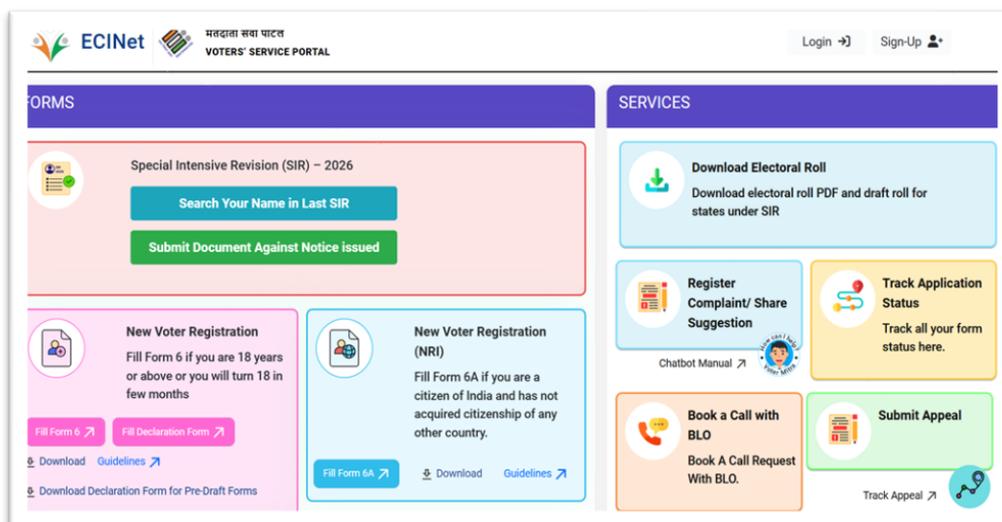


# User Manual

## for

# Appeal Module

If a citizen is not satisfied with the action taken by the ERO for his Application/Form Rejected or Notice generated, then he can submit an appeal to the appellate authority to review the decision taken by ERO



The citizen must log in to the Voter Services Portal and then click on “Submit Appeal.”

They can submit an appeal against either a Rejected form reference number or a notice reference number and must select one of these two options.

After entering the reference number and clicking “Search,” the citizen will be required to fill in additional details such as mobile number, full address, and other relevant information.

ECINet मतदाता सेवा पोर्टल VOTERS' SERVICE PORTAL Gaurav Sharma

**Submit Appeal**

Form Reference No Notice reference Number

Enter REF NO S05001D8W0101261000002 SEARCH Reset

Full Name \* Shubham Dhama Mobile Number\* Enter Your Mobile No.

EPIC No. (If Issued) TRW0273722

Full Address (With PIN) \* max: 250 characters

Brief Description About Appeal \* max: 250 characters

ECINet मतदाता सेवा पोर्टल VOTERS' SERVICE PORTAL Gaurav Sharma

**Submit Appeal**

Form Reference No Notice reference Number

Enter REF NO S05001D8W0101261000002 SEARCH Reset

Full Name \* Shubham Dhama Mobile Number\* 9898989891 ✓ Verified

EPIC No. (If Issued) TRW0273722

Full Address (With PIN) \* max: 250 characters

Brief Description About Appeal \* max: 250 characters

User must enter OTP and verify the Phone number given if user is entering different number from which citizen is logged in VSP.

Appeal description is mandatory as citizen have to explain why he wants to submit the appeal.

Nature of the order impugned \*

Ex-parte Order

Non-Ex-parte Order

Enclosures \*

Copy of the order of the ERO against whom the appeal is filed.

If there is a delay, the delay condonation application.

Choose File No file chosen

List of documentary evidences in support of the application/appeal

Reasons/Grounds for Filing the Appeal \*

max: 250 characters

Relief(s) Sought \*

max: 250 characters

If you are submitting the appeal after 15 days from the date the form was rejected, the second option in the enclosures section will be automatically selected. In this case, uploading a supporting document is mandatory as evidence explaining the reason for the delay. You may upload a copy of the ERO's order, the ERO's remarks, or any other relevant proof.

pwd-certificate-big.png S05/Form/1.png

Reasons/Grounds for Filing the Appeal \*

odfkdd

Relief(s) Sought \*

odmkfn dfjhhd

Place \*

Delhi

Submit

Contact Direct

After clicking on submit the citizen will have to E-sign.

