

F. No. A-34012/02/2022-DE  
Government of India  
Ministry of Communications  
Department of Posts  
(DE Section)

Dak Bhawan, Sansad Marg,  
New Delhi-110001  
Date: 11.08.2022

To,

All Heads of Circles

Subject: Standard Operating Procedure (SOP) for the conduct of Limited Departmental Competitive Examinations (LDCEs/ Competitive Examinations.

Madam/Sir,

I am directed to refer to this office letter of even No. dated 17.06.2022 on the above subject. The comments/inputs received from the Circles in respect of the Draft SOP have been examined and incorporated wherever considered necessary.

2. A copy of the approved SOP is forwarded herewith for further necessary action and implementation forthwith.
3. This issues with the approval of the Director General Postal Services.

Yoursfaithfully,

Encl: As above

  
11.08.2022  
(N. R. Giri)  
Assistant Director General (DE)

Copy to:

1. Director, RAKNPA, Ghaziabad -201002
2. GM, CEPT, Mysuru.
3. All PTCs
4. SPN/SPG Section Dak Bhavan



# Standard Operating Procedure

## Departmental Examination

**Dak Bhavan New Delhi 110001**

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**Standard Operating Procedure (SOP) for conducting of Limited Departmental Competitive Examinations/Competitive Examinations in the Department of Posts.**

**1. Introduction**

Department of Posts (DoP) over a period of 160 years played a vital role in the field of communication, social and economic development of the country. Department is dedicated to provide the best service and great solutions for its customers in Delivery of Mails, Small Savings Schemes, life insurance coverage and various other Premium services and retail products. To ensure the quality in service, right man in the right place is very crucial. In order to ensure the quality in selection of suitable hands as well as to ensure growth in career to its employee's promotional examinations are conducted regularly by the Department.

Career progression is the process of climbing the ladder during the professional life cycle of an employee. It can be either through seniority promotions or through Departmental Examinations. Moving forward, being promoted, finding new challenges and new opportunities are always enchanting and enterprising. Satisfied internal customer is equally important like a satisfied external customer of the Department for the growth of the organization.

The Department is committed to provide all opportunities and avenues for career progression to its internal customers or the employees at different levels and to make them a satisfied lot for their career development and personal well being as well as the growth of the Department through a win-win mode. The career growth trajectory available before an aspiring employee in the Department of Post to scale up in the rung seven from the level of a GDS to a Class I officer is amazing.

**2. Background**

Department is regularly conducting various Departmental examinations as per the Calendar of Examinations every year as brought out by the Directorate for the promotion of its employees. Nevertheless, the process or procedure adopted by different Circles in conducting the Departmental Examinations may differ and sometimes create confusion among the candidates as well as Circles. With an objective to streamline the process of conducting various departmental examinations and to ensure uniformity in the procedure adopted by different Circles in conducting the Departmental Examinations, a Standard Operating Procedure (SOP) is envisaged by the Department to be followed scrupulously by all concerned.

This SOP is intended to facilitate the department hassle free to deal with the frequent issues faced at different levels of examination and stages of workflow during the process of examination, right from the setting of question papers to the announcement of result.

NB:- While following this SOP, it should be ensured that the instructions prescribed in the **Appendix 37 of Postal Manual Vol. IV** should also be followed mutatis mutandis.

### 3.Type of Examinations

1. Centralized Examinations
2. Decentralized Examinations

At present, for filling up of the different categories of vacant posts through departmental examinations, two types of examinations i.e. Centralized Examinations and Decentralized Examinations are being conducted.

#### 3.1 Centralized examinations:

Centralized examinations are those Limited Departmental Competitive Examinations (LDCEs), which are conducted at the Directorate level:-

- (i). Limited Departmental Competitive Examination for promotion to the cadre of PS Group 'B',
- (ii). Limited Departmental Competitive Examination for promotion to the cadre of Inspector Posts (66.66% Quota),

#### 3.2 Decentralized examinations:

The examinations which are conducted by the Circles :-

- (i) Limited Departmental Competitive Examination for promotion to the cadre of Postal Assistants/Sorting Assistants in Postal Divisions/Units (including Postal Stores Depot), RMS and MMS from Postman/Mail Guard, Dispatch rider and MTS.
- (ii) Limited Departmental Competitive Examination for promotion to the cadre of Postal Assistants/Sorting Assistants from eligible officials working in C.O/R.O (including RLO), Foreign Post.
- (iii) Competitive Examination for recruitment to the cadre of Postal Assistants/Sorting Assistants for unfilled vacancies of (i) & (ii) above from eligible GDS.
- (iv) Limited Departmental Competitive Examination for promotion to the cadre of Postman and Mail Guard from MTS and Competitive Examination for recruitment to the unfilled vacancies of Postman and Mail Guard, limited to GDS
- (v) PO & RMS Accountant Examination.
- (vi) Competitive Examination for recruitment to the cadre of MTS limited to GDS.
- (vii) Examination for filling up of Drivers in Department.
- (viii) Examination for filling up of the post of skilled artisans (MMS).

**Note:** For the examinations relating to Postal Accounts Wing a separate SOP will be brought out PA Wing.

**4. Mode of Conducting the Examinations:** Limited Departmental Competitive Examinations (LDCEs)/ Competitive Examinations (both Centralized and Decentralized) should be conducted in-house with the available resources.

**5. General Instructions:**

All Circles should conduct the Centralized and Decentralized Examinations as per the Calendar of Examinations issued by the Directorate every year. Prior approval of the Directorate should be obtained for any deviation in the dates of Examination.

**6. Examination Process:**

**(1) Pre-Examination Activities**

**(2) Conduct of Examination**

**(3) Post Examination Activities.**

**7.1 Pre-Examination Activities**

**(a) (i). Issuance of Notification/submission of applications/withdrawal of candidature etc.**

- ✓ Vacancies should be called for from Circle/ Division/ Unit - Category-wise as per Recruitment Rules
- ✓ Notification by the Directorate / Circle level should be issued well in advance i.e. at least 40 days before the actual conduct of the Examination.
- ✓ Care should be taken to avoid any important festival (National/Regional) and National Holidays etc. falls on the dates selected for the conduct of the Examination.
- ✓ The notification should contain category- wise vacancy position, eligibility criteria, date of Examination etc.
- ✓ The notifications should also be uploaded in India post website [www.indiapost.gov.in](http://www.indiapost.gov.in) and circle website if any, for wider circulation amongst the candidates
- ✓ The last date of receipt of applications in Unit/Division/Region/Circle Office should be clearly specified keeping in view that reasonable time is given to the candidates to submit their applications, before the last date of receipt of application.

