

TAMIL NADU PUBLIC SERVICE COMMISSION

Office Order No. 123, dated 12.11.2020

(Amended vide Commission's orders dated 28.04.2021)

Sub.: Recruitment (Direct) – Tamil Nadu State and Subordinate Services - Onscreen / Physical Certificate Verification – Instructions – Regarding.

The following orders are issued with regard to application scrutiny – cum - onscreen and physical certificate verification.

A. General

- (1) All application scrutiny – cum – certificate verification shall be undertaken through onscreen mode only (either on Desktop or Laptop or Tablet). Cross verification of hardcopies of documents against the scanned images as seen onscreen shall be undertaken only prior to counselling or oral test.
- (2) Onscreen certificate verification shall be organized in such a manner that candidates claiming to possess specific / technical qualifications / claiming to belong to special categories, are grouped and their claims verified against their certificates on successive days.
- (3) There shall be a continuous training programme jointly organized by Application Processing Department (APD), Post Selection Department (PSD) and Oral Test Department (OTD) as well as the technical sections, to train all relevant human resources available in the office of the Commission. A fortnightly report along with learnings shall be submitted to the Secretary and Controller of Examinations and a quarterly report shall be submitted to Chairman.

B. Definitions

- (1) “**Application Scrutiny - cum - Onscreen Certificate Verification**” means the cross verification of claims made in the online application with the scanned images of documents uploaded in proof thereof.

- (2) **“Application Scrutiny - cum - Onscreen - cum - Physical Certificate Verification”** means the cross verification of claims made in the online application with the scanned images of documents uploaded as well as the originals (in hardcopy) produced in proof thereof; cross verification of the appearance and signature of the candidates with the uploaded images of their photograph and signature; verification of the identity of the candidates through biometric authentication.

C. Onscreen Certificate Verification (OCV)

- (1) The first level of onscreen certificate verification shall only be undertaken by staff deputed from the special work pool. However, those cases of rejection and provisional admission of candidature which are the product of the first level of onscreen certificate verification shall be scrutinized by the Under Secretary and APD section concerned, respectively.
- (2) The APD section concerned shall conduct a daily audit of the first level of onscreen certificate verification undertaken. Such audit shall involve:
- (a) Time Audit – Number of staff who have deviated from the time limit as prescribed in this office order and the reasons thereof.
 - (b) Status Audit – The three top-most categories under which candidature has been admitted provisionally shall be identified everyday.
 - (c) Deputy Secretary (APD) / Under Secretary (APD) shall undertake audit as in para (a) and (b) above, through meetings and furnish a report to the Controller of Examinations on a daily basis.
- (3) The auto-generated rejection note file shall be sent to the Controller of Examinations along with the compilation of '*Reasons for rejection in previous recruitments*'. The Controller of Examinations shall undertake a detailed discussion with the Deputy Secretary, Under Secretary and the APD section concerned, on the reason for rejections. Subsequent to this discussion, the rejection status may be altered, adducing the reasons thereof. Thereafter, the rejection file shall be approved by the Controller of Examinations.

- (4) In respect of the first level of scrutiny, the application scrutiny – cum - onscreen certificate verification process may start by 10.00 am and conclude by 12.00 noon, on a given day. The certificate verification room may be closed by 12.30 pm, by the APD section concerned which conducts certificate verification. The staff deputed for application scrutiny – cum – certificate verification shall attend to their regular work thereafter.
- (5) In cases where a large number of applications are to be scrutinized, there may be a separate afternoon session comprising of a different set of deputed staff, commencing at 3.15 pm and ending at 5.15 pm. The certificate verification room may be closed by 5.45 pm.
- (6) Ordinarily, each staff at the level of Assistant / Assistant Section Officer / Assistant Section Officer-cum-Programmer shall verify certificates of 25 candidates per session on a given day. In the case of those posted exclusively for the application scrutiny – cum - certificate verification exercise for the entire day, an individual staff shall verify certificates of 75 candidates.
- (7) Hard copies of online application / uploaded documents shall not be furnished by the APD sections to the OTD / PSD sections, instead, soft copies of the same shall be furnished through DVDs. While transferring the application data, the personal information of the candidate, viz., address, phone number and email id, shall not be transferred until a requisition to this effect is made with the specific approval of the Secretary.

