![REIL logo]

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VOTER HELPLINE SERVICES
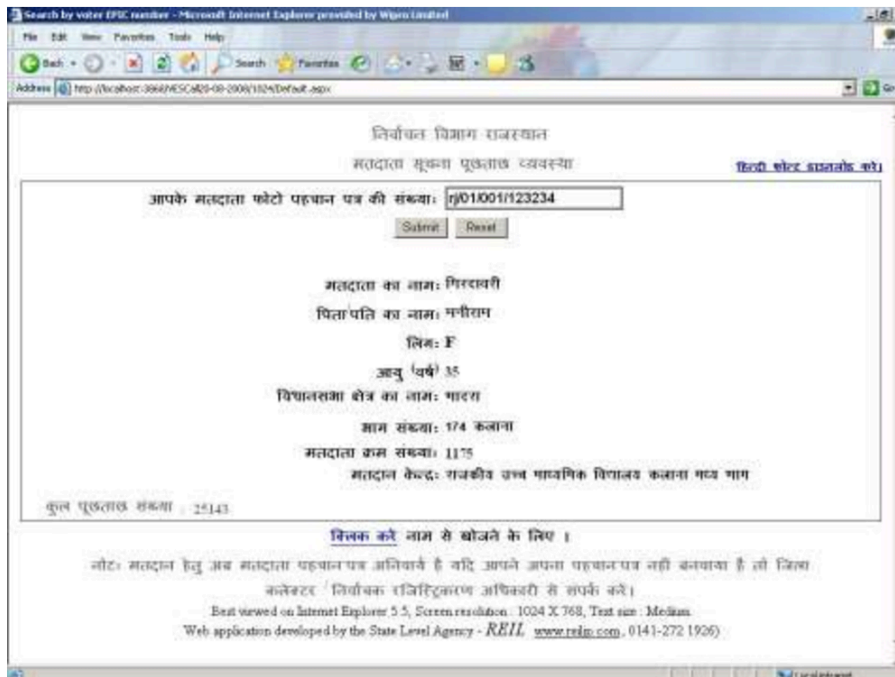### ☺help-line to confirm the name in the voter list☺
* Call help-line   * Log onto internet   * Send query SMS

REIL has introduced help-line services to empower the citizens of our democracy to confirm their names in the voter list by using their EPIC ID number.

The citizens can now access the information through the Internet; through a PSTN help-line; and through SMS based query system. The application system has been installed in Rajasthan and the Election Department has empowered the citizens to obtain information while sitting in the safety of their homes and offices, and even while they are on the move.

All the three applications have been built around an efficient search-engine to search the database of all the voters of the state; with suitable interfaces for interaction with the end-user

Internet Helpline Service

The Internet help-line is a web-application which can be hosted on the official web-site of the Election department.

The application provides a simple use-friendly interface to input the voter EPIC ID number, in the prevailing format.

The captions, prompts and messages are all displayed in Hindi.

After keying-in the EPIC ID number, the user is required to click on the Submit button on the screen.

The value of the ID number is passed to the application which searches the database, for the relevant record. On a successful search the relevant data is displayed on the screen, for the user. An unsuccessful search leads to the message being displayed on the screen to contact the officials of the area.

The application is developed on the .NET platform, and Oracle is the database platform. The application supports Unicode, for Hindi, which eliminates the need to download fonts and allows easy viewing (of the standard layouts and prompt strings) across browsers, however the data-content viewing could be constrained by the font used by the respective state election departments.

REIL also offers services for data-migration from font-based codes to Unicode (for the languages supported by it).

REIL
Shaping Rural India
Through Electronics, Energy, Information Technology & Communication

The SMS based query SMS enables the voter to obtain the details of his entry in the Electoral list through an SMS on his cellular phone.

The voter is required to write a command string (PBE) and the voter EPIC ID number in the *write message* space, and send the SMS to a pre-defined mobile number.

The application comprises of computer systems connected in a network, to receive the messages; search the database; and send the reply message.


