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இலங்கை தேர்தல் ஆணைக்குழு
Election Commission of Sri Lanka

Election Disputes Resolution (EDR) Mobile Application

Version 1.0

Developed By

ICT Division, Election Commission

Contents

Introduction to the Election Disputes Resolution (EDR) Mobile Application

The **Election Disputes Resolution (EDR) Mobile Application** is an essential tool designed to ensure a smooth and transparent election process by enabling the public to report election-related complaints and requests efficiently. This user-friendly app allows citizens to submit their concerns directly, ensuring that election-related issues are addressed promptly and fairly.

Key Features:

- **Submit Complaints & Requests:** Easily report election violations, disputes, or concerns with necessary details and evidence.

- **Real-Time Tracking:** Monitor the status of submitted complaints as they are processed by the relevant authorities.

- **Seamless Coordination:** Complaints are automatically forwarded to the appropriate officials, such as election officers and police officers, ensuring swift action.

- **User-Friendly Interface:** A simple and intuitive design makes it easy for anyone to use the application.

The EDR Mobile Application empowers citizens by providing a direct and transparent way to contribute to a free and fair electoral process.

This guide will help you navigate through the app's main features.

# 1. Changing the Language at First Launch

- When you open the app for the first time, you will be prompted to select a language.

- Choose your preferred language from the list (e.g., English, Sinhala, Tamil).

1.Language Page

2. New User Registration and Login

- Tap on **"Register"** on the Login screen.

- Enter the required details, such as:

   o Username

   o Mobile Number

   o NIC Number

   o Password

- Tap **"Register"** to create your account.

- When you first launch the **Election Disputes Resolution (EDR) Mobile Application**, you will be required to review and accept the **User Consent Agreement** before proceeding.

- A verification code (OTP) will be sent to your mobile number. Enter the OTP to complete the registration.

