

# **Vivekananda Institute of Professional Studies**

## **Examination Branch**

### **Standard Operating Procedure (SOP)**

#### **PREAMBLE**

Examination being solemn activity, the examination officials are required to perform their duties with integrity and sincerity upholding the highest principles so that students are provided with equal and fair opportunities for performance and examination can be conducted in an efficient way.

These guidelines aim to set out uniform code of conduct for each official engaged in connection with examination and each one of them should follow the rules and guidelines strictly.

#### **❖ Examination type**

- i) Internal Examination
- ii) End Term Examination
- iii) Entrance Examination (CET, NLU etc.)

#### **❖ Mode of Examination: -**

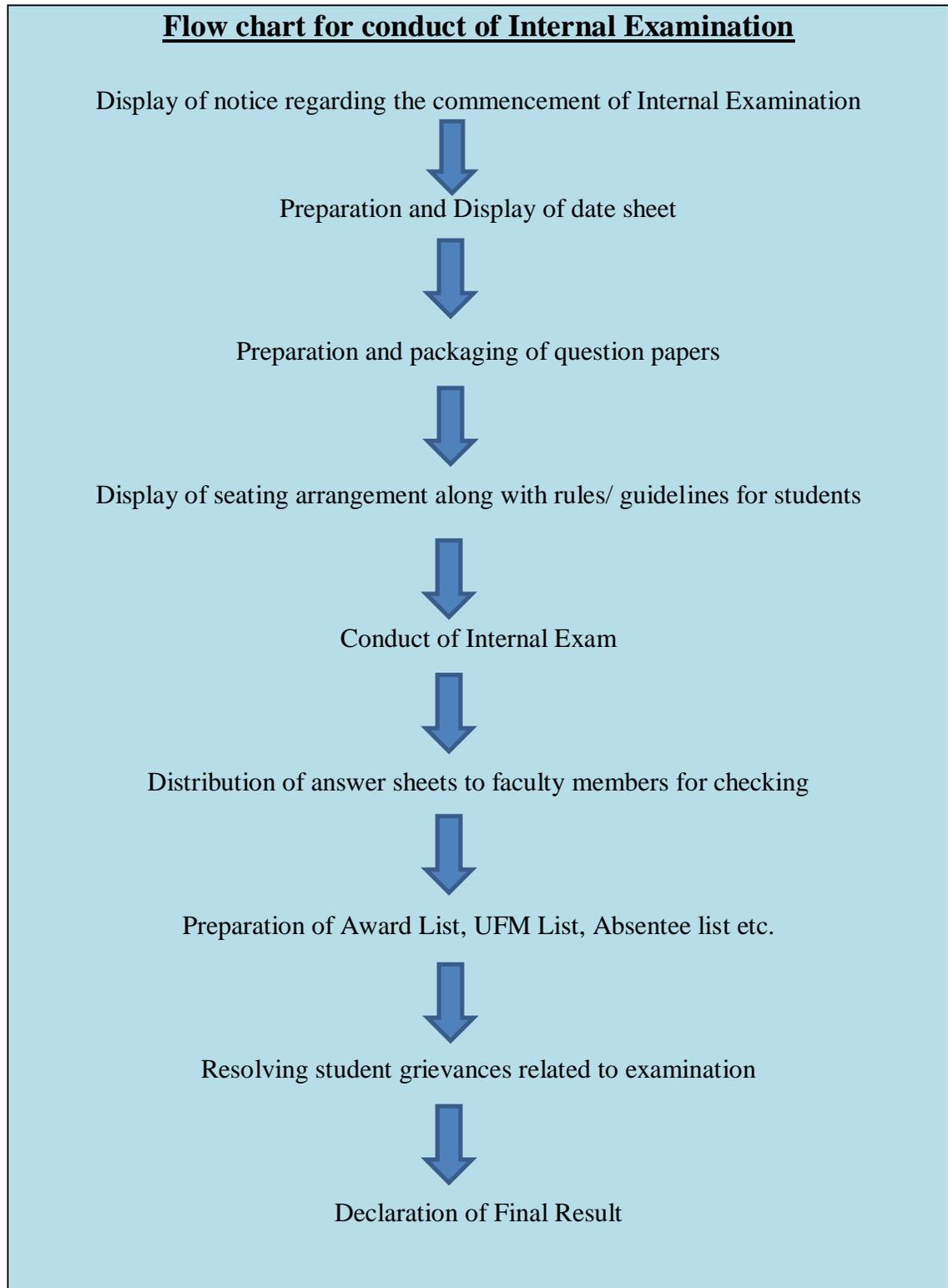
Examinations are conducted as per the guidelines of the GGSIP University.

