JANAAGRAHA
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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Computer aided-telephone interviews conducted by Markelytics Solutions India Pvt.Ltd.
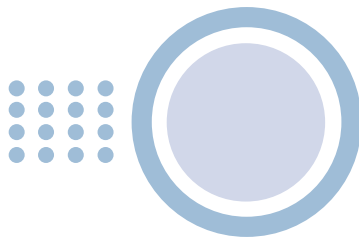Mail: research@janaagraha.org

VOTER LIST MANAGEMENT

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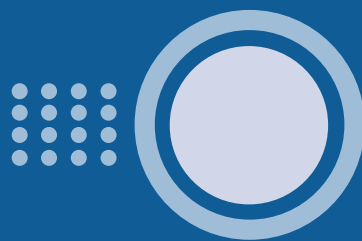
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Executive Summary

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.
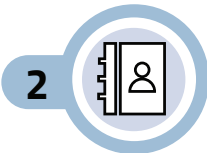
1 How useful are websites of the CEOs for citizens?

2 How easy is it for citizens to contact BLOs?

3 Who are our BLOs?

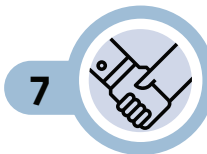**4** What support and training do BLOs receive from the ECI?

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?

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.

1 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.

2 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).

3 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.

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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.
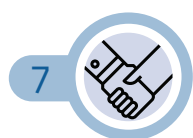
7 How satisfied do our BLOs feel about their role?

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.
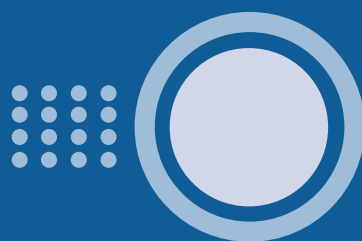
Introduction

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.
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    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

Citizens' requests
(Additions/Deletions/ Modifications)

BLO

Polling Station/ Ward Office

Post

Online

Creating awareness / helping citizens enrol

ERO
(Electoral Roll Officer)

Verification Requests

BLO

Verification Reports

ERO
(Electoral Roll Officer)

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.
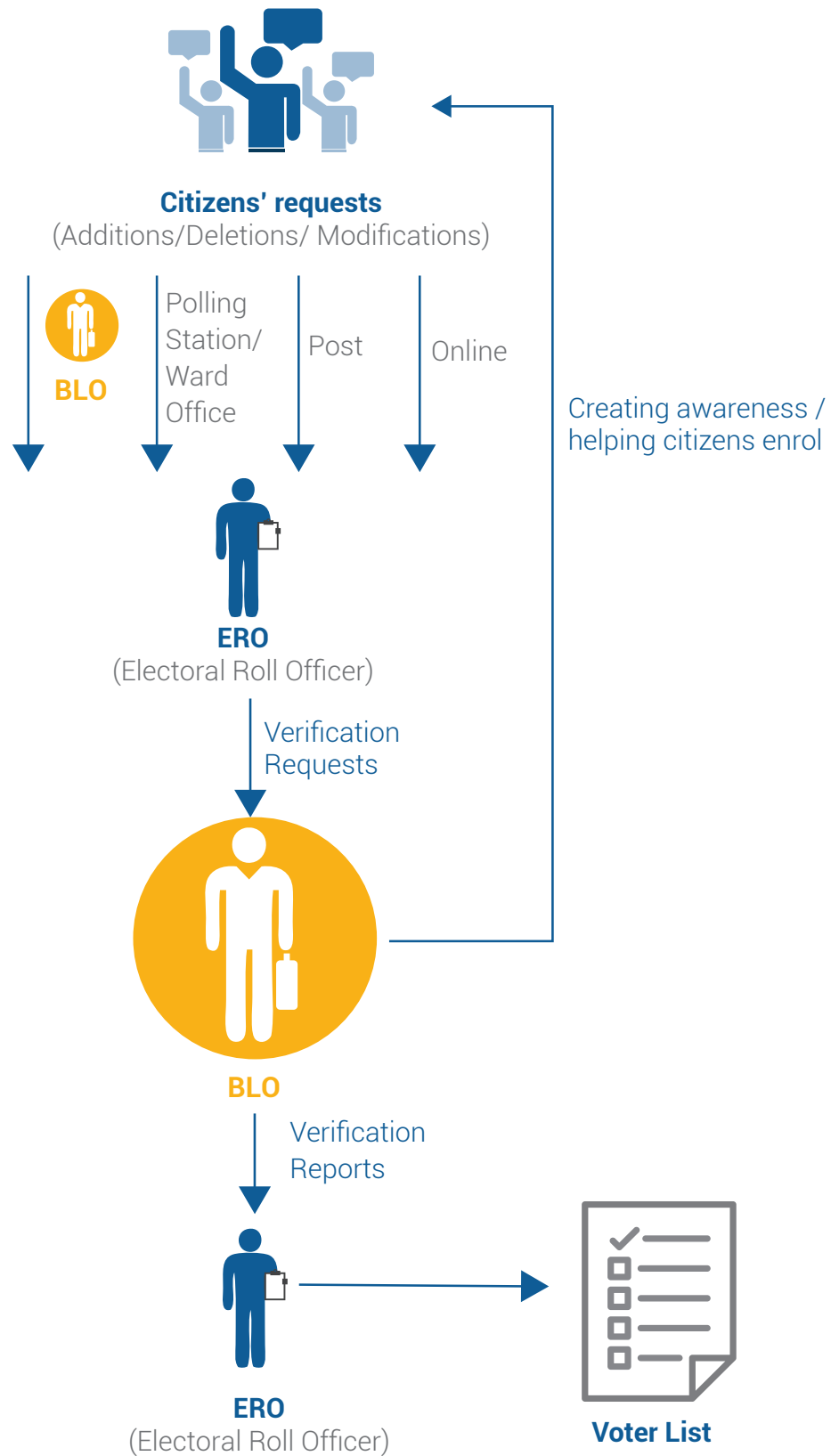
11. Janaagraha Centre for Citizenship and Democracy (2016): Voter List Management: A study on the quality of voter lists: findings from Booth Level Officer (BLO) interviews in Patna. Accessible: http://www.janaagraha.org/files/publications/VLM_Patna_2015_BLOReport.pdf [Accessed: August 2017]

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.
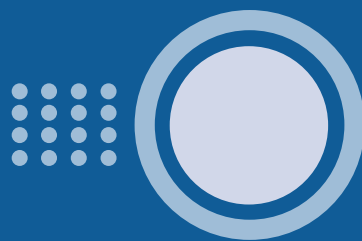
Methodology

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.

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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.
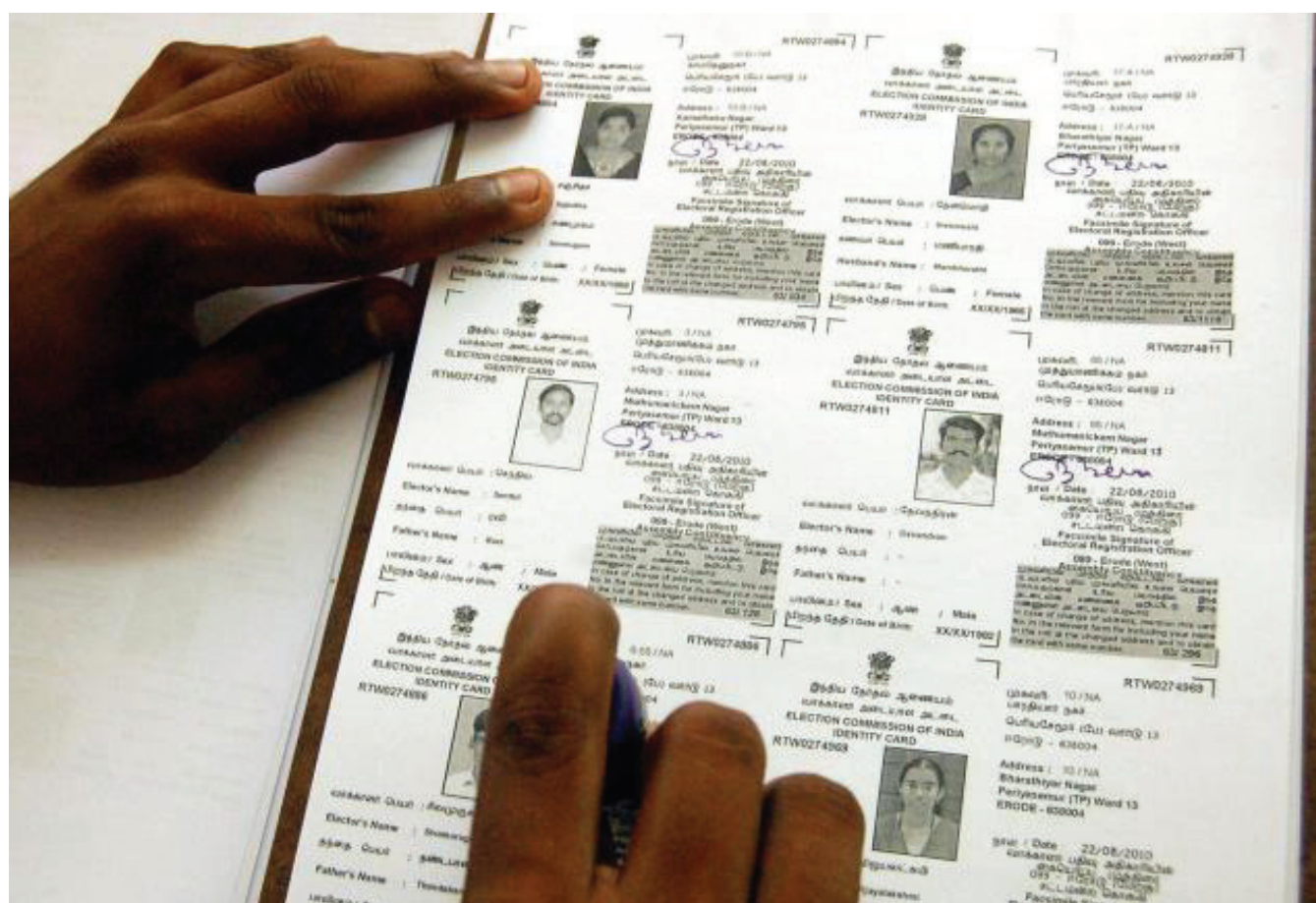
20. Link which was inaccessible: http://election.cg.nic.in/voterlist/Default.aspx

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.
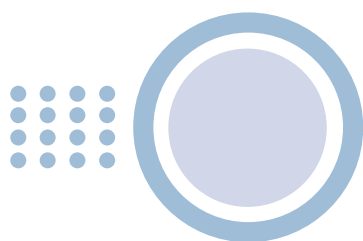
How To Read The Profiles
& Why the Seven Big Questions are Crucial to the Quality of Voter Lists

Medium City
0.5 million - 1 million

Large City
1 million - 5 million

Mega/Emerging Mega City
>5 million

LUD CHD DEH DEL JPR LCK KPR PAT AHD BHO RAN KOL SUR RAI BHU MUM PUN HYD BLR CHN TVM
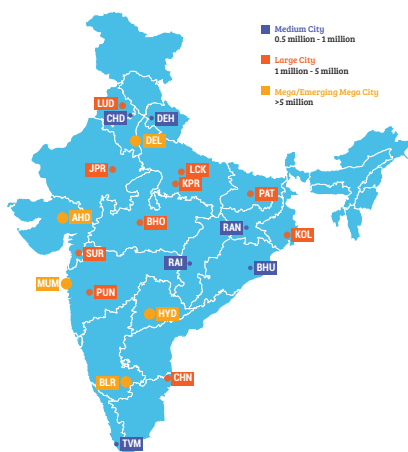
This section provides basic profile data on:

- 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

Medium City
0.5 million - 1 million

Large City
1 million - 5 million

Mega/Emerging Mega City
>5 million
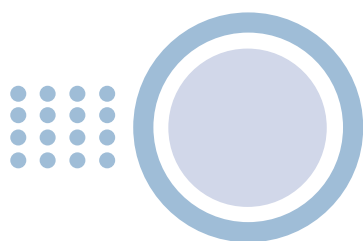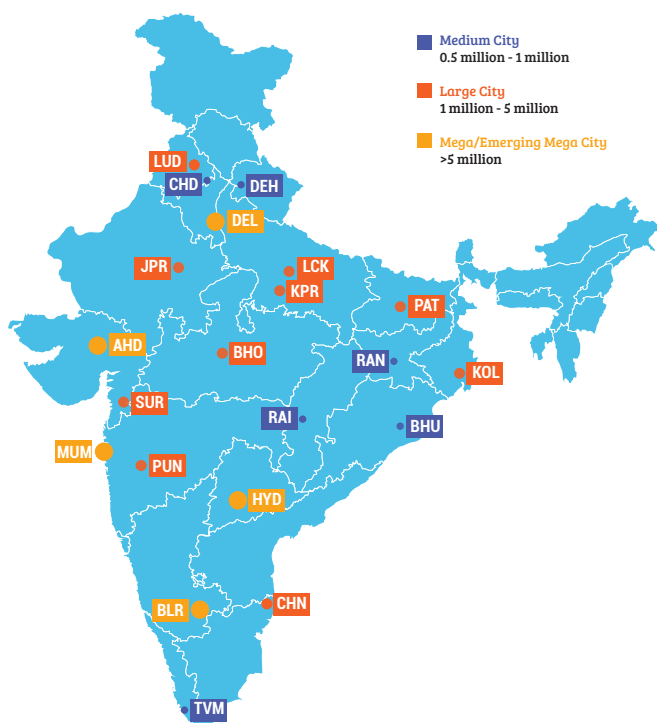
Total Polling Parts (PPs) in all ACs sampled for the study

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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

14.4%
12.2%
11.3%
37.8%
9.2%
14.9%
13.3%
24.8%
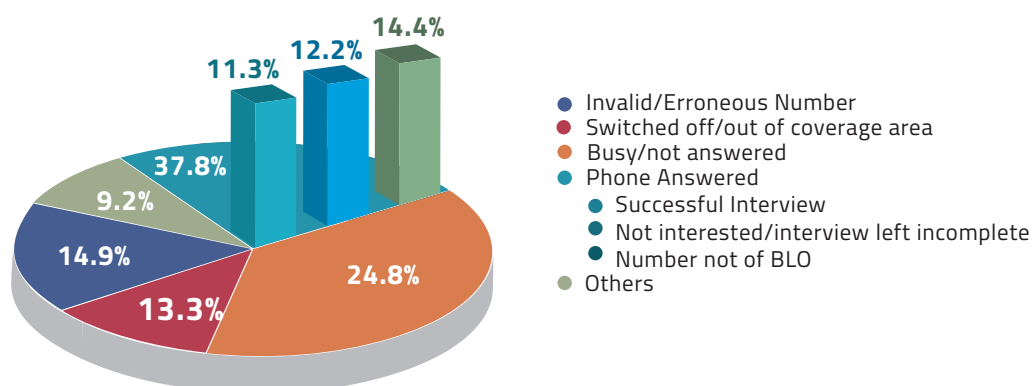
Only 1 in 4 BLOs could be reached - A total of 9,833 BLO numbers had to be dialled repeatedly to get through to 2,305 BLOs (all 21 centres).

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).

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)

0 times — **1.9%**

1-2 times — **27.3%**

3-5 times — **47.3%**

6-10 times — **12.1%**

10 or more times — **11.4%**
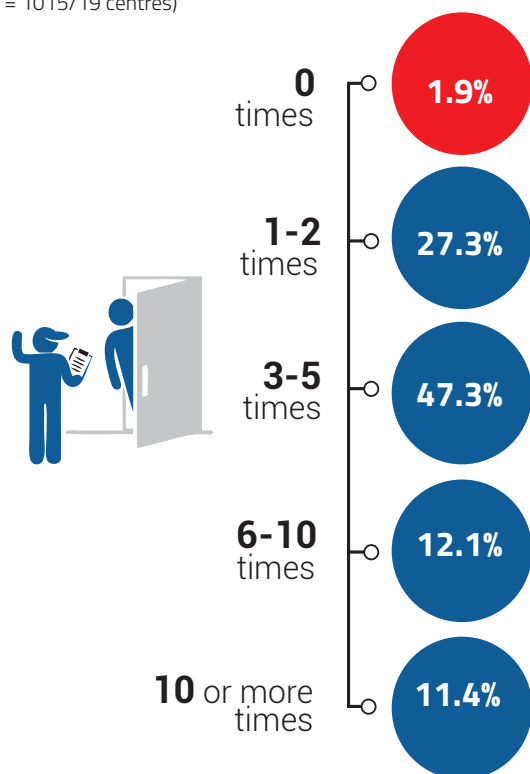
» A large majority of BLOs perform voter list management duties outside of their full-time working hours (83%) and conducted between 1 and 5 door-to-door visits last year (73%). They did so over an average of 68 days.

