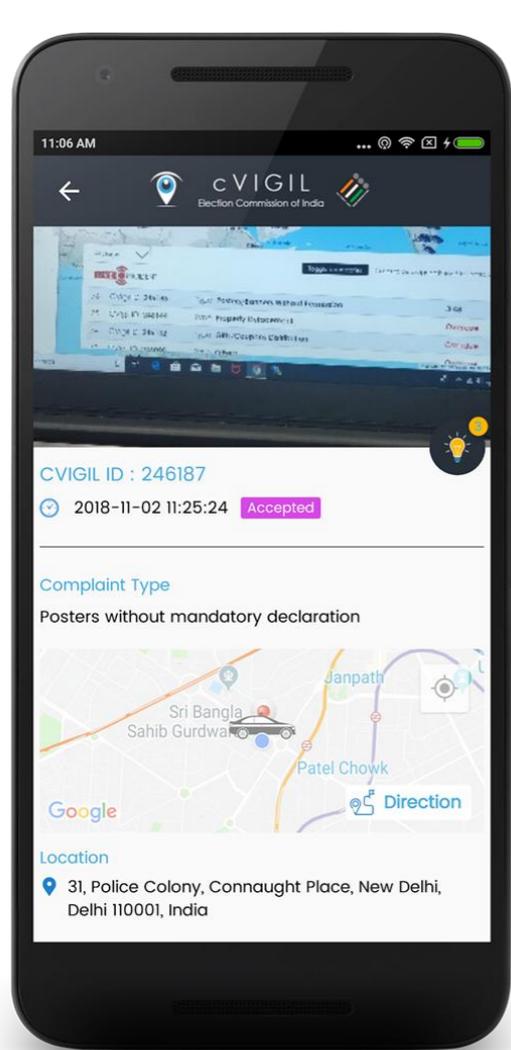
# Investigator App: Live view

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- Field unit will see three color icons
  - **Blue**: New cases
  - **Purple**: Accepted cases
  - **Red**: Overdue cases

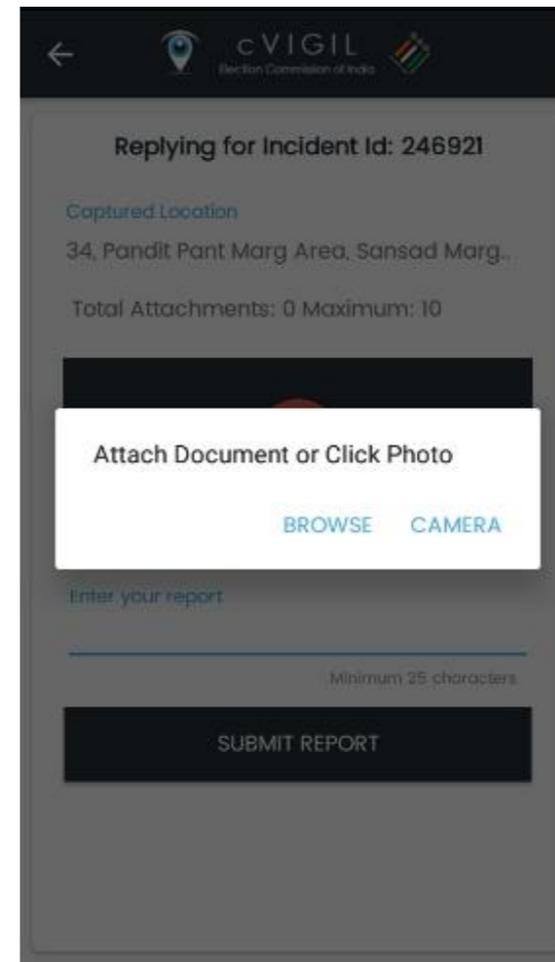
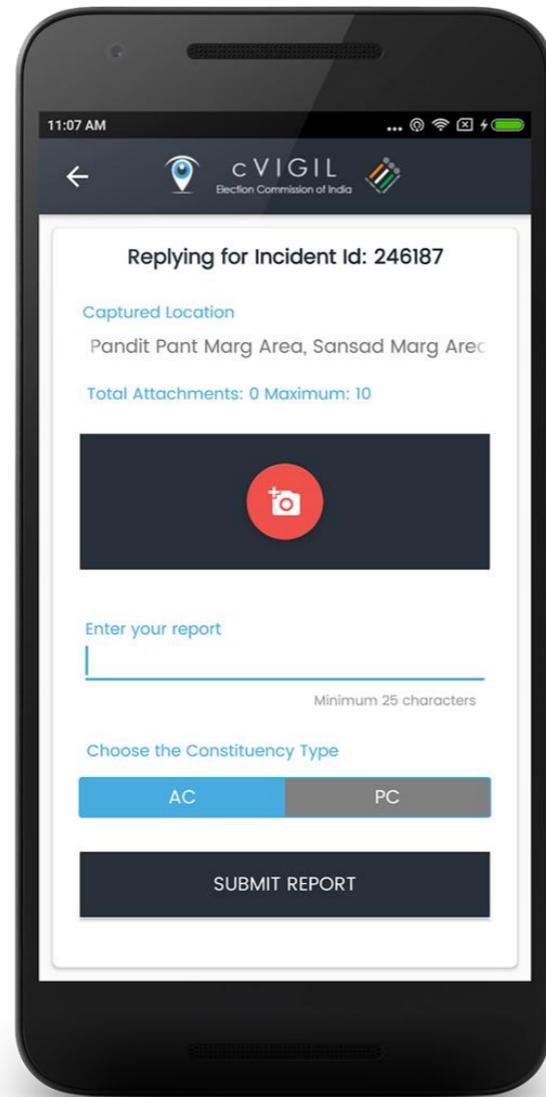