### **Internal Examination**

- 1) Examination date sheet is prepared according to the Academic Calendar of the University/Institute.
- 2) Notice regarding the commencement of Internal Examination is circulated to all Deans/ COO/ Management/ Programme Coordinators and Front Desk Officers. The same is displayed on notice boards and website of the Institute at least 15 days before the commencement of the Examination.
- 3) Rooms are identified for the conduct of examination and the Estate Manager is informed for making the necessary arrangements (any repair of chairs, table, fans, lights etc.)
- 4) Receiving list of the students from all departments (Batch wise) for the preparation of seating plan.

- 5) Seating plan and seating arrangement is prepared (30 students per room) and the same is informed to COO so that no other activity be conducted in those rooms at the time of examination.
- 6) Seating arrangement is displayed on notice boards and website of the Institute.
- 7) Making necessary arrangements for answer sheets and other stationery by requesting to the Store in-charge.
- 8) Requesting System Administrator for the proper working of internet and backup facility for the smooth conduct of the examination.
- 9) Requesting faculty members to send the question papers as per the format provided by the examination department.
- 10) Request for invigilation duty to all faculty members.
- 11) Request to estate manager for deputing class IV staff (peon, Safai Karamchhari, Electrician, guard etc.) for the conduct of examination.
- 12) Preparation of question papers as per regulation, making the required number of copies and keeping them safely in a strong room.
- 13) Preparation of necessary Examination formats such as UFM (unfair means) form, Attendance/absentee form, grievance form, undertaking form etc.
- 14) Students who miss their exam due to some unavoidable circumstances, retest is conducted in consultation with Deans provided that students meet the eligibility criteria to give retest.
- 15) Circulating guidelines/ instructions for students and invigilators and displaying on notice boards.
- 16) Conducting meeting to resolve the grievances of students related to the examination.
- 17) Sending of invigilation duty chart to all invigilators, along with the guidelines for invigilators.
- 18) Conduct of examination ensuring the proper arrangement of water, electricity, stationery, tags, extra sheet etc.
- 19) After the completion of examination, collection of answer scripts from all invigilators and keeping them at the safe place.
- 20) Handing over the answer scripts to the concerned after ensuring proper entry in the file.

- 21) Collection of answer scripts from the subject teacher and preparing Award List and Absentee statement and circulate the same to concerned Deans.
- 22) Preparing of list of students who were involved in UFM (unfair means) and requesting the UFM committee chairperson to handle the UFM cases and requesting to submit the report.
- 23) After receiving the report from UFM committee, preparation of the final result.



## **Instructions/ Guidelines for Students for Internal Examination**

- Internal Examination will be held in two shifts. Timings are notified in the date sheet, displayed on Notice Boards and Website of the Institute.
- Students are required to report half an hour before the commencement of the exam. No Entry will be allowed after the time of commencement of examination.
- Students are instructed to keep manuals, notebooks, textbooks, guides, cell phone, programmable calculators outside the Examination Hall.
- Candidates must carry the Institute's Identity Card.
- Candidates are instructed to read the instructions printed on the Answer Sheet without fail.
- Candidates will be allowed to leave the Examination Hall only after 45 minutes from the commencement of the examination for any purpose.