For uniformity in the notification, a model notification will be issued by the Directorate as mentioned in the calendar of examinations separately for each Examination, which is to be followed by all Circles with relevant changes/ modifications as required.

- (ii) If the Examination is held at Circle level, all the units should furnish details of all the candidates including date of birth, date of appointment, particulars of community, Aadhar number etc. to the Circle office for allotting Roll numbers.

- (iii) All applications in connection with examinations (online or hardcopy) should be filled in carefully and full and correct particulars should be furnished. If any candidate is found to have made a false or incorrect statement or to have suppressed material information, he will be considered as having used unfair means in the Examination concerned and treated accordingly as per rules.
- (iv) Any applications in connection with departmental examinations (whether those for permission to appear in an Examination, or for communication of marks in case marks of any candidate which are not uploaded on the website due to provisional candidature etc. or for re-totaling of marks) must invariably be submitted through the proper channel. The communication of marks can also be sought through RTI applications.
- (v) Permission to a candidate to withdraw his candidature from an Examination may be granted by the same authority who had granted him the permission to appear at that Examination or by such other authority as may have been specially authorized in this behalf. The decision of such authority will be final.
- (vi) Withdrawal of candidature should not ordinarily be allowed unless the circumstances of the case fully justify the same. No request submitted later should ordinarily be entertained.
- (vii) Candidates should bring their own pens, pencils, drawing instruments etc. Tags can be supplied at the Examination centre.

**(b) Hall Permits/Admit Cards**

- (i) Hall permits/Admit Cards to the candidates should be issued only by the Head of the Circle or Administrative Office concerned to which the candidates actually belong. The hall permit will bear the photograph of the candidate. In case a candidate is appearing at a Centre outside jurisdiction, the Head of the parent Circle/Region/Division etc. should forward a copy of the hall permit to the Head of the concerned Circle or Administrative Office concerned, under whose control the Examination is being conducted. It should be ensured that the Hall tickets are delivered to the candidates well in time and in case of any urgency, provisions may be made for downloading the Hall ticket from the website of the Department/Circle websites as the case may be.
- (ii) The Centre Supervisor should scrutinize the Hall permits etc., of the candidates (which are issued by the Head of the Circle/ other authorities), and satisfy himself that all the candidates present have been either regularly or provisionally admitted.
- (iii) The candidates should sign on the hall permit in the presence of the Invigilator for each paper for which they appear and the Invigilator should compare the photo and the signature each time with the duly attested signature of the candidate. Proper columns should be provided by the issuing authorities on the hall permit for inserting the date, session, paper number and the candidates' signature.
- (iv) The original hall permits will be collected by the Invigilator during the course of the first paper. The candidates should be advised to keep a photo copy of their hall ticket for future reference.
- (v) If, in a case of urgency, it is felt that it would be difficult to have the hall permit delivered to the candidate before the commencement of the Examination, the Head of the parent Circle, may authorize, through authenticated email ID, the Head of the Circle/Administrative Office concerned to issue the hall permit to the candidate.

**(c) Fixation of Venues/ Examination Centres**

- (i) Circles/Regions will identify and provide secured Centres for conducting the Examination at Circle/Regional headquarters as per the requirement, considering the number of candidates appearing in the examination.
- (ii) Facilities like availability of safe drinking water, washrooms (separately for male and female candidates) ventilation, light, fans and furniture should be ensured.
- (iii) As far as possible, venues should be easily accessible to the candidates and well connected with public transport system. Centres must be accessible to differently-abled candidates also.
- (iv) CCTV shall be installed/ or while hiring Exam centres this is to be ensured that Examination Hall, Centre Supervisor's office etc. are covered with CCTV recording. After Examination, CCTV footage to be preserved in the personal custody of DPS(HQ) till 2 Years of declaration of results.
- (v) Any change in centre of Examination, outside the Circle/Regional headquarters, may be provided only with specific approval of the Directorate.

**(d) Printing of OMR sheets**

- ✓ The OMR sheets should be printed on good quality paper in size, 11 inches x 8.5 inches (length x breadth) .
- ✓ The OMR should contain built-in carbon less copy for candidates Copy.
- ✓ The front sheet of the OMR should be of 105 GSM paper
- ✓ The second page (Carbon less copy) should be of 75 GSM paper
- ✓ All the relevant and standing instructions should be printed bilingually on the reverse of the candidate's copy of the OMR sheet
- ✓ There should be separate boxes and circles, for writing details viz. Date of Examination, Name of Examination, Name of Circle, Name of Candidate (if prescribed), Question Booklet Serial number (if available), Roll Number, Paper Number, Question Booklet Series etc.
- ✓ There should be space for Invigilator's Name & Signature and Signature of the applicant etc. OMR sheets should be distributed amongst the concerned units well in advance before the date of examination.
- ✓ There should be sufficient space outside the printable area of the OMR for reading the OMR sheets using Optical Mark Recognition machine/Software.

**(e) Selection of Centre Supervisors/Observers and Controllers**

- (i) One of the PMG/DPS (HQ) will function as the Controller of the Examinations under the orders of Head of the Circle.
- (ii) Observers will be nominated personally by CPMG for observing the conduct of the Examination in different centres and sending a report to the CO.



- (iii) Centre Supervisors and Observers should be nominated by the CPMG in writing in the concerned file. The Centre Supervisors and Observers (Observers at Circle level) should be officers of high-level integrity and not below the rank of PS Group 'B'. Invigilation duty should be assigned to responsible and unblemished officials.
- (iv) The Invigilators, Ministerial staff and MTS involved in the duties for the conduct of Examination should be selected in consultation with the Center Supervisors by the head of the Circle / Region / Division concerned as the case may be.
- (v) Sanctity of Examination process should be maintained at all levels.

