

**INSTRUCTION, GUIDELINES AND SYLLABUS FOR
CANDIDATES APPEARING FOR ONLINE WEBCAM MONITORED WRITTEN TEST**

Multiple Vacancies with National Health Authority

Candidates who have been shortlisted shall be invited for online webcam proctored written tests administered on Mettl Assessment Platform and shall be required to participate in the tests in online mode from home, using Windows Desktop or Laptop, with good internet connectivity.

Any form of cheating or suspicious activity can be detected by the administrators of this sophisticated platform and candidates are advised to strictly adhere to the instructions provided below to enable the smooth conduct of the tests.

Instructions for Online Webcam Monitored Written Test

- (1) You will receive an invitation email, two days prior to the test date on your registered email address from **admin@mettl.com**. This email will have a button to enable you check minimum system requirements. The email will also have the test link; however, the test link will only get activated on the start date and time of the test. (If the invitation email is not found, please check the SPAM folder of your email account).
- (2) This is a proctored test and you will be required to provide access to your webcam and microphone for the duration of the test. The platform will track and automatically detect the presence of Electronic Devices (mobile phone, tablet, etc.), Distraction Levels (e.g. not looking at the screen), Presence of Multiple Persons (viz. presence of any other person, audio or object behind the candidate) and unwarranted use of Navigation Controls (e.g. navigating away from the test window, etc.). Please note that your scores may be invalidated and/or negatively impacted based on the reporting and detection of any the above activities during the test.
- (3) Before participating in the test, you are advised to cross-check the compatibility of your desktop or laptop system to run the test as per the specified System Requirements. (Details are provided below for checking System Requirements of your desktop or laptop for successfully participating in the test.)
- (4) The test should not be started if your desktop or laptop does not meet the given System Requirements.
- (5) The test will only run on a desktop or laptop complying with the given minimum System Requirements.
- (6) Candidate needs to ensure power backup during the period of test, in case of a power failure at the applicant's end, no extra time or alternate test shall be provided.
- (7) The test window shall automatically close once the test time is over.
- (8) Mobile phones and tablets cannot be used for the test.
- (9) The test should be taken in a room with proper lighting and no background noise.
- (10) No person/ objects/ obstacles should be behind the candidate for the duration of the test.
- (11) Please ensure that the test is taken independently by you. Detection of any evidence of your taking the help or support from other persons shall lead to the disqualification of your candidature.
- (12) Please ensure that your webcam is switched on throughout the test.
- (13) Please note that your screen activity shall be closely monitored. Detection of any navigation by you in a different browser shall result in your disqualification.
- (14) On launch of the test on your desktop or laptop, you will be required to share your current image (captured onto the Mettl Assessment Platform using your webcam) and the image of your authorized Identity Proof.
- (15) The question paper shall consist of Multiple-Choice Questions (MCQs).
- (16) There is no negative marking for incorrect answers.
- (17) Please carefully read and follow the instructions that appear on your screen at the start of the test.
- (18) You will not be allowed to leave your seats before the conclusion of the allotted test time.
- (19) Candidate absent from the online written test shall not be called for personal interviews. Please refer to the Online Written Test (OWT) Schedule available at <https://recruitment.samshrm.com/JOBS/NHA> indicating start date and start time of each test. The maximum permissible delay for attempting the test shall be 10 minutes from the start time.

(20) In case the online written test is cancelled due to any glitch, system failure, or other unforeseen circumstance, an alternate date/ time might be provisioned, in consultation with NHA.

Helpline Numbers: 011-4165 3612; 011-4101 1564; 011-4101 1565; 011-2684 2162

Email ID: nha@sams.co.in

(Please reach out on the above numbers or email ID for any queries related to configuring system requirements, or participating in the online tests)

Online Written Test Framework (Position Wise)

S. No.	Title of Contractual Position	Online Written Test (OWT) Curriculum	No. of MCQ Questions	Proposed Allocation Time
1	Senior Consultants - Health Benefit Packages	About AB-PMJAY, Functional Domain	60	60 minutes
2	Senior Consultant (Legal)	About AB-PMJAY, Functional Domain	49	45 minutes
3	Specialist - Call Centre & Grievance	About AB-PMJAY, Functional Domain	61	60 minutes
4	Senior Consultant (Operations)	About AB-PMJAY, Functional Domain, MS-Excel and Word (theoretical), Verbal Ability, Logical Reasoning	60	60 minutes
5	Consultant- Data Analysis	About AB-PMJAY, Functional Domain, Verbal Ability, MS Office, Logical Reasoning	61	60 minutes