» 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)

  10 minutes or less
  21.8%

  11 to 20 minutes
  28.2%

  21 to 30 minutes
  28.2%

  31 to 45 minutes
  6.4%

  46 minutes to 1 hour
  9.2%
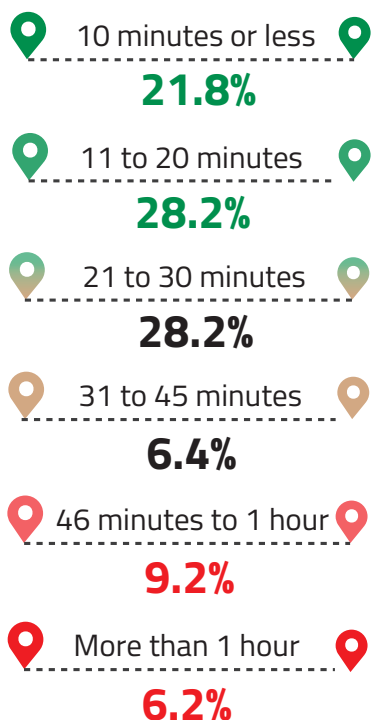
  More than 1 hour
  6.2%

» 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
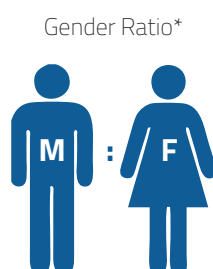
<=1.2	**67.0%**
>1.2 but <=1.4	**23.1%**
>=1.4	**9.9%**

* 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?
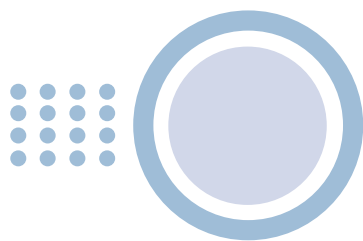
PPs with NNs present on the voter list	59.1%
PPs with no NNs on the voter list	40.9%

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
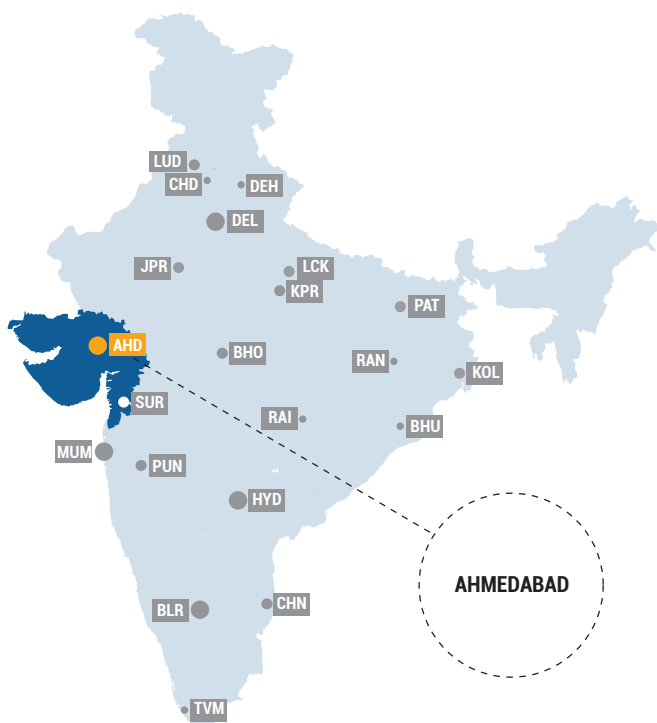
Total Polling Parts (PPs) in all ACs sampled for the study

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?

- 24.1%
- 33.4%
- 5.9%
- 3.5%
- 12.9%
- 8.9%
- 5.0%
- 39.7%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)
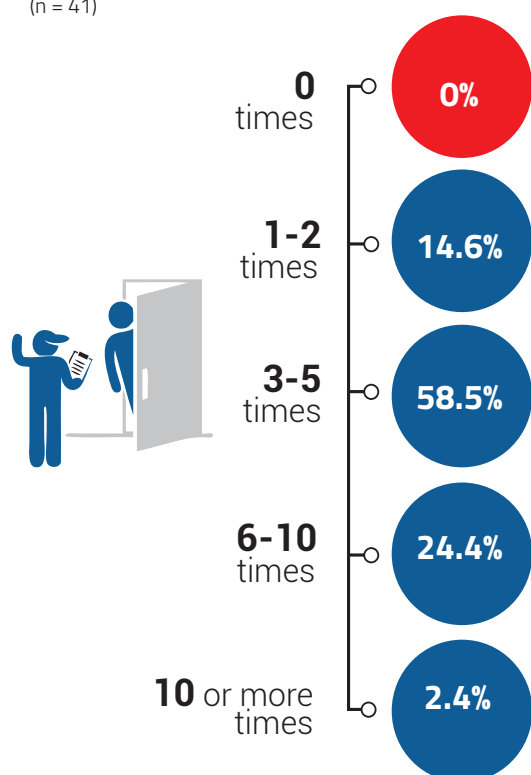
0 times — **0%**

1-2 times — **14.6%**

3-5 times — **58.5%**

6-10 times — **24.4%**

10 or more times — **2.4%**

» 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%**

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 = 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%
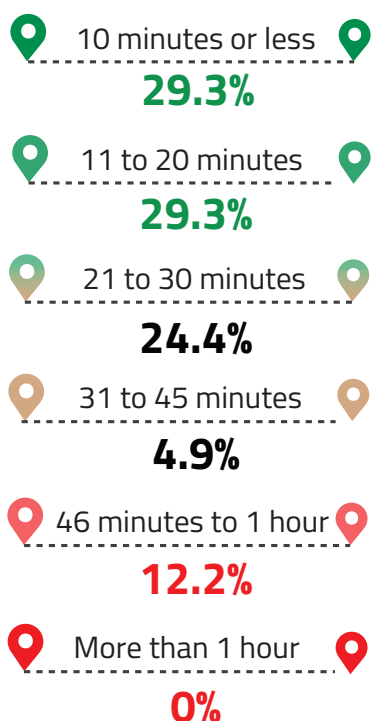
» A large proportion of BLOs (61%) are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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*

M : F
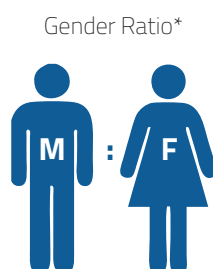
<=1.2
82.9%

>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
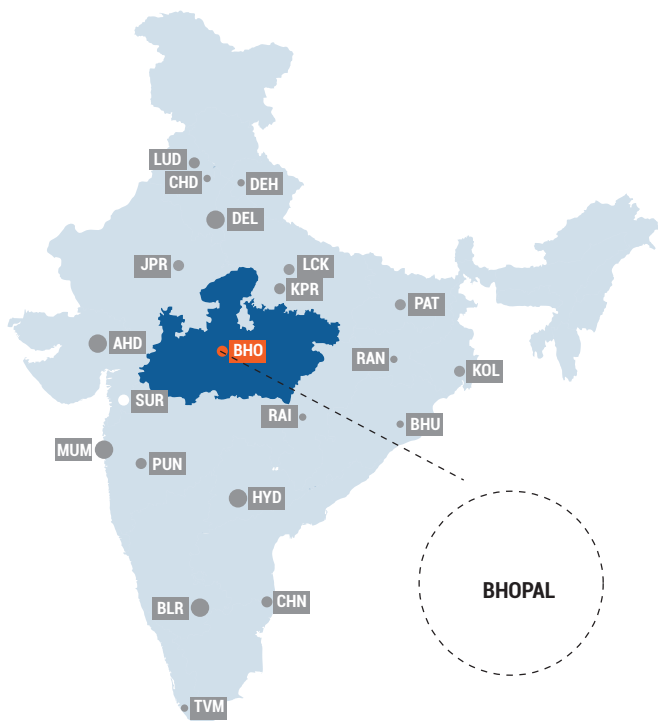
Total Polling Parts (PPs) in all ACs sampled for the study

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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

19.8%
17.0%
4.2%
41.0%
17.7%
5.3%
8.8%
27.2%

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)

- **How long have they been a BLO for?**
  (n = 48)

Teacher	22.9%
Anganwadi Teacher	12.5%
Clerk	33.3%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	31.3%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times — 0%

1-2 times — 77.1%

3-5 times — 18.8%

6-10 times — 2.1%

10 or more times — 2.1%
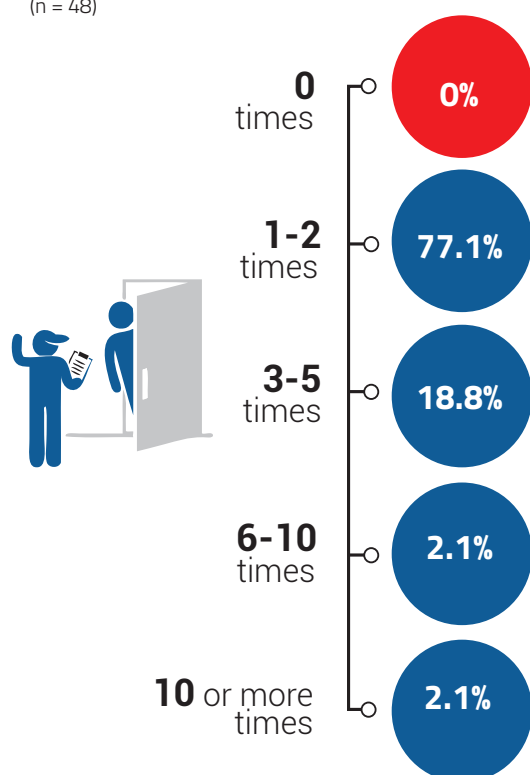
» 73% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
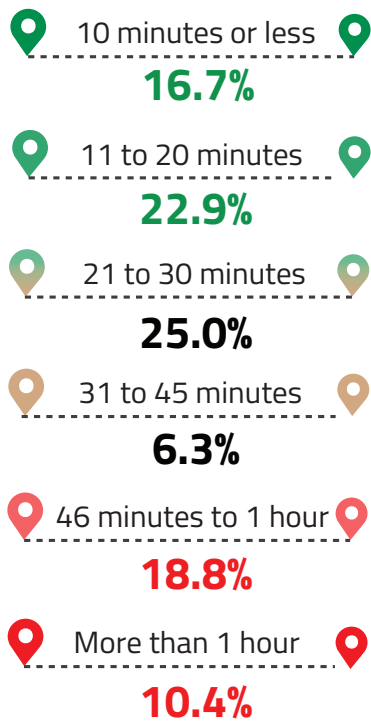
» 33% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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*

M : F
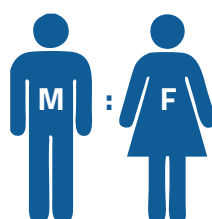
<=1.2
77.1%

>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%
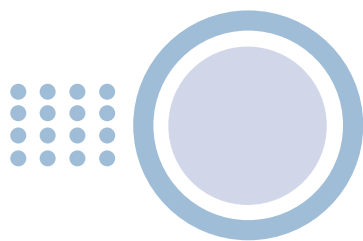
Bhubaneswar

BHUBANESWAR
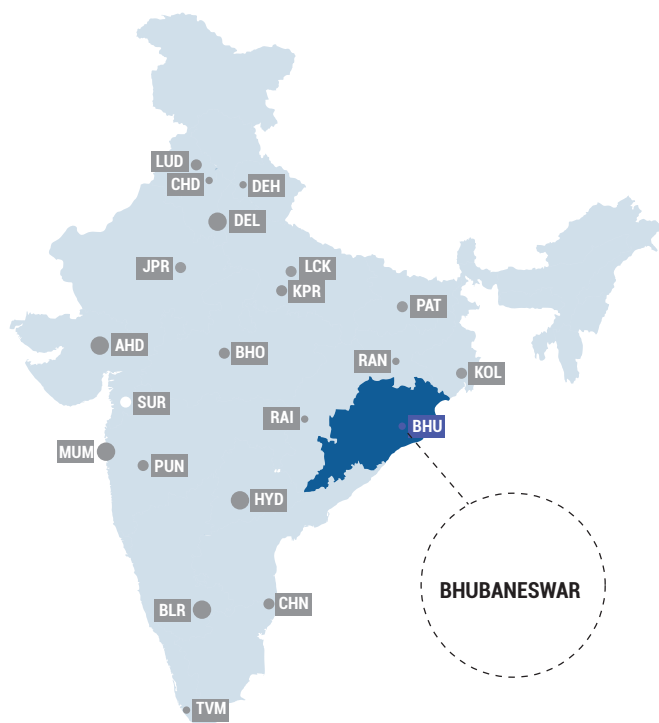
Total Polling Parts (PPs) in all ACs sampled for the study
597

% 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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

19.3% 13.7% 14.6%

47.6%

13.7%

14.2%

8.2%

16.3%

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)

- **How long have they been a BLO for?**
  (n = 45)

Teacher	82.2%
Anganwadi Teacher	8.9%
Clerk	6.7%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	2.2%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times	**0%**
1-2 times	**28.9%**
3-5 times	**57.8%**
6-10 times	**8.9%**
10 or more times	**4.4%**
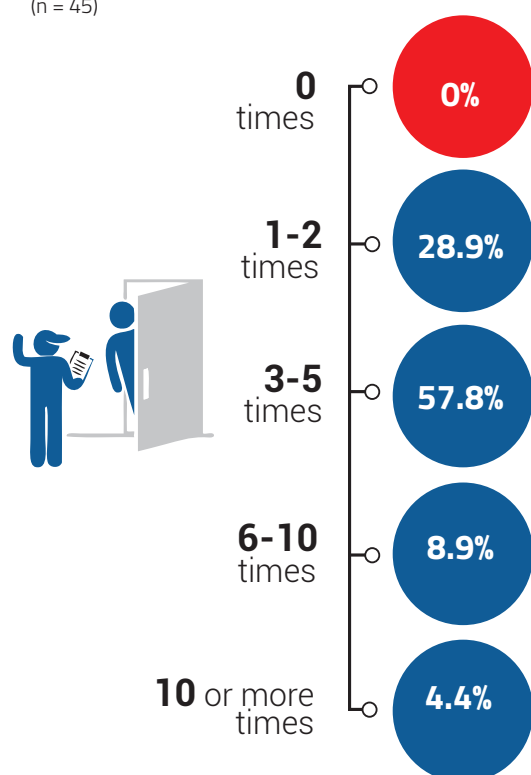
» 87% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
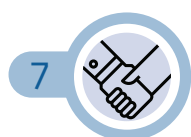
7 How satisfied do our BLOs feel about being one?

(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*

M : F
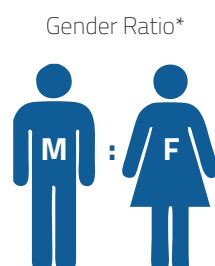
<=1.2	**33.3%**
>1.2 but <=1.4	**37.8%**
>=1.4	**28.9%**

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
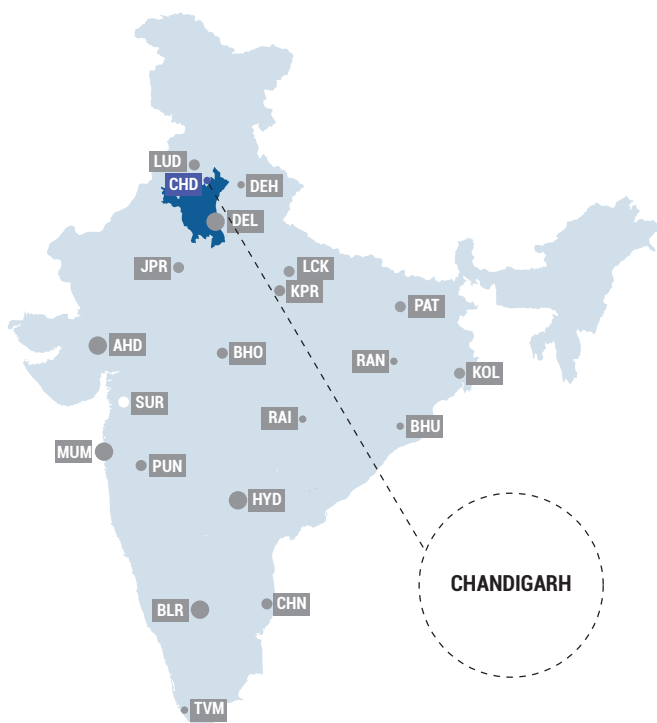
Total Polling Parts (PPs) in all ACs sampled for the study

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.

