

# India Post Payments Bank Limited

(A Government of India Undertaking)

Post Box No: 760, Speed Post Centre, Market Road, Bhai Veer Singh Marg,  
New Delhi – 110001

## Direct Recruitment of Officers in Scale IV & V

India Post Payments Bank (IPPB) has been setup under the Department of Post, Ministry of Communication with 100% equity owned by Government of India. India Post Payments Bank is leading the next revolution of banking and financial literacy. This new model will pave the way for India's largest banking network to reach each and every corner of the nation. Our motto stands true - **"No customer is too small, no transaction too insignificant, and no deposit too little."** IPPB is leveraging frugal innovation and top of the line technology infrastructure with the payment and settlement ecosystem to bring simple and affordable solutions to the masses – delivered at the last mile. IPPB will leverage the Department of Posts' (DOP's) unparalleled reach across India, through its 155,000 post offices and the trust that it enjoys among the common man. IPPB's vision is to be the most accessible, affordable and trusted bank for the common man.

India Post Payment Bank Limited (IPPB) invites online applications from qualified candidates who will be appointed at IPPB in Scale IV & V. Interested candidates who fulfill the eligibility criteria may apply online from 08.06.2018 to 22.06.2018 by visiting our website [www.ipbonline.net](http://www.ipbonline.net). No other mode of application will be accepted.

### The important dates are as follows

Activities	Dates
Payment of Application Fee	08.06.2018 to 22.06.2018
Opening date of Online Registration	08.06.2018
Closing date of Online Registration	22.06.2018

**Before applying, the candidates are advised to ensure that they fulfill the stipulated eligibility criteria.**

### This advertisement contains the following details:

Section	Section Title	Details in Section
<b>A</b>	Posts	Names and grades of posts for which recruitment is proposed, along with category-wise vacancy
<b>B</b>	Job Profiles	Details of Job profiles of posts for which recruitment is proposed.
<b>C</b>	Eligibility Criteria	Details on the eligibility criteria such as age, educational qualification and experience have been provided. Relaxation for reservations have also been provided.
<b>D</b>	Emoluments (as on 01.06.2018) and Relevant Policies	Details of the pay-scale, emoluments and relevant service rules have been provided.
<b>E</b>	Selection Procedure	Brief on Selection Procedure that shall be followed for recruitment of the posts listed in Section A
<b>F</b>	Application Guidelines	Guidelines on procedure to be followed for submitting online application, for remitting application fees and other general instructions.

## A. POST

Sr	Function	Post	Grade	Scale	Position Type	Vacancies
1	Sales & Operations	AGM - Circle	SMGS-V	V	Regular	16
2	Sales	Chief Manager Circle(Sales)	SMGS-IV	IV	Regular	16
3	Operations	Chief Manager Circle(Operations)	SMGS-IV	IV	Regular	16

**\*\*Total vacancies mentioned above are indicative. Actual vacancies may vary according to the business requirement of IPPB.**

Grade	Scale	Category Wise Vacancy					
		GEN	OBC	SC	ST	Total	OC/HI/VI
SMGS-V	V	9	4	2	1	16	1
SMGS-IV	IV	18	8	4	2	32	

## B. JOB PROFILES AND COMPETENCY/SKILL REQUIREMENT

Job Profile and the required competency and skills are as follows

Sr	Function	Post	Grade	Scale	Final JD
1	Operations	AGM - Circle	SMGS -V	V	<ol style="list-style-type: none"> <li>1. Business Planning <ul style="list-style-type: none"> <li>▪ Responsible for finalizing the circle-level and branch-level business targets based on discussion with DoP counterparts</li> <li>▪ Responsible for defining overall Key Performance Indicators for all Branches within the Circle in discussion with Branch Managers and Corporate Office</li> </ul> </li> <li>2. Sales, Business Development and Marketing <ul style="list-style-type: none"> <li>▪ Responsible for defining the Circle level strategy on driving sales &amp; marketing initiatives by utilizing a bottom up approach</li> <li>▪ Set up the performance parameters for the team in the circle and execute the corporate office business plans.</li> <li>▪ Monitor the team performance and allocate the targets in consultation with the DoP Circle office</li> <li>▪ Ensure the State level Tie-ups with the State Government departments for the Subsidy and other agency business</li> <li>▪ Ensure the enterprise level tie-ups at state level and even national level for the enterprises located in their circle</li> <li>▪ Responsibility to build, augment the Marketing, Image and brand building of IPPB</li> </ul> </li> </ol>

					<ul style="list-style-type: none"> <li>▪ Responsible for finalizing circle level partnership(s), tie-ups to drive business revenues. Co-ordinate with IPPB teams for necessary support for execution</li> <li>▪ Prioritize and recommend commission in-kind payouts to DoP</li> </ul> <p>3. Coordination with DoP</p> <ul style="list-style-type: none"> <li>▪ Responsible for managing the interface with DoP Circle and CPMG on behalf of IPPB</li> <li>▪ Responsible for conducting periodic business review meeting with DOP circle head to appraise him/her on procedural issues faced by IPPB</li> </ul> <p>4. Operations and Compliance</p> <ul style="list-style-type: none"> <li>▪ Drive the branch, access point readiness and agent training, certification and activity.</li> <li>▪ Ensure and oversee that daily activities to be performed by the Branches are completed on time.</li> <li>▪ Monitor rollout of initiatives in all branches within the Circle including training, financial inclusion mandates, technology and infrastructure up-gradation, marketing &amp; branding initiatives etc.</li> <li>▪ Conduct periodic Circle level knowledge sharing sessions between Branch heads across the Circle.</li> <li>▪ Monitor the performance of the Branches within the Circle on various compliances.</li> <li>▪ Operation level smooth implementations and changes handling.</li> <li>▪ MIS (Collection, analysis, submission, reports, replies to Corporate Office/ regulatory bodies/ business related)</li> <li>▪ Regular visits/ meetings with IPPB/ DoP officers in the respective district levels and rendering advisory communications on newly introduced regulatory aspects</li> <li>▪ Oversee the EoD reports pertaining the Cash Balancing, Operational tasks for all the IPPB branches falling under his/ her jurisdiction</li> <li>▪ Reporting of fraud to appropriate authority at Corporate Centre</li> <li>▪ Responsible for overall control function of branches and reporting to Corporate Centre</li> </ul> <p>5. Customer Service and grievance</p> <ul style="list-style-type: none"> <li>▪ Oversee grievance resolutions SLAs for all Branches in the Circle</li> <li>▪ Responsible for customer satisfaction levels, oversee interaction with customer committees etc.</li> </ul>
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					<ul style="list-style-type: none"> <li>▪ Supervise and oversee grievance mechanism for commission payout issues and their resolution</li> <li>▪ Responsible to oversee the reasonable TAT is complied in resolving Customers queries/ grievances/ suggestions emanating for all his Circle related branches.</li> </ul> <p>6. Performance Management</p> <ul style="list-style-type: none"> <li>▪ Monitor &amp; report on performance KPIs (target vs actual)</li> <li>▪ Responsible for monitoring the operations, sales and customer service performance of all Branches within the Circle on defined dashboard in conjunction with senior leadership of IPPB (Corporate office)</li> <li>▪ Monitor the business performance of Branch Managers in line with business requirements eg. agent, merchant activation, acquisition, DBT business, Govt. business etc.</li> <li>▪ Attend periodic business review meetings at Corporate office to discuss Circle's performance on various business parameters</li> <li>▪ Responsible for managing the performance appraisal of IPPB Circle staff and Branch Staff as per role defined in the PMS process implemented in IPPB</li> </ul> <p>7. Administration, HR and Finance</p> <ul style="list-style-type: none"> <li>▪ Plan and execute the training programs.</li> <li>▪ Plan and ensure the HR requirements are met</li> <li>▪ Responsible for administrative and financial approvals as accorded by IPPB management for Branches attached to the Circle</li> <li>▪ Providing approvals for field level expenditure as per power delegated by the corporate office</li> <li>▪ Conducting local level recruitments for territory officer role in line with business requirement and powers delegated by the corporate office</li> <li>▪ Granting administrative approvals including leaves, short term transfers etc. as per power delegated by the corporate office</li> </ul> <p>8. Any other duties assigned to the officer by superiors.</p>
2	Operations	Chief Manager Circle(Sales)	SMGS -IV	IV	<p>1. Business Development / Alliances</p> <ul style="list-style-type: none"> <li>▪ Identify new opportunities for payments solutions across institutional, Govt/DBT, merchant and customer segment categories</li> <li>▪ Identify partnership and alliances opportunities</li> <li>▪ Work with DoP Circle office and civil administration to identify mechanisms for</li> </ul>

