PURE
PROPER URBAN ELECTORAL LISTS

RESULTS OF JANAAGRAHA'S RESEARCH WORK TO ASCERTAIN THE QUALITY OF THE VOTER LIST IN DELHI

January 2015

JANAAGRAHA
JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

HOW THE ERRORS WERE CAPTURED...

TO CAPTURE THE ERRORS IN DELHI'S VOTER ROLLS, A VOTER LIST SURVEY WAS DONE:

VOTER-LIST SURVEY

- Voter list used as a sampling base
- Try to find citizens on the list at their address
- Citizens not found at address listed require deletion. Could be because:
  - Citizen has shifted
  - Citizen is dead
  - Citizen is disenfranchised (in prison)
  - Citizen is repeated on list
- Errors with registration details captured for citizens found
- Addresses not found in some cases

Voter list hygiene factors

% DELETIONS

% ADDRESS NOT FOUND

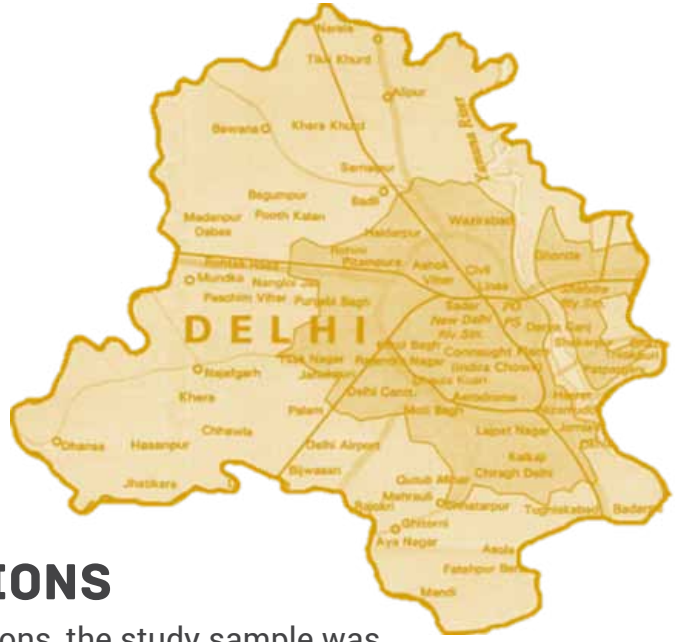
% ERRORS WITH REGISTRATION DETAILS

% NO ERRORS

For the survey, 3210 citizens were approached in 408 Polling Parts spread across 8 Assembly Constituencies; a total effective sample size of 2971 was achieved after accounting for refusals and 'door locked'. The ACs were a proportional mix of inner and outer as well as geographically spread across Delhi. Sampling was done in a random manner to ensure valid representation of the 18+ voter population. The confidence level of the sample is 95% with an interval of 1.8%. Research was undertaken using electoral rolls published in October 2014. The sample was cross-checked with the summary revisions published on the 5th of January 2015 and the findings were revised on the basis of alignment with the revised rolls.

SUMMARY REVISIONS

THE STUDY WAS DONE ON THE BASIS OF VOTER ROLLS PUBLISHED ON OCTOBER 15, 2014 BUT SUMMARY REVISIONS WERE PUBLISHED BY THE ECI ON JANUARY 5, 2015.



EXTENT OF CORRECTIONS DONE BY THE ECI

According to the study, a certain proportion of deletions were required to the rolls. The data below highlights this requirement, compared to the proportion of deletions made by the ECI in the last summary revisions.

DELETIONS[1]

SAMPLE CORRECTIONS

To accommodate for these revisions, the study sample was cross checked against revised rolls and findings were adjusted accordingly

	As per study sample (N)[3]	Out of sample, number corrected in the ECI Summary Revision[4]	% of sample corrected
DELETIONS[1]	989	24[5]	2.4%
ERRORS WITH DETAILS	221	2	0.9%

1. Deletions include shifted/dead/disenfranchised/repeats and address not found
2. Based on 96,640 deletions noted by the CEO, Delhi, Chandra Bhushan Kumar; Source - *"89 thousand cases of multiple entries found in Delhi electoral rolls"* - Available: http://www.dnaindia.com/india/report-89-thousand-cases-of-multiple-entries-found-in-delhi-electoral-rolls-2050013 (accessed date - 22/01/2015).
3. Study samples were derived using the October 2014 ECI rolls
4. Based on ECI summary revisions that were published on the 5th of January 2015
5. The survey found 5 citizens at their address (correctly) who, after the summary revisions, are now marked as 'Shifted'. The ECI also corrected 3 from the samples as 'duplications' which we have accounted for as corrected.

DELHI - OVERALL

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DELETIONS **22%**

- Shifted: 21%
- Repeats: <1%
- Deceased: <1%
- Disenfranchised (in prison): <1%

ADDRESS NOT FOUND **11%**

ERRORS WITH REGISTRATION DETAILS **7%**

NO ERRORS **60%**

1. Percentage of errors projected to the voting population of Delhi
2. Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN DELHI?[1]

- Deletions: 2876025
  - Shifted: 2735086
  - Repeats: 26426
  - Deceased: 110108
  - Disenfranchised (in prison): 4404
- Address not found: 1374150
- Errors with registration details: 964547
- No Errors: 7870530

NUMBER OF REGISTERED VOTERS IN DELHI[2]

1,30,85,251

42,50,174

VOTERS TO BE DELETED[3]

= 13,00,000

TRINAGAR ASSEMBLY CONSTITUENCY

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JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

DELETIONS 24%

- Shifted: 22%
- Repeats: 0%
- Deceased: 2%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 3%

ERRORS WITH REGISTRATION DETAILS 4%

NO ERRORS 69%

1. Percentage of errors projected to the voting population of Trinagar
2. Proportional calculation for Trinagar made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN TRINAGAR?[1]

- Deletions: 38632
  - Shifted: 35967
  - Repeats: 0
  - Deceased: 2664
  - Disenfranchised (in prison): 0
- Address not found: 5328
- Errors with registration details: 6661
- No Errors: 113230

NUMBER OF REGISTERED VOTERS IN TRINAGAR[2]

1,63,851

43,960
VOTERS TO BE DELETED[3]

= 20,000

GANDHI NAGAR ASSEMBLY CONSTITUENCY

JANAAGRAHA
JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

DELETIONS 22%

- Shifted: 21%
- Repeats: 0.5%
- Deceased: 0.5%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 13%

ERRORS WITH REGISTRATION DETAILS 14%

NO ERRORS 50%

1. Percentage of errors projected to the voting population of Gandhi Nagar
2. Proportional calculation for Gandhi Nagar made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN GANDHI NAGAR?[1]

- Deletions: 37945
  - Shifted: 36200
  - Repeats: 872
  - Deceased: 872
  - Disenfranchised (in prison): 0
- Address not found: 21371
- Errors with registration details: 24424
- No Errors: 85048

NUMBER OF REGISTERED VOTERS IN GANDHI NAGAR[2]

1,68,788

59,316
VOTERS TO BE DELETED[3]

= 20,000

OKHLA ASSEMBLY CONSTITUENCY

JANAAGRAHA
JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

DELETIONS 25%

- Shifted: 24%
- Repeats: 1%
- Deceased: 1%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 19%

ERRORS WITH REGISTRATION DETAILS 3%

NO ERRORS 53%

1. Percentage of errors projected to the voting population of Okhla
2. Proportional calculation for Okhla made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN OKHLA?[1]

- Deletions: 66319
  - Shifted: 61797
  - Repeats: 2261
  - Deceased: 2261
  - Disenfranchised (in prison): 0
- Address not found: 48986
- Errors with registration details: 9043
- No Errors: 137913

NUMBER OF REGISTERED VOTERS IN OKHLA[2]

2,62,261

1,15,304

VOTERS TO BE DELETED[3]

= 20,000

R K PURAM ASSEMBLY CONSTITUENCY

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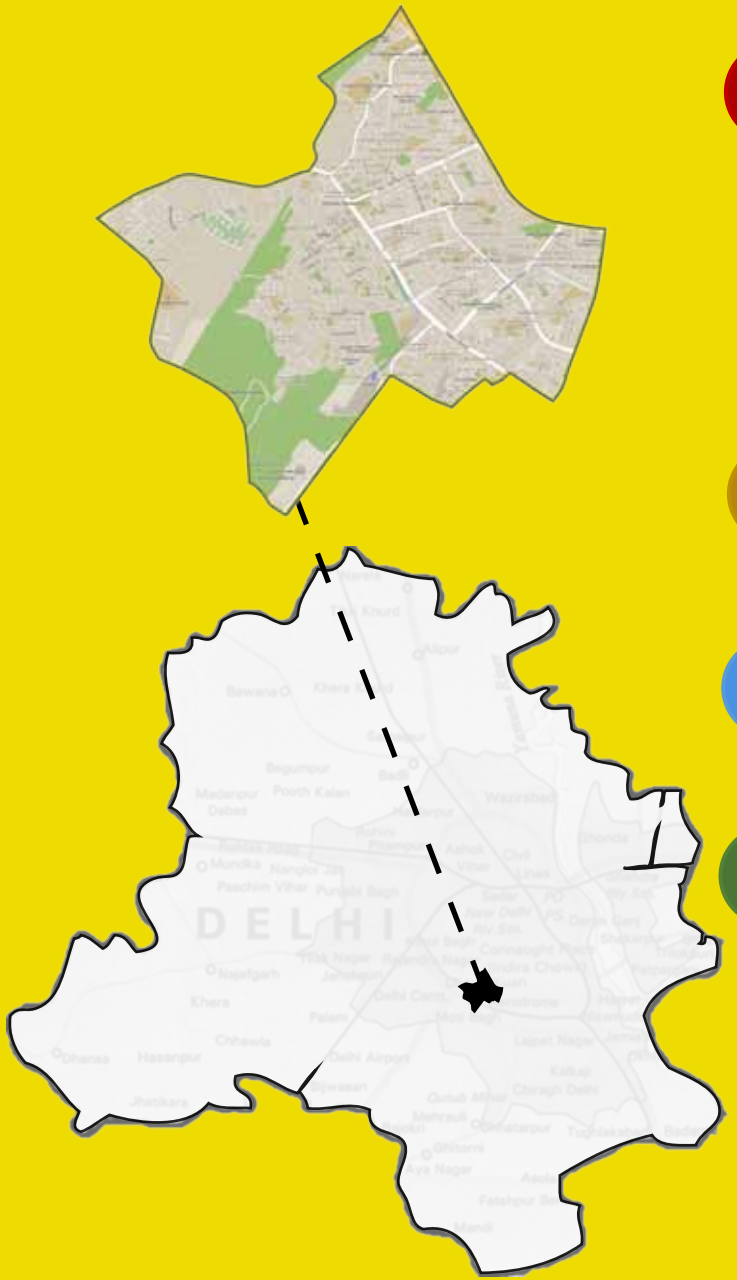

DELETIONS 23%

- Shifted: 22%
- Repeats: 0%
- Deceased: <1%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 9%

ERRORS WITH REGISTRATION DETAILS 2%

NO ERRORS 67%

1. Percentage of errors projected to the voting population of R K Puram
2. Proportional calculation for R K Puram made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN R K PURAM?[1]

- Deletions: 33295
  - Shifted: 32884
  - Repeats: 0
  - Deceased: 411
  - Disenfranchised (in prison): 0
- Address not found: 12743
- Errors with registration details: 2877
- No Errors: 99063

NUMBER OF REGISTERED VOTERS IN R K PURAM[2]

1,47,978

46,038
VOTERS TO BE DELETED[3]

= 20,000

GOKALPUR ASSEMBLY CONSTITUENCY

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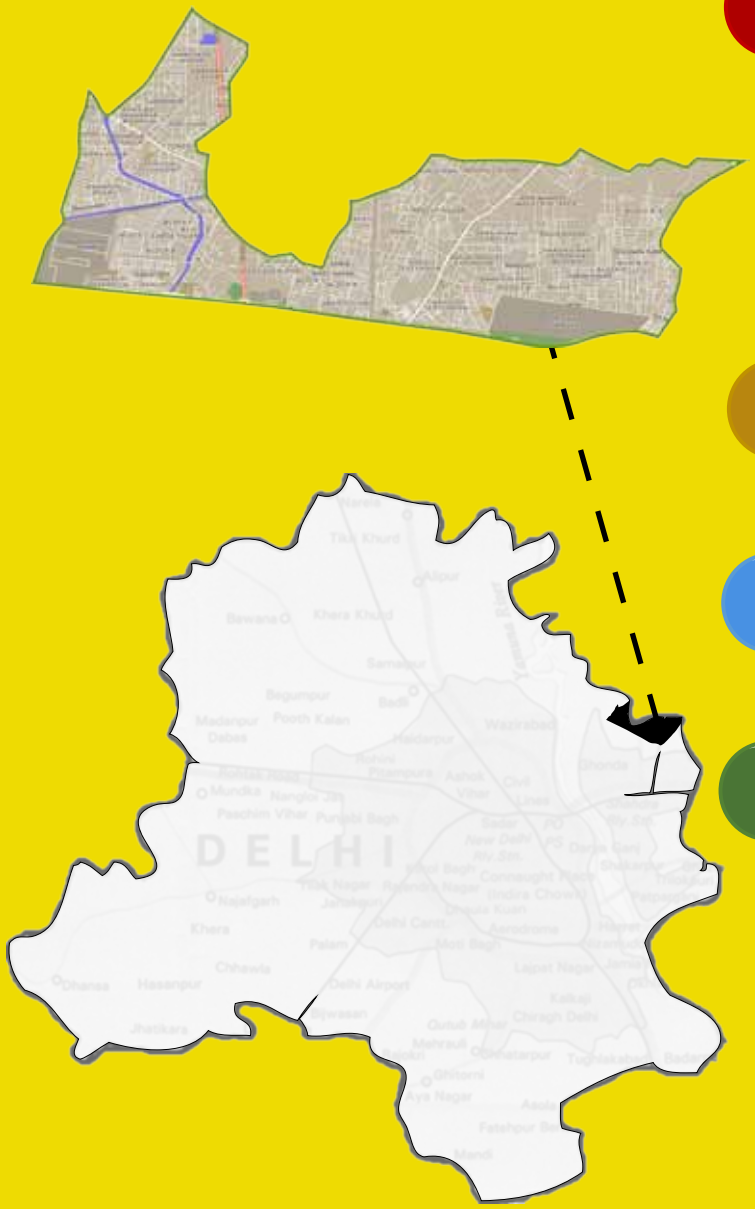

DELETIONS 17%

- Shifted: 16%
- Repeats: 0%
- Deceased: 1%
- Disenfranchised (in prison): <1%

ADDRESS NOT FOUND 14%

ERRORS WITH REGISTRATION DETAILS 13%

NO ERRORS 56%

1. Percentage of errors projected to the voting population of Gokalpur
2. Proportional calculation for Gokalpur made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN GOKALPUR?[1]

- Deletions: 33798
  - Shifted: 31780
  - Repeats: 0
  - Deceased: 1513
  - Disenfranchised (in prison): 504
- Address not found: 27744
- Errors with registration details: 25726
- No Errors: 111986

NUMBER OF REGISTERED VOTERS IN GOKALPUR[2]

1,99,254

61,542
VOTERS TO BE DELETED[3]

= 20,000

ROHINI ASSEMBLY CONSTITUENCY

JANAAGRAHA
JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

DELETIONS 9%

- Shifted: 9%
- Repeats: 0%
- Deceased: <1%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 7%

ERRORS WITH REGISTRATION DETAILS 6%

NO ERRORS 78%

1. Percentage of errors projected to the voting population of Rohini
2. Proportional calculation for Rohini made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN ROHINI?[1]

- Deletions: 17033
  - Shifted: 16484
  - Repeats: 0
  - Deceased: 549
  - Disenfranchised (in prison): 0
- Address not found: 12088
- Errors with registration details: 11539
- No Errors: 141212

NUMBER OF REGISTERED VOTERS IN ROHINI[2]

1,81,872

29,121
VOTERS TO BE DELETED[3]

= 20,000

PALAM ASSEMBLY CONSTITUENCY

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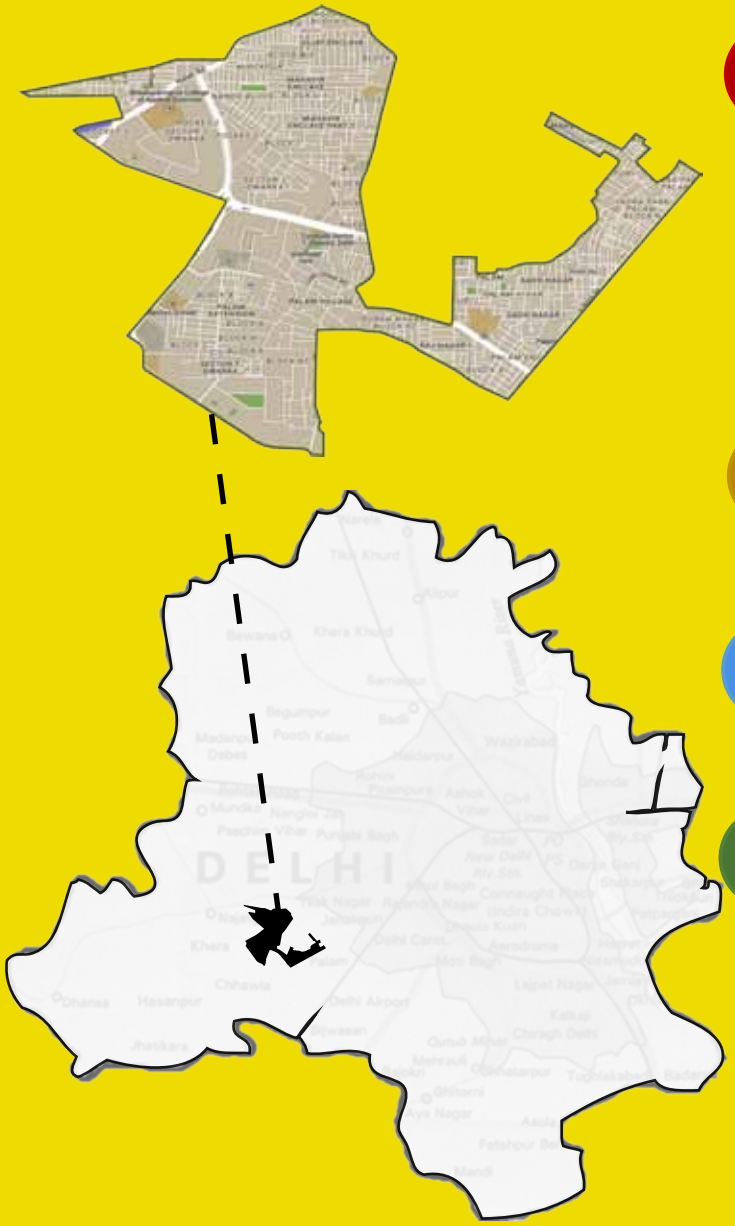

DELETIONS **22%**

- Shifted: 21%
- Repeats: 0%
- Deceased: 1%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND **15%**

ERRORS WITH REGISTRATION DETAILS **9%**

NO ERRORS **55%**

1. Percentage of errors projected to the voting population of Palam
2. Proportional calculation for Palam made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN PALAM?[1]

- Deletions: 48942
  - Shifted: 47194
  - Repeats: 0
  - Deceased: 1748
  - Disenfranchised (in prison): 0
- Address not found: 33793
- Errors with registration details: 19810
- No Errors: 124103

NUMBER OF REGISTERED VOTERS IN PALAM[2]

2,26,649

82,735
VOTERS TO BE DELETED[3]

= 20,000

SANGAM VIHAR ASSEMBLY CONSTITUENCY

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JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

DELETIONS 33%

- Shifted: 31%
- Repeats: <1%
- Deceased: 2%
- Disenfranchised (in prison): 0%

ADDRESS NOT FOUND 5%

ERRORS WITH REGISTRATION DETAILS 6%

NO ERRORS 56%

1. Percentage of errors projected to the voting population of Sangam Vihar
2. Proportional calculation for Sangam Vihar made using data from the final Summary Revisions, 2014 projected to total Delhi voter population from Election Commission of India, Jan 2015
3. Includes shifted, dead, repeated, disenfranchised and address not found

* Due to rounding, percentages may not sum to 100%

WHAT DOES THIS MEAN FOR VOTER NUMBERS IN SANGAM VIHAR?[1]

Deletions: 50307

- Shifted: 47556
- Repeats: 393
- Deceased: 2358
- Disenfranchised (in prison): 0

Address not found: 7860

Errors with registration details: 9039

No Errors: 86858

NUMBER OF REGISTERED VOTERS IN SANGAM VIHAR[2]

1,54,064

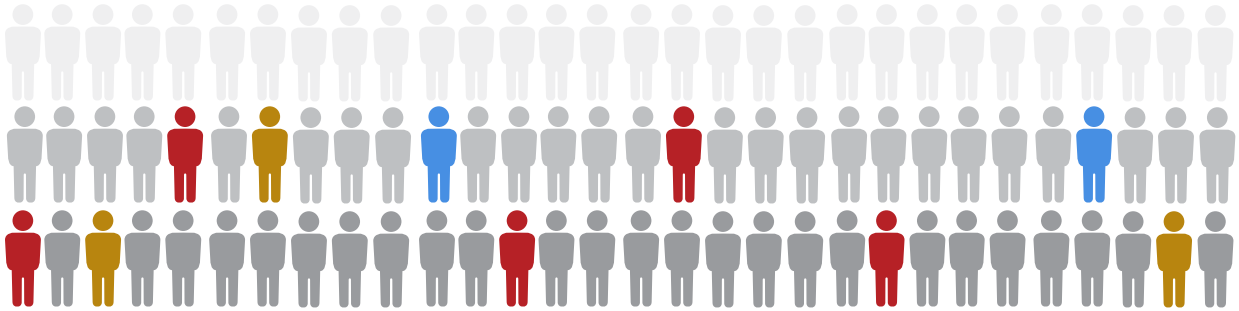
58,167
VOTERS TO BE DELETED[3]

= 20,000

OVERVIEW

HOW DO THE ASSEMBLY CONSTITUENCIES COMPARE TO EACH OTHER?

	DELHI	TRINAGAR	GANDHI NAGAR	OKHLA	R K PURAM	GOKALPUR	ROHINI	PALAM	SANGAM VIHAR
Deletions	22%	24%	22%	25%	23%	17%	9%	22%	33%
Address not found	11%	3%	13%	19%	9%	14%	7%	15%	5%
Errors with registration details	7%	4%	14%	3%	2%	13%	6%	9%	6%
No errors	60%	69%	50%	53%	67%	56%	78%	55%	56%



JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

Voter List Management

Report

Survey on the Quality of Voter Lists in Delhi

July 2015

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Fieldwork undertaken by TNS Global

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Introduction

Jana Group was Co-Founded by Ramesh Ramanathan and Swati Ramanathan. It comprises four institutions, all of which are urban-focussed

Janalakshmi, an urban micro finance company serving 2.5 million households across India

Janaadhar, an urban affordable housing company

Jana Urban Space Foundation, a non-profit focussed on spatial planning and design, both policy and practice

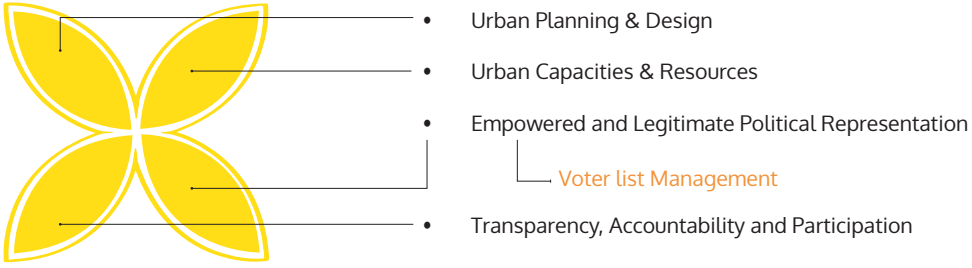
Janaagraha, a non-profit having the objective of transforming quality of life in India's cities and towns

About Janaagraha

Janaagraha was founded in December 2001 as a platform for citizen participation in cities. Today, it works with citizens on catalysing active citizenship in neighbourhoods and with governments to institute reforms to city-systems, generally referred to as urban governance.

With an objective of improving quality of life in India's urban centres, Janaagraha believes in addressing the root-cause of existing issues instead of the symptoms through its city-systems framework. This framework consist of four inter-related dimensions critical to the running of world-class cities.

CITY SYSTEMS FRAMEWORK



Janaagraha's work on Voter List Management

'Empowered and Legitimate Political Representation' is one of the four components of Janaagraha's city-systems framework. We believe quality of voter lists can potentially influence quality of political leadership in cities. The Voter List Management process in cities however has been a much ignored electoral reform agenda. Voter lists form the basis of democracy by codifying a citizen's right to exercise franchise. But errors in these lists, omissions that lead to disenfranchisement and potential deletions which expose the electoral process to phantom voting, are a reality. This applies particularly to urban areas which witness large scale migrations, from villages to cities, between cities and even within cities. For quality political representation and leadership, the voter list should be free of errors. Poor quality voter lists impact electoral participation and outcomes, and thereby the quality of political leadership.

JCCD has been working on the issue of urban voter lists since 2005, highlights of which include the Jaago Re! campaign, India's largest voter registration drive in cities and a 3-year Memorandum of Understanding with the Election Commission of India for a pilot project on voter list management in Shanthinagar Assemby Constituency in Bangalore. The groundwork in Shanthinagar resulted in the Proper Urban Electoral (PURE) List manual, a new and improved process for voter list management in cities.

2005

Citizen's Initiative on Voters' ID List (CIVIL) – a grassroots program focused on determining accuracy of voter lists in select wards in Bangalore

State Enhanced Electoral Roll System (STEERS) – a program focused on creating an electoral list maintenance process document; done in partnership with Microsoft and the Election Commission of India

2008

Jaago Re! – Urban India's largest voter registration campaign that saw over 6 lakh citizens applying; was executed with more than ten partners with the biggest being Tata Tea

2010-14

Jaagte Raho! and PURE – grassroots program on improving electoral rolls in Shanthi Nagar assembly constituency through an MoU with the Chief Electoral Officer, Karnataka. Also led to the development of the Proper URban Electoral (PURE) list manual - a comprehensive approach and process mapping for accurate voter lists

2010 onwards

Quality of Voter Lists Studies – a comprehensive research based program that aims to measure the hygiene of voter lists in urban India and ascertain the reasons behind them.

Through research studies such as this, we aim to develop a body of irrefutable data and information that can catalyse reforms to voter list management in cities. We believe that such studies, based on both primary surveys and desktop research, are critical to electoral reforms in the country.

Contents

1 Executive Summary 10

2 Introduction 14

3 Background on Design and Methodology 18
- 3.1 Introduction to the design 18
- 3.2 Methodological updates 18

4 Methodology 22
- 4.1 Introduction 22
- 4.2 Sampling 22
  - 4.2.1 Overall sampling 22
  - 4.2.2 Voter-list phase sampling 23
  - 4.2.3 Citizen-centric survey sampling 23
- 4.3 Execution 24
  - 4.3.1 List-centric phase execution 24
  - 4.3.2 Citizen-centric phase execution 26
- 4.4 Error conceptualization and calculation 27
  - 4.4.1 List-centric error conceptualization 27
  - 4.4.2 Citizen-centric error conceptualization 27

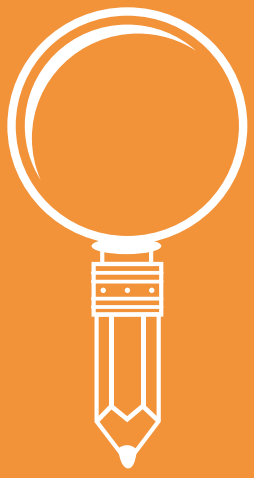
5 Results: The List-Centric Desk Review and Survey 34
- 5.1 Sample composition 34
  - 5.1.1 Desk research sample composition 34
  - 5.1.2 Field work sample composition 36
- 5.2 Delhi overall findings 38
- 5.3 Profile of citizens found shifted from their listed address 40
- 5.4 Profile of citizens with errors in their registration details 41
- 5.5 Attempts to register on the voter list 42
- 5.6 Data alignment with ECI summary revision of voter rolls 42
- 5.7 List-centric survey – Delhi results summary 43

6 Results: The Citizen-Centric Survey and Desk Review 46
6.1 Sample composition 46
6.2 Delhi overall findings 48
6.3 Verification of citizens claiming to be registered elsewhere in Delhi 49
6.4 Profile of citizens who thought they were on the list but were not 50
6.5 Profile of citizens omitted from their polling part but registered elsewhere in the city 51
6.6 Profile of citizens who claim to have applied to register from their current address (but were not found on the list) 53
6.7 Profile of citizens who have never applied to be on the list or claimed to have applied from some other address as well those who could not recall whether they had 54
6.8 Profile of citizens who were on the list 56
6.9 Citizen-centric survey – Delhi results summary 59

7 Results: Combining the List-Centric and Citizen-Centric Research Phases 62

8 Discussion 66
8.1 Overall discussion 66
8.2 Methodological reflections 67

9 Appendices 72



Executive Summary

1. Executive Summary

The Quality of Lists Study (QoL), a part of the efforts by Janaagraha to improve the accuracy of voter lists in India's urban centres, was conducted in Delhi just before the 2015 assembly elections. This study aimed to serve as a body of objective information that throws light on the issues inherent in Delhi's voter lists*.

It was designed to effectively capture deletions, i.e. people who exist on a voter list but shouldn't be , as well as omissions i.e. people who should be on the voter list but are not. Using a two pronged approach, the study used a Voter List-Centric methodology (to capture deletions) and a Citizen-Centric methodology (for omissions) and went to over 6,000 citizens spread across Delhi in a manner that ensured robust representation.
Key findings from the study are as follows:

There is sufficient evidence to indicate that a large part of Delhi's voter lists are unclean and are not up to date.

- **The list-centric research**, which was based on a sample of citizens who existed on Delhi's lists, found that 41% of these entries included one of a range of errors. Eleven percent of all addresses on the list could not be located on ground despite a desk-based address quality research stage indicating that all but two of these addresses were 'findable'. It was also found that 21% of sampled citizens who were on the list had shifted to another location. A further 7% of citizens had errors in their details mentioned on the list.
- **The citizen-centric research**, which checked random citizens of Delhi against the voter list, found that 49% were omitted from their polling part voter lists. Twenty eight percent were registered elsewhere in Delhi and 8% claimed to have applied from their current address but were not on the list. Twelve percent had either not/never applied to register on their polling part (PP) list or could not recall if they ever had.

Data from the two surveys indicates that potential deletions and omissions in Delhi's electoral rolls are of a large magnitude. A more nuanced picture emerges when reading the two research phases together.

A large part of required deletions in Delhi may be 'off-set' by omissions due to intra-city migration i.e. a large number of citizens who are not on their polling part lists are registered elsewhere within the city.

- It appears that most citizens who should be 'deleted' from the voter list (23% were not found at the address mentioned against them on the voter list), are actually residing somewhere else within Delhi (in another Polling Part or in another Assembly Constituency). This conclusion is made in relation to the fact that 28% of omitted citizens from the voter list are registered elsewhere in the city.
- Given this, the electoral impact and impact on voter turnout therefore (in the state of Delhi) of having such number of deletions may not be as grave as the magnitude suggests.
- Most of these errors, of deletion and omission, appear as singularities spread across the city and not in bunches, making it difficult for them to be exploited or taken advantage of. Although this still means that the lists are unclean, the potential impact with respect to electoral outcomes, voting malpractices such as phantom/bogus voting etc., in Delhi, require further investigation.

Seven percent of Delhi's citizens reported having errors with their details as mentioned on the voter lists but only two sampled citizens reported facing any issues while casting their vote.

- Errors with citizens' details on the voter list, mostly minor mistakes in addresses, do not appear to prevent a citizen's vote in almost all cases. These errors were also found to be spread more or less evenly across gender, housing type and religion (31-35 year olds had a higher probability of having such errors; at 21%, 1.4 times their representation in the sample).

** the term 'Voter Lists' and 'Electoral Lists/Electoral Rolls/Voter Rolls' have been used interchangeably in this document and mean the same.*

Twelve percent of Delhi's 18+ citizenry claimed to have never tried to register or could not recall registering from their current address (perhaps pointing to apathy).

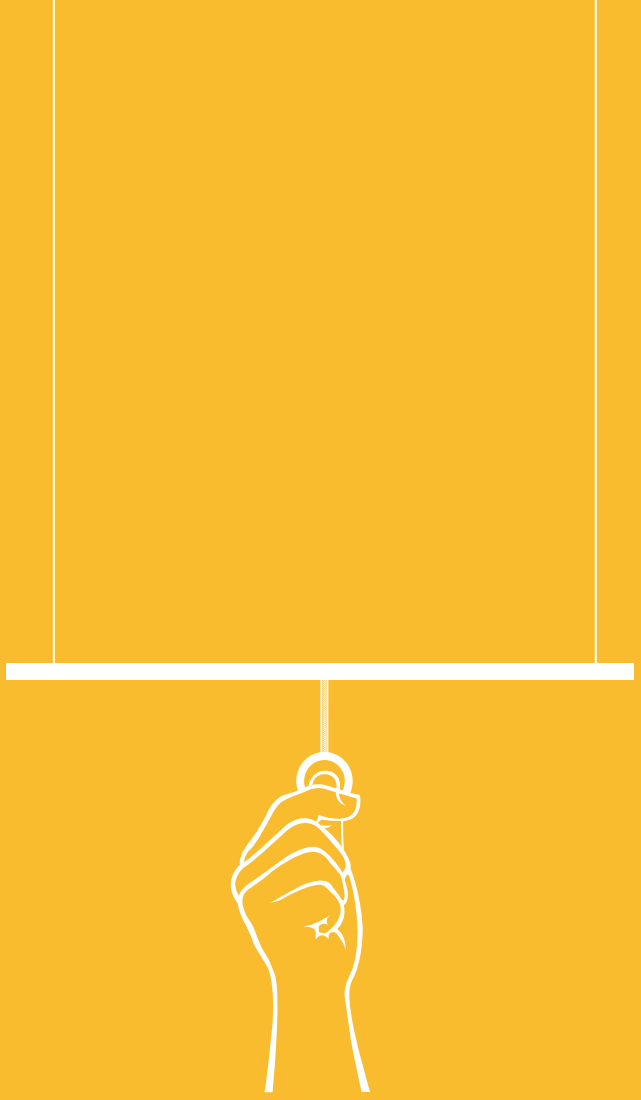
- The 12% of citizens who claimed to have never tried to register or could not recall if they ever had, included 7% who had never applied from their current address and 5% who could not recall if they had. Citizens who had not registered cited a lack of knowledge on where and how to register as reasons for not doing do. As well as these, other strong reasons included a perception of the process being too tedious and a belief that they did not possess the right paperwork to register. The youngest age group (18-25 forming a huge 47%), lower SECs (C, D and E at a combined 67%) and Muslims (at 17%, 1.3 times their proportion in the total sample) were more likely to have never registered from their current address.

Overall, there seems to be little doubt that Delhi's electoral rolls are unclean. With large amounts of deletions and additions required to the list, there is a sharp need for improved voter list management processes. This is required regardless of the fact that a large part of the errors in Delhi are due to citizens moving from one address to the other, within the city. Due to the latter however, the effects of these errors on electoral outcomes and voter-turn-out, therefore, may not be as grave as the figures suggest (i.e. 23% 'Deletions' and 49% 'Total Omissions' w.r.t. polling parts). Since a large number of deletions appear to be off-set by omissions, it is entirely possible that citizens registered elsewhere in the city, as long as they are aware and willing, do actually exercise their right to vote on Election Day by going to the polling booths they are registered at.

Deletions and omissions which may relate more directly to electoral outcomes and voter turn-out are those from the categories of 'address not founds' (up to 11% of all on Delhi's lists) and 'repeats/dead/disenfranchised' citizens (1% of all citizens on Delhi's lists). Similarly, the omissions would comprise of citizens who claim to have registered to be on their PP lists but are not on it (8% of Delhi's 18+ population). This means that for any advocacy efforts, a key focus should be on removing those names classified as 'repeats/dead/disenfranchised' and possibly a significant chunk of those classified under 'address not found', though the latter remains an uncertain category. Similarly, in omissions, focus needs to be on making sure that all citizens who have applied to register, are actually added on to the lists. That said, the overall need for better maintenance of the list to ensure citizens are registered in the correct PPs, with the correct information, remains.

Since most of the list errors appear to be spread evenly across the city, it makes little case for them to be exploited for undue gains. From anecdotal evidence, malpractices such as phantom voting/bogus voting or booth capturing etc. tend to take place only in certain areas pointing to a geographic concentration of errors that lend themselves to exploitation; this is something that the Delhi study did not find evidence on, probably partly due to the random sampling approach taken.Whatever may be the reason behind the errors on the list and their consequences, data gathered from this study suggests that those less privileged are usually worse off when it comes to electoral rolls. Deletions and omissions appear to be higher for lower SECs (Socio-Economic Classification type), lower castes and in some cases, Muslims; and among these, the younger and more mobile age groups. Not only this, but this demographic of citizens are also more likely to not have tried to apply from their current addresses because of a lack of awareness and knowledge, clubbed with a perception of the entire process being too tedious and difficult.

While this research has been largely successful in bringing out an objective picture of the state of Delhi's electoral rolls, it also leaves several questions that require further thought and investigation. For example, a large proportion of Delhi's residents appear to have been living in the city for five years or more which may explain why a lot of the errors on the voter list may be intra-city migrations. Other cities with different migration patterns, or a more detailed look at recent migrant communities in Delhi, may throw up different list quality issues. Other cities' lists may also vary in the quality of the address details they hold leading to other concerns of list content. Furthermore, it would be worthwhile to explore different research methodologies to try to better understand issues such as bogus voting/phantom voting or other such malpractices as well as identifying specific issues with the registration process.



Introduction

2. Introduction

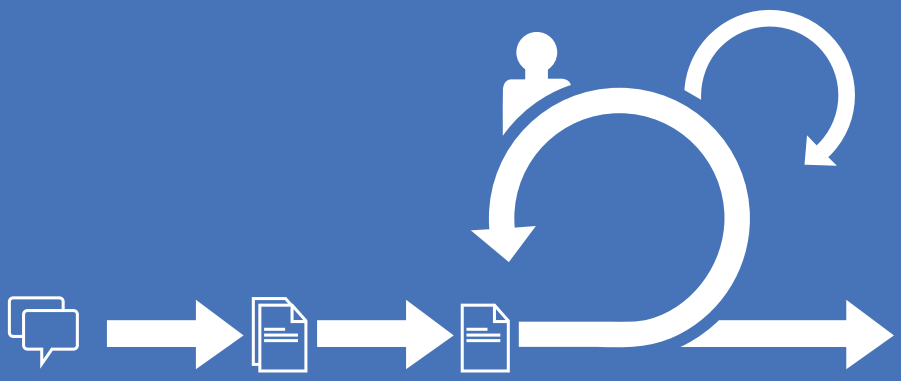
During the latest Lok Sabha elections (2014), the lakhs of voters in Mumbai, Nagpur and Pune who were missing from voter lists, and hence denied the right to vote, were well documented in the media. Furthermore, in Nagaland, polling stations are alleged to have had a voter turn-out greater than 100% while Bangalore Rural received allegations of the illegal enrolment of over 25,000 residents of Tamil Nadu as voters in their constituency. The hygiene of voter lists has been repeatedly called into question by such reports, particularly in an urban context.

JCCD has been working on improving the hygiene of urban voter lists for more than a decade and, in this time, has come to learn that the electoral rolls in urban India are not well maintained and in fact are riddled with errors. With increasing urbanisation, large-scale migration between cities and towns and within cities, the accuracy of the voter lists is decreasing. Current processes and systems for voter list management are not capable of guaranteeing accurate voter lists in urban areas.

JCCD has been engaged in efforts to improve the accuracy of the voter list as well as exploring improvements to the processes around the maintenance of lists for over a decade[1]. In addition to this, JCCD has also been objectively measuring the hygiene of voter lists in some Assembly Constituencies (ACs) in Bangalore as well as at a city-level across India over the last two years. The importance of this work lies within the fundamental right of citizens in a democracy to have legitimate political representation; one of the major aspects being every citizen's right to vote. If this is in any way being prevented, there is cause for concern. Objective measures of the state of the voter lists serve to highlight, using valid means, whether there is any such block in citizens' democratic rights. As well as the most obvious and commonly discussed concern of citizens being denied their right to vote, other issues can be explored this way. These include the potential for phantom voting (related potentially to margins of victory in elections) as well as considering the implications on voter turn-out statistics, consequently feeding into debates around voter-apathy in urban centres.

This research report documents the methodology and results of measuring the quality of the voter list in Delhi (in December 2014-February 2015), in advance of the state elections held on 7th February 2015. This includes commentary on the development of the methodology for measurement of this quality, which continues to evolve over the course of JCCD's work in this field; the aim being to ascertain the best methods for objectively measuring the hygiene of the voter list in an urban centre.

1. The voter list cleanliness and hygiene program at JCCD, called PURE, has been running for over a decade. Having started as a roots based program, it has expanded over the years to include research as well as policy advocacy; some of JCCDs recommendations have also been acknowledged and absorbed into the recent recommendations by the Law Commission on electoral reforms (the 20th Law Commission of India, Report no 255).



Background on Design and Methodology

3. Background on Design and Methodology

3.1 Introduction to the design

In broad terms, the on-going research into the quality of urban voter lists has been aiming to measure two types of errors on the voter list:

- **Errors of deletion:** names which are on the list but should not be.
- **Errors of inclusion:** names which should be included on the list but are not there.

Due to the nature of the errors, typically two different methodologies have been used to capture the extent of these across urban populations. In basic terms these are:

- **Voter-list-centric surveys:** which are used to **measure errors of deletion:** The sampling basis for this survey type is a citizen name and associated details on the actual voter list. Essentially in this method, the citizen is pre-selected from the voter-list and surveyors try to locate this citizen. In general terms, either a person is found at their address or not. The latter being an error of deletion.
- **Citizen-centric surveys:** which are used to **measure errors of inclusion**. The sampling basis for this survey type is a household and a random adult over 18 within this household. Essentially in this method a citizen is located by household selection and consequently checked against the voter list. In general terms, a citizen is either on the list or not. The latter being an error of inclusion.

Following a review of all earlier work on measuring the hygiene of urban voter lists, several methodological updates were made to the earlier design. These included:

- Introducing a new layer of verification of the quality of addresses given on voter lists. This is to see if the addresses given within are good enough to find a citizen or not.
- Expand the error type to include all possibilities that may exist on the voter list as well as the photograph on the EPIC (Electoral Photo Identity Card)
- Using a Computer Aided Personal Interviewing system, instead of pen-and-paper to improve data quality, limit data and interviewer errors as well as enhance control on field-work.

In reality there are some subtle complexities and grey areas in not only the methodologies but also the categorisations of these errors which are fully outlined in Section 4.4. For a detailed section on reflection on earlier methodology and updates, refer to the appendix, section 9.10.

THE
GAME

Methodology

4. Methodology

4.1 Introduction

The methodology consisted of a voter-list and a citizen-centric phase. The voter-list survey, as a result of the issue of 'address not founds', highlighted earlier, was split into two parts, and the citizen-centric phase, due to required verification of registrations elsewhere and those registered on more recent roll versions, was also split into two parts:

- **Voter-list phase**
  - Part 1: Desk review of 'findability' of voter-list addresses of sampled citizens
  - Part 2: Field survey of the same sampled citizens as part 1
- **Citizen-centric phase**
  - Part 1: Field survey of households in the same PPs and ACs as sampled for voter-list phase
  - Part 2: Desk review to verify registration of citizens in other ACs and PPs as well as checking for non-registration following attempts to register using the latest voter rolls.

4.2 Sampling

4.2.1 Overall sampling

Sampling was the first requirement for both phases of work and the base sampling approach for both phases was identical. In the case of the voter-list phase, the unit of sampling was names on the voter list, whereas in the case of the citizen-centric phase, the unit of sampling was the house. For both phases, the same ACs and PPs were sampled unless otherwise mentioned (for example in the citizen-centric phase where access to certain areas/gated communities in some PPs was difficult).

The Urban Local Body (ULB) population in Delhi is 11.03 million. The 2011 census of India indicates that in Delhi, 67% [2] of the population is aged 18 or above. Equating this proportion to the ULB population of Delhi leaves the target population at 7.37 million citizens of voting age. To ensure sample representation with a 95% confidence level and a confidence interval of +/- 1.8% at the city level, an achieved sample size of 2963* citizens was required for each survey. Citizens were over-sampled to account for 10% proportion of 'door closed' and 'non-participation' eventualities. This meant a total of 3293 citizens needed to be sampled for each survey.

The citizens were sampled from Polling Parts (PPs) within Assembly Constituencies (ACs)[3] . Delhi has 70 ACs, of which 41 were classified as 'inner' and 29 were classified as 'periphery' ACs[4] . This classification was determined by taking a 10km radius from the centre of Delhi. Any ACs that fell within this area were classified as 'inner' while any not in that radius were 'periphery' ACs. Any ACs which touched the outer boundary of the ULB were automatically categorized as periphery ACs. To ensure the sample accurately represented both inner and periphery ACs and the geographical spread of ACs, 8 ACs were chosen using semi-purposive stratified random sampling, considering a desired mix of centre and periphery ACs as well as checking for general geographic spread (North, South, East, and West). Within each of the ACs, 34 Polling Parts (PPs) were selected using randomization of the total universe of polling parts per AC and selecting the first 34 randomized parts. Within each PP, 12 citizens were sampled.

The sampling trail reference for ACs, PPs and citizens for Delhi can be found in Appendix 1. The South Delhi AC of Sangam Vihar was included deliberately to allow for quantitative data collection to align with qualitative data as collected by a Janaagraha associate also working in this AC.

** For the purposes of sampling, entire Assembly Constituencies were considered irrespective of the fact that certain areas within these were outside the ULB boundary. The number 2963 is also representative of the entire state of Delhi at the same CL (95%) and CI (+/- 1.8%). This makes the findings generalizable to the entire state of Delhi, something that has been done later in the report.*

2. The 2011 census indicates the population of Delhi state to be 16,78,7941. Of this figure, 11,234,061 are 18 or older. This equates to 67% of Delhi state citizens being aged 18 over.

3. October 2014 rolls were used as a sampling base.

4. Classification of Delhi ACs can be found in Appendix 1.

For both phases of the work, the same sampled PPs were used except in a few cases where entry in the PP was denied (usually closed/gated communities). Details of substitution PPs can be found in Appendix 2. Although the number of citizens to achieve was the same for both survey types, the selection method of citizens within each PP was different for the voter-list phase as compared with the citizen-centric phase. These differences are outlined below.

4.2.2 Voter-list phase sampling

For the voter-list phase, the approach as outlined in section 4.2.1 was used to sample the ACs and PPs. Following this, 12 citizens were sampled from the voter list of each of the selected PPs. In each PP, the voter list was split in half. A name was then randomly selected from one half of the list. This was the first citizen sampled. From this citizen, the next five citizens were sampled by skipping 18 names each time (this would equate to skipping approximately 6 households under the assumption that there may be approximately 2-3 adults in one household, consecutively on the voter list). The same process was repeated using the other half of the voter list in that PP. In total therefore, 12 names were sampled from each PP. Surveyors tried to locate these citizens at the address listed for them on the voter list.

4.2.3 Citizen-centric survey sampling

As for the voter-list survey, for the citizen-centric survey, the approach as outlined in section 4.2.1 was used to sample the ACs and PPs. Following this, necessarily a slightly different procedure was used to select the 12 households within each PP and consequently the citizen within the household, for the survey. In each PP, the voter list was again split in half. A name was then randomly selected from one half of the list. The address associated with this name was used as a starting point for the surveyors in the field. From this address, the surveyor would skip 6 households on the field using the right hand rule. This was the first household sampled. Following this, a further 5 households were selected using the same skipping pattern and right hand rule. The same procedure was then repeated for the other half of the voter list.

4.3 Execution

4.3.1 List-centric phase execution

As noted above, the first phase of the list-centric work was a desk review of voter-list addresses of sampled citizens. This was followed by the field survey which was executed by TNS Global. Each of these two phases is detailed below.

4.3.1.1 List-centric desk based work

The aim of the desk-based work was to determine the quality of the addresses of each of the citizens sampled in the list-centric phase of the work. Following the sampling of the citizens from the voter-list (as described in Section 4.2.2), a database was made of the sampled citizens' details on the list. The database was created by TNS associates. Each address was then essentially reviewed against a series of parameters to determine whether it was 'findable' or not in the field. The concept behind this exercise was to use this information to determine whether 'addresses not found' in the field were even findable in the first place or not. If an address was deemed findable by the desk-study but was not found in the field, this would lend more confidence/credibility to that entry on the voter-list requiring deletion. If the address was however, deemed not findable and also not found on the field, the issue could be more one of the quality of the address information on the voter list rather than a genuine deletion. This concept is further expanded below in Section 4.4.

The parameters against which each address was reviewed were the following[5] :

1. Building Number/Name
2. House/Flat/Door Number/name
3. Society/Apartment Name
4. Gali number/name
5. Road Number/Name
6. Landmark
7. Block Name/Number
8. Area Name/Number
9. Village Name
10. Tehsil Name
11. Pincode
12. GIS map
13. Hand drawn map
14. English map
15. Hindi/Kannada map
16. Quality of the scan of the map
17. Streets named on map
18. Citizen's street named on map

Broadly, the parameters looked at included those required to get to an address, such as the person's name, house number etc. as well as aids that could help get to an address effectively and quickly; the latter, were mostly in the form of maps that were attached to each Polling Part's voter list. From the parameters listed above, it can be seen that maps were looked at using three lenses i.e. the kind of map (GIS/non-GIS), its language (Hindi/English) and the quality of its content (scan quality, mention of streets etc.)

For an address to be 'findable' however, it was determined that it must have just **one of each** of the following three parameter categories:

5. Checking the feasibility of the full address with the post office was considered as a parameter to include but rendered invalid. The post office will likely know the feasibility of an address but not relative to a PP. The latter is an important parameter as all assumptions are made relative to the PP. The address listed in a PP may for example be valid but not within the PP listed. Instead, the process described above matches the Post Office's criteria for 'definite' and 'indefinite' addresses as described in the next paragraphs.

1. **IDENTIFIER – THE DOOR/ADDRESS** - At least one of either a building number/name **OR** a house/flat/door number/name

   AND

2. **IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY** - At least one of either a society/apartment name **OR** gali number/name **OR** road number/name **OR** landmark **OR** block name/number

   AND

3. **IDENTIFIER –THE LARGER AREA/LOCALITY** - At least one of either an area name/number **OR** village name

These parameters and permutations of findable and not findable address parameters are in line with the India Post's guidelines about 'definite' and 'indefinite' addresses[6]. The former being those addresses deemed to be possible to deliver to. The parameters and permutations here were specifically determined for Delhi. If applied to another city, these criteria would require review.

All citizens sampled were then given an identifier so that this categorization of a findable/not findable address could be matched against their field-outcomes. This fed into the error categorization following part 2 of the work (see Section 4.4). Field surveyors were not in the know of whether any address was deemed findable or not. Further details of this process are available in Appendix 3.

4.3.1.2 List-centric field work

The field work phase of the list-centric work required surveyors to try to locate citizens at the address listed for them on the voter-list and execute the survey accordingly. As described in Section 4.2.2, 12 citizens were sampled in each PP from the voter-list. The database of citizens was loaded onto a computer-aided personal interview (CAPI) system, along with the survey, for the surveyors to use when on the field. The survey was available on the CAPI system in both English and Hindi.

Once at the address, surveyors followed a systematic flow from the questionnaire to identify the different outcomes related to each citizen. For the avoidance of doubt, the frame of reference was kept as the sampled person at their exact listed address. If the person was not found at that address, the listing was considered an error of deletion for all intents and purposes. The person may live within the PP but their address may actually be wrong but this would not be picked up here (the list-centric survey methodology will not let you find out if actually the citizen lives at number 10 instead of number 1 as listed – the surveyor cannot blindly go and look for the citizen at other houses in the PP). Instead, to mitigate for potential cases where a person might actually be registered with the wrong address but in the same PP, the proportion of these cases could be taken from the citizen-centric survey. In the citizen-centric survey the frame of reference is whether the citizen is registered anywhere in the PP and errors with the address will be picked up. Consequently an adjustment can be made to the error (of deletion) calculation ascertained from the list-centric survey using this data from the citizen-centric survey.

Surveyors were required to spend at least 30 minutes looking for an address sampled and if they encountered any difficulties, were requested to speak to members of the local community and those working in local businesses to help locate addresses. If it was still not found, a supervisor would go onto the field to also try to locate the address. If the door was locked for the desired household, the surveyor would return twice more at different times to try to see if there was anyone home before deeming this person to be 'not available'. This is different to the person not being found which assumes the surveyor has located the address and citizens within it but the person in question has not been found. The latter may happen in particular when large groups of citizens live behind 'one door'. If the specific sampled

6. Source: India Post Website. Accessed at http://www.indiapost.gov.in/Pdf/Manuals/BO_RULE.pdf ; last accessed – 03/02/2015

citizen was not available for interview at the time of knocking, the surveyors would either request if another adult in the household could respond to the survey on their behalf or make an appointment to return and conduct the survey at a more convenient time.

Ideally, if the surveyor was struggling to find an address, they would return to the location twice more on different days and at different times in order to maximise the chance of being able to talk with different citizens in the local community to try to find the address. However, due to time constraints, this was amended to looking for 30 minutes at the time of trying to locate the address as well as a supervisor visit. If the address was still not found after this, the entry was coded as 'address not found'.

The full list-centric survey can be found in Appendix 4 and the full flow of the survey with associated error categorisations can be found in Section 4.4.

4.3.2 Citizen-centric phase execution

As noted above, the first phase of the citizen-centric work was a field survey which was executed by TNS Global. This was followed by a desk review to verify registration of citizens in other ACs and PPs as well as checking for non-registration following attempts to register using the latest voter rolls. Each of these two phases is detailed below.

4.3.2.1 Citizen-centric field work

The field work phase of the citizen-centric survey required surveyors to approach citizens in random households and cross-verify their presence (or not) on the voter list. For the avoidance of doubt, the frame of reference for the citizen-centric survey was whether the citizen was registered within the PP they live in. If they were not, this was seen as an error of inclusion. If they were, the questionnaire flow would ascertain any errors with their registration etc.

Households were selected to be surveyed as detailed in Section 4.2.3. Once at any one household, surveyors went through a process, which involved a computerized random selection from all 18+ members in a household, to select an eligible adult to be surveyed. The survey was loaded onto a CAPI system for the surveyors to use when on the field and was available in both English and Hindi.

If the door was locked for the desired household as per the skipping pattern, the surveyor would return twice more at different times to try to see if there was anyone home. If the specific sampled citizen (as per the criteria above) was not available for interview at the time of knocking, the surveyors would either request if another adult in the household could respond to the survey on their behalf or make an appointment to return and conduct the survey at a more convenient time.

The full citizen-centric survey can be found in Appendix 5 and the full flow of the survey with associated error categorisations can be found in Section 4.4.

4.3.2.2 Citizen-centric desk based work

Certain data points captured during the field work stage included claims of being on the voter list in a different Polling Part (PP) within the same Assembly Constituency (AC), in a different AC as well as in a different city. Since during the field work, the frame of reference used was registration in the PP a citizen lived in, as a result of which the surveyor only had access to that PP list, it was not possible to verify these claims while on the field. For the purpose of this verification, an additional desk based layer was used.

This layer used key information captured in the citizen-centric questionnaire to try and locate them on the national electoral database as well as Delhi's electoral database[7]. In order to be able to find a person on the above mentioned

7. To locate citizens on lists/areas they claimed to be registered at, the following databases were used:
1. CEO, Delhi's elector search page - http://164.100.112.153/electorsearchtest.aspx and
2. Election Commission of India's NVSP (National voter's services portal) - http://electoralsearch.in/

databases, certain key pieces of information were required:

1. Elector's name
2. Name of elector's father/mother/husband
3. Elector's age and gender
4. Assembly Constituency name

The above mentioned parameters, except for point number 3, were a must to be able to find citizens on Delhi's electoral database but the national electoral database allowed for more flexibility, in terms of the AC, age and relative names not being mandatory while searching for an elector.

Depending on where a citizen had claimed to be registered, different search methodologies were adopted to find and confirm their presence on that particular list. A detailed description of the desk based methodology for validation of citizen claims can be found in Appendix 6.

However, before classifying a citizen as found, certain checks were made to be sure that the citizen zeroed in on using this process, was the one interviewed on ground. These checks included matching the age, to as close as possible, that the citizen had stated as well as looking for the citizen's family members on the PP list that had been identified.

4.4 Error conceptualization and calculation

Each of the phases of the list-centric and citizen-centric work conspired to lead to the conceptualisation of errors within the voter list. The sections below outline the study flow to define and capture these errors.

4.4.1 List-centric error conceptualization

Figure 1 below shows the key survey flow to define and capture errors with the voter list using the list-centric method. Other questions to capture other details have been outlined but not defined by flow. The full survey can be found in Appendix 4.

As described earlier, addresses were scored for inclusion of each part of the address to provide an indication of whether the address was substantial enough to be found in the field. Those citizens whose address was deemed not findable were still sought in the field but if the address was not found in the field then it was considered an error with the quality of the address on the voter list. If the address was deemed findable, the entry was either deemed correct (if found on the field) or a deletion (if not found on the field).

4.4.2 Citizen-centric error conceptualization

Figure 2 below shows the key survey-flow to define and capture errors with the voter list using the citizen-centric method. Other questions to capture other details have been outlined but not defined by flow. The full survey can be found in Appendix 5.

Figure 1: Survey-flow to define and capture errors with the voter list using the list-centric method

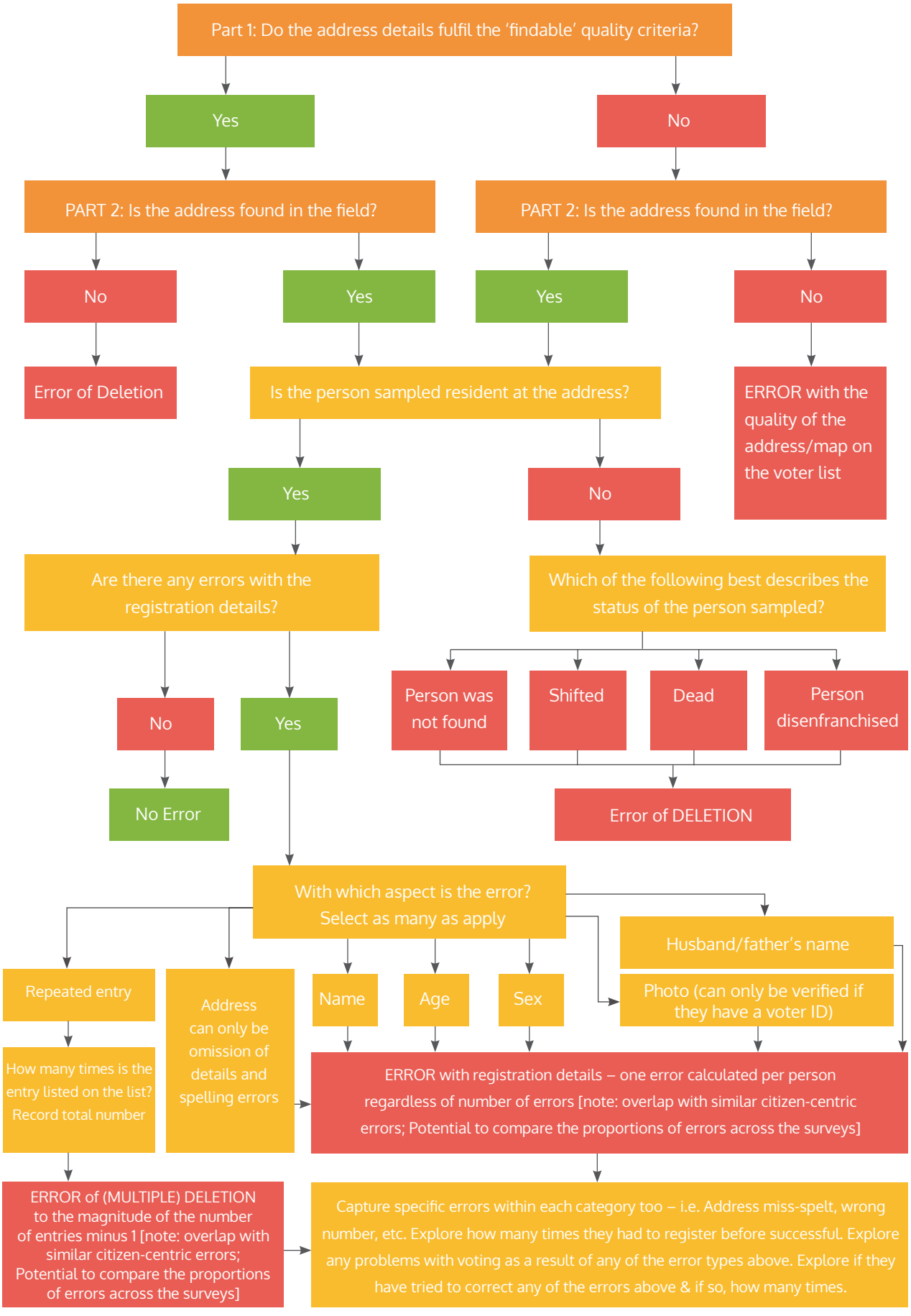


Figure 2: Survey-flow to define and capture errors with the voter list using the citizen-centric method

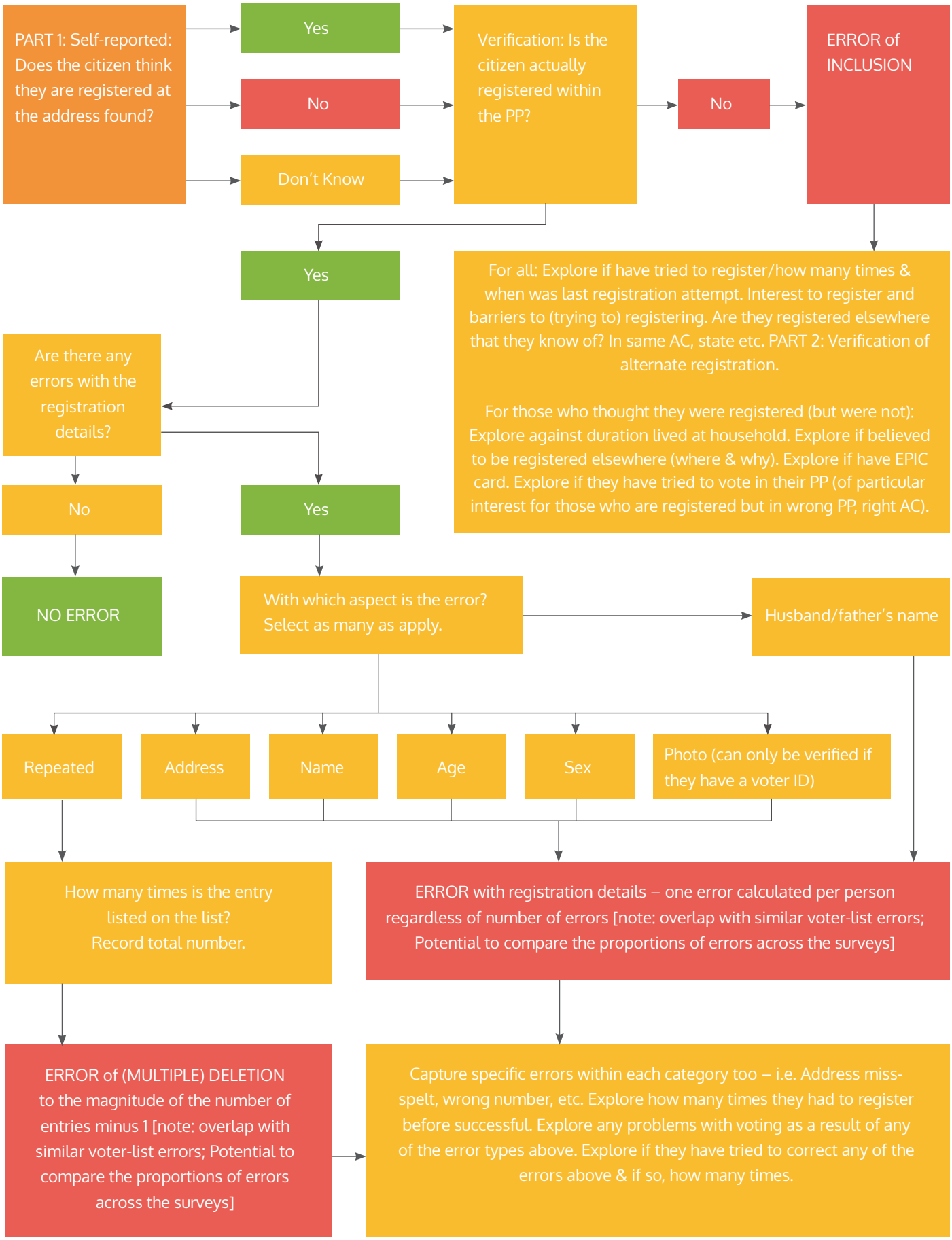


Table 1 below summarises the error conceptualization in a tabular form. Below this are given the calculations that will form the basis of the error categories.

Table 1: Tabular summary of error conceptualization

LIST - CENTRIC Part 1 - DESK BASED	Part 2 FIELD WORK			VOTER HYGIENE CATEGORY
Address FINDABLE	Address found	Voter found	No error	1. NO ERROR
			Errors	2. POTENTIAL INABILITY TO VOTE
			Repeated	3. DELETION (proportional)
		Voter not found	Door closed/Non-participation	4. REMOVE FROM SAMPLE
			Shifted/dead/Not found/disenfranchised	5. DELETION [MINUS PROPORTION in LINE 3 in CITIZEN-CENTRIC]
	Address not found			6. DELETION
Address NOT FINDABLE	Address found	Voter found	No error	7. NO ERROR
			Errors	8. POTENTIAL INABILITY TO VOTE
			Repeated	9. DELETION (proportional)
		Voter not found	Door closed/Non-participation	10. REMOVE FROM SAMPLE
			Shifted/dead/Not found/disenfranchised	11. DELETION
	Address not found			12. DELETION* CORE LIST QUALITY
CITIZEN-CENTRIC Part 1 - FIELD WORK				
Door available	Registered on the list in the PP - YES	No error		13. NO ERROR
		Errors	ALL errors	14. POTENTIAL INABILITY TO VOTE
			SUB-SET: Wrong address, same PP	15. PROPORTION TO BE REMOVED FROM DELETIONS in LINE 5 in LIST-CENTRIC
		Repeated		16. DELETION (proportional)
	Registered on the list in the PP - NO			17. OMISSION **Part 2 – DESK BASED:** Cross-check registrations in other PPs & ACs. Cross-check late registrations on latest voter rolls
Door locked			Door closed/Non-participation	18. REMOVE FROM SAMPLE

DELETIONS =

$$\left[\frac{(3^{*}+5+6+9^{*}+11+12^{**})}{\text{TOTAL LIST-CENTRIC -10-4}} - \frac{15}{\text{TOTAL CITIZEN-CENTRIC -18}}\right] \%$$

*Potential to cross-check proportions of 3s and 9s with 16s.

**Can include here and/or in DELETION – CORE QUALITY portion

DELETION (CORE QUALITY) =

$$\left[\frac{12}{\text{TOTAL LIST-CENTRIC -10-4}}\right] \%$$

OMISSIONS =

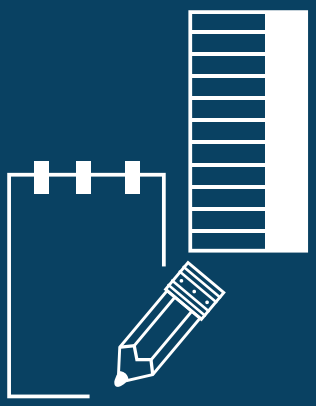
$$\left[\frac{17}{\text{TOTAL CITIZEN-CENTRIC -18}}\right] \%$$

ERRORS WITH REGISTRATION DETAILS =

$$\left[\frac{2+8}{\text{TOTAL LIST-CENTRIC -10-4}}\right] \% \quad \text{Can be aligned with} \quad \left[\frac{14}{\text{TOTAL CITIZEN-CENTRIC -18}}\right] \%$$

NO ERROR =

$$\left[\frac{1+7}{\text{TOTAL LIST-CENTRIC -10-4}}\right] \% \quad \text{Can be aligned with} \quad \left[\frac{13}{\text{TOTAL CITIZEN-CENTRIC -18}}\right] \%$$



Results:
The List-Centric Desk Review and Survey

5. Results: The List - Centric Desk Review and Survey

The results section of this report will start with a description of the sample composition, followed by a detailed showcase of the findings from the list-centric survey for Delhi including the composition of errors on the voter list and associated demographic analyses. All quality assurance procedures followed can be found in Appendix 7.

5.1 Sample composition

To ensure sample representation with a 95% confidence level and a confidence interval of +/- 1.8% at the city level, an achieved sample size of 2963 citizens was required (or 2968, allowing for an equal distribution of citizens in each AC i.e. 371 in each). To account for a potential 10% of instances on the field where there was 'no response/door locked' or 'refusal to participate', a total of 3264[8] citizens were sampled using electoral rolls from Delhi[9] . This sample was spread equally across the 8 selected ACs i.e. 408 in each. In the following sections, the sample composition of the desk research phase and the field work are outlined.

5.1.1 Desk research sample composition

As described in the methodology section, the sampled citizens underwent a desk research stage to ascertain the quality of addresses mentioned in voter lists. The details of all 3264 sampled citizens were analysed and all but six passed i.e. all but six addresses were deemed findable on ground. The table below (Table 3a) shows an AC wise break-up of the number of addresses deemed unfindable.

Table 3: Address Quality – Total and Failed

(n -samples)	Total	Rohini	Trinagar	Palam	RK Puram	Sangam Vihar	Okhla	Gandhi Nagar	Gokalpur
Total Addresses Sampled	3264	408	408	408	408	408	408	408	408
Deemed not-findable	6	1	-	2	-	-	-	2	1

Apart from this information, maps, which were considered to be a good-to-have parameter but not 'must have' to find an address were also analysed. Out of all PP Maps (n = 272), only 19% were found to be GIS maps and all of these were from the ACs Okhla (where all 34 PP maps were GIS), Palam (15 out of 34) and RK Puram (3 out of 34). Eighty percent of all PP maps were hand drawn and 1% i.e. three PP maps, all from Gandhi Nagar, were completely illegible/unreadable such that it was not even possible to determine whether they were hand drawn or GIS. Table 4 shows further details on the quality of maps present on the PP lists sampled.

8. The 10% calculation was done on the achieved sample size rather than the total sample to approach and therefore does not match the proposed sample size in the methodology section.
9. October 2014 rolls were used as a sampling base

*Table 4: Quality of Maps by Assembly Constituencies**

	Is the map in GIS format?	Does the source map seem like one of good quality?[10]	Is the quality of the scan of the map good?	Are any streets labelled on the map?	Is the citizen's street labelled?
ROHINI					
Yes	0.0%	100.0%	100.0%	97.1%	88.2%
No	100.0%	0.0%	0.0%	2.9%	11.8%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	0.0%
TRINAGAR					
Yes	0.0%	94.1%	0.0%	91.2%	0.0%
No	100.0%	5.9%	100.0%	8.8%	0.0%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	100.0%
PALAM					
Yes	44.1%	61.8%	88.2%	100.0%	58.8%
No	55.9%	38.2%	11.8%	0.0%	8.8%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	32.4%
RK PURAM					
Yes	8.8%	100.0%	97.1%	97.1%	0.0%
No	91.2%	0.0%	2.9%	2.9%	0.0%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	100.0%
SANGAM VIHAR					
Yes	0.0%	67.6%	20.6%	100.0%	8.8%
No	100.0%	32.4%	79.4%	0.0%	8.8%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	82.4%
OKHLA					
Yes	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	0.0%
GANDHI NAGAR					
Yes	0.0%	79.4%	52.9%	91.2%	44.1%
No	91.2%	11.8%	38.2%	0.0%	14.7%
Unclear/Illegible	8.8%	8.8%	8.8%	8.8%	41.2%
GOKALPUR					
Yes	0.0%	100.0%	100.0%	88.2%	73.8%
No	100.0%	0.0%	0.0%	11.8%	26.2%
Unclear/Illegible	0.0%	0.0%	0.0%	0.0%	0.0%

** Percentages are out of a total of 34 maps sampled in each AC; except for the last column, where it is out of 3264 citizens*

As can be seen in Table 4, Okhla and Gandhi Nagar had the best maps while Trinagar (where none of the maps were readable because of poor quality scans), Sangam Vihar and Gandhi Nagar had the worst.

10. Maps on the PP voter lists were scans of the original maps that BLOs or other ECI personnel had prepared. So, in several instances, it appeared that the original maps prepared were good but the quality of the scan which was done to include them on to the PP voter lists were quite poor. What this means is that the ECI could have access to better maps than the one seen on those PP lists.

5.1.2 Field work sample composition

Surveyors tried to locate all 3264 sampled citizens on the field. However, as Table 5 below shows, the achieved sample for the field survey was 3017. Of the 3264 citizens sampled, 229 were removed due to 'door locked/no response' or 'refusal to participate'. A further 18 citizens were not part of the achieved sample as the PP of these resident did not allow entry; one whole polling part in Trinagar and half a PP in RK Puram[11]. This left the achieved sample size at 3017. Three ACs were slightly under the desired sample size while the remaining five were either matching or higher than the desired sample. In total, the achieved sample was higher than required allowing for representation with a 95% confidence level and +/- 1.8% confidence interval.

Table 5: Sample required versus achieved

(n -samples)	Total	Rohini	Trinagar	Palam	RK Puram	Sangam Vihar	Okhla	Gandhi Nagar	Gokalpur
Total Required	2968	371	371	371	371	371	371	371	371
Achieved	3017	341	371	399	361	401	358	390	396

57% of the achieved sample was male and 43% were female. Around 72% of the achieved sample was aged 45 or below with the largest group being that of 26-30 year olds. Table 6 below, shows further details.

Table 6: Gender, Age Groups and Housing Type-for all addresses found (n=3017)

Gender		
	n	%
Male	1720	57.0%
Female	1297	43.0%
Third Gender	0	0%

Housing Type[12] (n=2686)		
	n	%
Upper Class Housing	57	2.1%
Upper Middle Class Housing	521	19.4%
Lower Middle Class Housing	1935	72.0%
One room home/Designated Slum	119	4.4%
Self-Built Informal Slum Housing	54	2.0%

Age Group		
	n	%
18-25	454	15.0%
26-30	528	17.5%
31-35	454	15.0%
36-40	364	12.1%
41-45	357	11.8%
46-50	276	9.1%
51-55	192	6.4%
56-60	128	4.2%
61-65	77	2.6%
66-80	166	5.5%
81+	21	0.7%

11. These PPs were primarily formed of gated/closed communities who refused entry to the surveyors. Details can be found in Appendix 2.

12. Housing Type data is on the base of the total addresses found in the valid sample, 2686. A breakdown of the housing categories is given in Appendix 8.

Among the addresses that were found, the largest chunk was found to be residing in lower middle class housing (72%). In Rohini, 76% of the addresses found could be categorized as either upper class or upper middle class housing, while in Okhla and RK Puram, this number was just a little under a third (at 29% and 30% respectively). In contrast, more than 94% of addresses found in Gokalpur, Palam and Sangam Vihar were lower middle class housing or below. Socio Economic Classification (SEC) data, a parameter that was recorded for citizens who were found residing at their listed addresses, appears to have a close link with housing type data. SEC A[13] , which is the most affluent SEC Category, forms about 30% of all citizens found but this was driven almost entirely by the ACs Rohini, Okhla and RK Puram and also to some extent by Trinagar. Ninety eight percent of the sample reported having lived in the same residence for two years or more. Almost all of the sample (99%) reported that they had been living in Delhi for two years or more (97% stated having lived in the city for 5 years or more).

As shown in Table 7 below, Hinduism was found to be the dominant religion with 84% of those found at their listed addresses stating it to be their religion. This was followed by Islam, at 12%. Hindus remained the dominant religious group across all ACs though in Okhla, nearly half (46.5%) reported Islam as their religion.

Table 7: Religion – All Citizens Found (n=2011)

Religion	n	%
Hindu	1688	83.9%
Muslim	232	11.5%
Christian	13	0.6%
Sikh	42	2.1%
Jain	33	1.6%
Buddhist	2	<1%
None	0	0%
Do not want to answer	1	<1%
Other	0	0%
Total	2011	100.0%

Among Hindus, the dominant sub group was the 'general' category at 56%. Both SCs and OBCs followed at 18% each. Similarly, the largest reported sub group within Muslims was the 'general' category at 45% followed by OBCs at 42%.

Where a particular citizen was not available for interview even after three attempts (but was resident at the address), the instrument allowed another adult in the household, if they felt confident, to answer on the citizen's behalf. This was done to ensure a low rate of refusal and shorter field work time. As a result, out of the 2011 interviews for citizens who were found to be residing at the listed address, as shown in Table 8 below, 56% were answered by others. Out of this number, close to 73% responses were given by immediate family members like fathers, mothers, sons, daughters, brothers, sisters, husbands or wives who felt confident enough to answer.

13. SECs range from a high of SEC A to the lowest, SEC E (1 to 5); for a detailed description of all SECs, please refer to Appendix 9.

Table 8: Relationship – citizens who answered on behalf of the sampled citizen (n=1120)

Relation	n	%
Son/Daughter	184	16.4%
Wife	156	13.9%
Brother	126	11.3%
Mother	120	10.7%
Relative (like aunt, uncle etc.)	114	10.2%
Father	105	9.4%
Husband	80	7.1%
Sister	47	4.2%
Grandparent	13	1.2%
Others	175	15.6%

5.2 Delhi overall findings

Overall results of the list-centric survey, which was essentially designed to capture errors of deletion, are as shown in Table 9 below.

Table 9: All major error types and their projection to Delhi population

	Numbers	%	Projected to Delhi Voter pop. (Mn)[14]
Total Citizens Sampled (including 10% buffer)	3246	-	
Refusals to participate /Door Locked	**229**	-	
Total Effective Sample (n)	**3017**	**100.0%**	
Address Not Found (ANF)	**331**	**11.0%**	**1.4**
Out of these - Findable	329	10.9%	1.4
Out of these - Non-Findable	2	<1%	0.01
Total Deletions	**683**	**22.6%**	**3.0**
Shifted	644	21.3%	2.8
Repeats/Duplicated	8[15]	0.3%	0.03
Dead	30	1.0%	0.1
Disenfranchised (in prison)	1	<1%	<0.01
Errors With Registration Details	**221**	**7.3%**	**1.0**
No Errors	**1782**	**59.1%**	**7.7**

As Table 9 shows, while executing the survey, close to 11% of the addresses could not be located on ground. During earlier such studies, a large number of addresses sampled could not be located, especially in cities such as Patna and

14. Delhi Voter Population number from ECI (as of 05/01/2015) - 13085251
15. 6 citizens were repeated once while 1 citizen was repeated twice.

Ranchi. This had warranted a change in methodology, as highlighted in the earlier section, of adding a desk based research layer to ascertain the quality of addresses given on voter rolls. This was done for two, interlinked, reasons. Firstly, to enhance the understanding of the potential reasons behind a large number of addresses not found i.e. are these due to poor quality address data being mentioned on the rolls or due to poor on-ground infrastructure. Relatedly, if the address data is of good quality on the rolls, there may be more certainty to conclude entries as deletions if not found in the field. In this study, out of the 331 addresses that could not be located, all but 2 were deemed findable after the desk research stage.

The survey also found that 23% of the effective sample was liable for deletion[16] . This means that 23% of the effective sample could potentially be deleted from their respective Polling Part (PP voter lists). Deletions include citizens having shifted, being repeated on the list, having died and having been disenfranchised (in prison). However, out of all the above reasons, it was found that 'shifted' i.e. the citizen having shifted to another location, was the biggest reason, at 21%, out of a total of 23% deletions.

Another 7% of the sample, though found residing at the address listed for them on the voter list, reported having at least one error or more with their details as mentioned in the list. The most common error was with the citizen's address, including parts of the address missing or incorrect and spelling mistakes. Table 10 shows the breakdown of registration errors.

Table 10: Types of errors with registration details – as mentioned on voter list (n=221)

Error with:	n	%
Name	64	29.0%
Relative's Name	63	28.5%
Age	21	9.5%
Gender	2	0.9%
Address	102	46.2%

When asked whether any of these errors had a bearing on their ability to cast a vote, only two out the 221 citizens with errors in their details reported having any such issues. Fifty-nine percent of the total sample were found at the correct address and had no registration detail errors.

16. The term 'liable for deletion', means deletion from the voter list of the particular Polling Part (PP) where the citizen is listed. This is since the study used the PP list as a frame of reference to calculate errors.

5.3 Profile of citizens found shifted from their listed address

As indicated earlier, the largest proportion of entries that warrant deletion from their particular PP was 'shifted'. Using their listed information on the PP voter list, it can be seen that among those classified as shifted, 60% were male and 40% female, reflecting a more or less equal spread as per the achieved sample, which had 57% male and 43% female representation.

Table 11: Percentage of citizens classified as shifted by age group (n=644)

Age Groups	n	% of shifted by age groups	Cum. %	Achieved Sample Proportions	Index*
18-25	85	13.2%	13.2%	15.0%	88
26-30	133	20.7%	33.9%	17.5%	118
31-35	124	19.3%	53.1%	15.0%	129
36-40	71	11.0%	64.1%	12.1%	91
41-45	86	13.4%	77.5%	11.8%	114
46-50	51	7.9%	85.4%	9.1%	87
51-55	27	4.2%	89.6%	6.4%	66
56-60	26	4.0%	93.6%	4.2%	95
61-65	10	1.6%	95.2%	2.6%	62
66-80	25	3.9%	99.1%	5.5%	71
81+	6	0.9%	100.0%	0.7%	129

**Index calculated by dividing % shifted by age group by achieved sample proportion*

A look at the shifted population by age group (again, using information listed on the PP voter list), as shown in Table 11, revealed that a larger proportion of those who had shifted, belonged to younger age groups, particularly 26-35. This possibly points towards the younger age groups as being more mobile. The age group of 18-25 were less likely to have shifted, perhaps pointing to less tendency to shift or migrate at this age owing to higher dependencies on their family. Also, from Table 12 it can be seen that citizens listed as residing in more affluent housing types were proportionally less likely to be classified as shifted. It could be that localities with better housing, such as Rohini, Okhla and RK Puram, have better maintained lists, or it could mean that citizens in these areas are less likely to migrate/move within the city.

Table 12: Housing Type for citizens classified as 'shifted' (n=644)

Housing Type	n	% of shifted by Housing Type	Cum. %	Achieved Sample Proportions	Index*
Self-Built Informal Slum Housing	7	1.1%	1.1%	2.0%	55
One room home/Designated Slum	27	4.2%	5.3%	4.4%	95
Lower Middle Class Housing	510	79.2%	84.5%	72.0%	110
Upper Middle Class Housing	91	14.1%	98.6%	19.4%	73
Upper Class Housing	9	1.4%	100.0%	2.1%	67

**Index calculated by dividing % shifted by housing type by achieved sample proportions*

5.4 Profile of citizens with errors in their registration details

Among citizens who reported having errors in the details mentioned on the voter list, 53% were male and 47% female. Within age groups, there was a higher proportion of 31-35 year olds who reported errors with their details (see Table 13). Since most of the sampled citizens resided in lower middle class housing, it is not surprising that this group also had the largest share of citizens who reported having errors with their details; at 82.8% of all those reporting such an error, however this is still 12% higher than the overall sample proportion for this housing type. Broadly, errors in registration details were spread more or less equally among major demographic parameters (such as gender, housing type and religion) with slight distortions in age group, as highlighted above, and in Socio Economic Classification (SEC), where SEC B[17] reported the highest proportion of errors (29%), which was significantly more than its proportion in the full achieved sample (23%).

Table 13: Age group composition of citizens who reported errors in their details (n=221)

Age Group	n	% of those with registration errors	Cum. %	Achieved sample proportion	Index*
18-25	37	16.7%	16.7%	15.0%	111
26-30	34	15.4%	32.1%	17.5%	88
31-35	46	20.8%	52.9%	15.0%	139
36-40	15	6.8%	59.7%	12.1%	56
41-45	25	11.3%	71.0%	11.8%	96
46-50	24	10.9%	81.9%	9.1%	119
51-55	15	6.8%	88.7%	6.4%	107
56-60	10	4.5%	93.2%	4.2%	107
61-65	5	2.3%	95.5%	2.6%	88
66-80	7	3.2%	98.6%	5.5%	58
81+	3	1.4%	100.0%	0.7%	200

**Index calculated by dividing % of those with registration errors by achieved sample proportions*

Eighty three percent of those with registration errors reported their religion as 'Hinduism' and 13%, Islam. These proportions were quite similar to the total sample, where Hindus were 84% and Muslims, 12%.

The instrument had also asked citizens about the duration of their stay at their current residence and in Delhi. 93% of those who reported errors in their details claimed to have been residing at the listed address i.e. where they were found, for 5 years or more and 96% reported having lived in Delhi for 5 years or more.

Out of the 221 citizens who had reported errors in details, 86% reported having tried to rectify the error. When asked if these errors had prevented them from voting, only two such citizens claimed facing any such problem. Out of these 221 citizens, about 98% reported having a voted ID card with the correct photograph, a number which matches to the total valid sample, where 98% reported the same.

17. SECs range from a high of SEC A to the lowest, SEC E (1 to 5); for a detailed description of all SECs, please refer to Appendix 9.

5.5 Attempts to register on the voter list

Another piece of information that emerges from this study is that more than 92% of citizens who were found, claimed to have applied/tried only once before being successfully registered on the voter list. This varies from a low of 81% in Sangam Vihar, which is a predominantly notified slum area that was very recently regularized by the state government[18] , to a high of 98% in Trinagar, an AC that had the lowest overall error rate among all ACs. Table 14 below shows the number of times successfully registered citizens applied to register onto the list.

Table 14: Number of times tried before being successfully registered on the voter list (n=2010)

No of tries	n	%
1	1841	91.6%
2	114	5.7%
3	37	1.8%
4+	18	0.9%

5.6 Data alignment with ECI summary revision of voter rolls

For this study, fieldwork began in December 2014 and sampling was done using the Delhi lists published in October 2014. But the ECI had ordered a summary revision of electoral rolls intending to clean voter lists as much as possible before the January 2015 Assembly Elections. As a result, revised rolls were published on the 5th of January 2015, coinciding with the list-centric field work. In order to account for the changes that the ECI would have made in these revised results, the study added a layer of checks and validations to ensure that any errors that the ECI had corrected, would be accounted for. This layer involved checking the status of all of the survey's respondents with errors (i.e. addresses not found, deletions and errors with registration details) on the lists published on 5th January 2015.

This was done to paint an accurate picture of the state of Delhi's rolls post the summary revisions to counter any possible challenge to the study's findings that were released prior to Delhi Assembly Elections (as shown in Table 15).

Table 15: Alignment of data with the ECI summary revisions

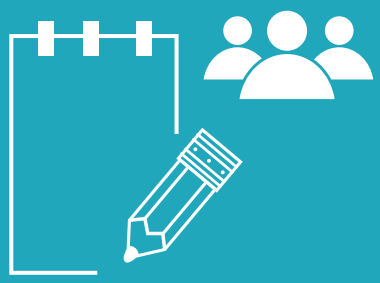
	Numbers from Survey	%	Number of corrections in the sample by the ECI (summary revision)	Numbers from survey after accounting for corrections	Revised % - to reflect Jan'15 summary revisions
Total Citizens Sampled (including 10% buffer)	3246	-			
Refusals to participate /Door Locked	**229**	-			
Total Effective Sample (n)	**3017**	**100.0%**		**3017**	**100.0%**
Address Not Found (ANF)	**331**	**11.0%**	**4**	**327**	**10.8%**
Out of these - Findable	329	10.9%	4	325	10.9%
Out of these - Non-Findable	2	<0.1%	-	2	<0.1%
Total Deletions	**683**	**22.6%**	**20**	**663**	**22.0%**
Shifted	644	21.3%	13	631	20.9%
Repeats/Duplicated	8	0.3%	2	6	0.2%
Dead	30	1.0%	5	25	0.8%
Disenfranchised	1	<0.1%	-	1	<0.1%
Errors With Registration Details	**221**	**7.3%**	**2**	**219**	**7.3%**
No Errors	**1782**	**59.1%**	**-**	**1808**	**59.9%**

18. The Union Cabinet of India amended the existing guidelines for regularization of unauthorized colonies on 29th December 2014, benefitting 1939 such colonies, Sangam Vihar included

As shown above, out of the 33.6% potential deletions (addresses not found + total Deletions) in the sample, only 2% of the errors had been addressed post the summary revisions. This change has little bearing on the study's findings and the overall Delhi List-centric Survey's results have been stated and analyzed based on the state of Delhi's electoral rolls as of October 2014.

5.7 List-centric survey – Delhi results summary

1. Eleven percent of addresses could not be located on ground. This, despite all but two of these addresses being deemed findable following the desk research phase (to identify the quality of addresses).
2. Out of the total effective sample of 3017 citizens, 23% were liable for deletion from their particular Polling Parts. 94% of these were because the citizens had shifted out of their listed residence.
    a. Those who had shifted were more likely to be of the age group 26-35, making up 40% of all those classified as shifted.
    b. Those shifted were more likely to have been living in 'lower middle class housing' (before shifting).
3. Seven percent of the total effective sample reported having errors with their registration details. Most of these errors were with the addresses mentioned; only 2 out of 221 such citizens reported having faced any issues while casting their vote.
    a. Overall, errors appeared to be spread more or less equally among most demographic parameters, including religion, except a slight skew towards SEC B (29%) and 31-35 year olds (21%)
    b. Ninety-three percent of those with errors in registration claimed to have been living at their address for 5 years or more and 86% of them had tried at least once to rectify the error(s).
4. Overall, 66% of the population was found to be on the right Polling Part lists. While 7% of this 66% reported having errors, 59% reported having no errors in their details.
5. Out of all those found, 92% claimed to have been registered on the list successfully after applying only once.