D. Physical Certificate Verification (PCV)

- (1) The data required to undertake application scrutiny – cum - onscreen - cum - physical certificate verification, such as the candidate's application with orders thereon, along with the uploaded images of photograph, signature and documents, shall be transferred to the respective OTD / PSD sections through DVDs, at least a week before the date of commencement of oral test / counselling.
- (2) At the time of data transfer from APD to PSD / OTD, the status of the candidates' applications in terms of final/provisional admission or rejection alone, shall be transferred. The notes related to –
 - (a) provisional admission cases and

- (b) conditional final admission cases (wherein candidates are finally admitted during OCV, subject to certain conditions such as production of certificates in the proper format, etc.).

shall be reasoned out and shall be transferred to PSD / OTD only in soft form. These shall not be visible to the sections and shall only be used at the back end for validation purposes in the certificate verification module that is to be used for physical certificate verification by PSD / OTD. All these note files shall be **system/machine generated**. Reasons for rejection shall be retained with APD and shall not be communicated to PSD / OTD.

- (3) The PSD / OTD, if so directed by courts, shall admit candidates for counselling / oral test. In order to facilitate physical certificate verification, data relating to the candidate alone shall be transferred to OTD (without assigning the reason for rejection). However, the gist of the case given by APD to the Legal Cell Department (LCD), shall contain the reason for rejection.
- (4) Application scrutiny – cum - onscreen - cum - physical certificate verification by the OTD / PSD sections at the time of oral test / counselling, shall normally be undertaken in one or more sessions, and all such certificate verification shall be done only using the Tablet. The tablet containing data related to the register numbers allotted to the respective tables shall be handed over to the Assistants / Assistant Section Officers / Assistant Section Officer-cum-Programmers deputed to attend to the work of physical certificate verification at that table.
- (5) The PSD / OTD shall allot fifteen applications, i.e., eight in the forenoon session and seven in the afternoon session, per table per day, for physical certificate verification.
- (6) The claims made by the candidates in their applications shall be cross checked both with the uploaded images of their documents as well as the originals produced. Similarly, the appearance and signature of the candidates shall be cross checked with the uploaded images of their photograph and signature.
- (7) Discrepancies, if any, between photographs/ signature/ documents uploaded and the appearance/ signature/ originals produced, shall be resolved either by capturing the required images using the Tablet or if the discrepancy is of a serious nature, by seeking orders of the Secretary, regarding admission of the application.

- (8) On the days of physical certificate verification by the PSD / OTD, a table shall be generated on a daily basis and sent to the official mail of the APD section concerned / Under Secretary (APD) / Joint Secretary / Deputy Secretary (APD). The table shall have columns indicating the register number of candidates, status of candidates as per APD's report (whether provisional admission / final admission), reason(s) for provisional admission, independent observations of OTD / PSD (provisional admission / rejection) and contradictions between APD's decisions and decisions by OTD / PSD.
- (9) Hardcopies of documents required to be retained in original by the office, such as 'No Objection Certificates' as well as self-declarations / undertakings and letters, shall be handed over to the PSD / OTD section concerned by evening of the same day.
- (10) Unless ordered otherwise, the parent PSD / OTD sections concerned, are responsible for further changes required to be made to the admission status of a candidate's application, in the case of candidates who fail to produce one or more certificates during application scrutiny – cum - onscreen - cum - physical certificate verification and produce the certificate(s) subsequently. This work shall also be undertaken using the Tablet.

E. Other Instructions

- (1) Staff in the cadre of Assistants / Assistant Section Officers / Assistant Section Officer-cum-Programmers with less than two years experience in the Commission's office shall not be assigned with the work of independent application scrutiny – cum - onscreen certificate verification. However, the said staff may be assigned application scrutiny – cum - onscreen – cum – physical certificate verification work at the time of counselling or oral test, in which case their work shall be attested by the Section Officers attending to application scrutiny at the respective tables.
- (2) In the case of application scrutiny – cum - onscreen certificate verification, all cadre of staff who are in the special work pool shall be used on priority basis. This first level scrutiny shall be undertaken by any cadre of staff from Section Officer up to Typist (barring only Group D staff, if any). This first level scrutiny shall result in final admission / provisional admission / rejection. The staff undertaking the first level scrutiny of applications shall attest the final admissions

and conditional final admissions and shall be responsible for those decisions. While proposing provisional admission / rejection of candidature, the reasons for the same shall be specifically adduced by such staff.