**(f) Setting of Question Papers**

- (i) Paper-setters should be selected after due care and caution by the prescribed authority. Paper setters should not be involved in work relating to evaluation of answer script work.
- (ii) Only those officers who have got aptitude, interest and flare in such activities should be entrusted the task of paper- setting/finalization of answer key.
- (iii) The question paper should be set bilingually both in English and Hindi or English and local language as the case may be. In case of any difference between the printing text of Hindi/local language and English, the English version will be treated as final. In addition to the usual particulars and such specific directions to the candidates as may be deemed necessary, an indication should invariably be given on the top of question paper regarding the language in which the answers are to be written by the candidates in case of theory part. If in any case, such an indication is inadvertently omitted, the candidates should write their answers in the same language in which the question paper has been set except of course, where a question itself mentions the language in which the answer is required, e.g., a question on translation, wherever applicable.
- (iv) The paper setters will ensure that the standard of the questions is commensurate with the caliber, aptitude and mental level of the candidates, cadre and job requirement as per instructions issued by the Directorate from time to time.
- (v) In all circulars, orders and guidelines/Rules issued upto 31<sup>st</sup> December of the year preceding the year of examination will be part of the syllabus except Annual Report and Book of Information for which latest report and information available/published in India post website will be taken for the purpose.
- (vi) Amendments issued on a subsequent date should not ordinarily be taken into account, either for setting the questions or for writing answers thereto.
- (vii) The size of the Question Booklet should be of 11.5 inches x 8.5 inches (length x breadth) and of 80 GSM good quality paper.
- (viii) There should be a margin of one inch outside the printable area of the question paper on all the four sides.

**7.2 Level of Question Paper setters**

Sl.	Name of Examination	Level of Officers for Paper setters
1.	For Examination to the cadre of Postal Assistant/Sorting Assistant	JAG & above
2.	For Examination to the cadre of Postman/ Mail Guard	STS/JAG & above
3.	For Examination to the cadre of MTS	JTS/STS & above
4.	For LDCE Inspector Posts	JAG/SAG
5.	For LDCE PS Group B	HAG

**8 (a) Paper Setting for Centralized Examinations**

- (i) The paper setters will ensure that the standard of the questions is commensurate with the caliber, aptitude and mental level of the candidates, cadre and job requirement, restricting to the prescribed syllabus for the Examination.
- (ii) The paper setter(s) will send the question papers to the Director (DE) confidentially in four series (A, B, C and D) by jumbling the questions in different series. The question paper should be supplied in both soft copy and hard copy prepared bilingually.
- (iii) The question papers may be got printed preferably through the Government Printing Press by the Directorate. The same may be sent to the Circles by hand in sealed covers through the officer(s) nominated by the Circle, as per the number of candidates (including 5 % extra), one or two days before the actual conduct of the Examination.
- (iv) PMG / DPS will function as Controller of Examinations under the orders of Head of the Circle.

**8 (b) Paper setting for Decentralized Examination**

- (i) Question papers for Decentralized Examinations will be set by the Circles through the officers of the prescribed level and approved by the Competent Authority keeping in view of their aptitude and interest.
- (ii) The paper setter will ensure that the standard of the questions commensurate with the caliber, aptitude and mental level of the candidates, cadre and job requirement, restricting to the syllabus for the Examination.
- (iii) The paper setter(s) will send the question papers to CPMG confidentially in four series (A, B, C and D) by jumbling the questions in different series. The question paper should be supplied in both soft copy and hard copy prepared bilingually or in English and local language approved for the Circle.
- (iv) The required number of question papers will be got printed preferably through Government Printing Press by the Circle.

- (v) In case it is not feasible to print question papers through Government Printing Press, The Controller of Examinations will be responsible for printing of question papers. CCTVs will be installed while packaging, bundling, handling and sealing of question papers and the footage should be preserved.
- (vi) The required number of packets of question papers as per number of candidates for each centre shall be prepared and sealed in the presence of the Head of the Circle/Nodal Officer.
- (vii) The Controller of Examination shall handover the designated question paper bag to Examination Centre Centre Supervisors on the day of the Examination well in time. The time of delivery of question paper to the Centre supervisor may be relaxed suitably to the extent possible depending upon practical issues of transport, connectivity, weather factors etc.
- (viii) Appropriate confidential seal for security measures will be used in all steps while handling sensitive matters like question papers, answer keys, answer scripts etc.
- (ix) One of the PMsG will be designated as Controller of Examinations for this purpose. In case of no post of PMG, DPS(HQ) may be designated as the Controller of examination instead PMG.

**9. Actual Conduct of Examinations** - Examination to be held on the same day in all Circles preferably on Sundays, as far as possible.

**10. Instructions for Centre Supervisors/Invigilators**: Following instructions should be followed by Centre Supervisors, Invigilators and others for a fair conduct of Examinations:

1. The Center Supervisor should ensure completion of all necessary arrangements in connection for the conduct of the Examination on the day previous to the Examination. Seating arrangement and display of placards of instructions should be fixed in advance. Notice of instructions to the candidates (DO's & DONT's) and plans showing seating arrangements should be prominently displayed at the entrance of the Examination hall.
2. The Supervising Officer, Invigilators, Assistants etc. should reach the examination centre well in advance. Answer scripts, attendance sheets, diagram charts, various prescribed forms, stationary etc. for the session should be made available at-least forty-five minutes before the start of the Examination on the day.
3. The Invigilators should arrive at least half an hour before the commencement of examination and make sure of the room allotted to them. One Invigilator should be appointed for every 25 candidates. There should be at least 2 Invigilators even if the number of candidates is less than 25 in a single hall. This arrangement would enable one Invigilator to remain on duty in the room if the other one has to go out for some reason.
4. All Invigilators will report to the Centre Supervisor and should synchronize their watches with the Indian Standard Time. The Centre Supervisor should ensure that no relation/dependent of her/his or any of the invigilators is appearing at that centre and will obtain the required certificate from the Invigilators in this regard. He/she will also make a declaration to the effect for himself.
5. If on the first day of the Examination, it is found that the number of Invigilators appointed is in excess of the prescribed number, steps should be taken to reduce the number of Invigilators as far as possible to the minimum as required under the rules. In case re-arrangement of seats becomes necessary, an announcement should also be made to the candidates that their seats will be rearranged and that they must come at least 10 minutes earlier on the following day to find the changed location of their seats. In that case fresh seating arrangements diagram should be put up prominently near the entrances to the Examination hall.

