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 25th Jan to 31st Jan 2021. Other General electors may download e-EPIC from 1st 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 liveliness 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.