

**REPUBLIC OF THE PHILIPPINES  
COMMISSION ON ELECTIONS  
Intramuros, Manila**

**REVISED CONTINGENCY  
PROCEDURES IN  
CONNECTION WITH THE  
MAY 9, 2016 NATIONAL AND  
LOCAL ELECTIONS.**

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**Chairman  
Commissioner  
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Promulgated : April 26, 2016

**RESOLUTION NO. 10101**

**WHEREAS**, by virtue of Republic Act No. 9369, the Commission on Elections has resolved to adopt a paper-based automated election system (AES) in connection with the May 9, 2016 National, Local and ARMM Regional Elections, by using **Vote Counting Machines (VCMs)** in the voting, counting and transmission of election results from the precinct level, and the **Consolidation Canvassing System (CCS)** in the canvassing/consolidation of the electronically transmitted election results from the precinct/city/municipal/district/provincial board of canvassers;

**WHEREAS**, Section 11 of Republic Act No. 9369, provided that one of the requirements in the certification of the Technical Evaluation Committee (TEC) *“that the AES, including its hardware and software components, is operating properly, securely, and accurately, in accordance with the provisions of said Act”*, is the “development, provisioning and operationalization of a continuity plan to cover risks to the AES at all points in the process such that a failure of elections, whether at voting, counting or consolidation, may be avoided”

**WHEREAS**, in connection with the forthcoming elections, the Commission, on March 8, 2016, promulgated Minute Resolution No. 16-0132, entitled *“In the Matter of the Continuity Plan for the Conduct of the Automated Election System in Connection with the May 9, 2016 National, Local and ARMM Elections”*, to provide the contingency procedures to ensure the continuous operation of the VCMs and the CCS before, during, and after election day, and during the canvassing of election results of the City/Municipal/District/Provincial and the National Board of Canvassers;

**WHEREAS**, on March 15, 2016, the Commission promulgated Resolution No. 10083, entitled "*General Instructions for the Boards of Canvassers on the Consolidation/Canvass and Transmission of Votes in connection with the May 9, 2016 National and Local Elections*";

**WHEREAS**, on April 12, 2016 the Commission promulgated Resolution No. 10088 entitled "*Amending Certain Provisions of Resolution No. 10057 dated February 11, 2016 or Otherwise Known as General Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results in Connection with the 09 May 2016 National and Local Elections*"

**NOW THEREFORE**, pursuant to the powers vested in it by the Constitution, the Omnibus Election Code, Republic Act No. 9369, and other election laws, the Commission **HEREBY RESOLVES** to promulgate, the following ***Revised Contingency Procedures in Connection with the 09 May 2016 National and Local Elections***"

**SECTION 1. Scope.** - This revised contingency procedures shall supplement: 1) Resolution No. 10057 dated February 11, 2016 or Otherwise Known as General Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results in Connection with the 09 May 2016 National and Local Elections" ; 2) Resolution No. 10083, dated March 15, 2016 entitled "General Instructions for the Boards of Canvassers on the Consolidation/Canvass and Transmission of Votes in connection with the May 9, 2016 National and Local Elections"; and 3) Resolution No. 10088 dated April 12, 2016 entitled "Amending Certain Provisions of Resolution No. 10057 dated February 11, 2016 or Otherwise Known as General Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results Instructions for the Boards of Election Inspectors (BEI) on the Testing and Sealing of Vote Counting Machines (VCMs), and Voting, Counting and Transmission of Election Results in Connection with the 09 May 2016 National and Local Elections".

