COMPUTER PROFICIENCY CERTIFICATION TEST (CPCT)

RULE BOOK FOR EXAMINEES

Madhya Pradesh Agency for Promotion of

Information Technology

State IT Centre, 47-A, Arera Hills, Bhopal-462011 MP

**This rulebook will help candidates to know about the conduct of
Computer Proficiency Certification Test (CPCT)**

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1. CPCT OVERVIEW:

1.1 ABOUT COMPUTER PROFICIENCY CERTIFICATION TEST (CPCT)

Computer literacy has created many opportunities, especially with the global advancement towards digitization. Acquiring working proficiency in computers is a smart move to increase your potential. Digital India envisages electronic services delivery as one of the most critical component and has put substantial efforts to promote Information Technology as a solution to improve performance of Government system.

Computer has also become essential equipment in various clerical/ office support positions in the departments, corporations, agencies under Government of MP or service delivery units for day to day working. Computers and digital recorders are consistently replacing old paper based system.

With the requirement of trending and essential skills, candidates are often assessed on the basis of computer training certificates provided by various agencies and sometimes through personal interviews. Many a times computer proficiency appeared in such certification process does not reflect in real time performance of human resources appointed. As of now, there are no fixed and widely accepted standards for computer proficiency and no such global/ national certification is available.

Government of MP has introduced Computer Proficiency Certification Test (CPCT) in the State to assess computer proficiencies including key board proficiency and other allied skills of the candidates applying for various Job viz., Clerical Grade-3/Office assistant/Data Entry operators etc., in various Government Departments and Agencies. It is also decided by state government that CPCT assessment will be done using Computer Based Test (CBT) methodology to ensure fair and transparent assessment of candidates.

1.2 CPCT- AS MANDATE:

Government of MP, by its order C 3 – 15/ 2014/1/3 dated 26 February 2015 has recognized Computer Proficiency & Certification Test (CPCT) as a mandatory eligibility criteria for various Jobs/positions viz., Clerical Grade-3/Office assistant/Data Entry operators etc., in various Government departments and agencies, where working knowledge of computers and typing skill are basic job requirements.

Candidates wishing to get employed in such government Jobs will be required to participate in the CPCT to get the score card. This score card will help recruiters to evaluate computer proficiencies and allied skills of a candidate. CPCT score card will be referred in recruitments for such positions in State Government, Corporations, Boards and all other agencies.

1.3   OBJECTIVES OF CONDUCTING CPCT

1. Setting-up a common uniform testing system for assessment of basic computer skills and typing proficiency.

2. Develop and sustain computer proficient talent pool; certified against acceptable standards for computer and key board proficiency.

3. To facilitate all the Govt. departments, Corporations, Boards, and all other agencies for their relevant human resource requirements at various levels.

4. To develop a transparent, fair, object oriented and scientifically designed system to asses' relevant capabilities of Candidate to refer during recruitments in various government departments, Corporations, Boards, and all other agencies.

1.4   CPCT – A CERTIFICATION TO ASSESS COMPUTER AND ALLIED SKILLS:

CPCT is a Computer Based examination to assess the computer related competencies using **Multiple Choice Questions** (MCQ) and **Typing skill of English and Hindi:**

MCQ on the following competencies
1. Basic knowledge of Computer Operations
2. Familiarity with Computer Hardware and Software
3. Proficiency in general IT skills, such as Networking, Internet, Email etc.
4. Reading Comprehension Skills
5. Mathematical/ Reasoning Skills
6. General Awareness

Typing Test for the following competencies

1. Typing in English Language
2. Typing in Hindi(Unicode) language
   a. Remington(Gail) – Keyboard Layout
   b. Inscript – Keyboard Layout

Disclaimer: CPCT certification test is to assess and certify a candidate's relative proficiency in computer operations and typing skills that may be required to work efficiently in government set up. CPCT- is only; a pre-requisite, by its mandate, it neither verify applicant's educational qualification nor validate any other eligibility for a government job.

