

cVIGIL Monitor

Mobile Application

User Manual for ECI Officials

Version 1

Disclaimers

TERMS & CONDITIONS OF USAGE of cVIGIL Monitor App

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

We thank you for sparing your valuable time for using cVIGIL Monitor Application. Before proceeding further, we encourage you to read the terms carefully and agree to abide by it.

(version 1.0 RC1) has been built on the basis of functional testing and feedback during beta testing. Additional inputs from the users for RC1 version shall be evaluated on their merit, and only suggestions found suitable by ECI shall be incorporated in the iterative builds and consequential final release of the app. Selected feedback providers could be contacted telephonically by ECI software development team for eliciting additional inputs on a feature/ feedback.

The application will work only within geographical boundaries of poll bound states. The app shall not work in any other location and you need to be within these poll bound locations to lodge a complaint/ use the mobile application. The Election Commission of India does not give any warranties, whether express or implied, as to the suitability or usability of the mobile application.

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

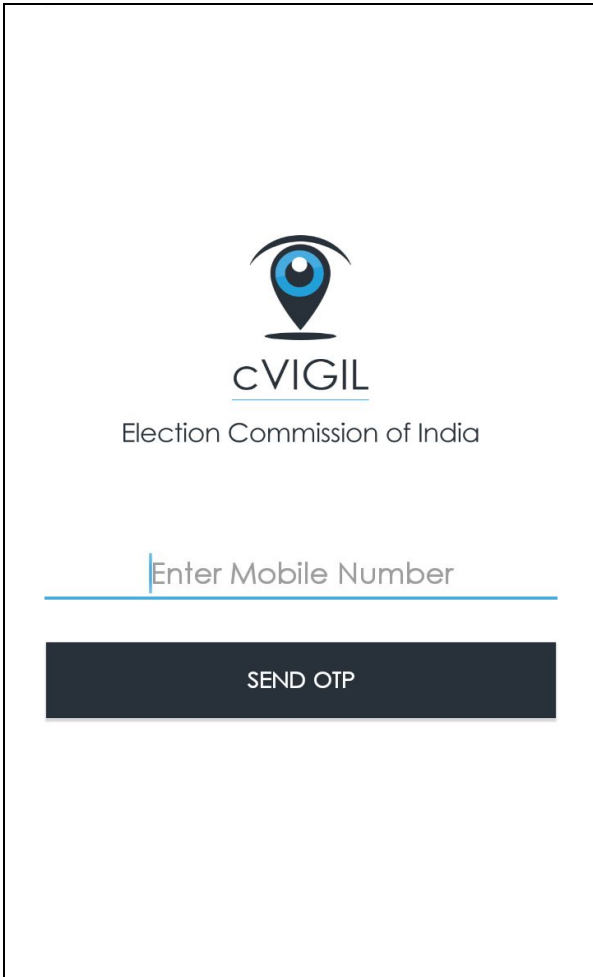
The cVIGIL Monitor Application cannot be used for lodging any complaint/ grievance on any matter pertaining to Election Commission of India. All photo/ video and details uploaded using

the application shall become property of the ECI. ECI could use the uploaded data for official purposes at its own discretion without any further notice.

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1. Signing In



The screenshot shows a mobile application interface for signing in. At the top center is the cVIGIL logo, which consists of a stylized eye with a location pin inside it. Below the logo, the text 'cVIGIL' is displayed in a bold, sans-serif font, followed by 'Election Commission of India' in a smaller font. Below the text is a text input field with a light blue border and the placeholder text 'Enter Mobile Number'. Below the input field is a dark blue button with the text 'SEND OTP' in white, uppercase letters.

