



TATA INSTITUTE OF SOCIAL SCIENCE

V.N. Purav Marg, Deonar, Mumbai 400 088

(A Deemed to be University, established under Section 3 of the UGC Act, 1956)

MA/PG DIPLOMA IN CITIES AND GOVERNANCE ENTRANCE TEST: INSTRUCTIONS FOR CANDIDATES

MA/PG Diploma in Cities and Governance Entrance Test is an Online Examination conducted in Remote Proctoring Assessment (RPA) mode with **100 minutes** (including reading instructions), having only Multiple Choice Questions (MCQ). The Test will be conducted on **June 19, 2022 Sunday from 10.30 am to 12.10 pm**. RPA means that you can attend the examination being at your location through online mode, monitored by examination invigilators (proctors) and based on the below requirements and instructions.

Mock Test

| Available from | Closes at | Link |
|--|--|---|
| 17 th June 2022 10:00 AM | 18 th June 2022 10:00 PM | tissnet2022.eklavya.com?IID=92237 |

MA/PG Diploma in Cities and Governance Entrance Test

| Examination Date | Examination | Candidate Login time | Login Closes at | Examination Session | Duration |
|---------------------------|-------------------------------------|----------------------|-----------------|---------------------|----------|
| June 19, 2022 (Sunday) | Online Remote Proctoring Assessment | 9:30 am – 10:30 am | 10:30 am | 10:30 am - 12.10 pm | 100 Mins |

Login will not be permitted after 10:30AM at any circumstance.

Entrance Test is a computer-based test with 100 objective type multiple choice questions (MCQ). Test will be held on 19th June 2022, Sunday from 10:30AM to 12:10PM through online remote proctored test.

NO NEGATIVE MARKING applicable for Test for any programme.

The medium of Entrance Test will be English.

Duration of the test – 10:30AM to 12:10PM (100 minutes)

The basic Structure, Objective, and Contents of Entrance Test 2022 is given below

| Components / Sections | English proficiency | Mathematics and Logical reasoning | General Awareness(GA) |
|-----------------------|---------------------|-----------------------------------|-------------------------------|
| Number of Questions | 30 | 30 | 40 |
| Total Marks (100) | 30 | 30 | 40 |
| Preparation Level | Up to Class X | Up to Class X | Linked with Objectives of the |

| Components / Sections | English proficiency | Mathematics and Logical reasoning | General Awareness(GA) |
|---|--|---|--|
| | | | Section |
| Objectives | Assess English language comprehension and usage | Assess quantitative skills and logical reasoning | Assess awareness about current affairs, developmental and socio-political issues |
| Broad Coverage (Indicative and not restrictive) | Word Choice / sentence correction Odd-one-out Analogies Synonyms & Antonyms Grammar Verbal reasoning Reading comprehension | Basic Arithmetic Basic Geometry Basic Trigonometry Basic Statistics Number Series Data interpretation Logical reasoning | Politics Social Studies Science & Technology Environment Sports Art & Culture Indian History |

SYSTEM AND CONNECTIVITY REQUIREMENTS

1. Equipment

Laptop with webcam & with working microphone

Desktop with webcam & with working microphone

Smartphone with front camera (**Android phones ONLY**)

2. Internet connectivity

At least 512 KBPS or above (1GB recommended).

You can check your internet speed on this link - <https://www.speedtest.net/>.

The maximum bandwidth required per day is 1 GB for attending the Entrance Test successfully.

3. Browser

Google Chrome browser version (Version 93.0.4577.63)

Please check the version of Google Chrome – Go to the top right corner of the browser and click the  - option settings – About Browser (Left corner) – if the version is lower, can download chrome from:- https://www.google.com/intl/en_in/chrome/

4. Email and Phone Number

Make sure that your registered **mail ID & mobile number** are working and you may receive calls and/or check your spam mail also to get information sent by TISS regarding Entrance Test.

SETTING AND CHECKING TO BE DONE

- Google Chrome settings:** - You need to allow Google Chrome to use camera & microphone when the application asks for. This is mandatory, without which you will NOT be able to attend the Entrance Test.

Smart phone users can- Go to Settings -> Go to Applications -> Google Chrome -> Permissions -> Allow permission for Camera & Microphone.

- Laptop / Desktop users** will need to allow permission to Chrome browser to use camera &

microphone on the pop-up window.

3. Please **test** your Webcam / front camera using the link below :

(<https://assessment.eklavyya.com/Student/webcamtest> test this link in Google Chrome browser only)

4. **Important:** Make sure there is sufficient light in the room where you sit to attend the Entrance Test. The proctor (invigilator) will identify you & monitor your movements during exam. If the proctor fail to identify you before the Entrance Test, due to low light and/or any other reasons, you will not be allowed to continue the exam.

5. **Turn off notifications in apps and browser popups** to avoid examination termination.

* You have to turn off notifications from all apps that could possibility distract you during exam- such as, What Sapp, Facebook, Instagram, Telegram and all such other apps.

* Smartphone users can go to settings -> Applications -> Select the App-> Notifications -> Turn off all notifications.