The message is received by a GSM modem interfaced to a computer system. The computer system captures the message from the GSM modem and passes on the value of the EPIC ID number to a search-engine which locates the relevant record from the database, residing on the data-base server.

If the relevant record is found, a reply message string is created comprising of the Assembly Constituency name; Voter name; Part Number; Serial Number; Polling Booth address. This string is passed to the SMS dispatch station where the message is sent to the cellular phone number from which the query was received.
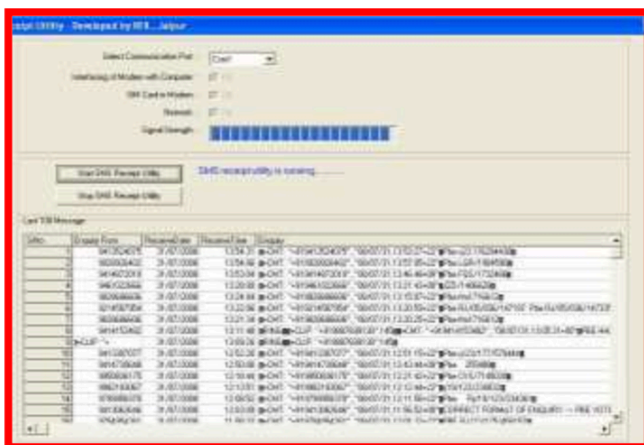
In the event of an unsuccessful search a reply message string "Please contact the Electoral registration Officer of your area concerned" is passed to the SMS dispatch station where the message is sent to the cellular phone number from which the query was received.