Certified Candidates would have to apply separately and fulfill the other required eligibility criteria for a particular position that a Government department / organization has invited application for. Government departments/organizations may ask for a higher scores/speed in any/all section(s), as per its job requirement and preferences.

1.5   MAP-IT: Nodal Agency to conduct CPCT:

Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT) is an autonomous society under Department of Science and Technology, Govt. of MP, promoted by Government of Madhya Pradesh to implement the State IT Policy. MAP_IT also acts as an agency to serve as nodal agency to propel the growth of Information Technology (IT) and enabling e-Governance in government departments/agencies to deliver citizen services through electronic means.

MAP_IT provides policy and Institutional framework, strategic and project consultancy, project implementation, technical and capacity building support to government departments/agencies for their e-Governance' and computerization efforts. MAP_IT also, promote skill development and awareness in the IT sector, facilitate Human Resource Development in the field of IT within the Government and facilitate language localization support and policies for IT related projects.

MAP_IT has been entrusted as Nodal Agency to conduct CPCT assessment by Madhya Pradesh Government vide its letter F 14-16/2012/56 dated 18 February 2015.

2. CPCT Protocol:

2.1   REGISTRATION FOR CPCT

The registration facility is available in both Hindi and English for the candidates. The candidate needs to register themselves on the CPCT Portal (www.cpct.mp.gov.in) or MAP-IT portal (www.mapit.gov.in) for appearing in CPCT. The portal is browser independent and can be accessed through all commonly and currently used browsers and hand held devices too. The portal provides a dedicated section for candidate registration where candidates have to provide their basic details and declarations to register themselves. The candidates should refer to the user guide and read carefully all the instructions provided on application form for the related specification to be observed while filling up the desired information.

Candidate registration will also create profile of candidate on the portal, which will help them to Pay Exam fees, download Admit Card, Score Card etc. User Credentials i.e. login details of CPCT portal will be sent on registered Email ID and message will be sent to registered mobile number.

Any modification to the application will not be allowed once the exam fee is paid and the form is submitted successfully. After successful registration and payment, candidate will be allotted with the available test date at an available test center in one of the preferred city opted by the candidate. In case of non-availability of test dates, MAP_IT would refund the fee paid by the candidate.

2.2   TEST FEE

The CPCT test Fee for appearing on scheduled test date is **Rs. 660/-** (Rs. Six Hundred Sixty only). The scheduled date will be announced on CPCT Portal.

The test fee can be paid using following medium -

1) **Online payment -** Online Payment can be done using Net banking / Credit / Debit Cards through multiple gateways available on CPCT Portal. In such cases the payment gateway / net banking charges of respective bank/ payment gateway providers will be applicable and will be charged extra as per prevailing rates applicable at the time of registration.

2) **Cash payment – Candidates can Pay in Cash** at all authorized MP-Online Kiosks by paying approved kiosk fee (refer CPCT portal) in addition to the prescribed test fee.

Note: The **fees once paid will not be refunded** in any circumstances.

Candidates are advised to pay the prescribed fees and approved facilitation charges only. In case of any clarification/ discrepancy observed in this regard, candidates shall approach CPCT Help Desk.

2.3   ELIGIBILITY CRITERIA FOR CPCT

The minimum eligibility criteria to appear for CPCT

1) The candidate should have passed Higher Secondary.

2) The candidate should have completed 18 years as on the date of registration.

2.4   VALIDITY OF CPCT SCORE CARD

The **CPCT score card will be valid for 2 years** from the Exam Date.

3. CPCT GUIDELINES

3.1   SCHEDULE OF EXAMINATION

1. The scheduled test date(s) for CPCT shall be displayed on portal and the MAP_IT would take efforts to give wide publicity at its level.

2. If the number of registrations exceeds to the available seats; CPCT may increase the number of Test days / slots.

3. Priority to appear in the test will be provided to candidate; not recently appeared for CPCT, if incase the registrations for a scheduled exam exceeds number of seats available.

Candidates applied for particular test will be informed in case of any changes with respect to scheduled date/time/any other critical information by Email / SMS.