Results:
The Citizen-Centric Survey and Desk Review

6. Results: The Citizen-Centric Survey and Desk Review

Similar to how results of the list-centric survey was structured, this section of the report will start with a description of the sample composition, followed by a detailed showcase of the findings from the citizen-centric survey for Delhi including the composition of errors and associated demographic analyses. All quality assurance procedures followed can be found in Appendix 7.

6.1 Sample composition

Similarly to the list-centric exercise, to ensure sample representation with a 95% confidence level and a confidence interval of +/- 1.8% at the city level, an achieved sample size of 2963 citizens was required (or 2968, allowing for an equal distribution of citizens in each AC, (371)). For this study, a 10% buffer was added to account for potential 'no responses/door closed'. Keeping that in mind, a total of 3264[19] citizens were sampled using electoral rolls from Delhi1[20] . This sample was spread equally across the eight selected ACs i.e. 408 in each and the same PPs as for the list-centric survey[21]. At the end of field work, a total sample of 3256 was achieved. The break-up is as shown in Table 16 below.

Table 16: Sample required versus achieved

(n -samples)	Total	Trinagar	Gandhi Nagar	Okhla	RK Puram	Gokalpur	Rohini	Palam	Sangam Vihar
Total Required	2968	371	371	371	371	371	371	371	371
Achieved	3256	407	409	410	409	408	400	408	405

In all ACs the required sample size was achieved and the total achieved sample of 3256 allowed for representation with a 95% confidence level and +/- 1.8 confidence interval.

Overall, males comprised 52% of the sample while females formed the rest, 48%. The younger age group of 18-35 formed close to 49% of the total population while 18-50 year olds formed 81% of the total population (as shown in Table 17). Within ACs, Rohini showed a much older population demographic compared to the total with the 56+ age group constituting 20% of all citizens sampled there (relatively higher than the city average of 14%); this was offset by a much lower 18-30 year old population (24%) than the city average of 36%.

Table 17: Gender, Age Groups and Housing Type-for all addresses sampled (n=3256)

Gender		
	n	%
Male	1694	52.0%
Female	1562	48.0%

Housing Type[22] (n=2686)		
	n	%
Upper Class Housing	53	1.7%
Upper Middle Class Housing	444	14.1%
Lower Middle Class Housing	2434	77.4%
One room home/Designated Slum	122	3.9%
Self-Built Informal Slum Housing	92	2.9%

Age Group		
	n	%
18-25	697	21.4%
26-30	464	14.3%
31-35	427	13.1%
36-40	430	13.2%
41-45	352	10.8%
46-50	261	8.0%
51-55	173	5.3%
56-60	154	4.7%
61-65	134	4.1%
66-80	148	4.5%
81+	16	0.5%

19 The 10% calculation was done on the achieved sample size rather than the total sample to approach and therefore does not match the proposed sample size in the methodology section.

20 October 2014 rolls were used as a sampling base

21 In three of the ACs, there were a number of PPs where entry to the surveyors was denied. In these cases, alternate PPs were sampled. Details of these can be found in Appendix 2.

22 Housing Type data was not recorded for 111 respondents

The bulk of the population resided in lower middle class housing (77.4%) followed by upper middle class housing (14.1%). A closer look at ACs reveals that the key driver behind 14.1% appearing as upper middle class, was Rohini, where 50% of citizen dwellings were classified so. Rohini also shows an interesting divide, with a larger proportion, compared to the total, residing in comparatively premium dwelling units as well as a larger proportion residing in informal slum housing (15% compared to only 3% in the total sample). Sixty percent of Rohini's respondents resided in upper middle to upper class housing. Also, Gokulpur showed the most uniformity with over 96% respondents residing in lower middle class housing (see Table 18).

Table 18: Housing Type by AC (in percentages)

Housing Type	ALL	Trinagar	Gandhi Nagar	Okhla	RK Puram	Gokalpur	Rohini	Palam	Sangam Vihar
Self-Built Informal Slum Housing	2.9%	4.0%	0.3%	0.5%	3.2%	0.3%	14.6%	0.0%	0.5%
One room home/ Designated Slum	3.9%	1.7%	1.3%	5.2%	14.2%	1.8%	1.8%	3.2%	2.1%
Lower Middle Class Housing	77.4%	82.2%	87.9%	77.1%	68.7%	96.4%	24.1%	90.9%	92.7%
Upper Middle Class Housing	14.1%	8.9%	10.6%	17.0%	13.9%	1.6%	49.7%	5.9%	4.7%
Upper Class Housing	1.7%	3.2%	0.0%	0.2%	0.0%	0.0%	9.8%	0.0%	0.0%
(n) - sample	3145	405	379	407	380	384	398	408	384

Socio Economic Classification data also shows some similar trends to the housing type data, with 52% of Rohini's respondents classified as SEC A[23] , the most well-off socio-economic class. Gokulpur and Sangam Vihar have the largest numbers of Lower SECs with 66% and 75% respectively, belonging to SEC C and lower. Overall, Rohini, RK Puram, Okhla and Trinagar appear to be richer ACs with an average SEC A population that is substantially higher than the other ACs as shown in Table 19 below.

Table 19: SEC by AC (n=3256)

SEC	ALL	Trinagar	Gandhi Nagar	Okhla	RK Puram	Gokalpur	Rohini	Palam	Sangam Vihar
SEC A	**24.3%**	30.0%	16.9%	30.0%	31.5%	10.3%	52.0%	18.9%	5.4%
SEC B	**23.7%**	30.7%	32.0%	18.3%	16.4%	23.3%	14.5%	34.6%	19.8%
SEC C	**23.2%**	19.9%	17.1%	21.2%	24.7%	29.7%	12.8%	31.6%	28.4%
SEC D	**17.0%**	10.8%	24.7%	17.3%	12.2%	21.8%	9.5%	11.5%	27.9%
SEC E	**11.8%**	8.6%	9.3%	13.2%	15.2%	15.0%	11.3%	3.4%	18.5%
(n)	*3256*	*407*	*409*	*410*	*409*	*408*	*400*	*408*	*405*

23 SECs range from a high of SEC A to the lowest, SEC E (1 to 5); for a detailed description of all SECs, please refer to Appendix 9.

Hindus formed the majority group at 82% followed by Muslims at 13%. The percentage of Hindus ranged from 95% in Gokalpur to a 51% in Okhla (where 48% reported themselves to be Muslims). Though overall, Hinduism was the dominant religion, the ACs of Okhla, Gandhi Nagar and Sangam Vihar had proportionally larger Muslim proportions compared to the total population, at 48%, 21% and 16% respectively. Within Hindus, the largest group was that of General/Forward Caste category at 54%, followed by Scheduled Castes (21%) and then Other Backward Castes (18%). What is interesting is that Gokalpur and Sangam Vihar have a higher proportion of SCs and OBCs compared to the total sample. Rohini had the highest proportion of the 'General/Forward Caste Category' at 71% (see Table 20 below).

Table 20: Hindu Caste Groups by AC (n=2675)

	ALL	Trinagar	Gandhi Nagar	Okhla	RK Puram	Gokalpur	Rohini	Palam	Sangam Vihar
OBCs	**18.2%**	15.2%	14.3%	15.8%	14.6%	22.0%	12.3%	23.1%	27.1%
SCs	**20.6%**	17.1%	20.9%	30.6%	18.6%	38.0%	8.4%	10.1%	25.0%
STs	**1.1%**	0.8%	1.5%	1.4%	1.9%	0.8%	0.3%	2.3%	0.0%
GEN/FC	**53.9%**	64.6%	51.6%	44.5%	54.9%	32.3%	71.1%	61.8%	45.7%
DK/CS	**5.8%**	2.0%	11.7%	7.7%	8.1%	7.0%	7.9%	2.1%	2.1%
Non-Disclosure	**0.4%**	0.3%	0.0%	0.0%	1.9%	0.0%	0.0%	0.5%	0.0%
(n)	*2675*	*356*	*273*	*209*	*370*	*387*	*367*	*385*	*328*

A look at Castes within Muslims shows that the General category forms a majority at 38%, followed closely by OBCs at 36%. About 22% of the Muslim proportion in the study sample reported not knowing their castes. Okhla, which houses the largest Muslim proportion in this study, also has the highest OBC Muslim proportion in our sample. Not unexpectedly, the sample composition for the citizen-centric survey bears similarities with that of list-centric survey.

6.2 Delhi overall findings

Results of the citizen-centric survey, which was designed to effectively capture errors of omission, are as in Table 21 below.

Table 21: Overall Omissions in Delhi (n=3256)

	n	% of total sample	% of total omissions	Projected to Delhi Voter pop. (Mn)[24]
Total Sample Achieved	3256	-	-	-
Total Omissions	**1595**	**49.0%**	**-**	**6.4**
Citizens Registered Elsewhere In Delhi	**904**	**27.8%**	**56.7%**	**3.6**
In other polling parts	838[25]	25.7%	52.5%	3.4
In other assembly constituencies	66	2.0%	4.1%	0.3
Citizens Registered Outside Delhi	**36**	**1.1%**	**2.3%**	**0.1**
Citizens who have applied from current address	**275**	**8.4%**	**17.2%**	**1.1**
Others (never applied/applied from somewhere else)	**223**	**6.8%**	**14.0%**	**0.9**
Don't Know/Can't Say	**157**	**4.8%**	**9.8%**	**0.6**
NOT OMITTED	**1661**	**51.0%**	**-**	**6.7**

24. Delhi Voter Population number from ECI (as of 05/01/2015) -13085251 voters.

25. One citizen who said they were registered in another PP in the same AC in Delhi also indicated they had applied to be on the voter list at their current address. They are only included in the former category in this table and all further analyses.

Out of a total of 3256 citizens who were surveyed, 49% could not be located on their respective Polling Part list. However, out of this segment, 57% claimed to be registered in either another Polling Part (PP) within their Assembly Constituency (AC) or in another AC within the city. Broadly, a large number of citizens who were omitted from their PP list claimed to be registered elsewhere in Delhi. Another large proportion of omissions, a little over 17%, claimed to have applied or registered from the current address. Fourteen percent of those omitted, a sizeable proportion, displayed some apathy stating that they had never applied or that they had applied from some other address that they did not recall. Lastly, 10% of omissions did not know or could not recall if they were registered anywhere else or if they had applied to vote, which may also be pointing towards voter apathy.

6.3 Verification of citizens claiming to be registered elsewhere in Delhi

Nine hundred and four respondents who could not be located on their Polling Part lists claimed to be registered elsewhere in Delhi. In order to validate these claims, as described in the methodology section, a layer of desk research was added after completion of the fieldwork which involved searching for these citizens on Delhi's electoral database. The methodology adopted was robust and was designed to determine the presence of these citizens to a large degree of certainty. In order to make sure that the citizen found was the one surveyed, most searches were linked to the presence of one or more of the citizen's family members on the same PP list. So, in addition to matching citizen names and age groups, the availability of family members was also used to hone in on the surveyed citizen. Adopting this method increased the probability of the found citizen being the one who was surveyed on field, by a great deal. Further details on the methodology used to try to locate citizens can be found in Appendix 6.

Due to the manner in which Delhi's publicly available electoral database is structured, searching for the largest segment, i.e. citizens claiming to be registered in a different PP within the same Assembly Constituency (AC) was undertaken (n=838). Twenty-two out of the aforementioned category chose to not disclose their name and age, details without which validation could not be done; because of this, the effective number of respondents that were searched reduced to 816. Results from this stage are as in Table 22 below.

Table 22: Validation of names – Citizens claiming to be in same AC, different PP (n=816)

AC Name	Names to be validated (n)	Names found (n)	% Names found
Gandhi Nagar	98	65	66.3%
Gokalpur	124	96	77.4%
Okhla	184	91	49.5%
Palam	60	35	58.3%
R K Puram	87	62	71.3%
Rohini	59	36	61.0%
Sangam Vihar	183	97	53.0%
Trinagar	21	16	76.2%
Total	**816**	**498**	**61.0%**

In order to find a citizen on the Delhi electoral database, the basic parameters needed are:

1. Citizen's Name – along with surname
2. Relative's Name (father/husband/mother etc.)
3. AC Name

If these parameters are not available, finding a citizen or finding the right citizen may not be guaranteed. Out of the 816 citizens that were looked for, a total of 601 either had no surname or any other family member or were the eldest among all in their family, effectively negating the use of any family member's name as the relative's name to be entered on the voter search portal[26]. Moreover, several of the names that were recorded during the survey had spelling mistakes and other minor errors that proved to be an additional hindrance. Despite all of these factors, the desk based stage was able to find 61% of all citizens who claimed to have been registered elsewhere in Delhi. In light of these, there is sufficient evidence to indicate that a large proportion of citizens, perhaps close to 90%, who 'claim' to be registered elsewhere in Delhi are indeed present on the list where they say they are.

6.4 Profile of citizens who thought they were on the list but were not

Citizens were asked, before checking for their names on the list, whether they thought they were registered. To this, 77% responded in the affirmative while 23% said that they were not. Out of the 77% who claimed to be registered at their current address, 34% were in fact not found on the list (i.e. out of 2515 citizens who claimed to be on the list, 858 could not be found). The largest numbers within this segment came from Sangam Vihar and Okhla, at 22% and 21% respectively. The relatively more affluent ACs of Tri Nagar and Rohini had the lowest numbers of citizens who thought they were on the list but were not, at 2% and 5% respectively.

A look at SEC showed that, the segment SEC D, at 22% had a higher proportion of citizens who thought they were registered but were in fact not, when compared to the total sample while SEC A had a significantly lower proportion at 18%. There seems to be an indication that a person, who thinks that he or she is registered at the current address, is more likely to be found omitted if they belong to lower SECs as shown in Table 23.

Table 23: SEC split for citizens who thought they were on the list but could not be found (n=858)

SEC	zn	% of citizens not on the list (but thought they were)	% proportions in total sample (n=3256)	Index*
SEC A	154	17.9%	24.3%	74
SEC B	211	24.6%	23.7%	104
SEC C	195	22.7%	23.2%	98
SEC D	185	21.6%	17.0%	127
SEC E	113	13.2%	11.8%	112

**Index calculated by dividing % of citizens not on the list (but thought they were) by total sample proportions*

A look at housing data for citizens who incorrectly thought they were on the list shows that such citizens were less likely to be residing in upper middle class housing and upper class housing and more likely to be in one room home/ designated slum' and 'lower middle class housing (with the latter two housing types having a combined proportion of 89%, compared to 81% in the total sample; see Table 24), corroborating what SEC Data pointed towards.

26. Link to the elector search portal for NCT of Delhi: http://164.100.112.153/electorsearchtest.aspx

Table 24: Housing Type split for citizens who thought they were on the list but could not be found (n= 826)*

Housing Type	n	% of citizens not on the list (but thought they were)	% proportions in total sample (3256)	Index**
Self-Built Informal Slum Housing	18	2.2%	2.9%	75
One room home/Designated Slum	48	5.8%	3.9%	149
Lower Middle Class Housing	686	83.1%	77.4%	107
Upper Middle Class Housing	73	8.8%	14.1%	63
Upper Class Housing	1	0.1%	1.7%	7

**Household Type was not available for 32 citizens who thought they were on the list but were not.*
***Index calculated by dividing % of citizens not on the list (but thought they were) by total sample proportions*

6.5 Profile of citizens omitted from their polling part but registered elsewhere in the city

Fifty-seven percent of citizens omitted claim to be registered elsewhere within Delhi. That is a total of 904 respondents in the study. The spread of these citizens across ACs is as given in Table 25 below:

Table 25: AC wise spread of citizens registered elsewhere in the city (n=904)

AC Name	n	%
Delhi Total	*904*	*100.0%*
Trinagar	23	2.5%
Gandhi Nagar	110	12.2%
Okhla	203	22.5%
RK Puram	101	11.2%
Gokalpur	132	14.6%
Rohini	62	6.9%
Palam	72	8.0%
Sangam Vihar	201	22.2%

As shown in the table, the bulk of these came from the ACs Okhla, Sangam Vihar and Gokalpur; possibly so, as 74% of citizens who claim to be registered elsewhere in the city had also claimed incorrectly of their presence in their Polling Part List. (most of such cases did come from Sangam Vihar and Okhla).

Fifty-five percent of those who claimed to be registered elsewhere were male and 45% female. A look at age groups revealed a direction similar to that in list-centric (where younger age groups, 26-35, were more likely to have been found as shifted), that younger age groups were more likely to be found omitted compared to the total (see Table 26). Another similarity with list-centric data was that there was a smaller proportion of 18-25 year olds who are omitted from the PP (and registered elsewhere) compared to their proportions in the total sample. This possibly reinforces the theory that younger citizens, between the ages 26-35 are more mobile and therefore, likely to have a higher probability of being omitted.

Table 26: Citizens omitted but registered elsewhere in the city by age (n=904)

AGE	n	% of citizens registered elsewhere in the city	% proportion in total sample (n=3256)	Index*
18-25	166	18.4%	21.4%	86
26-30	144	15.9%	14.3%	111
31-35	132	14.6%	13.1%	111
36-40	124	13.7%	13.2%	104
41-45	107	11.8%	10.8%	110
46-50	75	8.3%	8.0%	104
51-55	40	4.4%	5.3%	83
56-60	39	4.3%	4.7%	92
61-65	34	3.8%	4.1%	92
66-80	39	4.3%	4.5%	96
81+	4	0.4%	0.5%	88

**Index calculated by dividing % of citizens registered elsewhere in the city by total sample proportions*

There was a higher proportion of citizens residing in 'lower middle class housing' or below and SEC D or below who were omitted from the list (but registered elsewhere within the city) when compared to the total sample as can be seen in Table 27 below.

Table 27: Housing Type and SEC breakdown for citizens who claimed to be registered elsewhere in Delhi

Housing Type (n=864)*	n	% of citizens registered elsewhere in the city	% proportion in total sample (3256)	Index**
Self-Built Informal Slum Housing	36	4.2%	2.9%	144
One room home/Designated Slum	37	4.3%	3.9%	110
Lower Middle Class Housing	701	81.1%	77.4%	105
Upper Middle Class Housing	87	10.1%	14.1%	71
Upper Class Housing	3	0.3%	1.7%	20
SEC (n=904)	**n**	% of citizens registered elsewhere in the city	**% proportion in total sample (3256)**	**Index****
SEC A	164	18.1%	24.3%	75
SEC B	215	23.8%	23.7%	100
SEC C	203	22.5%	23.2%	97
SEC D	202	22.3%	17.0%	131
SEC E	120	13.3%	11.8%	112

**Housing Type was not available for 40 citizens who were omitted from the list but claimed to be registered elsewhere in Delhi.*

***Index calculated by dividing % of citizens registered elsewhere in the city (by Housing Type/SEC) by total sample proportions*

76% of those claiming to be registered elsewhere in the city were Hindus and 21% Muslims; Jains were at 1.7% followed by Sikhs at 1%. When compared to religious break-up of the total sample (Muslims form 13%), Muslims have larger representation in those found omitted and claiming to be registered elsewhere in the city.

6.6 Profile of citizens who claim to have applied to register from their current address (but were not found on the list)

The largest proportion of such omissions came from the AC of Palam (31%), followed by Gokalpur (17%) and Sangam Vihar (15%).

Out of all who claimed to have applied to register from their current address, 47% were male and 53% female. The age group of 18-25 formed 40% of this group, a significantly higher proportion than in the total sample as can be seen in Table 28 below.

Table 28: Citizens who claimed to have registered from current address by age (n=275)

Age Groups	n	% of citizens who have claimed to register from current address	% proportion in total sample (n=3256)	Index*
18-25	111	40.4%	21.4%	189
26-30	44	16.0%	14.3%	112
31-35	38	13.8%	13.1%	105
36-40	26	9.5%	13.2%	72
41-45	17	6.2%	10.8%	57
46-50	9	3.3%	8.0%	41
51-55	10	3.6%	5.3%	69
56-60	11	4.0%	4.7%	85
61-65	3	1.1%	4.1%	27
66-80	6	2.2%	4.5%	48
81+	0	0.0%	0.5%	-

**Index calculated by dividing % of citizens who have claimed to register from current address by total sample proportions*

The bulk of these citizens, 90%, resided in lower middle class housing, a proportion somewhat larger than in the total sample, 77%. In line with housing Data, Socio Economic Classification data showed that SEC C and SEC D had over representation with regards to citizens saying they had registered from their current address but were not in fact on the list (see Table 29).

Table 29: SEC split for citizens claiming to have registered from current address (n=275)

SEC	n	% of citizens who have claimed to register from current address	% proportion in total sample (3256)	Index*
SEC A	41	14.9%	24.3%	61
SEC B	64	23.3%	23.7%	98
SEC C	86	31.3%	23.2%	135
SEC D	52	18.9%	17.0%	111
SEC E	32	11.6%	11.8%	99

**Index calculated by dividing % composition of Housing Type/SEC by total sample proportions*

A majority of these citizens, at 87% were Hindus with 10% Muslims, compared to 82% and 13% in the total sample respectively. The representation of Hindus was larger since 31% of these citizens came from the AC, Palam where over 94% claimed Hinduism as their religion.

When asked how long ago they had applied, 59% claimed to have applied six or more months ago with another 12% claiming to have applied somewhere between two to six months ago (see Table 30).

Table 30: How long ago did you apply? (n=275)

Time Period (when applied)	n	%
Less than 1 week	8	2.9%
1 week or more but less than 2 weeks	6	2.2%
2 weeks or more but less than 3 weeks	14	5.1%
3 weeks or more but less than 4 weeks	9	3.3%
4 weeks or more but less than 5 weeks	11	4.0%
5 weeks or more but less than 6 weeks	13	4.7%
6 weeks or more but less than 2 months	12	4.4%
2 months or more but less than 6 months	34	12.4%
6 months or more	161	58.5%
Don't know/can't say	7	2.5%

6.7 Profile of citizens who have never applied to be on the list or claimed to have applied from some other address as well those who could not recall whether they had

A total of 380 respondents, i.e. 24% of all omissions said that they had either never registered to apply from their current addresses or that they could not recall whether they had. Twenty-one percent of these citizens were from Okhla and 16% from RK Puram (see Table 31).

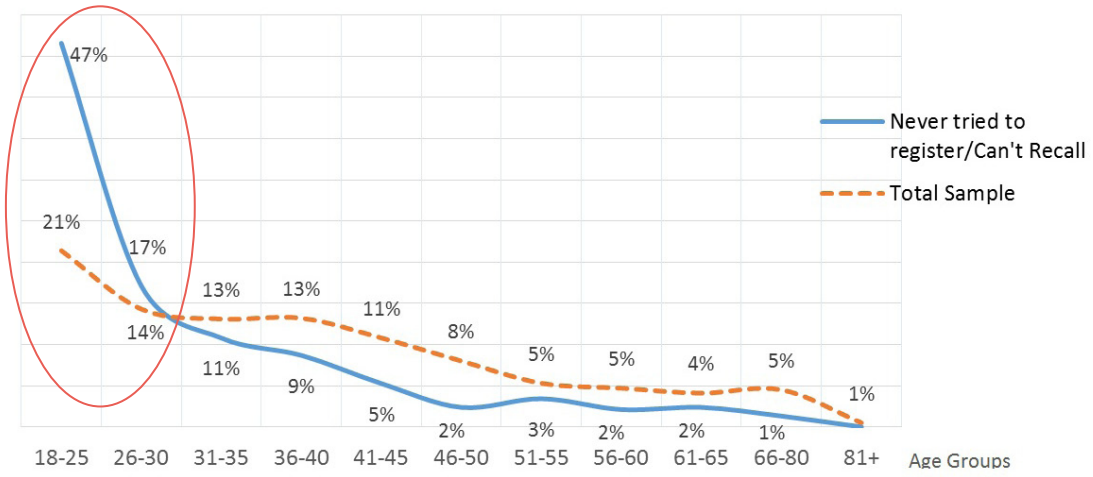
Out of 380, 223 had never tried/applied from the current residence i.e. 59% while 41% could not recall if they had applied or not.

Table 31: AC wise break of citizens who never applied/tried or those who cannot remember if they did (n=380)

	Delhi	Trinagar	Gandhi Nagar	Okhla	RK Puram	Gokalpur	Rohini	Palam	Sangam Vihar
(n)	380	46	38	79	59	30	34	47	47
% - out of ALL who had never registered or could not recall	100%	12.1%	10.0%	20.8%	15.5%	7.9%	8.9%	12.4%	12.4%

This segment, i.e. those who never tried to register or those who could not recall if they had, comprised of 46% males and 54% females, while the overall sample had 52% males and 48% females, i.e. females were more likely not to have applied to register or could not recall. Data also showed a big skew towards the 18-25 year old segment not registering/ recalling if they had tried and a slight one towards the 26-30 year olds, compared to overall sample proportions (see Figure 3).

*FIGURE 3: Age Groups - Total Sample vs Never Tried/Can't Recall**



**Never tried means citizens who never tried to register from their current address or the address where they were found to be residing*

A look at housing revealed that almost 75% of the population, who had never tried to register or couldn't recall if they had, resided in 'lower middle class housing', which was comparable to the overall sample but 9.2% were found to be residing at 'one room home/designated slum' versus a 4% in the total sample. In alignment, SEC data shows a skew towards the lower SECs C, D and E (see Table 32).

Table 32: SEC split for citizens who never tried to register from current address/cannot recall (n=380)

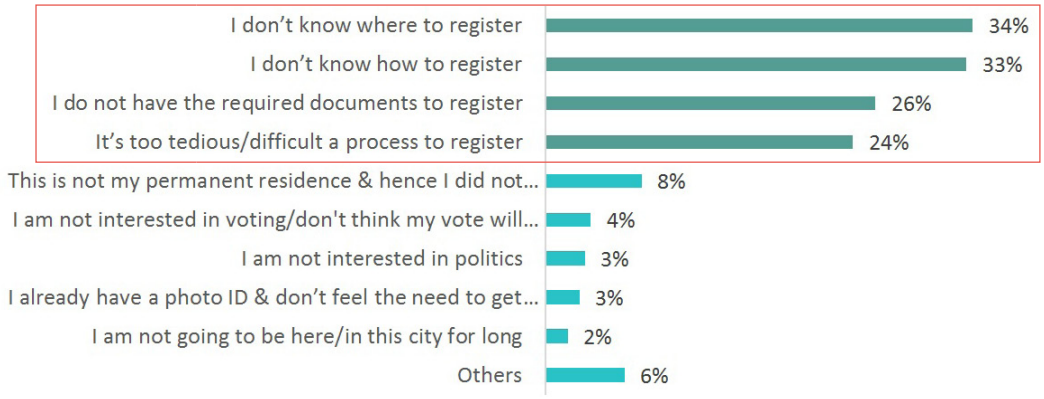
SEC	n	%	% proportion in total sample (3256)	Index*
SEC A	56	14.7%	24.3%	61
SEC B	68	17.9%	23.7%	76
SEC C	106	27.9%	23.2%	120
SEC D	77	20.3%	17.0%	119
SEC E	73	19.2%	11.8%	163

**Index calculated by dividing % composition of SEC by total sample proportions*

Most of those who had never tried to register or could not recall if they had, reported Hinduism as their religion, with 79% claiming so, followed by Islam, at 17%. The proportion of Muslims, however, was substantially larger than in the total sample (13%).

The 223 citizens, who had said that they never tried to register from their current address, were asked reasons behind their not registering or trying to register from the address that they were found residing at. The top reasons were a lack of knowledge on where and how to register, followed by claims that they did not have the requisite documents to register and that they thought it was too tedious/difficult to do so (see Figure 4).

FIGURE 4: Top reasons for not registering/trying to register from current address (n=223)



When asked what the main reason was behind them not registering, 23% cited not having the requisite documents, followed by not knowing where to register (20%), citing that it was too tedious (18%) and citing a lack of knowledge on how to register (18%). It appeared from data that besides a perception of the process being difficult and that there was not enough information on how and where to register, an important factor may also be a lack of understanding on the documentation required.

6.8 Profile of citizens who were on the list

The citizen-centric survey also found about 51% citizens to be on the list, registered at their current residence. Not unsurprisingly, the patterns that emerged out of profiling variables for citizens who were found on the list, appear to be opposite to the picture omissions painted. Nineteen percent, the largest proportion, was from Trinagar followed by RK Puram (17%) and Gandhi Nagar (14%). The lowest proportions were from Okhla, 5.5% and Sangam Vihar, 7% (see Table 33).

Table 33: Citizens found on the list by AC (n=1661)

AC Name	n	%
All ACs	*1661*	*100%*
Trinagar	316	19.0%
Gandhi Nagar	230	13.8%
Okhla	92	5.5%
R K Puram	220	13.2%
Gokalpur	192	11.6%
Rohini	296	17.8%
Palam	199	12.0%
Sangam Vihar	116	7.0%

Table 34: Citizens found on the list by age (n=1661)

Age Groups	n	%	% proportion in total sample (n = 3256)	Index*
18-35	642	38.7%	48.8%	79
36-50	616	37.1%	32.0%	116
51+	403	24.3%	19.1%	127

**Index calculated by dividing % composition of AGE by total sample proportions*

The age group of 18-35 had an index value of 79 (see Table 34); this showed that the age group had a significantly lower proportion within voter List Inclusions than the total sample.

Reading SEC and housing type data together (shown in Table 35) indicated that the relatively wealthier were less likely to be omitted; SEC A formed over 31% of the segment, substantially higher than the sample proportion of 24% and similarly, there was a skew towards upper middle class housing as well as upper class housing.

Table 35: Housing Type and SEC breakdown for citizens who were not omitted

Housing Type (n = 1611)	n	%	% proportion in total sample (n = 3256)	Index*
Self-Built Informal Slum Housing	48	3.0%	2.9%	103
One room home/Designated Slum	38	2.4%	3.9%	60
Lower Middle Class Housing	1191	73.9%	77.4%	96
Upper Middle Class Housing	287	17.8%	14.1%	126
Upper Class Housing	47	2.9%	1.7%	172

SEC (n = 1661)	n	%	% proportion in total sample (3256)	Index*
SEC A	520	31.3%	24.3%	129
SEC B	418	25.2%	23.7%	106
SEC C	354	21.3%	23.2%	92
SEC D	217	13.1%	17.0%	77
SEC E	152	9.2%	11.8%	78

**Index calculated by dividing % composition of Housing Type/SEC by total sample proportions*

Data on religion showed that the proportion of Muslims (8%) included on the voter list was much lower compared to the total sample (13%). Among Hindus, the General/Forward Caste category, at 60%, was a little more likely to be on the list than not, considering their proportion within Hindus in the overall sample was 54%.

Ninety percent of those found on the list had no errors while 10% reported having errors in their registration details as detailed in Table 36 below.

Table 36: Types of errors with registration details – as mentioned on voter list (n=168)

Error with:	n*	%
Name	59	35.1%
Relative's Name	50	29.8%
Age	35	20.8%
Gender	0	0.0%
Address	52	31.0%

**Citizens could select as many options as applied*

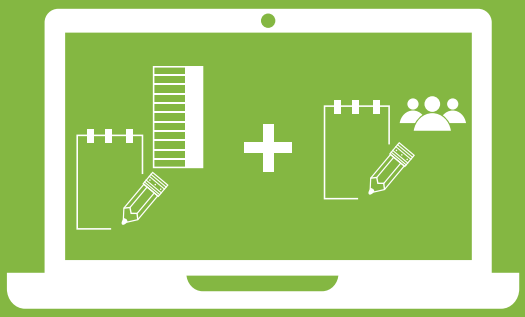
None of the citizens with errors in registration details, reported facing any issues casting their vote. As with the list-centric survey, errors with address details were among the most common errors. Just four citizens had listed the door/house number as incorrect[27]. In this survey the most common error was with the name of the citizen (either a spelling mistake, part/whole missing, the wrong name listed). Just two citizens had their name repeated on the voter list.

27. For the purpose of error calculation, the proportion of these four citizens of the sample could be deleted from the proportion of those to be deleted from the list-centric phase (as suggested in the error calculations section). However, on reflection, given the differential proportions of those found/not found across the surveys, and hence how many citizen's registration details could be checked, it was decided not to align these figures in this way. Given the small number of these citizens anyway, any alignment would not have had a significant impact on the figures.

6.9 Citizen-centric survey – Delhi results summary

1. Broadly, results from the citizen-centric study indicated that close to a half of the citizens were omitted from their Polling Part lists – 49%.
2. A majority of these however, were still residing in the city, either at another polling part within the same AC or in another AC – 28% of total sample/57% of omissions
    a. Data indicates that these tend to be mostly from the young and mobile population (26-35 year olds at 31%), living in 'lower middle class housing' or below dwelling units (close to 90% reside in these) and belonging to lower SECs (D and E form 36%). Also, Muslims have a higher probability of being found omitted (21%)
3. Eight percent of the total sample and 17% of all omissions claimed to have registered to be on their Polling Part's list i.e. from their current residential address.
    a. These tend to be from the youngest age group i.e. 18-25 year olds (40%), belonging to SEC C (31%) and residing in lower middle class dwelling units. Hindus form a majority of these citizens (87%), higher than the total sample proportion.
4. Out of the total omissions pie, close to 24%, claimed either that they have not tried registering from their current address or that they did not recall if they did. This, possibly, a core segment that may be displaying voter apathy, also formed 12% of the total sample size. For citizens who did not try to register, the biggest reasons for not doing so were a lack of knowledge on where and how to registered and despite these, a perception of the process being too tedious and that they did not possess the right paperwork.
    a. These citizens tend to be young (18-25 forming a huge chunk, at 47%) from the lower SECs (C, D and E together make 67% compared to 52% in the overall sample) and data on religion showed a skew towards Muslims (17%).
5. 1661 citizens, or 51% of the total sample was found to be on the list. Out of this, close to 90% reported having no errors with any of their details while 10% did. Out of the citizens who reported having errors with their details, none reported having faced any issues while casting their vote.
    a. A look at the profile of citizens who were on the list, not unsurprisingly, showed mostly the opposite of what omissions had shown. These were more likely to be older citizens from higher SECs and were less likely to be Muslims.

27 For the purpose of error calculation, the proportion of these four citizens of the sample could be deleted from the proportion of those to be deleted from the list-centric phase (as suggested in the error calculations section). However, on reflection, given the differential proportions of those found/not found across the surveys, and hence how many citizen's registration details could be checked, it was decided not to align these figures in this way. Given the small number of these citizens anyway, any alignment would not have had a significant impact on the figures.



Results:
Combining the List-Centric and Citizen-Centric Research Phases

7. Results: Combining the List-Centric and Citizen-Centric Research Phases

Tables 37 and 38 provide the overall picture of errors that plague voter lists in Delhi. These results, when read together, provide directions into both broad errors i.e. of deletion, from the list-centric phase and of omission, from the citizen-centric phase.

In particular, a key finding from the list-centric survey was that 21% citizens were found to have shifted. At the same time, 28% of citizens in the citizen-centric survey who were omitted from the list indicated they were registered elsewhere in Delhi (either in a different PP in the same AC or in another AC)- see the arrow relating the figures between the two tables. Given both phases of work were undertaken in the same ACs and PPs and both are representative of the Delhi population, it is possible to read the data together and suggest that most of the citizens who were found to be shifted are still likely to be within the city of Delhi.

Table 37: Results from the List-centric Survey – all major error types (n=3017)

	Numbers	%
Total Citizens Sampled (including 10% buffer)	3246	-
Refusals to participate /Door Locked	229	-
Total Effective Sample (n)	3017	100.0%
Address Not Found (ANF)	331	11.0%
Out of these - Findable	329	10.9%
Out of these - Non-Findable	2	<1%
Total Deletions	683	22.6%
Shifted	644	21.3%
Repeats/Duplicated	8	0.3%
Dead	30	1.0%
Disenfranchised	1	<1%
Errors With Registration Details	221	7.3%
No Errors	1782	59.1%

Table 38: Results from the Citizen-centric Survey – all major error types (n=3256)

	n	% of total sample	% of total omissions
Total Sample Achieved	3256	-	
Total Omissions	1595	49.0%	-
Citizens Registered Elsewhere In Delhi	904	27.8%	56.7%
In other polling parts	838	25.7%	52.5%
In other assembly constituencies	66	2.0%	4.1%
Citizens Registered Outside Delhi	36	1.1%	2.3%
Citizens who have applied from current address	275	8.4%	17.2%
Others (never applied/applied from somewhere else)	223	6.8%	14.0%
Don't Know/Can't Say	157	4.8%	9.8%
NOT OMITTED	1661	51.0%	-

In light of this, arguably, the deletions and omissions which are not migrations within the city may be seen differentially to those which are. In Delhi, out of the total errors found, it appears that these deletions are those from the categories of 'address not founds' (up to 11% of all on Delhi's lists, see Table 37) and 'repeats/dead/disenfranchised' citizens (1.4% of all citizens on Delhi's lists, see Table 37). Similarly, the omissions would comprise of citizens who claim to have registered to be on their PP lists but are not on it (8% of Delhi's 18+ population, see Table 38).

Aside from this, data from both surveys appears to show that the younger age group, especially 26-35, the poorer and marginalized sections of society (lower SECs[28] and those residing in lower housing types[29]) are worse off with respect to errors on the list. Broadly speaking, errors tend to be found more likely for citizens who are relatively less well off, are young and mobile and belong to Hindu lower castes; and in some error types, more likely for citizens reporting Islam as their religion.

28. SECs C, D and E.

29. 'Lower Middle Class Housing' or 'One room home/Designated Slum' or 'Self-Built Informal Slum Housing'.

Discussion

8. Discussion

8.1 Overall discussion

The findings from this project lead to a range of points for discussion and consideration for improving the quality of the voter lists and associated issues, in particular in Delhi.

Overall, there seems to be little doubt that Delhi's electoral rolls are unclean. With large amounts of deletions and additions required to the list, there is a sharp need for improved voter list management processes. This is required regardless of the fact that a large part of the errors in Delhi are due to citizens moving from one address to the other, within the city. The latter however, does mean that the effects of these errors on electoral outcomes and voter turn-out may not be as grave as their magnitudes suggest. Since a large number of deletions appear to be off-set by omissions, it is possible that citizens registered elsewhere in the city, as long as they are aware and willing, do actually exercise their right to vote by going to the polling booths they are registered at. Having said that, there is also a possibility, perhaps higher, of such errors affecting electoral participation.

Deletions and omissions which may relate more directly to electoral outcomes are those from the categories of 'address not founds' (up to 11% of all on Delhi's lists) and 'repeats/dead/disenfranchised' citizens (1.4% of all citizens on Delhi's lists). Similarly, the omissions would comprise of citizens who claim to have registered to be on their PP lists but are not on it (8% of Delhi's 18+ population). In terms of advocacy, this means a key focus on removing those names classified as 'repeats/dead/disenfranchised' and possibly a significant chunk of those classified under 'address not found', though the latter remains an uncertain category. Similarly, in omissions, focus needs to be on making sure that all citizens who have applied to register, are actually added on to the lists. That said, the overall maintenance of citizens registered in correct PPs with the correct information remains. Furthering the sentiment of requiring better voter list management processes, is the fact that 7% of citizens, though registered in the correct PP, were found to have errors with their details on the list. Though only a small number faced issues voting as a result, the issue of quality list management remains.

In a related point, errors of repetition were not found to be as rife as perhaps suggested given the attention of this issue in the media[30] . This may, in part, be a methodological issue, given that repeats were only searched for within the same PP and done by the citizen surveyed. A lack of rigour may have been there from the citizens' side, with lack of time and interest perhaps forming a part. It may be better to search for duplications in a more automated fashion using appropriate software. This and further methodological reflections can be found in Section 8.2

As noted, the 11% of 'addresses not found' remains a grey area of interpretation. Although each address went through a quality check for findability and the vast majority were deemed findable, in actuality there may be a lot of parameters on the ground (not captured by desk research) which may impact the findability of an address. One of these could simply be familiarity with an area. More work could be done to further dissect this category of errors, particularly given that the ECI, as part of its electoral registration process, includes a stage of on-ground verification. If 11% of the sampled addresses were not findable, how are the ECI able to verify these addresses?

Most of the errors with the voter list appear to be spread evenly across the city, leaving little case for them to be exploited for undue gains. From anecdotal evidence, malpractices such as phantom voting/bogus voting or booth capturing etc. tend to take place only in certain areas pointing to a geographic concentration of errors that lend themselves to exploitation. This is something that the Delhi study did not find evidence on, probably partly due to the random sampling approach taken rendering it impossible to see/look for clustered patterns of errors. It is suggested that a different research methodology is used to try to better understand issues such as bogus voting/phantom voting or other such malpractices as well as problems in the registration process, for example a structured review of, and discussion with, Booth Level Officers who are integral to the voter list maintenance process.

30 There were several reports, in reputed newspapers and media channels, of the presence of a large number of duplicate entries on the rolls while the study was being conducted. Links to some are as below:

1. The Indian Express - Poll panel finds 90,000 multiple entries in rolls; Source - http://indianexpress.com/article/cities/delhi/poll-panel-finds-90000-multiple-entries-in-rolls/, last accessed – 16042015

2. DNA India – 89 thousand cases of multiple entries found in Delhi electoral rolls; Source - http://www.dnaindia.com/india/report-89-thousand-cases-of-multiple-entries-found-in-delhi-electoral-rolls-2050013, last accessed - 16042015

Data from the citizen-centric survey suggests that 12% of the population has either never tried to apply to be on the voter list from their current address or cannot recall if they ever did. This category could arguably form the core of citizens displaying voter apathy. Most of them appear to have been living in their residence for more than two years and yet have not tried or cannot recall having tried to register to be on the voter list at this address. This is more likely to be seen with the less affluent, younger population and also the marginalized. Data shows that this 'apathy' is driven by a lack of awareness on how and where to register and of the documentation required. It also shows that despite a lack of awareness, citizens perceive the process of registration as a very tedious and time consuming one. Therefore, it can be said that efforts to try and get such masses to enrol and exercise their right to vote must start at addressing these problems and such efforts should most definitely reach the marginalized and less affluent sections of society, not to mention the younger population.

While this research has been largely successful in bringing out an objective picture of the state of Delhi's electoral rolls, it also leaves several questions that beg further thought and investigation. For example, a large proportion of Delhi's residents appear to have been living in the city for five years or more which may explain why a lot of the errors on the voter list may be intra-city migrations. Other cities with different migration patterns, or a more detailed look at recent migrant communities in Delhi, may throw up different list quality issues. Other cities' lists may also vary in the quality of the address details they hold leading to other concerns of list content. It is therefore suggested to undertake similar research in other cities, supplemented by other work as outlined, to allow for inter-city comparisons as well as pan-India trends in list quality issues.

8.2 Methodological reflections

Following completion of the project, the following points outline methodological reflections which should be considered for future surveys undertaken using this project's approach.

List-centric survey

- When sampling citizens on the voter list in PPs for the list-centric survey, a better spread of citizens in PPs is suggested. In the current project, the citizens were relatively clustered due to an amended sample approach to save time when on the field. Random selection of all the citizens from the universe of citizens on the PP list is suggested. This increases time in the field as citizens will be more dispersed across the PP. Due to time constraints in this project, this approach was not taken but is suggested for the future to allow a more equal chance of a citizen being selected for the survey.
- Surveyors should search for addresses that cannot be found over three days so as to maximise the chance of speaking to more members of the local community to aide in locating the residence. This increases time in the field but is a more rigorous approach to finding the address. Due to time constraints in this project, this approach was not taken but it is suggested for the future in combination with continuing to look for 30 minutes on each occasion and a supervisor checking if the address is still not found after these three attempts.
- Amend the 10% calculation for the over-sampling to ensure this is done on the sample size to approach rather than the sample size to achieve.

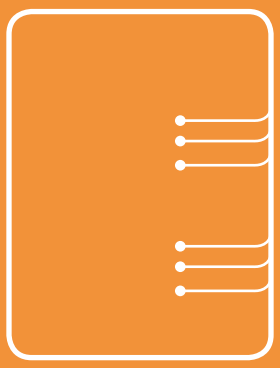
Citizen-centric survey

- When sampling citizens in PPs, the skipping pattern should be based on population density with some contingency for a proportion of doors being locked/un-interest in participating in the survey. The number of citizens on the PP voter list could be used as a proxy for this as ground mapping would be time-consuming and expensive and is not really required. The census also does not carry population information at a PP level. This increases time in the field as the skipping pattern would be larger. Due to time constraints in this project, this approach was not taken but is suggested for the future to allow a more equal chance of any one household in a PP being selected for the survey.
- Use a landmark in the PP as a starting point instead of a random citizen from the voter list. As the citizen-centric is mapping citizens to the voter-list, this is a more valid approach.

- When a citizen is found to be omitted from the voter-list and they believe they are registered elsewhere in another PP/AC/city, ask the citizen for the name of the relative whom they think is the named relative on their entry on the voter-list. This will facilitate the back-checking of entries.
- There is no need to over-sample for this survey. As long as the skipping pattern factors in the proportion of doors which may be locked/un-interest in the survey, then this requirement is covered.
- Supplement the data on citizens who have not tried to register to voter (potential apathy), with research looking at the process required for registration (related to the strategic review of data on and interviews with Booth Level Officers (BLOs) as suggested below.
- Ensure length of time lived at address/city is captured/rectified in the CAPI.

General

- Consider checking citizens' voter ID details (i.e. EPIC cards) against the voter list. Given that most citizens indicated their details were correct on their cards, there is some suggestion these are generated from a different list/ incongruent with the voter list. This would be worth exploring.
- Use a different methodology to explore occurrences of phantom voting through a strategic review of data on and interviews with Booth Level Officers (BLOs).
- Use a supplementary method to explore the extent of repetitions on the voter-list, using for example bulk searches or specialised software.
- Consider similar surveys in particular hypothesised 'problem' areas in a city, for example areas of high migration if it is suspected that voter-list quality is particularly poor in those areas.
- Try to source voter lists with citizen's photos included such that these can also be checked for errors when in the field.
- Housing Type may not be the best proxy for class in other cities as there may be little variance. Other parameters may be collected instead or there may need to be more reliance on the SEC calculation.
- Subtracting proportions of those who had an error on the list with their house/door number (in the citizen-centric survey) from those liable for deletion from the list-centric survey, though not done for this survey, can be further explored in future surveys.
- Aligning data on errors with registration details as well as the proportion of 'no errors' between the two surveys may not be required. Each can be reported on separately within each survey analysis.
- Review the survey questionnaires to ensure a more consistent flow, e.g. delete the 'shifted' option from the start of the list-centric questionnaire since this is captured further on. Its removal will ensure surveyors go through the flow of the survey in the correct way.
- Ensure survey voice files and regular interim data files are made available for review during the survey process to allow for timely quality assurance and review.



Appendices

9. Appendices

9.1 Appendix 1: Sampling trail

Delhi AC classification – Inner and Outer

To ensure robust representation of ACs, all of Delhi's 70 ACs were categorized into 'inner' and 'outer' based on their distance from the heart of the city and also on how many 'outer' ACs they shared their boundaries with. Tables A1 and A2 show the resulting inner and outer ACs in Delhi.

Table A1: All ACs in Delhi – Inner

AC Number	AC Name	PC Number	PC Name
3	TIMARPUR	2	North East Delhi
4	ADARSH NAGAR	1	Chandni Chowk
5	BADLI	5	North West Delhi
6	RITHALA	5	North West Delhi
9	KIRARI	5	North West Delhi
10	SULTANPUR MAJRA	5	North West Delhi
11	NANGLOI JAT	5	North West Delhi
12	MANGOL PURI	5	North West Delhi
13	ROHINI	5	North West Delhi
14	SHALIMAR BAGH	1	Chandni Chowk
15	SHAKUR BASTI	1	Chandni Chowk
16	TRI NAGAR	1	Chandni Chowk
17	WAZIRPUR	1	Chandni Chowk
18	MODEL TOWN	1	Chandni Chowk
19	SADAR BAZAR	1	Chandni Chowk
20	CHANDNI CHOWK	1	Chandni Chowk
21	MATIA MAHAL	1	Chandni Chowk
22	BALLIMARAN	1	Chandni Chowk
23	KAROL BAGH	4	New Delhi
24	PATEL NAGAR	4	New Delhi
25	MOTI NAGAR	4	New Delhi
26	MADIPUR	6	West Delhi
27	RAJOURI GARDEN	6	West Delhi
28	HARI NAGAR	6	West Delhi
29	TILAK NAGAR	6	West Delhi
30	JANAKPURI	6	West Delhi
31	VIKASPURI	6	West Delhi

32	UTTAM NAGAR	6	West Delhi
33	DWARKA	6	West Delhi
37	PALAM	7	South Delhi
38	DELHI CANTT	4	New Delhi
39	RAJINDER NAGAR	4	New Delhi
40	NEW DELHI	4	New Delhi
41	JANGPURA	3	East Delhi
42	KASTURBA NAGAR	4	New Delhi
43	MALVIYA NAGAR	4	New Delhi
44	R K PURAM	4	New Delhi
48	AMBEDKAR NAGAR	7	South Delhi
50	GREATER KAILASH	4	New Delhi
61	GANDHI NAGAR	3	East Delhi
66	GHONDA	2	North East Delhi

Table A2: All ACs in Delhi – Outer

AC Number	AC Name	PC Number	PC Name
1	NERELA	5	North West Delhi
2	BURARI	2	North East Delhi
7	BAWANA	5	North West Delhi
8	MUNDKA	5	North West Delhi
34	MATIALA	6	West Delhi
35	NAJAFGARH	6	West Delhi
36	BIJWASAN	7	South Delhi
45	MEHRAULI	7	South Delhi
46	CHHATARPUR	7	South Delhi
47	DEOLI	7	South Delhi
49	SANGAM VIHAR	7	South Delhi
51	KALKAJI	7	South Delhi
52	TUGHLAKABAD	7	South Delhi
53	BADARPUR	7	South Delhi
54	OKHLA	3	East Delhi
55	TRILOKPURI	3	East Delhi
56	KONDLI	3	East Delhi
57	PATPARGANJ	3	East Delhi
58	LAXMI NAGAR	3	East Delhi
59	VISHWAS NAGAR	3	East Delhi
60	KRISHNA NAGAR	3	East Delhi

62	SHAHDARA	3	East Delhi
63	SEEMA PURI	2	North East Delhi
64	ROHTAS NAGAR	2	North East Delhi
65	SEELAMPUR	2	North East Delhi
67	BABARPUR	2	North East Delhi
68	GOKALPUR	2	North East Delhi
69	MUSTAFABAD	2	North East Delhi
70	KARAWAL NAGAR	2	North East Delhi

Out of the total, 59% of Delhi's ACs were categorized as Inner and 41% as Outer (as shown in Table A3 below).

Table A3: Parliamentary Constituencies and the number of inner/outer ACs within

PC	Total number ACs within PC	Proportion (%)	Inner ACs	Outer ACs
Chandni Chowk	10	14%	10	0
New Delhi	10	14%	10	0
West Delhi	10	14%	8	2
East Delhi	10	14%	2	8
North East Delhi	10	14%	2	8
North West Delhi	10	14%	7	3
South Delhi	10	14%	2	8

The sampling process required the selection of 8 ACs, 34 Polling Parts within each AC and 12 Citizens within each Polling Part.

1. **Selection of ACs** – In line with the overall proportion of Inner and outer ACs in Delhi (as shown in Table A4), it was decided that out of the 8 ACs that the survey was to be conducted in, 5 would be inner and 3, outer.

Table A4: Proportion of inner and outer ACs in Delhi

AC	Number	Proportion (%)	To select
Inner	41	59	5 ACs
Outer	29	41	3 ACs
TOTAL	70	100	8 ACs

From within each list (of inner and outer ACs) ACs were randomly selected. The first AC was selected using a random number generator and the subsequent ACs, using the same process but only after removing the previously selected AC from the selection list. Table A5 shows the final sampled ACs and their classification. The ACs also showed a good geographical spread across the north, south, east and west of the city.

Table A5: Final ACs and their classification

S. No	PC Name	AC Name	Inner/Outer
1	Chandni Chowk	TRI NAGAR	INNER AC
2	East Delhi	GANDHI NAGAR	INNER AC
3	East Delhi	OKHLA	OUTER AC
4	New Delhi	R K PURAM	INNER AC
5	North East Delhi	GOKALPUR	OUTER AC
6	North West Delhi	ROHINI	INNER AC
7	South Delhi	PALAM	INNER AC
8	South Delhi	SANGAM VIHAR	OUTER AC

2. **Selection of PPs** – From within the ACs that were selected, 34 PPs were selected randomly (through random number generation).

3. **Selection of Citizens** – From within each PP that was selected, 12 citizens had to be chosen such that each citizen listed on a particular list has an equal chance of being selected. This would have been the ideal method but in order to save time, a slightly different method was adopted.

In each PP, the voter list was split in half. A name was then randomly selected from one half of the list. This was the first citizen sampled. From this citizen, the next five citizens were sampled by skipping 18 names each time (this would equate to skipping approximately 6 households under the assumption that there may be approximately 2-3 adults in one household, consecutively on the voter list). The same process was repeated using the other half of the voter list in that PP. In total therefore, 12 names were sampled from each PP.

9.2 Appendix 2: List of polling parts where entry was denied.

During the field work stage for both surveys, surveyors found it difficult to gain entry to certain gated communities and areas within the city. Details of such areas are as shown in Table A6 and A7 below along with replacement PPs selected for the survey.

Table A6: List-centric PPs where entry was denied

AC Name	PP nos. denied entry to	No of Citizens not surveyed as a result
Gandhi Nagar	-	-
Gokalpur	-	-
Okhla	-	-
Palam	-	-
R K Puram	Half of PP 25	6
Rohini		-
Sangam Vihar		-
Trinagar	PP 8	12
Total	**-**	**18**

Table A7: List-centric PPs where entry was denied

AC Name	PP Number	Alternate PP No selected*
Rohini	Total 12 PPs	
	104	89
	107	143
	108	130
	39	96
	106	139
	73	6
	74	75
	100	70
	103	7
	62	23
	114	37
	109	10
RK Puram	Total 4 PPs	
	18	148
	105	85
	118	59
	25	7
Trinagar	Total 1 PP	
	8	19

**Alternate PPs were selected on the basis of a subjective field profiling and similarity with areas that were denied entry to. The substitute PP number shown next to the 'PP denied entry to' does not indicate 'substitution to'. The list is only indicative of all PPs denied entry to and all PPs chosen as a substitute*

For the list-centric survey, since 3264 fixed citizens were sampled from voter lists, denial of entry to the areas where they lived meant a loss of sample. In this case, no substitutions could be made. In the case of citizen-centric survey, the number of citizens to be reached was 3264 and since these were not specific names, substitution of areas/PPs was possible. For substituting a PP in the citizen-centric survey, a PP which showed similar housing type and SEC profile was chosen. This, however, was based on a subjective evaluation done by TNS Global.

9.3 Appendix 3: The List-centric desk research

While executing previous PURE surveys on ground, a large number of sampled addresses could not be located by the surveyors. If the address was not found within the polling part, it was considered as a deletion. This issue, of addresses stated on voter lists not being found, was as high as 70-80% of all sampled addresses in the cities of Patna and Ranchi. Equating this to requiring that proportion of names to be deleted from the voter list was felt not intuitively plausible. Essentially this could have been most likely an issue with the quality of the address information on the voter list as well as related infrastructure difficulties.

The sheer scale of addresses being classified as 'not found' on the field forced a rethink on whether the methods adopted before classifying an address as 'not found', were adequate or not. It was due to this, that an additional layer of desk based research was added to the List-centric survey. The output of this stage was to determine the findability of an address (either findable or not) by assessing the listed address parameters for each citizen.

The Address Scoring Process:

The process started with an identification of parameters mentioned on the voter list that could be used to locate an address; this was then compared to those required to find a typical address in Delhi. In order to do the latter, a good working knowledge of how addresses could be located/found inside the state of Delhi was required. It was found, that in certain localities that have a tightly knit community, asking for a person by their name suffices while in others, as long as the door number was available, there was no need for a name. Needless to say, the process intended to find broad quality requirements that applied to most addresses and not just these or similar peculiarities.

Ideally, the process was required to measure the quality of each parameter and attach a 'score' to each sampled address but during the process, it was found that out of all the identified address parameters, some were must haves and others not. So, the process of scoring was changed to that of attaching a minimum 'PASS' of 'FAIL' criteria. That is, based on the 'must haves' an address was either deemed findable and classified as 'PASS' or deemed unfindable and classified as 'FAIL'.

The Parameters:

In order to score an address, all of the address parameters given on a sampled citizen entry were tabulated on an excel sheet. There were a total of 18 parameters as listed below:

1. Building Number/Name
2. House/Flat/Door Number/name
3. Society/Apartment Name
4. Gali number/name
5. Road Number/Name
6. Landmark
7. Block Name/Number
8. Area Name/Number
9. Village Name
10. Tehsil Name
11. Pincode
12. GIS map
13. Hand drawn map
14. English map
15. Hindi/Kannada map

16. Quality of the scan of the map
17. Streets named on map
18. Citizen's street named on map

While information such as the kind of maps and their quality, and availability of a PIN Code were considered 'good-to-have', it was possible to locate an address without having these parameters at all. Similarly, it was found that in order to find an address, it was not the number of parameters that was important but the combination in which they appeared. Finding an address was solely dependent on a basic minimum combination of address parameters; for an address to be 'findable', it was determined that it must have one of each of the following three parameter categories:

1. **IDENTIFIER - THE DOOR/ADDRESS** - At least one of either a building number/name OR a house/flat/door number/name

   AND

2. **IDENTIFIER - THE IMMEDIATE VICINITY/LOCALITY** - At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark OR block name/number

   AND

3. **IDENTIFIER - THE LARGER AREA/LOCALITY** - At least one of either an area name/number OR village name

These parameters and permutations of findable and not findable address parameters were in line with the India Post's guidelines about 'definite' and 'indefinite' addresses[A1]. The former being those addresses deemed to be possible to deliver to and the latter being those addresses deemed not possible to deliver to. The parameters and permutations here were specifically determined for Delhi. If applied to another city, these criteria would require review.

All citizens sampled were then given an identifier so that this categorization of a findable/not findable address could be matched against their field-outcomes. Field surveyors were not in the know of whether any address was deemed findable or not.

Execution of the desk research phase:

A total of 3264 citizens were sampled for the List-centric Survey. This meant that 3264 addresses were required to be tested for their quality. Since voter lists in Delhi were available only in PDF form, this meant having to convert data from PDFs into Excel. Due to the nature of these PDFs, automatic conversion of these into an Excel database through software, was considered not feasible. The only option was to type the data manually despite the considerable time this would take.

The survey agency TNS Global was engaged to do this process. They in turn hired a team of freelancers who worked on entering data from selected PDFs into an Excel template designed by JCCD. It was imperative that the freelance team knew exactly how to record data and in order to make sure of it, JCCD conducted a training session for all freelancers working on address scoring. This training, which lasted approximately 3 hours, involved:

- Background information on the project
- A brief introduction to electoral rolls and their format – the PDF rolls
- A detailed description of all address parameters – their location on rolls, types and examples
- The Excel data entry template – how to enter data on the excel template (what and what not)
- An explanation of the importance of the Address Quality Scoring stage.
- Practice Exercises – entering a predetermined set of samples on to the Excel template and checks/query clarification by JCCD

A1. Source: India Post Website. Accessed at http://www.indiapost.gov.in/Pdf/Manuals/BO_RULE.pdf ; last accessed – 03/02/2015

Post this training phase, to ensure quality, JCCD also conducted regular checks on interim data sets and was on site, to ensure speedy query resolution and undertake spot checks. The final output of this phase, i.e. the final Excel template with requisite data for all 3264 sampled citizens, was then used by JCCD to score the address as explained in the earlier section.

The Results:

Out of the 3264 citizens sampled only 6 of their addresses were deemed unfindable. The other 3258 citizen addresses were deemed findable. An AC wise break-up of the addresses deemed unfindable is given in Table A8 below:

Table A8: Address Quality – Total addresses sampled and those deemed unfindable

(n – samples)	Total	Rohini	Trinagar	Palam	RK Puram	Sangam Vihar	Okhla	Gandhi Nagar	Gokalpur
Total Addresses Sampled	3264	408	408	408	408	408	408	408	408
Deemed not-findable	6	1	-	2	-	-	-	2	1

9.4 Appendix 4: The list-centric questionnaire

List-Centric Questionnaire December 2014

CENTER		Citizen's name:	Unique ID								
Delhi	1	Voter ID									
Bangalore	2	Father's/Husband's/Mother's/ Other's Name									
		Age-	Gender-		Ward No-						
		Address:									
		Polling part Number									
		Parliamentary Constituency									
		Assembly Constituency									
		Name of supervisor/Team Leader:									
		Name of interviewer:									
		Interviewer's Code:		Date of interview	D	M	M	2	0	1	4

Q 01 Instruction to interviewer – please look for the address given on screen (Screen to display all respondent info) and tick the box below depending on whether you are able to find it or not इंटरव्यूअर के लिए निर्देश – कृपया स्क्रीन पर दिए गए पते को खोजें और आप उसे खोजने में सक्षम रहे या नहीं इसके आधार पर नीचे बॉक्स में टिक करें		
Address/Door found पता/घर मिल गया	1	CONTINUE TO Q02
Address/Door not found पता/घर नहीं मिला	2	CAPI TO DISPLAY INTERVIEWER INSTRUCTION – Check for 30 minutes and if not found move to the next respondent. Supervisor to do a back check and confirm the case, recorded as a fresh interview. CAPI TO THEN TERMINATE SURVEY
Type of residence of respondent		
Q 02 Instruction to Interviewer – please look at the dwelling/house that the respondent lives in& and tick the type that you think it fits best इंटरव्यूअर के लिए निर्देश – कृपया घर/आवास को देखें जिसमें रिस्पोंडेंट रहता है एवं उस प्रकार पर टिक करें जो आपके अनुसार सबसे अच्छी फिट होता है		
Upper Class Housing अपर क्लास हाउसिंग	5	CAPI TO DISPLAY IMAGES OF EACH HOUSING TYPE WITH CLEAR LABELS

Upper Middle Class Housing अपर मिडल क्लास हाउसिंग	4	
Lower Middle Class Housing लोअर मिडल क्लास हाउसिंग	3	
One room home/Designated Slum एक कमरे का घर/नियुक्त स्लम	2	
Self-Built Informal Slum Housing स्व–निर्मित अनौपचारिक स्लम हाउसिंग	1	
Q03 instruction to interviewer – Knock on the door and wait for a response इंटरव्यूअर के लिए निर्देश – दरवाज़ा खटखटायें और जवाब का इंतजार करें		
Door opened/response received दरवाज़ा खुला/जवाब मिला	1	CONTINUE TO Q04
Door Locked/No response दरवाज़ा बंद/जवाब नहीं मिला	2	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "Please visit the house/door twice (2 times)at different times of the day to see whether there is anyone at the house" (tab to, preferably, say "afternoon/morning/evening" randomly depending on the day part at which there was no response or a locked door)
Shifted/ No one lives there कहीं और चले गए हैं/ यहां कोई नहीं रहता	3	CAPI TO TERMINATE INTERVIEW

Q 04 INTERVIEWER TO SAY

इंटरव्यूअर कहे

Namaste! I am_____ (MENTION YOUR NAME) from TNS GLobal, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.

नमस्ते! मेरा नाम ..... (अपना नाम बताऐं) है, और मैं टीएनएस ग्लोबल से आया हूँ, जो एक अग्रणी मार्केट रिसर्च कंपनी है, जो नागरिकता एवं लोकतंत्र के लिए जनाग्रह सेंटर की और से काम कर रही है। हम नियमित तौर पर विभिन्न विषयों और सेवाओं पर नागरिकों के बीच सर्वे करते हैं। आजकल, हम वोटर लिस्ट और उनकी क्वालिटी पर आपके क्षेत्र में सर्वे कर रहें हैं। कृपया क्या आप कुछ समय देंगे? धन्यवाद।

Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.

इस इंटरव्यू को शुरू करने से पहले, मैं यह पुष्टि कर देना चाहूंगा कि यह मार्केट रिसर्च सोसाइटी ऑफ इंडिया (एमआरएसआई) और मार्केट रिसर्च के लिए अंतर्राष्ट्रीय दिशा निर्देशों के तहत किया जा रहा है।

Please be assured that all information given by you will be kept strictly confidential. The responses collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose. Will you be interested in being a part of this survey?

कृपया निश्चित रहें कि आपके द्वारा दी गई सभी जानकारी को पूरी तरह से गोपनीय रखा जायेगा। एकत्र किए गए जवाबों को परिणामों को पेश करने से पहले अन्य लोगों द्वारा दिए गए जवाबों के साथ मिला दिया जायेगा। किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी व्यवसायिक उद्देश्य के लिए इस्तेमाल नहीं किया जायेगा। क्या आप इस सर्वे में हिस्सा लेना चाहेंगें?

Yes हाँ	1	CONTINUE
Yes, but some other time हाँ, लेकिन किसी और समय	2	CONTINUE
No नहीं	3	THANK RESPONDENT & END SURVEY
CAPI TO DISPLAY COMPLETE DETAILS OF THE SELECTED CITIZEN INCLUDING COMPLETE ADDRESS AND SAY – SHOW SCREEN TO RESPONDENT Q 05 Please take a look at this address and tell us if this is the same as the one we are at right now i.e. the address you live in. कृपया इस पते को देखें और हमें बताऐं क्या हम अभी इसी पते पर हैं यानि आपका पता।		
Yes हाँ	1	IF CODED '1' IN Q04, GO TO QA1.2 IF CODED '2' IN Q04, GO TO QA1
No नहीं	2	CAPI TO DISPLAY ON SCREEN – INTERVIEWER INSTRUCTION – PLEASE TRY SEARCHING FOR THE CORRECT ADDRESS AGAIN, PREFERABLY AT A DIFFERENT TIME OF THE DAY. THEN END INTERVIEW
QA1Please tell us a day and time of your convenience at which we can come and continue this interview. कृपया हमें अपनी सुविधा के अनुसार एक दिन और समय बताऐं जब हम इस इंटरव्यू को जारी रखने के लिए आ सकते हैं। INTERVIEWER TO RECORD DAY AND TIME OF APPOINTMENT AND VISIT THE HOUSE AGAIN. CAPI TO DISPLAY DATE & TIME SELECTION GRID TO RECORD THIS. THEN TERMINATE INTERVIEW इंटरव्यूअर अपाइंटमेंट की तारीख और समय को रिकॉर्ड करें और घर को दोबारा विज़िट करें।		
QA1.2 Does Mr/Ms _____ (CAPI TO DISPLAY NAME OF SELECTED CITIZEN) live at this house/ residence? PROBE IF RESPONDENT SAYS 'NO'. Do you know if they used to live here and have now shifted etc. Please look at the options on the screen and answer. क्या मिस्टर/मिस ..... (कैपी चुने गए नागरिक का नाम दिखायें) इस घर/ आवास में रहते हैं? प्रोब करें यदि रिस्पोंडेंट 'नहीं' कहे। क्या आपको पता है कि वे यहां रहते थे और अब शिफ्ट हो गए हैं आदि। कृपया स्क्रीनर पर विकल्पों को देखें और जवाब दें।		
Yes हाँ	1	GO TO QA2
No, person has shifted/moved out नहीं, व्यक्ति ने घर बदल लिया है/चले गए हैं	2	GO TO A1.3
No, person has died नहीं, व्यक्ति की मृत्यु हो गयी है	3	THANK RESPONDENT AND END INTERVIEW
No, person has been disenfranchised (in prison) नहीं, व्यक्ति को बेदखल कर दिया गया है (जेल में है)		THANK RESPONDENT AND END INTERVIEW
No, they live somewhere else नहीं, वे कहीं और रहते हैं	4	GO TO QA1.3
No नहीं	5	
No one by this name lived in this house इस घर में इस नाम का कोई नहीं रहता है	6	THANK RESPONDENT AND END INTERVIEW

QA1.3 You said that the person has shifted/moved out. Are you aware of when they may have moved or shifted out and can you tell us how long ago they moved out?

आपने बताया कि ..... व्यक्ति शिफ्ट हो गए हैं/चले गए हैं। क्या आप जानते है कि वे कब शिफ्ट हुए हैं और क्या आप हमें बता सकते हैं कि वे कितने समय पहले यहां से गए थे?

Less than a month ago एक महीनें पहले से कम	1	
A month to two months ago एक महीनें से दो महीनों पहले	2	
Two to three months ago दो महीनों से तीन महीनें पहले	3	
Three to four months ago तीन महीनें से चार महीनों पहले	4	
Four to five months ago चार से पांच महीनों पहले	5	THANK RESPONDENT AND END INTERVIEW
Five to six months ago पांच महीनों से 6 महीनें पहले	6	
Six months to a year ago 6 महीनें से एक साल पहले	7	
More than a year ago एक साल से ज्यादा पहले	8	
Don't know/Can't say पता नहीं/कह नहीं सकते	9	

QA2 Can we talk to _____ (CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)? As discussed earlier, we would like to ask them a few questions.

क्या हम ..... (कैपी चुने गए नागरिक का नाम दिखायें)से बात कर सकते है? जैसे पहले बताया गया, हम उनसे कुछ सवाल पूछना चाहेंगें।

Yes/Yes, I am that person हाँ/हाँ, मैं वो व्यक्ति हूँ	1	GO TO SECTION 2
Is not here at the moment but will be available later वे अभी यहां नहीं है लेकनि बाद में उपलब्ध होंगे	2	GO TO AQ2.1
No नहीं	3	

QA2.1 We would like to know whether you can answer a few questions on behalf of _____ (CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN) on details in the voter list. Are you confident that you know their details, such as their exact name, age etc.? Please look at the screen and answer the question with the help of the options shown.

हम जानना चाहेंगें क्या आप वोटर लिस्ट में विवरण पर ..... (कैपी चुने गए नागरिक का नाम दिखायें) की तरफ से कुछ सवालों के जवाब दे सकते हैं। क्या आप सुनिश्चित हैं कि आप उनके विवरण को जानते हैं, जैसे उनका सही नाम, उम्र आदि? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों की मदद से सवालों का जवाब दें।

Yes, I can answer on their behalf हाँ, मैं उनकी तरफ से जवाब दे सकता हूँ	1	CONTINUE TO A.2.1.1
Not Sure, but can try पक्का नहीं, लेकिन कोशिश कर सकता हूँ	2	CONTINUE TO A2.1.1

No, not confident/No नहीं, विश्वास नहीं / नहीं	3	IF CODED '2' IN QA2, SCREEN TO DISPLAY 'INTERVIEWER INSTRUCTION-REQUEST FOR AN APPOINTMENT ON THE DAY AND TIME THAT THEY MAY BE AVAILABLE AND DO A REVISIT'.IF CODED '3' IN QA2, THANK THE RESPONDENT AND END THE INTERVIEW CAPI TO DISPLAY DATE & TIME SELECTION GRID TO RECORD APPOINTMENT
Not interested/ Respondent is not available for more than a month	4	THANK AND END THE INTERVIEW

A2.1.1. Could you please tell me your name and relation with (CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)?
क्या आप मुझे अपना नाम और रश्िता (कैपी को चुने गए व्यक्ति का नाम डसिप्ले करना है) के साथ रश्िता बता सकते हैं?

INTERVIEWER TO RECORD NAME : इंटरव्यूअर को नाम दर्ज करना है:	
INTERVIEWER TO RECORD CONTACT NUMBER : इंटरव्यूअर को फोन नंबर दर्ज करना है	
INTERVIEWER TO POST CODE RELATION: इंटरव्यूअर को रश्िता नीचे कोड करना है:	
Husband पति	1
Wife पत्नी	2
Father पिताजी	3
Mother मां	4
Son/ Daughter बेटा/बेटी	5
Grandparent दादा/दादी	6
Relative (like aunt, uncle, niece, etc.) रश्ितेदार (जैसे चाची, चाचा, भतीजी आदि)	7
Others अन्य	8

CAPI-INSTRUCTION :
FOR EACH OF THE FIELDS, I.E. MEMBER NUMBER/AGE/GENDER/REGISTERED TO VOTE/VOTED IN LAST ELECTIONS, GIVE THE LAST DROP-DOWN OPTION AS 'CITIZEN DOES NOT WANT TO DISCLOSE THIS INFORMATION'

SECTION 2 – CAPI TO SHOW CONCERNED CITIZEN'S SERIAL NUMBER & VOTER ID
INSTRUCTION TO INTERVIEWER: TAKE OUT THE VOTER LIST FOR THIS POLLING PART AND SHOW IT TO THE CITIZEN/PERSON ANSWERING ON BEHALF OF THE CITIZEN. THEN, ASK THE QUESTIONS IN THIS SECTION
INTERVIEWER TO READ OUT – WHILE ANSWERING THE NEXT QUESTIONS, PLEASE KEEP IN MIND THAT THESE ARE FOR (CAPI TO DISPLAY NAME HERE)

QB1 Please take a look at the SERIAL number & VOTER ID number displayed on screen and using those, look for your details in this list and tell us whether all the information is entered correctly. (INTERVIEWER TO HELP CITIZEN BY POINTING TO WHERE SERIAL NUMBER AND VOTER ID ARE SHOWN ON THE LIST) कृपया स्क्रीन पर दिखायी गयी क्रम संख्या एवं वोटर आईडी नम्बर को देखें और उनका इस्तेमाल करते हुए, लिस्ट में अपना विवरण देखें और हमें बताऐं क्या सभी जानकारी सही से दर्ज की गयी है।					
Yes हाँ	1	GO TO QB5			
No नहीं	2	GO TO QB2			

QB2 What details have been mentioned incorrectly?
कौन सी जानकारियों को गलत बताया गया है?

QB3 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.
कृपया स्क्रीन पर दिए गए विकल्पों को देखते हुए गलती का प्रकार बताऐं। कृपया हमें लागू होने वाली सभी गलतियों के बारे में बताऐं।

QB4.1 Also, please tell us the correct information for the error i.e. the information that should have been there
साथ ही, कृपया हमें गलती के लिए सही जानकारी भी बताऐं यानि जानकारी जिसे वहां होना चाहिए

QB4.2 How many times have you tried to rectify this error in details (CAPI TO SHOW A DROP DOWN HERE WITH OPTIONS – NEVER, 1 TIME, 2 TIMES, 3 TIMES OR MORE)
आपने विवरण में इस गलती को कितनी बार ठीक कराने की कोशिश की है

INTERVIEWER TO RECORD DATA FOR QUESTIONS QB2 TO QB4.2 IN GRID BELOW

CAPI TO SHOW QB2 FIRST AND THEN QB3 BASED ON WHETHER ERROR FIELD HAS BEEN TICKED IN QB2 OR NOT. SHOW QB4.1 & 4.2 IN A SIMILAR MANNER CAPI TO HAVE LOGIC IN PLACE I.E. IF NAME IS TICKED FOR ERROR IN SPELLING, THE OPTION 'MISSING' SHOULD NOT SHOW

Error Field (QB2) (TCK ALL OPTIONS THAT APPLY)	Error Type 1 (QB3)-A	Error Type 2 (QB3)-B	Error Type 3 (QB3)-C	Error Type 4 (QB3)-D	ENTER CORRECT DATA (QB4.1)	ATTEMPTS TO RECTIFY ERROR (QB4.2)
1. Name नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)	Missing मिसिंग	Part Missing कोई हिस्सा मिसिंग है		
2. Father's/ Husband's/ Mother's/ Other's Name पिता का/ पति का/ माता का/ अन्य नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)	Missing मिसिंग	Part Missing कोई हिस्सा मिसिंग है		
3. Age उम्र	Wrong गलत	Missing मिसिंग				
4. Gender लिंग	Wrong गलत	Missing मिसिंग				
5. Address पता	Spelling mistake स्पेलिंग में गलती	Part missing कोई हिस्सा मिसिंग है	Part incorrect कोई हिस्सा गलत है			

QB5 Do you/ (CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE) have a voter ID card? Please look at the screen and answer with the help of the options shown.

क्या आप/..... (कैपी संबंधित नागरिक का नाम दिखायें) के पास कोई वोटर आईडी कार्ड है? कृपया स्क्रीन पर देखें और दिखाये गए विकल्पों की मदद से जवाब दें।

Yes I have the ID & photo displayed on it is correct हाँ मेरे पास आईडी है और उस पर दिखायी गयी फोटो सही है	1
Yes I have the ID & photo displayed on it is incorrect हाँ मेरे पास आईडी है और उस पर दिखायी गयी फोटो गलत है	2
Yes, I have the ID but there is no photo on it हाँ मेरे पास आईडी है लेकिन उस पर कोई फोटो नहीं है	3
No, I don't have the ID but have applied for it नहीं, मेरे पास आईडी नहीं है लेकिन मैनें इसके लिए अप्लाई किया है	4

I do not have a voter ID card मेरे पास वोटर आईडी कार्ड नहीं है	5
I do not have and have not applied for it मेरे पास नहीं है और इसके लिए आवेदन नहीं किया	6

INTERVIEWER TO SAY – PLEASE GO THROUGH THE ENTIRE LIST FOR THIS POLLING PART AND CHECK IF DETAILS OF (CAPI TO DISPLAY NAME OF THE CONCERNED CITIZEN) HAVE BEEN REPEATED OR NOT ANYWHERE ON THIS LIST

इंटरव्यूअर कहे – कृपया इस पोलिंग पार्ट के लिए पूरी लिस्ट को देख लें और जांच करें यदि ..... (कैपी संबंधित नागरिक का नाम दिखायें) की जानकारियों को दोहराया जा रहा है या इस लिस्ट पर कहीं नहीं है।

QB6.1 Are details of (CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE)/YOU repeated anywhere on the list? By repeats, I mean are the same details mentioned anywhere else on the list, or if (CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE)/YOU feel their/your name has been duplicated?

क्या .....(कैपी संबंधित नागरिक का नाम दिखायें)/आपकी जानकारियां लिस्ट में कहीं दोहरायी गई है? दोहराने से, मेरा मतलब क्या एक ही जानकारी को लिस्ट पर कहीं और बताया गया है, या क्या .....(कैपी संबंधित नागरिक का नाम दिखायें)/आपको लगता है कि उनका/आपका नाम डूप्लिकेट है?

Yes हाँ	1	CONTINUE TO QB6.2
No नहीं	2	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1
Refused इंकार किया	3	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1

QB6.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE BELOW GRID

इंटरव्यूअर नीचे ग्रिड में दोहराने की जानकारी को रिकॉर्ड करना है

CAPI INSTRUCTION - ONCE THE REPEAT IS TICKED, OPTIONS TO ENTER SERIAL NUMBER & VOTER ID SHOULD BE ACTIVATED/NUMBER OF REPEATS LIST ON SCREEN SHOULD BE 6

Repeat 1 (tick) दोहराना 1 (टिक)	Serial Number in list लिस्ट में क्रम संख्या	Voter ID वोटर आईडी _____	
Repeat 2 (tick) दोहराना 2 (टिक)	Serial Number in list लिस्ट में क्रम संख्या	Voter ID वोटर आईडी _____	
Repeat 3 (tick) दोहराना 3 (टिक)	Serial Number in list लिस्ट में क्रम संख्या	Voter ID वोटर आईडी _____	

CAPI INSTRUCTION – IF CODED '01' IN QB1, GO TO QB8; IF CODED '6' IN B5 GO TO SECTION 3, ELSE CONTINUE

QB7.1 You told us about the errors in your/their details on the voter list. Has (CAPI TO SHOW NAME OF CITIZEN CONCERNED)/ have you ever been prevented from voting in elections?

आपने हमें वोटर लिस्ट पर अपने/उनके जानकारी में गलतियों के बारे में बताया। क्या .....(कैपी संबंधित नागरिक का नाम दिखायें)/ आपको कभी चुनावों में वोट डालने से रोका गया है?

Yes हाँ	1	CONTINUE			
No नहीं	2	SKIP TO QB8			
Don't know/Can't say irk ugha@ dg ugha ldrs	3				

QB7.2 Can you tell us about the reasons given by the officials at the polling booth for not allowing a vote? PROBEAny others?RECORD VERBATIM

क्या आप हमें पॉलिंग बुथ पर अधिकारियों द्वारा आपको वोट डालने से रोकने के लिए दिए गए कारणों के बारे में बता सकते हैं? कोई अन्य?

SPACE TO TYPE IN ANSWER FOR QB7.2	

QB8 How many times did (CAPI TO DISPLAY NAME OF CITIZEN CONCERNED)/you have to register for voting before it was successful i.e. before the name got included in the list? _____ INTERVIEWER TO TICK OPTION APPLICABLE BELOW

.....(कैपी संबंधित नागरिक का नाम दिखायें)/ आपने लिस्ट में सफलतापूर्वक नाम शामिल होने से पहले वोटिंग के लिए कितनी बार रजिस्टर किया था?

1	2	3	4	5	6	7	8	9	10 OR MORE

QB9. Did you/(CAPI TO DISPLAY NAME OF CITIZEN CONCERENED) vote in the previous Lok Sabha elections?

क्या आपने /(कैपी में संबंधति नागरकि का नाम डसिप्ले करें) ने पछिले लोक सभा चुनावों में वोट डाला था?

Yes	1
No	2
Was not eligible to vote during previous elections	3
Don't Know/ Can't say	4

SECTION3 – DEMOGRAPHICS AND OTHER SOCIO-ECONOMIC AND RELIGIOUS QUESTIONS

Interviewer to say: Now, we would be asking you a few questions on the citizen's (CAPI TO DISPLAY CITIZEN'S NAME)/ your education, occupation, religion etc.

इंटरव्यूअर कहे : अब, हम नागरिक ..... (कैपी नागरिक का नाम दिखायें)/आपकी शिक्षा, काम/व्यवसाय, धर्म आदि पर कुछ सवाल पूछेंगें।

QC1 What is the maximum level to which (CAPI TO DISPLAY CITIZEN'S NAME) has/you have studied? SHOW SCREEN TO RESPONDENT

.....(कैपी नागरिक का नाम दिखायें)/आपने अधिकतम कहां तक पढ़ाई की है?

Illiterate अशिक्षित	1
School up to 4 years स्कूल 4 साल तक	2
School 5-9 years स्कूल 5–9 साल	3
SSC/HSC एसएससी/एचएससी	4

Some college but not a graduate कुछ कॉलेज लेकिन ग्रेजुऐट नहीं	5
Graduate/ Post Graduate – general ग्रेजुऐट/ पोस्ट ग्रेजुऐट – जनरल	6
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुऐट/ पोस्ट ग्रेजुऐट – प्रोफेशनल (जैसे इंजीनियरींग, आर्किटैक्चर, डॉक्टर, वकील, सीए)	7
Graduate + Professional diploma (women's polytechnic) ग्रेजुऐट + प्रोफेशनल डिप्लोमा (वुमेन्स पॉलीटैकनीक)	8

QC2 Could you please tell me (CAPI TO DISPLAY CITIZEN'S NAME)'s/your occupation? SHOW SCREEN TO RESPONDENT. IF RETIRED: What was(CAPI TO DISPLAY CITIZEN'S NAME)'s/your occupation before retirement?
कृपया मुझे बताऐं .....(कैपी नागरिक का नाम दिखायें)/आप क्या काम करते हैं? यदि रिटायर्डः रिटायरमेंट से पहले .....(कैपी नागरिक का नाम दिखायें)/आप क्या काम करते थे?

Unskilled अकुशल कर्मचारी	1
Skilled worker कुशल कर्मचारी	2
Petty Trader छोटे व्यापारी	3
Shop Owner दुकान मालिक	4
Businessmen/Industrialists with no. of employees – None बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या – कोई नहीं	5
Businessmen/Industrialists with no. of employees – 1 to 9 बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या– 1 से 9	6
Businessmen/Industrialists with no. of employees – 10+ बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या – 10+	7
Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8
Clerical/Salesmen क्लर्क/सेल्समैन	9
Supervisory level सुपरवाइज़री स्तर	10
Officers/Executives – junior ऑफिसर्स/एग्जिक्यूटिव्स – जूनियर	11

Officers/Executives – middle or senior ऑफिसर्स / एग्जिक्यूटिव्स – मिडल या सीनियर	12	
Housewife गृहणी	13	
Student छात्र/छात्रा	14	
Unemployed	15	

QC3 Can you please tell me about (CAPI TO DISPLAY CITIZEN'S NAME)'s/your marital status? SHOW SCREEN TO RESPONDENT कृपया मुझे .....(कैपी नागरिक का नाम दिखायें) / अपना वैवाहिक स्तर बताऐं?		
Married विवाहित	1	
Single अकेले	2	
Divorced तलाकशुदा	3	
Widowed विधवा / विधुर	4	
QC4 What type of family does the citizen (CAPI TO DISPLAY CITIZEN'S NAME)/do you live in? SHOW SCREEN TO RESPONDENT नागरिक .....(कैपी नागरिक का नाम दिखायें) / आप किस प्रकार के परिवार में रहते हैं?		
Single Vdsys	1	
Nuclear family/ only husband & wife/ partners/live in एकल परिवार / केवल पति एवं पत्नी / पार्टनर्स / लिव इन	2	
Nuclear family with parents (No Children) माता–पिता के साथ एकल परिवार (बच्चे नहीं)	3	
Nuclear family with parents and children माता–पिता और बच्चों के साथ एकल परिवार	4	
Nuclear family with children (No Parents) बच्चों के साथ एकल परिवार (माता–पिता नहीं)	5	
Extended joint family विस्तृत संयुक्त परिवार	6	
Others/Unspecified अन्य / अस्पष्ट	7	
Do not want to answer जवाब नहीं देना चाहते	8	
QC5Which religion does (CAPI TO DISPLAY CITIZEN'S NAME)/ do youfollow? SHOW SCREEN TO RESPONDENT .....(कैपी नागरिक का नाम दिखायें) / आप किस धर्म का पालन करते हैं?		
Hindu हिन्दू	1	GO TO QC6.1

Muslim मुसलमान	2	GO TO QC6.2
Christian ईसाई	3	
Sikh सिख	4	
Jain जैन	5	
Buddhist बौद्ध	6	GO TO QC7
None कोई नहीं	7	
Do not want to answer जवाब नहीं देना चाहते	8	
Others (Specify) अन्य (बताऐं)_____	99	
QC6.1 Which social group does (CAPI TO DISPLAY CITIZEN'S NAME)/do you belong to? SHOW SCREEN TO RESPONDENT .....(कैपी नागरिक का नाम दिखायें)/आप किस सामाजिक समुह से संबंधित हैं?		
OBC – Other Backward Caste ओबीसी–अन्य पिछड़ी जाति	1	
SC – Scheduled Caste एससी– अनुसूचित जाति	2	
ST – Scheduled Tribes एसटी – अनुसूचित जनजाति	3	
GEN – General/Forward Caste सामान्य – सामान्य/अग्रिम जाति	4	GO TO QC7
Don't Know/Can't say पता नहीं/कह नहीं सकते	5	
Do not want to answer tokc ugha nsuk pkgrs	6	
QC6.2 Which social group does (CAPI TO DISPLAY CITIZEN'S NAME)/do you belong to? SHOW SCREEN TO RESPONDENT .....(कैपी नागरिक का नाम दिखायें)/आप किस सामाजिक समुह से संबंधित हैं?		
OBC – Other Backward Caste ओबीसी–अन्य पिछड़ी जाति	1	
GEN – General/Forward Cast सामान्य – सामान्य/अग्रिम जाति	2	
Don't Know/Can't say पता नहीं/ कह नहीं सकते	3	GO TO QC7
Do not want to answer जवाब नहीं देना चाहते	4	

QC7 Is (CAPI TO DISPLAY CITIZEN'S NAME) the chief wage earner of the household? By the term 'chief wage earner', I mean the member who makes the maximum contribution to family expenditure. क्या ..... (कैपी नागरिक का नाम दिखायें) घर के मुख्य कमाने वाले सदस्य हैं? मुख्य कमाने वाले सदस्य से, मेरा मतलब सदस्य जो परिवार के खर्चों के लिए अधिकतम योगदान करते हैं।		
Yes हाँ	1	CAPI TO CALCULATE SEC BASED ON GRID GIVEN AFTER QC8 USING QUESTIONS QC1 AND QC2. THANK THE RESPONDENT AND END INTERVIEW
No नहीं	2	GO TO QC8.1
QC8.1Now, I would like to know something about the person who makes the maximum contribution to the family expenditure. When I mean family, I mean family of (CAPI TO DISPLAY CITIZEN'S NAME). अब, मैं उस व्यक्ति के बारे में कुछ जानना चाहूंगा जो परिवार के खर्चों के लिए अधिकतम योगदान करता है। परिवार से मेरा मतलब, ... (कैपी नागरिक का नाम दिखायें) के परिवार से है। What is the maximum level to which the chief wage earner has studied? Please look at the screen and answer with the help of the options shown मुख्य कमाने वाले व्यक्ति ने अधिकतम कहां तक पढ़ाई की है? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों की मदद से जवाब दें		
Illiterate अशिक्षित	1	
School up to 4 years स्कूल 4 साल तक	2	
School 5-9 years स्कूल 5–9 साल	3	
SSC/HSC एसएससी/एचएससी	4	
Some college but not a graduate कुछ कॉलेज लेकिन ग्रेजुऐट नहीं	5	
Graduate/ Post Graduate – general ग्रेजुऐट/ पोस्ट ग्रेजुऐट – जनरल	6	
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुऐट/ पोस्ट ग्रेजुऐट –प्रोफेशनल (जैसे इंजीनियरींग, आर्किटैक्चर, डॉक्टर, वकील, सीए)	7	
Graduate + Professional diploma (women's polytechnic) ग्रेजुऐट + प्रोफेशनल डिप्लोमा (वुमेन्स पॉलीटैकनीक)	8	
QC8.2 Could you please tell me the occupation of the chief wage earner? (IF RETIRED: What was the chief wage earner's occupation before they retired?)Please look at the screen and answer with the help of the options shown कृपया मुझे मुख्य कमाने वाले सदस्य का व्यवसाय बताऐं? (यदि रिटायर्ड : रिटायर होने से पहले मुख्य कमाने वाले सदस्य का व्यवसाय क्या था?) कृपया स्क्रीन को देखें और दिखायें गए विकल्पों की मदद से जवाब दें		
Unskilled अकुशल कर्मचारी	1	

Skilled worker कुशल कर्मचारी	2
Petty Trader छोटे व्यापारी	3
Shop Owner दुकान मालिक	4
Businessmen/Industrialists with no. of employees – None बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या –कोई नहीं	5
Businessmen/Industrialists with no. of employees – 1 to 9 बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या– 1 से 9	6
Businessmen/Industrialists with no. of employees – 10+ बिजनेसमैन/उद्योगपति के साथ कर्मचारियों की संख्या – 10+	7
Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8
Clerical/Salesmen क्लर्क/सेल्समैन	9
Supervisory level सुपरवाइज़री स्तर	10
Officers/Executives – junior ऑफिसर्स/एग्जिक्यूटिव्स – मिडल या जुनियर	11
Officers/Executives – middle or senior ऑफिसर्स/एग्जिक्यूटिव्स – मिडल या सीनियर	12

SEC GRID		EDCUCATION (QC8.1)	Illiterate1	School: upto 4 years	School: 5-9 years	SSC/ HSC	Some college but not graduate	Graduate/ Post graduate general	Graduate / Post graduate professional
OCCUPATION (QC8.2)			1	2	3	4	5	6	7
1. Unskilled Worker			E2	E2	E1	D	D	D	D
2. Skilled worker			E2	E1	D	C	C	B2	B2
3. Petty trader			E2	D	D	C	C	B2	B2
4. Shop owner			D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees									
5.	None		D	C	B2	B1	A2	A2	A1
6.	1-9		C	B2	B2	B1	A2	A1	A1
7.	10+		B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional			D	D	D	B2	B1	A2	A1
9. Clerical / Salesman			D	D	D	C	B2	B1	B1
A. Supervisory level			D	D	C	C	B2	B1	A2
B. Officers/Executives- Junior			C	C	C	B2	B1	A2	A2
C. Officers/Executives middle / senior			B1	B1	B1	B1	A2	A1	A1

QA3 How long has (CAPI TO DISPLAY NAME HERE)/have you lived at this particular address? Please look at the screen and answer using the options shown.

