SOP FOR EXAMINATION CELL

1. **Introduction**

KRMU Examination Cell is headed by the Controller of Examination (CoE) and supported by a central team as well as university examination cells. The university examination cells function under Dean-Examinations, who co-ordinates between COE and the constituent universityes for smooth functioning of examination related activities.

The Exam cell consists of CoE Deputy CoE, Assistant CoE, Examination Superintendent, MIS Executives, Office Assistants, and support staff.

The university team consists of the University Examination Committee, School Examination cordinators and support staff. The prime responsibility of the university examination cell is to conduct both internal and semester examinations in a fair and systematic manner. University examination cells play a pivotal role in respective Schools for administration, management and conduct of examinations and related activities.

The different activities of the university examination cell is given as under:

2. **Activities of COE Cell**

Sl. No.	Pre-Examination Activities
1	Student Basic Information (Regd. No, Name, Program Name, DOB, Aaadhar, Gender etc.) imported to University Examination ERP
2	Preparation of Subject Depository for all programs
3	Student Subject Registration Data imported to University Examination ERP for all programs
4	Preparation of Examination Schedule (Internal & External) as per academic calendar
5	Ensuring answer script supply as per the student count
6	Identifying and sending communication to the question paper setters for preparation of question paper as per pattern
7	Moderation of question paper
8	Printing of question papers as per the student count for each of the school.
9	Sealing the printed question paper as per the examination date & university wise in an envelope with all the details printed above it.
10	Keeping the sealed question paper in a safe custody in the strong room with CCTV surveillance.
11	Appointing Examination Superintendent of university along with his/her role & responsibility

Sl. No.	Activities During Examination
1	Examination subject registration imported to University Examination ERP.
2	Examination Schedule imported to University Examination ERP.
3	Attendance & marks record imported to University Examination ERP on Timely basis
4	Receiving the answer scripts on daily basis through University Examination ERP.
5	Decoding / tagging is done for the received answer scripts
6	Generation of mark foils through University Examination ERP
7	Tearing out the student data to hide the identity after barcoding / tagging & keeping answer script ready for evaluation. The evaluator list is prepared combining internal & external faculties and advance intimation sent

Sl. No.	Post Examination Activities
1	Internal marks received from different Schools imported to University Examination ERP.
2	External marks entered in University Examination ERP by double entry process.
3	Mismatch marks is cross checked & verified for further processing.
4	Raw result presented to Deans of School for approval
5	Recommendation of Deans is incorporated Result processed and sent for approval of the Vice Chancellor
6	Results are approved & published as per the academic calendar.
7	Results sent to respective Schools for publication.
8	Rechecking requests, if any, received are processed.
9	Publish the rechecking result & scan copy / photocopy of the answer script is provided to the students on request with the applicable fee
10	Answer scripts are kept in store and proper order is maintained as per the rack code assigned.
11	UFM committee to take the decision on students found cheating in Examination.

Sl. No.	Certificates and related activities
1	Processing of result records for the graduating batches
2	The basic information & photographs are processed for student verification.
3	The semester / year wise subject sequence are assigned in ERP.
4	The program wise credit requirement are set in ERP for processing grade sheets
5	The grade sheets are generated for all eligible students in ERP once set criteria are matched.
6	The provisional certificates / degree certificates are also generated through ERP for eligible students.
7	Printing of the grade sheets and provisional certificates

8	Grade sheets are scanned & kept in system for future reference & record.
9	The degree certificates are generated & printed prior to the convocation.
10	The Gold Medal, Merit & Rank list generated through ERP.
11	Gold, Merit certificates are printed.
12	All certificates are scanned & kept in cloud for record.
13	All degree records & mark sheets are uploaded in NAD portal.
14	Student request for additional / duplicate certificates are processed.
15	Student verification as and when received are processed.
16	Result analysis are done as per the requirements.

