

MOST URGENT
ELECTION MATTER



STATE ELECTION COMMISSION
NCT OF DELHI
NIGAM BHAWAN, KASHMERE GATE, DELHI
Phone: 011-23914156, 23952340
Email: stateelectioncomm.delhi@gmail.com

F.10(08)/ByeElection2025/SEC/ 21219

Dated: 28/10/25

ORDER

In order to examine and process the complaints regarding violation of Model Code of Conduct in the upcoming Bye-Elections of MCD-2025, a **Complaint Redressal Cell (CRC)**, comprising following officers, is hereby constituted at S.E.C. Head Quarter Level: -

S.No.	Name	
1.	Sh. Vikas Ahlawat, Director (Law Department), NDMC	Chairman
2.	Sh. Rajiv Chopra, ARO (HQ)	Member
3.	Sh. Deepak Kumar, ARO (HQ)	Member

The Complaint Redressal Cell shall follow the enclosed guidelines and may also consult ECI Guidelines in the matter. The Complaint Redressal Cell (CRC) may take assistance of I.T. Branch of SEC to operate the SEC portal for processing of both online and offline complaints. I.T. Branch of SEC shall also extend all technical help to facilitate smooth disposal of all such complaints. The Complaint Redressal Cell shall also monitor the status of violation of MCC of DEOs/ROs concerned on daily basis and will extend guidance to sort out the issues, if any.

This issues with the approval of Hon'ble State Election Commissioner.


(Adeshwar Kant)
Secretary In-charge

Copy to :

1. The Chairman and all Members of the Complaints Redressal Cell regarding Violation of MCC.

Copy for information to: -

1. SA to Hon'ble SEC
2. All DEOs & ROs concerned.
3. T.O. I.T. Branch of SEC



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Sub: Complaint redressal mechanism-violation of Model Code of Conduct in MCD Bye-Election-2025-Guidelines thereof

1. There shall be a provision to lodge complaints regarding violation of MCC on the “Nigam Chunav” app developed by the Commission which shall be linked to SEC portal i.e., secems.delhi.gov.in
2. In case any complaint is received physically or by email in the office of the DEOs/ROs or SEC (HQ), General Observer, Expenditure Observer, Police, Enforcement Cell and other election functionaries then the same shall be uploaded by the officer concerned on the said portal.
3. The complaint shall then be visible to all the above election functionaries.
4. Initial action on the complaint shall be taken by the concerned RO. He may resolve the complaint at his own level or forward the complaint to the agency concerned (police, Enforcement Cell etc.) for redressal of the complaint and uploading of the action taken report (ATR) in the SEC portal.
5. All the complaints should be disposed off within 24 hours. Monitoring of complaints should be done regularly at DEO level.