

PROCEEDINGS OF THE CHIEF ELECTORAL OFFICER,

KERALA

(EI3/7/2026-ELEC)

OFFICE OF THE CHIEF ELECTORAL OFFICER, KERALA

No.EI3/7/2026-ELEC Dated,Thiruvananthapuram (19-03-2026)

Sub: General Election to the Kerala Legislative Assembly, 2026-
Utilisation of ORDER software for the deployment of Polling
Officials - Orders issued

ORDER

ORDER (Online Random Deployment of Election Officials) is a web-based software developed by the National Informatics Centre (NIC) for the deployment of Polling Officials on a random basis from a pool of data collected through a decentralized online mechanism. The Election Commission has successfully deployed this software during previous general elections and has updated this web-based software adding some new features with the assistance of NIC.

The Commission hereby orders that the updated ORDER software shall be instituted for the deployment of Polling Officials for the ensuing General Election, 2026.

The following orders/guidelines/activity sequence/exemption criteria etc are issued for the optimal utilisation of ORDER.

I. Government Offices/Organizations/Institutions from where data for randomization is to be captured

Details of employees working in Government Offices/Organizations/Departments/Institutions situated across the State are to be captured in ORDER for creating the data pool of Polling Officials.

II. Category of Offices/Organizations/Departments from where data for randomization is to be captured

Sl. No.

Category

- (a) All State Government Offices
- (b) All Educational Institutions (Government & Aided)
- (c) State Corporations, Boards, PSUs

- (d) Universities and Commissionates (PSC, etc.)
- (e) Government-controlled Self-Financing Institutions
- (f) Local Self Government Institutions
Central Govt Offices and Central PSUs
Public sector banks

III. Various Stages of the Activity Sequence

A broad outline of the step-by-step procedure right from collection of details of employees till serving of posting orders is as follows.

a. Training for acquainting with ORDER Software

Initially, training is to be imparted by NIC to the Technical Officers and Technical Assistants included in the panel constituted by CEO for assistance at district level. NIC will also provide training to the officials of District Level Nodal Officers and District Level Assistant Nodal Officers for ORDER designated by the Chief Electoral Officer.

b. Collection/Modification of Institution Details - by Designated Nodal Offices

- The Designated Nodal Officers (Local Body) are responsible for Institution entry.
- All Designated Officers have to nominate an officer not below the rank of [equivalent to Junior Superintendent] in their office as Nodal Officer for providing necessary support such as clearing doubts, data collection, etc., during the implementation of ORDER.
- Capturing of Institution details has to be done by Designated Officers based on employment records/establishment registers.

Institution name, Institution category, District, Taluk/Block, Village, Department, Department category and Name, Designation, Mobile number and email ID of Head of the institution only are mandatory at the time of Institution entry.

After completion of Institution entry/modification of existing details, a covering letter to the Institution has to be generated for conveying User ID and Password of Institution. Covering letter to the Institutions to be served by Designated Officers under proper acknowledgement.

Institution/Office can also directly register in the ORDER portal through OTP. The Designated Officer will receive the temporary registration under his/her login and can Approve/Reject the temporary registration after verifying the genuineness of the request.

The District Level Nodal Officers for ORDER designated by the Chief Electoral Officer shall be responsible to guide the Institutions to handle the software and to reset Institution's password, add new user, if necessary.

c. Entry of Staff Details by Institutions

Institution head to enter/modify the parameters of organisation on ORDER. Staff details to be entered by the Institution itself for avoiding duplication, mistakes, omission, etc.

Any change in the existing Institution details including Mobile number/Phone number of Head of Institution are to be updated on ORDER. Institution can directly reset the password using OTP, if necessary.

Designated Officer should closely monitor the progress of data entry at every stage and remind those who are lagging/not completed entry.

Head of Institutions can mark/highlight those seeking exemptions, but should submit proof/medical certificate along with the Hard copy of the staff list and acknowledgement of completion generated from the system to the Designated Officer concerned.