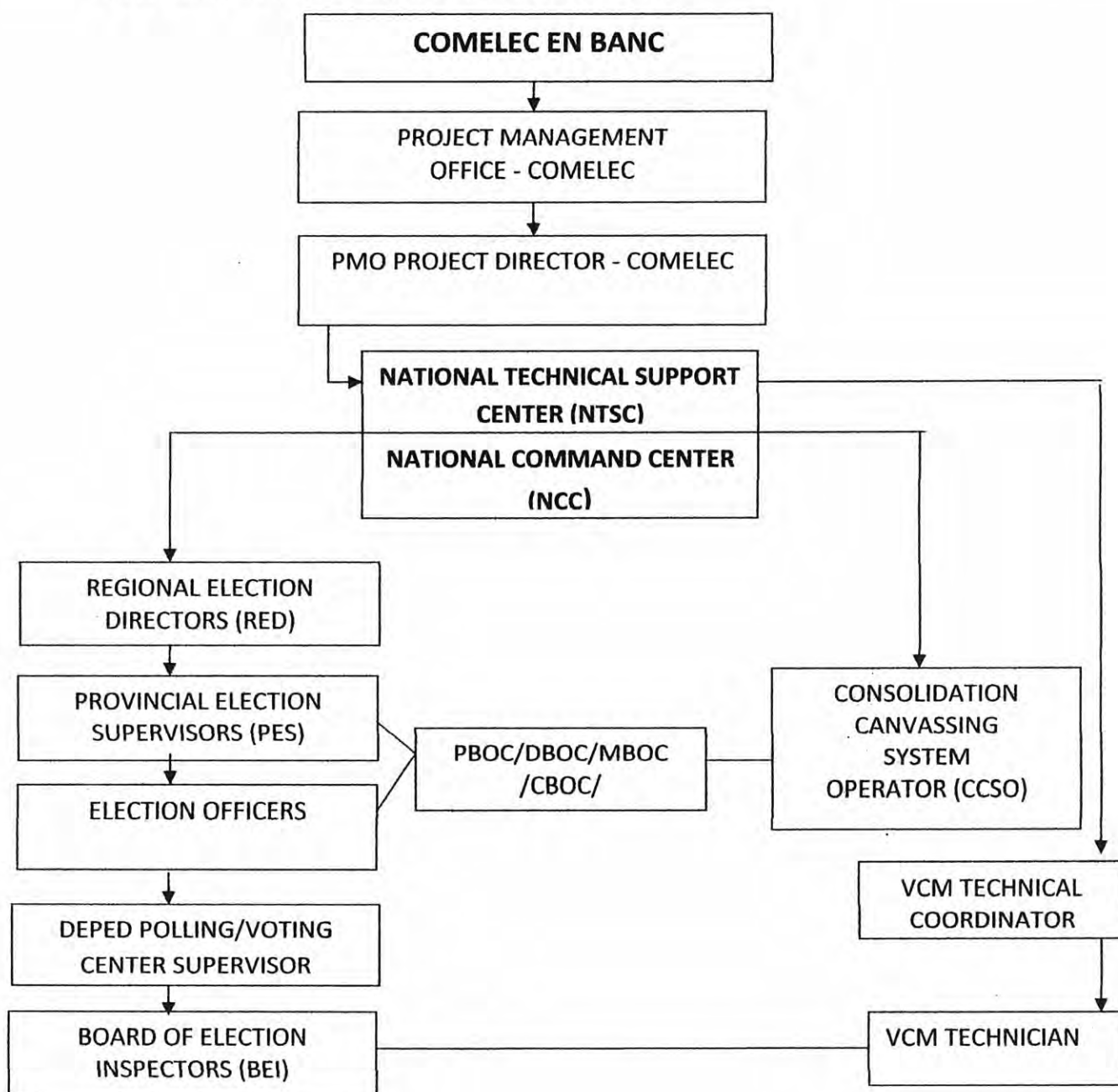
**SEC. 2. Definition of Terms.-**

1. **BEI** – Board of Election Inspectors, the body which conducts the election in the polling place of the precinct usually composed of public school teachers appointed by the Commission.
2. **BOC** – Board of Canvassers, body constituted under COMELEC Resolution No. 10050 dated February 3, 2016.
3. **Continuity Plan** –a list of contingency measures, and the policies for activation of such, that are put in place to ensure continuous operation of the AES
4. **Commission**– refers to the Commission on Elections
5. **NTSC** – National Technical Support Center, where all AES-related contingencies nationwide are reported, addressed and resolved, manned by the PMO Technology Group from COMELEC, the NTSC officers, technicians and coordinators.

- 6. NCC - National Command Center.
- 7. CCS - Consolidation Canvassing System
- 8. CCSO - CCS Operator
- 9. VCM - Vote Counting Machine
- 10. VCMT - VCM Technician
- 11. VCM-TC- VCM Technical Coordinator

**SEC.3. Organizational Structure of the National Technical Support Center** - For the purpose of implementing this Contingency Plan, the following Organizational Structure is hereby adopted:

**CONTINGENCY PLAN ORGANIZATIONAL CHART**



**SEC. 4. General Procedures**

- A. Announcement by the BOC/BEI.** - To promote transparency and avoid confusion or suspicion of voters and watchers in the canvassing center/polling place, the BOC/BEI Chairman shall first announce the problem to be followed by the contingency procedures to be undertaken, before performing the procedures.
- B.** In all cases, all contingency measures and procedures shall be undertaken by the BEIs/BOCs, in the presence of watchers, if any, and shall be noted in the Minutes.

