



STATE ELECTION COMMISSION, HARYANA
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No. SEC/1ME/2026/ **2953-74**
To

Dated: **9th** September, 2026

All the Deputy Commissioners
in the State of Haryana

Subject:- Assured Minimum Facilities and other facilities to the voters/electors at Polling Stations--Instructions regarding.

Sir/Madam,

I have been directed to refer to the above subject and to inform you that the State Election Commission has been issuing instructions from time to time on facilities to be provided at the Polling Stations on the day of poll for electors/voters as well as polling personnel.

However, during recent municipal elections, many grievances have been received by this office about the lack of facilities at the polling stations. In order to facilitate hassle free voting on the poll day, the State Election Commission, Haryana has reviewed this matter and directs that following instructions may be complied with for strict compliance during Municipal Corporation/Council/Committee elections to be held in future: -

1. Assured Minimum Facilities (AMF)

The Deputy Commissioner shall make complete gap analysis of Assured Minimum Facilities (AMF) at each Polling Station to permanently provide these AMF at the polling stations. The Assured Minimum Facilities are provided at the Polling Stations for assistance and facilitations to voters to enable them to cast their votes on the day of poll in smooth, hassle-free and convenient manner, apart from providing enabling framework to the polling personnel to discharge their duty in an efficient manner. The Deputy Commissioner and the Returning Officer

shall do an advance exercise well before the elections, as provided in election planner, to get the conditions of the polling stations physically verified by the field officials. The Sector Officers or Officer(s) concerned should visit each Polling Stations/Locations within his/her jurisdiction to assess whether it is fit for elections. The Returning Officers shall physically verify at least 20% of the Polling Locations.

The State Election Commission directs to provide following Assured Minimum Facilities (AMF) at each and every Polling Stations/Locations:

- (i) **Polling Station at Ground Floor:** The polling stations should be set up on the ground floor of a building to facilitate voting for aged and disabled electors. Polling stations should be set up in such a manner that ordinarily, no voter is required to travel more than two kms. to cast his/her vote. In sparsely populated hilly or forest area, this rule may be relaxed. In such cases, to ensure that voters may not have to walk unduly long distances, Polling Stations may be set up for lesser number of electors than the usual norm. Due consideration should be given to the topography and the ease of travel for electors. Sometimes, Polling Stations in hilly areas are located on different levels. It should be ensured that if the Polling Station is at a higher level, the road that leads to it, passes at the same level as that of the Polling Station.

The Polling Stations should have separate Entrance and exit for voters. If there is only one door at the Polling Station(s), separate entrance and exit can be provided with the help of a temporary fencing in the middle of the doorway using bamboos and ropes, based on the local conditions.

- (ii) **Provision for Ramp:** A permanent ramp of maximum gradient 1:12 should be provided at all Polling Stations to facilitate the PwD (Persons with Disabilities) voters and senior citizen electors, as per the directions of the Hon'ble Supreme Court of India in the Polling Stations. The Supreme Court has also directed to give wide publicity about the provision of ramps at the Polling Stations.

(iii) Provision for Drinking Water: There should preferably be permanent arrangement of tap facility for drinking water. As an alternative, drinking water pots having sufficient capacity on the day of poll may be provided. Sufficient number of environment-friendly disposable glasses may be made available for drinking water. Drinking water facility should be on self-service basis and wherever possible provision of volunteer/daily wage-earner to serve water to the voters standing in the queue, may be made.

(iv) Adequate Furniture: There should be proper provision for furniture like tables, chairs and benches etc., inside Polling Station for polling parties and polling agents. Adequate chairs/ benches should also be provided at each Polling Station for disabled, pregnant or senior citizen electors.

(v) Proper lighting/Electricity arrangements: It shall be ensured that the inner space of the voting compartment is sufficiently lighted. However, while setting up EVMs at the polling station, it should be ensured that the light does not fall directly on the voting compartment. If necessary, arrangement for suitable additional lighting should be done for each compartment. Halogen lamps or 200-watt bulbs have to be strictly avoided directly above or in front of the voting compartment. If the power connection is available, the condition of switches/bulbs/fans should be checked. If power connection cannot be provided even temporarily due to terrain or proximity of electrical network, alternative arrangement (like Petromax, lantern, Battery operated LED/charger light etc.) and generator sets etc. should be hired, so that on the poll day, these polling stations are properly lighted.

