



### **PROCEDURE OF ONLINE VOTING:**

1. On the **14<sup>th</sup> October 2025** you will receive your ballot email / SMS via 'personalised voting link' on your registered email / mobile. However it will be activated only at **8.00 am** on the **15<sup>th</sup> October 2025**. (Please do not share this link or forward the link to others as this is your personalised unique link.)
2. If you have not received your link then you can visit <https://eballot.ngauge.co.in/> and submit your request in the help registry by clicking on 'Technical Help'
3. Once the voting window opens, you can click on the link from your email / SMS to cast your vote.
4. Upon clicking on the link from SMS / Email your E-Ballot will open. Click on the 'Generate OTP' button to verify your details.
5. OTPs will be valid for 5 minutes. If you have not received your OTP then you can generate OTPs by clicking on the 'Generate OTP' button again.
6. Please note that you can resend OTP up to 3 times during a session. Once you have exceeded the 3 attempts you will have to start a new session by closing the browser window and opening the link.

#### **Please note following important points during the verification process**

- Before you start voting make sure that you have the mobile with you and also your email is accessible from your mobile / laptop / PC.
- Make sure that all your devices have a good internet connection.
- Make sure that your phone has network signal to receive OTP with SMS
- If you still need help then click on the "Need Technical Help" link on the screen. The technical team will revert with a resolution within 1 hour.
- As soon as your OTP is validated, you will be shown the E-ballot. To Make your choice and simply follow the onscreen instructions to complete voting.
- On the E-voting page, you will see the names of the candidates displayed in randomised order by the first names
- To select a candidate of your choice, click on the "Vote" button under the candidate - a candidate once selected will be marked as "Selected"
- Once you have selected the candidate you wish to cast vote for, click on the "Proceed" button at the bottom of the screen. This will take you to the final confirmation page.
- On the confirmation page, you will see the selection you have made. If you wish to make changes in your selection, click on "Modify" or if your selection is in order then click on "Confirm your Vote". Your vote will now be recorded in the ballot.
- Once your vote is submitted in the ballot, you will see a confirmation message on the screen. You will also receive confirmation via email and SMS.
- In order to make the voting process more secure, the IP address will be tracked. The system will not allow voting to more than 2 persons from the same IP address. Voters are requested to vote from their personal connectivity rather than using a common / public Wi-Fi.
- The entire process should take about 2 minutes.
- Two reminders will be sent to those who have not voted, during the voting period

- You may leave a comment, even anonymously, regarding your voting experience

#### **IF THE BALLOT IS NOT RECEIVED:**

What to do if you haven't received the ballot? - Please do this before reaching out to support team

1. You must watch out for the pre-mail as mentioned earlier. If it is not in your inbox, search the Spam, Trash and Delete Folders. If you find it there, click on it and then make it NOT SPAM so that the ballot comes to your inbox.
2. Members with Gmail ids must also search the Social, Updates, Forums and Promotion folders.
3. To have your Unique Voting Link sent to your registered email / mobile Visit <https://eballot.ngauge.co.in/> and click on "Need Technical Help"
4. Verify your membership using email / mobile OTP.
5. Follow the on screen steps to receive your Voting link on registered email / mobile

#### **DEDICATED SUPPORT DESK:**

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1. To submit your query on 'Need Technical Help' link on <https://eballot.ngauge.co.in/>
2. Support hours: **8.00 AM to 8:00 PM on all day of voting (i.e. 15<sup>th</sup> October 2025)**
3. Once the complaint is registered, the support staff will provide a resolution and contact back by Email / Phone call.
4. During regular working hours, the turnaround time for a resolution is expected to be 30 minutes-1 hour.

**THANK YOU**