Eastern Railway
(Personnel Department)
17 N. S. Road, Kolkata - 700 001

Serial Circular No.102/2025

No.E.1023/0/Pt.XI

Kolkata, Dated: 25/08/2025

All Concerned
(as per standard list)

Sub: Procedural Order for holding the departmental selections in CBT mode.

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A copy of Ministry of Railways (Railway Board) letter bearing File no. 2025/E(RRB)/25/14, dated 21/08/2025 on the above cited subject is circulated herewith along with its enclosures, for information and further necessary action. Board's earlier letter dated 26/05/2025 (RBE No.47/2025) mentioned therein was circulated under this office serial no.58/2025.

DA: As above.

25.08.25
(Md. Tarique)
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For Pr. Chief Personnel Officer
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25/08/25

Index No.1060: Procedural Order for holding the departmental selections in CBT mode.

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
(रेलवे बोर्ड / RAILWAY BOARD)

No. 2025/E(RRB)/25/14 New Delhi, dated 21.08.2025

The General Managers/All Zonal Railways/Production Units
Director Generals/CTIs, Chairpersons/All RRBs

Subject: Procedural Order for holding the departmental selections in CBT mode

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Railway Board, vide RBE 47/2025, decided that departmental selections will be conducted in CBT mode (Computer/Tablet) through an Exam Conducting Agency (ECA) to be engaged by E(RRB). In addition, E(RRB) was asked to issue further details and modalities in due course. Accordingly, RRB/Chandigarh was nominated as the Nodal RRB for engaging the ECA to conduct departmental selections across all railway units. The engagement of the ECA has now been finalized, and the enclosed Procedural Order viz. **'Role-Responsibility Framework' (Annexure-A)** and **'Standard Operating Procedure' (Annexure-B)** are circulated for the smooth conduct of departmental selections. All Railway units are advised to coordinate with their designated RRBs for further process.

DA: As above

21/8/2025

(Chandra Mohiyar Bathala)
Director/E(RRB)
Railway Board

Annexure-A

Role-Responsibility Framework for Computer (Tablet) based Tests (CBTs) in Departmental Selections

1. Preamble:

This 'Role-Responsibility Framework' indicates various activities to be undertaken by Railway Recruitment Boards (RRBs), Railway Units and Examination Conducting Agency (ECA), for smooth and successful planning, conduct and follow-up on the CBT for various Departmental Selections and their respective roles, responsibilities and coordination among themselves.

2. Pairing of RRBs with Railway Units:

The RRBs and Railway Units are paired as indicated below:

SN	RRB	Railway Unit
1	Mumbai	Central Railway, IRIEEN, IRICEN
2	Malda	Eastern Railway, Metro Railway, IRIMEE
3	Muzaffarpur	East Central Railway, Rail Wheel Plant/Bela
4	Bhubaneswar	East Coast Railway
5	Jammu	Northern Railway, Rail Coach Factory/Kapurthala, Patiala Locomotive Works
6	Prayagraj	North Central Railway, Modern Coach Factory/Rae Bareilly, IRITM, JRRPFA
7	Gorakhpur	North Eastern Railway, Banaras Locomotive Works
8	Guwahati	North Frontier Railway
9	Ajmer	North Western Railway
10	Trivendrum	Southern Railway, ICF
11	Secunderabad	South Central Railway, IRICET, IRIFM
12	Ranchi	South Eastern Railway, Chittaranjan Locomotive Works
13	Bilaspur	South East Central Railway
14	Bengaluru	South Western Railway, Rail Wheel Factory
15	Ahmedabad	Western Railway
16	Bhopal	West Central Railway

Note: For Accounts and RPF departments, the respective Railways and RRBs will handle their requirements in accordance with the nomination of Nodal Railways assigned for each specific group of examinations.

3. Reporting, Coordination, and Activity-wise Roles & Responsibilities

3.1 Reporting and Control

3.1.1 **Single Points of Contact (SPOC):**

3.1.2 For **RRBs**: The respective Chairpersons shall act as SPOC.

3.1.3 For **Railway Units**: The Chairperson of RRC or a designated officer shall serve as SPOC.

3.1.4 For the **Exam Conducting Agency (ECA)**: SPOCs will be nominated for each Railway Unit, based on the grouping mentioned in Para 2.

3.2 **Coordination Mechanism:**
The designated SPOCs from RRBs, Railway Units, and ECA shall ensure coordinated planning, execution, and monitoring of all activities related to Departmental Selections.