3. **Activities of University Examination Cell**

Sl. No.	Activities concerning students
1	Issuing Provisional & Grade Sheet Certificate to student.
2	Both semester and Annual exam related query solved.
3	Semester report card verified and attested.
4	Photo & Aadhaar issue solved for grade sheet processing.
5	Solved Grade Updation query from Student at exam cell.
6	Issuing Re-checking Forms to student.
7	Registering student complaint in complaint register book for quick service.
8	Announcement of Internal/Semester/Reappear/Practical Backlog examination.
9	Announcement of Internal/Semester/Reappear/Practical Backlog examination result/score sheet.
10	Smooth conduct of Semester and Annual examination.
11	Announcement for rechecking of the results.
12	Preparation of Admit card for Semester examination.
13	Guiding the students for CLC And Graduation certificate
14	Announcement for skip policy.

Sl. No.	Activities concerning staff & faculty members
1	Internal and external mark entry query solved.
2	Dispatching and Receiving hard copy of Theory and Lab External & Internal marks.
3	Attending all the examination related queries.
4	Mid term Marks to be uploaded in Erp within 15 days after completion of Examination. Attendence and Internal Marks to be uploaded during practical examinations by faculty failing which Show cause notice will be issued to concerned faculty.
5	
6	Solution for all the ERP related issues regarding marks

4. Standard Operating Procedure

The standard operating procedure followed towards disbursing different activities at both COE & university examination cell is as under:

a. Semester Examination

COE cell
Student Subject Registration data extracted from ERP.
Examination schedule prepared & shared to university examination cell for notification.
Question paper request mail & guidelines sent to selected faculties for setting up question papers
Slot-wise, university-wise printing, packing & sealing of question papers
Appointment of Examination superintendent and issuance of necessary instruction for conduct of examination
Examinations conducted as per schedule with quality check by COE cell.
Answer-books received at COE cell, integrated in ERP and prepared for evaluation
Answer-books evaluated by maintaining adequate confidentiality
Processing of result by integrating internal, external and practical marks
Presentation of raw result to the deans of School for approval
Publication of approved result by COE Cell
Result related grievances addressed within 7 days of receipt of the complaint
Subject registration data download
Practical external sheet preparation
Examination alert email is given by CoE/Deputy CoE
Internal and External practical/project/workshop evaluation email to students and faculties
Internal and External practical/project/workshop evaluation with quality checking
CoE Office announces regarding the semester examination schedule to all students, schoolswith all the rules, regulations, criteria.
External schedule implemented in ERP
Attendance report from all the deans as per the criteria
Checking the dues status of the students as shared by Accounts department
Entry of attendance status in ERP
Entry of debarred list in ERP
Admit card preparation and download
Room entry in excel and Preparation of signature sheet
Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period.
Preparation of duty chart after collection of updated timetable from every department /school

Duty chart shared with all the faculty
Preparation of room allotment, sitting arrangement & room numbering
Examination File Arrangement: Answer booklet, Question papers, Temporary absence form, Malpractice form
Sitting arrangement for notice board before the examination
Opening of the question packet received from COE Cell in front of the Examination Superintendent
Dispatch of the examination files for the examination
Collection of Absent list and debarred list at the end of the examination each day
Soft copy entry for total students registered present, absent and debarred cases
Packing data preparation
Packing of the answer booklets
Dispatch to COE Cell
Sharing of IPR and EPR data with COE Cell
Checking of Zero or No Internal cases
Sharing of result by Examination cell to all the students with information regarding rechecking for the offline examination

b. Internal Examination

COE Cell
COE Cell announces for the internal examination schedule as per the academic calendar
Subject registration data to be Verified with Academic Affairs office for final verification
Examination is configured in the platform by team MIS
Question paper prepared and uploaded in the platform
Instant decision / trouble shooting, for issues encountered, if any during examination
Publication of internal scoresheet
University Examination Cell
Coe Office announces regarding the Internal examination schedule to all students, schools with all the rules, regulations, criteria.
Subject registration data shared by CoE Office
Dues status shared by CoE Office
Conduction of offline examination
Proctoring during the examination
Maintaining the record of any unfair means observed by the proctors during the examination.

c. Re Appear Examination

COE Cell
The date of Reappear Examination is announced by COE cell indicating the slots, maximum number of papers to apply,eligibility criteria and last day of registration as per guidelines given in University Handbook
CoE cell along with MIS manager prepares and opens the link for registration