6. The Nodal Officer should ensure that suitable persons are appointed as Centre Supervisor, Invigilators etc. Detailed instructions should be explained/issued to the Center Supervisors, invigilators etc. before actual conduct of Examination.
7. The Nodal Officer/Centre Supervisor should make themselves well acquainted with Confidential/General Instructions sent to them in connection with the examinations and should strictly observe them.
8. Each Invigilator should collect sufficient number of Answer Books/supplementary sheets/OMR sheets etc, Attendance sheet forms, Account of Answer Books/question papers etc. from the Centre Supervisor and keep them in her/his personal custody.
9. The question paper packet should be taken out by the Nodal Officer/Centre Supervisor from the safe if the safe is at the Examination centre, otherwise he would have already brought the packet from the police station or other safe place with him when he arrived at the Examination centre. He will keep the question paper packet in his personal custody. About 20-25 minutes before the Examination is to commence the Invigilators will be informed about the tables where they will be supplied with question papers. One Invigilator from each room should obtain the question Paper from the Centre Supervisor before the commencement of the Examination.
10. Proper identification of the candidates should be made with reference to admit cards/official identity cards, voter identity card, Aadhar card, Biometric device etc. to avoid any impersonation. The candidates should be admitted into the Examination hall 15 minutes before the scheduled time on the first day and should be asked to take their seats already allowed as soon as they enter. Candidates should not be allowed to change their seats.
11. No Candidates reaching late will be allowed to sit in the examination after the commencement of the Examination. Distribution of OMR Sheets/ Question Paper Booklets shall be treated as commencement of Examination.
12. No extra time should be given after the expiry of the time prescribed for the close of the Examination for the paper concerned under any circumstances.
13. The Centre Supervisor should ensure that the candidates bring into the Examination hall only the Admit cards, Identity cards, Pen, pencil etc. only as required. Approved Reference Books (where everpermitted) and actually required in connection with the paper concerned may be allowed. List of things allowed inside the Examination Hall shall be mentioned on the admit card also.
14. Any books other than the reference books mentioned above like, Guide Books, Study materials, note books, Mobile Phone, Smart watch or other Electronic Gadgets, brought by the candidates should be left outside the Examination hall. Proper arrangements should be made at the Centre for the safe keeping of these items of the candidates. One MTS official may be detailed to look after these belongings during the of the Examination and return to the candidate concerned without giving any room for loss of the items.
15. The Invigilators should carefully examine the reference books used by the candidates in the Examination hall (in case, where the paper is to be solved with the aid of books), and ensure that they do not have any notes or other irrelevant matter. It should be ensured that there is no possibility whatsoever of their getting access to any other books, notes etc. In no circumstances, shall the candidates be allowed to keep any books or notes on their tables which they are not authorized to keep when the Examination commences. Swamy's Compilation and Manuals issued by the Government of India/Department of Posts are approved as reference books.

16. Candidates should not be allowed to move out of the hall once they have entered. The Answer Book /OMR sheet is to be supplied to each candidate who is seated in the room. It must be ensured that no Answer Book is supplied which does not contain the initials of the Centre Supervisor. No Answer Book is to be left at tables that are not occupied by any candidate.
17. The Invigilators should not use their laptop or mobile phones in the Examination hall. They should also not read the question paper or do any other official work in the Examination hall. The Centre Supervisor should inform all the Invigilators before the commencement of Examination regarding the same.
18. Centre Supervisor will ensure proper seating arrangements for the candidates and Invigilators as well as availability of safe drinking water. Proper lighting, fans etc. should also be adequate.
19. Answer Books/OMR sheets are to be distributed only to candidates who are actually seated in the Examination room/hall. OMR sheets along with the copy/sheet for descriptive part should be distributed amongst the candidates 10 minutes before commencement of the paper for filling description like name of examination, paper, Roll No., Subject, Series etc. It should be the responsibility of the candidate to make all the above required data/entries in the Answer Book/OMR are correctly fill in and omission or lapses in these entries will be subject to rejection of the Answer script/OMR at the time of evaluation. The candidate should be personally responsible for the same and no excuses will be accepted later. OMR Sheet may be replaced only in the case of torn/damaged/printing error. OMR may not be replaced after marking/bubbling of any column of the OMR Sheet by the candidate.
20. The Centre Supervisor should put his/her signature with seal on each Answer Book (main/supplementary) supplied to candidates, to avoid any substitution of Answer Books. The signature should again be crossed checked on the Answer Book when returned by the candidate at the close of the Examination in respect of each paper.
21. Before the commencement of the Examination, the following instructions to the candidates should be read out in an audible voice by the Invigilators.
22. Candidates should carefully read and follow the instructions on the cover/reverse of their Question paper and OMR/ Answer scripts.
23. Candidates will not write their names/any other type of indication anywhere in the Answer Books (if not prescribed). Disciplinary action can be taken against the candidates for doing so.
24. If more than one Answer Book (for theory part) or forms etc. have been used, the answer paper should be tied with a tag, provided to the candidates.
25. Candidates will be expelled from the Examination hall for resorting to unfair means and they will also be subject to departmental proceedings.
26. The descriptive part of the Examination like paragraph writing will be in Hindi/English medium. This can also be in regional language, as the case may be.
27. Opening and Distribution of Question papers. The number of Question papers in the packet is to be checked with the number indicated on the cover. Signature with date and roll number of at least two candidates in the examination hall should be obtained for having checked the packing and seal of the question paper packet before opening the same. Whenever the sealed packet of question

paper is taken out for distribution to the candidates, it has to be ensured that it pertains to the correct paper and on opening also this may be checked up before actual distribution. This would obviate the chances of distribution of wrong question papers. One Invigilator from each room should report to the Centre Supervisor at least 10 minutes before the examination for collecting question papers. The requisite number of question paper is to be handed over to the Invigilators. The Invigilators should be back to their rooms/hall 5 minutes before the scheduled time of commencement of the Examination with the question papers. The Question papers is to be distributed to the candidates 2 minutes before the actual commencement of examination time with a direction to start writing/answering after the bell rings. The Centre Supervisor should ensure that no question paper or Answer Book is allowed to fall into unauthorized hands. He should also render a proper account of spare copies of the question papers and the unusual Answer Books. The Centre Supervisor will be personally responsible for the safe and secure custody of the question papers and Answer Books. He will take all the precautionary measures to ensure smooth conduct of examination. A bell should be rung as soon as the clock strikes the hour when the Examination should start at the beginning of each paper.