## **SOP for External Examination**

### **1) Examination Notification from University.**

- a) University notifies the final date sheet at least a month before the commencement of examination.
- b) Display of Notice regarding final examination on Notice Boards and website of the Institute.

### **2) Consent of Faculty/ Administrative Staff Members for invigilation duty.**

- a) Date wise consent form is prepared separately for faculty and staff members and circulated the same manually to all.
- b) E-mail is also sent to all to cooperate for invigilation duty.

### **3) Receiving students' data from the University for Conduct of exam.**

- a) University sends course wise students' attendance sheets on the basis of which seating plan is prepared.
- b) If any data is missing then information is sent to the university for the availability of the same.

### **4) Identification of Rooms**

Rooms are identified for conduct of examination and information for the same is given to the Estate Manager for necessary arrangements (any repair of chairs, table, fans, lights etc.)

### **5) Preparation of Seating Plan**

- a) Seating plan and seating arrangement is prepared as per guidelines of the University.

b) Seating plan is circulated to COO so that no other activity can be conducted in those rooms at the time of examination.

c) Seating arrangement is displayed on notice boards and website of the Institute.

**6) Arrangement of stationery**

Requisition is to be sent to store in-charge for arrangement of stationery such as ream, pens, pencils, file covers etc.

**7) Arrangement of computers, printers and Internet facility**

System Administrator is requested for proper working of internet and backup facility for smooth conduct of examination.

**8) Circulation of Invigilation Duty Chart**

Invigilation duty chart is circulated to all faculty/ staff members who have consented for the duty.

**9) Deputation of class IV staff**

a) Request to estate manager for deputing class IV staff (peon, S.K., Electrician, guard etc.) for the conduct of examination.

b) Number of class IV staff allotted for examination work are as per the guidelines of the University.

**10) Downloading and printing of Formats**

Formats required for conduct of examination are downloaded from university website and kept ready for further use.

**11) Guidelines for students & Invigilators**

Circulating guideline/ instructions for students and invigilators and display on notice boards.

**12) Grievance Committee**

Convening Grievance Committee to solve any grievance related to examination.

**13) Conduct of examination**

a) Checking of Admit Cards of students appearing for the exam.

b) Arrangement of water, electricity, stationery, tags, extra sheet etc.

c) Checking of rooms/ toilets / staircase to avoid any malpractice.

d) Handling of grievance and malpractice cases.