- Enter your registered mobile number and password.
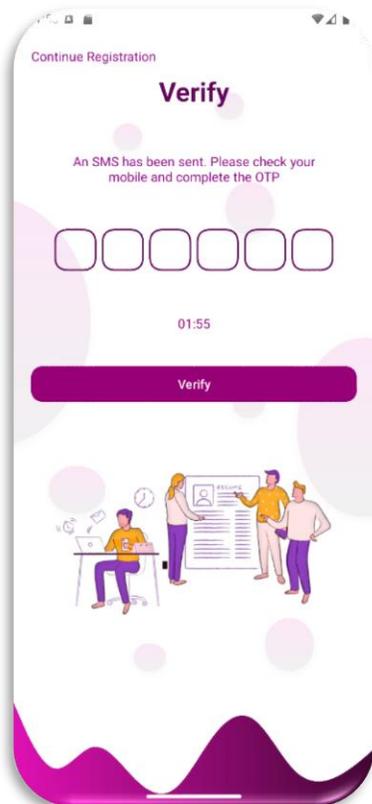
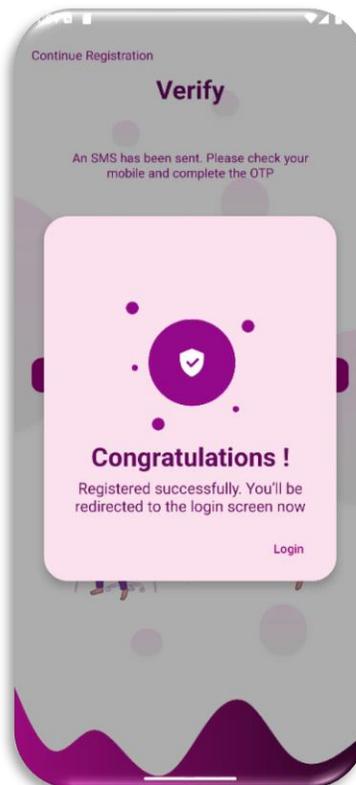- Tap **"Log In"** to access the app.
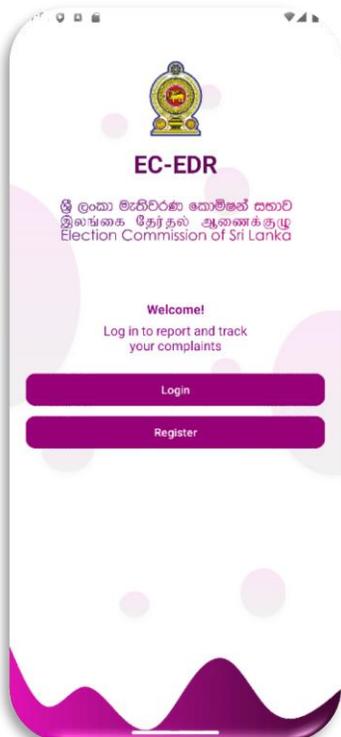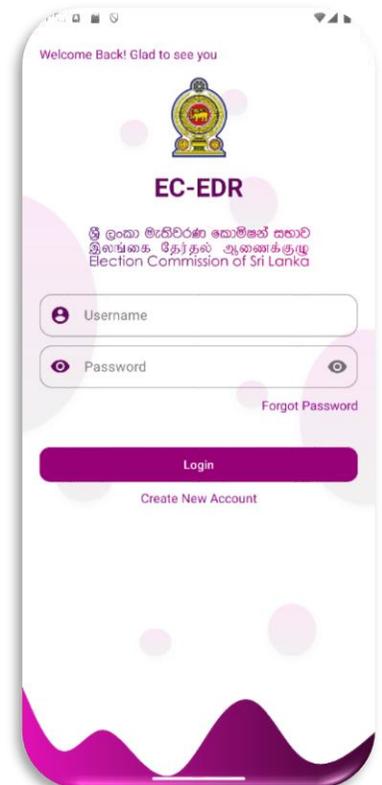