**SEC.5. Contingency Procedures Applicable to the Vote Counting Machine (VCM).** - The procedures to be observed in the event that problems cropped up during the conduct of the elections on May 9, 2016 in the precinct level involving the VCM, the following contingency measure shall be applied:

- A. The VCM box has not been delivered during the Final Testing and Sealing (FTS).**
  - 1. The Board of Election Inspectors (BEI) shall call the Election Officer (EO) who shall likewise call the NCC to verify the shipment of the Vote Counting Machine (VCM) box;
  - 2. The NCC shall contact the Logistics provider to check the status of shipment;
  - 3. The Logistics provider shall inform if there is a delay and when the VCM box shall be delivered in place;
  - 4. The NCC shall inform the BEI of the expected time of arrival of the VCM box;
  - 5. If the VCM box has not arrived, the EO shall re-schedule the FTS to a date not later than election day, with notice to BEI, political parties, candidates and citizens arm.

**B. The VCM box has lacking items during FTS.**

**B.1. Some FTS ballots are lacking.**

BEI shall note in the Minutes and proceed with FTS using the available FTS ballots.

**B.2. No FTS ballots in the VCM box .**

- 1. BEI shall call the EO.
- 2. EO shall inform the NCC.

3. EO shall move the conduct of FTS to election day. For this purpose, five (5) Official Ballots shall be used for the FTS. After the FTS, BEI shall retrieve the FTS ballots from the ballot box, mark across the face of the ballots the phrase "FTS ballots" and place them inside the Envelope for Counted Test Ballots, ERs and Other Reports.

**B.3. All BEI PINs/Passwords are unavailable or majority of the BEI member PINs/Passwords are unavailable.**

1. BEI shall inform the VCM Technician (VCMT).
2. VCMT shall inform the VCM Technical Coordinator (VCM-TC) who shall report the same to the National Technical Support Center (NTSC).
3. NTSC shall authorize and provide the issuance of the PINs/Passwords to the BEI.
4. BEI shall use the PINs/Passwords issued by the NTSC.
5. VCM-TC shall inform NTSC on the acceptance of the PINs/Passwords provided.

**B.4. All iButtons/SD Cards or majority of the iButtons are unavailable.**

1. BEI shall inform the VCMT.
2. VCMT shall inform the VCM-TC who shall report the same to the NTSC.
3. NTSC shall refer the request to the Head of the Technology Group who shall authorize the issuance of the iButtons/SD cards to the BEI and advise NTSC on the action taken.
4. VCM-TC shall inform NTSC on the acceptance of the iButtons/SD cards provided.

**B.5. Lacking item/s inside the VCM box, i.e., security seal/sealing sticker, tie wrap, cleaning sheets, thermal paper, marking pens, checklist, headset, battery cable, USB modem, or Sim cards.**

1. BEI shall inform the VCMT about the lacking item/s.
2. VCMT inform the VCM-TC who shall report the same to the NTSC.
3. NTSC shall advise VCM-TC what to do.

**B.6. Lacking item/s inside the VCM box i.e., VCM, power cord or adaptor**

1. BEI shall inform the VCMT about the lacking item/s.

2. VCMT shall inform the VCM-TC who shall report the same to the NTSC.
3. NTSC shall advise VCM-TC what to do.
4. While looking for the lacking item/s or waiting for its replacement, the BEI shall announce to the voters that voting shall proceed in accordance with item C.9 hereunder.

**C. VCM malfunctions.**

1. BEI shall call the VCMT assigned in the polling center.
2. VCMT shall look for the root of the failure and solve it.
3. If VCMT cannot solve the failure, he/she shall report the incident to the VCM-TC.
4. If the VCM-TC cannot solve the failure, he/she shall contact the NTSC to ask for proper solution.
5. VCMT shall attempt to repair the machine with the help of NTSC support personnel.
6. After 60 continuous minutes of failure and non - operation of the VCM, the NTSC shall authorize the deployment of a contingency VCM box for replacement.
7. VCM-TC must get the contingency VCM box and bring it to the polling center.
8. VCMT shall conduct the replacement procedure of the VCM.
9. While waiting for the VCM malfunction to be resolved or replacement of the VCM, the BEI shall announce to the voters that they have the option:
  - i) To wait for the VCM malfunction to be resolved; or
  - ii) To shade their ballots which shall be batch-fed before the close of polls.  
In this case, the voters shall not be given their voter receipts. For this purpose, BEI shall temporarily place shaded ballots inside the Envelope for Rejected Ballots, Half of Torn Unused Official Ballots and Other Half of Torn Unused Official Ballots, and Counted Official Ballots.

