



Republic of the Philippines  
**COMMISSION ON ELECTIONS**  
*Manila*

**IN THE MATTER OF THE  
ESTABLISHMENT AND  
PROTOCOL OF TECHNICAL HUBS  
FOR THE REPLACEMENT OF  
UNIVERSAL SERIAL BUS  
STORAGE DEVICES AND REPAIR/  
REPLACEMENT OF DEFECTIVE  
AUTOMATED COUNTING  
MACHINES DURING THE FINAL  
TESTING AND SEALING AND ON  
ELECTION DAY IN CONNECTION  
WITH THE MAY 12, 2025  
NATIONAL AND LOCAL  
ELECTIONS (NLE) AND  
BANGSAMORO AUTONOMOUS  
REGION IN MUSLIM MINDANAO  
(BARMM) PARLIAMENTARY  
ELECTIONS.**

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<b>GARCIA, George Erwin M.,</b>	<i>Chairman</i>
<b>INTING, Socorro B.,</b>	<i>Commissioner</i>
<b>CASQUEJO, Marlon S.,</b>	<i>Commissioner</i>
<b>FEROLINO, Aimee P.,</b>	<i>Commissioner</i>
<b>BULAY, Rey E.,</b>	<i>Commissioner</i>
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<b>CELIS, Nelson J.,</b>	<i>Commissioner</i>

Promulgated: January 21, 2025

**RESOLUTION NO. 11099**

**WHEREAS**, pursuant to Republic Act No. 8436, as amended by Republic Act No. 9369, the Commission on Elections has resolved to adopt a paper-based Automated Election System (AES) using Automated Counting Machines (ACMs) for the May 12, 2025 National and Local Elections (NLE) and BARMM Parliamentary Elections (BPE);

**WHEREAS**, there is a possibility that the ACMs and/or its Universal Serial Bus (USB) storage devices to be used for the May 12, 2025 NLE and BPE may be damaged while in transit;

**WHEREAS**, it is imperative upon the Commission on Elections (COMELEC) to promptly repair/replace the defective ACMs and/or replace defective USB storage devices in order to remedy the situation and mitigate the effects thereof;

**WHEREAS**, to achieve the prompt repair/ replacement of ACMs or the replacement of USB storage devices, each province must have at least one technical hub to be established in the Offices of the Provincial Election Supervisors (OPES), selected Offices of the Election Officer (OEO), and other designated locations;

**NOW, THEREFORE**, the COMELEC, pursuant to the powers vested in it by the Constitution, the Omnibus Election Code and other pertinent election laws, **RESOLVED**, as it hereby **RESOLVES**, to promulgate the following protocols for the repair/ replacement of the defective ACMs and/or replacement of defective USB storage devices in connection with the May 12, 2025 NLE and BPE.

**Section 1. Scope.** - These Rules shall govern the protocols and procedures relating to the repair/replacement of defective ACMs and/or replacement of defective USB devices to be used for the May 12, 2025 NLE and BPE.

**Section 2. Purpose.** - To ensure the prompt repair/replacement of defective ACMs and/or replacement of defective USB devices, there shall be a nationwide establishment of Technical Hubs to address said repairs/replacements.

**Section 3. Definition of Terms.** - As used in this Resolution, the following terms shall mean:

- a) **ACM** - shall refer to Automated Counting Machine that will be used for the automated election system.
- b) **COMELEC**- shall refer to the Commission on Elections.
- c) **NTSC** - shall refer to the National Technical Support Center where all issues concerning the replacement of USB storage devices and repair or replacement of defective ACMs during the final testing and sealing and on election day, including other related issues are reported, addressed and resolved. The NTSC shall be manned by the Project Management Office (PMO) from COMELEC.
- d) **DICT Personnel** - shall refer to the personnel of the Department of Information and Communications Technology (DICT) duly designated and authorized by both the DICT and the COMELEC to assist the latter in replacement of configuration in the USB devices.
- e) **DOST Personnel** - shall refer to the personnel of the Department of Science and Technology (DOST) duly designated and authorized by both the DOST and the COMELEC to assist the latter in replacement and configuration of the USB devices.
- f) **MIRU** - refers to Miru Systems Company Limited, which is the provider of automated election system for the May 12, 2025 NLE and BPE.
- g) **Technical Hub** - refers to the venues, established nationwide, wherein defective ACMs and/or USB storage devices are brought for repair, replacement, or configuration.
- h) **USB Device** - shall refer to Universal Serial Bus Device which is a peripheral of the ACM.

**Section 4. Location of the Technical Hubs (THs).** - In connection with the May 12, 2025 NLE and BPE, there shall be one hundred ten (110) THs to be established nationwide for the repair/ replacement/configuration of defective ACMs and/or USB devices. The locations of the said hubs are attached and made integral part of this Resolution as Annex "A".

**Section 5. Supervision and Control of the THs.** - The established THs shall be under the direct supervision and control of the concerned Regional Election Director (RED), Provincial Election Supervisor (PES) or Election Officer (EO), as the case may be, depending on the location of the TH.

