

Help Center

Creating an account

You must be minimum of 18 years of age to create an account.

Q1. How to create an account.

Creating an account:

1. Go to www.suffrage.in
2. Enter name, phone no, email id, password, DOB, gender, pin code.
3. Click sign up.
4. You will receive OTP on your mobile number for verification.
5. Enter OTP.
6. Click OK. Your account will be created.
7. Verify your email ID by clicking on link you received in mailbox

If you have problem creating your account please contact us at account@suffrage.in

Q2. Is it important to add phone number and email address.

There is multiple purpose for taking your email address and phone number.

1. **Phone number**
 - a. It is important to send you an OTP during login
 - b. To reset your password
2. **Email address**
 - a. It will be used to send verification link during login
 - b. It is required to send an email alert for unauthorized login

Q3. I am not able to create suffrage account with my phone number or email address.

Your phone number or email address mustbe registered in our systemfor some other account. With the mentioned email id or phone number you cannot create new account.. Although there

are very less chances for this case because we verify email id or phone number during verification. Kindly try Forget Password procedure.

Q4. I didn't received OTP on my phone number during account registration.

1. Please check the number given to receive OTP
2. Please check your network
3. If above is right than click on resend OTP
4. If any of the above is not helpful you please contact us at **account@suffrage.in** , Providing your Name, Phone number and details about your problem.

Q5. I didn't receive verification email during account registration.

1. Check Internet connection
2. Check Junk folder (If you are using Gmail check spam, social and promotion folder)
3. If any of the above is not helpful you please contact us at **request@suffrage.in** , Providing your Name, Email id and details about your problem.

Q6. Why do we need to enter PINCODE.

1. PINCODE is necessary to give you information about your locality.
2. We are continuously upgrading in this category, will update you soon.

Q7. What names are allowed on suffrage

1. We will use your first and last name as your user name and we suggest you to use your personal name for better clarity and for identification of person.
2. Please do not use abusive, offensive, religious, places and other unacceptable names as user name. This might lead to cancellation of your account.
3. Minimum 3 letters are required.

Q8. Where can I find suffrage settings?

- Go to "Account".
- You will find option to update your Profile picture, Name, Phone number and Email ID

Q9. What is Nominee?

Nominee is a person who informs SUFFRAGE in your absence (Death or Medical Emergency) about activation/deactivation of your account.

Q10. How Nominee Works?

In case of your absence, Nominee will mail SUFFRAGE on email id **account@suffrage.in**, about deactivation of your account. Suffrage will trigger a mail to you about the same and deactivate your account. If in case it should not be done, you can reply us on that mail. Suffrage will restore your account.

Q11. How you nominate someone?

- Go to "Account". You will find Add nominee button in profile information.
- When you select nominee, nominee gets notification about the same.
- If Nominee decline the request; you will get the notification for the same.

Q11. How do I change or reset my password.

1. If you are not able to login with your ID and password, please recheck your ID & Password as it is case sensitive.
2. To Reset Your password, Click on [forgot password](#)- you will be asked to enter your registered mobile number to receive OTP
3. When correct OTP is entered, you will be asked to set new password.



SUFFRAGE

Followings

Following helps you to stay connected with the people you know.

Following may help you to know each other's activity like post and complaints.

If you don't want to follow someone you can go to Followers list and unfollow the particular person (Indirect Followers).

Direct Followers are those who are directly connected to you as per your pin code. These followers share common pin code with you.

Indirect followers are those who are your follower/following apart from direct followers.

Q1. How do I find and add followers.

Click on USER on left bar there you can find list of users which are in same pincode as you which are your direct followers.

There you get search option to search the desired users. You can click on follow button to follow the person.

Q5. Why can't I find my friend?

Please confirm if your friend has created an account with suffrage. If No then ask him/her to create an account and if Yes and still not able to find then send the mail to our team at request@suffrage.in with Email id and phone number of your friend.