System Requirement for Mettl Assessment Platform

<u>Parameter</u>	<u>Minimum Requirements</u>
Internet Speed	<p>512 KBPS</p> <p>You can check your network speed using the following two websites:</p> <p>(a) http://bandwidthplace.com/ (b) http://www.speedtest.net</p> <p>If your internet speed is above the prescribed speed, you should not face any problem while attempting the test.</p>
Supported Browsers: You can attempt Mettl tests on any of the following recommended browsers	<p>(a) Chrome version: 63 and above (b) Firefox version: 52 and above (c) Safari version: 12 and above (d) Microsoft Edge: 84.0.522.63 and above</p> <p>Please Note: Mettl Proctored Assessments are not supported on Mobile devices (e.g. Cellphones/ Smartphones/ Pads/ iPad Tablets, etc.).</p>
Browser Settings	<p>Once you have the latest supported browser version, you may easily start the test. However, in the rare case you face difficulty in starting the test, due to the pop-up blocker setting of your browser. Here is what you can do to fix this:</p> <p>(a) Use the “allow once/ always” pop-ups function from your browser settings to allow test window to open (b) Optionally, you may disable the pop-up blocker for the duration of the test. Here is how you can do it: For Mozilla Firefox on Windows: Go to ‘Tools’ --> Select ‘Options’ --> Click ‘Content’ tab and then uncheck ‘Block Pop-up windows’ check box. For Google Chrome: Go to ‘chrome://settings/’ --> Click on ‘Show advanced settings’ (at the end of the page). Under ‘Privacy’, click on ‘Content Settings’ --> Under ‘Pop-ups’, select ‘Allow all sites to show pop-ups’ --> Click on Done. After performing the above steps, please restart the browser.</p> <p>It works well on all browsers including Safari and Microsoft Edge.</p>
Browser Cache Settings	<p>(a) It is always advisable to clear browser cache/ cookies before starting any Mettl test. For most browsers, pressing “CTRL+SHIFT+DELETE” and selecting Clear Cache (for Firefox and Chrome) helps you clear the cookies.</p> <p>(b) In case you still face any issue in loading the test, shutdown the system directly using power button, Restart the system and then clear the cache again.</p>
System Updates	<p>Mettl also recommends disabling security patches, updates of the anti-virus definitions and/or application updates (manually) during the test in order to avoid any interference while taking the test. You can disable automatic system updates for the duration of the test as they may lead to heavy downloads during the test and auto-system restart will hamper your test progress.</p>

	<p>To disable System Auto-updates, follow the below steps:</p> <p>For Windows: Go to 'Start' -> 'Run' -> Type Services.msc' and then stop 'Automatic Updates' service</p> <p>In case you get a prompt/ message that 'Ports 1987 and 1988 have been blocked, please contact your network administrator to assist you with system permissions.</p>
<p>Firewall Settings</p>	<p>If you are attempting the test form your office or college/ Institute premises, it may be possible that local network restrictions in the network firewall shall prevent the launch of the Mettl test. In case you are facing any such issue, please contact your local network administrator and ask them to perform the following actions:</p> <p>1. Grant necessary firewall permissions to allow all requests from all subdomains of "mettl.com" in any of the following manner:</p> <p>(1) If possible, allow all access from the network to *.mettl.com (2) If wildcards are not allowed in the firewall configuration rules, then please allow all access to the domain tabulated below: (a) mettl.com (b) tests.mettl.com (c) pr.mettl.com (d) mediaserver.mettl.com (e) ode.mettl.com (f) api.mettl.com (g) static.mettl.com (h) chat.mettl.com (i) streaming.mettl.com*</p> <p>2. Unblock the following domains:</p> <p>(1) Domain: (turnserver.mettl.com) (2) Ports TCP: 3478 (3) Ports UDP: 3478, Range 49152 – 65535</p> <p>3. Opening these ports will make the service faster and efficient while giving you better quality images</p>
	<p>4. Please note: For webcam proctored tests:</p> <p>(1) Firewall permissions to ports 1987 and 1988 for chat.mettl.com should be granted i.e. chat.mettl.com:1987 and chat.mettl.com:1988 should be accessible and ensure that you have latest or updated version of Java installed. (2) Also, make sure that you uninstall any external webcam software (any third party/vendor softwares) from your system prior to starting the test. (3) Streaming.mettl.com is required, you need to give access to Port 1988</p>