The user would typically get a response within 30 seconds, depending on the duration of the time taken by the mobile service provider to relay the message to the destination number.
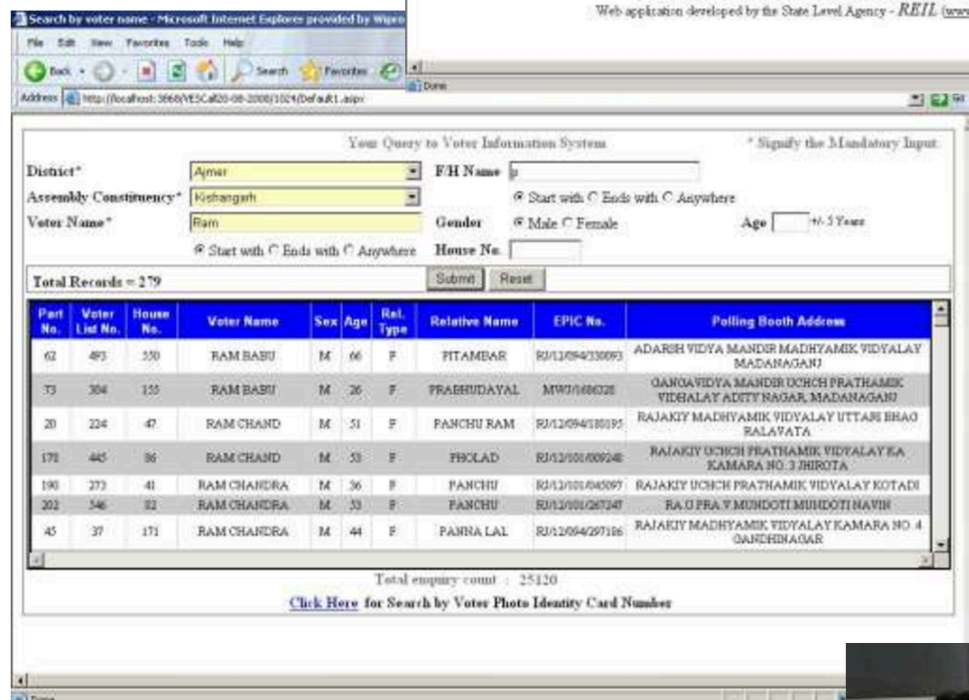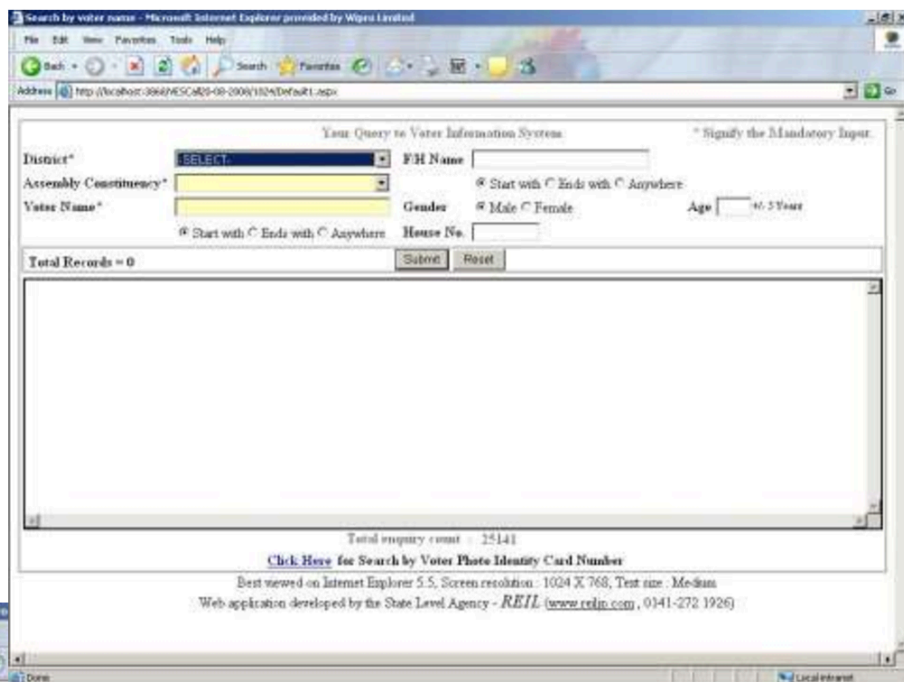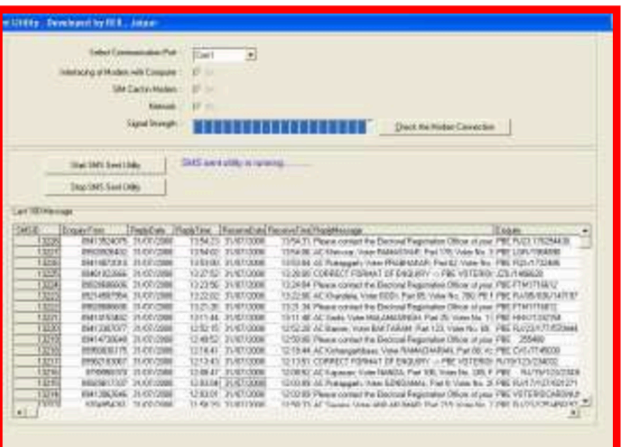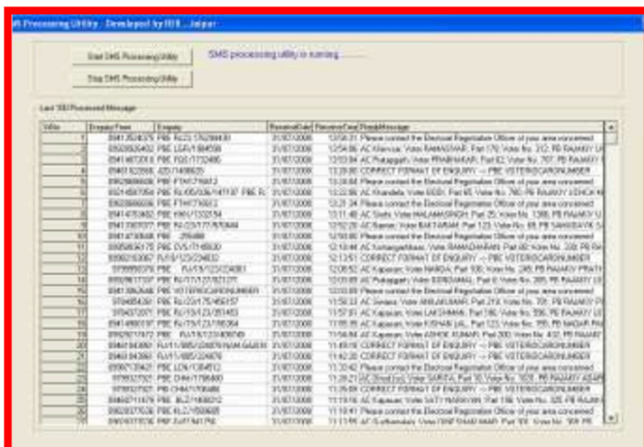
The call-centre help-line enables a user to call on a given help-line telephone; provide the EPIC ID number; and obtain the details in response.

It comprises of call-centre stations and a database server. The stations are connected to the server. The stations are also equipped with phone-line termination devices including hands-free calling devices.

The caller lines are routed to the respective work-stations where the query is received and the result communicated to the caller.

The caller has the option of obtaining information with the EPIC ID as the input.

