

## **CITIZENS' CHARTER OF STAFF SELECTION COMMISSION**

### **i) Vision & 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) Recruitment of Group 'B' (Gazetted) post of Assistant Audit Officer in the Grade Pay of Rs. 4800/- in the Offices of C&AG of India.
- b) Recruitment of Group 'B' non-gazetted posts upto Grade pay of Rs. 4800/- under Government of India and their attached and subordinate offices through All India competitive examinations.
- c) Recruitment of Group 'C' non-technical posts under Government of India and their attached and subordinate offices.
- d) Conduct of Limited Departmental Examinations as entrusted by the Government.
- e) Recruitment of certain posts under Government of India by Selection.
- f) In addition to the mandated All India Competitive examinations the Commission is also required to conduct non-mandated examinations for recruitment of Constable (GD) in CAPFs & Rifleman in Assam Rifles. The Commission is also asked to make recruitment to Sub Inspector (Executive) in Delhi Police.

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- g) To process results of examinations conducted by SSC and also to declare results in a time bound manner.

**iii) Details of 'Citizens' or 'Clients'**

All the candidates appearing for examinations conducted by Staff Selection Commission and users Departments are clients. A total of 17790619 candidates applied for the nine All India Open Examinations advertised during 2014-15. The number of candidates applied for various Selection Posts was 263316 and the number of applicants for Departmental Examination during the year 2014-15 was 658.

**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 On-Line application System.
- b) Introduction of On-Line collection of vacancies from users Departments.
- c) Introduction of On-Line 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 On-Line 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 of the Commission. This has resulted in quick disposal of grievances and effective monitoring.

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**vi) Expectations of the 'Citizens' or 'Clients'**

- a) Timely filling up of vacancies reported by users Departments.
- b) Selection of right candidates from right jobs.
- c) Fair conduct of Examination.
- d) Timely uploading of Information regarding schedule of Examinations / examination calendar in particular year for use of candidates.
- e) Proper publicity of examination notice.
- f) Timely conduct of examination.
- g) Timely declaration of results.
- h) Timely nomination of selected candidates.