					<p>targeting last mile customers, merchants (both online and offline)</p> <ol style="list-style-type: none"> <li>2. Sales &amp; marketing <ul style="list-style-type: none"> <li>▪ Responsible for setting targets and monitoring the sales performance of all branches within the Circle in discussion with DoP counterparts</li> <li>▪ Engagement with IPPB Corporate to understand the Advertising and Communication Strategy and build aligned customized campaigns in partnership with DOP officers at a local level</li> <li>▪ Conduct meetings with Branch heads to identify and define innovative strategies for driving sales within the Circle.</li> <li>▪ Work with DoP Circle office for monitoring implementation of last mile sales initiatives</li> <li>▪ Conduct periodic review meetings with DoP interface with Division and Circle levels to discuss the sales related performance of DoP access points</li> <li>▪ Develop and customize the sales and marketing campaigns/collaterals in line with local business campaigns</li> </ul> </li> <li>3. Product and Training <ul style="list-style-type: none"> <li>▪ Oversee launch/release of new products and related allied activities</li> <li>▪ Support Circle Head in monitoring rollout of initiatives in all branches within the Circle including training, financial inclusion mandates, technology and infrastructure up-gradation, marketing &amp; branding initiatives etc.</li> <li>▪ Work with DoP officers in developing incentive schemes</li> <li>▪ Interface with the 3rd parties for product distribution campaigns and drive last mile execution</li> </ul> </li> <li>4. Administrative &amp; Finance <ul style="list-style-type: none"> <li>▪ Monitor performance of the ASM and BM from sales perspective and provide input to their annual performance appraisal as authorized formally by HR department of IPPB</li> <li>▪ Support Circle Head in managing approvals as per powers accorded to Circle by IPPB management</li> <li>▪ Responsible for managing the performance appraisal of Branch Staff as per role defined in the PMS process implemented in IPPB</li> </ul> </li> <li>5. Any other duties assigned to the officer by superiors.</li> </ol>
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3	Operations	Chief Manager Circle(Operations)	SMGS -IV	IV	<ol style="list-style-type: none"> <li>1. Operations &amp; Processes <ul style="list-style-type: none"> <li>▪ Responsible for monitoring key performance indicators on operational performance of IPPB branches and access points within the Circle</li> <li>▪ Activate and set-up the IPPB footprint across business lines eg. DBT services, enterprise mandates</li> <li>▪ Periodically (As per defined schedule) interact with Circle and Division offices of DoP to discuss on-ground issues being faced in driving IPPB operations including infrastructure issues being faced by Gramin Dak Sevak</li> <li>▪ Conduct periodic review meetings with DoP interface with Division and Circle levels to discuss the performance of DoP access points – incl. cash management, incentive payments, device management, other operations logistics</li> <li>▪ Provide Circle level support and coordination for IPPB CPC operations incl. reconciliation clarifications, logistics coordination(including Documents), availability of infrastructure, Inventories and agent training etc.</li> <li>▪ Liaison with the telecom players to drive connectivity performance/metrics</li> <li>▪ Responsible for driving the training of IPPB recruits on DoP functioning and systems</li> <li>▪ Plan and drive execution of the training refresher courses for end-users</li> <li>▪ Agent Management – expanding the agent network (beyond DoP)</li> </ul> </li> <li>2. Customer service &amp; grievance management <ul style="list-style-type: none"> <li>▪ Review and Monitor the resolution of customer grievances, mis-selling complaints within the defined SLAs</li> <li>▪ Oversee customer interaction/committees at branch and access points</li> </ul> </li> <li>3. Compliances <ul style="list-style-type: none"> <li>▪ Work closely with the DoP Circle office in ensuring the access points operate as per procedures laid down by IPPB.</li> <li>▪ Oversee audit of access points at periodic intervals as per RBI guidelines and IPPB policies</li> <li>▪ Liaise with regulatory/admin authorities as required</li> <li>▪ Drive certifications for the end-users in line with internal and regulatory requirement</li> <li>▪ Drives compliance of all branding elements in the branch and access point</li> </ul> </li> <li>4. Administrative &amp; Finance</li> </ol>
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					<ul style="list-style-type: none"> <li>▪ Responsible for managing the performance appraisal of Branch Staff as per role defined in the PMS process implemented in IPPB</li> <li>▪ Monitor performance of the Area Operations Manager and Branch Manager from operations perspective and provide input to their annual performance appraisal as authorized formally by HR department of IPPB</li> <li>▪ Support Circle Head in control functions of Branches, On boarding, Lifecycle Management, and Transaction Reporting &amp; Reconciliation of Consumer and Merchant business customers as per powers accorded to Circle by IPPB management</li> </ul> <p>5. Any other duties assigned to the officer by superiors</p>
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## **C. ELIGIBILITY CRITERIA**

### **1. NATIONALITY/ CITIZENSHIP**

A candidate must be either

- i. a citizen of India or
- ii. a subject of Nepal or
- iii. a subject of Bhutan or
- iv. a Tibetan refugee who came over to India before 1st January, 1962 with the intention of permanently settling in India or
- v. a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African countries of Kenya, Uganda, the United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India

Provided that a candidate belonging to categories (ii), (iii), (iv) and (v) above shall be a person in whose favor a certificate of eligibility has been issued by the Government of India.

A candidate in whose case a certificate of eligibility is necessary may be admitted to the Online Test/ interview conducted by IPPB, may be provisionally selected, but on final selection, the offer of appointment may be given only after the necessary eligibility certificate has been issued to him by the Government of India.

Please note that the eligibility criteria specified herein are the basic criteria for applying for the post. Candidates must necessarily produce the relevant documents pertaining to category, nationality, age, educational qualifications etc. in original along with a photocopy thereof in support of their identity and eligibility as indicated in the online application form. Please note that no change of category will be permitted at any stage after registration of the online application and the result will be processed considering the category which has been indicated in the online application, subject to guidelines of the Government of India in this regard.

**Merely applying for / being shortlisted / appearing for the interview and/or subsequent processes do not imply that a candidate will necessarily be offered employment in IPPB. No request for considering the candidature under any category other than in which applied will be entertained.**

## 2. JOB SPECIFICATIONS

The Age, Qualification and Experience as on **01.06.2018** for the posts specified in Section A are prescribed as under:

Sr	Function	Post	Grade	Scale	Job Description
1	Operations	AGM - Circle	SMGS -V	V	Age: Maximum of 50 years  Education qualification: Graduate from University/ Institution/ Board recognized by the Government of India (or) approved by a Government Regulatory Body  Experience profile: Post Qualification Work Experience: Minimum 12 years of experience in government / financial sector in leadership positions is preferable
2	Operations	Chief Manager Circle(Sales)	SMGS -IV	IV	Age: Maximum of 50 years  Education qualification: Graduate from University/ Institution/ Board recognized by the Government of India (or) approved by a Government Regulatory Body  Post Qualification Work Experience: Minimum 9 years of experience is mandatory. (of which) Minimum 3 years of experience in Sales/Marketing is required.
3	Operations	Chief Manager Circle(Operations)	SMGS -IV	IV	Age: Maximum of 50 years  Education qualification: Graduate from University/ Institution/ Board recognized by the Government of India (or) approved by a Government Regulatory Body  Post Qualification Work Experience: Minimum 9 years of experience is mandatory. (of which) Minimum 3 years of experience in banking Operations is required

\*\* IPPB reserves the right to enhance/relax the eligibility criteria without giving any advance notice.