# Investigator App: case details



# Investigator App: reply

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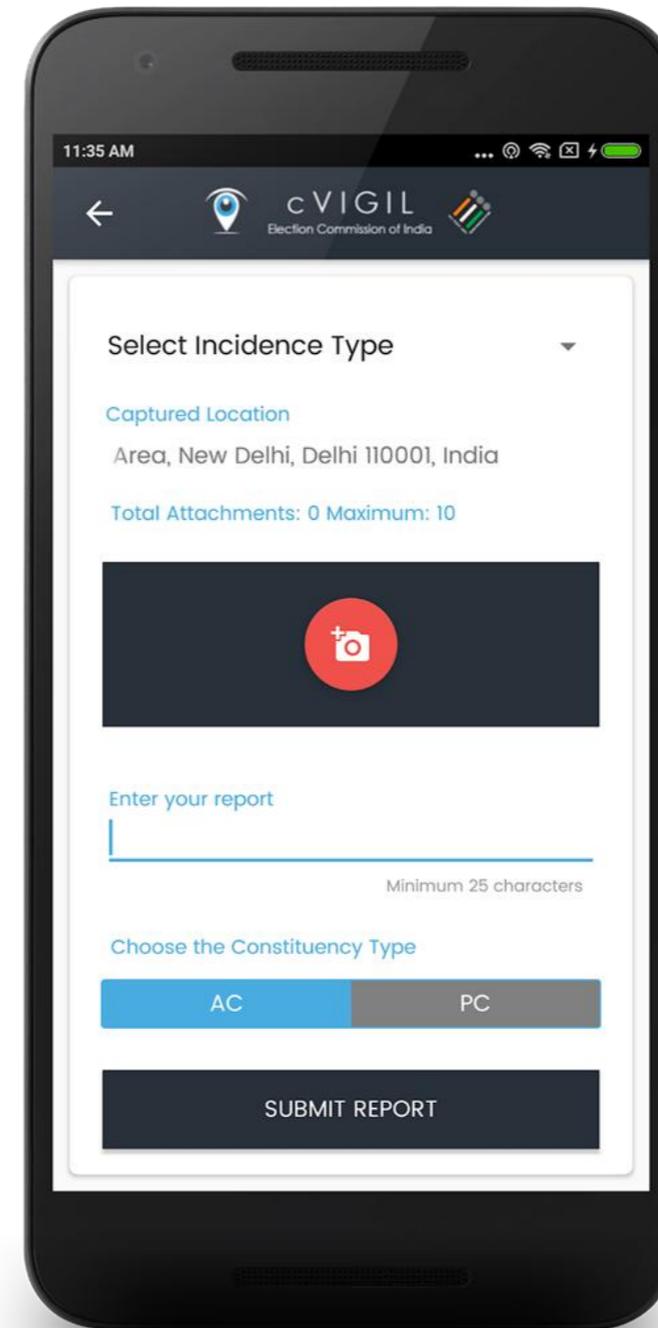
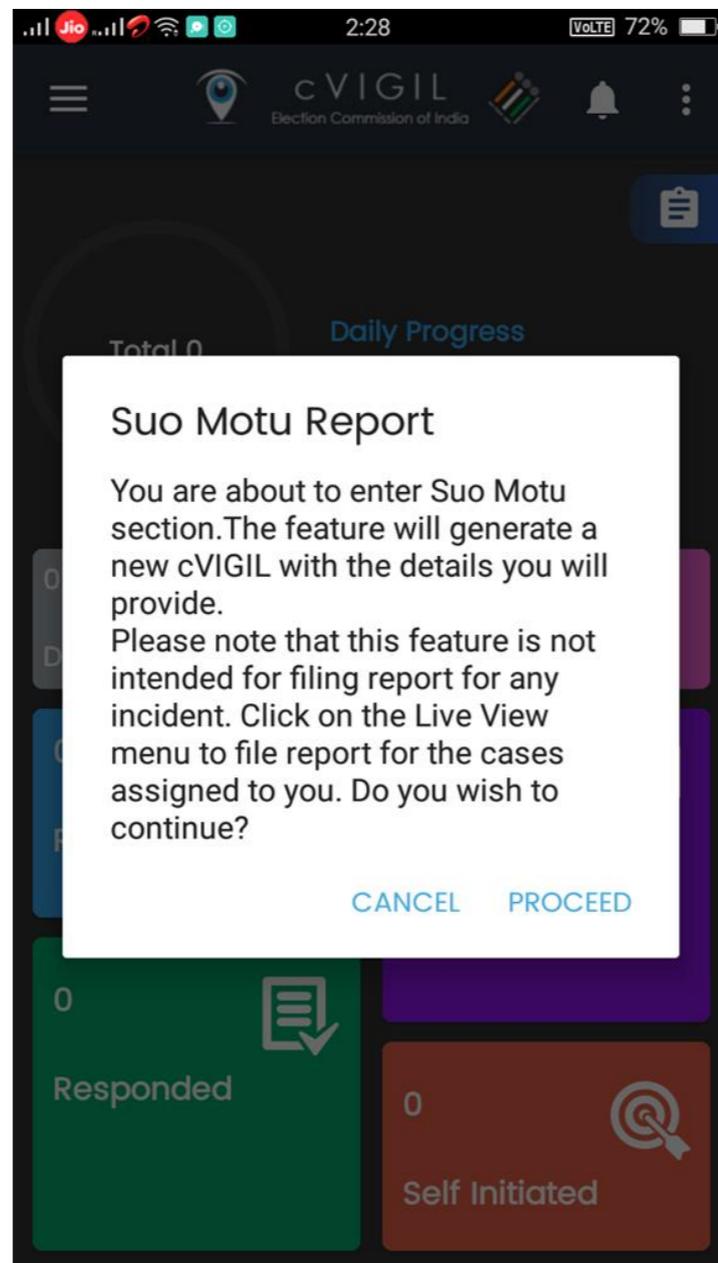


# Investigator App: suo moto

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- A Field Unit can click on Suo Moto Report from the menu, if he/ she notices a MCC/Expenditure violation incident and wants to immediately send their reply to the RO/ ARO
  - Step 1: Select Type of Incident.
  - Step 2: Location will be automatically captured.
  - Step 3: Enter your Report.
  - Step 4: Capture and attach the pictures of incident.
  - Step 5: Click on Submit Report.

# Investigator App: suo moto



# Investigator App

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Quick Live Demo

# cVIGIL Observer App

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# cVIGIL Observer App

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- cVIGIL Observer App allows Observers and other staff authorized by ECI, to see MCC/ expenditure violation
- Can view the complaints lodged by citizen
- Can comments on the reports submitted by FST
- Can upload max 10 pictures from incident spot

# cVIGIL Observer App

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- **Role of cVIGIL Observer**
  - It is meant for general observers, expenditure observers, police observers
  - Observers can observe the cases falling under their jurisdictions
  - Give observation after the investigation is complete by FST.
  - Observer can comment only, after a Field Unit have submitted 'action taken' reports on them.

