



Manoj Jhalani

Additional Secretary & Mission Director, NHM

Telefax : 23063687, 23063693

E-mail : manoj.jhalani@nic.in



सत्यमेव जयते

भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय

निर्माण भवन, नई दिल्ली - 110011

GOVERNMENT OF INDIA

MINISTRY OF HEALTH & FAMILY WELFARE

NIRMAN BHAVAN, NEW DELHI - 110011

D. O. No. O-11011/6/2017-NHM II (Part 1)

Dated the 27th April 2018

Dear Mission Director,

Please refer to D.O-No. NHSRC/18-19/CP-BP/01/Bridge Programme dated 16 April, 2018 regarding the Selection Exam for the Mid-Level Health Providers to be enrolled in July 2018 session of IGNOU Certificate Programme in Community Health.

2. In this connection, please find enclosed an indicative Guidance Note to facilitate States to conduct the Written Examination in a transparent manner for the selection of candidates along with general instructions that could be adopted and/or adapted by States. The National Health Systems Resource Centre (NHSRC) would also facilitate the process by providing a Question Bank which will be dispatched to the Official Address of the Mission Directors of respective states as a password protected PDF File. The password would be shared with the concerned MD by NHSRC. It may be noted that the question bank is only indicative and **states must devise their own separate question papers** for conducting the written examination.
3. In case of any further queries/ assistance, you may please contact ED, NHSRC.

With regards,

Yours sincerely

(Manoj Jhalani)

Mission Directors, NHM –All States/UTs

Copy to:

- (1) Additional Chief Secretary/Principal Secretary/Secretary (HFW) – All States/UTs
- (2) ED,NHSRC

Bridge Programme in Community Health – Guidance Note for conducting the written test

S. No	TASKS	INDICATIVE APPROACH
A	Identification of Appropriate Agency to Support the Selection Process of Candidates	<p>Suitable Agency/Organization¹ may be identified for assisting in the selection process including conducting written examination for the candidates. The agency selected may be tasked with the following:</p> <ul style="list-style-type: none"> • Scrutiny and Shortlisting of applications. • Evaluation of answer sheets based on score sheet provided by the State for the written examination. • Preparing final list of the selected candidates based on roster cum merit as per the state norms. <p>The preparation of question papers, including maintaining confidentiality and a fair conduct of the examination is the responsibility of the respective State.</p>
B	Call of Applications from candidates	<ol style="list-style-type: none"> 1. Applications may be received in both soft and hardcopies 2. All applications received should be assigned a unique serial/ reference no. and a log book may be maintained electronically. This will support the applicants and recruiters in tracking status of application. 3. In case of online submissions, an automated system should be built to inform the applicants about the receipt of application through SMS. 4. A database of all applications should be maintained capturing all essential details from the biodata necessarily including age, qualifications, experience and other desirable information for selection process.
C	Scrutiny of Applications	<ol style="list-style-type: none"> 1. States may devise a scoring matrix to ascertain the eligibility of applications to facilitate shortlisting of candidates. 2. In case of large number of applications, shortlisting of candidates for appearing in the written test may be based on total scores obtained on education qualification, years of experience, desired qualification and merit. 4. Depending on the number of applications, a ratio can be decided against each vacancy including the waitlisted, and candidates either making to merit or all eligible candidates shall be called for written test.
D	Identification/ selection/ finalization of written test venues, invigilators, other logistical arrangements.	<p>The venues may be determined by the State or be included in the third party agency contract, as deemed appropriate.</p> <p>These can include educational institutes, training sites etc. However, venues should be finalized and confirmed 2 - 3 weeks prior to the test so that the same can be included in Admit Cards for the exam.</p>
D.1	Identification/selection / finalization of written test venues	<ol style="list-style-type: none"> 1. Depending upon the number of applications received, written test venues having the capacity and easy accessibility by candidates through all means including bus, train, local commute etc. can be identified. Preference may be given to educational institutions such as ANM/GNM schools in the locality of proposed Bridge Programme Study Centre/s. 2. The identified school/ colleges/ institutes shall be approached to submit their quotation, location, capacity and infrastructure availability. 3. Quotations shall be evaluated and based on the infrastructure availability, capacity and best cost shall be finalized
D.2	Invigilators	There must be adequate trusted invigilators to conduct the written test.

¹ As per DO-No. NHSRC/18-19/CP-BP/01/Bridge Prog Dated 16th April 2018-The panel of HR Recruitment Agencies for Recruitment services at the National/State Level under NHM empanelled by MoHFW or other agencies such as State Selection Boards, State Examination Authorities, Banking Service Recruitment Boards, other reputed academic institutions such as Indian Institute of Management etc may be identified to support the selection process.