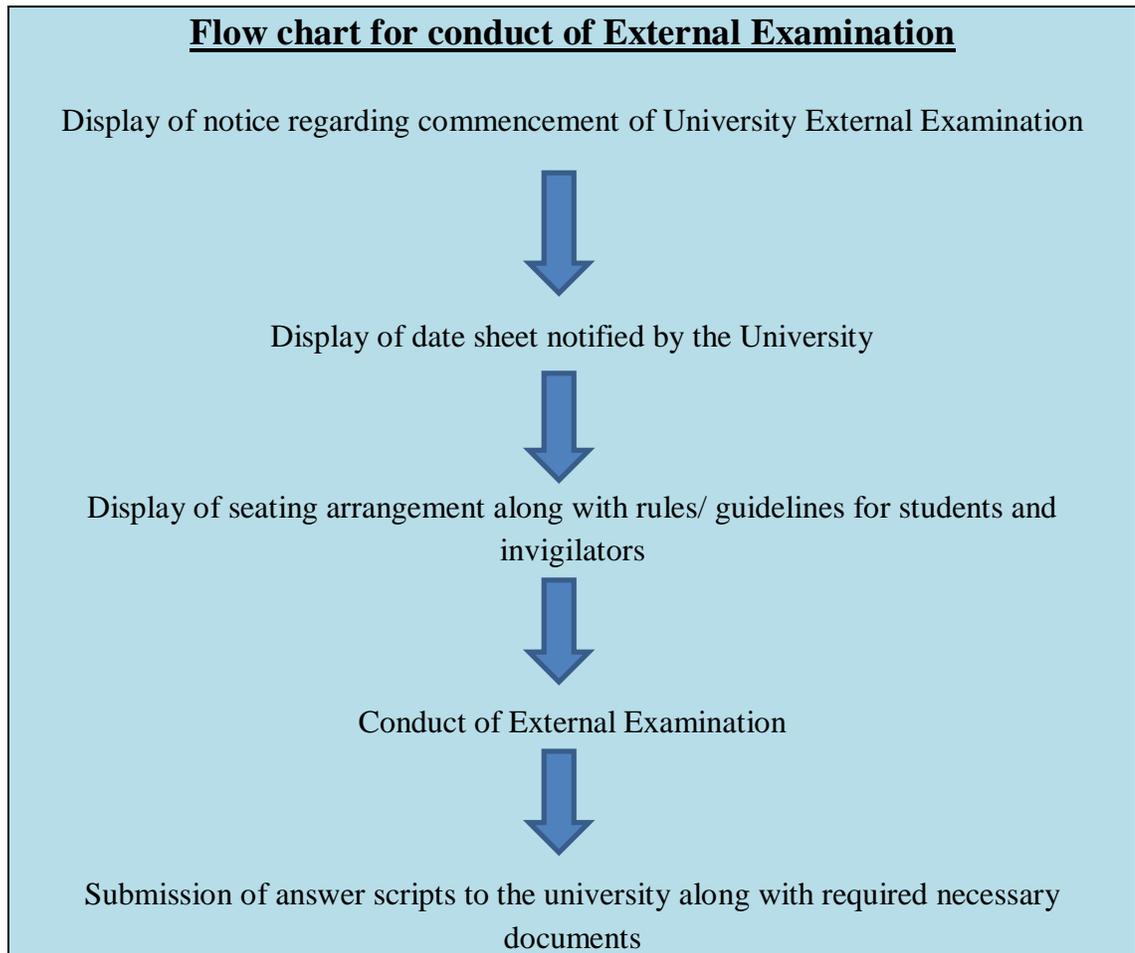
e) Coordinating with the university representative for any instruction or important information.

**14) Collection of answer scripts**

After the completion of examination, collection of answer scripts from all invigilators and packing of sheets for sending them to University.

**15) Formats and answer sheets are sent to the University**

- a) Remuneration Bills are signed by invigilators and other officials.
- b) Necessary formats with proper signature of the COE/ CS are packed in an envelope for sending to the university along with sealed pack answer sheets.



## **Instructions/ Guidelines for Students for External Examination**

AS PER UNIVERSITY GUIDELINES, THE STUDENTS APPEARING IN END TERM EXAMINATION ARE DIRECTED TO ABIDE BY THE FOLLOWING DIRECTIONS STRICTLY.

STUDENTS ARE REQUIRED TO REPORT 45 MINUTES BEFORE THE COMMENCEMENT OF THE EXAM. NO ENTRY WILL BE ALLOWED AFTER THE TIME OF COMMENCEMENT OF EXAMINATION UNDER ANY CIRCUMSTANCES

- Students should be seated in the examination hall at least 30 minutes before the commencement of examination.
- Students are instructed to keep manuals, notebooks, textbooks, guides, Cell phone, Programmable calculators outside the Examination Hall.
- Candidates must carry the Admit Card & Institute's Identity Card
- Candidates are instructed to read the instructions printed on the Answer Sheet without fail.
- Candidates are not permitted to leave the Examination Hall during the examination time for any purpose. They can leave after handing over the Answer Sheets, only after one hour 30 minutes.
- Candidates will be allowed to leave the Examination Hall only after one hour 30 minutes.
- No extra sheets shall be given.

## **GUIDELINES FOR INVIGILATORS**

Invigilators are requested to note that as per University guidelines, the students appearing in End Term Examination are directed to abide by the following directions strictly.