- (3) These proposed provisional admissions / rejections shall only be scrutinized by the APD section / Under Secretary concerned, respectively, using the OCV module. Part of the proposed provisional admissions shall be scrutinized by the Assistant Section Officer(s) of the APD section concerned, while part of the proposed provisional admissions shall be scrutinized by the Section Officer of the APD section concerned. The Assistant Section Officer(s) and Section Officer shall independently record specific decisions and pass orders. Proposed rejection of candidature shall be directly attended to, finalized and passed with specific orders by the Under Secretary of the APD section concerned, who shall indicate specific reasons while making these decisions.
- (4) The distribution of the volume of work as indicated in the paragraph above, shall be as follows [with a per day disposal at the rate of 75 per day, as per paragraph C(6) above]:
 - (i) 250 applications relating to proposed provisional admissions shall be scrutinized and finalized by each Assistant Section Officer.
 - (ii) 250 applications relating to proposed provisional admissions shall be scrutinized and finalized by the Section Officer.
 - (iii) In respect of points (i) and (ii) above, if the total volume of work regarding the proposed provisional admissions is not considerable, each Assistant Section Officer(s) as well as the Section Officer concerned, shall mandatorily scrutinize a specified minimum number of applications, equally distributed among themselves. For example, if the total number is 100, the Assistant Section Officer shall scrutinize 50 and the Section Officer shall scrutinize the remaining 50; if the total number is 50, the Assistant Section Officer shall scrutinize 25 and the Section Officer shall scrutinize the remaining 25. In case there are two or more Assistant Section Officers in the APD section concerned, the number of proposed provisional admission cases shall be equally divided between the Assistant Section Officers and the Section Officer.

- (iv) 250 applications relating to proposed rejections shall be scrutinized by the Under Secretary concerned.
 - (v) In respect of (i) to (iii) above, if the number of applications relating to proposed provisional admissions exceeds 500 per section (distributed at the rate of 250 per Assistant Section Officer and 250 per Section Officer) additional sections within the APD shall be roped in for distribution of the additional work. Under no circumstances shall any additional staff from the special work pool be used for this purpose. Similarly, in respect of (iv) above, if the number of applications relating to proposed rejections exceeds 250 per Under Secretary, the other Under Secretary within the APD shall be roped in and the work shall be appropriately distributed. No additional Under Secretary from the special work pool shall be used for this purpose.
- (5) In the case of application scrutiny - cum - onscreen - cum - physical certificate verification, final admission of application shall be approved by the Assistants / Assistant Section Officers / Assistant Section Officer-cum-Programmers / Section Officers, provisional admission of application shall be approved by the Under Secretary, while the Secretary shall pass orders on the proposed rejection of applications, routed through the Joint Secretary / Deputy Secretary (PSD / OTD).
 - (6) Categories of rejection of application along with the relevant provisions of Instructions to Applicants, Office Orders and Notification shall be brought to the Commission's knowledge, at the time of submission of the result file for approval.
 - (7) The role of the APD in respect of first level scrutiny of applications shall be restricted to preparing recruitment specific guidelines along with the PSD / OTD and training the special work staff before the first level OCV. Once the OCV commences, the APD shall in no way assist, either through telephonic or physical support, the staff deputed for the actual process of onscreen certificate verification. In order to facilitate this, the APD section concerned, along with the APD Tech section shall undertake demo trials of the OCV module meant for each specific recruitment.
 - (8) The APD shall not be required to assist the PSD / OTD, during the actual process of physical certificate verification.

- (9) The staff in the reserve list for application scrutiny – cum - certificate verification shall also report for duty at the specified time. In the case of any absentees in the regular list, the Under Secretary in charge of the APD / PSD / OTD section concerned, shall immediately allot work to the reserve staff. Once all the terminals / tables are manned by the required staff, the Under Secretary concerned shall permit the reserve staff to proceed on their regular work.
- (10) In case of need to avail any kind of leave, the staff including the reserve staff deputed for application scrutiny – cum - certificate verification work shall and must obtain written permission both from the Under Secretary in charge of the section in which they are currently posted and the Under Secretary in charge of the APD / PSD / OTD sections concerned.

K. NANTHAKUMAR, I.A.S.
Secretary