CHANDIGARH

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?

- 63.4%
- 8.5%
- 4.2%
- 76.1%
- 11.3%
- 1.4%
- 4.2%
- 7.0%

- ● Invalid/Erroneous Number
- ● Switched off/out of coverage area
- ● Busy/not answered
- ● Phone Answered
  - ● Successful Interview
  - ● Not interested/interview left incomplete
  - ● Number not of BLO
- ● Others

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)

- **How long have they been a BLO for?**
  (n = 45)

Teacher	**13.3%**
Anganwadi Teacher	**2.2%**
Clerk	**8.9%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**75.6%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times — **0%**

1-2 times — **31.1%**

3-5 times — **48.9%**

6-10 times — **8.9%**

10 or more times — **11.1%**
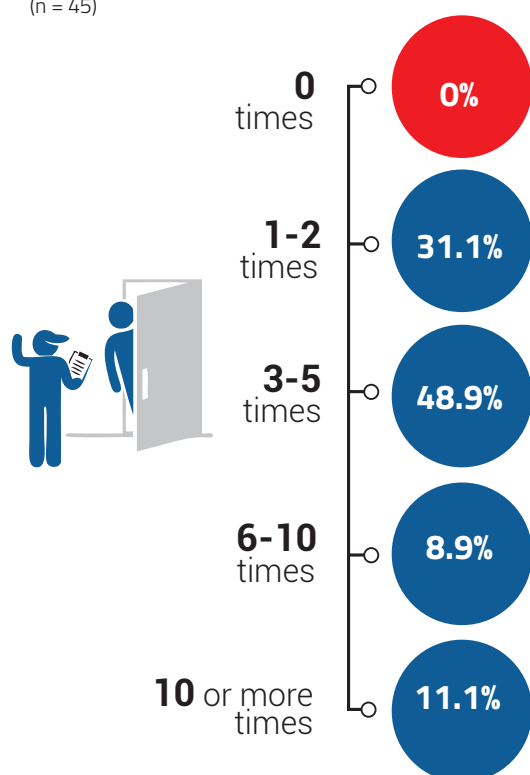
» 82% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
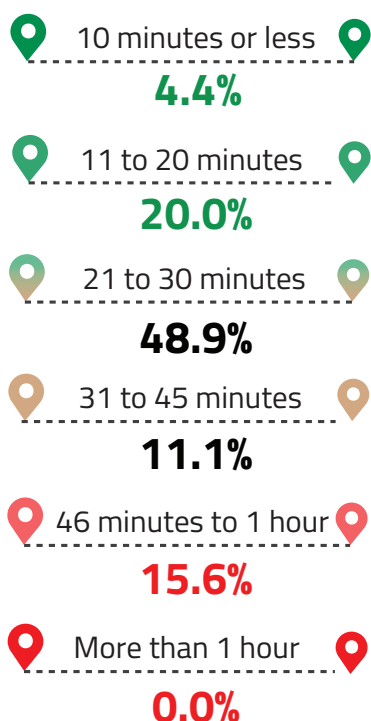
  More than 1 hour
  0.0%

» 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
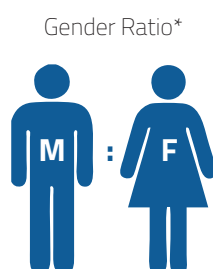
<=1.2	**73.3%**
>1.2 but <=1.4	**22.2%**
>=1.4	**4.4%**

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%

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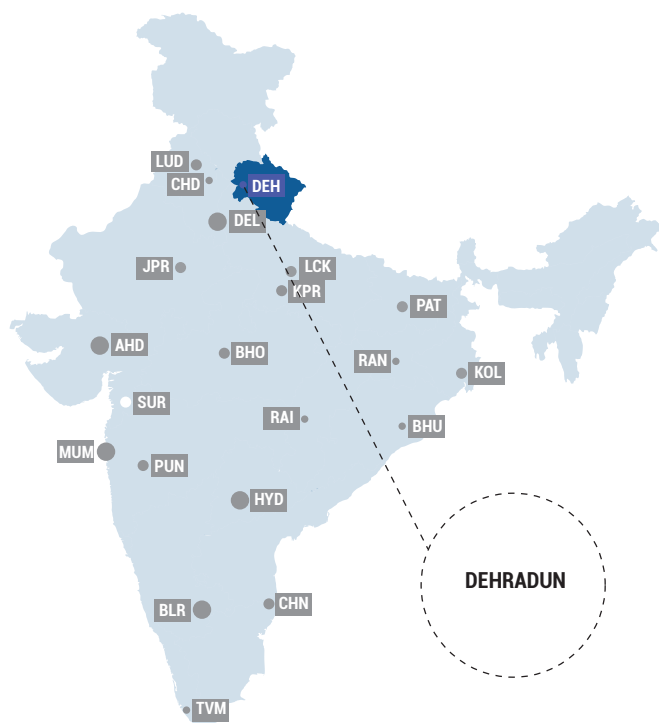
Total Polling Parts (PPs) in all ACs sampled for the study

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?

22.7% 18.5% 13.9%

55.1%

2.3%

9.7%

21.3% 11.6%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times — 0%

1-2 times — 42.9%

3-5 times — 38.8%

6-10 times — 10.2%

10 or more times — 8.2%
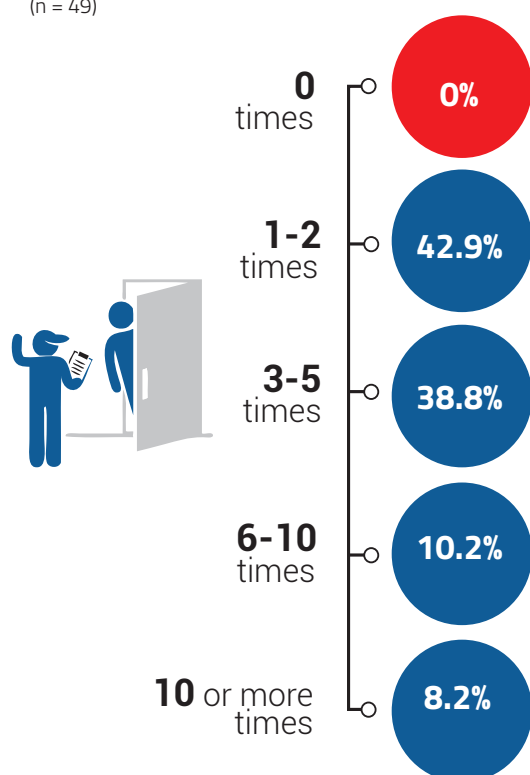
» 63% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
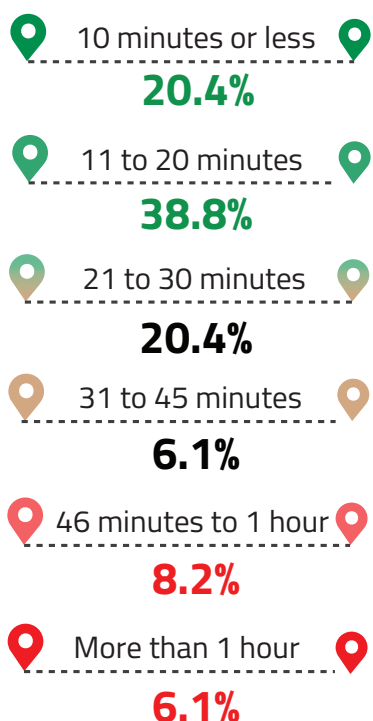
» 39% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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*

M : F
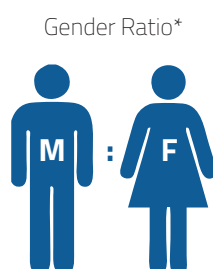
<=1.2	**75.6%**
>1.2 but <=1.4	**15.6%**
>=1.4	**8.9%**

* 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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

20.2%
9.9%
12.4%
42.5%
12.9%
10.9%
18.4%
15.3%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
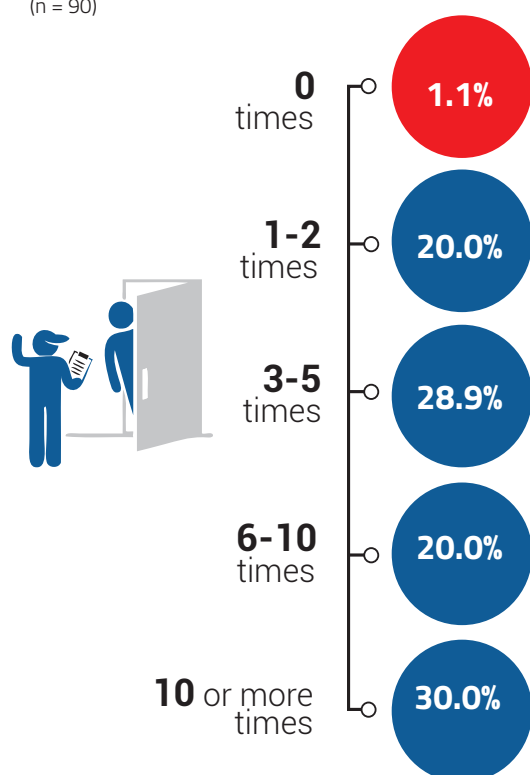
5 How do BLOs go about doing their job?

- **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)

0 times — **1.1%**

1-2 times — **20.0%**

3-5 times — **28.9%**

6-10 times — **20.0%**

10 or more times — **30.0%**

» 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%
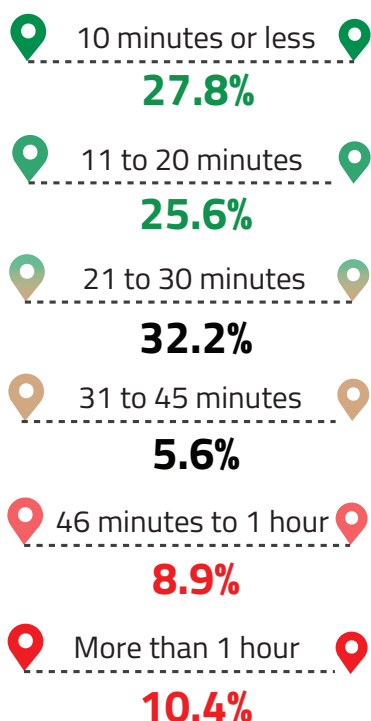
» 33% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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*

M : F
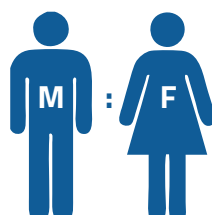
<=1.2
58.6%

>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
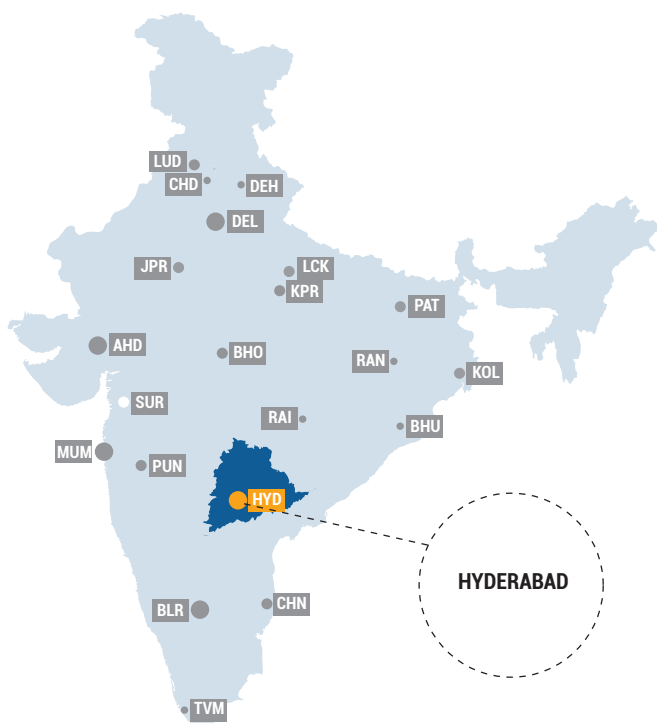
Total Polling Parts (PPs) in all ACs sampled for the study
5,842

% 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?**

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

18.1%
13.2%
32.8%
1.5%
19.6%
11.1%
26.0%
10.4%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
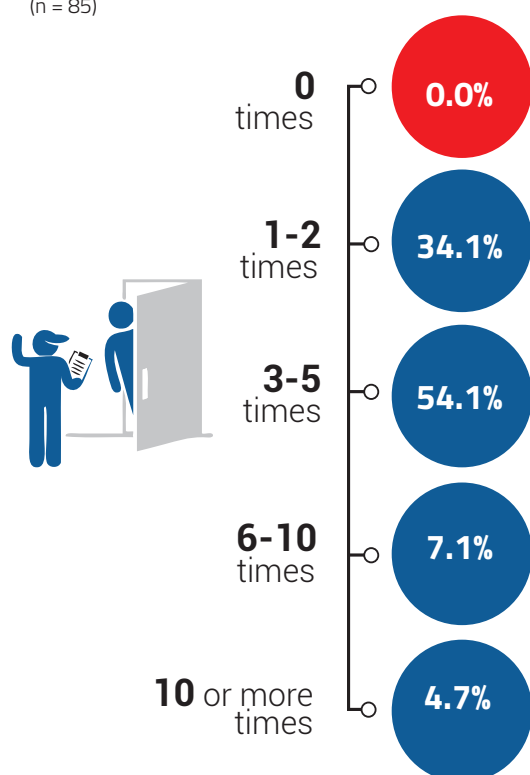
5 How do BLOs go about doing their job?

- **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)

Visits	Percentage
0 times	**0.0%**
1-2 times	**34.1%**
3-5 times	**54.1%**
6-10 times	**7.1%**
10 or more times	**4.7%**

» 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%
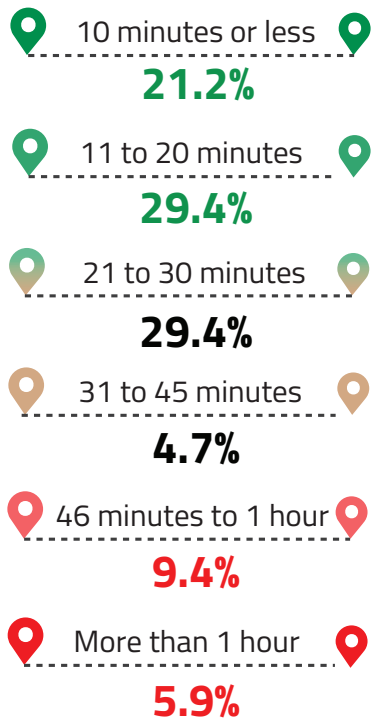
» 44% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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)

PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
69.4%	**22.4%**	**8.2%**

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 85)

Gender Ratio*

M : F
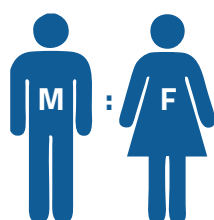
<=1.2	**67.1%**
>1.2 but <=1.4	**24.7%**
>=1.4	**8.2%**

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
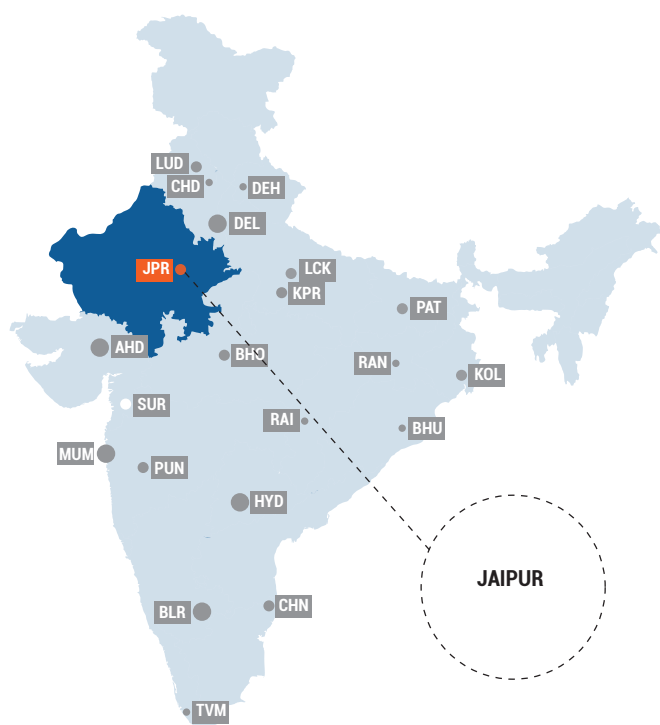
Total Polling Parts (PPs) in all ACs sampled for the study

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?

