

CITIZEN CHARTER

1. **Aims and Objectives of the organization:**

The Government of NCT of Delhi has set up Delhi Subordinate Services Selection Board (DSSSB) vide resolution dated 04/10/1996 as an attached office of the Services Department, Government of NCT of Delhi.

The main objective of the Board is to make recruitments to various posts of Group –‘B’ (Non-Gazetted) and Group – ‘C’ in Government of NCT of Delhi, MCD, NDMC and Autonomous Bodies under the Government of NCT of Delhi.

2. **Mission/Vision:**

(a) The Board continuously endeavors to ensure that the recruitment is done purely on merit in a very impartial and objective manner on proper time.

(b) The Board does ensure to recruit the efficient and effective persons on various jobs of Government of Delhi.

(c) The Board is committed to develop selection and recruitment procedures that conform to the global standards, and promise selections by all fair means of the competent, capable, and skilled individuals for user departments.

3. **Brief history and background for its establishment:**

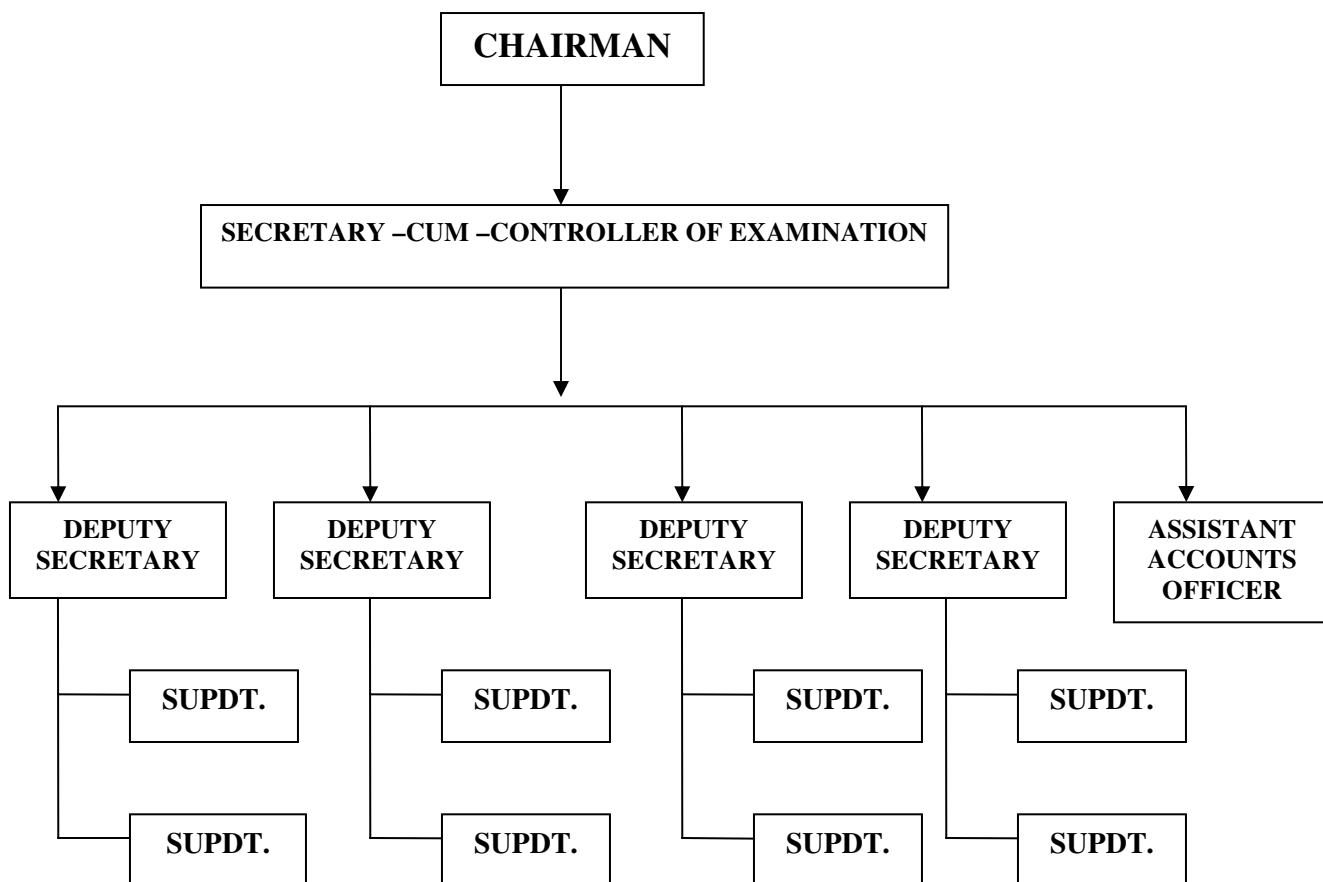
On a careful consideration of the recommendations of the Services Department, the Government of NCT of Delhi decided to set up a selection Board, to be known as Delhi Subordinate Services Selection Board (DSSSB) vide resolution dated 4th October, 1996. The Board commenced its functioning with effect from July,1997. Subsequently, the Board was provided with 58 posts, created vide notification No.F.3(24)/97/S.III/Vol.-II/2642 dated 29th October 1998. The first advertisement inviting applications for recruitments was issued by the Board on 21st March 1998.

