



Document : System Improvement
Department : Personnel
Suggestion Date : **26.08.2020**
Implementation Date : **24.09.2020**
Implementing Authority : PCPO/MAS
Applicable to Department(s) : All PHODs/DRMs/PFA/Personnel Offices etc.
Subject/Title : Check in departmental examinations.

Background:

Preventive check was conducted during the conduct of examination for the post of TI. Some candidates were in possession of mobile phones during the examination.

Implemented System Improvements:

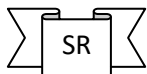
Clear instructions in notification/Application/Hall ticket that the candidates are prohibited from using electronic gadgets.

Invigilators should give proper instructions to candidates before commencement of the examination. If found in possession of electronic gadgets, candidates to be disqualified unconditionally.

Benefits:

Examination can be conducted in Transparent manner without any discrepancy.

Remarks if any:



Document : System Improvement
Department : Personnel
Suggestion Date : **30.11.2018**
Implementation Date : **20.10.2020**
Implementing Authority : PCPO/MAS
Applicable to Department(s) : All PHODs/DRMs/PFA/Personnel Offices etc.
Subject/Title : Photo attestation by Supervisor in GDCE exam.

Background:

A Check was conducted on the aspect of adherence to guidelines on conducting of Computer Based On-Line Test – GDCE by RRC Chennai in 2018. It is seen from the physical form of e-Call letter that there is Certification of the Supervisor concerned only to the effect that the particular employee is working under his control at present, but Photo of the Candidate is not attested by the Supervisor concerned. In the ‘Important instructions to the candidates appearing for On-line Exam’ issued by RRC, there is no mention about the ‘attestation of Photo of the candidate by the Supervisor’.

As there is a chance for impersonation in the existing procedure, i.e, admittance of the candidate in to Exam Hall without their photo attested by the Supervisor concerned, either;

Physical form of e-Call letter must be downloaded along with the photo of the employee, instead of manual affixing of photo of the employee on the downloaded e-Call letter;

or

Instruction for attestation of the Photo of the employee by the Supervisor concerned may be incorporated in the Guidelines / Instructions, in addition to the Supervisor’s Certification.

These two aspects are suggested as a system improvement in conducting On-line exam (GDCE) by RRC, Chennai especially in the admittance of employees inside the Exam Hall so as to preclude potential impersonation.

Implemented System Improvements:

It was accepted by RRC to incorporate instruction regarding “ Attestation of Photo of the Employee in the e-call letter by the Supervisor concerned” in the future Notifications

Benefits:

Avoiding possible impersonation.



Document : System Improvement
Department : Personnel
Suggestion Date : **30.09.2020**
Implementation Date : **28.10.2020**
Implementing Authority : PCPO/MAS
Applicable to Department(s) : All PHODs/DRMs/PFA/Personnel Offices etc.
Subject/Title : Distribution of equal marks for all questions.

Background:

In a Check conducted in one of the Departmental Selections it was noticed that marks for Multiple Choice Objective type Questions were not distributed evenly. Question Paper had 90 questions with maximum of 110 marks with uneven break-up of marks to questions i.e., some questions were given 1 mark each, some 2 mark each and remaining 3 mark each with instruction that the questions to be answered should not exceed 100 marks and for each wrong answer $1/3^{\text{rd}}$ of allotted mark for that questions will be deducted. On scrutiny of examination papers, following phenomenon was noticed;

One of the candidates had attempted for 103 marks. The evaluator did not evaluate the last Question, which carries 2 marks, since total attempt exceeds maximum 100 marks. As the penultimate question attempted by the candidate also carries 2 marks, the evaluator dropped only the last question. Otherwise, if the evaluator had dropped the last 2 questions, the maximum attempted would have been for 99 (103 - 4). Score of the candidate is 73.34 for 101 and not for 100.

Another candidate had attempted for 107 marks. The evaluator dropped the last 2 Questions carrying 3 marks each. As the third question from the last attempted question also carries 3 marks, the evaluator had to drop only the last 2 questions. Had the evaluator dropped the last three questions, the maximum mark attempted would become 98 (107 - 9). This candidate's score is 77 for 101.

This pattern of uneven distribution of marks to questions may create avoidable hardship not only to the candidates but also to the evaluator, who may face; hardship in ensuring the maximum limit of 100 marks, since he has to check as to the candidate has attempted how many one mark questions, 2 mark questions and 3 mark questions;

- difficulty in computing negative marks since the negative mark is $1/3$ of the allotted mark to a question. He has to ensure whether he has to reduce $1/3$ of 1, $1/3$ of 2 or $1/3$ of 3; and
- indecisiveness in restricting the maximum limit to 100, in cases where the candidate had attempted in excess of 100 marks and the evaluator cannot restrict the excess exactly to 100 as happened in the cases mentioned above.



Implemented System Improvements:

The suggestion for assigning equal marks to all questions has been accepted and implemented by PCPO.