By Speed Post

भारत निर्वाचन आयोग
Election Commission of India

निर्वाचन सदन
NirvachanSadan,
अशोक रोड, नई दिल्ली-110001
Ashoka Road, New Delhi-110001

No. 23/2025/ERS-Vol.II

Dated: 14th May, 2026

To,

The Chief Electoral Officers of all States/UTs

Sub:- Setting up of Helpdesk in all States/UTs for SIR-reg.

Madam/Sir,

I am directed to state the Commission has already completed SIR in 13 State/UTs, vide its Order dated 24.06.2025 and 27.10.2025. Now, the Commission has issued schedule for SIR in 16 States and 3 UTs, vide letter No. 23/2025-ERS(Vol.II) dated 14.05.2026 (schedule enclosed). In this regard it is directed that during upcoming SIR exercise, to facilitate easy access to electoral services and to ensure the inclusion of all eligible citizens, particularly PwD, migrants and elderly electors, helpdesks shall be established at District levels in all States to:

- Provide information on SIR Timelines, eligibility, and documents required for registration, correction, or deletion.
- Facilitate electors in searching/linking with the previous/last SIR records.
- Assist electors in filling and submission of enumeration form (online/offline).
- Facilitate migrant electors in identifying their current and previous Assembly Constituencies (ACs), ensuring their registration at the correct place.
- Display IEC (Information, Education & Communication) material in local languages for awareness.
- Deploy trained staff at the helpdesks so that electors can conveniently access and link their details with the records available for the last intensive revision.

2. Helpdesk should also inform people about the ECI's helpline number (1950) and all-inclusive mobile app (ECINet) and its features, especially 'Book a Call with BLO' that directly connects people with their BLOs for any guidance/clarity/information.

3. All CEOs are directed to send a compliance report for setting up of helpdesks.

Yours faithfully,

(PAWAN DIWAN)
SECRETARY