**D. Any of the two SD cards (main and back-up) failed.**

1. BEI shall call the VCMT assigned in the polling center.
2. VCMT shall verify which of the SD cards is defective (main or backup) and report to the VCM-TC who shall refer the same to the NTSC.

- 2.1 The NTSC shall inform the VCM-TC where to get the contingency SD Card and turn over to the BEI the contingency SD card.
- 2.2 If the Backup SD card is defective. While the VCM is off, the BEI shall remove the Backup SD card from slot B and replace it with the contingency Backup SD card.
- 2.3 If the Main SD card is defective. While the VCM is off, the BEI shall remove the Main SD card from slot A and replace it with the Backup SD card taken from slot B.
- 2.4 While waiting for the replacement SD Card, the BEI shall announce to the voters that voting shall proceed in accordance with item C.9. hereof.

**E. During diagnostics, the VCM has incorrect date and/or time.**

BEI shall set the correct date and/or time.

**F. There is a ballot jam.**

1. If the ballot is visible, the BEI, in the presence of watchers and the public, shall gently pull out the ballot from the ballot entry slot and insert the ballot again.
2. If the ballot is not visible, BEI shall remove the VCM from the ballot box and retrieve from the ballot exit slot the ballot causing the jam.
  - 2.1 After the VCM has been cleared of the ballot jam, the BEI shall install again the VCM on the ballot box and return the ballot to the voter who shall re-feed the ballot to the VCM.
  - 2.2 If the ballot is returned by the VCM, the BEI shall get the ballot and remove the VCM from the ballot box. The BEI shall then put the ballot inside the ballot box and thereafter install the VCM on top of the ballot box.
3. In case the ballot jam is caused by the improper stacking of the ballots inside the ballot box, the BEI shall remove the VCM and shake the ballot box to make room for feeding of additional ballots.
  - 3.1. If there is a need to open the ballot box in order to make room for additional ballots, the BEI, in the presence of watchers, shall open the ballot box, press the ballots in order to make room for additional ballots, and thereafter, close the ballot box.

**G. There is a thermal paper jam.**

1. BEI shall open printer cover and gently pull the paper.

2. BEI shall reload the paper or add new paper roll, if required, once the jam has been removed.

**H. Continuous rejection of ballots by VCM after initial acceptance of several ballots.**

1. If after feeding the ballot in four different orientations, the VCM still rejects the ballot, the BEI shall follow the procedure for rejected ballots per Section 12 of Resolution No. 10088, dated April 12, 2016.
2. Before feeding the next ballot, BEI shall perform scanner cleaning procedure. If after cleaning, the VCM still rejects the ballot even after feeding four times, the BEI shall call the VCMT assigned in the polling center.
3. VCMT shall look for the root of the failure and solve it.
4. If the VCMT cannot solve the failure, report the incident to the VCM-TC.
5. If the VCM-TC cannot solve the failure, contact the NTSC to ask for proper solution.

**I. The printer does not work.**

1. BEI shall call the VCMT assigned in the polling center.
2. VCMT shall look for the cause of the problem and solve it.
3. If the VCMT cannot solve the problem, report the incident to the VCM-TC.
4. If the VCM-TC cannot solve the problem, contact the NTSC to ask for proper solution.
5. VCMT shall attempt to repair the machine with the help of NTSC support personnel.

**J. Both SD cards became defective after scanning some ballots.**

1. After performing the procedure in item B.4. hereof, the BEI shall continue the voting in accordance with item C.9.ii.
2. After the arrival of the new configured SD cards, the BEI shall remove the defective SD cards from slots A and B and insert the new configured SD cards in Slot "A" and back-up SD card in Slot "B", turn on the VCM, and batch feed the ballots.

**K. Official Ballots are mis-delivered.**



1. BEI shall call the EO who shall likewise call NCC to report the mis-delivery of official ballots.
2. EO will check with the Treasurer's Office for possible mis-delivery of ballots.
3. EO will check with other BEI's within the same city/councilor district/municipality for reports of mis-delivery.
4. If there is mis-delivery, EO shall authorize the exchange of official ballots between/among affected clustered precincts. EO shall report the matter to NCC.
5. If mis-delivery occurs between two municipalities/cities, EOs concerned, the Provincial Election Supervisor (PES) or the Regional Election Director (RED) of affected areas shall report the matter to NCC for proper disposition.

