



# भारतीय बीमा संस्थान Insurance Institute of India

## PROFESSIONAL EXAMINATION

## VENUE MANAGEMENT MANUAL

MAY 2013 EXAMINATION

Insurance Institute of India  
Plot No. C – 46, G Block, Bandra – Kurla Complex, Mumbai - 400051

### **INTRODUCTION**

The Insurance Institute of India is conducting its Written (OFFLINE) Professional Examination in May 2013. The Examination is being conducted in 104 centers, spread all over India and 15 centres (Overseas). There will be 52 different subjects.

To enable uniform conduct of the same, a detailed Manual has been prepared for guidance of all team members. Each team member should go through the Manual thoroughly to update themselves with the procedures and follow the guidelines conscientiously for efficient administration of the Examination.

It is essential that the Examination should be conducted in a fair manner. This requires effective vigilance, coordination and co-operative steadfast conformity to the procedures by each team member nominated for the conduct of Examination. We solicit your best efforts and cooperation in ensuring smooth and fair conduct of Examination

With best wishes,

**Examination Management Team**

## **ROLES & RESPONSIBILITIES:**

Insurance Institute of India (III) has prescribed these Guidelines for Presiding Officers (PO), Invigilators and Centre In-Charge for the smooth conduct of examinations. For the May 2013 examinations.

### **Professional Ethics:**

The Presiding Officers is the official appointed by the Head of the Institution/College/School (Venue In-charge) to manage the implementation of the Examination.

The Presiding Officers is the most important official for the successful implementation of the Examination. The Presiding Officers shall be responsible for complete implementation of all Pre Examination, Examination Day and Post Examination implementation of guidelines and instructions. The Presiding Officers shall supervise and instruct the Invigilators and all other venue staff involved in the Examination implementation activities.

### **Invigilator:**

The Invigilator is the official appointed by the Presiding Officers to supervise the Examination implementation within the Examination room. The Invigilator shall work under the overall guidance of the Presiding Officers and shall ensure that all Examination invigilation guidelines are properly implemented and that the prescribed Examination environment is maintained with the Examination room

### **Observers:**

Observers are highly respected individuals from the insurance industry nominated by the Secretary General, III, in consultation with the Life/ General Insurance Councils or any other third party institution. Observers are appointed to visit the examination centres to check the suitability of the venue and arrangements made for the examination and to ensure that the guidelines/ rules are strictly followed. These Observers will be present without prior notice and show a letter of authority from the Institute. Observers' feedback will generally consist of three parts (i) general observations, (ii) unhealthy trends/ practices and (iii) possible remedial measures.

The Presiding Officer should extend due co-operation to Observers and behave courteously with them.

**While the implementation of the Examination would require coordinated functioning of a host of team members across all locations, the roles defined above are the main functionaries who would impact the quality of implementation. This manual provides detailed guidelines and instructions to enable these functionaries to ensure the desired quality in implementation of the Examination.**

**All Team Members should go through the Manual thoroughly and understand same.**

## **Day before the Examination Event [Friday]**

### **Instructions to Presiding Officers, Invigilators.**

1. The Presiding Officer will visit the Venue, on previous day to the Examination day (Friday) and do a check of the following arrangements:
  - Seating arrangements & Registration No. to be pasted on the benches at the Venues as per seating matrix
  - Entrance and Exit arrangements.
  - Display of the Admit Card, Registration Numbers at the Entrance and on respective classrooms
  - Checking Water Facilities
  - Rest Room Facilities
  - He shall identify a classroom in the centre which shall act on the day of the Examination as the CONTROL ROOM for all activities such as briefing of invigilators/ Question Booklets & Answer Sheet Distribution and reconciliation of the same after the completion of the Examination.
2. The Presiding Officer will brief all Examination Invigilators. He will take them through the process and highlight the key points to them.
3. He will ensure that proper security arrangements are made at the Venue. In case of any local disturbance or as a preventive measure, the Centre In-Charge may inform the police, if necessary.

