

OTAMIL NADU PUBLIC SERVICE COMMISSION

Office Order No. 172, dated 07.04.2021

*(Amended vide Commission's orders dated 28.04.2021, 27.07.2022
and 14.09.2022)*

Sub.: Competitive / Departmental (including Half-
Yearly) Examinations – Role of the Monitoring
and Co-ordination Department – Before, During
and After the Conduct of Written Examinations –
Regarding.

The following office order is issued with regard to the pivotal role of the Monitoring and Co-ordination Department (MCD) in:

- (1) Monitoring each and every examination, from the publication of the notification up to the publication of the results.
- (2) Randomization and allotment of staff on all duties related to examinations using the Man Management (MM) Mobile application.
- (3) Monitoring of the actual conduct of the examination in co-ordination with the specifically designated Monitoring Committee and Monitoring Team.
- (4) Consolidation of inputs received from all agencies / individuals / Commission's departments involved in the examination process.
- (5) Reporting to the Commission on the overall conduct of the examination.

A. Critical Role of the EMS Application and the Digital Movement Plan

The Examination Management System (EMS) application and the Digital Movement Plan play a critical role in the monitoring and co-ordination of the entire examination process and in the reporting of critical events to the MCD.

(1) Significance of the EMS Application

- (a) The EMS application acts as an interface between the individuals / agencies acting at the field level and the Commission's office.
- (b) Inputs into the EMS application shall be done through scanning of Quick Response (QR) codes on the bundles of confidential materials as well as information programmed / keyed in, such as:
- (i) The digital movement plan.
 - (ii) Trunk box numbers and one time lock numbers.
 - (iii) Contact numbers of personnel.
 - (iv) Time of arrival / departure of chartered vehicles / vans at/from the District Treasury / Sub-Treasury / examination venues (in case of Chennai centre), etc.
 - (v) Time stamp of opening and closing critical activities.
- (c) Outcomes of the EMS application which shall be monitored by the MCD, shall serve multiple purposes, such as:
- (i) Presence of personnel at the designated places.
 - (ii) Recording discrepancies and alerting the staff concerned, viz.,
 - Damage to the seals on the bundles of confidential materials.
 - Delays in arriving at the presentees / absentees statement.
 - Delays in signalling the completion of packing of confidential materials after the conclusion of the examination, etc.
 - (iii) Monitoring the generation of eAcknowledgement for the receipt of confidential materials.
 - (iv) Tracking deviations from the approved digital movement plan, etc.

(2) Significance of the Digital Movement Plan

- (a) The digital movement plan shall be used to ring fence the movement of the chartered vehicles and escort vehicles using the GPS tracker / chartered vans (in the case of Chennai centre) and enables detection of deviation from the approved travel route as well as time schedule.
- (b) The digital movement plan shall be prepared by the District Collectorate (mofussil centres) / Infrastructure Department (Chennai centre), using the EMS application.
- (c) The digital movement plan shall be uploaded in the EMS application the day before the examination.
- (d) The digital movement plan shall be kept confidential and shall not be revealed to anyone other than those directly involved in it.
- (e) The digital movement plan shall be adhered to by the mobile teams / chartered vehicles / vans / escort vehicles, during the transport of confidential materials between the District Treasury / Sub-Treasury / examination venues and back to the Commission's office.
- (f) The actual movement of the confidential materials between the designated points with time stamp, compared against the approved digital movement plan, shall be made available in a separate module in the EMS application.

B. Monitoring Committee

The Deputy Secretary (MCD) and Under Secretary (MCD) shall be in charge of overall coordination in respect of the examination process. The Monitoring Committee shall be constituted for each and every examination. The composition of the Monitoring Committee shall be as shown below:

| Sl. No. | Designation | Section | Subject to be dealt with |
|---------|------------------------------------|---------|---|
| 1 | Under Secretary Section Officer | QD | Question paper related issues and other confidential issues |
| 2 | Under Secretary Section Officer | ED | Answer paper related issues |

| | | | |
|---|------------------------------------|-----|---|
| 3 | Under Secretary Section Officer | APD | Candidate's application related issues |
| 4 | Under Secretary Section Officer | ID | Hall / Venue Accommodation, Chief Invigilator / Invigilator related issues |
| 5 | Under Secretary Section Officer | VSD | Unused answer sheets related issues |
| 6 | Under Secretary Section Officer | GRC | General grievances of candidates |
| 7 | Section Officer | MCD | Monitoring and co-ordination |

C. Monitoring Team

The Deputy Secretary (MCD) and Under Secretary (MCD) shall be in charge of overall coordination in respect of the examination process. The Monitoring Team shall be composed of a Section Officer and an Assistant / Assistant Section Officer / Assistant Section Officer- cum-Programmer. In the case of major examinations, an additional Assistant / Assistant Section Officer / Assistant Section Officer- cum-Programmer may be included in the Monitoring Team. The Monitoring Team shall function in three shifts with only male staff being deputed for the night shift.

