RRCB No. 02/2024

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

No. 2015/E(RRB)/26/21 Pt. 1 New Delhi, dated: 21.10.2024

The General Manager,
All Zonal Railways/Production Units

Sub: Duties & Responsibilities of Railway's Regional Coordinator, Additional Regional Coordinator, Regional Officer, Centre Coordinator, Group 'C' Staff, Control room Staff and Invigilators of Exam Conducting Agency (ECA).

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A copy of each of Public Examination (Prevention of Unfair Means) Act, 2024 and Public Examination (Prevention of Unfair Means) Rules 2024 are enclosed at **Annexure- IX & X**. In supersession of instructions issued vide letter of even number dated 31.12.2021 (RRCB No. 05/2021), following instructions are being issued in regard to deputing Regional Coordinator, Additional Regional Coordinator, Regional Officer (earlier Town in Charge), Centre Coordinator (earlier Observer), Group C Staff to Examination Centers and deputing officials to man the Control Rooms for smooth conduct of Computer Based Tests (CBTs) of Railway Recruitment Boards (RRBs) as well as bringing out the role and responsibilities of the above officers/officials are as under:

(a) **Regional Coordinator**: ADRM (In case of multiple ADRMs in Division, ADRM concerned looking after personnel department) shall be the Regional Coordinator. He shall coordinate between PCPO and Divisional officers/officials for nomination of Regional Officer, Centre Coordinator and will ensure nomination of assisting officials i.e. Railway Supervisor and RPF staff promptly. He shall ensure smooth and hassle free conduction of exam. In this regard he will maintain close liaison with Chairpersons RRB also.

(b) **Additional Regional Coordinator**: Sr. DPO of the division will be the Additional Regional coordinator. He will assist Regional Coordinator for conduct of exam. He will nominate Centre Coordinator, Railway Supervisor in consultation with Regional Coordinator. He will nominate RPF staff in consultation with Sr. DSC of the division. He shall ensure that concerned officials reach to respective examination venue in time. He will discharge his duties in close coordination with Regional Coordinator and maintain close liaison with RRB officials during RRB Exam. Role and duty list of Additional Regional Coordinator is placed at **Annexure I.**

(c) **Regional Officer**: A Sr. Scale or above Grade Officer to be nominated by PCPO for each city/town. In case the number of examination centers in town is too many more than one Regional Officer may be nominated in consultation with Chairperson RRB. Regional Officer will play the role of "Regional Officer" as defined under Rule 2 (e) of Public Examination (Prevention of Unfair Means) Rules, 2024. The detailed role and duties of Regional Officer is placed at **Annexure- II**.

(d) **Centre Coordinator**: Shall be of the rank of 'Senior Scale/Junior Scale'. In case of extreme exigency of officers duly approved by Regional coordinator, Sr. Supervisors may be nominated as Centre Coordinator. They will be responsible for the activities in that Examination Centre. In case, at

particular exam venue if the numbers of Computer Labs are more than four or exam centre is multistoried having-labs at different floors, one additional Centre Coordinator may be deputed. Centre Coordinator shall be nominated preferably ten days in advance of the exam phase or as per request of Chairperson RRB to get familiarize with the exam process and with their presence during mock test at exam venue. Their Role and duties are placed at **Annexure-III**. Centre Coordinator will also play the role of "Centre Coordinator" as defined under Rule 2 (b) of Public Examination (Prevention of Unfair Means) Rules, 2024.

(e) Group 'C' Railway staff nominated for 2 Stage CBTs:

(i) For 1st Stage CBT, the Centre Coordinator will be assisted with 1 Group 'C' staff for less than 250 candidates and in case of exam center having more than 250 candidates additional Group 'C' staff should be provided proportionately. Actual numbers of Group 'C' staff required may be decided by the RRB Chairpersons in consultation with the PCPOs keeping in view the sensitiveness of centers and availability of Railway officials;

(ii) For 2nd Stage CBT, the Centre Coordinator will be assisted with one Group 'C' Staff per 40-80 candidates. Within this scale, actual numbers of Group 'C' staff required may be decided by the RRB Chairpersons in consultation with the PCPOs keeping in view the sensitiveness of centers and availability or Railway officials.

(f) Group 'C' Railway Staff nominated for Single Stage CBT:-

The Centre Coordinator will be assisted with 1 Group 'C' staff per 100 candidates. Actual numbers of Group 'C' staff required may be decided by the RRB Chairpersons in consultation with the PCPOs keeping in view the sensitiveness of centers and availability of Railway officials.

Railway Group 'C' staff nominated at the venue shall assist the Centre Coordinator in discharging the above mentioned duties and any other duties that may be assigned by the Centre Coordinator and ensure smooth and fair conduct of the Exam. Their role and duties are placed at **Annexure-IV**.