### Notes:

#### 2. Age Criteria and Age Relaxation:

- i. The candidates must meet the requisite age criteria as on **01.06.2018**
- ii. Maximum age indicated is for General category candidates. The PWD and Ex-Servicemen applicants and those applying under Reservation category would be eligible for age relaxation as per the Government of India guidelines, as under:



<b>Category</b>	<b>Age Relaxation</b>
<b>Scheduled Caste and Scheduled Tribe</b>	5 years
<b>Other Backward Class</b>	3 years
<b>Person With Disability</b>	10 years
<b>Ex-servicemen</b>	Ex-service Commissioned Officers, including ECOs/ SSCOs, who have rendered at least 5 years military service and have been released on completion of assignment (including those whose assignment is due to be completed within one year from the last date for receipt of applications) otherwise than by way of dismissal or discharge on account of misconduct or inefficiency or on account of physical disability attributable to military service or on invalidment - 5 years.
<b>Persons ordinarily domiciled in the State of Jammu &amp; Kashmir during the period 1-1-80 to 31-12-89</b>	5 years
<b>Persons affected by 1984 riots</b>	5 years

- iii. In case of a candidate who is eligible for relaxation under more than one of the above age relaxation categories, the age relaxation will be available on cumulative basis with only one of the remaining categories for which relaxation is permitted as mentioned above. This cumulative age relaxation is available to SC/ST/OBC candidates.
- iv. Candidates seeking age relaxation will be required to submit copies of necessary certificate(s) at the time of Interview and at any subsequent stage of the recruitment process as required by IPPB.
- v. An Ex-servicemen who has once joined a Government job on civil side after availing of the benefits given to him/her as an Ex-servicemen for his/her re-employment, his/her Ex-Servicemen status for the purpose of re-employment in Government jobs ceases.
- vi. There is no reservation for Ex-servicemen in Officers' Cadre.

### **3. Educational Qualifications:**

- i. The candidate must possess the requisite educational qualification as on 01.06.2018
- ii. Degree obtained from the recognized Universities or Institutes recognized by the Govt. of India only will be considered.
- iii. Candidates, who are awaiting their results of the qualifying examination OR who have not passed the qualifying examination on or before 01.06.2018 are not eligible
- iv. Candidate should indicate the percentage obtained in Graduation calculated to the nearest two decimals in the online application. Where CGPA / OGPA is awarded, the same should be converted into percentage and indicate the same in online application.

- v. **Calculation of Percentage:** The percentage marks shall be arrived at by dividing the marks obtained by the candidate in all the subjects in all semester(s)/year(s) by aggregate maximum marks in all the subjects irrespective of honours / optional / additional optional subject, if any. This will be applicable for those Universities also where Class / Grade is decided on basis of Honours marks only.
- vi. The fraction of percentage so arrived will be ignored i.e. 59.99% will be treated as less than 60% and 54.99% will be treated as less than 55%.
- vii. In case the result of a particular examination is posted on the website of the University / Institute and web based certificate is issued then proper document / certificate in original issued and signed by the appropriate authority of the University / Institute indicating the date of passing properly mentioned thereon will be reckoned for verification and further process.

#### **4. RESERVATIONS:**

- I. Candidates belonging to OBC category but coming in the 'creamy layer' are not entitled to OBC reservation and age relaxation. They should indicate their category as 'GENERAL' or GENERAL (OC/HI/VI), as applicable.
- II. Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ST candidates, if called for interview.
- III. Vacancies are reserved for Disabled (Physically challenged) Persons under Section 33 of the persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (1 of 1996) as per government guidelines. Candidates with the following disabilities are eligible to apply as per the definitions given in the above act: a) Orthopedically challenged, b) Visually Impaired, c) Hearing Impaired
- IV. A person (OC/VI/VI) who suffer from not less than 40% of relevant disability and wants to avail the benefit of reservation will have to submit a Disability Certificate issued by the medical board duly constituted by central or state government. The certificate should be dated on or before last date of registration of the application.
- V. The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of IPPB.
- VI. Candidates applying for a particular post may be considered for any other post mentioned in the advertisement, at the discretion of IPPB.

The following definitions are for the purpose of age and fee relaxation only:

##### **a. Orthopedically Challenged (OC)**

Orthopedically Challenged (OC) person is one having a minimum of 40% physical defect or deformity which causes interference with the normal functioning of the bones, muscles and joints and is so certified by a Medical Board appointed by the State Government. Only those who fall in the following categories are eligible to apply: BL - Both Legs Affected but not Arms; OA - One Arm Affected (Right or Left) - (a) Impaired Reach; (b) Weakness of Grip; (c) Ataxia; OL - One Leg Affected (Right or Left); MW - Muscular Weakness & Limited Physical Endurance.

##### **b. Visually Impaired (VI)**

Persons who suffer from either of the following conditions:

- Total absence of sight,
- Visual Acuity not exceeding 6/60 or 20/200 (Snellen) in the better eye with correcting lenses, or

- Limitation of the field of vision subtending an angle of 20 degrees or worse and so certified by a Medical Board appointed by the State Government.

A person with Low Vision means one with impairment of visual functioning even after treatment of standard refractive correction but who uses or is potentially capable of using vision for the planning or execution of a task with appropriate assistive device.

**c. Deaf & Hearing Impaired (HI)**

Deaf are those persons in whom the sense of hearing is non-functional for ordinary purposes of life, i.e. with total loss of hearing in both ears. They do not hear and understand sounds at all - even with amplified speech.

Hearing impairment means loss of more than 60 decibels in the better ear in the conversational range of frequencies.

**d. Competent Authority for the issue of the certificate to SC / ST / OBC / PERSONS WITH DISABILITIES is as under (as notified by GOI from time to time):**

**For Scheduled Castes / Scheduled Tribes / Other Backward Classes:** (i) District Magistrate / Additional District Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / First Class Stipendiary Magistrate / City Magistrate / Sub-Divisional Magistrate (not below the rank of First Class Stipendiary Magistrate) / Taluk Magistrate / Executive Magistrate / Extra Assistant Commissioner (ii) Chief Presidency Magistrate/ Additional Chief Presidency Magistrate/ Presidency Magistrate (iii) Revenue Officer not below the rank of Tehsildar (iv) Sub-divisional officer of the Area where the candidate and or his family normally resides.

**For Persons with Disabilities:** Authorised certifying authority will be the Medical Board at the District level consisting of Chief Medical Officer, Sub-Divisional Medical Officer in the District and an Orthopedic / Ophthalmic / ENT Surgeon. Candidates belonging to SC, ST, OBC, PWD categories have to submit certificates in support of it at the time of interview.

**D. EMOLUMENTS (AS ON 01.06.2018) AND RELEVANT POLICIES**

**5. PAY-SCALE, ALLOWANCES AND PERQUISITES**

<b>Pay Scale, Allowances and Perquisites as applicable (INR)</b>		
<b>Scale</b>	<b>Pay Scale</b>	<b>Approximate Total Monthly CTC#</b>
<b>SMGS – V</b>	59,170 - 66,070	176,664.00
<b>SMGS – IV</b>	50,030 - 59,170	144,250.00

**Note:**

**(#)** – Approximate monthly CTC Calculated at the start of the scale inclusive of Dearness Allowance, City Compensatory Allowance & other allowances at Metropolitan Centres (Delhi)

**In addition to the above, the Officer would be entitled to a Performance Pay as per criteria defined by IPPB from time to time.**

**The Officers are also entitled to retirement and terminal benefits as per the policy defined by IPPB.**

**6. PROBATION PERIOD**

7. The selected candidates will be on probation for a period of 1 year from the date of Joining. Their confirmation in IPPB’s service will be decided in terms of the provision of the IPPB(Officers) Service rule.

