cVIGIL Observer App
User Guide

Version 1.0 RC6

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Disclaimers

TERMS & CONDITIONS OF USAGE of cVIGIL Observer App

MOST IMPORTANT: BECAUSE FEATURES ARE IN DEVELOPMENT STAGE, VERSIONS MAY BE UNSTABLE

We thank you for sparing your valuable time for using cVIGIL Observer Application. Before proceeding further, we encourage you to read the terms carefully and agree to abide by it. Should you have any reservation about the following terms set out for the app, you are free to exit and uninstall the app.

Version 1.0 RC6 has been built on the basis of functional testing and feedback during beta testing. Additional inputs from the users for RC6 version shall be evaluated on their merit, and only suggestions found suitable by ECI shall be incorporated in the iterative builds and consequential final release of the app. Therefore, you are encouraged to always use the latest build of the cVIGIL Observer App whenever updates are available. Selected feedback providers could be contacted telephonically by ECI software development team for eliciting additional inputs on a feature/feedback.

The application automatically fetches the GPS location of your mobile while replying to any complaint. The Election Commission of India does not give any warranties, whether express or implied, as to the suitability or usability of the mobile application.

Should you encounter any bugs, glitches, lack of functionality or other problems on the application, please let us know immediately by using the feedback link provided in the application.

The cVIGIL Observer App cannot be used for lodging any complaint/grievance on any matter pertaining to Election Commission of India.

All photo/video and details uploaded using the application shall become property of the ECI. ECI could use the uploaded data for official purposes at its own discretion without any further notice.
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1. Overview

cVIGIL Observer allows Observers and other staff, authorised by Election Commission of India, to see MCC violation complaints directly on their mobile devices. After a complaint on breach of model code of conduct (MCC) is lodged by a vigilant citizen, it comes to the notice of DEO who assigns it to a Field Unit.

Observers can view complaints but they can comment only after Field Unit have submitted action taken reports on them.

The observer has the option to reach the incident spot or can submit report without reaching the spot. If he reach the incident, he can upload a maximum of 10 pictures.

The location spot of Observer is retrieved using Global Positioning System. After completing observation, he can submit their report to respective Returning Officer.

cVIGIL Observer is only used during election period that commences from the date of announcement of election.

Along with General Observers, Police observers & Expenditure observers can also make successful login to the Observer Mobile Application.
2. Sign In

**Step 1:** Enter username.

**Step 2:** Enter password. Click on Login button.

**Step 3:** You have logged in on the app.
3. Live Cases

The “Car” icon in the application represents the location of your Field Unit. Field Unit will receive notifications for any incoming assignments under the title Push Notification.

They will see three icons to identify complaints in different stages of action.

- **New**: is denoted by Blue marker.
- **Assigned**: is denoted by purple flag.
- **Replied**: is denoted by yellow flag.
- **Decided**: is denoted by Green marker.
At the bottom of the screen, you will find option for Filter Cases & Lists of Cases.

When you tap on Lists, you will find below given screen for Case Lists along with the cVIGIL ID & Case Details. You also have an option to choose the case as your favourite by selecting the heart shape icon at the right corner of each case. And at the bottom, you may select Highlight button.
When you select the filter option, you will be able to filter cases as per our requirements based on Timing of Case arrival, Distance of Incident Spot, Category i.e, case type or by filtering photos/videos.
4. Case Details

When an Observer wants to view details of a complaint, he simply has to click on the case in the list for the following screen bearing complaint details:

The appearance of complaint title and its date and time in blue colored font, as we see on the screenshot above, indicates that Field Unit is yet to respond to it. In this case, the Observer will simply view details of the complainant. These include;

a). Location
b). Landmark
c). Type of Complaint
d). Complaint Description
e). Picture or Video shared by Complainant.
Note: Observer cannot post any comment on the above case. He will post his comments only after the Field Unit has given its report as we will discover in the next screenshot.
This screenshot showcases The Field Unit Report along with returning officer report in a green color font. The green color font indicates the Field Unit has submitted its report on the complaint and Returning officer taken their decision.

Other details of this report are visible in the following screenshot.
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.

Below screen gives the details of assigned case to Field Unit.
5. Flying Squad

List of Field Unit can be shown in the screen below. You will find details with the user type, Name, Designation & date & time of creation as well. You also have an option to filter Assembly Constituency from the top.

You will find the screen below:
6. Notice Board

The above screen shows Notice Board. For detailed notice, click on the particular file and get detailed information. You will see date of posting of Notice. Also, you will see an option at the top to search for a particular notice by entering any keyword.

You also have an option to Download the file as shown at the right bottom corner below.
Telangana Central Observers are requested to upload their

Posted at : 2018-11-27

All Central Observers (General, Police and Expenditure)

All central Observers (General, Police and Expenditure) deployed in ensuing G E to the State Legislative Assembly of Telangana-2018 are requested to upload their ‘Status Note’, with respect to their AC(s)/District by 27.11.2018 positively
Also, you will receive a pop up notification for any new Notice uploaded as shown in the screen below.
7. Articles

Above screen shows articles list. It also consist of Date of Posting of article. For detailed information, click on the particular article, this will take you to the screen below:
How to improve GPS accuracy?

cVIGIL uses smart GPS technologies to innovatively use it for Model code/expenditure violation management. Your GPS sensor lets your Android phone use cVIGIL citizen, Investigator, observer and monitor apps, and properly tag your geo-location.

A good signal is crucial for using cVIGIL. However, the greater the accuracy requirements

8. FAQ

In case the user faces trouble using the application, she can check the menu screen by clicking on the icon of Navigation Drawer 📦 and select FAQ option. The list of Frequently Asked Questions (FAQs) can be viewed in the following screenshot.
9. Feedback

As the application has been recently developed and deployed for the first time in the upcoming election. Therefore there is potential for further improvement in the application. Therefore we would like to take feedback, usage, ease of use, features and any bugs which the user of this app may face. The link to submit feedback is given in the app menu itself.
10. Survey

Click on Survey to fill there survey form.