



Citizens can use 1950 Voter Helpline and ‘Book-a-call with BLO’ facilities to resolve all election related queries/grievances

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1. The Election Commission of India (ECI) has activated the National Voter Helpline and all 36 State and District-level helplines with an aim to address all queries/grievances of citizens.
2. The National Contact Centre (NCC) will serve as the central helpline for all States and Union Territories. It operates daily from **8:00 AM to 8:00 PM** through **toll-free number 1800-11-1950**. Calls are handled by trained executives who assist citizens and other stakeholders with electoral services and queries.
3. ECI has issued instructions to each State/UT and District to set up its own State Contact Centre (SCC) and District Contact Centre (DCC) respectively, to ensure timely and localized responses. These centres operate during office hours on all working days throughout the year, **providing assistance in the regional languages of the State/UT**.
4. All complaints and queries are recorded and tracked through the National Grievance Service Portal (NGSP 2.0).
5. Additionally, ECI has also launched **‘Book-a-Call with BLO’** facility using which citizens can directly contact their respective Booth Level Officer (BLO) through the feature available on the ECINET platform.
6. Citizens can also connect with Election Officials using the ECINet App. ECI has directed all CEOs, DEOs, EROs to regularly monitor the progress and ensure speedy disposal of the requests of the users within 48 hours.
7. These facilities are in addition to the existing mechanisms for addressing election related grievances. Citizens can also send email to complaints@eci.gov.in
8. The Election Commission encourages all voters to use the ‘Book-a-Call with BLO’ and the dedicated Voter Helpline Number – 1950 facilities for all election-related information, feedback, suggestions, and complaints for prompt and transparent resolution of their concerns.

PK/GDH/RP

