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April 3, 2012

### MESSAGE

Financial year 2012-13 has commenced and I will be completing three years as the Chairman of this prestigious organization on 23.04.2012. Even while working hard to meet the stiff targets we kept for ourselves, a few minutes must be spent in reflecting on the performance of the Commission in the last three years.

2. A. 2009-10 saw us focussing on the following:-

- (i) Restructuring of examinations in accordance with recommendations of the Expert Group constituted in July, 2009.
- (ii) Process reengineering with assistance from the Institute of Banking Personnel Selection.
- (iii) Expeditious processing of pending results of examinations held in 2007 and 2008.
- (iv) Revamping of the website to make it user-friendly and comprehensive.
- (v) Introduction of online applications.
- (vi) Administration of skill tests on Computer.
- (vii) Standardization of application from open examination.
- (viii) Placement of marks of the candidates after declaration of final results.
- (ix) Organization of Question Bank Projects.

B. The year 2010-11 saw consolidation of initiatives of 2009-10, with main features being:-

- (i) Completion of Examination Restructuring
- (ii) Quicker declaration of results.
- (iii) Gearing to handle additional volumes.
- (iv) Undertaking recruitment or rendering assistance in recruitment on consultancy basis.

- (v) Taking up the challenge of recruitment of 53,200 Constables (GD) and Riflemen for Central Armed Police Forces.
- (vi) Organization of Question Bank Projects.
- (vii) Focussing on online applications to reduce cost and time of processing.
- (viii) Timely nomination of selected candidates.
- (ix) Introduction of Quality Management System in Regional Offices.

C. In many ways 2010-11 was a path-breaking year. However, 2011-12 saw us handling phenomenal volumes of work and main emphasis during the year was on handling the voluminous work in time, fulfilling our commitment of declaration of final results in about a year after publication of advertisement of each examination. Time over-run, if any, beyond one year was insignificant. The goal of zero error tolerance in result processing was almost achieved.

3. The comparative performance of the Commission in the last four years, given below, is indicative of the strides made by the Commission:-

S. No.	Particulars	2008-09	2009-10	2010-11	2011-12*
1.	No. of applications (in lakh)	10.27	19.64	61.78	85.00
2.	No. of recruitments	6304	10576	23658	84000

\* Provisional


4. No organization in the Government or Private Sector can handle such increased volumes without corresponding increase in manpower. However, the willingness shown by the Staff Selection Commission team, in Headquarters and 9 Regional Offices, to shoulder the additional volume, without flinching or finding excuses, was mainly responsible for our success in handling the work in time. Our target of declaration of results in 6/9/12 months of advertisement of the examination had become increasingly difficult because of sheer volume of work. Time overrun, if any, has been attempted to be compensated by increasing levels of openness and transparency in placement of marks in intermediate stages, answer keys of all examinations and complete list with data of all candidates on the Commission's website. The website itself is a success storey, attracting 1.70 crores hits in 2011-12 alone, almost 50,000 hits per day, making it a popular government website.

5. It is estimated that ~~at~~ over 40 lakh applicants registered online for examinations in 2011-12, about 47% of all candidates. Online registration has been showing increasing trend, reaching over 60% in the last examination advertised in the year. However, because of pressure of work, we could not find time to experiment with online examinations except skill tests.

6. While reviewing the past performance, it is also necessary to lay down goals for the year 2012-13. We hope to make 25000 to 3000 recruitments during the year through our examinations and about 50,000 Constables(GD)/Rifleman for CAPFs. Bringing down the duration of the recruitment cycle for each examination to less than 6/9/12 months, without any time overrun, will also be a target for this year. Completion of nomination of selected candidates within three months of selection <sup>will</sup> be a focal area though it will be a challenge as the process is not amenable to infusion of technology and manpower issues could threaten our target in this regard.

7. Government has already decided that the Commission will henceforth recruit Sub Inspectors in Delhi Police. We have also been approached by the CAPFs to recruit clerical manpower. FCI has come up with a proposal for second round recruitment of about 8000 employees. The challenges before the Commission, given the constraint of manpower, will be to cope with increasing number of examinations, increasing number of examinations, increasing number of applicants and their aspirations and endeavouring to keep the committed schedules.

8. Despite the constraints of manpower and resources - office space is also becoming a constraint - we are totally committed to meeting the twin objectives of offering jobs to the needy and satisfying manpower requirements of client organizations, within reasonable time. Personally, I have a constraint though, as my association with this wonderful organization will last only till February, 2013 !

  
3/4/2012  
(N.K. Raghupathy)