28. The Invigilators should not read the question paper nor will they leave them on the table unattended. They should render an account of spare copies of the question paper. They should not read the script/watch darkening of bubbles by the candidate in the Examination hall.
29. The Invigilators should see that there is no communication of any sort either among the candidates, or between the candidates and any outsider from the Examination hall. Silence should be maintained in the Examination Hall.
30. Soon after the commencement of the Examination the Invigilators should get the Attendance sheet signed/filled by the candidates, this should be completed within 30 minutes of commencement of the Examination.
31. The invigilators should also make an announcement in a sufficiently audible voice to the candidates that they should ensure correct and clear filling up of columns, boxes or bubbles of OMR sheet relating to Roll number/ Name, Name of Examination, Subject, Series of Question Booklet etc.
32. The invigilators should also check that all the above entries are correctly made by the candidates and that no entry is left blank. It should be ensured that all instructions meant for candidates are scrupulously followed by the candidates.
33. Supplementary Answer Books (for descriptive part) should be supplied to a candidate only when the Supervising Officer/Invigilator is satisfied that the candidate has actually exhausted the previous Answer Book. No loose sheets (other than the prescribed supplementary answer sheets) should be supplied. Tags are to be supplied to those candidates who ask for supplementary Answer Books for fastening them. While issuing supplementary Answer Books, the candidates must be asked to enter roll number and book number on the supplementary Answer Books also. Two or more Answer Books submitted by a candidate on the same subject should be securely together with thread/tag duly page-marked serially. The left out blank pages may be scored out by the candidate. The candidates should be instructed accordingly.
34. After an elapse of 15 minutes from the commencement of the Examination extra question papers, if any, remaining with the invigilators are to be collected by the Centre Supervisor, who should take stock of the question papers and keep the unused question papers in safe custody. Invigilator will

also submit an account of Answer Books/OMR sheets in the form prescribed to the Centre Supervisor.

35. No candidate should be allowed to leave the Examination Hall until the examination is over. When a candidate desires to go out of the Examination hall to answer the call of nature, one of the invigilators should invariably accompany the candidate. No request for bio-break (wash room) should normally be entertained 30 minutes before the end of the examination/session.
36. If any candidate raises an issue of any misprint or ambiguity in a question paper or any other such omissions, he/she should be informed that these issues will be considered after the actual conduct of the Examination and candidates will be given reasonable opportunity to raise these issues before finalising the answer keys. Only corrections/changes which are received along with the question paper will be announced by the invigilators/Centre supervisor.
37. Timings of the Examination may be sounded through bell and 15 minutes before the Examination is over a warning bell should also be made and the remaining time be announced loudly. The candidates should be asked to start the tagging of additional Answer Books and other papers, if and when applicable, if not already done.
38. No candidate should be allowed to go out of the Examination hall till the Answer Scripts/OMR sheets are collected by the invigilators. No script in which the candidate has not written his roll number and the Circle Index No. (if required), Series, Paper number, Subject etc. should be accepted though this is primarily the personal responsibility of the candidate. At the expiry of allotted time a Candidates should be asked to stop writing/darkening the bubbles of the OMR sheet further or revising their answers.
39. Scripts are to be collected quickly ensuring that no candidate gets away with any extra time. Within 5 minutes of the end of the Examination, the number of the Answer Books are to be rapidly counted and tallied with the number of candidates present. The scripts are then to be checked with the attendance list and issue of supplementary Answer Books to be tallied with the number of books actually affixed to the scripts. All answer sheets of an Examination centre shall be put in sealed packet Division/Unit wise in the presence of the Centre Supervisor and the Observer. OMR answer sheet and descriptive paper answer sheet shall be kept in separate sealed packets.
40. Candidate's carbon less copy of the OMR sheet should be handed over/taken by the candidates at the time of collecting the OMR at the end of the examination.
41. After the dispatch of the answer scripts/OMR sheets, the detailed accounts of the Answer Books etc. as rendered by the invigilators should be tallied by the Centre Supervisor.
42. On the conclusion of the Examination in the last paper the Centre Supervisor should send by registered post/email, a statement of candidates who actually took the Examination in the prescribed form. This will be accompanied by the diagram of the seating arrangement.
43. A proper account of Answer Books used in the Examination is to be kept. An account has to be kept both for the Answer Books/OMR sheets and supplementary Answer Books in the form

prescribed. If the Examination centre consists of more than one hall, the Centre Supervisor will keep a proper note of the Answer Books given to the Invigilators of the other rooms under acquittance. The extra rooms should be numbered in continuation. The statement of account of Answer Books /OMR sheets should be submitted to the Centre Supervisors immediately after the expiry of the Examination.

44. In an emergency, where it becomes essential to depart from any of the instructions, or any unforeseen situation has to be met on the spot, the Centre Supervisor may act on his own discretion/wisdom. He should, however, send a report forthwith to the Nodal Officer and Head of the Circle, and to the Directorate where necessary, showing the exact circumstances of the case and the action taken by him.
45. If a candidate is found guilty of misbehavior, impersonation or of using or attempting to use unfair means in the Examination hall or copying from the Answer Scripts/OMR sheets of a neighboring candidate or from any written paper or document brought by him, or in any other way obtaining help or giving help to other candidates by irregular means, either orally or giving written paper or document, refusing to sign the OMR/Answer booklet etc. he/she may not be allowed to attempt the question paper thereafter inquiry should be conducted on the spot and matter may be intimated to the Control Room of the Circle office. He/ She should be ordered to sit in another room and not be allowed to leave the Examination Hall until examination is over.
46. In such cases, the statement of such candidate, other witnesses, Invigilator of the Examination hall etc. should be recorded. Such other evidence as may be relevant for the consideration of the case may also be collected. Centre Supervisor should submit a report to both the Nodal Officer and Authority competent to initiate disciplinary action on the candidate.
47. On receipt of the report, as mentioned above, the disciplinary authority competent to impose major penalties on the candidate shall consider the matter and institute and finalize the disciplinary proceedings as expeditiously as possible.
48. In all cases covered above, the Centre Supervisor should submit a skeleton report showing the facts of the case to the Head of the Circle in which the candidate is working. The Head of the Circle/Region will keep a watch over the progress of the departmental proceedings to ensure that no avoidable delay occurs in finalizing the proceedings.
49. In respect of Examination conducted Centrally by the Directorate, the Centre Supervisor should send a copy of report to the Directorate also.
50. After the conclusion of the disciplinary proceedings, the disciplinary authority should forward a complete record of the case i.e., the report of the Center Supervisory Officer, the statement of the candidate and of the witnesses, the charge sheet, defense, record of the oral enquiry, if any and the punishment order to the Head of the Circle/Region concerned.