6. **Inform** all your family members and friends that they should not call you during the examination hours.

7. Please note that notifications and incoming calls would be considered as warning alerts and may cause termination of exam.

PRE-EXAMINATION DAY PREPARATION:

You will receive examination details on your registered **email - one day prior** to the date of examination and it will contain the **examination link, user ID & password**. In case you have not received the examination details within the defined timeline, please contact TISS Care, 022 2552 5252 or send mail to admissionsinfo@tiss.edu

EXAMINATION DAY PREPARATION:-

Instructions to be followed at least 60 minutes prior to the examination

- Get settled at a silent place with your device ready- **before 60 minutes** of scheduled examination time.
- Make sure you are sitting alone. Turn off TV, Radio or any other sound systems that could distract you.
- Make sure your device is fully charged & have power back-up / power bank / charging facility – in case your device drains out of charge during the examination.
- Test your computer, laptop or smart phone (which you intend to use for taking the exam) to ensure that it is working well.

(Please note, you may not be able to appear for the examination if web camera OR microphone attached with your system is non-functional)

- Put your Smart phones on silent mode & make sure your apps notifications are turned off.
- If you are using laptop or desktop, you are required to disable antivirus updates/windows updates which might create disturbance during the exam.
- Keep your valid Government Photo ID for verification. One of the valid ID proofs like Aadhar card, Pan card, Voter Id, Passport, Driving License, ID card issued by the school/college etc. should be shown to the proctor before starting the exam.

Instructions to be followed before 60 minutes prior to the exam

1. Go to your registered email and open the email received from TISS (check in the spam mail box

also). Click on the examination page link to login to your examination page.

In case you face any issue in opening the link, copy the link and paste it in a chrome browser.

2. Upon clicking the link, examination login page will open in your Chrome browser. You need to login with user id & password you have received/mentioned in the email.
3. Follow the instructions to complete the candidate ID verification. Keep your photo ID card ready in your hand. (Please watch online demo to understand this better <https://youtu.be/Dx05zIAkTJc>)
4. Your identity will be verified with the Government Valid ID proof by the proctor and upon successful verification, the examination will begin on a scheduled time and you can start attempting questions. If fail to produce a valid photo ID proof, you will not be allowed to attend the exam.

INSTRUCTIONS TO BE FOLLOWED DURING THE EXAM

You are required to login **60min** prior to the examination time. Late joining to the examination will not be permitted any circumstances.

1. During the exam, you should not switch to any other screen, move out of the web camera and/or open any other applications/browser. Attempt to do any of these will be treated as unfair means and you will be immediately terminated from the examination and will not be allowed to resume. In case disconnected due to genuine network connectivity issues, you may connect back to the examination immediately and explain to proctor the reason for disconnection. It is at the discretion of the proctor to allow you to resume the examination and only if proctor finds it genuine. If proctor denies to resume the exam, you can make no claim to resume and/or attend the examination again.
2. If examination is discontinued because of any network connectivity issues, you are requested to re-login immediately by using the same login credentials. When you resume the examination it will start from the last question you were viewing. All the previously attempted answers including the exam's remaining time will be saved in the system automatically.
3. If you minimize examination browser during the course of examination, you will be terminated from the examination. You will not be allowed to resume again.
4. You can complete the examination before the duration and/or the examination will be closed when the time duration of the examination gets over. It will automatically save all the questions you have answered.
5. If you face any problems during the examination or have any queries with regard to the examination, you can communicate with your proctor. You can chat or talk to your proctor.
6. Candidates can use blank sheets for doing rough work during the proctored exam, the candidate should inform the invigilator that the sheets are being used in the beginning of the exam and the used sheet should be shown to invigilator/proctor whenever is asked

Other important instructions:

1. You must keep in mind that your video and audio are recorded by a remote invigilator (Human Proctor). Therefore, it is strictly advised that you do not leave the seat during the examination. Such instances will be immediately recorded as a violation and examination will be suspended.
2. **If any you receive/ accept any phone calls and/or opens any other notifications/ windows/ browser during the examination and/or found during the verification of the recorded information, it will be considered as a violation examination rules and you will be terminated from the examination and/or your examination will not be considered for qualifying the admission.**
3. You must complete the examination within the time frame allotted for the exam.

4. The system will alert you for the last 15 minutes of the exam duration.
5. **No washroom breaks and snack breaks are permitted during the exam.**
6. In case of assistance before the exam:

If you have any technical queries or challenges before logging into the examination, please contact

**+917796171770\+917796171775\+917796171774\+917796171723\+917796171792\
+917796171768\+917796171746\+917796171729\+918767755647\+917796171731**

7. Once examination starts - all queries will be handled by Proctor. In case both technical team/proctor not able address your issue, Hub Coordinator may contact you to help, it will be depend on the availability.
8. **For smooth conduct of Online Entrance Test, all the candidates are requested to ensure the following in letter and spirit:**
 - a. During the entire duration of the Remote Proctoring Assessment (RPA) process, you are requested to look directly into the camera and do not refer any material including on electronic devices. Any candidates who found violating and indulging in any kind of unfair means such as operating other devices simultaneously and / or taking help of others will be disqualified from the Admission Process. Further, recording the audio/video of the Remote Proctoring Assessment is strictly prohibited and recording, possession, circulation or use of such content is a punishable offence.
 - b. You are required to ensure and adhere to the decorum and discipline of the Online Assessment process and follow all instructions given by the TISS officials and examination invigilators (proctors). Any form of misbehaviour, ill-treatment, and use of objectionable language with any of the staff members/panels members will lead to immediate removal of the said candidate from the platform and might lead to disqualification from the Admission Process at TISS for period of 03 years.

