

RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS, FOR  
DISCHARGING FUNCTIONS

[Section 4 (1 (b) (v))]

Manual of Employment Exchange

**CHAPTER-I**

**ORGANISATION OF THE NATIONAL  
EMPLOYMENT SERVICE**

**Historical Development**

1.1 The Employment Service came into existence in India under the stress of post-war demobilization. Towards the end of the Second World War, the need for a machinery which could handle orderly re-absorption of civil life, of a large number of service personnel and war workers who were about to be released as keenly felt. Having regard to the complexity of the problem and in order to ensure uniformity in policies and effective co-ordination of efforts it was considered necessary that the proposed machinery be directed and controlled by the Central Government. In accordance with a scheme that was agreed upon by the Central and State Governments, the Directorate General of Resettlement and Employment (D.G.R.&E) was set up in July 1945 and Employment Exchanges were gradually opened in several parts of the country.

1.2 Till the end of 1946, Employment Service facilities were restricted to demobilized service personnel and discharged war workers. In 1947, consequent upon the partition of the country, the Employment Exchanges were called upon to deal with the resettlement of a large number of persons who were displaced as a result of partition. In response to popular demands, the scope of the service was gradually extended and by early 1948, Employment Exchanges were thrown open to all categories of applicants.

1.3 This transition of the Employment Service from a resettlement agency to an all India placement organization resulted in an enormous increase of work, which called for long-term measures. It was felt that the

organization which was hurriedly set-up to tackle the immediate problem of resettlement of released war service personnel, required to be restructured if it was to function as an effective machinery which could facilitate and further the employment process. Accordingly, the Training and Employment Services Organization Committee (popularly known as Shiva Rao Committee) was appointed in 1952 (under the chairmanship of Shri B. Shiva Rao), to review the set-up and functions of the Employment Service and to make recommendations for its reorganization. The Committee submitted their report in 1954 which was mainly responsible for the present structure of the organization and diversification of its functions in the field of Occupational Research, Vocational Guidance and Employment Market Information. Based on the

recommendations of the committee, the day-to-day administration of the organization was handed over to the State Governments with effect from 1<sup>st</sup> November 1956.

1.4 The Government of India had also appointed in March, 1978, a Committee on National Employment Service under the Chairmanship of Shri P.C. Mathew (popularly known as Mathew Committee) to examine the various aspects of the Working of Employment Exchanges, and to suggest suitable measures to make it more responsive to changing circumstances and needs. This Committee submitted its report in November, 1978 and made a number of recommendations for improvement of the Employment Service. Some of the recommendations made by this committee have been accepted by the Government for implementation.

1.5 The Employment Service is now the joint concern of the Central and State Governments. The respective responsibilities of the Government of India and the State Government are as under:-

(i) **The Government of India Shall:-**

- (a) Establish in collaboration with State Governments national policies, standards and procedure to be followed by this Employment Service in the States;
- (b) Co-ordinate the work of the Employment Service in the States;
- (c) Plan and formulate Programme for expansion and development of the Employment service in consultation with State Governments and examine local programmes and procedure, through appropriate officers with a view to ensure that agreed policies are being implemented, standards maintained and programmes followed;
- (d) Conduct, whenever necessary , training programmes for Employment Officers and develop staff training materials for use by the Employment Service in the States;
- (e) provide a central machinery for adjustment surplus and shortages of workers in different states;
- (f) Collect and disseminate information concerning employment and unemployment and prescribe uniform reporting procedure;
- (g) Pan, develop and carry out a continuous programme of employer and worker relations directed to employers and workers' organization at the national level and to employers who maintain establishments in several states;
- (h) Arrange for co-ordination and consultation with the Ministries of the Government of India whose activities affect the employment situation in the country;
- (i) Carry out at the national level, a public relations and information programme and develop informational material and provide Employment Service in the States with technical assistance in the operation of public relations and information programmes; and
- (j) Carry out a continuous programme of evaluation of policies, procedure and working practices of Employment Exchanges in the States with a view to assess and advise the

State Government on the progressive development of the service and to ensure that national policies, standards, and procedure are effectively implemented.

**(ii) The responsibilities of the State Government are to:-**

- (a) Exercise full control over the Exchange in the States, including the power of appointment, control, promotion and punishment of all their staff as well as the staff of State Directorates;
- (b) Carry out inspection of Employment Exchanges to assess the effectiveness of their work and take appropriate action to bring about necessary improvements;
- (c) Organize and carry out training programmes for non-gazetted staff in accordance with national policies;
- (d) Organize vacancy and labour clearing in Employment Exchanges at the State level and co-ordinate with the central machinery;
- (e) collect, compile, analyse and interpret statistical and employment market data in the prescribed manner and furnish such data and information to the Government of India as may be required;
- (f) provide and disseminate information to public and private bodies in the State interested in such information;
- (g) plan, develop and carry out at State and local levels a programme of employer and worker relations in accordance with national policies;
- (h) arrange for co-ordination and consultation with departments of the State Government whose activities effect the employment situation in the State;
- (i) set up, in accordance with national policies, Committees on Employment at State and local levels;
- (j) refer to the Government of India for consideration recommendations of Committees on Employment involving major changes in policy or procedure;
- (k) carry out at State and local levels, a public relations and information programme in accordance with national policies; and
- (l) provide full facilities to the authorized officers of the Government of India to evaluate the work of Employment Exchanges.

1.6 The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 was enacted in 1959 and brought into force with effect from 1<sup>st</sup> May, 1960 {See Volume III, Appendix 1(1)}. Under the provision of the Act, all establishments in the public sector and all establishments in the private sector normally employing 25 or more workers are required to notify certain categories of vacancies and also render quarterly and biennial returns in the prescribed forms ER-I and ER-II to the appropriate Employment Exchanges as notified by the State Government.

**Directorate General of Employment and Training**

1.7 In 1960, the name of the Directorate General was changed from Directorate General of Resettlement and Employment to Directorate General of Employment and Training (D.G.E&T). The D.G.E.&T constitutes the national headquarters of the Employment Service as well as the Craftsmen Training Scheme of the Ministry of Labour, Government of India. The Director General is at the apex of both the organisations at the national level.

1.8 The Apprentices Act, 1961 was enacted in 1961 to provide for regulation and control of apprentices in selected trades and matters connected therewith {See Volume III, Appendix I.(2)}. The D.G.E.&T was made responsible for the implementation of the Act and the Director of Apprentices Training in the D.G.E&T functions as the Central Apprenticeship Adviser.

1.9 The first National Commission on Labour after reviewing the set-up and functions of the Employment Service recommended that:-

- (i) uniform standards, policies and procedure will be needed in all states to enable the service to work as a well knit and co-ordinated organisation through-out the country;
- (ii) the national character of the service should be fostered and strengthened to help efficient utilization of manpower particularly critical skills required for planned economic growth;
- (iii) the service should be extended to all towns with a labour force of ten thousand or more in a phased manner so that rural workers can take advantage of the service;
- (iv) Programmes for Occupational Research, Vocational Guidance, Employment Market Information, Special Surveys & Studies and forecasting of Manpower supply and demand should be speeded up.

The second National Commission on Labour in its report which was submitted in 2002 made the following recommendations:-

- (i) It is important to redefine the role of the employment exchanges to meet the new challenges.
- (ii) Stress the need to increase the coverage and timely release of data collected by the National Employment Service so as to provide a complete picture of employment and unemployment scenario.

### **Directorate of Employment Exchanges.**

1.10 At the Directorate General of Employment and Training, the Director of Employment Exchanges is responsible for advising Deputy Director General(Emp) and the Director-General on matters concerning policy, procedure and co-ordination of the Employment Service. It is also responsible for the codification of instructions and for formulating procedures according to the policies agreed upon by the Central and State Governments. It conducts technical evaluation of the Employment Exchanges and other field units; and advises the State Directors on technical matters referred to it from time-to-time.

### **Central Institute for Research and Training in Employment Service.**

1.11 The Central Institute for Research and Training in Employment Service (C.I.R.T.E.S) established in 1964 under the D.G.E&T, is responsible for imparting professional in service training to the officers of the organisation and for conducting research on matters concerning the

Employment Service. The Career Study Centre attached to the Institute is responsible for preparation and publication of career literature and other occupational information materials

### **Vocational Rehabilitation Centre for the Physically Handicapped.**

1.12 Vocational Rehabilitation Centre for the Physically Handicapped set up under the Directorate General of Employment and Training, assist physically handicapped persons in developing rehabilitation plans, depending on their specific needs, aptitudes, interests etc. and their placement in employment and self-employment etc. Facilities for assessing the vocational and psychological rehabilitation needs of physically handicapped persons are available at these centres. The services of these centres are, however, restricted to the needs of the blind, the deaf and dumb, the orthopedics, cured negative leprosy patients and mild mentally retarded for the present. The VRCs have been given co-sponsoring powers to submit Physically Handicapped persons against reserved vacancies.

### **Coaching-cum-Guidance Centre**

1.13 Coaching-cum-Guidance Centres have been set-up at selected places to cater to the needs of the Scheduled Caste and Scheduled Tribe applicants in matters of career planning and advice through group and individual guidance programmes. These centres aim at enhancing the employability of scheduled caste and scheduled tribe applicants. They operate confidence building programmes and render assistance in preparing them for employment interviews.