#### **11. Post Examination Activities:**

- (i) In respect of Centralized examinations, the Answer Scripts should be handed over to the Director DE Section, Dak Bhavan, New Delhi 110001, by hand or as per instructions issued in each case separately if any.



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- (ii) The entire Examination material including the answer scripts and unused question papers should be dispatched/ handed over as the case may be on the same day to the Controller of Examination, who shall ensure that the sealed packets have been received un-tampered/intact. He will check that everything is beyond doubt.
- (iii) Dispatch of Answer Books/OMR sheets - On the conclusion of the Examination in each paper, the answer scripts handed in by the candidates, together with a list giving the Roll numbers only (NOT the names) of the candidates who appeared in the Examination, should be dispatched at once by insured post by the Centre Supervisor personally, in strong packing material, carefully sealed, and addressed by name to the Examiner of the Paper /Controller of Examinations as the case may be. Depending upon the number of the Answer Books to be sent, the Answer Books should be packed in cloth-lined envelopes or in cloth, or they should be packed in strong paper and then put in drill or canvas bags. They should always be sent by insured post, being insured for Rs. 100/- only irrespective of the number of Answer Books or delivered by hand, as per instructions in each case. They should invariably be dispatched on the day of the Examination itself, by making special arrangements with the local Postmasters, if necessary.
- (iv) While preparing the list of candidates, sufficient space should be left under each column for entering marks by the Examiner (both in figures and in words). The Roll numbers in this list should be entered in double space typing, to facilitate the Examiner to enter the marks in theory part against each Roll number, wherever required in case of theory part.
- (v) The list should be signed by the Supervising Officer. Roll numbers should be arranged in the list serially, and the subject (or paper number) and the name of the Centre should be shown at the top of the list. The answer scripts should also be arranged serially. The Roll numbers (and answer scripts) of the candidates, if any, of a different Circle should be prominently shown in a separate group. The total number of Answer Books/OMRs should also be entered in the list. A confidential seal should be used in closing the covers and a specimen of it should be affixed on the list referred to above.
- (vi) On the conclusion of the Examination in the last paper, the Centre Supervisor should send a report to the Head of the Circle/Controller of Examinations/Directorate, as the case may be, showing the details of candidates indicating the Roll numbers/names (if permissible) who actually appeared at the Examination and the subject or subjects in which they appeared in the prescribed form. Care should be taken that no mistake occurs in the names of the candidates.
- (vii) If, in any case, no candidate appears in the Examination at a particular centre, a report to this effect should be sent in place of the statement referred to above.
- (viii) The Centre Supervisor should furnish, to the respective Head of the Circle/Region/Nodal Officer/Controller of Examination, a Diagram of seating arrangement along with the list of candidates. The approximate dimensions of each room/hall in which the Examination was conducted should also be shown in the diagram. Such diagrams should be kept in the Circle/Regional Office etc. for record and reference as and when required.
- (ix) On the conclusion of the Examination in the last paper, the Centre Supervisor should also send by registered post, to the Directorate or to the Head of the Circle/Region/Controller as the case may be, a certificate in the following form

[Type here]

Proforma

"I certify that I personally opened the covers containing the question papers five minutes before the commencement of the Examination in each subject of the \_\_\_\_\_ Examination held at \_\_\_\_\_ Centre on the \_\_\_\_\_, 20\_.

That I supervised the Examination actively; that the instructions laid down for the Supervising Officers were duly observed; that the candidates appeared in the examination were not given or allowed to find any assistance in answering the question papers; that they were not permitted to select their own seats or to communicate with one another (nor with any outsider) during the Examination, that the Answer Books were collected immediately on the expiry of the scheduled time for each subject, were scrutinized personally by me to see that they were in order according to the prescribed instructions, were at once packed and sealed with a confidential seal, and were in my personal custody until they were dispatched to the Examiner concerned/Directorate/ Controller of Examinations by insured post, on the day of the Examination itself.

I also certify that no relation either of mine or of any of the Invigilators took the Examination at this centre and that a proper account of unused Answer Books was maintained.

**Note:** In case report is adverse to the above contents, a detailed report should be sent accordingly specifying all the facts of the matter.

Station \_\_\_\_\_

Date \_\_\_\_\_

Signature of the Centre Supervisor  
with name in block letters

Designation \_\_\_\_\_

(x) In case of Centralized Examination, the Answer Scripts/OMRS should be sent to the Directorate on the same day, addressed to Director (DE), Dak Bhavan New Delhi 110001, by insured Post (Service insured for Rs 100/- Rs One hundred only).

**12. Persons with Benchmark Disabilities**

The guidelines issued by the Department from time to time for Persons with Benchmark Disabilities to be followed in letter and spirit.

**13. Control Room**

A Control room with suitable Officers nominated by the Competent Authority should function at Circle/Regional Office on the day of the Examination. A Control room will function at Directorate on the day of Centralized Examinations.

- (a) The role/activities of the control room will be limited to monitoring of the smooth conduct of the Examination by the Centres, following the guidelines, timings etc. The control room should also collect the prescribed reports on conclusion of the examinations and submit to appropriate authorities.

