



METRO RAIL ON TRACK

CASE STUDY

ABOUT THE CUSTOMER

A METRO RAIL CORPORATION incorporated in the year 2010 to provide Mass Rapid Transit System (MRTS) in the capital city of one of the largest states of India by way of metro rail network faced a unique problem. With the number of projects underway, the corporation required specific number of skilled candidates. As a young and growing organization, they did not have the bandwidth and reach to conduct large scale recruitment.

OBJECTIVE

- Recruit candidates to fill 400 vacancies across 10 posts
- Quick turnaround of recruitment process

CHALLENGES FACED

- Urgency of going operational at the earliest
- Lack of time to develop internal capabilities to administer such a large recruitment test
- Uncertainty over the number of applicants and hence, was unable to plan recruitment test
- Non-availability of resources to conduct test in multiple cities
- To build and maintain an easy to use online application process
- Ensure a widespread network of high quality test centers in the state
- To develop content for all the required topics across batches and translate into local languages
- Fair and time – bound execution of examinations
- Generate merit list in accordance to the government recruitment norms
- Coordinate interviews in multiple locations

APPROACH

The corporation sought for interest from organizations that had expertise in conducting large recruitment tests. After a detailed scrutiny, they awarded the contract to MeritTrac.

- Proven expertise in conducting large recruitment tests
- Expertise in all facets of test management-application processing, test design and development, delivery and result processing
- Secure and certified examination processes
- Large pool of experienced and certified administrators
- Understanding of government recruitment processes

MeritTrac APPROACH

MeritTrac - a pure play assessment company that has proven processes for end-to-end recruitment test management. After discussion with the corporation, MeritTrac designed a project plan that encompassed the following steps:



SOLUTION

- Online application processing with payment integration
- Generation of admit cards and email alerts
- Venue identification and booking
- Question paper setting and printing
- Pen and paper test administration
- Result generation and interview coordination

PROJECT DETAILS

- Total vacancies – 400
- Total posts – 10
- 4 randomized sets of question paper for each post
- Total No. of questions prepared – 1040 (Bilingual – English/Hindi Paper)
- 1,19,746 candidates were scheduled for the tests
- Recruitment tests are conducted in 10 districts

THE TEST WAS CONDUCTED FOR 2 DAYS IN 3 BATCHES

- Test for station Controllers and Train Operators: Dec.09, 2012 (forenoon batch)- 27802 candidates, 72 test centers
- Test for technical posts (Jr. Engineers and Maintainers): Dec.23,2012 (forenoon batch)- 59,484 candidates,151 test centers
- Test for CRA (Customer Relations Assistant): Dec.23 (afternoon batch) - 32460 candidates, 83 test centers

PROJECT HIGHLIGHTS

- **Teamwork:** The entire project has been executed with mutual coordination between the corporation and MeritTrac on every aspect of the assignment
- **Quality Assurance:** Due diligence and scrutiny (by the corporation and MeritTrac) of the activities to ensure flawless delivery at every stage
- **Reporting:** Multiple reports and merit-list generated (as desired by the corporation)
- **Time-bound:** Timely completion of activities as defined in the project calendar
- **Project Management:** Strategic execution by departments-IT, Printing and Logistics, Operations
- **Complete:** Seamless coordination during Interview Schedules

BENEFITS TO THE CUSTOMER

- Free and fair recruitment test in specified time lines
- Convenience and accuracy of data ensured by use of online application processing
- Superior candidates experience through high quality test centers and professional test administration
- Fraud mitigated by the use of multiple sets of content
- Complete support for seamless interview coordination