The Centre Coordinator /Group 'C' Staff assisting the Centre Coordinator should not be allowed to continue at one Exam centre for more than 5 days. They should be replaced by another Railway Centre Coordinator/Group C' Staff assisting the Centre Coordinator, as the case may be.

(g) One Group 'C' Railway Staff and one Senior Group C RPF Staff for Server and Control Room

In addition to Group 'C' staff nominated for exam centre as given above, one Senior Group 'C' competent Railway staff preferably from S & T or Electrical department or B. Tech in Computer Science/IT/Electrica1/Electronics (Level 5 or higher) will be available in Server Room. He will be vigilant and report of any unusual activity (database of such officials to be maintained by Railways). One senior RPF staff shall be exclusively nominated for Server and Control Room having CCTV feed of all labs of that particular exam center. The RPF Staff assigned (by Railway Centre Coordinator of the centre) will remain alert for any unusual and will remain present in uniform. The officials will monitor the activities of all labs as well as keep vigil on the activities of Venue Head and IT manager. They will ensure only the nominated and authorized person should enter in Server room with restricted communication. If they notice anything unusual in Server room they will immediately bring this to notice of the Railway Centre Coordinator who in turn will ensure and satisfy himself that nothing unusual is happening in exam at/from the respective centre. Their role and duties are placed at **Annexure-VI & VII.**

(h) RPF Staff:

Three RPF staff should be deputed per centre in which one senior most RPF stall will be assigned for Server room duty as mentioned in Para (g) above. Duties of remaining two staff in which preferably one male and one female are placed at **Annexure-V**.

(i) Invigilators: The invigilation is provided by the ECA. There shall be one (1) invigilator per 25-30 candidates. These Invigilators shall assist the Group 'C' Staff and the Centre Coordinator from the Railways for smooth conduct of Computer Based Test (CBT) in that particular exam centre. The list of Invigilators along with self- attested copy of their ID proof should be available with Railway Centre Coordinator and the ECA Centre Head. Invigilators should also be rotated across centers randomly and should not be continued at one center.

(j) Formation and Broad role of Control room will be as uader:-

1. **Formation:**
   i. **Control Room at Division:** Divisional Control Room will be consisted of Regional Coordinator (ADRM), Additional Regional Coordinator (Sr. DPO), Sr. DSC, One Jr. Scale officer preferably of Personnel Branch (To be decided by Additional Regional Coordinator in consultation with Regional Coordinator), two Group 'C' staff as decided by Additional Regional Coordinator, one staff of level One. Control room at division will work in close coordination of Regional Coordinator and Additional Regional Coordinator. Control room official will be in close contact with Railway officials of all test centers of their jurisdiction. In need they may visit to test centers also. Regional Coordinator, Additional Regional Coordinator and Sr. DSC should make some surprise checks of test centers during exam to ensure conduction of smooth, hassle free arid error free exam.
   ii. **Control Room at Zonal HQ:** Zonal control room will be consisted of Zonal Coordinator (CPO Admin.), Additional Zonal Coordinator (Chairperson/RRC), Dy. CSC, One Jr. Scale officer preferably of Personnel Branch {as decided by Zonal Coordinator i.e. CPO Admin.), One Group 'C' staff as decided by Additional Zonal Coordinator, One staff of level One. Control room at Zonal office will work in close coordination with Divisional Control Room. Control Room officials will be in close contact with Divisional railway officials of divisional control room under their jurisdiction and maintain close liaison with Chairperson RRB. Zonal Coordinator, Additional Zonal Coordinator and Dy. CSC should make some surprise checks of test centers during exam to ensure conduction of smooth, hassle free and error free exam.
2. **The role of the Control Room will be as under:**
   i. Monitoring the RRB Computer Based Test (CBT) in each of the cities and issuing suitable directions to the authorities concerned.
   ii. Ensuring that the CBT is conducted in a fair and transparent manner.
   iii. Incidents or exceptional situations arisen during the day should be solved and noted properly to be placed on record for future references.
   iv. Deployment of Staff to the exam centers and replacements, if any.
   v. Ensuring deployment of RPF in each centre, interaction with State Police, mob management, Dy. CSC & Sr. DSC concerned should also ensure all these aspects etc.

All Centre Coordinator and Group 'C' officials nominated for RRBs CBT should give Undertaking **(Annexure VIII)** that they have read and understood all the instructions related to conduct of CBT and ensure compliance of these instructions and bring it to notice of Railways any violation done by ECA.

The roles and responsibilities mentioned in this letter are general in nature. For any special requirement protocol document of Exam may be referred.

