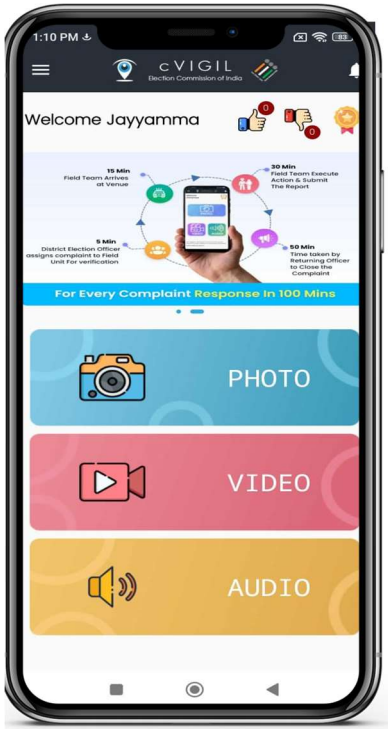
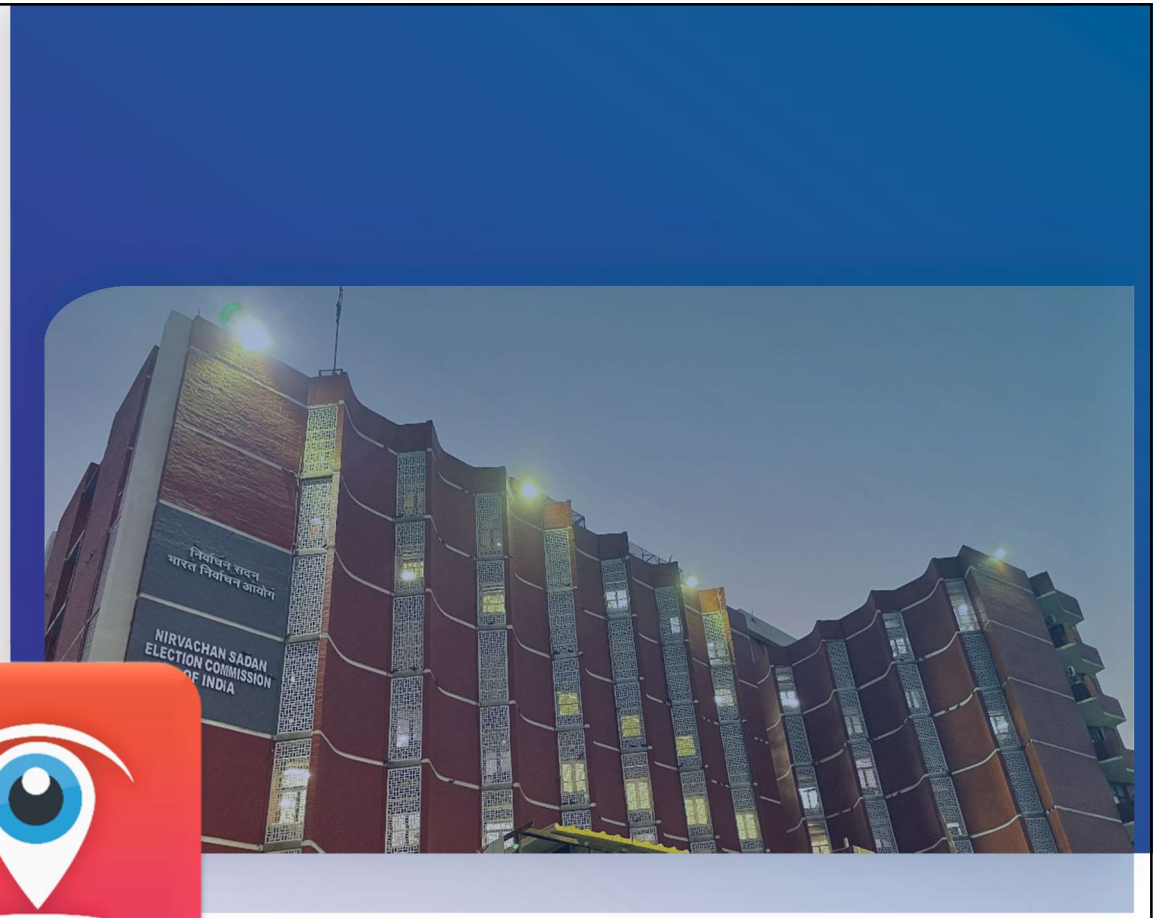


cVigil App and Application



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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

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

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Prerequisites

- ❑ 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

cVigil

How it works ?