Students are required to report 45 minutes before the commencement of the exam. No entry will be allowed after the time of commencement of examination under any circumstances

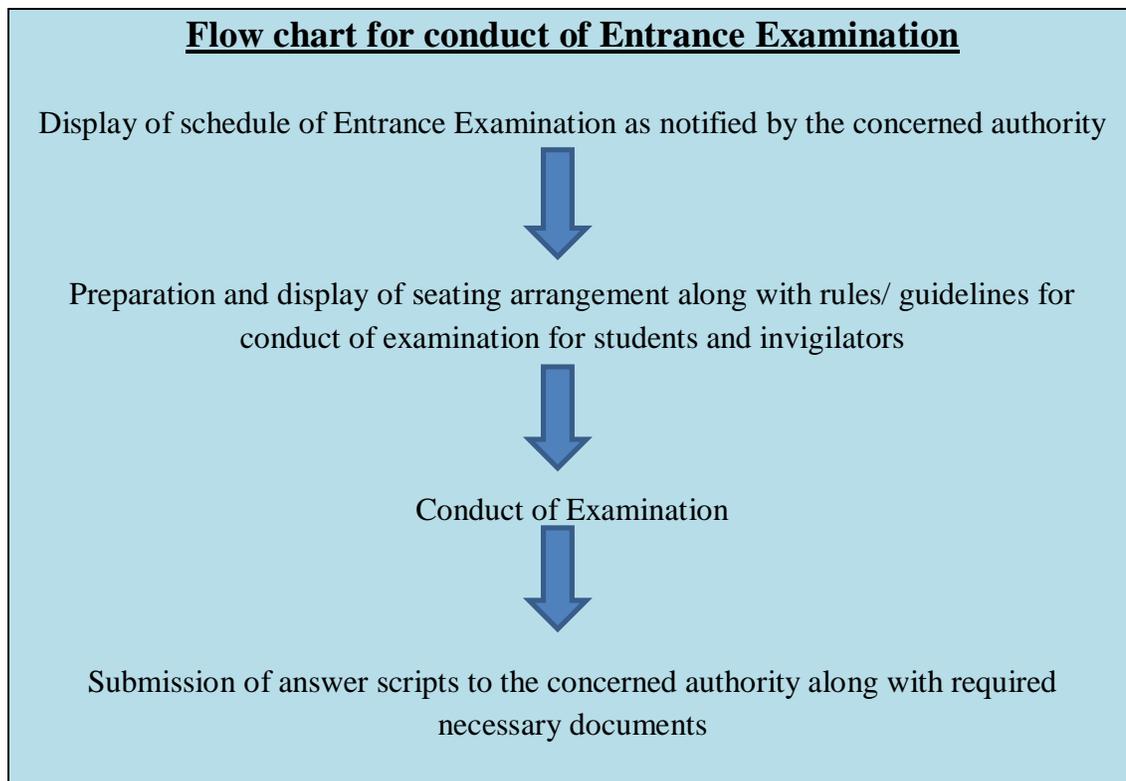
Invigilators are advised to:

- Kindly report 45 minutes before the commencement of examination.
- Kindly ensure the decorum of examination hall regarding:
  - Adherence to entry timings of the students in the examination hall

- Adherence to seating plan
  - Instructions to the students not to carry any unfair means including mobile phones, books, papers etc. in the examination hall. They all are required to keep their belongings outside the examination hall.
  - Instruct the students to read the guidelines on the answer sheet.
  - Instruct the students to write their Roll Number and not anything else on the question paper.
- Do not allow any student to go out of the examination hall after the answer sheets are distributed.
  - Start the examination exactly as per the scheduled time.
  - No candidate shall be allowed to leave the Examination Hall before the half an hour is over from the commencement of the exam.
  - No extra sheets will be given to the students.
  - Get the Attendance Sheet signed by the students
  - Arrange the answer sheets in ascending order before submitting them to the Examination Department
  - You can take your mobiles along but kindly use it only for official purpose.