2. Landing Page
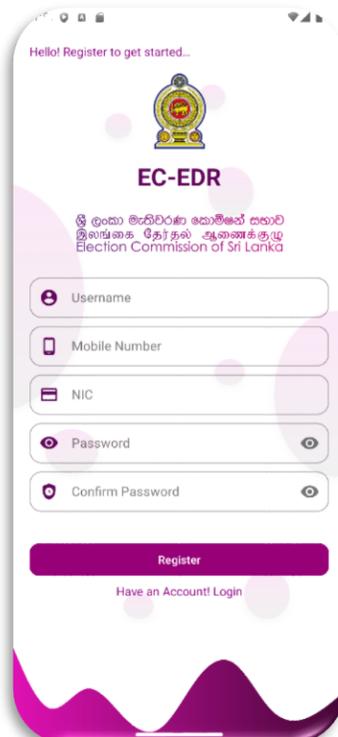
3. Registration Page

4. Consent Page

5. Verification Page

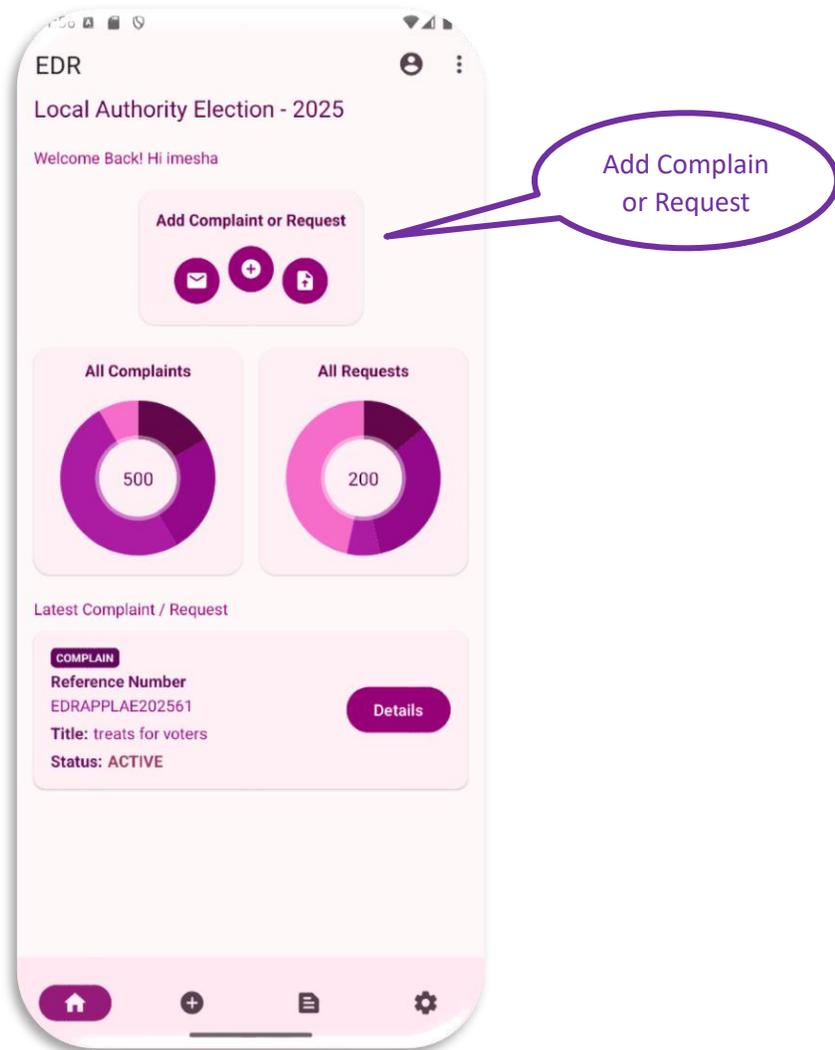*6.Registration Successfully Notification*