The screenshot shows a web form for Aadhaar authentication. At the top, there are three tabs: 'Aadhaar Number' (selected), 'Virtual ID', and 'UID Token'. Below the tabs, there is a text input field labeled 'Enter your Aadhaar Number' with a cursor inside. To the right of the input field is a small icon of a person. Below the input field, there are two radio buttons: 'Aadhaar OTP' (selected) and 'Aadhaar T-OTP'. To the right of these radio buttons is a purple button labeled 'Get OTP'. Below the radio buttons, there is another text input field labeled 'Enter your Aadhaar OTP' with a cursor inside. To the right of this input field is a small icon of a padlock. At the bottom of the form, there is a checkbox and a paragraph of text: 'I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number/VID/UID Token and One Time Pin (OTP)/Time-based One Time Password (TOTP) data for Aadhaar based authentication. I understand that the OTP/TOTP I provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system and'.

Citizen will be redirected to E-sign page where he has to enter his Aadhaar Card number then he has to verify through OTP.

The screenshot shows the ECINet Voters' Service Portal. At the top left, there are logos for ECINet and the Government of India. To the right of the logos, there is text: 'मतदाता सेवा पोर्टल' and 'VOTERS' SERVICE PORTAL'. At the top right, there is a user profile icon and the name 'Gaurav Sharma'. Below the header, there is a blue bar with the text 'Acknowledgment'. Below the blue bar, there is a message: 'Your Appeal has been submitted successfully and generated appeal number is APS0501G270226654236. To download the acknowledgement click here.' A mouse cursor is pointing at the 'click here' link.

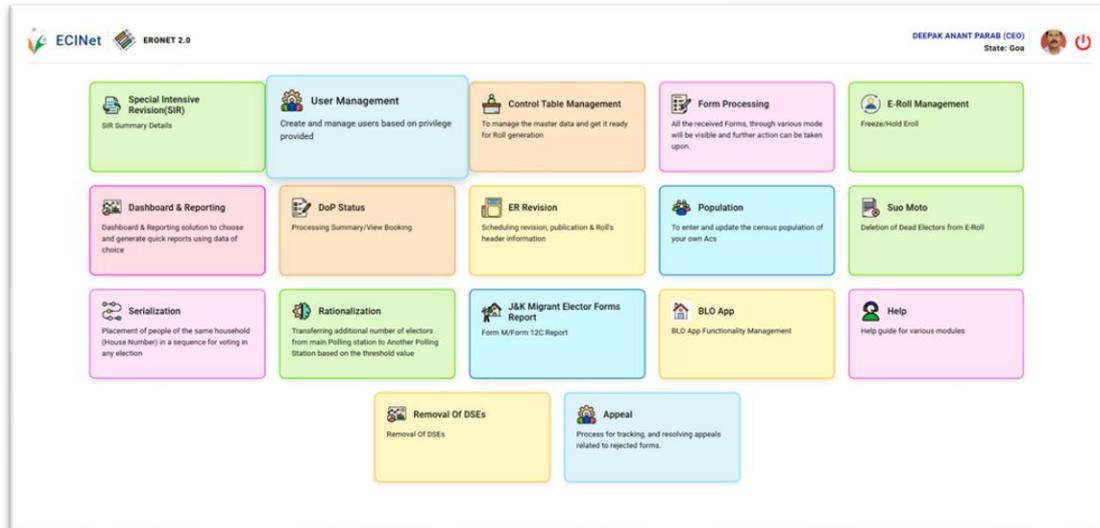
After successful e-sign, An acknowledgment will appear that the appeal has successfully been submitted with an appeal reference number. Citizen can also download the acknowledgement form by clicking on click here link. All the information will be there in the acknowledgement form as they have filled the form.

## Official Login:

First Appellate Authority is the DEO or the ERAA

Second Appellate Authority is the CEO

Initially, the appeal is forwarded to the DEO or ERAA, who will review it and take the necessary action. If the citizen is not satisfied with the decision, they may escalate appeal again before the CEO.