### **Committees on Employment**

1.14 The need for formation of Tripartite Committee on Employment at various levels have been suggested to advise the Employment Service at State and District level. To review the employment position and assess employment and unemployment trends and suggest measures for expanding employment opportunities, the State Governments are required to constitute State Committees on Employment to advise the State Governments on such matters. Similarly, District level Committees on Employment are required to be constituted so as to develop the employment potential of the District, in addition to usual functions relating to matter connected with Employment Service. The composition of such Committees and their functions are given at Appendix-I(18).

### **Working Group of the National Employment Service**

1.15 A Working Group of the National Employment Service consisting of the representatives of the Central and State Governments has been constituted at the national headquarters with a view to enable it to evolve and formulate policies and procedure in consultation with the State Governments. The Working Group meets annually and discusses matters relating to Employment Exchange policy and procedure as have been proposed or raised by representatives of the Central or State Governments. Based on the recommendations of the Working Group as approved by the Government of India, necessary amendments, additions or deletions to the policies and procedure are issued by the D.G.E.&T.

### **Organisation and Structure of the Employment Service in the States.**

1.16 The State Director will be at the apex of the organisation in the States. In larger States, he will be assisted by an Additional Director who will also deputise for him. The State Directorates will have adequate administrative and technical staff to ensure efficiency in performance and timely collection and publication of data. The State Directorate will also function as a manpower

organization and planning agency for the State. Further it will provide leadership, guidance and expertise in such technical fields as:

- (i) Surveys and studies relating to employment and unemployment;
- (ii) Manpower planning and forecasting;
- (iii) Enforcement of Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959, Collection of Employment Market Information and Public Relations;
- (iv) Vocational Guidance and Career advice;
- (v) Occupational Research and Information; and
- (vi) Staff Training.

### **State Employment Exchange (S.E.E)**

1.17 There will be a State Employment Exchange at the headquarters of the State. It will deal with applicants of professional and executive standard, vacancy and labour clearing at the State level, research and job development for the Physically Handicapped, Ex-servicemen, Scheduled Caste and Scheduled Tribe applicants. The staff of the State Employment Exchange will be according to the following pattern:-

State Employment Officer (Assistant Director)	One
Regional Employment Officer (Professional and Executive)	One
Regional Employment Officer ( Ex-Servicemen, Sch. Caste and Sch. Tribe)	One
Distt. Employment Officer (Labour Clearing)	One
Interviewer	One
Steno-typist	One
Clerk	Three
Typist	Two
Class IV staff- pattern	According to the State' s

### **Regional Employment Exchange (R.E.E)**

1.18 Normally four District Employment Exchanges will be under one Regional Employment Officer who will also be in charge of one of the four Exchanges in the region which is located centrally and in an important town of the region. The Regional Employment Officer will be responsible for inspection of the Exchanges in the region, Staff training, special problems of the Physically Handicapped applicants, Ex-servicemen, Scheduled Castes and Scheduled Tribes applicants, job development efforts and enforcement of the Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959 within the region. He will also supervise and assist in carrying out special studies and surveys within the region. Each Regional Employment Exchange will have the staff according to the following pattern:-

Regional Employment Officer	One
Distt. Employment Officer (placement)	One
Distt. Employment Officer (Job Development and Enforcement)	One
Asstt. Employment Officer (Vocational Guidance and Physically Handicapped)	Two
Interviewer	Two
Statistical Assistant	One
Steno-typist	One
Clerk	Six
Class IV staff - According to the State' pattern	

### **District Employment Exchange(D.E.E)**

1.19 The district will normally constitute the basic unit for implementing and co-ordinating all programmes of employment assistance, career advice, employment market information and surveys and studies in the district. The District Employment Officer will be responsible for inspection and enforcement of the Employment Exchanges(Compulsory Notification of Vacancies)Act, 1959. He will also be responsible for the efficient functioning of the Town Employment Exchanges and Rural Employment Bureaux in the district. Each District Employment Exchange will have staff according to the following pattern:-

Distt. Employment Officer	One
Asstt. Employment Officer(Vocational Guidance)	One
Interviewer	One
Statistical Assistant	One
Clerk	Four
Class IV staff - According to the State' pattern	

### **Town Employment Exchange(T.E.E.)**

1.20 Town Employment Exchanges will be set up in all towns having a labour force of 10,000or a population of 25,000 or above. Each Town Exchange will have the following minimum staff-

Asstt. Employment Officer	One
Interviewer	One
Clerk	One
Class IV staff - According to the State's pattern	

### **Rural Employment Bureau(R.E.B)**

1.21 The lowest formation of the Employment Service will be the Rural Employment Bureau(Presently known as Employment Information and Assistance Bureau). These Bureaux will be set up in areas where there is a concentration of Scheduled Caste or Scheduled Tribe population and where rural works programme and other employment oriented projects are under implementation. Each Rural Bureau will have the following minimum staff:-

Asstt. Employment Officer( Grade II in the rank of Interviewer )	One
Clerk	One
Class IV staff - According to the State' pattern	

1.22 The staff requirements given in paras 1.17 to 1.21 are only the minimum. Additional staff will be provided whenever necessary on the basis of the staffing formulae for Employment Exchanges developed by C.I.R.T.E.S.

### **University Employment Information and Guidance Bureau (UEI &GB)**

1.23 There will be one University Employment Information and Guidance Bureau in each University. Each Bureau will have the following minimum staff:-

Chief (Part time to be provided by the University)	One
Deputy Chief(Regional Employment Officer)	One
Research Assistant	One
Clerk(Library)	One
Clerk (General)	One
Steno-Typist	One
Class IV staff - According to the State' pattern	

### **Direction and Control**

1.24 Three regions will be placed under an Assistant Director whose office will be located at a suitable place in his area or at the State Directorate. He will be responsible for inspection of the Exchanges in his region as also for staff training and job development programmes. He will be delegated with adequate administrative and financial powers to ensure smooth functioning of the offices within the region. He will be assisted by one District Employment Officer (Staff Training and Job Development), one stenographer, one clerk and class IV staff according to the State's pattern.

1.25 One Deputy Director will be in charge of every two Assistant Directors. His office will be located at the State Directorate. He will be responsible for inspection of the Employment Exchanges besides functioning as a subject matter specialist.

### **Set-up of Employment Service in Metropolitan Areas**

1.26 The Employment Service in metropolitan areas such as Bombay. Calcutta, Delhi and Madras is confronted with special problems arising from the large population, large number of employment seekers, and the sophisticated nature of jobs available in these areas. To meet the



problems of placement service, career advice and of collection of employment market information, it is essential to organize the Employment Service in these areas on special lines. Employment Service in these metropolitan areas will be organised as follows:-

- (i) There will be one Employment Exchange in an area for a population of 4,00,000. These Exchanges will be known as Zonal Employment Exchanges(Z.E.E.) whose responsibilities may be laid down either on geographical or functional basis;
- (ii) Each Zonal Employment Exchange will be under the charge of a Regional Employment Officer and will have the minimum staff prescribed for a Regional Employment Exchange. Additional staff will be provided on the basis of the staffing formulae for Employment Exchange.
- (iii) There will be one Assistant Director in charge of four Zonal Exchanges. He will be responsible for inspection. Staff training, job development enforcement of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959, etc.
- (iv) The Employment Exchanges in each metropolitan area will be placed under the overall charge of Deputy Director.

### **Evaluation and Implementation Cell for the State**

1.27 There will be one Evaluation and Implementation Cell for Vocational Guidance in each State but the States having more than 30 Vocational Guidance Units will have two such units. Each unit will have the following staff :-

Assistant Director (Evaluation and Implementation)	One
Steno-Typist	One
Clerk/typist	One
Class IV staff - According to the State's pattern	

### **Career Study Centre**

1.28 There will be one Career Study Centre in each State for bringing out career literature, audio-visual aids, occupational information materials and tools for use in the career advising programme . Each Career Study Centre will have the following staff:

Assistant Director(Career Study)	One
Employment Officer(Research)	One
Editor	One
Technical Assistant	One
Steno-typist	Three
Clerk	One
Proof Reader	One
Class IV staff- According to the State' pattern	

### **Staffing formulae for Employment Exchanges**

1.29 The requirements of officers and staff of Employment Exchanges for Placement Service, Employment Market Information and Vocational Guidance programme will be assessed on the basis of Staffing Formulae developed by CIRTES and revised from time to time.

## CHAPTER-II

### DEFINITIONS

2.1 In these instructions, unless there is anything repugnant in the subject or context, the following expressions have the meaning hereby assigned to them:-

**"ACT"** means **Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.**

**"Act Establishment"** means an establishment coming within the purview of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

**"Advertised Vacancy"** means a vacancy which is advertised through various media, e.g., press, notice board, radio, television, etc. and which may or may not be notified to an Employment Exchange.

**"Applicant"** means a person who having voluntarily registered at an Employment Exchange, is eligible for employment and other assistance in accordance with the prescribed procedure.