7. login Page

3. Submitting a Complaint or Request

3.1 Start a New Complaint/Request

- Tap on **"Add Complain or Request"**

8. Home Page

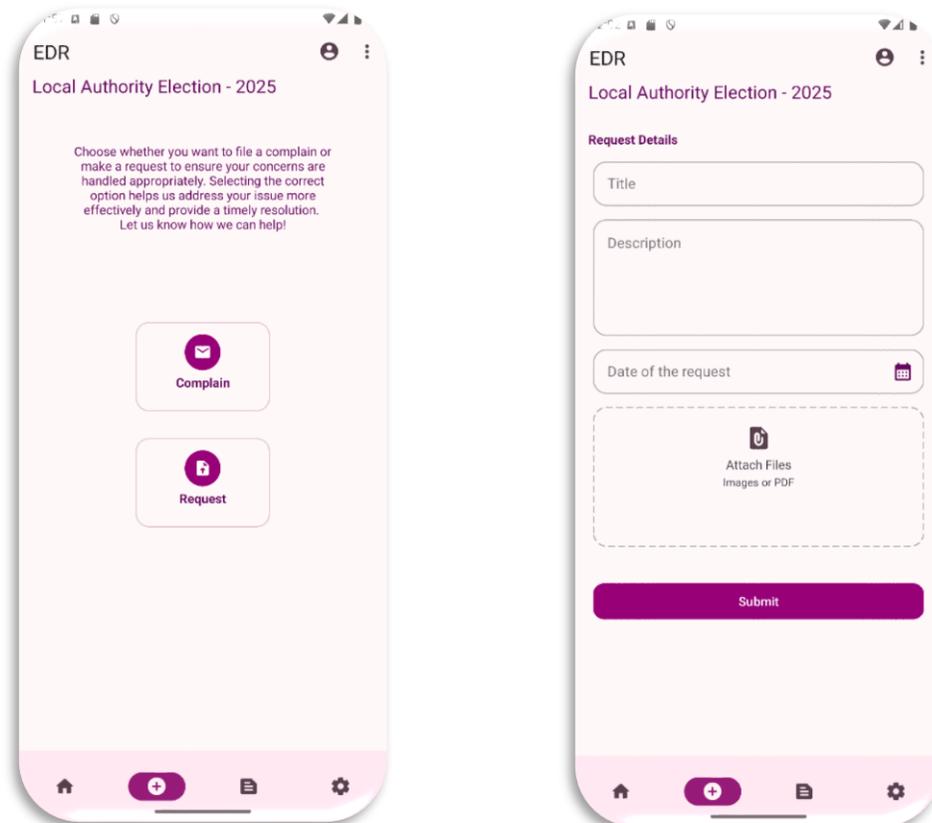## 3.2 Add New Complain

- Select the **Complaint section**
- Attach any supporting **photos or videos** (optional but recommended)
- Provide the **incident location details** (you can enter manually or use GPS location).
- Fill in the other complaint details (e.g., title, description).
- Submit the form. You will receive a **confirmation notification** with a reference number.
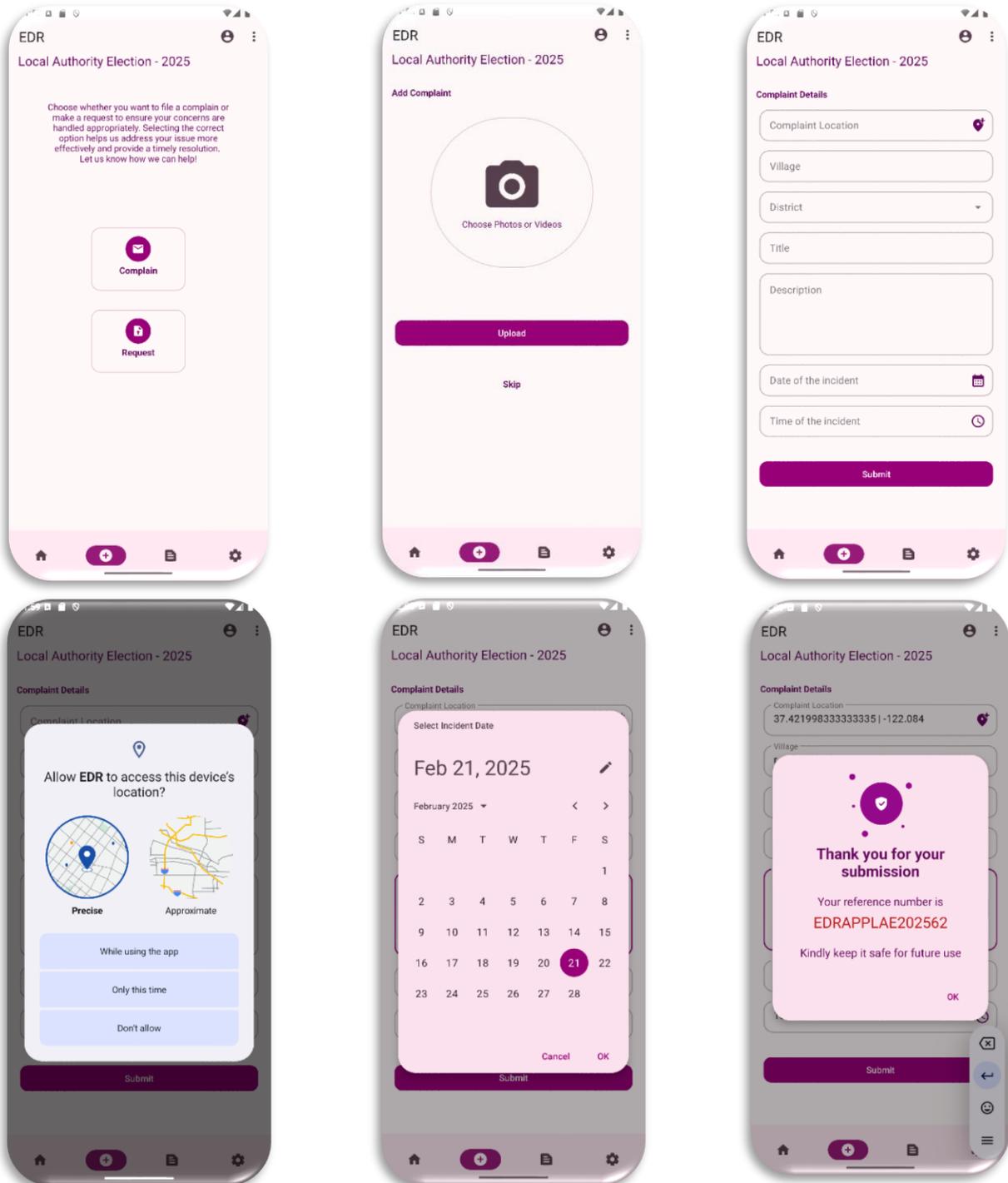
9. Add New Complain

3.2 Add New Request

- Select the **Request section**
- Fill in the Request details (e.g., title, description).
- Attach any supporting **documents** (optional but recommended)
- Submit the form. You will receive a **confirmation notification** with a reference number.


