

The background of the entire page is a photograph of the Victoria Memorial in Kolkata, India. The building is a large, ornate, light-colored stone structure with multiple domes and arches. In the foreground, there is a wide road with a black and white striped curb. The sky is a hazy orange-brown color with some white clouds. Overlaid on the image is a large, white, stylized arrow pointing to the right, which contains the main title text. The bottom of the page has a solid orange gradient.

BUILDING CAPACITY THROUGH TECHNOLOGY

STREAMLINING RECRUITMENT USING FIRST OF ITS KIND
COMPUTER BASED TEST (CBT)

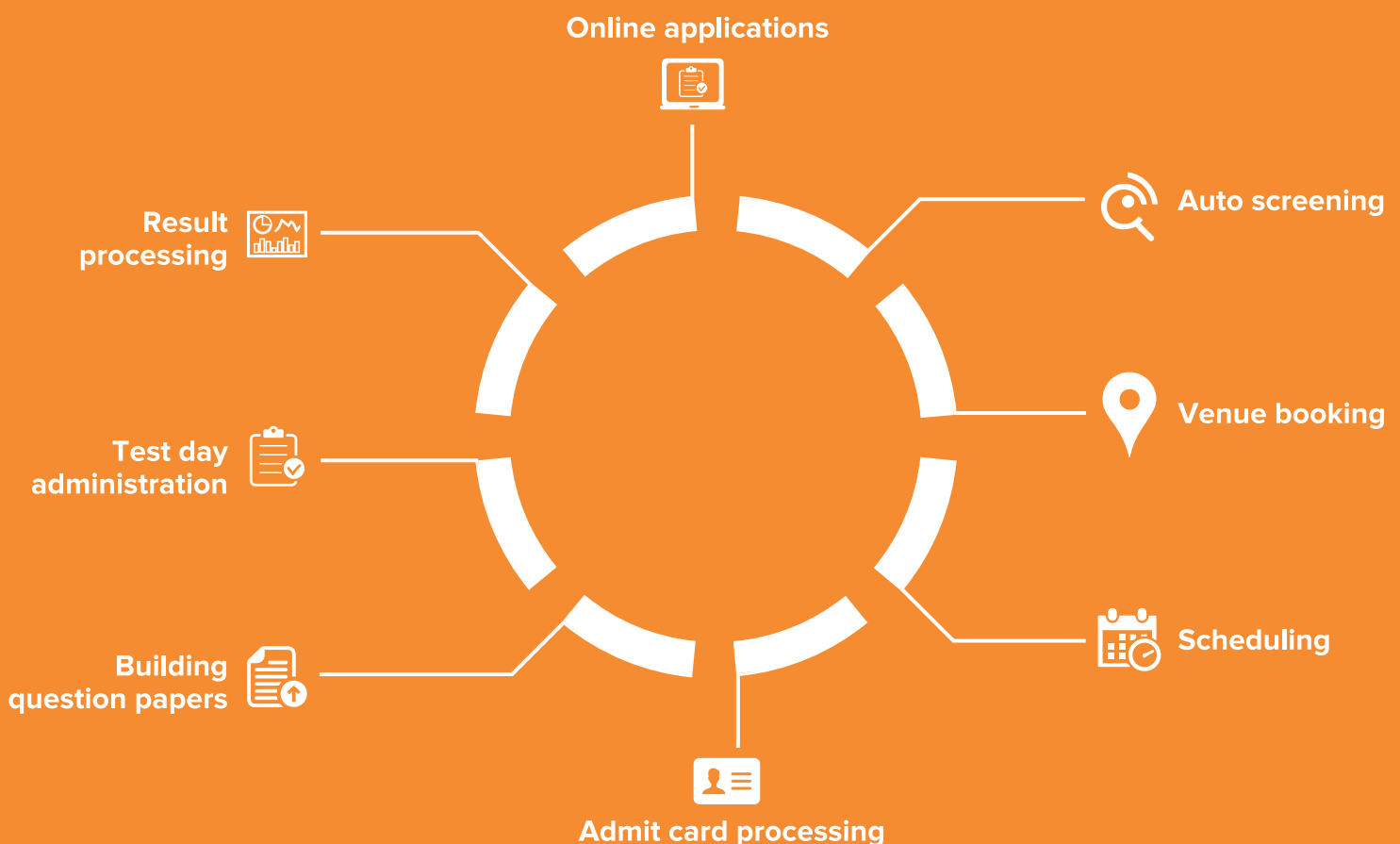
Municipal Corporation of Greater Mumbai (MCGM), one of the largest local governments in Asia, wanted to hire qualified candidates with skills, essentially ones with exceptional Marathi typing skill for clerical positions.