## **8. POSTING, TRANSFER AND JOB ROTATION**

The selected candidates will be posted/ transferred/ moved to other roles at discretion of IPPB to various offices of IPPB from time to time and on such terms and conditions as may be decided by IPPB.

## **9. LEAVE, TRAVEL ALLOWANCE**

The leave and travel allowance will be as per Service Rules of IPPB applicable at the time of appointment.

## **E. SELECTION PROCEDURE**

Selection will be made on the basis of an interview. However, Bank reserves the right to conduct Assessment, Group Discussion or Online Test in addition to interview. Merely satisfying the eligibility norms do not entitle a candidate to be called for Interview/Group Discussion or Online Test.

IPPB reserves the right to call only the requisite number of candidates for the Assessment/ Interview/ Group Discussion or Online Test after preliminary screening/ short listing with reference to candidates' qualification, experience, profile vis-a-vis job requirements, etc.

Results of the candidates who have qualified for various stages of the recruitment process and the list of candidates finally selected will be made available on the website. Final select list will be published on the website.

## **F. APPLICATION GUIDELINES**

The candidates can apply only for one post. Candidates can apply online only from 08.06.2018 to 22.06.2018 and no other mode of application will be accepted.

### **10. PRE-REQUISITES FOR APPLYING ONLINE**

Before applying online, candidates should:

- i. Scan their photograph and signature ensuring that both the photograph and signature adhere to the required specifications as mentioned in this advertisement at Annexure-I.
- ii. Keep the necessary details/documents for Online Payment of the requisite application fee/ intimation charges ready.
- iii. Have a valid personal email ID which should be kept active till the completion of this recruitment process. Bank may send call letters for the Interview etc. through the registered e-mail ID. Under no circumstances, a candidate should share with/mention e-mail ID to / of any other person. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID before applying on-line and must maintain that email account.
- iv. Bank Transaction charges for Online Payment of application fees/ intimation charges will have to be borne by the candidate.

### **11. PROCEDURE FOR APPLYING ONLINE**

- i. Candidates are first required to go to the IPPB authorized website <http://www.indiapost.gov.in/> and click the option "CLICK HERE TO APPLY FOR IPPB SCALE IV & V (Circle Positions) – Direct Recruitment" to open the online Application Form.
- ii. To register their application candidates will be entering their basic information in the online application form. After that a provisional registration number and password will be generated by the system and displayed on the screen. Candidate should note down the provisional registration number and password. An Email & SMS indicating the Provisional Registration Number and Password will also be sent.
- iii. Candidates are required to upload their photograph and signature as per the specifications given in the Annexure I of this form.

- iv. Candidates are advised to carefully fill the online application themselves as no change in any of the data filled in the online application will be possible / entertained.
- v. Prior to submission of the online application, candidates are advised to use the "SAVE AND NEXT" facility to verify the details in the online application form and modify the same, if required. No change is permitted after clicking on FINAL SUBMIT button. Visually Impaired candidates are responsible for carefully verifying the details filled in the online application form and ensuring that the same are correct prior to submission, as no change is possible after submission.
- vi. **Application Fee / Intimation Charges (Non-Refundable)**

Category of Applicant	Application Fee
<b>SC/ST/PWD (Only Intimation charges)</b>	INR 150.00 (Rupees One Hundred and Fifty Only)
<b>For all others</b>	INR 750.00 (Rupees Seven Hundred & Fifty Only)

- vii. **Candidates should ensure their eligibility before paying the fees/applying online.**
- viii. Application once made will not be allowed to be withdrawn and fee once paid will NOT be refunded under any circumstances nor can it be held in reserve for any other future selection process.

## **12. MODE OF PAYMENT**

- i. Candidates have to make the payment of requisite fees / intimation charges through ONLINE mode only.
- ii. Candidates should carefully fill the details in the Online Application at the appropriate places very carefully and click on the "FINAL SUBMIT" button at the end of the Online Application format. Before pressing the "FINAL SUBMIT" button, candidates are advised to verify every field filled in the application. The name of the candidate and his /her father/husband etc. should be spelt correctly in the application as it appears in the certificates/mark sheets. Any change/alteration found may disqualify the candidature.
- iii. In case the candidate is unable to fill the application form in one go, he/ she can save the data already entered.
- iv. Once the application is filled in completely, candidate should submit the final data.
- v. The application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
  - The payment can be made by using Debit Cards (RuPay/ Visa/ MasterCard/ Maestro), Credit Cards, Internet Banking, IMPS, Cash Cards/ Mobile Wallets by providing information as asked on the screen.
  - After Final Submission, an additional page of the application form is displayed wherein candidates may follow the instructions and fill the requisite details.
  - If the online transaction has not been successfully completed then candidates are advised to login again with their provisional registration number and password and pay the Application Fees/ Intimation Charges online.
  - On successful completion of the transaction, an e-receipt will be generated.
  - Candidates are required to take a printout of the e-receipt and online application form containing fee details. Please note that if the same cannot be generated online transaction may not have been successful.

- Non-generation of 'E-Receipt' indicates PAYMENT FAILURE. On failure of payment, Candidates are advised to login again using their Provisional Registration Number and Password and repeat the process of payment.
  - There is a facility to print the application form containing fee details post payment of fees.
- vi. After submitting your payment information in the online application form, please wait for the intimation from the server, DO NOT press back or refresh button in order to avoid double charge.
  - vii. For Credit Card users: All charges are listed in Indian Rupee. If you use a non-Indian credit card, your bank will convert to your local currency based on prevailing exchange rates.
  - viii. To ensure the security of your data, please close the browser window once your transaction is completed.
  - ix. After completing the procedure of applying on-line including payment of fees, the candidate should take a printout of the system generated on-line application form, ensure the particulars filled in are accurate and retain it along with Registration Number and Password for future reference. THEY SHOULD NOT SEND THIS PRINTOUT TO IPPB.
  - x. Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Post Applied for, Address, Mobile Number, Email ID, Centre of Examination (for future use) etc. will be considered as final and no change/modifications will be allowed after submission of the online application form.
  - xi. Candidates are hence requested to fill the online application form with the utmost care as no correspondence regarding change of details will be entertained. Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form.
  - xii. An email / SMS intimation with the Registration Number and Password generated on successful registration of the application will be sent to the candidate's email ID / Mobile Number specified in the online application form as a system generated acknowledgement. If candidates do not receive the email and SMS intimations at the email ID / Mobile number specified by them, they may consider that their online application has not been successfully registered.
  - xiii. An online application which is incomplete in any respect such as without photograph and signature uploaded in the online application form / unsuccessful fee payment will not be considered as valid.
  - xiv. Candidates are advised in their own interest to apply on-line much before the closing date and not to wait till the last date for depositing the fee to avoid the possibility of disconnection / inability / failure to log onto the website on account of heavy load on internet / website jam.
  - xv. Bank does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of the aforesaid reasons or for any other reason beyond the control of IPPB.

Please note that the above procedure is the only valid procedure for applying. No other mode of application or incomplete steps would be accepted and such applications would be rejected. Any information submitted by an applicant in his / her application shall be binding on the candidate personally and he/she shall be liable for prosecution / civil consequences in case the information / details furnished by him/her are found to be false at a later stage.