10. Add New Request

4. Review a Latest Complaint or Request

- **Go to the Latest Complaint/Request Section**

  - On the **home screen**, find the **"Latest Complaint/Request"** section.
  - This section displays the most recent complaint or request you have submitted.

- **Click the "Details" Button**

  - Tap the **"Details"** button next to your latest complaint or request.

- **View the Status and Details**

  - Check the **current status** (Pending, In Progress, Resolved, etc.).
  - Review the full **complaint/request details**

By following these steps, you can easily monitor the progress of your latest complaint or request.
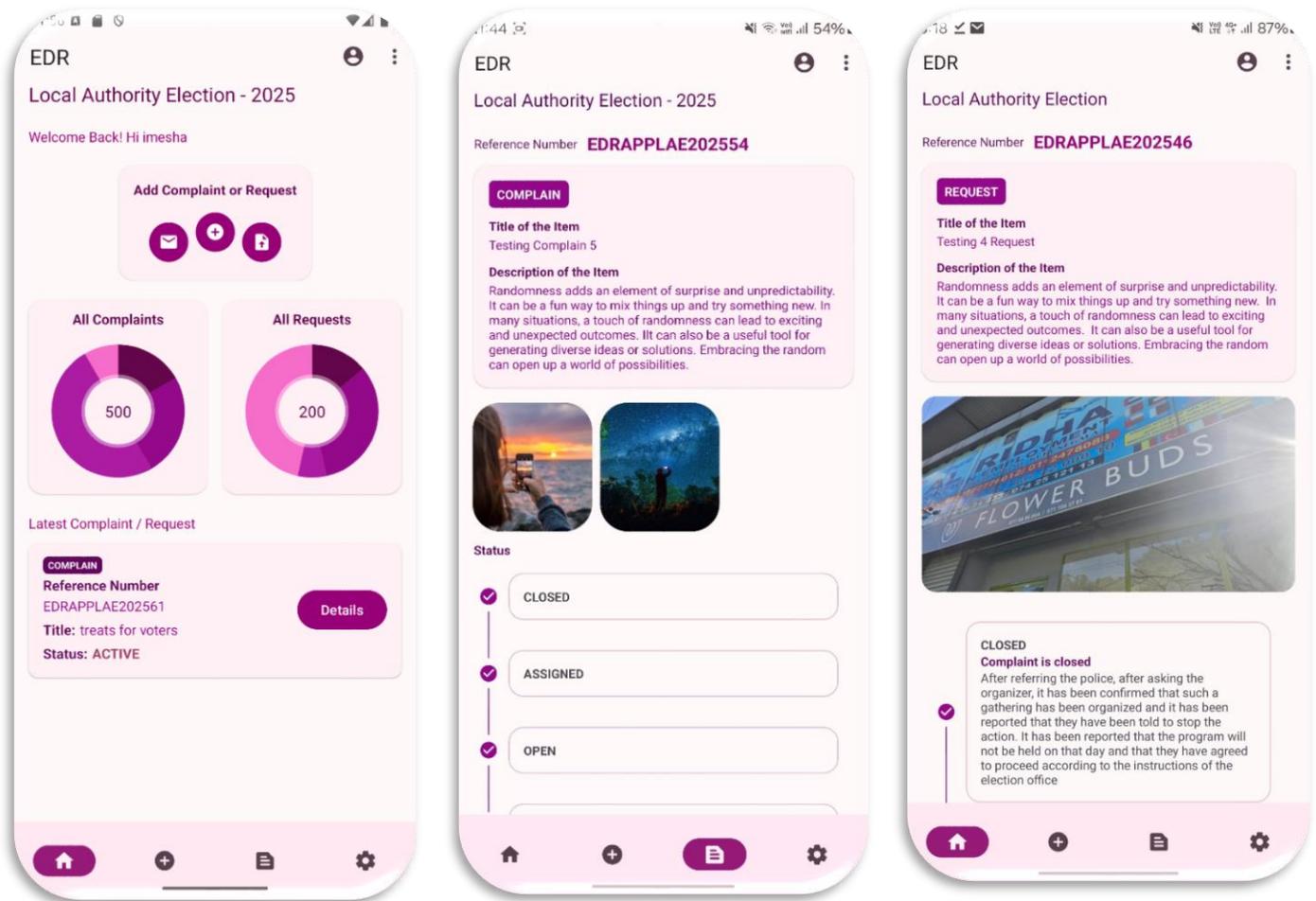
11. View Latest Complain/ Request

5. Complaint and Request History View

- **Navigate to the History Section**

  o From the **home screen**, tap on the **"History"** option in the menu.