Exam cell shares the final verified student registration data
Based on the registration data, COE cell prepares and announces the examination schedule
Preparation of question paper as per the schedule
Slot-wise, university-wise printing, packing & sealing of question papers
Appointment of Examination superintendent and issuance of necessary instruction for conduct of examination
Answer-books received at COE cell, coded, mark foil generated and handed over for evaluation
Evaluation done within seven days of the conduct of examination
Result processed and sent for approval of the Vice Chancellor
Result announced within 15 working days of the conduct of the examination
Grievances, if any addressed within seven days
University Examination Cell
CoE/Deputy CoE sends communication to all students, schools with all the rules, regulations, criteria and last date of registration for examination.
Examination cell shares the registration data with all the students for verification with a last date
If any grievance is there in the registered list then the student inform the same to through email to coe@krmangalam.edu.in with marking a cc to deputy.coe@krmangalam.edu.in
Examination cell shares the examination schedule with all the students and announces for offline ETE registration
Conduction of External practical examination with quality checking
Checking the dues status of the students as shared by Accounts department
Sharing of Admit card link to the students
Preparation of signature sheet
Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period.
Preparation of duty chart after collection of updated time table from every department /school
Duty chart shared with all the faculty
Preparation of room allotment
Preparation of sitting arrangement
Room Numbering
Examination File Arrangement: Answer booklet, Question papers, Temporary absence form, Malpractice form
Sitting arrangement for notice board and water arrangement before the examination
Opening of the question packet received from COE Cell in front of the Centre Superintendent
Dispatch of the examination files for the examination
Collection of Absent list and UFM list at the end of the examination each day
Soft copy entry for total students registered, present, absent and UFM cases
Packing data preparation
Packing of the answer booklets

Dispatch to COE Cell
Sharing of EPR data with COE Cell
Checking of Zero or No Internal cases
Publication of result by COE Cell
Sharing of result by Examination cell to all the students with information regarding rechecking for the offline examination

d. Practical Backlog Examination

COE Cell
Opportunity given to students for appearing practical backlog as per guidelines in exam handbook
Result processed and sent for the Vice Chancellors approval
Results sent to university examination cells for notification to students
Coe office announces for the practical backlog examination to all students indicating therules, regulations, criteria and last date of online / offline registration.
Preparation of the registration list of students with all the details for verification
Examination cell shares the registration data with all the students for verification with a last date
Internal and External practical/project/workshop evaluation email to students and faculties
Conduct of Internal and External practical/project/workshop evaluation with quality checking
Signature sheet preparation for both internal and external evaluation
Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period.
Collection of the evaluation/signature sheets
Dispatch of the evaluation/signature sheets to COE Cell
Sharing of result by Examination cell to all the students.

e. Rechecking Results

COE Cell
Publication of result by COE cell indicating the time limit for applying for re-checking
Retrieving answer-books of the students, applied for rechecking after receipt of list from the university examination cell
Masking of original marks
Re-evaluation of the answer-books by an expert other than the faculty who has actually evaluated the answer-script
Processing result and presenting the result to the grievance committee for approval
Publication of rechecking result. Xerox copies of the answer-books shared to the respective universityes as per received requests
Sharing of result by Examination cell to all the students with rechecking details.
Preparation of student list applied for rechecking
Rechecking list shared to COE cell

Sharing of rechecking result by examination cell to the registered students
Receiving the xerox copy of rechecking answer-books from COE cell
Communication regarding the xerox copy by examination cell to the registered students
Providing the hard copies to the students at the examination cell

f. Transcripts and Certificates

COE Cell
COE prepare the transcripts for all eligible students & intimate the same to university exam cell for collection.
All the transcripts are scanned before issuing to the university
Transcripts are uploaded in NAD-Digi locker portal after the Convocation each year
Authorized person from university examination cell receives the grade-sheets & certificates.
Email sent to the concerned students regarding the availability his / her certificates in the examination cell.
The certificates are issued to the students after checking the clearance certificate
Soft copy of the certificates are provided to the concerned students if no dues is there for the students after his /her request email

5. Role and responsibilities

a. COE staff members

Controller of Examination (COE)