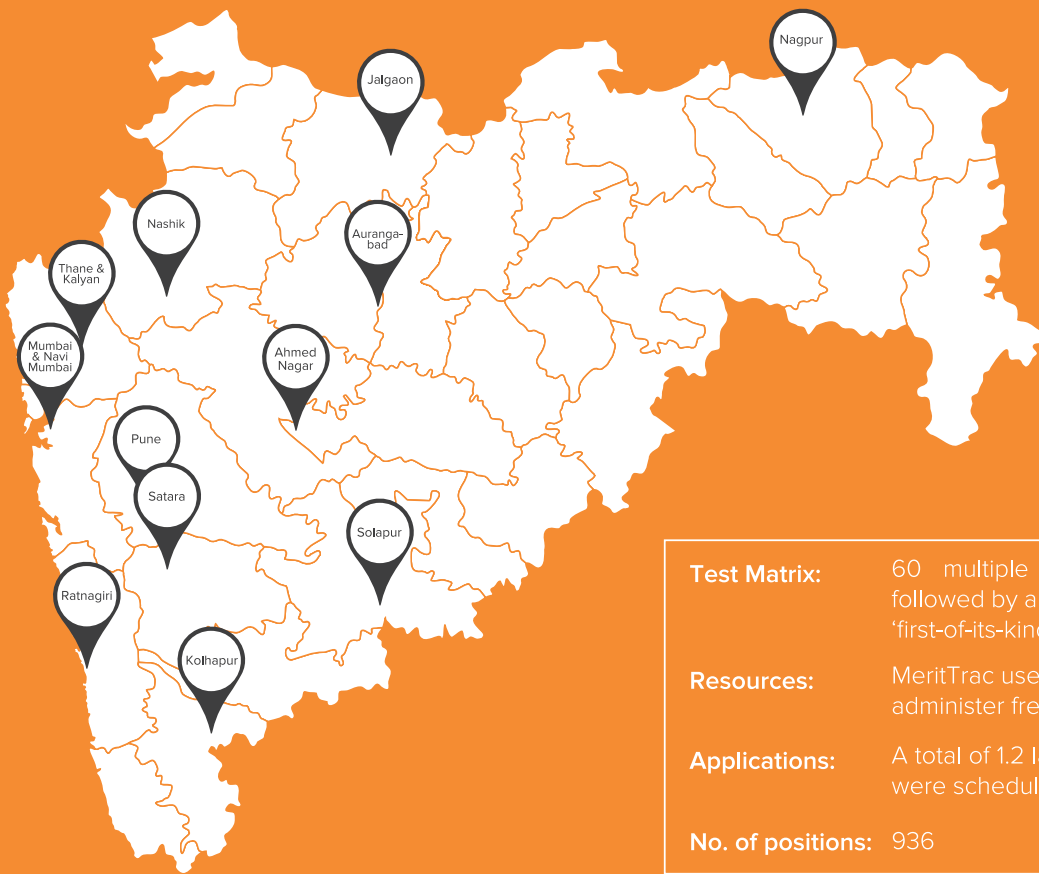
CHALLENGES

- Large number of positions to be filled – 936 positions – with capable candidates equipped with typing skill – Marathi and English
- Traditionally, applicants were only interviewed before selection. Internal capabilities to manage assessments were minimal
- Typing skills, which is very important job requirement was not assessed before they were selected
- Interview-based selection made the process highly subjective, hence led to hiring of clerks without the necessary typing skills
- Need for fair and transparent recruitment process to select the best candidates while giving everyone equal opportunities
- To provide opportunities for candidates across the state of Maharashtra by expanding the list of test cities

THE MeritTrac SOLUTION

- A first of its kind end-to-end examination solution, tailored to suit the requirement, was offered to MCGM by MeritTrac.
- Scope of work included.





Test Matrix:	60 multiple choice questions in Marathi, followed by a 10 minute English typing test and 'first-of-its-kind' 10 min Marathi Typing test
Resources:	MeritTrac used 250 test administrators to administer free and fair assessments
Applications:	A total of 1.2 lakh candidates applied and tests were scheduled for 72,395 approx
No. of positions:	936

BENEFITS TO CUSTOMER

- High-quality test enabling MCGM to recruit the most eligible candidates – 936 positions filled
- Assessing candidates for their Marathi typing skills and ensuring they were ready to be on job from day 1
- Reduced training costs and time post recruitment as the candidates were well equipped for the job
- MCGM attracted the best talent by administering test in 14 locations
- MCGM'S recruitment process was enhanced, this was the first time a municipal corporation has adopted and outsourced computer-based test for recruitments
- The complete recruitment process was managed in a secure and time-bound manner

PROJECT HIGHLIGHTS



The exam was restricted to test capabilities of **BLIND CANDIDATES** for the same job profile

A legally approved, proven methodology for testing **BLIND CANDIDATES** in the computer-based mode was used to test 26 applicants



ABOUT MeritTrac

MeritTrac is a premium pure play assessment services company in the private sector. MeritTrac provides innovative assessment services to leading educational institutions, government organizations and corporate entities. MeritTrac, a group company of Manipal Global Education Services (MaGE) and with over 17 years of experience, has been developing and administering tests for over 400 customers in more than 350 cities through 2000 certified test centers. As a pioneer in the testing space, MeritTrac has been leveraging its ISO certified test processes in transforming the way examinations are managed and delivered in India. MeritTrac's services offer great reliability, quality, and security for consistently delivering large examinations.

Leading government organizations, universities, examination boards and corporates have trusted MeritTrac to streamline their examinations – leveraging MeritTrac's rich experience and robust technology framework. With a wide range of best of breed offerings, MeritTrac has successfully helped Institutions automate their examination processes from application forms processing to examination delivery including candidate authentication to a digital evaluation of answer scripts.