.....(कैपी यहां नाम दिखायें)/आप इस पते पर कितने समय से रह रहें हैं? कृपया स्क्रीन को देखें और दिखायें गए विकल्पों के अनुसार जवाब दें।

Less than 1 month	1
1-3 months	2
3-6 months	3
6 months – 1 year	4
1 – 1.5 years	5
1.5 yrs – 2 years	6
2 yrs -2.5 years	7
2.5 yrs – 3 years	8
3 yrs – 4 years	9
4 yrs – 5 years	10
5 or more years	11
Don't know/Can't Say	12

QA4 How long has (CAPI TO DISPLAY NAME HERE)/have you lived in this city, DELHI? Please look at the screen and answer using the options shown

.....(कैपी यहां नाम दिखायें)/आप इस शहर, दिल्ली में कितने समय से रहते हैं? कृपया स्क्रीन को देखें और दिखायें गए विकल्पों के अनुसार जवाब दें।

CAPI INSTRUCTION – HAVE A LOGIC CHECK FOR QUESTIONS QA3 & QA4 i.e. IF 6 IS CODED IN QA3, NO VALUE BELOW 6 CAN BE CODED FOR QA4

Less than 1 month	1
1-3 months	2
3-6 months	3
6 months – 1 year	4
1 – 1.5 years	5
1.5 yrs – 2 years	6
2 yrs -2.5 years	7
2.5 yrs – 3 years	8
3 yrs – 4 years	9
4 yrs – 5 years	10
5 or more years	11
Don't know/Can't Say	12

QA5 Is (CAPI TO DISPLAY NAME HERE)/Are you a tenant or the owner of this address? क्या ..... (कैपी यहां नाम दिखायें) क्या आप इस पते पर मालिक या किरायेदार है?	Tenant किरायेदार	1
	Owner मालिक	2

QA6 Could you please provide us with the your/ (CAPI TO DISPLAY NAME HERE)'s contact number? क्या आप हमें अपना /(कैटी को यहा नाम डसिप्ले करना है) का फोन नंबर बता सकते हैं?	
INTERVIEWER TO RECORD CONTACT NUMBER इंटरव्यूअर को फोन नंबर दर्ज करना है	
Refused/ Don't know/ Can't say बताने से मना कयिा/ पता नहीं/ कह नहीं सकते	1

END OF SURVEY – THANK YOU

9.5 Appendix 5: The citizen-centric questionnaire

CENTER		Polling Part Number										CAPI TO GIVE DROP DOWNS FOR EACH OF THESE FIELDS
Delhi	1	Parliamentary Constituency										
Bangalore	2	Assembly Constituency										
		Name of supervisor/Team Leader:										
		Name of interviewer:										
		Interviewer's Code:	Date of interview	D	D	M	M	2	0	1	4	

CAPI to generate a unique ID for each respondent. Format : "ACno./PPno./S.no."

Q04.1 INTERVIEW TYPE - CAPI TO PROVIDE THE FOLLOWING BUTTONS:
Random
रैंडम
Revisit 1
रीवजिटि 1
Revisit 2
रीवजिटि 2
Substitution from within family
परविार में ही कसिी से बदला गया है
Substitution from the same locality
उसी इलाके में ही कसिी से बदला गया है

For revisit – Capture the details of the appointment and Interviewer to enter the unique ID generated for that respondent. The appointment date must not exceed 7 days from date of interview. If it does, substitute within family. Each re-visit would be a fresh interview with the unique ID generated by CAPI linking the re-visits. Also, the following details to be captured:
रीवजिटि के लिए - एप्वाइंट की जानकारियों को लें और इंटरव्यूअर को उस रस्पिोन्डेंट के लिए बनी अनोखी आईडी को दर्ज करना है। एप्वाइंटमेंट की तारीख इंटरव्यू की तारीख से 7 दनि से ज़्यादा बाद की नहीं होनी चाहिए। यदि है तो, रस्पिोन्डेंट की जगह परविार में कसिी और को चुनें। प्रत्येक री-वजिटि कैपी द्वारा री-वजिटि को जोड़ने के दौरान बनी अनोखी आईडी के साथ एक नया इंटरव्यू होगा:

Full Name पूरा नाम:
Age उम्र:
Gender लगि:

If Substitution within Family – Interviewer to enter the unique ID of the respondent who is being substituted and continue with the interview with the available family member. It would be a fresh interview with the unique ID linking the interviews.
यदि रस्पिोन्डेंट को परविार में कसिी से बदला/सब्सीट्यूट कयिा गया है - इंटरव्यूअर को बदले गए/नए रस्पिोन्डेंट की अनोखी आईडी को दर्ज करना है और इंटरव्यू को उपलब्ध परविार के सदस्य के साथ करना है। यह इंटरव्यू से जुड़ी अनोखी आईडी के साथ एक नया इंटरव्यू होगा।

If Substitution within locality – Interviewer to go to the next household and CAPI to do a forced selection post capturing

all details of the new household and the unique ID of the respondent being substituted with. It would be a fresh interview with the unique ID linking the interviews.
यदि रिस्पोन्डेंट को उसी इलाके में किसी से बदला/सब्सीट्यूट किया गया है - इंटरव्यूअर को अगले घर में जाना है और कैपी को नए घर की सभी जानकारियों को लेने के बाद फोर्स सलिक्शन करना है और बदले गए रिस्पोन्डेंट के लिए अनोखी आईडी देनी है। यह इंटरव्यू से जुड़ी अनोखी आईडी के साथ एक नया इंटरव्यू होगा।
LOGIC CHECK: "4/5" coding in 04.1 possible only after "2 and 3" has been coded for each unique ID for each respondent.
लॉजिक चेक: 04.1 में "4/5" कोडिंग केवल प्रत्येक रिस्पोन्डेंट के लिए हर एक अनोखी आईडी के लिए "2 या 3" कोड करनेके बाद ही संभव है

LOCATION INFORMATION: Q01 Instruction to Interviewer – please record the number and address of the house that you have approached in the below grid. Make sure to enter all details such as the door/house number or name, street or gali name/number, area name, Pin Code etc. इंटरव्यूअर के लिए निर्देश - कृपया नीचे ग्रिड में घर का नंबर और पता रिकॉर्ड करें जिससे आपने संपर्क किया है। सुनिश्चित करें कि सभी जानकारियों जैसे कि डोर/घर संख्या या नाम, स्ट्रीट या गली नाम/संख्या, एरिया/क्षेत्र का नाम, पिन कोड आदि को दर्ज कर दिया है।		
Address Line 1		
Address Line 2		Pin Code
Q02 Instruction to Interviewer – please look at the dwelling/house that the respondent lives in & and tick the type that you think it fits best इंटरव्यूअर के लिए निर्देश - कृपया घर/आवास को देखें जिसमें रिस्पोंडेंट रहता है और उस प्रकार पर टिक करें जो आपके अनुसार सबसे अच्छी फिट होता है		
Upper Class Housing अपर क्लास हाउसिंग	5	CAPI TO DISPLAY IMAGES OF EACH HOUSING TYPE WITH CLEAR LABELS
Upper Middle Class Housing अपर मिडिल क्लास हाउसिंग	4	
Lower Middle Class Housing लोअर मिडिल क्लास हाउसिंग	3	
One room home/Designated Slum एक कमरे का घर/नियुक्त स्लम	2	
Self-Built Informal Slum Housing स्व-निर्मित अनौपचारिक स्लम हाउसिंग	1	
Q03 instruction to interviewer – Knock on the door and wait for a response इंटरव्यूअर के लिए निर्देश - दरवाज़ा खटखटायें और जवाब का इंतजार करें		
Door opened/response received दरवाज़ा खुला/जवाब मिला	1	CONTINUE TO Q04
Door Locked/No response दरवाज़ा बंद/जवाब नहीं मिला	2	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "Please end this interview and go to the next household" ''कृपया इस इंटरव्यू को बंद करें और अगले घर पर जायें''

Q04 INTERVIEWER TO SAY
इंटरव्यूअर कहे
Namaste! I am_____ (MENTION YOUR NAME) from TNS Global, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.
नमस्ते! मेरा नाम ..... (अपना नाम बताऐं) है, और मैं टीएनएस ग्लोबल से आया हूँ, यह एक अग्रणी मार्केट रिसर्च कंपनी है, जो जनाग्रह सेंटर फोर सटिीजनशपि एण्ड डेमोक्रेसी की तरफ से काम कर रही है। हम नयिमति तौर पर वभिन्नि वषियों और सेवाओं पर नागरकिों के बीच सर्वे करते हैं। आजकल, हम वोटर लसि्ट और उनकी क्वालटिी पर आपके क्षेत्र में सर्वे कर रहें है। क्या आप अपना थोड़ा सा समय दे सकते हैं? धन्यवाद।
Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.
इस इंटरव्यू को शुरू करने से पहले, मैं यह पुष्टि कर देना चाहूंगा कि यह मार्केट रिसर्च सोसाइटी ऑफ इंडिया (एमआरएसआई) और मार्केट रिसर्च के लिए अंतर्राष्ट्रीय दिशा निर्देशों के तहत किया जा रहा है।
Please be assured that all information given by you will be kept strictly confidential. The response collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose. Will you be interested in being a part of this survey?
कृपया निश्चिंत रहें कि आपके द्वारा दी गई सभी जानकारी को पूरी तरह से गोपनीय रखा जायेगा। परिणामों को पेश करने से पहले एकत्र किए गए जवाबों को अन्य लोगों द्वारा दिए गए जवाबों के साथ मिला दिया जायेगा। किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी व्यवसायिक उद्देश्य के लिए इस्तेमाल नहीं किया जायेगा। क्या आप इस सर्वे में हिस्सा लेना चाहेंगें?

Yes हाँ	1	CONTINUE
Yes, but some other time हाँ, लेकिन किसी और समय	2	INTERVIEWER TO ASK IF THERE IS SOMEONE ELSE IN THE HOUSE THAT THEY COULD TALK TO. IF THE ANSWER IS STILL 'NO', REQUEST AN APPOINTMENT AND VISIT THE HOUSE AT THE FIXED TIME इंटरव्यूअर को पूछना है कि क्या घर में कोई और है जिनसे बात कर सकते हैं। यदि जवाब अभी 'नहीं है' तो एप्वाइंट के लिए अनुरोध करें और तय समय पर घर में जाये। CAPI INSTRUCTION – CAPI TO SHOW A DATE AND TIME SELECTION GRID AND RECORD IT. THEN END INTERVIEW
No नहीं	3	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "Please end this interview and go to the next household" "कृपया इस इंटरव्यू को समाप्त कर दें और अगले घर में जायें"

Q05.1 Can you please tell me number of members living in this particular household aged 18 and above?
कृपया मुझे इस घर में रह रहे 18 साल और अधकि उम्र के सदस्यों की संख्या बतायें?

INTERVIEWER TO RECORD : _____
इंटरव्यूअर को दर्ज करना है:

Q05.2 Can you please tell me the name, age and gender of all your family members living in this particular household aged 18 and above? We are asking for this so that we can then randomly select any one person above 18 from your household to take part in this survey. (INTERVIEWER INSTRUCTION - Explain that family includes the people who are related to each other, who regularly stay together in the same address, and who share resources with each other)
क्या आप मुझे इस घर में रह रहे 18 साल या अधकि उम्र के सभी परविार के सदस्यों के नाम, उम्र और लगि बता सकते हैं? हम इसे इसलएि पूछ रहे हैं ताकि हम बाद में इस सर्वे में भाग लेने के लएि आपके घर से 18 साल से अधकि उम्र के कसिी एक सदस्य को चुन सकें। (इंटरव्यूअर नर्दिेश - समझाएं कि परविार में उन सदस्यों को शामलि करें जो एक दूसरे से संबंधति हैं, जो नयिमति रुप से एक ही पते में साथ रहते हैं, और संसाधनों/सुवधिाओं को एक साथ मलिकर इस्तेमाल करते हैं)
INTERVIEWERS TO RECORD DETAILS (NAME, GENDER AND AGE) OF HOUSEHOLD MEMBERS WHO ARE AGE 18 YEARS AND ABOVE IN DESCENDING ORDER ONE BY ONE, STARTING FROM OLDEST TO YOUNGEST. MAKE SURE TO ENTER EXACT NAMES AND OTHER DETAILS; GET THE RESPONDENT TO VERIFY THEM ONCE THESE ARE ENTERED FOR SPELLING ERRORS ETC.
इंटरव्यूअर को घर के सदस्यों की जानकारयिों (नाम, लगि और उम्र) को दर्ज करें जो 18 साल और अधकि उम्र के हैं। सही नाम और अन्य जानकारयिों को दर्ज करना सुनश्चिति करें; स्पेलगि गलतयिों आदि के लएि दर्ज की गयी जानकारयिों की रस्पिोन्डेंट से पुष्टि करनी है।

Sr. Number	Name नाम	Age उम्र
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

IN SUBSTITUITON IN FAMILY INTERVIEW: IF CODED '4' IN Q04.1, PROVIDE A BUTTON WHICH SAYS 'GO TO FORCED SELECTION'. IF PRESSED, SURVEY SHOULD GO TO Q06.1

Q06 CAPI INSTRUCTION – IN RANDOM/ SUBSTITUTION FROM SAME LOCALITY INTERVIEW (CODED '1/5' IN Q04.1): CAPI TO SELECT ONE OF THE ABOVE LISTED MEMBERS RANDOMLY AND DISPLAY THEIR INFORMATION BELOW AS SHOWN:

SELECTED MEMBER NAME – चुने गए सदस्य का नाम		

AGE- उम्र	GENDER- लिंग

INTERVIEWER INSTRUCTION - INTERVIEWER TO CHECK AVAILABILITY OF THE SELECTED MEMBER AND CONTINUE THE INTERVIEW
इंटरव्यूअर निर्देश - इंटरव्यूअर को चुने गए सदस्य की उपलब्धता की जांच करनी है और इंटरव्यू जारी रखना है
IF NOT AVAILABLE:
यदि उपलब्ध नहीं हैं
CAPI INSTRUCTION –
FOR RANDOM INTERVIEW: CHECK FOR AVAILABILITY AND TAKE APPOINTMENT.
IN CASE OF AN APPOINTMENT, CAPI TO PROVIDE A DATE AND TIME SELECTION GRID HERE AND RECORD THE ENTRY. ENTRY SHOULD NOT BE POSSIBLE BEYOND 30 DAYS FROM DATE OF INTERVIEW. TERMINATE INTERVIEW.
INTERVIEWER INSTRUCTION: IN CASE RESPONDENT IS N0T AVAILABLE FOR MORE THAN A WEEK, END INTERVIEW AND START FRESH INTERVIEW BY SELECTING '4/5' IN INTERVIEW TYPE.
इंटरव्यूअर निर्देश: यदि रिस्पोन्डेंट एक हफ्ते से ज़्यादा समय के लिए उपलब्ध नहीं है तो, इंटरव्यू बंद कर दें और इंटरव्यू प्रकार में '4/5' चुनते हुए नए इंटरव्यू से शुरुआत करें।

IN SUBSTITUITON IN LOCALITY INTERVIEW: IF CODED '5' IN Q04.1, PROVIDE A BUTTON WHICH SAYS 'GO TO FORCED SELECTION'. IF PRESSED, SURVEY SHOULD GO TO Q06.1

INTERVIEWER INSTRUCTION – IF AFTER TWO VISITS, THE SELECTED MEMBER IS NOT AVAILABLE, THEN SUBSTITUTE WITH A PERSON IN THE HOUSEHOLD OF AROUND THE SAME GENDER & AGE. IF THAT IS NOT POSSIBLE, SUBSTITUTE A PERSON WITHIN THE HOUSEHOLD & IF THAT'S ALSO NOT POSSIBLE, ONE FROM WITHIN THE SAME LOCALITY
इंटरव्यूअर निर्देश - यदि दो विज़िट्स के बाद, चुना गया सदस्य उपलब्ध नहीं होता है, तो व्यक्ति को घर में उसी लिंग और उम्र के सदस्य से सब्सीट्यूट करें। यदि संभव नहीं है, तो घर में ही किसी व्यक्ति से सब्सीट्यूट करें और यदि वह भी संभव नहीं है तो उसी इलाके में से किसी को चुनें।

CAPI TO SHOW GRID WITH DATA ENTERED IN Q05.2 AND ALLOW INTERVIEWER TO SELECT ANY ONE ELIGIBLE CITIZEN
Q06.1 Interviewer to select any one citizen from the grid below:
इंटरव्यूअर नीचे ग्रिड से किसी एक नागरिक को चुनें:

Sr. Number क्रम संख्या	Name नाम	Age उम्र
1		
2		
3		
4		

INTERVIEWER INSTRUCTION – SPEAK TO THE SELECTED MEMBER AND IF THEY ARE NOT THE SAME AS THE ONE YOU SPOKE TO AT THE DOOR/CONTACTED EARLIER, INTRODUCE YOURSELF AGAIN AND PROVIDE DETAILS OF THE STUDY

इंटरव्यूअर निर्देश - चुने गए सदस्य से बात करें और यदि वे वहीं है जिन से आपने दरवाजे पर बात की/ पहले संपर्क किया था, अपना परिचय दुबारा से दें और स्टडी की जानकारी प्रदान करें।

Namaste! I am_____ (MENTION YOUR NAME) from TNS Global, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.

नमस्ते! मेरा नाम ..... (अपना नाम बताऐं) है, और मैं टीएनएस ग्लोबल से आया हूँ, जो एक अग्रणी मार्केट रिसर्च कंपनी है, जो जनाग्रह सेंटर फोर सिटीजनशिप एण्ड डेमोक्रेसी की तरफ से काम कर रही है। हम नियमित तौर पर विभिन्न विषियों और सेवाओं पर नागरिकों के बीच सर्वे करते हैं। आजकल, हम वोटर लिस्ट और उनकी क्वालिटी पर आपके क्षेत्र में सर्वे कर रहें हैं। कृपया क्या आप कुछ समय देंगे? धन्यवाद।

Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.

इस इंटरव्यू को शुरू करने से पहले, मैं यह पुष्टि कर देना चाहूंगा कि यह मार्केट रिसर्च सोसाइटी ऑफ इंडिया (एमआरएसआई) और मार्केट रिसर्च के लिए अंतर्राष्ट्रीय दिशा निर्देशों के तहत किया जा रहा है।

Please be assured that all information given by you will be kept strictly confidential. The response collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose.

कृपया निश्चिंत रहें कि आपके द्वारा दी गई सभी जानकारी को पूरी तरह से गोपनीय रखा जायेगा। परिणामों को पेश करने से पहले एकत्र किए गए जवाबों को अन्य लोगों द्वारा दिए गए जवाबों के साथ मिला दिया जायेगा। किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी व्यवसायिक उद्देश्य के लिए इस्तेमाल नहीं किया जायेगा। क्या आप इस सर्वे में हिस्सा लेना चाहेंगें?

QA1.1 Are you registered in the voter list at this present address? (INTERVIEWER INSTRUCTION – Wait for the selected citizen to answer and then code.

क्या आपने इस वर्तमान पते से वोटर लिस्ट में रजिस्टर्ड किया है? (इंटरव्यूअर निर्देश- चुने गये नागरिक को जवाब देने के लिए रुकें और फिर कोड करें)

निर्देश - चुने गए नागरिक के जवाब देने तक रुकें और उसके बाद कोड करें।

QA1.2 INTERVIEWER INSTRUCTION - Please look through the voter list of this particular polling part and check if the selected citizen is present or not.

इंटरव्यूअर निर्देश- कृपया इस पोलिंग पार्ट की वोटर लिस्ट को देखें और चेक करें यदि चुने गये नागरिक उसमें मौजूद है या नहीं।

If present, code 'yes', else 'no'. If not present, while they answered 'yes', inform them that their name is not on the list for this particular polling part)

यदि मौजूद है, तो 'हां' कोड करें, नहीं तो 'नहीं' कोड करें। यदि मौजूद नहीं है, जबकि उन्होंने 'हां' में जवाब दिया है तो उन्हें बतायें कि उनका नाम इस पोलिंग पार्ट की लिस्ट में नहीं है।

	QA1.1	QA1.2
Yes, definitely हां, निश्चित रुप से	1	1
Yes, I think I am हां, मेरे विचार से मैंने किया है	2	
Don't know/Can't say पता नहीं/ कह नहीं सकते	3	
No	4	4

QA2.1 Please look at the options shown on screen and tell us which all apply to you .....
कृपया स्क्रीन पर दिखाये गये विकल्पों को देखें और हमें बतायें कि आपके कौन-कौन से लागू होते हैं .....
INTERVIEWER INSTRUCTION – PROMPT IF THEY ANSWER ANY FROM 1/2/3 IF THEY HAVE ALSO APPLIED FROM THIS ADDRESS
इंटरव्यूअर निर्देश - प्रॉम्प्ट करें यदि उन्होंने 1/2/3 में से कोई भी जवाब दिया है यदि उन्होंने इस पते से भी अप्लाई किया है।

	Tick wherever applicable	GENERAL CAPI INSTRUCTION – ALLOW '1/2/3' TO BE CODED ALONG WITH '5'. NO OTHER CODES SHOULD BE ALLOWED TOGETHER
Registered to vote in the same Assembly Constituency but in a different area/part/ polling part उसी विधानसभा निर्वाचन क्षेत्र में वोटिंग के लिए रजिस्टर्ड किया है लेकिन अलग एरिया/ क्षेत्र/पार्ट पोलिंग पार्ट में	1	IF CODED '5' AS WELL AS 1/2/3, GO TO QA2.2 & THEN QA2.3. IF ONLY 1/2/3 CODED, GO TO QA2.3 CAPI INSTRUCTION – CODE '5' CAN BE TICKED WITH 1/2/3
Registered to vote in the same city, some other Assembly Constituency उसी शहर लेकिन किसी अन्य विधानसभा निर्वाचन क्षेत्र में वोटिंग के लिए रजिस्टर्ड किया है	2	
Registered to vote in a different city or village etc. अलग शहर या गांव आदि में वोटिंग के लिए रजिस्टर्ड किया है	3	
Registered to vote from this address इस पते से वोटिंग के लिए रजिस्टर्ड किया है	4	GO TO QA2.2, THEN QA2.4 & THEN QA2.6
Have applied from current address वर्तमान पते से आवेदन किया है	5	IF ONLY '5' CODED IN QA2.1, GO TO QA2.2 & THEN QA2.6
Have not/never registered to vote वोटिंग के लिए रजिस्टर्ड नहीं/कभी नहीं किया	6	GO TO QA2.5
Have applied from a different address अगले पते से अप्लाई किया	7	GO TO QA2.5
Don't Know/ Cant Say पता नहीं/कह नहीं सकते	8	GO TO A2.4 AND THEN TO SECTION 3
QA2.2 How long ago did you register to vote from this address? आपने इस पते से वोटिंग के लिए कितने समय पहले रजिस्टर किया था?		
Less than 1 week 1 हफ्ते से कम	1	IF CODED 1/2/3 IN QA2.1, GO TO QA2.3. IF CODED ONLY '5' IN QA2.1, GO TO QA2.6
1 week or more but less than 2 weeks 1 हफ्ता या ज़्यादा लेकिन 2 हफ्ते से कम	2	

2 weeks or more but less than 3 weeks 2 हफ्ते या ज़्यादा लेकिन 3 हफ्ते से कम	3	
3 weeks or more but less than 4 weeks 3 हफ्ते या ज़्यादा लेकिन 4 हफ्ते से कम	4	
4 weeks or more but less than 5 weeks 4 हफ्ते या ज़्यादा लेकिन 5 हफ्ते से कम	5	
5 weeks or more but less than 6 weeks 5 हफ्ते या ज़्यादा लेकिन 6 हफ्ते से कम	6	
6 weeks or more but less than 2 months 6 हफ्ते या ज़्यादा लेकिन 2 महीने से कम	7	
2 months or more but less than 6 months 2 महीने या ज़्यादा लेकिन 6 महीने से कम	8	
6 months or more 6 महीने या ज़्यादा	9	
Don't know/can't say पता नहीं/कह नहीं सकते	10	

QA2.3 You told us that you are registered to vote, but not in this particular polling part. Can you please tell us where exactly are you registered?
आपने हमें बताया कि आप वोट डालने के लिए रजिस्टर्ड हैं, लेकिन इस पोलिंग पार्ट/केन्द्र में नहीं। कृपया हमें बतायें कि आपने वास्तव कहां पर रजिस्टर्ड किया है?
CAPI INSTRUCTION – IF CODED 1 IN QA2.1, ONLY ALLOW 'AREA NAME TO BE ENTERED, THE REST TO BE AUTOMATICALLY DISPLAYED. IF CODED 2 IN QA2.1, ONLY ALLOW FIELDS 1 & 2 TO BE ENTERED AND THE REST TO BE AUTOMATICALLY DISPLAYED. IF CODED 3 IN QA2.1, ALLOW FIELDS 1,2,3 & 4.
FIELD 5 TO BE ALLOWED AT ALL TIMES AND ONLY ONE OUT OF THE TWO CAN BE CODED. IF '5' IS CODED, BLANK OUT ALL OTHER FIELDS.

S. NO	LOCATION FIELD	ENTER DATA HERE
1	Area Name- एरिया/क्षेत्र का नाम	
2	Assembly Constituency Name- विधानसभा निर्वाचन क्षेत्र का नाम	
3	City Name- शहर का नाम	
4	State Name- राज्य का नाम	
5	Don't know/can't say पता नहीं/कह नहीं सकते	

QA2.4 You told us that you are registered to vote, but not in this particular polling part. Can you please tell us if you voted in the last Lok Sabha elections from where you are registered? कृपया हमें बतायें कि क्या आपने जहां से आप रजिस्टर्ड हैं वहां से पछिले लोक सभा चुनावों में वोट डाला था?		
Yes हां	1	IF '4/5' CODED IN QA2.1, GO TO QA2.6, ELSE GO TO SECTION 3
No नहीं	2	
Do not want to disclose बताना नहीं चाहते	3	
QA2.5.1 Can you please tell us why you haven't registered to vote from this address? Please take a look at the options below and tell us all that apply. PROBE. Any other? (MULTIPLE CODING) कृपया हमें बतायें कि आपने इस पते से वोटिंग के लिए रजिस्टर्ड क्यों नहीं किया? कृपया नीचे दिये गये विकल्पों को देखें और हमें वे सभी बतायें जो लागू होते हैं। प्रोब करें- कोई अन्य? QA2.5.2 And which one is the most important reason? (SINGLE CODING) और इनमें से सबसे महत्वपूर्ण कारण कौन सा है? CAPI INSTRUCTION - ROTATE BELOW OPTIONS RANDOMLY		
It's too tedious/difficult a process to register रजिस्टर करना बहुत थका देने वाली/ मुश्किल प्रक्रिया है		1
I don't know how to register मुझे मालूम नहीं है कि कैसे रजिस्टर करना है		2
I don't know where to register मुझे मालूम नहीं है कि कहां रजिस्टर करना है		3
I already have a photo ID & don't feel the need to get another one मेरे पास पहले से फोटो आईडी है और दूसरा बनाने की जरुरत महसूस नहीं होती		4
This is not my permanent residence & hence I did not feel the need to यह मेरा स्थायी पता है और इसीलिए मुझे इसकी जरुरत महसूस नहीं हुई		5
I am not interested in politics मेरी राजनीति में रुचि नहीं है		6
I am not interested in voting/don't think my vote will make much difference वोट डालने में मेरी रुचि नहीं है/ मुझे नहीं लगता कि मेरे वोट से ज़्यादा फर्क पड़ेगा		7
I do not have the required documents to register मेरे पास रजिस्टर करने के लिए पर्याप्त कागजात नहीं है		8
I am not going to be here/in this city for long मैं इस शहर में लंबे समय तक नही रहने वाला हूं		9
Any Others? (Specify) कोई अन्य? (बतायें)		99

CAPI INSTRUCTION – IF '4/5' NOT CODED IN QA2.1, GO TO SECTION 3

QA2.6 How many times have you applied for voter registration from this particular address? Please look at the screen and answer using the options shown.

आपने इस पते से कितिनी बार वोटर रजस्ट्रिेशन के लिए अप्लाई कयिा है? कृपया स्क्रीन को देखें और दखिाये गए वकिल्पों के अनुसार जवाब दें।

1 time	1 बार	1
2 times	2 बार	2
3 times	3 बार	3
4 times	4 बार	4
5 times	5 बार	5
More than 5 times	5 बार से अधकि	6
Don't know/Can't say	पता नहीं/ कह नहीं सकते	7

CAPI INSTRUCTION – GO TO SECTION 3 FOR ALL THOSE CODING '4/5' IN QA1

SECTION 2

INSTRUCTION TO INTERVIEWER: TAKE OUT THE VOTER LIST FOR THIS POLLING PART AND RECORD THE SERIAL NO. AND VOTR ID OF THE RESPONDENT:

इंटरव्यूअर के लिए नरि्देश: इस पोलगि हस्सिे/केन्द्र की वोटर लस्टि नकिालें और रस्पिोन्डेंट की वोटर आईडी और क्रम संख्या दर्ज करें:

SERIAL NUMBER क्रम संख्या	
VOTER ID वोटर आईडी	

SHOW THE VOTER LIST ENTRY TO THE CITIZEN. ASK THEM TO LOOK FOR THEMSELVES IN THE VOTER LIST.

नागरकि को वोटर लस्टि एंट्री दखिायें। उन्हें खुद को वोटर लस्टि में ढूंढने के लिए कहें।

QB0 INTERVIEWER TO CODE THE LANGUAGE OF THE VOTER LIST SHOWN TO THE RESPONDENT.

इंटरव्यूअर रस्पिोंडेन्ट को दखिाई गयी वोटर लस्टि की भाषा कोड करे।

English Voter List इंग्लशि वोटर लस्टि	1
Hindi Voter List हन्दिी वोटर लस्टि	2

QB1 Please take a look at your details in this list and tell us whether all the information is entered correctly. Please look at the list in a way that makes sure it is a correct entry i.e. look at whether your family or neighbours are located close to you on the list etc. (INTERVIEWER TO HELP CITIZEN BY POINTING TO WHERE VOTER ID, ADDRESS, OTHER INFO ETC ARE SHOWN ON THE LIST)
कृपया इस लिस्ट में अपनी जानकारी को देखें और हमें बतायें कि क्या सभी जानकारी सही ढंग से दर्ज की गयी हैं। कृपया लिस्ट को इस तरह देखें जिससे यह सुनिश्चित हो सके कि यह जानकारी सही है यानि देखें कि क्या आपके परिवार वाले या आपके नजदीकी पड़ोसी लिस्ट में हैं आदि
(इंटरव्यूअर को उस ओर इशारा करते हुए मदद करें जहां वोटर आईडी, पता, अन्य जानकारी आदि को लिस्ट में दिखाया गया है)

Yes □□□	1	GO TO QB5
No □□□□	2	CONTINUE

QB2 What details have been mentioned incorrectly?
कौन सी जानकारियां गलत दी गयी हैं?
QB3 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.
कृपया स्क्रीन पर दिए गए विकल्पों को देखते हुए गलती का प्रकार बताऐं। कृपया हमें लागू होने वाली सभी गलतियों के बारे में बताऐं।
QB4.1 Also, please tell us the correct information for the error i.e. the information that should have been there
साथ ही, कृपया हमें गलती के लिए सही जानकारी भी बताऐं यानि जानकारी जिसे वहां होना चाहिए
QB4.2 How many times have you tried to rectify this error in details (CAPI TO SHOW A DROP DOWN HERE WITH OPTIONS – NEVER, 1 TIME, 2 TIMES, 3 TIMES OR MORE)
आपने विवरण में इस गलती को कितनी बार ठीक कराने की कोशिश की है (कैपी को यहां ड्रॉप डाउन ऑप्शन्स के साथ दिखाना है - कभी नहीं, एक बार, 2 बार, 3 बार या ज़्यादा बार)

INTERVIEWER TO RECORD DATA FOR QUESTIONS QB2 TO QB4.2 IN GRID BELOW
इंटरव्यूअर को निम्नि ग्रिड में QB2 से QB4.2 के लिए जानकारी दर्ज करनी है।

CAPI TO SHOW QB2 FIRST AND THEN QB3 BASED ON WHETHER ERROR FIELD HAS BEEN TICKED IN QB2 OR NOT. SHOW QB4.1 & 4.2 IN A SIMILAR MANNER
CAPI TO HAVE LOGIC IN PLACE I.E. IF NAME IS TICKED FOR ERROR IN SPELLING, THE OPTION 'MISSING' SHOULD NOT SHOW

Error Field (QB2) (TCK ALL OPTIONS THAT APPLY)	Error Type 1 (QB3)-A	Error Type 2 (QB3)-B
Name नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)
Father's/ Husband's/ Mother's/ Other's Name पिता का/ पति का/ माता का/ अन्य का नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)
Age उम्र	Wrong गलत	Missing छूटा हुआ
Gender लिंग	Wrong गलत	Missing छूटा हुआ
Address पता	Spelling mistake स्पेलिंग में गलती	Part missing कोई हिस्सा छूटा हुआ नहीं है

QB5 Do you have a voter ID card? Please look at the screen and answer with the help of the options shown.
क्या आपके पास वोटर आईडी कार्ड यानि मतदाता पहचान पत्र है? कृपया स्क्रीन पर देखें और दिखाये गए विकल्पों की मदद से जवाब दें।

Yes I have the ID & photo displayed on it is correct हाँ मेरे पास आईडी है और इस पर दिखायी गयी फोटो सही है	1	
Yes I have the ID & photo displayed on it is incorrect हाँ मेरे पास आईडी है और उस पर दिखायी गयी फोटो गलत है	2	
Yes, I have the ID but there is no photo on it हाँ मेरे पास आईडी है लेकिन उस पर कोई फोटो नहीं है	3	
No, I don't have the ID but have applied for it नहीं, मेरे पास आईडी नहीं है लेकिन मैंने इसके लिए अप्लाई किया है	4	
I do not have a voter ID card मेरे पास वोटर आईडी कार्ड नहीं है	5	
I do not have and have not applied for it मेरे पास नहीं है और इसके लिए अप्लाई नहीं किया	6	

INTERVIEWER TO SAY – PLEASE GO THROUGH THE ENTIRE LIST FOR THIS POLLING PART AND CHECK IF YOUR DETAILS HAVE BEEN REPEATED, OR IF YOU HAVE BEEN DUPLICATED ANYWHERE ON THIS LIST
इंटरव्यूअर कहे - कृपया इस पोलिंग पार्ट/केन्द्र के लिए पूरी लिस्ट को देख लें और जांच करें यदि आपकी जानकारियों को दोहराया गया है या इस लिस्ट पर आपकी जानकारियां दोहरायी गयी हैं यानि एक से ज़्यादा बार हैं।
QB6.1 Are your details repeated anywhere on the list? By repeats, I mean are the same details mentioned anywhere else on the list, or if you feel their/your name has been duplicated?
क्या आपकी जानकारियां लिस्ट में कहीं दोहरायी गई है? दोहराने से, मेरा मतलब है कि एक ही जानकारी को लिस्ट पर कहीं और भी दिया गया है, या क्या आपको लगता है कि उनका/आपका नाम दोबारा आया है?

Yes	
No नहीं	
Refused इंकार किया	

QB6.2.1 INTERVIEWER TO RECORD NUMBER OF REPEATS:
इंटरव्यूअर दोहराने की संख्या रिकॉर्ड करें:

1 REPEAT	1 बार दोहराया गया है	1
2 REPEATS	2 बार दोहराया गया है	2
3 REPEATS	3 बार दोहराया गया है	3
4 REPEATS	4 बार दोहराया गया है	4
5 REPEATS	5 बार दोहराया गया है	5
6 REPEATS	6 बार दोहराया गया है	6

QB6.2.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE BELOW GRID
इंटरव्यूअर नीचे ग्रडि में दोहराने की जानकारी को रकिॉर्ड करना है
CAPI INSTRUCTION - ONCE THE REPEAT IS TICKED, OPTIONS TO ENTER SERIAL NUMBER & VOTER ID SHOULD BE ACTIVATED/NUMBER OF REPEATS LIST ON SCREEN SHOULD BE 6

Repeat 1 (tick) दोहराना 1 (टकि)	Serial Number in list लस्टि में क्रम संख्या _____	Voter ID वोटर आईडी _____
Repeat 2 (tick) दोहराना 2 (टकि)	Serial Number in list लस्टि में क्रम संख्या _____	Voter ID वोटर आईडी _____
Repeat 3 (tick) दोहराना 3 (टकि)	Serial Number in list लस्टि में क्रम संख्या _____	Voter ID वोटर आईडी _____

CAPI INSTRUCTION – IF CODED '01' IN QB1, GO TO QB8, ELSE CONTINUE

QB7.1 You told us about the errors in your details on the voter list. Have you ever been prevented from voting in Lok Sabha or Assembly elections?
आपने हमें वोटर लस्टि पर अपनी जानकारी में गलतयिों के बारे में बताया। क्या आपको कभी लोक सभी या वधिानसभा चुनावों में वोट डालने से रोका गया है?

Yes हाँ	1	CONTINUE
No नहीं	2	SKIP TO QB8
Don't know/Can't say पता नहीं/ कह नहीं सकते	3	

QB7.2 Can you tell us about the reasons given by the officials at the polling booth for not allowing a vote? PROBE Any others? RECORD VERBATIM
क्या आप हमें पॉलगि बूथ पर अधकिारयिों द्वारा आपको वोट डालने से रोकने के लए दए गए कारणों के बारे में बता सकते हैं? कोई अन्य? कहे अनुसार लखिें

SPACE TO TYPE IN ANSWER FOR QB7.2

QB8 How many times did you have to register for voting before it was successful i.e. before the name got included in the list? _____ INTERVIEWER TO TICK OPTION APPLICABLE BELOW
आपने लस्टि में सफलतापूर्वक नाम शामलि करने से पहले वोटगि के लए कतिनी बार रजस्टिर करना पड़ा था? यानि नाम लस्टि में शामलि कयि जाने से पहले? ..... इंटरव्यूअर को नीचे लागू होने वाले वकिल्प को टकि करना है।

1	2	3	4	5	6	7	9	10 OR MORE 10 या अधकि
QB9. Did you/(CAPI TO DISPLAY NAME OF CITIZEN CONCERENED) vote in the previous Lok Sabha elections? क्या आपने पछिले लोक सभा चुनावों में वोट डाला था?								
Yes हां	1							
No नहीं	2							
Was not eligible to vote during previous elections पछिले चुनावों के दौरान वोट देने के लएि योग्य नहीं थे	3							
Don't Know/ Cant say पता नहीं/कह नहीं सकते	4							
SECTION3 – DEMOGRAPHICS AND OTHER SOCIO-ECONOMIC AND RELIGIOUS QUESTIONS								
Interviewer to say: Now, we would be asking you a few questions on your education, occupation, religion etc इंटरव्यूअर कहे : अब, हम आपकी शक्षिा, काम/व्यवसाय, धर्म आदि पर कुछ सवाल पूछेंगें|								
QC1 What is the maximum level to which you have studied? SHOW SCREEN TO RESPONDENT आपने अधकितम कहां तक पढ़ाई की है? रस्पिोन्डेंट को स्क्रीन दखिायें								
Illiterate अशक्षिति	1							
School up to 4 years स्कूल 4 साल तक	2							
School 5-9 years स्कूल 5-9 साल	3							
SSC/HSC एसएससी/एचएससी	4							
Some college but not a graduate कुछ कॉलेज लेकनि ग्रेजुऐट नहीं	5							
Graduate/ Post Graduate – general ग्रेजुऐट/ पोस्ट ग्रेजुऐट - जनरल	6							
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुऐट/ पोस्ट ग्रेजुऐट - प्रोफेशनल (जैसे इंजीनयिरींग, आर्कटिैक्चर, डॉक्टर, वकील, सीए)	7							

Graduate + Professional diploma (women's polytechnic) ग्रेजुऐट + प्रोफेशनल डिप्लोमा (वुमेन्स पॉलीटैकनीक)	8								
QC2 Could you please tell me your occupation? SHOW SCREEN TO RESPONDENT. IF RETIRED: What was your occupation before retirement? कृपया मुझे बताऐं कि आप क्या काम करते हैं? रिस्पोन्डेंट को स्क्रीन दिखायें। यदि रिटायर्ड हैं: रिटायरमेंट से पहले आप क्या काम करते थे?									
Unskilled अकुशल कर्मचारी	1								
Skilled worker कुशल कर्मचारी	2								
Petty Trader छोटे व्यापारी	3								
Shop Owner दुकान मालकि	4								
Businessmen/ Industrialists with no. of employees – None बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या - कोई नहीं	5								
Businessmen/ Industrialists with no. of employees – 1 to 9 बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या- 1 से 9	6								
Businessmen/ Industrialists with no. of employees – 10+ बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या - 10+	7								

Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8								
Clerical/Salesmen क्लर्क/सेल्समैन	9								
Supervisory level सुपरवाइज़री स्तर	10								
Officers/Executives – junior ऑफसिर्स/एग्जक्यिूटव्सि - जूनयिर	11								
Officers/Executives – middle or senior ऑफसिर्स/एग्जक्यिूटव्सि - मडिल या सीनयिर	12								
Housewife गृहणी	13								
Student छात्र/स्टूडेंट	14								
Unemployed बेरोजगार	15								
QC3 Can you please tell me about your marital status? SHOW SCREEN TO RESPONDENT कृपया मुझे अपनी वैवाहकि स्थतिि बताऐं? रस्पिोन्डेंट को स्क्रीन दखिायें									
Married ववािहति	1								
Single अकेले	2								
Divorced तलाकशुदा	3								
Widowed वधिवा/वधिुर	4								
QC4 What type of family does the citizen do you live in? SHOW SCREEN TO RESPONDENT आप कसि प्रकार के परविार में रहते हैं? रस्पिोन्डेंट को स्क्रीन दखिायें									
Single अकेले	1								
Nuclear family/ only husband & wife/ partners/live in एकल परविार/केवल पतिि एवं पत्नी/पार्टनर्स/लवि इन	2								

Nuclear family with parents (No Children) माता-पिता के साथ एकल परिवार (बच्चे नहीं)	3	
Nuclear family with parents and children माता-पिता और बच्चों के साथ एकल परिवार	4	
Nuclear family with children (No Parents) बच्चों के साथ एकल परिवार (माता-पिता नहीं)	5	
Extended joint family बड़ा संयुक्त परिवार	6	
Others/Unspecified अन्य/अस्पष्ट	7	
Do not want to answer जवाब नहीं देना चाहते	8	
QC5Which religion do you follow? SHOW SCREEN TO RESPONDENT आप किस धर्म का पालन करते/मानते हैं? रिस्पोन्डेंट को स्क्रीन दिखायें		
Hindu हिन्दू	1	GO TO QC6.1
Muslim मुसलमान	2	GO TO QC6.2
Christian ईसाई	3	GO TO QC7
Sikh सिख	4	
Jain जैन	5	
Buddhist बौद्ध	6	
None कोई नहीं	7	
Do not want to answer जवाब नहीं देना चाहते	8	
Others (Specify) अन्य (बताऐं)	99	
QC6.1 Which social group do you belong to? SHOW SCREEN TO RESPONDENT आप किस सामाजिक समुह से संबंधित हैं? रिस्पोन्डेंट को स्क्रीन दिखायें		
OBC – Other Backward Caste ओबीसी-अन्य पिछड़ी जाति	1	GO TO QC7

SC – Scheduled Caste एससी- अनुसूचित जाति	2	
ST – Scheduled Tribes एसटी - अनुसूचित जनजाति	3	
GEN – General/Forward Caste सामान्य - सामान्य/अग्रमि जाति	4	
Don't Know/Can't say पता नहीं/कह नहीं सकते	5	
Do not want to answer जवाब नहीं देना चाहते	6	

QC6.2 Which social group do you belong to? You can choose not to answer if you do not wish to. SHOW SCREEN TO RESPONDENT आप किस सामाजिक समुह से संबंधित हैं? यदि बताना नहीं चाहते तो आप 'जवाब नहीं देना चाहते' चुन सकते हैं| रिस्पोन्डेंट को स्क्रीन दिखायें		
OBC – Other Backward Caste ओबीसी-अन्य पछिड़ी जाति	1	
SC – Scheduled Caste एससी- अनुसूचित जाति	2	
ST – Scheduled Tribes एसटी - अनुसूचित जनजाति	3	
GEN – General/Forward Caste सामान्य - सामान्य/अग्रमि जाति	4	
Don't Know/Can't say पता नहीं/कह नहीं सकते	5	
Do not want to answer जवाब नहीं देना चाहते	6	

QC7 Are you the chief wage earner of the household? By the term 'chief wage earner', I mean the member who makes the maximum contribution to family expenditure. क्या आप घर के मुख्य कमाने वाले सदस्य हैं? मुख्य कमाने वाले सदस्य से, मेरा मतलब वह सदस्य जो परिवार के खर्चो के लिए अधिकतम योगदान करते हैं।		
Yes हां	1	CAPI TO CALCULATE SEC BASED ON GRID GIVEN AFTER QC8 USING QUESTIONS QC1 AND QC2. THANK THE RESPONDENT AND END INTERVIEW
No नहीं	2	GO TO QC8.1

QC8.1 Now, I would like to know something about the person who makes the maximum contribution to the family expenditure.
अब, मैं उस व्यक्ति के बारे में कुछ जानना चाहूंगा जो परिवार के खर्चो के लिए अधिकतम योगदान करते हैं।
What is the maximum level to which the chief wage earner has studied? Please look at the screen and answer with the help of the options shown
मुख्य कमाने वाले व्यक्ति ने अधिकतम कहां तक पढ़ाई की है? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों की मदद से जवाब दें

Illiterate अशिक्षित	1								
School up to 4 years स्कूल 4 साल तक	2								
School 5-9 years स्कूल 5-9 साल	3								
SSC/HSC एसएससी/एचएससी	4								
Some college but not a graduate कुछ कॉलेज लेकिन ग्रेजुऐट नहीं	5								
Graduate/ Post Graduate – general ग्रेजुऐट/ पोस्ट ग्रेजुऐट - जनरल	6								
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुऐट/ पोस्ट ग्रेजुऐट -प्रोफेशनल (जैसे इंजीनियरींग, आर्किटैक्चर, डॉक्टर, वकील, सीए)	7								
Graduate + Professional diploma (like women's polytechnic) ग्रेजुऐट + प्रोफेशनल डिप्लोमा (जैसे वुमैन्स/ महिला पॉलीटैकनीक)	8								

QC8.2 Could you please tell me the occupation of the chief wage earner? (IF RETIRED: What was the chief wage earner's occupation before they retired?)Please look at the screen and answer with the help of the options shown कृपया मुझे मुख्य कमाने वाले सदस्य का व्यवसाय बताऐं? (यदि रिटायर्ड हैं: रिटायर होने से पहले मुख्य कमाने वाले सदस्य का व्यवसाय क्या था?) कृपया स्क्रीन को देखें और दखिायें गए वकिल्पों की मदद से जवाब दें										
Unskilled अकुशल कर्मचारी	1									
Skilled worker कुशल कर्मचारी	2									
Petty Trader छोटे व्यापारी	3									
Shop Owner दुकान मालकि	4									
Businessmen/ Industrialists with no. of employees – None बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या -कोई नहीं	5									
Businessmen/ Industrialists with no. of employees – 1 to 9 बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या- 1 से 9	6									
Businessmen/ Industrialists with no. of employees – 10+ बजिनेसमैन/उद्योगपति - कर्मचारियों की संख्या - 10+	7									
Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8									
Clerical/Salesmen क्लर्क/सेल्समैन	9									
Supervisory level सुपरवाइज़री स्तर	10									
Officers/Executives – junior ऑफसिर्स/एग्जक्यिूटव्सि - जूनयिर	11									
Officers/Executives – middle or senior ऑफसिर्स/एग्जक्यिूटव्सि - मडिल या सीनयिर	12									

QA3 How long have you lived at this particular address? Please look at the screen and answer using the options shown.
आप इस पते पर कितने समय से रहते हैं? कृपया स्क्रीन को देखें और दिखायें गए विकल्पों के अनुसार जवाब दें|

Less than 1 month	1 महीने से कम	1
1-3 months	1-3 महीने	2
3-6 months	3-6 महीने	3
6 months – 1 year	6 महीने-1 साल	4
1 – 1.5 years	1 - 1.5 साल	5
1.5 yrs – 2 years	1.5 साल - 2 साल	6
2 yrs -2.5 years	2 साल -2.5 साल	7
2.5 yrs – 3 years	2.5 साल - 3 साल	8
3 yrs – 4 years	3 साल - 4 साल	9
4 yrs – 5 years	4 साल - 5 साल	10
5 or more years	5 या ज़्यादा साल	11
Don't know/Can't Say	पता नहीं/ कह नहीं सकते	12

QA4 How long have you lived in this city, DELHI? Please look at the screen and answer using the options shown
आप इस शहर, दिल्ली में कितने समय से रहते हैं? कृपया स्क्रीन को देखें और दिखायें गए विकल्पों के अनुसार जवाब दें।
CAPI INSTRUCTION – HAVE A LOGIC CHECK FOR QUESTIONS QA3 & QA4 i.e. IF 6 IS CODED IN QA3, NO VALUE BELOW 6 CAN BE CODED FOR QA4

Less than 1 month	1 महीने से कम	1
1-3 months	1-3 महीने	2
3-6 months	3-6 महीने	3
6 months – 1 year	6 महीने-1 साल	4
1 – 1.5 years	1 - 1.5 साल	5
1.5 yrs – 2 years	1.5 साल - 2 साल	6
2 yrs -2.5 years	2 साल -2.5 साल	7
2.5 yrs – 3 years	2.5 साल - 3 साल	8
3 yrs – 4 years	3 साल - 4 साल	9
4 yrs – 5 years	4 साल - 5 साल	10
5 or more years	5 या ज़्यादा साल	11
Don't know/Can't Say	पता नहीं/ कह नहीं सकते	12

QA5 Are you a tenant or the owner of this address? क्या आप इस पते के मालकि या करियेदार है?	Tenant करियेदार	1

	Owner मालकि	2							

QA6 Could you please provide us with your contact number? कृपया हमें अपना फोन नंबर दे सकते हैं?									
INTERVIEWER TO RECORD CONTACT NUMBER इंटरव्यूअर फोन नंबर रकिॉर्ड करें									
Refused/ Don't know/ Can't say इनकार/ पता नहीं/ कह नहीं सकते	1								

QA 7 Please let us know if we can share your responses with Janaagraha Centre for Citizenship & Democracy for their advocacy purpose. We assure you that under no circumstance will this information be used for sales or any other commercial purpose? कृपया हमें बताएं यदि हम आपके जवाबों को जनाग्रह सेंटर फोर सटिीजनशपि एण्ड डेमोक्रेसी के साथ उनकी समर्थन/ अवलोकन संबंधी उद्देश्यों के लिए बांट सकते हैं। हम आपको यकीन दलिाते हैं कि किसी भी परस्थितिि में इस जानकारी को बकि्री या किसी अन्य व्यवसायकि उद्देश्यों के लिए इस्तेमाल नहीं करेंगे?									
Yes	हां	1							
No	नहीं	2							

END OF SURVEY – THANK YOU

9.6 Appendix 6: The citizen-centric desk research – validating claims

In the citizen-centric survey instrument, for citizens who were found omitted, there was a question which asked them whether they believed they were registered in another place outside of their polling part. They could reply with any of the below options:

1. Registered to vote in the same Assembly Constituency but in a different area/part/polling part
2. Registered to vote in the same city, some other Assembly Constituency
3. Registered to vote in a different city or village etc.

Since during the field work, the frame of reference used was registration in the PP a citizen lived in, as a result of which the surveyor only had access to that PP list, it was not possible to verify these claims while on the field. For the purpose of this verification, an additional desk based layer was used.

This layer used key information captured in the citizen-centric questionnaire to try and locate them on the national electoral database as well as Delhi's electoral database[A2]. In order to be able to find a person on the above mentioned databases, certain key pieces of information were required:

1. Elector's name
2. Name of elector's father/mother/husband
3. Elector's age and gender
4. Assembly Constituency name

The above mentioned parameters, except for point number 3, were a must to be able to find citizens on Delhi's electoral database but the national electoral database allowed for more flexibility, in terms of the AC, Age and Relative names not being mandatory while searching for an elector. While the name of the elector, their age, gender and the AC were readily collected during the survey, working out the relative's name which would be listed with the citizen's on the electoral role posed quite a challenge. This part of the research was not planned prior to going into the field so the survey did not include a question asking citizens specifically which of their relatives were listed with them on the electoral role. However, during the survey process, as part of the sampling of the citizen in the household, a list of all relatives and ages was made. This list was used along with assumptions about which relatives may be listed along with the citizen, to verify their claims. It must be noted however that due to the data being collected on a tab (which makes typing harder) and skills of the surveyors, data for fields such as the citizen's name and the name of their family members were prone to errors of spelling and of missing surnames, initials etc.

Depending on where a citizen had claimed to be registered, slightly different search methodologies were adopted to find and confirm their presence on that particular list but the basic guidelines to arrive at the correct citizen name and the relative's name, while searching, remained similar for all:

1. CITIZEN'S NAME - The citizen's name as given in the Excel may not have been the right spelling. For each citizen, possible 'correct' and 'variant' spellings were listed and used in the search. For e.g. if a citizen was listed as 'Nazeer', the name could actually have been Nazir, Nasir or Nazer etc. (a similar procedure was undertaken for names of relatives).
2. CHOOSING RELATIVE'S NAME 'Father's/Mother's/Husband's Name' -
    a. The first option used in the search was the eldest male member in the household. Father/Husband was usually an older male member - when compared to the CITIZEN who we were searching for in the national database

    b. If the eldest male member did not show results, other male members' names were used

    c. If there was no elder male member when compared to the citizen, the name of the eldest FEMALE

A2. To locate citizens on lists/areas they claimed to be registered at, the following databases were used:
1. CEO, Delhi's elector search page - http://164.100.112.153/electorsearchtest.aspx and
2. Election Commission of India's NVSP (National voter's services portal) - http://electoralsearch.in/

member older than the citizen was used - this was likely the mother

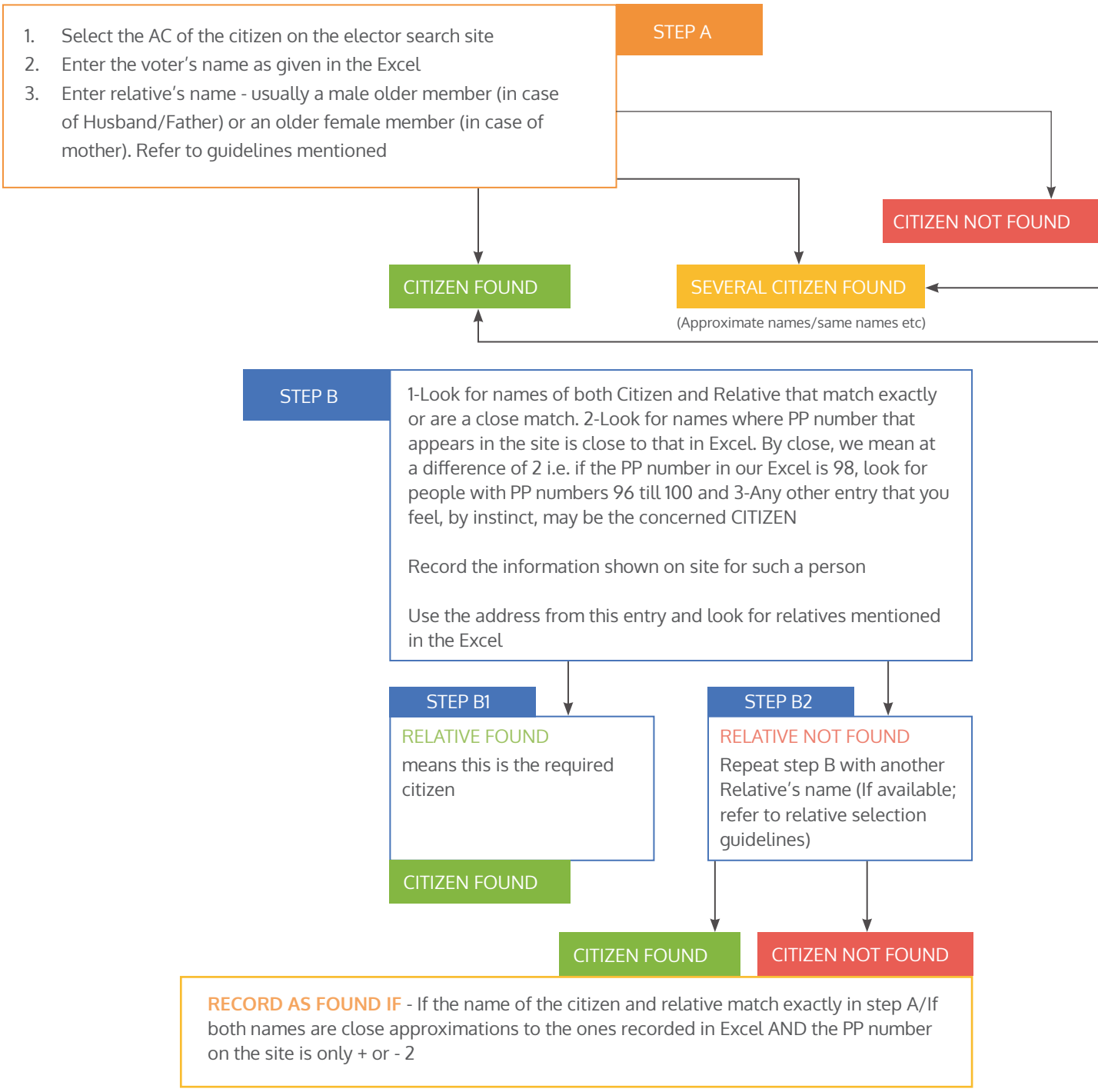
d. If there was only one other member in the household of the CITIZEN and was a younger female, the search was to begin by looking for this younger member instead of the CITIZEN (with the citizen's name in the Relative's name field)

As mentioned earlier, searches for most type of 'registered elsewhere' claims were quite similar. However, before classifying a citizen as found, certain checks were made to be sure that the citizen zeroed in on, using this process, was the one actually interviewed on ground. These checks included matching the age, to as close as possible, to that which the citizen had stated as well as looking for the citizen's family members on the PP List that had been identified. A broad flow of how searches were conducted for citizens claiming to be registered in another PP within the same AC can be seen in Figure A1.

Figure A1 – Search Flow for people claiming to be registered in another PP within the same AC

TO BE ABLE TO CHECK FOR A CITIZEN, AT LEAST ONE OTHER RELATIVE NEEDS TO BE PRESENT. IF NOT, TRY USING THEIR SURNAME IN THE FIELD TITLED 'Father's/Mother's/Husband's Name'

CITIZEN'S NAME - The citizen's name as given in the excel may not be the right spelling. For each Citizen, follow the entire procedure with the possible 'correct' and 'variant' spellings. For E.g. if a citizen is mentioned as Nazeer, the name could be Nazir, Nasir or Nazer etc and so, we need to try all these variations (in cases where we search for their relatives, even their names should be tested similarly i.e. with variant spellings)



RELATIVE SELECTION LIST		
	For Male CITIZEN (Use all males and females with age at least 15 years more than the CITIZEN)	For Female CITIZEN (Use all males aged more than the CITIZEN and females with age at least 15 years more than the CITIZEN)
Relative-1	Male member of the highest age	
Relative-2	Male member with second highest age	
Relative-3	Male member with third highest age and so on	
Relative-4	Female member of the highest age	
Relative-5	Female member of the second highest age and so on	

GUIDELINES ON BASIC SEARCH AND CHOOSING 'Father's/Mother's/Husband's Name'

- This usually is the Eldest male member in the household
- If the eldest male member does not show results, use other male members
- Father/Husband is usually an older male member - when compared to the CITIZEN who we are searching for in the national database
- If there is no elder male member when compared to the citizen, use the name of a FEMALE member older than the citizen - this is likely to be the mother
- If there is only one other member in the household of the CITIZEN and it is a younger female, try searching for the younger female using the CITIZEN's name in the filed titled Father's/Mother's/Husband's Name

STEP A.1

Try **STEP A** with a different relative's name from the Excel sheet till all names have been exhausted

CITIZEN NOT FOUND

Check for other family members. Take their names from the excel. Refer to basic search guidelines on how to select relatives

Enter the selected member's name (not the CITIZEN we are looking for)

Enter the relative's name (another member of the family based on relative guidelines mentioned)

STEP C

TRYING TO LOOK FOR A RELATIVE AND THEN ZONING IN ON TO THE REQUIRED CITIZEN

IF COMBINATIONS OF FAMILY MEMBER + RELATIVE LEFT

STEP D

RELATIVE FOUND

Look for names of the Relative similar to step B (based on how close the names are, the PP number and on instinct)

Record this relative's info as displayed on the site and go to step D

CITIZEN FOUND

Possible to find them with minor changes in spelling

STEP E

SEVERAL FOUND

CITIZEN NOT FOUND

STEP H

Download the PP List from Delhi CEO's site
Check for the relative on the list
Once found, search for the CITIZEN close to the relative's position

CITIZEN FOUND

CITIZEN NOT FOUND

STEP F

RELATIVE NOT FOUND

Try **Step C** entering a different name in the 'Father's/ Mother's/Husband's Name' tab for the same 'Voter's Name'. If this is unsuccessful, change the combination of Voter's Name and Father's/Mother's/Husband's Name till all possibilities are exhausted. If still not found, classify **CITIZEN as NOT FOUND**

STEP G

Go to STEP C and try other combinations of Family Members. If all possibilities have been exhausted, classify CITIZEN AS NOT FOUND

The output:

Nine hundred and four respondents who could not be located on their Polling Part lists, while undertaking the survey, claimed to be registered elsewhere in Delhi. The methodology above was used to try to verify their claims.

Due to the manner in which Delhi's publicly available electoral database is structured, searching for the largest segment, i.e. people claiming to be registered in a different PP within the same Assembly Constituency (AC) was undertaken. Twenty-two out of the aforementioned category chose to not disclose their name and age, details without which validation could not be done; because of this, the effective number of respondents that were searched reduced to 816. Results from this stage are as in Table A9 below.

Table A9: Validation of names – People claiming to be in same AC, different PP (n=816)

AC Name	Names to be validated (n)	Names found (n)	% Names found
Gandhi Nagar	98	65	66.3%
Gokalpur	124	96	77.4%
Okhla	184	91	49.5%
Palam	60	35	58.3%
R K Puram	87	62	71.3%
Rohini	59	36	61.0%
Sangam Vihar	183	97	53.0%
Trinagar	21	16	76.2%
Total	816	498	61.0%

As described above, in order to find a citizen on the Delhi electoral database, the basics needed were:

1. Citizen's Name – along with surname
2. Relative's Name (father/husband/mother etc.)
3. AC Name

If these parameters were not available, finding a citizen or finding the right citizen was not guaranteed. Out of the 816 citizens that were looked for, a total of 601 entries either had no surname or any other family member or were the eldest among all in their family, effectively negating the use of any family member's name as the relative's name to be entered on the voter search portal[A3]. Moreover, several of the names that were recorded during the survey had spelling mistakes and other minor errors that proved to be an additional hindrance. Despite all of these factors, the desk based stage was able to find 61% of all citizens who claimed to have been registered elsewhere in Delhi. In light of these, there is sufficient evidence to indicate that a large proportion of people, perhaps close to 90%, who 'claim' to be registered elsewhere in Delhi are present on the list.

A3. Link to the elector search portal for NCT of Delhi: http://164.100.112.153/electorsearchtest.aspx

9.7 Appendix 7: Quality assurance procedures

10.7.1 Surveys

The survey agency undertook a range of quality assurance procedures while the surveys were in the field:

- 10-15% of each of the surveyor trips were accompanied by a supervisor.
- 30% of the surveys were back-checked upon completion.
- 10% of surveyed citizens received a call-back to check survey procedures and completion.
- When a surveyor deemed an address not findable, a supervisor went onto the field to check whether an address could be found.

The research team also undertook quality assurance checks to ensure the surveys were being executed as planned. A member of the team went on the field on three different days during the list-centric field-work, and monitored 2 surveyors' work (undertaking eight surveys). During the citizen-centric, a member of the team went on the field on one day and monitored one surveyor undertaking three surveys. Detailed feedback was given to the survey agency following the observations.

10.7.2 Desk-based work

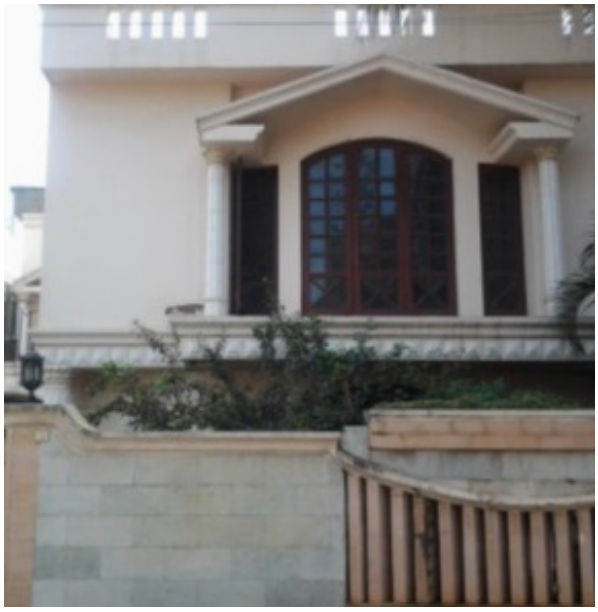
Each of the phases of desk-based work underwent quality assurance procedures:

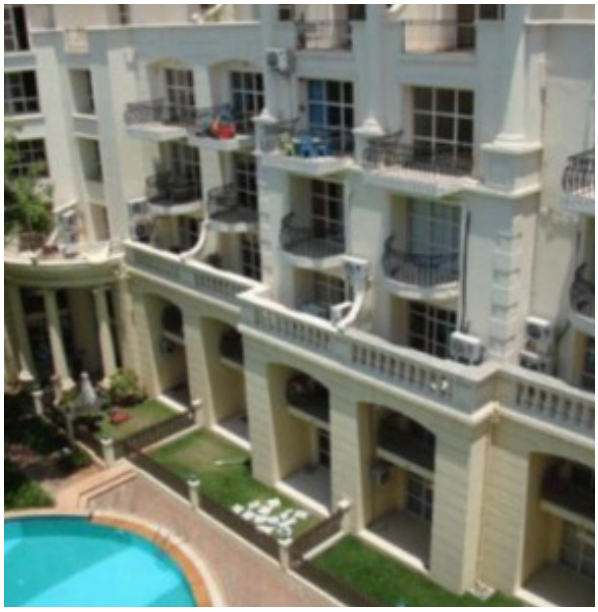
- 5% of the data entry of the address parameters from the voter list were checked.
- 10% of the address quality scores were checked.
- All 838 citizens who claimed to be registered in another PP in the same AC were subject to being searched for by two people. If one person could not locate the citizen, the second person also tried. 15% of all successful and unsuccessful searches were checked by the supervisor.

9.8 Appendix 8: Housing types

In addition to a socio-economic classification grid, the study also captured data on the dwelling unit type/housing unit type of respondents approached. This, in addition with the SEC Data, was to be able to get a more accurate picture of the socio-economic class of people that these two data points in isolation may not be able to provide. To capture this data effectively, a 'Housing Type' classification grid was built into the CAPI which had a brief description of the markers of all housing types, as well as a couple of images to aid surveyors. During the field briefing, special emphasis was paid on how to effectively identify the 5 housing types, details of which are given below:

1. Upper Class Housing





a. Independent house or apartment building
b. Rarely has outdoor staircases
c. Often constructed using materials in addition to concrete such as: glass, wood
d. If house, multiple rooms, one family or joint family lives there. Generally not multiple independent units of unrelated families within one house. Can assess this by single mailbox on the outside, single address marked doorway entrance.
e. Usually has surrounding wall with gate in front of house
f. If apartment building will also have wall and gate with security guarding entrance
g. Often apartment complexes/gated communities. Amenities such as a swimming pool, shopping mall, gym, will be inside of complex.
h. Size of individual apartments will be large
i. Multiple balconies for one apartment
j. Large windows

2. Upper Middle Class Housing

a. Independent house or apartment building
b. If independent house and large (more than three BHK) often a shared dwelling between independent family units which can be indicated by multiple mailboxes and different entrances
c. There may be a gate but usually no high-wall present around house
d. Apartment buildings often have outdoor staircases, may have a gate entrance to building but generally not part of a complex or gated community
e. Often mostly concrete but some have additional materials such as glass/wood/brick, etc.
f. Apartments often have private balconies

3. Lower Middle Class Housing

a. Apartments and houses are most often made only of concrete
b. Windows are often smaller
c. Houses are small often two-three rooms with concrete roofs, usually only one level
d. Usually no gate around house, electricity meter is usually present as is piped water
e. Often in neighbourhoods containing 2's and 1's
f. Interspersed with commercial shops/denser neighbourhoods
g. Apartment buildings may often be above small shops, often no gate around apartment building
h. May often have shared balconies across units

4. One room home/Designated Slum

a. One-room pakka row house
b. Corrugated metal roof
c. Densely packed
d. Often not located on a main street, behind buildings, down gullies
e. Often uses community-tap, often no sump storage
f. Often in neighbourhoods containing 2s and 1s, and small one room commercial businesses
g. Few windows, small windows, often shutters not glass
h. One entrance

5. Self-Built Informal Slum Housing

a. Self-built dwelling often made from: reclaimed wood, fabric, tarpaulin, corrugated metal, sack-cloth
b. Often not located on street-fronts, often located in vacant lots, behind buildings, on sidewalk, road medians, small green spaces, large slums, under overpasses, construction sites
c. Can be two floors or one floor
d. Can be a family living inside of a larger vacant-abandoned/under-construction non-self-made structure, but often using self-made materials within that building (tent, etc.)
e. Often presence of community-tap
f. No electricity meters
g. JNNURM social housing built for slum relocation; these buildings are often green and white with JNNURM printed on the side. Small concrete open windows/no glass, inside staircases, community bathrooms (E.g. Neelasandra JNNRUM relocation projects

9.9 Appendix 9: The SEC grid

The SEC, or Socio Economic Classification grid is a tool developed to bucket households into eight different strata based on education and occupation of the chief wage earner. The SEC grid used for this study is as given below; it uses Education and Occupation of the Chief Wage Earner (the person in the household who contributes most to expenses incurred) of a household to classify it as belonging to a certain SEC. The highest SEC is A1 and the lowest is named E2. This is a standard grid used by all MRSI (Market Research Society of India) members as well as certain Social Research organizations in India[A4].

SEC GRID / OCCUPATION / EDUCATION	Illiterate	School: upto 4 years	School: 5-9 years	SSC/HSC	Some college but not graduate	Graduate/ Post graduate general	Graduate / Post graduate professional
1. Unskilled Worker	E2	E2	E1	D	D	D	D
2. Skilled worker	E2	E1	D	C	C	B2	B2
3. Petty trader	E2	D	D	C	C	B2	B2
4. Shop owner	D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees							
5. None	D	C	B2	B1	A2	A2	A1
6. 1-9	C	B2	B2	B1	A2	A1	A1
7. 10+	B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional	D	D	D	B2	B1	A2	A1
9. Clerical / Salesman	D	D	D	C	B2	B1	B1
A. Supervisory level	D	D	C	C	B2	B1	A2
B. Officers/Executives-Junior	C	C	C	B2	B1	A2	A2
C. Officers/Executives middle / senior	B1	B1	B1	B1	A2	A1	A1

A4. The SEC grid was revised towards the end of 2014; the revised grid also takes into account household durable ownership. The grid used in this study, however, does not collect information on durable ownership.

9.10 Appendix 10: Methodological updates

Following a review of all earlier work on measuring the hygiene of urban voter lists, the subsequent points of note were flagged as revisions to the methodology and conceptualization of Quality of Voter List (QoL) surveys for the current study. Full documentation of the revised methodology follows but these were the key recommended changes from earlier work in this area:

1. For voter-list-centric surveys, accurately measure and conceptualise the issue of 'address not found'; introduce a new layer of verification/quality checking of the address instead of simply accepting these instances as errors of deletion.
2. Record errors with registration details separately for each kind of error - (both survey types)
3. Errors with photos can only be established for those citizens with a voting card as pictures are not printed on the publically available PDF versions of the voter lists. Questions about accuracy/presence of photo should therefore be done by way of questions in the survey (and only for those with a voter card).
4. Allow multiple errors with registrations to be recorded per citizen [record as one count per citizen with regard to ability to vote however – repetitions should not be included here and should be considered separately, see below] – (both survey types)
5. Repeated entries on the voter list should be considered as errors of deletion – (both survey types)
6. Number of repeated entries should be recorded and the rate of errors of deletion should reflect the number of repetitions – (both survey types)
7. Use the same questions and methods to collect errors with registrations for both survey types where appropriate.
8. Errors on the list could potentially lead to being unable to vote; explore this concept further – (both survey types)
9. The reference point for error measurement should be clearly defined – preferably as the PP. The PP level is the smallest reference unit and also the unit at which voting occurs. Therefore, in the citizen-centric surveys, incidents where the citizen is not registered in the PP in question, should be considered as an outright error of inclusion rather than as an only an error with the registration. In the list-centric survey it should be an error of deletion. In the latter in fact, the reference point more specifically is the exact address and if the person is not found there is an error of deletion. The proportion of citizens who are not at the specific address but still within the correct PP, would be picked up from the citizen-centric survey and cross-calibrated to validly calculate errors relative to the PP.
10. Ensure that errors of deletion/inclusion etc. are calculated on the basis of fact rather than self-report basis – (both survey types)
11. For citizens who self-report registration but are not on the list, explore when citizens last tried to register on the list to mitigate for recent registration requests which have not yet made it onto the list and understand other issues around this.

In terms of application of the data:

- Make net calculations of additions and deletions on basis of new parameters (as above for how to conceptualise additions/deletions etc.) for calculating potential voter turn-out and making other commentary on the data (i.e. consider and analyse the citizen-centric and list-centric data together).

In terms of sampling:

- For list-centric surveys, do not have a variable cap on substitutes. This is very hard to implement on the field. Take the maximum number of respondents as per desirable from the capping model and take a response/try to approach all of these.
- For the list-centric surveys, following from above point, pre-select all citizen names from the list and consider these the sample basis.
- For the list-centric surveys, clearly distinguish between 'address not found' and 'person not found'.
- Both survey types: Link all data on different papers/tablets with identifiers so clear back trail of work.

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Janaagraha Centre for Citizenship and Democracy

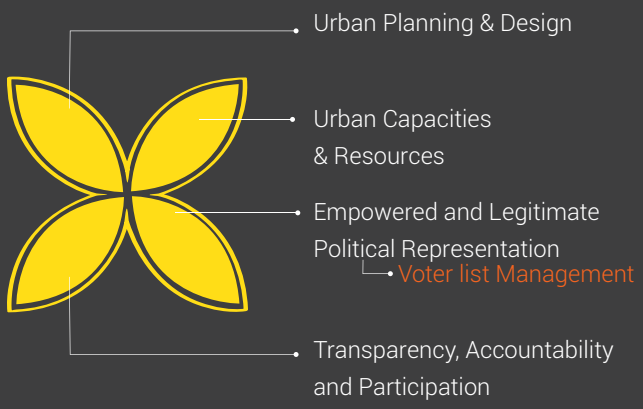
VOTER LIST MANAGEMENT

THE STATE OF BOOTH LEVEL OFFICERS (BLOs) IN BANGALORE;

A LOOK AT **WHAT'S GOING RIGHT** & **WHAT'S NOT**

November 2016

With an objective of improving quality of life in India's urban centres, Janaagraha believes in addressing the root-cause of existing issues instead of the symptoms through its city-systems framework. This framework consist of four inter-related dimensions critical to the running of world-class cities.



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Janaagraha's Work On Voter List Management

Founded in 2001 as a platform for citizen participation in urban India, the Janaagraha Centre for Citizenship and Democracy today works with citizens on catalysing active citizenship and with governments to institute reforms to urban governance. Its mission is to transform quality of life in India's cities and towns.

Janaagraha has been involved in efforts to rid urban voter lists of their errors for over a decade. In this time we have led successful grassroots programs to encourage registration on the voter list, such as 'Jaago Re!' in partnership with Tata Tea. We have also worked closely with the Election Commission of India (ECI), through a formal Memorandum of Understanding (MoU) with the Chief Electoral Officer (CEO), Karnataka which resulted in the creation of a voter-list maintenance process manual, called Proper URban Electoral Lists (PURE), to be implemented across all assembly constituencies in Bangalore. Janaagraha has also undertaken a series of research studies designed to quantify errors on voter lists and examine the causes for such errors across urban centres in India.

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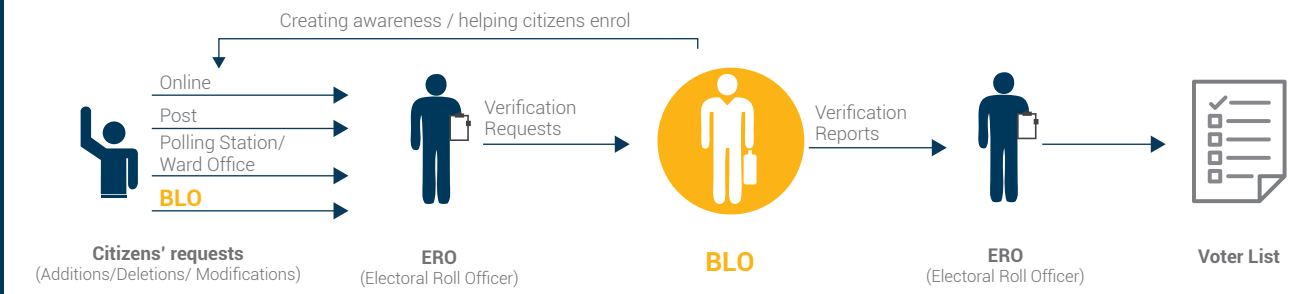
1. Executive Summary **1**
2. Introduction **5**
3. Methodology **9**
3.1 Sampling 11
3.1.1 Sampling for the Desktop Research Phase 11
3.1.2 Sampling for the Qualitative Interview Phase 12
3.1.3 Sampling for the Telephonic Interview phase 13
3.2 Execution 13
3.2.1 The Desktop research phase 13
3.2.2 The Interview phase 14
3.2.3 The Telephonic Interview phase 14
3.3. Quality Control Procedures 15
3.4 The Interview Instruments 15
4. Findings from the Desktop Research Phase **17**
5. Findings from the Qualitative Interview Phase **21**
5.1 Sample Composition 23
5.2 Findings from the interviews 24
6. CATI & Overall Findings **27**
6.1 CATI Sample Composition 29
6.2 About Booth Level Officers (BLOs) 30
6.3 Who are Bangalore's BLOs? 31
6.4 What is the kind of support/training that they receive from the ECI to per form their duties efficiently? 32
6.5 How do Bangalore's BLOs go about doing their job? 34
6.6 What are the kind of difficulties BLOs face while doing their job? 37
6.7 How satisfied are Bangalore's BLOs about their job (and how, according to them, can things be improved)? 42
7. Summary of Findings **45**
8. Discussion **51**
9. Appendices **55**
9.1 Classification of Bangalore's ACs 57
9.2 The Qualitative Depth Interview Instrument 58
9.3 The Computer Aided Telephonic Interview (CATI) Instrument 69

Executive Summary : Bangalore's Booth Level Officers

India's voter lists are riddled with errors. There is evidence to believe that voter list errors are more profound in urban India, primarily due to rapid urbanization and a resultant increase in citizen mobility. And while there is evidence of the issues that exist on urban voter lists, more remains to be understood about the layers within VLM in India that lead to such issues. One such layer, is of functionaries known as Booth Level Officers or BLOs. BLOs are one of the most crucial layers in the entire Voter List Management machinery in India. They are the ECI's foot-soldiers, in charge of all on-ground verification of voter claims and requests of the Polling Part (PP) they are allotted. In addition to this, the functions they perform for the maintenance of voter lists also makes them one of the largest sources of data on the electorate.

- BLOs are govt., semi-govt. or retired govt. personnel ideally in charge of 1 PP each and are supposed to be resident in the PP they are in charge of.
- The ECI is required to provide BLOs with adequate training and materials that helps them perform their duties efficiently.
- BLOs are required to conduct exercises such as door to door visits in order to keep the voter list of their PP clean and accurate.

The BLO - a vital part of the voter list machinery ensuring citizen requests are accurately reflected on the voter list



This study, on BLOs in Bangalore intended to understand better this layer of VLM and explore how issues within BLO functioning may be contributing to the errors seen on urban voter lists. Conducted in three phases involving both qualitative and quantitative interviews, the key findings of this study are outlined below.

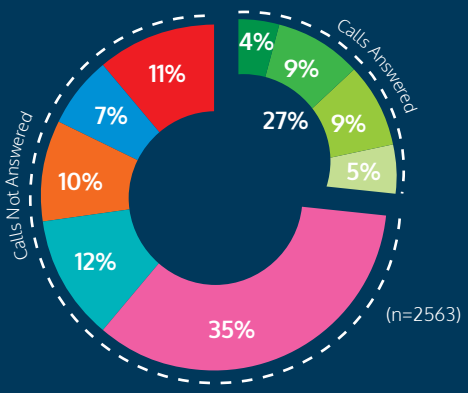
1 How easy is it to contact BLOs?

Citizens may need to contact the BLO of their PP if they wish to get enrolled on to their PP's voter list or wish to change or correct some of their details mentioned on the list. **However, contacting their BLO may not be very easy.**

Total PPs in the 11 ACs that were a subject of this study	BLO information available for	No information available for
3077 PPs	**2996* PPs**	**81 PPs**

**these 2996 PPs share among them, 2751 unique BLO names (the rest are duplications)*

When called, of 2563 BLO numbers attempted, only 27% were answered after 3 attempts. 11% of all numbers were invalid



Calls Not Answered
- Number ringing but call not answered
- Number out of network coverage
- Number switched off
- Phone constantly engaged
- Invalid number

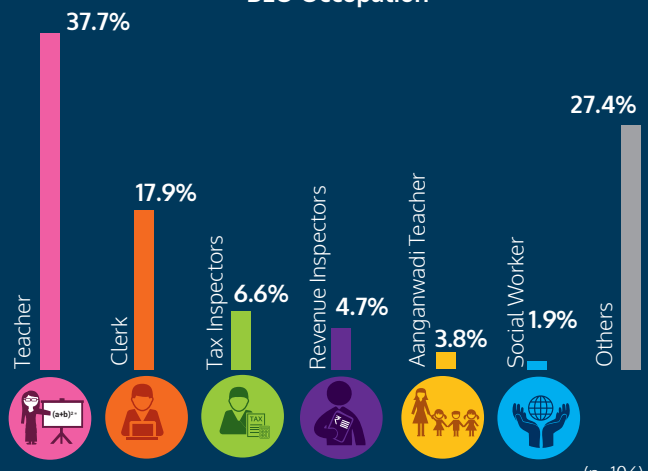
Calls Answered
- Successful Interviews
- Interview disconnected without completion
- Not interested in Interview
- Others

2 Who are Bangalore's BLOs?

A majority are 'Teachers', an occupational class that, as per the ECI's guidelines, should be avoided while appointing BLOs given the crucial nature of their work and the fact that they are overworked. **Some are private sector employees, a category that is not supposed to be made BLOs at all.**

58% of interviewed BLOs were Female and 42%, Male. Two thirds of all BLOs interviewed were between 30 and 59 years old and a large proportion, 43%, of all BLOs said that they had been one for 7 years or more.

BLO Occupation



How long have these BLOs been serving as one

1 to 2 years 14.2%	3 to 4 years 16%	5 to 6 years 26.4%
7 to 8 years 10.4%	9+ years 30.2%	Couldn't recall 2.8%

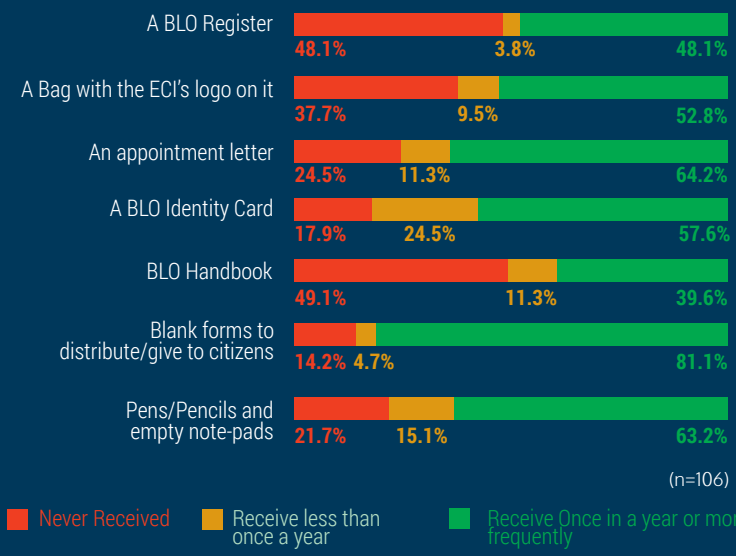
(n=106)

3 What is the kind of support/training that they receive from the ECI to perform their duties efficiently?

To help BLOs perform their duties efficiently and accurately, ECI guidelines state that they be provided with a 'BLO Kit' and be trained adequately. **Lack of adequate materials and low frequency of trainings, found in the study, can adversely affect a BLO's ability to perform their duties.**

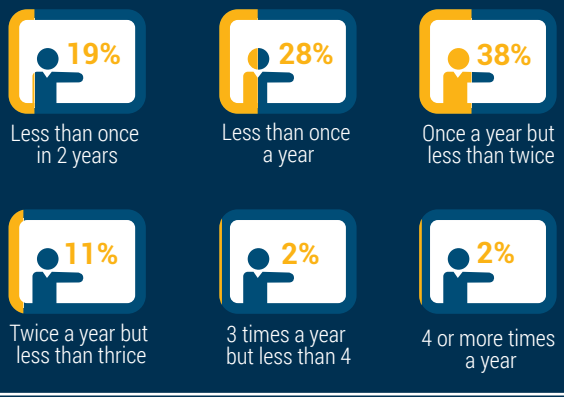
Frequency of Receipt of Materials in the BLO kit

A large proportion of BLOs reported that they had never received some of these materials. **18% of BLOs reported that they had never received a BLO ID card, 25% an appointment letter, 48% a BLO register and 49% a BLO handbook.**



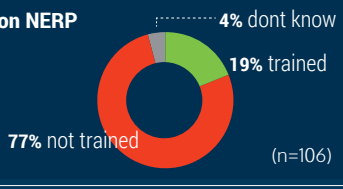
BLO Training:

While a large majority of BLOs reported being satisfied with their training, **47% claimed to have received training less than once a year.**



National Electoral Roll Purification 2016 (NERP)

Have BLOs been trained on NERP as claimed by the ECI ?

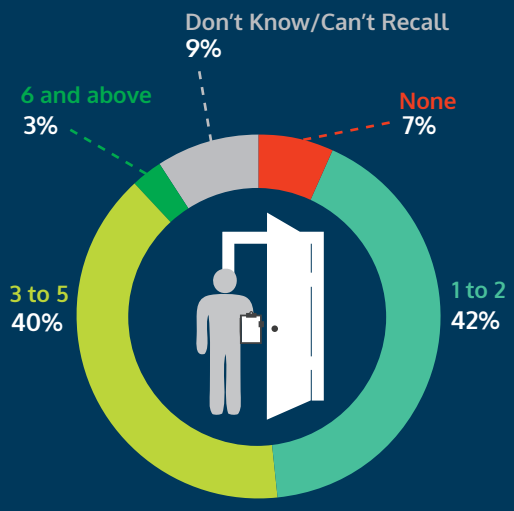


4 How do Bangalore's BLOs go about doing their job?

BLOs do not perform their duties as mentioned in ECI guidelines; this feeds into inaccuracies in voter lists.