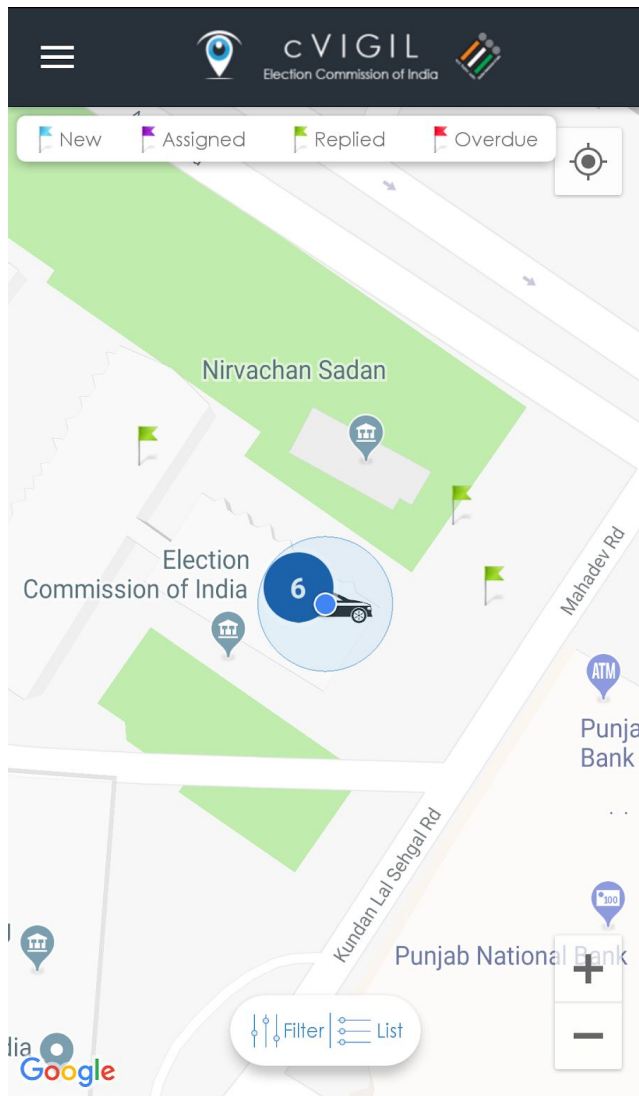
When you want to use your number to sign in, a window will open as you see in the screenshot above.

Step 1: Enter your mobile number

Step 2: Tap on Send OTP(One time password)

Step 3: To verify your account, enter the 4-digit OTP number sent on your mobile number.

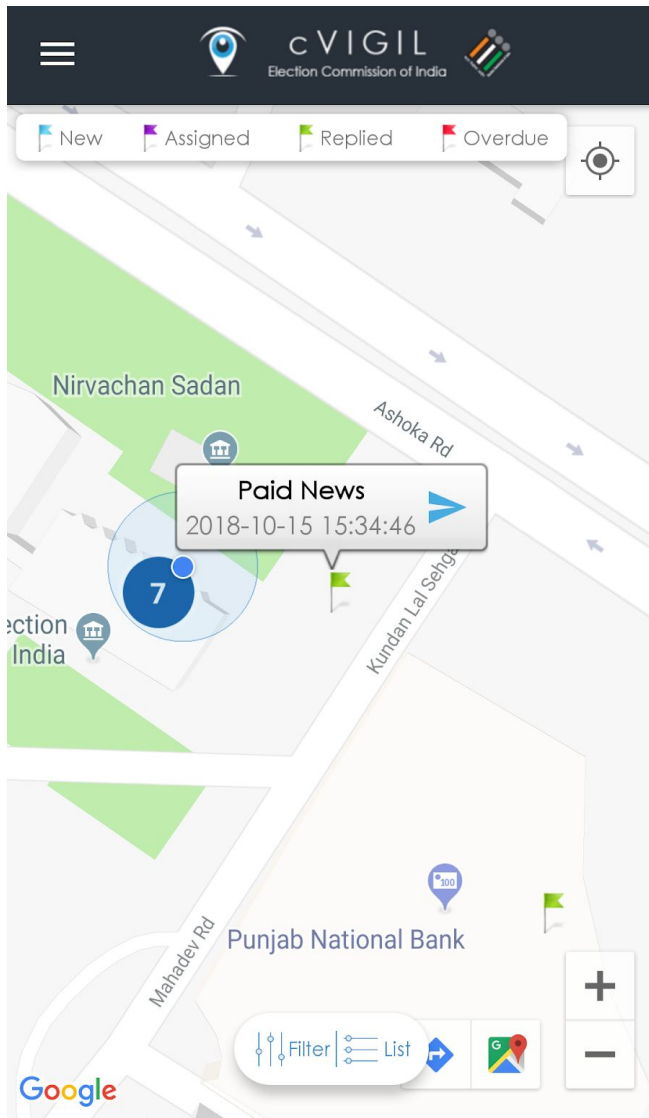
2. Dashboard



Once you login to the app, you will be directed to the Dashboard screen shown above wherein you will see separate flags for New, Assigned, Replied & Overdue cases marked with Blue, Purple, Green & Red color respectively.

In the above screen, you will see 6 cases within the boundary.

Here we have clicked on green flag of replied cases as shown below.