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Q6. How do I see politician profile page?

There are two ways to find politician.

1. Candidates at left bar on your home screen. You can search politician by his/her name. You can select the politician from the list whose profile you want to see.
2. In Quick links you have advanced search option where you can search politician as per their election type that is MP, MLA, and Corporator.

MP- You can search MP by State, year and constituency.

MLA- You can search by State, year, district and constituency.

Corporator- You can search by State, year, corporation name and ward.

Once you get the list you can select the politician which will take you to respective politician profile page.

Q7. How I am getting notification from users that I don't follow?

As per App/Website feature you are automatically connected to people of your pin code.

They are your direct followers/followings.

HOME PAGE

Your home page is what you see when you logged in.

It may include post, complaint, poll, comments, search option, data analysis.

Q1. How feed works

List of activities placed in the middle of screen which includes posts, photos, videos, complaints, complaint updates, links, etc.



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Q2. What kind of posts I will see?

1. Post are the feeds which you see from your Followers/Followings and people connected from your respective pincode. It can be audio, video, photos, document, links and complaints, etc.
2. You can like, comment and share the post.

Q3. Why am I seeing posts from users that I don't follow?

As per APP/Website feature you are automatically connected to people of your pincode.

They are your direct followers/following.

This is to keep you updated about your registered locality.

Q4. Why are posts I have already seen still appears in my feeds?

The post you have already seen may reappear because your direct/indirect connections might have shared post or complaint.

The more you see reappearing post will be presumed as trending post.

Q5. Who can see a post in their feeds about something I have shared on suffrage?

It will be shared to the users with similar pincode as yours.

It will also be seen by your followers.

It will also be shown to those who are tagged.

Q6. Why is my suffrage feed is filled with news or blank.

There are multiple conditions where your feeds are blank or filled with news:

1. Your feeds are filled by activities done by your direct and indirect connections. If there is no activity, then feeds will be blank.
2. Initially when your account is new you will find your feeds blank or filled with news because there are no other activities done in your pin code or by your Follower/followings and news will be shown which are by default sent to all users.
3. We also suggest you to update your ward for more specific feeds and better experience.

Q7. What influences the order of posts in my feeds

1. Initially when you open a new account, you get to see the feeds from your direct followers which share common pincode with you.

2. Apart from this when you follow someone outside your pincode, you get to see their posts in your feed.
3. When you add ward, posts of your ward people can be viewed by activating Ward post button.

Q8. Why am I seeing complaints posted by other user who is not in my followings.

As per App/Website feature you are automatically connected to people of your pincode.

They are not your direct followers or following.

This is to keep you updated about your specified locality.

Q9. How do I share a post I see in my feeds.

Below the post there is a share button. You can click on that button to share.

The post will be seen by your direct and indirect connections.

SEARCH

Q1. How do I search a user on suffrage?

Click on USERS where you can type name of person you want to search.

List will appear with similar names.

You can click on follow button to follow the person.

Q2. How do I search a Current POLITICIAN / Ex - POLITICIAN on suffrage?

There are two ways to find politician.

1. Candidate on left bar of your home screen. You can search politician by his/her name. You can select the politician from the list whose profile you want to see.

2. In Quick links you have advanced search option where you can search politician as per their election type that is MP, MLA, and Corporator.

MP- You can search MP by state, year and constituency.

MLA- You can search by state, year, district and constituency.

Corporator- You can search by state, year, corporation name and ward.

Q3. What can I search in user search bar?

You can search suffrage users as well as politicians. There might be case where users/Politicians of same name may appear.

Q4. Who can I search in politician search?

1. You can search every politician in country from last 20 years who had contest in elections.
2. Politicians you search could be one who lost the elections or won the elections.
3. You can see politician work profile page with all basic details of those who are enrolled with suffrage.
4. Politician who has not enrolled will have profile with basic details only.
5. Data captured of politician who is not enrolled with suffrage is taken from <http://myneta.info/>.