34.1%

21.3%

4.8%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
- Successful Interview
- Not interested/interview left incomplete
- Number not of BLO
- Others

60.2%

11.2%

2.4%

7.6%

18.5%

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)

- **How long have they been a BLO for?**
  (n = 53)

Teacher	**50.9%**
Anganwadi Teacher	**0.0%**
Clerk	**34.0%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**15.1%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
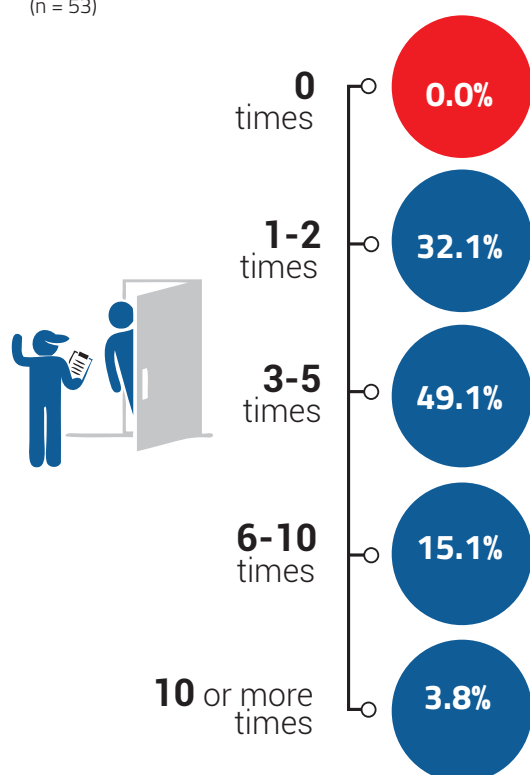
5 How do BLOs go about doing their job?

- **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)

0 times	**0.0%**
1-2 times	**32.1%**
3-5 times	**49.1%**
6-10 times	**15.1%**
10 or more times	**3.8%**

» 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.

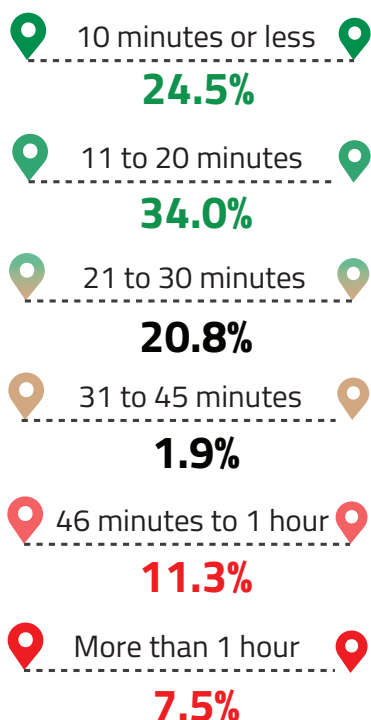- **On how many days do they do so?** - On average, 60 days in a year
  (n = 53)

- **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

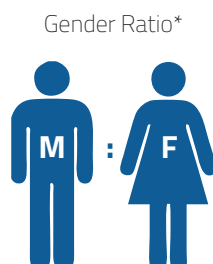**As per the ECI's guidelines, no urban PP should have more than 1400 voters**

(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	**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)
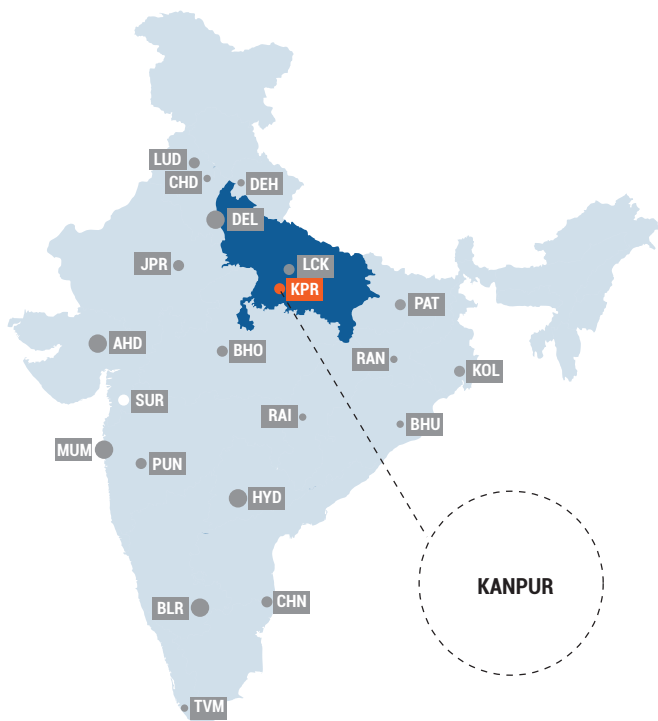
How many assessed lists had an NN?

PPs with NNs present on the voter list	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.

KANPUR

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?

45.8%

6.3%

11.5%

63.5%

8.3%

10.4%

10.4%

7.3%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

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)

- **How long have they been a BLO for?**
  (n = 44)

Teacher	**61.4%**
Anganwadi Teacher	**9.1%**
Clerk	**9.1%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**20.5%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
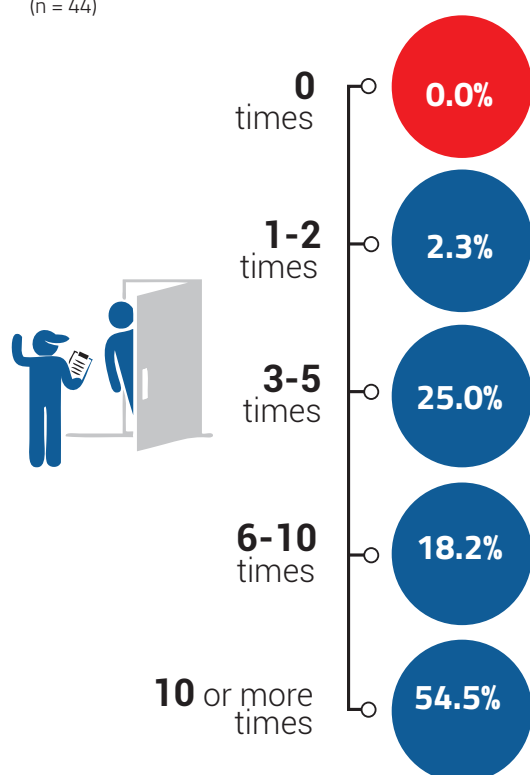
5 How do BLOs go about doing their job?

- **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)

0 times	0.0%
1-2 times	2.3%
3-5 times	25.0%
6-10 times	18.2%
10 or more times	54.5%

» 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)
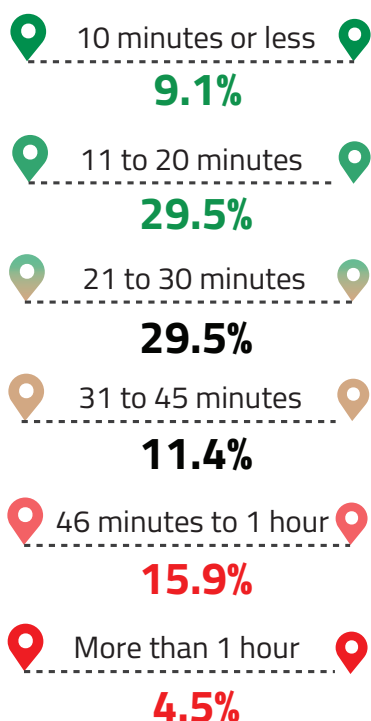
	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	9.1%	11.4%	34.1%	11.4%	20.5%	4.5%	6.8%	2.3%
Collecting Data on Citizens about to turn 18/ just turned 18	11.4%	11.4%	34.1%	13.6%	13.6%	6.8%	6.8%	2.3%
Collecting Data on Citizens missing 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%
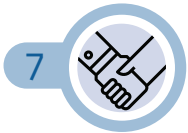
7 How satisfied do our BLOs feel about being one?

(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)

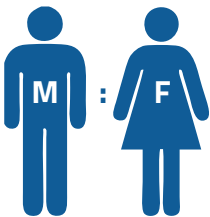| PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
66.7%	**24.4%**	**8.9%**

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?

- 22.2%
- 8.9%
- 10.1%
- 41.1%
- 20.1%
- 13.6%
- 12.4%
- 12.7%

- ● Invalid/Erroneous Number
- ● Switched off/out of coverage area
- ● Busy/not answered
- ● Phone Answered
- ● Successful Interview
- ● Not interested/interview left incomplete
- ● Number not of BLO
- ● Others

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
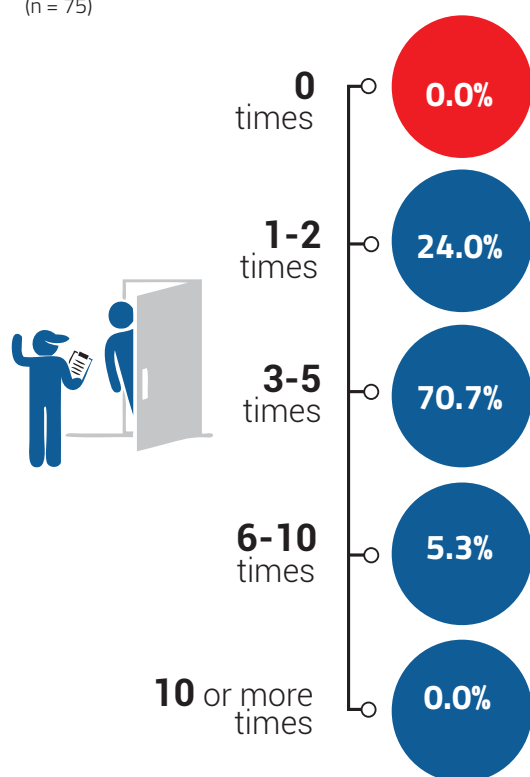
5 How do BLOs go about doing their job?

- **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)

0 times — 0.0%

1-2 times — 24.0%

3-5 times — 70.7%

6-10 times — 5.3%

10 or more times — 0.0%

» 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
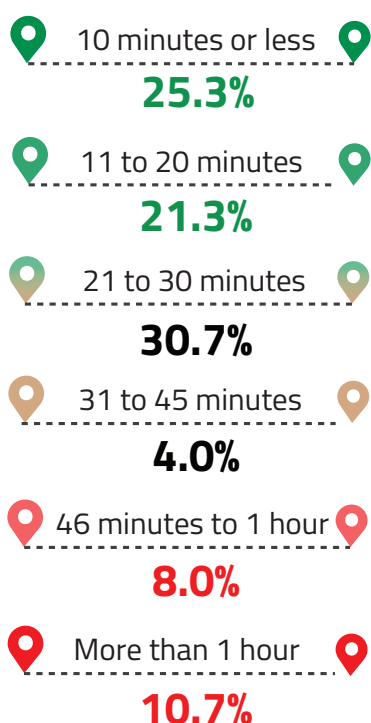(n = 75)

- **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

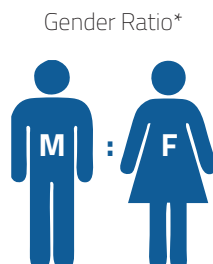**As per the ECI's guidelines, no urban PP should have more than 1400 voters**

(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*

M : F

<=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

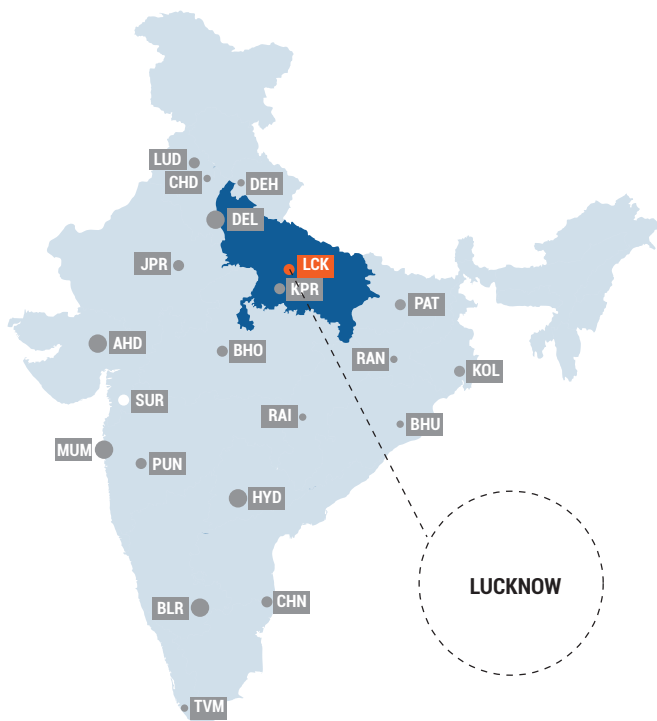(NNs analysed = 75)

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.

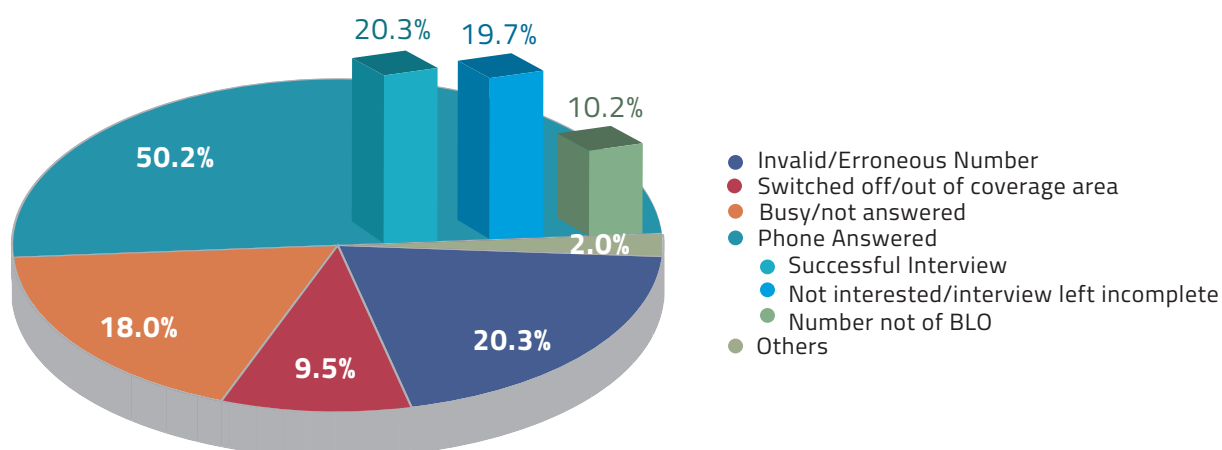## 1 | How useful are websites of the CEOs for citizens?

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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

50.2%
20.3%   19.7%
10.2%
2.0%
18.0%
9.5%
20.3%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
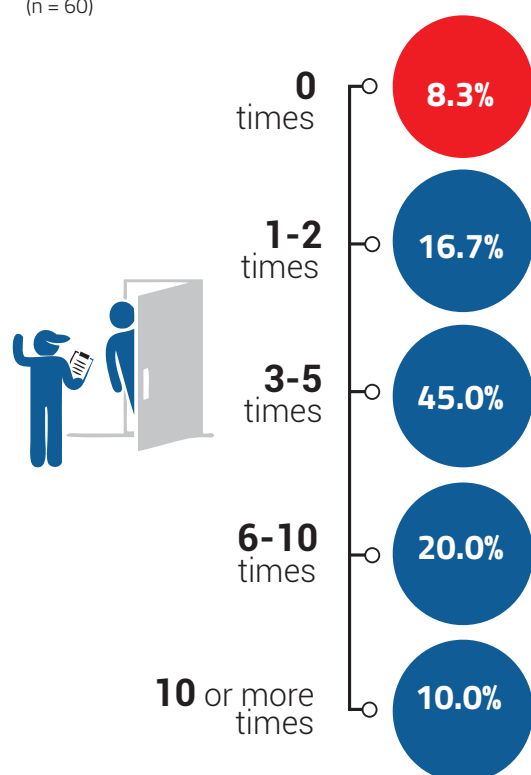
5 How do BLOs go about doing their job?