7% of all BLOs interviewed (n=106) said that they conducted no door to door visits, during which they are required to perform critical functions to ensure lists remain clean. On average, BLOs perform only 4 out of the 6 crucial functions they are required to perform in a year; none perform all 6.

Number of door to door visits conducted (in a year)

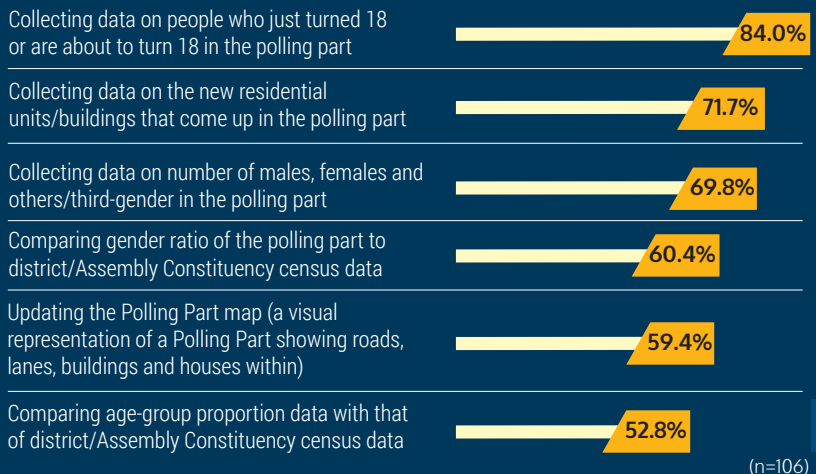


(n=106)

Total no of days on which BLOs conduct door to door visits each year

(n=89)

Prportion of BLOs performing each critical function annually



(n=106)

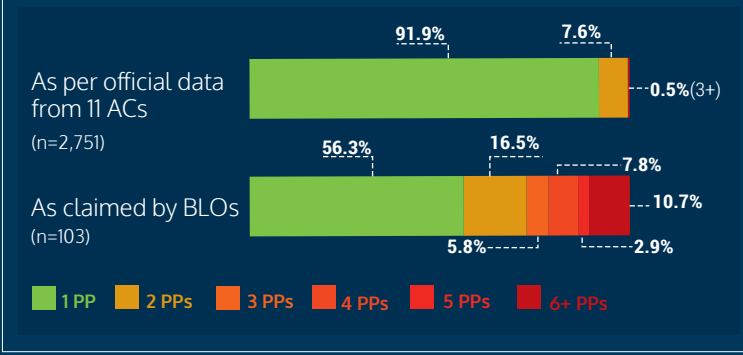
Average number of tasks performed (out of 6) = 4

5 What are the kind of difficulties BLOs face while doing their job?

The long duration of time it takes BLOs to get to their PP, not having ID cards or proper house numbering in their PPs adversely affects BLO performance.

The number of PPs a BLO is in charge of and the time it takes them to reach their allotted PPs has a direct bearing on the quality of a BLO's work. **27% of BLOs interviewed claimed to be in charge of 3 or more PPs while official data showed that less than 0.5% were in charge of 3 or more PPs. 16% of BLOs reported that it takes them more than 45 minutes to reach their PP.**

No of PPs served by BLOs



The time it takes to reach their allotted PPs

Not having a BLO identity card, poor on-ground address infrastructure and a lack of citizen cooperation were cited by BLOs as the three most important issues that affect their work adversely.

Most important issues in executing work on-ground	Proportion of BLOs
A lack of a valid BLO Identity Card (ID)	20.8%
A lack of proper house numbering in the polling part	20.8%
A lack of cooperation from the people/citizens in the polling part	13.2%
The time it takes to reach the Polling Part area	5.7%
Your concerns on safety and security while in the polling part	5.7%
A lack of motivation and support from seniors/superiors	5.7%
Frequent changing of the polling parts allotted to you	2.8%
A lack of proper road/lane signage in the polling part	2.8%
A lack of supervision from seniors	2.8%
Concentration of work in just a few months i.e. uneven spread of work over a year	1.9%
A lack of blank forms to be handed to the citizens	1.9%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.9%

(n=106)

6 How satisfied are Bangalore's BLOs about their job?

BLOs are often not given recognition, paid their honorarium or paid in full; this affects their satisfaction levels and in turn, how well they do their job.

78% of BLOs stated that they were either satisfied or extremely satisfied. 18% said that they were neither satisfied nor dissatisfied and 4%, that they were dissatisfied or extremely dissatisfied.

16% of BLOs felt they are not adequately recognized by their superiors for the hard work they put in.

Honorariums

Only 63% of BLOs reported receiving an honorarium every year as ordered by ECI. Of the 37% who did not:

Frequency of receipt of honorarium for BLOs who reported receiving it less than once a year:	
Less than once in 4 years	10.7%
Once in 4 years to less than once in 3	14.3%
Once in 3 years to less than once in 2	28.6%
Once in 2 years to less than once a year	46.4%

(n=28)

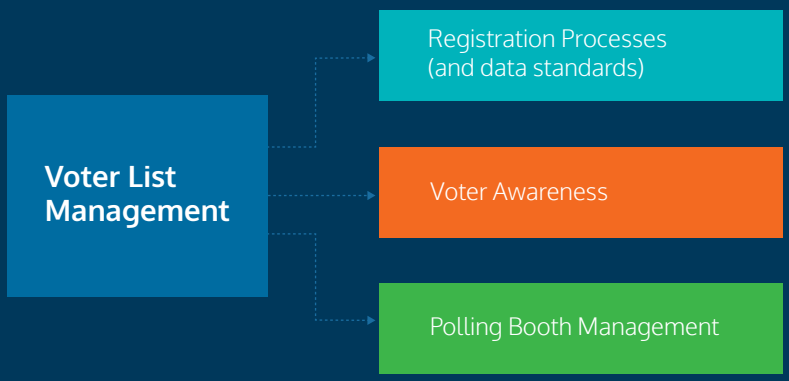
Amount Received Last

49% of BLOs reported receiving less than INR 4000 the last time they were given their honorarium

(n=84)

Addressing issues systemically

There are three principal systems underlying the VLM machinery in India. Together, these three help a citizen take their journey to the voting booth:



The BLO layer of functioning is core to the first two systems and any issues in it is bound to adversely affect the overall efficiency and accuracy of the VLM machinery.

The questions shown in the executive summary help highlight that issues exist at each stage, right from BLO appointment and PP allocation explored in question one to the payment of BLO honorariums, explored in the last question. These issues fall across both 1) Registration Processes (and data standards) and 2) Voter Awareness:

VLM System	Key Issue(s) in BLO functioning Identified that affects the VLM System
Registration Processes (& data standards)	1. Recruitment/Appointment of adequate numbers of BLOs is not being done and as a result multiple PPs are being allocated to one BLO (or there is no allocation), in violation of the ECI's guidelines 2. Despite the ECI's guidelines suggesting 'Teachers' be left out as much as possible from being appointed as BLOs, a majority in Bangalore are teachers 3. Materials required by BLOs to perform their duties, such as IDs and BLO registers are not being adequately provided to them 4. BLOs do not perform all crucial functions required of them to maintain clean voter lists, especially 'Health Analysis' and updating Polling Part (PP) Maps 5. BLOs have to bear the brunt of the anger of citizens arising out of back-end data entry errors, on which they have limited or no control 6. BLO Honorariums are either not paid, not paid on time or not paid in full 7. Issues around the recognition of their work and honorarium appears to affect their motivation levels negatively
Registration Processes (& data standards) + Plus Voter Awareness	8. The frequency with which BLOs are being trained is quite low 9. BLOs spend a large amount of time outside their regular work hours to maintain voter lists. This affects not just their role as a BLO, but also potentially their full time jobs 10. Several BLOs are allocated PPs far away from both their residence and office making access, and therefore performing their duties, difficult 11. A lack of a BLO ID card, cooperation from citizens and house numbering affects adversely their work most.

These issues plaguing BLOs and therefore VLM in Bangalore, need to be addressed in order to make the existing system perform to its potential. Towards both these ends, technology offers solutions. Creating smart technology enabled workflows for BLOs involving hand held devices for servicing voter requests, GIS mapping of PP boundaries, improved MIS systems for performance management etc. can help improve the BLO system greatly. Additionally, technology driven reforms such as Automatic Voter Registration (AVR) and Database Linkages that can help identify voter movement can also help the system in reducing BLO workload by targeting their intervention better.

Methodology :

This study was conducted in three phases:

1) Desktop Research Phase : Analysing BLO information available on the CEO, Karnataka's website from 11 ACs in the city
2) Qualitative Interview Phase : 10 Qualitative Depth Interviews from BLOs across 7 ACs in the city
3) Quantitative Telephonic Interview Phase : 106 Computer Aided Telephonic Interviews with BLOs across 10 ACs in the city

Each phase was designed to feed into the next one. Data from desktop research phase was used to sample BLOs to interview in the qualitative stage and themes that emerged from these interviews fed into the creation of a telephonic survey instrument.

REYNOLDS FINE CABSURE

2. Introduction

INTRODUCTION

Clean voter lists are considered a prerequisite to free and fair elections. However, it is a well-known fact that India's voter lists are riddled with errors such as the presence of deceased citizens, duplications, citizens who do not reside in their listed address anymore and a myriad of others. Moreover, several eligible citizens are also missing from the list. There is evidence to believe that voter list errors are more profound in urban India, primarily due to rapid urbanization and a resultant increase in citizen mobility. India currently has 400 million citizens living in urban centres, a number which will rise to 800 million or half the population by 2050 . With this transition, the stress on existing voter list management (VLM) systems will only increase and unless this challenge is addressed, will make ensuring clean voter lists immensely difficult.

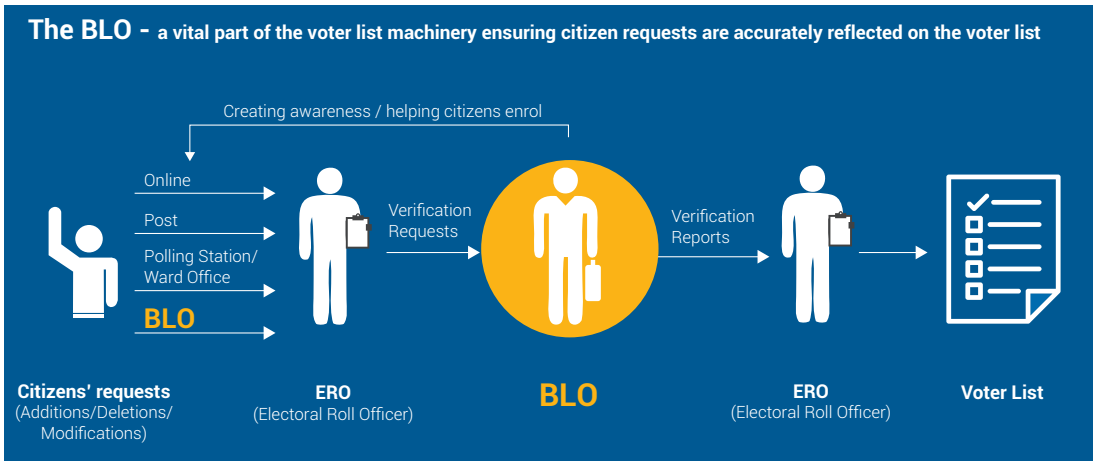
An earlier study conducted by Janaagraha in Delhi in 2015 showed that as many as 21% of citizens listed on the voter list no longer resided at their registered addresses and that 28% of eligible citizens found to be missing from the voter list of their polling part claimed to be registered elsewhere in the city. Similar attempts, at assessing the quality of voter lists were made thereafter, first in the city of Patna and then, Bangalore. To highlight potential deletions on the list (i.e. citizens on the voter list who do not reside at the given address/do not exist), a field survey attempted to verify citizens listed on the voter lists. However, in both Patna and Bangalore, this work was ceased because nearly half of sampled addresses from the lists, in both centres, could not be located on ground and thus, verification of citizens was not possible. Addresses could not be found due to poor on-ground address infrastructure such as road and lane signage as well as house numbers, an effect of poor quality PP Maps and unplanned rapid urbanisation.

Addressing the VLM challenge requires efforts to be directed at strengthening systems that underlie VLM in India. **And while there is evidence of the issues that exist on urban voter lists, more remains to be understood about the layers within VLM in India that lead to such issues**. **One such layer, is of functionaries known as Booth Level Officers or BLOs.** They are one of the most crucial layers in the VLM machinery being the only point of on-ground verification of all voter requests and claims as well as the largest source of data on the Indian electorate.

BLOs were introduced as a layer into the VLM machinery in India post 2006. This was done after a successful experiment in the state of West Bengal by the Election Commission of India (ECI), the constitutional authority in charge of the conduct of elections and thereby voter lists. This led them to believe that introducing a layer of ground based personnel for voter list maintenance throughout the year would work better than having them only for select months in a year, which was how the ECI operated then. Today, BLOs are the layer closest to the citizen and in essence, the face of the ECI.

- BLOs are government/semi-government or retired government personnel who are given charge of the maintenance of voter lists of a Polling Part (PP), an area comprising roughly 1400 voters in an urban centre.
- This means that a large majority of BLOs hold two responsibilities, one which is their regular full time job and the other, which is maintaining the voter list of their allotted Polling Part.
- Each BLO is, ideally, given charge of the maintenance of the voter list of one PP in recognition of the fact that handling two or more can affect their ability to perform their BLO duties efficiently. For their services, BLOs are to be given an honorarium by the ECI.
- BLOs are also supposed to be registered as a voter in their allotted PP, indicating that they are residents of that area and hence, will be in a better position to service the area's citizens.
- All BLOs are supposed to be provided training and given relevant materials frequently by the ECI to help them perform the duties of a BLO. Such material contains basics such as ID cards and an appointment letter through to a 'BLO Register' a tool essential to collect data on the citizens in a PP.
- Once allotted a PP, BLOs are required to conduct exercises such as door to door household visits, awareness creation drives and voter verification drives/visits.
- During these exercises, with help of the training and materials they receive, BLOs are required to perform 6 critical functions, which are: collecting data on citizens who are about to turn 18, on new residential buildings/units that come up in their PP, collecting data on age and gender, comparing gender and age cohort ratios of their PP to with district census data, on those who are dead or with errors in their details and update their PP map.

1 HPEC report on Urban Infrastructure 2011 by ICRIER - http://icrier.org/pdf/FinalReport-hpec.pdf
2 United Nations, Department of Economic and Social Affairs, Population Division (2014). World Urbanization - Prospects: The 2014 Revision, Highlights (ST/ESA/SER.A/352)
3 Delhi report - http://www.janaagraha.org/files/publications/Quality-of-Lists-Delhi-2015-MainReport.pdf



These functions and exercises that BLOs perform are what feed largely into the creation and maintenance of voter lists. However, the ability of BLOs to do so depends not only on the training and support provided, but a host of other factors external to their control and the control of the ECI, such as issues of access to certain areas, difficulty in finding households because of poor address infrastructure, cooperation received from citizens etc.

Evidence suggests that such issues may vary and be further complicated by migration levels in ACs, which may be higher in those located at the periphery as most urban centres tend to grow outward, as well as the nature of the full time occupation of BLOs. Another factor that may contribute to differences in how BLOs operate in inner and outer ACs is of poor address infrastructure. Efforts to measure quality of voter lists in Patna and Bangalore, as stated earlier, failed mostly due to bad road/lane signage and missing house numbers. This was an issue found to be more prominent in outer ACs in these centers. This suggested that unplanned growth, which usually happens at the periphery can lead to such issues and may adversely affect the ability of BLOs to work efficiently. An investigation into the working of BLOs with particular focus on address infrastructure, was conducted in Patna which strengthened the suggestion that AC spread can affect the functioning of BLOs in different ways.

Higher migration rates and general citizen mobility within urban centres means a higher number of citizen requests for additions, deletions or changes to the voter list and therefore, more effort in voter list maintenance. Similarly, the full time occupation of BLOs and the time and effort such occupations demand also affect the overall ability to perform BLO duties efficiently. It is well known that 'Teachers', an occupation class that the ECI instructs be left out as BLOs as best as possible, are often instructed for not just performing the duties of a BLO but also by the government for conducting census and other National Sample Survey Office (NSSO) surveys, making them an overall stressed asset.

Given this background on BLOs and a general lack of information around this layer within VLM, it is worthwhile exploring the issues they face in executing their duties and examine how aspects such as migration and their occupation affect their ability to do so in different urban centres. It must be said that the ECI does recognize the need to do more to ensure clean voter lists which reflects in their continued efforts at innovation, one of which is the BLO system itself which was introduced in 2007 with the aim of improving the quality of voter lists. Another step in that direction has been the launch of National Electoral Roll Purification 2016 (NERP) program in July 2016, which aims to improve the health of electoral rolls and optimize polling station locations, on which the ECI has indicated that all BLOs have been trained. However, since the introduction of BLOs, any comprehensive evaluation on their functioning has not been conducted.

The overall objective of this study is to try and understand better, the BLO layer in Bangalore and identify areas in their functioning that can be strengthened in order to help address challenges to urban voter list management.

4 Study on Voter Lists in Patna - http://www.janaagraha.org/files/publications/VLM_Patna_2015_SummaryReport-BLO.pdf

3. Methodology

This study was conducted in three phases:

Desktop research phase:

This stage looked at BLO details published online and basic analysis was conducted on information available (the number of BLOs servicing more than 1 PP, their occupation and errors in details). This information also fed into sampling for the next two phases.

Qualitative Interview phase:

Qualitative interviews were then conducted with randomly selected BLOs across the city of Bangalore in order to – 1) develop a nuanced understanding of the roles and responsibilities of a BLO and how they go about fulfilling their duties and 2) serve as a base to develop a structured quantitative interview to be conducted with a larger set of BLOs across Bangalore in the third stage.

Quantitative telephonic Interview phase:

At this stage, Computer Aided Telephonic Interviews (CATIs) were conducted with a 106 BLOs spread across Bangalore.

Each phase was designed to feed into the next one. Data from desktop research phase was used to sample BLOs to interview in the qualitative stage and themes that emerged from these interviews fed into the creation of a telephonic survey instrument.

3.1 Sampling

Bangalore City, the area administered by the Bruhat Bengaluru Mahanagara Palike (BBMP - Municipal Corporation), is home to about 8.4 million people (2011 census). The area that BBMP administers includes a total of 27 Assembly Constituencies (ACs). For this study, samples were drawn from these 27 ACs stratified by location and levels of migration. For further details on the 27 ACs within Bangalore, refer to the appendix, section 9.1.

3.1.1 Sampling for the Desktop Research Phase

For this phase, BLO records of 10 ACs selected on geographic spread and migration were looked at. These 10 ACs out of 27 in Bangalore, were chosen using stratified random sampling keeping in mind proportional representation of 'inner' and 'outer' ACs as well as those classified as 'high migration' (HM) and 'others' (OTH). Definitions used of these parameters were as follows:

Inner/Outer ACs – ACs that fell within or those where the majority of the AC fell within a 10KM radius from the centre of the city were classified as 'Inner' ACs. Those ACs whose boundaries were on the extremities of the city and those who were mostly or wholly outside a 10KM radius from the centre were classified as 'Outer' ACs. Out of the 27 ACs in Bangalore, 19 were classified as Inner ACs and the remaining 8 as Outer.

High Migration (HM)/Others (OTH) ACs – ACs whose decadal population growth rate, as calculated using census 2001 and 2011 data, exceeded the Inner/Outer AC bucket average were classified as 'HM' within each bucket. Those who grew less than the average were classified as 'Others'. Migration was considered a major contributor to population growth rate and this assumption formed the basis for using decadal population growth rate as an indicator of migration. Within the 19 Inner ACs, 9 were classified using this method as HM and the rest, OTH. Within the 9 Outer ACs, 4 were classified as HM and the rest, OTH.

Table 1 shows the ACs selected for this phase.

Table 1: ACs selected for the desktop research phase (type and PPs within)

AC_No	AC_Name	PC_Name	Total PPs	Inner/Peripheral	HM/OTH
171	Padmanabhanagar	Bangalore South	238	Inner	HM
175	Bommanahalli	Bangalore South	313	Inner	HM
161	C.V.Ramannagar	Bangalore Central	230	Inner	HM
169	Chikpet	Bangalore South	223	Inner	OTH
168	Chamrajpet	Bangalore Central	218	Inner	OTH
162	Shivajinagar	Bangalore Central	180	Inner	OTH
174	Mahadevpura	Bangalore Central	399	Outer	HM
152	Bytarayanapura	Bangalore North	353	Outer	HM
154	Rajarajeswarinagar	Bangalore Rural	348	Outer	OTH
151	K.R.Puram	Bangalore North	385	Outer	OTH

3.1.2 Sampling for the Qualitative Interview Phase

A total of 13 BLOs across Bangalore were to be interviewed for this stage. Samples were drawn from 6 ACs out of the 10 that were selected for the desktop research phase (3 inner and 3 outer ACs; & within these, three HM and three OTH) and also from an additional AC, Shantinagar, added purposively. Further details on how these ACs were selected are given below.

It was first decided that interviews would be conducted in 5 out of the 10 ACs chosen for the desktop research phase. Therefore, 3 ACs were drawn from the bucket of Inner ACs and 2 from that of Outer ACs so that the ratio of Inner to Outer AC stays the same as in the desktop research phase. ACs from within these two buckets were chosen randomly keeping in mind the proportion of 'HM' and 'OTH' ACs within. After this process of selecting 5 ACs of which 3 were Inner and 2 Outer was completed, it was decided that an additional Outer AC would be added to the list to enhance our understanding of issues in outer ACs. This AC was sampled randomly from the list of Outer ACs from the desktop research phase. Finally, the team added another Inner AC, Shantinagar, purposively since Janaagraha has extensive on-ground experience of VLM in this AC and wanted to leverage it to understand issues around BLOs better. This took the total number of ACs to 7, as shown in Table 2 below.

Table 2: ACs where qualitative interviews were to be conducted (type and PPs within)

AC_No	AC_Name	PC_Name	Total PPs within	Inner/Peripheral	HM/OTH
171	Padmanabhanagar	Bangalore South	238	Inner	HM
175	Bommanahalli	Bangalore South	313	Inner	HM
169	Chikpet	Bangalore South	223	Inner	OTH
163	Shantinagar	Bangalore South	190	Inner	OTH
174	Mahadevpura	Bangalore Central	399	Outer	HM
154	Rajarajeswarinagar	Bangalore Rural	348	Outer	OTH
151	K.R.Puram	Bangalore North	385	Outer	OTH
152	Bytarayanapura	Bangalore North	353	Outer	HM
154	Rajarajeswarinagar	Bangalore Rural	348	Outer	OTH
151	K.R.Puram	Bangalore North	385	Outer	OTH

Samples were drawn for 7 BLO interviews in Inner ACs and for 6 in Outer ACs. This distribution was selected so that a wider view of those working in outer ACs could be taken given the hypothesis that more issues are present in outer ACs because of higher rates of migration. This also reflects in the fact that decadal population growth rates in outer ACs are higher compared with Inner ACs. BLOs within each AC were sampled keeping in mind their occupation/designation in their full time jobs. This was done to examine another hypothesis that there may be differences in aspects such as knowledge, motivation, operation etc. based on the education and skill level of BLOs which is reflected to a significant degree by their designation. Additionally, as mentioned in the introduction, certain occupational classes such as 'Teachers' are also given other responsibilities by the government such as conducting the census and other sample surveys and therefore, such sampling would also allow for investigating how this affects the ability of BLOs to perform their duties efficiently. Once classified on the basis of occupation, BLOs within each AC were drawn through random number generation and all efforts were made to represent major occupation classes as best as possible given the low sample size (13). Five such sets were created to account for refusals, dropouts and any other factor that rendered an interview unsuccessful.

3.1.3 Sampling for the Telephonic Interview phase

A total of 100 telephonic interviews were to be conducted across all 10 ACs selected for the first phase i.e. desktop research. Ten BLOs were randomly selected from within each of the 10 ACs, keeping in mind adequate representation of their occupation within each AC. Within each AC, five such sets of 10 BLOs each were sampled to be used in case the required number of interviews could not be achieved using the first set.

3.2 Execution

Project execution is broken down for each phase below.

3.2.1 The Desktop research phase

Janaagraha analysed data on BLOs published by office of the CEO, Karnataka. This data can be obtained from the link: http://ceokarnataka.kar.nic.in/blolist_2015/Dist_List.aspx. Once PDFs were obtained, we converted this data into Excel and looked at aspects such as:

- Nature and type of information on BLOs available
- Designation/Occupation of BLOs
- Errors/issues, if any, in the information published (such as incomplete telephone numbers, missing names, duplications etc.)

3.2.2 The Interview phase

Face-to-face interviews with 13 BLOs across 7 ACs were conducted in Kannada between 13/06/2016 and 05/07/2016 using sets of sampled BLOs as described in section 2.1.2. Execution was as described below:

- BLOs were called using sampled sets of BLO contacts and requested for face-to-face interviews. Appointments were booked with BLOs on call unless the date provided exceeded 4 weeks from the date of asking for the appointment. In such cases, Interviewers moved on to the next BLO contact.
- In cases where the number was not answered but was ringing, two more attempts were made before moving on to the next BLO contact. For cases such as 'wrong-number', where the number was invalid/switched-off, the interviewer moved to the next BLO contact without further attempts. However, these were to be tried on another day provided the required number of interviews had not been reached using other BLO contacts.
- There were five sampled sets; if the required number of interviews were not achieved using the first set, the interviewer moved on to the second one. Although 5 such sets were created initially, the remaining BLO contacts in each AC were put in a 6th set to be used in case the first 5 sets were used up.
- All interviews were recorded, transcribed and translated into English. If any shortcomings in the audio recordings rendered an interview unsuccessful, another one to replace it was conducted.
- A bulk of the BLO interviews were conducted by a freelance researcher specializing in conducting Depth Interviews (DIs) and Focus Group Discussions (FGDs) and well versed in Kannada, Hindi and English. Some were conducted by an associate researcher from Janaagraha's Research & Insights (R&I) team. Translation and transcription of recorded interviews was done by an agency based out of Hyderabad, India, called Crescendo Communications.

3.2.3 The Telephonic Interview phase

A total of 106 BLO interviews were conducted between 16/08/2016 and 30/08/2016 using a Computer Aided Telephonic Interview (CATI) questionnaire.

- To achieve a 100 successful BLO interviews, as was planned, interviewers called phone numbers from sets of sampled BLO contacts within each AC (sampled sets did not include contacts of those interviewed in the qualitative interview stage).
- If a call was answered by the concerned BLO, interviewers followed a set procedure, as per the instrument and administered the survey at either the same time or took an appointment for a later date and time (not exceeding two weeks from the time the appointment was taken). If a call was not answered or if a survey with the concerned BLO was unsuccessful, interviewers proceeded to call the next BLO from the set of sampled numbers.
- A reminder of the appointment was given via telephone at least once and at least a day in advance of the scheduled appointment. In case the BLO intended to reschedule to another date, the next appointment was not to exceed one week from the time it was taken; if it did, that interview/contact was considered 'unsuccessful' and the interviewer moved to the next sampled BLOs.
- All responses given by BLOs to the interviewer were recorded real-time on to the Computer Aided Telephonic Interview (CATI) program.

These interviews were executed by Hansa Research, a marketing and social research agency. All interviewers were conducted in either Kannada, English or Hindi. The Hansa CATI team was trained by a senior researcher from Janaagraha at a two day workshop which included context setting, training interviews and mock calls. Thereafter, Janaagraha monitored quality and progress of the interviews routinely.

3.3 Quality Control Procedures

To ensure highest quality standards, QC procedures were put in place for each phase of the study as outlined below.

1. **Desktop Research Phase** - Since all BLO information was converted from PDFs to MS Excel file type, a total of 100 rows of information were randomly checked to ensure accuracy of conversion
2. **Qualitative Research Phase**
    a. All qualitative depth interviews were audio recorded and such recordings were obtained from the interviewer once every 2 days. Any issues detected were fed back to the interviewer for subsequent correction.
    b. A Janaagraha researcher attended 3 out of the 8 interviews conducted by the freelancer hired for this phase.
3. **Telephonic Interview Phase**
    a. Data on interviews was obtained every 3 days from commencement of interviews and any issues noticed were fed back to the agency for course correction.
    b. Apart from the agency's own in house QC procedures which mandated 30% back checks and 5% supervisor scrutiny, Janaagraha contacted 10 BLOs as a part of its own checks.
    c. Janaagraha included a 'mystery BLO' contact (actually the number of an R&I researcher) in the contact database to check how interviews were being conducted, the output of which was fed back to the agency for course correction.

3.4 The Interview Instruments

Two out of the three phases in this study involved conducting interviews. The Qualitative Interview phase was based on gathering information using a structured pen-and-paper instrument while the telephonic interview phase used a structured CATI instrument with only closed ended questions. As described in section 2 earlier, information collected in the qualitative interview phase, in addition to helping us develop a nuanced understanding of the role of a BLO, was also to help develop the CATI instrument for the telephonic stage.

Therefore, both instruments were more or less similar in terms of the broad information areas they captured:

4. Knowledge of BLOs on their roles and responsibilities (mostly in the qualitative instrument)
5. General work procedures BLOs followed/practiced
6. The support BLOs receive from the ECI in terms of materials and training
7. Issues BLOs face with discharging their duties effectively and
8. Overall motivation and their suggestions on improvements required as well as the overall satisfaction of BLOs (suggestions only in the qualitative instrument)

All instruments used for this study have been given in section 9.2 in the Appendix.

4. Findings From The Desktop Research Phase

For this stage, BLO information from a total of 11 ACs, as against the 10 decided ones given in section 2.1.1, was looked at. This was done as information for the additional AC, Shantinagar, added purposively for the Qualitative Interview Phase had to be mined to sample BLOs from within for interviews.

Table 3 shows the total number of PPs within each of these ACs and the number of PPs for which BLO information is available. Both pieces of information were obtained from the website of the office of the CEO, Karnataka.

Table 3: Number of PPs in ACs vs the number of PPs for which BLO information is available

AC Number	AC Name	Total PPs within	PPs for which information is available	PPs for which no BLO information is given
151	K.R Puram	385	385	0
152	Byatarayanapura	353	343	10
154	Rajarajeswarinagar	348	348	0
161	C.V. Raman Nagar	230	230	0
162	Shivaji Nagar	180	179	1
163	Shanthinagar	190	119	71
168	Chamrajpet	218	218	0
169	Chickpet	223	223	0
171	Padmanabha nagar	238	238	0
174	Mahavapura	399	399	0
175	Bommanahalli	313	314	-1 (two BLOs for PP no. 1)
	ALL ACs	3077	2996	81

As per the ECI's guidelines, BLO information for all PPs have to be provided on the website of the CEOs of all states and UTs. This information is to include the names, designations, contact numbers, and addresses of all BLOs. But as is evident from Table 3, BLO information for only 2996 PPs out of a total of 3077 PPs was available on the website of the CEO, Karnataka.

The ECI's guidelines also state that each BLO should be allotted one PP and in cases of shortfalls, some may be allotted two but in no case should any BLO be allotted three or more PPs. Analysing information obtained found that these 2996 PPs were being serviced by 2751 BLOs, 92% of whom were listed against only 1 PP each, 7.6% against two and the rest (16 BLOs) against 3 or more different PPs.

Table 4 shows the spread of designations of these 2751 BLOs. A majority of BLOs (37%) were found to be teachers, an occupational class the ECI suggests be exempted from these duties as far as possible so as not to have an adverse effect on students' education. Booth Level Officers are, by the Election Commission of India's guidelines, supposed to be drawn from among a limited pool of serving government officials, officials of semi-government organisations and retired government officials. However, the study found several cases where BLOs were mentioned in occupational classes or types that can be considered external to this pool. In the BLO data that was mined from the Karnataka CEO's website for these 11 ACs, 44 BLOs had their designation mentioned as 'Social Worker'. Apart from this, there were Students, Private School Teachers and even Janaagraha employees on the BLO list for Bangalore. Table 4, on the next page, also shows that 726 BLOs had no designation mentioned against their names.

Table 4: Designations held by BLOs from the 11 ACs that were a part of this study

S. No	Occupation Class	Proportion
1	Teacher	37.3%
2	Clerk	21.4%
3	Tax Inspectors	9.8%
4	Revenue Inspectors	5.8%
5	Aanganwadi Teacher	4.9%
6	Social Worker	2.2%
7	Others	18.6%
	No Data*	n=726
	n	2751

*Occupation data was not available for the ACs 175 and 151 as well as for some BLOs within the other ACs included in this phase.

While looking at BLO contact numbers, it was found that the 2751 BLOs for whom some or the other information was given shared among them, 2184 phone numbers. Some numbers provided were of landline phones and therefore, could be office board phone numbers and so, shared among some BLOs. However, there were several cell-phone numbers that appeared more than once with 275 appearing twice or more times against different BLOs. It was also found that 77 BLOs had no phone number mentioned against their names.

5. Findings From The Qualitative Interview Phase

5.1 Sample Composition

A total of 13 BLO interviews across 7 Assembly Constituencies were to be conducted in this phase. However, only 10 successful interviews were achieved between 13/06/2016 and 05/07/2016 due to survey drop outs. Table 5 presents the number of planned interviews versus achieved by ACs.

Table 5: Sample Composition

AC Number	AC Name	AC Type (spread & migration)	Planned	Achieved
171	Padmanabhnagar	Inner-HM	2	1
175	Bommanahalli	Inner-HM	2	2
169	Chickpet	Inner-OTH	1	1
163	Shantinagar	Inner-OTH	2	2
174	Mahadevpura	Outer-HM	2	1
154	Rajarajeshwarinagar	Outer-OTH	2	2
151	K.R. Puram	Outer-OTH	2	1

As is evident in Table 5 the target number of interviews was achieved in all ACs except in Padmanabhanagar, Mahadevpura and KR Puram. Seven interviews were to be conducted in Inner ACs, and six in outer but since only one interview was achieved in Padmanabhanagar, which is an Inner AC, and one less was achieved in the Outer AC of Mahadevapura, the achieved spread stands at six for Inner and four for Outer.

Of the ten respondents with whom these interviews were conducted, six were females and four, males. Four BLOs had full time jobs as 'Teachers' ranging from Primary Teachers to Tailoring Teachers. The other six included a Revenue Inspector, a BBMP Helper, a Technical Operator, an Aanganwadi Worker, a Tax Inspector and a Land Surveyor. A majority of these respondents, seven, reported that they had been BLOs for over four years.

5.2 Findings From The Interviews

The main objectives of conducting these qualitative interviews were:

1. To develop a nuanced understanding of how BLOs perform their duties and the issues they face while doing so, as well as
2. To identify broad themes to serve as a base for the development of a quantitative structured instrument to be administered to a larger set of BLOs.

The key themes that emerged from the analysis of the information generated using this phase are outlined below:

1. BLO HONORARIUM/PAYMENT

A major concern voiced by all BLOs interviewed was of intermittent or no receipt of payment/honorarium for the services they rendered.

When asked, whether they had received any honorarium, one BLO said **"We have never received it from past 5 years. Not even single rupee they have paid us, still they have not paid the amount for the voter list that we did."** Another BLO said, **"When we ask them strictly, then that time they pay us about Rs. 300 or 500. They sign themselves and take the money for themselves. There is no record for that."**
It also appeared that as a result of this issue, BLOs may see this role, in its entirety or in parts, as voluntary. Managing the voter list is an enormous task involving several processes that are tedious and time consuming and is an additional responsibility for BLOs over and above their full-time jobs. This issue appeared to be a key demotivating factor and therefore, may reflect in the quality of their work and in turn, the quality of the voter list itself.

2. SUPPORT PROVIDED BY THE ECI TO BLOS

All BLOs are supposed to be provided with a 'BLO kit' comprising materials or items they need to perform their duties effectively. These include a BLO identity card, an appointment letter, a BLO handbook, a BLO register, blank forms and stationary, all provided in a bag with the ECI's logo on it. An absence of some of the above-mentioned items can act as impediments to BLOs in successfully discharging their duties. For example, access to a household for a BLO may get restricted if he/she doesn't have a valid BLO identity card.

When asked about the BLO kit, one BLO said, **"I don't know anything about that kit."** And another replied by saying **"No sir, we make it by hand and use. We haven't even got a pen or pencil."**

Another key support function that the ECI provides to BLOs is training. This is essential in making sure that BLOs perform well. Findings showed that overall, BLOs appreciated training sessions and felt that these were useful. However, one BLO indicated issues with the quality of such trainings by saying **"when they have emergency they will call, when they get pressure they will tell do that do this that's all",** referring perhaps to her seniors in the ECI's hierarchy. Findings also indicated that the frequency of these trainings was very low with some stating that they had been trained only once throughout their career as a BLO.

3. CITIZEN-BLO INTERACTIONS

BLOs have to interact with citizens frequently in order to service their requests or to create awareness on aspects around electoral participation. Therefore, to ensure quality of voter lists, cooperation from citizens is important. From these interviews it was found that while conducting door to door surveys, BLOs are sometimes not received cordially by citizens and at times questions are raised on their credibility. One BLO said **"one day corporation people came and started shouting saying 'Who is that idiot fellow rascal', you know those rich people how they talk".**

This lack of citizen cooperation appears to discourage BLOs and makes it difficult for them to do their duties. Additionally, since in the entire VLM hierarchy, only BLOs engage and interact with citizens, they often have to bear the brunt of errors that originate at back-end operations such as data entry. One BLO, on asking about the issues they face highlighted this aspect by saying **"Most of the time they would have mentioned fathers name as husband name, and they come and shout saying 'Am I her husband' these kind of issues we get and that time we have to make them calm and show us our report and explain them that it is just printing mistake and send them back.".**

4. ISSUES WITH BACK-END DATA ENTRY

As was just described, BLOs are held answerable to any errors in voter details by citizens. BLOs felt that such errors are often the mistake of data entry operators who do not enter it accurately into the Electoral Roll Management System (ERMS) software. One of the BLOs stated that **"During entry, In place of husband's name they enter father's name and vice versa. Male female is interchanged."**

During household visits by BLOs, citizens quite often respond in their regional language and the BLOs felt that data entry operators make mistakes during real-time translation which permeates into the voter lists. Door to door surveys conducted by BLOs entail a significant amount of time and effort and if the information gathered by them is not updated properly, a lot of the efforts may be in vain.

5. DISTANCE AND TRAVELING TIME TO POLLING PARTS

Another issue highlighted during the interviews has to do with inefficient allocation of PPs and the resulting time and distance BLOs have to travel to reach their allotted PPs. Though most BLOs stated that their allotted PPs were not located very far, a few did express concerns. One BLO said **"They will allocate areas closer to our working place, if they allocate near our house we will do it easily. From my house I will have to take four buses to reach that place".** One BLO said that their polling part was 15 KMs from their office and 25 KMs from their residence.

Since BLOs have other full time jobs and some of them are allotted more than one Polling Part, this issue appears to be a concern for some of them and may adversely affect their ability to perform their duties.

6. THE POLLING PART MAP OR 'NAZARI NAKSHA'

The polling part map which is also known as the "Nazari Naksha" helps BLOs identify individual households in their PPs. From the qualitative interviews, it was found that maintaining and updating the polling part map, a part of the BLO's job, was not considered important by a few BLOs. When respondents were asked if they update the polling part map regularly, one of the respondents said , **"Because I am continuously doing the same area so no need of combing the map when we did the first time we require a map, since I am regularly doing map is not required".** Another BLO replied by saying that **"We will not do that, we are busy with our own work. They give the form only after 2 to 3 months if we do it in April and May and this year also they called me to do but I refused saying that I am not interested to do any charity work".** This, clubbed with other observations from BLOs shows that they may consider creation of maps as not crucial to their working. One BLO even considered it to be the revenue department's job. However, as stated earlier, all BLOs are mandated by the ECI to update and maintain this map as it is considered an important tool to increase their efficiency and therefore, the cleanliness of voter lists.

There are several other observations that arose from analysing the responses of BLOs but most of them span across, and often were a combination of, the themes mentioned above. Once arrived upon, these themes were used to guide creation of the CATI instrument that was administered to a larger set of BLOs across Bangalore.

6. CATI & Overall Findings

This section will begin by describing sample composition for the CATI phase. It will be followed by sections answering a series of questions that can help us understand better, Bangalore's BLOs and their functioning using findings from both the CATI phase and the Qualitative Interview Phase. It is important to note that details about the BLOs to contextualise the research is imperative to the research itself, e.g. attempts to contact BLOs to undertake the research is insightful into the ease with which it is (or is not) possible to contact a BLO full stop. Thus providing some insight into the ease with which citizens may be able to contact their respective BLO to request VLM services.

6.1 CATI Sample Composition

A total of 100 CATIs were to be conducted spread equally across the 10 ACs selected for this study. Within these 10 ACs, that were selected looking at both geographic spread and migration rates, achieved interviews had to reflect a BLO occupation spread that resembled the overall AC. Table 6 below shows the number of interviews planned in each AC versus achieved and Table 7, the occupation spread that was planned versus achieved.

Table 6: Spread of achieved versus planned interviews by AC

AC_No	AC_Name	Interviews Planned	Interviews Achieved
171	Padmanabhanagar	10	12
175	Bommanahalli	10	10
161	C.V.Ramannagar	10	10
169	Chikpet	10	11
168	Chamrajpet	10	10
162	Shivajinagar	10	10
174	Mahadevpura	10	10
152	Bytarayanapura	10	10
154	Rajarajeswarinagar	10	12
151	K.R.Puram	10	11
	n	100	106

Table 7: Spread of achieved versus planned interviews by BLO Occupation Class

S. No	Occupation Class	Interviews Planned	Interviews Achieved	Deviation
1	Teacher*	35	44	+9
2	Clerk	18	19	+1
3	Tax Inspectors	7	7	0
4	Revenue Inspectors	3	5	2
5	Social Worker	3	2	-1
6	Others	34	29	-5
	n	100	106	+6

*The 'Teacher' occupation class here also includes 'Aanganwadi Teachers'.

(For the calculation of planned interviews, occupation data was not available for the ACs 175 and 151 as well as for some BLOs within the other ACs included in this phase. These numbers are based on whatever data was available)

As can be seen from Table 6, a total of 106 interviews were achieved meeting the target of having a minimum of 10 in each AC. Table 7 shows that the number of interviews achieved within each occupational class were more or less as planned except for the occupational classes 'Teacher' and 'Others'. Of the 106 BLOs with whom interviews were conducted, 58% were female and 42%, male.

Table 8 below shows the age spread of these BLOs. As can be seen, two thirds of all BLOs interviewed were between 30 and 59 years old. Table 9 shows how long the interviewed BLOs said they had been one for.

Table 8: Age spread of BLOs Interviewed

Age Group	%
18-24	1.9%
25-29	12.5%
30-39	27.9%
40-49	39.4%
50-59	16.3%
60-69	1.9%
n*	104

Table 9: How long have they been BLOs

Duration in Years	%
1 to 2 years	14.2%
3 to 4 years	16.0%
5 to 6 years	26.4%
7-8 years	10.4%
9 + years	30.2%
Couldn't recall	2.8%
(n)	106

*Two BLOs chose not to answer this question

6.2 About Booth Level Officers (BLOs)

Booth Level Officers or BLOs are one of the most crucial layers in the entire Voter List Management machinery in India. They are the ECI's foot-soldiers, in charge of all on-ground verification of voter claims and requests of the PP(s) they are allotted. In addition to this, the functions they perform for the maintenance of voter lists also makes them one of the largest sources of data on the electorate.

- BLOs are govt., semi-govt. or retired govt. personnel ideally in charge of 1 PP each and are supposed to be a resident at the PP they are in charge of.
- The ECI is required to provide BLOs with adequate training and materials that helps them perform their duties efficiently.
- BLOs are required to conduct exercises such as door to door visits in order to keep the voter list of their PP clean and accurate.
- They are also required to perform 6 critical functions, some of which they can do during the updation exercises they conduct, to collect important data on voters and service their area's voters.

Further details on BLOs have been given in section 2, introduction. The next sections in this report will paint a picture around a sample of these BLOs in Bangalore, the work they do, the issues they face and how motivated they feel.

6.3 Who are Bangalore's BLOs?

Bangalore's BLOs

As stated in section 6.1, of the 106 BLOs who were interviewed, 58% were female and 42%, male. Two thirds of all BLOs interviewed were between 30 and 59 years old (Table 8) and a large proportion, 43%, of all BLOs said that they had been one for 7 years or more (Table 9).

Table 10 below shows the spread of occupation classes of the 106 BLOs interviewed in the CATI phase. A majority of the BLOs were Teachers (38%). The second biggest occupation class was that of Clerks (18%) followed by Tax Inspectors (7%), Revenue Inspectors (5%) and Aanganwadi Teachers (4%). The next biggest class, surprisingly, is that of 'Social Workers', one which does not appear to be a class mentioned in the ECI's guidelines on people eligible to be BLOs. These proportions also mirror closely, the designation proportion data for all 11 ACs (10 from desktop research phase and Shantinagar AC, chosen purposively for the qualitative interview phase) as given in section 4 and reinforce the indication that several BLOs are not government, semi-government or retired government personnel.

Table 10: Spread of Occupation Classes of BLOs interviewed in the CATI phase

S. No	Occupation Class	Proportion
1	Teacher	37.7%
2	Clerk	17.9%
3	Tax Inspectors	6.6%
4	Revenue Inspectors	4.7%
5	Aanganwadi Teacher	3.8%
6	Social Worker	1.9%
7	Others	27.4%
	n	106

Contacting BLOs

A total of a 106 CATI interviews were conducted with BLOs. These BLOs were contacted on phone using a database of 2474 unique BLOs from the 10 ACs which were a part of this study found to have non erroneous telephone numbers during the desktop research phase. To achieve 106 successful interviews, a total of 2563 BLO contacts were dialled between 16/08/2016 and 30/08/2016. Table 11 shows a break-up of the phone calls made and the responses received.

Table 11: Break-up of the attempts* made to contact sampled BLOs

Status of attempts	Numbers
Call Answered	684
Successful Interviews	106
Interview disconnected without completion	229
Not interested in Interview	220
Others	129
Number ringing but call not answered	889
Number out of network coverage	295
Number switched off	245
Phone constantly engaged (3 successive attempts)	171
Invalid number	279
TOTAL	2563

*all numbers using which BLOs were not reached were attempted three times, at different times of the day to optimise probability of contacting them

6.4 What is the kind of support/training that they receive from the eci to perform their duties efficiently?

To help BLOs perform their duties efficiently and accurately, the ECI guidelines state that they be provided with a 'BLO Kit' and be trained adequately.

The BLO Kit

A BLO Kit is supposed to be made up of 7 elements as shown in Table 12 below. The table also shows that out of the BLOs interviewed, 48% claimed that they had never received a BLO Register, material crucial for collecting information to be sent to the ERO, such as voter detail modifications and number of eligible citizens not on the list at the time etc. that helps EROs guide corrective action. Therefore, not receiving the register has the potential to seriously affect their output. Of the ones who did report receiving the register, more than 90% reported that they receive it at least once a year or more, in line with the ECI's guidelines.

Table 12: Materials provided in the BLO Kit and the reported frequency at which BLOs receive each

(n = 106)	Never Received	Out of those who have received this	Receive less than once a year	Receive Once in a year	Receive Twice in a year	Receive Thrice or more a year
A BLO Register	48.1%		7.3%	49.1%	30.9%	12.7%
A Bag with the Election Commission of India's logo on it	37.7%		15.2%	50.0%	24.2%	10.6%
An appointment letter	24.5%		15.0%	57.5%	16.3%	11.3%
A BLO Identity Card	17.9%		29.9%	50.6%	13.8%	5.7%
A Booth Level Officer Handbook	49.1%		22.2%	51.9%	16.7%	9.3%
Blank forms to distribute/give to citizens	14.2%		5.5%	40.7%	27.5%	26.4%
Pens/Pencils and empty notepads	21.7%		19.3%	50.6%	18.1%	12.0%

A BLO identity card can help BLOs interact with citizens more confidently, allay privacy fears and gain access to areas generally difficult to get into such as apartment complexes, gated communities and educational institutions. This issue was also highlighted in the qualitative interview phase where it was clear that BLOs felt that BLO-citizen interaction would benefit from such a document. However, 18% of the BLOs interviewed in the CATI phase reported never getting a BLO identity card.

A surprising finding is that 14% of BLOs reported never getting any blank forms that they could give to citizens. It is not clear how these BLOs help citizens who ask for forms but it is likely that they source these themselves and use photocopying to generate more. When talking about forms during the qualitative interview stage, one BLO stated **"They would have given it at once and we have to do some adjustments if there is any shortage."** The BLO, when asked of shortages said **"Sometimes it has happened and at time we have got it Xeroxed also"**

Of the BLOs who reported receiving blank forms in the CATI phase, 45% claimed to receive them only once a year or less frequently. Unless these BLOs photocopy the forms, such low frequency can affect the ability of BLOs to gather service requests from citizens.

Table 12 also shows that almost half of the BLOs interviewed (49%) reported that they had never received a BLO handbook, a document that BLOs can go to in case of any doubts around their roles and responsibilities. It is also particularly useful given that BLO training sessions are not very frequent, as detailed in the next sub section below.

BLO Training

At BLO training sessions, these part-time functionaries of the ECI are taught how they are supposed to go about fulfilling their duties efficiently. Training sessions are important not only from the point of view of induction of new BLOs but also from that of enhancing the learning of existing ones and keeping them motivated and up to date with new developments and challenges.

Close to half (47%) of the BLOs who answered the question on how often they received training (n = 94), said that they were trained less than once a year. Almost a fifth said this was less than once in two years. Even though, as one BLO remarked during the qualitative phase, a large number of the functions that a BLO performs are repetitive, such low frequency of training can be a demotivating factor and affect performance. This may also be especially so since these training sessions are also one of the very few touch points of BLOs with higher ECI layers such as the ERO, with mentoring, for example, being virtually absent as could be inferred from the qualitative interviews.

Three BLOs reported that they had never received training, all of whom claimed to have been BLOs for three years or more. Of the rest, 70% reported that they had received training in the last 1.5 years. While the frequency of BLO trainings is important, its quality, reflected in part by how satisfied BLOs are from such trainings, is of equal importance.

Of all BLOs who reported having undergone training, 95% said that they were either satisfied or extremely satisfied with 40% saying they were extremely satisfied. These BLOs were shown seven statements on the quality of BLO trainings and asked to select the ones behind their satisfaction.

Table 13 given below gives these statements, the percentage of people who stated that these were applicable reasons as well as the most important reason for their satisfaction.

Reasons	All that apply	Most important
The instructions given to us on what to do and how to do it were clear	91.8%	32.7%
Delivery mechanism i.e. how they taught the course/training content/level of interaction etc. was good	84.7%	23.5%
Knowledge and involvement of the trainer was adequate	80.6%	9.2%
Content of the training i.e. quality and relevance of the course/ training material was good	79.6%	17.3%
Duration of the course was adequate	71.4%	3.1%
Questions/concerns were addressed adequately	69.4%	6.1%
Distance of the training venue from home/office was not too much/large	53.1%	8.2%
N	98	98

More than 90% of the BLOs asked this question said that getting 'clear instructions' was one of the reasons behind their satisfaction. Around 80% or more also stated delivery mechanism, knowledge and involvement of the trainer and the training content as reasons. Getting clear instructions was also selected by most as the most important factor behind their satisfaction. Delivery mechanism was the second most selected 'most important' reason and content, third.

Another question asked in the CATI, on account of the ECI launching a new initiative called National Electoral Roll Purification Program 2016 (NERP) in July 2016, was whether BLOs had received any training specific to it. Of all 94 BLOs who claimed to have attended at least one training, only 19% reported that they had received training on NERP. Seventy seven percent said they hadn't and 4% were unsure if they had. However, the ECI's press release dated 20th July 2016 announcing the launch of this program claimed that all BLOs had already been trained on NERP 2016.

That most BLOs are satisfied with their training was also evident in the qualitative interview phase where most said that such trainings were useful and on asking for any improvements they would like, had no inputs to provide. However, what remains to be seen is how such trainings and the materials provided to BLOs reflect on the work that they are supposed to. Without attributing any causality, this will be elaborated upon to an extent in the next section.

6.5 How do Bangalore's BLOs go about doing their job?

A crucial part of any BLO's job is conducting door to door household visits. This is what allows for a comprehensive check of the voter list of a PP. Such exercises, which are to be done in a manner that covers a PP in entirety, allow BLOs to identify omissions, deletions as well as errors in voter details. This also helps in updating PP maps or 'Nazari Naksha'. The frequency with which these exercises are supposed to be conducted vary as such decisions are often communicated to BLOs by EROs. EROs can also ask BLOs to initiate such exercises whenever they deem fit or whenever they are instructed by higher-ups in the ECI's ladder.

Table 14 shows the number of door to door visits BLOs claimed they conducted each year by AC type. About 7% of all BLOs interviewed in the CATI phase (106) said that they conducted no such visits. This number was 10% for the BLOs who were from Inner ACs and only 2% for those in outer. The bulk, more than 80% claimed to be conducting between 1 and 5 such visits each year. Among BLOs from outer ACs, 49% claimed they conducted between 1 and 2 visits per year, 12% more than the proportion of BLOs from Inner ACs who claimed this. The proportion of BLOs who claimed to do between 3 and 5 visits a year was 48% in Inner ACs, 20% higher than this proportion in Outer ACs. At 16%, the proportion of BLOs who didn't know/couldn't recall the number of visits they did each year in Inner ACs was much higher than this proportion in Inner ACs (5%)

Table 14: Number of D2D visits conducted each year by AC Type (spread)

Number of D2D visits per year	All ACs	Inner ACs	Outer ACs
None	7%	10%	2%
1 to 2	42%	37%	49%
3 to 5	40%	48%	28%
6 and above	3%	2%	5%
Don't Know/Can't Recall	9%	5%	16%
n	106	63	43

Covering a PP in its entirety while collecting a whole gamut of information from citizens within can take a large amount of time. As shown in Table 15 below, 51% of all BLOs claimed that each such exercise takes between 10 and 19 days for them to execute. It is important to note that when referring to 'number of days' this implies the number of days on which BLOs conduct this exercise, mostly outside their full time work hours and not an 8 hour BLO-workday. This number went up to 57% in Outer ACs but the proportion who reported taking between 20 and 29 days in Outer ACs, at 17%, was 8% lower than that in Inner ACs.

Data is analysed throughout the report with respect to the occupation class of teachers since they are known to be stressed resources sharing responsibilities such as collecting census data or working for other such government projects as and when demanded over and above their regular teaching jobs. As can be seen in Table 15, a higher proportion of teachers, 26%, reported taking between 20 and 29 days to finish one door to door exercise compared with all BLO occupation classes i.e. all BLOs in the sample, where this proportion was 21%.

Table 15: Time taken by BLOs to conduct each door to door exercise by AC Type (spread) and by Occupational Class, Teacher

Time taken for each D2D exercise	ALL ACs	Inner ACs	Outer ACs	Teachers
Less than 10 days	21%	23%	19%	18%
10 days or more but less than 20 days	51%	46%	57%	47%
20 days or more but less than 30 days	21%	25%	17%	26%
1 month or more but less than 1 month 15 days	5%	5%	5%	5%
1 month 15 days or more but less than 2 months	2%	2%	2%	3%
2 months or more but less than 2 months 15 days	0%	0%	0%	0%
n	99	57	42	38

A combined reading of the number of door to door exercises conducted annually and the time each visit takes gives us insights into the total time that BLOs spend each year on this exercise overall. Table 16 below shows that about 40% of BLOs to whom this question applied spent between 15 and 30 days a year on this exercise. Overall, 45% appear to be spending between 45 and 150 days a year doing so, an enormous amount of time considering they have full time jobs. While the majority do spend such time outside of working hours, it is possible that because of this demanding schedule of door to door visits, some of them devote their regular work time to performing the role of BLOs. This could potentially affect both their regular and BLO jobs adversely.

Table 16: Total number of days spent by BLOs to conduct door to door exercises* by AC Type (spread)

	ALL	Inner	Outer
5 to 10 days a year	11.2%	9.3%	14.3%
15 to 30 days a year	40.4%	40.7%	40.0%
45 to 60 days a year	19.1%	16.7%	22.9%
75 to 150 days a year	25.8%	29.6%	20.0%
More than 150 days a year	3.4%	3.7%	2.9%
n	89	54	35

*the number of days are computed using claimed frequency of the exercise and the claimed range of time it takes to do so. To arrive at a figure, mid points of the ranges from the latter were used. The ranges given here are not continuous as there are no figures in between the ranges given using this calculation

Most BLOs spoken with at the qualitative phase who elaborated on door to door exercises indicated that they took a month or more to finish such exercises. It is possible that the time taken for D2D visits as indicated by data from the CATI is somewhat understated as on telephone, BLOs may not have adequately thought of all factors that come into play during such an exercise.

Critical Functions to be performed by BLOs

As mentioned in the Introduction, BLOs are mandated by the ECI to perform 6 crucial data-oriented functions over and above maintenance of the voter list that directly affect the quality of voter lists in their PP.

1. Collect data on people who just turned 18 or are about to turn 18 in the PP
2. Collect data on new residential units/buildings that come up in the polling part
3. Collect data on number of males, females and others/third-gender in the polling part
4. Compare gender ratio of the polling part to district/Assembly Constituency census data
5. Update the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within) and
6. Compare age-group proportion data with that of district/Assembly Constituency census data.

Some of them may be performed while conducting door to door visits and some, whilst conducting other drives such as awareness creation and targeted on-ground verifications. The frequency with which BLOs have to perform each of these 6 functions in a year vary according to the requirements of their EROs but overall, such functions have to be performed at least once a year. Understandably, some are to be performed with a higher frequency, such as collecting data on gender and age groups compared with updating the PP map, depending on the nature of the function.

Table 17 given on the next page lists these functions and the proportion of BLOs who claimed performing these each year/annually. It shows that on average, no BLO interviewed in the CATI phase reported doing all 6 in an average work year. The average number of tasks performed among all 106 BLOs stood at 4. The tasked performed most was on collecting data on people who just turned 18 or were about to turn 18, at 84% reporting doing so. In Outer ACs, 7% more BLOs reported doing this .This finding fits nicely with anecdotal evidence that suggests enrolment on the voter list is a higher priority than maintenance of the list once created. It also suggests a link between higher migrations seen in Outer ACs and increased efforts to enrol new voters in such areas. In fact, a reading of all 6 functions shows that compared to all ACs, more BLOs from Outer ACs perform each. A similar pattern can be observed among the occupation class, teachers, especially in updating PP maps i.e. teachers reported performing more tasks annually when compared with other occupational classes. Overall, collecting data on new residential buildings that come up in the PP and on gender were the second (72%) and third (70%) most commonly reported annual crucial functions undertaken.

Table 17: Crucial functions performed by BLOs annually by AC Type (spread) and by Occupational Class, Teacher

Crucial functions a BLO is supposed to perform	ALL	Inner	Outer	Teacher
Collecting data on people who just turned 18 or are about to turn 18 in the polling part	84.0%	79.4%	90.7%	90.0%
Collecting data on the new residential units/buildings that come up in the polling part	71.7%	66.7%	79.1%	77.5%
Collecting data on number of males, females and others/third-gender in the polling part	69.8%	69.8%	69.8%	72.5%
Comparing gender ratio of the polling part to district/Assembly Constituency census data	60.4%	50.8%	74.4%	65.0%
Updating the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within)	59.4%	58.7%	60.5%	77.5%
Comparing age-group proportion data with that of district/Assembly Constituency census data	52.8%	52.4%	53.5%	57.5%
N	106	63	43	40
Average number of tasks performed (out of 6)	4.0	3.8	4.3	4.4

From Table 17, it can also be seen that 'Updating the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within)' and 'Comparing age-group proportion data with that of district/Assembly Constituency census data' are functions performed annually by the least number of BLOs at 59% and 53% respectively. The ordering of proportions fits well with the priority area for the ECI i.e. increasing enrolment, and also with the fact that some activities need to be performed with a higher frequency, such as collecting gender and age data on the citizenry.

The finding on PP map also ties in with findings from the qualitative phase suggesting that some BLOs may not consider updating PP maps as an important part of their job. However, in the CATI, when BLOs were asked of the importance of PP Maps in helping them with their jobs, 80% said it was very important. Perhaps it is felt that though the map is essential to do BLO work, updation of the same is just not required as frequently as changes/additions to residences are infrequent.

Findings from the qualitative phase appear to be consistent with CATI data on 'Comparing age-group proportion data with that of district/Assembly Constituency census data' which only 53% reported doing in any work year. BLOs, in the qualitative phase, when asked whether they conducted a 'Health Analysis' of their voter list, which is the umbrella of functions under which this particular one lies, simply said they didn't do any such analysis or did not know that they had to compare stats.

6.6 What are the kind of difficulties BLOs face while doing their job?

The functions mentioned in the section 6.5 are what BLOs are mandated to perform in order to keep the voter lists of their PP clean and updated. Most of these functions are carried out either during the door to door visits, awareness creation drives, targeted verification drives or any other on-ground exercises they conduct as and when instructed. However, in carrying their duties out, BLOs often face a myriad of issues.

The number of PPs a BLO serves

ECI guidelines state that one BLO be ideally given charge of only one PP i.e. an area of roughly 1200 to 1400 voters in an urban centre. This is because servicing voters of multiple PPs can affect their efficiency adversely and the ECI recognizes this. The more PPs a BLO handles, the more the time and effort they have to spend.

A look at data available online for all 11 ACs that were a subject in this study revealed that a total of 2751 BLOs service the 3006 PPs that are within these ACs. Table 18 shows that 92% of these 2751 BLOs are in charge of only 1 PP in accordance with guidelines. Only 8% are in charge of 2 or more out of which 4 BLOs (0.2% of all) are in charge of 4 or more PPs.

Table 18: BLOs in all 11 ACs and the number of PPs allotted to them

No. of PPs per BLO	Information from all 11 ACs
1	91.9%
2	7.6%
3	0.4%
4	0.1%
5	0.04%
n	2751

However, data given on websites is often dated and inaccurate and to get a better picture, BLOs interviewed in the CATI phase were asked if they were in charge of more than one PP and if so, how many. Table 19 shows their responses to these questions.

Table 19: BLOs and the number of PPs allotted to them from the CATI phase

No. of PPs per BLO	All ACs	Inner ACs	Outer ACs	Teachers
1 PP	56.3%	55.7%	57.1%	50.0%
2 PPs	16.5%	14.8%	19.0%	18.4%
3 PPs	5.8%	4.9%	7.1%	5.3%
4 PPs	7.8%	9.8%	4.8%	10.5%
5 PPs	2.9%	4.9%	0.0%	5.3%
6+ PPs	10.7%	9.8%	11.9%	10.5%
n	103	61	42	38

As can be seen from Table 19 above, 44% of the BLOs who answered this question claimed to be in charge of more than 1 PP, significantly more than what official 11AC data available online showed. The proportion of BLOs servicing 3 or more PPs in Inner ACs is higher by 6% compared to Outer ACs.

The time it takes to reach their allotted PPs

The number of PPs that a BLO serves has an inverse relationship with their ability to service voters adequately. Since a bulk of BLO work has to be executed while in the PPs they are in charge of, the time it takes BLOs to reach their PP is an equally crucial aspect and shares the same inverse relationship with servicing voters.

This is also one of the reasons why the ECI guidelines mandate that BLOs be drawn only from a pool of government, retired government or semi government personnel registered in that particular polling part, meaning that they reside there. However, as shown in Table 20 below, 32% of the BLOs interviewed in the CATI exercise said that they were not registered at any of the PPs they were in charge of. For inner ACs, this proportion stood at 41%.

Table 20: BLOs registered as a voter in any of the PPs they are in charge of

Are you registered as a voter in any of the PPs you're in charge of	ALL	Inner	Outer
Yes	67.9%	58.7%	81.4%
No	32.1%	41.3%	18.6%
n	106	63	43

This may be so as at times, BLOs get allotted PPs closer to their workplace and from anecdotal evidence, they request to be allotted to such PPs. Anecdotal evidence also suggests that this is particularly true for Teachers and Aanganwadi workers as these occupational classes are known to be familiar with the citizens around their workplace and may hence be in a better position to play the role of a BLO.

BLOs were asked what the average journey time to their PP would be. For those who were allotted more than one PP, they were asked to report this for the one it takes the least amount of time to get to. This question was asked twice, once with respect to their home and second, their office. Table 21 shows the minimum average time indicted by BLOs from their home or office to their PP. It can be seen that 76% reported that it takes them 30 minutes or less one way to get to their PP. More than 10% reported that the minimum time it takes them from either home or office to their PP is an hour or more one way out of which 7% said it takes more than an hour and a half. Both these proportions were higher for BLOs from Inner ACs and the only BLOs who said that it takes them more than 1.5 hours were from Inner ACs.

Table 21: Minimum time it takes BLOs to reach their PP (from home or office one way)

	ALL	Inner	Outer
Less than 10 minutes	31.1%	23.8%	41.9%
10 to 20 minutes	29.2%	27.0%	32.6%
21 to 30 minutes	16.0%	20.6%	9.3%
31 to 45 minutes	7.5%	7.9%	7.0%
More than 45 minutes but less than 1 hour	5.7%	4.8%	7.0%
1 hour to 1.5 hours	3.8%	4.8%	2.3%
More than 1.5 hours	6.6%	11.1%	0.0%
n	106	63	43

A closer look at the data revealed that a higher proportion of 'Clerks' reported taking longer to get to their PPs compared with 'Teachers' which fits in with anecdotal evidence that teachers being allotted PPs closer to their workplace. Similarly, within the occupational class 'Aanganwadi Teachers', all BLOs reported taking 20 minutes or less. However, findings on 'Clerks' and 'Aanganwadi Teachers' have to be read with caution due to low their low sample sizes (19 and 4 respectively).

Other issues around their on-ground work

Apart from the number of PPs a BLO services and the time it takes them to get to their PPs, findings from the qualitative phase suggested that there are several other factors that affect a BLO's functioning adversely. Some have been touched upon in the previous section, such as availability of materials, from the point of view of supply. However, to get an understanding on whether such issues and others are considered detrimental by BLOs, during the CATI phase they were read a series of issues, developed using findings from qualitative findings, and asked which affected them adversely.

Table 22 shows the statements BLOs were shown and their responses when asked which of these affected them adversely.

Issues	ALL ACs	Inner	Outer	Teacher	Males	Females
A lack of proper house numbering in the polling part	60.4%	57.1%	65.1%	60.0%	57.8%	62.3%
A lack of a valid BLO Identity Card (ID)	40.6%	34.9%	48.8%	35.0%	37.8%	42.6%
A lack of cooperation from the people/ citizens in the polling part	39.6%	34.9%	46.5%	47.5%	37.8%	41.0%
Your concerns on safety and security while in the polling part	35.8%	38.1%	32.6%	37.5%	40.0%	32.8%

Issues	ALL ACs	Inner	Outer	Teacher	Males	Females
Concentration of work in just a few months i.e. uneven spread of work over a year	30.2%	30.2%	30.2%	22.5%	26.7%	32.8%
Issues with access to certain household/ areas within the polling part	24.5%	31.7%	14.0%	22.5%	22.2%	26.2%
A lack of proper road/lane signage in the polling part	24.5%	22.2%	27.9%	17.5%	22.2%	26.2%
Frequent changing of the polling parts allotted to you	23.6%	23.8%	23.3%	20.0%	22.2%	24.6%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	22.6%	22.2%	23.3%	27.5%	26.7%	19.7%
The time it takes to reach the Polling Part area	21.7%	23.8%	18.6%	30.0%	15.6%	26.2%
A lack of motivation and support from seniors/superiors	20.8%	22.2%	18.6%	30.0%	22.2%	19.7%
A lack of blank forms to be handed to the citizens	17.9%	15.9%	20.9%	15.0%	20.0%	16.4%
A lack of supervision from seniors	17.9%	20.6%	14.0%	12.5%	22.2%	14.8%
NONE	15.1%	19.0%	9.3%	15.0%	15.6%	14.8%
N	106	63	43	40	45	61

As can be seen in Table 22, 60% of the 106 BLOs interviewed stated that a lack of proper house numbering in their polling part affects their ability to work efficiently. However, only 25% said that a lack of road/lane signage affects them and only 23%, lack of a PP map. This finding, that only 23% consider a lack of PP maps as detrimental to their ability to work does not fit intuitively with the fact that 80% BLOs said that a PP map is 'very important' in 'helping them do their work as a BLO'. This could mean that while they think a PP map does aid them in their duties, they may have found out ways to work without it relying only on their ground knowledge given that 85% of BLOs claimed to have been one for 5 or more years.

Around 40% of BLOs said that not having a BLO ID card and a lack of citizen cooperation, two issues that may be linked closely with each other as IDs tend to help with access, were reasons affecting them adversely. This could also be linked to the finding that 36% of BLOs cited concerns on safety and security as a factor. During the qualitative phase, a few BLOs had voiced their concern in a manner that seemed to link a lack of credibility with the harassment they faced from citizens. One BLO even said **"People don't talk politely. When we told security guard that we are from BLO office, he let dogs free".** From these qualitative surveys, it also appeared that when BLOs talked about citizen cooperation, they also took into account how citizens react on seeing issues regarding their details or requests on the voter list, most of which BLOs claimed had to do with back end systems, particularly data-entry. Relatedly, the CATI phase saw them being asked whether they agree or disagree with the statement 'Data entry mistakes by data entry operators are a major source of voter list errors such as incorrect names, age and address'. Of all BLOs (106), 54% either agreed or strongly agreed with the statement while 34% either disagreed or strongly disagreed. The proportion of BLOs who disagreed or strongly disagreed with the statement in Outer ACs was much higher, at 44% compared with the proportion in Inner ACs which stood at only 23%. Ten percent of all BLOs neither agreed nor disagreed with this statement. This proportion, among BLOs of Outer ACs was 21% compared with only 3% among BLOs on Inner ACs.

From table 22, it can be seen that 30% of all BLOs said that "Concentration of work in just a few months i.e. uneven spread of work over a year" affected them adversely. Only 21% of BLOs said that the time it takes to reach their PP affects them. This may be explained by the fact that 77% of BLOs reported taking 30 minutes or less to reach their PP. Only 21% and 18% respectively reported that 'a lack of motivation and support from seniors/superiors' and 'a lack of supervision from seniors' affects their ability to work adversely. Surprisingly, 15% of BLOs reported that none of these issues affected them adversely with this proportion being much higher, 19%, within Inner ACs.

A look at Table 23 below shows that at 21% each, "A lack of a valid BLO Identity Card (ID)" and "A lack of proper house numbering in the polling part" were reasons stated by most BLOs as the issue that affects them most. Lack of a BLO ID card was cited by 30% of BLOs from Outer ACs compared with just 14% in Inner. Among BLOs from all ACs, "A lack of cooperation from the people/citizens in the polling part" was cited by 13.2% as the issue that affects them most.

Table 23: Most important issue that affects BLOs adversely by AC Type (spread), Occupation Class 'Teacher' and gender

Issues	ALL ACs	Inner	Outer	Teacher	Males	Females
A lack of a valid BLO Identity Card (ID)	20.8%	14.3%	30.2%	17.5%	17.8%	23.0%
A lack of proper house numbering in the polling part	20.8%	22.2%	18.6%	15.0%	22.2%	19.7%
A lack of cooperation from the people/citizens in the polling part	13.2%	11.1%	16.3%	15.0%	13.3%	13.1%
The time it takes to reach the Polling Part area	5.7%	7.9%	2.3%	7.5%	4.4%	6.6%
Your concerns on safety and security while in the polling part	5.7%	9.5%	0.0%	7.5%	4.4%	6.6%
A lack of motivation and support from seniors/superiors	5.7%	3.2%	9.3%	10.0%	11.1%	1.6%
Frequent changing of the polling parts allotted to you	2.8%	1.6%	4.7%	2.5%	0.0%	4.9%
A lack of proper road/lane signage in the polling part	2.8%	3.2%	2.3%	2.5%	2.2%	3.3%
A lack of supervision from seniors	2.8%	3.2%	2.3%	2.5%	2.2%	3.3%
Concentration of work in just a few months i.e. uneven spread of work over a year	1.9%	3.2%	0.0%	2.5%	2.2%	1.6%
A lack of blank forms to be handed to the citizens	1.9%	0.0%	4.7%	2.5%	2.2%	1.6%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.9%	1.6%	0.0%	0.0%	2.2%	0.0%
Issues with access to certain household/areas within the polling part	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NONE	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
N	106	63	43	40	45	61

Overall, it appears that not having a valid BLO ID card, issues with house numbering and a lack of cooperation from citizens is what affects BLOs most. These findings from the CATI align closely with findings from the qualitative phase where BLOs often spoke of issues with their work as a combination of credibility issues and citizen cooperation. These factors not only affect their ability to function efficiently, but also their satisfaction levels which can in turn, lead to non-performance.

6.7 How satisfied are Bangalore's BLOs about their job (and how, according to them, can things be improved)?

When asked how satisfied they were, taking into consideration everything around their role as a BLO, 78% stated that they were either satisfied or extremely satisfied. 18% said that they were neither satisfied nor dissatisfied and 4% that they were dissatisfied or extremely dissatisfied.

Findings from the qualitative interviews suggested that lack of recognition made BLOs feel less motivated to execute their duties. In the CATI, BLOs were also asked if they feel their hard work is recognised by their superiors/seniors. Sixty seven percent of all 106 BLOs either agreed or strongly agreed with the statement while 16% disagreed or strongly disagreed. 17% neither agreed nor disagreed. In Outer ACs, this proportion, of BLOs who were neutral, was much higher at 30%.

They were also asked if they agreed or disagreed with the statement 'Supervisors provide support and motivation to BLOs whenever required'. To this, of all BLOs in the CATI phase, 79% either agreed or strongly agreed with the statement. A look at those who disagreed or strongly disagreed with the statement revealed that this proportion among BLOs of inner ACs, at 16%, was much higher than in outer ACs (9%).

Another factor linked very closely with overall BLO satisfaction and motivation, as found in the qualitative phase, was regarding the 'honorarium/payment' they are supposed to receive for their work. This honorarium ranges from INR 4000 to INR 6000 per annum, depending on the ECI's revision, for the 1st PP that a BLO is in charge of and for each additional one, is INR 750 per annum.

Eleven percent of all 106 BLOs interviewed in the CATI phase said that they had never received any honorarium for the services they rendered as a BLO. This proportion was much higher in Outer ACs, at 19%.

Eighty nine percent of all BLOs reported that they had received some payment for their services. Only 63% reported receiving it every year as ordered by ECI. In Inner ACs, this proportion stood at 70% and in Outer ACs, much lower at 51%. Thirty seven percent of all BLOs reported that they received it intermittently. Out of these 37% BLOs who reported receiving honorariums less than once a year, 35% of BLOs from Outer ACs reported receiving it less than once in 3 years. However, this data within Inner and Outer ACs should be read with caution because of low sample base for this question. Table 24 below shows a detailed break up of claimed frequency of receipt of honorarium by BLOs who reported receiving it less than once a year.

Table 24: Claimed frequency of receipt of honorarium by BLOs who reported receiving it less than once a year (data to be read with caution due to low sample size)

	ALL	Inner	Outer
Less than once in 4 years	10.7%	7.1%	14.3%
Once in 4 years to less than once in 3	14.3%	7.1%	21.4%
Once in 3 years to less than once in 2	28.6%	35.7%	21.4%
Once in 2 years to less than once a year	46.4%	50.0%	42.9%
n	28	14	14

Out of the 106 BLOs interviewed in the CATI phase, the 94 who reported receiving an honorarium were asked of the amount they received last. As per the ECI's mandate 2015 onwards, BLOs are supposed to receive INR 5000 for the first PP they service and INR 750 for each additional PP. This amount, for the first PP was INR 3000 between the years 2011 and 2014. 10 BLOs stated that they did not remember the amount received last. Table 25 shows the responses of the other 84 who did recall the amount they received last by AC type and the occupation class Teacher.

Table 25: Honorarium amount received last by AC Type (spread) and the occupation class, Teacher

	ALL	Inner	Outer	Teacher
Less than INR 1000	11.9%	16.4%	3.4%	6.5%
INR 1000 to 1999	13.1%	18.2%	3.4%	22.6%
INR 2000 to 2999	1.2%	1.8%	0.0%	0.0%
INR 3000 to 3999	22.6%	23.6%	20.7%	12.9%
INR 4000 to 4999	27.4%	21.8%	37.9%	35.5%
INR 5000 to 5999	19.0%	12.7%	31.0%	16.1%
INR 6000 +	4.8%	5.5%	3.4%	6.5%
n*	84	55	29	31

*out of the 94 BLOs who claimed to have received honorarium, 10 could not recall the amount received last

Out of the rest, as can be seen in table 25, 26% of all BLOs reported that they had received less than INR 3000. In Inner ACs, the proportion who had received less than INR 3000 was 36% and in Outer, only 7%. Reading all data on honorarium suggests that while BLOs from Inner ACs receive honorariums more frequently when compared with those from outer ACs, they receive amounts much lower than that mandated by the ECI.

On enquiring when they had received this last amount, 30% of Inner AC BLOs and a markedly higher 73% of Outer AC BLOs said they had received this within the last one year. 27% of BLOs from Inner ACs reported getting it 2 years or later while this proportion in Outer ACs was much lower at just 6%.

Improvements in their working, as suggested by BLOs – Qualitative Phase

To understand how BLOs think their jobs can be made easier or can be improved, during the qualitative interview phase, they were asked for suggestions. Overall, the areas that most BLOs talked about when asked for suggestions mirrored closely the issues they had stated but articulation of the suggestion often ended up being an articulation of the issue itself.

Almost all BLOs indicated that they would appreciate improvements regarding their payment. A few BLOs spoke of alternate ways of giving money on time through cheques and online transfers. Said one BLO **"Nowadays all payments are made online, so they can pay us directly online".**

Back end data entry was another area where some made suggestions. One BLO said that they should sit along with operators to make sure there are no issues in entry. Most just said that operators should work better in order to ensure there are no errors arising out of this process.

Apart from these suggestions, voiced by a majority of those interviewed, there were some others that had to do with the PP map. BLOs felt that these should be updated properly, with one stating that **"There will be new building which will be getting constructed and there are vacant sites and in a building there are 5 to 6 floors and sometimes the area would have got extended, they have to add the extended areas. Those things have to be done".**

The study had also tried to make an effort to understand if BLOs felt that technology can help with their work and how they thought it could by asking them so. While some of them said that the use of computers could help them, most just stated that it could help but did not elaborate further.

7. Summary Of Findings

SUMMARY OF FINDINGS

Booth Level Officers, or BLOs, were introduced as a layer into the Voter List Management machinery in India post 2006. This was done after a successful experiment in the state of West Bengal led the ECI to believe that introducing a layer of ground based personnel for voter list maintenance throughout the year would work better than having them only for select months in a year, which was how the ECI operated then. Today, BLOs are the layer closest to the citizen and in essence, the face of the ECI. Each BLO is in charge of maintenance of the voter list of, ideally, one Polling Part (PP), an area comprising up to 1400 voters in an urban centre. Since their introduction, it is believed that the quality of voter lists has become better and these foot soldiers have been acknowledged by the ECI as one of the key forces behind this improvement.

However, India's rapid urbanization poses a challenge to the quality of our voter lists, particularly urban voter lists. It is estimated that by 2050, over 50% of India will be residing in urban centres meaning that by then, 400 million more citizens will be a part of our cities and towns. There is reason to believe that India's rapid urbanization and resultant citizen mobility is putting an inordinate amount of stress on existing VLM systems and as a result, urban voter lists are riddled with errors. With urbanization only set to increase, there is an urgent need to improve the systems underlying VLM, a crucial part of which is the BLO style of functioning.

This study in Bangalore, the findings of which have been summarised below, was undertaken in an effort to understand better this layer of VLM and identify areas in the functioning of BLOs that need strengthening. It was executed in phases which included 10 qualitative depth interviews and 106 Computer Aided Telephonic Interviews (CATIs) with BLOs across Bangalore using stratified random sampling.

1. Who are Bangalore's BLOs?

From information available on the website of the CEO, Karnataka, there are a total of 3077 Polling Parts in the 11 ACs that were a part of this study. Out of these, BLO information of 3021 PPs was available inside downloadable PDF files. Post cleaning, information for 3006 PPs was obtained out of which 10 PPs, all in AC number 163 had no BLO information available. It was found that the rest, 2996 PPs, are being serviced by only 2751 BLOs. 92% of these BLOs were found to be in charge of only 1 PP as stated in the ECI's guidelines but 8% were in charge of two or more PPs. A look at the detailed BLO information provided on the website for these 11 ACs showed that designation and occupation information for two ACs, Bommanahalli and KR Puram, was not available, in violation of ECI guidelines that mandate that such information be made available to citizens. A total of 727 BLO designations were missing.

The majority of all BLOs interviewed in the CATI phase were female (58%) and two thirds, between 30 and 59 years old. Fourty three percent of all BLOs, a layer introduced at the end of 2006, interviewed in the CATI phase said they have been one for 7 years or more. A majority of the BLOs from the 11 ACs that were a subject of this study were Teachers (37%). The second biggest occupation class was that of Clerks (21%) followed by Tax Inspectors (10%), Revenue Inspectors (6%) and Aanganwadi Teachers (5%). Some Students, Private School Teachers and even Janaagraha employees were found on the list of BLOs in Bangalore obtained from the website of the CEO, Karnataka; this is in violation of the ECI guidelines mandating that only govt., semi govt., and retired govt. personnel be hired as BLOs.

2. **What is the kind of support/training that they receive from the ECI to perform their duties efficiently?**

To help BLOs perform their duties efficiently and accurately, ECI guidelines state that they be provided with a 'BLO Kit' and be trained adequately. However, a large proportion of BLOs reported that they had never received some of these materials that can help them do their job. 18% reported that they had never received a BLO ID card, 25% an appointment letter, 48% a BLO register and 48%, the BLO handbook. An absence of any of these documents/materials has the potential to become a major impediment to BLOs carrying out their duties.

During the qualitative phase, while most BLOs reported being satisfied with the trainings that they received, a few issues with quality were raised. Data from the CATI showed that most BLOs were indeed satisfied (95%) and most felt that quality was also good. However, it also showed that the frequency of trainings was quite low. A little under 47% of all BLOs reported that they received trainings less than once a year and more than 51% reported that the last time they had received any training was more than a year ago.

3. **How do Bangalore's BLOs go about doing their job?**

A crucial part of any BLO's job is conducting door to door household visits. This is what allows for a comprehensive check of the voter list of a PP. Such exercises, which are to be done in a manner that covers a PP in entirety, allow BLOs to identify omissions, deletions as well as errors in voter details and an important tool used in such exercises is the PP map or the 'Nazari Naksha'.

However, 7% of all BLOs interviewed in the CATI phase (106) said that they conducted no such door to door household visits. This number was 10% for the BLOs who were from Inner ACs and only 2% for those in Outer ACs. A majority of all BLOs did report conducting such visits anywhere between 1 and 5 such exercises in a year and, 45% appeared to be spending between 45 and 150 days a year doing so, an enormous amount of time and effort considering they would have been performing the duties required by their full time jobs on these days as well. While the majority may be spending such time outside of working hours, it is possible that because of this demanding schedule of door to door visits, some of them devote their regular work time to performing the role of BLOs. This could potentially affect both their regular and BLO jobs adversely, especially for teachers. Moreover, findings from the qualitative phase suggest that this proportion, of BLOs who spend between 45 and 150 days, could be higher than shown by CATI data.

BLOs are mandated by the ECI to perform certain crucial functions that directly affect the quality of voter lists in their PP at least once a year. Some of them may be performed while conducting door to door visits and some, whilst conducting other drives such as awareness creation and targeted on-ground verifications. However, findings from both qualitative interviews and the CATI suggested that no BLO performed all functions required of them annually. Most, in the qualitative phase, were not aware of what is called 'health analysis', a function crucial in measuring the completeness and quality of a voter list. In the CATI, only 53% reported comparing age cohort proportions to census data and only 60% reported comparing their PP's gender ratio with census data, two parts of conducting a health analysis.

Overall, it can be said that most BLOs, despite claiming to find trainings satisfactory and useful, were found to be not performing critical functions, some of which are also used to inform strategic action by higher layers in the ECI.

4. What are the kind of difficulties these BLOs face while doing their job?

Issues around receipt of material and training can affect a BLO's performance adversely. However, they also face other challenges, sometimes linked with material and training, that can compound their difficulties. The number of PPs a BLO is in charge of and the time it takes them to reach their allotted PPs are two of those. Findings from the telephonic interviews showed that 44% of BLOs are in charge of more than 1 PP, significantly higher than the 8% suggested by a reading of the data available online. More BLOs from Outer ACs appeared to be servicing 3 or more PPs as well. This goes against the ECI's guideline of having one BLO for one PP which recognises that a single BLO may find it difficult to work efficiently if in charge of such a large volume of voters.

These guidelines also mandate that BLOs should be selected from among those residing and therefore registered on the voter list at the PP for which they will be given charge of. This follows from the assumption that those residing in the PP they are in charge of will know its citizens better and they will be more accessible to its citizens. However, 32% of the BLOs interviewed in the telephonic interview phase said they were not registered as a voter in the PP they were in charge of. Moreover, more than 10% of BLOs interviewed reported that it takes them an hour or more to get to their allotted PP out of which 7% said it takes more than an hour and a half, something that can affect their ability to service their PPs significantly.

To get an understanding on whether issues around receipt of material and training are considered detrimental by BLOs, they were read a series of issues and asked, in the CATI phase, which ones affected them adversely. Overall, it appeared that not having a valid BLO ID card, issues with on-ground house numbering and a lack of cooperation from citizens is what affects BLOs most. These findings from the CATI align closely with findings from the qualitative phase where BLOs often spoke of issues with their work as a combination of credibility issues and citizen cooperation. These factors not only affect their ability to function efficiently, but also their satisfaction levels which can in turn, lead to non-performance.

5. **How satisfied are Bangalore's BLOs about their role (and how, according to them, can things be improved)?**

When asked how satisfied they were, taking into consideration everything around their role as a BLO, 78% stated that they were either satisfied or extremely satisfied. 18% said that they were neither satisfied nor dissatisfied and 4% that they were dissatisfied or extremely dissatisfied. However, a look at factors aligned closely with satisfaction as well as motivation revealed that this satisfaction may have more to do with the satisfaction they get by performing the role of a BLO and helping citizens rather than with how the VLM machinery supports and treats them.

A key factor that appeared to affect the motivation of BLOs, apart from issues faced while performing their job, was the honorarium BLOs are supposed to be paid. This honorarium ranges from INR 3000 between 2011 and 2014 to INR 5000 in 2015 and 2016 for the 1st PP that a BLO is in charge of. For each additional one, it remains at around INR 750 per annum. However, a significant proportion of all 106 BLOs interviewed in the CATI phase, 11%, said that they had never received any honorarium for the services they rendered as a BLO. This proportion was much higher in Outer ACs, at 19%. Only 55% reported receiving it every year as ordered by ECI. Additionally, among the ones who claimed having received honorariums, 26% said that they had received less than INR 3000 with 25% of this receiving less than INR 2000, an amount substantially less than the ECI mandated amount.

8. Discussion

DISCUSSION

Booth level officers are government, semi government or retired government personnel who, besides holding full time jobs in the former cases, also perform functions required of them to maintain voter lists and are one of the most crucial layers in the entire VLM machinery in India. They are the single point of on-ground verification of voter claims and requests and are also one of the largest sources of data on the electorate. Given this, any issue in their functioning is likely to have a direct impact on the quality of voter lists. To understand better their functioning, the findings of this study have been presented as answers to 5 key questions framed around BLOs and their work and it is evident that challenges lie at every part of the BLO system as it exists today.

1. Who are Bangalore's BLOs?
2. What is the kind of support/training that they receive from the ECI to perform their duties efficiently?
3. How do they go about doing their job (BLO work)?
4. What are the kind of difficulties they face while doing their job?
5. How satisfied are Bangalore's BLOs about their role (and how, according to them, can things be improved)?

These questions have helped highlight that issues exist at each stage, right from BLO appointment and PP allocation explored in question 1 to payment of BLO honorariums, explored in question 5. The study also suggested that issues exist at back-end data entry into the ERMS and these add not only to the errors on the voter list, but also to the challenges BLOs face on ground while performing their duties. Table 26 given below highlights the main issues plaguing the BLO system in Bangalore that need to be addressed in order to make the existing system perform to its potential.