**"Applicant Exchange"** means the Exchange which submits an applicant(s) against a vacancy in another Exchange area.

**"Apprentice"** means a person who is undergoing apprenticeship training in a trade in pursuance of a contract of apprenticeship.

**"Apprentices Act"** means the Apprentices Act, 1961 which provides for the regulation and control of training of apprentices in trades and matters connected therewith.

**"Aptitude"** refers to a pattern of a behaviors and present condition of abilities that is indicative of an individual's future attainments, provided appropriate

opportunities of training and expression are offered.

**"Book Register"** means a manuscript record of information pertaining to applicants, vacancies, employers, etc., maintained in accordance with the prescribed procedure.

**"Career Conference"** means a meeting or series of meetings usually organised in joint collaboration with the educational authorities, in which various professional experts in different occupations participate and make available their intimate knowledge of the requirements and opportunities in their fields of work.

**"Career Exhibition"** means an organised display of materials of occupational interest.

**"Career Literature"** refers to publications containing objective occupational information relating to various careers and courses compiled for use in career advising and educational and employment counselling programmes.

**"Career Talk"** means a talk on specific fields of occupations, training etc., appropriate to groups of particular educational levels, emphasizing the importance of vocational planning.

**"Clearing"** means the circulation of information pertaining to vacancies to selected or all Employment Exchanges in order to attract suitable applicants, or circulation of particulars of applicants for locating suitable job openings.

**"Clearing Occupation"** means an occupation for which a shortage of applicants generally exists and which has been declared as such.

**"Contract Labour"** means persons employed on work who are not directly paid by the employer but are paid through contractors.

**"Dead Register"** means a systematic arrangement of Index Cards of applicants who for various reasons are not entitled to placement assistance.

**"Dead Order Register"** means a systematic arrangement of all those Order Cards on which all procedural action has been completed.

**"Disabled Ex-Serviceman"** means an Ex-serviceman who while serving in the Armed Forces of the Union was disabled in operations against the enemy or in disturbed area.

**"Discharged Government Employee (Central)"** means a person who was in the employment of the Government of India for a continuous period of not less than six months and who was discharged otherwise than on reaching the age of superannuation or completing the period of service prescribed for retirement and as a result either of reduction of establishment in an office or the office itself being wound up.

**"Displaced Person"** means any person who, on account of the setting up of India and Pakistan or on account of civil disturbances or fear of such disturbances in any area which formed part of the erstwhile Pakistan had been displaced from or left his place or residence in such an area after 1st day of March, 1947, and who has subsequently been residing in India (Government of India Ordinance No. XX of 1948). Where, however, a State Government has evolved a system of registration of Displaced Persons only those persons who are in possession of evidence of such registration should be regarded as "Displaced Persons" by Employment Exchanges for purposes of employment under that State.

**"Employment Counselling"** also called Brief Counselling aims at helping an individual in choosing from among the available job opportunities, openings suited to his education, training and work-experience.

**"Employment Exchange Minute"** means supplementary instructions issued by the Directorate General of Employment and Training on the policies and procedures adopted in the execution of working of Employment Exchanges from time to time.

**"Employment Market"** means a well defined geographical area having a concentration of economic activity where the elements of demand for labour exist and for which labour force is habitually drawn from persons living in the area.

**"Employment Market Information"** means information concerning the employment market.

**"Employer"** means any person who employs one or more other persons to do any work in an establishment for remuneration and includes any person entrusted with the supervision and control of employees in such establishment.

**"Employers Register"** means a systematic arrangement of employer's cards maintained at an Employment Exchange and which contain particulars of establishments in the public and private sectors in the area served by the Exchange.

**"Establishment Reporting System"** means the method of collection of employment information by means of returns (or report) received from individual establishments.

**"Employing Unit"** means an establishment with a separate traditionally accepted identity under the control of a single authority.

**"Entry Occupation"** means an occupation, the performance of which does not demand any previous work-experience or vocational training.

**"Ex-Servicemen"** means a person who served in any rank (whether as a combatant or as non-combatant), in the Armed Forces of the Union including the Armed Forces of the former Indian States, but excluding the Assam Rifles, Defence Security Corps, Central Reserve , Engineering Force, Lok Sahayak Sena and Territorial Army, for a continuous period of not less than six months after attestation; and

- (i) has been released, otherwise than at his own request or by way of dismissal or discharge on account of misconduct or inefficiency or has been transferred to the reserved pending such release; or
- (ii) has to serve for not more than six months for completing the period of service requisite for becoming entitled to be released or transferred to the reserve as aforesaid; or
- (iii) has been released at his own request, after completing five years service in the Armed Force of the Union.

**"Found Work"** means an applicant who has found employment without the assistance of the Exchanges.

**"Fresher"** means an applicant who has had no training or whose experience in the occupation in which he desires employment is normally of less than six months duration.

**"Group Discussion"** means a discussion with a homogeneous group of applicants or students involving detailed information on job opportunities, training facilities and such other matters pertaining to career planning or choosing appropriate to the group.

**"Group Guidance"** denotes all group activities conducted for guidance purposes.

**"Handicapped Person"** means a person who on account of injury, disease or congenital deformity is substantially handicapped in obtaining or keeping employment or in undertaking work on his own account of a kind which apart from the injury, disease or deformity would be suited to his age, experience and qualifications.

**"Individual Guidance or Counselling"** denotes assistance given to an individual to help him deal with problems relating to securing employment and making vocational choices, plans and adjustments.

**"Index Card"** means a card on which particulars pertaining to and action in respect of an applicant are recorded.

**"Industrial Classification"** means the classification of establishments or persons in the labour force in accordance with predominant economic activity in which they are, or were engaged.

**"Identity Card"** means a card given to an applicant at the time of registration to identify him as a registrant of the Employment Exchange.

**"Job Development"** refers to a programme planned to locate and obtain job opportunity matching the education, training, work-experience and other relevant characteristics of an individual applicant.

**"Labour Clearing"** is the process of notifying to all Employment Exchanges availability of certain categories of applicants suitable for occupations in which persistent shortages are experienced.

**"Labour Force"** comprises all persons who are either gainfully employed or are looking for gainful employment.

**"Lapsed Registration"** means a registration that is declared null and void because it fails to meet relevant procedural requirements such as renewal, response to two consequent call letters etc.

**"Live Register"** means a systematic arrangement of Index Cards pertaining to applicants who are in need of employment assistance

**"Live Order Register"** means a systematic arrangement of Order Cards pertaining to vacancies received at an Exchange and in respect of which action is still outstanding.

**"Local Body"** means a Municipality, District Board, Cantonment Board and such other authority.

**"Manpower"** means the total human resources expressed in terms of number of persons in different occupational categories available at a specific time to create, design, develop, manage and operate the various industries and services.

**"Multiple Registration"** registration of an applicant at more than one Exchange at the same point of time.

**"National Classification of Occupations"** means a volume containing the codified classification of all the identified civilian occupations in the country giving their standard and alternative titles with definitions and guidelines for recording relevant details about applicants and vacancies.

**"Non-Act Establishment"** means an establishment which does not come within the purview of Employment Exchanges(Compulsory Notification of vacancies) Act, 1959.

**"Occupation"** is a trade, profession or type of work performed by an individual irrespective of the branch of the economic activity to which he is attached.

**"Occupation Information"** means information on a wide variety of topics of the world of work not only on occupations and employment but also on education and training facilities and other matters related to the choice of and preparation for an occupation.

**"Order Card"** means an envelop-patterned card on which particulars pertaining to and action in respect of an employer's demand for workers are recorded and inside which relevant papers are filed.

**"Para Military Forces"** means the Border Security Forces, Central Reserve Police Force, Indo-Tibetan Border Police, Central Industrial Security Force, Secretariat Security Force , Assam Rifles and Railway Protection Force.

**"Parents Meeting"** means a meeting conducted at an Exchange or school with parents , involving discussion on the problems of vocational choice of their wards.

**"Placing"** means an employer's acceptance of a person into a remunerative job through the Employment Exchange. This includes:

acceptance by employers of applicants submitted by Exchanges for training/apprenticeship with the object of their becoming paid employees on completion of their training apprenticeship.

**"Prescribed Procedure"** means the procedure agreed upon by the Government of India and the Governments of States and laid down in the Manual of Instructions and such other instructions as may be issued from time to time by the appropriate authority.

**"Pre-Submission Interview"** means a brief interview with an applicant conducted prior to his submission against a specific vacancy **for the purpose of** explaining the terms and condition of work, obtaining, willingness, assessing suitability and for giving guidance on matters pertaining to selection by the employer.

**"Private Sector"** means the economic activity wholly controlled and managed by private enterprises.

**"Professional and Executive Standard Applicants and Vacancies"** means respectively applicants possessing and vacancies requiring, qualification or experience of an administrative, executive, supervisory , managerial, higher technical, scientific or professional nature.

**"Proof of Placing"** means any communication, or record or information (e.g. from X-10, X-83, a signed statement of an Employment Officer, etc.) which provides evidence of placing effected by an Employment Exchange.

