

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.