DCC

Assign Complaint to FST

FST

Dispose

Drop

Escalate

Lodge Complaint

Team Visit the Location

Submits Report to the Returning Officer

Returning Officer

Citizen

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Story of 100 Minutes

cVigil

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 information the states

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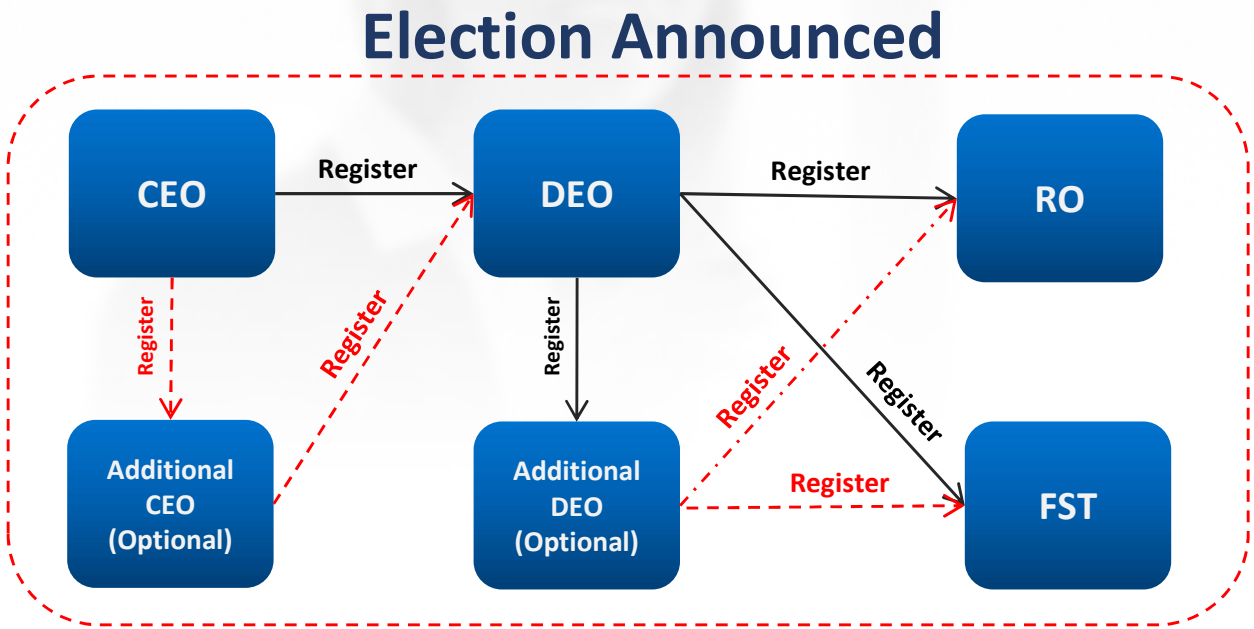
cVigil

How to implement ?



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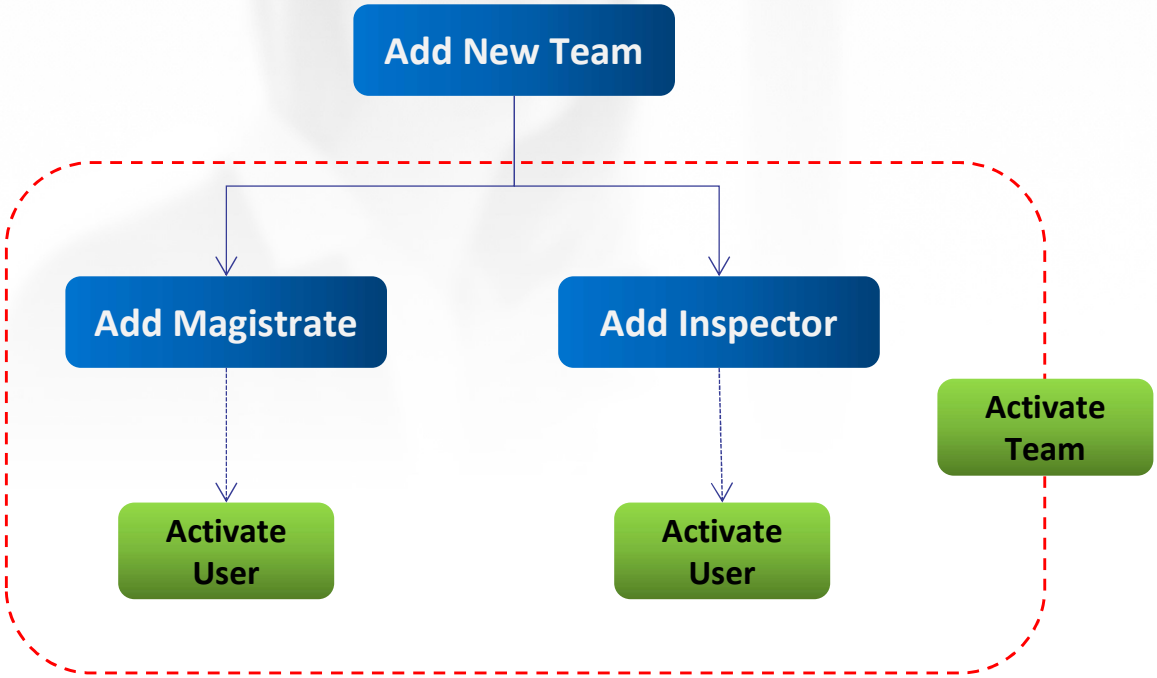
cVigil

Setup of FST Team



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Citizen App: Prerequisite

- 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.

