

गै.ए.बी.एक्स./PABX : 26588980, 26588707, 26589336, 26589745  
26589873, 26589414  
फैक्स /FAX : 011-26588662, 011-26589791, 011-26589258

तार / GRAM : SCIENTIFIC  
Website : www.icmr.nic.in  
E-mail : icmrhgds@sansad.nic.in



भारतीय आयुर्विज्ञान अनुसंधान परिषद  
INDIAN COUNCIL OF MEDICAL RESEARCH

स्वास्थ्य अनुसंधान विभाग (स्वास्थ्य एवं परिवार कल्याण मंत्रालय)  
वी रामलिंगस्वामी भवन, अन्सारी नगर, नई दिल्ली - 110029  
DEPARTMENT OF HEALTH RESEARCH (MINISTRY OF HEALTH & FAMILY WELFARE)  
V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI 110029

क्रमांक.E16/48/2022-प्रशासन/E.Office No.139791

दिनांक:02/11/2023

सेवा में,

निदेशक/प्रभारी निदेशक  
परिषद के सभी संस्थान/केन्द्र

**Subject :** Normative Standards and Guidelines for conduct of Computer Based Tests (CBT) by Central Government and its agencies for recruitment to various posts and admission to Under Graduate/Post Graduate Courses.

महोदय/महोदया,

अधोहस्ताक्षरी को उपर्युक्त विषय पर श्रीमती जैस्मीन, अवर सचिव, कार्मिक, लोक शिकायत और पेंशन मंत्रालय, कार्मिक और प्रशिक्षण विभाग, नॉर्थ ब्लॉक, नई दिल्ली के दिनांक 18.10.2023 के पत्र संख्या 39020/14/2023-Estt.(B) की प्रति सूचना एवं अनुपालन हेतु अग्रेषित करने का निदेश हुआ है।

Digitally Signed by Jagdish भवदीय,  
Rajesh

Date: 02-11-2023 16:55:06

Reason: Approved

जगदीश राजेश  
सहायक महानिदेशक (प्रशासन)

अनुलग्नक:यथोक्त  
प्रतिलिपि:

1. महानिदेशक/वरि.उपमहानिदेशक (प्रशा.)/वरि.वित्त सलाहकार के निजी सचिव
2. परिषद के सभी प्रभाग प्रमुख

3. उपमहानिदेशक (प्रशा.)/सहा. महानिदेशक (प्रशा.)
4. प्रमुख बीएमआई - आईसीएमआर की वेबसाइट पर अपलोड करने के अनुरोध के साथ।

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वी. रामलिंगस्वामी भवन, पोस्ट बॉक्स नं. 4911,  
अंसारी नगर, नई दिल्ली - 110 029, भारत  
V. Ramalingaswami Bhawan, P.O. Box No. 4911,  
Ansari Nagar, New Delhi - 110 029, India

Tel: +91-11-26588895 / 26588980 / 26589794  
+91-11-26589336 / 26588707  
Fax: +91-11-26588662 | icmr.nic.in

*Prasen - Pt. Committee*

Email

*S/AO 2/11/23  
SO (Aton)  
Off 02/11/2023*

DG, OFFICE ICMR  
Diary No. 743026.....  
Date 21/10/2023.

FIS-3381924  
JSCAN

DG ICMR

**[Secy-goi] DoPT's Order dated 18.10.2023 reg. Normative Standards and Guidelines for conduct of CBTs by Central Govt.**

**From :** KUNALDHAKA <kunal.dhaka@gov.in>

Wed, Oct 18, 2023 06:42 PM

**Subject :** [Secy-goi] DoPT's Order dated 18.10.2023 reg. Normative Standards and Guidelines for conduct of CBTs by Central Govt.

1 attachment

**To :** To all Secretaries <secy-goi@ismgr.nic.in>

**Cc :** Sonal Yadav <sonal.y13@nic.in>, sp pant <pant.sp13@nic.in>, Ms JASMINE <jasmine.bhardwaj@nic.in>

Sir/Madam

Please find the DoPT's Order No.39020/14/2023-Estt.B dated 18.10.2023 regarding "Normative Standards and Guidelines for conduct of CBTs by Central Government and its agencies for recruitment to various posts and admissions to Under Graduate/Post Graduate courses" attached with this e-mail.

Regards,  
Kunal Dhaka,  
ASO, Estt.B,  
DOPT

Secy-goi mailing list -- secy-goi@ismgr.nic.in  
To unsubscribe send an email to secy-goi-leave@ismgr.nic.in

**Order dated 18.10.23.pdf**  
1 MB

*JB(AA)*

*all AS - O.L. Sr. DNY (P)  
re inform ICMR  
other 23/10  
26*

*US (H/CM)*

10/19/2023, 9:56 AM

If approved, we may forward to ICMR, through email for NA

*31/10/23 SO (JSC) JSCAN 21/10/23  
US (H/CM) 26/10/23  
mm  
Nanda*

F.No. 39020/14/2023-Estt.(B)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel & Training  
\*\*\*\*\*

North Block, New Delhi  
Dated the 18<sup>th</sup> October, 2023

**ORDER**

**Subject: Normative Standards and Guidelines for conduct of Computer Based Tests (CBT) by Central Government and its agencies for recruitment to various posts and admission to Under Graduate /Post Graduate Courses.**

Recruitment agencies, including Staff Selection Commission (SSC), Railway Recruitment Boards (RRBs) and Institute of Banking Personnel Selection (IBPS), conduct Computer Based Tests (CBT) for recruitment to various posts in Central Government. Similarly, National Testing Agency (NTA) conducts examinations for combined entrance to Engineering, Medical and other Graduate / Post Graduate Courses. Multiple entities, in addition to the above-mentioned Examination Conducting Agencies (ECAs), include market based Service Providers- digital and physical infrastructure (Examination Centers), and software solutions, that are key stakeholders in ensuring transparent, fair and foolproof conduct of CBTs across the Country.

