



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. A mock test of 5 minutes will be provided prior to test. The score of Mock will not be included in the Score Card.
 - *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 150 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 150 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 %
>= 81 NWPM	100.00 %	>= 51 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.