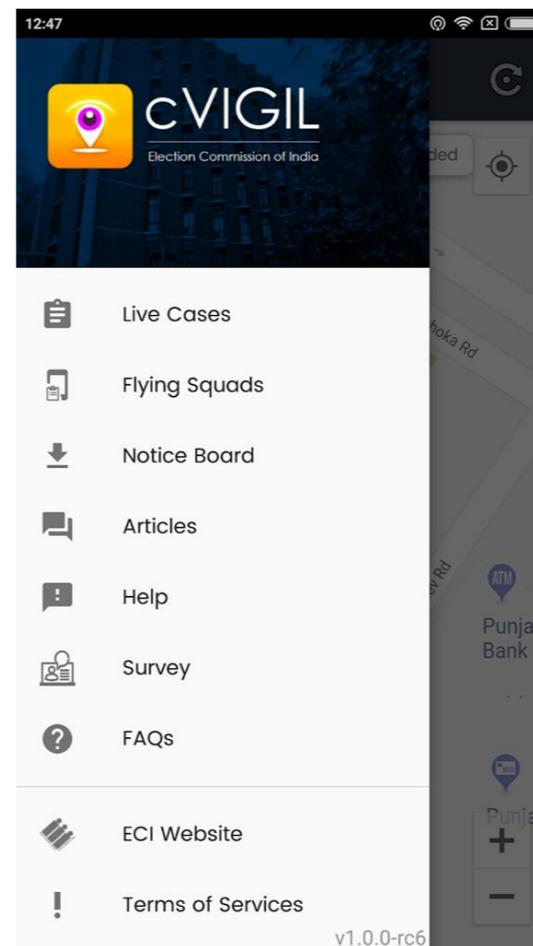
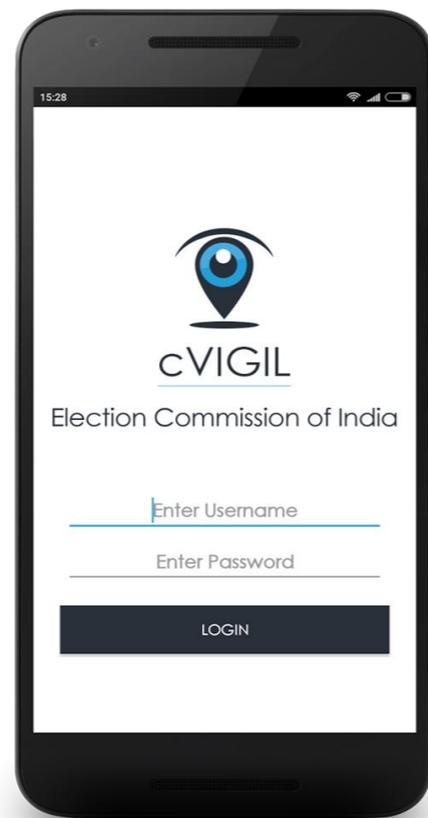
# Observer App: how to use?

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- Download from website
- Install the App
- Accept terms and conditions
- Allow permissions for GPS
- Login with username/password provided by ECI
- Ready to use