- **View Your Complaint and Request History**

  o A list of all your previously submitted **complaints and requests** will be displayed.

  o Each entry will show a **reference number, date, type, and current status**.

- **Click the "Details" Button**

  o Tap the **"Details"** button next to your latest complaint or request.

- **View the Status and Details**

  o Check the **current status** (Pending, In Progress, Resolved, etc.)
  o Review the full **complaint/request details**

By using the **History View**, you can track and review all past complaints and requests, ensuring transparency in the resolution process.
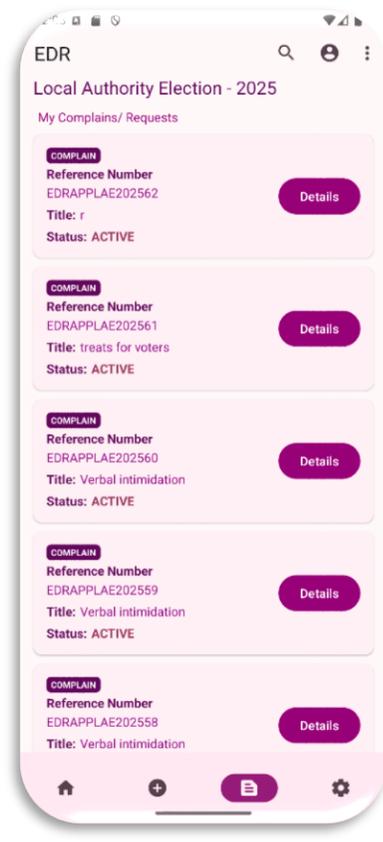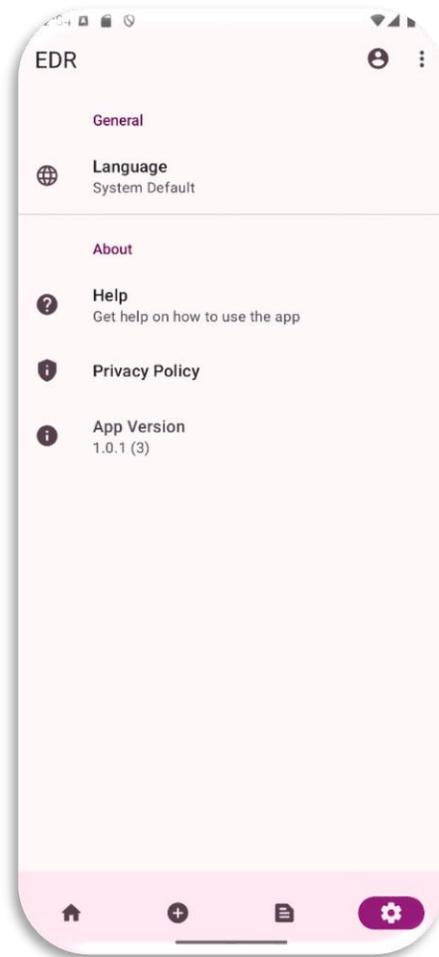
12. History Page

6. Additional Features

6.1. Changing the Language and help guide

- **Navigate to the Setting menu**

  o From the **home screen**, tap on the **"Setting"** option in the menu.

- **Select Language**

  o Tap on **"Language"**

  o Choose your preferred language from the available options.

  o The app will refresh and apply the new language setting

- **Select Help**

  o **Brief Help Guide**: Provides a concise overview of key features and functions of the app.
  o **Detailed Walkthrough**: Step-by-step instructions on how to navigate and use each feature of the app.
  o **Instructional Video Guide**: A video tutorial explaining how to use the app effectively for submitting and tracking complaints and requests.

You can access all of these resources to ensure you have a comprehensive understanding of the app's functionalities.

7. Logging Out

- o Open the Settings Menu
- o Tap on the menu icon (≡) in the top-right corner.
- o Tap on "Logout" to securely exit your account.
- o You will be redirected to the login screen.

13. Logout Page