Institution head enters staff details with remarks for exemption. Additional fields like Employee mobile number and individual personal bank account details are also to be entered. The remuneration for election duty will directly be credited to the bank account of employees; hence correct bank account number and IFSC code of each employee should be provided.

After completion of data entry, they should generate acknowledgement certifying the same. In case an Institution wants to correct the data after final submission, they should contact the Designated Officer concerned.

Designated Officer shall be responsible to guide Institutions for capturing data and to reset Institution's password, if necessary.

d. Verification of Data submitted by Institutions

The details of staff entered and forwarded by Institutions should be thoroughly verified by Designated Officers. The correctness of proposed exemptions to be verified by them vis-a-vis the criteria fixed by the Election Commission.

The genuineness of Certificates/Medical Certificates produced for exemption should be got verified in detail in case of doubt. If any discrepancies are found it should be reverted to the Institution for re-submission after correction.

After verification, data to be frozen and forwarded to the District Election Officer.

e. Verification of Data by District Election Officer

The District Election Officer shall verify the data received from the Designated Officers concerned. He shall also consider exemptions of genuine cases omitted/rejected at lower level or based on further directions from the Commission. He can cancel the exemptions allowed at lower level also.

Designation of all Presiding Officers, First Polling Officers and Polling Officers should be thoroughly checked for their eligibility. If sufficient manpower is not available for any of the category, DEO should arrange the polling duty by careful consideration of the employee eligibility parameters

viz designation, basic pay, rank, nature of work, etc.

All employees posted for other election duties and are not available for polling duty should be exempted. For this purpose, the Returning Officers concerned should furnish the list of employees required for such other election-related activities.

Polling Stations with linguistic minority and special category Polling Stations (if any) to be marked. Head of the office may be exempted from polling duty if required, subject to sufficient availability of staff.

f. Randomization of Data

First randomization of the frozen data should be conducted in the presence of District Election Officer on the date specified by the CEO. Second and Third randomisation in the presence Observers as per the dates mentioned in the ECI instructions based on poll day.

Details of training classes, distribution and collection centres, facsimile, etc., to be reflected in the posting order should also be entered at the District Election Officer level.

After approving the training plan, verify staff strength details and posting orders randomly for correctness before publishing the posting order. SMS for Polling staff and institution heads also should be scheduled after publishing the posting order.

g. Serving of Posting Order

Once randomization is completed, the posting orders and covering letter will be available in the Designated Officer login for downloading.

In the initial posting order, only the details of training class (PRO and FPO) and polling duty will be given. Initial posting orders are directly available under Institution/Office login also. Institution head has to download and serve posting orders to their employees from the ORDER portal. Institution head has to update the served status of posting orders.

The Designated Officer serves the posting orders to any non-cooperating/missing Institutions and provides confirmation in the ORDER portal.

Posted Employees can directly download posting orders from the ORDER portal using their login credentials.

After completing second randomization, the posting orders will be available in the Designated Officer login for downloading. In the posting order, the details of Polling Station and other members of the polling team will be available.

Posting Order will directly be available under Institution/Office login also. Institution head has to download and serve final posting orders to their employees from the ORDER portal. After serving posting orders, Institution head has to update the served status of posting orders.

The Designated Officer should ensure that all posting orders are served to the employees concerned.

IV. Activities at Returning Officer Level

Returning Officers will be provided login access. For Assembly Constituencies, the concerned Returning Officer shall be responsible for ORDER-related activities.