# Observer App: how to use?

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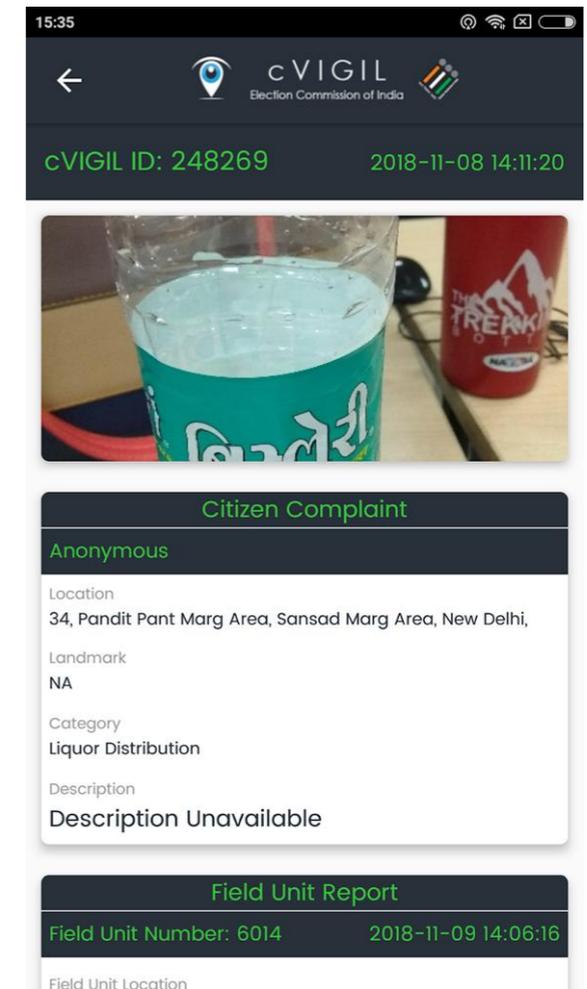
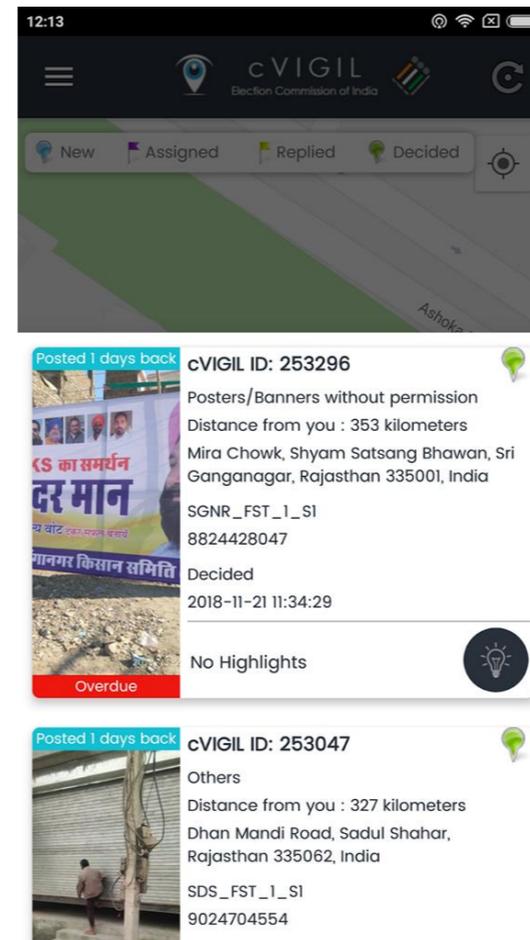
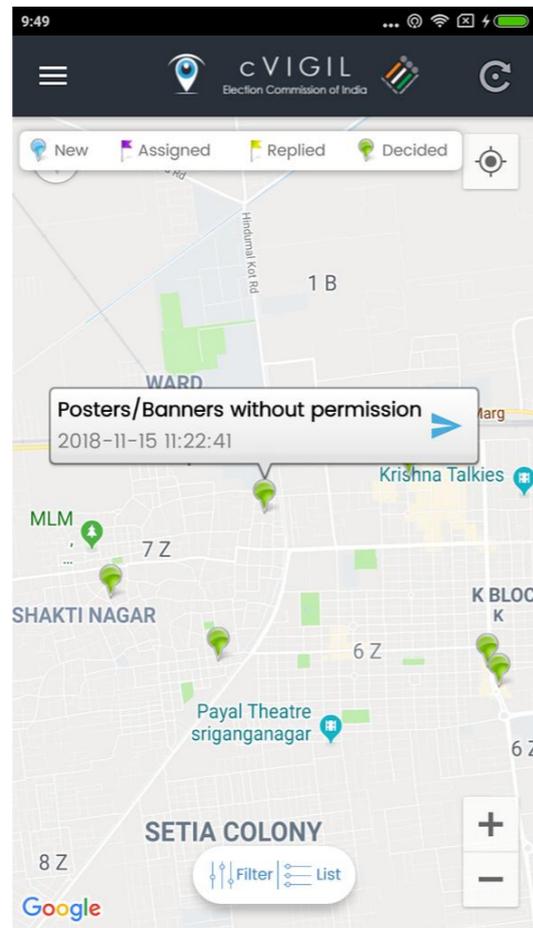
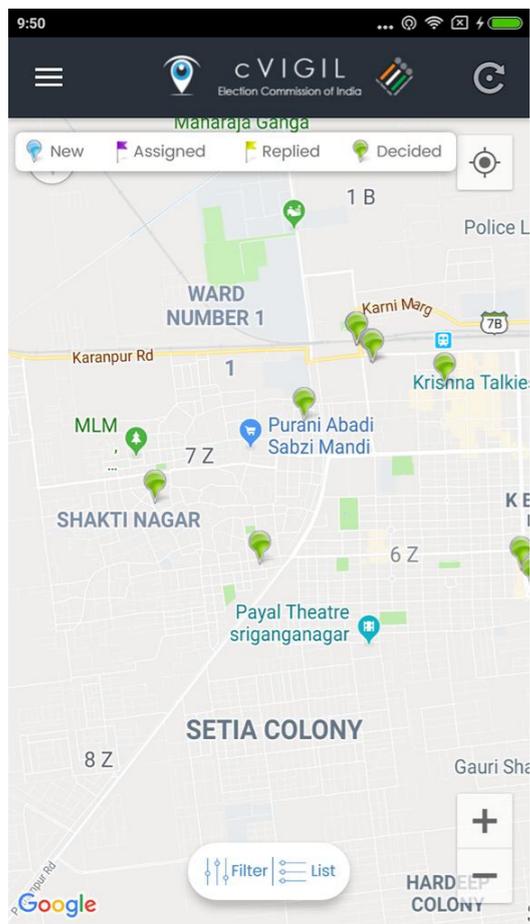