D. Duties of the Monitoring Committee

The Monitoring Committee shall monitor, co-ordinate, assist and report on all aspects of the examination process, up to the closure of the examination.

(1) Pre-Examination - Day before the Day of Examination

- (a) Discrepancies related to the name and addresses of venues and attendance sheet.
- (b) Monitoring the verification of the adequacy of confidential materials.
- (c) Movement of materials from District Treasury to Sub-Treasury / venue and Sub-Treasury to venue and discrepancies thereon.
- (d) Receipt of confidential materials in a secure condition.
- (e) Monitoring of details such as number of candidates, number of centres and number of subjects.

(2) Day of Examination

- (a) The members of the Monitoring Committee shall be present at the office of the Commission, from 6.00 am until the closure of examination.
- (b) All the calls before, during and after the date of examination shall land in the call centre established exclusively for examination related management. The Chief Invigilator, district administration and the Commission's staff deputed for examination work shall have correspondence with this single toll-free number alone. When the call lands in this control room, it shall be directed automatically to the staff handling the subject concerned. In case the staff is unable to answer questions, he shall forward the call from the call centre to the personal mobile of his superior officer. In case the superior officer requires to contact any of the staff dealing with the conduct of examination, he shall also call the toll-free number and ask the call centre staff to connect the call to the individual concerned. Thus, the outgoing call shall also go through the toll-free number. In effect, all incoming and outgoing calls to the Commission shall be routed only through the toll-free number. Depending on the call load, the number of staff engaged for a particular examination shall be increased or decreased.
- (c) The Monitoring Committee shall immediately report to the Controller of Examinations, any discrepancies or untoward incidents, including malpractices / misbehaviour by the candidates.

E. Duties of the Monitoring Team

(1) Preliminaries (Pre-Examination – A Day before the Examination)

The Monitoring Team shall monitor and record the movement of the confidential materials from the examination venues to the Sub-Treasury / District Treasury and thereafter to the Commission's office. The following shall therefore be furnished to the Monitoring Team, by the sections / officers concerned:

- (a) Infrastructure Department: List of examination venues and list of staff deputed for the inspection to the mofussil centres and Chennai centre.
- (b) Infrastructure Department (ID): Digital Movement Plan.
- (c) Confidential Department: Trunk box numbers and lock numbers allotted to each route.
- (d) The Deputy Secretary (ID) shall furnish the list of registration numbers of the chartered vehicles and mobile numbers of the drivers, a day before the day of examination.
- (e) Vehicles and Machineries Department: A mobile phone number shall be mapped into the Global Positioning System (GPS) dashboard to facilitate receiving sms alerts. This number shall be used exclusively for this purpose and shall remain in the custody of the MCD. This phone shall not be used for receiving or making any calls.

(2) Day of Examination

Shift 1 (6 am to 2 pm)

- (a) Queries from the Chief Invigilator and inspection staff shall be received and resolved.
- (b) Facilitating preparation of Presentees / Absentees statement by the Application Processing Department (APD) / Departmental Test Department (DTD) / Confidential Department (QD) representative of the Monitoring Committee.
- (c) Arrival of the chartered vehicle at the venues shall be tracked.
- (d) The Monitoring Team shall verify with the agency deputed for fixing of Closed Circuit Television (CCTV) cameras that two cameras have been fixed at the front and rear end of the chartered vehicles.
- (e) The truck numbers shall be mapped with the video streaming footages in the dashboard.

- (f) The status of locks and battery condition shall be verified through the dashboard and mapping of GPS locks with truck numbers in the GPS Lock Dashboard.
- (g) CCTV Surveillance, GPS Tracking
 - (i) The functioning of CCTV cameras and GPS system in the chartered truck shall be verified with the Commission's senior most inspection staff.
 - (ii) Discrepancies, if any, shall be set right by informing to the respective inspection staff.
 - (iii) Passing over of information to personnel of the Monitoring Team attending the succeeding shift.
 - (iv) Login and password details shall be furnished to the Confidential Department (QD) section concerned for sharing with the Superintendents of Police of the respective districts, for monitoring the movement of the vehicles.
- (h) Submission of report to the Controller of Examinations through the MCD, as per **Annexure - III**.