Bridge Programme in Community Health – Instructions for conducting the written test
(contd.)

S. No.	Tasks	Indicative Approach & Timeframe
D.3	Logistical Arrangements	<ol style="list-style-type: none"> 1. Institutes selected for exam venue should be equipped with requisites infrastructural facilities for candidates, invigilators etc. 2. Written test papers should reach the centers in the morning and handed over to the classroom invigilators one to half hour prior to the written test time. 3. Snacks and tea for invigilators and officials shall be arranged from local vendors 4. The process should be supervised by State officials to ensure that there are no misconduct. 5. All unused Question papers are to be brought back by State officials visiting examination venues and the used papers are to be left with the states concerned.
E	Written Test Intimation to Applicants	<ol style="list-style-type: none"> 1. A list of shortlisted candidates for the written test shall be uploaded on the State website 2. There shall be an online system from where applicants can download admit cards, if the state wishes to implement it. 3. Hardcopies of admit cards may be posted to applicants through Indian Postal Services.
F	Identity Check of Applicants	<ol style="list-style-type: none"> 1. Admit cards shall have candidate's passport size photograph on it 2. Attendance sheet shall be designed such that it includes Roll No. and Date of birth. 3. Applicants shall be instructed to bring a valid Govt. ID proof such as Aadhar Card, Driving License, Passport, etc. 4. Admit card and ID proof shall be checked and matched by invigilators and then shall take candidate's signatures on the attendance sheet.
G	Confidentiality of Question Papers	<ol style="list-style-type: none"> 1. Confidentiality must be maintained for printing of question paper 2. Printed and sealed Question papers are to be provided to the Centre In-Charge by officials designated by the State on the same day of exam. Preferably two senior state officials / Centre in-charge in the presence of one another senior officials should open the sealed question papers. 3. The sealed question papers along with attendance sheets shall be handed over to the invigilators by the Centre In-Charge half an hour before the scheduled time of exam, taking their signatures on the log sheet as a receipt of the question papers. 4. Invigilators shall reach their rooms 15-20 minutes before the scheduled time and open the seals in classrooms only before distributing the papers. They may call two to three candidates to front of the room, show them that the cover is sealed and not broken and open seals in their presence. They may also get sign of these candidates on the cover before opening it. 5. After the completion of test invigilators shall collect the sheets and report to the control room. 6. Invigilators shall submit the attendance sheets duly signed by candidates, with answer sheets to the Centre-In-Charge. The answer sheets and attendance sheets shall be cross checked and matched. Entries in the log book should be made only after matching the attendance and answer sheets and the same should be signed by invigilators. 7. All the unused Question papers are to be returned to officials from the Selection agency.

Bridge Programme in Community Health – Instructions for conducting the written test
(contd.)

H	Guidelines for the Question Papers	<ol style="list-style-type: none"> 1. State shall prepare the question paper and evaluation key. The State shall print the question paper/s and provide them in sealed envelopes to the agency conducting the examination. The paper should consist of 100 multiple-choice questions (MCQs) in English/Hindi. 2. Candidates will need to choose the correct answer from the four possible options for answers. (A, B, C and D) 3. The test should be of two hours. No extra time shall be allowed. 4. <u>The correct answer will be awarded 3 marks and 1 mark will be DEDUCTED for every wrong answer.</u> 5. Guidelines for correct filling of the responses to the questions should be provided in detail at the beginning of the question paper. 6. If the candidate writes any of his/her personal details or put any mark on any part of the booklet, except for the space allotted for these entries, or use any abusive language or employ any unfair means such as change of response by scratching or using white fluid, he/she should be disqualified from appearing in the written exam. 7. The question booklet is to be handed over in original to the invigilators at the end of the examination compulsorily. It should be prohibited to be carried by the candidates outside the examination hall. 8. No candidate will be permitted to leave the examination hall before completion of one hour from start of examination. 9. Candidate has to attempt answers only in one language (English or Hindi).
---	------------------------------------	--