## SOP for Entrance Examination

For Entrance Examination, same procedure will be followed as described for External Examination



# **SOP for Officers/ Support Staff, Examination Branch**

## **❖ CONTROLLER OF EXAMINATION/ CENTRE SUPERINTENDENT**

- 1) Overall coordination of Internal/ External/ Entrance examination for smooth conduct of examination.
- 2) Liaison with the University with regard to availability of examination data on time.
- 3) Coordination with Faculty and staff members for their availability at the time of examination.
- 4) Liaison with University Representative and ensure his/ her availability.
- 5) To ascertain security steps including recording of proceedings in Examination Control Room is in place and functional.
- 6) To ensure the confidentiality of question papers
- 7) To provide support needed by the examination control room.
- 8) Communicating and Updating of all information related to examination to Senior officers/ Management.
- 9) Official notification of important information related to examination to faculties / students through Mail /Notice Boards/ Website.

## **❖ DEPUTY CENTER SUPERINTENDENT**

- 1) To assist Controller of Examination in liaising with faculty and staff members for allocation of invigilation duties.
- 2) To deal with the defaulters/ UFM cases & maintaining records of the same and to ensure the smooth conduct of examination in the Institute.
- 3) To ensure the packaging and dispatch of answer scripts along with documents required by the university with high security.

❖ **ADMINISTRATIVE OFFICER (EXAMINATION)**

- 1) Preparation and displaying of examination schedule according to the guidelines of the University and postponements if any.
- 2) Preparation of seating plan and to ensure the availability of rooms required for examination and request to Estate Manager for repairing of furniture, light etc.
- 3) Distribution of question papers to all rooms with high confidentiality.
- 4) To ensure the collection of all answer scripts.
- 5) Distribution of answer scripts to subject teachers
- 6) Coordination with the COE and Dy. CS with regard of packing of answer sheets and dispatch of University records.
- 7) Preparation of Award List, absentee statements etc.
- 8) Assigning of duties to class IV/ support staff and alternate arrangements.
- 9) Preparation of list of students involved in unfair means (UFM) and conduct of meeting of UFM cases with committee members.
- 10) After the verification by UFM committee, preparation of result of these cases.

❖ **EXAMINATION OFFICER**

- 1) To assist senior officers in all their work in regard of duty chart, seating plan, date sheet etc.
- 2) To assist COE in downloading of question papers during Internal Examination and packaging of question papers room wise.
- 3) Distribution of answer sheets to invigilators.
- 4) Receiving of answer sheets from invigilator and arrange them in proper serial order.
- 5) Distribution of answer scripts to subject teachers for evaluation.
- 6) Receiving of answer sheets from subject teachers after evaluation and arrange them in proper serial order.
- 7) To ensure the availability of Refreshment for Faculty and Staff Members on duty.
- 8) Preparation of Award List, absentee statements etc.