3.3 **Standard Operating Procedure (SoP):**
Standard Operating Procedure (SoP) for Conduct of Computer (Tablet) Based Tests (CBTs) in Departmental Selections is attached as **Annexure-B.**

3.4 Activity-wise Roles and Responsibilities

(A) Pre-Examination Activities

SN	Activity	Responsible Agency
i	Scrutiny of applications/options and publication of eligible candidates list	Railways
ii	Sharing of candidate details to ECA	Railways
iii	Identification/Booking of CBT venues	Railways
iv	Arrangement of CCTV and power backup at test centres	Railways
v	Confirmation of readiness of test centres	Railways
vi	Scheduling of candidates with date, shift, and assigned test centre	Railways & ECA
vii	Preparation and download facility of Admit Cards	ECA
viii	Arrangement of tablets for conduct of examination	ECA
ix	Question Paper Preparation	Railways
x	Preparation and uploading of Mock Exam Question Set	Railways
xi	Deployment of required manpower	Railways & ECA
xii	Training of officers/staff at CBT venues	ECA
xiii	Conduct of mock test at test centres	ECA

(B) During Examination Activities

SN	Activity	Responsible Agency
i	Uploading of Question Paper	Railways
ii	Entry of candidates	Railways
iii	Registration of candidates & seat allocation	Railways & ECA
iv	Capturing candidate attendance	Railways & ECA
v	Decryption of question paper	ECA
vi	Providing rough sheets to candidates	Railways
vii	Distribution and collection of Tabs to the candidates before and after the examination	ECA
viii	Commencement of examination	Railways

ix	Conduct of examination	Railways & ECA
x	Upload of candidate responses and other details	Railways & ECA

(C) Post-Examination Activities

SN	Activities	Responsible Agency
i	Publishing of answer keys	Railways & ECA
ii	Provide Objection management platform	ECA
iii	Make objection link live	Railways & ECA
iv	Share received objections with Railways	ECA
v	Review and redressal of objections	Railways
vi	Preparation of final answer keys (if objections upheld)	Railways
vii	Processing of candidate responses, audit logs, raw scores	ECA
viii	Sharing of final raw result to Railways post-objection redressal	ECA
ix	Result preparation	Railways
x	Panel formation and publication	Railways
xi	Handover of examination documents	ECA
xii	Invoicing, bill scrutiny, and SLA monitoring	RRBs & Railways
xiii	Bill passing	Nodal RRB & Associate Finance

ANNEXURE-B

Standard Operating Procedure (SoP) for Conduct of Computer (Tablet) Based Tests (CBTs) in Departmental Selections in Indian Railways

1. **Requirement Assessment**
   The requirement for conducting departmental exams shall be assessed by the Zonal Railway Headquarters for the upcoming 2–3 months, covering all offices/divisions under their jurisdiction. This information will be communicated to the Exam Conducting Agency (ECA) and the designated Railway Recruitment Board (RRB) for that Railway unit.

2. **Arrangement of Examination Centres**
   Examination centres will be arranged by the Railway (Zonal Headquarters, Divisions and other units), ensuring adequate seating capacity, WiFi connectivity, uninterrupted power supply (back up) along with facilities for charging Tablets, and CCTV surveillance with storage capacity. The readiness of the exam centre will be confirmed by the Railway. RRB and ECA may inspect the centres to verify suitability. Preferably, centres should be within the Railway premises. If not feasible, suitable venues may be hired by the Railway.

3. **Inviting Applications**
   Applications for departmental exams will be invited by the Railway through proper notifications and publication in appropriate mode. Scrutiny of applications will be conducted by the Railway. A final list of eligible candidates containing their details, exam-wise, shall be prepared and shared with the concerned RRB and ECA.

4. **Issue of Work Order**
   The work order will be issued by the Zonal Railway to the ECA, with a copy marked to the concerned RRB for conducting the examination. The work order should be in the form of a simple letter, containing details such as the exam type, division/location, and the number of candidates for each exam type.

5. **Finalisation of Exam Schedule**
   Once examination centres and the list of eligible candidates are finalised, exam scheduling will be done jointly by the Railway, RRB, and ECA. A minimum of 30 candidates must be scheduled per shift at a centre, which may include multiple exam types. Exams of a single type can be conducted at multiple centres across divisions. Merit lists will be prepared division-wise or zone-wise as per Railway's requirement.

6. **Minimum Candidate Threshold**
   If a shift at any test centre has fewer than 30 candidates, a valid justification must be provided by the railway, as payment to ECA will be made for a minimum of 30 candidates per shift.

7. **Scheduling Timeline**
   The final exam schedule must be confirmed at least 14 days before the exam date. Once finalized, the Railway will ensure booking of the exam venue along with all required facilities.

8. **Publication of Exam Schedule**
   The complete exam schedule (including date, time, centre, exam type, and candidate details) must be published on the Railway website at least 10 days before the exam.

9. **Admit Cards**
   ECA will generate admit cards containing candidate details (Name, DOB, Employee No., HRMS ID), barcode for scanning, spaces for paragraph writing, signature (candidate and invigilator), and thumb impression. Admit cards will be made available through a downloadable link which will be provided by ECA and published on the Railway website at least 4 days before the exam.