### **13. USE OF SCRIBE & COMPENSATORY TIME:**

In the event of the conduct of examination as part of the selection process, the facility of scribe would be allowed to a person who has disability of 40% or more if so desired by the person and is meant for only those persons with disability who have physical limitation to write including that of speed. In all such cases where a scribe is used, the following rules will apply:

- i. Candidates eligible for and who wish to use the services of scribe in the examination should carefully indicate the same in the online application form.
- ii. The candidate will have to give a suitable undertaking, in the prescribed format at the time of online examination
- iii. Such candidates who are eligible for use of a scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination whether availing the facility of scribe or not.
- iv. The candidate will have to arrange his/her own scribe at his/her own cost.
- v. The scribe will be allowed to be used as per the guidelines issued vide Office Memorandum F.No.16-110/2003-DDIII dated February 26, 2013 of Government of India, Ministry of Social Justice and Empowerment, Department of Disability Affairs, New Delhi and clarification issued by Government of India, Ministry of Financial, Deptt. of Financial Services vide letter No. F.No.3/2/2013-Welfare dated 26.04.2013.
- vi. Same scribe should not be used by more than one candidate.
- vii. For generalists examinations the scribe may be from any academic stream. However for Specialist Officers' posts the scribe should be from an academic stream different from that prescribed for the post.

### **14. GUIDELINES FOR APPLICANTS WITH LOCOMOTOR DISABILITY AND CEREBRAL PALSY:**

If any applicant has locomotor disability and cerebral palsy, where dominant (Writing) extremity is effected to the extent of slowing the performance of function (Minimum of 40% impairment), he / she may be given compensatory time of 20 minutes for every hour of examination. However, no scribe shall be permitted to such applicants.

### **15. GUIDELINES FOR VISUALLY IMPAIRED APPLICANTS:**

Visually Impaired applicants (who suffer from not less than 40% of disability) may opt to view the contents of the test in magnified font. This facility will not be available to visually impaired applicants, who use the services of a scribe for the examination. Compensatory time of 20 minutes for every one hour of the examination will be available to visually impaired using magnified font.

### **16. LIST OF DOCUMENTS TO BE PRODUCED AT THE TIME OF INTERVIEW (AS APPLICABLE)**

The following documents in original together with a self-attested photocopy in support of the candidate's eligibility and identity are to be invariably submitted at the time of interview failing which the candidate may not be permitted to appear for the interview. Non submission of requisite documents by the candidate at the time of interview will debar his/ her candidature from further participation in the recruitment process.

- i. Printout of the valid Interview Call Letter
- ii. Valid system generated printout of the online application form registered
- iii. Proof of Date of Birth (Birth Certificate or SSLC/ Std. X Certificate with DOB)
- iv. Photo Identify Proof such as Passport/ Aadhaar/ e-Aadhaar Card/ PAN Card/ Driving Licence/ Voter's Card

- v. Mark sheets & certificates for educational qualifications. Proper document from Board / University for having declared the result on or before 01.06.2018 has to be submitted.
- vi. Work Experience: If declared in the resume, documentary proofs such as Experience Certificates from past and current employers, Appointment letters, Relieving Letters, Pay or Salary Slips should be produced by the candidates in order to verify the date of joining and relieving, designation at the time of joining, date of promotion with designation, if any. Any adverse remark from the previous employer(s) or any act of misconduct/ wrong committed by the candidate would be a disqualification to apply and render the candidature liable for cancellation.
- vii. Caste Certificate issued by competent authority in the prescribed format as stipulated by Government of India in case of SC / ST / OBC category candidates.
- viii. In case of candidates belonging to OBC category, certificate should specifically contain a clause that the candidate does not belong to creamy layer section excluded from the benefits of reservation for Other Backward Classes in Civil post & services under Government of India. OBC caste certificate containing the Non-creamy layer clause should be valid as on the date of interview if called for (issued within one year prior to the date of interview if called for). Caste Name mentioned in certificate should tally letter by letter with Central Government list / notification.
- ix. Candidates belonging to OBC category but coming under creamy layer and/ or if their caste does not find place in the Central List are not entitled to OBC reservation. They should indicate their category as General in the online application form.
- x. Disability certificate in prescribed format issued by the District Medical Board in case of Persons with Disability category. If the candidate has used the services of a Scribe at the time of the examination, the duly filled in details of the scribe in the prescribed format
- xi. An Ex-serviceman candidate has to produce a copy of the discharge Certificate / pension payment order and documentary proof of rank last / presently held (substantive as well as acting) at the time of interview. Those who are still in defence service should submit a certificate from a competent authority that they will be relieved from defence services, on or before 31.7.2018.
- xii. Candidates serving in Government / quasi govt offices/ Public Sector Undertakings (including Nationalised Banks and Financial Institutions) are required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which their candidature will not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- xiii. Persons eligible for age relaxation under "Persons ordinarily domiciled in the State of Jammu & Kashmir during the period 1-1-80 to 31-12-89" must produce the domicile certificate at the time of interview/ at any stage of the subsequent process from the District Jurisdiction where he / she had ordinarily resided or any other authority designated in this regard by the Government of Jammu & Kashmir to the effect that the candidate had ordinarily domiciled in the State of J&K during the period from 01.01.1980 to 31.12.1989.
- xiv. Persons eligible for age relaxation under "Persons affected by 1984 riots" must produce a certificate from the District Magistrate to the effect that they are eligible for relief in terms of the Rehabilitation Package for 1984 Riot Affected Persons sanctioned by the Government and communicated vide Ministry of Finance, Dept. of Financial Services communication No.F.No.9/21/2006-IR dated 27.07.2007.
- xv. Any other relevant documents in support of eligibility
- xvi. Candidates will not be allowed to appear for the interview if he/ she fails to produce the relevant eligibility documents as mentioned above.



## **17. PROOF OF IDENTITY TO BE SUBMITTED AT THE TIME OF EXAMINATION**

In the event of conduct of an examination, the candidates must bring one photo identity proof such as Passport/ Aadhaar/ e-Aadhaar Card/ PAN Card/ Driving Licence/ Voter's Card/ Bank Passbook with duly attested Photograph/Identity Card issued by School or College/ Gazetted Officer in the official letterhead in original as well as a self-attested photocopy thereof. The photocopy of identity proof should be submitted along with call letter to the invigilators in the examination hall, failing which or if identity of candidates is in doubt, the candidate will not be permitted to appear for the test.

**Ration Card will not be accepted as a valid id proof for this process**

## **18. BIOMETRIC VERIFICATION**

IPPB, at various stages, may capture thumb impression of the candidates in digital format for biometric verification of genuineness of the candidates. Candidate will ensure that this correct thumb impression is captured at various stages and any inconsistency will lead to rejection of the candidature. In case of any candidate found to be not genuine, apart from taking legal actions against him/her, his/her candidature will be cancelled. As such, they are advised not to apply any external matter like mehendi, ink, chemical etc. on their hands.

## **19. ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT**

Candidates are advised in their own interest that they should not furnish any particulars/details/information or make statements that are false, incorrect, tampered, fabricated and should not conceal or suppress any material information while filling up the application form and submitting the attested copies of testimonials. In case it is detected at any time that the candidate has indulged in any of the above-mentioned activities, he/she will not only be disqualified but he / she will be liable to be dismissed from the services of IPPB at any time, even after being selected and after joining IPPB's service. At the time of Interview, if a candidate is (or has been) found guilty of:

- i. Using unfair means during the selection process, or
- ii. Impersonating or procuring impersonation by any person, or
- iii. Misbehaving in the Personal Interview/ Group Discussion, or
- iv. Resorting to any irregular or improper means in connection with his/her candidature, including resorting to canvassing for his candidature, or obtaining support for his/her candidature, by any means, such a candidate may, in addition to rendering himself/herself liable to criminal prosecution, shall also be liable:
  - To be disqualified from the selection process for which he / she is a candidate;
  - To be debarred, either permanently or for a specified period, from any examination or recruitment conducted by IPPB.