### ❖ **Support Staff/ class IV staff**

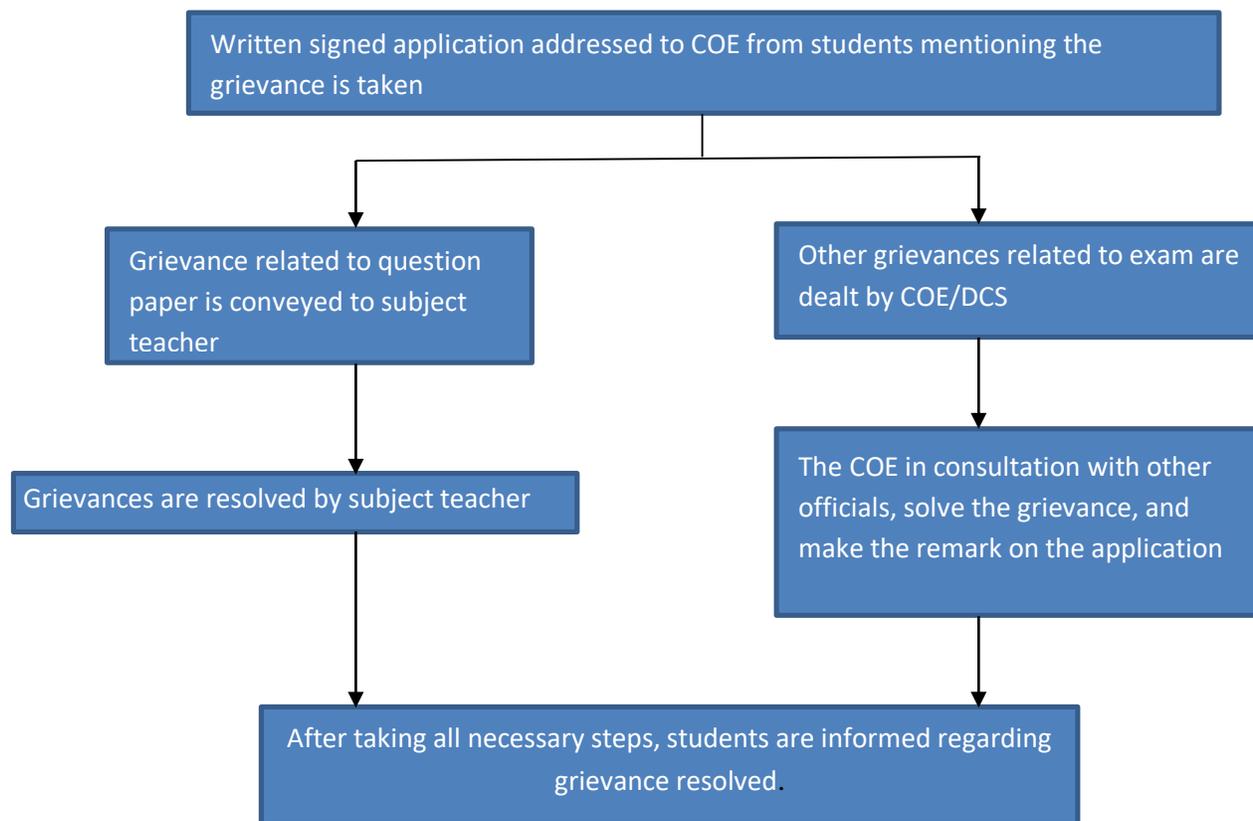
- 1) Support staff has to report the Examination Centre at least one hour before the commencement of Examination.
- 2) To carry out duties as assigned by Centre Superintendent.
- 3) To ensure the cleanliness of Examination Control Room, Class Rooms, Toilets etc, shifting and arranging of furniture, availability of water etc.
- 4) Promptness incase on urgent exam-based needs.
- 5) To be present at the respective block and floor assigned to them during the time of examination.

## SOP For Redressal of Examination Related Grievances

Mechanism to deal with examination related grievances is transparent, time bound and efficient.

### For any Internal Examination related grievances, following mechanism is followed:-

- 1) After evaluating, the answer script is shown to the students, if any grievances are there it can be resolved immediately
- 2) Any grievance related to the question paper like out-of-syllabus, repeated questions, improper split of marks, marks missed, wrong question number are addressed to the subject teacher/ Dean.
- 3) If student has any grievance related to the evaluation of the answer scripts, the same can be intimated to the subject handling faculty and Dean.
- 4) The system of internal marks is very transparent. The students are given opportunity to redress their grievances concerning internal marks if any. COE can intervene and seek opinion of another course teacher. The grievances are resolved by showing his/her performance in the answer sheet or the answer sheet is reassessed by the faculty once again in his/her presence. Any corrections in the total of marks or assessment of answer books are immediately done by the faculty members.



### For University related grievances, following mechanism is followed: -

For any external examination/ university related grievances, email is dropped to concerned branch of the university or grievance is solved telephonically or email/application signed by Principal is sent to the university enclosing necessary documents.



On verification, grievance is resolved by the university (confirmation either telephonically or mail or receipt of letter)

Thus all the grievances are efficiently resolved within the time deadlines mentioned by the university, hence mechanism to deal with examination related grievances is transparent, time-bound and efficient.