- (b) The control room is not authorized to issue any correction slip or directions for any corrections in the Questions/Answers/Option for answer etc. or any other changes in the Question Paper during the conduct of the Examination.

**14. Publication of Provisional Answer Keys**

(a) After the successful conduct of the Departmental Examination the provisional Answer Keys provided by the paper setters should be published on the Departmental Website/Website of the Circle and call for objections/feedback from the candidates within a reasonable time fixed by the competent authority.

(b) Broadly, the usual errors/objections/feedback filed by the candidates after the successful conduct of Examination are as under: -

- (i) Question mismatch between English and Hindi/Regional Language
- (ii) Question misprint
- (iii) Incomplete questions
- (iv) Wrong Answers/Wrong Options (different correct options in different series of A B C and D)
- (v) More than one correct answer
- (vi) Disputed question/answer
- (vii) Question out of syllabus etc.

(The above list is not exhaustive)

(c) The comments/objections/feedback received from the candidates up on the provisional answer keys should be compiled by the Circle and processed further as mentioned in the forthcoming paras.

(d) The comments/objections/feedback in respect of Centralized Examinations should be compiled at Circle level and forwarded to the Directorate for further action at Directorate level.

**15. Moderation Committee:** The Objections/Comments raised by the candidates should be considered by a Committee Constituted by the Head of the Circle for decentralized examinations and Competent Authority at the Directorate for Centralized Examination and furnish report with specific recommendations on each disputed question substantiated by relevant rules. The minutes of the Moderation committee should be forwarded to the Paper Setters and obtain their feedback.

- a. In case the observation/recommendations of the Moderation committee are completely accepted by the paper setters, the competent authority can arrive at a final decision and Publish the final answer key and results accordingly.

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b. Format for submission of report by the Moderation Committee

Q. No. In Series A	Answer option as per prov. Answer Key published	Answer option As per moderation committee	Reason & Source Substantiating the Finding of Moderation Committee. Copy of relevant rules/ orders/ instructions are to be enclosed along with the report.	Reasons for recommendations of moderation committee in case a question is to be dropped from evaluation <ul style="list-style-type: none"><li>➤ Has no correct answer</li><li>➤ Has more than one correct option</li><li>➤ Question is wrong/ambiguous</li><li>➤ Out of syllabus</li><li>➤ Any other reason</li></ul>

**16. High level Committee:**

In case of any difference of opinion between the Paper setters and the findings of the Moderation Committee, a High-level Committee should be Constituted and the recommendations of the High-level committee should be considered by the Competent Authority to arrive at the final decision and thereby publish final answer key and result accordingly.

**17. Deletion of Questions and Award of Marks:**

Whenever there is a recommendation for deletion of any questions by the committee and approved by the competent authority, due to being out of Syllabus, incorrect options in Answer etc.

- No marks should be awarded to the candidates in respect of the deleted questions irrespective of the fact whether the candidate attempted the question or not.
- In the event of deletion of questions of any paper the minimum qualifying marks for the paper /part should be reduced on pro rata basis, applying the rounding off formula.

Eg: - fraction of marks 4.1 to 4.49 to be rounded off to 4

Fraction of marks 4.5 to 4.99 to rounded off to 5

- When two or more candidates get clubbed due to securing equal marks decision shall be taken as per the instructions issued vide Directorate letter No. 04-08/2019-SPN-I dated 11.12.2020.

**18. Evaluation of Answer sheets**

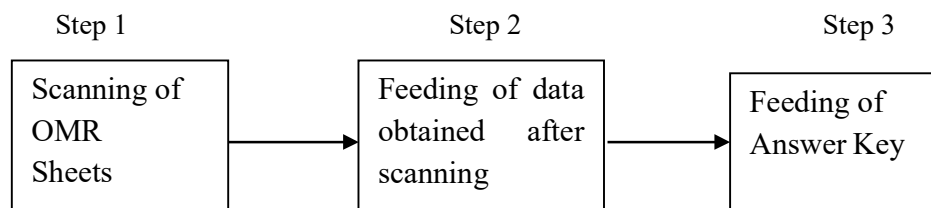
- The Examiner should maintain strict secrecy in respect of the question paper, answer scripts, marks awarded and all other matters connected with the Examination. They are also responsible for the security of the Answer Books so long as they are in their custody. OMR sheets will be evaluated mechanically in Circle Office/Directorate as the case may be under the supervision of a Committee duly constituted for the purpose.

[Type here]

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- (ii) In case of descriptive paper, the Examiner should ensure that the evaluation of answer scripts allotted to them is completed within the stipulated time.
- (iii) Where more than one Examiner is nominated for the same paper, it is necessary to ensure, as far as possible, uniformity in the standard of evaluation is maintained. Outsider Evaluators should be instructed in advance as to the method of evaluation in respect of different cadres of the Department.
- (iv) The entries of marks in the mark lists should be carefully checked with the totals shown on the respective Answer Books. This is also very important. Each page of the mark lists should be authenticated by the dated signature of the Examiner.
- (v) The total of marks awarded to an answer script on any subject should not have any fraction. If the total amounts to a fractional figure, it should be rounded off to the nearest or next higher whole number, as the case may be. There is no objection in granting marks with fractions to individual question or parts of a question.
- (vi) The total marks of the question papers should either be divisible by the number of questions carrying equal marks or marks for each question should be specifically mentioned against each question.
- (vii) No marks will be set apart for handwriting in the question papers of the departmental examinations unless the recruitment rules provide for the same. In the answer scripts (theory part) also, Examiner should avoid awarding any marks for handwriting which may lead to subjectivity.
- (viii) The Examiner should insert marks awarded to each answer in the margin of the script at the end of the answer. In the case of questions with parts, the final marks given to a question may also be similarly inserted, except that since the final marks will be the total of the different parts of the question, the final marks may in addition be encircled.
- (ix) If any answer deserves 'Zero' then it may be so marked instead of leaving it blank as otherwise it may lead to an inference being drawn that it has been overlooked in valuation.
- (x) Instead of putting a cross-mark or a dash or a '0', Examiner should put 'Zero' in words in the relevant column of the title page. All 'Zeros' must be entered in the cage. Where a question consists of more than one part, each part should be valued and marked separately and the total of all the parts put in the page at the proper place.
- (xi) The Examiner must ensure that all the answers are valued and for every question mark are entered inside the Answer Book. Thereafter he must enter all the marks in the cage of the title page below the question answered, and then exclude, where necessary marks secured in the excess number of questions answered by the candidates. The excess marks should be circled and the word "EXCESS" should be written below the question with an indicative arrow. Where more than the requisite number of questions have been attempted, question with highest marks should be taken into account. The compulsory question, if any, is mandatorily to be attempted by the candidates.

