

Working Guidelines for Academic Helpline

The minimum requisites for enabling this project is as follows :

1. Evaluators

Evaluator which is competent to take test for shortlisting Faculty. A minimum of One Evaluator per Region is necessary who is competent in all the subjects of all the stages, have adequate exposure of a Faculty (usually the Senior Most Faculty), have an inclination to take up this assignment at a cost of Rs.25 per evaluation. He should be in a position to make a phone call to the assigned Faculty and evaluate him on a 5-Point scale on parameters such as Subject Knowledge, Communication Skills, Ability to respond and so forth. Once the project stabilises, then the Evaluator shall only connect to the Faculty through Call Centre for which a unique phone number will be informed to them. Any faculty which gets a grade of 3 or more out of 5 stands empanelled. The framing of the question shall be by the evaluator himself. The evaluator shall also give comments on deficiencies for improvement of the faculty in case the grade is 4 or less out of 5. These comments on deficiencies with marks obtained and the faculty code shall be shared to the Institute only and not with the faculty.

2. Faculty

Faculty covering each and every subject and each and every time frame from 7AM to 11 PM has to be empanelled. Considering 24 subjects and availability of time slot of 16 Hours, the Institute is looking forth for about 400 faculties across India. The faculty on empanelment in the first month shall be paid Rs.3 per minute, Rs.2.50 per minute and Rs.2 per minute if they are existing faculty of Regional Council, Chapter or otherwise respectively. A feedback form shall be filled by each and every student after the interaction with the faculty of 10 minutes. Faculty getting positive feedback throughout shall get an increment of 50 Paise per minute for the next month. Similarly faculty not getting positive feedback may get a decrement or debarment in the long run. An automated system is being created online which will monitor the call, maintain the recording and also correlate between the student and the faculty. Any call if taken by the faculty directly from the student shall not come under this scheme of reimbursement. The faculty has to maintain confidentiality. To become a faculty, one has to apply to the nearest Regional/ Chapter Office of the Institute in the prescribed format. The nearest office shall do due diligence and issue a Code which will be like F01001 or so forth. Issue of Code means that the faculty is now shortlisted to take the calls. The faculty will be getting calls from the Institute's Call Centre only. The number of the Call Centre shall be shared in advance with all the shortlisted faculty only. There is

a timer of 10 minutes for each call after which the call will get disconnected automatically. The faculty has to guide the student within these 10 minutes only as there is no certainty that the next time the student will call the same Faculty will be connected. This time of 10 minutes will start once the student and faculty are on the same line. The faculty shall not seek the contact details of the student. An online portal shall be available to the faculty which will enable him to update his/ her detail and bank account. The remuneration paid and the total minutes accrued in every month shall also be available in this account.

3. Call Centre

Call Centre will play an important role as they have to correlate the student as per his demand and connect him to the faculty. Once the connection is established a timer of 10 minutes will start and the call will be disconnected automatically. The call centre has to inform the student on the Code of the faculty (no other details like name) and the limit of 10 minutes. The Call Centre will also mention a disclaimer of one line that the Institute is only providing a facility to connect to the faculty and bears no responsibility about the faculty or his input. The Call Centre shall inform the faculty of the Stage and the Subject in which help is required by the Student at the time of transfer of Call. The Call Centre shall maintain a recording of each and every call. The Call Centre shall develop a system for maintaining a MIS on the earnings per month of each and every faculty and the evaluator. In the initial phase of the project, evaluator will directly connect to the faculty and once the system is stabilised this connect between the faculty and evaluator should be through the Call Centre only. On the 1st of every month, the charges to be paid to each Faculty Code shall be shared with the Co-ordinator of ICSI who will then prepare the statement for finance and online transfer of the amount to the bank account of faculty. The Call Centre shall prepare a password protected page which will hold all the details of the Faculty including photograph and signature and bank account code and other details which shall be updated by the Faculty himself. The online system shall list each and every transaction of voice call, total minutes accrued and payments made. The ICSI Co-ordinator shall update as and when payments are released by the Institute in the bank accounts of the Evaluator / Faculty. ICSI Co-ordinator shall enable a Faculty on the service through a check box after receipt of the marks statement from the evaluator. Once the system is developed, the system will be automated such that once evaluator submits his report online for any faculty, the marks if more than 3 shall enable the faculty and if marks less than 4, the feedback of the evaluator shall be displayed to the faculty for further improvement. The faculty can undergo any number of tests after improving himself till he gets the figure of 3 marks. All Offices of ICSI shall be provided a search facility wherein they will feed the Faculty Code and determine the payment and the marks obtained / comments as a report which will be developed by the Call Centre.

In case, the faculty is not available at the designated time, the Call Centre shall inform on the availability of the faculty to the student and close the call. The Call Centre shall ensure that feedback is filled after every call on a 5 point scale. This unique feedback shall only be available to the Institute. The overall average rating shall only be available to the faculty after 10 such feedbacks have been received by the faculty such that he can not correlate the feedback to the individual students. At the end of the month, the system will generate a screen with faculty code and the average rating. ICSI shall enter the rating above which each and every faculty shall be given an increment for the subsequent month of 50 paisa. ICSI shall also enter a rating to enable a decrement of 50 paisa. A screen for debarment shall also be there to be used by ICSI.

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