



RESPONSE MANAGEMENT FOR A LARGE PUBLIC SECTOR UNIT




About the Client

The client is one of the largest public sector unit in India, under the Ministry of Communications and Information Technology of India, employing over 4.5 lac people.

Client's Requirements

The client has to recruit people from the open market (unrestricted market from the public) through the written exam model of assessment. The cycle was divided into 3 phases:

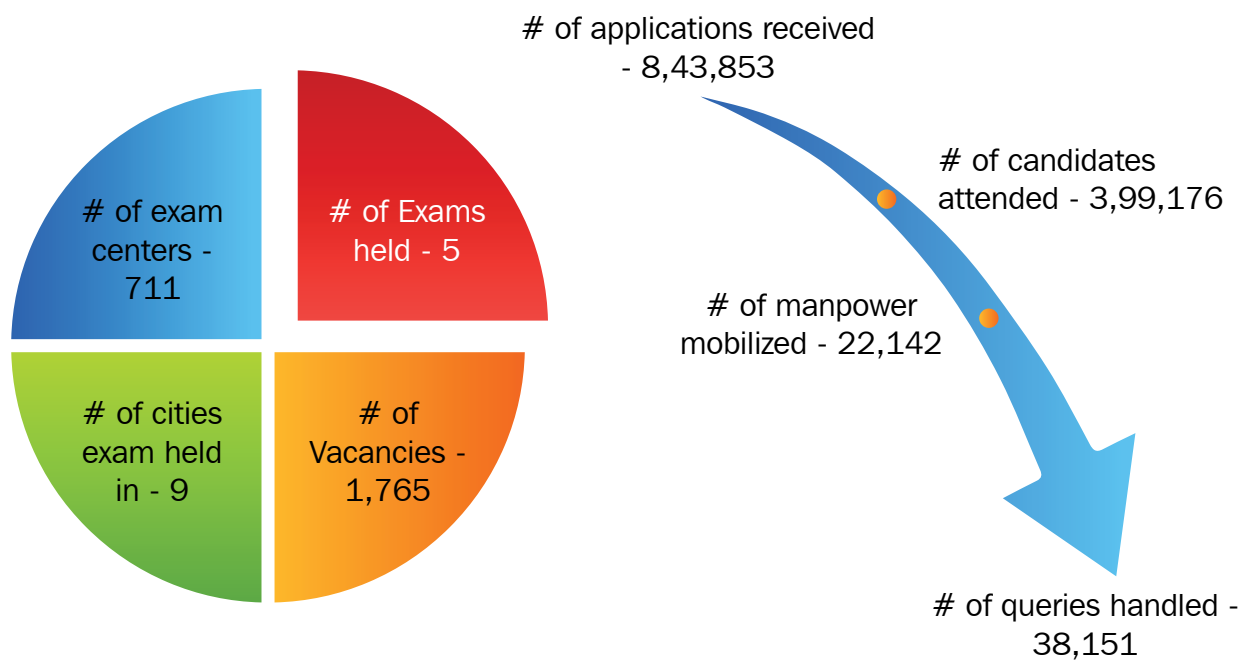
- i. Pre-Examination Activities: Web based Online Form, Admit card Generation, Roll No. Generation, Application Handling, Bilingual Question Paper printing, OMR Answer Sheet Designing and Printing & Query handling
 - ii. Conduct of Examination: Fixing Exam centers with the consent of department all over the state, Deployment of Centre Supervisor, Invigilators, Logistics to and from Hyderabad to the respective exam locations and exam centers
 - iii. Post Examination Activities: Validation of answer sheets, Result processing, Merit and waitlist generation, collation of candidate documents, dispatch and handover of all candidate test materials back to the client
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TMI's Solution

The stages involved in the project are



Statistics



Challenges Faced

1. Pre Exam

- a. Query handling: On an average, there are about 300 queries from candidates on various issues had to be responded. Every query is critical in ensuring the applicant is given the correct and timely information.
- b. Security of the QP: It is very critical when the QP is being set/ translated/ designed and printed to ensure that there is no circumstance of leakage. The entire exam would be cancelled if the question paper was to leak any time before the exam was conducted.
- c. Venue Finalizations: All the venues have to be inspected for its infrastructure, logistic convenience for candidates, timely payment transfers to ensure there are no problems on the day of the exam

2. Conduct of the Exam

- a. Exam Material Transport: It is the most ordeal task to ensure the exam material reaches the exam centers on time without getting leaked at any stage of transportation
- b. Exam Violations: All possibilities of any malpractice, crowd management, manpower issues have to be foreseen and ensure a back plan is developed to handle any such issue

3. Post Exam

- a. Security of the OMRs: The risk post exam is to ensure the security of the OMRs is not compromised for any malpractice.
- b. OMR Accountability: With the volume of physical OMRs to be handled, accounting every OMR, having it scanned and arranged in a particular sequence is a laborious task.

- c. Result Audit: Result generation process has multiple critical factors like marks, age, community & reservation to be accommodated. Hence the results have to be audited after it is generated for accuracy

How we overcame the challenges?

1. An exclusive resource monitors and addresses the queries from candidates. For any query which requires the client's response, it is escalated to them immediately.
2. The number of people involved in the Question Paper is restricted to only 3 people within and outside the team. 2 of our representatives are present in the printing area 24x7 till printing and packing is completed and the material is dispatched.
3. During the transport of the QPs to the exam locations and centers, security guards accompany the material till it reaches the respective locations. At the exam locations the central location of the material storage is kept under CCTV surveillance and monitored continuously till the material is transported back for evaluation. The post exam storage place where evaluation is processed is also kept under 24x7 CCTV surveillance.
4. During result evaluation, every OMR is counted manually and scanned to ensure no OMR is missed.
5. Results are generated using a software program and also done manually and is validated on the correctness of the result generated in both the processes.

SUMMARY

Each exam conducted is a 5 month cycle from start to end and the margin of error has to be at 0% with very tight timelines to be adhered. Any slip in any one of the steps will have a cascading effect on the entire process.

The process has evolved with every exam conducted and methods are arrived to make the process simpler and efficient.



Corporate Office:

Career Center, 1-8-303/48/12, Prenderghast Road,
Secunderabad — 500 003, India.
E-mail: business@tminetwork.com

www.tmigroup.in



www.tminetwork.com | www.cnkonline.com
www.tmie2eacademy.com | www.yescenter.in
www.jobdialog.com | www.summerraintmi.com

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If you are facing similar HR Challenges, please contact:

Mumbai: Mr. Gurdip Singh, Head of Sales, +91 9930207389
or email to gurdip.singh@tminetwork.com

Hyderabad: Mr. Peter Ballem, Head - RPO Solutions,
+91 9705388800 or email to peter@tminetwork.com

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