

TROUBLE SHOOTING

HANDLING OF CU-BU-VVPAT FAILURES/ERRORS DURING POLL PREPARATION OF POLLING OFFICIALS FOR FAULT HANDLING-SUGGESTIONS

Certain contingencies may arise during the polling process which may require certain actions. These are as follows: -

a. In case the CU or the BU does not work properly, (I) SWITCH OFF the CU, DON'T SWITCH IT ON AGAIN (ii)

Replace the complete set of EVM namely BU and CU with VVPAT (i.e. CU, BU and VVPAT) by another set of

BU, CU and VVPAT. (iii) Continue the poll with the new EVM set.

b. In case Display Penal of the Control Unit displays “Link Error” -

i) Check that the cable connections are made properly by visual inspection (DON'T REMOVE and RECONNECT THE CONNECTORS);

ii) If “Link Error” still persists, replace the complete set of EVM with VVPAT (i.e. CU, BU and VVPAT).

c. In case the “VVPAT Status Display Unit (VSDU) displays ‘Error Code – 1 Replace Battery’.

Switch off the Control Unit and replace the Power Pack of VVPAT printer. ***It shall be ensured that in no case replacement of power pack is done without switching off the Control Unit.***

d. In case the VSDU displays “Error Code – 2 Replace Printer” and the Presiding Officer has not pressed the BU enable button then-

Switch off the Control Unit and replace the defective VVPAT unit with the new VVPAT unit. *It shall be ensured that in no case replacement of VVPAT unit is done without switching off the Control Unit.*

e. In case the Presiding Officer has pressed BU enable Button and the Voter has pressed the Candidate Button

of the Ballot Unit and complains that 'Paper Slip' has not been printed or the Paper Slip printed by the VVPAT

unit has not been cut and hanging against the display window then:

i) In case the busy lamp of the Control Unit is not glowing, and no Message/Error is displayed on VSDU, the complaint should be considered as baseless and rejected.

ii) In case busy lamp is glowing on the Control Unit, and no Message/Error is displayed on VSDU, the Voter

shall be requested to go into the Voting Compartment once again and Press the Candidate Button of Ballot Unit of his choice.

iii) If even than busy lamp is glowing on the Control Unit, please check the display of the VSDU of VVPAT. If VSDU busy lamp is also glowing and VSDU has no display message, please switch OFF the Control Unit and replace the VVPAT unit.

iv) The last voter whose paper slip has not been printed by VVPAT or has not been cut should be allowed to cast his vote after the VVPAT unit has been replaced.

Please keep in mind that the vote is not recorded in the CU electronically unless the paper slip has been printed, it is cut and falls in the drop box of VVPAT.

Therefore if VVPAT has not printed the paper slip, or the printed paper slip has not been cut, the last voter whose paper slip has not been printed by VVPAT or has not been cut should be allowed to cast his vote after the VVPAT unit has been replaced.

v) In case the printed paper slip has not been cut and is hanging from the paper roll, replace the Printer, but no effort should be made to make it fall into the drop box. It should be allowed to remain hanging, as it is not to be counted at the time of counting of the printed paper slips. The details of such an occurrence should be clearly recorded in the Presiding Officers diary in the following format:

i. The date and time of the occurrence.

ii. The name of the voter and his serial number in part in the electoral roll who was allowed to cast his vote after replacement of VVPAT.

iii. Whether the voter cast his vote after replacement of VVPAT or went away without casting his vote.

iv. The Total number of votes cast before the occurrence.

f. In case a voter alleges after recording his vote that the printed paper slip generated by the printer has shown the name or symbol of a candidate other than the one he voted for, action should be taken as per provisions of Rule 49MA of the Conduct of Elections (Amendment) Rules, 2013, as mentioned below:-

i) Obtain a declaration from the complainant in the Declaration Form supplied to you for this purpose under his/her signature/thumb impression;

ii) Proceed to the voting compartment along with the voter (complainant) and polling agents present in the polling station at that moment;

iii) The voter shall be asked to cast a test vote in favour of any candidate and make second entry related to that elector in the Form-17A;

iv) Observe carefully whether the Printer has printed the paper slip correctly;

v) If the complaint of the elector is found genuine, the Presiding Officer shall report the facts immediately to the Returning Officer, stop further Poll at the polling station;

vi) If the complaint of the elector is found false, make a remark to that effect against the second entry relating to that elector in Form-17A mentioning the serial

number and name of the candidate for whom such test vote has been recorded and obtain the signature or thumb impression against such remark. Further make necessary entries regarding such test vote in item 5 in Part-I of Form 17-C.