# Observer App: Live cases

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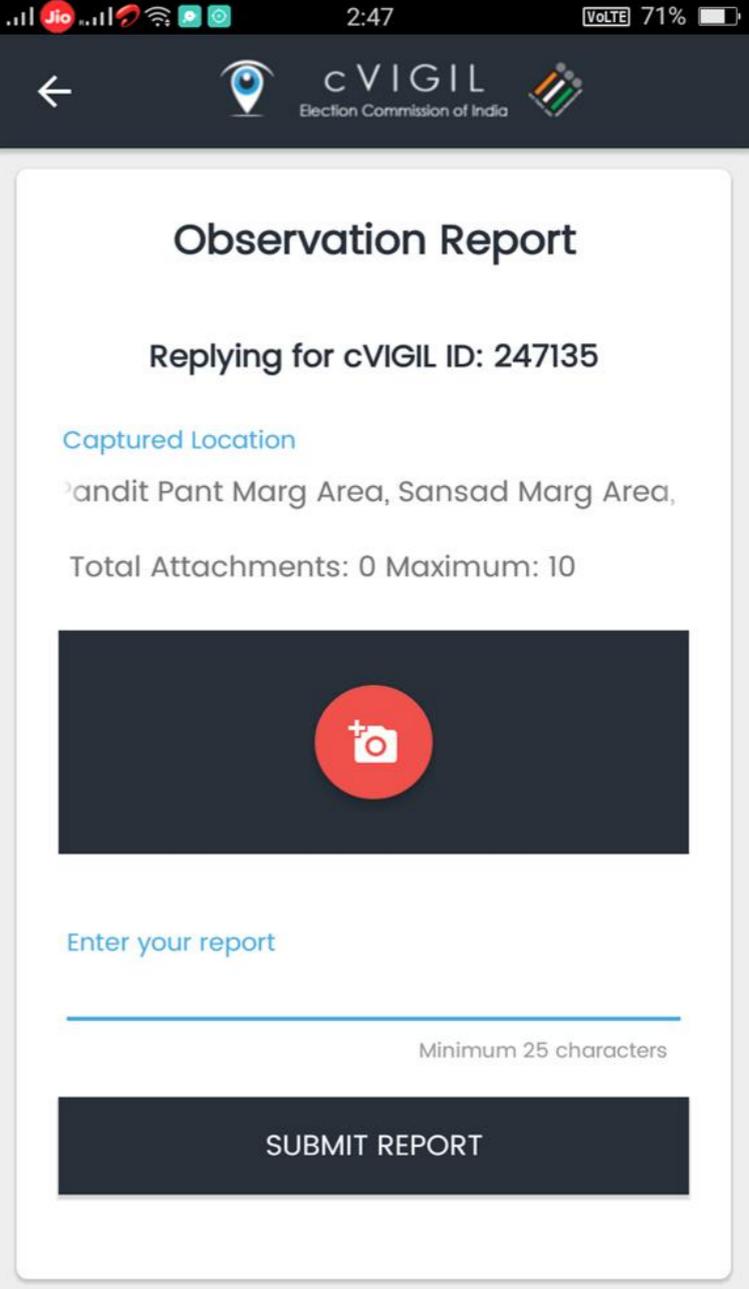
- Live Cases screen displays the list of live cases and location of FST.
- Observer will see three icons to identify complaints in different stages of action.
  - **New:** is denoted by **Blue** marker, which represents the count of new cases.
  - **Assigned:** is denoted by **purple** flag, which displays the count of assigned cases to the FST.
  - **Replied:** is denoted by **yellow** flag, displays the count of cases replied the by the FST/ RO.
  - **Decided:** is denoted by **Green** marker, which represents the count of total decided cases.