**"Public Sector"** means the activity wholly or substantially controlled by Government or regulated by an Act of Parliament or State legislature. This sector includes establishments under the Central and State Governments, Quasi-Government establishments and Local Bodies.

**"Quasi-Government Organization"** means an autonomous organization or body which is controlled by the Government, i.e. an organization whether wholly or substantially financed by Government.

**"Registration"** means the process of recording the particulars of an employment seeker according to prescribed procedure with a view to rendering him employment assistance.

**"Registration Guidance"** means brief counselling given to an applicant at the time of registration.

**"Renewal of Registration"** means the process of extension of the period for which registration is valid for purposes of rendering employment assistance.

**"Repeat Registration"** means the re-registration of an applicant placed in employment in the course of the same month, the second and subsequent registrations being considered as repeat registrations.

**"Re-Registration"** means the registration of an applicant who was previously registered at the same Exchange or at any other Exchange.

**"Shortage Occupation"** means an occupation in which the demand for persons exceeds the supply.

**"Speculative Submission"** means the submission of particulars of an applicant to a potential employer, prior to the notification of a vacancy, with the expectation that the employer, will engage the applicant.

**"Speculative Vacancy"** means a vacancy which is brought to the notice of an Exchange other than by notification by the employer and against which the Exchange proposes to make speculative submissions.

**"Submission"** means the introduction of an applicant or the forwarding of his particulars to an employer for consideration against a notified, advertised or speculative vacancy.

**"Training Admission"** means finding a person's admission in a Training Centre/Institution or in apprenticeship which does not guarantee remunerative employment at the end of the training course.

**"Vacancy Exchange"** means the Exchange in whose area the vacancies exist and which is responsible for raising an Order Card for them and statistically accounting for them.

**NOTE-** In the case of vacancies where the place of work is not known, or is not definite, the Exchange in whose area the employer is located will be the vacancy Exchange.

**"Vocational Guidance"** means assistance given to an individual in solving problems related to

<b>CHAPTER-III</b>
<b>EMPLOYMENT EXCHANGE INSTURCITONS</b>

vocational planning and to occupational choice and profess with due regard for the individual's characteristics and their relation to occupational opportunities.

### **The National Employment Service Manual**

3.1 All instructions of a permanent or semi-permanent nature will be embodied in the National Employment Service Manual(N.E.S.M.). The Manual is the primary authority of the National Employment Service in matters pertaining to Employment Exchange policy and procedure.

#### **Employment Exchange Minutes**

3.2 In addition to instructions contained in the Manual, Employment Exchanges are addressed on incidental matters and procedural instructions as and when required. This is done through the medium of Employment Exchange Minutes(EEMs). EEMs contain a reference number at the top right-hand corner.

This indicates the serial number of the EEM of the year/year of issue/part and chapter of the manual to which it relates. The EEMs should be filed chapter-wise in accordance with the serial number. All EEMs are reviewed by the Directorate General of Employment and Training once a year and a list of current EEMs issued. EEMs that are cancelled should be removed and filed separately for purpose of emergency reference.

### **Book Record of Instructions received.**

3.3 To check the receipt and proper distribution of the instructions mentioned above a 'Record of Instructions received and Distributed' should be maintained in the form given below:-

#### **Record of Instructions Received and Distributed**

Date of receipt	E.E.M.No.	Subject
(1)	(2)	(3)
No. of copies	Name and	DISTRIBUTION



received By the Exchange	Designation of recipient	Date	Signature Of recipient
(4)	(5)	(6)	(7)

If any instruction is not received, the Directorate General should be addressed immediately.

### **Distribution and Disposal of Instructions**

3.4 The E.E.Ms referred to above will be distributed by the Director of Employment Exchanges in accordance with the needs of each Exchange. Copies distributed to officers should be regarded as personal copies and on transfer to another Exchange, the officer should take his personal set with him. In the event, however, of an officer leaving the Employment Service, these documents should be handed over to the head of his office for use by his relief. Requests for extra copies of instructions when made of D.G.E.&T. should be supported by reasons for the demand and forwarded through the usual channels.

#### **Responsibility for Maintenance and Security.**

3.5 Officers should see that their personal sets of instructions are properly maintained and kept up to date. The Employment Officer-in-charge of an Exchange should make it his responsibility to see that the office copy/copies and those of his staff are also kept up-to-date. All instructions issued by the DGE&T are for official use only and should not be disclosed to the public without permission of the State Director.

### **Responsibility for Implementation**

3.6 It is the duty of the Employment Officer-in-charge of each Exchange to ensure that all instructions are fully understood and implemented by his staff. Difficulties in the interpretation of instructions should be referred to the State Director of Employment.

## CHAPTER-IV

### STANDARD EMPLOYMENT EXCHANGE FORMS

#### Authorised Forms and their Use

4.1 A list of authorized Standard Employment Exchange forms is given in para 4.4 below . Against each will be found a brief note indicating the purpose for which the form should be used. Improvised alternative or additional forms should not be brought into regular use without the approval of the D.G.E&T . Specimen copies of Standard Employment Exchange Forms are given in Volume II, Appendix I(1).

4.2 While addressing employers or applicants, forms in English, Hindi or the regional language should be used as prescribed by the State Government. All forms in English, and/or in any other language, which are considered appropriate for printing will be printed and supplied by the State Director. No alteration, addition or amendment to the Standard Forms will be introduced by any Government without the prior approval of the Working Group referred to in para 1.15.

#### Procurement of Forms

4.3 All Exchanges should obtain their requirements of forms according to instructions issued by the State Directorates.

4.4 List and Description of Standard Employment Exchange forms including Statistical Pro - forma.

Those Employment Exchanges which are using Computer for registration purpose, will make use of X-1 Card.

Employment Exchanges which are not using Computer for registration will make use of following X-1A, X-1B and X-1C Cards according to level of qualification possessed by job seekers.

X-1 An 'Index Card' for recording registration details of jobseekers in Employment Exchanges which are using Computer for registration.

X-1A An 'Index Card' issued for recording registration details of applicants

belonging to unskilled category (below Metric/High School).

- X-IB An 'Index Card' used for recording registration details of educated applicants (fresh matriculates/high school, higher secondary, intermediate, graduates, classified in X Division).
- X-IC An 'Index Card' used for recording registration details of professional, technical and skilled persons, and post-graduates.
- X-2 An 'Order Card' (envelope) used for recording details of vacancies notified by employers and filing correspondence pertaining to the vacancies.
- X-2A A continuation form for use along with X-2.
- X-10 An 'Identity Card' given to the applicant as proof of registration by those Exchanges which are using Computer for registration.
- X-10A, X-10B, X-10C An 'Identity Card' given to the applicant as proof of registration at the Exchange which are not using Computer.
- X-12 A form for collection of information concerning institutional training.
- X-13 A form for collection of information about apprenticeship training facilities.
- X-16 A form used for forwarding vacancies to other Exchanges or to the Central Employment Exchange or to the Employment Co-ordination Office for circulation.
- X-17 A form used by the Central Employment Exchange/ Employment Co-ordination Office/ Employment Exchange for notifying amendments/ withdrawals, fillings or cancellations of vacancies circulated by them
- X-18 A form used by Exchanges for: (a) notifying to the Central Employment Exchange/ Employment, Co-ordination Office amendments, filling or cancellation of vacancies in circulation; and (b) advising periodically the Central Employment Exchange/ Employment Co-ordination Office that continued circulation of a vacancy is desired by the employer.
- X-42 A card used to advise an applicant that a vacancy, for which he appears suitable, has occurred. The card can be used either to seek his consent for submission or to inform him that his particulars have been sent to the employer.
- X-43 A card used when inviting an applicant to call at an Exchange for submission or other type of interview.
- X-45 A card used to acknowledge receipt of vacancies notified by employers.
- X-46 A letter used for intimation to an applicant while making postal submission.
- X-47 A reply sent to a Government employer who either verbally or in writing

requests that his nominee be submitted against a vacancy which he has notified.

- X-49 A reply sent to a Government employer certifying that no suitable applicant is available for submission against the vacancy notified by him and also requesting him to re-notify the vacancy, in case he decides to relax the terms and conditions
- X-52 A letter addressed to a Government employer(or a Quasi-Government employer or Local Body who desires preferential treatment to be accorded to an applicant or to a group of applicants in contravention of article 16(2) of the Constitution.
- X-56 A running record of Index Cards removed from the Live Register.
- X-58 A covering letter used when forwarding a list of applicants to an employer.
- X-59 A follow up letter to X-58 asking employers for result of submissions made.
- X-62 A covering letter to form X-10A/B/C when it is sent by post to an applicant.
- X-63 A book register containing a running record of registrations.
- X-64 A book register containing a running record of orders placed with the Exchange.
- X-66 A letter addressed to an employer inviting him to consider employing an applicant whose particulars are recorded on the reverse of the form.
- X-67 A letter used to advise an Exchange which is holding a secondary Index Card regarding changes in particulars, lapsing of registration, etc.
- X-68 A letter addressed to an employer reporting inability on the part of the Exchange to submit suitable applicants against the vacancies notified by him and seeking his concurrence for cancellation of the vacancies.
- X-75 A letter used to advise an applicant that he has been selected by an employer and directing him to report for duty.
- X-76 A letter addressed to an employer seeking verification of the service particulars of an applicant who claims to be his ex-employee but not in possession of any documentary evidence.
- X-78 A card inviting an applicant to explain why he declined the offer of appointment made by an employer on the recommendation of the Exchange.
- X-78B A letter to an applicant to explain the reasons for non-response to call letters twice/declining the offer of submission three times.
- X-79 An acknowledgement card inviting a persons not yet registered to call at the Exchange for an interview with a view to registering him.
- X-80 A form used to forward particulars of applicants, against circulated vacancies to CEE/Employment Co-ordination Office/Other Exchange.