(vi) Proper Signage: Proper Signage should be put up near and at the Polling Station locations for guidance of the voters about the layout of the location, facilities available (like ramp, toilet, drinking water etc.) and Voter Assistance Booth.

(vii) Toilets: There should be separate toilets in sufficient numbers for male and female voters at each Polling Station

location. If two toilets are not available, pucca one should be earmarked for female voters and one temporary toilet may be provided for male voters. If no pucca toilet is available, provision for mobile toilet vans be made and in hilly areas, with difficult topography, temporary toilet arrangements may be made. One employee or a daily wage-earner shall be deployed to keep the toilet clean throughout the day. The toilets should be accessible for PwD and senior citizen electors.

(viii) Shade in Polling Station: Tented arrangement for shade with adequate size (minimum 15ft X15ft) canopy should be made available, as waiting area, at each Polling Station with sufficient chairs/benches preferably for ladies/senior citizens/nursing mothers/differently abled voters and children accompanying them.

(ix) Display of Voter Facilitation Posters. In order to fulfil the statutory requirements under Rule 38 of the Haryana Municipal Election Rules, 1978, rule 39 of the Haryana Municipal Corporation Election Rules, 1994 and rule 43 of the Haryana Panchayat Raj Election Rules, 1994 and to provide accurate and relevant information for voter awareness and information at each polling station, the Commission has directed that a total of FOUR (4) kind of Posters shall be prominently displayed at all Polling Stations. The design and other specifications of the four posters may be seen at **Annexure-1**.

(x) Help Desk/Voter Assistance Booths (VAB)

(a) A Voter Assistance Booth shall be set up for every polling station location, with a team of BLO/officials or Volunteers from NSS, NCC & Scouts in order to assist voters to correctly locate her/his polling booth number and serial number in the electoral roll of that concerned polling booth.

(b) Necessary arrangements for the setting up of the Voter Assistance Booth like basic furniture including table, chairs etc. for seating the deployed staff, a small covered canopy/tent with proper shade and prominent signage in the

form of back-drop banner indicating 'VOTER ASSISTANCE BOOTH' and directional signs for guidance of the voters must be made well in advance by the RO concerned. An indicative design of the Voter Assistance Booth is enclosed at **Annexure-2**.

(c) Alphabetic Roll Locator (as per English alphabet) generated with Revising Authority Net is placed at Voter Assistance Booth (VAB) to search the name easily and to know the serial number in the Electoral Roll.

2. Other facilities: -

(i) **Medical Kit:** It must be ensured that sufficient number of Medical Kits/First-Aid kits containing medicines & items like gauze pads (4x4 inches)/ large gauze pads/adhesive bandages/rolling bandage/ORS/triangular bandages/wound cleaning agent/scissors/blanket/tweezers/adhesive tape/latex gloves resuscitation equipment/Masks & Sanitizers etc., along with health worker should be made available at each Polling Station location for emergency use of voters and polling staff. In this regard, the Deputy Commissioner should prepare a standard list of medicines and user instructions in consultation with the District Chief Medical Officer.

During summer, every polling party shall be supplied with Oral Rehydration Salts (ORS) for their own use as well as for any voter needing the same due to heat-stroke. A hand-bill on 'Dos and Don'ts' in case of heat stroke may be prepared and supplied to each of the polling parties.

An appeal to the electors may be issued to carry wet towels to protect themselves against dehydration and also advise women electors to avoid bringing children along with them to the polling stations during hot weather conditions.

The Deputy Commissioner shall requisition the services of paramedical staff from the offices of the Chief District Medical Officers and one such Para Medical Staff member shall accompany every mobile Patrol Unit and Sector Officer or Officer concerned in their vehicles along with essential medicines. Such mobile patrol units shall

touch every polling station once in every hour, preferably, so that instant medical assistance would be available to any voter needing such help besides the first aid facilities given to the polling parties.