In absence of the same, the caller can also obtain assistance for search by name, substantiated with one or more inputs pertaining to the district, assembly constituency, part number; relation's name, gender; house number etc.

In this search one or more records may be detected and are displayed in the grid.

The operator interacts with the caller for confirmation of some of the data so that the search may be narrowed down to the appropriate record.

The information in the identified record is communicated to the caller.

Rajasthan Electronics & Instruments Limited is a public sector enterprise, under the Ministry of Heavy Industries & Public Enterprises, (MoHI&PE) Government of India.

The Company is a Mini Ratna organization since 1997, won citations for Excellent MoU Performance since signing the first in 2004-05, is recipient of DSIR National R&D Award 2005, and the Excellence in Electronics Award (from MoIT&C, GoI) twice. It follows a certified ISO 9001:2000 Quality Management System. It continues in its journey of growth and achievements.

REIL has completed twenty-five years in service of the nation, especially the rural India, rendering services and products in the technology areas of electronics, renewable energy, information technology and industrial electronics. The products address needs of the dairy sector, rural lighting energy, energy metering and e-governance.

Its products are deployed in over seventy thousand villages all over the country. The products also find use in overseas market including Nepal, Sri Lanka, Bangla Desh, Thailand, Iran, Pakistan, Indonesia, Afghanistan, Japan, Spain, Germany, United Kingdom, Sweden, Denmark, Russia, West Indies, Peru, Uruguay, Nigeria, Zambia etc.

The Company operates in the four major business areas:-
➤ Electronics;
➤ Renewable Energy;
➤ Information Technology;
➤ Industrial Electronics

The Company, through its market driven in-house Research & Development (R&D), (recognized by the Ministry of Science and Technology, Government of India), has developed and introduced a number of new products such as Data Processor Electronic Milk Tester (DPEMT), Electronic Milk Weigher System, Automatic Milk Collection Station, Data Processor Milk Collection Unit (DP-MCU), Raw Milk Reception Dock (RMRD) Automation System, PC based Society Accounting & Management System, Animal Database Management System, Smart Automatic Milk Collection Station (SAMCS), Auto Zero EMT, Solar EMT in the diary sector.

REIL is also in the business of Renewable Energy through Solar Photo Voltaic (SPV) Technology where it started its operations, in 1986, with manufacture of SPV Modules and Systems. Since then it has supplied and installed numerous SPV Stand alone Street Lighting System, SPV de-centralised Domestic Lighting Systems, SPV Water Drinking Systems, SPV Dusk Dawn Switching Systems, SPV Lanterns, SPV powered Railway Signalling Systems, Microwave Repeater Stations, Satellite Ground Terminals and Grid Interactive Power Plants etc. In this area Company has produced SPV Modules of about 8 MW generating capacity.

REIL entered the business segment of voter identity card, in 1994, with state-of-art technology i.e. digital imaging and data processing technology, for large scale production of EPIC cards. It also produced over 60 Lac cards for the state of Gujarat.

It is also into development and manufacture of Electronic Energy Meters, for domestic user connection, with a diversified range of futuristic products like keypad based pre-paid energy meters and smart card based pre-paid meters. It already supplied about 100000 Electronic Energy Meters to State Electricity Boards.

In the Information Technology business it has developed PC based applications for Dairy sector including PC-based Milk Collection Station, PC-based (Milk Co-operative) Society Accounts Management System, and (Milk Plant) Raw Milk Reception Dock Automation Systems. Company has a deployment of over 5000 AMC Systems.

For further information contact:
IT Division, REIL House, Shipra Path, Mansarovar, Jaipur – 302020
Tel: +91-141-2888400, E-mail: reilit@reiljp.com

RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED
(An ISO 9001:2015 & 14001:2015 "Mini Ratna" Central Public Sector Enterprise)
2, Kanakpura Industrial Area, Sirsi Road, Jaipur-302 034 (Raj.) India
EPABX Tel: +91-141-2470062, 2470363 Fax: +91-141-2470139
E-mail: reiljp@reiljp.com   Website: www.reiljp.com