**Section 6. Manpower Complement in the THs.**- The THs shall be manned by (1) personnel from the DICT and one (1) personnel from DOST who shall be charged with the replacement of the defective USB devices, smartcard security keys, reconfiguration of USB devices and ACMs; and (2) COMELEC field personnel designated by the concerned RED who shall be charged, with the assistance of MIRU as the systems provider, with the repair or replacement of defective ACMs.

**Section 7. Obligations of the Systems Provider.** – MIRU shall have the following obligations:

- a) To provide for at least two (2) qualified technicians per TH who can troubleshoot and repair the defective ACM, at any given time;
- b) To submit to COMELEC, prior to operations, a list, and the resume of all qualified technicians for the THs;
- c) To provide a qualified substitute in case of the absence of the technician; and
- d) To provide for the technicians' tools and replacement parts in accordance with the Contract.

**Section 8. Duties and Responsibilities of the DICT and/or DOST Personnel.** - During the Final Testing and Sealing (FTS), and on Election Day, the DICT and/or DOST personnel assigned/stationed in the THs shall:

1. Receive and download the file sent by the Technology Group in COMELEC Warehouse, Biñan, Laguna, IF NEEDED/REQUIRED;
2. Test the replacement USB devices and Smartcards security keys, and the configured ACMs;
3. Release to the COMELEC personnel assigned at the TH.
4. Wipe-out ACMs used for the configuration of the replacement smart cards.

**Section 9. Duties and Responsibilities of the COMELEC Field Personnel.** – During the FTS, and on Election Day, the COMELEC Field Personnel stationed in the TH, shall be responsible for the following:

- a. Receive the report from the NTSC regarding the defective USB devices, smartcard security keys, reconfiguration of USB devices and ACMs;
- b. Follow the protocols for the repair/replacement of the defective USB devices, smartcard security keys, reconfiguration of USB devices and defective ACMs as provided by the Information Technology Department (ITD); and
- c. Turnover the repaired/replaced USB devices, smartcard security keys, reconfiguration of USB devices and ACMs to the concerned COMELEC Field Officer.

**Section 10. Inventory of Defective USB Storage Devices and ACMs.** - The concerned RED, PES, or EO, depending on where the TH is established, shall account, keep an inventory of, and safekeep the defective USB devices, defective ACMs, and defective smartcard security keys.

The inventory reports shall be submitted to the PMO on or before May 18, 2025. Attached are the templates for the Inventory Report for the Replacement of USB devices, Inventory Report for the Repair/ Replacement of Defective ACM, Inventory Report for defective Smartcard Security Keys as Annexes "B", "C", and "D", respectively.

**Section 11. Watchers.** – Each candidate, duly registered political party or coalition of political parties, associations, parties or organizations participating in the Party-list System, and the Parish Pastoral Council for Responsible Voting (PPCRV) or other accredited citizens' arms, may appoint in every TH two (2) watchers who shall serve alternately. However, candidates

belonging to the same political party or coalition, shall collectively be entitled to one (1) watcher, at any given time.

Approval of applications for watchers is hereby delegated to the RED having electoral jurisdiction of the THs.

If the space in the TH reserved for watchers is insufficient, preference shall be given to the watchers of the PPCRV, and the dominant majority and dominant minority political parties, as determined by the Commission.

Before entry to the TH, the watchers shall present their appointments duly signed by the candidate, or duly authorized representative of the political party, organizations or coalition of political parties, associations or organizations participating in the Party-list System, or citizen's arm.

**Section 12. Rights of Watchers.** – Watchers shall have the following rights:

1. Stay in the space reserved for watchers inside the TH;
2. Observe the process of replacement of defective USB devices, defective smartcard security keys, and/or repair/replacement of defective ACMs; and
3. Make a record of their observations in accordance with the law.

**Section 13. Technical Procedures in the Repair/ Replacement of Defective USB Storage Devices and Defective ACMs.** – In the repair or replacement of ACMs or the replacement or configuration of the USB storage devices, the following technical procedures shall be followed to ensure consistent and effective management of the ACMs and their associated components:

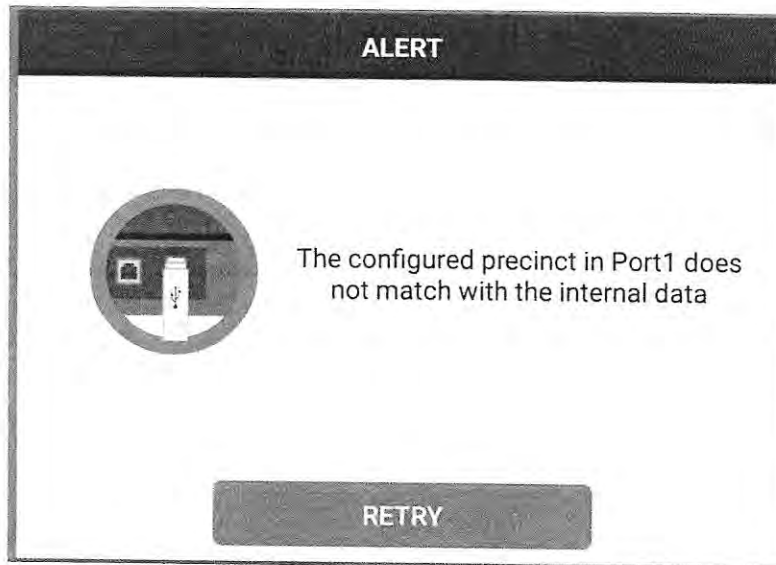
#### **I. REPLACEMENT OF DEFECTIVE ACM**

