

## **Norms for Discharging of Functions.**

### **(i) Vision and Mission statement of SSC:-**

- a. To select suitable candidates for the Government in an objective and transparent manner at the group 'B' (Non-Gazetted) and group 'C' (Non-Technical) levels.
- b. To develop recruitment processes which will enable recruitment of manpower conducive for good governance.
- c. To ensure total objectivity and impartiality in recruitment of personnel for the Government.
- d. To provide suitable and adequate manpower in time to the user organizations.
- e. To assure the job applicants total satisfaction through zero error tolerance, timely results and immediate nomination.

### **(ii) Details of Business Transacted by SSC:-**

- a. To make recruitment to Group 'B' (Non-Gazetted) posts and Group 'C' (Non-Technical) posts under Government of India and their Attached and Subordinate Offices, except those posts which are specifically exempt from the purview of the Staff Selection Commission, in pay Band-2 and Pay Band-1 carrying Grade Pay of Rs. 4,800/- through the competitive examination.
- b. To make recruitment to such posts under Government of India by selection through interviews, in Pay Band-2 and Pay Band-1 carrying Grade Pay up to Rs.4,800/- which may, at the discretion of the Commission, be preceded by short listing or Skill Test.
- c. To conduct Limited Departmental Competitive Examinations of the Central Secretariat Clerical Service (CSCS)/ Central Secretariat Stenographers' Service (CSSS) and such other Services as have been or may be entrusted to the Commission.
- d. To conduct periodical Skill Tests in English/ Hindi and such other Skill Tests as may be assigned by the Government from time to time.
- e. To make recruitment to Group 'B' (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department.
- f. To perform such other functions as may be entrusted to it by the Central Government from time to time.
- g. To conduct examinations and/ or interviews, whenever required, for recruitment to the posts within its purview.

### **(iii) Details of 'Citizens' or Clients':-**

All the candidates appearing for examinations conducted by Staff Selection Commission and user Departments are clients.

**(iv) Statement of services including standards, quality, time frame etc. provided to each Citizen/ Client group separately and how/ where to get the services:-**

In order to make the examination system more user/clients friendly, the Commission periodically reviews the same and introduces reforms. Some of the following initiatives taken by the Commission in this regards:-

- a. Introduction of online application system.
- b. Introduction of online collection of vacancies from user departments.
- c. Introduction of online data verification system. This has resulted in error-free data besides affording an opportunity to the candidates to have a second look at the details filled in by them and correct the inadvertent mistakes, if any, committed by them at the time of filling up the form.
- d. Introduction of online RTI Portal. This has resulted in more efficient handling of RTI applications besides reducing paper work and considerable saving of time.

**(v) Details of Grievance Redressal Mechanism and how to access it:-**

Government has introduced a programme on disposal of online public grievances under Centralized Public Grievance Redress and Monitoring System (CPGRAMS) through CPGRAMS. The public grievances in the form of petitions/ representations received from the Candidates/ General Public under CPGRAMS through DOPT are being redressed online in a time-bound manner by the concerned officers for the Commission. This has resulted in quick disposal of grievances and effective monitoring.

**(vi) Expectations of the 'Citizens' or Clients' :-**

- i. Timely filling up of vacancies reported by users Departments.
- ii. Selection of right candidates from right jobs.
- iii. Fair conduct of examination.
- iv. Timely uploading of information regarding schedule of Examinations/ examination calendar in particular year for use of candidates.
- v. Proper publicity of examination notice.
- vi. Timely conduct of examination.
- vii. Timely declaration of results.
- viii. Timely nomination of selected candidates.