- **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)

0 times — 8.3%

1-2 times — 16.7%

3-5 times — 45.0%

6-10 times — 20.0%

10 or more times — 10.0%

» 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)
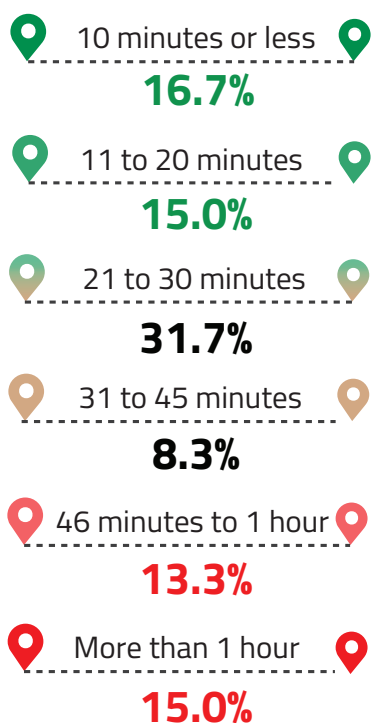
	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	36.7%	8.3%	8.3%	3.3%	15.0%	3.3%	5.0%	**20.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	46.7%	3.3%	5.0%	6.7%	15.0%	5.0%	6.7%	**11.7%**
Collecting Data on Citizens 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)

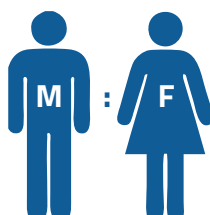| PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
64.3%	14.3%	21.4%

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 42)

Gender Ratio*

M : F

<=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

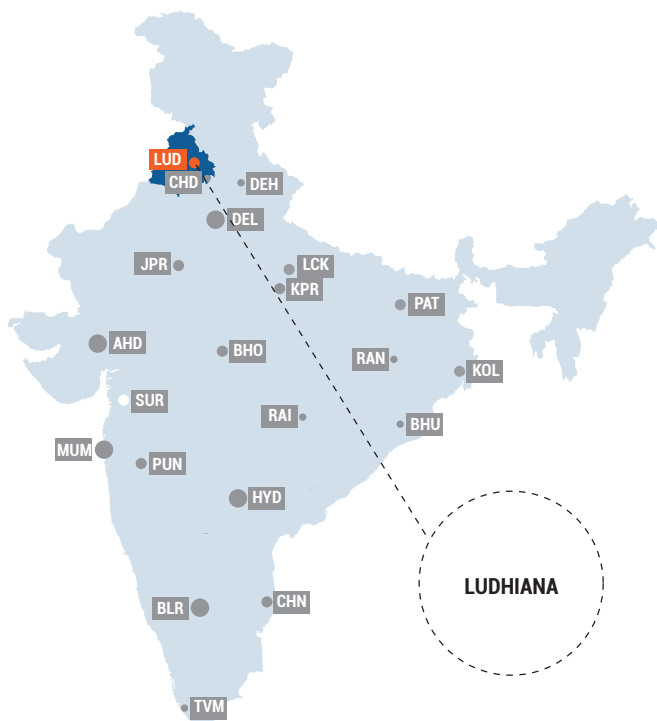(NNs analysed = 42)

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.

LUDHIANA

LUD
CHD
DEH
DEL
JPR
LCK
KPR
PAT
AHD
BHO
RAN
KOL
SUR
RAI
BHU
MUM
PUN
HYD
BLR
CHN
TVM

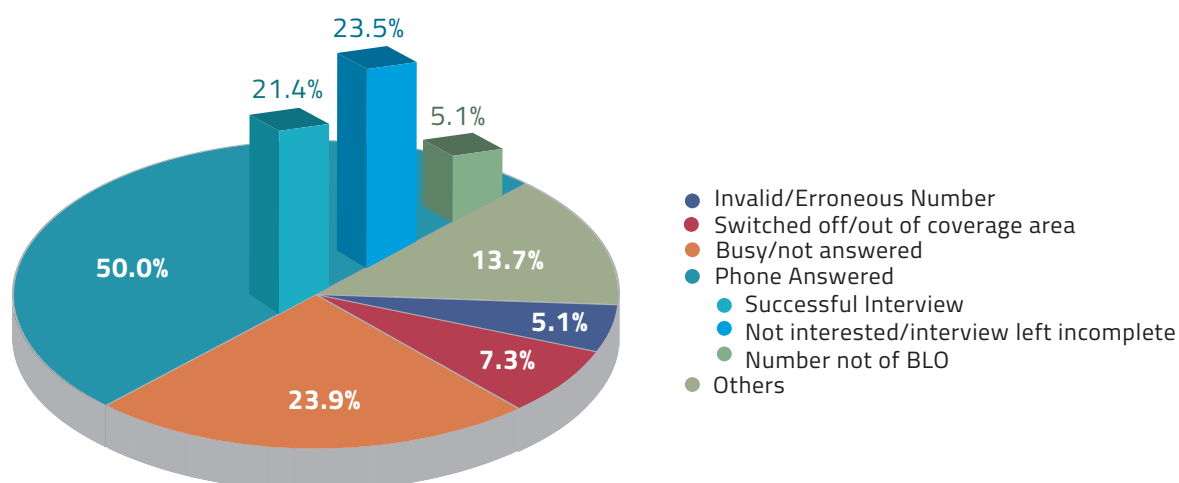## 1 How useful are websites of the CEOs for citizens?

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?

- 23.5%
- 21.4%
- 5.1%
- 50.0%
- 13.7%
- 5.1%
- 7.3%
- 23.9%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

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)
- **How long have they been a BLO for?** (n = 50)

Teacher	**20.0%**
Anganwadi Teacher	**0.0%**
Clerk	**26.0%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**54.0%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).

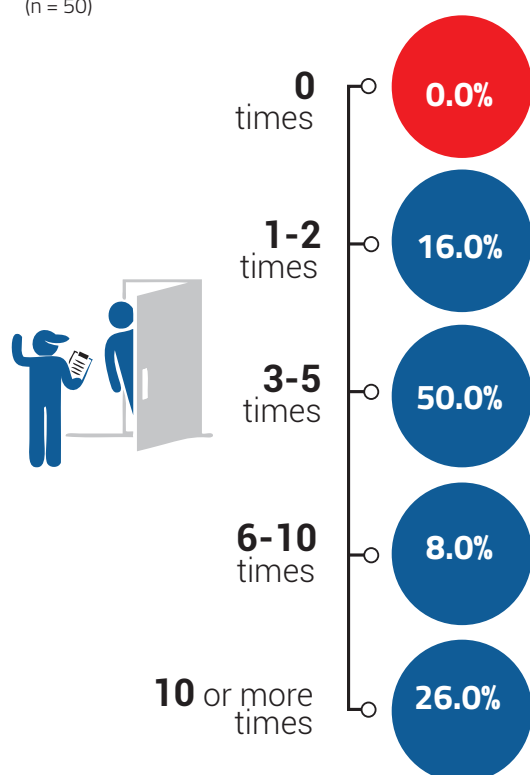## 5 How do BLOs go about doing their job?

- **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)

0 times — **0.0%**

1-2 times — **16.0%**

3-5 times — **50.0%**

6-10 times — **8.0%**

10 or more times — **26.0%**

» 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)
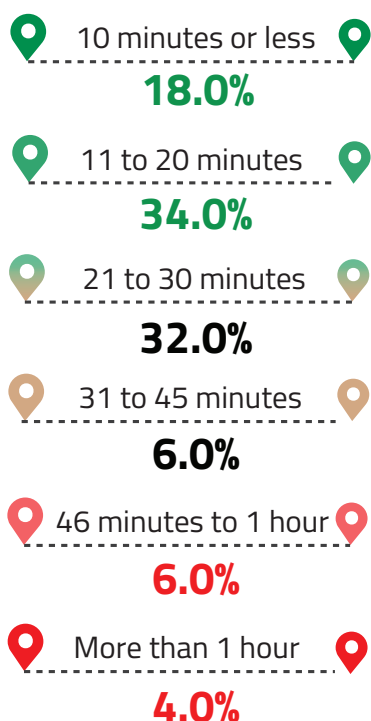
	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	30.0%	12.0%	18.0%	6.0%	10.0%	6.0%	14.0%	**4.0%**
Collecting Data on Citizens about to turn 18/ just turned 18	34.0%	12.0%	14.0%	10.0%	8.0%	6.0%	12.0%	**4.0%**
Collecting Data on Citizens 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)

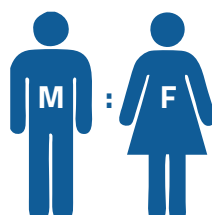| PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
69.0%	**19.0%**	**11.9%**

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

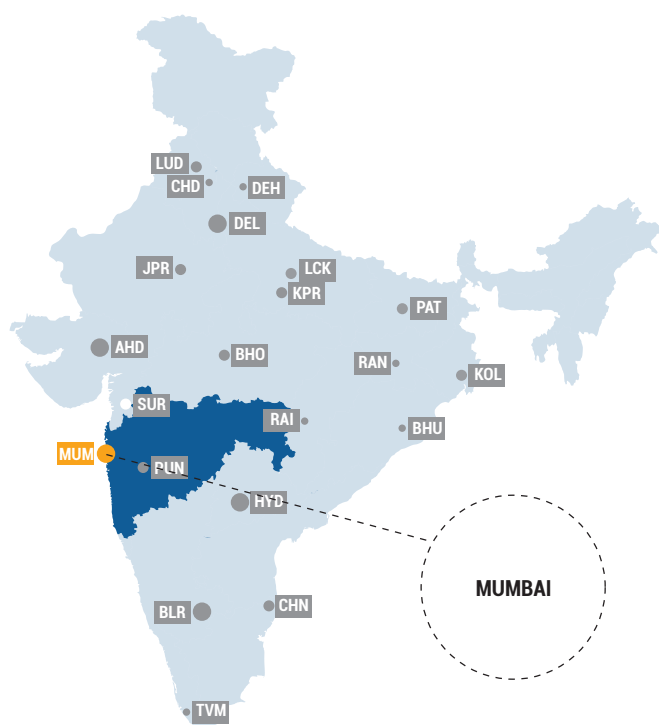(NNs analysed = 42)

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

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.

LUD
CHD
DEH
DEL
JPR
LCK
KPR
PAT
AHD
BHO
RAN
KOL
SUR
RAI
BHU
MUM
PUN
HYD
BLR
CHN
TVM

MUMBAI

1 How useful are websites of the CEOs for citizens?
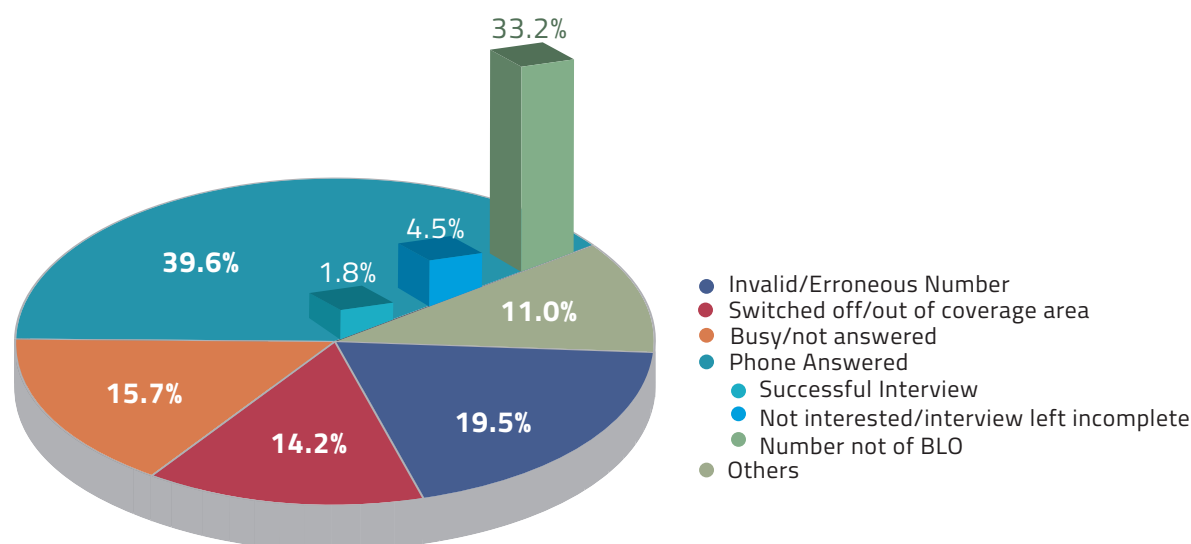
Can a citizen:

» **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?

33.2%

4.5%

39.6%

1.8%

11.0%

15.7%

19.5%

14.2%

- ● Invalid/Erroneous Number
- ● Switched off/out of coverage area
- ● Busy/not answered
- ● Phone Answered
  - ● Successful Interview
  - ● Not interested/interview left incomplete
  - ● Number not of BLO
- ● Others

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)

- **How long have they been a BLO for?**
  (n = 11)

Teacher	9.1%
Anganwadi Teacher	0.0%
Clerk	45.5%
Revenue Inspector	0.0%
Tax Inspector	0.0%
Others	45.5%

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.

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).

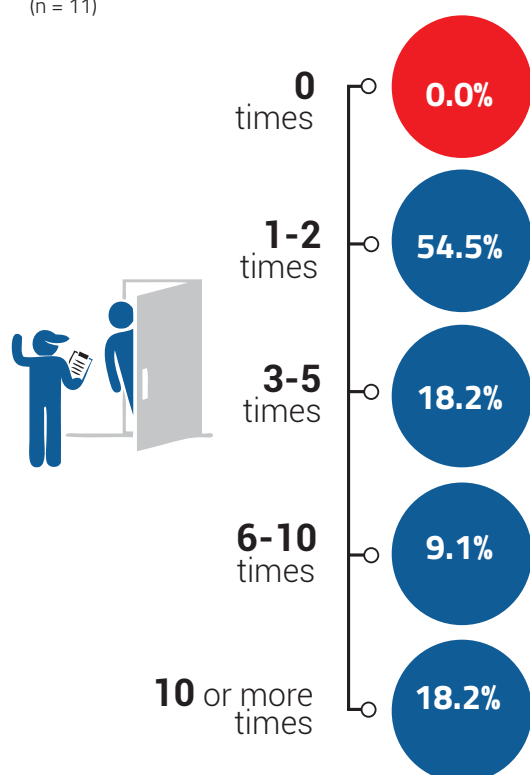## 5   How do BLOs go about doing their job?