SUFFRAGE

Q5. I can't find someone.

Please confirm if that person has created an account with suffrage. If No then ask him/her to create an account and if Yes and still not able to find then send the mail to our team at **request@suffrage.in** with Email id and phone number of your friend.

Your photos and videos

Q1. How do I share photos and videos?

Below a photo or video there is a share button. You can click on that button to share.

The photos/video will be seen by your direct and indirect connections.

You can also tag your followings or any Person/Politician.

Q2. What extension of image I can upload ?

BMP, JPG, JPEG, PNG files can be uploaded.

Q3. What is tagging and how does it work?

- Tagging is a process where you mention someone in the post to specify the post is for them.
- When you tag someone, tagged person gets notification.
- The post you tag a person it will also be added on person's my account.
- You can also tag a person to show / say who you are with.

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Q4. Who can tag me?

Anyone can tag you in any post.

It will be your wish to get untagged from the post so that it won't appear in your Account.

In Account info there is "Tagged posts" tab where list of post will appear in which you are tagged.

Every post has option to untag yourself.

Q5. I can't upload photos / video

We recommend using latest version of your browser.

Also make sure that you do not upload or post photo/video/document of size not exceeding 10 mb for each image and 150 mb for each video and in total 500 mb in a post.

COMPLAINTS

Q1. How do I post a complaint?

- Complaints are the activities which you feel are incorrect in your area which is under the authority of Corporator, MLA or MP.
- To post a complaint you can go to complaint tab which is post status / complaint section above feeds.
- You can upload complaint which you want to post with image, video or document.
- You can tag anyone in the post.
- You can select GPS option to select Latitude – longitude of Your location, Then you can click post button.
- Post will be redirected to respective politician.
- If you want to upload the complaint later than you can upload it from some other place by specifying landmark and pincode. For this you need to select photo/video from your phone Memory/Gallery.

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Q2. What can I post in Complaint.

You can post a complaint, which are official responsibilities of Corporator, MLA & MP, usually development of area and problem solving of people.

Q3. Do I need to tag responsible politician every time I post a complaint.

NO. You do not have to tag respective politician ever time. The algorithm of app/website is designed to fetch the respective politician automatically. Also there is process at our end once you post a complaint.

Q4. What if my location is not working properly while posting a complaint?

You can capture image/video or document with you and can post complaint later from some other location by specifying landmark and pincode.

Q5. How can I see status of my complaint?

Once you post a complaint, it will take around 24 hrs to get approved from our end.

Once approved you can see it in "Account"- My complaints tab.

There you can see the status of the complaint if it is pending or resolved.

Q6. Can I comment / share the complaint of other users?

Yes. You can comment / share the complaint of other users by clicking on share button and post.

Q7. Who will see the complaint?

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Once you post the complaint, it will be redirected to the respective politician

This complaint will be notified to your direct and indirect connections and also shown in their feeds.

You can also tag anyone in the complaint to notify them or specifically mention them.

Q8. What if complaint is duplicate?

There are multiple categories of complaints in single location. We have a process of verifying complaint from our team. If complaint is original, we will post the complaint. If it found to be duplicate, we will redirect it to original complaint.

Q9. Where can I see all my raised complaints?

In "Account" you have the My Complaints tab. There you can see each and every complaint you have raised with their status.

Q10. Where can I see all the complaints related to my locality?

In "Account" you have the Other Complaints tab. There you can see each and every complaint that has been raised by the users in your locality with their status. You may also find complaints of other area if you are tagged in that specific complaint.

Q11. Where will be my complaint shown to other regions?

When you post a complaint, notification will be sent to your direct/indirect connection at ward level and to all your indirect connection.

Complaint will also be shown in the feeds of the users of same pincode.



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Comparison

Q1. How can I see comparison of candidates of my Constituency?