Shift 2 (2 pm to 8 pm)

- (a) Queries from the Chief Invigilator and inspection staff shall be received and resolved.
- (b) Departure of chartered vehicles from the venues shall be tracked.
- (c) CCTV Surveillance, GPS Tracking
 - (i) Loading of confidential materials in the chartered vehicles.
 - (ii) Movement of confidential materials.
 - (iii) Watching of uninterrupted CCTV live streaming.
 - (iv) GPS tracking.

- (v) Discrepancies, if any, shall be set right by informing the respective inspection staff.
 - (vi) Passing over of information to personnel of the Monitoring Team attending the succeeding shift.
 - (vii) In case of stoppage of the chartered vehicles for any reason or in case any alert is received through sms or email, strict video surveillance shall be undertaken and necessary information shall be sought for from the Commission's senior most inspection staff / staff deputed for truck duty.
 - (viii) Secure transport facilities shall be arranged for the female staff on conclusion of this shift of monitoring work.
- (d) GPS Lock
- (i) The Monitoring Team shall ensure timely information flow relating to the GPS lock login credentials to the Commission's senior most official and check the initial status of the locks.
 - (ii) GPS locks shall be monitored in the dashboard, viz., location, lock/unlock status, halts, etc.
 - (iii) The command for opening the lock at intermediate points shall be shared, based on the request received from the Commission's senior most inspection staff.
 - (iv) In case of any discrepancies reported by the Commission's senior most inspection staff regarding locking/unlocking, necessary instructions shall be given.
 - (v) Usage of Radio Frequency Identification (RFID) card, if any, shall be noted and mentioned in the report submitted.
 - (vi) Passing over of information to personnel of the Monitoring Team attending the succeeding shift.
- (e) Submission of report to the Controller of Examinations through the MCD, as per **Annexures - II, III and IV**.

Shift 3 (8 pm to 2 am of the next day)

- (a) Queries from the inspection staff shall be received and resolved.
- (b) CCTV surveillance, GPS tracking
 - (i) Loading of materials in chartered vehicle.
 - (ii) Movement of confidential materials.
 - (iii) Watching of uninterrupted CCTV live streaming.
 - (iv) GPS tracking.
 - (v) Monitoring the arrival of chartered vehicles.
 - (vi) Discrepancies, if any, shall be set right by informing the respective inspection staff.
 - (vii) In case of stoppage of the chartered vehicles for any reason or in case any alert is received through sms or email, strict video surveillance shall be undertaken and necessary information shall be sought for from the Commission's senior most inspection staff.
- (c) GPS Lock
 - (i) GPS locks shall be monitored in the dashboard, viz., location, lock/unlock status, halts, etc.
 - (ii) The command for opening the lock at intermediate points shall be shared, based on the request received from the Commission's senior most inspection staff.
 - (iii) In case of any discrepancies reported by the Commission's senior most inspection staff regarding locking/unlocking, necessary instructions shall be given.
 - (iv) Usage of RFID card, if any, shall be noted and mentioned in the report submitted.
 - (v) Unlocking of GPS lock of the chartered vehicle in the Commission's office premises on request by the Under Secretary concerned.
 - (vi) Passing over of information to personnel of the Monitoring Team attending the succeeding shift.

- (d) Submission of report to the Controller of Examinations through the MCD, as per **Annexures - II, III and IV**.

Shift 4 (2 am to 8 am of the next day – thereafter the MCD shall take over until the arrival of all chartered vehicles)

- (a) Queries from the inspection staff shall be received and resolved.

(b) CCTV surveillance, GPS tracking

- (i) Loading of materials in chartered vehicle.
- (ii) Movement of confidential materials.
- (iii) Watching of uninterrupted CCTV live streaming.
- (iv) GPS tracking.
- (v) Monitoring the arrival of chartered vehicles.
- (vi) Discrepancies, if any, shall be set right by informing the respective inspection staff.
- (vii) In case of stoppage of the chartered vehicles for any reason or in case any alert is received through sms or email, strict video surveillance shall be undertaken and necessary information shall be sought for from the Commission's senior most inspection staff.

(c) GPS Lock

- (i) GPS locks shall be monitored in the dashboard, viz., location, lock/unlock status, halts, etc.
- (ii) The command for opening the lock at intermediate points shall be shared, based on the request received from the Commission's senior most inspection staff.
- (iii) In case of any discrepancies reported by the Commission's senior most inspection staff regarding locking/unlocking, necessary instructions shall be given.