(ii) Volunteers: Volunteers from NCC/NSS/Scout & Guides should be deployed to manage the voters' queue. Identified PwD and Senior citizen voters should be assisted by Volunteers to reach the polling station and if required, wheelchair should be provided. The volunteers shall guide the PwD electors up to the entrance of polling station. Inside the polling station, such PwD electors shall be assisted by the polling staff. The age of volunteers should be less than 18 years. The Deputy Commissioner shall prepare a detailed Do's and Don'ts for the volunteers and ensure that they are properly briefed and trained by Deputy Commissioner/Returning Officer. There should be an arrangement for food for the volunteers engaged at the polling stations during the poll day.

The wheel Chairs in this respect may be obtained from the Chief Medical Officer (CMOs) of the Health Department, Haryana, District Red Cross Society, Rotary Clubs, Rotaract Club, Lions Club and other NGOs, wherever possible.

(iii) Provision for Transport Facility: Senior Citizens, Persons with Visual and Locomotive Disabilities and infirmed voters with impaired movement should be provided free pass for using public transport on poll day. If public transport is not available, private vehicles may be hired for the purpose. He or she should be picked up from his or her residence and be dropped back there after he or she has cast his or her vote.

(iv) Weather conditions: In case of hot or rainy weather, umbrella(s) be provided at each Polling Station to assist elderly, disabled or incapacitated voters. Volunteers i.e. cadets/members of National Cadet Corps (NCC), National Service Scheme, (NSS), Scouts and Guides and other voluntary organizations should be deputed to accompany them to reach upto respective polling booth and back to their family members. Instructions/directions should be given to

the volunteers that whenever an elderly, disabled or incapacitated voter arrives at the Polling Station to cast his/her vote, they (volunteers) should carry an umbrella and escort them (elderly, disabled or incapacitated voters) to the entrance of the Polling Station so that they do not face any inconvenience in casting their vote in hot or rainy weather.

(v) Blind / infirm elector: The polling personnel should be specifically briefed about the provisions of Rule 53 & 69J of the Haryana Municipal Election Rules, 1978, Rule 54 & 70J of the Haryana Municipal Corporation Election Rules, 1994 and Rule 51 of the Haryana Panchayati Raj Election Rules, 1994 which provides for permitting a companion of not less than eighteen years of age to accompany a blind / infirm elector to assist him / her to cast the vote on his/her behalf and in accordance with his/her wishes.

Provided that no person shall be permitted to act as the companion of more than one elector, at any polling station on the same day:

Provided further that before any person is permitted to act as the companion of an elector on any day, the person shall be required to declare that he will keep secret the vote recorded by him on behalf of the elector and that he has not already acted as the companion of any other elector at any polling station on that day.

(vi) Women electors.-

(a). The Returning Officer or the Presiding Officer may appoint a woman to serve as an attendant at any polling station to assist women electors and also to assist the Presiding Officer generally in taking the poll in respect of women electors, and in particular, to help in searching any woman elector, in case it becomes necessary.

(b). It shall be responsibility of the Deputy Commissioner, Returning Officer, Assistant Returning Officer and Presiding Officer to ensure that special arrangements, whenever required, are made for women electors to exercise their franchise in the presence of Lady Staff.

(c) To protect the sensitivity regarding privacy of women voters, separate enclosures for identification of "purdahnasheen" women should be provided in the polling station with locally available but absolutely inexpensive devices and using local ingenuity, such as use of charpoys or cloth such as bed spreads.

(d) Where the number of female electors is significant (say 50% or above) and in areas where the system of Burqa or purdah is observed as a social custom, in each of these polling stations at least one Polling Officer must be a lady Polling Officer.

(e) In polling stations exclusively meant for women electors, the polling personnel should have as many female officers/officials as available, consistent with overall security requirements.

(f) In other polling stations also to the extent possible and available, at least one lady polling officer shall be appointed for identifying and assisting the women electors. In the matter of identification of women electors, the services of lady Municipal/Gram Sevikas level workers and lady school teacher, etc., can be made use of for this purpose.

