

## e-EPIC Frequently Asked Questions

**1. Q: What is e-EPIC?**

ANS: e-EPIC is a secure portable document format (PDF) version of the EPIC which can be downloaded on mobile or in a self-printable form on the computer. A voter can thus store the card on his/her mobile, upload it as a PDF on Digi locker or print it and self-laminate it. This is in addition to PCV EPIC being issued currently.

**2. Q: How can I download e-EPIC?**

ANS: You can download e-EPIC from Voter Portal or Voter Helpline mobile App or NVSP

Voter Portal: <http://voterportal.eci.gov.in/>

NVSP: <https://nvsp.in/>

Voter Helpline Mobile App

Android <https://play.google.com/store/apps/details?id=com.eci.citizen>

iOS <https://apps.apple.com/in/app/voter-helpline/id1456535004>

**3. Q: Who is eligible for e-EPIC?**

ANS: All general Voters who have valid EPIC Number. All new electors registered during special summary revision 2021 (i.e. those who applied during Nov-Dec2020) and whose mobile number provided while applying is unique will get a SMS and may download e-EPIC between 25<sup>th</sup> Jan to 31<sup>st</sup> Jan 2021. Other General electors may download e-EPIC from 1<sup>st</sup> Feb 2021 onwards. (they will however not get any SMS).

**4. Q: I lost my EPIC, how can I download e-EPIC?**

ANS: You can search your name in Electoral Roll from <http://voterportal.eci.gov.in/> or <http://electoralsearch.in/>, note your EPIC number and then download e-EPIC

**5. Q: I don't have EPIC number but I have form-6 Reference Number, may I download e-EPIC?**

ANS: Yes, you can use Form Reference number to download e-EPIC

**6. Q: I don't have EPIC number, how can I download e-EPIC?**

ANS: You can search your name in Electoral Roll from <http://voterportal.eci.gov.in/> or <http://electoralsearch.in/> , note your EPIC number and then download e-EPIC

**7. Q: What is file format of e-EPIC?**

ANS: You can download e-EPIC in portable document format (PDF)

**8. Q: What is the file size of e-EPIC?**

ANS: 250 KB

**9. Q: Can I print e-EPIC to show as identity proof at polling station?**

ANS: Yes, you can download e-EPIC and print to show as proof of identity at polling station.

**10. Q: What are the steps to download e-EPIC?**

ANS: You can download e-EPIC from <http://voterportal.eci.gov.in/> or <https://nvsp.in/> or Voter Helpline Mobile App using below steps:

- Register/Login on Voter Portal
- From menu navigation click on Download e-EPIC
- Enter the EPIC number or Form Reference Number
- Verify with OTP sent on registered mobile number (if mobile number registered with Eroll)
- Click on Download e-EPIC
- If Mobile number not registered in Eroll, click on e-KYC to complete the KYC
- Pass the Face liveness verification
- Update your mobile number to complete KYC
- Download e-EPIC

**11. Q: What is eKYC?**

ANS: eKYC is liveness check with random body movements, involves capturing a live photo of the person in real-time image capture and compare with Picture used in EPIC data.

**12. Q: What if eKYC fails?**

ANS: Visit ERO office along with Photo ID proof and update your mobile number

**13. Q: What is required for eKYC?**

ANS: It requires mobile phone/Tab with Camera or Laptop/Desktop with webcam.

**14.Q: My Mobile number is not registered in ERoll, can I download e-EPIC?**

ANS: Yes, you can do eKYC to update Mobile number.

**15.Q: I am not using Mobile number which is registered in ERoll, can I update my mobile number?**

ANS: Yes, you can update your new mobile number by completing eKYC.

**16.Q: Can I download e-EPIC on my smart phone?**

ANS: Yes, you can download e-EPIC using Voter Helpline Mobile App

**17.Q: My Family members linked to same mobile number, how can I download eEPIC?**

ANS: Each member can do eKYC against single mobile number and after eKYC you can download e-EPIC.