- Attendance must be marked properly for all employees assigned to the Constituency concerned for training and election duty.
- RO must take utmost care in marking absentees as improper marking may lead to the payment of remuneration to absentees.
- The ROs must update the software to reflect:
 - Employees who were absent on the scheduled training date
 - Employees who attended the training on an alternate training date
- The ROs can download the final posting orders of all employees posted under their constituency; the election duty attendance sheet can also be downloaded.
- Attendance of all employees listed under the reserve category must be recorded in ORDER.
- Before the second randomization, Counter, Vehicle and Route details are to be updated by the ROs. These mapped details will be included in the posting orders only if the details are entered before the second randomization.
- The ROs should update the missing details of employees such as Bank Account No., IFSC Code, EPIC ID and photograph.
- The RO must ensure that bank account details of all employees are updated, as any missing or incomplete bank information may cause issues in processing payments.
- The ROs can download and print Photo ID cards of all polling officials; hence it is to be ensured that the photographs of all employees who are posted through ORDER are uploaded. Printing of ID Cards can be made either at RO level or district level as decided by the DEO.
- The remuneration list will be available for downloading after attendance for Training and Election Duty has been marked.

Following employees are not eligible for remuneration:

- Those absent for both training and polling/reserve duty

- Those who attended training but were absent for polling/reserve duty
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V. Activities at District Election Officer Level

- DEOs should ensure that all Offices/Organisations/Departments specified under heading II of this order are included in ORDER and all designations are properly added. If any Offices/Organisations/Departments under the above category are missing, they can add such organisations with the approval of CEO.
 - Monitoring serving of posting orders (Initial posting orders and Final posting orders)
 - Conducting training/rehearsal classes on poll process
 - If both husband and wife are appointed for election duty, they can approach DEO for exempting one of them from election duty, subject to guidelines.
 - The exemption from election duty on medical ground should be on the basis of the recommendation of the medical board constituted by DEO for this purpose.
 - District Election Officer can cancel posting orders up to the limit fixed by the Election Commission. Due care should be taken to ensure that sufficient polling staff is available (100% Polling duty + 20% Reserve duty) for second randomization, while considering cancellation requests. In any circumstance, DEO cannot cancel posting orders beyond this limit.
 - Payment of remuneration to the polling party on the day of polling. DEO can download the Election duty acquittance from ORDER. The file containing the list of employees who attended polling duty/reserve duty with their bank account details can be forwarded to the Treasury for making payment. The DEO must ensure that payment to the Polling Staff are made on the day of polling itself.
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VI. Monitoring Mechanism

Constant monitoring of various stages of the activity should be made at different levels through their logins as indicated below to ensure that the

prescribed deadlines are strictly adhered to by each level.

- Designated Officers should monitor the Heads of Institutions till generation of acknowledgement certifying the completion of the data entry.
- The District Election Officer should monitor the activities of Designated Officers as well as Heads of Institutions till frozen data is received from Designated Officers. He should also monitor the serving of posting orders.
- The State level user at CEO Office should monitor the progress in all the three levels till completion of the deployment process.

VII. Employee

- Employees can download first and second posting orders, Attendance Certificate for Training/Election duty/Reserve Duty, and application for postal ballot.
- They can upload photo and update their bank account details and mobile number.

(Sd.)

DR RATHAN U KELKAR I A S

Forwarded/By order

Signed by

Section Officer.

Praneesh M P

To:

Date: 19-03-2026 19:17:36

- ✓ All Additional Chief Secretaries/ Principal Secretaries/ Secretaries
- ✓ Secretary, Kerala Niyamasabha
- ✓ Secretary, Kerala PSC
- ✓ Officer on Special Duty to the Chief Secretary
- ✓ All Departments and Sections in the Government Secretariats
- ✓ All Central Government Offices in the State ✓
- ✓ All Heads of Departments

- ✓ Registrars of all Universities in the State ✓
- ✓ All District Election Officers
- ✓ All Returning Officers and Assistant Returning Officers
- ✓ Heads of all Central/State Local Self Government Institutions ✓
- ✓ All Panchayat/Municipal/Municipal Corporation Secretaries (Through District Election Officers)
- ✓ Web & New Media (For publishing in Government website)
Stock File/ Office Copy