### **Bell Schedule on Examination Day**

#### **Morning Session**

Time	Type of Bell	Meaning
9:00 AM	Short Bell	Start of Candidate entering into classroom
9:25 AM	Short Bell	Distribution of Answer Sheets to candidates
9:30 AM	Long Bell	Distribution of Question Booklets & Start of Examination
10:00 AM	Short Bell	Any candidate who arrives after 30 minutes after the scheduled time of the examination shall not be allowed to write the examination
10.30, 11.00, 11.30, 12.00	Short Bell	Warning bell for candidate at half-hour intervals with announcement by Invigilator
11.20	Short Bell	Warning bell 10 minutes prior to closing of exam for Objective Papers with announcement by Invigilator
11:30 PM (2 hours)	Long Bell	Completion of Objective Type Examination
12.20	Short Bell	Warning bell 10 minutes prior to closing of exam for Descriptive Papers with announcement by Invigilator
12:30 PM (3 hours)	Long Bell	Completion of Descriptive Type Examination

## **Afternoon Session**

Time	Type of Bell	Meaning
1.30PM	Short Bell	Start of Candidate entering into classroom
1.55PM	Short Bell	Distribution of Answer Sheets to candidates
2.00PM	Long Bell	Distribution of Question Booklets & Start of Examination
2.30PM	Short Bell	Any candidate who arrives after 30 minutes after the scheduled time of the examination shall not be allowed to write the examination
3.00, 3.30, 4.00, 4.30	Short Bell	Warning bell for candidate at half-hour intervals with announcement by Invigilator
3.50PM	Short Bell	Warning bell 10 minutes prior to closing of exam for Objective Papers with announcement by Invigilator
4.00 PM (2 hours)	Long Bell	Completion of Objective Type Examination
4.50PM	Short Bell	Warning bell 10 minutes prior to closing of exam for Descriptive Papers with announcement by Invigilator
5.00PM (3 hours)	Long Bell	Completion of Descriptive Type Examination

**Only candidates are to be allowed to enter into the Venue. Parents, Guardians and other companions are to be stopped at the main entrance**

### **Instructions For Presiding Officers, Invigilators**

**Examination Date: 11<sup>th</sup> May, 12<sup>th</sup> May, 18<sup>th</sup> May & 19<sup>th</sup> May 2013 – Saturday & Sunday**

**Examination Time: 09.30 AM to 11.30 AM (Morning Session for Licentiate Objective)  
02:00 PM to 04:00 PM (Afternoon Session for Licentiate Objective)**

**09.30 AM to 12.30 PM (Morning Session for all other papers)  
02:00 PM to 05:00 PM (Afternoon Session for all other papers)**

## **Material Receipt & Opening Instructions**

- a. In front of invigilators and Observer, (Observer if available) Presiding Officer will open the boxes in the control room on the day of the Examination half an hour prior to the examination.
- b. Presiding officers will further distribute the material to the Invigilators as per seating plan for the classroom allocated.

## **Conduct of Examination**

1. The Presiding Officers will meet all the invigilators and have another round of briefing in presence of III Observers (if He/ She available) and will stress on the key points again. He will handover the Examination Invigilator Guidelines to each Invigilator and makes them read through it in his presence and then address their queries.
2. He will ensure that the Registration Number stickers are clearly pasted on the desks.
3. He will ensure that the persons at the entrance will also check if the candidates entering the venue have the Valid Admit Card May 2013 for that day and Photo ID card.
4. Examination Material will be distributed room wise to the Invigilators at the Control Room.
5. The Presiding Officers will be responsible for the complete Examination administration at his/her Venue from receiving till handing over of Examination Material, properly accounted.
6. Incomplete / Not Clearly printed Question Booklets have to be replaced with another Question Booklet and report to I.I.I., Mumbai.
7. Instructions and directions regarding Starting Registration Number / Ending Registration Number etc are clearly given at each Hall/Room.
8. Ensure that drinking water arrangement is made.
9. Checking, Invigilation and Supervision at the Venue and in the classroom should be effective so that no candidate indulges in unfair means.
10. Candidates should not be allowed to take the Question Booklet, Answer sheet, or anything related to the Examination out of the Examination Room or the Venue. In case anyone does this, Invigilators should report the matter to the Centre In-Charge and he shall take a decision on the next course of action.
11. It is essential that the Presiding Officer moves from room to room during the Examination to ensure effective vigilance, discipline and conformity to the procedure.
12. The Presiding Officer should also ensure that the invigilators remain alert and active during the course of the Examination and at no point of time classroom should be without invigilator. The Staff should be explicitly instructed to switch off their mobile phones during the examination. Candidates should not be allowed to carry mobile phones/ pagers/ electronic Communication equipment with them even in switched off condition.

## **PACKING INSTRUCTIONS:**

Presiding Officers will arrange for sufficient quantity of packing material like marking cloth, big size envelopes, needle, thread, Institution's seal and sealing wax for sealing of Bundles/packets

Containing Question Booklets and answer sheets.