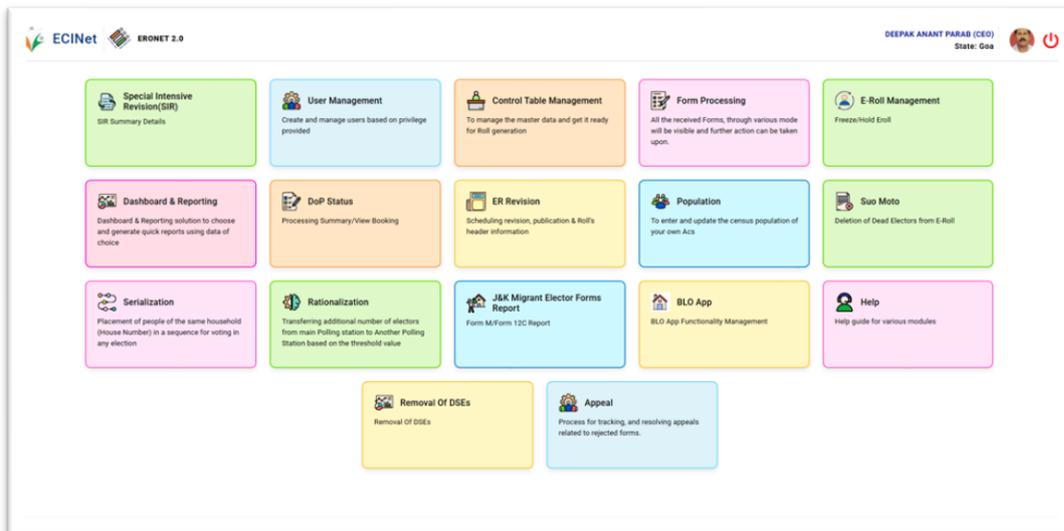
After logging into ECINET, the CEO must go to User Management to assign which AC will be handled by the DEO or the ERAA.

The screenshot shows the User Management interface with the following table:

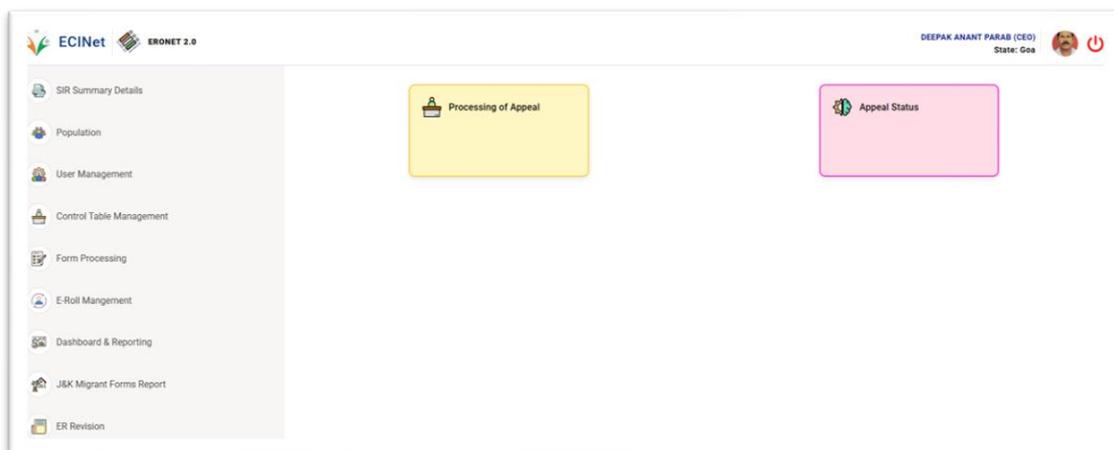
S. No.	Officer Name	Mobile No.	State Name	District Name	AC Name	Assign Officer	Action
1	Niramala Rajaram Tirodkar	7737376646	Goa	North Goa	1-Mandrem	District Election Officer	UPDATE
2	Suraj Kinlekar	9878776555	Goa	North Goa	2-Pernem	District Election Officer	UPDATE
3	Suraj Kinlekar	9878776555	Goa	North Goa	3-Bicholim	Appellate Authority	UPDATE
4	Suraj Kinlekar	9878776555	Goa	North Goa	4-Tivim	Appellate Authority	UPDATE
5	Niramala Rajaram Tirodkar	7737376646	Goa	North Goa	5-Mapusa	District Election Officer	UPDATE
6	Niramala Rajaram Tirodkar	7737376646	Goa	North Goa	6-Siolim	District Election Officer	UPDATE

The CEO can assign, for a particular AC, whether the appeal will be handled by the DEO or the Electoral Roll First Appellate Authority (ERAA) through User Management → Manage Appellate Authority. From the dropdown CEO can assign the officer for a particular AC between DEO and ERAA.

The ERAA has been introduced to reduce and balance the workload of the DEO.