X-82	A covering letter sent along with the particulars of applicants asking the employer to indicate which of the applicants have been selected.
X-83	A proforma on which is recorded the particulars of applicants submitted in bulk to an employer.
X-85	A standard letter used for bringing to the notice of an employer coming within in the purview of the Employment Exchange (Compulsory Notification of Vacancies) Act, 1959, the provisions of the Act regarding notification of vacancies and rendition of quarterly/biennial returns.
X-87	A standard letter used, when reminding the employer coming within the purview of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959, who has failed to render quarterly/biennial return.
X-88	A standard letter used for bringing to the notice of the employer coming under the Employment Exchanges(Compulsory Notification of Vacancies)Act, 1959, the omissions/discrepancies in returns submitted by him.
X-89	A standard second reminder to the employer coming within the purview of the Employment Exchange(Compulsory Notification of Vacancies) Act, 1959, who fails to render quarterly/biennial return pointing out that the failure to render the return will attract penalty under Section 3(ii) of the Act.
Form used for notification of Vacancies.	A form used for notification of vacancies to the Employment Exchange, both by Act and Non-Act establishments. The form is prescribed under E.E. (CNV) Rules, 1960.
EM-I	An Employer's Card(envelope used for recording details of employers and for filling papers pertaining to them).
EM-IA	A continuation form used along with EM-I for recording details of contact with employer.
EM-2	A book record of employers covered under EM-I Programme.
ER-I	Quarterly employment return to be rendered to the local Employment Exchange by all establishments in the Public Sector and all private establishments covered under the EM-I programme.
ER-II	Biennial occupational return to be rendered to the local Employment Exchange by all establishments in the public sector and all private establishments covered under the EM-I programme.
EE (CNV)-1	Quarterly summary of statistics of work done in connection with the EE(CNV)Act, 1959.
EE (CNV)-2	Annual summary of statistics of work done in connection with the EE(CNV)Act, 1959.
C.G.R Form	Annual return regarding Census of Central Government employees as on 31 <sup>st</sup> March of year.
V.G.-I	A card envelope used for recording details of guidance and related matters and for filing papers pertaining to them.

- V.G.-IA "Personal Information Form" used in connection with individual guidance for recording details useful for appraising the applicant's vocational fitness.
- V.G.-IF A service unpaid card used by guided applicants for further assistance or information.
- V.G.63 A running record of applicants guided individually.
- V.G.64 A running record of applicants participating in group discussions.
- V.G.65 A running record of persons seeking individual information.
- V.G.66 A running record of visits of Employment Officer to educational institutions.
- V.G.67 A running record of training admission/apprenticeship.
- V.G.68 A running record of work done in Registration Guidance.
- V.G.69 A running record of review of old cases.

### **Statistical Returns**

- E.S. L1 (Monthly) Registrations, Placements, Submissions, Live Register, Vacancies Notified etc.
- E.S.1.2 (Annual) Vacancies notified, filled, cancelled, outstanding and number on Live Register by Sex and NCO in respect of Total, Women, SC, ST, OBC & relating to **Disabled persons** applicants (Annual).
- E.S.1.3 (Annual) Vacancies notified, filled, cancelled and outstanding by sectors.
- E.S.1.4 (Annual) Number of applicants on Live Register by age, sex and educational levels.
- E.S.1.6 (Annual) Number of Vacancies reported by Establishments as unfilled due to shortage of suitable applicants with reasons, therefore.
- E.S.2.1 (Half Yearly) Educated applicants (All categories, women, SC/ST, OBC) registered, placed and number on Live Register by educational level.
- E.S.2.2 (Annual) Trade-wise distribution of Ex-ITI trainees and full term apprentices on Live Register **together with registrations and placements made** by N.C.O
- E.S.2.3 (Half-yearly) Registrations, Placements, Live Register and Submissions made in respect of minority communities.
- E.S.2.4 (Half Yearly) Work done in respect of Scheduled Caste/Scheduled Tribe/ OBC Applicants.
- E.S.2.5 (Half Yearly) Work done in respect of all physically handicapped applicants etc.
- E.S.2.6 (Annual) **Work done in respect of displaced persons(migrants from East Pakistan**

**and repatriates from Burma and Sri Lanka).**

E.S.2.7

(Half Yearly).

Promotion of Self Employment in rural and urban areas

E.S.3 (Quarterly)

Work done in respect of Vocational Guidance and Employment Counselling programme category-wise (Total all category, SC, ST, OBC, PH & Women) .

C.P.-I (Quarterly)

Return for furnishing information regarding vacancies notified for Bulletin on Job Opportunities in India.

## CHAPTER- V

### NATIONAL INDUSTRIAL CLASSIFICATION

#### **Industrial Classification**

5.1 In order that information regarding employment and unemployment in various sectors of economy be more specifically known, National Industrial Classification of all economic activities has been prepared by the Government of India being used by its various fact finding agencies. This classification is called the "National Industrial Classification".

5.2 Code numbers have been devised for each industrial group on what is known as the 'digit' system for use in Employment Exchange records. This system is related to international usage as recommended by the I.L.O. Employment Officers must study the National Industrial Classification system so that they may be able to classify the vacancies industrially.

5.3 It is important that the concept of industry should not be confused with that of occupation, 'Industry' means that sector of economic activity in which the earner is, or was engaged, e.g., textile industry, automobile industry etc., whereas the 'occupation' describes the exact function that an individual performed in that sector, e.g., filter, carpenter, etc.

#### **Classification of order Cards/Vacancies.**

5.4 The National Industrial Classification code number, appropriate to the economic activity of the employer who notifies the vacancy, should be entered against, the item N.I.C on the top right hand corner of the front page of Order Card(X-2).

5.5 The system that has been followed in the construction of National Industrial Classification code has been outlined in

the 'Explanatory Note' given in the "National Industrial Classification". The Principles to be observed in the Industrial Classification of applicants, employers and vacancies have also been given there in detail with illustrative examples. Employment Officers and other members of the staff should make themselves fully familiar with these numbers and ensure that appropriate and correct industrial codes are allotted to Order Cards.



# CHAPTER VI

## OCCUPATIONAL CLASSIFICATION

### The N.C.O and its uses

**6.1** The performance of the placement function as also the statistical accounting of manpower data in the Employment Service essentially demands a systematic classification of occupations in the world of work. It is with this end in view that a National Classification of Occupations (Occupational Dictionary) has been prepared. The National Classification of Occupations(N.C.O.) has been prepared on the basis of an International classification system recommended by the I.L.O . It classifies, defines and describes the various occupations available in the country giving the standard and alternative occupational titles. The International code structure for classifying occupations has to some extent been modified by a Committee of Experts, to suit Indian conditions. The definitions in the N.C.O give the overall functions and operations performed by the worker generally, in the order of sequence including the tasks which the worker may also do in addition to his normal duties. They also indicate the special knowledge regarding the particular as well as allied occupations which the worker in that occupation may possess by virtue of his professional qualifications and experience. All this information provided in the publication is of particular help to Employment Officers in:

- (i) classifying applicants who call for employment assistance;
- (ii) classifying vacancies notified by employers;
- (iii) matching suitable applicants against demands;
- (iv) assessing the comparative skill and knowledge of workers within the same occupation
- (v) reporting statistical data concerning the employment market; and
- (vi) classifying occupational literature.

**6.2** The occupational classification system is also of great importance in the analysis of data relating to employment, unemployment, under-employment, labour force statistics, migration, training, work study, occupational hazards, etc.

**6.3** Apart from the use made of the N.C.O. by the Employment Service, other agencies such as the Registrar General of India, Planning Commission, National Sample Survey Organisation, Central Statistical Organisation, Institute of Applied Manpower Research, etc. and industrial establishments are also making increased use of this classification system.

### **Concept of Occupation**

**6.4** The following definition of an occupation was adopted by the 6<sup>th</sup> International Conference of Labour Statisticians:

**"An occupation is a trade, profession or type of work performed by an individual irrespective of the branch of the economic activity to which he is attached."**

The same concept of an occupation has been adopted in the National Classification of Occupations. The Occupation of any person is the kind of work, which he performs. The nature of the factory, business or service in which the person is employed has, however, no bearing upon the classification of the occupation. It is a person's occupation independent of his industrial association that is important in an occupational classification. There is, therefore, a clear distinction between an occupational classification and an industrial classification. The former embraces what an individual does, in the economic structure of the industry. A man's occupation is the type of work he performs. His industry is the type of commodities/services, which his employer produces. For instance, a carpenter may work in the shipbuilding industry, the food processing industry or a steel plant, but by occupation, he will be a carpenter.