3.2   CHANCES OF APPERING IN CPCT EXAMINATION

1) An eligible Candidate can apply and appear for CPCT any number of times to improve his / her score / performance, if any.

2) If a Candidate is unable to attend the test after successful registration for whatsoever reason; such candidates can appear in the next exam. However, the candidate would have to reapply with fresh application and pay the required fees for the test.

3.3   ADMIT CARD

After successful payment the candidate will be scheduled for the next available test and the Admit Card for the same will be generated online. The Admit Card/ Hall Ticket will be available to the candidate at least 5 days prior to the scheduled exam and the candidate can download the Admit Card/ Hall Ticket from their login ID at CPCT portal using the provided user credentials. A print out of Admit Card/ Hall Ticket should be carried by the candidate to the allotted Test Center while appearing in the test.

The candidate should carry **an original photo ID card, preferably the Aadhaar card, displaying the same name as in the Admit card** along with the **Admit Card** on the day of Test.

3.4   TEST CENTRE ALLOCATION

The candidates will be provided with a facility for choosing 5 cities as per their choice of preferences to appear in the test. However, the final allocation shall be done on the basis of numbers of candidates registered for the test on a particular day and availability of seats and test center within the preferred city. In case unavailability of seat within the 1st preferred city, the candidate will be allocated to the 2nd preferred city or if not 3rd preferred city and so on will be allotted for a given exam. The centres available would be displayed on CPCT Portal, currently CPCT test centres are available in the following cities:

1. Bhopal
2. Indore
3. Gwalior
4. Jabalpur
5. Ujjain
6. Rewa
7. Sagar
8. Satna

MAP_IT would strive to have a CPCT centre in each District Headquarters' over the period of time; subject to the availability of required Infrastructure and sufficient number of candidates registered from such District Headquarters'.

3.5   HELP DESK SUPPORT

The Help Desk would be operational between 8.00 am to 11.00 pm on all weekdays (including Sundays) except as mentioned in the CPCT portal as holidays. If the CPCT is held on the day of Nationalized Bank holiday the Help desk would be operational. Help desk support by the executives would be provided in English and Hindi language. The query and complaint can be registered at helpdesk number or online from CPCT portal.

3.6   CPCT TEST PATTERN

The CPCT is assessed in two sections viz., Multiple Choice Questions (MCQ) and Typing test (English & Hindi). Both the sections are mandatory to attempt.

- **Multiple Choice Questions (MCQs)** – This section will have 75 question from the syllabus that can be referred at CPCT Portal. All these question shall be attempted in 75 minutes.

- **Typing** - This section will have paragraph(s) to type in respective language
    - *English Typing* – This typing test will be available for 15 minutes.
    - *Hindi Typing* – This typing test will be available for 15 minutes. A mock test of 10 minutes will be provided prior to test. The score of Mock will not be included in the Score Card.

Total duration of Test including both section would be 130 Minutes (including 15 minutes of change over time). The MCQ Test paper will be available both in Hindi and English languages. Candidate can choose his/her preference at the start of test. There will be no negative marking in the Test.

3.7   MOCK TEST (SAMPLE TEST)

Mock Test facility is made available on CPCT portal to familiarize candidates with the test pattern, screen interfaces, typing test interface, etc. This will also enable candidates to practice for typing test.

The purpose of mock test is only to provide an opportunity to the candidate to make him/ herself familiar with actual Test interface. The pattern of Mock Test interface on the portal is just for the familiarity to the candidates with the interface available at test centers. The real test interface could be different.

Mock Test does not guarantee the score card for CPCT. The candidates can download a Unicode compliant utility for practicing and preparing for CPCT. In CPCT test solution, for Hindi typing Remington (GAIL) or Inscript keyboard on Unicode will be provided for typing.

3.8   REPORTING TIME

Candidates are required to report at the respective test center at least 90 (ninety) minutes before the time specified for the commencement of test. In their own interest, candidate should ensure to reach the test center in time to avoid losing the allotted test duration of 130 minutes. **No candidate shall be allowed to enter the test centre after commencement of exam.**

No candidate shall be permitted to leave the test terminal until 130 minutes of the commencement of examination. The candidates will be allowed to leave the assessment terminal only after the allocated time is completed unless instructed.