1. Responsible for smooth conduct of internal as well as semester examination across all constituent schools of KRMU
2. Preparation and notifying examination schedules, arrangement for the timely issuance/provision of the examination material, instructing the supervisory staff and holding their meetings as and when required.
3. Postponement or cancellation of examination, in part or in whole, if needed for whatsoever reason, after approval of Vice Chancellor.
4. Appointments of unfair means committee with the prior approval of Vice Chancellor in relation to examination matters for carrying out investigation and convene meeting and issue notices thereof.
5. Bringing into the notice of the Vice Chancellor all cases of infringement of rules of examinations.
6. Responsible for timely publication of results
7. Maintaining over all examinations record of the students.
8. Issuance of transcripts and degrees to graduating students.
9. Ensuring and maintaining strict secrecy of all information regarding the examinations.
10. Exercising such other powers and performing such other duties as may be prescribed orassigned by the Vice Chancellor.

Deputy Controller of Examination

1. Preparing Subject Depository
2. Monitoring the evaluation process followed in constituent universities & quality check.
3. Monitor the central evaluation process.
4. Publication & analysis of result.
5. Addressing student's grievance on results.
6. Issue of mark sheets & provisional certificates.
7. Issue of Degree certificates.
8. Keeping student record of all results and retrieving the same as and when necessary
9. PhD/ Higher Studies related work.
10. Uploading the Degree Certificates & Mark Sheets on NAD portal.
11. Supporting COE as and when required.
12. Preparing examination data for NAAC
13. National Academic Depository (NAD) Data uploading in Digi Locker for UG,PG and PhD degrees.

Assistant CoE's

1. Subject & exam registration record compilation
2. Preparation of Date sheet
3. Examination scheduling as per academic calendar.
4. Online internal exam activities
5. Internal & external mark compilation
6. Exam result processing
7. Presenting raw result to Exam Committee
8. Preparation of result sheet for publication
9. ERP related activities

Examination Superintendent

1. Preparing examination data for NAAC
2. National Academic Depository (NAD) Data uploading in Digi Locker for UG,PG and PhD degrees.
3. Online Exam Management.
4. Manage centralized /Spot Evaluation Centre.
5. Handling and organizing meetings of Examination committee and unfair cases related to Examination.
6. Compiled and Tabulate marks and grade-based Results.
7. Declaration of results, issue of grade card, marks sheet, provisional certificate, Issuing Official Transcript for overseas University/Institutes.
8. Prepare and print of degree and grade sheet.
9. Preparation of data to conduct the award of degree/diploma/certificates for Convocation.
10. Coordinating and maintaining Ph.D. records.
11. Prepare Annual reports of University Examination.

Office Assistan 1 (Evaluation)

1. Receiving answer books in ERP as per attendance sheets
2. Tagging, Barcoding & Mark Foil generation of answer sheets.
3. Co-ordinating between examiners for smooth evaluation process.
4. Facilitation of scrutinizing the evaluated answer sheets.
5. Process the re-checking requests & scan / photocopy the rechecked answer sheet as required
6. Safe keeping of all evaluated answer sheets once evaluation is over.

Office Assistant 2 (Student Records)

1. Keep record of program-wise & batch wise results published with publication date.
2. Published results- import & consolidate with batch-wise program file.
3. Program, batch & semester wise students SGPA / CGPA record.
4. Keeping record of grade-sheet & certificate issue date with hologram / certificate serial number.
5. Student wise backlog reports records.
6. Co-ordinate with university examination for any basic information required w.r.t student.

Office Assistant3 (Finance)

1. Question paper setter payments records
2. Answer script evaluation & scrutinizer payments
3. Examination remuneration payments
4. Reconsolidation of bank statements.
5. Maintaining of bank & cash book registers of all transactions.
6. Maintaining all the receipt vouchers & other financial documents.

MIS Executive

1. CO-PO Mapping in ERP
2. Subject & exam registration record compilation
3. Assisting in printing of grade-sheets & certificates.
4. formatting & printing of documents as and when necessary
5. Maintaining scanned copy of mark-sheets & degree certificates.
6. Maintaining data of transcript & certificate verification.
7. Any other work assigned as per requirement

b. University examination cell staff

membersDean Examination

1. Coordination with COE Cell.
2. Assign responsibilities to university examination cell staff members as per requirement.
3. Overall supervision of activities and maintain confidentiality & discipline at universityexamination cells.