- **Make separate packets of the following:**
  - After the examination (before packing), all the answer books should be paper wise serially arranged and sealed and countersigned at the examination centre.
    - **All Question papers should be collected back from the candidates. For descriptive papers, QPs will be tagged/ tied to the answer books by the candidates.**
    - **For Objective papers, QPs should be collected separately and will be in a separate packet.**
    - Balance Question Papers (unused) and all other used/ unused stationery will be packed and sealed separately. All the above will be collectively referred to as **Centre-wise parcel.**
    - Counterfoils of Candidate Attendance forms have to be tallied with the Attendance Registers and Answer books ( Used).
    - Counterfoils of Candidate Attendance forms have to be arranged serially as per Registration Number and packed along with the Answer books.
  - All Used & Unused Stationery should be **made in separate bundles and packed together and marked as** and a certificate should be prepared by the Presiding Officers or Centre In-Charge stating that the Question Booklets both Used & Unused have been received back after the Examination, after counting and ensuring the same. The numbers have to be mentioned in the format prescribed.
  - Attendance Statement of the respective rooms has to be collected classroom wise and to be bundled separately and duplicate Attendance sheet should be kept outside of the box.
  - Answer books relating to each subject for CIS/ Associateship/ Fellowship/ Actuarial/ Specialized Diploma and Surveyors Examinations, should be arranged language-wise (Hindi/ English) with the counterfoils of the Certificates of Attendance according to Candidates' Registration numbers and bundled separately. Accordingly statement must be prepared according to Paper No., English, Hindi and Language. All above bundle should be titled.

## **INVIGILATOR GUIDELINES:**

### **Examination Day Guidelines (SATURDAY & SUNDAY)**

Invigilators will follow the following schedule of activities on Saturday & Sunday:

1. Assemble in the control room as per time given by Presiding Officers or Centre In-Charge.
2. Receive the Question Booklets and Answer Sheets for the room under their charge.
3. Fill in the **Room wise Examination Material Accounting Format (Invigilator Tally Report)**.
4. Enter the allocated Examination room before 09:00 AM for Morning Session and 1:30 PM for Afternoon Session.
5. Request the candidates to occupy only the seats allocated to them.
6. Distribute Answer Sheet to candidates at 09.20 AM for Morning Session and 1:50 PM for Afternoon session and request them to go through instructions and properly fill all required details.
7. Open and Distribute Question Booklets according to candidate's discipline at 09.30 AM for Morning session and 2:00 PM for Afternoon Session.
8. Ask the candidates to check whether the Question Booklet pertains to their discipline and contains all pages and questions.
9. Allow the candidates to start answering the question paper at 09.30 AM for Morning Session and 2:00 PM for Afternoon Session. Inform the candidates that no one would be **allowed to leave** the Examination room before 30 minutes of commencement of the Examination (3 hours).
10. Any candidate, who arrives after 30 minutes after the scheduled time of the examination, shall not be allowed to write the examination.
11. **Validate the identity the candidate by checking the valid ID proof (Passport; Company Identity Card, Driving license, Voter ID, PAN Card, Bank Debit/ Credit Card, Photo Identity Card issued by the College/University for students; Passbook of any bank; Identity Card issued by Insurance Institute of India;)**
12. Ensure that the candidate has written his/her Registration Number on the Answer Book and Attendance Form correctly before handing over the Question Paper. Candidates should write their Registration Number on the Question Paper immediately on receipt of the same.
13. Ensure that the 'Question Paper Number' and 'Subject Title' are correctly written on the Answer Book. In case of objective papers, the invigilator should ensure that the question paper serial number is also written correctly.
14. Ensure that candidates do not indicate their Name, Registration Number or any personal identification on the Answer Book/ Supplementary Sheets other than in the spaces provided on the front page.
15. Scrap paper will not be supplied for rough work. Candidates may do rough work on the last page of their answer-book. The rough work must be crossed through before submitting the paper back to invigilator
16. Inform the candidates that they should write the Registration Number provided to them by III in the admit card, **only** in the space provided **on the Answer Book and Question Paper**. They should not write their Registration Number on the Supplementary Sheets or anywhere else.