10. **Question Paper Preparation**
    An officer will be nominated by the Railway 14 days before the exam for each exam type. Question papers must be prepared in *PDF format as per the sample and in Bilingual (Hindi & English) form as per Para 7.3 of Letter No. E(NG)1/2019/PM 1/20 dated 19.12.2019 (Master Circular-31),* which will be provided by ECA. The question paper will be uploaded personally by the nominated officer through a secure link one day before the exam. The answer key must be prepared in Excel format, as per the sample provided by ECA and shall be uploaded by the nominated officer after completion of the exam. No assistance from others is allowed during this process. ECA will provide an instructional video for this purpose.

11. **Mock Question Paper and Instructions**
    A mock question paper with up to 5 questions and exam instructions will be prepared by the nominated officer and uploaded via the provided link. These will be used for a practice session before the actual exam. The exam duration must be clearly mentioned in the instructions.

12. **Encryption of Question Paper**
    Upon upload, the question paper will be automatically encrypted and will only be decrypted when the candidate logs-in to take the test. ECA shall ensure maintenance of all security protocols, access logs & encryption of the question paper and Question paper shall be accessible to the candidates only upon the start of examination.

13. **Tablet Provisioning**
    ECA will provide fully charged tablets along with at least 10% spare units, 2 hours prior to the exam.

14. **Pre-Exam Preparation**
    The exam drive and encrypted question paper will be downloaded in tablets 90 minutes before the start of the exam by ECA. Candidates will be thoroughly checked and their ID cards and admit cards verified before entering the exam hall at least 45 minutes in advance. Attendance and seating will be managed jointly by Railway and ECA.

15. **Paragraph Writing and Signatures**
    Candidates will write a paragraph on their admit cards and sign & give thumb impression in designated spaces on the admit card and the attendance sheet.

16. **Mock Test and Biometric Capture**
A 15 minute mock test will be conducted before the actual exam to familiarize candidates with the tablet-based interface. Candidate photographs and biometric data will be captured after login through tablet only.

17. **Training and Orientation**
ECA will provide separate instructional videos to both invigilators and candidates 4 days before the exam to ensure familiarity with the processes. These will be uploaded on the zonal Railway or division website by the nominated Railway officials.

18. **Manpower Deployment**
ECA will provide 1 venue in-charge per centre. In addition, ECA will provide 1 support staff for every 50 candidates or part thereof. Railways will assign minimum one invigilator per 30 candidates or part thereof and an officer (Centre Coordinator) for overall supervision.

19. **Stationery and Breaks**
Rough sheets and pens will be provided by the Railway and collected after the exam. Bio-breaks will not be permitted under normal circumstances. If absolutely necessary, the candidate must be escorted by an invigilator of the same gender.

20. **Uploading of Responses and Exam Report**
Candidate responses will be uploaded to the backend server by ECA immediately after the exam, in presence of Railway Centre Coordinator. A detailed exam day report will be signed by both the ECA Venue In-charge and the Railway Centre Coordinator.

21. **Malpractice Handling**
Any malpractice will be dealt with through a departmental enquiry. FIRs may be filed if necessary, under the Public Examination (Prevention of Unfair Means) Act, 2024 and applicable rules by the Centre Coordinator.

22. **Answer Keys and Objection Window**
ECA will publish the answer key and candidate responses via a link on the Railway website. Candidates may raise objections through the same link free of charge.

23. **Scrutiny of Objections**
ECA will compile all objections and share them with the Railway. A designated officer will examine the objections and submit a revised answer key. No marks will be awarded to any candidate for the questions that are cancelled.

24. **Processing of Results**
ECA will process candidate responses, audit logs, and raw scores and provide certified soft copies to the Railway.

25. **Publication of Results**
The revised answer key and candidate scorecards will be published on the Railway website. The final panel will be prepared and published by the Railway.

26. Handling of Technical issues

The ECA shall ensure smooth operation of examination software and hardware. ECA will be responsible for operation and functioning of all the links at every stage i.e. from uploading of candidate details & downloading admit card to processing of results. Any issue arising during the examination process like failure of tab, failure of link or failure of Wi-Fi etc. at the centre shall be resolved in consultation with nominated venue in charge by ECA and nominated Centre Coordinator from Railways.

27. **Accounting and Invoicing**

The concerned RRB will monitor the number of exams conducted and candidate count. ECA will raise an invoice to the Nodal RRB, preferably once a month, based on scheduled candidate count (minimum 30 per shift, if less scheduled). The concerned RRB will forward the exam details after every exam to the nodal RRB after verifying and confirming the same from zonal Railway.

28. **Payment to ECA**

The Nodal RRB will process the bills and make 100% payment to the ECA only after the final result is declared.

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