Uttarakhand Teachers Eligibility Test (UTET) Online
Exam Management System-2019

Edited by **AK DADHICHI**

Till 2018, the entire process UTET was carried out manually by the Uttarakhand School Education Board. Understanding the complications and challenges of the manual system, NIC- Uttarakhand proposed Department of School Education, Uttarakhand to design and develop a computerized system enabling automation of the entire process at the best possible.

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Department of School Education, Uttarakhand entrusted NIC-UK to develop a portal to automate the UTET exam related activities. A web-based portal https://ubseonline.uk.gov.in was designed, developed and implemented for online management of UTET. UTET is conducted by Uttarakhand Board of Secondary Education (UBSE), Ramnagar(Uttarakhand) as a teachers recruitment eligibility criteria for schools in Uttarakhand state. UTET is conducted for two types of exams viz. UTET I and UTET II. UTET I exam is conducted for qualifying a candidate for recruitment of the teachers in primary schools whereas UTET II is for qualifying a candidate for recruitment of the teachers in secondary schools. Eligible candidate can apply either of the UTET I and UTET II or for both the exams.

This exam is conducted by UBSE at-least once a year and a large number of applicants (approximate 1 Lakh) appear in the test. These applications undergo an intricate route of processing through different stages from receiving of applications to the announcement of results. Till 2018, the entire process was being carried out manually by the Uttarakhand School Education Board. Understanding the complications and challenges of the manual system, NIC Uttarakhand proposed the Department of School Education UK for design and development of a computerized system to automate the entire process at the best possible.

The portal has been developed in open source technologies i.e. Linux, Java, Apache Tomcat &PostgreSQL and hosted at State Data Centre (SDC) Uttarakhand. The portal was launched on 1st July 2019 for seeking online applications for UTET-2019 exam. The portal is integrated with payment gateway for receiving exam fees through various modes of online payments. The NIC-SMS services are also integrated for sending OTP and alerts at various stages.

Key Stakeholders
- Department of School Education Uttarakhand
- Uttarakhand Board of Secondary Education
- Applicants of UTET exam

Implementation Highlights
The project has been implemented successfully by receiving online applications from applicants during 1st to 31st July 2019. Approximately 80,000 applications were received online and nearly Rs 5 Crores was received by UBSE as application fees through online payment.

Main Features: Ist Phase
- Online registration of applicants for exam (Enter-

> A major part of Uttarakhand is covered by tough mountains terrain, difficult to establish connectivity between the citizens and the government. An online portal for Uttarakhand Teacher Eligibility Test (UTET) designed and developed by NIC Uttarakhand and implemented successfully by Uttarakhand Board of Secondary Education, Ramnagar. It came up as a leap forward in e-governance and helped in receiving huge number of applications for UTET I and UTET II exams. This system was   warmly welcomed by the common people of Uttarakhand as evidence by the record number of applications received through the portal. User friendly features like online payment for fees collection, SMS based OTP etc led to the wider acceptability and adoptability of e-governance in the state. This portal may be used for the other exam like D.El.Ed etc by Uttarakhand School Education Board. A good effort brings the advantages of technology for the benefit of governance. I congratulate the NIC Project team and wish all success for future endeavours.

R. Minakshi Sundaram, IAS
Secretary
School Education, Government of Uttarakhand

ing Name, Date of birth, Email, Phone no. and receiving SMS with password)
- After successful registration, creation of applicant's dashboard
- Filling up of application form as per eligibility criteria
- Uploading of photograph and signature (jpg format) by the applicants

- View and Edit application before payment for exam fees
- Online Payment for exam fee
- View & print application form after payment
- NIC SMS service has been integrated and used for sending SMS after registration, form sub-mission after payment, forgot password, admit card generation and for sending bulk messages to the applicants