Table 26: Key Issues in the BLO system in Bangalore

Question/Lens	Key Issue(s) Identified
Who are Bangalore's BLOs?	1. Recruitment/Appointment of adequate numbers of BLOs is not being done and as a result multiple PPs are being allocated to one BLO (or there is no allocation), in violation of the ECI's guidelines 2. Despite the ECI's guidelines suggesting 'Teachers' be left out as much as possible from being appointed as BLOs, a majority in Bangalore are teachers
What is the kind of support/ training that they receive from the ECI to perform their duties efficiently	3. Materials required by BLOs to perform their duties, such as IDs and BLO registers are not being adequately provided to them 4. The frequency with which BLOs are being trained is quite low
How do they go about doing their job (BLO work)?	5. BLOs spend a large amount of time outside their regular work hours to maintain voter lists. This affects not just their role as a BLO, but also potentially their full time jobs 6. BLOs do not perform all crucial functions required of them to maintain clean voter lists, especially 'Health Analysis' and updating Polling Part (PP) Maps
What are the kind of difficulties they face while doing their job?	7. Several BLOs are allocated PPs far away from both their residence and office making access, and therefore performing their duties, difficult 8. BLOs have to bear the brunt of the anger of citizens arising out of back-end data entry errors, on which they have limited or no control 9. A lack of a BLO ID card, cooperation from citizens and house numbering affects adversely their work most.
How satisfied are Bangalore's BLOs about their role (and how, according to them, can things be improved)?	10. BLO Honorariums are either not paid, not paid on time or not paid in full 11. Issues around the recognition of their work and honorarium appears to affect their motivation levels negatively

These issues, given in Table 26, are also linked to each other in multiple ways. For example, inadequate provision of materials such as BLO ID cards creates difficulties for them while interacting with citizens. Not receiving or receiving honorariums which are not satisfactory leads to low motivation levels and contributes to not just poor execution of BLO work but also difficulties in appointing adequate number BLOs. This is likely why several private sector personnel in Bangalore have been tasked with the job of a BLO in clear violation of the ECI's guidelines. To address these issues, some clear steps have to be taken spanning each level of the BLO style of functioning as well as at the back-end VLM system. The low hanging fruits include:

1. Creating an honorarium payment system that is timely, transparent and efficient
2. Increase frequency of BLO trainings and create BLO assessment modules to evaluate their knowledge levels regularly
3. Provide all required BLO materials to them on time and on demand using a centralised disbursement system that allows for shipment tracking
4. Allocate PPs efficiently to optimise BLO availability and the time it takes to reach allotted PPs
5. Improving back-end data entry software to minimize operator errors

These steps can go a long way in ensuring that the BLO system, in its current form with strong guidelines, works efficiently. However, evidence from this study also suggests that changes in the existing BLO system itself are needed to improve overall voter list management. These changes include redefining BLO work processes such as moving the execution of 'health analysis' to higher layers within VLM to reduce the overall work burden on BLOs as well as exploring allowing BLOs time for list maintenance within their regular working hours during fixed periods in a year. All these need to be explored actively and systemic reforms initiated.

Addressing Issues Systemically

There are three broad systemic reform areas to be addressed within Voter List Management in India:

1. Voter Registration and Data Standards
2. Voter Awareness and
3. Polling Booth Management

These three are what help a citizen complete their journey to the polling booth and exercise their right to vote and the BLO system is crucial to these, especially the first two. Improving it will result in benefits to both registration and data standards as well as awareness. **But improving the BLO style of functioning involves primarily two steps mentioned in part earlier, 1) ensuring adherence to the already strong guidelines prescribed by the ECI and 2) redefining work flows to reduce the burden on BLOs and improve the quality of their output. Towards both these ends, technology offers solutions. Creating smart technology enabled workflows for BLOs involving hand held devices for servicing voter requests, GIS mapping of PP boundaries, improved MIS systems for performance management etc. can help improve the BLO system greatly. Additionally, technology driven reforms such as Automatic Voter Registration (AVR) and Database Linkages that can help identify voter movement can also help the system in reducing BLO workload by targeting their intervention better.**

The ECI is known across the globe as one of the most innovative Electoral Management Boards (EMB). However, the BLO system, brought in to keep voter lists clean given the size and spread of the Indian electorate, has not seen enough technology based reform. It is time the ECI initiate reforms to the BLO style of functioning along the lines mentioned above to ensure that, in the face of rapid urbanization and increasing migration, urban voter lists remain clean. The findings of this study can inform the beginnings of such an endeavour.

9. Appendices

9.1 Classification of Bangalore's ACs (inner/peripheral and migration type)

S. No.	AC No	AC Name	Inner/ Periph-eral	Migra-tion Type	2001 Pop (cen-sus)	2011 Pop (census)	DECADAL GROWTH	DECADAL CAGR
1	159	Pulakeshinagar	Inner	O	221549	261438	18.0%	1.7%
2	156	Mahalakshmi Layout	Inner	H	238967	339150	41.9%	3.6%
3	160	Sarvagnanagar	Inner	H	266283	375445	41.0%	3.5%
4	158	Hebbal	Inner	H	216977	282765	30.3%	2.7%
5	157	Malleshwaram	Inner	O	240889	243642	1.1%	0.1%
6	162	Shivajinagar	Inner	O	219480	211726	-3.5%	-0.4%
7	161	C.V.Ramannagar	Inner	H	232651	300770	29.3%	2.6%
8	164	Gandhinagar	Inner	O	245074	248389	1.4%	0.1%
9	165	Rajajinagar	Inner	O	225627	232429	3.0%	0.3%
10	166	Govindarjnagara	Inner	H	222124	305725	37.6%	3.2%
11	163	Shanthinagar	Inner	O	243408	252031	3.5%	0.3%
12	167	Vijayanagar	Inner	H	253499	324375	28.0%	2.5%
13	168	Chamajpet	Inner	O	224892	237460	5.6%	0.5%
14	169	Chikpet	Inner	O	242264	234327	-3.3%	-0.3%
15	170	Basavanagudi	Inner	O	212308	243251	14.6%	1.4%
16	172	B.T.M Layout	Inner	H	252301	318678	26.3%	2.4%
17	171	Padmanabhanagar	Inner	H	228620	306353	34.0%	3.0%
18	173	Jayanagar	Inner	O	206755	229088	10.8%	1.0%
19	175	Bommanahalli	Inner	H	190861	436802	128.9%	8.6%
20	152	Bytarayanapura	Outer	H	164472	374299	127.6%	8.6%
21	150	Yelahanka	Outer	O	91294	171500	87.9%	6.5%
22	174	Mahadevpura	Outer	H	179838	431976	140.2%	9.2%
23	155	Dasarahalli	Outer	O	225995	445604	97.2%	7.0%
24	151	K.R.Puram	Outer	O	243050	447015	83.9%	6.3%
25	154	Rajarajeswarinagar	Outer	O	264596	432857	63.6%	5.0%
26	153	Yeshwanthpur	Outer	H	108530	284476	162.1%	10.1%
27	176	Bangalore South	Outer	H	180851	472104	161.0%	10.1%

9.2 The qualitative depth interview instrument

Interview guide – BLO interviews Bangalore

[Recording of BLO's details as given in the list]

AC Number	
PP Number	
BLO Name	
BLO Contact	
Interview Date	

[Interviewer to say the below:]

Hello! I am_____ **(MENTION YOUR NAME)** from Janaagraha Centre for Citizenship and Democracy, a Bangalore based non-profit that works on transforming quality of life in India's towns and cities. Founded in December 2001, today it works with citizens on catalysing active citizenship in neighbourhoods and with governments to institute reforms to city-systems (generally referred to as urban governance). We regularly conduct studies among citizens and functionaries of the government on various subjects and services. Currently, we are undertaking a study across Bangalore on the role of Booth Level Officers in Voter List Management to identify areas in their working that can be strengthened. In this regard, we would like to request for some of your valuable time. Can you please spare some time? Thank you.

Please be assured that all information given by you will be kept strictly confidential. The responses collected will be added together with the responses of several other BLOs across Bangalore before presenting the findings. Under no circumstance will personal and individual information be disclosed to any private or government authority. Also, this is only a study to strengthen voter list management across India and not a test and therefore, there are no wrong or right answers. We encourage you to be as honest and elaborate as possible while taking part in this survey.

Will you be interested in being a part of this survey?
[Getting written consent and recording of interview start time] – Doc to be prepared
Interview Start Time _____ and End Time _____
_____ (in HR:MIN PM/AM format)

Main interview guide (mix of closed and open ended questions)

Q1. Since how long have you been a BLO, for any Polling Part in any Assembly Constituency?
(Int. instruction - tick in table below Q2)

Q2. Since how long have you been a BLO for Poling Part number XX in Assembly Constituency XXX?
(Int. instruction - tick in table below; interviewer to note that time period mentioned for Q2 cannot exceed that for Q1. In case it does, ask respondent if they are sure by pointing out what they said in Q2

Time	Q2	Q3
0-6 months	1	1
6 months to 11 months	2	2
1 year to 1 year and 11 months	3	3
2 years to 3 years and 11 months	4	4
4 years to 4 years and 11 months	5	5
5 years to 5 years and 11 months	6	6
6 years or more	7	7

Q3. Are you currently a BLO of more than one polling part? If you are or if you have been, can you tell us for how many polling parts were you/are you a BLO for?

Q4.

a. Can you tell us a bit about the geographical size of the area where you are the BLO? If you are currently a BLO of more than one area, please tell us about polling part number XX. (int. instruction – interviewer to replace 'XX' with the PP number that they have been given as the PP this particular BLO is in charge of; explain geographical size to the respondent as 'the total area covered by their PP')
b. Can you tell us the approximate number of people residing in the polling part of which you are a BLO?

Q5.

a. Can you elaborate on the nature of people staying in your area in terms of migration i.e. a bit about how many people have stayed there for years and how many have recently moved? Similarly, how many people keep moving in and out of the polling part on average in a year?
b. Have you ever received an official letter of appointment/appointment order from the Election Com mission of India or the Chief Electoral Officer, Karnataka's office enlisting you as a BLO of polling part number XX?

SECTION HEADER – Knowledge on Roles and Responsibilities of A BLO

Section description: Interviewer to say - This next set of questions will be about your activities as a BLO.

Q6.

a. When and how many times have you been involved in revisions, of any kind, to the voter list of your polling part?? (Int. instruction – probe.)

b. When and how many times have you worked on summary revisions to the voter list of your polling part? (Int. instruction – if the BLO appears to not know what a summary revision is, tell him that 'a summary revision is usually conducted once in a year, and the existing voter list is published, inviting claims and objections. There is no house to house enumeration and after disposing off of claims and objections, the final voter list is published'.)

c. When and how many times have you carried out/been a part of intensive revisions to the voter list of your polling part? (Int. instruction – if the BLO appears to not know what an intensive revision is, tell him that 'an intensive revision is usually conducted once in 8-10 years, and voter lists of all PPs are created from scratch/start after discarding the existing list'.)

Q7. There are several forms available for citizens to use in case they want their name entered into the list or their details changed etc. Can you tell us what form XXXX (Int. instruction – read out names of forms from the list below) is used for? (Int. instruction – question to be asked for each of the forms mentioned in the table below and answer written in space provided next to the form's name)

Form name	Purpose of the form as stated
1) Form-6	
2) Form-7	
3) Form-8	
4) Form-8A	
5) Form-6A	
6) Form-17	
7) Form-18	
8) Form-19	

Q8.

a. When accepting forms from citizens, what type of proof/supporting documents do you ask for from citizens?

b. Please tell us which documents you accept as AGE PROOF? (int. instruction – probe by asking 'any other document?'. DO NOT READ OUT THE OPTIONS GIVEN BELOW. Based on the answer, tick wher ever applicable in the grid below. In case the answer includes a document not given in the list below, write it next to 'OtherX' and put a tick next to it)

S. No	Document	TICK for Q8
1	Birth certificate from Municipality/Registrar of birth and death	1
2	Birth certificate from school	2
3	10th class marksheet	3
4	PAN Card	4
5	Aadhar card	5
6	Driving License	6
7	Affidavit of age proof	7
8	Other1	8
9	Other2	9
10	Other3	10

c. Do you check the authenticity of these documents submitted as proof of age? If so, how do you do so? (int. instruction – probe)
d. What do you do/ask for in case none of these AGE PROOF documents you think are acceptable are available with the applicant?

Q9.

a. Please tell us the type of documents that you accept as ADDRESS PROOF. (int. instruction – probe by asking 'any other document?'. Based on the answer, tick wherever applicable in the grid below. In case the answer includes a document not given in the list below, write it next to 'OtherX' and put a tick next to it)'

S. No	Document	TICK for Q9.1
1	Birth certificate from Municipality/Registrar of birth and death	1
2	Birth certificate from school	2
3	10th class marksheet	3
4	PAN Card	4
5	Aadhar card	5
6	Driving License	6
7	Affidavit of address proof	7
8	Other1_____	8
9	Other2_____	9
10	Other3_____	10

b. Do you check the authenticity of these documents submitted as proof of address? If so, how do you do so? (int. instruction – probe)
c. What do you do/ask for in case none of these ADDRESS PROOF documents you think are acceptable are available with the applicant?

Q10.

a. Have you ever received a 'BLO Kit' from your ERO, the CEO or any of your superiors? (int. instruction – explain to the respondent that this is a kit which contains materials that help BLOs perform their duties effectively)

Option	Code	Instruction
Yes	1	Skip to Q10.3
No	2	Go to the next question - Q10.2 and then Skip to Q11.1

b. You said you haven't ever received a 'BLO Kit'. Can you tell us if you have received any materials/ collaterals from your superiors that are supposed to help you perform your duties? If so, what all did you get? (int. instruction – Wait for the respondent to answer and record in the grid below. Once the respondent stops answering, read out all options below not ticked and asked if they receive it as a part of these materials)

Item	Code
Received nothing/None	0
Voter List/Electoral roll of their PP	1
BLO register	2
BLO ID card	3
BLO Handbook	4
Blank forms (6, 6A, 7, 8, and 8A)	5

Item	Code
Error reports of the voter list/electoral roll of their PP	6
Other item1 - _____ (write)	7
Other item2 - _____ (write)	8

(int. instruction – after asking Q10.2, skip to Q11.1)

c. I will now read out names of a few items. Please listen to these and tell us which of these are present/ usually present in the BLO kit you receive. (int. instruction – Read out all options given in the table below Q 10.4 one by one and tick under column 'Code', all options to which the respondent says 'yes')

d. Is there any other item, apart from the ones I just read out, that you usually get in your BLO Kit? (int. instruction – if the respondent says 'Yes', ask them to name the item and record it in the grid below in 'other itemX'. If the respondent says 'No' or cannot recall even after probing, move to the next question)

Item	Code
Voter List/Electoral roll of their PP	1
BLO register	2
BLO ID card	3
BLO Handbook	4
Blank forms (6, 6A, 7, 8, and 8A)	5
Error reports of the voter list/electoral roll of their PP	6

e. Are there any other resources, such as the ones I mentioned above, that you receive or that you use to help perform your role as a BLO? If yes, can you please tell us what it is/these are and who you get it from? (int. instructions - probe and make sure that if the answer to the first question is 'yes', they answer what it is and who they get it from)

Item	Code
Other item1 - _____ _ (write)	1
Other item2 - _____ _____ (write)	2
Other item3 - _____ _____ (write)	3

Q11.

a. We would like to now ask you about the information you collect about your polling part. Do you collect information on____ (int. instruction – Read out statements one by one and for each that the respondent says 'Yes' to, tick in the column labelled 'Code'.)

PARTS OF BLO REGISTER	Code
correction for existing entries/citizens listed household wise	1
birth date, telephone number and mail id of citizens etc.	2
newly developed areas, apartments that have come up etc.	3
eligible voters who are not in the roll yet	4
household-wise population and gender ratio	5

b. How often do you submit this information in a year and to whom do you submit it to?

Q12.

a. I will now read out a list of categories and would like you to tell me how you identify whether an entry, meaning an enrolled citizen, falls under that category or type. (int. instruction – read out all categories given in the table below one by one and allow the respondent to answer. Record their answers in the table next to the category asked)

Category	Record answer here	
Shifted		1
Repeated		2
Missing		3
Expired		4
Disqualified		5

b. Can you also tell us when, in a year, do you go about checking entries i.e. enrolled citizens of whether they fall into any of the categories I just mentioned ? (int. instruction – probe by saying 'for e.g., when do you confirm whether a citizen has shifted or not, whether they are alive or not etc.; ask the respond ent to mention all possible times when they do this)

Q13.

a. Can you tell us when the latest 'Nazariya Naksha' of your polling part was made and who made it? (int. instruction – If the respondent does not know what it is, explain that it is a map showing the bounda ries of the polling part and the houses/buildings inside it and is printed on the second page of a polling part's voter list)

b. Is the 'Nazariya Naksha' of your polling part hand-made or made using computers?
(int. instruction – if the respondent says that they have made the 'Nazariya Naksha' in Q13.1, go to the next question Q14.1. If the respondent says they have not, skip to Q14.2)

Q14.

a. You told us that you made the latest 'Nazariya Naksha' of your polling part. Please take us through all steps in how you did this, starting from how you cover your polling part to how you allot house num bers in detail. (Int. instruction – probe)

b. Can you tell us how you record house numbers and what you do in case new houses come up in your polling part? (int. instruction – probe by asking, who allots these house numbers and what do you do in case there is none?)

Q15. You said you haven't made the 'Nazariya Naksha' of your PP or updated it. Can you tell us why you haven't done so? (int. instruction – probe by asking 'is it because you weren't instructed to do so or because it is not your responsibility')

SECTION HEADER – General Work Procedures Followed/Practiced

Section description: Interviewer to say – The next section will ask questions on how you carry out your routine functions as a BLO.

Q16.

a. How many times in a year, on average, do you conduct door-to-door visits in your polling part?
b. When do you conduct this exercise i.e. door to door visits, and on whose instruction?

Q17.

a. While conducting door-to-door visits, how exactly do you go about covering your polling part?
b. How long does it take for you to conduct one such exercise i.e. door to door visits covering your entire polling part? (Int. instruction - probe)

Q18. Can you tell us in detail, the activities you undertake or everything you do while conducting such drives? (Int. instruction - probe)

Q19.

a. What are the activities that you undertake specifically to increase voter awareness i.e. encourage enrolment on the voter list, encouraging people to turn out for voting etc.? (Int. instruction - probe)
b. How often in a year do you work on increasing voter awareness i.e. encouraging enrolment on the voter list, encouraging people to turn out for voting etc.?

Q20.

a. When citizens hand over forms to you, do you check for its completeness and whether the informa tion provided on the forms is correct? (int. instruction – if the respondent says that they do check for this, ask Q20.2. If not, skip to Q 20.3)
b. How do you check the completeness and correctness of the information entered? Is there any proce dure you follow to ensure that all required information is filled and is also filled in the way it is sup posed to be? (Int. instruction – probe; make sure the BLO answers both aspects i.e. 'completeness of forms' and 'correctness of data entered in it')
c. When citizens hand over forms to you for adding their name on to the voter list, do you check if they are already present on the voter list somewhere else? If yes, how do you verify this and if not, why? (int. instruction – probe)

Q21.

a. Have you ever conducted or do you ever conduct a 'Health Analysis' of your polling part's voter list? To make the question clear, a 'Health Analysis' of the voter list involves looking as aspects like the gender ratio of your polling part versus the census, looking at the elector to population ratio etc. (int. instruction – if the respondent says that they do or that they have, ask Q21.2. If not, skip to Q 23)
b. Can you tell us about how you conduct a 'Health Analysis' of your polling part's voter list? We would like you to state in detail, everything you do while conducting this health analysis? (Int. instruction – probe by asking, 'is there anything else you look at?')
c. When was the last time you conducted a 'Health Analysis' of your polling part's voter list? How often do you do this?

Q22. Who do you submit this analysis to and how often do you submit it?

SECTION HEADER – Issues with discharging duties effectively

Section description: Interviewer to say – In this section, we would like to ask you about the issues you face while performing your duties as a BLO.

Q23. How clean do you think the voter list in your PP is? By clean, I mean how many errors such as ab sent, shifted, dead and disqualified have not been captured or accounted for on your PP's voter list? (Int. instruction – explain to the respondent that you mean to ask how many citizens who are dead/ shifted/disqualified etc. still remain on the list and how many eligible 18+ citizens are missing from it - probe)

Q24. What are some of the biggest reasons behind these errors? Please explain in as much details as possible. (Int. instruction - probe)

Q25. What is the biggest challenge you face in updating voter lists and making sure that they remain clean and accurate? (Int. instruction - probe)

Q26.

a. How far is the allotted polling part from your office?
b. How far is the allotted polling part from your residence?
c. Do you face any difficulties in reaching your polling part for any verification or voter awareness drives? (Int. instruction - probe)

Q27.

a. How often have you received training on the roles and responsibilities as a BLO ever since you be came one?
b. Can you tell us, in detail, of what was taught in those sessions? (Int. instruction - probe)
c. Do you think those sessions were useful? If so, can you elaborate why? (Int. instruction - probe)

Q28.

a. Do you ever face a shortage of forms to give to citizens when they approach you?
b. How often do you get empty forms that can be given to citizens from your higher ups in a year?
c. Is there any place where you station yourself/sit at any time of the year so that citizens may approach you with forms and help? (int. instruction – ask question 28.4 only if the respondent says yes to this question. Otherwise, skip to Q29.1)
d. If yes, where do you sit for this purpose? How far is this place from the polling part for which you are a BLO? (int. instruction – probe)
e. How often in a year do you sit there?

Q29.

a. How often in a year do you get updated materials such as updated voter lists, EPIC, BLO register etc. of your polling part from your seniors?
b. Who gives these to you?

Q30. How is BLO performance measured by seniors? What happens in case a BLO performs well and in case he or she is not able to perform their duties effectively? (Int. instruction - probe)

Q31. What do you feel about the role BLAs and other organizations play in helping you update and clean voter lists? Have you faced any interference from BLAs, NGOs and Resident Welfare Associations (RWAs) while performing your duties as a BLO? If yes, can you please detail out the kind of interfer ence you have faced/face? (Int. instruction - probe)

Q32. Are there any issues that you face from citizens while fulfilling your duties? Can you tell us a bit about how citizens treat you when they interact with you (as a BLO)? (Int. instruction - probe)

Q33. In your experience as a BLO, have you ever come across or heard of practices that can be called wrong and illegal? (int. instruction – reassure the respondent of confidentiality by stating that 'we will not be disclosing any individual information, so please speak openly. Probe by asking 'have you heard of booth capturing, bogus voting/impersonation of voter etc.?')

Q34.

a. What are the various sources from where you get complete/filled up forms? By sources, I mean those such as citizens, RWAs etc. (Int. instruction – probe | tick all sources mentioned by the BLO in the grid below)

Source	Tick
Concerned citizens – citizens who need services	1
Family members of concerned citizens	2
Resident Welfare Associations (RWAs)	3
Non-Governmental Organizations (NGOs)	4
Booth Level Agents	5
Representatives/Members of political parties	6
Others1 (write) _____	7
Others2 (write) _____	8

b. Is there any difference in the quality of forms you receive from the concerned citizen compared to the ones you receive from their family members? By quality I mean aspects such as completeness of fields, correctness of information such as address etc. (Int. instruction - probe)
(int instruction – ask Q34.3 ONLY if 3/4/5/6/7/8 are coded in Q34.1, else go to Q35)

c. Is there any difference in the quality of forms you receive from the concerned citizen compared to the ones you receive from NGOs/RWAs and BLAs? By quality I mean aspects such as completeness of fields, correctness of information such as address etc. (Int. instruction - probe)

SECTION HEADER – Overall Satisfaction with their role as BLO

Section description: Interviewer to say – In this section, we would like to know how you feel about being a BLO and about the responsibilities that come with it. We would also like to know about the overall good and bad things that come with being a BLO.

Q35. Now, we want you to think about your role as a BLO and everything around it. Keeping all this in mind, how happy are you about being a BLO?

Very happy	1
Somewhat happy	2
Neither happy nor unhappy	3
Somewhat unhappy	4
Very unhappy	5

Q36.

a. Were you given the responsibility of a BLO or did you volunteer to become a BLO?

Asked to become BLO/Given role	1	Skip to Q37
Volunteered	2	Go to the next question – Q36.2

b. You said that you volunteered to become a BLO. Can you tell us why you volunteered/what motivated you to become so? (Int. instruction - probe)

Q37. What are the overall positives of being a BLO? Please elaborate as much as you can about what you feel good about in this role? (Int. instruction - probe)

Q38. We would now like you to elaborate on the overall negatives about being a BLO. Please elaborate as much as you can on the bad things about being a BLO. (Int. instruction - probe)

Q39. Do the responsibilities you hold as a BLO affect your regular/full-time job or vice versa? If yes, can you explain how? (Int. instruction - probe)

SECTION HEADER – Suggestions on improvements

Section description: Interviewer to say – We would now like to hear a few suggestions on how your work can be made easier and more efficient. We would also like to know what would motivate you further.

Q40. Overall, what changes would you like to see happen in your work systems/processes that will mo tivate you further? (Int. instruction - probe)

Q41.

a. How can processes such as door-to-door visits and verification checks be improved to become fast er/more efficient? (Int. instruction - probe)
b. Can you give us any ideas on how we can improve these processes, such as door-to-door visits and verification checks, using technology? (Int. instruction - probe)

Q42. How can the quality of 'Nazariya Naksha' be improved? (Int. instruction - probe)

Q43.

a. Have you ever received an honorarium/fees for the work you do as a BLO? (Int. instruction – If the respondent says 'YES', go to the next question i.e. Q43.2. If the respondent says 'NO', skip to Q44)
b. If yes, who did you get this payment from and how often do you get it?
c. How much is the honorarium/fee that you receive/received for your work as a BLO and is it adequate?
d. Are there any issues with payments and if so, how can this be improved? (Int. instruction - probe)

Q44. What is your opinion on Data Entry Operators i.e. the people at the back-end who are responsible for entering information from forms on to the computer to update records? Is there anything in their functioning that you think needs improvement? If yes, what areas need improvement?

Q45.

a. Do you use technology or any technology tools to make your work easier? If yes, what do you, or other BLOs use and how can it be made better.
b. Are there any other suggestions that you'd like to give in areas like training, receiving forms, getting advice from seniors etc.? (Int. instruction - probe)

SECTION HEADER – BLO information check

Section description: Interviewer to say – We have with us, some details of you given by the Chief Electoral Officer's website so that citizens may easily get in touch with you. Kindly go through the same and tell us if these details are correct. Wherever they are not, kindly tell us what should be in its place. We would like to assure you that these details will not be shared with anyone or be used for any other purpose but for this research.

However, should you wish to get your information updated online if it is not correct, we can send your correct information to the CEO, Karnataka. Would you like us to send correct information to the CEO, Karnataka?

Option	Code
Yes, send correct information to the CEO	1
No, do not send corrected information to the CEO	2

(Int. instruction – Now, start reading out correct info - put a tick where provided information is correct and wherever not, use the blank space provided to write correct info)

[BLO Details]

Detail	Correct (tick if yes and cross if no - √/X)	Corrected Detail
AC No:		
PP No:		
Name:		
Contact:		
Designation/Occupation:		
Office Address:		NO CORRECTED DETAILS REQUIRED
Home Address:		

9.3 The computer aided telephonic interview (CATI) instrument

CATI Instrument – BLO interviews Bangalore

[Interviewer Instruction - Record BLO's details as given in the list in the CATI program/screen]

[CATI Instruction – First screen to display rows as shown below where the interviewer can enter data; use predictive text to reduce data entry errors using the contact list sent by JCCD. CATI should also automatically record interview date and time.]

AC Number	
PP Number	
BLO Name	
BLO Contact	
Interview Date	

[CATI Instruction – Show the Interviewer options to enter the parameters – 1) AC Number, then 2) PP Number and then BLO details as per the contact sheet. Another option is of automating this i.e. once the interviewer selects an AC, a list of select PPs appears and once the interviewer selects this, details of the chosen BLO appear on screen. The interviewer then dials this number]

[CATI Instruction – On the same page, show the Interviewer Instruction given below and following text on screen.]

[Interviewer Instruction – read out the paragraph given below to the respondent:]

Hello! I am_____ (MENTION YOUR NAME) from Janaagraha Centre for Citizenship and Democracy, a Bangalore based non-profit that works on transforming quality of life in India's towns and cities. Founded in December 2001, today it works with citizens on catalysing active citizenship in neighbourhoods and with governments to institute reforms to city-systems (generally referred to as urban governance). We regularly conduct studies among citizens and functionaries of the government on various subjects and services. Currently, we are undertaking a study across Bangalore on the role of Booth Level Officers in Voter List Management to identify areas in their working that can be strengthened. In this regard, we would like to request for some of your valuable time. Can you please spare some time? Thank you.

Please be assured that all information given by you will be kept strictly confidential. The responses collected will be added together with the responses of several other BLOs across Bangalore before presenting the findings. Under no circumstance will personal and individual information be disclosed to any private or government authority. Also, this is only a study to strengthen voter list management across India and not a test and therefore, there are no wrong or right answers. We encourage you to be as honest and elaborate as possible while taking part in this survey.

Q1.

a. Will you be interested in being a part of this survey?

Option	Code	Instructions
Yes, I am interested in being a part of this survey	1	Move to Q1
Yes, I am interested but not now, maybe later	2	Move to QB
No, I am not interested in being a part of this study	3	Move to QA2

b. Are you a Booth Level Officer of any polling part/parts?

Option	Code	Instructions
Yes, I am	1	[CATI Instruction – screen to read "Thank the respondent for the time they spent & end interview"] – END INTERVIEW
Yes, I am interested but not now, maybe later	2	Move to QB
No, I am not interested in being a part of this study	3	Move to QA2

Q2. Can you provide us with a suitable time and date, within the next 7 days, when we can call and conduct this interview?

Option	Code	Instructions
Yes	1	Record appointment date & time
No, I am not interested in giving a slot within the next 7 days/will not have time in the next 7 days	2	Move to QA2.

MAIN INTERVIEW

Q1. Are you a Booth Level Officer of Polling Part number XX?

[CATI Instruction – show PP number as per selection]

[Interviewer Instruction – Read out the Polling Part number given in the contact sheet/call list]

Option	Code	Instructions
Yes	1	Go to the next question
No	2	Go to the next question

Q2. Are you a Booth Level Officer of any other Polling Part/Polling part (as well)?

Option	Code	Instructions
Yes	1	Go to the next question
No	2	Skip to Q4
Don't know/Can't say	3	Go to the next question

[CATI Instruction – if the interview has coded '2' in Q1 and either '2' or '3' in Q2, END INTERVIEW and display - "Thank the respondent for the time they spent & end interview" on screen}. In case '2' is coded in Q1 and '1' in Q2, proceed to Q3]

Q3. In all, how many Polling Parts are you a Booth Level Officer of?

Select exact number from the drop-down given here	CATI to give a drop-down from 1 to 19	Instructions
Don't know/Can't say	99	Go to the next question

Q4. For how long have you been performing the duties of a Booth Level Officer? Please give us this an swer in years.

Select exact duration here	CATI to give a drop-down from 1 year to 20 years	Instructions
Don't know/Can't say	99	Go to the next question

Materials/Support Received

Q5.

a. A I will now read out names of a few documents/items. In case you do not understand any name from the ones I am about to read out, please feel free to ask for a repeat or for more details on the docu ment. Can you tell me which one of these you have ever received in your career as a BLO? [Interviewer Instruction – read out the list of documents/items, one by one to the respondent and mark only the ones which the respondent has ever received]

Document/Item	(CATI - Multiple coding)
Q5.1 A BLO Register	1
Q5.2 A Bag with the Election Commission of India's logo on it	2
Q5.3 An appointment letter	3
Q5.4 A BLO Identity Card	4
Q5.5 A Booth Level Officer Handbook	5
Q5.6 Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	6
Q5.7 Pens/Pencils and empty note-pads	7

b. I will now read out names of the documents/items that you have ever received. How often in a year do you receive these documents/items on an average? For example, if you've been working as a BLO for 2 years and you've received these materials 4 times over the course of your employment, then your answer would be twice per year on an average.

[CATI Instruction – Only show those documents/items for which the respondent has said yes in Q5A]
[Interviewer Instruction – read out the scale, as shown as column headers in the grid on screen, to the respondent before reading out the name of the first document.]

Document/Item (single coding across columns)	I Haven't Ever received this	Less than once a year on average	Receive Once in 1 year on average	Receive Twice in 1 year on average	Receive Thrice or more in 1 year on average
Q5.1 A BLO Register	0	1	2	3	4
Q5.2 A Bag with the Election Commission of India's logo on it	0	1	2	3	4
Q5.3 An appointment letter	0	1	2	3	4
Q5.4 A BLO Identity Card	0	1	2	3	4
Q5.5 A Booth Level Officer Handbook	0	1	2	3	4
Q5.6 Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	0	1	2	3	4
Q5.7 Pens/Pencils and empty note-pads	0	1	2	3	4

Q6. How many times, since you became a Booth Level Officer, have you been trained on the roles and responsibilities of the job?

Select exact number from the drop-down given here ➞	CATI to give a drop-down from 0 to 19
Don't know/Can't say	99

[CATI Instruction – if the interviewer selects '0' from the drop-down, SKIP TO Q9.1}

Q7. When was the last time you attended such a training session? Please listen to the options that I will now read out and answer accordingly.

Option	Code (single coding)
Less than 1 month ago	1
1 month to 2 months ago	2
More than two months but less than 6 months ago	3
6 months to 1 year ago	4
More than 1 year but less than 1.5 years ago	5
1.5 years or more but less than 2 years ago	6
2 years or more but less than 2.5 years ago	7
2.5 years or more but less than 3 years ago	8
3 years or more but less than 4 years ago	9
4 years or more but less than 5 years ago	10
5 years or more ago	11
Don't know/Can't say	12

Q8.

a. How satisfied are you with the overall quality of these trainings you receive/the training you received?

Extremely dissatisfied	Somewhat dissatisfied	Neither Dissatisfied Nor Satisfied	Somewhat Satisfied	Extremely Satisfied
1	2	3	4	5
Go to Q8.2.1			Skip to Q8.3.1	

b. 1.) Which of the following aspects about these trainings, which I will now read out, are reasons behind your dissatisfaction? I will read the options out one by one and would like you to tell me which ones apply. [CATI Instruction – rotate statements randomly] [Interviewer Instruction – read out all options one by one to the respondent]

b. 2.) Which one is the most important reason? [Interviewer Instruction – read out all options one by one to the respondent]

Option	Q8.2.1 Code – (CATI-Multiple coding)	Q8.2.2 Code – Most Imp. (CATI-Single coding)
Content of the training i.e. quality and relevance of the course/training material was not good	1	1
Delivery mechanism i.e. how they taught the course/training content/level of interaction etc. was not good	2	2
Distance of the training venue from home/office was large	3	3
Duration of the course was not adequate i.e. was too long	4	4
Duration of the course was not adequate i.e. was too short	5	5
Questions/concerns were not addressed adequately	6	6
Knowledge and involvement of the trainer was not adequate	7	7
The instructions given to us on what to do as a BLO and how to do it were not clear	8	8
Others (Specify _____)	99	99

[CATI Instruction – Skip to Q9.1]

c. 1.) Which of the following aspects about these trainings, which I will now read out, are reasons behind your satisfaction? I will read the options out one by one and would like you to tell me which ones apply. [Interviewer Instruction – read out all options one by one to the respondent] [CATI Instruction – rotate statements randomly]

c. 2.) Which one is the most important reason? [Interviewer Instruction – read out all options one by one to the respondent]

Option	Q8.3.1 Code-Multiple	Q8.3.2 Code – Most Imp.
Content of the training i.e. quality and relevance of the course/ training material was good	1	1
Delivery mechanism i.e. how they taught the course/training content/level of interaction etc. was good	2	2
Distance of the training venue from home/office was not too much/large	3	3
Duration of the course was adequate	4	4
Questions/concerns were addressed adequately	5	5
Knowledge and involvement of the trainer was adequate	6	6
The instructions given to us on what to do and how to do it were clear	7	7
Others (Specify _____)	99	99

d. Have you been trained on the ECI's National Electoral Role Purification (NERP) program which was launched in July 2016?

Option	Code (single coding)
Yes	1
No	2
I'm not sure	3

Work procedures (& ease of access to PPs & citizen interaction)

Q9. Are you registered as a voter in the Polling Part/any of the Polling Parts of which you are a BLO?

Option	Code
Yes	1
No	2

a. How much time does it take for you to get to the polling part/parts you're allotted from your OFFICE one way? Please listen to the options I read out and tell me which one applies. While answering this question, please do so keeping in mind the mode of transport you use most often to get to the poll ing part/parts. Also, if you are in charge of more than one Polling Part, answer for the polling part it takes longest to reach from your office.

b. How much time does it take for you to get to the polling part/parts you're allotted from your HOME one way? Please listen to the options I read out and tell me which one applies. While answering this question, please do so keeping in mind the mode of transport you use most often to get to the poll ing part/parts. Also, if you are in charge of more than one Polling Part, answer for the polling part it takes longest to reach from your home. [CATI Instruction – display appropriate columns from the grid shown below for questions 9.1 and 9.2 and allow respondent to tick only ONE in each column]

Option	Q9.1 – Time from Office	Q9.2 – Time from Home
Less than 10 minutes	1	1
10 to 20 minutes	2	2
21 to 30 minutes	3	3
31 to 45 minutes	4	4
More than 45 minutes but <1 hour	5	5
1hr to 1.5 hours	6	6
More than 1.5 hours	7	7

c. 1.) I will now read out a list of statements around the work you do in your polling part. Listen to each one carefully and tell me which ones you think affect adversely/negatively, your ability to perform your roles and responsibilities as a BLO. [CATI Instruction – rotate statements randomly] [Interviewer In struction – read out all options one by one to the respondent]

c. 2.) Which one is THE MOST adverse reason? [Interviewer Instruction – read out all options one by one to the respondent]

Option	9.3.1. Any that applies (multiple coding)	9.3.2. Most important/adverse (single coding)
The time it takes to reach the Polling Part area	1	1
Issues with access to certain household/areas within the polling part	2	2
A lack of cooperation from the people/citizens in the polling part	3	3
Frequent changing of the polling parts allotted to you	4	4
A lack of a valid BLO Identity Card (ID)	5	5
Your concerns on safety and security while in the polling part	6	6
A lack of proper house numbering in the polling part	7	7
A lack of proper road/lane signage in the polling part	8	8
Concentration of work in just a few months i.e. uneven spread of work over a year	9	9
A lack of motivation and support from seniors/superiors	10	10
A lack of a proper Poling Part (PP) map or 'Nazariya Naksha'	11	11
A lack of blank forms to be handed to the citizens	12	12
A lack of supervision from seniors	13	13

Q10. In a year, on average, how many times do you conduct door to door visits in your polling part? By door to door visits, I mean going to each household in your polling part and covering the area in entirety.

Select exact number from the drop-down given here ➞	CATI to give a drop-down from 0 to 19
Don't know/Can't say	99

[CATI Instruction – if the interviewer selects '0' from the drop-down, SKIP TO Q12]

Q11. How much time, on average, does it take you to conduct one such door to door visit exercise, covering each household in one polling part? Please tell us the time it takes in 'number of days'. Also, if you are in charge of more than one Polling Part, answer for the polling part it takes longest for you to reach.

Option	Code (single coding)
Less than 10 days	1
10 days or more but less than 20 days	2
20 days or more but less than 30 days	3
1 month or more but less than 1 month 15 days	4
1 month 15 days or more but less than 2 months	5
2 months or more but less than 2 months 15 days	6
2 months 15 days or more but less than 3 months	7
3 months or more	8

Q12.

a. will now read out a few activities. Please tell me which of these you undertake in an average work-year? [CATI Instruction – rotate statements randomly]

Option	Code (multiple coding)
Collecting data on number of males, females and others/third-gender in the polling part	1
Collecting data on people who just turned 18 or are about to turn 18 in the polling part	2
Collecting data on the new residential units/buildings that come up in the polling part	3
Comparing gender ratio of the polling part to district/Assembly Constituency census data	4
Comparing age-group proportion data with that of district/Assembly Constituency census data	5
Updating the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within)	6

Q13. How important is the role of the Polling Part map in helping you do your work as a Booth Level Officer? [Interviewer Instruction – read out all options one by one to the respondent]

Option	Code (single coding)
Very important	1
Somewhat important	2
Not at all important	3
Don't Know/Can't Say	4

Overall Satisfaction and Back-end processes

Q14. Now, thinking about the entire set of roles and responsibilities you fulfil as a Booth Level Officer, the support that you get and the all work processes around being a BLO, how satisfied are you with this role? [Interviewer Instruction – read out all options one by one to the respondent]

Extremely dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Extremely Satisfied
1	2	3	4	5

Q15. I would now be reading out a few statements. Please listen to each one carefully and tell us how strongly you agree or disagree with these. [CATI Instruction – rotate statements randomly]

Option	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
The materials that you receive from seniors/superiors, such as the updated voter list and BLO register, are of good quality	1	2	3	4	5
Data entry mistakes by data entry operators are a major source of voter list errors such as incorrect names, age and address	1	2	3	4	5
Supervisors provide support and motivation to BLOs whenever required	1	2	3	4	5
BLOs are recognized for their hard work by their superiors/seniors	1	2	3	4	5

Honorarium

Q16. Have you ever received an honorarium/received payment for your services as a Booth Level Officer?

Option	Code	Instruction
Yes	1	Go to Q17
No, I haven't	2	Skip to QD1
Don't know/Can't say	3	Skip to QD1

Q17.

a. Have you received this honorarium/payment for each of the years you have been a BLO?

Option	Code	Instruction
Yes	1	Skip to Q18
No, I haven't	2	Go to Q17.2
Don't know/Can't say	3	Go to Q17.2

b. How many times, since you were appointed as a Booth Level Officer have you received this hono rarium/payment?

Select exact number here →	CATI to give options in a drop-down – 1 to 19
Don't know/Can't say	99

Q18. What was the amount you received last?

Record exact number here	_____
Don't know/Can't say	99

Q19. How long ago did you receive this amount, the one you received last?

Option	Code (single coding)
Less than 1 month ago	1
1 month to 2 months ago	2
More than two months but less than 6 months ago	3
6 months to 1 year ago	4
More than 1 year but less than 1.5 years ago	5
1.5 years or more but less than 2 years ago	6
2 years or more but less than 2.5 years ago	7
2.5 years or more but less than 3 years ago	8
3 years or more but less than 4 years ago	9
4 years or more but less than 5 years ago	10
5 years or more ago	11
Don't know/Can't say	12

Demographics – Age/Gender/Education/Occupation/Household Income

Q1. What is your age?

Select exact age here →	CATI to give options from 18-100_____
Do not want to disclose	(tick)999

Q2. What is your Gender?

Option	Code
Male	1
Female	2
Third Gender	3
Do not want to disclose	4

Q3. What is your educational qualification?

Q4. What is your occupation/work?

[Interviewer instruction: Please refer to the occupational categories given for QD4 mentioned in SEC Grid. In case the respondent's answer doesn't fall in the occupational categories mentioned in QD4, please select "None of the above" to go to the next screen and then choose accordingly. For example, if respondent says that his designation/occupational category is Anganwadi worker, then there is no option for Anganwadi Worker in the Occupation category list mentioned in the SEC Grid for QD4. In such case, click on the last option which is "None of the above" to go to the next screen and then choose accordingly. If still not clear go back to the SEC Grid, read out the options to the respondent once again and choose accordingly.

[CATI Instruction: Drop down menu should be created for the occupational categories given in Table CATI -1, which is given to you as a separate document. Link these categories with the QD4 categories mentioned against them in the table. For example, if the interviewer clicks Anganwadi worker in the drop down menu, then it should record the QD4 category code mentioned against it, which is "2" (skilled worker)

SEC GRID OCCUPATION (QD4)	Illiterate 1	School: upto 4 years	School: 5-9 years	SSC/ HSC	Some college but not graduate	Graduate/ Post graduate general	Graduate / Post graduate professional
1. Unskilled Worker	E2	E2	E1	D	D	D	D
2. Skilled worker	E2	E1	D	C	C	B2	B2
3. Petty trader	E2	D	D	C	C	B2	B2
4. Shop owner	D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees							
5. None	D	C	B2	B1	A2	A2	A1
6. 1-9	C	B2	B2	B1	A2	A1	A1
7. 10+	B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional	D	D	D	B2	B1	A2	A1
9. Clerical / Salesman	D	D	D	C	B2	B1	B1
10. Supervisory level	D	D	C	C	B2	B1	A2
11. Officers/Executives- Junior	C	C	C	B2	B1	A2	A2
12. Officers/Executives middle / senior	B1	B1	B1	B1	A2	A1	A1
13. Retired/Not working anymore							

[CATI Instruction – display the below grid on screen for interviewers to use to record respondent response. Record SEC based on interviewer selection]

Q5. Are you the chief wage earner/highest earning member in your household?

Option	Code	Instruction
Yes	1	Skip to QD8
No	2	Go to QD6
Do not want to disclose	3	Skip to QD8

Q6. What is the educational qualification of the chief wage earner in your household?

Q7. What is your occupation/work of the chief wage earner in your household?
[CATI INSTRUCTION - INSERT SEC GRID AS ABOVE FOR QD6 & QD7 minus option '13 – Retired/Not working anymore in 'occupation list']

Q8. What is the average annual income of your household?

Option	Code (single coding)
Less than Rs 1 Lakh	1
Rs 1 Lakh to less than Rs 1.5 Lakhs	2
Rs 1.5 Lakhs to less than Rs 2 Lakhs	3
Rs 2 Lakhs to less than Rs 2.5 Lakhs	4
Rs 2.5 Lakhs to less than Rs 3 Lakhs	5
Rs 3 Lakhs to less than Rs 4 Lakhs	6
Rs 4 Lakhs to less than Rs 5 Lakhs	7
Rs 5 Lakhs to less than Rs 6 Lakhs	8
Rs 6 Lakhs to less than Rs 8 Lakhs	9
Rs 8 Lakhs to less than Rs 10 Lakhs	10
More than Rs 10 Lakhs	11
Don't know/Can't say	12

JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

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JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

VOTER LIST MANAGEMENT

BOOTH LEVEL OFFICER & LANDSCAPING STUDY

IN 21 CITIES IN INDIA

NOVEMBER
2017

About Janaagraha Centre for Citizenship and Democracy

Janaagraha Centre for Citizenship and Democracy (Janaagraha) is a Bengaluru based not-for-profit institution that is a part of the Jana group. Janaagraha's mission is to transform quality of life in India's cities and towns. It defines quality of life as comprising quality of infrastructure and services and quality of citizenship. To achieve its mission, Janaagraha works with citizens to catalyse active citizenship in city neighbourhoods and with governments to institute reforms to City-Systems.
You can read more about Janaagraha at www.janaagraha.org

About Jana Urban Space Foundation

Jana Urban Space (Jana USP) is a Professional Services Social Enterprise (PSSE), delivering transformational, world-class work on the spatial dimension of India's cities. Jana USP has four inter-disciplinary Studios - Urban Planning Studio; Urban Design Studio; Spatial Mapping and Analytics Studio; and Architecture and Design Studio. The multiple studios reflect Jana USP's systems-driven approach to addressing urban Spatial challenges. Jana Urban Space is a not-for-profit entity.
You can read more about Jana USP at www.janausp.org

The Voter List Management Programme in Janaagraha

Janaagraha has been involved in efforts to rid urban India's voter lists of their errors for over a decade. In line with the organisation's overall approach, our work has focused on both engaging citizens as well as the Election Commission of India (ECI) and its voter list management machinery.

Over the last decade, the organisation has led several successful grassroots initiatives, such as Jaago Re!, one of urban India's largest voter registration drives conducted in partnership with Tata Tea. Janaagraha has also worked closely with the ECI, through a formal Memorandum of Understanding (MoU) with the Chief Electoral Officer (CEO), Karnataka which resulted in the creation of a voter list maintenance process manual called Proper URban Electoral Lists (PURE). Over the last few years, Janaagraha has also undertaken a series of studies designed to quantify errors on voter lists, examine the causes of such errors and explore strategies to increase the quality of urban voter lists. For more on the work Janaagraha has done in this area, please refer to Janaagraha's publications page: http://www.janaagraha.org/publications/

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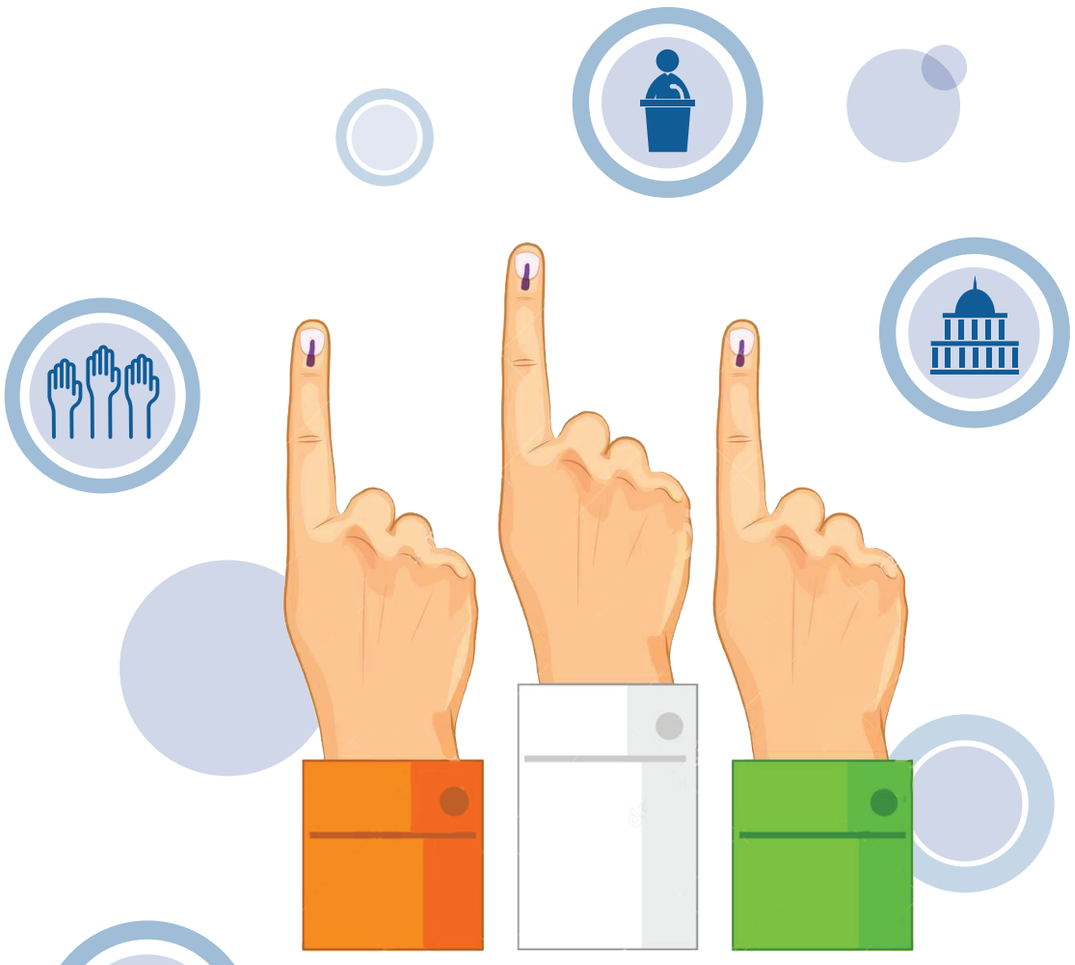


VOTER LIST MANAGEMENT

BOOTH LEVEL OFFICER & LANDSCAPING STUDY

IN 21 CITIES IN INDIA

Contents

Executive Summary 01

Introduction 07

Methodology 11

Results 15

How To Read The Profiles 19
& Why the Seven Big Questions are Crucial to the Quality of Voter Lists

The Urban India Profile 21

Ahmedabad - 27
Bhopal - 33
Bhubaneswar - 39
Chandigarh - 45
Dehradun - 51
Delhi - 57
Hyderabad - 63
Jaipur - 69
Kanpur - 75
Kolkata - 81
Lucknow - 87
Ludhiana - 93
Mumbai - 99
Patna - 105
Pune - 111
Raipur - 117
Ranchi - 123
Surat - 129
Bengaluru - 135
Chennai - 141
Thiruvananthapuram - 145

Further Analysis Of National Urban Data 149

Summary Of Findings 153

Discussion 157

Annexures 161

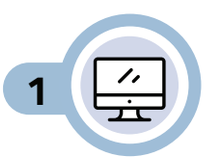
Executive Summary

To assess the scale of voter list management (VLM) issues across urban centres in India, Janaagraha set out to conduct a nation-wide study on Booth Level Officers (BLOs) and paint a landscape of VLM process. This study is an amalgamation of research done by Janaagraha previously in Bengaluru, Chennai and Thiruvananthapuram and additional research in these centres and 18[1] other urban centres in India.

This amalgamated study follows from Janaagraha's earlier attempts at measuring quality of voter lists in urban centres where studies in Patna and Bengaluru had to be ceased on account of poor address infrastructure and difficulty in reaching out to BLOs. This prompted instead, a focus on the processes that lead to the creation of voter lists, one of the most important being the 'BLO layer' of functioning. This study also looks at additional resources, primarily websites of Chief Electoral Officers (CEOs), which support the BLO layer to try and paint a better picture of the system of getting enrolled on the voter list, requesting amends to an existing enrolment etc.

BLOs are the frontline workers of the Election Commission of India (ECI) tasked with collecting data on voters as well as verifying their claims and requests. These officers hold other full-time government jobs as well. Needless to say, any issues within this layer are bound to have an effect on the quality of voter lists. While their importance is evident in the nature of work they undertake and it has been a decade since BLOs came into being, there haven't been many studies trying to assess their effectiveness, investigating how well they are working and identifying any leakages that might be affecting the quality of voter lists. It is hoped that the findings presented here can serve as a good foundation which key stakeholders such as the ECI can use to begin a holistic evaluation of the BLO Layer and ultimately, work towards reforming it.

The key findings are presented as answers to seven main questions, as given below.



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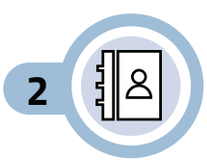

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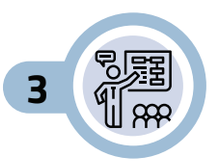
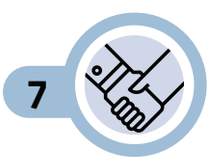


Who are our BLOs?

What support and training do BLOs receive from the ECI?

How do BLOs go about doing their job?

What are the difficulties that BLOs face in executing their duties?



How satisfied do our BLOs feel about their role?

1. Ahmedabad, Bhopal, Bhubaneswar, Chandigarh, Dehradun, Delhi, Hyderabad, Jaipur, Kanpur, Kolkata, Lucknow, Ludhiana, Mumbai, Patna, Pune, Raipur, Ranchi, Surat.

This study is a combination of four studies conducted over 2016 and 2017 with the latest one, involving a review of CEO websites, Polling Part voter lists as well as interviews with over 900 BLOs spread across 18 cities in India selected using stratified random sampling. Interviews were conducted between the months of December 2016 and March 2017. In all, 1,107 BLOs were interviewed across the four studies, resulting in a representative sample with a 95% confidence level and a 1.27% confidence interval. The key findings from an amalgamation of these studies are presented as answers to seven main questions given below.

How useful are websites of the CEOs for citizens?

The websites of the CEOs are intended to provide citizens with all services and information regarding electoral participation, including electoral rolls. The sites allow citizens to use basic services such as a voter search, a polling booth location search and accessing information on basic minimum facilities available at the booth. Very few cities (9 out of 21) allow people to search for their names using SMS but it is not known if this service is available in the local language; none have application tracking using SMS. Additionally, contact information of BLOs provided is of questionable quality, more of which will be talked about as an answer to the next question. While it may be argued that the National Voters Service Portal (NVSP), created by the ECI as a centralised online one-stop-shop for all voter list related services, solves for some of these issues, not all citizens may be visiting this portal given that CEO sites are also available. The NVSP is also only available in English and Hindi and not in any other regional languages while CEO sites are also available in the local language. In the absence of any data on traffic to sites of the CEOs and to the NVSP and while the two are running in tandem, it is best that the websites of CEOs also provide all services to citizens, including services that can be accessed using SMS.

How easy is it for citizens to contact BLOs?

For a total of 9,833 BLO contact numbers tried across the 21 cities, only 2,305 could be reached meaning that in less than a quarter of cases (23%) was a BLO actually spoken to. Nearly a third of all numbers made available by the ECI were either erroneous or did not belong to a BLO. All this means that for a citizen contacting their BLO may not be as easy as imagined by the ECI. Reasons why this is so could range from issues in timely updation of BLO information to the unavailability of actual BLOs themselves, because of which old and erroneous numbers are kept on websites. Anecdotal evidence, along with a reading of this study's in-depth findings suggest that the latter is true, and therefore, ensuring that proper BLO information is made available to citizens may require a lot more than just timely collection and uploading of documents. Getting hold of BLOs proved hardest in Mumbai where only 38 BLOs were spoken to after trying to contact 599. In Thiruvananthapuram, the largest proportion of BLOs were contactable (74% of those called were spoken to).

Who are our BLOs?

Most of the BLOs servicing our cities are teachers (both school and aanganwadi), at 59% of all BLOs interviewed. This number increases significantly for cities with populations in the range of up to 2 million. This suggests that teachers remain the go-to resources to be appointed as BLOs despite the ECI's guidelines recommending against this practice as it affects their ability to teach as required. Teachers are considered an already stressed asset, having to partake in other government projects as well but are also considered a good asset for BLO work because of their qualifications and, especially in case of aanganwadi teachers, proximity to the community. In Bhubaneswar and Patna more than ninety percent of BLOs are (aanganwadi) teachers. In Chandigarh just 16% of BLOs are (aanganwadi) teachers[2].

2. Mumbai also has a low proportion of (aanganwadi) teachers as BLOs (9%) but only 11 BLOs were interviewed so this finding should be treated with caution.

As far as experience goes, urban BLOs are not found wanting with 52% having been one for over 5 years. 78% have been one for at least three years. However, despite having performed the roles and responsibilities of a BLO for so long, we noticed that several do not perform all crucial tasks required of them, which may have to do with their training and the material support they get from the ECI. The most experienced BLOs are in Ahmedabad (88% have been one for five or more years) while this figure is lowest in Delhi (22%).

4 What support and training do BLOs receive from the ECI?

The ECI indicate that to keep BLOs efficient, motivated and productive they ensure that they are trained at least once a year, provide them with materials some of which are necessary for them to perform their duties as well as pay them an annual honorarium of INR 6,000[3] in lieu of the work they do. This study found that close to 12% of all BLOs in cities with a population of above 2 million had not been trained even once in the last year. Around a third of all BLOs also hadn't been provided with a BLO register and a BLO Handbook, two items considered a must for maintenance of voter lists. In Raipur, Kolkata, Dehradun and Bhubaneswar all BLOs had been trained at least once in the last year while in only 21% had in Jaipur and 18% in Mumbai[4].

Perhaps the most remarkable find was that only 68% of all BLOs had been paid anything in the last year. Furthermore, these BLOs were paid an average of just INR 3,834, far less than the mandated INR 6,000. Moreover, 9% of all BLOs claimed that they had never been paid for their services. Hyderabad had the largest proportion of BLOs (55%) who had not received their honorarium in the last year and BLOs there also had the lowest average honorarium of INR. 2,276. The highest average honorarium was received by BLOs in Dehradun (INR 5,633).

Given such discrepancies, the ECI should explore moving to a system where BLOs can order and get all required materials from a central repository. This could eliminate any leakages in material as well as time. Moreover, in the absence of any incentive to BLOs leading to the issue of unavailability of people to take up the job, the process of payment of honorariums should be amended to reflect that of direct benefit transfers, something that can be easily enabled using Aadhaar.

3. This amount is as per an order passed by the ECI on the 10th of July 2015 (No. ECI/PN/46/2015).

4. Only 11 BLOs were interviewed in Mumbai so this finding should be treated with caution.

5 How do BLOs go about doing their job?

An overwhelming majority of BLOs (82.6%) perform their duties outside of their regular work-hours. In Surat, Ranchi and Delhi nearly all BLOs (98%) said they do their duties outside of regular hours. A little over 72% conduct between 1 and 5 door to door visit exercises in a year and an average BLO does so over 68 days in a year. Between the three city population classifications i.e. Mega, Large and Medium, these aspects do not vary significantly.

Of the eight crucial functions asked about in this study that are required to be performed by BLOs, some stand out for not being performed by large proportions. Between 37% and 39% of all BLOs said that they did not perform collection of data on new households as well as comparing age-group and gender ratios with that of the district census in the last one year, something they are required to do as per the BLO handbook. Twenty two percent said that they had also not updated their PP maps in the last one year; this varied across cities to as high as 51% of BLOs in Hyderabad whereas in Dehradun all BLOs said they had done this.

A reading of this along with the finding that most BLOs did undergo training in the last year raises questions on the quality of these trainings. Whether they were not trained on how to, or were asked not to perform these essential tasks, such as updating PP maps or comparing PP demographic data to that of the district, or whether they simply are not capable or do not have the time to do this, is a question that is yet to be investigated. However, given that these tasks can be quite complex and are best performed using ICT, it may be argued that they should be removed from the responsibility list of BLOs and moved to other layers within the VLM machinery such as the data repository handled by Electoral Roll Officers (EROs) who are custodians of elector data. This could help reduce BLO workload somewhat and allow them to focus on just collecting credible and accurate data and even that can be bettered by using networked hand-held devices.

To that end, there is a lot that we can learn from other Election Management Bodies (EMBs). Besides reducing BLO workload, doing so will improve the quality of data and data based decision making and therefore, has the potential to improve the effectiveness of the entire VLM machinery. Processes such as Automatic Voter Registration and Database Linkages, that can be enabled by Aadhaar can also aid reduction of BLO workload by making voter request authentication a lot easier than it is today.

6 What are the difficulties that BLOs face in executing their duties?

According to the ECI, there should be one BLO for one polling station who should be, to the extent possible, a local resident. An analysis of BLO information available online suggested that 5.7% of all BLOs[5] were in charge of more than 1 PP . Additionally, in the interviews, 9.3% of all BLOs claimed to be in charge of more than 1 PP[6]. Fifty one percent of BLOs interviewed reported that they are not registered as a voter in the PP they are in charge of, suggesting that they may not be local residents i.e. residing within their PP. Despite this, a majority of BLOs, 78.0%, reported that they reach their allotted PP within 30 minutes. In Chandigarh the highest proportion of BLOs don't live in their allotted PP (91%) while in the city of Lucknow, the largest proportion of BLOs have to travel more than 30 minutes to reach their PP (38%). This proportion is smallest in Bhubaneswar with only 7% needing to travel for more than 30 minutes. Overall, a significant proportion of BLOs, 16.1%, takes more than 45 minutes one way. If this is added to the finding that a large majority of BLOs go to their PPs after their regular work hours and do so on 69 days in a year, it may not be a stretch to call their job quite burdensome. An additional issue is on the size of PPs, which the ECI recommends be no larger than 1400 per PP in urban areas as servicing any more voters could affect BLO functioning adversely. The study found that over 7.1% of the 1085 PP voter lists analysed[7] had more than 1400 registered voters. This figure in the city of Bhubaneswar was 33.1%.

5. All here refers to 20 centres. In Bengaluru, a duplication identification exercise was not conducted.

6. This is calculated after removing PPs where no BLO information has been given.

7. These 1085 lists were spread across 20 centres. Bengaluru lists were not analysed.

There are however, several more issues that affect adversely, how BLOs perform their duties. The reason cited by the most number of BLOs was not having a BLO ID card. An aligned reason, at number two, was a lack of cooperation from citizens living in their PP. Other top reasons include a lack of house numbering in their area, which also makes the creation and updation of PP maps difficult, the uneven spread of work in a year and concerns on safety and security while in their PP.

Easy wins here include providing BLOs with ID cards and better informing the general citizenry about the BLOs and their importance. The issue of a lack of proper house numbering is one which forced Janaagraha to prematurely conclude its study of voter list hygiene in Patna and subsequently, in Bengaluru in 2016. Since this is outside the domain of the ECI, a way around this could be to geo-tag structures thereby nullifying the need to number residences in order to ensure complete coverage. Having said so, the implications, both financial and of privacy, of such a large scale tagging of households would need to be thoroughly discussed by all relevant stakeholders before being considered as a solution.

How satisfied do our BLOs feel about their role?

A majority of the BLOs, 77.4% said that they were either satisfied or extremely satisfied about their role as one. However, 13.7% of BLOs stating either that they were dissatisfied or extremely dissatisfied is a worrisome finding. The largest proportions of BLOs who were satisfied or extremely satisfied were in Delhi and Chandigarh (91%) while this was lowest in Raipur (27%).

Interestingly, satisfaction was not found to be linked to whether or not a BLO had been paid or not in the last one year, nor was it found to be related to travel time to a BLO's PP. Satisfaction was however, linked with training of BLOs. BLOs that had been trained in the last one year were more likely to feel satisfied with their role as a BLO than those who had not been trained. Teachers were the occupation group of BLOs more likely to feel dissatisfied with the role of BLO compared with those in other occupations.

In essence, all these issues covered in this study culminate in how satisfied BLOs feel about their role in entirety and the good news is that most BLOs do feel satisfied. However, that feeling appears to be self-motivated rather than because of how well they are supported and treated. However, given that training, one of the very few touch points BLOs have with seniors from within the ECI, is directly linked to how satisfied they feel, this should be done at least once a year for all BLOs. The fact that many BLOs are teachers and teachers are more likely to feel dissatisfied is an issue which needs a larger reform, especially since ECI guidelines indicate they should not be BLOs in the first place.

One unifying theme in terms of solutions to issues raised is that of technology. However, given the size and spread of our electorate and issues in uniform access to technology, moving to a largely ICT driven process of VLM is, arguably, some time away. For now, it may be best to re-engineer the existing BLO style of functioning allowing the army of over 900,000 BLOs to become more efficient and productive through the use of ICT and rationalising the nature and number of functions they perform by re-allocating tasks, such as comparison of PP demographic data with census and creation of PP maps, to other layers within the VLM machinery. Introducing smart technology enabled processes such as hand-held devices for on-the-spot voter request lodging, collecting and recording data as well as those that help de-duplication at the back end such as Aadhaar seeding may be good places to begin this journey. Added to this, while a BLO layer exists within VLM, this research highlights a need to re-assess how BLOs are allocated this role given many are teachers and many do not live in their PP, contrary to ECI guidance. Relatedly, once allocated the role, BLOs should be regularly trained and their details should be made available through relevant channels to citizens. Furthermore, citizens should be made aware of the role of the BLO and who their BLO is and where to source their information.

Introduction

The quality of voter lists

Delivering high quality voter lists has always been a challenge to India's Voter List Management (VLM) machinery. The rapid rate at which India is urbanising and resultant citizen movement has only added to this. Inadequacies in accounting for this constant flux, of people migrating from villages to cities, between and within cities is the reason why voter lists, especially urban, are riddled with errors. These errors include the presence of deceased citizens, duplications, citizens who do not reside in their listed address anymore and a myriad of others. The challenges posed by increased citizen movement to VLM will only increase as India continues to urbanise. By 2050, India will add another 400 million citizens to its cities and towns moving the proportion of people who reside in urban areas from 30% to 50%[8].

Clean voter lists are considered a prerequisite to free and fair elections as they are the gateway to a citizen's right to vote. Janaagraha Centre for Citizenship and Democracy (Janaagraha) has endeavoured to analyse the quality of voter lists in urban centres in India for several years. For example, in 2015, Janaagraha found that in Delhi, 21% of citizens who were on the voter list had shifted to another location while nearly half of citizens (49%) approached in a door-to-door survey were omitted from their polling part voter list[9]. In this same study however, 11% of sampled citizens' addresses on the voter list could not be located on the ground for citizen verification. This issue was even more prevalent in Patna when Janaagraha tried to use the voter list to locate and verify citizens to analyse quality of the list[10]. In the pilot study in Patna, 45% of addresses could not be found on-ground despite a thorough series of steps to locate addresses including tapping into local knowledge. In Bengaluru, likewise, Janaagraha could not locate 40% of addresses for verification of voter list details.

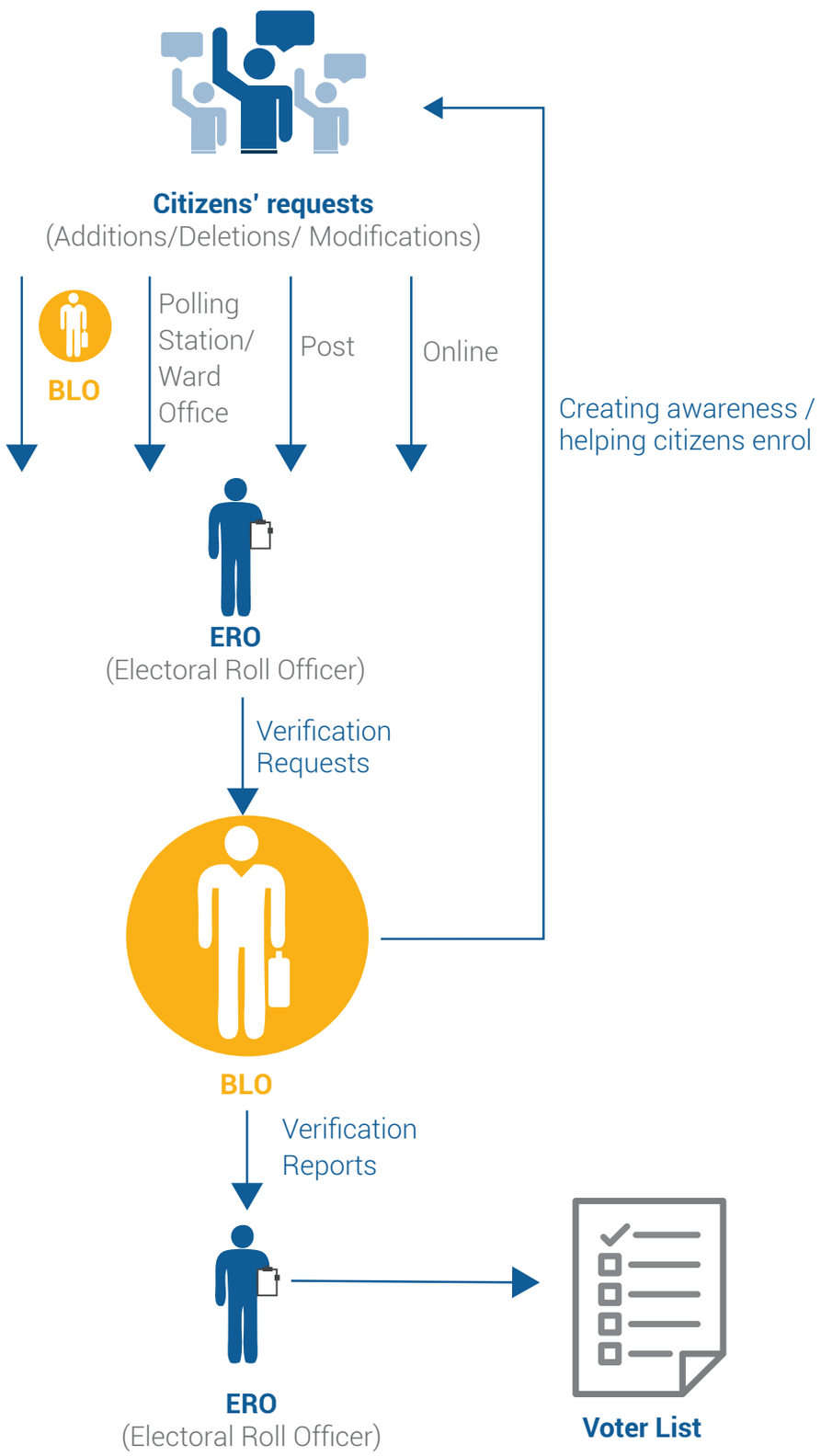
In both Patna and Bengaluru, Janaagraha ceased its on-ground quality assessment of the voter lists as a result of being unable to locate such high proportions of addresses from the voter lists on the ground. Instead, to try to better understand the poor state of address information, and overall information on the voter lists, Janaagraha turned its attention to researching the systems behind creation of the voter lists. In particular, the focus has been on Booth Level Officers (BLOs).

8. United Nations (2014): World Urbanisation Prospects. Accessible: https://esa.un.org/unpd/wup/publications/files/wup2014-highlights.Pdf [Accessed August 2017]

9. Janaagraha Centre for Citizenship and Democracy (2015): Voter List Management: Survey on the Quality of Voter Lists in Delhi. Accessible: http://www.janaagraha.org/files/publications/Quality-of-Lists-Delhi-2015-MainReport.pdf [Accessed August 2017]

10. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: A study on the quality of voter lists: findings from Patna. Accessible: http://www.janaagraha.org/files/publications/VLM_Patna_2015_QoLReport.pdf [Accessed August 2017]

The BLO - a vital part of the voter list machinery ensuring citizen requests are accurately reflected on the voter list



Booth Level Officers

BLOs are the frontline workers of the Election Commission of India (ECI) and the only source of on-ground verification and maintenance of voter lists. They are employees of state and local governments who, apart from their full time jobs, are deputed to the ECI to perform the duties of a BLO. Each BLO is in charge of the voter list of an area with roughly 1000-1200 voters, called a polling part (PP). There are over 900,000 such officials in the country who also hold full time jobs as teachers, aanganwadi workers, computer operators, clerks, revenue inspectors etc. The figure, given in then previous page, shows how the BLO is central to citzens' requests being accurately reflected on the voter list.

Analysing BLO information available online as well as contacting and surveying BLOs in Patna[11], Bangalore[12], Chennai[13] and Thiruvananthapuram[14], led Janaagraha to unearth a plethora of issues in the voter list management process. These issues include a lack of BLO information available online, BLO unavailability by phone, BLOs being in charge of polling parts they do not live in, having to travel for long periods of time to their allocated polling parts and servicing multiple polling parts and those with more than the prescribed maximum of 1400 citizens. Furthermore, BLOs themselves are hampered by the same poor address infrastructure which led to the cessation of Janaagraha's list quality studies. BLOs also struggle to prove their credibility to citizens, often compounded by a lack of ID card. Needless to say, these issues can all have a direct effect on the quality of voter lists given the central role BLOs play in the VLM process.

BLOs and a landscape of VLM in urban India

To assess the scale of these issues across urban centres in India, Janaagraha set out to conduct a nation-wide study on BLOs and paint a landscape of the voter list management process. This study is an amalgamation of the BLO research done in Bangalore[4], Chennai[5], Thiruvanathapuram[6] and additional research in these centres and 18 other urban centres India[15]. The additional research comprises of further telephone interviews with BLOs, an analysis of information available on the websites of the Chief Electoral Officers (CEOs) of the states in which these cities lie and an analysis of the Nazari Nakshas (polling part maps) available on polling part voter lists online. It also includes an attempt at exploring relationships between BLO satisfaction and the support they receive, the way they perform their tasks and the issues they face while executing their duties. In addition, this study also attempts to explore if city population size is related with the aforementioned factors. In doing all this, the research aims to answer the following seven big questions across cities in India:

1. How useful are websites of the CEOs for citizens?
2. How easy is it for citizens to contact BLOs?
3. Who are our BLOs?
4. What support and training do BLOs receive from the ECI?
5. How do BLOs go about doing their job?
6. What are the difficulties that BLOs face in executing their duties?
7. How satisfied do our BLOs feel about their role?

In order to improve the state of India's urban voter lists, the systemic issues must be identified and addressed. This study aims to present a holistic picture on the state of BLOs and a landscape of voter list management processes, in order to help all key stakeholders, especially the ECI, draw up a reforms roadmap to improve VLM in India.

11. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: A study on the quality of voter lists: findings from Booth Level Officer (BLO) interviews in Patna. Accessible: http://www.janaagraha.org/files/publications/VLM_Patna_2015_BLOReport.pdf [Accessed: August 2017]

12. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: The State of Booth Level Officers (BLOs) in Bangalore; A look at what's going right and what's not. Accessible: http://janaagraha.org/files/publications/State-of-Bangalore-Booth-Level-Officers.pdf [Accessed: August 2017]

Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: The Role of the Booth Level Officer Thiruvananthapuram City. Accessible: http://www.janaagraha.org/files/reserach-mailer/may-16/VLM-Role-of-BLO-Trivandrum.pdf [Accessed: August 2017]

13. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: The Role of the Booth Level Officer Chennai. Accessible: http://www.janaagraha.org/files/reserach-mailer/may-16/VLM-Role-of-BLO-Chennai.pdf [Accessed: August 2017]

14. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: The Role of the Booth Level Officer Thiruvananthapuram City. Accessible: http://www.janaagraha.org/files/reserach-mailer/may-16/VLM-Role-of-BLO-Trivandrum.pdf [Accessed: August 2017]

15. Ahmedabad, Bhopal, Bhubaneswar, Chandigarh, Dehradun, Delhi, Hyderabad, Jaipur, Kanpur, Kolkata, Lucknow, Ludhiana, Mumbai, Patna, Pune, Raipur, Ranchi, Surat.

Methodology

Overview

This study is an amalgamation of BLO research done in Bangalore[4], Chennai[5], Thiruvanathapuram[6] and additional research in these centres and 18 other urban centres India[16] between 2016 and 2017. The additional research was done between December 2016 and March 2017 and comprises of further telephone interviews with BLOs, an analysis of information available on the websites of the Chief Electoral Officers (CEOs) of the states in which these cities lie and an analysis of the Nazari Nakshas (polling part maps) available on polling part voter lists online.

For detailed methodologies of the earlier studies mentioned above with which this work is amalgamated, please refer to each respective reference. The section below will detail the methodology only for the latest part of the study, primarily involving 18 cities. This was conducted in two stages, similar to the methodology adopted for the earlier studies.

Desktop Research

The desktop research stage analysed secondary data from 21 cities[17] (in Assembly Constituencies within/mostly within Urban Local Bodies) across India. This stage included examining information available on the websites of Chief Electoral Officers and the ECI, to assess how helpful it is for citizens, including BLO information. It also looked at parameters on the voter list such as the average polling part size, quality of the polling part map and ratio of men to women.

Quantitative Interviews

This stage saw over 900 Computer Aided Telephonic Interviews (CATIs) being conducted with BLOs across 18 cities[18]. These 15 minute interviews captured information, along with basic demographic information, on the areas given below:

1. Functions performed by BLOs in maintaining the voter list of their allotted PP
2. Material, training support and honorarium provided to them
3. Issues they face while performing their duties as a BLO
4. How satisfied BLOs feel fulfilling their roles and responsibilities.

Sampling

Desktop Research

For the desktop research, all the CEO websites of the 21 cities were analysed to see how helpful they were for citizens on a series of parameters. In order to analyse parameters on the voter lists of different cities, to add to the total of 200 PP voter lists sampled in Bengaluru (100), Chennai (50) and Thiruvananthapuram (50), a further 900 were to be analysed from the remaining 18 cities. This would take the total to 1100 PP voter lists out of 51,861[19] across the 21 cities and ensure a representative sample with 95% confidence and a 2.92% confidence interval.

In order to determine the spread of the 900 PPs to be sampled across the 18 cities (with 240 ACs between them), as a starting point it was determined that 5 PPs would be sampled per AC to ensure adequate spread. This meant sampling 180 ACs across the 18 cities. Sampling the ACs was done proportionally to the size of the cities, i.e. the number of ACs within each city. However, to ensure adequate coverage of smaller cities and capping the ACs in larger cities, a minimum of 45 PPs were to be sampled and no more than 90 in any one city. In order to achieve this sampling distribution, the initial AC proportions to sample were allocated to cities based on size but cities requiring more than 10 ACs to be sampled were initially capped. The number of ACs in smaller cities was then increased where necessary to ensure the greatest spread of 45 PPs. In many cases this meant sampling all the ACs in a city. The remaining ACs were then proportionally distributed among the larger cities with a considered trade-off between spread of PPs and number of ACs to be sampled.

Table 1 shows a city-wise breakdown of number of ACs and number of ACs and PPs to be sampled for voter list analysis. This shows that finally 174 ACs and 1012 PPs were to be sampled across the 18 cities.

16.Ahmedabad, Bhopal, Bhubaneswar, Chandigarh, Dehradun, Delhi, Hyderabad, Jaipur, Kanpur, Kolkata, Lucknow, Ludhiana, Mumbai, Patna, Pune, Raipur, Ranchi, Surat,

17. This includes Chennai, Thiruvananthapuram and Bengaluru as this data was not collected in the earlier studies.

18. Similar interviews were done in Chennai, Thiruvananthapuram and Bengaluru in the earlier studies. Findings combine data from all the studies.

19. This is the total number of polling parts in the 21 cities.

Table-1: City-wise number of ACs and associate number of ACs and PPs to be sampled

S. No	Cities	No of ACs in the city	Final ACs to be Sampled	No of PPs to be sampled
1	Ahmedabad	15	14	74
2	Bhopal	6	6	45
3	Bhubaneswar	3	3	45
4	Chandigarh	1	1	45
5	Dehradun	5	5	45
6	Delhi	70	30	90
7	Hyderabad	24	17	87
8	Jaipur	10	10	52
9	Kanpur	7	7	45
10	Kolkata	17	15	77
11	Lucknow	7	7	45
12	Ludhiana	7	7	45
13	Mumbai	36	20	90
14	Patna	8	8	45
15	Pune	9	9	47
16	Raipur	4	4	45
17	Ranchi	2	2	45
18	Surat	9	9	47
	ALL	240	174	1012

In order to select the actual ACs within a city, the following process was followed:

a. Each AC in a city was placed in one of four quadrants based on their sequential numbering as a proxy for geographical location.
b. An equal number of ACs were randomly selected from within each quadrant wherever possible. Wherever this did not yield the exact number of ACs to be sampled arrived upon in step 1, the quadrant to have a differing number of ACs was again chosen using random number generation
c. In some smaller centres, all ACs were selected to be a part of the study.

In order to select the PPs within an AC, the same process was followed as for selecting ACs. If the PP's voter list was not available online, this was documented as a finding in itself. The respective PP was not replaced.

Quantitative interviews

The PPs sampled for the desktop review of voter lists formed the basis of the BLO sampling for the quantitative interviews, i.e. the BLO for the sampled PP would be the sampled BLO for the quantitative interviews. However, unlike for the voter list analysis, to account for unavailability of information in ACs and respondent dropouts in the interview stage, all ACs and PPs within each centre were tagged with an order generated using random numbers. In case of a need for replacement, this pre-set order was followed.

Execution

Desktop Research Stage

As stated earlier, in this stage, two major sources of information were analysed– 1) Websites of CEOs and the ECI (including BLO information) and 2) Voter Lists of the PPs sampled to be a part of the study.

Websites of the CEOs - Analysing information on websites involved screening them and recording information onto a data-sheet that captured the following areas of information:

- Options/means for citizens to search for their entries on the voter list
- Application (for entry onto the voter list) tracking options made available to citizens
- Availability of important information such as polling booth location, basic minimum facilities etc.
- BLO contact details

Where BLO contact details were not available on the CEO's website for any one city, the ECI's website was used to search for BLO contact details.

Voter Lists – Voter lists of all sampled PPs were downloaded from websites of the CEO. Links for these can be found in the Annexure, section A1. These were then analysed and the following pieces of information recorded:

- Size of each PP
- Number of Males, Females and people of the Third Gender enrolled on each PP list
- Content present on the Polling Part Map (Nazari Naksha) page - map, information on basic minimum facilities etc.
- Content within the Polling Part Map (Nazari Naksha) – language, road/lane markings, type (GIS/Hand-made) etc.

Quantitative Interviews

BLO interviews were conducted remotely using a Computer Aided Telephonic Interview (CATI) questionnaire, which can be found in Annexures section A4. The following steps were followed:

- To achieve the planned number of interviews, interviewers called phone numbers from sets of sampled BLO contacts provided to them. These calling sets were given with instructions on the number of successful interviews that had to be achieved within each city, AC in a city and the quadrants within each AC.
- Interviewers were asked to record the outcomes of all call attempts. Each BLO contact number had to be attempted at least three times, ideally at different points of time over different days.
- If a call was answered by a BLO, interviewers followed the procedure stated in the instrument. They either administered the interview at the same time or at a time mutually agreed upon between the interviewer and the BLO.
- While appointments were taken in cases, in the interest of time, interviewers continued to dial out additional numbers and if the quota of successful interviews was met, the appointments that were taken were cancelled.
- If a call was not answered by a BLO or if the interview attempt was unsuccessful, interviewers proceeded to call the next number as per the calling sheet and quota sheet.
- In case all BLO contacts in a quadrant within an AC were exhausted after having attempted each three times, interviewers moved on to dial numbers from the next quadrant and so on.
- In cities where BLO numbers were exhausting quickly and the success rate of interviews was very low, a different approach was followed in the interest of time. Here, a maximum of 400 total contacts were to be attempted thrice and subsequent calling was to be ceased irrespective of whether the required number of interviews had been achieved or not after a certain cut-off date; this date was decided by the research team in consultation with the CATI vendor.
- All responses given by BLOs to the interviewer were recorded real-time on to the CATI software.

Interviews were executed by Markelytics Solutions, a marketing and social research agency. Interviews were conducted in English, Hindi, Marathi, Gujarati, Bengali, Punjabi and Telugu. Senior researchers from Janaagraha trained the agency's interviewers over two days in a workshop which included context setting, interview training and mock as well as training calls with respondent sets. Thereafter, Janaagraha's Research & Insights team monitored both progress and the quality of interviews periodically.

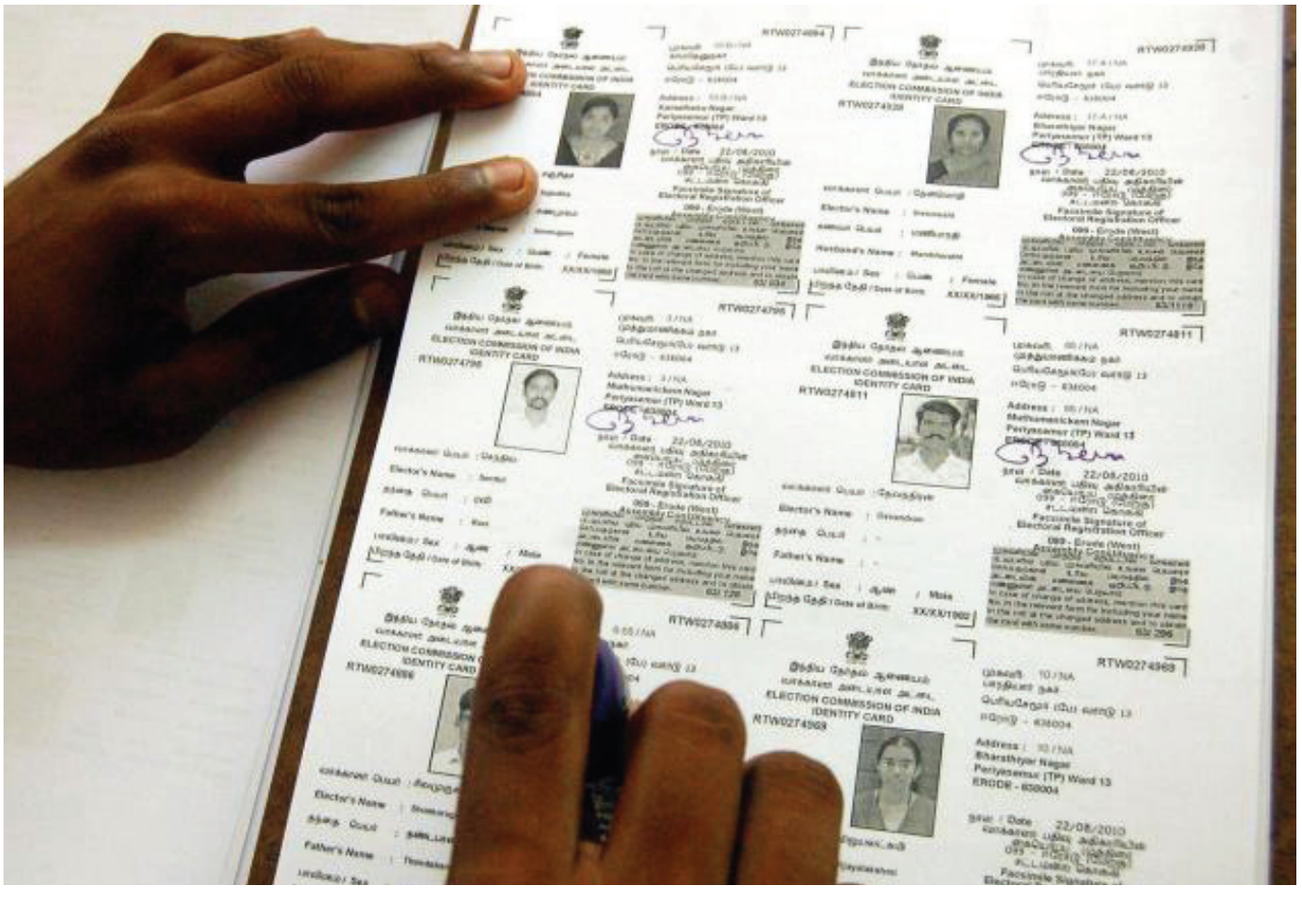
Results

Introduction

Execution of all phases was undertaken between December 2016 and March 2017. Final, cleaned and complete data from the BLO interviews was received from Markelytics Solutions towards the end of April 2017.

Sample information

- All the CEO websites were accessible. For the centres of Ahmedabad, Bhopal, Bhubaneswar, Chandigarh, Delhi, Jaipur, Ludhiana, Mumbai, Patna, Pune, Raipur, Ranchi and Surat, BLO contact information was obtained from the website of the ECI as the CEO's website had information in a manner that could not be extracted for analysis easily. For all other centres, BLO information was obtained from the websites of the respective CEOs.
- Except for the CEO of Chhatisgarh's website, all voter lists were accessible through each associated state's CEO website. In the case of the CEO of Chhatisgarh's website, many attempts were made up until even May 2017 to access the sampled voter lists for Raipur but on each occasion the links did not work[20] . As a result, there is no analysis of Raipur's voter lists.
- A total of 919 BLO interviews across the 18 cities were conducted between 20/01/2017 and 21/03/2017. A breakdown of interviews achieved by cities is given in Table 2 below. In Lucknow, the sample was overachieved by 33%. This was because in the calling data prepared, the number of required interviews was accidentally over-stated. There was particular difficulty in reaching BLOs in Mumbai, Ahmedabad and Pune. These cities saw BLO contact numbers attempted in excess of the generally agreed number 400 before which field-work in a centre was to be ceased; this was because though progress was slow, there was progress and sight on the target sample to achieve. Overall, across the 21 centres, the BLO sample was representative of BLOs across the cities at the 95% confidence level and 1.27% confidence interval.