4. Handling student related grievances / queries at university level in co-ordination with COE cell

In-charge of University Examination Cell

1. ERP configuration & facilitate implementation
2. Coordinate for EOD/Semester/Internal/External examinations.
3. Internal/External mark compliance & addressing the issues related to the same.
4. Assigning proctors for online examination.

5. Addressing to students/staff/faculty queries / grievances in consultation with Dean-examinations.

School-wise Examination Coordinator

1. Coordinate and conduct internal / external exams as required.
2. Ensure all assigned faculty of the concerned school perform the exam duty in time.
3. Ensure the internal marks are uploaded by the faculty in ERP within the timeline.
4. Ensure all external practice/project mark foil to be collected within timeline.
5. Basic queries & rules related to exam to be addressed at department level.
6. Feedback on semester question paper.

Supporting Staff (University Level)

1. Collection of question paper from COE.
2. Submission of external answer sheet on daily basis during the Examination
3. Issue grade sheet, provisional & migration certificate.
4. Attending student queries at the reception counter.
5. Issue grade sheet, provisional & migration certificate.
6. Scan copy preparation of grade sheets, migration certificates & other certificates
7. Ensure best service to students/parents/staff/faculty/guest visiting to exam cell.
8. Maintain the semester & EOD packing data
9. Maintaining the stock & log book of examination cell