1. Comparison is made between those candidates who are willing to fight election in same constituency.

2. You can go to Quick links- Search candidate on your home screen. Choose election type which you want to compare.
 1. MP- You can search MP by State, year and constituency.
 2. MLA- You can search by State, year, district and constituency.
 3. CORPORATOR- You can search by State, year, corporation name and ward.

Q2. Can I compare any politician 2 or more?

You can compare 2 or more politicians once you are in Explore. There you can see option "Compare Candidate" .You can add max 5 candidates to compare

Q3. Can I compare candidates of another ward?

Comparison data is publicly available. You can compare candidates in any ward (constituency) across India.

Profile Page

Q1. How do I see political journey of a Politician.

When you go to profile page of politician you will find "about" tab where you see detailed information about politician and also the political journey.



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Q2. What do you mean by profile page? (Redirect to search enrolled profile page)

Q3. How can I see 5 year plan of politician?

When you go to profile page of politician you will find a video specifying next 5 year plan.

Q4. How can I see social activities of politician?

When you go to profile page of politician you will find a "**Social activity**" tab where all the social activity of a politician will be mentioned.

Social activities are those activities which are not done from government fund. It is done as a gesture from politician to help society.

Q5. Where can I see work done by politician?

In profile page of politician work is defined as job done by politician with government funds.

When you go to profile page of politician you will find a "**Work**" Tab where all the work of a politician will be mentioned.

Q6. How can I differentiate politician profile and social activist profile.

Only Enrolled politicians and social activists **profile** will be viewed on suffrage. One who is not enrolled will be just listed with **basic details**.

Politician profile page will have work and social activities tab whereas social activists will only have social activities tab.

All the social activities will be saved in social activities tab so that user can visit profile anytime to see social activities done by them.



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Q7. Can user post social activities in her/his profile?

User can post social activities but it won't be saved in social activities tab as enrolled social activists and politicians.

User can post social activities as a basic post.

Q8. What is self-comparison? Where can I find self-comparison of politician?

Self-comparison is about comparing politician's assets, liabilities, criminal cases, education, political party and constituency type. This will give you brief idea about political journey graphically.

To see self-comparison visit profile page of politician. It will be displayed below display picture.

Updating your Ward

Q1. Why updating Ward is important?

- Updating ward will lead you to better experience such as complaint updates, activities updates about your ward.
- Your locality complaint will be redirected to your specific politician of selected ward.
- You can take part in any reform activity if someone is planning to do it in your area.
- You will receive all the updates from corporator of that ward which will be shown in the feeds.

Q2. How do I update Ward?

- When you first login to SUFFRAGE, pop up comes in front that ask you to add your ward.
- List of wards will be displayed as per your registered pincode.
- Select ward in which you stay currently.
- Suppose you change your residence in future, you first change your pincode in "Account" profile update then click on set your ward to update the same.

Q3. What should I do if I don't know my Ward?

While selecting ward, you can see description of ward mentioning boundaries for the same.

Read the boundaries of your area and select ward correctly.

Q4. How can I change my Ward?

- If you want to change ward, you can select option Set your Ward” which will list down ward names in your registered pincode.
- Suppose you change your residence in future, you first change your pincode in “Account” profile update than click on set your ward to update the same.

Policies & reporting

About our policies

Q1. Can I make multiple suffrage accounts?

No you cannot make multiple suffrage account. It is against our policy.

Any user found accessing multiple accounts to manipulate any situation and activity their account will be deactivated.

If user find something like this please report to report@suffrage.in We will take necessary actions.

Q2. Can I create or join/merge account with other account?

No you cannot join/merge any 2 suffrage accounts. Every individual will have its unique suffrage account.

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Q3. Does it cost money to use suffrage for users?

Suffrage is a social media platform where user can access all the features anytime free of cost.

We charge from advertisers and politicians. Though it is free we don't sell your information. For more details, please read [privacy policy](#).

Q4. Does suffrage allow any photo in post?

Suffrage is developed to share post/photos majorly on political grounds.

