



The client conducts examinations to appoint candidates for the services of the state and manages recruitment processes for civil service posts.

PUBLIC SERVICE CO

MERITTRAC REDUCES EVALUATION TIME TO 2 MONTHS WITH ON-SCREEN MARKING SYSTEM

A state public service commission

tracMARKS

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The Challenge: To develop a secure and quick evaluation system

The state public service commission was finding it a challenge to quickly announce the results of the mains examination for civil services posts. With the paper-based system, it required 4-5 months to complete evaluation and this caused a delay in downstream activities like conducting interviews and having selected officers begin duty.

- The manual evaluation system involved frequent handling of answer sheets. Thus, there was a possibility of malpractice due to security issues each time the papers were shifted from point to point.

- Since it was a high-stakes examination, high-quality evaluators were required to check the answer sheets. Such people were located in certain areas of the state only, which meant they had to travel extensively. Thus, the logistics of the evaluation process was a huge challenge.

- Due to the paper-based nature of the examination, parallel evaluation was not possible. Moreover, re-evaluation meant another round of logistical planning. This caused an inordinate delay in announcing the results.

The commission also wanted to make the evaluation process transparent by giving candidates access to the evaluated answer sheets.

Merittrac Solution: TracMarks, an on-screen marking solution

MeritTrac studied the processes of the commission and felt that it was well-placed to help overcome the challenges of this case. It suggested digitizing the entire evaluation system and implementing TracMarks, its on-screen marking platform. The following solutions were implemented:

- **Redesigning answer sheets:** To facilitate the process of scanning of answer sheets, MeritTrac worked with the commission to develop a structured answer sheet.

- **Digitizing answer sheets:** All answer sheets were scanned in a single location at the client headquarters and digitized for online evaluation, thus making the process secure and reducing logistical issues. The scanned answer sheets were anonymized and digitally transferred to the evaluation platform, TracMarks.

- **Parallel evaluation:** Since the answer sheets were now in a digital form, they could be evaluated simultaneously by more than one evaluator, significantly reducing the time needed to complete the evaluation process. Questions could also be separated based on subject matter and then evaluated by the respective experts.

- **Evaluation centers:** Evaluators could now conveniently evaluate papers online at any one of the four evaluation centers set up across the state. This helped the commission get more suitably-qualified evaluators since people were not deterred by the hassles of manual evaluation.

Outcomes

The deployment of TracMarks helped the commission announce the results of the administrative services examination in less than 2 months after it was conducted.

- Manual errors in totalling and missed question evaluation was 100% eliminated.
- The number of re-evaluation cases was also reduced.
- Since all manual touch points were eliminated, the evaluation system was made secure.

Evaluated answer sheets with annotations in PDF format were also made available to the candidates for further support and clarification.