20. Link which was inaccessible: http://election.cg.nic.in/voterlist/Default.aspx

Table 2: City-wise breakdown of numbers dialled and achieved BLO interviews compared with required sample

City	Number of BLOs to interview	Number of BLO numbers dialled	Number of achieved interviews	% of achieved sample
Ahmedabad	74	1160	41	55%
Bhopal	45	283	48	107%
Bhubaneswar	45	233	45	100%
Chandigarh	45	71	45	100%
Dehradun	45	216	49	109%
Delhi	90	727	90	100%
Hyderabad	87	469	85	98%
Jaipur	52	249	53	102%
Kanpur	45	96	44	98%
Kolkata	77	338	75	97%
Lucknow	45	295	60	133%
Ludhiana	45	234	50	111%
Mumbai	90	599	11	12%
Patna	45	243	48	107%
Pune	47	646	37	79%
Raipur	45	212	48	107%
Ranchi	45	249	45	100%
Surat	47	332	45	96%
Bengaluru	100	2740	106	106%
Chennai	50	357	31	62%
Thiruvananthapuram	50	84	51	102%
TOTAL	1214	9833	1107	91%

Analysis

Where possible, the results and data from the earlier studies in the cities of Bengaluru, Thiruvananthapuram and Chennai have been presented in the same way as for the 18 new centres in the city profiles. In the national overview, where data from Bengaluru, Chennai and Thiruvananthapuram has been included, this has been indicated. Furthermore, when looking at the national picture deep-dive analysis using the BLO CATI data, data from Bengaluru has been used where possible. The questions from the Thiruvananthapuram and Chennai BLO studies do not map onto those used for the deep-dive analysis due to re-shaping of the questionnaire (in part from learnings from these earlier studies). The research in Bengaluru also used a different questionnaire but in parts does overlap. For the following deep-dive analysis, questions (and associated data) from the Bengaluru BLO study were mapped to the questions for this 18-city BLO study:

- Satisfaction of BLOs vs
  - » Receipt of Honorarium in the last 1 year
  - » Time taken to travel to their allotted PP
  - » Training attended in the last 1 year (yes/no)
  - » City-Size
- Time BLOs take to get to their allotted PP vs time BLOs take to perform each critical function
- City-Size vs
  - » Mean honorarium received by BLOs (in the last 1 year)
  - » Most adverse reason that affects BLOs in performing their duties efficiently
  - » Time BLOs take to get to their allotted PP.

For a detailed table showing questions from the Bengaluru study that were combined with the 18-city BLO study, refer to Annexure, section A2. An additional point to note is that certain questions from the Bengaluru study that were used required modifications to suit the code-list used in the 18-city study. An outline of these modifications can be found in the same Annexure.

Guide to the national and city results profiles

To help the reader better understand the findings of this study, they have been organised as profiles, one national urban profile and then one for each of the 21 cities in this study. This section will begin with the template of a profile, describing how it can be read and explaining why the components highlighted in each profile are important to the quality of voter lists. Following the profile, there is a commentary arising out of an in-depth analysis that the overall study sample size, of 1025 BLOs, afforded. In this section, where possible, all data from BLO interviews from the 21 cities has been combined. Where questions between the different research studies do not align, this is indicated.

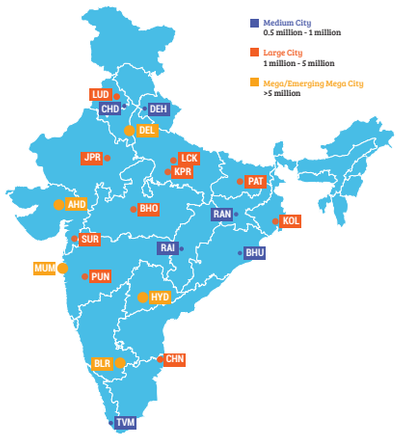
Each profile will answer the following questions which will be referred to as the 'seven big questions':

1. How useful are websites of the CEOs for citizens?
2. How easy is it for citizens to contact BLOs?
3. Who are our BLOs?
4. What support and training do BLOs receive from the ECI?
5. How do BLOs go about doing their job?
6. What are the difficulties that BLOs face in executing their duties?
7. How satisfied do our BLOs feel about their role?

All profiles but those of the cities of Thiruvananthapuram and Chennai (due to lack of data) follow the above described 'seven big questions' format.

How To Read The Profiles

& Why the Seven Big Questions are Crucial to the Quality of Voter Lists



This section provides basic profile data on:

- The total number of PPs in a city
- Availability of BLO contact information on the website of CEOs – this is crucial to any citizen looking to contact their BLO
- The number of BLOs handling all PPs in the city
- The number of BLOs handling multiple PPs – each BLO is ideally supposed to handle only 1 PP, an area with roughly 1200-1400 voters, as handling any more can affect their ability to keep lists clean
- Number of PPs with more than 1400 registered voters – 1400 is the upper limit for an urban PP as per the ECI's guidelines; PPs with more voters should ideally be serviced by more than one BLO

1 How useful are websites of the CEOs for citizens?

Websites of CEOs are used by citizens to search for their name on the voter list, track their application status, find out the location of their polling booth etc. Even though the newly launched centralised National Voter Services Portal (NVSP) allows citizens to do all of this, it is only available in English and Hindi and therefore, it is important that all CEOs also provide all such facilities on their website. This section shows whether or not the website of a CEO provides citizens with such facilities. Moreover, it will also indicate if citizens can access these services in both English and the local language.

2 How easy is it for citizens to contact BLOs?

Citizens may often need to get in touch with their BLOs for a variety of reasons to do with the voter list. This is why it is mandatory for all CEOs to put out BLO contact details for each PP. However, once a BLO's contact number is obtained, how easy is it for any citizen to reach them? This section paints a picture of how easy or difficult it can be to get through to the right BLO despite having a contact number on official documentation. It will provide information on the proportion of contact numbers that were invalid, did not belong to BLOs, were switched off, not answered etc.

3 Who are our BLOs?

This section will throw light on the following two questions:

- What are BLOs' regular jobs?

  Some BLOs hold full time jobs as teachers, some are tax inspectors and some, clerks. The full time profession of a BLO has a direct bearing on their ability to maintain voter lists with some better suited to perform this role. For example, aanganwadi employees and teachers are often favoured since they are considered closer to their communities and therefore, in a better position to maintain voter lists. However, some classes of professions, especially teachers, are to be avoided as per the ECI's guidelines as their day-jobs are considered far too important to be impacted by extra work.

- How long have BLOs held their role as a BLO?

  Arguably, the longer a person stays in a role, the more learned and better they become about their duties. This section, on 'who are our BLOs' will also provide information on the duration for which these BLOs have been performing their duties as one.

4 What support and training do BLOs receive from the ECI?

To help BLOs perform to the best of their abilities and keep them motivated, the ECI mainly relies on three things, information on which will be depicted in this section:

- Training BLOs, at least once a year
- Providing BLOs with essential materials, some designed to aid them and some, necessarily needed to allow them to perform their duties
- Paying BLOs an 'honorarium' which is token payment for their services every year; each BLO is supposed to receive at least INR 6,000 per annum for the 1st PP they are in charge of and INR 750 for an additional one. No BLO is supposed to handle more than 2 PPs

5 How do BLOs go about doing their job?

BLOs have to undertake certain tasks, over and above their full time jobs, to ensure that voter lists remain clean – this section will provide information on:

- When BLOs perform their duties
- How often they performed door-to-door visits during which they visited their entire polling part(s) in the last 1 year
- The number of days they spent doing these door-to-door visits
- The time they took to perform functions critical to voter list maintenance

Together, this information will help to understand how taxing a BLO's workload is and whether it is done during the hours of their day job or otherwise.

6 What are the difficulties that BLOs face in executing their duties?

This section will provide information on difficulties BLOs face and will provide data on the following:

- The time it takes BLOs to get to their allotted PP
- Whether the BLOs are registered as a voter in their allotted PP as per the ECI's rules, an indicator of their proximity and familiarity with their PP
- The issues that affect BLOs most in executing their duties

Together, these will help us see how easy or difficult it is for a BLO to perform their duties. Needless to say, any difficulty is likely to affect their quality of work and ultimately, the quality of voter lists.

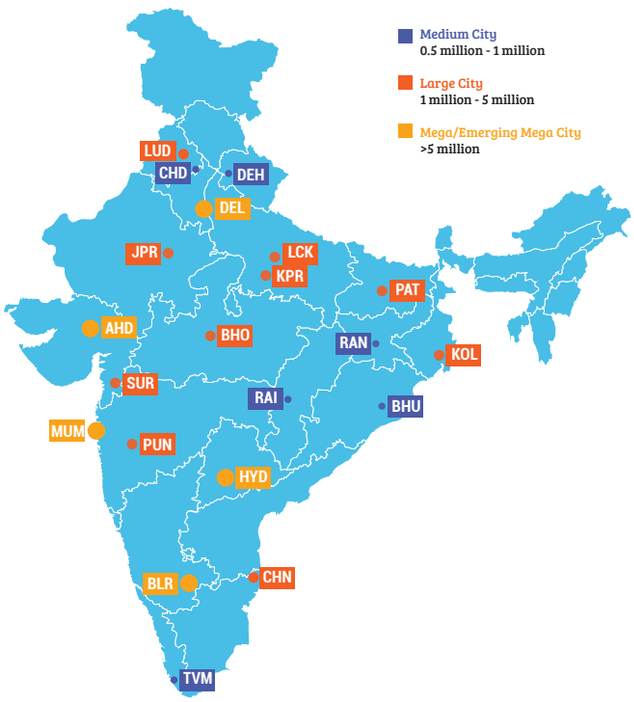
7 How satisfied do our BLOs feel about being one?

Most of the aspects showcased in the profile, such as who BLOs are, what they do, how well they are supported etc. finally culminate in how satisfied or dissatisfied BLOs feel. This section will provide information on this level of satisfaction.

Voter List Analysis

This section will provide information on 1) average PP size - an indication of the number of voters resident in the PP and therefore, of the workload of the BLO in servicing voters there, 2) Gender Ratio - that arises out of collection of gender data in a PP that has to be then matched by the BLO to the gender ratio of their district, ultimately informing specific investigation and subsequent corrective action in case the PP's ratio differs significantly from that of their district's & 3) Nazari Naksha - this is then used by BLOs to ensure complete coverage of their PP during door-to-door visit exercises and while recording the presence of any new dwelling units that emerge within the PP. An incomplete map of the polling part can result in lack of clarity of PP boundaries and houses within resulting in potentially missing or duplicated voter list entries.

The Urban India Profile



Total Polling Parts (PPs) in all ACs sampled for the study

51,861

% of PPs for which BLO names and contact details are available (for ACs sampled)

87.3%

Total BLOs (for ACs sampled)*

42,863

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
94.7%	**3.7%**	**1.6%**

Polling Parts with size > 1400 voters

7.1%

(Figure for a sample of 1085 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes, in 20 of the 21 Cities

» **search for their name using SMS?**
- Yes, but only in 9 of the 21 Cities

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes, but only in 16 of the 21 Cities

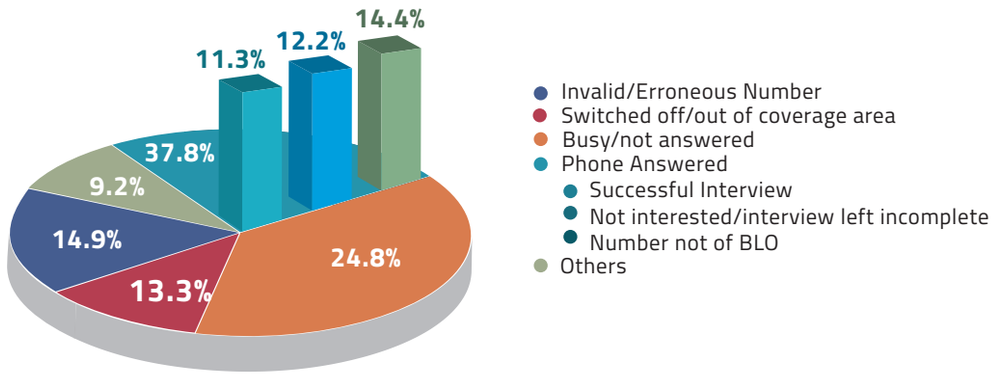
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No, not in any of the 21 Cities

» **get details of their polling booth on the site?**
- Yes, in all 21 Cities

» **get details of their polling booth using SMS?**
- Yes, but only in 6 of the 21 Cities

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes, but only in English

2 How easy is it for citizens to contact BLOs?



Only 1 in 4 BLOs could be reached - A total of 9,833 BLO numbers had to be dialled repeatedly to get through to 2,305 BLOs (all 21 centres).

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 1023/19 centres)

Teacher	39.8%
Anganwadi Teacher	17.5%
Clerk	13.1%
Revenue Inspector	1.4%
Tax Inspector	0.9%
Others	27.4%

- **How long have they been a BLO for?**
  (n = 1003/19 centres)

Upto 6 months	2.7%
6 months to 1 year	2.9%
1 to 2 years	7.7%
2 to 3 years	9.1%
3 to 4 years	12.5%
4 to 5 years	13.3%
5+ years	51.9%

57% of BLOs hold full time jobs as Teachers and more than half have been a BLO for 5 years or more.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 1013/19 centres)

0 times	1-2 times	3-5 times	6 or more times
7.9%	**47.3%**	**37.0%**	**7.8%**

» A vast majority of BLOs, 92%, were trained 1 or more times in the last year.

» 27% of BLO's were not provided a BLO Register and 43%, a BLO Handbook which is a guide to their roles and responsibilities, in the last one year.

» 32% of BLOs were NOT given their honorarium in the last 1 year; 9% have never been paid.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 1025/19 centres)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**26.6%**	64.5%	8.9%
A Bag with the Election Commission of India's logo on it	**44.3%**	53.2%	2.5%
An appointment letter	**27.7%**	61.3%	11.0%
A BLO Identity Card	**31.8%**	63.1%	5.1%
A Booth Level Officer Handbook	**42.7%**	52.2%	5.1%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**4.6%**	24.9%	70.5%
Pens/Pencils and empty note-pads	**32.9%**	60.3%	6.8%

- **Were BLOs paid their honorarium?**
  - » 9% of all BLOs have never received any money for their services.
  - » In the last 1 year, only 68% of all BLOs reported receiving any honorarium.
  - » Of those who received an honorarium in the last 1 year, the average amount was INR 3,834, i.e. only 64% of the INR 6,000 they are supposed to receive (n=692/19 centres).

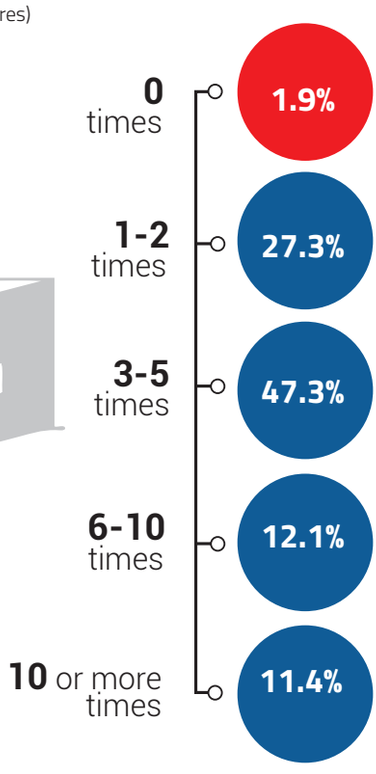
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 919/18 centres)

Mostly inside full time office hours - 17.4% | Mostly outside full time office hours - 82.6%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 1015/19 centres)



» A large majority of BLOs perform voter list management duties outside of their full-time working hours (83%) and conducted between 1 and 5 door-to-door visits last year (73%). They did so over an average of 68 days.

» Between 37% and 39% of BLOs did not collect data on new households or compare age and gender data with that of district census in the last year.

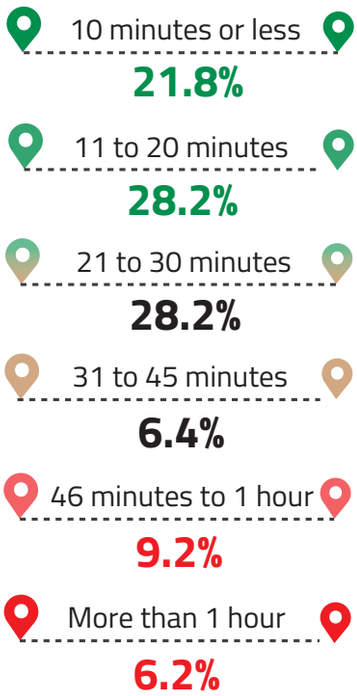
- **On how many days do they do so?** - On average, 68 days in a year
  (n = 945/19 centres)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 919/18 centres)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	24.5%	9.6%	19.4%	15.1%	11.6%	6.0%	6.5%	**7.3%**
Collecting Data on Citizens about to turn 18/just turned 18	28.5%	13.1%	17.6%	13.7%	10.2%	5.1%	6.2%	**5.5%**
Collecting Data on Citizens missing from the List	26.0%	12.9%	17.1%	12.6%	9.9%	5.3%	5.4%	**10.7%**
Collecting Data on Errors in Voter Details	28.0%	14.5%	18.3%	13.2%	9.1%	5.0%	5.2%	**6.7%**
Collecting Data on New Households	18.3%	10.2%	12.6%	10.0%	6.1%	2.9%	3.2%	**36.7%**
Comparing Gender Ratio with District Census Data	14.6%	9.6%	11.6%	8.9%	6.3%	3.9%	5.9%	**39.2%**
Comparing Age-group with District Census Data	14.9%	8.9%	12.0%	10.3%	7.2%	3.8%	5.1%	**37.8%**
Updating the Polling Part Map	14.0%	20.2%	16.5%	11.5%	7.2%	3.8%	4.2%	**22.4%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?**
  (n = 1107/21 centres)



» 51% of BLOs are not registered as voters in the PPs they are in charge of, in contravention of the ECI's guidelines.

» A large majority (78%) reaches their allotted PP within half an hour but 15% take more than 45 minutes one-way; considering the fact that most travel outside of working hours, this travel time may be a significant burden.

» Lack of a BLO ID card, issues in citizen cooperation, poor address infrastructure, concentration of work and concerns on safety and security were cited as the top 5 reasons affecting BLO work adversely.

- **Are BLOs registered as a voter in their allotted PP?** (n = 1025/19 centres) - 48.9% Yes, 51.1% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?**
  (n = 1025/19 centres)

A lack of a valid BLO Identity Card (ID)	10.7%
A lack of proper house numbering in the polling part	9.2%
A lack of cooperation from the people/citizens in the polling part	8.8%
Concentration of work in just a few months i.e. uneven spread of work over a year	6.6%
Concerns on safety and security while in the polling part	6.3%
Frequent changing of the polling parts allotted to them	5.2%
The time it takes to reach the Polling Part area	4.9%
Issues with access to certain household/areas within the polling part	3.8%
A lack of proper road/lane signage in the polling part	3.0%
A lack of motivation and support from seniors/superiors	2.4%
A lack of blank forms to be handed to the citizens	1.8%
A lack of supervision from seniors	1.7%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.8%
None/Face no adverse issues	34.8%

7 How satisfied do our BLOs feel about being one?

(n = 1025/19 centres)

Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 1085/20 centres)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
75.1%	17.7%	7.1%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 949/17 centres)

Gender Ratio*

M : F

<=1.2	67.0%
>1.2 but <=1.4	23.1%
>=1.4	9.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 1085/20 centres)

How many assessed lists had an NN?

PPs with NNs present on the voter list	59.1%
PPs with no NNs on the voter list	40.9%

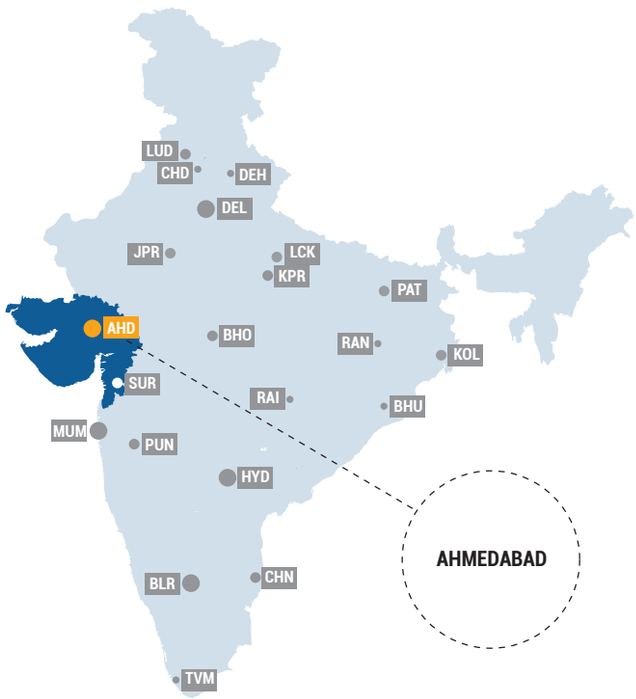
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 641 eligible NNs/20 centres)

How many assessed NNs were of GIS type?

GIS Type	56.9%
Hand-drawn Type	43.1%

Ahmedabad



Total Polling Parts (PPs) in all ACs sampled for the study

3,253

% of PPs for which BLO names and contact details are available (for ACs sampled)

55.5%

Total BLOs (for ACs sampled)*

1,791

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	**0.1%**	**0%**

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 70 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

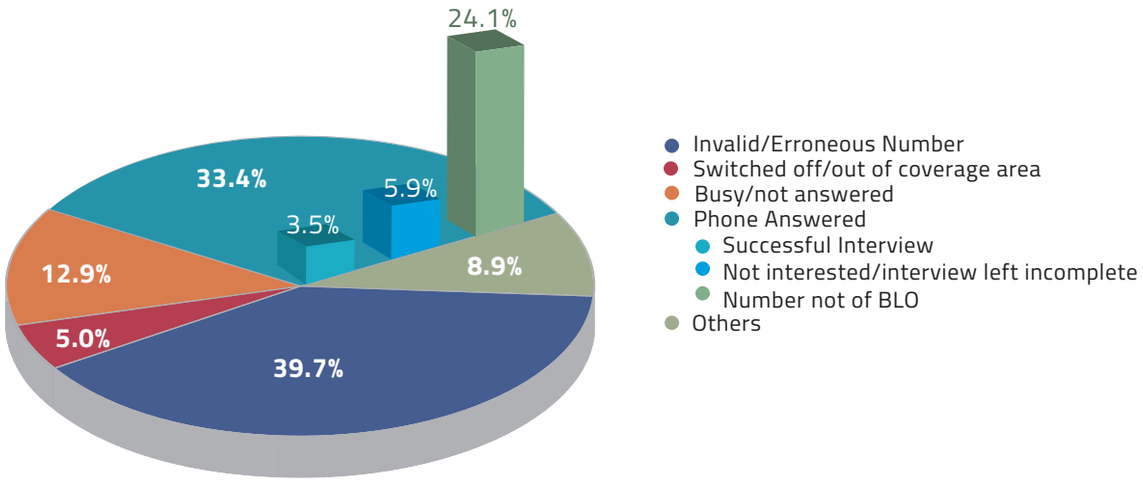
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes

2 How easy is it for citizens to contact BLOs?



Only 1 in 11 BLOs could be reached - A total of 1,160 BLO numbers had to be dialled repeatedly to get through to 109 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 41)

Teacher	73.2%
Anganwadi Teacher	2.4%
Clerk	4.9%
Revenue Inspector	2.4%
Tax Inspector	0.0%
Others	17.1%

- **How long have they been a BLO for?**
  (n =41)

Upto 6 months	0.0%
6 months to 1 year	2.4%
1 to 2 years	0.0%
2 to 3 years	4.9%
3 to 4 years	2.4%
4 to 5 years	2.4%
5+ years	87.8%

75% of BLOs hold full time jobs as Teachers and 88% of all BLOs have been one for more than 5 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 41)

0 times	1-2 times	3-5 times	6 or more times
4.9%	**26.8%**	**63.4%**	**4.9%**

» Only 5% BLOs did not receive any training in the last 1 year.

» All BLOs received a BLO register but 37% did not receive the BLO handbook.

» 85% of all BLOs received their honorarium last year but they only received INR 2,784 on average i.e. only 46% of the amount they are due.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 41)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**0.0%**	73.2%	26.8%
A Bag with the Election Commission of India's logo on it	**58.5%**	36.6%	4.9%
An appointment letter	**22.0%**	70.7%	7.3%
A BLO Identity Card	**22.0%**	70.7%	7.3%
A Booth Level Officer Handbook	**36.6%**	51.2%	12.2%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	7.3%	92.7%
Pens/Pencils and empty note-pads	**17.1%**	61.0%	22.0%

- **Were BLOs paid their honorarium?**

  » In the last 1 year, only 85% of all BLOs reported receiving any honorarium (n = 41).

  » The average honorarium received by a BLO was INR 2,784 i.e. only 46% of the INR 6,000 they are supposed to receive (n=35).

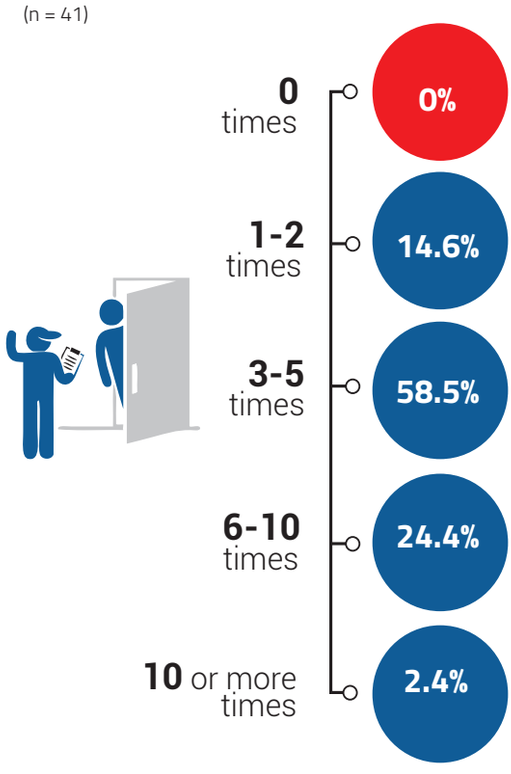
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 41)

Mostly inside full time office hours -4.9% | Mostly outside full time office hours - 95.1%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 41)



» 95% of all BLOs perform their BLO duties outside of their regular work hours.

» A large majority of BLOs, about 73%, reportedly conducted between 1 and 5 door-to-door exercises in the last month and spent on average, 81 days, doing so.

» Between 51% and 61% BLOs did not collect data on new households coming up in their PP or compare their PP's age and gender rations with that if their district.

- **On how many days do they do so?** - On average, 81 days in a year
(n = 40)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 41)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	39.0%	4.9%	14.6%	22.0%	7.3%	9.8%	2.4%	**0.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	41.5%	7.3%	9.8%	17.1%	4.9%	12.2%	2.4%	**4.9%**
Collecting Data on Citizens missing from the List	36.6%	2.4%	14.6%	17.1%	7.3%	9.8%	4.9%	**7.3%**
Collecting Data on Errors in Voter Details	39.0%	7.3%	14.6%	12.2%	4.9%	12.2%	2.4%	**7.3%**
Collecting Data on New Households	24.4%	4.9%	0.0%	4.9%	2.4%	4.9%	0.0%	**58.5%**
Comparing Gender Ratio with District Census Data	17.1%	0.0%	12.2%	2.4%	2.4%	2.4%	2.4%	**61.0%**
Comparing Age-group with District Census Data	17.1%	2.4%	9.8%	9.8%	2.4%	7.3%	0.0%	**51.2%**
Updating the Polling Part Map	22.0%	19.5%	7.3%	22.0%	4.9%	0.0%	0.0%	**24.4%**

What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 41)

10 minutes or less
29.3%

11 to 20 minutes
29.3%

21 to 30 minutes
24.4%

31 to 45 minutes
4.9%

46 minutes to 1 hour
12.2%

More than 1 hour
0%

» A large proportion of BLOs (61%) are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» A large majority (83%) can reach their allotted PP within half an hour.

» Lack of a BLO ID card (15%) and frequent changing of the PPs allotted to them (12%) were cited by BLOs respectively as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 41) - 39.0% Yes, 61.0% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 41)

A lack of a valid BLO Identity Card (ID)	14.6%
Frequent changing of the polling parts allotted to them	12.2%
A lack of cooperation from the people/citizens in the polling part	9.8%
The time it takes to reach the Polling Part area	7.3%
Concentration of work in just a few months i.e. uneven spread of work over a year	7.3%
A lack of proper house numbering in the polling part	4.9%
A lack of proper road/lane signage in the polling part	4.9%
A lack of supervision from seniors	4.9%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.4%
A lack of blank forms to be handed to the citizens	2.4%
Issues with access to certain household/areas within the polling part	0.0%
Concerns on safety and security while in the polling part	0.0%
A lack of motivation and support from seniors/superiors	0.0%
None/Face no adverse issues	29.3%

7 How satisfied do our BLOs feel about being one?

(n=41)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	78.0%	14.6%	7.3%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

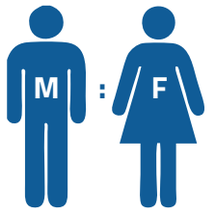
(n = 70)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
80.0%	20.0%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 70)

Gender Ratio*



<=1.2	82.9%
>1.2 but <=1.4	14.3%
>=1.4	2.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 70)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100%
PPs with no NNs on the voter list	0.0%

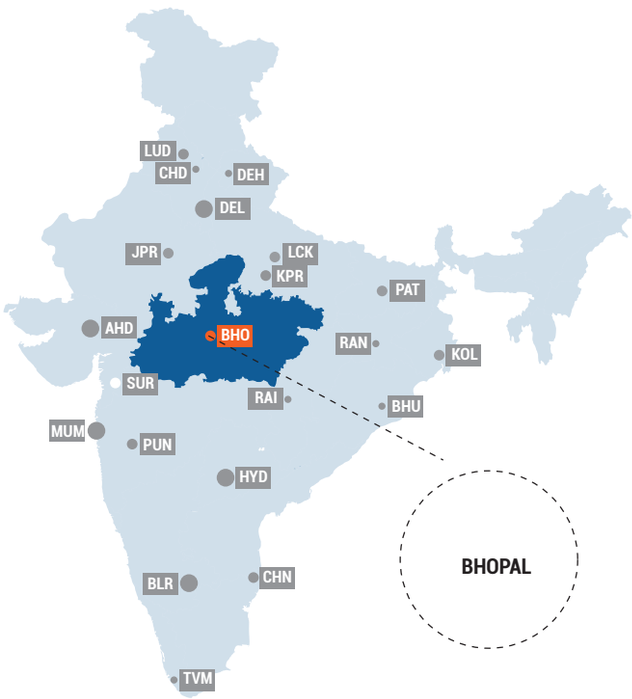
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 70 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100%
Hand-drawn Type	0.0%

Bhopal



Total Polling Parts (PPs) in all ACs sampled for the study

1,964

% of PPs for which BLO names and contact details are available (for ACs sampled)

82.2%

Total BLOs (for ACs sampled)*

1,560

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
96.6%	3.3%	0.1%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 48 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

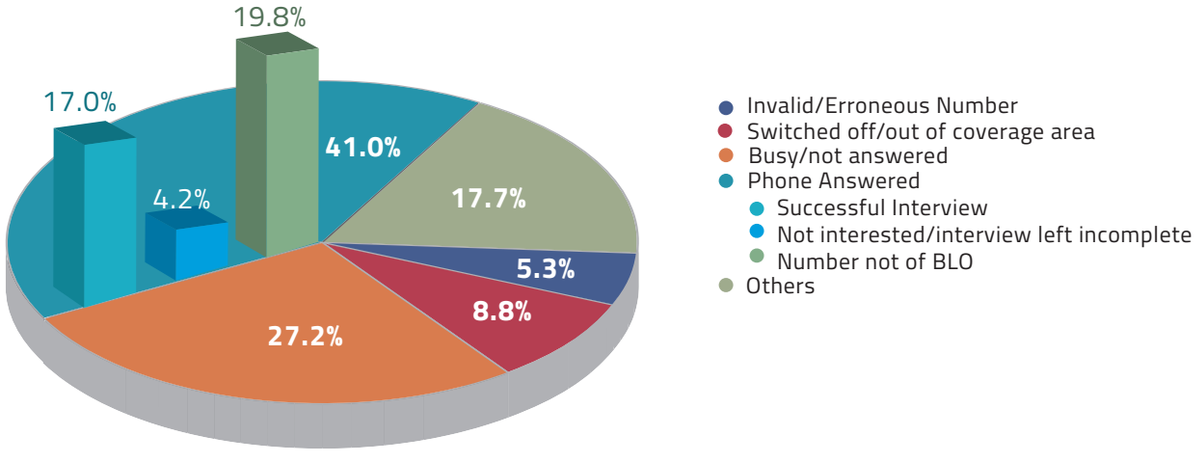
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 5 BLOs could be reached - A total of 283 BLO numbers had to be dialled repeatedly to get through to 60 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**

(n = 48)

Teacher	22.9%
Anganwadi Teacher	12.5%
Clerk	33.3%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	31.3%

- **How long have they been a BLO for?**

(n = 48)

Upto 6 months	0.0%
6 months to 1 year	2.1%
1 to 2 years	16.7%
2 to 3 years	20.8%
3 to 4 years	4.2%
4 to 5 years	8.3%
5+ years	47.9%

35% of BLOs hold full time jobs as Teachers and 33%, as Clerks. 60% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 48)

0 times	1-2 times	3-5 times	6 or more times
2.1%	**50.0%**	**45.8%**	**2.1%**

» Only 2% of all BLOs did not receive any training in the last 1 year.

» A fifth of all BLOs did not receive a BLO register and 52%, the BLO handbook.

» Only 75% of all BLOs received their honorarium last year and they only received INR 3,197 on average i.e. only 53% of the amount they are due. 8% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 48)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**20.8%**	77.1%	2.1%
A Bag with the Election Commission of India's logo on it	**60.4%**	39.6%	0.0%
An appointment letter	**20.8%**	68.8%	10.4%
A BLO Identity Card	**52.1%**	47.9%	0.0%
A Booth Level Officer Handbook	**47.9%**	50.0%	2.1%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**2.1%**	29.2%	68.8%
Pens/Pencils and empty note-pads	**50.0%**	50.0%	0.0%

- **Were BLOs paid their honorarium?**

» 8% of all BLOs have never received any money for their services (n=48).

» In the last 1 year, only 75% of all BLOs reported receiving any honorarium (n=48).

» The average honorarium received by a BLO was INR 3,197 i.e. only 53% of the INR 6,000 they are supposed to receive (n=36).

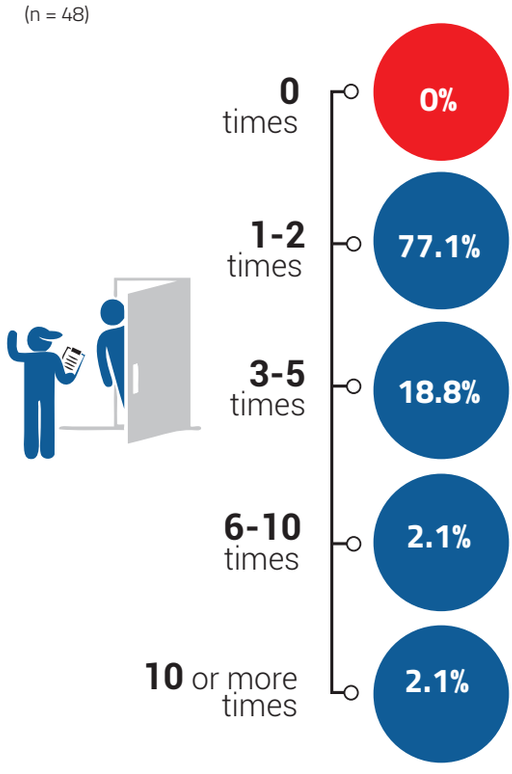
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 48)

Mostly inside full time office hours -27.1% | Mostly outside full time office hours - 72.9%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 48)



» 73% of all BLOs perform their BLO duties outside of their regular work hours.

» 96% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 55 days.

» In the last 1 year, between 31% and 46% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 55 days in a year

(n = 48)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 48)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	25.0%	6.3%	10.4%	20.8%	16.7%	8.3%	12.5%	**0.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	25.0%	6.3%	14.6%	18.8%	16.7%	8.3%	10.4%	**0.0%**
Collecting Data on Citizens missing from the List	18.8%	6.3%	14.6%	16.7%	14.6%	6.3%	6.3%	**16.7%**
Collecting Data on Errors in Voter Details	25.0%	10.4%	14.6%	18.8%	10.4%	4.2%	6.3%	**10.4%**
Collecting Data on New Households	10.4%	10.4%	8.3%	14.6%	2.1%	6.3%	2.1%	**45.8%**
Comparing Gender Ratio with District Census Data	14.6%	10.4%	14.6%	6.3%	8.3%	4.2%	8.3%	**33.3%**
Comparing Age-group with District Census Data	10.4%	10.4%	20.8%	6.3%	8.3%	6.3%	6.3%	**31.3%**
Updating the Polling Part Map	10.4%	33.3%	20.8%	8.3%	8.3%	0.0%	2.1%	**16.7%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 48)

10 minutes or less
16.7%

11 to 20 minutes
22.9%

21 to 30 minutes
25.0%

31 to 45 minutes
6.3%

46 minutes to 1 hour
18.8%

More than 1 hour
10.4%

» 33% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 65% of all BLOs reach their allotted PP within half an hour.

» Lack of a BLO ID card and a lack of cooperation from citizens were cited by 10% each as the most adverse reasons affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 48) - 66.7% Yes, 33.3% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 48)

A lack of cooperation from the people/citizens in the polling part	10.4%
A lack of a valid BLO Identity Card (ID)	10.4%
Concerns on safety and security while in the polling part	6.3%
A lack of proper house numbering in the polling part	6.3%
The time it takes to reach the Polling Part area	4.2%
Issues with access to certain household/areas within the polling part	4.2%
A lack of proper road/lane signage in the polling part	4.2%
A lack of blank forms to be handed to the citizens	2.1%
Frequent changing of the polling parts allotted to them	2.1%
Concentration of work in just a few months i.e. uneven spread of work over a year	2.1%
A lack of motivation and support from seniors/superiors	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	47.9%

7 How satisfied do our BLOs feel about being one?

(n = 48)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	72.9%	12.5%	14.6%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

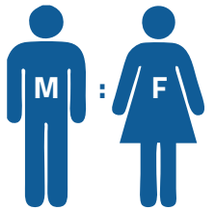
(n = 48)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
93.8%	6.3%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 48)

Gender Ratio*



<=1.2	77.1%
>1.2 but <=1.4	20.8%
>=1.4	2.1%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 48)

How many assessed lists had an NN?

PPs with NNs present on the voter list	97.9%
PPs with no NNs on the voter list	2.1%

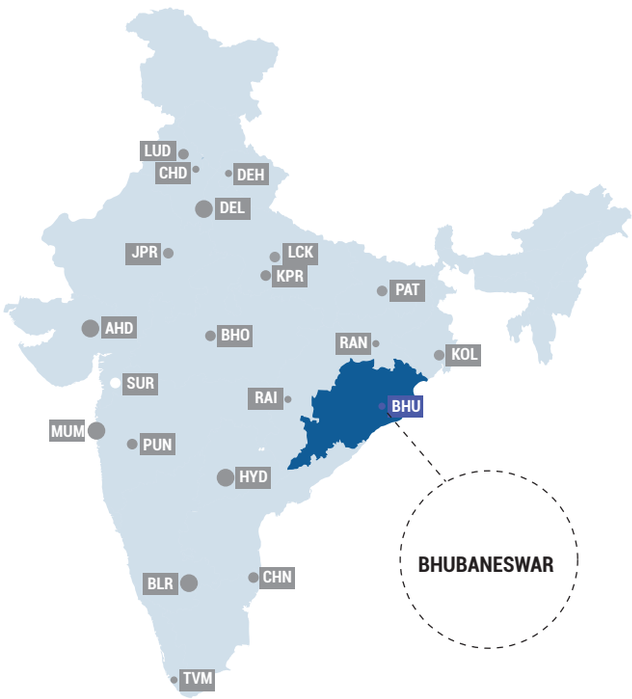
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 47 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100%
Hand-drawn Type	0.0%

Bhubaneswar



Total Polling Parts (PPs) in all ACs sampled for the study

597

% of PPs for which BLO names and contact details are available (for ACs sampled)

77.7%

Total BLOs (for ACs sampled)*

459

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
98.9%	1.1%	0.0%

Polling Parts with size > 1400 voters

33.3%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

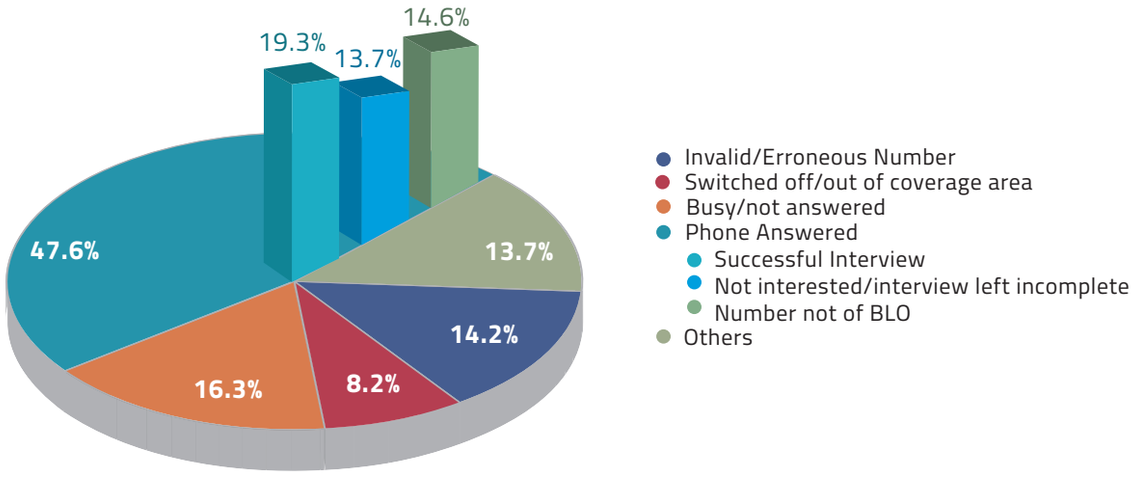
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 3 BLOs could be reached - A total of 233 BLO numbers had to be dialled repeatedly to get through to 77 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 45)

Teacher	82.2%
Anganwadi Teacher	8.9%
Clerk	6.7%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	2.2%

- **How long have they been a BLO for?**
  (n = 45)

Upto 6 months	0.0%
6 months to 1 year	0.0%
1 to 2 years	0.0%
2 to 3 years	2.2%
3 to 4 years	8.9%
4 to 5 years	11.1%
5+ years	77.8%

91% of BLOs hold full time jobs as Teachers and 98% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 45)

0 times	1-2 times	3-5 times	6 or more times
0.0%	**26.7%**	**68.9%**	**4.4%**

» All BLOs received training in the last 1 year.

» A third of all BLOs were not provided a BLO Handbook last year and 22%, the BLO register which is crucial for collecting as well as verifying voter data.

» Only 78% of all BLOs received their honorarium last year and they only received INR 3,546 on average i.e. only 59% of the amount they are due.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 45)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**22.2%**	71.1%	6.7%
A Bag with the Election Commission of India's logo on it	**44.4%**	55.6%	0.0%
An appointment letter	**22.2%**	62.2%	15.6%
A BLO Identity Card	**17.8%**	80.0%	2.2%
A Booth Level Officer Handbook	**33.3%**	53.3%	13.3%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**6.7%**	13.3%	80.0%
Pens/Pencils and empty note-pads	**46.7%**	53.3%	0.0%

- **Were BLOs paid their honorarium?**

  » In the last 1 year, only 78% of all BLOs reported receiving any honorarium (n=45).

  » The average honorarium received by a BLO was INR 3,546 i.e. only 59% of the INR 6,000 they are supposed to receive (n=35).

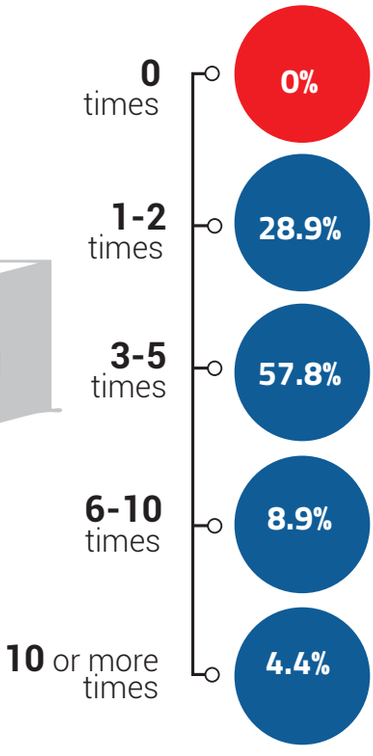
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 45)

Mostly inside full time office hours - 13.3% | Mostly outside full time office hours - 86.7%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 45)



» 87% of all BLOs perform their BLO duties outside of their regular work hours.

» 87% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 91 days.

» In the last 1 year, between 27% and 31% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 91 days in a year

(n = 44)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 45)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	62.2%	8.9%	20.0%	4.4%	2.2%	0.0%	0.0%	**2.2%**
Collecting Data on Citizens about to turn 18/ just turned 18	64.4%	8.9%	20.0%	4.4%	2.2%	0.0%	0.0%	**0.0%**
Collecting Data on Citizens missing from the List	62.2%	13.3%	15.6%	2.2%	2.2%	0.0%	0.0%	**4.4%**
Collecting Data on Errors in Voter Details	55.6%	8.9%	17.8%	0.0%	6.7%	0.0%	0.0%	**11.1%**
Collecting Data on New Households	42.2%	11.1%	15.6%	2.2%	2.2%	0.0%	0.0%	**26.7%**
Comparing Gender Ratio with District Census Data	37.8%	8.9%	8.9%	8.9%	2.2%	0.0%	2.2%	**31.1%**
Comparing Age-group with District Census Data	37.8%	8.9%	13.3%	6.7%	2.2%	0.0%	2.2%	**28.9%**
Updating the Polling Part Map	26.7%	26.7%	13.3%	11.1%	8.9%	6.7%	0.0%	**6.7%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 45)

10 minutes or less
31.1%

11 to 20 minutes
35.6%

21 to 30 minutes
26.7%

31 to 45 minutes
4.4%

46 minutes to 1 hour
2.2%

More than 1 hour
0.0%

» 78% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 65% of all BLOs reach their allotted PP within half an hour.

» Lack of a BLO ID card and a lack of cooperation from citizens were cited by 10% as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 45) - 22.2% Yes, 77.8% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 45)

Issues with access to certain household/areas within the polling part	11.1%
Concentration of work in just a few months i.e. uneven spread of work over a year	11.1%
A lack of cooperation from the people/citizens in the polling part	8.9%
A lack of a valid BLO Identity Card (ID)	8.9%
A lack of proper house numbering in the polling part	8.9%
Frequent changing of the polling parts allotted to them	6.7%
The time it takes to reach the Polling Part area	2.2%
Concerns on safety and security while in the polling part	2.2%
A lack of proper road/lane signage in the polling part	2.2%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.2%
A lack of motivation and support from seniors/superiors	0.0%
A lack of blank forms to be handed to the citizens	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	35.6%

7 How satisfied do our BLOs feel about being one?

(n = 45)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	62.2%	11.1%	26.7%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

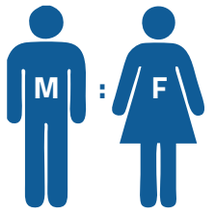
(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
40.0%	26.7%	33.3%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*



<=1.2	33.3%
>1.2 but <=1.4	37.8%
>=1.4	28.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	0.0%
PPs with no NNs on the voter list	100.0%

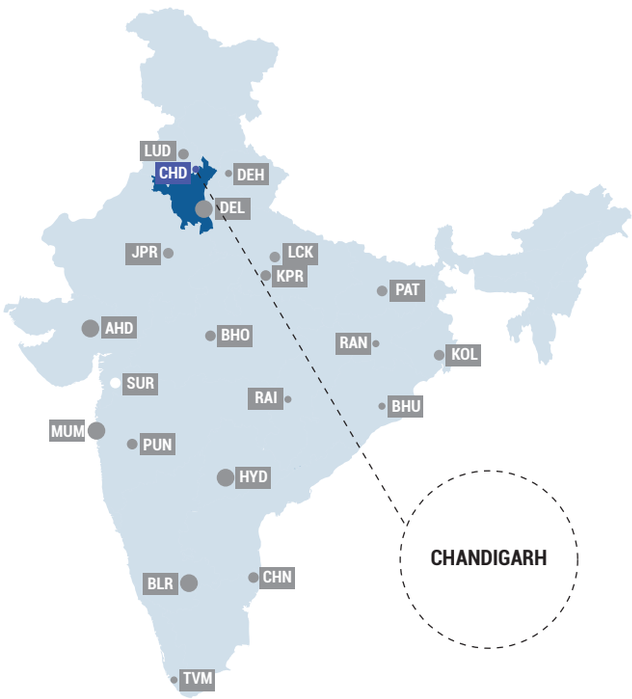
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = no eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	NA
Hand-drawn Type	NA

Chandigarh



Total Polling Parts (PPs) in all ACs sampled for the study

526

% of PPs for which BLO names and contact details are available (for ACs sampled)

99.6%

Total BLOs (for ACs sampled)*

521

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.4%	0.6%	0.0%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

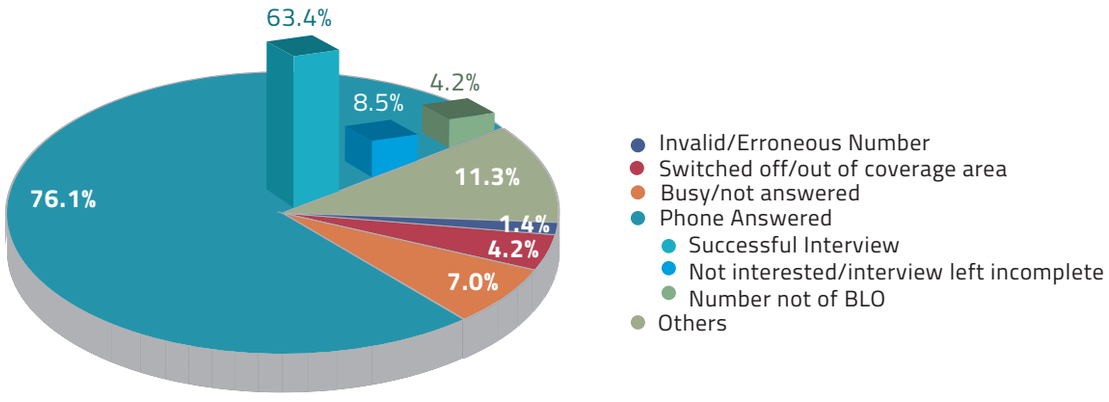
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



The majority of BLOs could be reached - A total of 71 BLO numbers had to be dialled repeatedly to get through to 51 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 45)

Teacher	13.3%
Anganwadi Teacher	2.2%
Clerk	8.9%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	75.6%

- **How long have they been a BLO for?**
  (n = 45)

Upto 6 months	13.3%
6 months to 1 year	8.9%
1 to 2 years	0.0%
2 to 3 years	13.3%
3 to 4 years	17.8%
4 to 5 years	13.3%
5+ years	33.3%

16% of BLOs hold full time jobs as Teachers; 64% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 45)

0 times	1-2 times	3-5 times	6 or more times
4.4%	**68.9%**	**22.2%**	**4.4%**

» 4% of BLOs did not receive any training in the last 1 year.

» A majority of BLOs, 53%, were not provided a BLO Handbook last year and 24%, the BLO register which is crucial for collecting as well as verifying voter data.

» Only 80% of all BLOs received their honorarium last year and they only received INR 5,098 on average i.e. only 85% of the amount they are due.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 45)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**24.4%**	64.4%	11.1%
A Bag with the Election Commission of India's logo on it	**91.1%**	6.7%	2.2%
An appointment letter	**17.8%**	24.4%	57.8%
A BLO Identity Card	**15.6%**	77.8%	6.7%
A Booth Level Officer Handbook	**53.3%**	37.8%	8.9%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	6.7%	93.3%
Pens/Pencils and empty note-pads	**42.2%**	55.6%	2.2%

- **Were BLOs paid their honorarium?**
  - » In the last 1 year, only 80% of all BLOs reported receiving any honorarium (n=45).
  - » The average honorarium received by a BLO was INR 5,097 i.e. only 85% of the INR 6,000 they are supposed to receive (n=36).

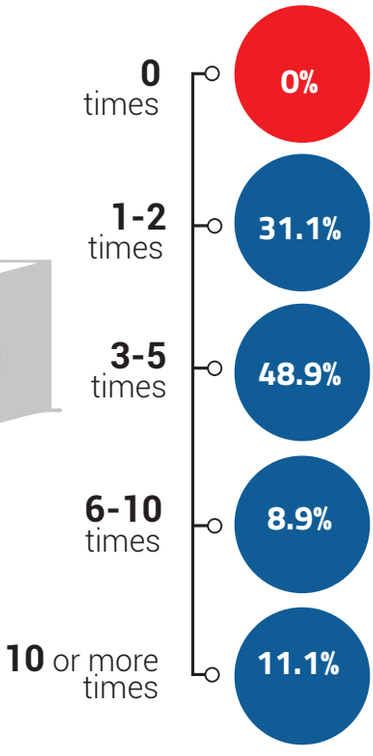
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 45)

Mostly inside full time office hours - 17.8% | Mostly outside full time office hours - 82.2%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 45)



» 82% of all BLOs perform their BLO duties outside of their regular work hours.

» 80% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 47 days .

» In the last 1 year, between 42% and 64% of all BLOs did not collect data on new households in their area, compare their PP's gender ratio and age-cohort ratios with their district's or update their PP map.

- **On how many days do they do so?** - On average, 47 days in a year

(n = 43)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 45)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	0.0%	13.3%	35.6%	6.7%	6.7%	13.3%	13.3%	**11.1%**
Collecting Data on Citizens about to turn 18/ just turned 18	4.4%	35.6%	33.3%	6.7%	11.1%	0.0%	8.9%	**0.0%**
Collecting Data on Citizens missing from the List	11.1%	35.6%	22.2%	6.7%	6.7%	4.4%	2.2%	**11.1%**
Collecting Data on Errors in Voter Details	11.1%	46.7%	17.8%	8.9%	6.7%	8.9%	0.0%	**0.0%**
Collecting Data on New Households	8.9%	22.2%	6.7%	0.0%	6.7%	4.4%	2.2%	**48.9%**
Comparing Gender Ratio with District Census Data	4.4%	4.4%	8.9%	4.4%	2.2%	8.9%	2.2%	**64.4%**
Comparing Age-group with District Census Data	4.4%	2.2%	6.7%	4.4%	6.7%	8.9%	2.2%	**64.4%**
Updating the Polling Part Map	11.1%	13.3%	6.7%	11.1%	4.4%	6.7%	4.4%	**42.2%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 45)

10 minutes or less
4.4%

11 to 20 minutes
20.0%

21 to 30 minutes
48.9%

31 to 45 minutes
11.1%

46 minutes to 1 hour
15.6%

More than 1 hour
0.0%

» 91% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 73% of all BLOs reach their allotted PP within half an hour and 16% take more than 45 minutes.

» The uneven spread of BLO work (15.6%), the time it takes to reach their PP and a lack of house numbering were cited as the most adverse reasons affecting their ability to work (11.1% each).

- **Are BLOs registered as a voter in their allotted PP?** (n = 45) - 8.9% Yes, 91.1% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 45)

Concentration of work in just a few months i.e. uneven spread of work over a year	15.6%
The time it takes to reach the Polling Part area	11.1%
A lack of proper house numbering in the polling part	11.1%
A lack of cooperation from the people/citizens in the polling part	8.9%
Frequent changing of the polling parts allotted to them	6.7%
A lack of a valid BLO Identity Card (ID)	6.7%
Concerns on safety and security while in the polling part	4.4%
A lack of proper road/lane signage in the polling part	2.2%
A lack of motivation and support from seniors/superiors	2.2%
A lack of supervision from seniors	2.2%
Issues with access to certain household/areas within the polling part	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
None/Face no adverse issues	28.9%

7 How satisfied do our BLOs feel about being one?

(n = 45)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	91.1%	0.0%	8.9%
All Centres (19/ n =1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
77.8%	22.2%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*

M : F

<=1.2	>1.2 but <=1.4	>=1.4
73.3%	22.2%	4.4%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	88.9%
PPs with no NNs on the voter list	11.1%

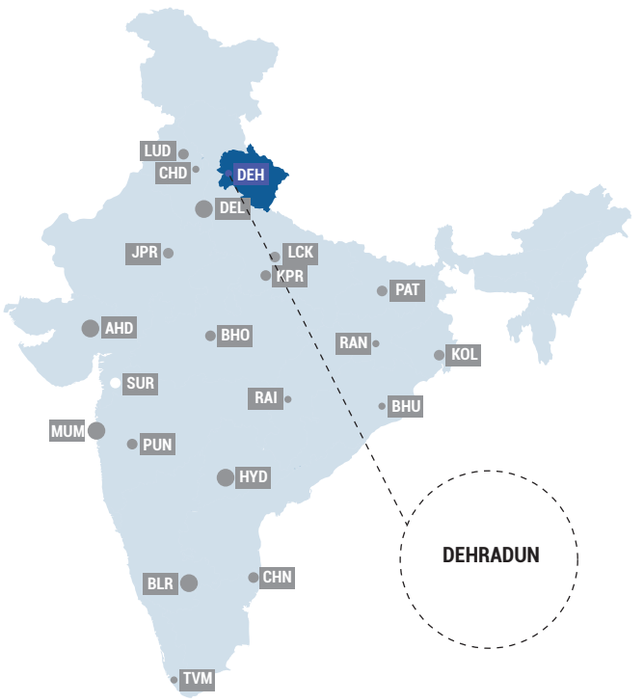
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 40 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	0.0%
Hand-drawn Type	100.0%

Dehradun



Total Polling Parts (PPs) in all ACs sampled for the study

834

% of PPs for which BLO names and contact details are available (for ACs sampled)

80.3%

Total BLOs (for ACs sampled)*

669

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	0.1%	0.0%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- No

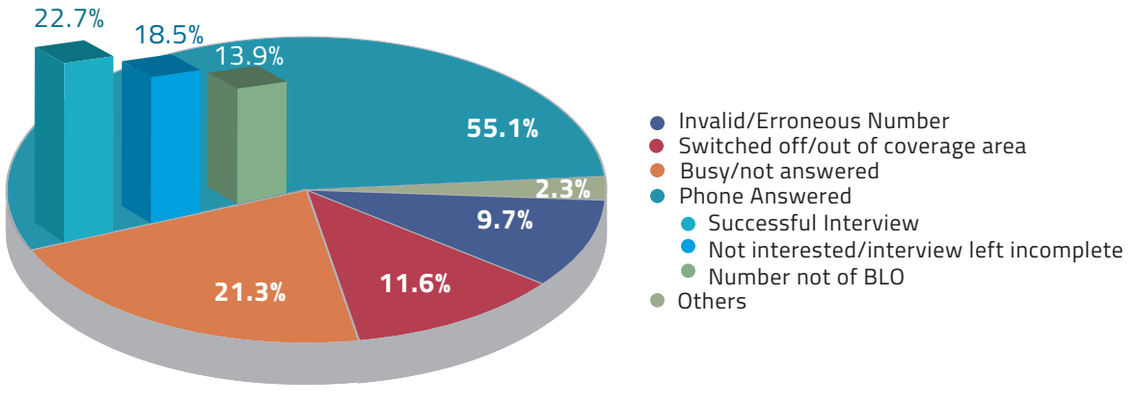
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 2 BLOs could be reached - A total of 216 BLO numbers had to be dialled repeatedly to get through to 89 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 49)

Teacher	20.4%
Anganwadi Teacher	46.9%
Clerk	24.5%
Revenue Inspector	2.0%
Tax Inspector	2.0%
Others	4.1%

- **How long have they been a BLO for?**
  (n = 49)

Upto 6 months	2.0%
6 months to 1 year	2.0%
1 to 2 years	2.0%
2 to 3 years	10.2%
3 to 4 years	12.2%
4 to 5 years	14.3%
5+ years	57.1%

67% of BLOs hold full time jobs as Teachers and 84% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 49)

0 times	1-2 times	3-5 times	6 or more times
0.0%	**30.6%**	**63.3%**	**6.1%**

» All BLOs received training in the last 1 year.

» 43%, were not provided a BLO Handbook, a guide to their roles and responsibilities, last year and 18%, the BLO register which is crucial for collecting as well as verifying voter data.

» 92% of all BLOs received their honorarium last year and they only received INR 5,633 on average i.e. only 94% of the amount they are due. 4% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 49)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**18.4%**	63.3%	18.4%
A Bag with the Election Commission of India's logo on it	**42.9%**	53.1%	4.1%
An appointment letter	**16.3%**	63.3%	20.4%
A BLO Identity Card	**36.7%**	51.0%	12.2%
A Booth Level Officer Handbook	**42.9%**	51.0%	6.1%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**4.1%**	18.4%	77.6%
Pens/Pencils and empty note-pads	**8.2%**	59.2%	32.7%

- **Were BLOs paid their honorarium?**
  - » 4% of all BLOs have never received any money for their services (n=49).
  - » In the last 1 year, only 92% of all BLOs reported receiving any honorarium (n=49).
  - » The average honorarium received by a BLO was INR 5,633 i.e. 94% of the INR 6,000 they are supposed to receive (n=45).

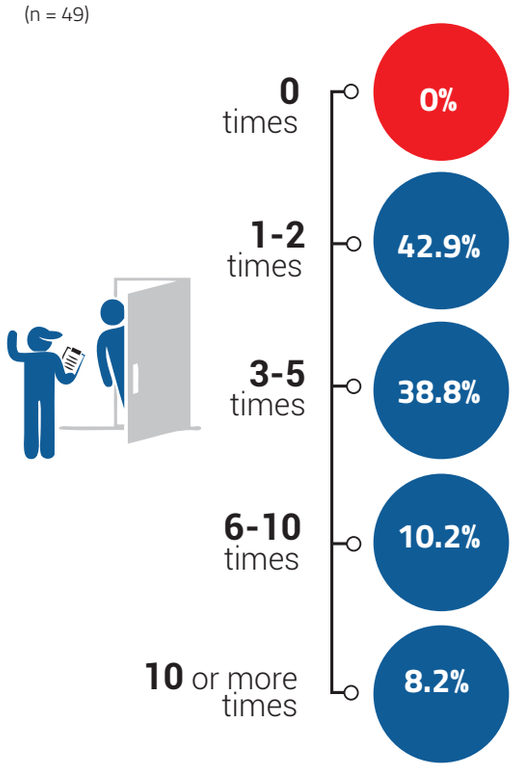
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 49)

Mostly inside full time office hours -36.7% | Mostly outside full time office hours - 63.3%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 49)



» 63% of all BLOs perform their BLO duties outside of their regular work hours.

» 82% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 63 days.

» A fifth of all BLOs reported not collecting data on new households that came up/could have come up in their PP, in the last 1 year.

- **On how many days do they do so?** - On average, 63 days in a year

(n = 46)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 49)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	46.9%	8.2%	14.3%	14.3%	8.2%	6.1%	0.0%	**2.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	53.1%	16.3%	10.2%	10.2%	6.1%	2.0%	2.0%	**0.0%**
Collecting Data on Citizens missing from the List	42.9%	16.3%	24.5%	8.2%	6.1%	0.0%	0.0%	**2.0%**
Collecting Data on Errors in Voter Details	44.9%	16.3%	16.3%	12.2%	4.1%	2.0%	2.0%	**2.0%**
Collecting Data on New Households	32.7%	10.2%	12.2%	10.2%	6.1%	6.1%	2.0%	**20.4%**
Comparing Gender Ratio with District Census Data	36.7%	14.3%	14.3%	4.1%	12.2%	2.0%	0.0%	**16.3%**
Comparing Age-group with District Census Data	38.8%	12.2%	14.3%	14.3%	4.1%	2.0%	0.0%	**14.3%**
Updating the Polling Part Map	18.4%	38.8%	22.4%	10.2%	8.2%	0.0%	2.0%	**0.0%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 49)

10 minutes or less
20.4%

11 to 20 minutes
38.8%

21 to 30 minutes
20.4%

31 to 45 minutes
6.1%

46 minutes to 1 hour
8.2%

More than 1 hour
6.1%

» 39% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 80% of all BLOs reach their allotted PP within half an hour.

» Issues with access to certain households, frequent changing of allotted PPs, lack of a valid BLO ID card, concerns on safety and security and the uneven spread of BLO work were cited as the most adverse reason affecting their ability to work (8.2% each).

- **Are BLOs registered as a voter in their allotted PP?** (n = 49) - 61.2% Yes, 38.8% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 49)

Issues with access to certain household/areas within the polling part	8.2%
Frequent changing of the polling parts allotted to them	8.2%
A lack of a valid BLO Identity Card (ID)	8.2%
Concerns on safety and security while in the polling part	8.2%
Concentration of work in just a few months i.e. uneven spread of work over a year	8.2%
A lack of proper house numbering in the polling part	6.1%
A lack of blank forms to be handed to the citizens	6.1%
The time it takes to reach the Polling Part area	2.0%
A lack of cooperation from the people/citizens in the polling part	2.0%
A lack of motivation and support from seniors/superiors	2.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.0%
A lack of supervision from seniors	2.0%
A lack of proper road/lane signage in the polling part	0.0%
None/Face no adverse issues	36.7%

7 How satisfied do our BLOs feel about being one?

(n = 49)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	87.8%	8.2%	4.1%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

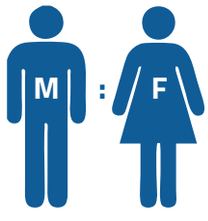
(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
86.7%	13.3%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*



<=1.2	75.6%
>1.2 but <=1.4	15.6%
>=1.4	8.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

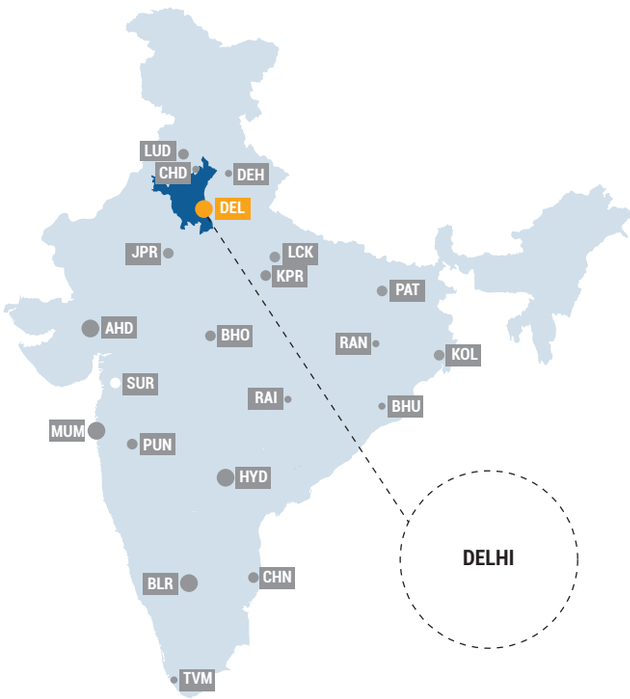
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 45 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100.0%
Hand-drawn Type	0.0%

Delhi



Total Polling Parts (PPs) in all ACs sampled for the study

5,992

% of PPs for which BLO names and contact details are available (for ACs sampled)

86.4%

Total BLOs (for ACs sampled)*

5,030

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
97.3%	2.5%	0.2%

Polling Parts with size > 1400 voters

1.1%

(Figure for a sample of 87 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

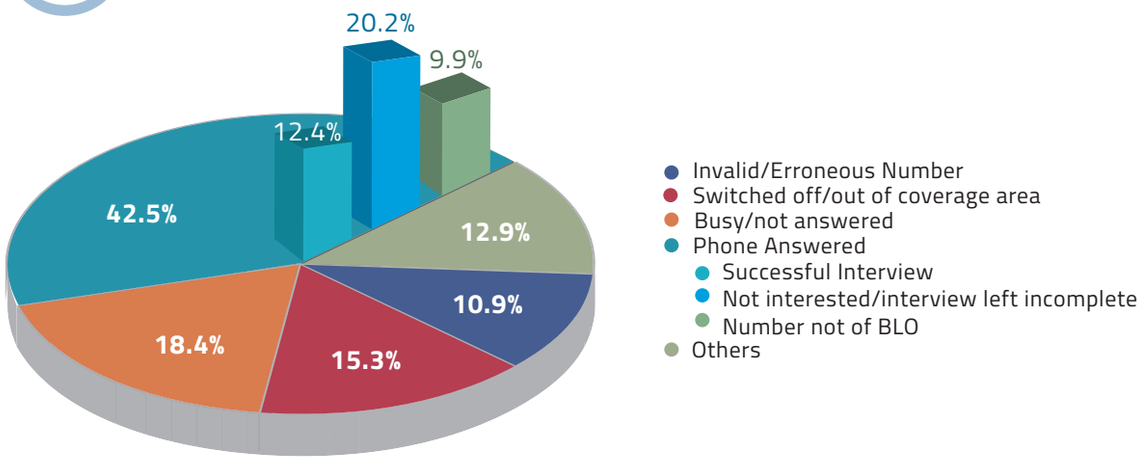
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 3 BLOs could be reached - A total of 283 BLO numbers had to be dialled repeatedly to get through to 237 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 90)

Teacher	14.4%
Anganwadi Teacher	47.8%
Clerk	5.6%
Revenue Inspector	2.2%
Tax Inspector	0.0%
Others	30.0%

- **How long have they been a BLO for?**
  (n = 90)

Upto 6 months	3.3%
6 months to 1 year	4.4%
1 to 2 years	16.7%
2 to 3 years	12.2%
3 to 4 years	20.0%
4 to 5 years	21.1%
5+ years	22.2%

62% of BLOs hold full time jobs as Teachers and 63% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 90)

0 times	1-2 times	3-5 times	6 or more times
13.3%	**37.8%**	**41.1%**	**7.8%**

» 13% of all BLOs did not receive any training in the last 1 year.

» Over half of all BLOs, 53%, were not provided a BLO Handbook, a guide to their roles and responsibilities, last year and 66%, the BLO register which is crucial for collecting as well as verifying voter data.

» Only 64% of all BLOs received their honorarium last year and they only received INR 3,505 on average i.e. only 58% of the amount they are due. 12% of BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 90)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**53.3%**	42.2%	4.4%
A Bag with the Election Commission of India's logo on it	**71.1%**	25.6%	3.3%
An appointment letter	**46.7%**	53.3%	0.0%
A BLO Identity Card	**47.8%**	48.9%	3.3%
A Booth Level Officer Handbook	**65.6%**	32.2%	2.2%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**10.0%**	20.0%	70.0%
Pens/Pencils and empty note-pads	**57.8%**	35.6%	6.7%

- **Were BLOs paid their honorarium?**
  - » 12% of all BLOs have never received any money for their services (n=90).
  - » In the last 1 year, only 64% of all BLOs reported receiving any honorarium (n=90).
  - » The average honorarium received by a BLO was INR 3,505 i.e. only 58% of the INR 6,000 they are supposed to receive (n=58).

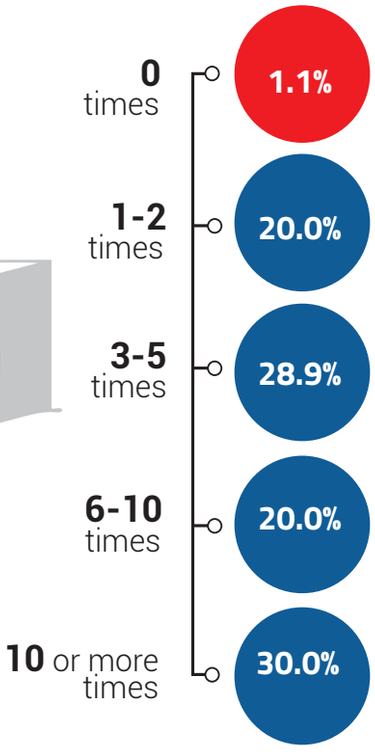
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 90)

Mostly inside full time office hours - 2.2% | Mostly outside full time office hours - 97.8%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 90)



» 95% of all BLOs perform their BLO duties outside of their regular work hours.

» A large majority of BLOs, about 73%, reportedly conducted between 1 and 5 door-to-door exercises in the last month and spent on average, 58 days, doing so.

» In the last 1 year, 51% of all BLOs did not compare their PP's gender ratio with that of their district's and 48% did not compare their PP's age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 58 days in a year
(n = 83)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 90)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	8.9%	5.6%	15.6%	36.7%	8.9%	5.6%	4.4%	**14.4%**
Collecting Data on Citizens about to turn 18/ just turned 18	10.0%	8.9%	18.9%	26.7%	10.0%	4.4%	5.6%	**15.6%**
Collecting Data on Citizens missing from the List	14.4%	7.8%	15.6%	25.6%	12.2%	3.3%	4.4%	**16.7%**
Collecting Data on Errors in Voter Details	11.1%	10.0%	18.9%	28.9%	12.2%	4.4%	5.6%	**8.9%**
Collecting Data on New Households	7.8%	4.4%	17.8%	25.6%	13.3%	3.3%	2.2%	**25.6%**
Comparing Gender Ratio with District Census Data	6.7%	4.4%	11.1%	15.6%	4.4%	4.4%	2.2%	**51.1%**
Comparing Age-group with District Census Data	3.3%	6.7%	13.3%	15.6%	7.8%	2.2%	3.3%	**47.8%**
Updating the Polling Part Map	5.6%	17.8%	22.2%	12.2%	5.6%	6.7%	0.0%	**30.0%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 90)

10 minutes or less
27.8%

11 to 20 minutes
25.6%

21 to 30 minutes
32.2%

31 to 45 minutes
5.6%

46 minutes to 1 hour
8.9%

More than 1 hour
10.4%

» 33% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 65% of all BLOs reach their allotted PP within half an hour.

» Lack of a BLO ID card a lack of cooperation from citizens were cited by 10% as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 90) - 71.1% Yes, 28.9% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 90)

A lack of a valid BLO Identity Card (ID)	11.1%
A lack of cooperation from the people/citizens in the polling part	10.0%
Issues with access to certain household/areas within the polling part	5.6%
Frequent changing of the polling parts allotted to them	5.6%
Concerns on safety and security while in the polling part	5.6%
Concentration of work in just a few months i.e. uneven spread of work over a year	5.6%
The time it takes to reach the Polling Part area	3.3%
A lack of motivation and support from seniors/superiors	3.3%
A lack of proper house numbering in the polling part	2.2%
A lack of proper road/lane signage in the polling part	2.2%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	1.1%
A lack of supervision from seniors	1.1%
A lack of blank forms to be handed to the citizens	0.0%
None/Face no adverse issues	43.3%

7 How satisfied do our BLOs feel about being one?

(n = 90)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	91.1%	3.3%	5.6%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

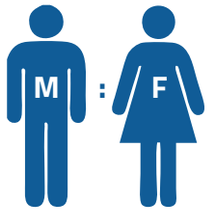
(n = 87)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
77.0%	21.8%	1.1%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 87)

Gender Ratio*



<=1.2	58.6%
>1.2 but <=1.4	23.0%
>=1.4	18.4%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 87)

How many assessed lists had an NN?

PPs with NNs present on the voter list	78.2%
PPs with no NNs on the voter list	21.8%

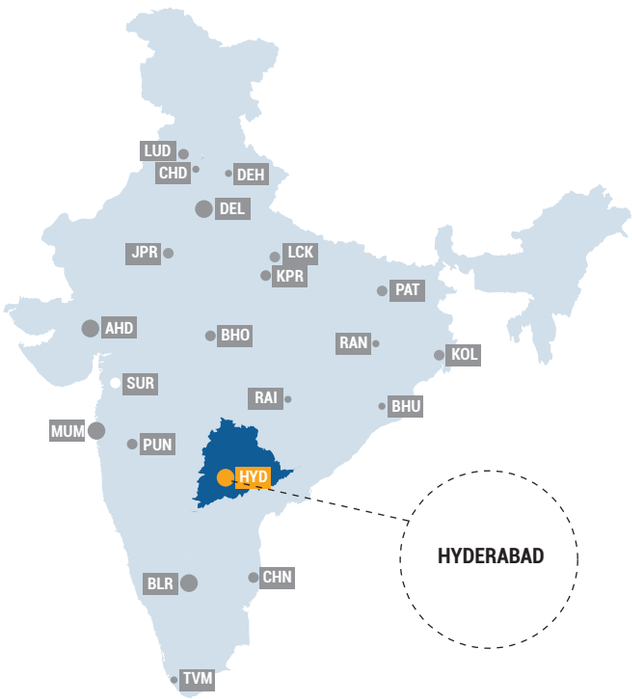
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 68 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	19.1%
Hand-drawn Type	80.9%

Hyderabad



Total Polling Parts (PPs) in all ACs sampled for the study

5,842

% of PPs for which BLO names and contact details are available (for ACs sampled)

93.2%

Total BLOs (for ACs sampled)*

5,184

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
95.4%	4.3%	0.3%

Polling Parts with size > 1400 voters

8.2%

(Figure for a sample of 85 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

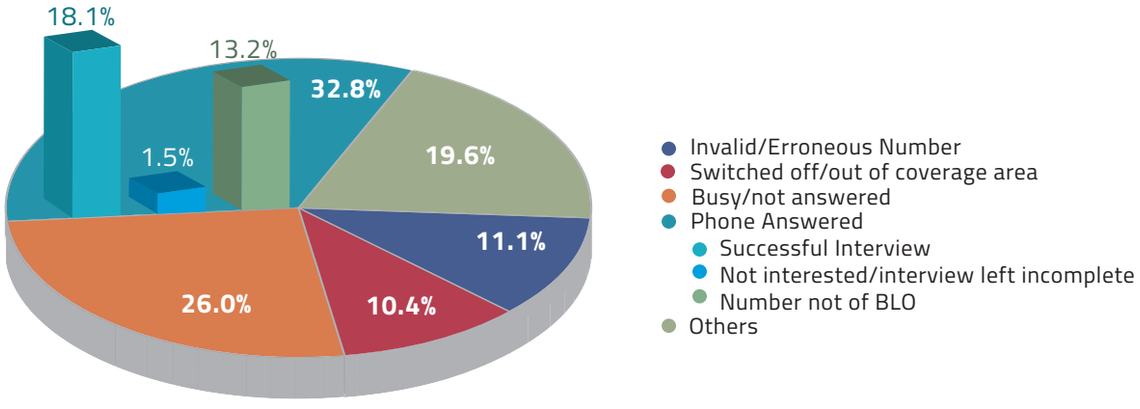
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 5 BLOs could be reached - A total of 469 BLO numbers had to be dialled repeatedly to get through to 92 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 85)

Teacher	10.6%
Anganwadi Teacher	23.5%
Clerk	4.7%
Revenue Inspector	2.4%
Tax Inspector	0.0%
Others	58.8%

- **How long have they been a BLO for?**
  (n = 85)

Upto 6 months	1.2%
6 months to 1 year	0.0%
1 to 2 years	8.2%
2 to 3 years	5.9%
3 to 4 years	22.4%
4 to 5 years	9.4%
5+ years	52.9%

34% of BLOs hold full time jobs as Teachers and 85% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 85)

0 times	1-2 times	3-5 times	6 or more times
12.9%	**55.3%**	**27.1%**	**4.7%**

» 13% of all BLOs did not receive any training in the last 1 year.

» 41%, were not provided a BLO Handbook, a guide to their roles and responsibilities, last year and the same proportion, a BLO register which is crucial for collecting as well as verifying voter data.

» Only 44% of all BLOs received their honorarium last year and they only received INR 2,216 on average i.e. only 37% of the amount they are due. 19% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 85)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**41.2%**	44.7%	14.1%
A Bag with the Election Commission of India's logo on it	**52.9%**	42.4%	4.7%
An appointment letter	**32.9%**	52.9%	14.1%
A BLO Identity Card	**40.0%**	45.9%	14.1%
A Booth Level Officer Handbook	**41.2%**	43.5%	15.3%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**4.7%**	37.6%	57.6%
Pens/Pencils and empty note-pads	**28.2%**	54.1%	17.6%

- **Were BLOs paid their honorarium?**
  - » 19% of all BLOs have never received any money for their services (n=85).
  - » In the last 1 year, only 45% of all BLOs reported receiving any honorarium (n=85).
  - » The average honorarium received by a BLO was INR 2,276 i.e. only 38% of the INR 6,000 they are supposed to receive (n=37).

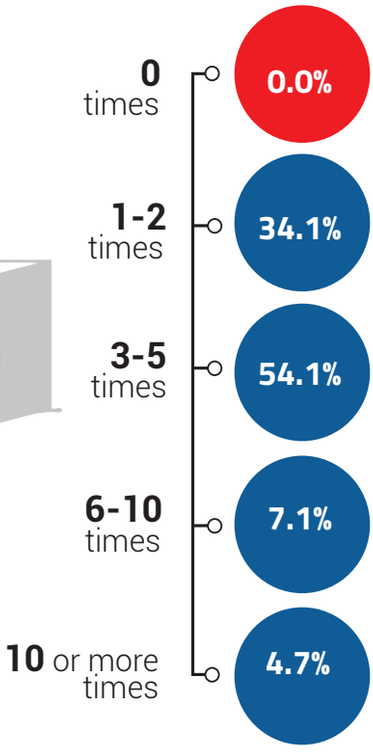
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 85)

Mostly inside full time office hours -35.3% | Mostly outside full time office hours - 64.7%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 85)



» 65% of all BLOs perform their BLO duties outside of their regular work hours.

» 88% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 52 days.

» In the last 1 year, between 38% and 51% of all BLOs did not collect data on new households in their area, compare their PP's gender ratio and age-cohort ratios with their district's or update their PP map.

- **On how many days do they do so?** - On average, 52 days in a year

(n = 81)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 85)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	27.1%	14.1%	23.5%	5.9%	7.1%	2.4%	11.8%	**8.2%**
Collecting Data on Citizens about to turn 18/ just turned 18	34.1%	22.4%	14.1%	9.4%	2.4%	4.7%	7.1%	**5.9%**
Collecting Data on Citizens missing from the List	30.6%	23.5%	12.9%	11.8%	3.5%	2.4%	8.2%	**7.1%**
Collecting Data on Errors in Voter Details	32.9%	24.7%	12.9%	2.4%	3.5%	5.9%	4.7%	**12.9%**
Collecting Data on New Households	20.0%	14.1%	9.4%	4.7%	1.2%	0.0%	2.4%	**48.2%**
Comparing Gender Ratio with District Census Data	12.9%	10.6%	8.2%	4.7%	5.9%	3.5%	11.8%	**42.4%**
Comparing Age-group with District Census Data	15.3%	10.6%	7.1%	7.1%	4.7%	2.4%	15.3%	**37.6%**
Updating the Polling Part Map	9.4%	9.4%	11.8%	7.1%	5.9%	1.2%	4.7%	**50.6%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 85)

10 minutes or less
21.2%

11 to 20 minutes
29.4%

21 to 30 minutes
29.4%

31 to 45 minutes
4.7%

46 minutes to 1 hour
9.4%

More than 1 hour
5.9%

» 44% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 80% of all BLOs reach their allotted PP within half an hour.

» Lack of proper house numbering and lack of a BLO ID card were cited by 21% and 20% of all BLOs respectively as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 85) - 56.5% Yes, 43.5% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 85)

A lack of proper house numbering in the polling part	21.2%
A lack of a valid BLO Identity Card (ID)	20.0%
A lack of cooperation from the people/citizens in the polling part	9.4%
Concerns on safety and security while in the polling part	7.1%
Concentration of work in just a few months i.e. uneven spread of work over a year	7.1%
A lack of supervision from seniors	3.5%
The time it takes to reach the Polling Part area	2.4%
Frequent changing of the polling parts allotted to them	2.4%
A lack of proper road/lane signage in the polling part	2.4%
A lack of blank forms to be handed to the citizens	2.4%
A lack of motivation and support from seniors/superiors	1.2%
Issues with access to certain household/areas within the polling part	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
None/Face no adverse issues	21.2%

7 How satisfied do our BLOs feel about being one?

(n = 85)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	78.8%	3.5%	17.6%
All Centres (19/ n =1025)	77.4%	8.9%	13.7%

Voter List Analysis

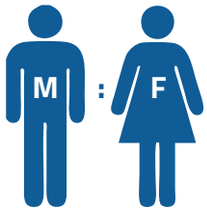
As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 85)

69.4% | 22.4% | 8.2%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 85)



<=1.2 **67.1%**

>1.2 but <=1.4 **24.7%**

>=1.4 **8.2%**

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 85)

How many assessed lists had an NN?

PPs with NNs present on the voter list	47.1%
PPs with no NNs on the voter list	52.9%

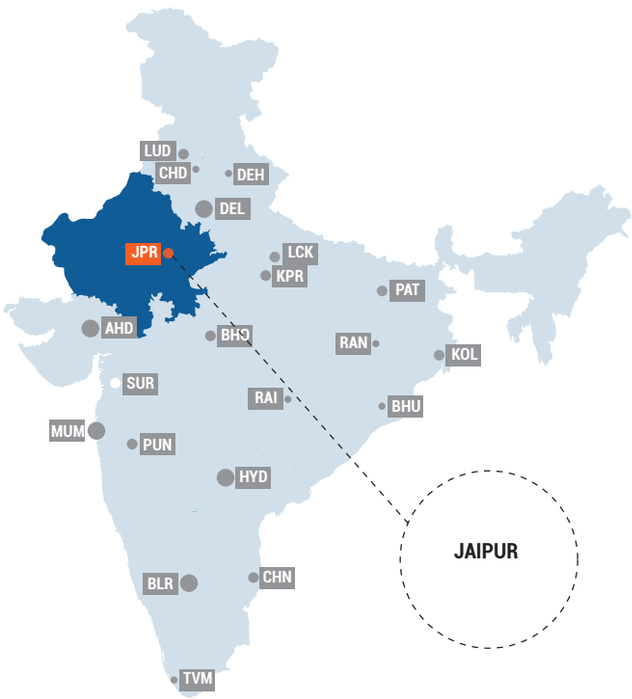
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 40 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	62.5%
Hand-drawn Type	37.5%

Jaipur



Total Polling Parts (PPs) in all ACs sampled for the study

2,413

% of PPs for which BLO names and contact details are available (for ACs sampled)

89.9%

Total BLOs (for ACs sampled)*

2,167

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	**0.1%**	**0.0%**

Polling Parts with size > 1400 voters

8.3%

(Figure for a sample of 48 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

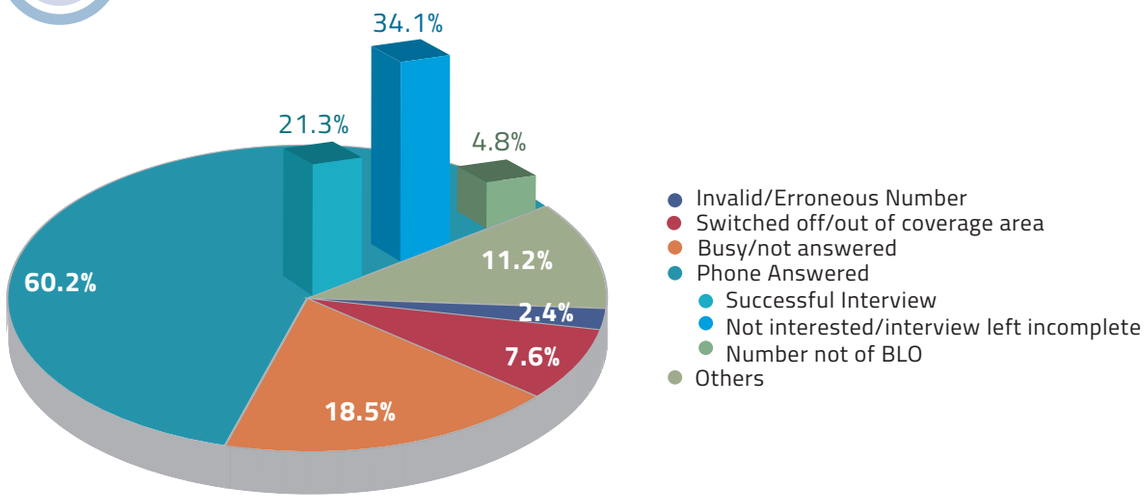
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 2 BLOs could be reached - A total of 249 BLO numbers had to be dialled repeatedly to get through to 138 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**

(n = 53)

Teacher	50.9%
Anganwadi Teacher	0.0%
Clerk	34.0%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	15.1%

- **How long have they been a BLO for?**

(n = 53)

Upto 6 months	3.8%
6 months to 1 year	3.8%
1 to 2 years	5.7%
2 to 3 years	9.4%
3 to 4 years	9.4%
4 to 5 years	13.2%
5+ years	54.7%

51% of BLOs hold full time jobs as Teachers and 34% as Clerks; 77% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 53)

0 times	1-2 times	3-5 times	6 or more times
20.8%	**30.2%**	**35.8%**	**13.2%**

» 21% of BLOs did not receive any training in the last 1 year.

» Over half of all BLOs, 57%, were not provided a BLO Handbook, a guide to their roles and responsibilities, last year and an even larger proportion, 72%, the BLO register which is crucial for collecting as well as verifying voter data.

» Only 87% of all BLOs received their honorarium last year and they only received INR 4,484 on average i.e. only 85% of the amount they are due. 6% have never received any amount.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 53)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**56.6%**	35.8%	7.5%
A Bag with the Election Commission of India's logo on it	**66.0%**	32.1%	1.9%
An appointment letter	**49.1%**	28.3%	22.6%
A BLO Identity Card	**60.4%**	34.0%	5.7%
A Booth Level Officer Handbook	**71.7%**	24.5%	3.8%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	13.2%	86.8%
Pens/Pencils and empty note-pads	**79.2%**	15.1%	5.7%

- **Were BLOs paid their honorarium?**
  - » 6% of all BLOs have never received any money for their services (n=53).
  - » In the last 1 year, only 87% of all BLOs reported receiving any honorarium (n=53).
  - » The average honorarium received by a BLO was INR 4,484 i.e. only 75% of the INR 6,000 they are supposed to receive (n=46).