For payment of Honorarium, the officers/officials in the Control Room are governed by Board's letter No. E(G)2010/HO1-38 dated 19.11.2018 (RBE.No.174/2018).

In case of exigency, relaxation in respect of requirement of officers/staffs as specified in these instructions may be given by Chairperson RRB in consultation with PCPOs duly recording reasons for the same.

DA: As above

VIDYA DHAR SHARMA
Digitally signed by VIDYA DHAR SHARMA
Date: 2024.10.21 16:47:27 +05'30'

(Vidya Dhar Sharma)
Director Estt.(RRB)
Railway Board

Copy to: Chairpersons,
All Railway Recruitment Boards for N.A. and information please.

Annexure-I

DUTIES OF ADDITIONAL REGIONAL COORDINATOR

1. Will ensure that Centre Coordinator as well as Supervisors are performing their duties as per the directives given.
2. Will ensure smooth and fair conduct of the CBT at the centres placed under them.
3. Will act as a representative of RRB to see the examination conducted by the ECA/Center Head efficiently, properly and smoothly according to the prescribed procedures.
4. Will see proper deployment of RPF personnel/state Police.
5. Will ensure lodging of First Information Report (FIR) by ECA/Center Head in case of malpractice/untoward event(s).
6. Will submit report to RRB mentioning in detail the unusual occurrence if any.
7. Responsible for nomination and sparing of required Railway Staff for exam duties under his/her jurisdiction.
8. Will monitor that the Centre Coordinator and Invigilators nominated by ECA are rotated randomly across centres.
9. Additional Regional Coordinator will ensure that all nominated Railway officials have reached exam centers well in time.
10. Additional Regional Coordinator will ensure shift wise submission of day to day attendance of candidates of exam centers well in time to RRB.
11. Additional Regional coordinator will maintain close liaisoning with RRB officials during Exam.
12. Additional Regional Coordinator should ensure that nomination of officials for exam duty should be submitted to RRB well in advance and if any changes made in the assigned duties same should also be reported to RRB well before exam.
13. After completion of CBT, Additional Regional Coordinator should ensure timely submission of account to RRB and associate accounts for the disbursement of honorarium and related expenditure.
14. Any irregularity should be personally brought to notice of GM, DRM and ED/E(RRB) with detailed report within six hours.
15. To ensure adequate infrastructure is available for Aadhaar authentication at centres as per agreement wherever implemented.

Annexure

DUTIES OF REGIONAL OFFICER:

1. He will ensure that Centre -Coordinators as well as Supervisors are performing their duties as per the directives given.
2. He will ensure smooth and fair conduct of the CBT at the centres placed under him.
3. He will act as a representative of RRB to see the examination conducted by the ECA/ECSP Venue-In-Charge efficiently, properly and smoothly according to the prescribed procedures.
4. He will see proper deployment of RPF personnel/State Police.
5. Responsible for nomination and sparing of required Railway Staff for exam duties under his/her jurisdiction.
6. He will monitor that the Centre Coordinators, Railway Supervisors and Invigilators nominated by ECA/ECSP are rotated regularly
7. He will take undertaking from Centre-Coordinators nominated for the city that they have read and understood all the instructions related to conduct of CBT and ensure compliance of these instructions and bring it to notice of RRB/Railways, if any violation is done by ECA/ECSP.
8. He will ensure that all nominated Railway officials have reached exam centers well in time.
9. He will ensure shift wise submission of day-to-day attendance of candidates of exam centers well in
   time to RRB & Control Room.
10. He will submit report to RRB & Control Room mentioning in detail the unusual occurrence if any.
11. Role of Regional Officer in case of occurrence of Unfair Means or Offences:
    - (i) Venue-In-Charge of ECA/ECSP or Centre Coordinator (as the case may be) will report the "Unfair Means or Offence" to Regional Officer through Form-1/Form-2 as prescribed under PE Rules 2024 according to Provisions as stipulated in Rule 7 and referring PE Act 2024.
    - (ii) Regional Officer may review the report received and cause appropriate action to be taken, which may include filing of FIR.
    - (iii) In case, the Regional Officer arrives at a conclusion that no First Information Report is required to be filed, he shall record reasons therefor.
    - (iv) In case, the Regional Officer concludes that, prima facie, there is involvement of Management or Board of Directors of Service Provider under Rule 7(3), he shall report the details of the incident, enclosing his findings, along with Form 2 to the RRB.
    - (v) In case, the Regional Officer concludes that, prima facie, there is involvement of Railway Servant under Rule 8(1) he shall report the details of the incident, enclosing his findings, along with Form 2 to the RRB.
    - (vi) Depending on the decision of Regional Officer, the FIR will be required to be lodged during the Exam days.
      a. He will ensure lodging of FIR by ECA/ECSP Venue-In Charge in case of Unfair means & Offences/untoward event(s).
      b. He will ensure the lodging of FIR by Centre- Coordinator in case there is involvement of Service Provider itself.
12. He will be available during the day of Mock Drill in some Exam Venues under his jurisdiction and will monitor and witness the conduction of Mock Drill.