- (xii) The Examiner should sign each Answer Book after he has valued it at the space provided for the purpose on the cover in the right-hand corner.
- (xiii) Questions not attempted by the candidates need not be shown by the Examiner by placing 'x' in the cage of the title page. The relevant column should be left blank. However, when a compulsory question is left out by a candidate the words 'NA' should be inserted in the relevant column.
- (xiv) The corrections must always be initialed. It would always be desirable to score out over-writings and re-write the number separately with initials. While valuing Answer Books, colour pens/pencils should be used instead of black lead pencils or pens.
- (xv) The OMR sheets will be evaluated mechanically in the presence of duly nominated committee, headed by the JAG level officer on the basis of final answer key. The entire data regarding vacancy, reservation etc. should be uploaded in the software/machine before scanning and no offline scanning of OMR sheets/manual intervention should be allowed in the evaluation process. The evaluation can be done by the Circles in the presence of the Observer nominated and results should also be declared immediately, if required, in the presence of the Observer only.
- (xvi) Utmost care should be exercised in the evaluation of OMRs/Answer Scripts, so as to ensure that no answer or option thereof remains un-assessed, and that the totals of the marks awarded are correct. The necessity for this cannot be over-emphasized, as any mistake or omission detected later, particularly after the announcement of the results, reflects seriously on the efficiency of the administration, besides undermining the sanctity and reliability of the Examination results. The entire exercise should, therefore, be conducted so meticulously that there should be no room for any suspicion or complaint.
- (xvii) If any candidate or any person on behalf of a candidate communicates or attempts to communicate with the Examiner, or otherwise tries to influence him in the award of marks, the Examiner should report the fact to the Head of the Circle/Region concerned, to which the candidate belongs, for appropriate action.
- (xviii). In case of Centralized Examination, entire examination related material will be sent to the DE Section/Director (DE). After the receipt of the OMR sheets by the Controller of examinations in respect of de-centralized/centralized examinations also, the following flow chart is to be adopted for evaluation and preparation of result:



It should be noted that the answer key should not be handed over to the vendor till all the OMR sheets are scanned, images are copied and data is fed in the system.

(xix) For ascertaining accuracy of mechanical evaluation, cross checking of 10% OMR sheets through manual evaluation to be carried out by the committee/ Officers nominated.

(xx) In the case of Centralized Examination, the descriptive part of the paper or language paper will be got evaluated as per the instructions issued by the Department from time to time through Subject Matter Experts or outsider professionals.

(xxi) Preservation of Answer Books –OMR sheets and Answer Books will be preserved for a period of 12 months from the date of declaration of result. Records related to court cases/vigilance cases/disputes/RTI should be preserved till finalization of such cases and thereafter suitable orders be taken from Competent Authority for disposal.

### **19. Preparation/Declaration of Result:**

(i) Paper wise marks should be tabulated and category-wise merit list drawn for declaration of result keeping in view the vacancy position notified and cut off marks prescribed as per eligibility of different category of candidates in the Recruitment Rules or instructions of the Directorate. Retotaling should be done in descriptive/theory part in respect of all the Answer Books before declaration of result.

(ii) Result will be drawn on All India basis/Circle/Division/Unit-wise as per recruitment procedures as the case may be. List of selected candidates/result will be provided to Circles/Divisions/Units etc. as per the notified vacancies keeping in view the vacancies for reserved categories.

(iii) The results of departmental examinations should be tabulated by or under the personal supervision of a responsible officer, who will be personally responsible for their safe custody and the maintenance of strict secrecy with regard to them. Such tabulated marks should invariably be checked, in their entirety, by the committee/ officer nominated other than the one by whom they have been entered and no mistake or ambiguity however slight, should be allowed to creep in. Tabulation register (sheets) will be signed /stamped by both and pasted in a register.

(iv) It is absolutely necessary that the Marks lists, tabulated result-sheets and OMRs/answer scripts etc. should be treated as Confidential and handled by responsible officers only. The marks list and results sheets should be treated as **Secret** even after the announcement of results.

(v) Revaluation of answer scripts is not permissible in any case or under any circumstances.

(vi) Combined merit list will be displayed on the Departmental website except for those whose candidature had been provisional.

(vii). The result of the Examination should be preferably declared within 60 days from the date of conduct of the examination.

**20. Provisional candidature:** The result of the Provisional candidates should not be published till their provisional status is cleared and recommended by the Competent authority. Communications of marks in respect of provisional candidates, can be communicated even if sought under RTI Act also only after clearance of provisional candidature by the concerned authorities.

*The Personnel Division (SPN –II Section vide letter No. SPN X-7/6/2022- SPN-II dated 12.04.2022) has prescribed particularly the following conditions for the LDCE:*

- a. On conclusion of disciplinary case / criminal prosecution which results in complete exoneration or dropping of allegations / charges levelled against the Govt. servant or the Govt. servant is not found guilty, the sealed cover(s) shall be opened. The due date for promotion will be determined with reference to the position assigned to him in the result of LDCE kept in the sealed cover(s) and with reference to the date of promotion of his next junior on the basis of such position.*
- b. If any penalty is imposed on the Govt. servant as a result of the disciplinary proceedings or if he is found guilty in the criminal prosecution against him, sealed cover(s) shall not be acted upon.*

*The above provisions / procedure shall be made applicable for all notification of Departmental Examination issued hereafter along-with the case(s) where result of Departmental Examinations are yet to be declared either at Directorate level or Circle level.*

**21. Preservation of result sheets-** Tabulated result sheets or mark sheet registers of all the examinations should be preserved for a period of 3 years from the date of announcement of the respective results. Records related to court cases/vigilance cases/disputes/RTI should be preserved till finalization of such cases and thereafter suitable orders be taken from Competent Authority for final disposal.

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