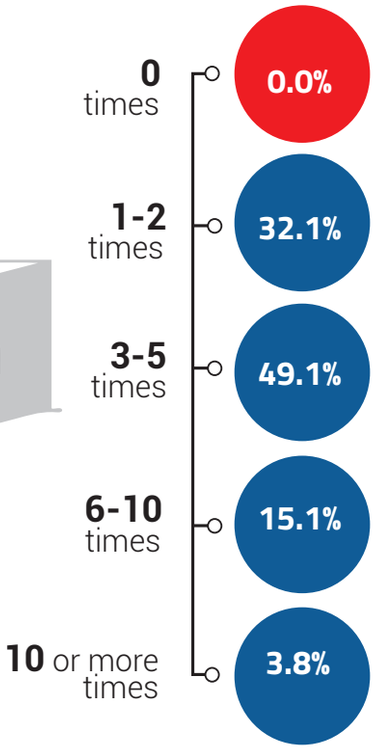
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 53)

Mostly inside full time office hours - 7.5% | Mostly outside full time office hours - 92.5%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 53)



» 92% of all BLOs perform their BLO duties outside of their regular work hours.

» 81% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 60 days.

» In the last 1 year, 47% of all BLOs did not compare their PP's gender ratio with that of their district's and 43% did not compare their PP's age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 60 days in a year

(n = 53)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 53)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	5.7%	18.9%	24.5%	30.2%	13.2%	1.9%	1.9%	**3.8%**
Collecting Data on Citizens about to turn 18/ just turned 18	9.4%	20.8%	26.4%	20.8%	13.2%	1.9%	1.9%	**5.7%**
Collecting Data on Citizens missing from the List	11.3%	17.0%	34.0%	17.0%	7.5%	1.9%	1.9%	**9.4%**
Collecting Data on Errors in Voter Details	11.3%	17.0%	35.8%	20.8%	9.4%	0.0%	3.8%	**1.9%**
Collecting Data on New Households	9.4%	17.0%	32.1%	20.8%	3.8%	1.9%	0.0%	**15.1%**
Comparing Gender Ratio with District Census Data	3.8%	18.9%	11.3%	15.1%	1.9%	1.9%	0.0%	**47.2%**
Comparing Age-group with District Census Data	3.8%	13.2%	22.6%	11.3%	3.8%	1.9%	0.0%	**43.4%**
Updating the Polling Part Map	11.3%	20.8%	18.9%	20.8%	11.3%	5.7%	1.9%	**9.4%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 53)

10 minutes or less
24.5%

11 to 20 minutes
34.0%

21 to 30 minutes
20.8%

31 to 45 minutes
1.9%

46 minutes to 1 hour
11.3%

More than 1 hour
7.5%

» 60% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 79% of all BLOs reach their allotted PP within half an hour and 19% take more than 45 minutes.

» Lack of a BLO Identity Card was cited by most BLOs (19%) as the most adverse reason affecting their ability to work efficiently. This was followed by frequent changing of the PPs allotted to them (13.2%) and then lack of cooperation from citizens and lack of proper road/lane signage in the PP (7.5% each).

- **Are BLOs registered as a voter in their allotted PP?** (n = 53) - 39.6% Yes, 60.4% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 53)

A lack of a valid BLO Identity Card (ID)	18.9%
Frequent changing of the polling parts allotted to them	13.2%
A lack of cooperation from the people/citizens in the polling part	7.5%
A lack of proper road/lane signage in the polling part	7.5%
Issues with access to certain household/areas within the polling part	5.7%
Concerns on safety and security while in the polling part	5.7%
A lack of supervision from seniors	3.8%
A lack of proper house numbering in the polling part	3.8%
Concentration of work in just a few months i.e. uneven spread of work over a year	3.8%
The time it takes to reach the Polling Part area	1.9%
A lack of motivation and support from seniors/superiors	1.9%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
None/Face no adverse issues	26.4%

7 How satisfied do our BLOs feel about being one?

(n = 53)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	84.9%	5.7%	9.4%
All Centres (19/ n =1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 48)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
79.2%	12.5%	8.3%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 48)

Gender Ratio*

M : F

<=1.2	>1.2 but <=1.4	>=1.4
89.6%	10.4%	0.0%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 48)

How many assessed lists had an NN?

PPs with NNs present on the voter list	0.0%
PPs with no NNs on the voter list	100%

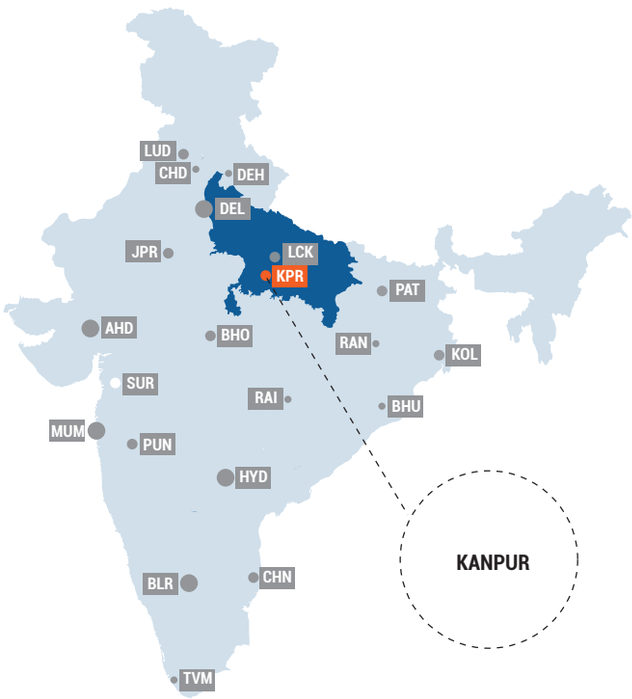
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 48 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	NA
Hand-drawn Type	NA

Kanpur



Total Polling Parts (PPs) in all ACs sampled for the study

2,188

% of PPs for which BLO names and contact details are available (for ACs sampled)

96.7%

Total BLOs (for ACs sampled)*

2,090

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
98.8%	1.2%	0.0%

Polling Parts with size > 1400 voters

8.9%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

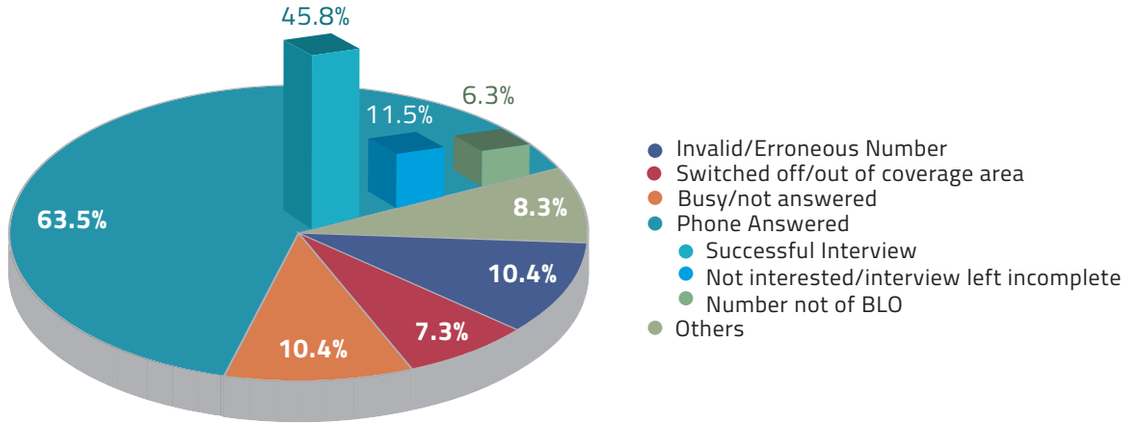
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes

2 How easy is it for citizens to contact BLOs?



1 in 2 BLOs could be reached - A total of 96 BLO numbers had to be dialled repeatedly to get through to 55 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 44)

Teacher	61.4%
Anganwadi Teacher	9.1%
Clerk	9.1%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	20.5%

- **How long have they been a BLO for?**
  (n = 44)

Upto 6 months	6.8%
6 months to 1 year	4.5%
1 to 2 years	9.1%
2 to 3 years	6.8%
3 to 4 years	13.6%
4 to 5 years	9.1%
5+ years	50.0%

70% of BLOs hold full time jobs as Teachers and 9% as Clerks; 73% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 44)

0 times	1-2 times	3-5 times	6 or more times
9.1%	**36.4%**	**31.8%**	**22.7%**

» 9% of BLOs did not receive any training in the last 1 year.

» In the last 1 year, 43%, were not provided a BLO Handbook, a guide to their roles and responsibilities.

» Only 68% of all BLOs received their honorarium last year and they only received INR 3,672 on average i.e. only 61% of the amount they are due. 10% have never received any amount.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 44)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**0.0%**	81.8%	18.2%
A Bag with the Election Commission of India's logo on it	**2.3%**	97.7%	0.0%
An appointment letter	**25.0%**	75.0%	0.0%
A BLO Identity Card	**54.5%**	45.5%	0.0%
A Booth Level Officer Handbook	**43.2%**	54.5%	2.3%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	20.5%	79.5%
Pens/Pencils and empty note-pads	**2.3%**	90.9%	6.8%

- **Were BLOs paid their honorarium?**
  - » 9% of all BLOs have never received any money for their services (n=44).
  - » In the last 1 year, only 68% of all BLOs reported receiving any honorarium (n=44).
  - » The average honorarium received by a BLO was INR 3,934 i.e. only 66% of the INR 6,000 they are supposed to receive (n=28).

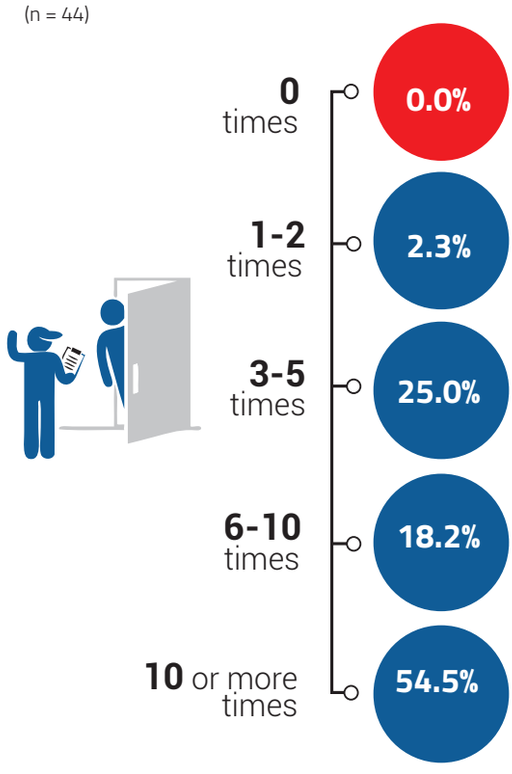
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 44)

Mostly inside full time office hours -22.7% | Mostly outside full time office hours - 77.3%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 44)



» 77% of all BLOs perform their BLO duties outside of their regular work hours.

» 55% of all BLO reportedly conducted 11 or more door-to-door household visit exercises in the last 1 year. On average, BLOs did so over 102 days .

» 43%, of all BLOs did not collect data on new households that came up/could have come up in their PP.

- **On how many days do they do so?** - On average, 102 days in a year

(n = 35)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 44)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	9.1%	11.4%	34.1%	11.4%	20.5%	4.5%	6.8%	**2.3%**
Collecting Data on Citizens about to turn 18/ just turned 18	11.4%	11.4%	34.1%	13.6%	13.6%	6.8%	6.8%	**2.3%**
Collecting Data on Citizens missing from the List	15.9%	11.4%	18.2%	9.1%	11.4%	15.9%	11.4%	**6.8%**
Collecting Data on Errors in Voter Details	13.6%	4.5%	27.3%	27.3%	4.5%	11.4%	11.4%	**0.0%**
Collecting Data on New Households	15.9%	4.5%	9.1%	13.6%	6.8%	6.8%	0.0%	**43.2%**
Comparing Gender Ratio with District Census Data	9.1%	6.8%	22.7%	11.4%	9.1%	9.1%	15.9%	**15.9%**
Comparing Age-group with District Census Data	6.8%	4.5%	13.6%	18.2%	18.2%	11.4%	11.4%	**15.9%**
Updating the Polling Part Map	9.1%	15.9%	31.8%	15.9%	4.5%	6.8%	13.6%	**2.3%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 44)

10 minutes or less
9.1%

11 to 20 minutes
29.5%

21 to 30 minutes
29.5%

31 to 45 minutes
11.4%

46 minutes to 1 hour
15.9%

More than 1 hour
4.5%

» 86% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 68% of all BLOs reach their allotted PP within half an hour and 21% take more than 45 minutes.

» Lack of a proper house numbering in their PP and uneven spread of work were cited by most BLOs (13.6% each) as the most adverse reason affecting their ability to work efficiently.

- **Are BLOs registered as a voter in their allotted PP?** (n = 44) - 13.6% Yes, 86.4% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?**
(n = 44)

A lack of proper house numbering in the polling part	13.6%
Concentration of work in just a few months i.e. uneven spread of work over a year	13.6%
A lack of a valid BLO Identity Card (ID)	9.1%
Concerns on safety and security while in the polling part	9.1%
The time it takes to reach the Polling Part area	6.8%
A lack of cooperation from the people/citizens in the polling part	6.8%
Issues with access to certain household/areas within the polling part	4.5%
Frequent changing of the polling parts allotted to them	4.5%
A lack of proper road/lane signage in the polling part	2.3%
A lack of motivation and support from seniors/superiors	2.3%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	27.3%

7 How satisfied do our BLOs feel about being one?

(n = 44)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	88.6%	4.5%	6.8%
All Centres (19/ n =1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
66.7%	24.4%	8.9%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*

M : F

<=1.2	33.3%
>1.2 but <=1.4	57.8%
>=1.4	8.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	0.0%
PPs with no NNs on the voter list	100%

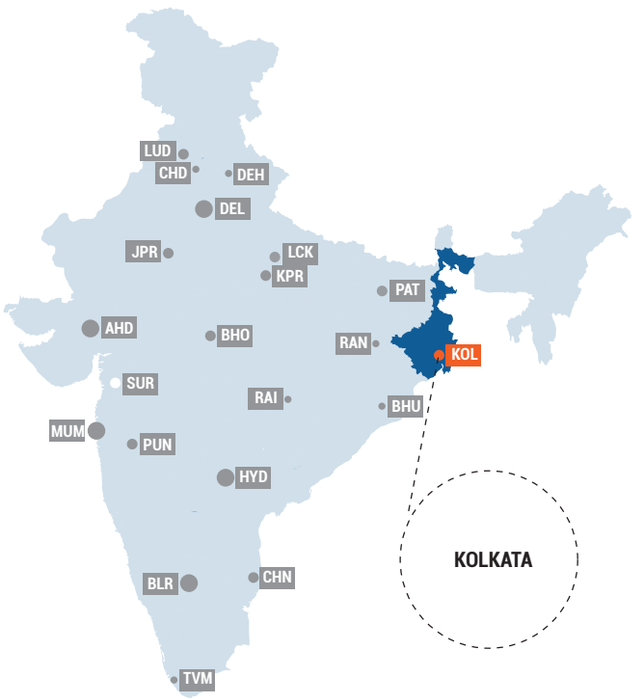
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = no eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	NA
Hand-drawn Type	NA

Kolkata



Total Polling Parts (PPs) in all ACs sampled for the study

4,083

% of PPs for which BLO names and contact details are available (for ACs sampled)

97.5%

Total BLOs (for ACs sampled)*

3,049

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
80.2%	11.9%	7.9%

Polling Parts with size > 1400 voters

1.3%

(Figure for a sample of 75 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- No

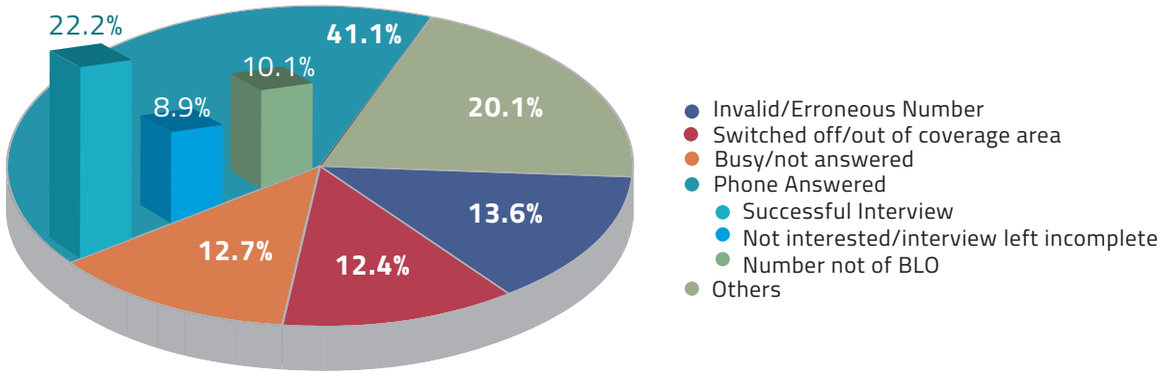
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 3 BLOs could be reached - A total of 338 BLO numbers had to be dialled repeatedly to get through to 105 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 75)

Teacher	45.3%
Anganwadi Teacher	12.0%
Clerk	6.7%
Revenue Inspector	4.0%
Tax Inspector	0.0%
Others	32.0%

- **How long have they been a BLO for?**
  (n = 75)

Upto 6 months	0.0%
6 months to 1 year	1.3%
1 to 2 years	0.0%
2 to 3 years	8.0%
3 to 4 years	13.3%
4 to 5 years	17.3%
5+ years	60.0%

57% of BLOs hold full time jobs as Teachers and 90% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 75)

0 times	1-2 times	3-5 times	6 or more times
0.0%	**76.0%**	**22.7%**	**1.3%**

» All BLOs in Kolkata received training in the last 1 year.

» Almost all BLOs in Kolkata received materials that help them perform their duties efficiently .

» Only 55% of all BLOs received their honorarium last year and they only received INR 3,524 on average i.e. only 59% of the amount they are due. Only 1% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 75)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**5.3%**	92.0%	2.7%
A Bag with the Election Commission of India's logo on it	**6.7%**	93.3%	0.0%
An appointment letter	**5.3%**	86.7%	8.0%
A BLO Identity Card	**4.0%**	89.3%	6.7%
A Booth Level Officer Handbook	**5.3%**	92.0%	2.7%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**1.3%**	29.3%	69.3%
Pens/Pencils and empty note-pads	**4.0%**	94.7%	1.3%

- **Were BLOs paid their honorarium?**
  - » 1% of all BLOs have never received any money for their services (n=75).
  - » In the last 1 year, only 55% of all BLOs reported receiving any honorarium (n=75).
  - » The average honorarium received by a BLO was INR 3,524 i.e. only 59% of the INR 6,000 they are supposed to receive (n=41).

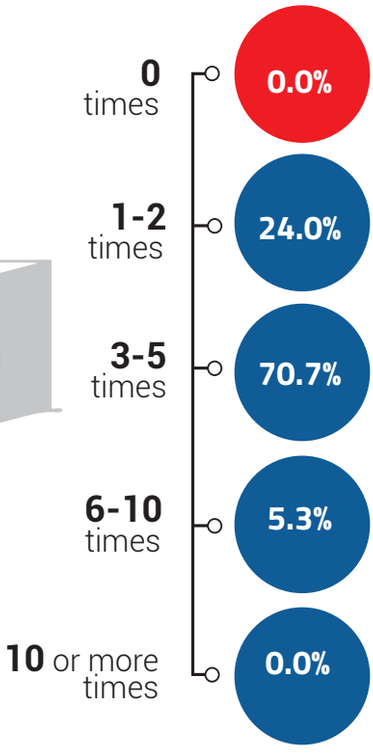
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 75)

Mostly inside full time office hours -28.0% | Mostly outside full time office hours - 72.0%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 75)



» 72% of all BLOs perform their BLO duties outside of their regular work hours.

» 95% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 58 days.

» In the last 1 year, between 37% and 52% of all BLOs did not collect data on new households in their area, compare their PP's gender ratio and age-cohort ratios with their district's or update their PP map.

- **On how many days do they do so?** - On average, 58 days in a year

(n = 75)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 75)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	20.0%	5.3%	17.3%	10.7%	21.3%	12.0%	12.0%	**1.3%**
Collecting Data on Citizens about to turn 18/ just turned 18	21.3%	6.7%	16.0%	10.7%	18.7%	14.7%	12.0%	**0.0%**
Collecting Data on Citizens missing from the List	21.3%	5.3%	14.7%	10.7%	20.0%	13.3%	13.3%	**1.3%**
Collecting Data on Errors in Voter Details	20.0%	6.7%	14.7%	10.7%	20.0%	13.3%	12.0%	**2.7%**
Collecting Data on New Households	14.7%	9.3%	8.0%	5.3%	9.3%	6.7%	9.3%	**37.3%**
Comparing Gender Ratio with District Census Data	13.3%	6.7%	5.3%	5.3%	6.7%	8.0%	2.7%	**52.0%**
Comparing Age-group with District Census Data	12.0%	8.0%	5.3%	4.0%	8.0%	8.0%	2.7%	**52.0%**
Updating the Polling Part Map	9.3%	4.0%	8.0%	4.0%	13.3%	10.7%	8.0%	**42.7%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 75)

10 minutes or less
25.3%

11 to 20 minutes
21.3%

21 to 30 minutes
30.7%

31 to 45 minutes
4.0%

46 minutes to 1 hour
8.0%

More than 1 hour
10.7%

» A majority (63%) of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 77% of all BLOs reach their allotted PP within half an hour.

» 77% of all BLOs reported that none of the issues talked about in our questionnaire affected their work adversely. Among the ones who did, most cited 'the time it takes to reach their PP' and 'concerns on safety and security'.

- **Are BLOs registered as a voter in their allotted PP?** (n = 75) - 37.3% Yes, 62.7% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 75)

The time it takes to reach the Polling Part area	4.0%
Concerns on safety and security while in the polling part	4.0%
A lack of cooperation from the people/citizens in the polling part	2.7%
A lack of proper house numbering in the polling part	2.7%
A lack of proper road/lane signage in the polling part	2.7%
Concentration of work in just a few months i.e. uneven spread of work over a year	2.7%
Frequent changing of the polling parts allotted to them	1.3%
A lack of a valid BLO Identity Card (ID)	1.3%
A lack of motivation and support from seniors/superiors	1.3%
Issues with access to certain household/areas within the polling part	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	77.3%

7 How satisfied do our BLOs feel about being one?

(n = 75)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	69.3%	22.7%	8.0%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

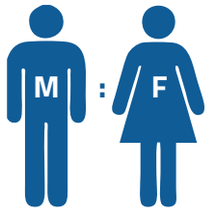
(n = 75)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
96.0%	2.7%	1.3%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 75)

Gender Ratio*



<=1.2	72.0%
>1.2 but <=1.4	16.0%
>=1.4	12.0%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 75)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

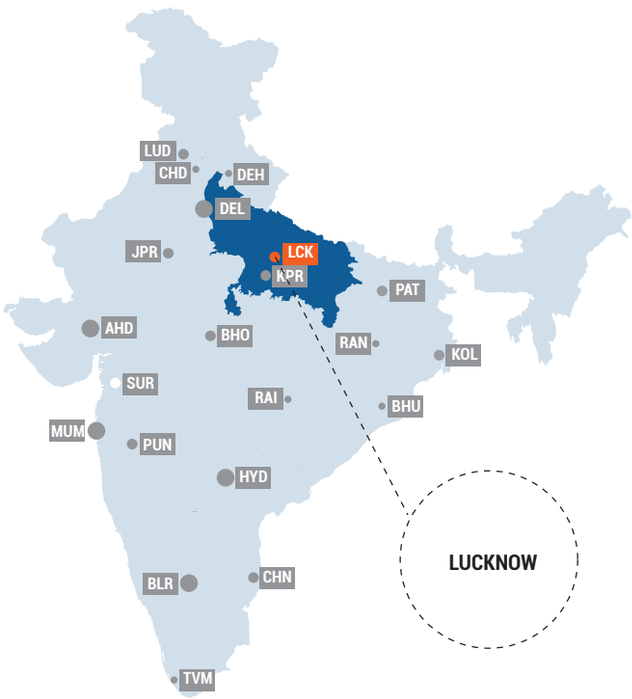
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 75 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100.0%
Hand-drawn Type	0.0%

Lucknow



Total Polling Parts (PPs) in all ACs sampled for the study

2,605

% of PPs for which BLO names and contact details are available (for ACs sampled)

99.0%

Total BLOs (for ACs sampled)*

2,497

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
96.8%	3.1%	0.1%

Polling Parts with size > 1400 voters

21.4%

(Figure for a sample of 42 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

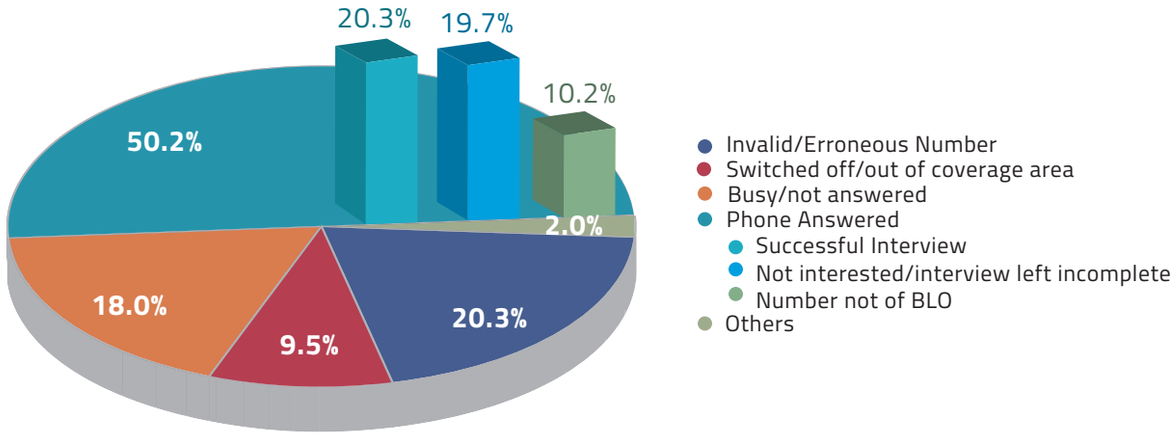
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes

2 How easy is it for citizens to contact BLOs?



1 in 3 BLOs could be reached - A total of 295 BLO numbers had to be dialled repeatedly to get through to 118 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 60)

Teacher	35.0%
Anganwadi Teacher	11.7%
Clerk	21.7%
Revenue Inspector	0.0%
Tax Inspector	1.7%
Others	30.0%

- **How long have they been a BLO for?**
  (n = 60)

Upto 6 months	6.7%
6 months to 1 year	5.0%
1 to 2 years	6.7%
2 to 3 years	5.0%
3 to 4 years	13.3%
4 to 5 years	15.0%
5+ years	48.3%

47% of BLOs hold full time jobs as Teachers and 22% as Clerks; 77% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 60)

0 times	1-2 times	3-5 times	6 or more times
13.3%	**43.3%**	**35.0%**	**8.3%**

» 13% of BLOs did not receive any training in the last 1 year.

» 18%, were not provided a BLO Handbook, a guide to their roles and responsibilities, last year and 35%, a BLO register which is crucial for collecting as well as verifying voter data.

» Only 65% of all BLOs received their honorarium last year and they only received INR 3,173 on average i.e. only 53% of the amount they are due. 17% have never received any amount.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 60)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**18.3%**	76.7%	5.0%
A Bag with the Election Commission of India's logo on it	**8.3%**	90.0%	1.7%
An appointment letter	**26.7%**	65.0%	8.3%
A BLO Identity Card	**21.7%**	73.3%	5.0%
A Booth Level Officer Handbook	**35.0%**	65.0%	0.0%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	1.7%	98.3%
Pens/Pencils and empty note-pads	**15.0%**	85.0%	0.0%

Were BLOs paid their honorarium?

» 17% of all BLOs have never received any money for their services (n=60).

» In the last 1 year, only 65% of all BLOs reported receiving any honorarium (n=60).

» The average honorarium received by a BLO was INR 3,174 i.e. only 53% of the INR 6,000 they are supposed to receive (n=39).

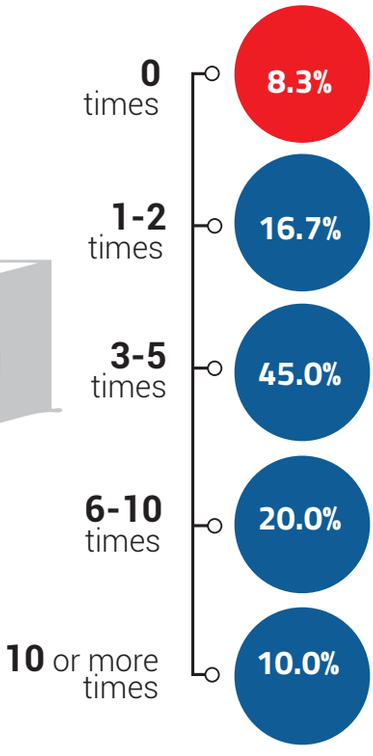
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 60)

Mostly inside full time office hours - 20.0% | Mostly outside full time office hours - 80.0%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 60)



» 80% of all BLOs perform their BLO duties outside of their regular work hours.

» 8% of BLOs did not conduct any door-to-door household visit exercise in the last 1 year.

» 61% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 84 days.

» In the last 1 year, between 30% and 45% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 84 days in a year
(n = 50)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 60)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	36.7%	8.3%	8.3%	3.3%	15.0%	3.3%	5.0%	**20.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	46.7%	3.3%	5.0%	6.7%	15.0%	5.0%	6.7%	**11.7%**
Collecting Data on Citizens missing from the List	30.0%	5.0%	6.7%	3.3%	13.3%	1.7%	6.7%	**33.3%**
Collecting Data on Errors in Voter Details	38.3%	10.0%	6.7%	5.0%	11.7%	0.0%	6.7%	**21.7%**
Collecting Data on New Households	25.0%	6.7%	3.3%	1.7%	10.0%	1.7%	6.7%	**45.0%**
Comparing Gender Ratio with District Census Data	25.0%	5.0%	10.0%	3.3%	8.3%	3.3%	11.7%	**33.3%**
Comparing Age-group with District Census Data	31.7%	8.3%	6.7%	6.7%	6.7%	0.0%	10.0%	**30.0%**
Updating the Polling Part Map	28.3%	10.0%	15.0%	10.0%	8.3%	1.7%	16.7%	**10.0%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 60)

10 minutes or less
16.7%

11 to 20 minutes
15.0%

21 to 30 minutes
31.7%

31 to 45 minutes
8.3%

46 minutes to 1 hour
13.3%

More than 1 hour
15.0%

» 60% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 63% of all BLOs reach their allotted PP within half an hour and 28% take more than 45 minutes.

» Lack of a BLO Identity Card was cited by most BLOs (12%) as the most adverse reason affecting their ability to work efficiently. This was followed by concerns on their safety and security in their allotted PP (8.2%) and issues with access to certain households (6.7%).

- **Are BLOs registered as a voter in their allotted PP?** (n = 60) - 40.0% Yes, 60.0% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 60)

A lack of a valid BLO Identity Card (ID)	11.7%
Concerns on safety and security while in the polling part	8.3%
Issues with access to certain household/areas within the polling part	6.7%
The time it takes to reach the Polling Part area	5.0%
Frequent changing of the polling parts allotted to them	5.0%
Concentration of work in just a few months i.e. uneven spread of work over a year	5.0%
A lack of cooperation from the people/citizens in the polling part	3.3%
A lack of proper house numbering in the polling part	3.3%
A lack of proper road/lane signage in the polling part	1.7%
A lack of supervision from seniors	1.7%
A lack of motivation and support from seniors/superiors	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
None/Face no adverse issues	48.3%

7 How satisfied do our BLOs feel about being one?

(n = 60)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	85.0%	10.0%	5.0%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

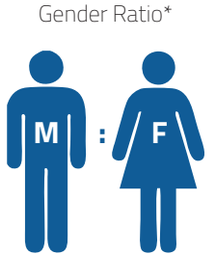
Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 42)

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 42)



<=1.2
61.9%

>1.2 but <=1.4
35.7%

>=1.4
2.4%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 42)

How many assessed lists had an NN?

PPs with NNs present on the voter list	0.0%
PPs with no NNs on the voter list	100.0%

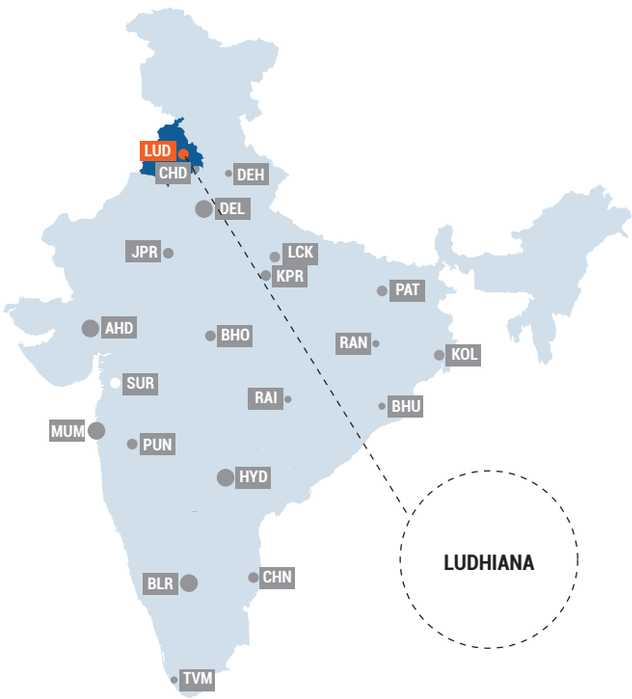
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = no eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	NA
Hand-drawn Type	NA

Ludhiana



Total Polling Parts (PPs) in all ACs sampled for the study

1,274

% of PPs for which BLO names and contact details are available (for ACs sampled)

99.9%

Total BLOs (for ACs sampled)*

1,272

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	**0.1%**	**0.0%**

Polling Parts with size > 1400 voters

11.9%

(Figure for a sample of 42 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

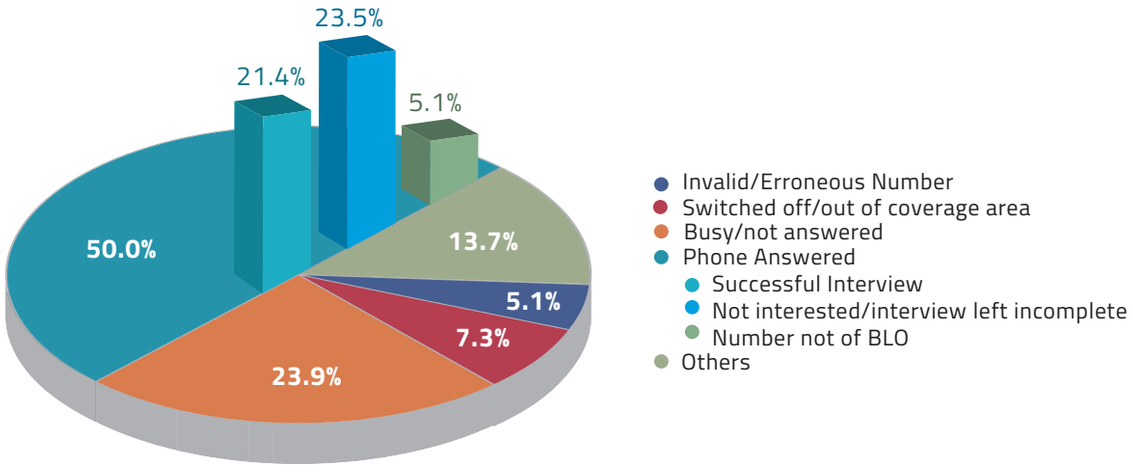
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes

2 How easy is it for citizens to contact BLOs?



1 in 2 BLOs could be reached - A total of 234 BLO numbers had to be dialled repeatedly to get through to 105 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?** (n = 50)

Teacher	20.0%
Anganwadi Teacher	0.0%
Clerk	26.0%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	54.0%

- **How long have they been a BLO for?** (n = 50)

Upto 6 months	8.0%
6 months to 1 year	4.0%
1 to 2 years	10.0%
2 to 3 years	12.0%
3 to 4 years	6.0%
4 to 5 years	18.0%
5+ years	42.0%

26% of BLOs hold full time jobs as Clerks and 20%, as Teachers. 66% of all BLOs have been one for more than 3 years and 12%, for less than a year.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 50)

0 times	1-2 times	3-5 times	6 or more times
12.0%	**52.0%**	**24.0%**	**12.0%**

» 12% of all BLOs did not receive any training in the last 1 year.

» 22% of all BLOs did not receive a BLO register and 48%, the BLO handbook.

» Only 76% of all BLOs received their honorarium last year and they only received INR 2,947 on average i.e. only 49% of the amount they are due. 14% of BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 50)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**22.0%**	74.0%	4.0%
A Bag with the Election Commission of India's logo on it	**58.0%**	42.0%	0.0%
An appointment letter	**28.0%**	64.0%	8.0%
A BLO Identity Card	**50.0%**	50.0%	0.0%
A Booth Level Officer Handbook	**48.0%**	48.0%	4.0%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**10.0%**	20.0%	70.0%
Pens/Pencils and empty note-pads	**64.0%**	34.0%	2.0%

- **Were BLOs paid their honorarium?**
  - » 14% of all BLOs have never received any money for their services (n=50).
  - » In the last 1 year, only 76% of all BLOs reported receiving any honorarium (n=50).
  - » The average honorarium received by a BLO was INR 2,947 i.e. only 49% of the INR 6,000 they are supposed to receive (n=38).

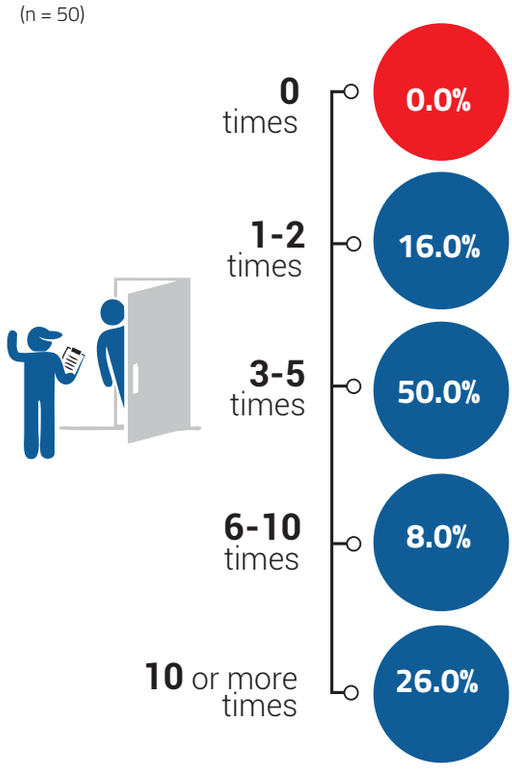
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 50)

Mostly inside full time office hours - 14.0% | Mostly outside full time office hours - 86.0%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 50)



» 86% of all BLOs perform their BLO duties outside of their regular work hours.

» 66% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 85 days.

» Between 22% and 26% of BLOs either did not compare their PP's gender and age-cohort ratios with that of their district's or update their PP maps.

- **On how many days do they do so?** - On average, 85 days in a year

(n = 45)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 50)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	30.0%	12.0%	18.0%	6.0%	10.0%	6.0%	14.0%	**4.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	34.0%	12.0%	14.0%	10.0%	8.0%	6.0%	12.0%	**4.0%**
Collecting Data on Citizens missing from the List	30.0%	14.0%	16.0%	6.0%	12.0%	4.0%	4.0%	**14.0%**
Collecting Data on Errors in Voter Details	36.0%	14.0%	20.0%	8.0%	8.0%	2.0%	6.0%	**6.0%**
Collecting Data on New Households	36.0%	10.0%	16.0%	8.0%	4.0%	0.0%	10.0%	**16.0%**
Comparing Gender Ratio with District Census Data	24.0%	6.0%	18.0%	12.0%	8.0%	0.0%	6.0%	**26.0%**
Comparing Age-group with District Census Data	26.0%	4.0%	16.0%	14.0%	6.0%	2.0%	8.0%	**24.0%**
Updating the Polling Part Map	18.0%	24.0%	16.0%	10.0%	2.0%	2.0%	6.0%	**22.0%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 50)

10 minutes or less
18.0%

11 to 20 minutes
34.0%

21 to 30 minutes
32.0%

31 to 45 minutes
6.0%

46 minutes to 1 hour
6.0%

More than 1 hour
4.0%

» 56% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 84% of all BLOs reach their allotted PP within half an hour.

» Issues in accessing certain households/areas, poor address infrastructure, concerns on safety and security as well as the time it takes to reach their PP were the most cited reasons for issues affecting their work adversely.

- **Are BLOs registered as a voter in their allotted PP?** (n = 50) - 44.0% Yes, 56.0% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 50)

Issues with access to certain household/areas within the polling part	12.0%
A lack of proper house numbering in the polling part	10.0%
A lack of proper road/lane signage in the polling part	10.0%
Concerns on safety and security while in the polling part	8.0%
The time it takes to reach the Polling Part area	6.0%
A lack of a valid BLO Identity Card (ID)	6.0%
Concentration of work in just a few months i.e. uneven spread of work over a year	6.0%
A lack of cooperation from the people/citizens in the polling part	4.0%
Frequent changing of the polling parts allotted to them	2.0%
A lack of motivation and support from seniors/superiors	2.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.0%
A lack of blank forms to be handed to the citizens	2.0%
A lack of supervision from seniors	2.0%
None/Face no adverse issues	28.0%

7 How satisfied do our BLOs feel about being one?

(n = 50)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	78.0%	10.0%	12.0%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 42)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
69.0%	19.0%	11.9%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 42)

Gender Ratio*

M : F

<=1.2	66.7%
>1.2 but <=1.4	21.4%
>=1.4	11.9%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 42)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

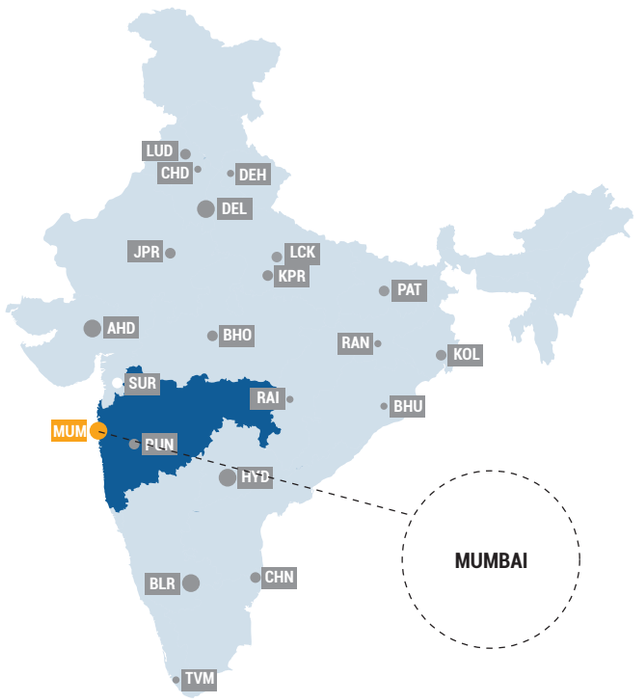
(n = no eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	NA
Hand-drawn Type	NA

Due to low sample size in the BLO interview stage (n = 11), please read findings with caution

Mumbai



Total Polling Parts (PPs) in all ACs sampled for the study

5,361

% of PPs for which BLO names and contact details are available (for ACs sampled)

77.3%

Total BLOs (for ACs sampled)*

2,611

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
63.2%	20.8%	16.0%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 90 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

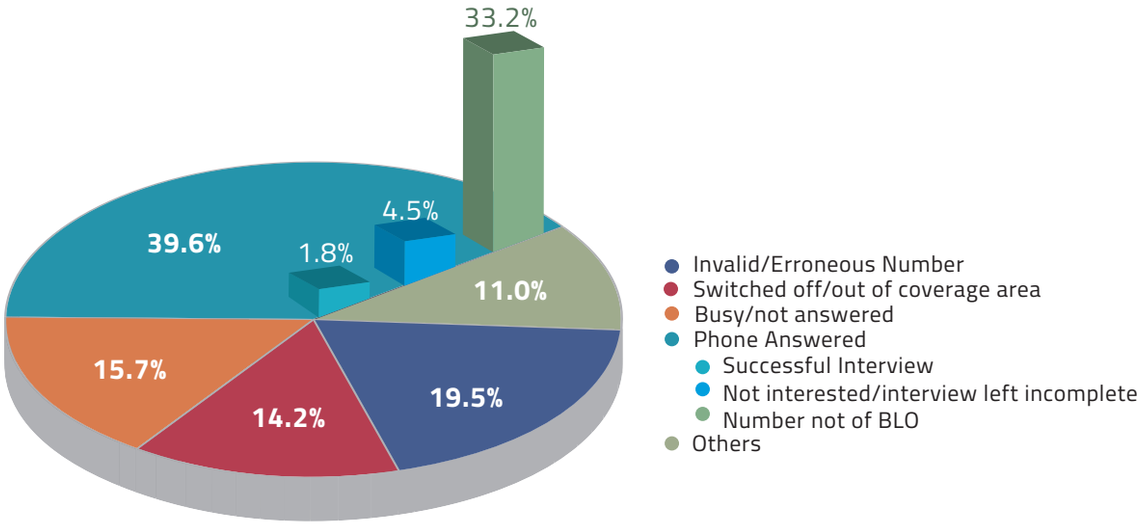
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



Only 1 in 16 BLOs could be reached - A total of 599 BLO numbers had to be dialled repeatedly to get through to 38 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 11)

Teacher	9.1%
Anganwadi Teacher	0.0%
Clerk	45.5%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	45.5%

- **How long have they been a BLO for?**
  (n = 11)

Upto 6 months	9.1%
6 months to 1 year	18.2%
1 to 2 years	9.1%
2 to 3 years	9.1%
3 to 4 years	18.2%
4 to 5 years	0.0%
5+ years	36.4%

45% of BLOs hold full time jobs as Clerks and 55% of all BLOs have been one for more than 3 years. 27% have been one for less than a year.

Due to low sample size in the BLO interview stage (n = 11), please read findings with caution

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 11)

0 times	1-2 times	3-5 times	6 or more times
18.2%	**45.5%**	**18.2%**	**18.2%**

» A significant proportion, 18% of all BLOs did not receive any training in the last 1 year.

» A fifth of all BLOs did not receive a BLO register and 52%, the BLO handbook.

» Only 63% of all BLOs received their honorarium last year and they only received INR 3,785 on average i.e. only 63% of the amount they are due. 9% of BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 11)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**45.5%**	54.5%	0.0%
A Bag with the Election Commission of India's logo on it	**36.4%**	63.6%	0.0%
An appointment letter	**20.0%**	80.0%	0.0%
A BLO Identity Card	**9.1%**	90.9%	0.0%
A Booth Level Officer Handbook	**36.4%**	63.6%	0.0%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**9.1%**	18.2%	72.7%
Pens/Pencils and empty note-pads	**27.3%**	72.7%	0.0%

- **Were BLOs paid their honorarium?**
  - » 9% of all BLOs have never received any money for their services (n=11).
  - » In the last 1 year, only 64% of all BLOs reported receiving any honorarium (n=11).
  - » The average honorarium received by a BLO was INR 4,417 i.e. only 74% of the INR 6,000 they are supposed to receive (n=6).

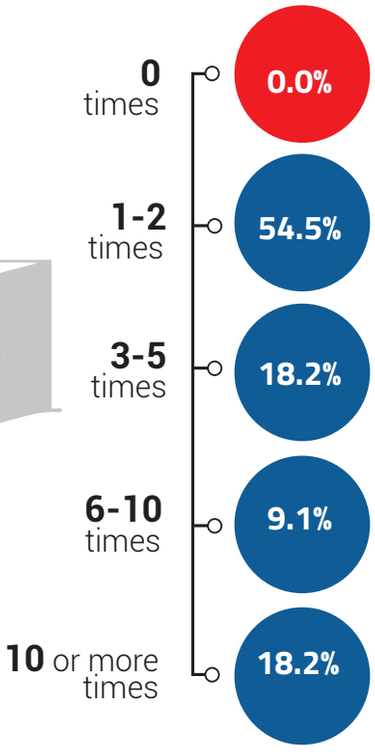
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 11)

Mostly inside full time office hours - 72.7% | Mostly outside full time office hours - 27.3%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 11)



» 73% of all BLOs perform their BLO duties outside of their regular work hours.

» 73% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 108 days .

» In the last 1 year, between 55% and 73% of all BLOs did not collect data on new households in their area, compare their PP's gender ratio and age-cohort ratios with their district's or update their PP map.

- **On how many days do they do so?** - On average, 108 days in a year
(n = 9)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 11)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	27.3%	18.2%	9.1%	9.1%	9.1%	18.2%	0.0%	**9.1%**
Collecting Data on Citizens about to turn 18/ just turned 18	18.2%	27.3%	18.2%	0.0%	0.0%	9.1%	9.1%	**18.2%**
Collecting Data on Citizens missing from the List	0.0%	27.3%	9.1%	9.1%	9.1%	9.1%	0.0%	**36.4%**
Collecting Data on Errors in Voter Details	18.2%	18.2%	27.3%	0.0%	9.1%	9.1%	0.0%	**18.2%**
Collecting Data on New Households	9.1%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	**72.7%**
Comparing Gender Ratio with District Census Data	9.1%	9.1%	9.1%	0.0%	0.0%	9.1%	0.0%	**63.6%**
Comparing Age-group with District Census Data	0.0%	9.1%	0.0%	0.0%	27.3%	9.1%	0.0%	**54.5%**
Updating the Polling Part Map	0.0%	18.2%	9.1%	0.0%	0.0%	0.0%	0.0%	**72.7%**

Due to low sample size in the BLO interview stage (n = 11), please read findings with caution

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted** (n = 11)

10 minutes or less
9.1%

11 to 20 minutes
18.2%

21 to 30 minutes
54.5%

31 to 45 minutes
0.0%

46 minutes to 1 hour
9.1%

More than 1 hour
9.1%

» 45% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 82% of all BLOs reach their allotted PP within half an hour.

» Lack of cooperation from citizens and concerns on safety and security while in the PP were cited by 18% of all BLOs as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 11) - 54.5% Yes, 45.5% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 11)

A lack of cooperation from the people/citizens in the polling part	18.2%
Concerns on safety and security while in the polling part	18.2%
The time it takes to reach the Polling Part area	9.1%
A lack of proper house numbering in the polling part	9.1%
A lack of proper road/lane signage in the polling part	9.1%
A lack of supervision from seniors	9.1%
Issues with access to certain household/areas within the polling part	0.0%
Frequent changing of the polling parts allotted to them	0.0%
A lack of a valid BLO Identity Card (ID)	0.0%
Concentration of work in just a few months i.e. uneven spread of work over a year	0.0%
A lack of motivation and support from seniors/superiors	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
None/Face no adverse issues	27.3%

7 How satisfied do our BLOs feel about being one?

(n = 11)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	90.9%	0.0%	9.1%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

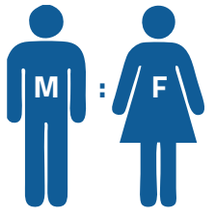
(n = 90)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
85.6%	12.2%	2.2%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 90)

Gender Ratio*



<=1.2	56.7%
>1.2 but <=1.4	23.3%
>=1.4	20.0%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 90)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

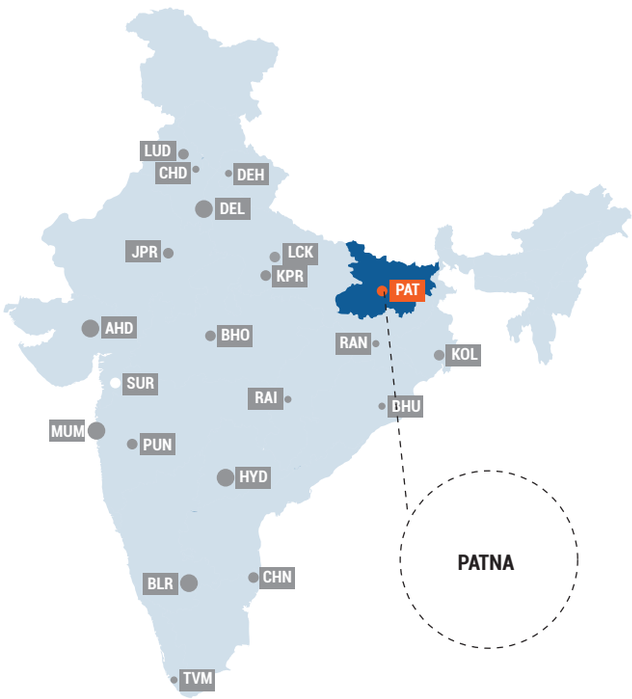
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 90 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	0.0%
Hand-drawn Type	100.0%

Patna



Total Polling Parts (PPs) in all ACs sampled for the study

2,520

% of PPs for which BLO names and contact details are available (for ACs sampled)

97.0%

Total BLOs (for ACs sampled)*

2,443

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	0.1%	0.0%

Polling Parts with size > 1400 voters

12.5%

(Figure for a sample of 48 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- No

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- No

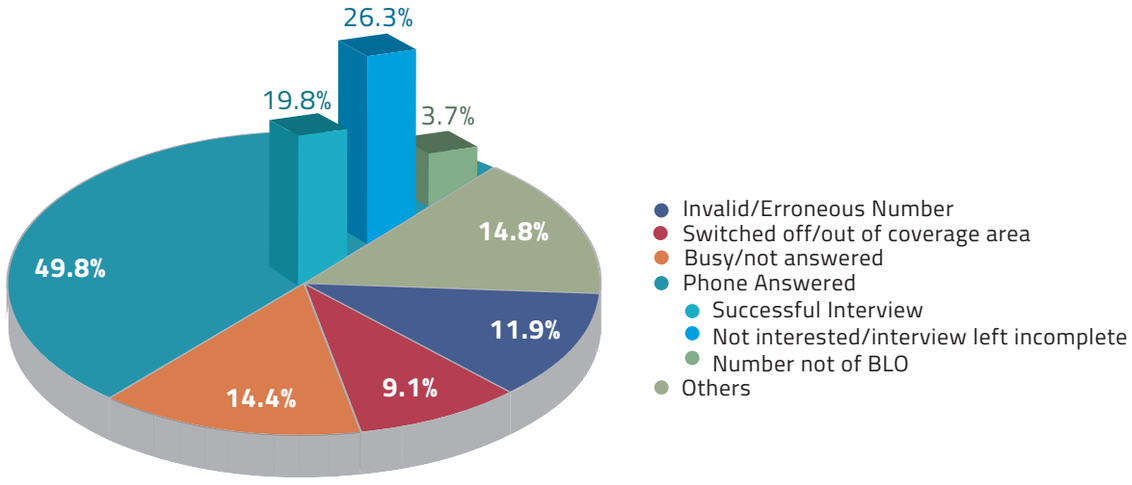
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- Yes

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 2 BLOs could be reached - A total of 243 BLO numbers had to be dialled repeatedly to get through to 112 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 48)

Teacher	64.6%
Anganwadi Teacher	29.2%
Clerk	2.1%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	4.2%

- **How long have they been a BLO for?**
  (n = 48)

Upto 6 months	0.0%
6 months to 1 year	2.1%
1 to 2 years	14.6%
2 to 3 years	10.4%
3 to 4 years	29.2%
4 to 5 years	8.3%
5+ years	35.4%

94% of BLOs hold full time jobs as Teachers and 83% have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 48)

0 times	1-2 times	3-5 times	6 or more times
4.2%	**22.9%**	**37.5%**	**35.4%**

» 4% of all BLOs did not receive any training in the last 1 year.

» 40% of all BLOs did not receive a BLO register and 56%, the BLO handbook.

» Only 71% of all BLOs received their honorarium last year but they received INR 4,882 on average i.e. 81% of the amount they are due. 4% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 48)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**39.6%**	56.3%	4.2%
A Bag with the Election Commission of India's logo on it	**54.2%**	41.7%	4.2%
An appointment letter	**68.8%**	29.2%	2.1%
A BLO Identity Card	**37.5%**	56.3%	6.3%
A Booth Level Officer Handbook	**56.3%**	41.7%	2.1%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**2.1%**	14.6%	83.3%
Pens/Pencils and empty note-pads	**47.9%**	52.1%	0.0%

- **Were BLOs paid their honorarium?**
  - » 4% of all BLOs have never received any money for their services (n=48).
  - » In the last 1 year, only 71% of all BLOs reported receiving any honorarium (n=48).
  - » The average honorarium received by a BLO was INR 4,882 i.e. only 81% of the INR 6,000 they are supposed to receive (n=34).

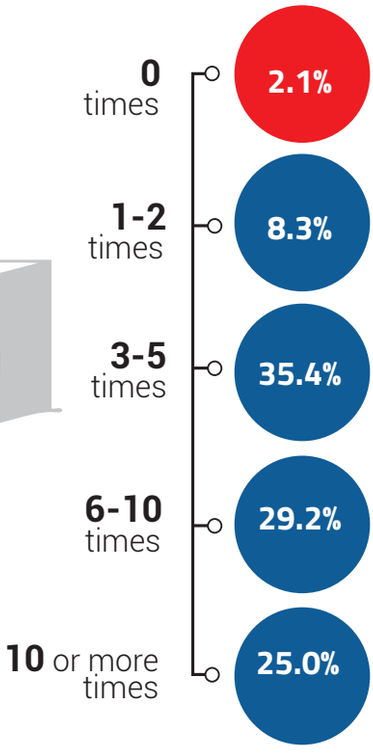
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 48)

Mostly inside full time office hours -6.3% | Mostly outside full time office hours - 93.8%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 48)



» 94% of all BLOs perform their BLO duties outside of their regular work hours.

» 44% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 72 days .

» In the last 1 year, between 19% and 35% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 72 days in a year

(n = 40)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 48)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	12.5%	8.3%	25.0%	14.6%	8.3%	12.5%	8.3%	**10.4%**
Collecting Data on Citizens about to turn 18/ just turned 18	18.8%	25.0%	18.8%	10.4%	4.2%	4.2%	14.6%	**4.2%**
Collecting Data on Citizens missing from the List	18.8%	20.8%	12.5%	10.4%	4.2%	14.6%	10.4%	**8.3%**
Collecting Data on Errors in Voter Details	27.1%	20.8%	20.8%	6.3%	6.3%	6.3%	10.4%	**2.1%**
Collecting Data on New Households	6.3%	18.8%	27.1%	10.4%	4.2%	0.0%	6.3%	**27.1%**
Comparing Gender Ratio with District Census Data	4.2%	22.9%	12.5%	12.5%	10.4%	2.1%	16.7%	**18.8%**
Comparing Age-group with District Census Data	8.3%	14.6%	14.6%	12.5%	8.3%	2.1%	4.2%	**35.4%**
Updating the Polling Part Map	8.3%	27.1%	22.9%	12.5%	8.3%	4.2%	6.3%	**10.4%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PPP?** (n = 48)

10 minutes or less
16.7%

11 to 20 minutes
27.1%

21 to 30 minutes
22.9%

31 to 45 minutes
8.3%

46 minutes to 1 hour
8.3%

More than 1 hour
16.7%

» 52% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 67% of all BLOs reach their allotted PP within half an hour.

» 10% of all BLOs cited that the frequent changing of PPs allotted to them affected their work most adversely. Following closely, at 8% each, are a lack of an ID card, concerns on safety and security and uneven spread of work over a year.

- **Are BLOs registered as a voter in their allotted PP?** (n = 48) - 47.9% Yes, 52.1% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 48)

Frequent changing of the polling parts allotted to them	10.4%
A lack of a valid BLO Identity Card (ID)	8.3%
Concerns on safety and security while in the polling part	8.3%
Concentration of work in just a few months i.e. uneven spread of work over a year	8.3%
Issues with access to certain household/areas within the polling part	4.2%
A lack of cooperation from the people/citizens in the polling part	4.2%
A lack of proper house numbering in the polling part	4.2%
A lack of proper road/lane signage in the polling part	4.2%
A lack of motivation and support from seniors/superiors	4.2%
A lack of blank forms to be handed to the citizens	4.2%
The time it takes to reach the Polling Part area	2.1%
A lack of supervision from seniors	2.1%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
None/Face no adverse issues	35.4%

7 How satisfied do our BLOs feel about being one?

(n = 48)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	72.9%	6.3%	20.8%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

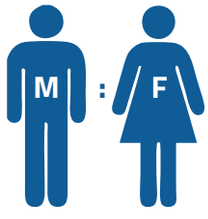
(n = 48)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
68.8%	18.8%	12.5%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 48)

Gender Ratio*



<=1.2	89.6%
>1.2 but <=1.4	10.4%
>=1.4	0.0%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 48)

How many assessed lists had an NN?

PPs with NNs present on the voter list	79.2%
PPs with no NNs on the voter list	20.8%

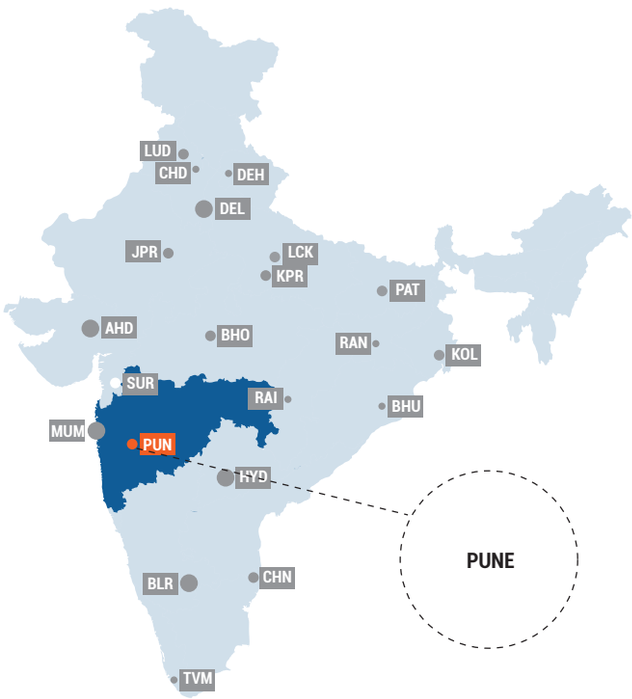
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 38 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	0.0%
Hand-drawn Type	100.0%

Pune



Total Polling Parts (PPs) in all ACs sampled for the study

3,238

% of PPs for which BLO names and contact details are available (for ACs sampled)

79.4%

Total BLOs (for ACs sampled)*

2,561

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.7%	0.2%	0.0%

Polling Parts with size > 1400 voters

13.3%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

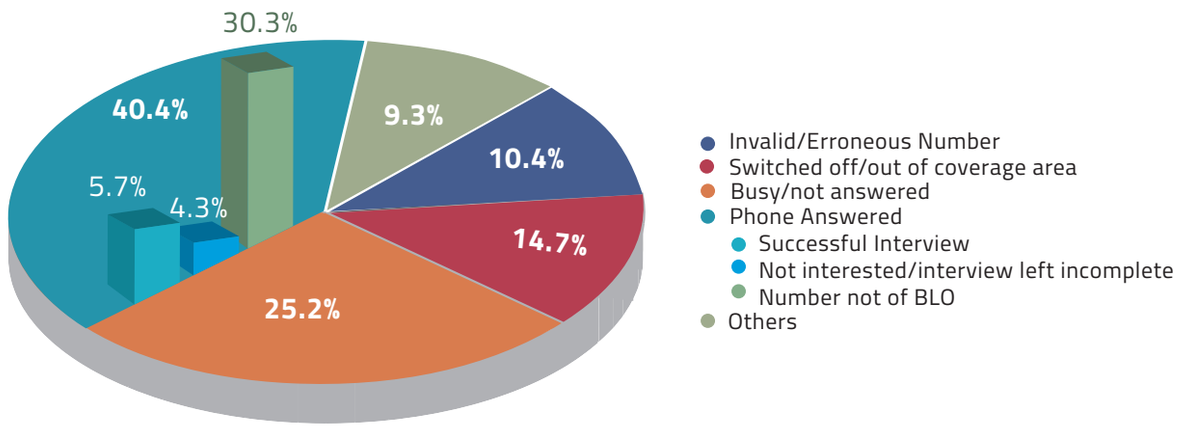
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 10 BLOs could be reached - A total of 646 BLO numbers had to be dialled repeatedly to get through to 65 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 37)

Teacher	78.4%
Anganwadi Teacher	0.0%
Clerk	10.8%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	10.8%

- **How long have they been a BLO for?**
  (n = 37)

Upto 6 months	0.0%
6 months to 1 year	5.4%
1 to 2 years	2.7%
2 to 3 years	5.4%
3 to 4 years	5.4%
4 to 5 years	35.1%
5+ years	45.9%

78% of BLOs hold full time jobs as Teachers and 10%, as Clerks. 87% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 37)

0 times	1-2 times	3-5 times	6 or more times
32.4%	**32.4%**	**35.1%**	**0.0%**

» 32% of all BLOs did not receive any training in the last 1 year.

» Just over a fifth of all BLOs (27%) did not receive a BLO register and 57%, the BLO handbook.

» Only 62% of all BLOs received their honorarium last year but they received INR 4,934 on average i.e. 82% of the amount they are due. 22% of BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 37)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**27.0%**	62.2%	10.8%
A Bag with the Election Commission of India's logo on it	**73.0%**	27.0%	0.0%
An appointment letter	**24.3%**	56.8%	18.9%
A BLO Identity Card	**48.6%**	48.6%	2.7%
A Booth Level Officer Handbook	**56.8%**	40.5%	2.7%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**8.1%**	37.8%	54.1%
Pens/Pencils and empty note-pads	**64.9%**	29.7%	5.4%

- **Were BLOs paid their honorarium?**
  - » 22% of all BLOs have never received any money for their services (n=37).
  - » In the last 1 year, only 62% of all BLOs reported receiving any honorarium (n=37).
  - » The average honorarium received by a BLO was INR 4,935 i.e. only 82% of the INR 6,000 they are supposed to receive (n=23).

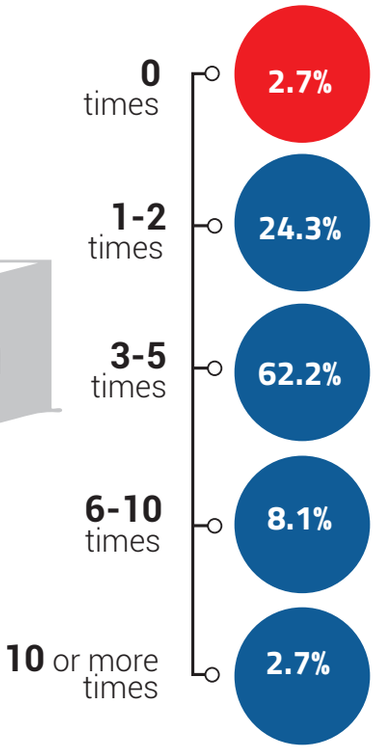
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 37)

Mostly inside full time office hours -24.3% | Mostly outside full time office hours - 75.7%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 37)



» 75% of all BLOs perform their BLO duties outside of their regular work hours.

» 87% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 59 days.

» In the last 1 year, between 46% and 73% of all BLOs did not collect data on new households in their area, compare their PP's gender ratio and age-cohort ratios with their district's or update their PP map.

- **On how many days do they do so?** - On average, 59 days in a year

(n = 35)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 37)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	24.3%	16.2%	16.2%	8.1%	5.4%	2.7%	5.4%	**21.6%**
Collecting Data on Citizens about to turn 18/ just turned 18	32.4%	10.8%	16.2%	10.8%	8.1%	5.4%	2.7%	**13.5%**
Collecting Data on Citizens missing from the List	32.4%	10.8%	13.5%	10.8%	8.1%	5.4%	10.8%	**8.1%**
Collecting Data on Errors in Voter Details	35.1%	10.8%	16.2%	10.8%	5.4%	5.4%	10.8%	**5.4%**
Collecting Data on New Households	16.2%	10.8%	2.7%	5.4%	0.0%	2.7%	2.7%	**59.5%**
Comparing Gender Ratio with District Census Data	10.8%	0.0%	2.7%	8.1%	0.0%	2.7%	8.1%	**67.6%**
Comparing Age-group with District Census Data	10.8%	0.0%	2.7%	5.4%	0.0%	2.7%	5.4%	**73.0%**
Updating the Polling Part Map	10.8%	10.8%	13.5%	10.8%	2.7%	2.7%	2.7%	**45.9%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 37)

10 minutes or less
10.8%

11 to 20 minutes
24.3%

21 to 30 minutes
37.8%

31 to 45 minutes
8.1%

46 minutes to 1 hour
13.5%

More than 1 hour
5.4%

» 65% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 73% of all BLOs reach their allotted PP within half an hour.

» 30% of all BLO cited a lack of house numbering as the most important reason affecting their work adversely. 22% cited a lack of cooperation from citizens.

- **Are BLOs registered as a voter in their allotted PP?** (n = 37) - 35.1% Yes, 64.9% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 37)

A lack of proper house numbering in the polling part	29.7%
A lack of cooperation from the people/citizens in the polling part	21.6%
The time it takes to reach the Polling Part area	5.4%
Frequent changing of the polling parts allotted to them	5.4%
Concerns on safety and security while in the polling part	5.4%
Concentration of work in just a few months i.e. uneven spread of work over a year	5.4%
Issues with access to certain household/areas within the polling part	2.7%
A lack of proper road/lane signage in the polling part	2.7%
A lack of motivation and support from seniors/superiors	2.7%
A lack of a valid BLO Identity Card (ID)	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
A lack of blank forms to be handed to the citizens	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	18.9%

7 How satisfied do our BLOs feel about being one?

(n = 37)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	51.4%	10.8%	37.8%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

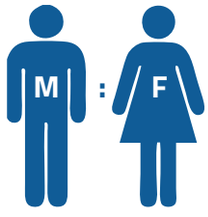
(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
66.7%	20.0%	13.3%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*



<=1.2	82.2%
>1.2 but <=1.4	15.6%
>=1.4	2.2%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

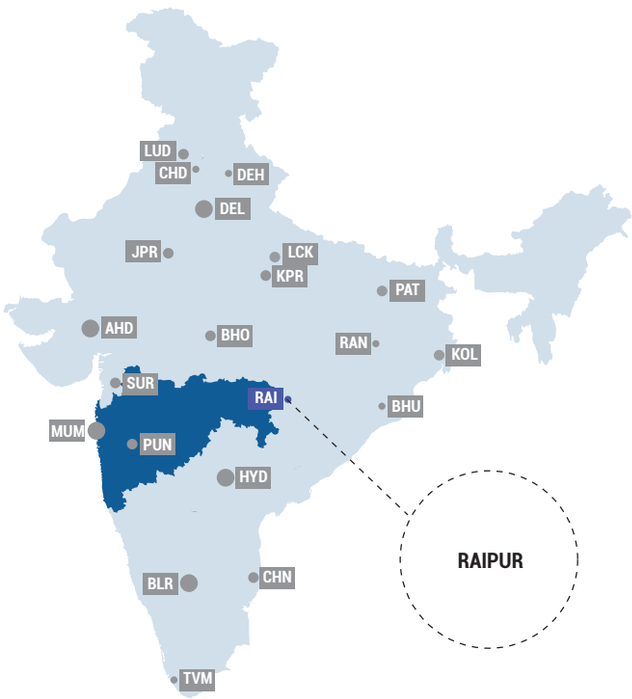
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 45 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100.0%
Hand-drawn Type	0.0%

Raipur



Total Polling Parts (PPs) in all ACs sampled for the study

982

% of PPs for which BLO names and contact details are available (for ACs sampled)

92.8%

Total BLOs (for ACs sampled)*

1,791

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
100.0%	0.0%	0.0%

Polling Parts with size > 1400 voters

NA

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- No

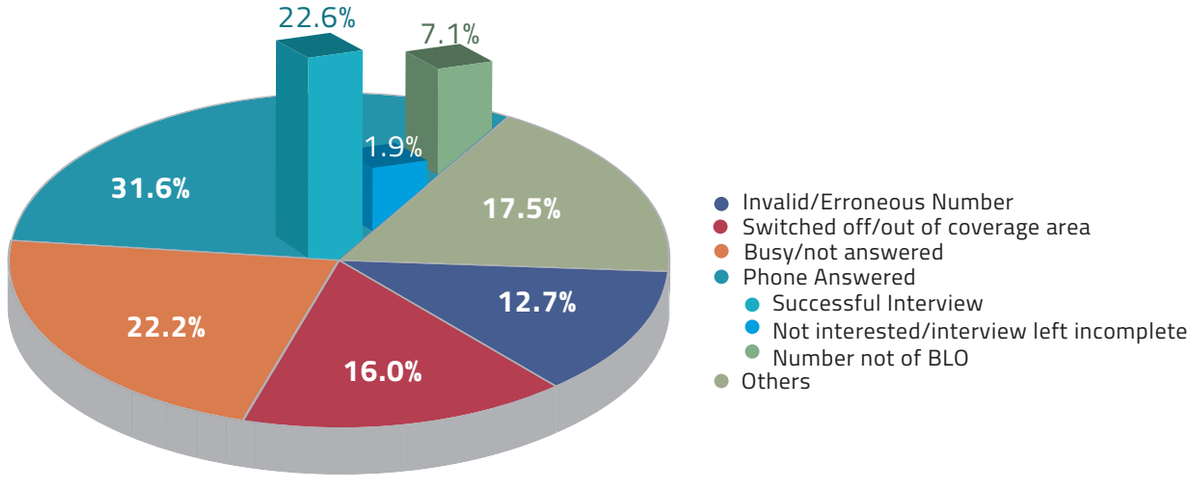
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 4 BLOs could be reached - A total of 212 BLO numbers had to be dialled repeatedly to get through to 52 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 48)

Teacher	45.8%
Anganwadi Teacher	50.0%
Clerk	0.0%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	4.2%

- **How long have they been a BLO for?**
  (n = 48)

Upto 6 months	0.0%
6 months to 1 year	0.0%
1 to 2 years	2.1%
2 to 3 years	4.2%
3 to 4 years	2.1%
4 to 5 years	10.4%
5+ years	81.3%

96% of BLOs hold full time jobs as Teachers and 94% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 48)

0 times	1-2 times	3-5 times	6 or more times
0.0%	**16.7%**	**66.7%**	**16.7%**

» All BLOs in Raipur received training in the last 1 year.

» Close to a fifth of all BLOs did not receive a BLO register and 46%, the BLO handbook.

» 88% of all BLOs received their honorarium last year and they received INR 4,898 on average i.e. 82% of the amount they are due.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 48)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**18.8%**	66.7%	14.6%
A Bag with the Election Commission of India's logo on it	**41.7%**	58.3%	0.0%
An appointment letter	**29.2%**	64.6%	6.3%
A BLO Identity Card	**33.3%**	66.7%	0.0%
A Booth Level Officer Handbook	**45.8%**	52.1%	2.1%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**0.0%**	33.3%	66.7%
Pens/Pencils and empty note-pads	**39.6%**	58.3%	2.1%

- **Were BLOs paid their honorarium?**
  - » 2% of all BLOs have never received any money for their services (n=48).
  - » In the last 1 year, only 88% of all BLOs reported receiving any honorarium (n=48).
  - » The average honorarium received by a BLO was INR 4,898 i.e. only 82% of the INR 6,000 they are supposed to receive (n=42).

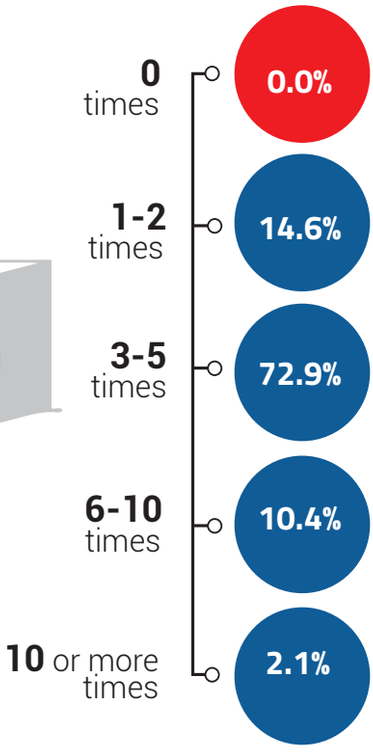
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 48)

Mostly inside full time office hours - 10.4% | Mostly outside full time office hours - 89.6%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 48)



» 90% of all BLOs perform their BLO duties outside of their regular work hours.

» 88% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 99 days.

» In the last 1 year, between 21% and 33% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 99 days in a year

(n = 47)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 48)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	54.2%	12.5%	12.5%	4.2%	14.6%	0.0%	0.0%	**2.1%**
Collecting Data on Citizens about to turn 18/ just turned 18	56.3%	12.5%	8.3%	4.2%	14.6%	0.0%	0.0%	**4.2%**
Collecting Data on Citizens missing from the List	50.0%	14.6%	14.6%	6.3%	10.4%	0.0%	0.0%	**4.2%**
Collecting Data on Errors in Voter Details	52.1%	16.7%	14.6%	4.2%	10.4%	0.0%	0.0%	**2.1%**
Collecting Data on New Households	37.5%	16.7%	12.5%	4.2%	8.3%	0.0%	0.0%	**20.8%**
Comparing Gender Ratio with District Census Data	16.7%	33.3%	6.3%	4.2%	8.3%	0.0%	2.1%	**29.2%**
Comparing Age-group with District Census Data	18.8%	31.3%	4.2%	4.2%	6.3%	0.0%	2.1%	**33.3%**
Updating the Polling Part Map	22.9%	33.3%	16.7%	14.6%	4.2%	4.2%	2.1%	**2.1%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 48)

10 minutes or less
29.2%

11 to 20 minutes
22.9%

21 to 30 minutes
33.3%

31 to 45 minutes
2.1%

46 minutes to 1 hour
8.3%

More than 1 hour
4.2%

» 41% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

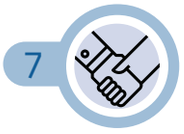
» 85% of all BLOs reach their allotted PP within half an hour.

» Most BLOs cited concerns over safety and security (17%) followed by lack of a BLO ID card, time it takes to reach PP and concentration of work in just a few months (each at 10%) as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 48) - 58.3% Yes, 41.7% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 48)

Concerns on safety and security while in the polling part	16.7%
The time it takes to reach the Polling Part area	10.4%
A lack of a valid BLO Identity Card (ID)	10.4%
Concentration of work in just a few months i.e. uneven spread of work over a year	10.4%
A lack of blank forms to be handed to the citizens	8.3%
A lack of cooperation from the people/citizens in the polling part	6.3%
Frequent changing of the polling parts allotted to them	6.3%
A lack of motivation and support from seniors/superiors	4.2%
Issues with access to certain household/areas within the polling part	2.1%
A lack of proper road/lane signage in the polling part	2.1%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.1%
A lack of proper house numbering in the polling part	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	20.8%



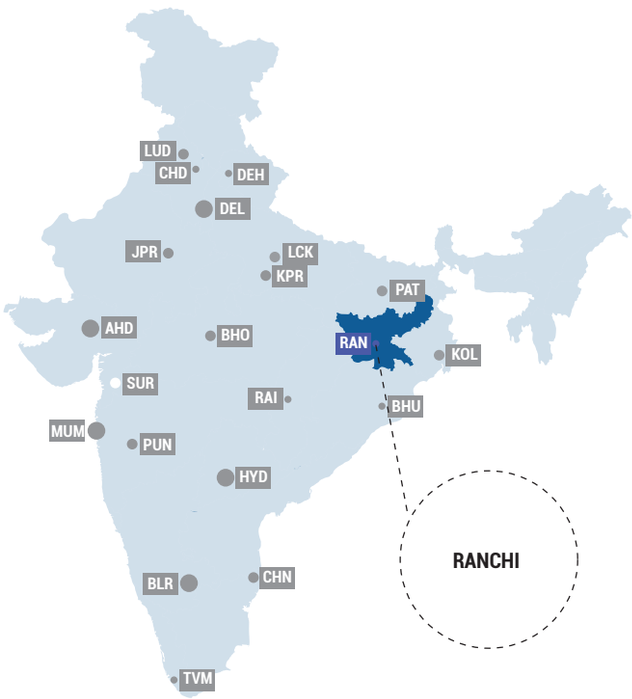
7 How satisfied do our BLOs feel about being one?

(n = 48)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	58.3%	**14.6%**	**27.1%**
All Centres (19/ n=1025)	**77.4%**	**8.9%**	**13.7%**

** Since Raipur's voter lists were not available for download at the time of analysis, VL & NN analysis was not done.*

Ranchi



Total Polling Parts (PPs) in all ACs sampled for the study

865

% of PPs for which BLO names and contact details are available (for ACs sampled)

92.3%

Total BLOs (for ACs sampled)*

794

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.5%	0.5%	0.0%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- No

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- No

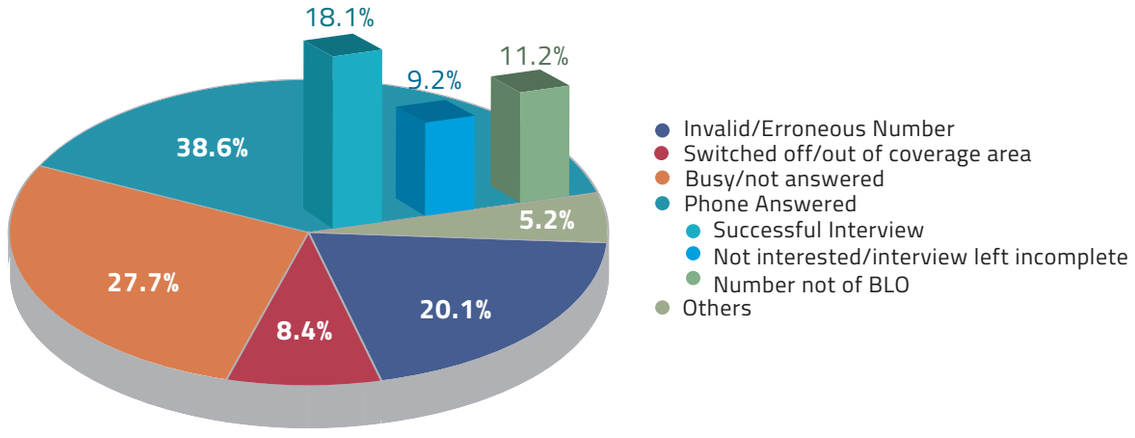
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- No

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



1 in 4 BLOs could be reached - A total of 249 BLO numbers had to be dialled repeatedly to get through to 68 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 45)

Teacher	55.6%
Anganwadi Teacher	33.3%
Clerk	0.0%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	11.1%

- **How long have they been a BLO for?**
  (n = 45)

Upto 6 months	2.2%
6 months to 1 year	2.2%
1 to 2 years	8.9%
2 to 3 years	22.2%
3 to 4 years	6.7%
4 to 5 years	13.3%
5+ years	44.4%

89% of BLOs hold full time jobs as Teachers and 33%, as Clerks. 65% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 45)

0 times	1-2 times	3-5 times	6 or more times
4.4%	**33.3%**	**62.2%**	**0.0%**

» 4% of all BLOs did not receive any training in the last 1 year.

» In the last 1 year, 16%, were not provided a BLO Handbook, a guide to their roles and responsibilities.

» Only 67% of all BLOs received their honorarium last year and they only received INR 3,133 on average i.e. only 52% of the amount they are due. 13% of all BLOs have never received any honorarium.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 45)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**0.0%**	84.4%	15.6%
A Bag with the Election Commission of India's logo on it	**4.4%**	95.6%	0.0%
An appointment letter	**15.6%**	80.0%	4.4%
A BLO Identity Card	**11.1%**	84.4%	4.4%
A Booth Level Officer Handbook	**15.6%**	80.0%	4.4%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**2.2%**	22.2%	75.6%
Pens/Pencils and empty note-pads	**6.7%**	93.3%	0.0%

- **Were BLOs paid their honorarium?**
  - » 13% of all BLOs have never received any money for their services (n=45).
  - » In the last 1 year, only 67% of all BLOs reported receiving any honorarium (n=45).
  - » The average honorarium received by a BLO was INR 3,133 i.e. only 52% of the INR 6,000 they are supposed to receive (n=30).

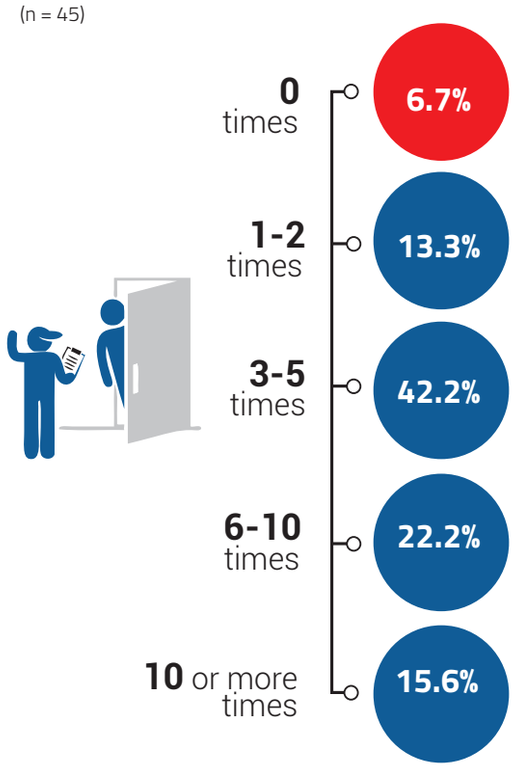
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 45)

Mostly inside full time office hours -2.2% | Mostly outside full time office hours - 97.8%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 45)



» 98% of all BLOs perform their BLO duties outside of their regular work hours.

» 56% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 83 days. 7% reported conducting none such visits.

» In the last 1 year, between 31% and 36% of all BLOs did not collect data on new households in their area or compare their PP's gender ratio and age-cohort ratios with their district's.

- **On how many days do they do so?** - On average, 83 days in a year

(n = 40)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 45)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	0.0%	8.9%	26.7%	26.7%	13.3%	8.9%	8.9%	**6.7%**
Collecting Data on Citizens about to turn 18/ just turned 18	4.4%	8.9%	26.7%	31.1%	11.1%	4.4%	6.7%	**6.7%**
Collecting Data on Citizens missing from the List	4.4%	11.1%	31.1%	24.4%	8.9%	4.4%	4.4%	**11.1%**
Collecting Data on Errors in Voter Details	4.4%	13.3%	28.9%	28.9%	11.1%	4.4%	4.4%	**4.4%**
Collecting Data on New Households	4.4%	4.4%	24.4%	17.8%	6.7%	2.2%	4.4%	**35.6%**
Comparing Gender Ratio with District Census Data	6.7%	4.4%	20.0%	17.8%	6.7%	2.2%	8.9%	**33.3%**
Comparing Age-group with District Census Data	4.4%	4.4%	22.2%	17.8%	6.7%	4.4%	8.9%	**31.1%**
Updating the Polling Part Map	8.9%	42.2%	17.8%	11.1%	4.4%	0.0%	0.0%	**15.6%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 45)

10 minutes or less
28.9%

11 to 20 minutes
17.8%

21 to 30 minutes
35.6%

31 to 45 minutes
2.2%

46 minutes to 1 hour
11.1%

More than 1 hour
4.4%

» 24% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 82% of all BLOs reach their allotted PP within half an hour.

» Most BLOs cited a lack of cooperation from citizens as the factor that affected their work most adversely (13%). This was followed by 'uneven spread of work over a year' (11%) and the time it took to get to their PP and lack of house numbering (9% each).