3.9   CPCT SCORE CARD

1) The minimum passing score for CPCT is 50%.

	MCQ	English Typing	Hindi Typing
Minimum Passing Score for each module	38 Marks	30 NWPM	20 NWPM

2) The typing speed of the candidate will be assessed in Net Words per Minute (NWPM) which is scaled to an equivalent score percentage for the certification purpose (the scaled chart will be provided with score card).

English		Hindi – Unicode	
Typing Speed	**Scaled Score**	**Typing Speed**	**Scaled Score**
30 – 40 NWPM	50.00 %	20 – 25 NWPM	50.00 %
41 – 50 NWPM	60.00 %	26 – 30 NWPM	60.00 %
51 – 60 NWPM	70.00 %	31 – 35 NWPM	70.00 %
61 – 70 NWPM	80.00 %	36 – 40 NWPM	80.00 %
71 – 80 NWPM	90.00 %	41 – 50 NWPM	90.00 %
> 80 NWPM	100.00 %	> 50 NWPM	100.00 %

3) Though it is mandatory for a candidate to attempt both Hindi and English typing test, the score card will record scores for Computer proficiency and for each typing test separately. The candidate will be declared as 'CPCT Qualified' for the skill where he/ she has secured 50 % marks/score and above.

4) The Candidates will be certified as 'Not Qualified' in respective sections where the scores would be less than 50% marks/score.

5) On the basis of CPCT Score Card, Candidate will be eligible to apply for Job/interview as per the Skill Suitability Matrix only if he/she is qualified in Computer proficiency and then qualified in typing skill(s) shall be considered as per job requirements.

6) Based on the performance, the candidate will be certified as 'CPCT Qualified' as per the Skill Suitability Matrix.

kill Suitability Matrix

Job Priorities	Qualification(s) Essential		
	Section 1	Section 2	
	Computer Proficiency	English Typing	Hindi Typing
Computer Proficiency	✔	✘	✘
Computer Proficiency + Hindi Typing	✔	✘	✔
Computer Proficiency + English Typing	✔	✔	✘
Computer Proficiency + English Typing + Hindi Typing	✔	✔	✔

7) For each CPCT exam the Candidate will be awarded with a score card.

a. As per clause 3.2 of rule book, candidate can appear for CPCT any number of times and the appeared candidate shall be awarded score card for each appeared CPCT.

b. Candidate can use the highest scored; score card for departmental reference.

c. Government Department/Agencies/Corporations shall accept a single CPCT score card to assess and validate the computer proficiency and typing skills of any such candidate.

d. Multiple score cards of single candidate cannot be considered in any circumstances.

3.10   RESULTS DECLARATION
1. The score card will be published, once all the objections received; are validated by the Objection Handling Committee.

2. The score card will capture total marks scored in MCQ and net typing speed for both Hindi and English Language. The test results in the final score card will be made available at user account on CPCT portal www.cpct.mp.gov.in.

3.11   RULES TO VIEW/CHECK YOUR ANSWERSHEET
1. A Candidate who has appeared at any CPCT examination may apply for verification of marks in any particular section or for both the sections. The verification will be restricted to the viewing of candidate's responses captured during the CPCT and the marks have been transferred correctly on the score card. No revaluation/retotaling of any of the section(s) shall be done.

2. Such an application must be made by the candidate within 2 weeks from the date of the declaration of results.

3. All such applications must be accompanied by payment of fee on the CPCT Portal i.e. **Rs. 100/- (One Hundred Only)** per request.

4. Candidate will be allowed only once, to make such an application.

5. No candidate shall claim, or be entitled to revaluation/retotaling of his/her answers or disclosure or inspection of the answer book(s) or other documents.

6. The candidate is limited to one time viewing of his/her attempted option or typed content, the display of answer sheet/ response report will be available only for 24 Hours after processing of the request received i.e. after 2 working days from the date of payment and intimation for the same will be communicated on the candidates registered Email / SMS.