DEO, ERAA, CEO will first login to ECINET then after login they will click on the appeal tab.



From the Appeal Status section, the DEO, ERAA, and CEO can view the status of all appeals.

The screenshot shows the ECINet ERONET 2.0 dashboard. The user is DEEPAK ANANT PARAB (CEO) in the State of Goa. The dashboard includes a sidebar with navigation options: SIR Summary Details, Population, User Management, Control Table Management, Form Processing, E-Roll Management, Dashboard & Reporting, and J&K Migrant Forms Report. The main content area has search filters for State (S05-Goa), District (Select District), AC (Select AC), From Date, and To Date. A Search button is present. Below the filters is a table with the following columns: S.No, AC Name, Total Appeal, Total Appeal Responded by 2nd Appeal authority, Total Appeal Responded by 1st appeal authority, Pending Appeal, and Escalated Appeal. The table currently displays "No Data Available!".

Official will have to click on the processing of appeal tab to view the appeal status and to take action on them.

The screenshot shows the 'View Appeal Status' page in the ECINet ERONET 2.0 system. The user is SURAJ KINLEKAR (ERAA) in District: North Goa / State: Goa. The page includes a 'Back' button and a 'View Appeal Status' heading. There are filters for Status (Submitted by Citizen), From Date (01/27/2026), and To Date (02/27/2026). A SUBMIT button is visible. Below the filters is a text input field containing the appeal ID 'APS0501G270226654236' and a 'Total No.: 5' indicator. A table displays the following data:

S. No.	Appeal ID	Ref No. Type	Appeal Against Ref No.	Lodge Date & Time	Status	View	Action
1	APS0501G270226654236	Form	S05001D8W0101261000002	27/02/2026   14:58	Submitted by Citizen		Resolve

He will click on resolve then he can see reference numbers, documents uploaded by the decision and after evaluating he will give some brief description of the primary ground.

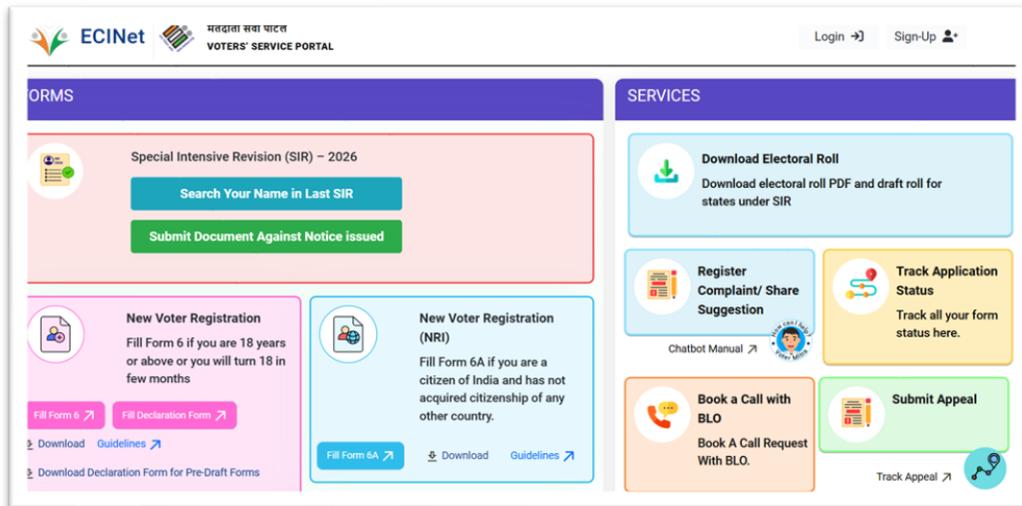
A screenshot of a web form interface. At the top, there is an 'Acknowledgement:' field with a blue 'esignDoc1' button. Below this is a text area labeled 'Brief description of the primary ground \*' containing the text 'Ok on ground visit documents are not verified'. Underneath is the 'Upload Document (If Any)' section, which includes a 'Browse...' button, the text 'No file selected.', and a file type specification 'Type: .jpg, .jpeg, .png, .pdf | Size: 4 MB'. At the bottom of this section are two buttons: a green 'Accept' button and a red 'Reject' button.

DEO or ERAA can upload any document if he wants to. Then after evaluating all of this, he will accept or reject the Appeal.

