4. **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:-**

(i) 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.

(ii) 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.

(iii) 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.

(iv) To conduct periodical Skill Tests in English/ Hindi and such other Skill Tests as may be assigned by the Government from time to time.

(v) To make recruitment to Group ‘B’ (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department.

(vi) To perform such other functions as may be entrusted to it by the Central Government from time to time.

(vii) 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 fo the Commission. This has resulted in quick disposal of grievances and effective monitoring.

**(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.