17. Invigilators should also ensure that the examinee fills up the Certificate of Attendance and places it along with his/her 'Admit Card' on the left side of his/her desk for verification and signature by the invigilator. The invigilator should issue the certificate to the candidate and hand over the counter-foil of the Certificate of Attendance (Attendance Form) to the PO serially arranged along with the Answer books, Attendance Sheets and balance Stationary. The Candidate's Attendance Sheet has also to be signed by the candidates.
18. Get the attendance sheet signed by all candidates.
19. **Paste the stickers of the Registration No. on the Answer sheet properly** in the space provided.
20. Invigilators should announce the time in all the examination halls 5 minutes before the commencement, at commencement, after every half-hour, 10 minutes before close of the examination, 5 minutes before close of the examination and also announce the close of the examination. If bell facility is available, PO should make arrangement for ringing the bell at the said timings.
21. Match the details on the Answer Sheet with the information on the Candidate Admit card.
22. Collect all the Unused Question Booklets and Answer Sheets.
23. **Invigilator shall allow candidates to leave the classroom only after all material has been collected and properly accounted for.**
24. Presiding Officers has to ensure that at no point of time room is without invigilator, on account of any reason.
25. Strict vigil should be ensured during the Examination.



## **Instructions to Candidates:**

The following matters relevant for smooth conduct of the examination have to be brought to the notice of candidates before and during the examination **by way of announcement in each examination hall.**

**(a) Prohibited Material:** Candidates should not carry in the examination room any laptop/ palm top/ hand held computer, mobile phone, pager, i-pod, camera, text book, note book, document or any written, typed or printed matter. III or any of representatives are not responsible for the safe keeping of any of the personal belongings of the candidates. Electronic/ communication equipment like mobile phones as listed above is not allowed inside the hall. In case these are found with the candidate even in power off mode, III may take disciplinary action including failing and/or debarring the candidates. Such equipment, if kept within the premises, should be on 'power off mode' so that candidates writing the examination are not disturbed. **Any usage of mobile phone inside the examination hall, even in power-off mode can attract most severe penal action.**

No eatables are allowed in the examination hall.

**(b) Allowed Material:** Candidates are allowed to carry in the examination hall only his/her admission card, identity card, simple calculators and a bottle of water.

**(c) Movement Restriction:** Candidates have to occupy only the allotted seats. Candidates must not converse, communicate with or receive communication from any another person in any way during the examination. When candidates have to move out of the examination hall for any reason during the examination, they should not be allowed to contact outsiders on mobiles or leave the premises. There should be arrangements in the corridors/ premises for watching their movements during the period they come out of the examination hall.

**(d) Rough Work:** Scrap paper will not be supplied for rough work. Candidates may do rough work on the last page of their answer-book. The rough work must be crossed through before submitting the paper back to invigilator.

**(e) Non-Smoking:** Smoking is not allowed in the examination hall.

**(f) Warning on disqualification:** Candidates have to note that any breach of these instructions may result in their disqualification/ failing in the examination/ debarring for subsequent examinations/ any other disciplinary action deemed fit by the competent authority.

### **Candidate Validation Guidelines:**

1. Invigilator will ascertain the candidate's identity by matching the candidate physically with the photograph of the candidate affixed on the candidate's copy of the Admit Card for written Examination for the May 2012 and the Copy of the Application Form provided to the Invigilator.
2. Invigilator shall also verify the candidate's identity by checking the following photo identity proof furnished by the candidate:
  - i. Passport;
  - ii. Company Identity Card
  - iii. Driving license
  - iv. Voter ID
  - v. PAN Card,
  - vi. Bank Debit/ Credit Card
  - vii. Photo Identity Card issued by the College/University for students;
  - viii. Passbook of any bank;
  - ix. Identity Card issued by Insurance Institute of India;
  - x. Identity Card issued by UIDAI.

### **General Invigilation Guidelines:**

1. Candidates are not permitted to bring any electronic gadget / arithmetic aids such as mobile phones / any communication / computing device, electronic/ scientific calculator, slide rule, log table, personal notes, books etc. Such devices / material, if brought, in exceptional situation, shall be kept on invigilator's desk at candidates own risk/responsibility. (Electronic devices in power off mode) Only simple calculators are allowed.
2. It is essential that the Question Booklet and Answer sheet issued to the candidates are collected back from them. Ensure that no candidate takes Question Booklet out of the examination hall.
3. **No modification or changes have to be made in the Question Booklet. If any candidate raises a doubt for any apparent mistake, ambiguity, anomaly or contradiction inherent in any question item in the Question Booklet, they may be advised to answer the same as it is and make a representation to the Presiding Officers indicating registration number, name and the serial number of the question item and Question Booklet number on a plain sheet of paper at the end of the Examination. Candidate may be informed that due note of representation shall be taken at the time of evaluating the answer sheets.**
4. Needless to mention that effective supervision and punctuality on part of invigilation is essential.
5. Seating arrangement should be strictly as per seating plan.
6. One Invigilator has been assigned to each Examination room for 30 candidates. It should be ensured that at no point in time should invigilator be out of the room unless a substitute invigilator is available.
7. All Invigilators should ensure that their mobile phones are in switched off mode.
8. The Invigilator will remain alert/ vigilant throughout the course of the Examination and walk about the room to guard against use of unfair means on the part of the candidates. Infringement of instructions by candidates, if any, should be brought to the notice of the Presiding Officers.