6. **The role of examination conducting authorities**

   A. CoE/Deputy CoE
   - The Coe/Deputy CoE is responsible for maintaining a high standard of confidentiality and discipline at the Examination Centers and for the smooth conduct of the examination.
   - The Answer Booklets and the Question Papers should be kept under lock and key in the safe custody of the Center Superintendent, until they are distributed to the candidates at the examination hall.
   - All packets of Question Papers should be opened only 30 minutes before the commencement of the Examination time in presence of Centre Superintendent.
   - The Coe/Deputy CoE may allow a candidate to appear at any examination without his name figured out in the attendance sheet after taking an undertaking from the concerned candidate.
   - The Coe/Deputy CoE should ensure that proper gate checking is being practiced during commencement of each sitting.
   - In the event of any shortage of question papers, suitable arrangements may be made for preparing the number of copies additionally required and the fact shall be reported to the Director, COE immediately. When this is done, proper care should be taken to avoid malpractice of any kind.
   - The Coe/Deputy CoE should visit each and every hall during the conduct of the examination to see that invigilators are vigilant and conducting the examination smoothly.
   - In case of any malpractice case, Coe/Deputy CoE should ensure that documentation be prepared as per the guidelines given in the examination handbook.
   - Necessary security arrangements should be made at the Exam Centre.
   - Should ensure that Answer books collection and dispatch are to be as per guidelines given below.
     a. After the answer books after collected should be carefully arranged according to subject and examination wise.
     b. The answer books should be bundled and properly sealed in the presence of the Coe/Deputy CoE and should be dispatched the same day to COE unless otherwise instructed.
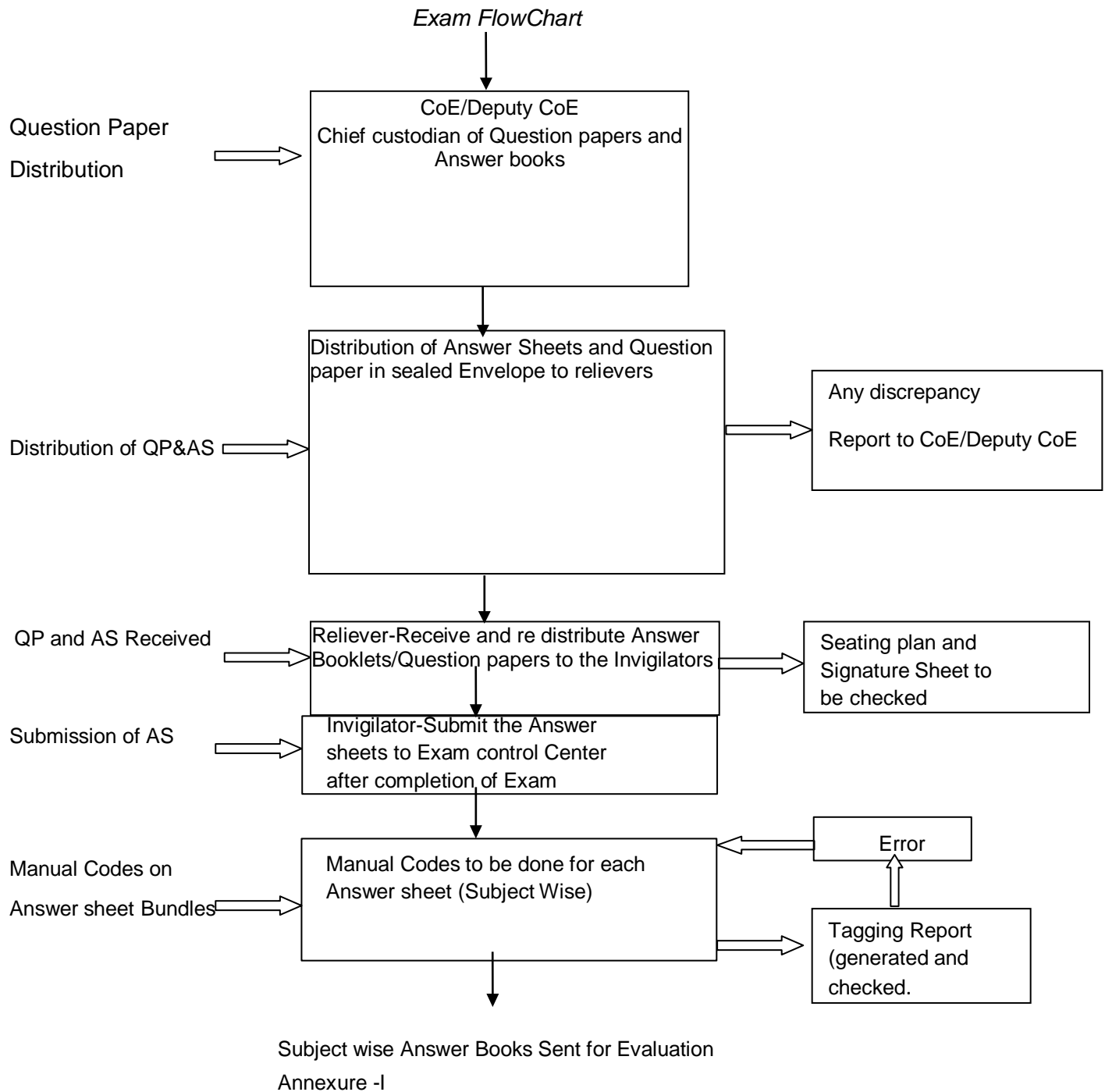
B. Invigilators

➢ Examination duty is compulsory. In case of emergency, alternative arrangements need to be made.

➢ Invigilators must report at the examination section half an hour before the commencement of examination to receive the examination related materials.

➢ Invigilators must enter the examination hall 15 minutes before the scheduled time of examination.

➢ Invigilators are required to implement the code of conduct for students during examination.

➢ The Invigilators must ensure that no candidate shall carry any type of unauthorized material to the examination hall.

➢ Invigilators are required to check that the students have occupied their respective seats according to the seating plan.

➢ No Candidates must be permitted in the examination hall without admit card. The answer script should be handed over to the candidate who possesses proper admit card only.

➢ Invigilators should distribute the answer books to the students 10 minutes before the examination and ask them to fill all the details in the answer book.

➢ After properly verifying the student's signature, student's registration number, subject, date etc. on the front cover page of the main answer booklet, the invigilator must put his/her signature in the space provided there.

➢ Invigilators should distribute the question paper to the students 5 minutes before the examination.

➢ The Invigilator should be VIGILANT throughout the Examination period. She/he is required to move in the examination hall to prevent indiscipline / copying.

➢ Invigilators or any other faculty members should not help any candidate in explaining the questions or giving any hints.