S. No.	Tasks	Indicative Approach & Timeframe
I	Evaluation Procedure	<ol style="list-style-type: none"> (1) The pre-developed answer keys will be handed over to the designated authority for evaluation after the completion of the test. (2) If the evaluation of the answer sheets is not carried out immediately after the examination, they should be sealed again at the same time in front of Centre-In-Charge and Observers – and opened only by the official(s) assigned to mark the answer sheets (4) The designated authority shall get the answer sheets evaluated through selected evaluators. In some cases, if appropriate the answer sheets can be checked by the exam-in-charge/team authorized by the competent authority of the state after the exam is conducted. Results can be handed over by the exam-in-charge to the competent authority for declaration of result. The confidentiality of the results until declaration in public domain must be maintained. (5) Validation of results can be done by manually re-checking random cases. (6) The list of selected candidates may be finalized by 30th April 2018 as per the letter from JS (Policy). (7) It will be the decision of the state to take in to account its Reservation policy for selection of candidates, as appropriate. (8) Regarding the selection criteria (cut off percentage), public health being a state subject, all administrative and personal matters pertaining to health workforce lie in the jurisdiction of state governments. Hence the state may adopt suitable selection criteria for selection of candidates for Bridge Programme. However, it is stated that it may not be suitable to consider candidates scoring less than 30% marks in the written test.
J	Validity & Transparency	<ol style="list-style-type: none"> (1) Applications can be tracked through their allotted serial numbers. (2) Each stage of process from receipt of application to evaluation shall be documented in various approved online formats, log book etc. which shall be referred to during the process and shall be audited after the process. (3) Through database and screening on basis of approved scoring matrix can be assessed and referred to at any given point of time.

GENERAL INSTRUCTION FOR CONDUCTING
WRITTEN TEST

1. IMPORTANT POINTS FOR CENTRE INCHARGE

- 1.1 The competent authority responsible for conducting the Examination must ensure that the Guidelines are carefully read, understood and noted by all concerned;
- 1.2 that there is peace in the school campus during the examination time so that the attention of the examinees is not disturbed;
- 1.3 that directions for the candidates are displayed outside the examination hall at conspicuous place(s);
- 1.4 that it is utmost important that the packet(s) of question papers which are meant for a particular day are opened 30 minutes before the prescribed time on the day of examination;
- 1.5 that question papers are distributed at the precise time. In case of delay in the commencement of examination at the scheduled time due to some unforeseen circumstances, the time so lost in the process must be compensated and a certificate duly signed by the Centre Incharge and at least two Invigilators be sent to the competent authority;
- 1.6 that the Invigilators return to the Centre Incharge spare copies of the question papers after 15 minutes of the commencement of the examination;
- 1.7 that the candidate should be asked to carefully write the question paper code number in the space provided on the OMR sheet (if applicable);
- 1.8 that various entries made by the candidates on the answer books are verified by the Centre Incharge immediately after 30 minutes of commencement of the examination;
- 1.9 that candidates are instructed not to write their name, roll number or make any distinguishable sign or mark anywhere inside the Answer Book;

- 1.10 that no candidate is permitted to bring into the examination hall books, papers or reference of any kind connected with the examination. The competent authority or Centre Incharge is authorized to physically check the candidates at entry point and/ or any time during the examination. Wherever any physical checking of a person or a candidate is involved, in case of female candidates, it should be invariably ensured that it is done by a lady official;
- 1.11 that the candidates are informed each day that anyone found carrying any paper/ note or written material in his/ her possession shall be deemed to have used unfair means in the Examination and shall be liable to be punished according to the Rules/ law;
- 1.12 that no person other than the authorized persons or any person duly authorized by the competent authority on his/ her behalf is allowed to enter or move about in the examination rooms or hall;
- 1.13 that school/ centre clerks, peons and daftries are not allowed to enter in any room while the examination is on except with permission of the competent authority/ Centre Incharge;
- 1.14 that during the hours of examination, friends and relatives of candidates are not allowed to remain in the compound or to communicate with the candidates either personally or through any person;
- 1.15 that in the event of any special circumstances which necessitate a deviation from the instructions the Centre Incharge shall report his action immediately to the competent authority of the State concerned.

2. SEATING ARRANGEMENTS AND OTHER MATTERS RELATED TO THE CONDUCT OF EXAMINATIONS

- 2.1.1 The standard of efficiency and precision with which the examinations are conducted will ensure fair and smooth conduct of examinations. It may be ensured that in the process of conduct of the examinations nothing should be left to chance. The Centre Incharge should approach the local police authorities for ensuring that adequate police force at the place of custody of the question papers and at the examination centre is made available by them. The State law enforcing authorities may also be requested to provide adequate police force at the place of custody of question papers and the examination centres.