7. MAP_IT will not be responsible for any loss or damage or any inconvenience caused to the candidate, consequent on delay in communications for reasons beyond control.

4. INSTRUCTIONS TO EXAMINEES

4.1   GENERAL INSTRUCTIONS

1. The Candidates are **NOT ALLOWED** inside the examination hall with their personal belongings such as Mobile phones or any other electronic gadgets such as watches, calculators etc. There is no facility for safekeeping your personal belongings at the test hall/center. Management will not be responsible for any loss or safety of any item(s).

2. Only Admit Card & Photo ID Card will be allowed inside the test hall.

3. Candidates should carry (i) **Admit Card; and (ii) Original Identity Card** while entering to the test Center for establishing their identity and securing admission to the test; failing which they will not be allowed to enter the Examination Hall.

4. The question papers will be displayed on the computer Screen both in English and Hindi languages. In case of any doubt or discrepancy in Hindi language, the English version of the questions shall prevail.

5. The test observer/invigilator is authorized to expel a candidate from the test Hall/Room if in his/her opinion, the candidate has resorted to unfair means for the purpose of answering the questions or behaved in a disorderly manner in and around the test Hall or obstructed the observer or invigilating staff in carrying out his/her duties or attempted to offer illegal gratification or attempted to apply undue influence or threatened or blackmail any person connected with conduct of examination or attempted to copy examination questions and/ or examination responses (in any format) from the test Centre, etc. The decision of the Observer is final and binding on candidates.

4.2   OPERATING INSTRUCTIONS DURING CPCT TEST

1. The Instructions will appear on the screen once a candidate's login for the test. The candidates will be given time to read the instructions before commencement of test.

2. Refer to all the other instructions available on CPCT Portal.

4.3   USE OF ROUGH SHEET

1. Rough Sheet will be provided to candidates for rough work, calculations, etc. during the test. Candidates are required to mention their Name, Roll Number, Registration Number, Test Date and Batch Time on the Rough Sheet.

2. Rough Sheet needs to be returned to the Invigilator before leaving test Hall/Room/Lab. The candidate shall not be permitted to carry the rough sheets used/unused while candidate leaves the Examination Hall/Room/Lab.

4.4   MAINTENANCE OF DISCIPLINE IN THE EXAMINATION HALL/ROOM /LAB

Candidates should strictly follow the various written/ verbal instructions and maintain discipline in the test Hall/ Room/ Lab. Candidates should not:

1. Attempt to take the examination on behalf of someone else, i.e. Impersonation;

2. Give or receive assistance of any kind during the examination or communicating in any manner with other candidates or with outsiders.

3. Tamper / attempt to tamper with computer system or posing hindrance in the smooth conduct of the examination.

4. Candidate cannot leave the examination center without the permission of invigilator.

5. Use prohibited aids or carrying banned items in the test premises/room/hall/lab, etc. such as mobile phones, I-pad, palmtop, books, study material, printed or handwritten paper, blank pieces of paper, electronic diaries, calculators, watch alarms, listening devices and recording or photographic devices etc. will lead to the disciplinary action against the erring candidates.

6. Attempt to copy examination questions and /or examination responses (in any format) from the fellow student/ examination centre.

7. The Observer/Invigilator is fully authorized to expel a candidate from the examination centre for any misconduct by the candidates.

8. Infringement of any of these instructions may render the candidates liable for disciplinary action which could lead to cancellation of result of the test.

9. SMOKING, CHEWING OF TOBACCO, BETEL, INTOXICANT, CARRYING/USE OF MOBILE PHONE, ETC., IS TOTALLY BANNED INSIDE THE TEST HALL/ROOM/LAB/CENTRE PREMISES AND THE CANDIDATE MAY BE EXPELLED FROM THE HALL AND EXAM.

10. Candidate should adhere all the other instruction provided on time to time basis available on Portal/Hall Tickets

Disclaimer: *CPCT exam protocol is based on the directions of Government of Madhya Pradesh. This rule book would be updated from time to time and in case of any discrepancy in Rule Book, the directions of Government of Madhya Pradesh will be prevailed.*