# Observer App: Live cases



# Observer App: submit report

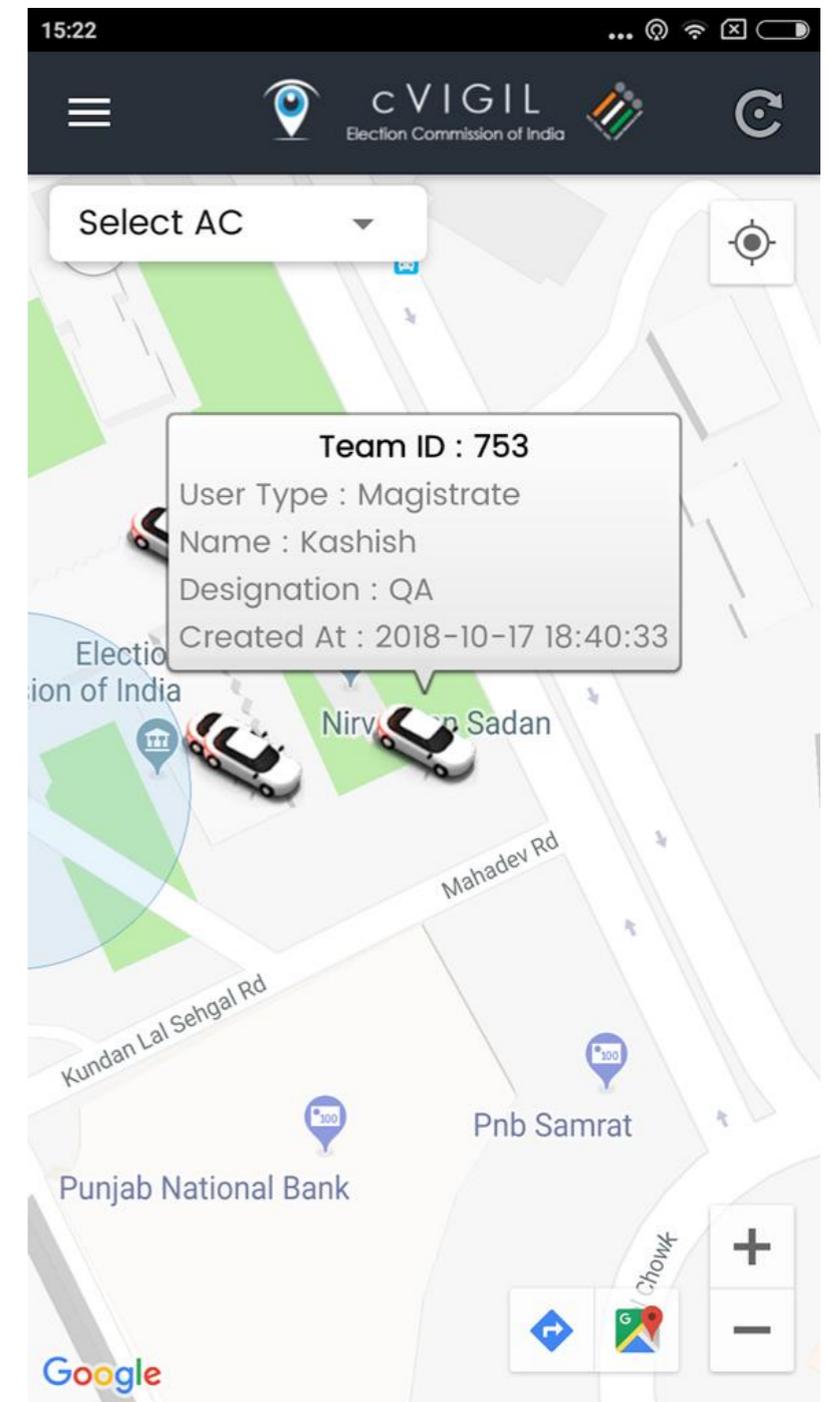
After going through the description and content of report given by the Field Unit, the Observer clicks on Make Observation icon to give his inputs.