➢ The invigilators are required to take attendance of the students after checking the admit card.

➢ The invigilator must mark the absentee student with "ABSENT" (in Capital Letters) against his/her name.

➢ The counts of student present and student absent in each signature sheet should be recorded and signed by invigilator(s).

➢ No student should be allowed to go with question paper to the washroom. No more than one student should be allowed to leave for washroom at any time. One can go to washroom at best twice during a sitting of examination.

- No student should be allowed to enter the examination hall after 15 minutes of commencement of examination. No student should be allowed to leave the hall before half time. A student leaving after half time must submit his/her question paper and answer book to the invigilator.
- Invigilators must prevent unfair means adopted by students, if any, and are required to report cases to the Coe/Deputy CoE separately without any discrimination.
- It is the primary duty of the Invigilator to ensure the fair conduct of Examinations. Noncompliance shall attract disciplinary action.
- The Invigilator should announce the time at each hour and at the last half an hour.
- No Candidate should be permitted to write anything on the Answer Script after the completion of the Examination time.
- After the completion of examination, the invigilators must arrange the answer books serially according to the registration numbers supplied in the signature sheet and submit them to the examination section along with the signature sheet, remaining question papers, stationery and details of unfair means cases.
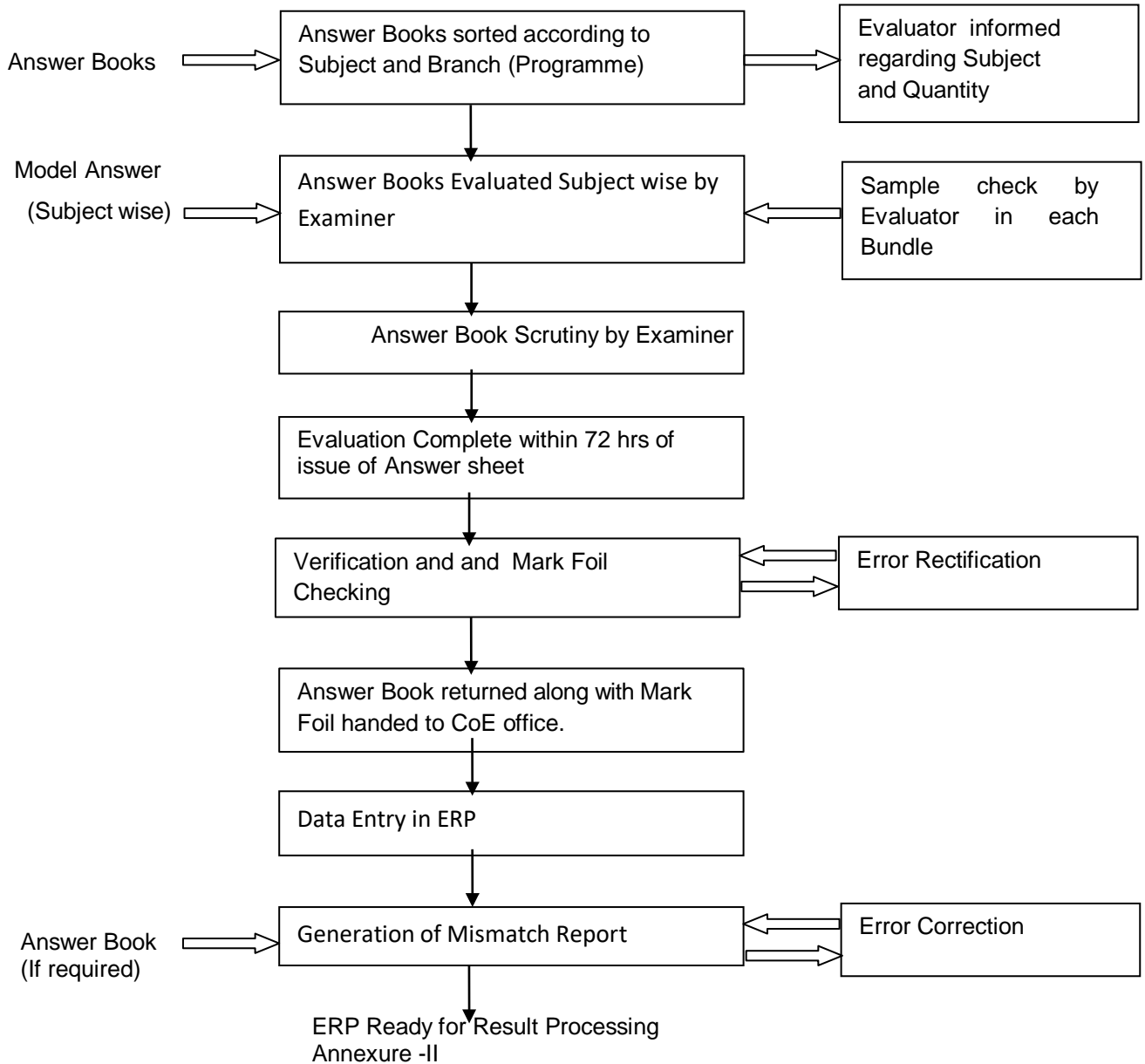
7. Trouble shooting