**L. Power failure on election day.**

1. BEI shall review and check the VCM connection to the battery after the VCM is connected to a power outlet. The battery is capable to operate for 14 hours straight and the VCM is capable of charging the battery.
2. EO shall inquire from the local electric provider on the duration of power interruption and advise the BEI on the matter. If power cannot be restored by 5 o'clock in the afternoon of election day, the EO shall provide lighting facilities.

**M. The battery has been discharged after FTS.**

1. If there is power in the polling center, BEI shall connect the battery to the VCM to charge it.
2. In case there is no power in the polling center, BEI shall notify the VCMT who in turn will report the matter to VCM-TC. The VCM-TC shall report the problem to NTSC.

**N. The date and/or time of the elections reflected on the ERs and other reports are incorrect.**

1. BEI shall inform watchers of the incorrect date and/or time.
2. BEI shall note in the Minutes that the date and/or time are incorrect and the watchers were duly informed thereof.

**O. Re-transmission failed after three (3) attempts.**

1. BEI shall call the VCMT assigned in the polling center.
2. The VCMT shall look for the cause of the problem, and solve it depending on the transmission media available.

3. If the VCMT cannot solve the problem, report the incident to the VCM-TC.
4. If the VCM-TC cannot solve the problem, contact the NTSC to ask for the proper solution.
5. The VCMT shall attempt to repair the transmission failure with the help of NTSC support personnel.
6. If the problem is the transmission device, the BEI can request a transmission device from any of the other polling places within the same voting center that has finished transmission and attempt to re-transmit.
7. If the failure is still consistent, the BEI shall transport the VCM to the nearest voting center to attempt re-transmission. For this purpose, the BEI shall complete all printing and post election activities except for printing of audit log and execution of "write protect" function before transporting the VCM.
8. If the transmission still fails, the BEI shall transport the VCM to the canvassing center for manual uploading of data from the main SD card to the CCS laptop.
9. Reminder to the BEIs: When transporting the VCM/Ballot Box/SD card to the nearest voting center or canvassing center, the BEI shall invite watchers to escort the same.

**P. VCM does not write protect the data.**

1. BEI shall verify if the date and/or time of the VCM is correct. If not, change to the correct date and/or time.
2. BEI shall execute the write protect function of the VCM.
3. If the date and/or time of the VCM is correct, call the VCMT to report the problem who in turn will report it to the VCM TC.
4. The VCM TC shall call the NSTC and perform the procedure given by NSTC.

**Q. VCM does not shutdown.**

1. BEI shall hard press the power button.
2. BEI shall remove the power adaptor from the power outlet.
3. BEI shall disconnect the battery from the VCM.

**R. The VCM Technician cannot send report (attendance; open polls, etc). to the NTSC, or the NTSC cannot be reached.**

1. The VCMT shall contact the VCM-TC.

2. The VCM-TC shall contact the NTSC on behalf of the VCMT.
3. The NTSC shall contact the VCMT or any of the BEIs in place.

**S. There is no VCM Technician in place.**

BEI shall inform the EO who will also inform the VCM-TC about the absence of the VCMT so a substitute VCMT can be assigned.

**SEC.6. Contingency Procedures Applicable to the Provincial/District/City/Municipal Board of Canvassers.** - The procedures to be observed in the event that problems cropped up during the canvassing/consolidation of the PBOC/DBOC/CBOC/MBOC on May 9, 2016, are as follows:

**A. Consolidation and Canvassing System (CCS) malfunctions.**

1. The Board of Canvassers (BOC) shall direct the CCS Operator (CCSO) to repeat the turn-off and turn-on procedure.
2. If the problem persists, the CCSO shall call the NTSC for replacement of the CCS laptop.
3. CCSO shall take the replacement CCS.
4. CCSO shall turn off the defective CCS.
5. CCSO shall remove the removable memory card from the defective CCS.
6. CCSO shall place the replacement CCS in the designated location.
7. CCSO shall install the removable memory card into the replacement CCS.
8. CCSO shall connect the replacement CCS to the main power source and turn it on.
9. CCSO shall store the defective CCS in its original packaging.
10. CCSO shall call NTSC and inform about the acceptance of the replacement CCS.

**B. All tokens or majority of the tokens are unavailable.**

1. CCSO shall inform the NTSC of the missing tokens.
2. NTSC shall refer the request to the Head of the Technology Group who shall authorize the issuance of the token/s to the BOC and advise NTSC on the action taken.