The screenshot shows the 'Observation Report' screen in the cVIGIL app. The header includes the app logo and 'Election Commission of India'. The main content area displays 'Observation Report' and 'Replying for cVIGIL ID: 247135'. Below this, the 'Captured Location' is shown as 'Pandit Pant Marg Area, Sansad Marg Area'. There is a section for attachments with the text 'Total Attachments: 0 Maximum: 10' and a red camera icon. A text input field is labeled 'Enter your report' with a 'Minimum 25 characters' requirement. At the bottom, there is a dark blue button labeled 'SUBMIT REPORT'.

# Observer App: Flying Squad

List of Field Unit can be shown  
On the screen. Also observer  
Can view the details of the  
FST Team like Name and  
Designation.



# Observer App

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Quick Live Demo

# cVIGIL Decider(RO/ARO)

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- Play important role for complaint resolution
- Decide on the cases investigated by field units
- Drop, dispose or escalate within the time limit prescribed
- Bypass Investigator in case of delay
- Dispose of the escalated cases to NGSP in the stipulated timelines.

# Decider Dashboard

The screenshot displays the cVIGIL dashboard interface. At the top, a browser window shows multiple tabs and the address bar with the URL 10.199.104.252/rodashboard. The dashboard header includes the cVIGIL logo and a search bar for cVIGIL ID. A left sidebar contains navigation options: Dashboard, Report, Supervisor List, Feedback, and user information for Pradeep (NCT OF Delhi, District NEW DELHI, AC PATEL NAGAR, User Id 9R711KRA19).

The main content area features four summary cards:

- TOTAL PENDING CASE:** 3
- TOTAL INVESTIGATED CASE:** 0
- RE-ASSIGNMENT PENDING:** 0
- ACTION:** DROPPED (30), DISPOSED (21), ESCALATED (7)

Below these cards is an 'All Activities' section with a 'Select Activities' dropdown. Two case detail panels are shown:

**Case 1: cVIGIL ID 248349**

- Tags: Urgent Case, Extensive Query, Early Resolution Needed
- Status: Assigned
- Location: 77.2113108 / 28.6237049
- FVU Name: Insha FST Team
- Date & Time Of Complaint: 2018-11-08 17:54:22
- Date & Time Of Report: 2018-12-03 11:08:45
- Complaint Type: Display Of Firearms, Intimidation

**Case 2: cVIGIL ID 256817**

- Status: Assigned
- Location: 77.2113335 / 28.6237007
- FVU Name: Insha FST Team
- Date & Time Of Complaint: 2018-11-30 11:40:36
- Date & Time Of Report: 2018-12-03 11:08:31
- Complaint Type: Campaigning During Ban Period

At the bottom of each case panel, a red bar indicates the case is 'Overdue'. The Windows taskbar at the bottom shows the search bar, task icons, and system tray with the date 1/1/2019 and time 12:56 PM.

# Decider Dashboard

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## RO/ARO Action items:

- **Drop(Found Incorrect):** The RO/ ARO will only drop the case if after the investigation or otherwise, the case is found to be incorrect
- **Dispose(Found Correct):** RO/ ARO finds that the case has already been addressed by the field unit or the same can be addressed at his level then and their itself.
- **Escalate:** If case found correct but beyond his/her power jurisdiction or which require more investigation. In that case, that Returning Officer can escalate the case by giving full case information to National Grievance Service Portal for further action



# Decider Dashboard

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Quick Live Demo

# cVIGIL User Manuals & FAQ

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- <https://cvigil.eci.gov.in/theme/user-manual.html>
- <https://support.ecitech.in>

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Thanks!