## **20. GENERAL ELIGIBILITY**

Medical Fitness, Character and caste (wherever applicable) verification of selected candidates: The appointment of selected candidates will be subject to their being declared medically Fit by a Doctor or a panel of Doctors approved by IPPB and upon satisfactory verification of their character, antecedents and caste certificates (wherever applicable). Till such time, their appointment will be provisional.

## **21. GENERAL INSTRUCTIONS**

- i. Candidates are advised to take a printout of their system generated online application form after submitting the application.
- ii. Candidates should satisfy themselves about their eligibility for the post applied for. IPPB would admit to test all the candidates applying for the posts with the

requisite fee on the basis of the information furnished in the online application and shall determine their eligibility only at the time of interview.

- iii. Candidates are advised in their own interest to apply online much before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability / failure to log on to the website on account of heavy load on internet or website jam.
- iv. IPPB does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of IPPB.
- v. Not more than one application should be submitted by a candidate. In case of multiple applications, only the last valid (completed) application will be retained and the application fee / intimation charges paid for the other registrations will stand forfeited. Multiple attendance/ appearance by a candidate in examination and / or interview will be summarily rejected/ candidature cancelled.
- vi. The possibility for occurrence of some problems in the administration of the examination cannot be ruled out completely, which may impact test delivery and/ or result from being generated. In that event, every effort will be made to rectify such problems, which may include the conduct of another examination if, considered necessary.
- vii. Candidates serving in Govt./Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- viii. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- ix. Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ST candidates, if called for interview.
- x. In case of candidates belonging to OBC category, certificate should specifically contain a clause that the candidate does not belong to creamy layer section excluded from the benefits of reservation for Other Backward Classes in Civil post & services under Government of India. OBC caste certificate containing the Non-creamy layer clause should be valid as on the date of interview if called for (issued within one year prior to the date of interview if called for). Caste Name mentioned in certificate should tally letter by letter with Central Government list / notification.
- xi. Candidates are advised to keep their e-mail ID alive for receiving advices, viz. call letters/ interview advices etc.
- xii. Appointment of selected candidates is subject to his /her being declared medically fit as per the requirement of IPPB.
- xiii. Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/or an application in response thereto can be instituted only in New Delhi and courts/tribunals/forums at New Delhi only shall have sole and exclusive jurisdiction to try any cause/dispute.

## **22.ANNOUNCEMENTS**

All further announcements/ details pertaining to this process will only be published/ provided on IPPB authorised website <http://www.indiapost.gov.in/> from time to time.

### **23.DISCLAIMER**

In case it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and / or that he / she has furnished any incorrect / false information or has suppressed any material fact(s), his /her candidature will stand cancelled. If any of these shortcomings is / are detected even after appointment, his /her services are liable to be terminated. Decisions of IPPB in all matters regarding eligibility, conduct of written examination, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by IPPB in this regard.

Sd/-  
CHRO  
Speed Post Centre, Market Road  
Bhai Veer Singh Marg,  
New Delhi – 110 001

## **ANNEXURE I: GUIDELINES FOR SCANNING AND UPLOAD OF PHOTOGRAPH (4.5 CM X 3.5 CM) & SIGNATURE**

Before applying online, a candidate will be required to have a scanned (digital) image of his/her photograph and signature as per the specifications given below.

### **Photograph Image:**

- i. Photograph must be a recent passport style colour picture.
- ii. Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- iii. Look straight at the camera with a relaxed face.
- iv. If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- v. If you have to use flash, ensure there's no "red-eye".
- vi. If you wear glasses, make sure that there are no reflections and your eyes can be clearly seen.
- vii. Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- viii. Dimensions 200 x 230 pixels (preferred).
- ix. Size of file should be between 20kb–50kb.
- x. Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50kb, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc. during the process of scanning.

### **Signature Image:**

- xi. The applicant has to sign on white paper with Black Ink pen.
- xii. The signature must be signed only by the applicant and not by any other person.
- xiii. The signature will be used to put on the Call Letter and wherever necessary.
- xiv. If the Applicant's signature on the answer script at the time of the Online Test does not match the signature on the Call Letter, the applicant will be disqualified.
- xv. Dimensions 140 x 60 pixels (preferred).
- xvi. Size of file should be between 10kb – 20kb.
- xvii. Ensure that the size of the scanned image is not more than 20kb.
- xviii. Signature in CAPITAL LETTERS shall NOT be accepted.

### **Scanning the photograph & signature:**

- xix. Set the scanner resolution to a minimum of 200 dpi (dots per inch).
- xx. Set Color to True Color.
- xxi. File Size as specified above.
- xxii. Crop the image in the scanner to the edge of the photograph/signature, then use the upload editor to crop the image to the final size (as specified above).
- xxiii. The image file should be JPG or JPEG format. An example file name is - image01.jpg or image01.jpeg. Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.
- xxiv. Candidates using MS Windows/Microsoft Office can easily obtain photo and signature in
- xxv. .jpeg format not exceeding 50kb & 20kb respectively by using MSPaint or Microsoft Office Picture Manager. Scanned photograph and signature in any format can

be saved in .jpg format by using 'Save As' option in the File menu and size can be reduced below 50kb (photograph) & 20 kb (signature) by using crop and then resize option (please see above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.

xxvi.If the file size and format are not as prescribed, an error message will be displayed.

xxvii.While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.

**Procedure for Uploading the Photograph and Signature:**

xxviii.There will be two separate links for uploading Photograph and Signature.

xxix.Click on the respective link "Upload Photograph / Signature".

xxx.Browse and Select the location where the Scanned Photograph / Signature file has been saved.

xxxi.Select the file by clicking on it.

xxxii.Click the 'Open/Upload' button.

xxxiii.Your Online Application will not be registered unless you upload your photograph and signature as specified.

**Notes:**

xxxiv.In case the face in the photograph or signature is unclear, the candidate's application may be rejected. After uploading the photograph / signature in the online application form, candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his/her application and re-upload his/her photograph or signature, prior to submitting the form.

xxxv.After registering online, the candidate is advised to take a printout of their system generated online application form.

## **ANNEXURE II: SCRIBE DECLARATION FORM**

### **GUIDELINES REGARDING PERSONS WITH DISABILITIES**

- I. Those candidates who are visually impaired or affected by cerebral palsy with loco-motor impairment and whose writing speed is affected can use own scribe at own cost during the online examination. In all such cases where a scribe is used, the following rules will apply:
    - a. Please ensure you are eligible to use a scribe as per the Government of India rules governing the recruitment of Persons with Disabilities.
    - b. The candidate will have to arrange his own scribe at his own cost
    - c. The scribe can be from any academic discipline.
    - d. Both, the candidate as well as the scribe, will have to give a suitable undertaking, in the prescribed format with passport size photograph of the scribe, confirming that the scribe fulfils all the stipulated eligibility criteria for a scribe as mentioned above. Further, in case it later transpires that s/he did not fulfill any of the laid-down eligibility criteria or suppressed material facts, the candidature of the applicant will stand cancelled, irrespective of the result of the examination.
  - II. Such candidate who uses a scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination (Visually impaired candidates who do not use scribe will also be eligible).
- 24.
- III. Visually Impaired candidates under Blind/Low Vision, who use scribe, may skip the non-verbal questions, if any, in Test of Reasoning and questions on Table/Graph, if any, in Test of Quantitative Aptitude. The candidates will be awarded marks for such Section based on the overall average in other Sections of the respective test.
  - IV. Please fill up the DECLARATION and submit along with the call letter.

### **DECLARATION**

We, the undersigned, Shri/Smt/Kum.