(g) If women officials are not available for such a duty in required number, under rule 41 (2) of the Haryana Municipal Election Rules, 1978, rule 42(2) of the Haryana Municipal Corporation Election Rules, 1994 and rule 46(2) of the Haryana Panchayati Raj Election Rules, 1994, the Returning Officer or the Presiding Officer have powers to appoint a woman to serve as an attendant/assistant at any polling station to assist women electors and also to assist the Presiding Officer generally in taking the poll in respect of women electors, and in particular, to help in searching any woman elector, in case it becomes necessary.

(h) The widest possible publicity should be given to the special arrangements made for enabling women electors to exercise their franchise in the presence of

women polling officers. This should also be highlighted in the training classes for Presiding Officers/Assistant Returning Officer/Sector Magistrate and other Supervisory Officers who will be responsible for implementing the Commission's directions.

(vii) Queue Management:

(a) There should be three queues at the polling station: one for male voters, one for female voters and third one for the senior citizens and PwD electors. One male elector should be allowed to vote per two female electors.

(b) Persons with disability/infirm electors shall be given priority for entering the polling station without having to wait in the queue for other electors and all necessary assistance as may be required, should be provided to them at the polling stations.

(c) Similarly, Pregnant women and women voters with child in arms may also be given precedence over other voters in the queue.

(d) Chairs may be placed intermittently, if convenient and required at the Polling Stations prone to long queues, to enable voters waiting in queue to rest for few minutes.

(e) The Deputy Commissioner should give adequate publicity about facilities to be extended to senior citizens, PwD/infirm and pregnant women or women voters with child in arms and issue an appeal to voters to co-operate in this initiative with a request that those who are able bodied and healthy should not try to avail this opportunity to jump the queue, rather this should be need based. The voters in the queue should have open mind to help the fellow voters who are suffering from disability and other age related and health related problems.

(f) The Presiding Officers and other field officers deployed at Polling Stations should be instructed accordingly.

(g) Based on the past voting pattern and experience of the field staff, the polling stations/polling station locations prone to long queues should be identified.

(h) Dynamic tracking of long queues on the poll day should be done through the Sector Officers or Officers concerned.

(i) Decongestion measures should be initiated at the Polling Stations prone to/having long queues, e.g., additional polling staff, volunteers, distribution of tokens etc.

(j) Reserve staff and vehicles should be kept ready for deployment at the Polling Stations with long queue to help out the polling staff.

(k) Members from the National Cadet Corps and National Service Scheme may be mobilized to manage the queue.

(viii) Model Polling Stations:

Additional attractive features may be added to polling stations according to local culture and requirements as given in the directions issued by the State Election Commission from time to time on the subject. Polling Stations should be set up using environment-friendly/recyclable and biodegradable materials and as far as possible, be kept plastic-free. Provision for eco-friendly waste management should be made.

3. Other measures to speed up voting: - Besides above to speed up voting, following shall also be followed: -

(a) Printed blank voters slips (to be clearer, this is different than Voter Information Slips distributed to electors) must be there with all the polling parties for faster operations inside the Polling Stations.

(b) Second Polling Officer is required to obtain elector's signature or thumb impression in the relevant column of Register of voters in Form No. 12 of the Haryana Municipal Election Rules, 1978, Form 11 of the Haryana Municipal Corporation Election Rules, 1994 and **Annexure –I** of the Haryana Panchayati Raj Voting and Counting of Votes by Electronic Voting Machines (EVMs) Order, 2008".

(c) Wherever needed (if the voters are more than 1200) additional polling officers should be deputed with the polling party. While deploying additional polling officers, care should be taken to select them on random basis.

(d) A reserve of polling officers should be kept ready to rush out to any polling station which requires such assistance during poll hours. The Sector Officer or Officer concerned should be able to identify such requirement quickly on their visit to polling stations and seek the assistance of Returning Officer in getting the additional hand when needed, from the pool of such reserve polling officers.