2. Past experience in conduct of CBTs by these ECAs, as also by various State ECAs indicates certain digital and physical vulnerabilities that have been exploited through unfair means by unscrupulous elements. While these malpractices are aimed at benefitting a few candidates, it adversely impacts the overall credibility of the Examination and also put to peril success of genuine and sincere candidates and their opportunities.

3. Based on a detailed analysis of these vulnerabilities and factors that contribute to such vulnerabilities, there is an urgent need for a significant revamp in the current approach including,

- (i) Desiloed working of ECAs to a more coordinated and unified shared systems of both planning and conduct of examinations;
- (ii) Normative and Standardized protocols and guidelines that are adopted across ECAs and its Service providers;
- (iii) Model Request for Proposals (RFPs) and Service Levels for procurement of both, i.e., physical examination centers and software solution related services;
- (iv) Access control policy aimed mainly at impersonations and use of appropriate technology;
- (v) Cyber Security Standard Operating Procedures (SOPs) that are shared and enforced across ECAs and all its Centers and sharing of critical information;
- (vi) Devise Policies that encourage and nurture competitive ecosystem of Service Providers in the Market;

- (vii) Develop and optimize strategies for use of the national pool of resources so developed across the Central ECAs and also make it available to States as and when requested.

4. Accordingly, it has been decided, that the National Recruitment Agency (NRA) shall formulate normative standards and guidelines, as required from time to time, which shall be notified. NRA shall develop protocols and policy frameworks to address issues some of which are listed above. NRA shall also evolve effective means for ensuring compliance of Guidelines and standards by the Central ECAs and Service providers.

5. Broad indicative areas to be covered under the head 'Normative and Standardized Protocols and Guidelines to be adopted across ECAs and its Service Providers' are listed at Annexure.

6. These guidelines/ standards, unless otherwise provided, shall apply to Staff Selection Commission (SSC), Railway Recruitment Boards (RRBs), Institute of Banking Personnel Selection (IBPS), National Testing Agency (NTA) and such Central Agencies as are conducting examination for recruitment to various posts and admission to Under Graduate /Post Graduate Courses. State Examination Conducting Agencies may also adhere to these guidelines and standards, so as to curb malpractices and ensure leak proof conduct of CBT mode of examinations.

*Jas*  
(Jasmine)

Under Secretary to the Government of India  
Tel: 23092508

Copy to :-

1. Prime Minister's Office (Ms. Manmeet Kaur, DS).
2. Cabinet Secretariat ( Ms.Smita Sarangi, Director)
3. Secretaries of all Ministries/Departments of the Government of India.
4. Chairman, Railway Board.
5. Chairman, Staff Selection Commission.
6. Chairman, Railway Recruitment Boards.
7. Chairman, National Testing Agency (NTA).
8. Chairman, National Recruitment Agency (NRA).
9. Chairman, Institute of Banking Personnel Selection (IBPS).
10. JD(OL) – For Hindi Version

Internal circulation:-

1. PS to Hon'ble MoS(PP).
2. PSO to Secretary (P).
3. Additional Secretary (PP), DoPT.
4. NIC, DoPT, North Block for uploading the order on DoPT website.

*Jas*  
(Jasmine)

Under Secretary to the Government of India  
Tel: 23092508

Broad Areas to be covered under the head 'Normative and Standardized protocols and guidelines to be adopted across ECAs and its Service providers'

**1. Normative and Standardized protocols and Guidelines for Question Banks and its Management/Operation**

The guidelines shall cover the following areas:

- a) Process of Question Bank creation.
- b) Ensuring confidentiality of the entire activity of content development, i.e., setting questions, translation and finalization.
- c) Setting up of exclusive question bank.

**2. Normative and Standardized protocols and Guidelines for Electronic platform for conducting CBT**

The electronic platform on which the CBT is held forms the heart of the CBT. This is an electronic software system which serves as the platform for the entire conduct of the examination. The following aspects related to the electronic platform should be covered through guidelines/standards: -

- a) Developing service level specifications/ standards for the electronic platform.
- b) Developing/ procuring electronic platforms/ software application & related services.
- c) Insulating the platform from malpractices such as hacking.
- d) Transmission of question papers and collection of responses.
- e) Ensuring compatibility and security of the electronic platform.
- f) Architecture of the electronic platform.
- g) Certification and audit of the system/ electronic platform.
- h) Any other aspect connected with development and use of electronic platform.

CBT labs should be controlled centrally and should follow cyber security norms to be formulated by NRA, keeping in view the cyber security guidelines prescribed by MeITY.

**3. Normative and Standardized protocols and Guidelines for Registration Process of the candidates**

Areas to be addressed:

- a) Standardizing and ensuring interoperability of all application/registration software and processes.
- b) Preventing impersonation.
- c) Capturing biometric data of the applicants.
- d) Usage of One Time Registration (OTR).