- 2.1.2 As a supervisor of the examination centre, the Centre Incharge has a great responsibility. Efficient conduct of the examination at the examination centre is the prime concern of the competent authority, candidates and the public at large.
- 2.1.3 The competent authority should ensure that Centre Incharge(s) carry out instructions, various tasks as set out in these Guidelines meticulously.
- 2.1.4 The Centre Incharge should be present in the Examination Hall throughout the duration of the examination. He should not leave the centre till the conclusion of the examination and dispatch of answer books etc.

2.2 Seating Arrangements and Conduct of Examinations

- 2.2.1 Before the commencement of the examination, the competent authority will furnish to each Centre Incharge a list showing roll No(s) and names of candidates who will appear at the Centre of Examination.

A day before the commencement of the examination, each Centre Incharge shall see and ensure that the arrangement of the examination tables and seats is satisfactory. He shall particularly see that the candidates are allotted seats in such a way as to render all communication between them impossible. The roll number of each candidate should be prominently shown in each desk/ table, so that the candidate has no difficulty in finding out his/ her allotted seat. The candidate must be seated sufficiently apart to prevent collusion.

- 2.2.2 The seating arrangement should be made in such a manner that number of seats in each vertical row is **not divisible by three**.
- 2.2.3 The Centre Incharge shall prepare a plan of examination hall and/ or room showing the order of seats allotted to candidates and the direction the candidate faces and shall send a copy of the seating plan for each session duly signed to the competent authority along with the bundle of answer books.

3. DUTIES OF CENTRE INCHARGE

The Centre Incharge is expected to make the following essential arrangements at the Examination Centre:-

- A well protected room for storage of confidential material;

- A strong almirah with keys in duplicate to be used by the Centre Incharge for storage of confidential material;
- Fascimile Signature stamps of Centre Incharge in adequate number to be prepared in advance to affix on each Test Booklets, Facsimiles be kept in the safe custody of the Centre Incharge to avoid any misuse;
- Cello tale, gum, wax, cloth, needle, thread, bag, luxor pen/ permanent marker, etc. in sufficient quantity for use on confidential room;
- Sufficient and comfortable seating arrangement/ furniture for the candidates;
- Suitable arrangement of washroom/ toilets separately for boys and girls;
- Covered space for frisking of the girl candidates at entry;
- Installation of wall clock at the main entry and for each room (if not having). The size of the wall clock should be such that the candidates sitting in the last row should be able to watch the time clearly;
- LED torch (for checking microphone/ Bluetooth devices inside both the ears) in number equal to the number of invigilators deputed for collection of photograph/ frisking of the candidates in rooms and at entry of the centre;
- Since some candidates may come to the Examination Centre without photographs, it will be appropriate to make the arrangement of a camera and a photographer at the centre in advance to meet out such exigencies. Payment for video/photography may be claimed in the bill of the centre based on approved rates;

4. STAFF BRIEFING MEETING PRIOR TO EXAMINATION AT CENTRE

- 4.1 Before the examination, the Centre Incharge may call all the invigilators, clerk(s) and Class IV staff for the following purposes:
 - 4.1.1 To convene a meeting with all the staff deputed on duty wherein clear instructions are to be given to them about their duties and responsibilities.

- 4.1.2 After the presentation, the Incharge may finalize the plan and duties and communicate to all the functionaries at the Centre.
- 4.1.3 A detailed plan for frisking along with staff deputed for frisking and their duties;
- 4.1.4 To discuss and prepare a seating plan of the examination rooms/ hall. The number of seats/ candidates allotted in each room/ hall should be strictly in conformity with the seating plan. Objective of the seating plan is to help the candidates to find their seat without any difficulty. Also, the seating plan should automatically avoid getting the Test Booklet of the same code to the candidates sitting closeby.
- 4.1.5 The Centre Incharge should see that seating arrangement is comfortable and there is no scope for unfair means during examination. There should be adequate space between seats of two candidates.
- 4.1.6 The Centre Incharge should read and understand the Guidelines carefully before meeting the Invigilators and other supporting staff.
- 4.1.7 The Centre Incharge shall discuss with his/ her staff matters relating to management of Centre, frisking of candidates at the entrance and in examination rooms/ hall with the help of male and female invigilators, mode of obtaining Test Booklet Packets by the invigilators, circulation of Attendance Sheets (**it may be ensured that while distributing Attendance Sheets, the same shall not be cut into piece(s).**)
- 4.1.8 After making all required arrangements, the Centre Incharge shall seal the examination hall/ rooms, toilets and the rooms meant for confidential work one day before the examination. Before sealing, Centre Incharge may also ensure that no communication device can be hidden in the examination room/ hall/ premises which could be taken in possession by the candidates after frisking for its unfair means.