Main Features: 2nd Phase

- Preparation of list of city-wise exam centre (200 centres approx. in 29 cities of Uttarakhand) as per centre-wise capacity of candidates
- Allocation of roll no. and exam centre to candidates as per prescribed norms of UBSE
- Admit card generation and publishing on portal for downloading by applicants
- Generation of nomination role, attendance sheet and desk slips for exam centres
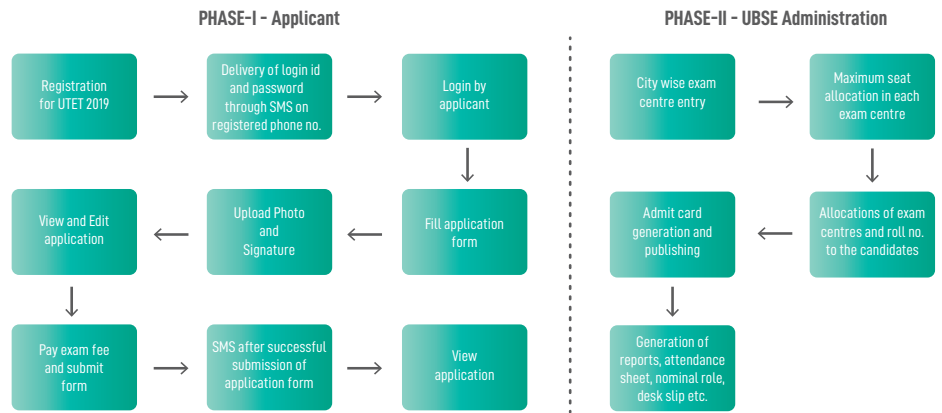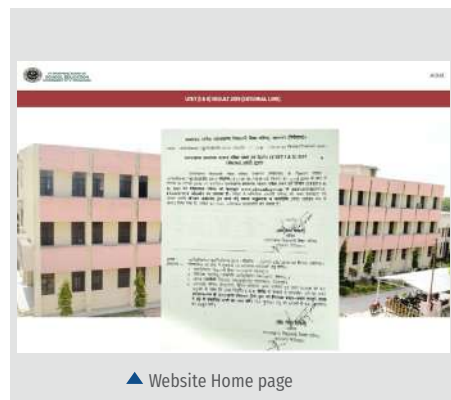- Different administrative reports generation

Main Features: 3rd Phase

- Uploading of attendance sheets by exam centres through their login credential
- Publishing of Answer keys
- Publishing of results
- Analytical dashboard

Challenges

- Since the online system was implemented for the first time in the State, applicants required assistance for meeting the problems encountered in the process of online application submission. A 24 x 7 call help-desk was provided to resolve the applicants issues.
- Internet connectivity is still a big challenge in rural and remote areas of Uttarakhand. For smooth flow and execution of the system, the online applications were received for a long period of time and one month.

Outcome & Key achievements

- A completely transparent and automated system generated
- The portal may be used for automation of other similar activities of Uttarakhand board

▲ Website Home page

PHASE-I – Applicant

PHASE-II – UBSE Administration

▲ Application Process Workflow

Advantages over manual system

Manual system till 2018	Time, cost and Implications	Online system till 2018	Time, cost and Implications
Preliminary Preparation of UTET exam	2 Months	Online modules developed. No printing work and no roles of post office. Since this year first initiated and implemented, system study, design and development, hosting arrangements done	Zero cost of printing and post office Approximately 12.48 % growth in no. of applications received
Preparation of appl. form, manuals and information leaflets	Expenditure incurred Rs. 37 lakhs approximately in printing of forms and payment to Post Offices		
Tender invitation for printing of OMR forms and information leaflets			
Printing of forms			
Arrangements for distribution and sale of application forms through 42 post offices in Uttarakhand State			
Time for application to be received by registered post	1 Month	Applications received online from 1 July 19 to 31 July 19	1 Month
Scanning of OMR application forms	3 Months	Through the online system only, edit feature provided	Zero hosting cost
Preparation of data scanning			
Display of incorrect forms on website			
Updation of data after correction	Huge expenditure incurred in scanning of OMR sheets and payment to private vendors for other digitisation activities	In 2nd phase of the project all these activities are carried out through the online automated system only Help desk contacts and emails provided on the portal	
Finalisation of exam centre by the council			
Exam centre and roll no. allotments			
Preparation and uploading of admit card			
Preparation and printing of attendance sheet, nominal role, desk slip etc			
Arrangement of 24x7 helpdesk from the date of admit card upload till examination			
Compilation of all the data for result preparation			

- Time and cost reduced for candidates as well as department
- All activities are handled through a single window and thus optimizing the resources
- Approximately 80,000 applications have been received online
- Approximately Rs 5 crores have been received as exam fees through online payments. Therefore the accounting of the fee collected was easy for UBSE.

Way Forward

System is developed and designed in such a manner that same system may be used for other exams/tests conducted by Uttarakhand board, such as D.El.Ed (Diploma in Elementary Education).