1. Replacing the ACM with a contingency ACM (no installed configuration)
  - 1.1. Ensure the ACM is powered OFF and remove the USB storage devices (white and yellow) from the defective ACM
  - 1.2. From the contingency ACM, connect the removed USB storage devices to USB ports 1 and 2 of the contingency ACM
  - 1.3. Power ON the contingency ACM.
  - 1.4. The contingency ACM will automatically begin the data synchronization process, copying the data from the USB storage devices, previously connected to the malfunctioning ACM, to its internal storage.
  - 1.5. Once the data synchronization is complete, the contingency ACM is ready for use in the election process. Turn off the ACM and hand it over to the authorized Officer/Election Assistant.
2. Replacing the ACM with a contingency ACM that has an installed configuration.

NOTE: To reuse the contingency ACM or primary ACM, the installed configuration in the ACM's internal memory must be deleted first by executing the WIPE-OUT application.



- 2.1. If the ACM was previously used by another clustered precinct, the message below will be displayed.



- 2.2. Connect the USB device with WIPE-OUT application to the USB port of the ACM contingency with installed configuration.
- 2.3. Once the USB device is inserted into the port, turn on the ACM to display the image below.

Enter the code to purge the data

○ ○ ○ ○ ○ ○



- 2.4. Enter the Purge Code to WIPE-OUT the internal storage data of the ACM.
- 2.5. Tap the SHUTDOWN button to turn off the ACM.

Data has been successfully deleted.

SHUTDOWN

- 2.6. After successfully executing the WIPE-OUT application, the ACM is ready to be installed with data from the USB device.
- 2.7. Remove the USB devices (white and yellow) from the defective ACM and connect them to USB ports 1 and 2 of the contingency ACM.
- 2.8. Power on the contingency ACM.
- 2.9. The ACM will automatically begin the data synchronization process.
- 2.10. Once the data synchronization is complete, the ACM is ready for use in the election process. Turn off the ACM and turnover to the authorized COMELEC Field personnel.

## **II. REPLACEMENT OF DEFECTIVE/MISSING USB DEVICES (MAIN [white] and BACKUP [yellow] )**

1. Upon receipt of the CEMAC-NTSC replacement request for USB/s, the COMELEC-DOST-DICT personnel shall determine the reported USB that requires replacement.
  - 1.1. If the reported USB(s) is/are missing or both USBs are defective or not functioning, prepare the necessary replacement USBs (Main and/or Backup).
  - 1.2. Require the EO or any authorized representative to surrender the defective/non-functional USB(s).
2. Ensure that the new USB device(s) provided is/are blank and formatted with FAT32 file system.
3. The technical hub shall turnover the replacement USB(s) to the Election Officer or his/her authorized representative and collect the reported defective USB(s).

## **III. REPLACEMENT OF DEFECTIVE/MISSING SMARTCARD SECURITY KEY**

1. Upon receipt of the NTSC replacement request for smart card/s, COMELEC-DOST-DICT personnel shall prepare a wiped-out ACM, two (2) USB drives, and four (4) smart cards for configuration.

2. After completing the configuration of the reported clustered precinct, the Technical Hub shall coordinate with the Election Officer or an authorized representative to arrange the retrieval of the newly configured smart card/s as replacements for the missing or defective ones.
3. The Technical Hub shall:
  - a. Release only the specific replacement smart card/s.
  - b. Perform the wipe-out process on the used ACM.
  - c. Reformat the used USB drives

**Section 16. Election Safety and Security.** – The DICT, DOST and/or MIRU personnel, as well as the watchers, are prohibited from making any unauthorized copy, record, duplication or disclosure of any information related to election safety and security.

**Section 17. Effectivity, Publication and Dissemination.** – This Resolution shall take effect immediately after its publication in two (2) daily newspapers of general publication in the Philippines.

The Education and Information Department (EID) shall cause the publication of this Resolution in two (2) daily newspapers of general circulation in the Philippines and the ITD shall cause its publication on the COMELEC Website.

**SO ORDERED.**

**GEORGE ERWIN M. GARCIA**  
*Chairman*

**SOCORRO B. INTING**  
*Commissioner*

**MARLON S. CASQUEJO**  
*Commissioner*

**AIMEE P. FEROLINO**  
*Commissioner*


**REY E. BULAY**  
*Commissioner*

**ERNESTO FERDINAND P. MACEDA, JR.**  
*Commissioner*

**NELSON J. CELIS**  
*Commissioner*

### **CERTIFICATION**

**APPROVED** for publication, January 21, 2025.

  
**CONSUELO B. DIOLA**  
Director IV  
Office of the Commission Secretary

This Resolution can be verified at this number (02)85272987; email address [comsec@comelec.gov.ph](mailto:comsec@comelec.gov.ph)