\_\_\_\_\_ eligible candidate for the \_\_\_\_\_ examination and  
Shri/Smt/Kum. \_\_\_\_\_ eligible writer (scribe) for the  
eligible candidate, do hereby declare that:

1. The scribe is identified by the candidate at his/her own cost and as per own choice. The candidate is blind/low vision or affected by cerebral palsy with loco-motor impairment and his/her writing speed is affected and s/he needs a writer (scribe) as permissible under the Government of India rules governing the recruitment of Physically Challenged persons.
2. As per the rules, the candidate availing services of a scribe is eligible for compensatory time of 20 minutes for every hour of the examination.
3. In view of the importance of the time element and the examination being of a competitive nature, the candidate undertakes to fully satisfy the Medical Officer of the Organization that there was necessity for use of a scribe as his/her writing speed is affected by the disabilities mentioned in Paragraph '1' above.

4. In view of the fact that multiple appearance / attendance in the examination are not permitted, the candidate undertakes that he/she has not appeared / attended the examination more than once and that the scribe arranged by him/her is not a candidate for the examination . Also, the same scribe cannot be used by more than one candidate. If violation of the above is detected at any stage of the process, candidature of both the candidate and the scribe will be cancelled.

5. We hereby declare that all the above statements made by us are true and correct to the best of our knowledge and belief. We also understand that in case it is detected at any stage of recruitment that we do not fulfill the eligibility norms and/or that the information furnished by us is incorrect/false or that we have suppressed any material fact(s), the candidature of the applicant will stand cancelled, irrespective of the result of the examination. If any of these shortcoming(s) is/are detected even after the candidate's appointment, his/her services are liable to be terminated. In such circumstances, both signatories will be liable to criminal prosecution.

**Given under our signature:-**

---

**Signature of the Scribe**

---

**Signature of the Candidate**

**Registration No. :**

**Roll No.:**

**Postal address: Postal address:**

**STD Code: ..... Phone No..... STD Code:..... Phone No.....**

**[Cell No., if any .....] [Cell No., if any .....]**

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**Signature of Invigilator**

**Photograph of the Scribe**

## **ANNEXURE III - SC/ST Certificate Format**

### **FORM OF CERTIFICATE TO BE PRODUCED BY A CANDIDATE BELONGING TO SCHEDULED CASTE OR SCHEDULED TRIBE IN SUPPORT OF HIS / HER CLAIM**

This is to certify that Sri / Smt/ Kum\* \_\_\_\_\_, son / daughter\* of \_\_\_\_\_ of village / town\* \_\_\_\_\_ in District / Division\* \_\_\_\_\_ of the State / Union Territory\* \_\_\_\_\_ belongs to the \_\_\_\_\_ Caste / Tribe\* which is recognized as a Scheduled Caste / Scheduled Tribe\* as under:

\* The Constitution (Scheduled Castes) Order, 1950;

\* The Constitution (Scheduled Tribes) Order, 1950;

\* The Constitution (Scheduled Castes) (Union Territories) Orders, 1951;

\* The Constitution (Scheduled Tribes) (Union Territories) Order, 1951;

\* [as amended by the Scheduled Castes and Scheduled Tribes lists Modification Order, 1956; the Bombay Reorganisation Act, 1960; the Punjab Reorganisation Act 1966, the State of Himachal Pradesh Act, 1970, the North-Eastern Areas (Reorganisation) Act, 1971, the Constitution (Scheduled Castes and Scheduled Tribes) Order (Amendment) Act, 1976, The State of Mizoram Act, 1986, the State of Arunachal Pradesh Act, 1986 and the Goa, Daman and Diu (Reorganization) Act, 1987.],:

\* The Constitution (Jammu and Kashmir) Scheduled Castes Order, 1956;

\* The Constitution (Andaman and Nicobar Islands) Scheduled Tribes Order, 1959 as amended by the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 1976;

\* The Constitution (Dadra and Nagar Haveli) Scheduled Castes Order, 1962;

\* The Constitution (Dadra and Nagar Haveli) Scheduled Tribes Order, 1962;

\* The Constitution (Pondicherry) Scheduled Castes Order 1964;

\* The Constitution (Uttar Pradesh) Scheduled Tribes Order, 1967;

\* The Constitution (Goa, Daman and Diu) Scheduled Castes Order, 1968;

\* The Constitution (Goa, Daman and Diu) Scheduled Tribes Order, 1968;

\* The Constitution (Nagaland) Scheduled Tribes Order, 1970;

\* The Constitution (Sikkim) Scheduled Castes Order, 1978;

\* The Constitution (Sikkim) Scheduled Tribes Order, 1978;

\* The Constitution (Jammu and Kashmir) Scheduled Tribes Order, 1989;

\* The Constitution (Scheduled Castes) Orders (Amendment) Act, 1990;

\* The Constitution (ST) Orders (Amendment) Ordinance, 1991;

\* The Constitution (ST) Orders (Second Amendment) Act, 1991;

\* The Constitution (ST) Orders (Amendment) Ordinance, 1996;

\* The Scheduled Caste and Scheduled Tribes Orders (Amendment) Act 2002;

\* The Constitution (Scheduled Castes) Order (Amendment) Act, 2002;

\* Order (Amendment) Act, 2002;

\* The Constitution (Scheduled Caste) Order (Second Amendment) Act, 2002]

# 2. Applicable in the case of Scheduled Castes / Scheduled Tribes persons, who have migrated from one State / Union Territory Administration.

This certificate is issued on the basis of the Scheduled Castes / Scheduled Tribes\* Certificate issued to Shri / Smt / Kumari\*



\_\_\_\_\_ Father /Mother\* of Sri / Smt /  
Kumari\* \_\_\_\_\_ of village/  
town\* \_\_\_\_\_ in District/Division\* \_\_\_\_\_ of the  
State/Union Territory\* \_\_\_\_\_ who belong to  
the \_\_\_\_\_ Caste / Tribe\* which is recognized as a Scheduled  
Caste/Scheduled Tribe\* in the State/Union Territory\* issued by the  
\_\_\_\_\_ [Name of the authority] vide their order  
No. \_\_\_\_\_ dated \_\_\_\_\_.

3. Shri/Smt/Kumari\* \_\_\_\_\_ and/or\*  
his/her\* family ordinarily reside(s) in village/town\* \_\_\_\_\_  
of \_\_\_\_\_ District / Division\* of the State / Union Territory\* of  
\_\_\_\_\_.

Signature \_\_\_\_\_

Designation \_\_\_\_\_

Place: \_\_\_\_\_ [With seal of Office]

Date : \_\_\_\_\_  
State/Union Territory: \_\_\_\_\_

Note: The term "Ordinarily resides" used here will have the same meaning as in  
Section 20 of the Representation of the Peoples Act, 1950.

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- \* Please delete the words which are not applicable.
- # Delete the paragraph which is not applicable.

List of authorities empowered to issue Caste / Tribe Certificates:

1. District Magistrate / Additional District Magistrate / Collector / Deputy  
Commissioner / Additional Deputy Commissioner / Deputy Collector/I Class  
Stipendiary Magistrate / Sub-Divisional Magistrate / Extra-Asst. Commissioner /  
Taluka Magistrate / Executive Magistrate.
2. Chief Presidency Magistrate/ Additional Chief Presidency Magistrate / presidency  
Magistrate.
3. Revenue Officer not below the rank of Tehsildar.
4. Sub-Divisional Officers of the area where the candidate and / or his family normally  
resides.

Note: The Certificate is subject to amendment/modification of Scheduled Castes and  
Scheduled Tribes lists from time to time.