The above screen shows cVIGIL Offence type along with date & time of receiving the complaint.

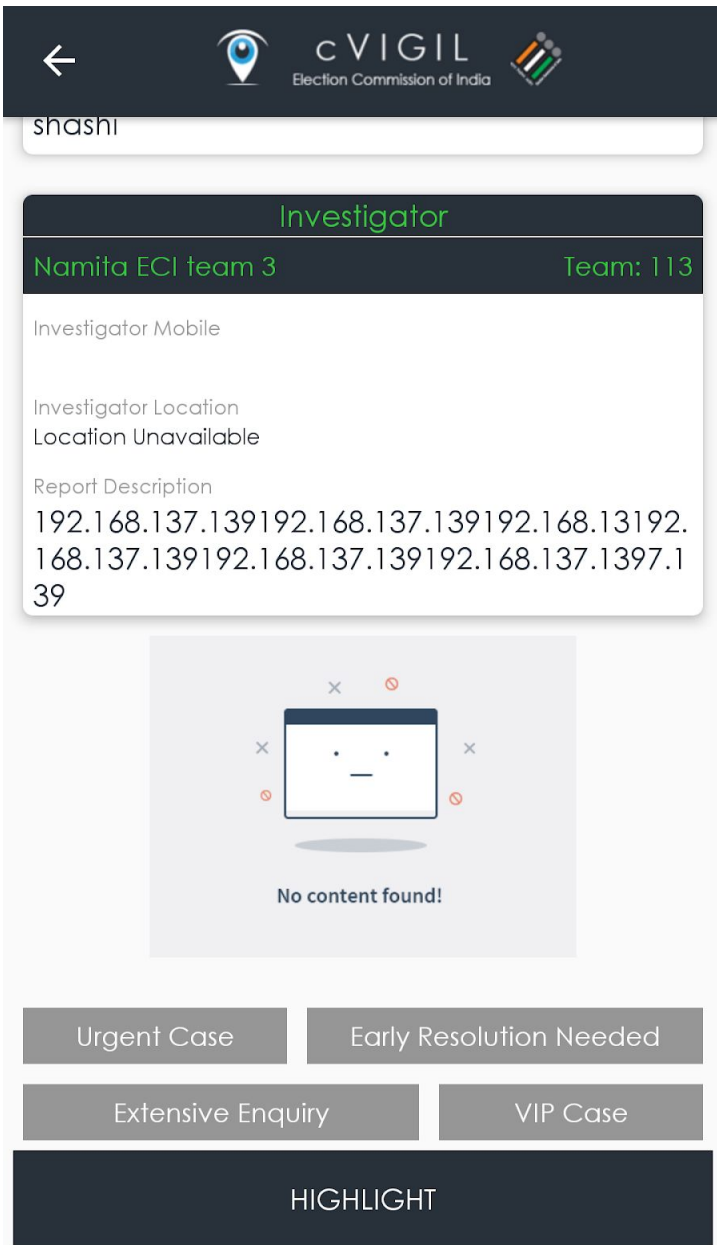
When you click on blue colored arrow, it will take you to the case details screens which includes case details shared by citizen, report shared by Investigator.

3. Case Details



The screenshot displays the cVIGIL mobile application interface. At the top, there is a dark header with a back arrow, the cVIGIL logo (an eye icon), the text 'cVIGIL Election Commission of India', and the Indian national flag. Below the header, a dark bar contains the case ID 'cVIGIL ID: 243390' and the submission timestamp '2018-10-10 16:02:27'. The main content area features a photograph of a wooden surface with a white line and a small object. Below the photo is a section titled 'Citizen Complaint' with a dark background and green text. Underneath, the word 'Anonymous' is displayed in green. The details are listed in a white box: Category (Paid News), Location (PATEL CHOWK, Sansad Marg, Pandit Pant Marg Area, Sansad), Landmark (NA), Submitted At (2018-10-10 16:02:27), and Description (shashi). At the bottom, another dark bar with green text identifies the 'Investigator' as 'Namita ECI team 3' and the 'Team' as '113'.

Case Details includes cVIGIL ID and Date & Time of Submission along with location, Landmark & Description.