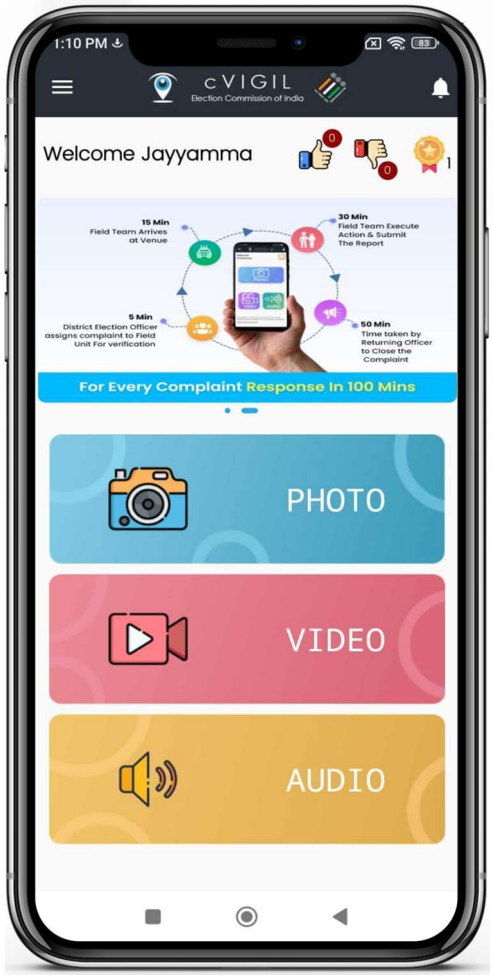
Citizen App: Steps to Install

- **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.

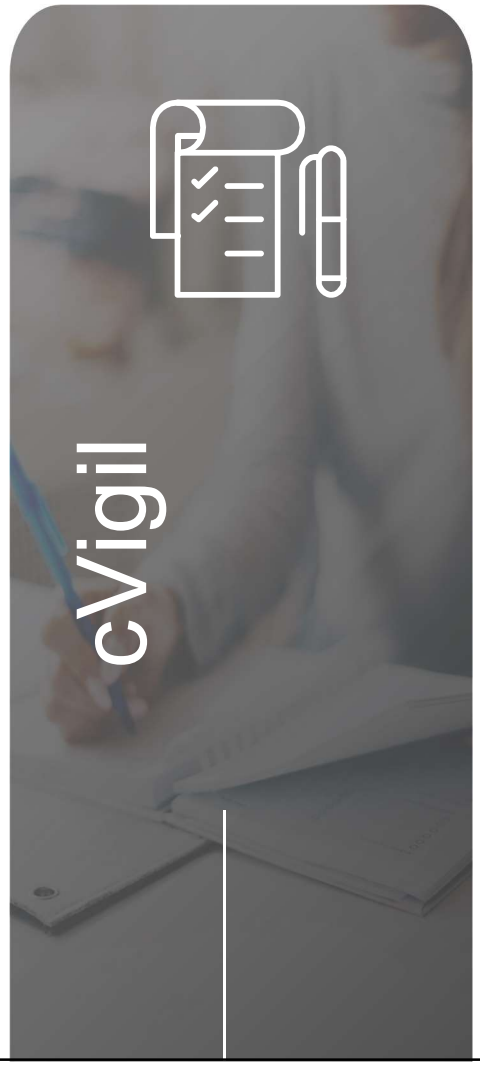


Citizen App: How to use?

- 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?

- 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



Modules of cVIGIL?

For Citizens	For District Election Officers	For Field Units	For Returning Officer	For Observers	For ECI, CEO, DEO
cVIGIL Citizen	cVIGIL District Controller	cVIGIL Investigator	cVIGIL Decider	cVIGIL Observer	cVIGIL Monitor
Mobile Application	Dashboard	Mobile Application	Dashboard	Mobile Application	Mobile Application & Dashboard

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cVIGIL Monitor App

- 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

- 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?

- 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.

cVIGIL Investigator App

- 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?

- 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: Live view

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

Investigator App: Live view

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

Investigator App: Suo Moto

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.

cVIGIL Decider(RO/ARO)

- 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

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

What we offer ?

Stake holders	Web based Application	Mobile App	Android	iOS
ECI	Available	Citizen	✓	✓
CEO	Available	Investigator	✓	✓
DEO	Available	Monitor	✓	✓
RO/ARO	Available	Decider	✓	✓
Observers	Not Available	Observer App	✓	✓

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Any Querry

Thank You...

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