You are not allowed to send photos which are offensive or use abusive / offensive contents.

More details are mentioned in [prohibited content policy](#).

Q5. What type of things are not allowed on suffrage?

Content which are not acceptable as per [community standard](#) will be considered as restricted contents on suffrage which might include nudity, abuse, terrorist activity, etc

Please refer to [prohibited content policy](#).

Q6. What type of behavior does suffrage identifies as abuse.

The behavior which is not allowed on suffrage is to bully, harass, and create violence.

Please refer to [prohibited content policy](#).

Q7. Why does suffrage limit the use of certain feature and what are the limits?

Limits on suffrage are based on updating of your Ward.

Once you update your Ward you will get [special feature](#) for better experience. (redirect to why updating Ward is important)

Also user account will be different from enrolled politician and social activist's account.

SUFFRAGE

REPORTING A PRIVACY VIOLATION

Q1. I want to report a photo or video that violates my privacy or my Childs privacy

If you feel a specific content is violating your child's privacy, please report on email address report@suffrage.in. We will resolve it as per our community policies.

Q2. How do I report a photo or video on suffrage that violates the privacy of someone who is sick, hospitalized or incapacitated?

If you come across any of these contents you can report it to us on email addressreport@suffrage.in We will resolve the same as per our [community policies](#).

You can also report it by clicking on "Report post" option of the post. Our team will take the action accordingly.

Abuse resources

Q1. What should I do if someone else is controlling my suffrage account.

You can [change your password](#). OTP will be sent to your registered mobile number. (How to change password procedure).

You can also report to cybercrime.

Q2. What should I do if I see a post which is incorrect as per our community policies?

We are strictly monitoring at our end for any incorrect activities.

Incorrect activities might include bullying, harassing, attacking, physical abuse, sexual exploitation, human trafficking, child abuse, suicide content or suggestions.

Please report to email addressreport@suffrage.in if you find something on suffrage.

If you feel things will get serious you can contact to respective local government enforcement team.

Please refer to [Prohibit content&Community standards](#).



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HACKED & FAKE ACCOUNT

Q1. I think my suffrage account is hacked or someone else is using my account.

If you think your suffrage account is hacked, you can change your password immediately.

Activities when you noticed your account is hacked can be changing of your email address, posting something you haven't post, change in personal details, comment which you haven't commented.

Q2. How do I know if public figure is authentic or not?

There will be Star mark [★] beside the name which indicates profile is verified as Public figure.

REPORT AN ABUSE

Q1. How do I report contents in posts, profile, photos and videos, comment, ads?

If you feel the content in posts, profile, photos and videos, comment, ads is inappropriate you can report it to our email address report@suffrage.in We will resolve it as per our community policies.

Q2. How do I contact grievance officer for India.

If you feel to report anything you can primarily contact help center. If you feel issue is serious and wish to light it to higher authority, you can contact grievance officer of India

[Contact Details

Officer Name :MandarJagatkar

Email_id :mandar.jagatkar@suffrage.in

Phone no :9773261641]



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Q3. How do I report when I found bug or broken feature on Suffrage.

If you found bug or broken feature on suffrage we would like to solve it immediately. We would love to have your support to solve any problem in suffrage website/app. Please send a mail to our support team info@suffrage.in with detailed information about bug or broken service.

Q4. How do I report an infringement of someone's intellectual property.

It is organizations responsibility to protect intellectual property rights of someone. For this you have to report to us on email address report@suffrage.in with proof.

The standard procedure of protecting Intellectual property right of someone is mentioned in [Intellectual property policy](#).

Suffrage Mobile App & Mobile site

Q1. How do I get suffrage mobile site.

You can view mobile site with link <https://www.suffrage.in>

ANDROID/IOS App: Launching soon

Q1. How do I find latest version.

You can find latest version of suffrage app on play store for android phone and app store for IOS phone. (Launching Soon)

You can find suffrage app download link on website download page. (Launching soon)

SUFFRAGE

Q2. Why is suffrage app requesting permission to access feature?