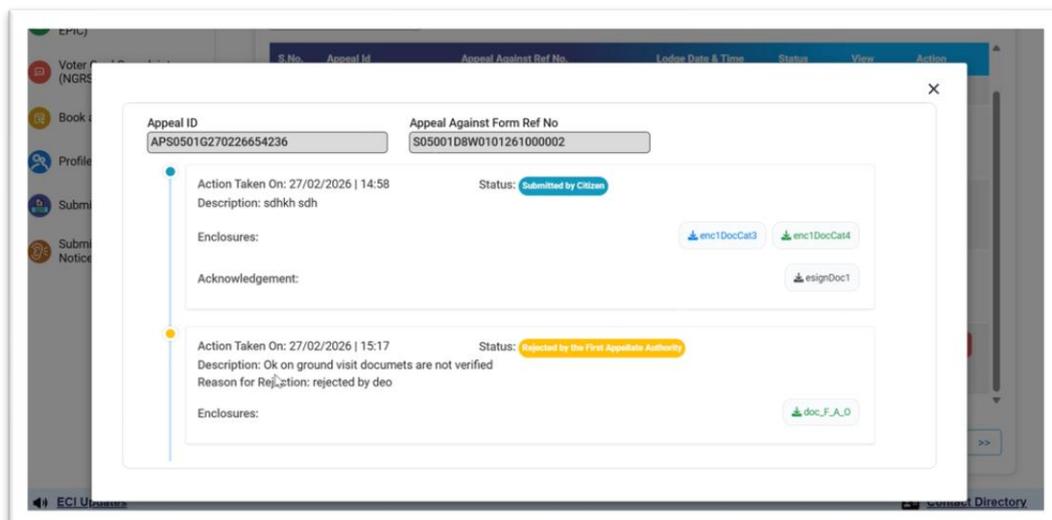
A screenshot of a 'Reason For Rejection' dialog box overlaid on the previous form. The dialog box has a title 'Reason For Rejection \*' and a close button 'X'. It contains a text input field with the text 'rejected by deo'. Below the input field is a blue 'Submit' button. The background shows the same form as the previous screenshot, but it is dimmed.

In rejection DEO or ERAA has to give reason that will also appear to the citizen on track appeal on Voters Service Portal.

Citizen can go to Voters Service Portal then if citizen wants to track his application, then he will click on track appeal after login



The citizen will click on track appeal then after filling the reference number he will be able to see the actions taken by the officials.



The citizen then can re submit appeal if he/she is not satisfied by the decision made.

Nature of the order impugned \*

Ex-parte Order

Non-Ex-parte Order

Enclosures \*

Copy of the order of the ERO against whom the appeal is filed.

Copies of all the pleadings, affidavits and documents, as filled before the first appellate officer.

List of documentary evidences in support of the application/appeal

Choose File No file chosen S05/Form/1.png

If there is a delay, the delay condonation application.

Choose File No file chosen

Copy of the order of the first appellate Officer

Choose File No file chosen S05/Form/m.pdf

Reasons/Grounds for Filing the Appeal \*

max: 250 characters

If there is a delay, the second option in the enclosures section—Delay Condonation Application/Appeal—will be automatically selected. This happens when a total of 30 days has passed from the date the form was rejected.

Then after E-sign your Appeal will be submitted, and your appeal reference number will be the same as before.