### Principal Technical Terms

6.5 It may be useful to understand the following technical terms while learning the use of the N.C.O :

- (i) **Position:** A worker performing a number of closely related tasks in any particular establishment is said to be holding a 'position'.
- (ii) **Job:** A number of similar "Positions" in a particular industry/establishment combine together to form a "Job".
- (iii) **Occupation:** Similar jobs spread all over the country in different industries/establishments form an "Occupation." In the N.C.O., it represents the average picture of work performed in that occupation throughout the country.

To illustrate, Sri X occupies a 'Position' of Assistant Employment Officer in an Employment Exchange (performing a number of tasks), two other persons who are employed in the same capacity in that office make it a total of three 'Positions.' The three 'Positions' grouped together are a 'Job.' The occupation of an Assistant Employment Officer is a group of similar 'Jobs' found in all Employment Exchanges in India. The term 'separate job' is often used interchangeably with the term 'occupation.' Thus it may be said that there are about three thousand 'separate jobs' or 'Occupations' in India as classified in the N.C.O. There are of course many more times the number of jobs and there are as many 'Positions' as there are employed workers in the country.

(iv) **Family:** A 'Family' is the smallest group in the N.C.O comprising of a number of similar or related occupations.

(v) **Group:** A number of such families which are closely, related or are similar, combine together to form a 'Group' of the N.C.O.

(vi) **Sub-Division:** A number of such 'Groups' which are closely related or are similar combine together to form a "Sub-divisions" of the N.C.O.

(vii) **Division:** Similar 'Sub-divisions' of occupations have been arranged together to form different 'Divisions' of the N.C.O. A Division is the broadest classification of allied occupations.

(viii) **Skill Level:** This is a function of the complexity and range of the tasks and duties involved.

(ix) **Skill Specialisation** – this shows the field of knowledge required, the tools and machinery used, the materials worked on and the kinds of goods and services produced.

(x) **Standard Title:** 'Standard Occupational Title' is the name or designation by which the Occupation is commonly known in the country and is easily understood by everyone. This is indicated in bold letters in the N.C.O. If an occupation is known by other names also in some parts of the country, these names are regarded as alternative names or 'Alternative Titles' in the N.C.O which are indicated immediately after the standard title.

(ix) **Definition:** A narrative description of the content of an occupation giving an idea of the work performed, explaining what the worker does, how he does it, why he does it, and what he may perform in different positions or in different places of work.

Coverage of N.C.O and Classification System

6.6 All civilian occupations so far identified in the country have been grouped in a hierarchic system. In this system, Occupations have been grouped into Occupational Families, the families being grouped into Occupational Groups, which in turn are grouped into Occupational Sub-divisions and Occupational Sub-divisions are grouped together in to Occupational Division.

6.7 The basic principle adopted in the grouping or classification of occupations in the N.C.O is the skill level involved in performance of the occupation and similarity of the work performed.

6.8 In the N.C.O occupations with similar characteristics of work and requiring similar level of skill for their performance are grouped together and they are more closely related to one another in any particular Family, Group, Sub-division or Division than occupations outside it. The classification of an occupation in a particular Division, Sub-division, Group and Family gives an idea of the type of tasks and the level of skill, which are expected of the worker. That is to say, the very classification throws light on the nature of work & skill involved in the occupation. The classification of the occupations is on the basis of the nature of the task performed and not on the basis of industry, in which it is found. A carpenter has been defined only once along with other carpenters. In fact a carpenter is found in the 'Railways, Ship-yard, Coach Building Industry, Construction Work, etc. The occupations have not been defined by industries. An effort has, in fact, been made to avoid use of titles suggestive of particular industry. Nevertheless, some Groups or Families had to be described in words similar to these used in the Industrial Classification, for want of better terminology.

6.9 Apart from what has been stated above, it may be found that two or more occupations are sometimes very much similar to each other and no significant training and /or experience is required for transferring a worker from one to the other. They, have, therefore, been profitably combined together under one occupational title and code.

6.10 The occupational hierarchy in this classification system runs upwards from Occupations to Families, Groups, Sub-divisions and Divisions. A number of similar Occupations are grouped under one Family. A number of Families of allied occupations are combined into Groups, a

number of related groups are combined into Sub-divisions and a number of related Sub-divisions assigned to Divisions. The National Classification of Occupations has at present 10 Divisions consisting of 30 occupational Sub-divisions distributed into 116 Occupational Groups divided into 439 Families; under each Family is a number of individual occupations, which at present come to 2945 occupations.

### Code Structure

6.11 A numerical coding system is adopted in the N.C.O . The code number of each Occupation consists of 5 digits, formed in the following manner:-

- i. Each Division is assigned a single digit code number as 1, 2, 3 etc. In the tenth Division, which is a supplementary Division for workers not classifiable by occupations, the code given is 'X'
- ii. As each Division is divided into a number of Sub-divisions, each of these Sub-divisions within the Division has a two digit code number. As the Sub-divisions have been further divided into Groups, each Group has got a three digit code number. Each Group has further divided into Families, each Family has got a four digit code.
- iii. For occupations within the Family, two more digits are added, thus making a six-digit code number. The allocation of a six-digit code number for an occupation is illustrated below:-

Aggregation	Title	Code Number
Division	Clerks	4
Sub-division within the Division	Office Clerks	41
Group within the Sub-division	Secretaries & Key board Operating Clerks	411
Family within the Group	Secretaries	4115
Occupation within the family	Private Secretary	4115.10

iv. The last two digits of the code numbers for individual occupations within a Family are numbered in sequence like 10, 15, 20, 25 etc. usually leaving Intervals of five or ten between numbers, depending on the number of Occupations to be accommodated within the family. Shorter intervals are occasionally given between the code numbers of two consecutive occupations to indicate that the relationship between the two occupations is closer than that between the other occupations in the family. Similarly larger intervals are sometimes left between code numbers to indicate that these occupations are less closely related than the other occupations in the Family.

6.12 There are a few coding conventions which are employed to give some indication of the nature of the occupations within the families concerned. They are explained below:-

**i) “Professionals” and “Technicians & Associate Professionals” have been included in the Division 2 and 3. They have been assigned separate Sub-divisions in the appropriate categories.**

**Professionals:** Professionals increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage in any combination of these three activities. Most occupations in this division require skill at the fourth skill level.

**Technicians and Associate Professionals:** Technicians and associate professionals perform mostly technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and government or business regulations, and teach at certain educational levels. Most occupations in this Division require skills at the third skill level.

(ii)The prefixes A, B and C have been used for the classification of Apprentices, Foremen/Supervisors and Instructors respectively.

**Apprentices, learners and trainees,** including such of the trainees who have to undergo training partly within the enterprise, establishment, factory, etc., and partly in a school or institution, as in the case of apprentices under the Apprentices Act, 1961, are classified by prefixing 'A' to the occupational code, Apprentices, learners, trainees, etc., in professional occupations (such as Law, Chartered Accountancy, Engineering, Pharmacy, etc.) are to be classified likewise.

**Foremen/Supervisors** whose duties are chiefly supervisory, or involve the application principally of practical skills similar to those of workers supervised, i.e., those who participate actively in the same work as that performed by the workers supervised are classified according to the occupation of workers supervised with a prefix 'B'. A few examples of workers performing supervisory functions are: head waiter, principal book keeper, typing pool supervisor, principal steward, chief information assistant, principal analyst, etc. These workers are all engaged on the same type of work as is performed by the workers supervised; hence their Occupational code number is the same as that for the workers supervised with the prefix 'B'.

Such supervisors are distinct from those classified as Clerical Supervisors, like Section Officer (3431.10) or as Sales Supervisors, Wholesale Trade (5220.10), Sales Supervisors, Retail

Trade(5220.15). In these cases 'B' will not be prefixed as these supervisors have a independent code number.

**Instructors** in charge of in-plant training, as distinguished from institutional training are classified according to the occupation of trainees/apprentices instructed with a Prefix 'C' Lecturers, Professors, etc. teaching in institutions like colleges, universities, etc. are classified under Teaching Professionals (Sub-division 23). Thus a Surgeon, Mechanical Engineer or an Economist engaged in teaching in a university or college will be classified under Family 2310 and not under the occupational families relating to Surgeons, Mechanical Engineers or Economists.

(iii) The N.C.O classifies Shop-floor Supervisors and Foremen along with Operatives in their particular fields in Division 7& 8. All such Supervisors and Foremen have been classified in the respective occupational groups in a separate Family, represented by digit '8' at the unit place in the four digit code numbers. They are all round men, who supervise a number of workers engaged on a wide range of tasks and functions. For example Supervisor and Foremen Plumbing is allotted independent code number 7138.30 as they supervise workers engaged in plumbing, Plumber is given code number 7136.10 similarly Electrical Supervisor, Wiring is allotted independent code number 7138.40 whereas the code for Wireman whose work is supervised by him is 7137.20. These personnel are responsible for accomplishing a complete job or manufactured article requiring one or more production processes, etc.