- **Are BLOs registered as a voter in their allotted PP?** (n = 45) - 75.6% Yes, 24.4% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 45)

A lack of cooperation from the people/citizens in the polling part	13.3%
Concentration of work in just a few months i.e. uneven spread of work over a year	11.1%
The time it takes to reach the Polling Part area	8.9%
A lack of proper house numbering in the polling part	8.9%
Issues with access to certain household/areas within the polling part	6.7%
A lack of a valid BLO Identity Card (ID)	6.7%
Frequent changing of the polling parts allotted to them	4.4%
Concerns on safety and security while in the polling part	4.4%
A lack of motivation and support from seniors/superiors	4.4%
A lack of blank forms to be handed to the citizens	4.4%
A lack of supervision from seniors	2.2%
A lack of proper road/lane signage in the polling part	0.0%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	0.0%
None/Face no adverse issues	24.4%

7 How satisfied do our BLOs feel about being one?

(n = 45)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	77.8%	2.2%	20.0%
All Centres (19/ n = 1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

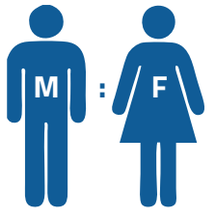
(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
100.0%	0.0%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*



<=1.2	73.3%
>1.2 but <=1.4	24.4%
>=1.4	2.2%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	84.4%
PPs with no NNs on the voter list	15.6%

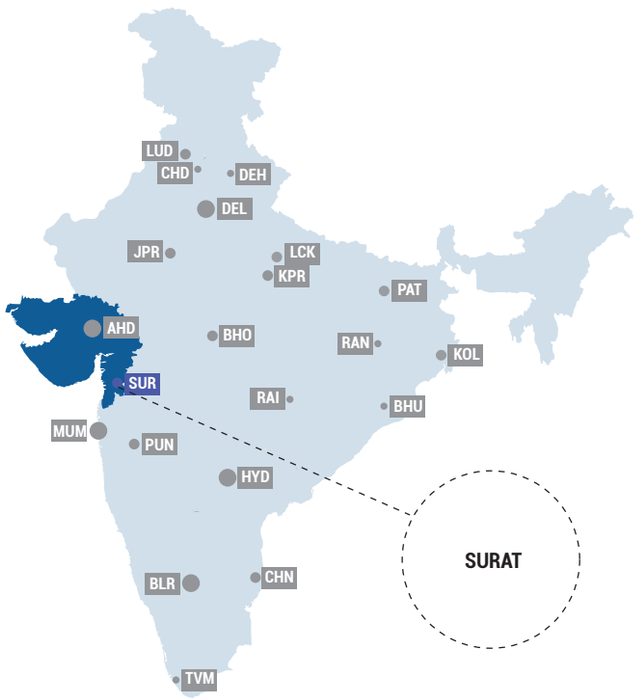
As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

(n = 38 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	0.0%
Hand-drawn Type	100.0%

Surat



Total Polling Parts (PPs) in all ACs sampled for the study

1,976

% of PPs for which BLO names and contact details are available (for ACs sampled)

96.7%

Total BLOs (for ACs sampled)*

1,909

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
99.9%	0.1%	0.0%

Polling Parts with size > 1400 voters

0.0%

(Figure for a sample of 45 PP lists)

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- Yes

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

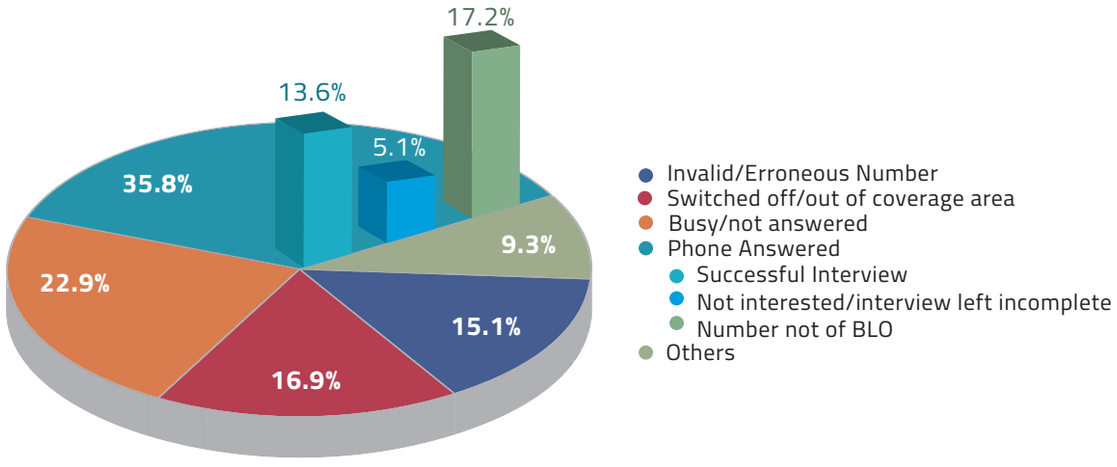
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- Yes

2 How easy is it for citizens to contact BLOs?



1 in 5 BLOs could be reached - A total of 332 BLO numbers had to be dialled repeatedly to get through to 62 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 45)

Teacher	55.6%
Anganwadi Teacher	8.9%
Clerk	13.3%
Revenue Inspector	0.0%
Tax Inspector	2.2%
Others	20.0%

- **How long have they been a BLO for?**
  (n = 45)

Upto 6 months	2.2%
6 months to 1 year	4.4%
1 to 2 years	15.6%
2 to 3 years	4.4%
3 to 4 years	11.1%
4 to 5 years	8.9%
5+ years	53.3%

64% of BLOs hold full time jobs as Teachers and 73% of all BLOs have been one for more than 3 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 45)

0 times	1-2 times	3-5 times	6 or more times
4.4%	**55.6%**	**35.6%**	**4.4%**

» 4% of all BLOs did not receive any training in the last 1 year.

» 18% of all BLOs did not receive the BLO handbook last year.

» Only 71% of all BLOs received their honorarium last year and they only received INR 3,127 on average i.e. only 52% of the amount they are due.

- **How often were BLOs provided with essential items in the last 1 year?** (n = 45)

	Number of times these materials were provided in the last 1 year		
Essential Items	**0 times**	**1-2 times**	**3+ times**
A BLO Register	**0.0%**	6.7%	93.3%
A Bag with the Election Commission of India's logo on it	**0.0%**	84.4%	15.6%
An appointment letter	**35.6%**	57.8%	6.7%
A BLO Identity Card	**15.6%**	82.2%	2.2%
A Booth Level Officer Handbook	**17.8%**	77.8%	4.4%
Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	**15.6%**	82.2%	2.2%
Pens/Pencils and empty note-pads	**2.2%**	11.1%	86.7%

- **Were BLOs paid their honorarium?**

  » In the last 1 year, only 71% of all BLOs reported receiving any honorarium (n=45).

  » The average honorarium received by a BLO was INR 3,127 i.e. only 52% of the INR 6,000 they are supposed to receive (n=32).

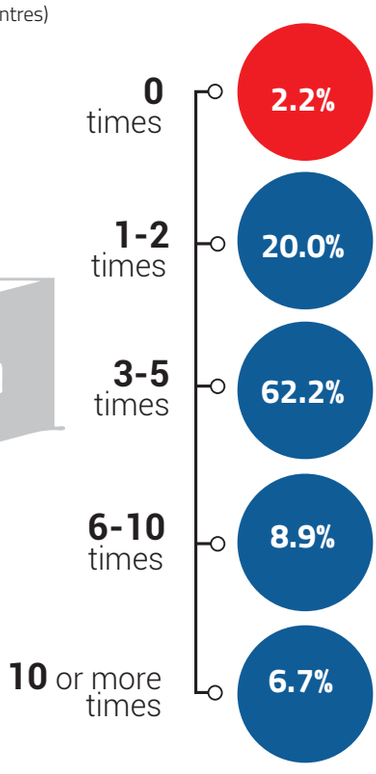
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = 45)

Mostly inside full time office hours -2.2% | Mostly outside full time office hours - 97.8%

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 45/19 centres)



» 98% of all BLOs perform their BLO duties outside of their regular work hours.

» 82% of all BLO reportedly conducted between 1 and 5 door-to-door household visit exercises in the last 1 year. On average, they did so over 74 days.

» 53% of all BLOs did not collect data on new-households and 27% did not compare the gender ratio of their PP with that of the district census.

- **On how many days do they do so?** - On average, 74 days in a year

(n = 43)

- **How much time do BLOs take to perform functions critical to voter list maintenance each time they do so?** (n = 45)

	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	26.7%	0.0%	20.0%	24.4%	17.8%	2.2%	0.0%	**8.9%**
Collecting Data on Citizens about to turn 18/ just turned 18	33.3%	2.2%	20.0%	20.0%	15.6%	2.2%	0.0%	**6.7%**
Collecting Data on Citizens missing from the List	28.9%	2.2%	17.8%	22.2%	15.6%	4.4%	0.0%	**8.9%**
Collecting Data on Errors in Voter Details	35.6%	6.7%	17.8%	20.0%	13.3%	2.2%	0.0%	**4.4%**
Collecting Data on New Households	8.9%	0.0%	6.7%	15.6%	11.1%	4.4%	0.0%	**53.3%**
Comparing Gender Ratio with District Census Data	11.1%	6.7%	17.8%	17.8%	11.1%	8.9%	0.0%	**26.7%**
Comparing Age-group with District Census Data	13.3%	6.7%	17.8%	22.2%	17.8%	4.4%	0.0%	**17.8%**
Updating the Polling Part Map	22.2%	17.8%	20.0%	15.6%	15.6%	2.2%	0.0%	**6.7%**

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 45)

10 minutes or less
6.7%

11 to 20 minutes
31.1%

21 to 30 minutes
44.4%

31 to 45 minutes
8.9%

46 minutes to 1 hour
6.7%

More than 1 hour
2.2%

» 56% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 82% of all BLOs reach their allotted PP within half an hour.

» The most cited reason, that affects BLO work adversely, was a lack of cooperation from citizens, with 16% citing so. This was followed by the uneven spread of work in a year, cited by 7% as the most adverse reason affecting their work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 45) - 44.4% Yes, 55.6% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?** (n = 45)

A lack of cooperation from the people/citizens in the polling part	15.6%
Concentration of work in just a few months i.e. uneven spread of work over a year	6.7%
The time it takes to reach the Polling Part area	4.4%
A lack of a valid BLO Identity Card (ID)	4.4%
Frequent changing of the polling parts allotted to them	2.2%
Concerns on safety and security while in the polling part	2.2%
A lack of motivation and support from seniors/superiors	2.2%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	2.2%
Issues with access to certain household/areas within the polling part	0.0%
A lack of proper house numbering in the polling part	0.0%
A lack of proper road/lane signage in the polling part	0.0%
A lack of blank forms to be handed to the citizens	0.0%
A lack of supervision from seniors	0.0%
None/Face no adverse issues	60.0

7 How satisfied do our BLOs feel about being one?

(n = 45)

	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	66.7%	15.6%	17.8%
All Centres (19/ n=1025)	77.4%	8.9%	13.7%

Voter List Analysis

As per the ECI's guidelines, no urban PP should have more than 1400 voters

(n = 45)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
82.2%	17.8%	0.0%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*

M : F

<=1.2	>1.2 but <=1.4	>=1.4
48.9%	28.9%	22.2%

** Ratio calculations exclude third gender*

As per guidelines, each list is supposed to include a 'Nazari Naksha' (NN) i.e. the map of the polling part clearly showing boundaries, roads and the numbered households within

(NNs analysed = 45)

How many assessed lists had an NN?

PPs with NNs present on the voter list	100.0%
PPs with no NNs on the voter list	0.0%

As per the ECI, all NNs were to be converted from a 'hand drawn' type to a GIS type by 2016.

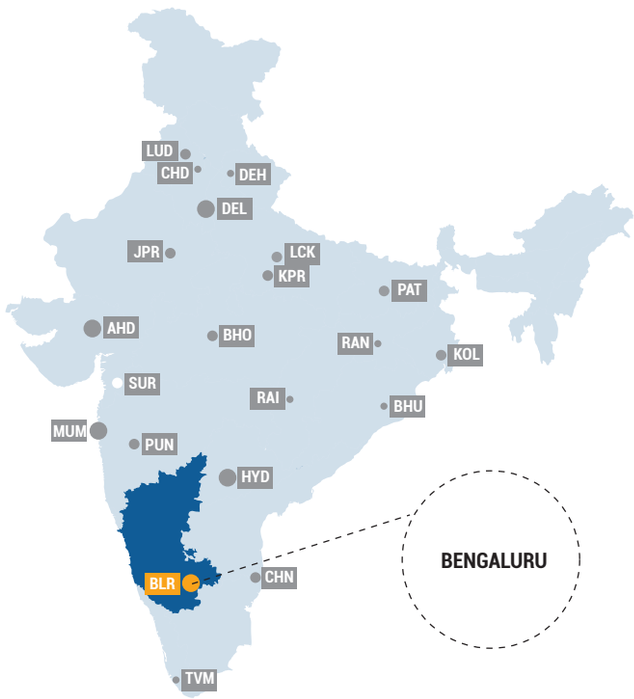
(n = 45 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	100.0%
Hand-drawn Type	0.0%

The section/section layout for this centre differs from that in the earlier profiles as the data/information presented here is from a study conducted earlier where not all questions were asked/asked in the same manner as that for the earlier presented 18 centres.

Bengaluru



Total Polling Parts (PPs) in all ACs sampled for the study

3,077

Proportion of PPs for which BLO names and contact details are available (for ACs sampled)

100%

Total BLOs (for ACs sampled)

NA*

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
NA*	NA*	NA*

Polling Parts with size > 1400 voters

NA*

**NA - This data was not collected as part of the Bengaluru study conducted earlier and hence, is not available*

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

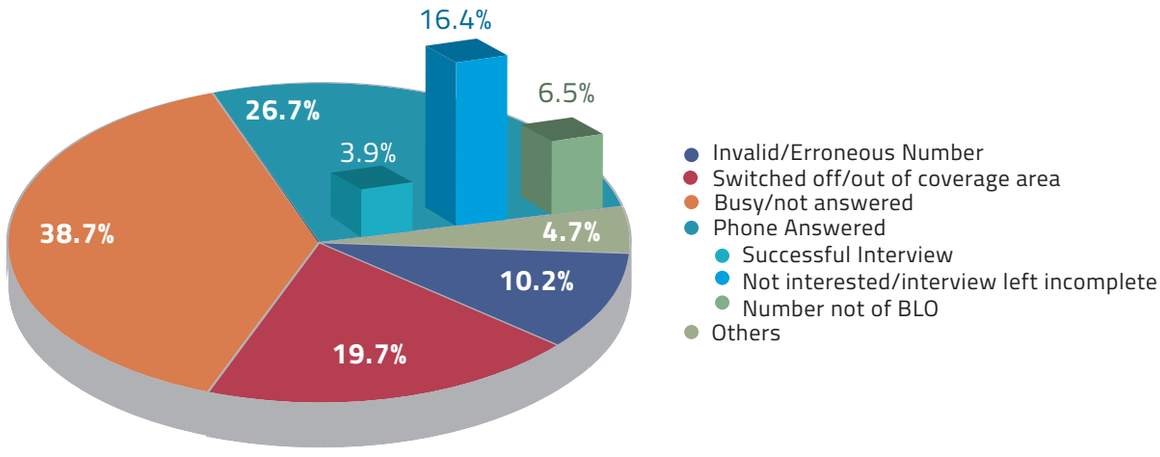
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?



Only 1 in 5 BLOs could be reached - A total of 2,740 BLO numbers had to be dialled repeatedly to get through to 555 BLOs.

3 Who are our BLOs?

- **What are their regular jobs?**
  (n = 104)

Teacher	37.5%
Anganwadi Teacher	3.8%
Clerk	18.3%
Revenue Inspector	4.8%
Tax Inspector	5.8%
Others	29.8%

- **How long have they been a BLO for?**
  (n = 84)

Upto 6 months	0.0%
6 months to 1 year	0.0%
1 to 2 years	10.7%
2 to 3 years	7.1%
3 to 4 years	9.5%
4 to 5 years	10.7%
5+ years	61.9%

41% of BLOs hold full time jobs as Teachers and another 18% as Clerks. 62% of all BLOs have been one for more than 5 years.

4 What support and training do BLOs receive from the ECI?

- **How many times were BLOs trained in the last 1 year?** (n = 94)

0 times	1-2 times	3-5 times	6 or more times
3.2%	**93.6%**	**3.2%**	**0.0%**

» Only 3% BLOs did not receive any training in the last 1 year.

» Close to half of all BLOs did not receive a BLO register or handbook.

» Only 47% of all BLOs received their honorarium last year. Even they only received INR 3,297 on average i.e. only 66% of the amount they are due. 11% claimed to have never received any honorarium.

- **Were BLOs paid their honorarium?**
  - » 11% of all BLOs have never received any money for their services (n=94).
  - » In the last 1 year, only 57% of all BLOs reported receiving any honorarium (n=94).
  - » The average honorarium received by a BLO was INR 3,714 i.e. only 62% of the INR 6,000 they are supposed to receive as of 2016 (n=51).

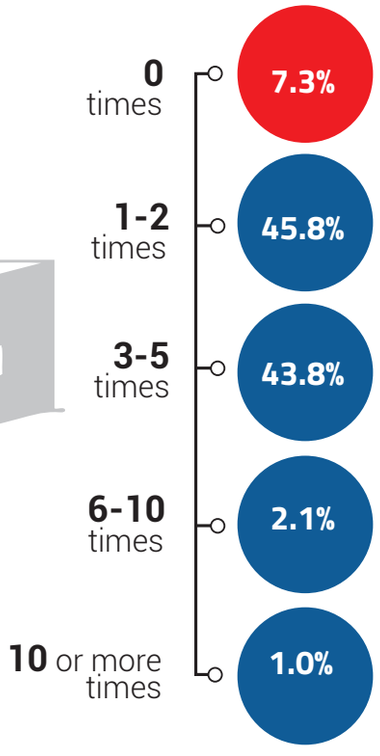
5 How do BLOs go about doing their job?

- **When do BLOs execute their duties?** (n = NA)

Mostly inside full time office hours - NA* | Mostly outside full time office hours - NA*

- **How many times a year do BLOs perform door-to-door visits for voter list maintenance?**

(n = 96)



» A large majority of BLOs, about 90%, reportedly conducted between 1 and 5 door-to-door exercises in the last month and spent on average, 50 days, doing so.

» Tasks, such as comparing gender ratio and age-cohort ratio of their PP with that of their district's was not performed by 39% and 47% of BLOs respectively.

- **On how many days do they do so?** - On average, 50 days in a year

(n = 88)

- **Do BLOs perform all functions critical to voter list maintenance?** (n = 106)

	Have Done Activity	Haven't done activity
Collecting Citizen Gender Data	**69.8%**	**30.2%**
Collecting Data on Citizens about to turn 18/just turned 18	**84.0%**	**16.0%**
Collecting Data on Citizens missing from the List	**NA***	**NA***
Collecting Data on Errors in Voter Details	**NA***	**NA***
Collecting Data on New Households	**71.7%**	**28.3%**
Comparing Gender Ratio with District Census Data	**60.4%**	**39.6%**
Comparing Age-group with District Census Data	**52.8%**	**47.2%**
Updating the Polling Part Map	**59.4%**	**40.6%**

**NA - This data was not collected as part of the Bengaluru study conducted earlier and hence, is not available*

6 What are the difficulties that BLOs face in executing their duties?

- **How long does it take BLOs to get to their allotted PP?** (n = 106)

10 minutes or less
31.1%

11 to 20 minutes
29.2%

21 to 30 minutes
16.0%

31 to 45 minutes
7.5%

46 minutes to 1 hour
5.7%

More than 1 hour
10.4%

» 32% of BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» A large majority (77%) reaches their allotted PP within half an hour but 16% take more than 45 minutes one-way; considering the fact that most travel outside of working hours, this appears to be a significant burden.

» Lack of a BLO ID card and poor address infrastructure were cited by close to a quarter of all BLOs as the most adverse reason affecting their ability to work.

- **Are BLOs registered as a voter in their allotted PP?** (n = 106) - 67.9% Yes, 32.1% No

- **Which issue affects the execution of BLO duties/BLOs' ability to execute their duties most?**
(n = 90)

A lack of a valid BLO Identity Card (ID)	24.4%
A lack of proper house numbering in the polling part	24.4%
A lack of cooperation from the people/citizens in the polling part	15.6%
Concerns on safety and security while in the polling part	6.7%
The time it takes to reach the Polling Part area	6.7%
A lack of motivation and support from seniors/superiors	6.7%
Frequent changing of the polling parts allotted to them	3.3%
A lack of proper road/lane signage in the polling part	3.3%
A lack of supervision from seniors	3.3%
Concentration of work in just a few months i.e. uneven spread of work over a year	2.2%
A lack of blank forms to be handed to the citizens	2.2%
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	1.1%
Issues with access to certain household/areas within the polling part	0.0%
None/Face no adverse issues	-

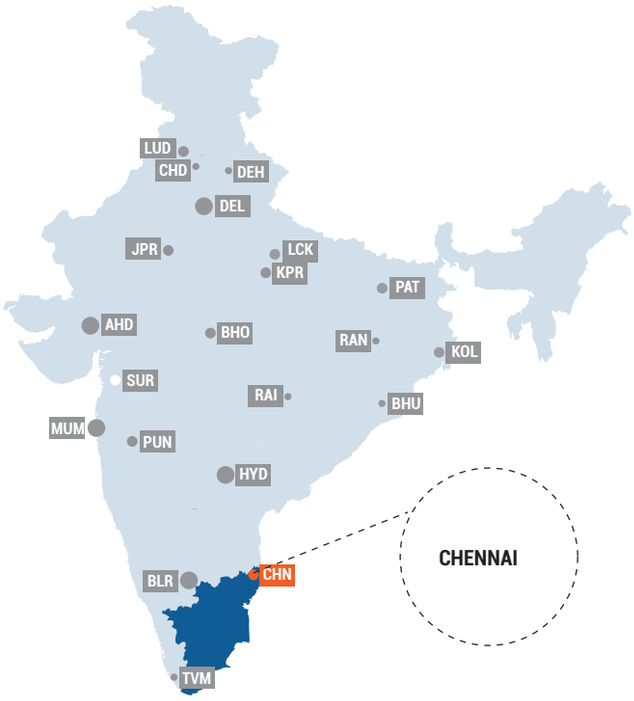
7 How satisfied do our BLOs feel about being one?

(n = 106)

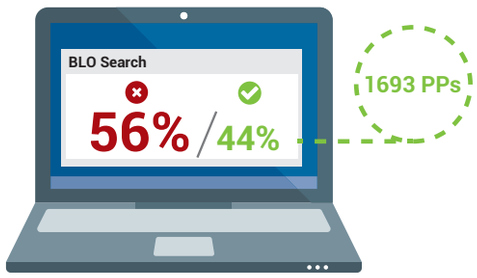
	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied
	78.3%	**17.9%**	**3.8%**
All Centres (19/ n=1025)	**77.4%**	**8.9%**	**13.7%**

The section/section layout for this centre differs from that in the earlier profiles as the data/information presented here is from a study conducted earlier where not all questions were asked/asked in the same manner as that for the earlier presented 18 centres.

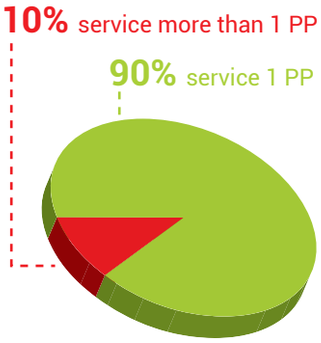
Chennai



No BLO information is available for more than half of Chennai's PPs online. Four out of Chennai's 16 ACs have no BLO information for any of its PPs.



These 1693 PPs are serviced by a total of 1494 BLOs. 148 BLOs out of these service more than 1 PP*.



as determined by duplicate name & phone number

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

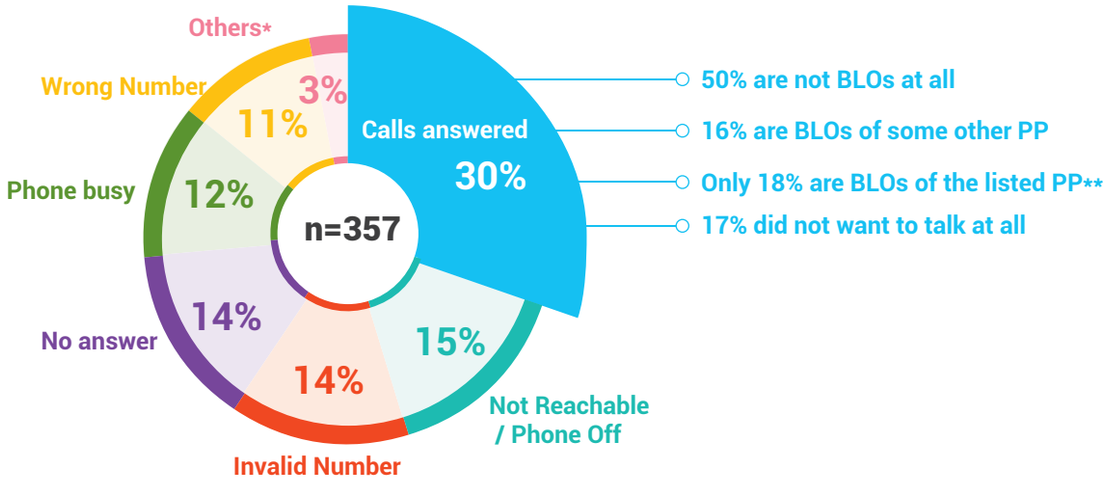
» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?

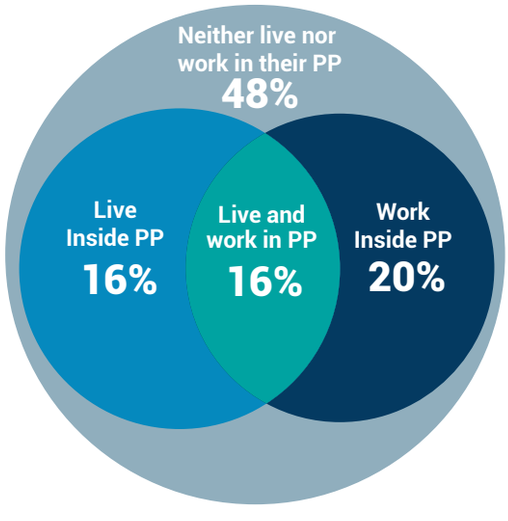


Only 1 in 6 BLOs could be reached - A total of 357 BLO numbers had to be dialled repeatedly to get through to 55 BLOs.

** Others includes - 1) Phone answered by someone other than BLO who said the BLO was not available and 2) Call disconnects even before answering*

*** Listed online on the ECI's website - http://eci-citizenservicesforofficers.nic.in/officerscontact/*

3 Do BLOs reside in the PPs they are in charge of?



n=25*

To ensure that BLOs can service their area effectively the ECI mandates that only those residing in a PP can be the BLO for that PP. However, the majority of BLOs (n=12 out of 25) who answered this question in the survey do not live in the PP for which they are a BLO. These BLOs noted they have to travel anywhere up to an hour to reach the PP for which they are a BLO, making it harder to execute their duties.

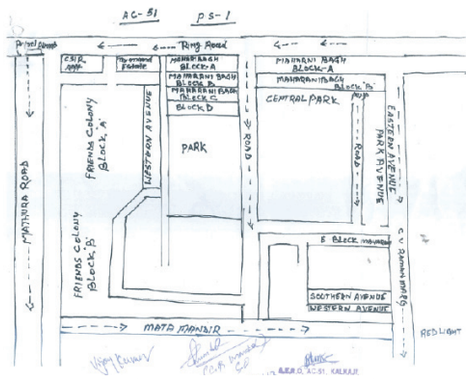
** 13 correct BLOs were interviewed as well as 13 BLOs who were not listed against the correct PP. One of the latter is retired and therefore, did not answer this question.*

4 Are 'Nazari Nakshas' given in voter lists as per guidelines?

The Nazariya Naksha (NN) is a map, which as per ECI guidelines is supposed to be made and updated by BLOs to help them perform their duties better. It gives them an idea of their PP's boundaries, layout and of the households within. Geographical boundaries and layout of the PPs are unclear and not systematically recorded on the voter list. Ninety five out of the 112 Nazirya Nakshas sampled showed a map of the polling booth rather than the PP. The rest had identical NNs which did not belong to any of the PPs. In short, there was no NN in any of the sampled PPs.

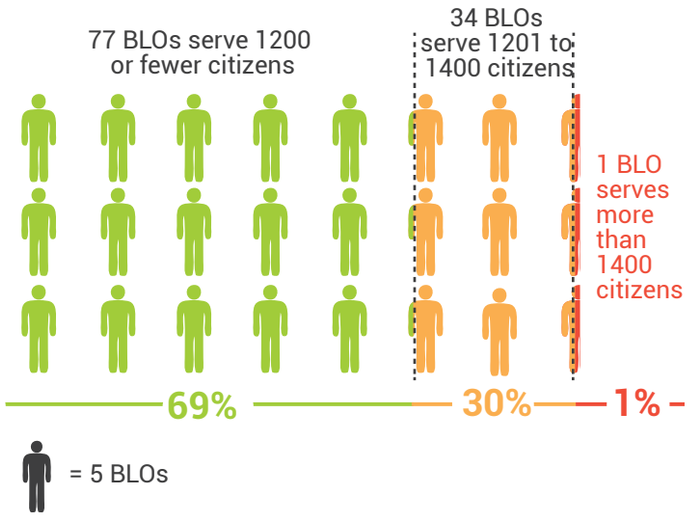
NN from the CHENNAI voter List (showing the polling booth)

NN as per ECI guidelines*



**NNs, as of mid 2016, are required to be of the GIS type and not hand-drawn as shown in the image*

5 Do BLOs service more than 1 Polling Part?



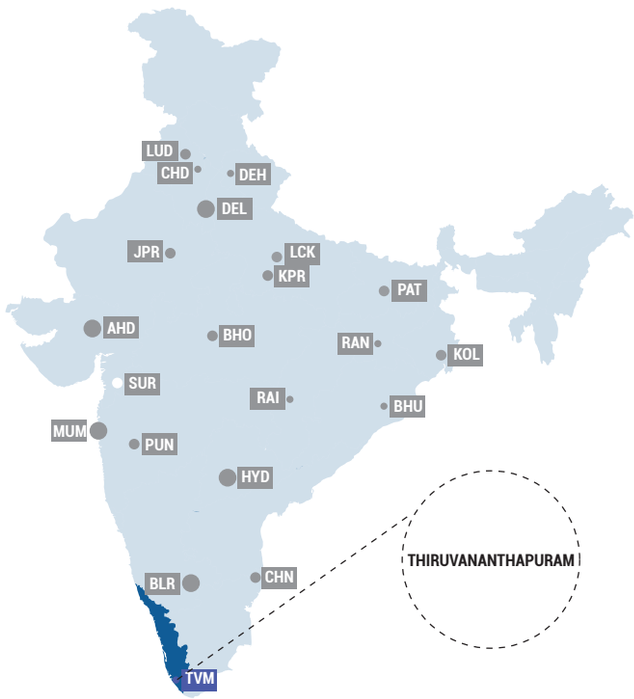
An analysis of the size of a sample of 112 PPs shows that only 1 BLO has responsibility for more than the guideline 1400 citizens in urban centres. The majority of BLOs sampled service an area with the appropriate number of citizens though as noted, 10% of BLOs service more than one PP.

6 How is the workload of a BLO spread over a year?

BLOs are on duty throughout the year, ensuring the citizens in their area are serviced and the voter list remains clean. However, the bulk of the work is centred around elections. Most BLOs say they do not receive any calls from citizens asking for their help, perhaps reflecting poor availability of BLO information not just online, but elsewhere too. However, while no BLO said they received 30 or more calls on average in a year, four said they did just before elections. This large concentration of work over and above full time employment, makes it harder for BLOs to exercise their duties.

The section/section layout for this centre differs from that in the earlier profiles as the data/information presented here is from a study conducted earlier where not all questions were asked/asked in the same manner as that for the earlier presented 18 centres.

Thiruvananthapuram



Total Polling Parts (PPs) in all ACs sampled for the study

578

Proportion of PPs for which BLO names and contact details are available

99.5%

Total BLOs (for ACs sampled)*

575

Proportion of BLOs handling multiple PPs

1 PP	2 PPs	3+ PPs
100.0%	0.0%	0.0%

Polling Parts with size > 1400 voters

36.3%

* This is the total number of unique BLOs. Some may be a BLO for multiple PPs.

1 How useful are websites of the CEOs for citizens?

Can a citizen:

» **search for their name on the voter list on the site?**
- Yes

» **search for their name using SMS?**
- No

» **track their application (addition, deletion, change in details etc.) on the site?**
- Yes

» **track their application (addition, deletion, transposition, change in details etc.) using SMS?**
- No

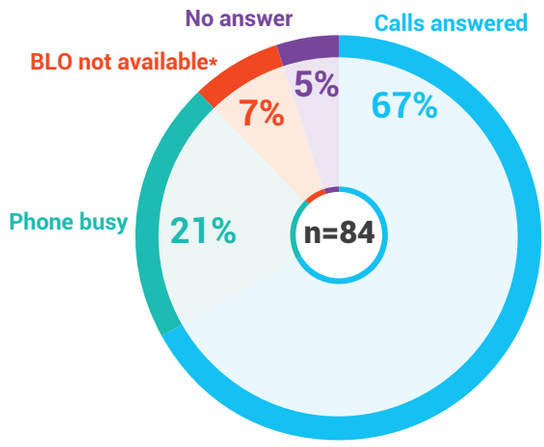
» **get details of their polling booth on the site?**
- Yes

» **get details of their polling booth using SMS?**
- No

» **get information on the Basic Minimum Facilities available at the polling station?**
- No

2 How easy is it for citizens to contact BLOs?

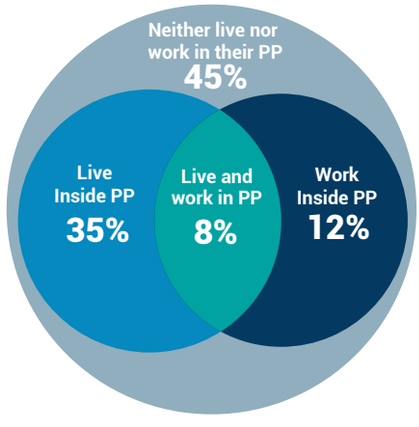
All 578 polling parts have an allocated BLO but 3 of these do not have listed contact phone numbers online. Only two-thirds of a random sample of 84 BLOs were contactable by phone after 4 attempts.



** Phone answered by someone other than BLO who said the BLO was not available*

The majority of BLOs could be reached - A total of 84 BLO numbers had to be dialled repeatedly to get through to 62 BLOs.

3 Do BLOs reside in the PPs they are in charge of?

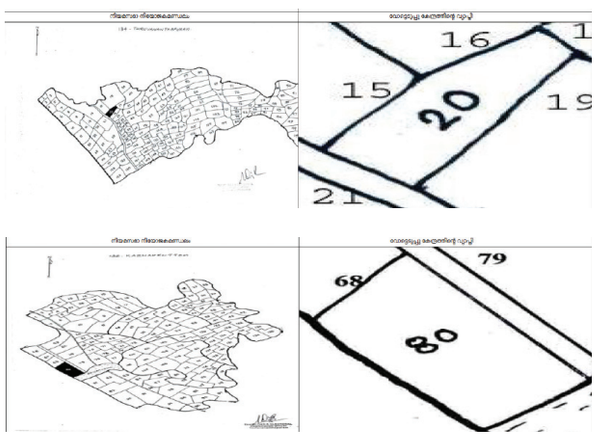


To ensure that BLOs can service their area effectively, the ECI mandates that only those residing in a PP can be the BLO for that PP. However, the majority of BLOs (n=29 out of 51) surveyed do not live in the PP for which they are a BLO. These BLOs noted they have to travel anywhere up to 90 minutes to reach the PP for which they are a BLO, making it harder to execute their duties.

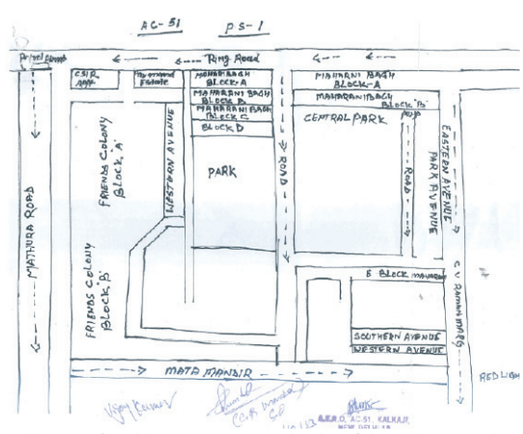
4 Are 'Nazari Nakshas' given in voter lists as per guidelines?

The Nazariya Naksha (NN) is a map, which as per ECI guidelines is supposed to be made and updated by BLOs to help them perform their duties better. It gives them an idea of their PP's boundaries, layout and of the households within. Geographical boundaries and layout of the PPs are unclear and not systematically recorded on the voter list. None of the Nazirya Nakshas sampled showed the PP mapped in any detail. All simply showed the outline of the Assembly Constituency (AC) with an outline of the PP in question which in just over a third of maps sampled was the wrong PP.

NN from the TRV voter List

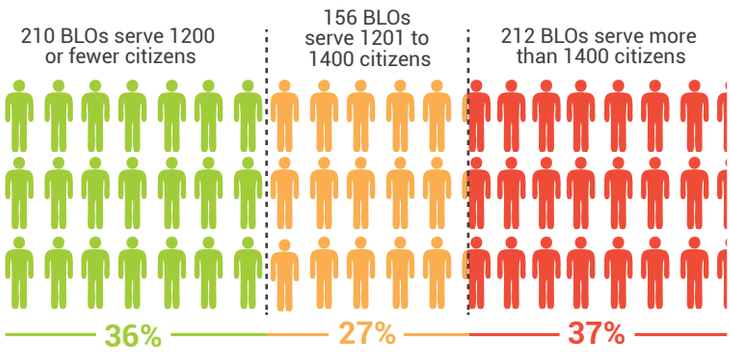


NN as per ECI guidelines*



**NNs, as of mid 2016, are required to be of the GIS type and not hand-drawn as shown in the image*

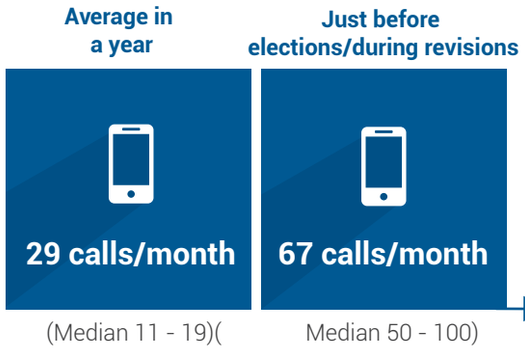
5 Do BLOs service more than 1 Polling Part?



An analysis of the size of all PPs shows that 212 BLOs out of 578 have responsibility for more than the guideline 1400 citizens in urban centres.

=10 BLOs

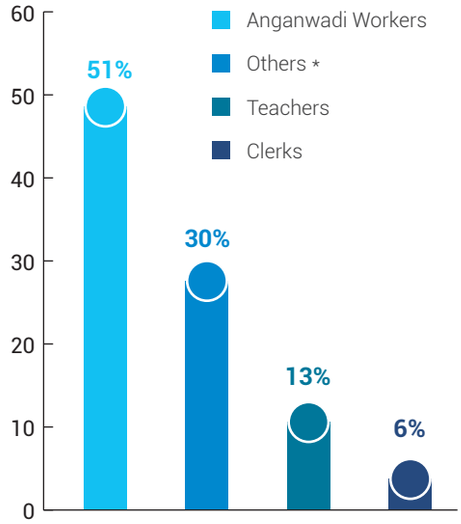
6 How is the workload of a BLO spread over a year?



BLOs are on duty throughout the year, ensuring the citizens in their area are serviced and the voter list remains clean. However, the bulk of the work is centred around elections when calls to BLOs from citizens average 67 a month. More than a quarter of BLOs say this can be up to 100 per month and 5 BLOs say it is even more. This large concentration of work over and above full time employment, makes it harder for BLOs to exercise their duties.

I this time, other work like on-ground verification also increases.

7 BLO Designation



To ensure the voter list remains clean, BLOs are required to conduct statistical analyses such as comparing their PP's gender ratio to their district's census data. However, more than half of BLOs are anganwadi workers and may not posess the skills to conduct such analyses.

** Others include, among others, Retired Govt. Employees, Health Inspectors, Engineers, Draughtsman and a watchman*

Further Analysis of National Urban Data

As mentioned in the introduction, one of the objectives of this study was also to conduct exploratory investigations, at a national level, afforded by the combined sample size of over a 1000 BLO respondents. These explorations centre on two key themes – 1) overall BLO satisfaction and its relationship with the support BLOs get, the work they do and the issues they face and 2) the relationship between city-size and the support BLOs get, the work they do, the issues they face and on BLO satisfaction, to see if larger cities see challenges different to smaller ones. The findings of these explorations have been presented in two sections, one corresponding to each exploration theme.

BLO Satisfaction – and its relationship with the support BLOs get, the work they do and the issues they face

The final question in the CATI survey asked respondents how satisfied they feel about their job as a BLO. All respondents were asked to answer this question after considering every other aspect touched upon earlier, such as the support they were provided, the issues they face on-ground while executing their duties etc. BLO satisfaction has the potential to affect work undertaken and ultimately, the quality of voter lists. To understand how aspects such as training, payment of honorariums etc., affect BLO satisfaction levels, a series of analyses were undertaken. The questionnaire used a 5-pt. balanced scale to measure satisfaction level of BLOs to ensure that respondents had an adequate number of options to express how satisfied or unsatisfied they felt as a BLO. However, at the time of analysis, it was felt that the degree of satisfaction was not as important as its direction i.e. satisfaction vs dissatisfaction and therefore, the scale was converted into a 3 point-scale with only unsatisfied, neutral and satisfied as points. This also afforded larger sample sizes within the two directions for more robust statistical interpretations while using this variable in analyses.

Training and honorarium

The initial series of explorations focussed on assessing whether the support BLOs receive from the ECI, in terms of their honorarium and training, had any effect on their satisfaction levels. First, the relationship between a BLO's honorarium and their satisfaction level was considered. In studies conducted by Janaagraha earlier[21], it was found that BLOs often considered their work as a service to society or as charity and that was perhaps driven by irregularities in their payment. While this study did point out irregularities in BLO payment with only 68% receiving any money last year, a Chi-square test was performed and found no significant relationship between whether BLOs had been paid in the last year and how satisfied they felt $X^2(2, N=1013)=0.846$, $p=0.655$[22].

Next, the focus was on whether BLO training had any relationship with how satisfied BLOs felt. This was also done using a Chi-Square test and the statistic was found to be significant at the 0.05 level; $X^2(2, N=919)=6.780$, $p=0.034$[23] implying that there is a relationship between the two. A comparison of column proportions shows that BLOs who received no training in the last one year were more likely to feel dissatisfied while those who did, were more likely to feel satisfied. The significantly different pairs have been highlighted in Table 3 below (the lower proportion highlighted in red for each pair; results based on a two-sided test at the significance level 0.05).

Table-3: BLO Satisfaction Levels Vs Training Received in the last 1 year

Satisfaction Levels Vs Training Received in the last 1 year	Received No Training	Did Receive Training
Dissatisfied	23.4%	12.8%
Neither Satisfied Nor Dissatisfied	9.1%	8.9%
Satisfied	67.5%	78.3%
Number(n)	77	842

Occupation

The next set of investigations were to assess if a BLO's occupation has any relationship with their satisfaction levels and the time it takes them to perform the 8 critical functions enlisted in Q5 of the National Urban Profile – How do BLOs go about doing their job. A Chi-square test found that the occupation of a BLO and how satisfied he or she felt were related at the 0.01 level; $X^2(6, N=919)=19.994$, $p=0.003$[23]. A comparison of column proportions (two sided pairwise test of equality of column proportions) showed that a significantly larger proportion of teachers (18.2%) are dissatisfied compared with clerks (7.8%) at p=0.046. Furthermore, a significantly higher proportion of clerks (84.3%) and 'others' (82.8%) were satisfied compared with teachers (70.1%) at p=0.015 and p=0.002 respectively. The significantly different pairs, at have been highlighted in Table 4 below (the lower proportion highlighted in red for each pair).

21. Refer to studies on the role of BLOs in Patna and Bengaluru. These can be found on the Janaagraha's publications page; link - http://www.janaagraha.org/publications/

22. Calculated for 18 centres and Bangalore.

23. Calculated for 18 centres (and not Bangalore)

This finding is in line with anecdotal evidence that suggests teachers are resources who are already stressed owing to their regular workload as well as them being the government's go-to resource for all kinds of workshops and NSSO survey facilitation. This is also why the ECI suggests that teachers should be left out as much as possible while appointing BLOs.

Table 4: BLO Satisfaction Levels Vs Occupation

Satisfaction Levels Vs Occupation	Teachers	Aanganwadi Teachers	Clerks	Others
Dissatisfied	18.2%	12.6%	7.8%	10.7%
Neither Satisfied Nor Dissatisfied	11.7%	7.4%	7.8%	6.5%
Satisfied	70.1%	80.0%	84.3%	82.8%
Number (n)	368	175	115	261

An investigation into the relationship between occupation and time taken to perform critical functions[23] did not lead to any significant finding except that the occupation class 'others' took longer to collect gender data from their polling part (3hrs 6minutes) compared with the occupation class of teachers (2hrs 20minutes) using a pairwise test of column means (p=0.005).

Travel time to/registration in PP

While there is reason to believe that the time BLOs take to get to their allotted PP (either less than or more than 30 minutes) is related to their satisfaction levels, a Chi-squared test found no significant relationship; $X^2(2, N=1025)=5.345$, $p=0.069$[22]. However, a t-test found that the average time those BLOs not registered as a voter in their allotted PP took to update their PP map (at 2 Hrs and 43 minutes) was significantly more than those who were registered as voters in their allotted PPs (2 Hrs and 11 minutes) at the 0.1 confidence level ($p=0.085$)[22] . The ECI mandates that the BLO of a PP should be selected from among a pool of eligible citizens registered in that very PP. This is mandated as it is felt that such a BLO would be well versed with the area and its people. Another advantage is that doing so would allow short to nil travel times for BLOs to reach their PPs giving them more time to perform their duties.

City-Size – the relationship between city-population-size, with the support BLOs get, the work they do, the issues they face and on BLO satisfaction.

This section explores if the satisfaction level of BLOs, how they work and the support they get etc. differed with the population size of the city. Cities were divided into three population buckets – 1) Mega (5mn plus), 2) Large (2-5mn) and Medium (up to 2mn) to then explore any relationships. The cities in each bucket can be found in Annexure A3.

BLO Satisfaction

A Chi-square test done to look at BLO satisfaction using this lens showed a relationship at the 0.05 level; $X^2(4, N=1025)=14.270$, $p=0.006$[22]. A comparison of column proportions, as can be seen in Table-5 below, showed a significantly larger proportion of BLOs in Medium Cities (16.7%) were dissatisfied compared with Mega Cities (8.4%), ($p<0.05$).

Table-5: City-Size Vs Satisfaction Levels of BLOs

Satisfaction Levels	Medium Cities (<=2mn)	Large Cities (2-5mn)	Mega Cities (5+mn)
Dissatisfied	16.7%	12.4%	8.4%
Neither Satisfied Nor Dissatisfied	8.2%	12.4%	9.3%
Satisfied	75.1%	75.2%	82.3%
Number (n)	378	314	333

Training

Frequency of training was found to be related to city size using a Chi-squared test; $X^2(6, N=919)=38.155$, $p=0.000$[23]. As can be seen in Table-6 below, significantly larger proportions of BLOs in Mega (11.9%) and Large Cities (11.8%) reported having received no training at all in the last one year compared with that of Medium Cities (3.4%).

Table-6: Training Received in the last 1 year by City Size

Frequency of training	Medium Cities (<=2mn)	Large Cities (2-5mn)	Mega Cities (5+mn)
0 times	3.4%	11.8%	11.9%
1-2 times	37.6%	48.4%	42.7%
3-5 times	48.7%	31.8%	38.8%
6 or more times	10.3%	8.0%	6.6%
Number (n)	378	314	227

Honorarium

Table-7 shows the mean honorarium received by BLOs over the last year and reveals that BLOs of smaller cities received significantly more money when compared with larger cities. On average, a Medium City BLO received significantly more money than both Large and Mega City BLOs (at p=0.000 and p=0.012 respectively) while a Large City BLO received significantly more than a Mega City BLO (at p=0.000) based on pairwise test of column means[23]. However, it is worth noting that these amounts are still a lot less than is due to a BLO with those in Mega Cities receiving, on average, only just over half of their due.

Table-7: Honorarium received by City Size

	Medium Cities (<=2mn)	Large Cities (2-5mn)	Mega Cities (5+mn)
Mean Honorarium (INR)	4,236	3,783	3,130
As a % of what is due (INR 6,000)	70.6%	63.1%	52.2%

Critical functions

While there appears to be no significant difference among BLOs in these three city categories in when they do their job, either inside normal office hours or outside of hours ($X^2(2, N=919)=0.734$, $p=0.693$)[23], the number of times they conduct door to door list maintenance visits and the number of days on which they do so (differences of pairwise test of column means not significant at p=0.05), there are some differences in how much time they take to perform the eight critical functions. BLOs from Large Cities take on average more time to collect data on people missing from the voter list (+50 minutes; p=0.000), on errors in voter details (+46 minutes; p=0.005), in comparing gender ratio (+53 minutes; p=0.002) and updating the PP map (+51 minutes; p=0.022) when compared with those from Medium Cities[23].

A pairwise test of column proportions shows that BLOs in Large cities reportedly take longer on average (33 minutes) to get to their allotted PP compared with those in Mega cities (27 minutes) at p=0.05[22]. A significantly larger proportion of BLOs (61.9%) in Mega Cities were registered in their allotted PP when compared with both Large Cities (35.7%) and Medium Cities (48.4%) at p=0.05[22].

Summary of Findings

The Booth Level Officer layer is a crucial layer within VLM in India, yet is one of the least studied; especially by organisations, researchers and academicians outside of the ECI. This study by Janaagraha is an attempt at filling this void and laying the foundations from where more in-depth research can be carried out. The findings from this study have been summarised below, presented as answers to each of the seven big questions seen in the national and city profiles.

1. How useful are websites of the CEOs for citizens?

Websites of CEOs have the potential to be a one-stop shop for citizens on anything regarding electoral participation. Our study reveals that most of the sites make it easy for citizens to check their names on voter lists (19 of the 21 cities, only in Patna and Ranchi can citizens not do this) but that there is still a need for improvement when it comes to application tracking online (only 15 of the cities offer this facility). Furthermore, none provide information on provision by CEOs for citizens to use SMS to track their application, though SMS bases services for checking if their names are on the list are available in nine of the 21 cities. Citizens can get polling booth information via SMS only in six of the cities (Patna, Ludhiana, Lucknow, Kolkata, Kanpur and Jaipur). However, websites for all the cities do include this information, although in some, it is through the 'Nazari Naksha' page on the polling part voter list which is not a natural first point for a citizen to source the information from.

2. How easy is it for citizens to contact BLOs?

Citizens may need to get in touch with their BLOs for a variety of reasons. This is why the ECI mandates that websites of all CEOs provide contact information on BLOs. Our study found that contacting BLOs may not be as easy as it seems. Over a third of the contact numbers provided were found to be either erroneous or belonged to people who were not BLOs. Out of 9,833 attempts at reaching out to BLOs across the 21 cities, only 23% (n=2305) resulted in speaking with the BLO. For the avoidance of doubt, this was not interviewing BLOs, this was just reaching BLOs to ask them to take part in an interview, i.e. this mirrors the difficulty a citizen may face to just reach the BLO. Cities where it was particularly hard to get hold of BLOs by phone included Mumbai where multiple attempts were made to reach 599 BLOs but just 38 BLOs were spoken to (6%). Likewise, in Pune, multiple attempts were made to reach 646 BLOs and only 65 were spoken to (10%) and in Ahmedabad, 1160 BLOs were attempted to be reached and only 109 spoken to (9%). The highest success rates for speaking with a BLO were in Thiruvananthapuram (74% of numbers led to speaking with a BLO) and in Chandigarh (72%).

3. Who are our BLOs?

Our BLOs, despite the ECI's guidelines against recruiting them, are mostly teachers and aanganwadi teachers. In larger cities, they form a smaller majority but are still more than half the BLO work-force. Bhubaneswar (82.2% teachers + 8.9% aanganwadi teachers), Raipur (45% teachers + 50% aanganwadi teachers), Ranchi (55.6% teachers + 33.3% aanganwadi teachers) and Patna (64.6% teachers + 29.2% aanganwadi teachers) have the highest proportions of teachers and aanganwadi teachers serving as their BLOs. Cities where the proportion of (aanganwadi) teacher BLOs is lowest are Chandigarh (13.3% teachers + 2.2% aanganwadi teachers), Ludhiana (20% teachers + 0% aanganwadi teachers) and Mumbai (9.1% teachers + 0% aanganwadi teachers)[24]. Given a large proportion of BLOs are (aanganwadi) teachers, it's disheartening that teachers are also more likely to be dissatisfied in the role of BLO.

Experience is not an area in which they lack with 75% of all BLOs report they have been one for 3 years or more and 51%, for more than 5 years. The most experienced BLOs are in Ahmedabad (88% have been one for 5 or more years), followed by Raipur (81% have been one for 5+ years and a further 10% for 4-5 years) and Bhubaneshwar (78% for 5+ years and 11% for 4-5 years). Delhi has the lowest figures with only 22% of BLOs having been one for 5 or more years.

4. What support and training do BLOs receive from the ECI?

As stated earlier, the ECI indicates that, BLOs are given support through training, provision of materials that helps them do their job and payment of honorarium, a token amount given in lieu of their service. The study found that most of the BLOs (91.6%) did receive at least one training session in the last year but at 8.4%, a significant chunk did not receive any. It was also found that this is mostly the case in Mega and Large cities, where significantly larger proportions of BLOs (11.9 and 11.8% respectively) did not receive any training compared with just 3.4% not receiving it in Medium cities. The largest proportions of BLOs untrained in the last year were

24. Data for Mumbai should be taken with caution since the number of BLOs interviewed was low (n=11).

in Pune (32%), Jaipur (21%) and Mumbai (18%)[22]. In Raipur, Kolkata, Dehradun and Bhubaneshwar all BLOs had been trained at least once in the last year. Lack of training becomes all the more important an issue when considered with the finding that BLOs with no training in the last one year were more likely to be dissatisfied with the role. This may in turn have a bearing on the quality of work done and by default therefore, also on the quality of the voter lists. Larger proportions of BLOs in Mega and Large cities had not had training in the last one year compared with those in Medium-sized cities.

The study also found that materials essential to the functioning of BLOs were not provided to them. These include the BLO register, on which information of all voters is present and in which BLOs are to record information such as voter detail corrections, deaths and citizen movement etc. which was not given to 26.6% last year. The BLO Handbook, which includes information on the roles and responsibilities of a BLO and all the know-how required for them to go about doing their job efficiently was not given to 42.7% of all BLOs last year.

Perhaps the most striking find on the support provided by the ECI is with regards to the already paltry honorarium BLOs are due. Out of the INR 6,000 that each BLO is due annually, only between 53.6% and 70.6% of this amount in Mega and Medium Cities respectively, found its way into the hands of roughly 70% of BLOs last year. On average, each BLO received only INR 3,834 last year with BLOs in smaller cities getting more money compared with those in larger ones; 9.1% of all BLOs claimed to have never received any honorarium. Hyderabad had the largest proportion of BLOs who had not received their honorarium last year (55%), closely followed by those in Bengaluru (53%) and Kolkata (45%). In both Kanpur and Lucknow, just over a quarter of BLOs (27%) have never received an honorarium in all the years they have been a BLO. In Hyderabad nearly a fifth of BLOs (19%) have never received an honorarium. Hyderabad also had the lowest average honorarium which had been received (INR 2,276), closely followed by Ahmedabad (INR 2,784) and Ludhiana (INR 2,947). The highest average honorarium was received by BLOs in Dehradun (INR 5,633), followed by Chandigarh (INR 5,097).

5. How do BLOs go about doing their job?

An overwhelming majority of BLOs (82.6%) perform their duties outside of their regular work-hours. A little over 72% conduct between 1 and 5 door to door visit exercises in a year and an average BLO does so over 68 days in a year. Between the three city population classifications i.e. Mega, Large and Medium, these aspects do not vary significantly. In Surat, Ranchi and Delhi nearly all BLOs (98%) said they do their work out of regular hours. The lowest proportions of BLOs working out of regular hours were in Dehradun (63%) and Hyderabad (66%). In Mumbai also, only 27% said they do their work out of regular hours but only eleven BLOs were interviewed there so this finding must be taken with some caution.

Of the eight crucial functions about in this study that are required to be performed by BLOs, some stand out for not being performed by large proportions. Between 37% and 39% of all BLOs said that they did not perform collection of data on new households as well as comparing age-group and gender ratios with that of the district census in the last one year, something they are required to do as per the BLO handbook. The largest proportion of BLOs who said they did not collect data on new households was in Pune (60%). Pune also saw the largest proportion of BLOs who did not compare age-group (73%) and gender ratios (68%) with that of the district census in the last one year.

Twenty two percent of all BLOs said that they had not updated their PP maps in the last one year as well - another requirement of the BLO role. In Hyderabad, the largest proportion of BLOs said they had not done this in the last year (51%). In Dehradun however, all BLOs said they had done this in the last year. Dehradun also saw among the lowest proportions of BLOs not doing the tasks highlighted above; just 14% said they did not do the age group comparisons and only 16% said they did not do the gender ratio comparisons.

There is no relationship between a BLO's occupation and the time taken to execute their functions. However, a look at the time BLOs reportedly took to perform these tasks across the three city buckets revealed a pattern. A significantly larger proportion of BLOs in Medium-sized cities, the smallest population bucket, reported taking an hour or less to finish collection of voter detail errors, data on new households in the area, comparison of age and gender data with the district's numbers and updating PP maps when compared with larger cities where BLOs took longer.

6. What are the difficulties that BLOs face in executing their duties?

According to the ECI, there should be one BLO for one polling station who should be, to the extent possible, a local resident. An analysis of BLO information available online suggested that 5.7% of all BLOs[25] were in charge of more than 1 PP[26]. Additionally, in the interviews, 9.3% of all BLOs claimed to be in charge of more than 1 PP. Fifty one percent of BLOs interviewed reported that they are not registered as a voter in the PP they are in charge of, suggesting that they may not be local residents i.e. residing within their PP[27]. Despite this, a majority of BLOs, 78.0%, can travel to their allotted PP within 30 minutes. However, there is a significant proportion, 15.4%, that takes more than 45 minutes one way. In the city of Lucknow, the largest proportion of BLOs have to travel more than 30 minutes to reach their PP (37%), closely followed by those in Bhopal (35%). In Bhubaneswar, travel time appears to be the least with only 7% of BLOs needing to travel for more than 30 minutes to reach their allotted PP.

If we add travel time to the finding that a large majority of BLOs go to their PPs after their regular work hours and do so on 68 days in a year, it may not be a stretch to call their job quite burdensome. It is to ease some of this burden that the ECI mandates selection of a BLO for any PP from a pool of eligible citizens registered as voters within that PP. However, it was found that more than half of all BLOs (53.3%) did not reside in the PPs that they were allotted. In Chandigarh this is most profound with 91% of BLOs not living in their allotted PP, closely followed by Kanpur (86%).

A combined reading of travel time to PP and whether a BLO is registered at their PP between the three city buckets reveals that more BLOs in Mega cities are registered at their allotted PP and relatedly, average travel to get to their PP is longer for those in Large compared with Mega cities.

Thirty seven percent of all BLOs stated that they faced none of the issues presented when executing their role as a BLO. Of the rest, most BLOs cited not having a BLO ID card as the biggest hurdle to them performing their duties efficiently. An aligned reason, at number two, is a lack of cooperation from citizens living in their PP. Other top reasons include a lack of house numbering in their area, which also makes the creation and updation of PP maps difficult, as well as the uneven spread of work in a year and concerns on safety and security while in their PP. There was no single reason which emerged with a large proportion of BLOs citing it as the most adverse reason. Neither did these proportions show any significant differences among the three city classes, suggesting that issues faced by BLOs are similar.

7. How satisfied do our BLOs feel about their role?

A majority of the BLOs, 77.4%, said either that they were either satisfied or extremely satisfied about their role as one. Cities with the largest proportions of BLOs indicating they are either satisfied or extremely satisfied were Delhi (91%) and Chandigarh (91%). However, 13.7% of BLOs stating that they were either dissatisfied or extremely dissatisfied is a worrisome finding. The cities with the largest proportions of BLOs who were dissatisfied or extremely dissatisfied were Pune (38%) and Raipur (27%). As noted above, satisfaction was also found to be linked with training of BLOs, with those trained in the last one year more likely to feel satisfied. Also, the occupation class 'teachers' were found to be more likely to be dissatisfied than other classes.

An aspect thought of as crucial to BLO satisfaction, receipt of their honorarium, was found to have no significant relationship with it. However, this may be due to reasons that find a mention in earlier studies by Janaagraha stating that BLOs, due to repeated non-payment of their honorarium, which does not amount to much, tend to see their work as a service to society and as charity.

Additionally, the study found no significant relationship between the satisfaction level of BLOs and the time it took for them to perform the eight crucial functions. The study also found that more BLOs in the Mega and Large City buckets were satisfied compared with the Medium City bucket.

25. All here refers to 20 centres. In Bengaluru, a duplication identification exercise was not conducted.

26. This is calculated after removing PPs where no BLO information has been given.

27. Some may not have registered in their PP despite living there or have not managed to get registered.

Discussion

BLOs form a crucial part of the VLM machinery in India and therefore, are critical to the quality of voter lists. However, the BLO layer has yet to receive the attention and scrutiny it is due, especially in comparison with how much the ECI has done around back-end processes such as data entry, storage and organisation. Today, we have for example, the National Voters Services Portal (NVSP), National Electoral Roll Purification (NERP), and the Systematic Voters' Education and Electoral Participation (SVEEP) etc. all aimed at improving the quality of voter lists and improving electoral participation but these focus mostly on efforts at the level of EROs and higher or on web-based citizen facing systems and processes. The BLO layer, despite being central to the quality of voter lists and having been put in place over a decade ago, has not yet been the focus of any reform. The importance of this layer lies in the fact that it is the most important link between voter records and what is actually on-ground.

Janaagraha's earlier efforts in studying the BLO layer, especially in Patna and Bengaluru revealed several systemic issues in its functioning. A crucial reason behind conducting this larger study was to assess if these issues were isolated to the centres studied earlier or if they exist across urban India. This study clearly shows issues with the BLO layer of VLM are not isolated to any one urban centre. Findings strengthen and support Janaagraha's earlier work and show where cities are performing better or worse than others in aspects related to VLM. The findings are discussed relative to the seven big questions

First, on the usefulness of the websites of the CEO. They are an important source of information for citizens, to help them traverse the journey from turning 18 or wanting to enrol, to changing their status and details on the list and reaching the polling booth to cast their vote. They key issues here are around adequate disclosure of information, especially on how feature-phones can be used to access services as well as allowing for tracking of application status, be it for a form applied for online or one applied for at a physical location. Addressing these, however, may be an easy win as most of it requires application of easily available technology. Another step needed is to ensure that all such services are available both in English and the local language, the latter an area where most CEO websites suffer. It may be argued that the NVSP already offers some of these solutions but until there is enough information on awareness and the visitor traffic that NVSP and CEO websites engage, CEOs must strive to either provide all facilities on their own or ensure seamless integration with NVSP to ensure that the citizen isn't misinformed or uninformed.

While putting up information on CEO websites may be easy, the quality and availability of required data, such as BLO contacts, Basic Minimum Facilities (BMF) available at the polling booth, polling booth Location etc. is questionable. This study revealed several issues with BLO contact information, as outlined in the second big question 'how easy is it for citizens to contact BLOs'. Anecdotal evidence suggests that the reason why we have issues with BLO contact information, such as presence of outdated information, blanks etc. is mostly because there aren't enough eligible citizens willing or applying to be one. Since it is difficult to get BLOs, especially because of the condition that they have to be registered as voters in the PP they are allotted, the 'extra workload' and the inconsistencies in payment of honorarium, old BLO contacts are often kept up on sites till a suitable one is found.

This extra workload, referred to above, deters eligible citizens from taking up the role of BLOs once existing ones exit this role and the resultant delay in appointing BLOs may be a major reason why contact information is often outdated or simply doesn't exist. Given this, remedying contact information may not merely be a function of incorporating a page on the website and therefore, reforms will have to be brought into BLO work-processes to incentivise more people to become BLOs such as streamlining payment systems, decreasing BLO workload etc. These areas fall under the next few questions, beginning with 'what support and training do BLOs receive from the ECI'.

One major incentive system, of payment of honorariums, appears to be in need of major reforms. Over the course of our studies and interactions with BLOs, an alarming proportion have claimed to have either not received their honorarium or claim to have received it only in part. Today, when direct benefit transfers have become a reality thanks to technologies like Aadhaar, there is no reason that prevents the ECI from implementing the same for BLOs. This is imperative considering the fact that the honorarium system in place for BLOs is perhaps the most important incentive system in place today. Material support, such as of BLO Handbooks, BLO Registers etc. is another area that can be addressed using similar technologies where perhaps a central item repository is created from which BLOs can draw from based on their requirement and not rely on hand-downs from up the ladder. Such a system may also create pressure on layers higher-up to complete their responsibilities in due time.

Training appears to be provided for most BLOs but since this study does not delve into its quality, it may still be a concern and therefore, needs to be investigated further. The reason for stating so is because the quality of training appeared as a concern in earlier studies on BLOs conducted by Janaagraha and more so as despite the majority being trained over the last year, large proportions of BLOs did not conduct certain essential tasks. This is revealed in the question 'how do BLOs go about doing their job'.

The reason why these tasks were not conducted, such as updating PP maps or comparing PP demographic data to that of the district, is a question that is yet to be investigated. However, given that these tasks can be quite complex and are best performed using ICT, it may be argued that they should be removed from the responsibility list of BLOs and moved to other layers within the VLM machinery such as the EROs, who are in charge of electoral roll data. This could help reduce BLO workload somewhat and allow them to focus on just collecting credible and accurate data and even that can be bettered by using networked hand-held devices. To that end, there is a lot that we can learn from other Election Management Bodies (EMBs). Besides reducing BLO workload, re-allocating tasks will improve the quality of data and data based decision making and therefore, has the potential to improve the effectiveness of the entire VLM machinery. Concepts such as Automatic Voter Registration and Database Linkages, that can be enabled by Aadhaar can also aid reduction of BLO workload by making voter request authentication a lot easier than it is today.

Reducing the workload of BLOs can go a long way in increasing their productivity, especially since they have to undertake work post regular work hours and that too after undertaking 30 odd minute journeys to their allotted PP. These are some of the difficulties spoken about in the question 'What are the difficulties that BLOs face in executing their duties'. Simple steps, such as providing BLOs with ID cards and better informing the general citizenry about the BLOs and their importance can help them perform their duties better and could perhaps, also help increase their productivity. A key difficulty cited by BLOs when asked 'What are the difficulties that you face in executing your duties' is that of the uneven spread of workload. Addressing this may take some time given the scale of the problem we are trying to address. Another issue cited is that of a lack of proper house numbering, an issue that forced Janaagraha to prematurely conclude its study of voter list hygiene in Patna and subsequently, in Bengaluru. Since this is outside the domain of the ECI, a way around this could be to geo-tag structures thereby nullifying the need to number residences in order to ensure complete coverage. Having said so, the implications, both financial and of privacy, of such a large scale tagging of households would need to be thoroughly discussed by all relevant stakeholders before being considered as a solution.

Finally, all these issues culminate in how satisfied BLOs feel about their role in entirety and the good news is that most BLOs feel satisfied. However, that feeling appears to be self-motivated rather than because of how well they are supported and treated. Given that 'training', one of the very few touch points BLOs have with seniors from within the ECI, is directly linked to how satisfied they feel, this should be done at least once a year for all BLOs. The study also found that Teachers were more likely to feel unsatisfied, perhaps because of the workload. Since satisfaction appears to be linked with several aspects of the BLO layer, reforms in all such aspects will have to be carried out in tandem to help improve the current situation. While a BLO layer exists within VLM, this research highlights a need to re-assess how BLOs are allocated this role given many are teachers and many do not live in their PP, contrary to ECI guidance. Relatedly, once allocated the role, BLOs should be regularly trained and their details should be made available through relevant channels to citizens. Furthermore, citizens should be made aware of the role of the BLO and who their BLO is and where to source their information.

Throughout the course of this discussion, there has been a unifying theme when it comes to solutions, that of technology. However, given the size and spread of our electorate combined with issues in access to technology, moving to a completely ICT enabled process of VLM is, arguably, sometime away. For now, it is best that the existing BLO style of functioning is re-engineered to allow the army of over 900,000 BLOs to become more efficient and productive through the use of ICT along with reforms to physical processes such as training and PP allocation. Introducing smart technology enabled processes such as hand-held devices for on-the-spot voter request lodging, collecting and recording data as well as those that help de-duplication at the back end such as Aadhaar seeding may be good places to begin this journey, to improve the 'BLO style of functioning' and ultimately, improve the quality of voter lists.

Annexures

A1. Links used for Desktop Research

S. No	Link Description	Link
1	Election Commission of India	http://eci.nic.in/
2	National Voters Services Portal	http://www.nvsp.in/
3	Delimitation Commission of India	http://eci.nic.in/delim/
4	CEO, Andhra Pradesh	http://ceoandhra.nic.in/home.aspx
5	CEO, Bihar	http://ceobihar.nic.in/
6	CEO, Goa	http://ceogoa.nic.in/
7	CEO, Gujarat	https://ceo.gujarat.gov.in/
8	CEO, Haryana	http://ceoharyana.nic.in/
9	CEO, Himachal Pradesh	http://himachal.nic.in/en-IN/
10	CEO, Karnataka	http://ceokarnataka.kar.nic.in/hm_ec.aspx
11	CEO, Kerala	http://www.ceo.kerala.gov.in/home.html
12	CEO, Madhya Pradesh	http://ceomadhyapradesh.nic.in/
13	CEO, Maharashtra	https://ceo.maharashtra.gov.in/
14	CEO, Odisha	http://ceoorissa.nic.in/
15	CEO, Punjab	http://ceopunjab.nic.in/
16	CEO, Rajasthan	http://www.ceorajasthan.nic.in/index.aspx
17	CEO, Tamil Nadu	http://www.elections.tn.gov.in/
18	CEO, Telengana	http://ceotelangana.nic.in/
19	CEO, Uttar Pradesh	http://ceouttarpradesh.nic.in/
20	CEO, West Bengal	http://ceowestbengal.nic.in/
21	CEO, Chhatisgarh	http://ceochhattisgarh.nic.in/
22	CEO, Jharkhand	http://112.133.209.132/election/
23	CEO, Uttarakhand	http://ceo.uk.gov.in/
24	CEO, Chandigarh	http://ceochandigarh.nic.in/
25	CEO, Delhi	http://ceodelhi.nic.in/Content/home.aspx

A2. Questions included in the National Study from the Bangalore BLO Study for in-depth analysis

S. No	Question Code in the National Study	Question in the National Study	Q Code in the BNG Study that corresponds to the National Study	Changes reqd. to BNG Data to match the National Study
1	RESP_ID		Unique_ID	Add 19 before each ID in BNG
2	Centre_Code_1		19	All to be written as 19
3	AC_Number		AC_Number	No Change
4	PP_Number		PP_Number	No Change
5	BLO_Name		Name	No Change
6	QA1	Are you a Booth Level Officer for Polling Part number (CATI to insert PP Number) BLO?	Q1	No Change
7	QA2	Are you a Booth Level Officer?	QA2	1 = 1 | 2/3/4 = 2
8	QB	Will you be interested in being a part of this survey?	QA1	No Change
9	Q1	For how long have you been a BLO, for any Polling Part in any Assembly Constituency in (CATI to insert Centre Name)?	Q4	0-6 months--1|More than 6 months but less than 1 year--2|More than 1 year but less than 2 years--3|More than 2 years but less than 3 years--4|More than 3 years but less than 4 years--5|More than 4 years but less than 5 years--6|5 years or more--7
10	Q3	Are you currently a BLO of more than one polling part? If you are, can you tell us for how many polling parts are you a BLO for?	Q3-1	No Change
11	Q3YES	---	Q3	No Change
12	Q5	How many times, in the LAST ONE YEAR, did you conduct door to door visits in your Polling Part/Parts?	Q10	99 = 'missing' | rest same
13	Q6	On average, how many days, in the LAST ONE YEAR, did it take for you to conduct ONE SUCH door to door visit exercise in your Polling Part/ Parts? By days, tell me the total number of days on which you performed ONCE such task either during or after your usual work hours.	Q11	1 = 5, 2 = 15, 3 = 25, 4 = 37.5, 5 = 52.5, 6 = 67.5, 7 = 82.5, 8 = 120
14	Q8A_1	Q8.1 A BLO Register	Q5_B_1	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
15	Q8A_2	Q8.2 A Bag with the Election Commission of India's logo on it	Q5_B_2	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
16	Q8A_3	Q8.3 An appointment letter	Q5_B_3	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
17	Q8A_4	Q5.4 A BLO Identity Card	Q5_B_4	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
18	Q8A_5	Q5.5 A Booth Level Officer Handbook	Q5_B_5	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3

S. No	Question Code in the National Study	Question in the National Study	Q Code in the BNG Study that corresponds to the National Study	Changes reqd. to BNG Data to match the National Study
19	Q8B_6	Q5.6 Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	Q5_B_6	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
20	Q8A_7	Q5.7 Pens/Pencils and empty note-pads	Q5_B_7	0= 0, 1 = 1, 2 = 1, 3 = 2, 4 = 3
21	Q9.2	How many times have you ever received BLO Training since you became a BLO?	Q6	No Change
22	Q10	Have you been paid an honorarium in the last ONE YEAR? If yes, can you tell us the amount you received?	Q17_1	1 = 1 | 2 = 2 | rest = 'missing'
23	Q10_OTH	---	Q17_1+Q18exact	if Q17.1=1 and amount mentioned, state amount; else - 'missing'
24	Q11	Have you ever, in all the years that you have been a BLO, received an honorarium for the work you do as a BLO?	Q16	1 = 1 | 2 = 2 | rest = 'missing'
25	Q12_1	Time to PP-HRS	Composite	Min from Q9.1 and Q9.2
26	Q12_2	Time to PP-MINS	Composite	Min from Q9.1 and Q9.2
27	Q13.1_1	The time it takes to reach the Polling Part area	Q9_3_1_1	1=1, others is 2
28	Q13.1_2	Issues with access to certain household/areas within the polling part	Q9_3_1_2	2=1, others is 2
29	Q13.1_3	A lack of cooperation from the people/citizens in the polling part	Q9_3_1_3	3=1, others is 2
30	Q13.1_4	Frequent changing of the polling parts allotted to you	Q9_3_1_4	4=1, others is 2
31	Q13.1_5	A lack of a valid BLO Identity Card (ID)	Q9_3_1_5	5=1, others is 2
32	Q13.1_6	Your concerns on safety and security while in the polling part	Q9_3_1_6	6=1, others is 2
33	Q13.1_7	A lack of proper house numbering in the polling part	Q9_3_1_7	7=1, others is 2
34	Q13.1_8	A lack of proper road/lane signage in the polling part	Q9_3_1_8	8=1, others is 2
35	Q13.1_9	Concentration of work in just a few months i.e. uneven spread of work over a year	Q9_3_1_9	9=1, others is 2
36	Q13.1_10	A lack of motivation and support from seniors/superiors	Q9_3_1_10	10=1, others is 2
37	Q13.1_11	A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	Q9_3_1_11	11=1, others is 2
38	Q13.1_12	A lack of blank forms to be handed to the citizens	Q9_3_1_12	12=1, others is 2
39	Q13.1_13	A lack of supervision from seniors	Q9_3_1_13	13=1, others is 2
40	Q13.2	Which one is THE MOST adverse reason?	Q9_3_2	No Change
41	Q14	Are you registered as a voter in any of the polling parts for which you have been allotted a BLO?	Q9_0	No Change

S. No	Question Code in the National Study	Question in the National Study	Q Code in the BNG Study that corresponds to the National Study	Changes reqd. to BNG Data to match the National Study
42	Q15	Now, thinking about the entire set of roles and responsibilities you fulfil as a Booth Level Officer, the support that you get and the all work processes around being a BLO, how satisfied are you with this role?	Q14	No Change
43	QD1	What is your age?	QD1 age	No Change
44	QD2	What is your Gender?	QD2	No Change
45	QD3	What is your educational qualification?	QD3	No Change
46	QD5	Are you the chief wage earner/highest earning member in your household?	QD5	No Change
47	QD6	What is the educational qualification of the chief wage earner in your household?	QD6	No Change
48	QD7	What is your occupation/work of the chief wage earner in your household?	QD7	No Change
49	QD8	What is the average annual income of your household?	QD8	No Change
50	SEC	SEC	SEC2	No Change

A3. Classification of Cities by Population

S. No	Centre	Population (in millions)	City-Bucket
1	Ahmedabad	5.6	Mega City
2	Bengaluru	8.4	Mega City
3	Bhopal	1.8	Medium City
4	Bhubaneswar	0.8	Medium City
5	Chandigarh	1.0	Medium City
6	Chennai	4.6	Large City
7	Dehradun	0.6	Medium City
8	Delhi	11.0	Mega City
9	Hyderabad	6.7	Mega City
10	Jaipur	3.0	Large City
11	Kanpur	2.8	Large City
12	Kolkata	4.5	Large City
13	Lucknow	2.9	Large City
14	Ludhiana	1.6	Medium City
15	Mumbai	12.4	Mega City
16	Patna	1.7	Medium City
17	Pune	3.1	Large City
18	Raipur	1.0	Medium City
19	Ranchi	1.1	Medium City
20	Surat	4.5	Large City
21	Thiruvananthapuram	0.7	Medium City

A4. The interview instrument (for the 18 centre study)

[Recording of BLO's details as given in the list – to happen at the CATI back-end]

Interview UID	
Study Centre Name & Code	
AC Number	
PP Number	
BLO Name	
BLO Contact	
Interview Date	

[Interviewer to say the below:]

Hello! I am.....(MENTION YOUR NAME) from Janaagraha Centre for Citizenship and Democracy, a Bangalore based non-profit that works on transforming quality of life in India's towns and cities. Founded in December 2001, today it works with citizens on catalysing active citizenship in neighbourhoods and with governments to institute reforms to city-systems (generally referred to as urban governance). We regularly conduct studies among citizens and functionaries of the government on various subjects and services. Currently, we are undertaking a study across the country on the role of Booth Level Officers in Voter List Management to identify areas in their working that can be strengthened. In this regard, we would like to request for some of your valuable time. All information you provide will be kept strictly confidential. Can you please spare some time? Thank you.

QA. 1 Are you a Booth Level Officer for Polling Part number (CATI to insert PP Number) BLO?

Option	Code	Instructions
Yes	1	CATI to proceed and show text section B
No	2	Proceed to QA.2

QA. 2 Are you a Booth Level Officer?

Option	Code	Instructions
Yes	1	CATI to proceed and show text section B
No	2	Thank the respondent and end interview

TEXT SECTION B

Please be assured that all information given by you for this survey will be kept strictly confidential. The responses collected will be added together with the responses of several other BLOs across India before presenting the findings. Under no circumstance will personal and individual information be disclosed to any private or government authority. Also, this is only a study to strengthen voter list management across India and not a test and therefore, there are no wrong or right answers. We encourage you to be as honest and elaborate as possible while taking part in this survey.

QB. Will you be interested in being a part of this survey?

Option	Code	Instructions
Yes	1	CATI to record start date & time and go to Q1
Yes, but later	2	Go to QC
No	3	Thank the respondent and end interview

QC. Can we take an appointment and proceed with this interview later?

Option	Code	Instructions
Yes	1	Take appointment – CATI to record appointment data
No	2	Thank the respondent and end interview
No	3	Thank the respondent and end interview

Main Interview

Q1. For how long have you been a BLO, for any Polling Part in any Assembly Constituency in (CATI to insert Centre Name)?
(Int. instruction - tick in table below Q2)

CATI Instruction – Do not show Q2 if answer in QA.1 is '2' and skip to Q3

Q2. For how long have you been a BLO for Poling Part number (CATI to insert PP number) in Assembly Constituency (CATI to insert AC Name)?
(Int. instruction - tick in table below; interviewer to note that time period mentioned for Q2 cannot exceed that for Q1. In case it does, ask respondent if they are sure by pointing out what they said in Q2)

Time	Q1	Q2
0-6 months	1	1
More than 6 months but less than 1 year	2	2
More than 1 year but less than 2 years	3	3
More than 2 years but less than 3 years	4	4
More than 3 years but less than 4 years	5	5
More than 4 years but less than 5 years	6	6
5 years or more	7	7

Q3. Are you currently a BLO of more than one polling part? If you are, can you tell us for how many polling parts are you a BLO for?

Option	Code
No	1
Yes – (Record Total Number of PPs Handled)	CATI to give drop-down from (2-99)

SECTION HEADER – FUNCTIONS PERFORMED BY A BLO

Section description: Interviewer to say – I will now ask you a set of questions about the work you do as a BLO, including conducting door to door visits and collecting information on the people who reside in the polling parts you are in charge of.

Q4. I would now like to know if you do BLO work mostly within or outside of your regular office working hours.

Option	Code
Mostly inside full time office hours	1
Mostly outside full time office hours	2

Q5. How many times, in the LAST ONE YEAR, did you conduct door to door visits in your Polling Part/Parts?

Option	Code
CATI to give drop-down (0 to 99)	0 to 99

CATI Instruction - Only ask Q6 if answer in Q5 is NOT 0

Q6. **On average, h**ow many days, in the LAST ONE YEAR, did it take for you to conduct ONE SUCH door to door visit exercise in your Polling Part/Parts? By days, tell me the total number of days on which you performed ONCE such task either during or after your usual work hours.

Option	Code
CATI to give drop-down (0 to 99)	0 to 365

Q6.A I will now read out from a list of activities. Please tell me how many times you conducted each activity LAST YEAR?

Option	Drop-Down
1. Collecting data on number of males, females and others/third-gender in the polling part	0-99
2. Collecting data on people who just turned 18 or are about to turn 18 in the polling part	0-99
3. Collecting data on people who are missing from the voter list	0-99
4. Collecting data on errors in voter details	0-99
5. Collecting data on the new residential units/buildings that come up in the polling part	0-99
6. Comparing gender ratio of the polling part to district/Assembly Constituency census data	0-99
7. Comparing age-group proportion data with that of district/Assembly Constituency census data	0-99
8. Updating the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within)	0-99

Q7. For each activity that you told us you conduct annually, please tell us the number of hours you spend for each activity every single time you do it completely (in hours). By hours, tell me the total number of days you take to perform ONCE such task either during or after your usual work hours.

Option – CATI to only show those options for which answer in Q6 is NOT 0	Drop-Down
1. Collecting data on number of males, females and others/third-gender in the polling part	0-365
2. Collecting data on people who just turned 18 or are about to turn 18 in the polling part	0-365
3. Collecting data on people who are missing from the voter list	0-365
4. Collecting data on errors in voter details	0-365
5. Collecting data on the new residential units/buildings that come up in the polling part	0-365
6. Comparing gender ratio of the polling part to district/Assembly Constituency census data	0-365
7. Comparing age-group proportion data with that of district/Assembly Constituency census data	0-365
8. Updating the Polling Part map (a visual representation of a Polling Part showing roads, lanes, buildings and houses within)	0-365

SECTION HEADER – MATERIAL, TRAINING SUPPORT & HONORARIUM

Section description: Interviewer to say – I will now ask you a set of questions about the materials you get from your superiors or the Election Commission of India as well as the training provided to you on the roles and responsibilities of a BLO.

Q8. A I will now read out names of a few documents/items. In case you do not understand any name from the ones I am about to read out, please feel free to ask for a repeat or for more details on the document. Can you tell me the frequency with which you received each of them in the last ONE YEAR?

Document/Item	Frequency with which item was received LAST YEAR
Q8.1 A BLO Register	0-20
Q8.2 A Bag with the Election Commission of India's logo on it	0-20
Q8.3 An appointment letter	0-20
Q5.4 A BLO Identity Card	0-20
Q5.5 A Booth Level Officer Handbook	0-20
Q5.6 Blank forms to distribute/give to citizens (6, 6A, 7 8 and 8A)	0-99
Q5.7 Pens/Pencils and empty note-pads	0-20

Q9.1 How often did you receive BLO Training in the last ONE YEAR?

Q9.2 How many times have you ever received BLO Training since you became a BLO?

Option	Code
Q9.1 CATI to give drop-down (0 to 20)	0 to 20
Q9.2 CATI to give drop-down (0 to 20)	0 to 20

CATI Instruction – Note that the frequency given in Q9.1 cannot be greater than Q9.2. If the interviewer tries to include such frequencies, give a prompt on screen.

Q10.Have you been paid an honorarium in the last ONE YEAR? If yes, can you tell us the amount you received?

Option	Code	Amount
Yes	1	INR _ _ _ _
No	2	

CATI Instruction – Display Q11 ONLY if answer to Q10 is '2'. Else, SKIP TO NEXT SECTION HEADER

Q11.Have you ever, in all the years that you have been a BLO, received an honorarium for the work you do as a BLO?

Option	Code
Yes	1
No	2

SECTION HEADER – ISSUES FACED WHILE PERFORMING DUTIES

Section description: Interviewer to say – I will now ask you a set of questions about the issues you face on ground while discharging your duties as a BLO.

Q12.Now, I want you to tell me the average time it takes for you to get to your allotted polling part one way? While answering this question, please do so keeping in mind the mode of transport you use most often to get there. Also, if you are in charge of more than one Polling Part, answer for the polling part it takes least amount of time to reach from your home or office, wherever you mostly travel from. Please tell me the answer in Hours and Minutes.

Option	Code
CATI to give drop-down – For HRS & For Mins.	HRS – 0 to 10, Minutes – 0 to 60 (CATI to store info in HH:MM format at the back-end)

Q13.

Q13.1 I will now read out a list of statements around the work you do in your polling part. Listen to each one carefully and tell me if you think any adversely/negatively affect your ability to perform your roles and responsibilities as a BLO.

Q13.2 Which one is THE MOST adverse reason? (SINGLE CODING)

CATI Instruction – rotate statements randomly. Only display those statements in Q13.2 for which respondent has stated 'Yes' or code 1 in Q13.1

Option	13.1. Any that applies (multiple coding per row)	13.2. Most important/adverse (single coding per row)
The time it takes to reach the Polling Part area	1-Yes/2-No	1-Yes/2-No
Issues with access to certain household/areas within the polling part	1-Yes/2-No	1-Yes/2-No
A lack of cooperation from the people/citizens in the polling part	1-Yes/2-No	1-Yes/2-No
Frequent changing of the polling parts allotted to you	1-Yes/2-No	1-Yes/2-No
A lack of a valid BLO Identity Card (ID)	1-Yes/2-No	1-Yes/2-No
Your concerns on safety and security while in the polling part	1-Yes/2-No	1-Yes/2-No
A lack of proper house numbering in the polling part	1-Yes/2-No	1-Yes/2-No
A lack of proper road/lane signage in the polling part	1-Yes/2-No	1-Yes/2-No
Concentration of work in just a few months i.e. uneven spread of work over a year	1-Yes/2-No	1-Yes/2-No
A lack of motivation and support from seniors/superiors	1-Yes/2-No	1-Yes/2-No
A lack of a proper Poling Part (PP) map or 'Nazari Naksha'	1-Yes/2-No	1-Yes/2-No
A lack of blank forms to be handed to the citizens	1-Yes/2-No	1-Yes/2-No
A lack of supervision from seniors	1-Yes/2-No	1-Yes/2-No

Q14. Are you registered as a voter in any of the polling parts for which you have been allotted a BLO?

Option	Code
Yes	1
No	2

SECTION HEADER – OVERALL SATISFACTION

Q15.Now, thinking about the entire set of roles and responsibilities you fulfil as a Booth Level Officer, the support that you get and the all work processes around being a BLO, how satisfied are you with this role? [Interviewer Instruction – read out all options one by one to the respondent]

Extremely dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Extremely Satisfied
1	2	3	4	5

SECTION HEADER – DEMOGRAPHICS

QD1. What is your age?

Select exact age here	CATI to give options from 18-100_ _ _ _ _ _ _ _
Do not want to disclose	(tick)999

QD2. What is your Gender?

Option	Code
Male	1
Female	2
Third Gender	3
Do not want to disclose	4

QD3. What is your educational qualification? (CATI to display Education options from the SEC Grid)

QD4. What is your occupation/work?

CATI Instruction – Display grid shown below on screen for the interviewer to record answer

GRID A - CODE LIST FOR QD4:

Occupation as told by BLO	Main Code	Code to be used in Occupation SEC Grid
Teacher	1	11
Aanganwadi Teacher	2	9
Clerk	3	11
Tax Inspector	4	12
Revenue Inspector	5	12
Others _ _(Type as told by respondent)	99	

CATI Instruction – Once the interviewer enters information on the above grid, display the Occupation grid from the SEC Grid given below and auto-code Occupation in the SEC Grid as per the third column of GRID A in case interviewer marks any of 1,2,3,4 or 5. Do not allow the interviewer to change this auto-coding. If interviewer marks 99 in GRID A, do not auto-code in the SEC Occupation grid and allow the interviewer to choose.

SEC GRID OCCUPATION (QD4)	EDCUCATION (QD3)	Illiterate - 1	School: upto 4 years - 2	School: 5-9 years- 3	SSC/HSC- 4	Some college but not graduate - 5	Graduate/ Post graduate general - 6	Graduate / Post graduate professional - 7
1. Unskilled Worker		E2	E2	E1	D	D	D	D
2. Skilled worker		E2	E1	D	C	C	B2	B2
3. Petty trader		E2	D	D	C	C	B2	B2
4. Shop owner		D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees								
5. None		D	C	B2	B1	A2	A2	A1
6. 1-9		C	B2	B2	B1	A2	A1	A1
7. 10+		B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional		D	D	D	B2	B1	A2	A1
9. Clerical / Salesman		D	D	D	C	B2	B1	B1
10. Supervisory level		D	D	C	C	B2	B1	A2
11. Officers/Executives - Junior		C	C	C	B2	B1	A2	A2
12. Officers/Executives - middle / senior		B1	B1	B1	B1	A2	A1	A1
13. Retired/Not working anymore								

QD5. Are you the chief wage earner/highest earning member in your household?

Option	Code	Instruction
Yes	1	Skip to QD8
No	2	Go to QD6
Do not want to disclose	3	Skip to QD8

QD6. What is the educational qualification of the chief wage earner in your household?

QD7. What is your occupation/work of the chief wage earner in your household?

CATI INSTRUCTION - INSERT SEC GRID AS ABOVE FOR QD3 & QD4 minus option '13 – Retired/Not working anymore in 'occupation list'

QD8. What is the average annual income of your household?

Option	Code (single coding)
Less than Rs 1 Lakh	1
Rs 1 Lakh to less than Rs 1.5 Lakhs	2
Rs 1.5 Lakhs to less than Rs 2 Lakhs	3
Rs 2 Lakhs to less than Rs 2.5 Lakhs	4
Rs 2.5 Lakhs to less than Rs 3 Lakhs	5
Rs 3 Lakhs to less than Rs 4 Lakhs	6
Rs 4 Lakhs to less than Rs 5 Lakhs	7
Rs 5 Lakhs to less than Rs 6 Lakhs	8
Rs 6 Lakhs to less than Rs 8 Lakhs	9
Rs 8 Lakhs to less than Rs 10 Lakhs	10
More than Rs 10 Lakhs	11
Don't know/Can't say/Don't want to disclose	12

Note:

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