- **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)

0 times — **0.0%**

1-2 times — **54.5%**

3-5 times — **18.2%**

6-10 times — **9.1%**

10 or more times — **18.2%**

» 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)
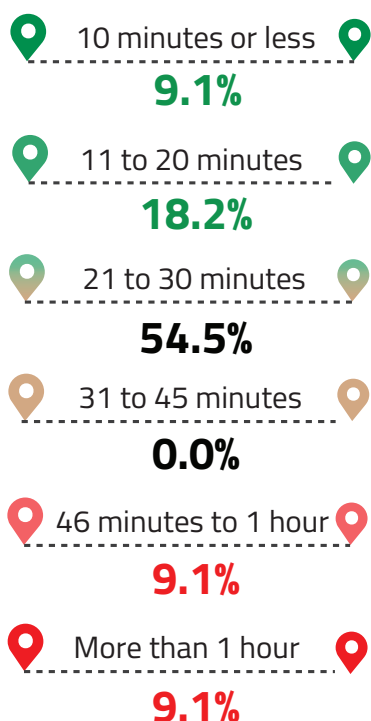
	<=30 mins	31 mins to 1 hr	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5+ hrs	Haven't done activity
Collecting Citizen Gender Data	27.3%	18.2%	9.1%	9.1%	9.1%	18.2%	0.0%	**9.1%**
Collecting Data on Citizens about to turn 18/ just turned 18	18.2%	27.3%	18.2%	0.0%	0.0%	9.1%	9.1%	**18.2%**
Collecting Data on Citizens 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%**

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*

M : F
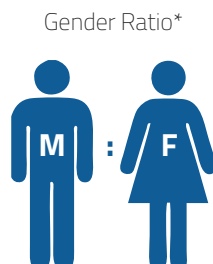
<=1.2
56.7%

>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

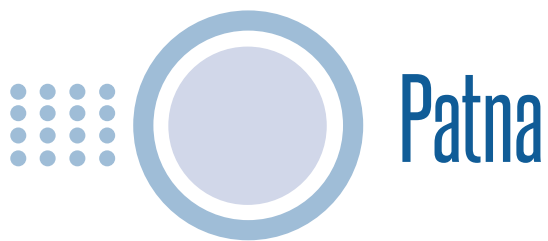(NNs analysed = 90)

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
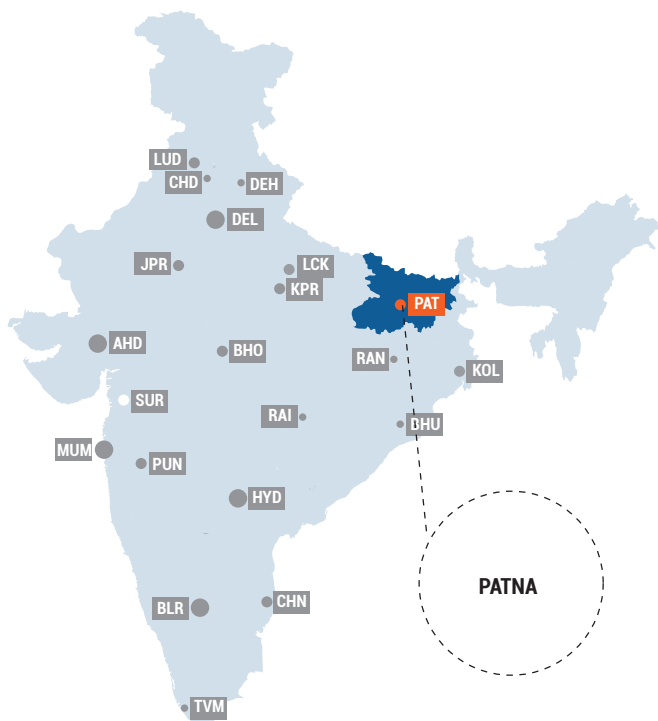
Total Polling Parts (PPs) in all ACs sampled for the study

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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

26.3%
19.8%
3.7%
14.8%
49.8%
11.9%
9.1%
14.4%

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
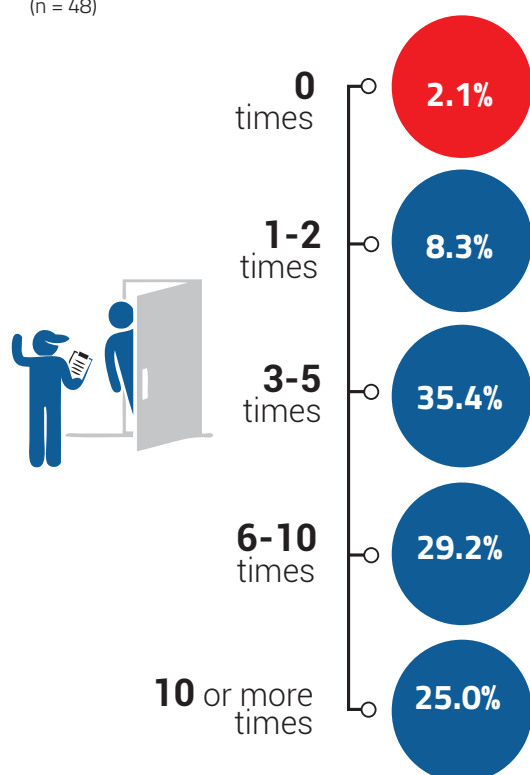
5 How do BLOs go about doing their job?

- **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)

0 times	**2.1%**
1-2 times	**8.3%**
3-5 times	**35.4%**
6-10 times	**29.2%**
10 or more times	**25.0%**

» 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%
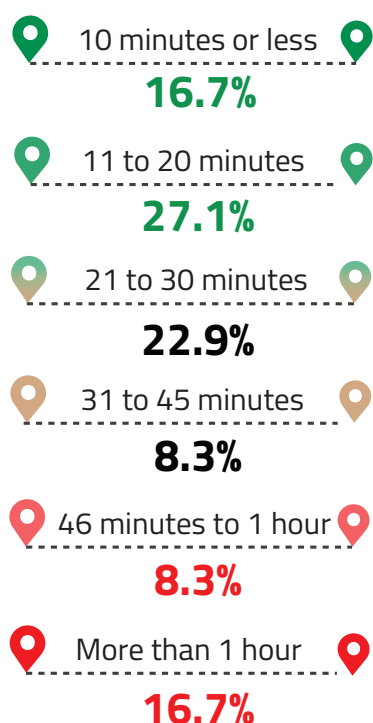
» 52% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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)

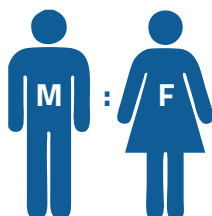| PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
68.8%	**18.8%**	**12.5%**

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 48)

Gender Ratio*

M : F

<=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.
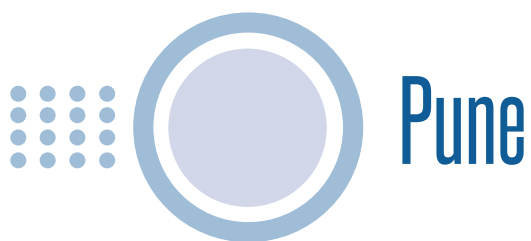
(n = 38 eligible NNs)

How many assessed NNs were of GIS type?

GIS Type	0.0%
Hand-drawn Type	100.0%

Pune
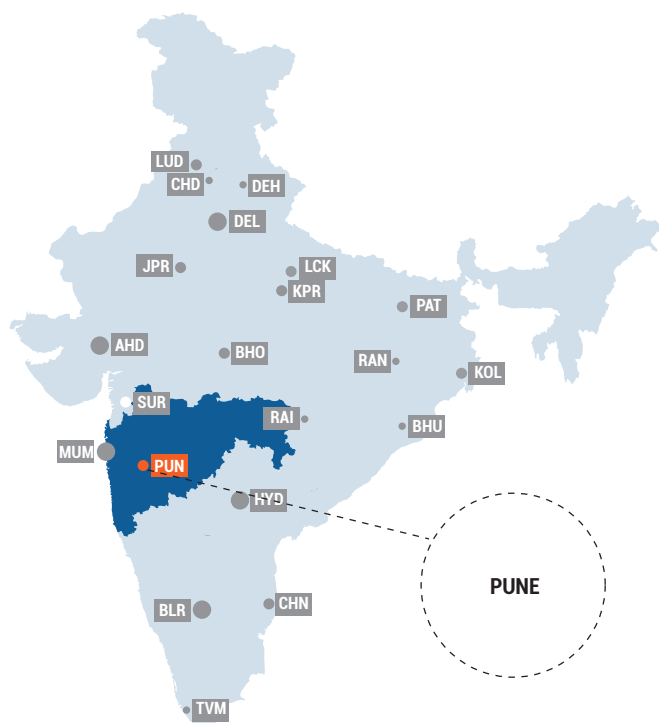
Total Polling Parts (PPs) in all ACs sampled for the study

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?

Legend:
- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

Pie chart values: 30.3%, 40.4%, 9.3%, 10.4%, 5.7%, 4.3%, 14.7%, 25.2%

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)

- **How long have they been a BLO for?**
  (n = 37)

Job	%
Teacher	**78.4%**
Anganwadi Teacher	**0.0%**
Clerk	**10.8%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**10.8%**

Duration	%
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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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).
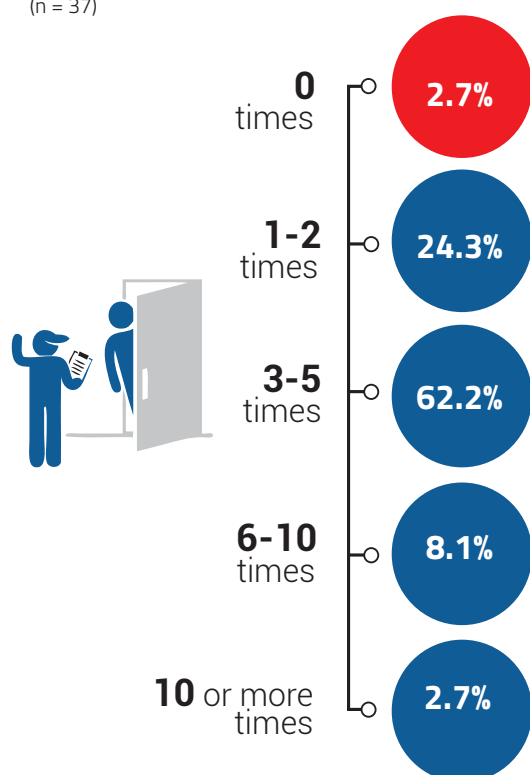
5 How do BLOs go about doing their job?

- **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)

0 times — 2.7%

1-2 times — 24.3%

3-5 times — 62.2%

6-10 times — 8.1%

10 or more times — 2.7%

» 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%
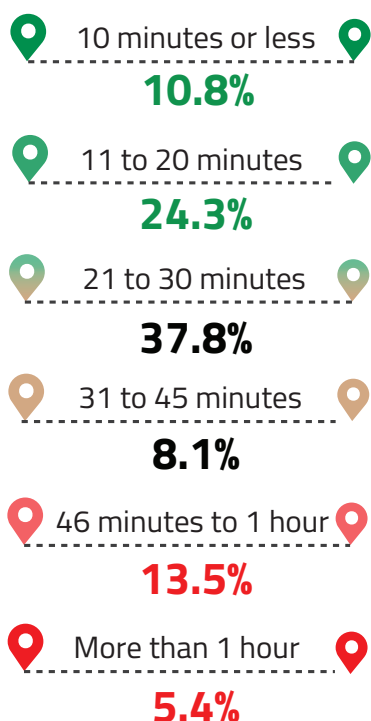
» 65% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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)

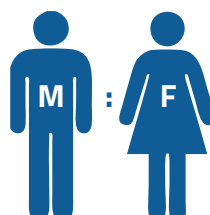| PPs with 1200 or fewer voters	PPs with 1201 to 1400 voters	PPs with 1400+ voters
66.7%	**20.0%**	**13.3%**

BLOs are required to investigate gender ratios significantly different from that of their districts

(n = 45)

Gender Ratio*

M : F

<=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.

RAIPUR

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?

22.6%   7.1%

1.9%

31.6%   17.5%

22.2%   12.7%

16.0%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
- Successful Interview
- Not interested/interview left incomplete
- Number not of BLO
- Others

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)

- **How long have they been a BLO for?**
  (n = 48)

Teacher	**45.8%**
Anganwadi Teacher	**50.0%**
Clerk	**0.0%**
Revenue Inspector	**0.0%**
Tax Inspector	**0.0%**
Others	**4.2%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times	0.0%
1-2 times	14.6%
3-5 times	72.9%
6-10 times	10.4%
10 or more times	2.1%
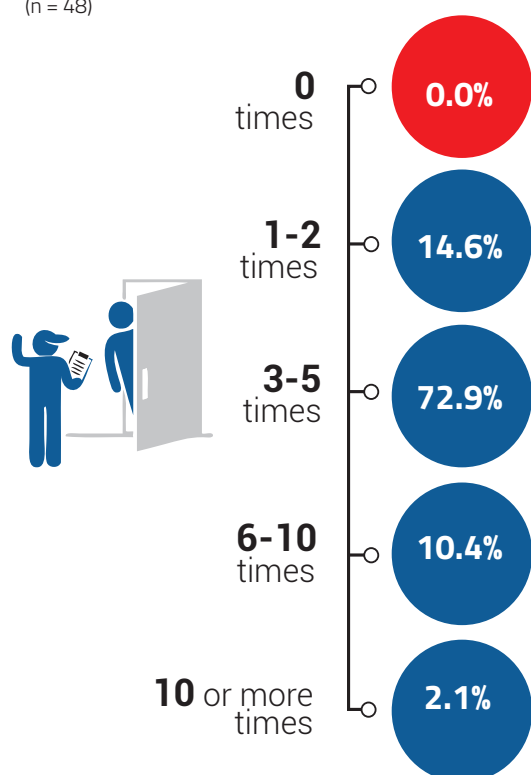
» 90% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
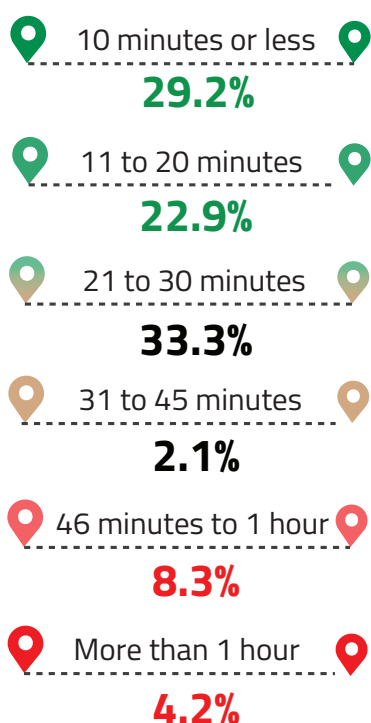
» 41% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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

RANCHI
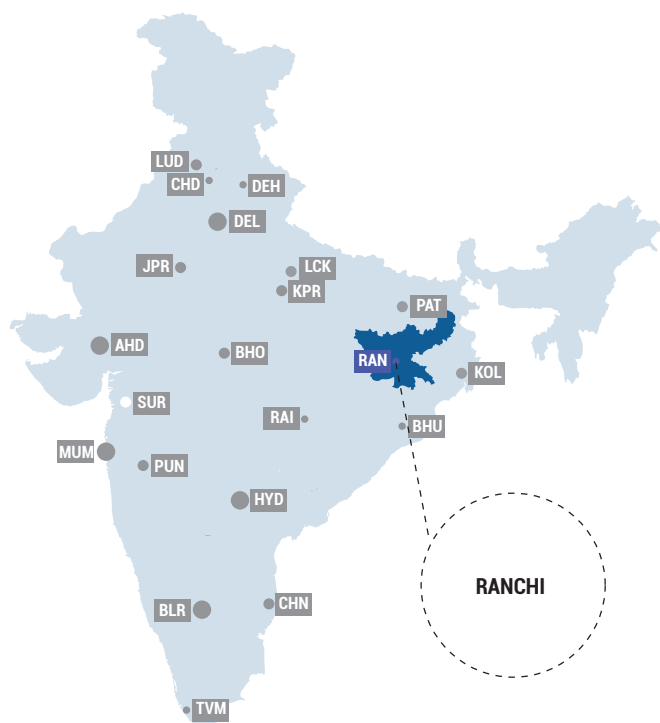
Total Polling Parts (PPs) in all ACs sampled for the study

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?**

18.1%

9.2%

11.2%

38.6%

5.2%

27.7%

8.4%

20.1%

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others
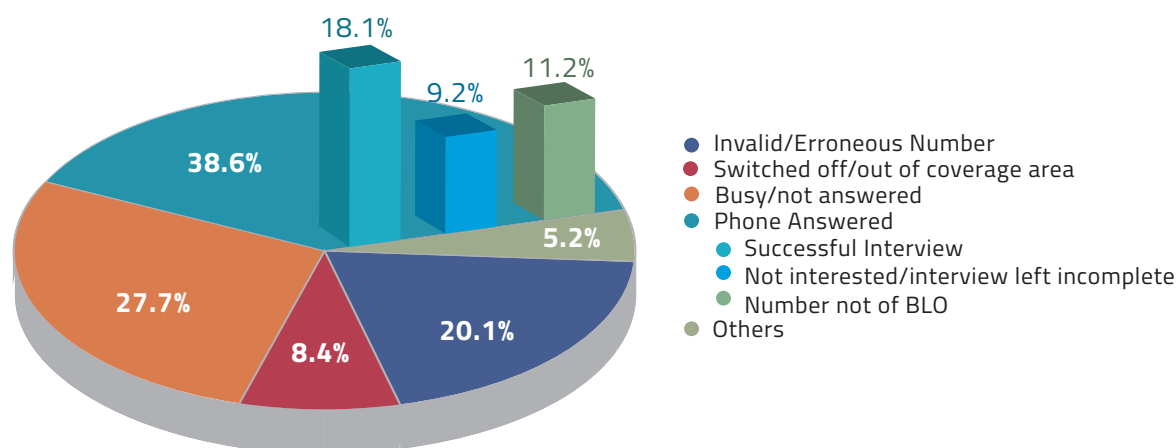
1 in 4 BLOs could be reached - A total of 249 BLO numbers had to be dialled repeatedly to get through to 68 BLOs.

