

**List of Technical Issues and Actions to be Taken including Reappear/Re-test/Reset Cases**

- a) No candidate will be allowed to appear at the examination centre/date/timings other than that allotted to them in their Admit Card.
- b) As per the standard practice, technical glitches are taken care of in Examination System as per the following –

<b>S. No.</b>	<b>Technical Issue</b>	<b>Action Taken</b>
i).	Client Machine gets restarted automatically in between the Examination of the candidate.	The candidate is allowed to log in again on the same Client Machine for which the request of re-login is recommended by the Invigilator and then approved by the respective ES. The examination application will compensate for the loss of time due to an unintentional restart of the system.
ii).	The client Machine (Desktop PC) gets corrupted and is not able to restart/recover.	a). Raise release requests for the system by ES. b). New Client Machine will be allocated to the candidate in replacement of the corrupted System from the pool of buffer Client Machines. c). After login, Candidate's timer will start from the time when the earlier system got corrupted and the already attempted answers will appear in his/her exam panel.
iii).	After login, Network gets disconnected on Exam Client Machine.	The exam of such candidates does not get interrupted and the candidate keeps on attempting the answers on the existing Client Machine. After the Exam is over, the "XML" file shall be downloaded from the Exam Client and uploaded by the respective ES using the ES Panel of the Pareeksha Portal.
iv).	In a case where Examination Started Successfully, but due to any technical issue, the examination could not be completed.	Efforts will be made to complete the Exam of such candidates on the scheduled date itself. Despite this, if the exam of such a candidate could not be completed, then, Exam of such a candidate will be rescheduled on another date and location with a new set of question papers. No Exam Fee shall be charged to such candidates.
v).	Local Server is corrupted/unavailable and the Answer (XML) File is lost/not available.	
vi).	In case, if a few candidates face a major technical issue and they are not able to complete their exam on the scheduled date.	
vii).	If a major technical fault occurs at any Exam Centre wherein an Exam of more than 70% of the candidates could not be completed for any particular batch.	

		Fee shall be charged to these candidates.
viii).	If the Exam of all the candidates on any particular Centre is not started due to power failure/internet non-availability /any untoward incident.	Exam of that particular batch of respective Exam Centre shall be cancelled for all the candidates. The exam of such candidates will be rescheduled on another date and location with a new set of the question paper. No Exam Fee shall be charged to these candidates. However, the location of the Exam Centre may or may not be the same as where the earlier Exam was scheduled.
ix).	If a few candidates' exams are not completed at the end of any particular batch Examination due to some technical glitch which is occurred during the examination.	All Candidates who are submitting within the last 5 minutes of the respective batch, have to stay back till the Exam of all the Candidates of that batch finishes.
x).	If a few questions on some Client Machines does not appear properly or may be distorted/not readable.	The display Resolution of the Client Machine needs to be verified as per Exam SoP. If the issue does not get resolved even after fixing the Resolution of the Client Machine, then a separate Client Machine may be allocated to the candidate from the pool of buffer machines. If the issue, is still not get resolved, then HQ Operation Team needs to be informed about the issue and to take further actions in this regard.

- c) For those who are unable to appear on the scheduled date of the exam for any reason, a retest shall not be held under any circumstances.