भारतीय बीमा संस्थान  
INSURANCE INSTITUTE OF INDIA  
CANDIDATE'S ADMISSION CARD AND TIME TABLE

EXAMINATION Fellowship  
MONTH / YEAR OCT/ 2011

REGISTRATION NO. 09296652

NAME & ADDRESS	MR. ARUN SAXENA 531/25, BHINDIA TOLA BADA CHANDGANJ LUCKNOW 226024
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Identification of the Candidate: It is mandatory for all the candidates to bring any one of the following documents containing their photograph and signature for identification purpose:

(i) Passport, (ii) Company Identity card, (iii) Driving License, (iv) Voters' Identity card, (v) Pan Card, (vi) Bank Debit/ Credit Card, (vii) Identity card issued by School/college (for students)  
(viii) Passbook of any Bank, (ix) Identity Card issued by UIDAI.

THE DETAILS OF SUBJECTS , DATE AND TIME OF EXAMINATION ARE AS GIVEN BELOW

Subject	Exam Date	Time	Centre Code	Venue
82	06/11/2011	9.30	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006
90	06/11/2011	2.00	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006
85	20/11/2011	9.30	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006
92	20/11/2011	2.00	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006
88	30/10/2011	9.30	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006
89	30/10/2011	2.00	148	S.T.B.S college of Diploma Engg Shri swami Atamaund Saraswati Vidhya San Opp Kupodra Police stati varachha road Surat 395006

SRNO	REG NO	SB	NAME OF THE CANDIDATE	SIGN	REMARK
1	10291018	45	MR. TONMOY SEN		
2	11177740	45	SHARMA ADITYA		
3	11177741	45	DHILLAN RAVISH		
4	11177780	45	SRIVASTAV GAURAV KUMAR		
5	11186020	45	BHATT ASHKA SNEHAL KUMAR		
6	11196959	45	MR. BHIMAVARPU RAGHUNADHA REDDY		
7	11196963	45	MRS BHEEMAVARAPU APARNA		
8	86204193	45	SHRI SANJIB KUMAR DAS		
9	91206642	45	MR. LAXMAN PUNJABHAI MEHTA		
10	M1120018	68	MR. GONDALIYA VIJAY GANGARAM		
11	M1120071	68	MR ENGINEER NARENDRAKUMAR AMBALAL		
12	00100707	90	KHURSHEED ROHINTON ENGINEER		
13	04101361	90	MALAY N MEHTA		
14	04201240	90	MR. SANDEEP		
15	04203631	90	MR SURENDER KUMAR		

## Reverse Packing Method

Insurance Institute of India - Reverse Packing Methods								
Particulars	Qty (max.)	White Envelope	Yellow Envelope	Green Color Envelope	Bundle	Cloth Bag	Box	Owner
Attached Answer Booklet + Used Question Booklet + Candidate Attendance forms (Yellow Slip) - 1 Candidate	30 SUBJECT WISE	1						III
Certificates of Attendance (Pink Slip)	1							III
Used OMR Sheet + Candidate Attendance form (Yellow Slip) + 1 Pink Color Slip	100 SUBJECT WISE	NA	1		1	1		III
Annexure - 1 & 2	All	NA	NA	1				III
Duplicate Attendance Sheet	All Classroom	NA	NA	1				III
Malpractice Report	NA		NA	1			1	III
Unused Question Paper (Mention the details on top of the Bundle)	All (Bundle)							III
Unused Answer Booklet (Mention the details on top of the Bundle)	All (Bundle)							III
Unused Yellow Slip (Mention the details on top of the Bundle)	All (Bundle)							III
Unused Pink Slip (Mention the details on top of the Bundle)	All (Bundle)							III
Original Attendance Sheet (Not in the Test Material Box)	All Classroom		NA	1				III
Annexure (3 to 9) (Not in the Test Material Box)	All Annexures (Outside the Test Material Box)		NA	1				Merittrac

### Control Room:-

You can reach us on below given contact number between 7 AM to 6 PM for any assistance required on 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup> & 19<sup>th</sup> May 2013.

- 022 – 40411221
- 022 – 40411217

**Wishing you a Good Luck.**