3. CCSO shall inform NTSC on the acceptance of the tokens provided.

**C. All BOC PINs/Passwords are unavailable or majority of the BOC PINs/Passwords are unavailable.**

1. CCSO shall inform the NTSC of the missing pins and/or passwords.

2. NTSC shall authorize and provide the issuance of the pins/passwords to the BOC.

3. BOC shall use the pins/passwords issued by the NTSC.

4. CCSO shall inform NTSC on the acceptance of the pins/passwords provided.

**D. SD card is not available.**

1. BOC shall proceed with the canvassing.

2. CCSO shall inform NTSC about the matter.

3. NTSC shall authorize replacement of the SD card.

4. CCSO shall insert the blank SD card in the SD card slot.

**E. There is power supply interruption (Brownout/Blackout)**

1. BOC shall call the NCC.

2. NCC shall record the location and ask the BOC to perform the following Recovery Procedure below.

2.1 Check the status of the generator set: gasoline level and cable connections.

2.2 Start-up the generator set: check for the activity indicator in the generator set.

2.3 Unplug the CCS power cables from the external electricity source, and plug the cable in the generator set outlet.

2.4 Call the NTSC indicating the status of the system.

2.5 Record the new status of the location.

2.6 Continually check status of the external electricity source.

2.7 When the external electricity source comes back, and last for more than one hour, call the NTSC for authorization.

2.8 Record the location and give authorization for the change.

2.9 Unplug the CCS UPS power cable from the generator set and connect it to the external power source.

2.10 Call the NTSC indicating the new status of the location.

2.11 Record the new status.

**F. There is Network Failure.**

1. CCSO shall report the matter to the NTSC. The CCSO shall perform the following procedure:

1.1 Check the status of the network device.

1.2 Unplug the network device, plug again, and test the connection.

1.3 If the CCS can't connect, then call the NTSC indicating the status of the system.

2. The NTSC shall check the network status with the Network Providers and advise the CCSO what to do.

3. If CCS is able to connect to the network, then no further action is needed. If unable to connect, the network technician shall check the network device and network availability with the Provider.

4. Once the connection is ready, the CCSO shall call the NTSC indicating the status of the system.

**G. There is a Catastrophe: Fire, Flood, Earthquake and others.**

1. If required to leave the canvassing site, the BOC shall secure all equipment, election forms and supplies, inform all political party representatives and watchers present of the transfer or suspension of canvassing, and then proceed with security personnel to a safer place.

2. BOC shall report the same to NCC.

**H. There is sabotage, equipment robbery and other similar circumstances.**

BOC shall check all the equipment, forms and supplies. If there are missing item/s, report to the local PNP for proper documentation. Thereafter, call the NCC/NTSC to inform about the missing item/s.

**SEC.7. Testing and Sealing of the VCM** - The contingency measures herein set forth shall also be adopted, as far as applicable, during testing and sealing of the VCM as scheduled before election day.

**SEC. 8. Applicability of Previous Contingency Measures in connection with the 2010 and 2013.** - Commission Resolution No. 8839 dated April 30, 2010 and Commission Resolution No. 9635 dated February 12, 2013 shall apply in so far as they are not inconsistent herewith.

**SEC. 9. Authority of the Commission to Adopt Additional Contingency Procedures.** - The Commission may adopt additional contingency procedures in the voting, counting, consolidation, transmission, storage, custody, distribution and retrieval of accountable forms and paraphernalia to fulfil its Constitutional mandate to ensure free, orderly, honest, and peaceful and credible elections.

**SEC.10. Effectivity and Dissemination.** - This Resolution shall take effect after its publication in two (2) daily newspapers of general circulation in the Philippines.

The Education and Information Department (EID) shall cause the publication of this Resolution and shall furnish copies thereof to all Regional Election Directors, Provincial Election Supervisors, Election Officers and Boards of Election Inspectors nationwide.

**SO ORDERED.**



**J. ANDRES D. BAUTISTA**  
*Chairman*



**CHRISTIAN ROBERT S. LIM**  
*Commissioner*



**AL A. PARRENO**  
*Commissioner*



**LUE TITO F. GUIA**  
*Commissioner*



**ARTHUR D. LIM**  
*Commissioner*



**MA. ROWENA AMELIA V. GUANZON**  
*Commissioner*



**SHERIFF M. ABAS**  
*Commissioner*