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)

0 times — 6.7%

1-2 times — 13.3%

3-5 times — 42.2%

6-10 times — 22.2%

10 or more times — 15.6%
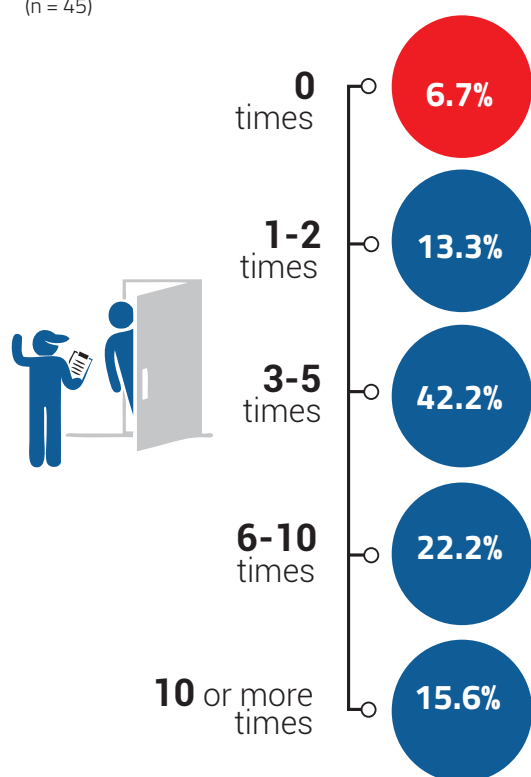
» 98% of all BLOs perform their BLO duties outside of their regular work hours.

» 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%
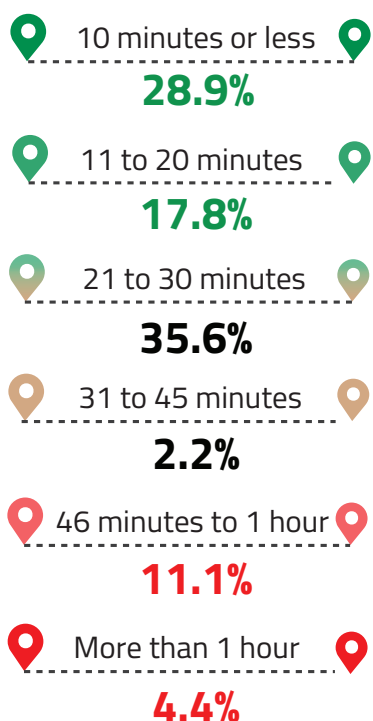
» 24% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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*

M : F
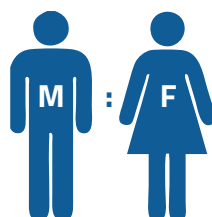
<=1.2
73.3%

>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
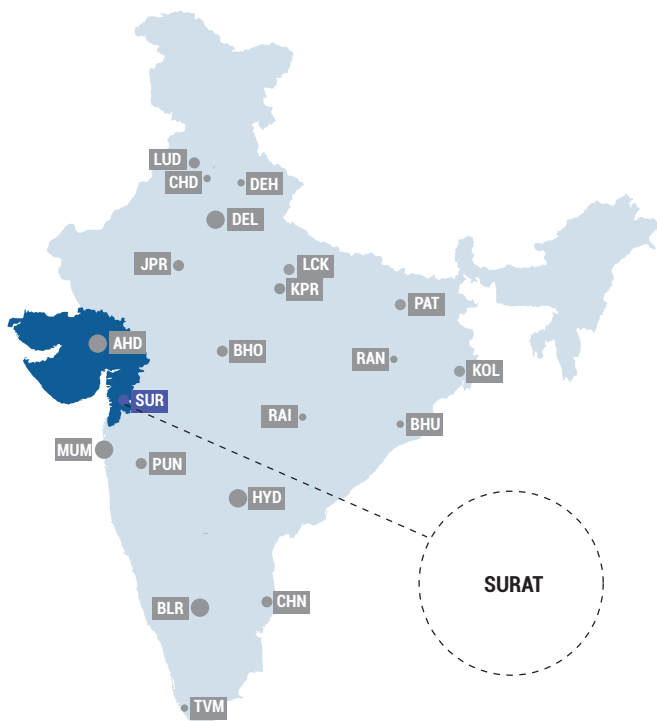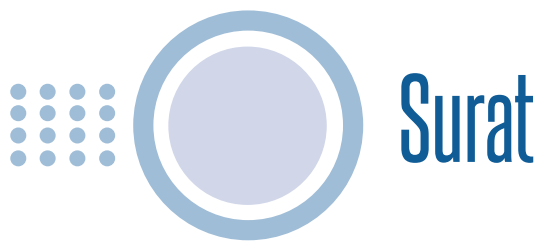
Total Polling Parts (PPs) in all ACs sampled for the study

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?

- Invalid/Erroneous Number
- Switched off/out of coverage area
- Busy/not answered
- Phone Answered
  - Successful Interview
  - Not interested/interview left incomplete
  - Number not of BLO
- Others

17.2%

13.6%

5.1%

35.8%

22.9%

9.3%

15.1%

16.9%

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)

- **How long have they been a BLO for?**
  (n = 45)

Teacher	**55.6%**
Anganwadi Teacher	**8.9%**
Clerk	**13.3%**
Revenue Inspector	**0.0%**
Tax Inspector	**2.2%**
Others	**20.0%**

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)

Essential Items	Number of times these materials were provided in the last 1 year		
	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)
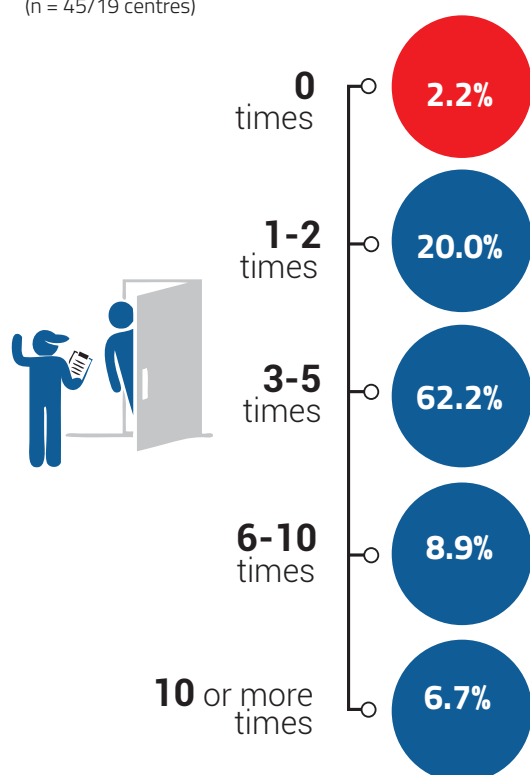
0 times — **2.2%**

1-2 times — **20.0%**

3-5 times — **62.2%**

6-10 times — **8.9%**

10 or more times — **6.7%**

» 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%
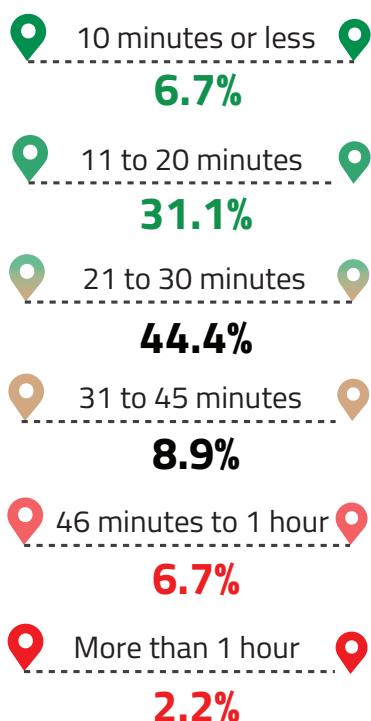
» 56% of all BLOs are not registered as voters in the PPs they are in charge of, in violation of the ECI's guidelines.

» 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
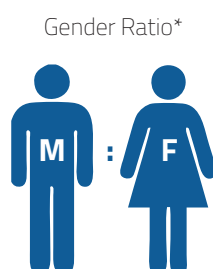
<=1.2
48.9%

>1.2 but <=1.4
28.9%

>=1.4
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%

Bengaluru
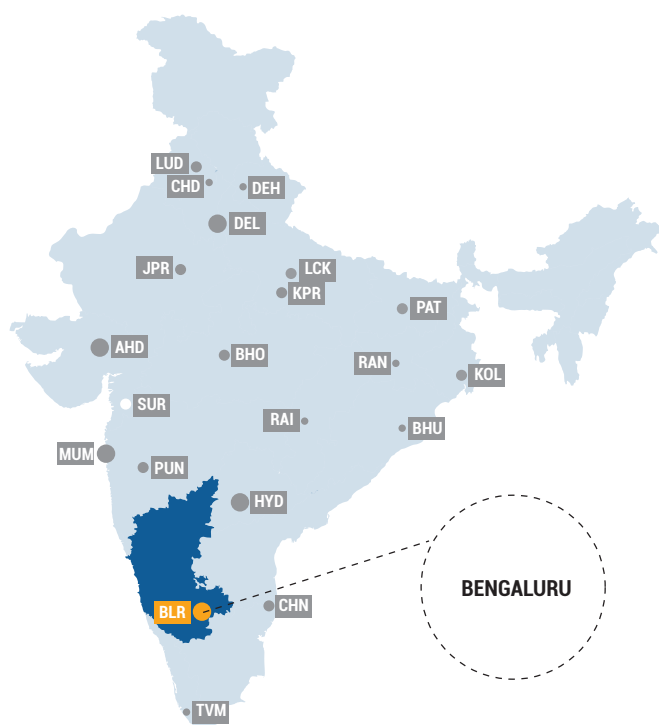
Total Polling Parts (PPs) in all ACs sampled for the study
3,077

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

BENGALURU

LUD
CHD
DEH
DEL
JPR
LCK
KPR
PAT
AHD
BHO
RAN
KOL
SUR
RAI
BHU
MUM
PUN
HYD
BLR
CHN
TVM

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?

16.4%

26.7%

6.5%

3.9%

38.7%

4.7%

10.2%

19.7%

- ● Invalid/Erroneous Number
- ● Switched off/out of coverage area
- ● Busy/not answered
- ● Phone Answered
  - ● Successful Interview
  - ● Not interested/interview left incomplete
  - ● Number not of BLO
- ● Others

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)

0 times	**7.3%**
1-2 times	**45.8%**
3-5 times	**43.8%**
6-10 times	**2.1%**
10 or more times	**1.0%**
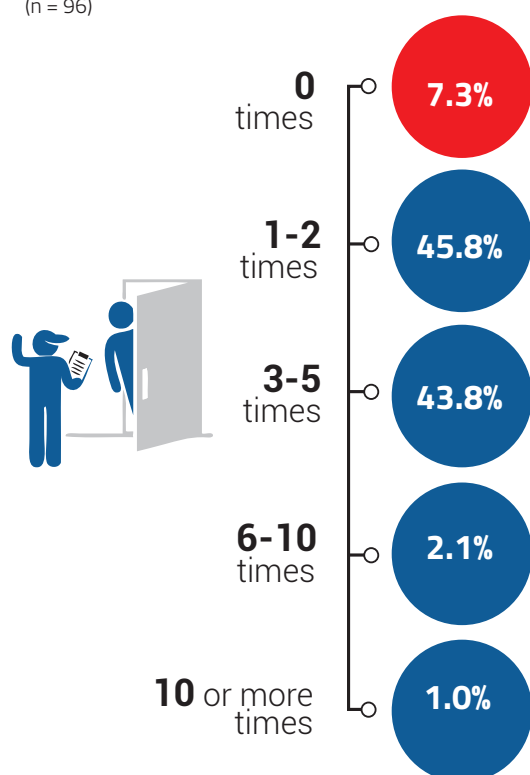
» A large majority of BLOs, about 90%, reportedly conducted between 1 and 5 door-to-door exercises in the last month and spent on average, 50 days, doing so.

» 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%
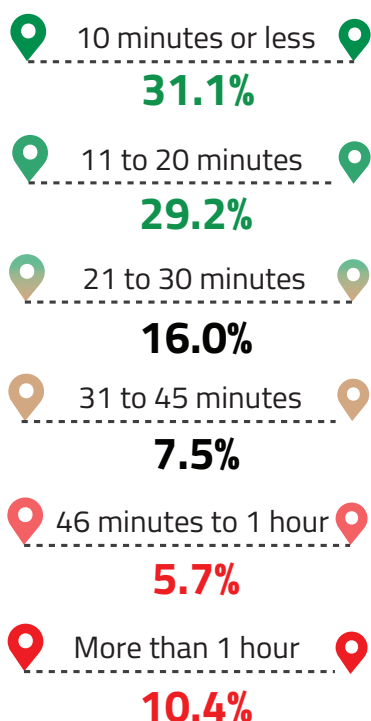
More than 1 hour
10.4%

» 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% |
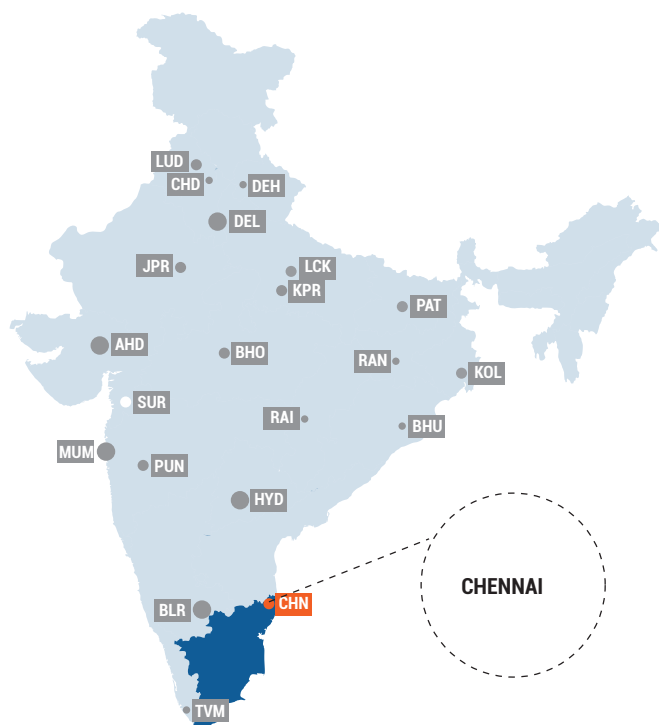
Chennai

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.

LUD
CHD
DEH
DEL
JPR
LCK
KPR
PAT
AHD
BHO
RAN
KOL
SUR
RAI
BHU
MUM
PUN
HYD
CHENNAI
BLR
CHN
TVM

BLO Search

56% / **44%**
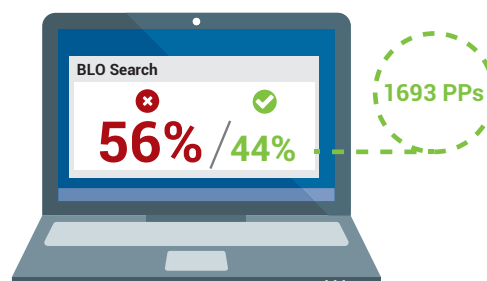
1693 PPs

These 1693 PPs are serviced by a total of 1494 BLOs. 148 BLOs out of these service more than 1 PP*.

10% service more than 1 PP

90% service 1 PP
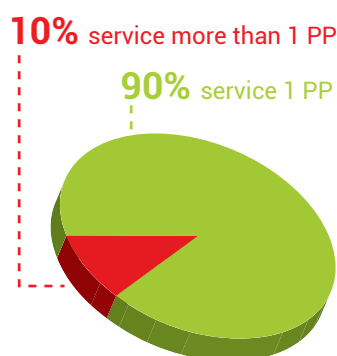
*as determined by duplicate name & phone number

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?