How to use the system:

1. **How to start the test:** You have to start the test by clicking the button "Proceed"
2. **How to change the question:** For the move to the next question you have to click on the 'Save and Next' button the same as for move to the back, click on the 'Previous' button.
3. **How to answer a question:** You can select any answer by clicking on the button displayed just before the answers. You have to finally click the button - Save and Next- to save your answer and move to the next question. In Exam Sections, the Red Circle corresponding to this question turns Green. You can go to any section / any question number by clicking the relevant control.
4. **How to skip the question:** You can click the "Next Question" control to move on the next question
5. **How to mark a question for review:** If you want to review any question later, you have to click the "Review" checkbox. This answer will be marked for review.
6. **How to Submit your test:** By clicking On last question / Submit Test button one popup window displayed asking for "Are you sure, you want to Submit your test ?" You have to click on "YES" to submit your test. Submit button will be visible ONLY in the "Last Question".
7. **For Image based question:** You need to click on the image to view

Wish you all the best for your exams!

MA/PG DIPLOMA IN CITIES AND GOVERNANCE ENTRANCE TEST:

Common Problems encountered and its solutions

Q1. Any specific smart phones suggested?

Ans : All Android smart phones are supported. It is found there are some problems sometimes while using iOS, so would suggest **NOT to use any iOS devices like iPhones, MACs, iPads etc.**

Q2. What are the settings to be done before exam?

Ans : - Install latest version of Google Chrome Browser (Version 93.0.4577.63)
(https://www.google.com/intl/en_uk/chrome/) - Turn off notifications from apps and pop-ups in browser

Q3. Can I make or receive phone calls during the exam?

Ans : No, Any incoming, outgoing call received/attended by you would be considered as a violation of Test rules and you will be terminated from the examination.

Q4. Can I use any other application or receive notifications during exam?

Ans : No. All notifications will be considered as violation of Test rules and you will be terminated from the examination, so it SHOULD be kept off.

Q5. If my internet connectivity is not good, what will happen?

Ans : You may still be able to appear for the exam, but you may face issues in terms of loading of the questions, answer submissions etc. You are required to appear from a place where there is a good connectivity. We suggest that you should have 2GB data before starting the examination to have a good examination experience.

Q6. What actions can cause system warnings/ terminations during the exam?

Ans : System warnings are shown to you:

- When you switches the window and moves to another application
- When you receives or makes any phone calls
- Notifications on mobile device from other apps like WhatsApp etc.
- Pop-Ups from the browser, including antivirus popups, grammar apps, news popups etc.
- Ctr Alt & F5 key and browser refresh button are used while attending examination
- Minimizing browser window can also terminate your examination
- All applications on the device must be closed before starting the examination

Q7. If the online examination gets stuck during the exam, what should I do?

Ans : You can restart the device and login with the same credentials and explain to the proctor and if proctor allows you can continue the exam.

Q8. Can I change the device during the exam?

Ans : Yes, you can change your device and login with the same credentials with the consent of the proctor and the same will be recorded for verification. Without the consent, it will be treated as violation of the examination rules and your examination will not be considered for qualifying Entrance Test.

Q9. If I am not able to log into the examination application, what should I do?

Ans: If you face any technical difficulty while logging in the application, you can call the examination helpline numbers:

+917796171770\+917796171775\+917796171774\+917796171723\+917796171792\
+917796171768\+917796171746\+917796171729\+918767755647\+917796171731

Q10. If I have some difficulty DURING the exam, what should I do?

Ans : Once examination starts - all queries will be handled by Proctor ONLY. In case both technical team/ proctor not able address your issue, Hub Coordinator may contact you to help, it will be depend on the availability.

Q11. I have updated the Chrome browser but I am still facing a problem accessing the examination system. What should I do?

Ans : If you face any issues on Updated chrome browser then please try once with Updated Microsoft Edge browser. Please ensure it is working during the mock exam.

Q12. Can I use office laptops for taking the exams?

Ans : Not recommended. Office laptops sometimes have restrictions and will not allow access of all sites. So it needs to be avoided or tested in advance for compatibility.

Q13. At what time I should login to the examination system?

Ans : You are supposed to log in to the examination system **60 minutes before scheduled time** for ID verification processes and other technical checking. Late entries will not be permitted.

**Sd/-
Assistant Registrar (Academic)
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