ISSUES	REDRESSAL MECHANISM
Question paper related issues (out of syllabus / less number of questions / wrong full marks / wrong time according to full mark)	Immediately report to CoE/deputy CoE for necessarydirections indicating subject code
Answer-book related issues (Improper stitching of answer booklets / Answer booklet number is missing or not clearly printed/ Page numbers are not in sequence)	Wherever possible replace with a fresh answer-book. Report back to CoE/deputy CoE for necessary documentation
Answer-book pages are missing from the middle	An additional copy may to given to the student, if he/she has already written. If the student would not have started, then new book to be issues by discarding the previous one. Report of the same to be sent to COE cell.
First page is printed twice	Only fill-up the front page and invigilator to put a big cross mark indicating additional page
Publication of wrong grades	A written communication to be sent to CoE/deputy CoE cell indicating the nature of complaint, student registration number andsubject code
Transcript related issues (Printing of incorrect name / registration number)	Verification of the same in ERP and necessary correction to be carried out in ERP if needed. A written communication to be sent to COE cell indicating the nature of complaint, student registration number and subject code with the applicable fee. If error from COE cell, same will be corrected free of cost
Mismatch of photo in the transcript	To report back to CoE/deputy CoE for necessary correction alongwith the previously issued original transcript.
Mismatch of Aadhaar card number in the transcript	To report back to CoE/deputy CoE for necessary correction alongwith the previously issued original transcript.

ANSWER BOOK PREPARATION FLOW CHART

Exam FlowChart

Question Paper
Distribution ⟹

CoE/Deputy CoE
Chief custodian of Question papers and
Answer books

Distribution of QP&AS ⟹

Distribution of Answer Sheets and Question
paper in sealed Envelope to relievers

⟹ Any discrepancy

Report to CoE/Deputy CoE

QP and AS Received ⟹

Reliever-Receive and re distribute Answer
Booklets/Question papers to the Invigilators

⟹ Seating plan and
Signature Sheet to
be checked

Submission of AS ⟹

Invigilator-Submit the Answer
sheets to Exam control Center
after completion of Exam

Manual Codes on
Answer sheet Bundles ⟹

Manual Codes to be done for each
Answer sheet (Subject Wise)

Error

⟹ Tagging Report
(generated and
checked.

Subject wise Answer Books Sent for Evaluation

Annexure -I

EVALUATION PROCESS

Answer Book Received for Evaluation with Mark Foil (Subject wise, Semester wise in Bundles)

Answer Books → Answer Books sorted according to Subject and Branch (Programme) → Evaluator informed regarding Subject and Quantity

Model Answer (Subject wise) → Answer Books Evaluated Subject wise by Examiner ← Sample check by Evaluator in each Bundle

Answer Book Scrutiny by Examiner

Evaluation Complete within 72 hrs of issue of Answer sheet

Verification and and Mark Foil Checking ← Error Rectification

Answer Book returned along with Mark Foil handed to CoE office.

Data Entry in ERP

Answer Book (If required) → Generation of Mismatch Report ← Error Correction

ERP Ready for Result Processing
Annexure -II

Annexure III