## ANNEXURE IV: OBC Certificate Format

FORM OF CERTIFICATE TO BE PRODUCED BY  
OTHER BACKWARD CLASSES APPLYING FOR APPOINTMENT  
TO POSTS UNDER THE GOVERNMENT OF INDIA

This is to certify that Sri / Smt/ Kum\* \_\_\_\_\_, son / daughter\*  
of \_\_\_\_\_ of village / town\* \_\_\_\_\_ in District /  
Division\* \_\_\_\_\_ of the State / Union  
Territory\* \_\_\_\_\_ belongs to the \_\_\_\_\_ community  
which is recognized as a backward class under the Government of India, Ministry of  
Social Justice and Empowerment's Resolution No. \_\_\_\_\_ dated  
\_\_\_\_\_\*

Shri/Smt./Kumari \_\_\_\_\_ and/or his/her family ordinarily reside(s) in the  
\_\_\_\_\_ District/Division of the \_\_\_\_\_ State / Union  
Territory. This is also to certify that he/she does not belong to the persons /sections  
(Creamy Layer) mentioned in column 3 of the Schedule to the Government of India,  
Department of Personnel & Training OM No.36012/22/93- Estt.[SCT], dated 8-9-1993  
\*\*.

Dated :

District Magistrate

Deputy Commissioner etc.

Seal

---

\* the authority issuing the certificate may have to mention the details of Resolution  
of Government of India, in which the caste of the candidate is mentioned as OBC.

\*\* As amended from time to time.

Note: The term "Ordinarily" used here will have the same meaning as in Section 20 of  
the Representation of the People Act, 1950.

The Prescribed proforma shall be subject to amendment from time to time as per  
Government of India Guidelines.

## ANNEXURE V: PWD Certificate Format

FORM-I

Disability Certificate

(In cases of amputation or complete permanent paralysis of limbs and in cases of blindness)

(Prescribed proforma subject to amendment from time to time)

(NAME AND ADDRESS OF THE MEDICAL AUTHORITY ISSUING THE CERTIFICATE)

Recent PP size attested photograph (showing face only) of the person with disability
--

Certificate No. :

Date:

This is to certify that I have carefully examined Shri/Smt./Kum.

\_\_\_\_\_

son/wife/daughter of Shri

\_\_\_\_\_ Date of Birth (DD /  
MM / YY) \_\_\_\_\_ Age \_\_\_\_\_ years, male/female Registration No.

\_\_\_\_\_ permanent resident of House

No. \_\_\_\_\_ Ward/Village/Street \_\_\_\_\_

\_\_\_\_\_ Post Office \_\_\_\_\_ District

\_\_\_\_\_ State \_\_\_\_\_, whose photograph is affixed above, and am  
satisfied that :

(A) he/she is a case of:

- locomotor disability
- blindness

(Please tick as applicable)

(B) The diagnosis in his/her case is \_\_\_\_\_

(A) He/ She has \_\_\_\_\_% (in figure) \_\_\_\_\_  
percent (in words) permanent physical impairment/blindness in relation to  
his/her \_\_\_\_\_ (part of body) as per guidelines (to be specified)

2. The applicant has submitted the following documents as proof of residence:-

Nature of document	Date of issue	Details of authority issuing certificate

(Signature and Seal of Authorised Signatory of notified Medical Authority)

(Signature / thump impression of the person in whose favour the disability certificate  
is issued)

FORM - II  
Disability Certificate  
(In case of multiple disabilities)

(Prescribed proforma subject to amendment from time to time)

(NAME AND ADDRESS OF THE MEDICAL AUTHORITY ISSUING THE CERTIFICATE)

Recent PP size attested photograph (showing face only) of the person with disability
--

Certificate No. :

Date :

This is to certify that we have carefully examined

Shri/Smt./Kum. \_\_\_\_\_

son/ wife/ daughter of Shri

\_\_\_\_\_ Date of Birth (DD /  
MM / YY) \_\_\_\_\_ Age \_\_\_\_\_ years, male/female \_\_\_\_\_ Registration No.

\_\_\_\_\_ permanent resident of House

No. \_\_\_\_\_

Ward/Village/Street \_\_\_\_\_ Post Office

\_\_\_\_\_ District \_\_\_\_\_ State \_\_\_\_\_,

whose photograph is affixed above, and are satisfied that:

(A) He/she is a Case of Multiple Disability. His/her extent of permanent physical impairment/disability has been evaluated as per guidelines (to be specified) for the disabilities ticked below, and shown against the relevant disability in the table below :

Sr. No.	Disability	Affected Part of Body	Diagnosis	Permanent physical impairment/ mental disability (in %)
1	Locomotor disability	@		
2	Low vision	#		
3	Blindness	Both Eyes		
4	Hearing impairment	£		
5	Mental retardation	X		
6	Mental-illness	X		

(A) In the light of the above, his/her over all permanent physical impairment as per guidelines (to be specified), is as follows:

In figures: \_\_\_\_\_ percent

In words:

\_\_\_\_\_

percent

2. This condition is progressive/non-progressive/likely to improve/not likely to improve.

3. Reassessment of disability is :

(i) not necessary,

Or

(ii) is recommended / after \_\_\_\_\_ years \_\_\_\_\_ months, and therefore this certificate shall be valid till (DD / MM / YY) \_\_\_\_\_

@ - e.g. Left/Right/both arms/legs

# - e.g. Single eye / both eyes

£ - e.g. Left / Right / both ears

4. The applicant has submitted the following documents as proof of residence:

Nature of Document	Date of Issue	Details of authority issuing certificate

5. Signature and Seal of the Medical Authority

Name and seal of Member	Name and seal of Member	Name and seal of Chairperson

(Signature / thump impression of the person in whose favour the disability certificate is issued)

FORM - III

Disability Certificate

(In cases other than those mentioned in Form I and II)

(Prescribed proforma subject to amendment from time to time)

(NAME AND ADDRESS OF THE MEDICAL AUTHORITY ISSUING THE CERTIFICATE)

Recent PP size  
attested photograph  
(showing face only)  
of the person with  
disability

Certificate No. :

Date:

This is to certify that we have carefully examined

Shri/Smt./Kum. \_\_\_\_\_

son/ wife/ daughter of Shri \_\_\_\_\_

Date of Birth (DD /

MM / YY) \_\_\_\_\_ Age \_\_\_\_\_ years, male/female \_\_\_\_\_ Registration No.

\_\_\_\_\_ permanent resident of House

No. \_\_\_\_\_

Ward/Village/Street \_\_\_\_\_ Post Office

\_\_\_\_\_ District \_\_\_\_\_ State \_\_\_\_\_,

whose photograph is affixed above, and are satisfied that he/she is a Case of

\_\_\_\_\_ disability. His/her extent of percentage physical

impairment/ disability has been evaluated as per guidelines (to be specified) and is

shown against the relevant disability in the table below:

Sr. No.	Disability	Affected Part of Body	Diagnosis	Permanent physical impairment/ mental disability (in %)
1	Locomotor disability	@		
2	Low vision	#		
3	Blindness	Both Eyes		
4	Hearing impairment	£		
5	Mental retardation	X		
6	Mental-illness	X		

(Please strike out the disabilities which are not applicable.)

1. The above condition is progressive/non-progressive/likely to improve/not likely to improve.

2. Reassessment of disability is :

(i) not necessary,

Or

(ii) is recommended / after \_\_\_\_\_ years \_\_\_\_\_ months, and therefore this certificate shall be valid till (DD / MM / YY) \_\_\_\_\_.

@ - e.g. Left/Right/both arms/legs

# - e.g. Single eye / both eyes

£ - e.g. Left / Right / both ears

3. The applicant has submitted the following documents as proof of residence :-

Nature of Document	Date of Issue	Details of authority issuing certificate

(Authorised Signatory of notified Medical Authority)  
(Name and Seal)

Countersigned

{Countersignature and seal of the CMO/Medical Superintendent/Head of Government Hospital, in case the certificate is issued by a medical authority who is not a government servant (with seal)}

(Signature / thump impression of the person in whose favour the disability certificate is issued)

Sd/-  
CHRO  
Speed Post Centre, Market Road  
Bhai Veer Singh Marg,  
New Delhi – 110 001