The latter type of 'Supervisors' are basically experienced workers, who often rise to supervisory positions.

### **Occupational Content of the Divisions into which Occupations have been Coded in the N.C.O.**

#### 6.13 (i) LEGISLATORS, SENIOR OFFICIALS AND MANAGERS (Division-1)

Legislators, Senior Officials and Managers determine, formulate, direct or advise on government policies, as well as those of special- interest organisations, formulate laws, public rules and regulations, represent governments and act on their behalf, oversee the interpretation and implementation of government policies and legislation, or plan, direct, co-ordinate the policies and activities of enterprises or organisations, or their internal departments sections.

#### **(ii ) PROFESSIONALS(Division-2)**

Professionals increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage in any combination of these three activities. Most occupations in this division require skill at the fourth skill level.

#### **(iii ) TECHNICIANS AND ASSOCIATE PROFESSIONALS (Division-3)**

Technicians and associate professionals perform mostly technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and

government or business regulations, and teach at certain educational levels. Most occupations in this Division require skills at the third skill

**(iv ) CLERKS(Division-4)**

Clerks record, organise, store, compute and retrieve information related to the work in question, and perform a number of clerical duties especially in connection with money-handling operations, travel arrangements, requests for information, and appointments. Most occupations in this division require skills at second skill level.

**(v) SERVICE WORKERS AND SHOP AND MARKET SALES WORKERS (Division-5)**

Service workers and shop and market sales workers provide personal and protective services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts, or they pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments, as well as at stalls and on markets. Most occupations in this division require skills at the second skill level.

**(vi) SKILLED AGRICULTURAL AND FISHERY WORKERS (Division-6)**

Skilled agricultural and fishery workers grow and harvest field or tree and shrub crops, gather wild fruits and plants, breed, tend or haunt animals, produce a variety of animal husbandry products, cultivate, conserve and exploit forests, breed or catch fish and cultivate or gather other forms of aquatic life in order to provide food, shelter and income for themselves and their households. Most occupations in this division require skills at the second skill level.

**(vii) CRAFT AND RELATED TRADES WORKERS (Division-7)**

Craft and related trades workers apply their specific knowledge and skills in the fields of mining and construction, form metal, erect metal structures, set machine tools, or make, fit, maintain and repair machinery, equipment or tools, carry out printing work as well as produce or process foodstuffs, textiles, or wooden, metal and other articles, including handicraft goods.

The work is carried out by hand and by hand powered and other tools, which are used to reduce the amount of physical effort and time required for specific tasks, as well as to improve the quality of the products. The tasks call for an understanding of all stages of the production process, the materials and tools used, and the nature and purpose of the final product. Most occupations in this division require skills at second skill level.

**(viii) PLANT AND MACHINE OPERATORS AND ASSEMBLERS (Division-8)**

Plant and machine operators and assemblers operate and monitor industrial and agricultural machinery and equipment on the spot or by remote control, drive and operate trains, motor vehicles and mobile machinery and equipment, or assemble products from component parts according to strict specifications and procedures.

**(ix) ELEMENTARY OCCUPATIONS (Division-9)**

Elementary occupations consist of simple and routine tasks which mainly require the use of hand-held tools and often some physical effort. Most occupations in this division require skill at the first skill level.

## **(x) WORKERS NOT CLASSIFIED BY OCCUPATIONS (Division-X)**

Workers classified in this Division are those persons seeking employment who have not received any professional, technical or vocational training or work experience; persons reporting occupations that can not be identified; persons reporting occupations not sufficiently described to permit classification and workers not reporting any occupation. Excluded are those persons seeking employment only in specific occupations.

How to locate an Occupation in the N.C.O.

6.14 To facilitate speedy location of an occupation in the N.C.O , it is essential that the occupational classification system and the code structure should first be mastered. It is also necessary that the nature and field of work and basic requirements of occupations are known, on the basis of this knowledge, first the division should be located, secondly the sub-division, thirdly the group, fourthly the family and finally the occupation. For instance, the occupation of a Tool Maker who is a skilled craftsman would be available under Division 7 (Craft and Related Trades Workers), Sub-division 72(Metal, Machinery and Related Trades Workers), Group 722(Blacksmiths, Tool Makers and Related Trades Workers) Family 7222 (Tool Makers and Related Workers) and finally at the code No. 7222.20. The occupation of an Accounts Clerk who belongs to the clerical category will obviously be under Division 4 (Clerks), in Sub-division 41(Office Clerks) in Group 412(Numerical Clerks) and in Family 4121(Accounting and Book keeping Clerks) at Code No. 4121.20. The occupation of a watchman which is an elementary occupation will, therefore, be in Division 9 (Elementary Occupations) under Sub-division 91 (Sales and Service Elementary Occupations) in Group 915 (Messengers Porters, Door Keepers and Related Workers), in Family 9152 (Door Keepers, Watchpersons and Related Workers) at Code No. 9152.20 Likewise, the Code No. of Motor Mechanic Helper which is low-skilled worker carrying out routine tasks would be available in Division 7 in Sub-division 72 in Group 723, in Family 7231 and since this is operative type of work, they would be available at 7231.90.

6.15 There are certain types of unskilled workers not elsewhere specifically classified in the N.C.O and who may have worked in more than one industry. They should be placed, for purposes of classification under Sub-division X1 (Workers Reporting Occupations Unidentifiable or Unclassifiable) in Group X10 (Workers Reporting Occupations Unidentifiable or Unclassifiable) and being coded in Family X100(Workers Reporting Occupations Unidentifiable or Inadequately Described).

6.16 The use of the code number in the N.C.O meant for residuary occupations should only be resorted to after a thorough search has failed to locate a code number to suit the occupation concerned.

### **Use of Division X-workers not Classifiable by Occupations.**

6.17 Applicants are registered on the basis of vocational, professional qualifications, training or work-experience. If an applicant does not possess significant work-experience for specific vocational or professional training, he cannot be registered under Division 1 to 9. Besides, there are persons engaged in occupations which are unidentifiable unclassifiable and others who do not provide information about their occupations. All these types of persons should be classified under Division 'X'.



6.18 It will be recalled that a large majority of persons seeking employment assistance are those who do not possess professional or vocational training or adequate work-experience and therefore the number of applicants registered under Division 'X' will be large. The resultant separation of such applicants and grouping them under one Division viz 'X' is considered essential so that analysis of the Live Register will clearly show the number of experienced or occupationally trained registrants as distinct from those who are untrained. The following points should be noted by Employment officers in matters of registration of applicants under Division 'X':-

- (i) The classification of applicants under the Division 'X' should be on the basis of educational qualifications. They should be registered for 'General Vacancies' and not for specific occupations; that is to say, candidates registered for general vacancies would form a pool from which submission should be made against vacancies for which they are suitable by virtue of their qualifications.
- (ii) Applicants who possess technical qualifications or have undergone vocational or pre-employment training should be registered in the appropriate trades and not in the X-Division (excepting those who are not willing to be considered for the occupations for which they are so qualified).
- (iii) Applicants who possess job-experience should be registered in the appropriate trades and not in the X-Division (excepting those who do not wish to be considered for occupations in which they have such experience). While job-experience for a period of at least six months should normally be necessary to consider an applicant as 'experienced candidate', even those who have worked for less than six months can be considered as experienced candidates provided, the nature of the occupation in which they were engaged is such that a shorter period of experience is considered adequate for reasonable proficiency in that occupation.
- (iii) Division 'X' is meant for classifying applicants and not for classifying vacancies or Order Cards.

### **Importance of Correct Occupational Classification**

6.19 The importance of correct occupational classification on Index Cards and Order Cards is the key to effective placing and accurate statistical work and should be done by careful and intelligent use of the N.C.O. For facilitating work and for ready reference an Index giving the titles of occupations in alphabetical order indicating the code numbers both for the NCO-2004 and NCO-68 is given at the end of the N.C.O. Care should be taken to see that this alphabetical index is used only as an aid to the technique of allotment of occupational code numbers as given in para 6.14 above.

### **Identification and Classification of New Occupations**

6.20 The coverage of the N.C.O is by no means complete. New occupations arise and changes in existing occupations take place from time to time owing to technological changes in the economy, Jobs also change sufficiently to make definition of occupations published in the N.C.O unsatisfactory for operating functions of the Employment Service. Employment Officers who are in day-to-day touch with the applicants and the employers are likely to come across a number of

occupations, the definitions of which are not in conformity with those given in the N.C.O . Consequently, an accurate classification of applicants and vacancies in such occupations becomes difficult. The following procedure is, therefore, laid down with a view to overcome these difficulties.

6.21 Whenever an Employment Officer in the course of interviewing applicants, receiving vacancies, visiting employers or otherwise comes across an occupation not included in the N.C.O, the particulars should be forwarded in duplicate to the State Director in the form given in Volume II Appendix I (2 ). The State O.I. Unit should then examine these details with reference to the N.C.O . In case the appropriate classification for the occupation so reported exists in the N.C.O., the form should be returned to Employment Exchange indicating the appropriate code number. If no appropriate classification exists in the N.C.O., the State O.I. Unit should forward the forms to the D.G.E.&T. along with their comments under intimation to the Employment Exchange concerned. The D.G.E&T will allocate a specific code number for the occupation and also release its definition for being incorporated in the N.C.O.

