

Frequently Asked Questions About the BVV System

1. Why are we using this Kit instead of the traditional Manual Process?

The Biometric Voter Verification Kit (BVVK) enhances accuracy, transparency, and speed compared to the traditional manual voter registers. It eliminates human errors, prevents duplicates voting, and improves the credibility of the electoral process. Through automated biometric and facial verification, the kit ensures that each vote cast corresponds to a legitimate, verified voter, significantly strengthening election integrity.

2. How long does it take to verify one voter?

During simulations and field testing, it was established that verifying one voter and issuing ballots takes approximately 25 to 30 seconds. This means that, on average, a single BVVK can handle about 700 voters in a standard 10-hour voting period.

3. What happens if the BVVK fails during voting?

Every polling station is equipped with both a primary and a backup device. If the primary device fails, the backup device can be utilized to continue the process.

4. What if the device battery runs out? The BVVK devices have an extended battery life of 12 to 15 hours, enough to last a full voting day. In addition, each polling station is provided with backup power banks to maintain uninterrupted services.

5. How is data loaded onto the devices? All voter data is securely preloaded onto the devices before deployment. Each device receives data specific to its district and polling station.

6. What if the device is stolen? All devices are registered and tracked using a Mobile Device Management (MDM) system. If the device is stolen, it can be located via GPS coordinates, locked, or remotely wiped to prevent data access. In addition, data stored on the devices is fully encrypted and cannot be accessed without authorisation.

7. What if a voter doesn't have their National ID? If a registered voter arrives without their physical ID but is confirmed to belong to that polling station, their details can be retrieved using the Voter Location Slip (VLS) issued by the Electoral Commission or picked from the Voter Register that will be available at each polling station.

8. Can a voter refuse biometric verification? No. Biometric verification is **Compulsory** or **Mandatory** to ensure the integrity of the process. If a fingerprint cannot be read, facial recognition serves as the backup method. These dual verification methods help guarantee that every voter is uniquely identified.

9. What if a voter is at the wrong polling station? The system identifies the mismatch and prompts the agents to refer the voter to the correct polling station if the voter's polling station is within the same district, otherwise the system flags the person as not registered in that district. The voter cannot proceed to vote from the wrong location.

- 10. Is voter data secure on these devices?** Yes. The BVVK employs multiple security layers that are encrypted to ensure the protection of voter data. The system operates entirely offline during voting. Furthermore, voter privacy is safeguarded, as the device never records how individuals voted, only that their verification was successful.
- 11. Does the system record how each person voted?** No. the BVVK records only that a voter was verified and that ballots were issued, without storing timestamps or personal identifiers.
- 12. Can the same ballot be scanned twice?** The BVVK prevents double ballot usage by making every scanned ballot as 'USED'. If anyone attempts to scan a ballot again, the system immediately displays an error message stating "Ballot paper already used." The ballot is rejected and the incident is logged automatically. This ensures that voters cannot receive multiple ballots for the same position and prevents ballot-stuffing attempts.
- 13. Can the system work without the internet?** Yes. BVVKs are designed to work fully offline during the elections
- 14. What if a voter's fingerprint fails during verification?** You retry using another finger. If it still fails, you use Facial Recognition Mode, where the voter's face is scanned with liveness detection (blinking or head movements).
- 15. What if a Voter has already voted and tries again?** The device will reject the voter automatically, as the system marks all verified voters as "Voted". Even when restarted or replaced, the BVVK retains this data.
- 16. What happens if an unregistered voter presents their National ID?** The device will reject any voter not found in the polling station's voter register.
- 17. What happens if a Voter returns a ballot as spoilt or damaged?**
The officials will use the 'ballot Re-issuing' function to issue another ballot:
- a) Re-scan the voter's ID.
 - b) Verify biometrics.
 - c) Scan the spoilt ballot, then the replacement ballot.
 - d) The spoiled ballot will be invalidated automatically and a new one issued.
- 18. Can multiple ballots be scanned for the same position?**
No, the system disables additional scanning after one valid ballot per position has been issued.
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