- (iv) Usage of RFID card, if any, shall be noted and mentioned in the report submitted.
 - (v) Unlocking of GPS lock of the chartered vehicle in the Commission's office premises on request by the Under Secretary concerned.
- (d) Submission of report to the Controller of Examinations through the MCD, as per **Annexures - II, III and IV**.

F. Submission of File to the Commission

- (a) The Controller of Examinations shall bring the critical events related to the conduct of the examination to the immediate notice of Chairman, without delay.
- (b) In any case, within two days after conclusion of the examination, in respect of competitive examinations and departmental examinations (including half-yearly examinations), the MCD shall submit a detailed report, furnishing all information recorded during the monitoring and co-ordination process to the Commission, highlighting –
 - (i) Major Discrepancies.
 - (ii) Critical Events, Crises and their Resolution.
 - (iii) All factual information collected by the MCD related to the conduct of examination.
- (c) In case the Commission's meeting is not scheduled around that time, Commission's approval shall be obtained in the file through circulation. Non-submission of this file shall be treated as a serious lapse and the Under Secretary concerned shall have to ensure compliance in this regard.

... Annexures I to IV

K. NANTHAKUMAR, I.A.S.
Secretary

Tamil Nadu Public Service Commission
REPORT OF THE EXAMINATION – MONITORING
COMMITTEE MEMBERS
Annexure - I

| | | |
|----|--|--|
| 1. | Name of the Officer / Staff | |
| 2. | Designation and Section | |
| 3. | Name of the Examination | |
| 4. | Date and Time of Examination | |
| 5. | Mode of Examination | |
| 6. | No. of Presentees No. of Absentees APD / DTD / QD to Furnish : | |
| 7. | Any untoward incident / Problem reported or noticed? If so, describe the incident / Problem? What are the actions taken? | |
| 8. | Any Suggestions? | |

Signature of the Officer / Staff with Date

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Annexure – II
Periodical Status Report (GPS Lock / Video live streaming)

| | | | | | |
|--|-------------|--------------|-----------------------------------|---|--------------------|
| Name of the examination | | | | | |
| Date of examination | | | | | |
| Lock No.: | | | | Route No.: | Truck No.: |
| Senior staff name: | | | | Truck duty staff name: | |
| Sl.No. | Time | Place | Lock status (lock /unlock) | Video live streaming status (Viewed / interrupt) | Remarks |
| 1. | | | | | First locking time |
| Periodical status of Lock / Video live streaming (once an hour) | | | | | |
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Note: Besides periodical checks, time of Locking and unlocking of GPS locks at the intermediate loading points should be mentioned in the table

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Annexure - III

Arrival/Departure of chartered vehicle at Loading Points

ROUTE NO-I

| Date | Place | Anticipated Arrival | Actual arrival | Departure | Actual Departure | Remarks |
|------|-------|---------------------|----------------|-----------|------------------|---------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

ROUTE NO-II

| Date | Place | Anticipated Arrival | Actual arrival | Departure | Actual Departure | Remarks |
|------|-------|---------------------|----------------|-----------|------------------|---------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

ROUTE NO-III

| Date | Place | Anticipated Arrival | Actual arrival | Departure | Actual Departure | Remarks |
|------|-------|---------------------|----------------|-----------|------------------|---------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

ROUTE NO-IV

| Date | Place | Anticipated Arrival | Actual arrival | Departure | Actual Departure | Remarks |
|------|-------|---------------------|----------------|-----------|------------------|---------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

ROUTE NO-V

| Date | Place | Anticipated Arrival | Actual arrival | Departure | Actual Departure | Remarks |
|------|-------|---------------------|----------------|-----------|------------------|---------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

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Annexure - IV

CCTV live streaming Report

| S. No | Description | Yes/No/ Specific Remarks |
|--------------|--|---------------------------------|
| 1 | Whether loading of confidential materials are clearly noticed at the each and every loading points in the chartered vehicle? | |
| 2 | Whether the confidential materials are clearly visible in the video live streaming throughout the chartered trip? | |
| 3 | Whether net is fixed in the chartered truck during loading of confidential materials? | |
| 4 | Time of loading of confidential materials at each and every loading points in the chartered vehicle | |
| 5 | Whether sms alert has been received in the mobiles? | |
| 6 | Whether mail alert has been received in the mail? | |
| 7 | Other remarks | |