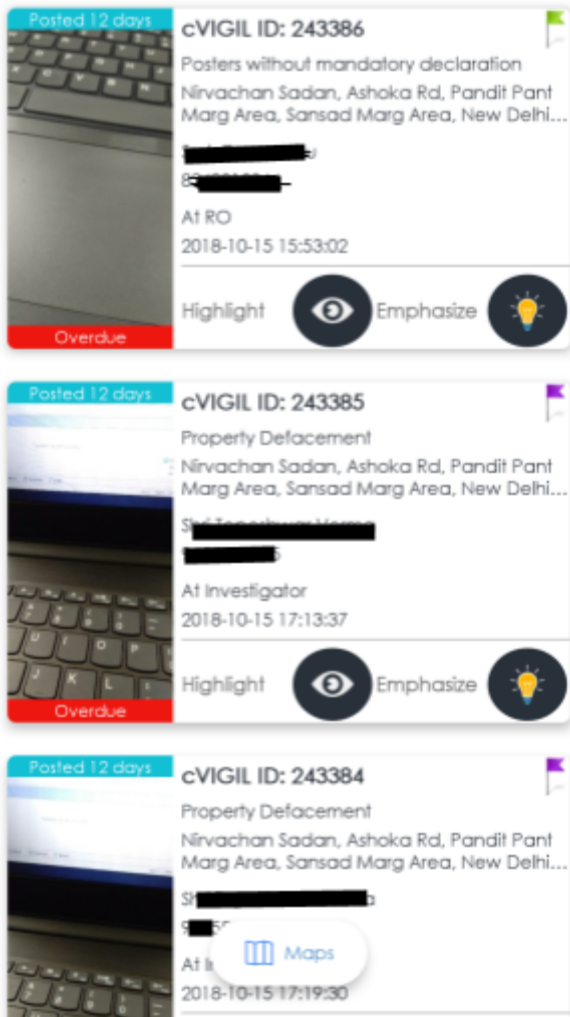


This will also include Investigator details including Team name & ID. Investigator Mobile, Location, Report Description.

You have the option to mark the case as **Urgent Case**, **Early Resolution Needed**, **Extensive Enquiry**, **VIP Case** & then Tap on **Highlight**.

This will highlight the case which can also be viewed on District Controller Dashboard & Decider Dashboard.

4. Case Listings

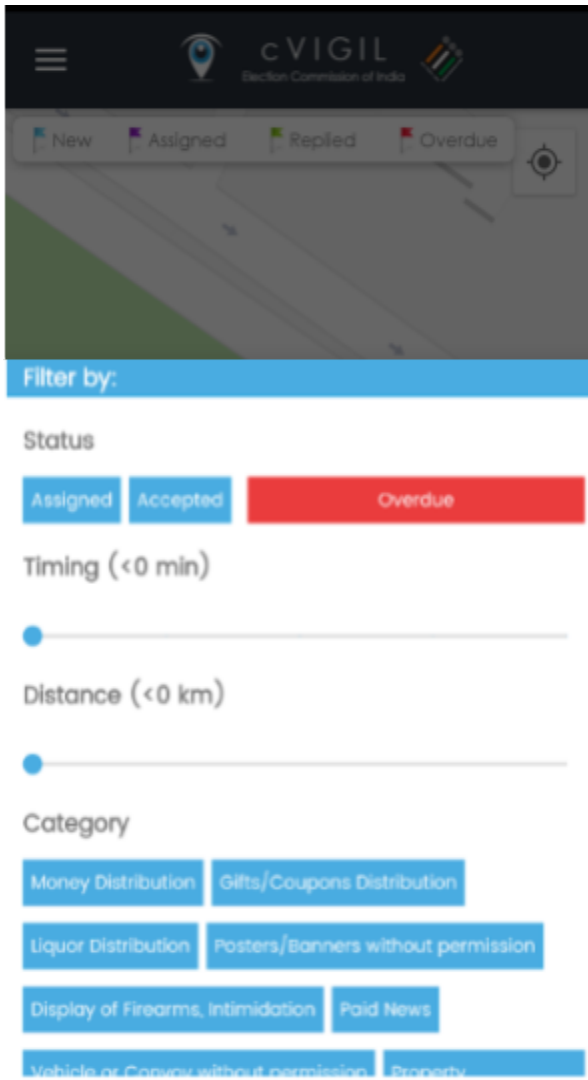


Above screen shows Case Listings with cVIGIL ID & description of complaint.

- **Green flag** shows that the particular cVIGIL Case is at RO.
- **Purple flag** shows that the particular cVIGIL Case is at Investigator.

You may click on Highlight or emphasize icon so that it gets reflected.

5. Case Filter



You may filter the cases as per your choice by certain categories provided above i.e, cVIGIL Case Timing, Incident Location, cVIGIL Case Category.