Following permissions are required

1. Location feature is accessed while posting complaint to get ward details.
2. Camera feature is accessed to click photo while posting status and complaint.
3. Gallery feature is accessed to post status and complaint by selecting photos from Gallery.

MANAGING YOUR ACCOUNT

Login ID & password

Login ID & password is something that is easy to remember you but difficult to understand other.

Q1. How do I login to my account?

Open www.suffrage.in . On the screen, you will see button to sign in.

Click on sign in and enter your login ID & Password.

If you are new user click on [sign up](#).

Q2. I don't know if I still have a suffrage account?

If you have previously created a suffrage account, it will be active till you yourself deactivate your account.

If you are not able to open your account then we would help you open your account. You can click on [Forgot password](#) (redirect to forgot password) than we will [Reset your password](#)(redirect to reset password)and then you can re-login

Q3. I can't login on my mobile app and desktop

If you are facing problem during login we suggest you to recheck your ID and password.

You can also try [resetting your password](#)

If you still facing problem than you can contact to our support team at request@suffrage.in

Q4. I can't reset password because I have password reset limit

- While resetting password you have to enter registered mobile number to receive OTP
- You can only resend OTP on same number for max 3 times.



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- If you enter incorrect OTP even after resending OTP 3 times, you would be block for sometime from resetting your password.

YOUR PROFILES & SETTING

Q1. Can I change my email id/mobile no.

You can follow below procedure to change **email id**

Go to "Accounts", there in profile information you will get option to edit email ID

Once updated, you will be logged out and verification link would be sent on updated email ID.

Click on verify link for email id verification.

Once verified you can login

You can follow below procedure to change **Mobile number**

Go to "Accounts", there in profile information you will get option to edit Phone number

It will ask to enter new number and OTP would be sent on new number.

If number already registered with suffrage OTP would not be sent.

Once you enter correct OTP, number is verified and your number gets updated.

KEEPING YOUR ACCOUNT SECURED

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Q1. Does suffrage use (https) secure browsing?

Yes. suffrage uses https secure browsing. This will also help you to keep your account secured.

We advise you do not share your password with anyone to avoid misuse of your account.

Q2. How do I deal with spam.

Spam involves people contacting you with unwanted content or request.

Spam also can be spread through bad links or installing malicious software.

When your account turned out to be spam it can create unwanted post, comments, like, complaints, etc.

If you come across report to us [**report@suffrage.in**](mailto:report@suffrage.in)

Q3. Will suffrage ever ask me for password.

Suffrage will never ask you for password.

If you come across any such message or post please report to us on [**report@suffrage.in**](mailto:report@suffrage.in).we will take necessary action.

AD PREFERENCES

Q1. How does suffrage decide to show you ad

We try to show you ads which are interesting and useful to you. Showing ads depends on many factors and activity you do.

Usually suffrage decides to show you ad with sequence of pincode, city, district, state, country.



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Q2. Does suffrage receive cookies when I visit a site with the like button or another social plugin.

Yes. We use cookies information to help show you personalized experience, improve service and protect you from malicious activity.

Q3. Do advertisers have access to my personal information?

Suffrage does not share information with any advertisement partner.

We respect about your personal data or Personal sensitive data.

Deactivating or deleting your account

Q1. I deactivated my account how do I reactivate?

When you deactivate your account we keep your details secured so that you can reactivate your account anytime.

Please follow below instructions

1. You have to inform about reactivating of your account by sending mail from your registered email id at account@suffrage.in
2. Our team will verify the same and let you about activation status of your account.

Q2. How do I permanently delete my account?

For deleting your account, you have to inform Suffrage team by sending mail at accounts@suffrage.in from your registered email ID.

Our team will verify the same and deactivate your account.

As per government norms, your data will be stored with us for 6 months. After which your account will be permanently deleted.



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