Annexure-III

DUTIES OF CENTRE COORDINATOR

1. The officer and his assisting staff shall carry the identity card as well as letter of nomination with him and reach the exam venue on reporting time.
2. The Centre Coordinator and assisting Group C staff/ (Railway Supervisor), RPF staff will have to give declaration **(Annexure-VIII)** before the exam that none of their close relatives are appearing in the exam at that centre and they have read and understood all the instructions related to CBT and ensure compliance of these instructions and bring it to the notice of Railways if any violation is done by ECA. This declaration should be obtained in the prescribed proforma and handed over to Venue-in Charge. The Centre Coordinator shall also ensure that all the officials of ECA/ECSP also give no close relative undertaking before the exam.
3. The Centre Coordinator will supervise the proper functioning of CCTV camera/location & its feed on monitor and their storage. In case of any camera is not functioning the same is to be brought to the notice of centre head for the repair/rectification at the earliest. This should also be included in the Centre Coordinator's report. He will also ensure that candidates present in Computer Lab for Exam are properly in the ambit of camera.
4. The Centre Coordinator shall oversee the processes related to the following and ensure-
    a. Verification of e-call letter, passport size colour photo and original photo ID of candidate. The quality of verification should be kept under close watch. While allowing the candidates to come inside ensure that the e-call letter, photo identity card and the face of the candidate is verified.
    b. To check whether frisking staff at the centre is in uniform. Checking by ECA/ECSP frisking team to ensure that no candidate is allowed to enter the exam hall with prohibited gadgets/stationery items. The quality of frisking should be kept under close watch.
    c. Aadhaar based Bio Authentication Biometric recording of attendance and face photo capturing through webcam by ECA/ECSP at the Centre for candidate as well as of scribe (if applicable) before the start of exam as well as at the mid of the exam. It needs to be ensured that biometric LTI capture is proper and the photograph being captured is with adequate illumination, white background and should cover full face (should not be a long shot). In case of mismatch of biometric taken before start of exam and mid of the exam, the action is to be taken as per para 5(c) i.e., Biometric & Attendance During examination.
    d. Paragraph writing and taking right thumb impression by candidates on the e-call letter in coordination with Venue-In-Charge of ECA/ECSP. Centre-Coordinators to oversee that smudge free Physical RTI & LTI is captured using good quality stamp pad. The unclear thumb impression should be retaken at the rear side of RRB foil of E- call letter duly taking signature of the candidate, invigilators and Centre-Coordinator. In case space is not available on the rear side, the same should be taken on the separate paper following the above procedure and should be mentioned in the exception statement.
    e. Smooth conduct of CBT in every session.
    f. No candidate is allowed to enter the test centre after gate closure time. No candidate is allowed to leave the Exam lab/Centre till completion of the exam.
    g. Eligible PwBD candidates availing assistance of Scribe are entitled for 30 minutes extra time. Eligible PwBD candidates can opt for change of scribe at the venue after filling prescribed proforma enclosed with e-call letter. It is required to be ensured that PwBD candidates who opted for scribe but actually not availing services of scribe during examination are not given any extra time. Similarly, PwBD candidates who had not opted for scribe but are eligible for the same and want to avail the services of scribe may do so by filling prescribed Proforma.
    h. He shall ensure that candidates availing bio break are allowed to resume their exam only

Annexure-V

UNDERTAKING

Certified that in the CBT examination for CEN _____held on_____no close relative of mine is appearing at this venue namely:_____

I have read and understood all the instructions related to conduct of CBT and will ensure compliance of these instructions and bring it to notice of RRB and Railway, if any violation is done by ECA/ECSP.

It is also certified that I am myself is not a candidate against CEN ------ . In case I was found to be a candidate against this notification, I am aware that my candidature for CEN ------ shall stand cancelled and I shall be debarred from all future recruitments in Railways in addition to any disciplinary/legal action.

S.N.	Designation for Examination	Name	Designation in Railway place of posting	Signature
1	Centre Coordinator			
2	Supervisor			
3	Supervisor			
4	Supervisor			
5	Supervisor			
6	Supervisor			
7	RPF staff			
8	RPF staff			
9	RPF staff			
10	Group C Staff (S & T or Electrical)			