4.2 Information to be displayed inside the Centre

- A sticker indicating the roll number of each candidate be pasted on the table/ desk. The stickers shall be supplied by the competent authority.
- A chart showing roll number of candidates allotted in each room /hall be pasted on each room/ hall for identification of seats of candidates.
- List of staff in Examination Duty, i.e. list of invigilators, clerk(s), class IV staff be displayed in the of the Centre Incharge.

- A bell ringing schedule.

4.3 Information to be displayed outside the Centre

The Centre Incharge must display the following information at the entry of the Examination Centre:

- A consolidated chart of candidates indicating Room Number and Roll Number From – To allotted in each room be got prepared.
- A wall clock may also be displayed at the main entry point of the examination centre to ensure that no candidate is allowed to enter after the scheduled time. The time of all the wall clocks in the centre may be so set as to match each other.
- Candidates should leave all barred articles that may be used as unfair means outside the premises of the Examination Centre and should be wearing clothes as per dress code.
- Candidates are not allowed to use white correction fluid on the Answer Sheet and Attendance Sheet.
- Candidates should sit on the allotted seats only
- Candidates would be allowed to bring only following items inside the centre:
 - Admit Card along with passport size photograph affixed on it
 - One post card size photograph affixed on the proforma
 - One passport size photograph to be affixed on the attendance sheet

[Pen will be provided by the competent authority in the examination room/ hall].
- Candidates would not be allowed to carry the following items inside the centre:
 - Any stationery item like textual material (printed or written), bits of papers, geometry/ pencil box, plastic pouch, calculator, pen, scale, writing pad, pen drives, eraser, calculator, log table, electronic pen/ scanner etc.

- Any communication device like mobile phone, Bluetooth, earphones, microphone, pager, health band etc.
- Other items like wallet, goggles, handbags, belt, cap, etc.
- Any watch/ wrist watch, bracelet, camera, etc.
- No person including Police officials, District Administration Officials, media persons or any other person who is not on Examination Duty shall be allowed in the examination centre.
- The gates of the examination centre should be opened 2 hours 30 minutes before the specified time of commencement of the examination.

The following schedule is suggested to be adopted/ followed:

S.No.	ACTIVITY	FROM	TO
i.	Entry inside the Examination Centre by the candidates	7.30 AM	9.30 AM
ii.	Strict compulsory frisking	7.30 AM	9.30 AM
iii.	Start of entry by candidates in examination rooms	9.15 AM	
iv.	Last Entry in the Examination Centre	9.30 AM	
v.	Opening of sealed trunks and test booklets parcels in control room	9.30 AM	
vi.	a. Checking of Admit Cards by the Invigilators b. Announcement to ensure that candidates have occupied correct seat only c. Announcement to ensure that candidates are not in possession of any barred item	9.30 AM	9.45 AM
vii.	Distribution of Test Booklet to the candidates	9.45 AM	
viii.	Collection of unused Test Booklets in the examination room by the Invigilators	9.50 AM	
ix.	a. Test Commences b. Return of sealed packet of unused Test Booklets by the Invigilators to Centre Incharge	10.00 AM	
x.	Sealing of unused Test Booklets packets received from examination rooms by the Centre Incharge	10.10 AM	
xi.	Closing of examination rooms doors	11.50 AM	
xii.	Test concludes	12.00 noon	

5. DUTIES OF INVIGILATORS ON INVIGILATION DUTY

1. Proper administration and discipline inside the examination room/hall

2. Completion of all formalities to ensure proper documentation
3. To ensure the free and fair conduct of examination

The Invigilators should announce the following instructions to the candidates in the examination room/ hall before the commencement of the test:

- a) Candidates may check once again that they are sitting on the seat allotted to them.
- b) If any of the candidates in the room is noticed using any unfair means activity by any other candidate, the same may be objected to by the candidates appearing in the examination and be reported to the invigilator(s) on duty for taking action against the defaulting candidate. This will help in curbing unfair means activities and secure the future of deserving and bright candidates.
- c) Candidates, if any, are in possession of any barred item which could be used for unfair means be immediately handed over to the invigilators.
- d) Candidates will use only blue/black ball point pen.
- e) Candidates will neither fold the answer sheet nor make any stray marks on it.
- f) Candidates are required to sign twice in the Attendance Sheet firstly at the time of receipt of Test Booklet and, secondly, handing over the Answer Sheet to the Invigilator before leaving the examination room/ hall.