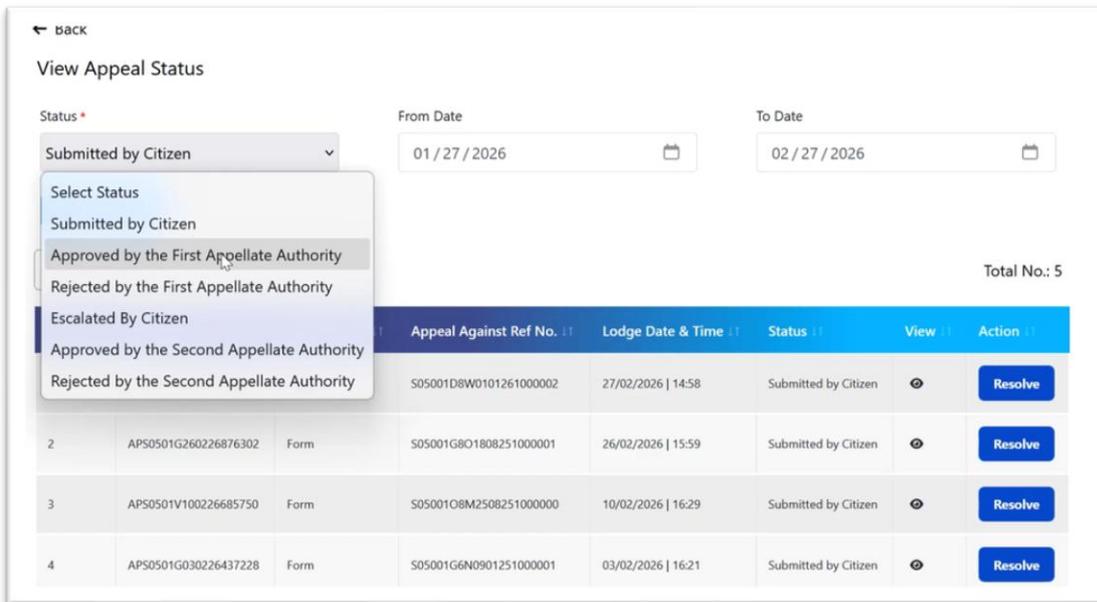
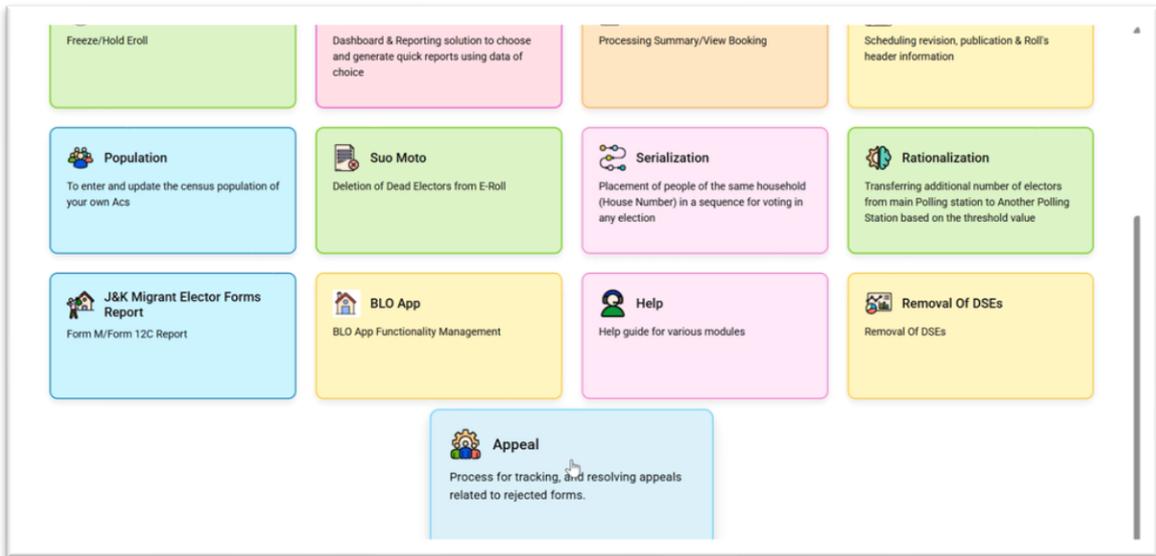
ECINet मतदाता सेवा पोर्टल VOTERS' SERVICE PORTAL Gaurav Sharma

Acknowledgment

Your Second Appeal has been submitted successfully and generated appeal number is APS0501G270226654236. To download the acknowledgement [click here](#).

Then you can download the PDF by then you can see all the information in it.

So, when official will again go to appeal tab then we will click on view status then that acknowledgment number will come under escalated by the citizen.



Now this escalated appeal will go to CEO for his decision that will be the final decision for the appeal. As second appellate authority CEO will take the final decision.

The screenshot displays a vertical timeline of appeal actions. At the top, the 'Appeal ID' is APS0501G270226654236 and the 'Appeal Against Ref No' is S05001D8W0101261000002. The first entry, dated 27/02/2026 at 14:58, has a status of 'Submitted by Citizen' and includes enclosures 'enc1DocCat3' and 'enc1DocCat4', and an acknowledgement 'esignDoc1'. The second entry, dated 27/02/2026 at 15:17, has a status of 'Rejected by the First Appellate Authority' and a description 'Ok on ground visit documets are not verified' with a reason 'rejection: rejected by deo' and enclosure 'doc\_F\_A\_0'. The third entry, dated 27/02/2026 at 15:25, has a status of 'Escalated By Citizen' and a description 'sdhkh sdh'.