4. **Organization Charts:**

The Board is an attached office of the Services Department, Government of NCT of Delhi and comprises of a Chairman and a Secretary – cum – Controller of Examination with supporting staff. At present, the Board is provided with 59 personnel. The functions of Board are divided into various branches which are headed by one Deputy Secretary. Each branch has one Superintendent along with Head Clerk, UDCs, LDCs, Peon etc. The organizational chart of the Board is as below:

DELHI SUBORDINATE SERVICES SELECTION BOARD

ORGANIZATIONAL CHART



5. **Allocation of business:**

The allocation of business in D.S.S.S.B. is defined vide resolution of Services Department, Government of NCT of Delhi dated 4th October 1996.

CHAIRMAN

The Chairman as administrative head of the Board is responsible for:

- (i) Ascertaining from the departments, the number of Group 'B' & 'C' posts for which recruitment is to be made from time to time.
- (ii) Inviting applications by means of advertisements.
- (iii) Scrutinizing applications received in response to the advertisements.
- (iv) Selection of candidates either by competitive examinations or interviews of candidates, or by both.

- (v) Submission to the departments concerned the names of the selected candidates.
- (vi) Taking steps to ensure that in making recommendations, the departments will be able to discharge their obligations in respect of the recruitment of the members of the Scheduled Castes, Scheduled Tribes and Other Backward Classes.
- (vii) Submitting an annual report of the activities of the Board to the Services Department.
- (viii) Maintaining records of selections made by the Board.
- (ix) Any other duty or duties, entrusted by the Government from time to time.

The Chairman of the Board exercises the administrative and financial powers of the “Head of Department”.

SECRETARY

The Board has a Secretary, who exercises the powers of the “Head of the Office”. The Secretary is also notified as Controller of Examinations.

MEMBER (AD-HOC)

- (i) Assisting the Chairman in conducting examinations and interviews of candidates as and when necessary. He will sit in the interviews held by the Board as a Member/Expert or Chairman.
- (ii) Any other duty or duties to be assigned by the Chairman, who can delegate any administrative or financial powers exercised by him.

6. Duties to be performed to achieve the mission:

- a) Compilation of requisitions received from the user departments for various posts in different departments and local/autonomous bodies and public sector undertakings under Government of NCT of Delhi.
- b) Implementation of policies and program of the Services Department.
- c) Preparation of advertisement for various posts and sends them for publication in leading daily newspapers for inviting applications.
- d) Receipt of application forms and issue of acknowledgements slips to the candidates.
- e) Processing of applications and award of data processing contracts.
- f) Procuring consent from the Center Superintendents for setting up examination centers and arrangements of booking of various examinations.
- g) Sanction of advance for conduct of examination.

- h) Sending the Call Letters/Admit Cards to the candidates for interviews/written examinations to be held for a particular post.
- i) Appointment of Observer – cum – Coordinators, Flying Squads, Liaison Officers and allied staff to conduct the examination.
- j) Sending copies of instructions for examinations to Center Superintendents.
- k) Conducting the interview/written examination/skill test depending upon the nature of posts for which recruitment process is undertaken and making arrangements for impartial and fair conduct of examination.
- l) Checking of answer sheets of examinations.
- m) Receipt and verification of documents/certificates from shortlisted candidates with respect to educational qualifications, age, caste etc.
- n) Declaration of results of written examinations/skill test/interview on the notice board, website of DSSSB as well as in leading newspapers.
- o) Sending the dossiers of recommended candidates to the concerned user departments.
- p) Cancellation/Revival/Debarment of the candidatures of the candidates.
- q) Court cases pertaining to various examinations filed by candidates.
- r) Redressal of public grievances.

7. **Details of services rendered:**

The Board conducts written exams, skill tests and personal interviews wherever as desired for recruitment and recommends the names of selected candidates to the user departments.

8. **Citizens interactions:**

- (i) Applications are invited from eligible candidates for recruitment to various posts through advertisements which are published in leading Hindi and English newspapers.
- (ii) Notices to candidate for information about conduct of examination/skill test/interviews and thereafter the written examination/skill test are conducted at designated centers as per the schedule.
- (iii) Declaration of the result in leading newspapers, on website of DSSSB as well as the notice board.
- (iv) Board facilitates the applicants/candidates through the Information – cum – Facilitation Counter in the office.
- (v) The Board also provides information under Delhi Right to Information Act, 2001 and Right to Information Act, 2005.

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9. **Postal address of the main office, attached/subordinate office/field units etc.:**

The Delhi Subordinate Services Selection Board (DSSSB) is situated at 3rd Floor, U.T.C.S. Building, Behind Karkardooma Court, Institutional Area, Vishwas Nagar, Shahdara, Delhi-110032.

However, the Board does not have any attached/subordinate office/field units.

The office of the Board is going to be shifted, shortly, in newly constructed building at **FC – 18, Institutional Area, Karkardooma, Delhi - 110092.**

10. **Working hours both for office and public:**

The Board functions on 5 days a week with the timing from 9:30 A.M. to 06:00 P.M. with lunch break of 30 minutes. In addition, the Board facilitates the public at the counter between 10:00 A.M. to 01:00 P.M. on every working day.

11. **Grievance redress mechanism:**

- a) At initial stage, the public grievances are mitigated at the enquiry counter situated at the office of D.S.S.S.B. and also upon telephone helpline – 22381888.
- b) Senior Officers including the Chairman and the Secretary –cum – Controller of Examination give public hearings on all working days from 12:00 Noon to 01:00 P.M.
- c) Information is also supplied under Delhi Right to Information Act, 2001 and Right to Information Act 2005.
- d) Board has its own website on which advertisement related to recruitment such as invitation of application and results are posted from time to time. The address of website is dsssb.delhigovt.nic.in.