4. Appointment of Nodal Officers:

While preparing the district machinery for the conduct of election, the Deputy Commissioner shall identify a senior officer as the Nodal Officer to coordinate and supervise amenities at the Polling Stations as well as polling personnel/voters' welfare measures. Similarly, each Returning Officer (R.O.) shall identify a nodal officer for the above purpose. The name and designation, office and residential telephone numbers including mobile number and e-mail ID, if any, of the Nodal Officer shall be mentioned in the Municipal Election Management Plan. The contact numbers should also be brought to the notice of the polling personnel drafted for election duty.

5. Volunteers i.e. National Cadet Corps (NCC), National Service Scheme, (NSS), Red Cross, Scouts and Guides and other voluntary organization:

For the facilitation of electors, assistance of National Cadet Corps (NCC), National Service Scheme, (NSS), Red Cross, Scouts and Guides and other voluntary organizations may be obtained. While deploying these groups in service, it should be ensured that they are directly or indirectly not related or

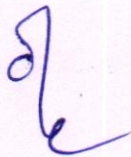
connected to any political party or candidate contesting the election.

6. Repeal and savings

The orders/instructions, if any issued earlier in this respect are hereby repealed after these instructions/guidelines.

You are requested to provide a copy of these instructions to the officers/officials concerned for strictly compliance during the elections of Municipal Corporation/Council/Committee and Panchayat elections to be held in future.

Yours faithfully,



Secretary,
State Election Commission, Haryana

Endst. No. SEC/1ME/2026/2975-3121

Dated: 09.09.2026

A copy of the above is forwarded to the following for information and further necessary action:-

1. Additional Chief Secretary to Govt. of Haryana, Development & Panchayat Department, Chandigarh.
2. Commissioner and Secretary to Govt. of Haryana, Urban Local Bodies Department, Chandigarh.
3. Director General, Urban Local Bodies Department, Haryana, Panchkula.
4. Director General, Development & Panchayat Department, Chandigarh
5. Commissioners of all the Municipal Corporations.
6. District Municipal Commissioners in all the districts of the state.
7. District Development and Panchayat Officers in all the districts of the State.
8. Executive Officers/Secretaries, Municipal Corporations/ Councils/ Committees in the State of Haryana.

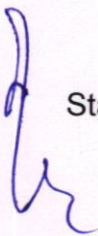


Secretary,
State Election Commission, Haryana

Endst. No. SEC/1ME/2026/3122-32

Dated: 09.09.2026

A copy of above is forwarded to President of all Political Parties in the State of Haryana for further information and necessary action.



Secretary,
State Election Commission, Haryana

8/9

Voter Facilitation poster

1. A total of FOUR (4), Uniform and standardized Voter Facilitation Posters (VFP), shall be prominently displayed at all Polling Stations as per the design enclosed, including the details of Polling Station Details (**VFP-1**), List of Candidates (**VFP-2**), Do's and Don'ts (**VFP-3**) and Approved Identification Documents & How to Vote (**VFP-4**).
2. The size of the VFPs should be such that the contents are early and clearly visible and the text is effortlessly readable to the voters approaching the polling booth. The following dimensions are provided for purely indicative purpose:

VFP No. 1 and 2: 27 inches (Height) X 27 inches (Width).
VFP No. 3 and 4: 27 inches (Height) x 36 inches (Width).
3. The VFPs shall be displayed/pasted/stuck on the outside wall, near the entrance of each polling booth.
4. The VFPs must be pasted/affixed in the order of their Serial Nos ie. VFP No. 1 followed by VFP-2 and so on.
5. In addition, VFPs No. 3 and 4 shall also be affixed near the entrance of the polling station premises/locations, especially in case of locations having more than one polling booths.
6. The VFPs can be printed on paper or any other available eco-friendly material, subject to reasonability of cost and without compromise on the overall quality of display.
7. The display of VFPs shall be an integral part of the overall arrangements to be made at every polling booth by the Returning Officer.
8. The proper manner of display of VFPs shall be explained to the Presiding officers during the election training sessions organized by the Returning Officers.
9. The Sector Officers shall ensure that the VFPs are prominently displayed as per the directions herein and submit a report to the Returning Officer.

DESIGN OF 'VOTER ASSISTANCE BOOTH'