In the CEO login, the CEO can view and take action on appeals that have been escalated by citizens who are not satisfied with the decision made by the First Appellate Authority.

After reviewing the documents and the actions taken earlier, the CEO will provide a brief description of the primary grounds for the decision and upload any supporting documents if required. The CEO will then either accept or reject the order.

This screenshot shows the 'Escalated By Citizen' appeal details for the same case. The description is 'sdhkh sdh'. It lists enclosures 'enc2DocCat4', 'enc2DocCat5', and 'enc2DocCat6', and acknowledgement 'esignDoc2'. Below this, there is a text input field for the 'Brief description of the primary ground' containing the text 'omkisdll'. Underneath is an 'Upload Document (If Any)' section with a 'Choose File' button, 'No file chosen' text, and file specifications: 'Type: .jpg, .jpeg, .png, .pdf | Size: 4 MB'. At the bottom are 'Accept' and 'Reject' buttons.

If CEO accept the order, then it will be reflected in approved by the second appellate authority if he will reject the order then it will reflect in rejected by the second appellate authority in view appeal status.

Status \* From Date To Date

Approved by the Second Appellate Aut 27 | 01 | 2026 27 | 02 | 2026

**SUBMIT**

Enter Appeal ID Total No.: 5

S. No. IT	Appeal ID IT	Ref No. Type IT	Appeal Against Ref No. IT	Lodge Date & Time IT	Status IT	View IT
1	APS0501G270226654236	Form	S05001D8W0101261000002	27/02/2026   15:25	Approved by the Second Appellate Authority	👁
2	APS0501G260226987357	Form	S05001G6N901251000001	26/02/2026   15:51	Approved by the Second Appellate Authority	👁
3	APS0501G240226878064	Form	S05001D8W2002261000001	24/02/2026   15:09	Approved by the Second Appellate Authority	👁
4	APS0501G020226947072	Form	S05002D6N1408251000007	02/02/2026   14:47	Approved by the Second Appellate Authority	👁
5	APS0501G020226205545	Form	S05001O6N2612251000005	02/02/2026   12:37	Approved by the Second Appellate Authority	👁

Now if the citizen will again go to Voters Service Portal and he will track his appeal then his appeal will finally be shown as closed.

AB A\_B A\_B | A+ A+ English

**ECINet** मतदाता सेवा पोर्टल **VOTERS' SERVICE PORTAL** Gaurav Sharma

- Voter Registration Forms
- Track Application Status
- Track Appeal**
- Download e-Voter Card (e-EPIC)
- Voter Card Complaints (NGRS)
- Book a Call with BLO
- Profile (Self and Family)
- Submit Appeal
- Submit Document Against Notice issued

**Track Appeal**

Goa

Appeal will automatically be closed in 15 days if no further action is taken by Elector.

Enter Appeal ID Total Records: 5

S.No.	Appeal Id	Appeal Against Ref No.	Lodge Date & Time	Status	View	Action
1	APS0501G120126608061	S05002D6N1408251000004	12/01/2026   19:48	Approved by the Second Appellate Authority	👁	Closed
2	APS0501G020226205545	S05001O6N2612251000005	02/02/2026   12:37	Approved by the Second Appellate Authority	👁	Closed
3	APS0501G020226947072	S05002D6N1408251000007	02/02/2026   14:47	Approved by the Second Appellate Authority	👁	Closed

S.No.	Appeal Id	Appeal Against Ref No.	Lodge Date & Time	Status	View	Action
				Appellate Authority		
2	APS0501G020226205545	S0500106N2612251000005	02/02/2026   12:37	Approved by the Second Appellate Authority		Closed
3	APS0501G020226947072	S05002D6N1408251000007	02/02/2026   14:47	Approved by the Second Appellate Authority		Closed
4	APS0501G240226878064	S05001D8W2002261000001	24/02/2026   15:09	Approved by the Second Appellate Authority		Closed
5	APS0501G270226654236	S05001D8W0101261000002	27/02/2026   15:25	Approved by the Second Appellate Authority		Closed

The final action has been taken, and no further action can be performed on the appeal. If required, the citizen must submit a new appeal or form.

If the appeal has been accepted, the DEO will instruct the ERO to initiate a rollback for the specific reference number. Once the DEO authorizes the rollback, the Accept or Reject option will be enabled for the ERO for that reference number. Then he will be able to take action on them accordingly to include it in the Eroll.