Others*

Wrong Number

3%

11%

Phone busy 12%

14%

n=357

No answer

14%

Calls answered

30%

15%

○ **50% are not BLOs at all**

○ **16% are BLOs of some other PP**

○ **Only 18% are BLOs of the listed PP****

○ **17% did not want to talk at all**

Not Reachable / Phone Off

Invalid Number
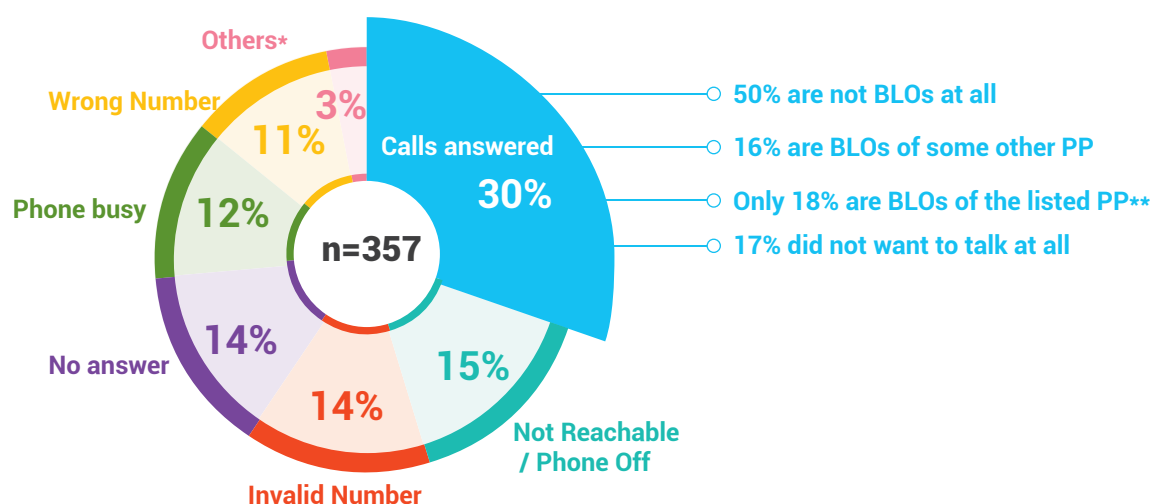
Only 1 in 6 BLOs could be reached - A total of 357 BLO numbers had to be dialled repeatedly to get through to 55 BLOs.

* 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/
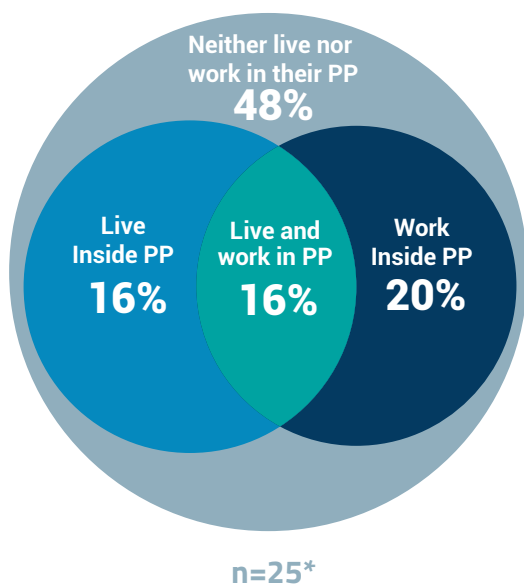
3 Do BLOs reside in the PPs they are in charge of?

Neither live nor work in their PP

48%

Live Inside PP

16%

Live and work in PP

16%

Work Inside PP

20%

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.
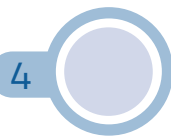
4 Are 'Nazari Nakshas' given in voter lists as per guidelines?

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*
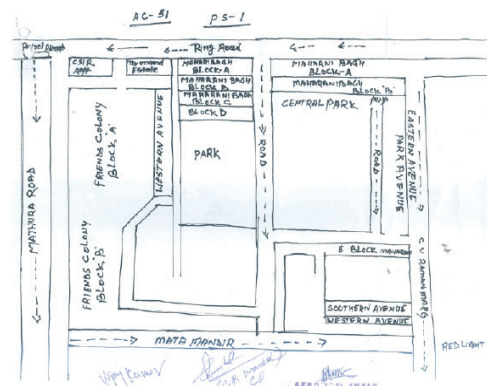
*NNs, as of mid 2016, are required to be of the GIS type and not hand-drawn as shown in the image

5 Do BLOs service more than 1 Polling Part?

77 BLOs serve 1200 or fewer citizens

34 BLOs serve 1201 to 1400 citizens

1 BLO serves more than 1400 citizens

69% ———— **30%**—— **1%**

= 5 BLOs
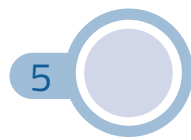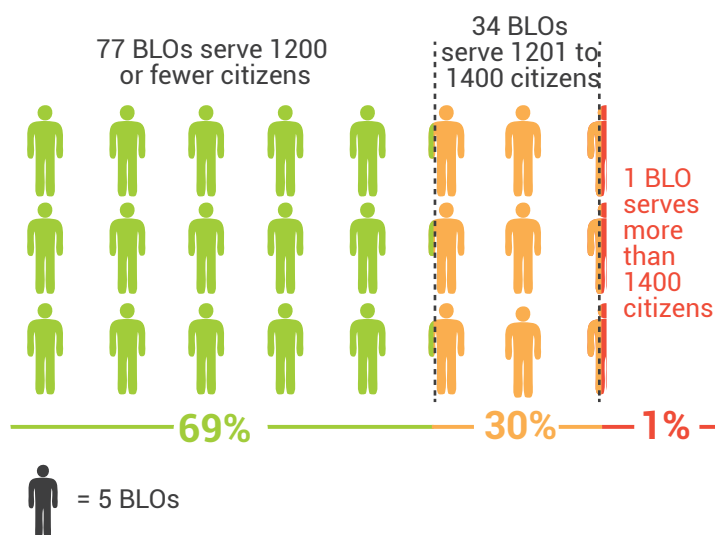
An analysis of the size of a sample of 112 PPs shows that only 1 BLO has responsibility for more than the guideline 1400 citizens in urban centres. The majority of BLOs sampled service an area with the appropriate number of citizens though as noted, 10% of BLOs service more than one PP.

6 How is the workload of a BLO spread over a year?

Average in a year

4 calls/month

Just before elections/during revisions

16 calls/month
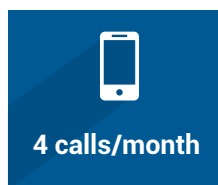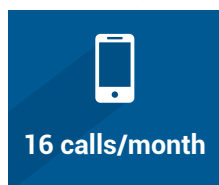
In this time other work like on-ground verification also increases.

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.
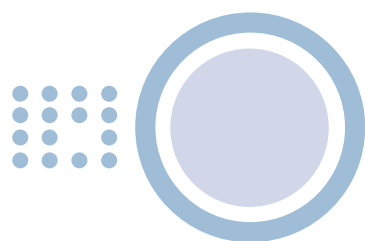
Thiruvananthapuram
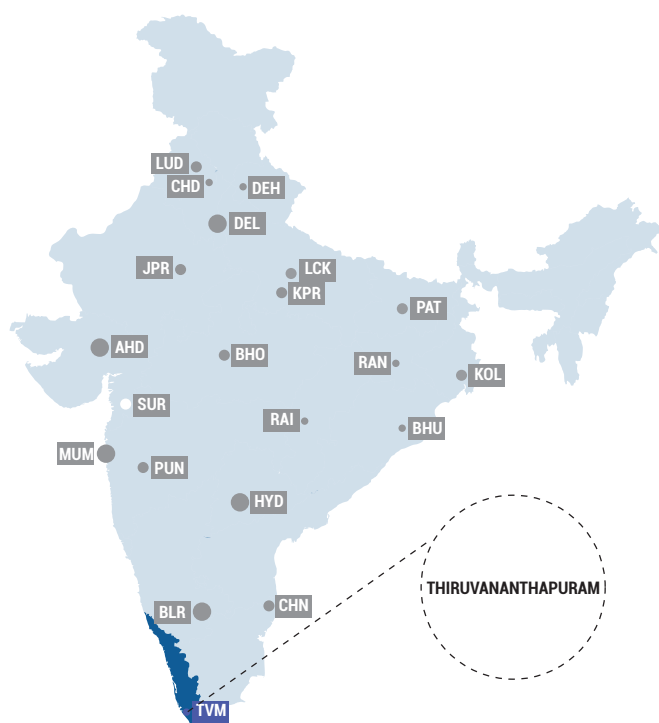
Total Polling Parts (PPs) in all ACs sampled for the study

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.
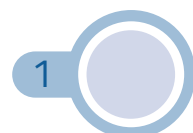
1 How useful are websites of the CEOs for citizens?

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.
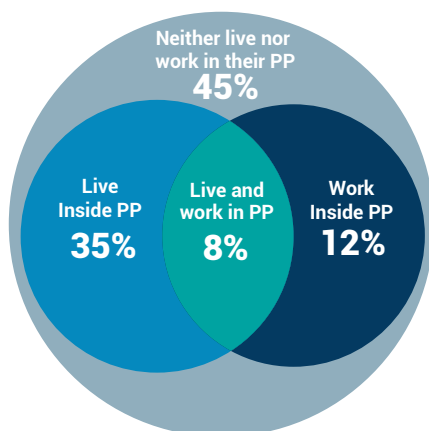
The majority of BLOs could be reached – A total of 84 BLO numbers had to be dialled repeatedly to get through to 62 BLOs.

No answer
Calls answered
BLO not available*
5%
7%
67%
Phone busy
21%
n=84
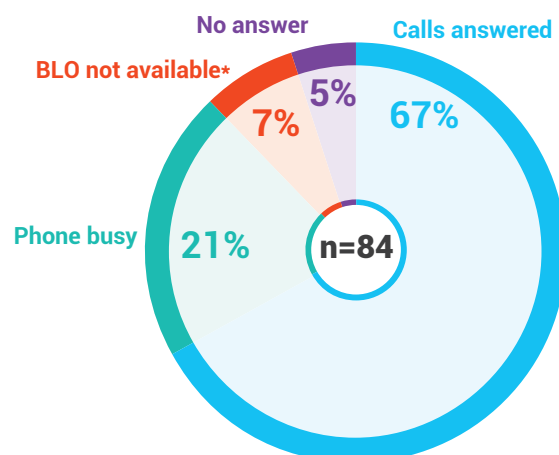
* Phone answered by someone other than BLO who said the BLO was not available

3 Do BLOs reside in the PPs they are in charge of?

Neither live nor work in their PP
45%

Live Inside PP
35%

Live and work in PP
8%

Work Inside PP
12%

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.
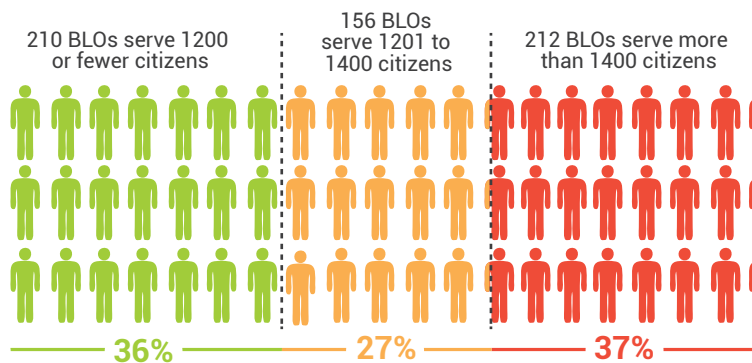
NN from the TRV voter List
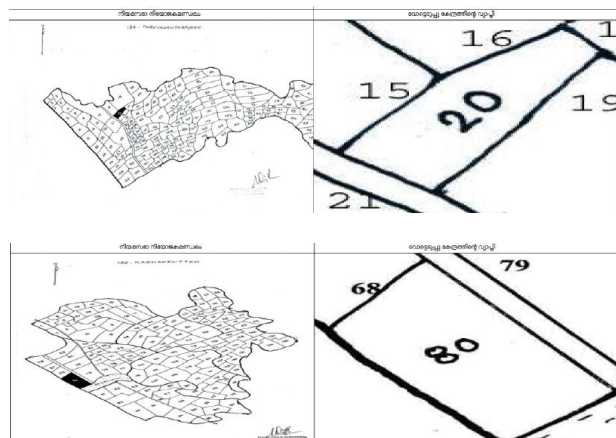
NN as per ECI guidelines*
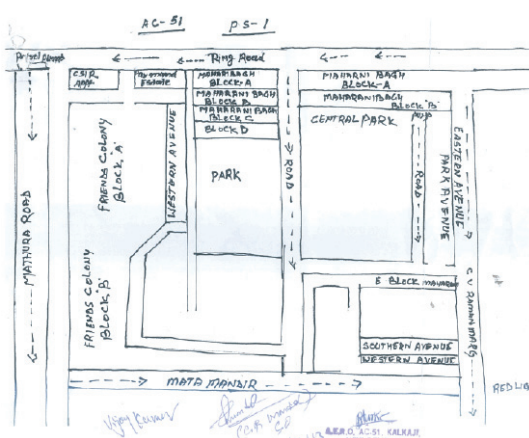
*NNs, as of mid 2016, are required to be of the GIS type and not hand-drawn as shown in the image

5 Do BLOs service more than 1 Polling Part?

210 BLOs serve 1200 or fewer citizens

156 BLOs serve 1201 to 1400 citizens

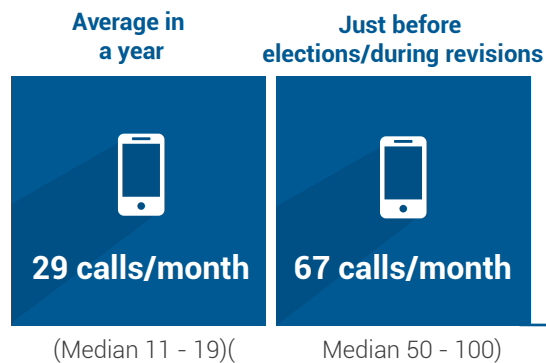212 BLOs serve more than 1400 citizens

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

36%   **27%**   **37%**

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.

Average in a year

Just before elections/during revisions

29 calls/month   **67 calls/month**

(Median 11 - 19)(Median 50 - 100)

I   this time, other work like on-ground verification also increases.

7 BLO Designation

- Anganwadi Workers
- Others *
- Teachers
- Clerks

51%

30%

13%

6%
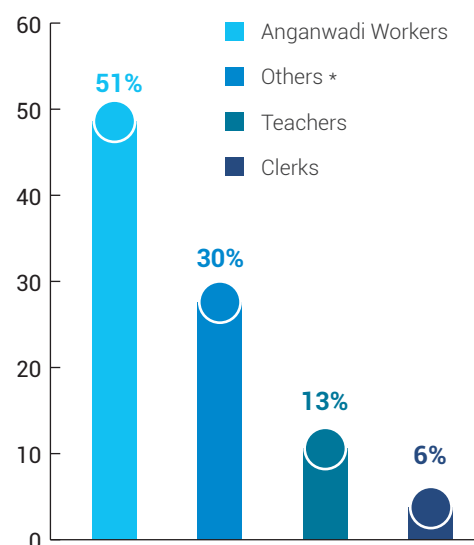
To ensure the voter list remains clean, BLOs are required to conduct statistical analyses such as comparing their PP's gender ratio to their district's census data. However, more than half of BLOs are anganwadi workers and may not posess the skills to conduct such analyses.

* Others include, among others, Retired Govt. Employees, Health Inspectors, Engineers, Draughtsman and a watchman
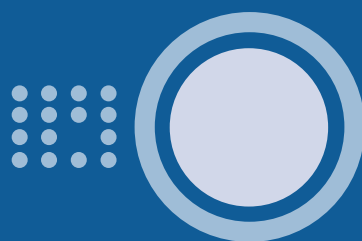
Further Analysis of National Urban Data

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].
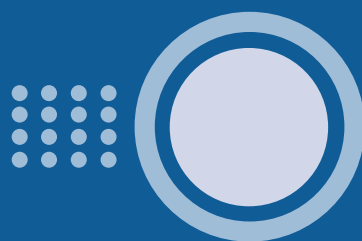
Summary of Findings

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.

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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: