



दक्षिण रेलवे SOUTHERN RAILWAY

No P(R)240/P/RRB

प्रधानकार्यालय, Headquarters Office
कार्मिक शाखा Personnel Branch
चेन्नै Chennai - 600 003
दि. Dated: 22-05-2019


पी वी सी सं/ PBC No. 102 / 2019

All PHODs / DRMs / CWMs / CEWE / CAO / CPM / Dy.CPOs / Sr.DPOs /
DPOs / SPOs / WPOs / APOs of HQ / Divisions / Workshops.

(As per mailing list-'A')

विषय/Sub: Duties & Responsibilities of Town Incharge Observers,
Group 'C' Staff, Control Room and Invigilators of Exam
Conducting Agency (ECA).

A copy of Railway Board's letter No.2015/E(RRB)/26/21 Pt.-1
dated 26-04-2019 along with its enclosures on the above subject is
enclosed for information, guidance and necessary action.


22.05.2019
(S.JANAKIRAMAN)

वरिष्ठ कार्मिक अधिकारी/नियम

Senior Personnel Officer/Rules

For Principal Chief Personnel Officer

संलग्न Encl: as above

प्रतिलिपि Copy to : The Genl Secy / SRMU
The Genl Secy / AISCSTREA
The Genl Secy / AIOBCREA
The Genl Secy / NFIR



**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No 2015/E(RRB)/26/21 Pt-1

Dated 26.04.2019

General Managers
Indian Railways & PUs

Chairpersons
All Railway Recruitment Board

Sub: -Duties & Responsibilities of Town Incharge Observers,
Group 'C' Staff, Control Room and Invigilators of
Exam Conducting Agency(ECA)

Railways have been deputing Town Incharge, Observers, Group 'C' Staff to Examination Centers and deputing officers to man the Control Room for smooth conduct of Computer Based Tests(CBTs) of Railway Recruitment Boards(RRBs). RRBs have embarked on a massive recruitment drive of various Safety, operational and maintenance categories. It has, therefore, become all the more important to bring out the role and responsibilities of the above officers/officials and the numbers to be deployed in a CBT. These are:-

- (a) **Town Incharge** a JAG Officer to be nominated by PCPO on need basis on the request of RRB Chairperson only. In case the number of examination centers in town is too many for one Town Incharge to manage, PCPO in consultation with RRB Chairperson may nominate more than one Town Incharge. The role and duties of Town Incharge is placed at **Annexure-I**.
- (b) **Observer(s)** (Center Incharge) shall be of the rank of Senior Scale/Junior Scale. In case of non-availability of officers, Sr. Supervisors may be nominated as Observers. They will be responsible of the activities in that Examination Centre. Their Role and duties are placed at **Annexure-II**.
- (c) **Group 'C' Staff nominated for 2 Stage CBTs:-**
 - a. For 1st Stage CBT, the Observers 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;
 - b. For 2nd Stage CBT, the Observers 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 of Railway officials.

Group 'C' Staff nominated for Single Stage CBT:-

The Observers 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.

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

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

For payment of Honorarium, the above officers/officials are governed by Board's letter No.E(G)2010/HO1-38 dated 02.11.2012 (RBE.No.125/2012).

- (e) **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 Observers 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 Observer and the ECA Center Head. Their role and duties are placed at **Annexure-IV**.

- (f) The role of the **Control Room** will be as under:-
- Monitoring the RRB Computer Based Test(CBT) in each of the cities and issuing suitable directions to the authorities concerned.
 - Ensuring that the CBT is conducted in a fair and transparent manner.
 - Incidents or exceptional situations arisen during the day should be solved and noted properly to be placed on record for future references.
 - Deployment of Staff to the exam centres and replacements, if any.
 - Ensuring deployment of RPF in each centre, interaction with State Police, mob management, etc.

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).

DA: As Above


(Angaraj Mohan)
Executive Director E/RRB
Railway Board

DUTIES OF TOWN INCHARGE (JAG officer)

Annexure - T

- 1 Will ensure that Observer 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 FIR by ECA/Center Head in case of malpractice/untoward event(s).
- 6 Will submit report in the specified form supplied by RRB.
7. Responsible for nomination and sparing of required Railway Staff for exam duties under his jurisdiction .

DUTIES OF THE OBSERVERS (Jr. Scale/Senior Scale)

1. Shall carry the identity card as well as letter of nomination with him.
2. Should reach the Exam Centre at least half an hour before the reporting time of each shift.
3. Shall give declaration before the exam that none of their near relatives is appearing in the exam at that centre. This declaration should be obtained on Proforma I (placed under **Appendix-I**) and handed over to the Centre Head and should be shown during inspection by Vigilance Team or Flying Squad visiting the Centre.
4. Shall coordinate with the inspecting Vigilance Team and provide necessary assistance/information to them in consultation with the Chairman RRB/RRC.
5. Will supervise the proper functioning of CCTV camera/location & its feed on monitor and their storage. In case any camera is not functioning, the same is brought to the notice of Centre Head for repair/rectification at the earliest. This should also be included in the Observer's report.
6. Candidates availing assistance of scribe are entitled for compensatory time as per the extant instructions issued by Railway Board from time to time. Eligible PWD candidates can opt for change of scribe at the venue after filling the prescribed proforma. It is required to be ensured that PWD candidates who have opted for scribe but are actually not availing the services of scribe are not given any extra time. Similarly, PWD candidates who had not opted for scribe but are eligible for the same and want to avail the services of scribe may do so in which case they will be provided extra time.
7. Shall ensure that the supervisory staff keeps a close eye on the invigilation process. All the invigilators must wear identity cards displaying the nodes for which they are responsible. Any quality issues regarding invigilator / invigilation should be brought to the notice of centre head for quick rectification.
8. Observers shall oversee the processes related to the following:-
 - (a) Verification of e-Call letters and original photo ID of candidate
 - (b) Checking by ECA to ensure no candidate is allowed to enter the Exam Hall with prohibited gadgets/stationery items.
 - (c) Biometric recording of attendance and face photo capturing through webcam by ECA at the Centre for candidate as well as scribe.
 - (d) Paragraph writing and taking left thumb impression by candidates on the physical form of e-Call letter in coordination with Centre Head of ECA.
 - (e) Smooth conduct of CBT in every session.
 - (f) Candidate reporting time and exam timings.
 - (g) No candidate is allowed to enter the test centre after gate closure time. No candidate is allowed to leave the Exam Hall/Centre till completion of the exam.
 - (h) Candidates availing assistance of Scribe are entitled for additional time.
 - (i) That Railway Group C staff attached with them, are ensuring that candidates sitting on the allocated computer terminals.

- (j) The Center Head has an authority letter from the ECA for conduct of RRB/RRC Computer Based Tests(CBTs)
 - (k) ECA has provided a list of Invigilators with names and their ID to the concerned RRB/RRC in advance.
-
9. Shall get conversant with the detailed instructions on the e-Call letter.
 10. Will maintain a list of nominated Group 'C' staff (Railway Supervisor) present in each shift in the venue. Will allocate lab(s) to the Group 'C' staff attached with him.
 11. Will see the deployment of RPF personnel. In case of deficiency shall report it to the Town Incharge or Chairperson/Member Secretary/ Assistant Secretary of RRB
 12. The physical count of candidates after commencement of exam should be taken and compared with the E-Call Letters collected to identify the candidates giving exam on the terminals outside invigilation area.
 13. Ensure that e-Call letters are packed and sealed by ECA and the envelope cover mentions details as per format and puts in documents as per the check list.
 14. At the end of the day, the Observers shall prepare a report about conduct of CBT on a prescribed proforma as attached as Proforma-5A & 5B (placed under **Appendix-I**) and upload the same in the data centre. A copy of the same shall invariably be furnished to the concerned RRB Chairperson.
 15. The physical form of e-Call letter (RRB foil) along with 5 Proforma reports so collected shall be kept in an envelope and sealed jointly with Centre Head of ECA. The summary of attendance in a particular session shall be written outside such sealed envelope and jointly signed by Railway Observer and Centre Head of ECA as per the Format provided. The same will be uploaded in the data centre. The sealing of the envelopes will be done after signing by Centre Head and Observer across the flap and covering the same by transparent cellophane tape.
 16. Handling of e-Call letters & other documents: At the end of each session, the Centre Head of ECA shall keep with them these sealed envelopes with other records of session as per terms of agreement.
 17. Any untoward incident requiring Police intervention, Centre head / ECA along with Observer will have to liaise with the police authorities. FIRs, if any, will have to be lodged by ECA/Centre Head. Railway Observers will ensure that FIR has been lodged with the concerned authorities. Written Report should be given to the concerned RRB Chairperson.
 18. The Center Head, ECA and the Railway Observers to sign the Exception Proforma and Report of Examination.
 19. Observer will have to ensure preparation of all Proforma 1 to 5(placed under **Appendix-I**) reports duly signed by the concerned officials
 20. Anything unusual should be brought to the notice of Regional Coordinator, i.e., ADRM and/or RRB officers viz. Chairman/Member Secretary/Asst. Secretary.

I N D E X

1. Envelope Cover Format	Page-1
2. Proforma-1 Joint Report by Observer & ECA Center Head	Page-2
3. Proforma-2A Incidence Register	Page-3
4. Proforma-2B Exception Register	Page-3
5. Proforma-3A Declaration by Candidate (Miscellaneous)	Page-4
6. Proforma-3B Declaration by Candidate (using Unfair means)	Page-4
7. Proforma-4A Declaration by PwBD Candidate (Scribe Photo not available)	Page-5
8. Proforma-4B Declaration by PwBD Candidate (appearing as Non Scribe Candidate)	Page-5
9. Proforma-4C Declaration by PwBD Candidate (not opted for Scribe but appearing with Scribe)	Page-6
10. Proforma-5A Railway Observer Report on the Conduct of Examination	Page-7
11. Proforma-5B Railway Observer Summary Report On the conduct of the Examination.	Page-8

18) Envelope Cover Format

Railway Recruitment Board
(CBT), CEN ___/20___

Envelope Cover

RRB Code: _____ Name of the RRB: _____

Centre Code: _____ Name of the Centre: _____

Exam City: _____

Date of Exam: _____ Shift: 1/2/3

Total No. of candidates at the venue	Allotted	Present	Absent
Checklist of the documents in this envelop		Total Number of documents	Put ✓ mark in the check box
e-Call letter (RRB Foil)			<input type="checkbox"/>
e-Call Letter for Scribe (RRB Foil)			<input type="checkbox"/>
Proforma 1			<input type="checkbox"/>
Proforma 2 A and 2 B			<input type="checkbox"/>
Proforma 3 A and 3 B			<input type="checkbox"/>
Proforma 4 A, 4 B and 4C			<input type="checkbox"/>
Proforma 5			<input type="checkbox"/>

Signature of the Centre Head

Signature of the Railway Observer

Name of the Centre Head:

Name & Designation of the Railway Observer

Date: _____

Date: _____

19) CERTIFICATE OF NO CLOSE RELATIVE APPEARING IN THE EXAMINATION (CBT) AT THE CENTRE (add additional rows in the format wherever necessary)

Certified that in the online examination for _____ (CBT), CEN ___/20___ held on _____ no close relative of mine is appearing at this Centre namely: _____

Railway Officials

S. N.	Designation for	Name	Designation in Railway place	Signature
1	Railway Observer			
2	Supervisor			
3	Supervisor			
4				
5				

ECA Officials (including all e.g. Centre Head, IT Manager, Invigilators, TCA etc.)

S.	Name	Designation/ Work Assigned for Examination	Signature
1			
2			
3			
4			
5			

Railway Recruitment Board

(CBT), CEN ____/20____

REPORT ON EXAMINATION

(To be filled in separately for EACH session for EACH venue jointly by Observer and ECA Centre Head)

Centre Code: _____

Test Centre Name: _____

Location: _____

Exam Date: _____ Exam Shift* - SHIFT1 / SHIFT2 / SHIFT3

*Strike out whichever is not applicable.

Total Number of Candidates Allotted	Present	Absent

IRREGULARITY REPORT, IF ANY:

[Obtain a signed statement from these candidates and attach]

Emergency: _____

Photo Discrepancy: _____

Item error: _____

Candidate Name Discrepancy: _____

Illness*: _____

Roll Number Discrepancy: _____

Cheating*: _____

e-Call Letter Discrepancy: _____

Any other discrepancy: _____

 Candidate

(If there was no irregularity of any kind write NIL in the box.)

I certify that the test was administered as per instructions.

Name & Signature of Observer: _____

Name & Signature of Centre Head _____

Railway Recruitment Board

(CBT), CEN ____/20____

INCIDENCE REGISTER

Test Centre Name: _____

City: _____

Exam Date: _____ Exam Shift*: SHIFT1 / SHIFT2 / SHIFT3

(*Strike out whichever is not applicable)

Sr No	Nature of Incident	Candidate Signature	Centre Head Signature	TCA Signature

Railway Recruitment Board

(CBT), CEN ____/20____

EXCEPTION REGISTER

Test Centre Name: _____

City: _____

Exam Date: _____ Exam Shift*: SHIFT1 / SHIFT2 / SHIFT3

(*Strike out whichever is not applicable)

Sr No	Exception	Whether Exception Approved by Command Centre	Centre Head Signature	Observer Signature

Strike off the declaration which has not been used

Railway Recruitment Board

(CBT), CEN ____/20

Proforma 3A - Declaration to be obtained from the candidates
(Miscellaneous)

I have come for the computer based test. Following discrepancies have been noticed in my documents (Please tick appropriate):

- Passport Size Photograph not available with the candidate
- Candidate Photograph not printed on the e-Call Letter
- Mismatch in the Photograph printed on the e-Call Letter
- Minor spelling error/variation in the Name, surname, father's name, DoB etc. in ID proof vis-à-vis Admit Card.
- Others _____

I hereby declare that I am the genuine candidate appearing for this exam. I understand that if any information/document submitted by me is found to be incorrect at any stage of the recruitment process, my candidature may be rejected by the RRB.

Date: _____
Session: _____
City: _____
Centre Name: _____

Signature of the candidate _____
Name of the Candidate _____
Roll No. _____

LTI of candidate

Railway Recruitment Board

(CBT), CEN ____/20

Proforma 3B - Declaration from Candidates using Unfair Means
Candidate Declaration Form

Centre Name			
Date		Shift	
Candidate Roll No		Candidate Name	

I hereby declare that I was found possessing electronic gadgets/using unfair means during examination.
I accept that my behaviour was against the rules and regulations of the examination which I was aware of.
I also accept that the final decision regarding my candidature will rest with RRB.

Remarks of the Centre Head

Signature of the Candidate	
LTI of the Candidate	
Name of the Centre Head	
Signature of the Centre Head	
Name of the Invigilator	
Signature of the Invigilator	
Name of the TCA	
Signature of the TCA	
Name of the Observer	
Signature of the Observer	

Strike off the declaration which has not been used

Railway Recruitment Board

(CBT), CEN ____/20

Proforma 4A - Declaration to be obtained from the candidates

(Scribe Photo ID not Available)

I have come for the computer based test. The Scribe assisting me, Shri _____ is not carrying his original ID proof. I assure you that I will send the attested photocopy of the ID proof of the scribe to the RRB/_____. I understand that if I fail to submit the ID proof within 15 days from today, my candidature is liable to be rejected

I hereby declare that I am the genuine candidate appearing for this exam. I understand that if any information/document submitted by me is found to be incorrect at any stage of the recruitment process, my candidature may be rejected by the RRB.

Date: _____
Session: _____
City: _____

Signature of the candidate _____
Name of the Candidate _____
Roll No. _____

LTI of candidate _____

Railway Recruitment Board

(CBT), CEN ____/20

Proforma 4B - Declaration to be obtained from the candidates

(Scribe Candidate appearing as Non Scribe)

I have come for the computer based test. I had opted for availing assistance of Scribe while filling up online application. However, I want to appear for the exam without scribe.

I am aware that if I am permitted as non-scribe candidate, I will not be eligible for 20 minute compensatory time.

Date: _____
Session: _____
City: _____
LTI of candidate _____

Signature of the candidate _____
Name of the Candidate _____
Roll No. _____

Strike off the declaration which has not been used

Railway Recruitment Board

(CBT), CEN ___/20___

**Proforma 4C - Declaration to be obtained from the candidates
(Eligible PWD candidates who have not opted for scribe but appearing with Scribe)**

I have come for the computer based test. I had not opted for availing assistance of Scribe while filling up online application. However, I want to appear for the exam with scribe. I declare that I am eligible to avail the services of scribe as per extant instructions and I understand that if this declaration is found to be incorrect at any stage of the recruitment process, my candidature will be rejected by the RRB.

1. Name of the Scribe				Paste photo of Scribe
2. Father's Name of Scribe				
3. Address of the Scribe				
4. Educational Qualification of the Scribe				
5. Relationship, if any, of the Scribe to the Candidate				Signature of SCRIBE
<p>6. DECLARATION: (i) We hereby declare that the particulars furnished above are true and correct to the best of our knowledge and belief. We have read out the instructions of the Railway Recruitment Board regarding conduct of the candidates assisted by scribe / scribes at this examination and hereby undertake to abide by them. (ii) We declare that the Scribe himself / herself is not a candidate in this examination. (iii) We declare that the Scribe has not acted / will not act as Scribe to any other candidate of this examination.</p>				
Signature of the Candidate		Signature of the Scribe		
Candidate's Left Thumb Impression 1	Candidate's Left Thumb Impression 2	Left Thumb Impression 1 of scribe	Left Thumb Impression 2 of Scribe	
Invigilator's Signature I certify that the candidate has written the declaration in my presence and I certify the resemblance of the candidate				
IMPORTANT INSTRUCTIONS				
During examination, scribe should talk with the candidate only in the language mentioned in the call letter				
Talk softly to avoid disturbance to other candidates.				

Date: _____

Session ___

Centre Name: _____

Signature of the candidate _____

Name of the Candidate _____

Roll No. _____

Strike off the declaration which has not been used

(CBT), CEN ____/20

RAILWAY OBSERVER REPORT ON THE CONDUCT OF EXAMINATION

DATE / NAME OF RRB:		SHIFT - 1 ST / 2 ND / 3 RD
NAME OF CENTRE / CITY:		
NO. OF CANDIDATES ALLOTTED:		PRESENT:
S No	ACTIVITY	OBSERVATION
1	Whether the centre head of ECA was alert and well versed about the detailed instructions to conduct the examination.	
2	Whether the genuine candidates only were allowed to enter the exam hall after verification of e-Call letter, Identity card and face matching.	
3	Whether uniformed security personnel were deployed for frisking and HH metal detector check and whether the quality of screening was up to the mark.	
4	Whether there were adequate biometric verification desks (1 for every 30). Whether candidates were permitted to access the node only after proper biometric verification and face capture.	
5	Whether the candidates were escorted to their assigned node and right candidates were sitting on the allotted nodes	
6	Whether the head count of candidates matches with the candidates taking exam as per server count	
7	Whether all the activities were started and conducted as per the prescribed time schedule as per SOP, if no, give details.	
8	Whether there was any case of malpractice on part of candidate/ECA officials/other officials. If yes whether action was taken as per the Exam Day Process Document and necessary details were entered in the Exception and Incidence Report.	
9	Whether the e-Call letter details (Signature, LTI, declaration etc.) were filled in correctly and in the presence of invigilator in the lab and all the entries of the e-Call letter were completed by the candidate & invigilator properly.	
10	Whether the paragraph writing on the e-Call letter was done by the candidate in the Exam Hall before commencement of the examination in his running handwriting.	
11	Whether strict discipline was maintained not to permit bio break after assignment of node to the candidate and whether any exceptional case of candidate taking bio break was allowed to access his node only after biometric verification..	
12	Whether the prescribed exam duration for PWD candidates availing scribe (80 minutes)/not availing scribe (60 minutes) was ensured.	
13	Whether deployment of invigilator at the scale of 1 for every 30 candidates was ensured and whether all the invigilators were wearing ID indicating the lab and nodes they are assigned to supervise. Whether the quality of invigilation was up to the mark.	
14	Whether the examinees were maintaining discipline while keeping calm & quiet during the exam.	
15	Whether police personnel / security guards/nominated RPF personnel were present in the centre on duty.	
16	Whether mobile phones of all officials at the venue except Railway Observer, Centre Head, IT Manager were kept in safe custody in silent / switch off mode in the control room.	
17	Whether all Railway and ECA officials including invigilators gave declaration that they themselves and none of their close relatives is appearing in the examination .	
18	Whether Railway Group 'C' staff (Railway Supervisor)nominated in each Lab was prompt and vigilant during Exam to ensure fairness of Exam.	
19	Whether any Vigilance team visited the venue. If yes, please give details of information sought, observations made, suggestions given etc.	

Signature: _____

Name, Designation & Place of Posting of the Railway Observer: _____

Strike off the declaration which has not been used

RAILWAY RECRUITMENT BOARD,**RAILWAY OBSERVERS OVERALL SUMMARY REPORT ON THE CONDUCT OF EXAMINATION**

DATE _____ SESSION _____

NAME OF CENTER _____

I certify following:

SR	ITEM	OBSERVATION/REMARK ON EXCEPTIONS
1	I have verified Lab-wise reports of Railway Supervisors and countersigned thereon in lieu of the verification	
2	All exceptions were handled in accordance with the provisions of exception handling matrix provided in the exam day processes document and required undertakings were taken from the candidate(s).	
3	Mobile phones of all invigilators and railway supervisors were kept in custody of center incharge and railway observers respectively in switched off mode.	
4	All invigilator/officials gave declaration that none of their relative is appearing in the examination centre before start of 1 st shift of the exam.	
5	The total count of candidates taking exam in the Lab reported by Railway Supervisor and total count of candidates present as per server tally.	
6	All CCTV cameras were functioning properly to cover the activities of the lab and recording thereof was done.	
7	All the call letter counter foils have been collected and scanned and their total matched with the total present count.	
8	All the reports namely Incidence Report, Exception Register, candidate undertakings have been duly completed and sealed in the envelop to be sent to RRB.	
9	Whether police and RPF personnel were present in the centre on duty (please state numbers separately).	
10	Any other item considered reportable.	

Signature: _____

Name & Design. of the **Railway Observer:** _____

DUTIES OF GROUP C STAFF ASSISTING OBSERVERS

1. They shall carry the identity card as well as letter of nomination with him.
2. They should reach the Exam Centre at least half an hour before the reporting time of each shift.
3. The Group 'C' Staff shall give declaration before the exam that none of their near relatives is appearing in the exam at that centre. This declaration should be obtained on a Proforma and handed over to Centre Head and should be shown during inspection by Vigilance or Flying Squad visiting the Centre.
4. They shall undertake the following activities along with the ECA officials:-
 - (a) Verification of e-Call letters and original photo ID of candidate
 - (b) To ensure no candidate is allowed to enter the exam hall with prohibited gadgets/stationery items.
 - (c) Biometric recording of attendance and face photo capturing through webcam by ECA at the Centre for candidate as well as scribe.
 - (d) Paragraph writing and taking left thumb impression by candidates on the physical form of e-Call letter in coordination with Centre Head of ECA.
 - (e) Smooth conduct of CBT in every session.
 - (f) Candidate reporting time and exam timings
 - (g) No candidate is allowed to enter the test centre after gate closure time. No candidate is allowed to leave the Exam Hall/Centre till completion of the exam.
 - (h) Candidates availing assistance of Scribe are entitled for additional time.
 - (i) Checking by ECA to ensure no candidate is allowed to enter the exam hall with prohibited gadgets/stationery items. The quality of frisking should be kept under close watch.
 - (j) He shall ensure that candidates availing bio break are allowed to resume their exam only after their biometrics are captured again.
5. They shall get conversant with the detailed instructions on the e-Call letter.
6. They shall check about candidates sitting on allotted computer terminals.
7. Checking of Rough paper provided at the Centre has the stamp of RRBs.
8. Ensuring that the candidate has written his/her Roll No. on the Rough paper.
9. Collection of Rough paper from the candidates before the candidates leave.
10. Shall oversee the invigilators posted by the ECA and ensure that the process of invigilation is being done correctly.
11. Anything unusual should be brought to the notice of the Observer.
12. Assist Observer in all matters related to the process of Computer Based Test(CBT).

DUTIES OF INVIGILATORS ASSISTING GROUP C STAFF & OBSERVERS

1. They shall carry a letter of nomination from ECA.
2. They should reach the Exam Centre at least half an hour before the reporting time of each shift.
3. They shall give declaration before the exam that none of their near relatives is appearing in the exam at that centre. This declaration should be obtained on Proforma and handed over to Centre Head and the Observer.
4. They must wear identity cards displaying the nodes for which they are responsible.
5. They shall undertake the following activities:-
 - (a) Verification of e-Call letters and original photo ID of candidate
 - (b) To ensure no candidate is allowed to enter the exam hall with prohibited gadgets/stationery items.
 - (c) Biometric recording of attendance and face photo capturing through webcam by ECA at the Centre for candidate as well as scribe.
 - (d) Paragraph writing and taking left thumb impression by candidates on the physical form of e-Call letter in coordination with Centre Head of ECA.
 - (e) Smooth conduct of CBT in every session.
 - (f) To ensure no candidate is allowed to enter the exam hall with prohibited gadgets/stationery items.
 - (h) They shall accompany the candidates availing bio break to the washrooms and bring them back to their allocated seat only after their biometrics are captured again.
 - (i) Anything unusual should be brought to the notice of the Group 'C' staff of the Railways
 - (j) Assist Group 'C' Staff of Railways in all matters related to the process of Computer Based Test(CBT)