## **CHAPTER VII REGISTRATION OF EMPLOYMENT SEEKERS**

### **Eligibility**

7.1 All citizens of India resident in the country are eligible for registration at the Employment Exchanges for employment assistance. Subjects of Nepal, Bhutan and persons of Indian origin who have migrated from Pakistan, Burma, Sri Lanka and East African countries of Kenya, Uganda, Tanzania, Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently setting in India also are eligible for registration. Similarly, Tibetan refugees who came over to India before 1st January, 1962 with the intention of permanently setting in India are eligible for registration. Other foreign nationals resident in India can be registered, provided there is no prohibition against employing them under the local laws and regulations, or other orders sanctioning their stay in country. If an applicant belonging to any of the registerable categories applies from outside India for employment assistance, he shall be informed that so long as he resides outside India, it would not be possible to render him employment assistance.

7.2 Applicants above the age of 14 years are eligible for registration but there is no maximum age limit prescribed for registration. Applicants, whose chances of getting employed are remote, being too young or too old, apply for registration the position should be tactfully explained to them and they should be discouraged from registering themselves. If they still insist, they may be registered after obtaining a written statement to the effect that though their chances of employment are remote they still desire to be registered, which will be kept in the record.

7.3 The Employment Service is a free Service and no fee shall be levied for the services rendered.

### **Place of Registration**

7.4 Applicants, unless specially exempted by the State Director or the Director General, shall be registered at the Employment Exchange in whose jurisdiction they normally reside.

### **Hours of Registration**

7.5 The registration of job seekers would be allowed during all the working hours of the working day. A notice to this effect may be displayed suitably for the information of visitors.

### **Procedure for Registration at Employment Exchanges**

7.6 The registration process should start with the Employment Officer and not with clerks. Since the impression created among the applicants at the time of their first contact with the Employment Exchange generally influences their attitude, the impact of the registration procedure, where the first contact is with the Employment Officer, will help to create great confidence and goodwill among them.

7.7 At the commencement of each day, the applicants who have collected at the Exchange for registration will be given a brief talk by the Employment Officer in which the services rendered to the applicants including registration and renewal procedure, employment trends, job opportunities, shortages and surpluses of manpower, training facilities, educational courses, etc. will be briefly explained with a view to motivate the applicants and reorient their approach. The contents of this short talk may be modified from time to time to suit the requirements of majority of the participants. In smaller Exchanges, where there may not be enough applicants to form a group, or, where applicants call on one by one almost through-out the day, the information should

be given individually. Wherever possible, educated fresher should be arranged into homogenous groups and given a further talk in which information relevant to the group should be explained in grater details.

7.8 Three different cards will be used for registration of applicants by those Employment Exchanges which are not using Computer for Registration:-

(a) Unskilled category below matriculation/high school qualification classified in X-Division, unskilled office workers and unskilled manual workers-including Labourers Agriculture (630.20) , Loaders and unloaders (971.10) and Labourers not elsewhere classified (999) -will be registered on Index Card X-1A. The entries will be made by the registration clerk who will read out the filled in information to the candidate before he/she signs or puts his/her thumb impression on the undertaking on the X-1A card.

(b) Educated persons-Fresh Matriculates, High School/Higher Secondary, Intermediate and Graduates classified in the X Division-will be registered on Index Card X-1B.

(c ) Professional, technical and skilled persons and Post-graduates-will be registered on Index Card X-1C.

7.9 (a) Candidates under categories (b) and (c) above will be registered by self-registration, i.e. , the candidates will fill in the columns in the Index Card and Identity Card themselves. Instructions to fill-in the card will be provided to the candidates. In case of applicants who are below Matric and are registered on X-1C, the entries will be made by the Registration Clerk. The Employment Officers will verify the certificates/degrees of educational qualification and experience , before the 'Identity Card' is separated and issued to the candidate.

(b) In case of qualification for which it is not the practice to issue certificate, degree or diploma, production of documentary evidence should not be insisted upon.

7.10 The Index Cards X-1A , X-1B, and X-1C will be printed on thick sheet of white paper . For purpose of easy identification, red and green stripes measuring not less than one cm. in width, will be printed on cards X-1A and X-1B respectively.

7.11 Those Employment Exchanges which are using Computer will make use of X-1(Index Card) for registration of all categories of job seekers.

### **Directions for Completing the Index Card**

7.12 Instructions to fill in the Index Cards X-1B and X-1C will be provided to the candidates. However, some directions which will be helpful in completing the different items of the Index Cards, are given below. Where the answer to any item is in the negative, a definite entry no or nil will be made; but where there is no definite information to be entered against a particular item, a dash will be put so that the absence of any information may not be taken for failure to obtain it from the applicant.

## **Date of birth**

The date or year(if date is not available) of birth of the applicant will be noted here. Applicants will be asked to produce, if they can, documentary evidence in support of their declaration of age. If the applicant produces satisfactory evidence, the endorsement 'V' (Verified) will be made against the date of birth recorded. If not the endorsement 'NV' (not verified) will be made. These endorsements and subsequent changes if any, will be allowed only when the officer I/C of the employment exchange is fully satisfied with reasons given by the applicant.

## **Recommended Occupation**

This will be the Occupation for which the applicant is suitable and qualified on the basis of work-experience or vocational or professional training and for which he indicates preference. If the applicant does not possess significant work-experience or vocational or professional training he will be registered in the X-Division for general vacancies, on the basis of educational qualifications.

**Note:- Normally job experience for a period of six months, will be necessary for considering an applicant as experienced but those who have worked for periods less than six months may also be considered as experienced, provided the nature of the job is such that a shorter period of experience is considered adequate for reasonable proficiency in that occupation.**

## **Alternative Occupation**

( i ) if an applicant possess qualification and experience which render him suitable for another occupation in addition to the recommended occupation, that will be entered as an alternative occupation. The number of alternative occupations, will be limited to two or three as decided by the State Director. In respect of alternative occupations, dummy cards containing essential details relating to the applicants such as name, registration number N.C.O code No. qualification and experience will be prepared and kept in the appropriate section of the Live Register.

(ii) If applicants registered for specific occupations on the basis of their work experience or technical or professional training desire to be considered for general vacancies also, an entry 'general vacancies' will be made in the alternative occupation column.

(iii) If an applicant does not wish to be considered for the job for which (in the opinion of Employment Officer) he is best qualified, that occupation will be entered in red ink in X-I{Refrence Vol.II Appendix 1(17).

## **Residence**

An applicant will be treated as belonging to Urban Area if his/her address falls within the areas enumerated in State/District-wise list as 'Urban Agglomerations and their Units' published in the Series 1, Primary Census Abstract, Table A.5- Census of India 2001. Other applicants will be

treated as belonging to 'Rural Areas' . The Index card and Identity card should be classified as Urban or Rural by stamping "U" or 'R' as appropriate, on the top of the Index Card.

**Qualifications(X-1A)** In respect of 'literate' candidates indicate the actual qualification/examination passed.

**Professional/Technical Qualifications**

**(X-1C)** - This column should also be used to record special qualifications, if any, which may be of help in assessing his/her suitability for employment. For instance, in the case of craftsmen, information on such points as to the machines and tools with which familiar, ability to set up or organise work, etc. will be entered. In the case of clerical workers, store-keeping, dispatching, etc. will be ascertained and recorded. In the case of typists and stenographers, their speed in typing and shorthand will be entered after testing, for which purpose they may be referred to competent bodies, if available in the area, but no fee shall be charged from them. The National Classifications(record portion) will be made use of to the maximum extent possible.

**Rank/Work Experience(X-1A)-** Previous work experience should be recorded in brief including the post held. This column will also be used for writing the 'Rank' held at the time of discharge in case of ex-servicemen.

**Work Experience(X-1C)** (i) Full details of previous employment should be entered in chronological order. Applicants claiming previous experience will be asked to produce certificates from the employer. It may be impressed upon them that if they produce the certificate in respect of past service, the Exchange will be able to give due weightage to the experience claimed by them.

(ii ) If an applicant is unable to produce adequate proof in support of any experience or professional ability he claims to possess, he should be carefully questioned and if the Employment Officer is satisfied of its genuineness, the experience or professional ability may be entered. The fact that no certificate from the previous employer has been produced will be noted by means of an entry 'NV' against the respective entries. In the case of technical categories of applicants, trade testing facilities, if available in the area, shall be utilised to verify the genuineness of such professional ability or experience, but no fee shall be charged from them.

(iii) Details of present employer, if any, will also be entered in this item. In the case of self-employed persons , the work 'Self' will be entered in the column 'Name of Establishment' and the monthly earnings in the column 'Total emoluments'.

NOTE: Employers will be persuaded to issue service certificates to their employees when they are retrenched or discharged. Government employers as also Quasi-Government institutions under the administrative control of the various Ministries of the Government of India are under instructions to issue Discharge certificates to their employees in the Standard form prescribed for the purpose {See Volume II, Appendix I (3)}.

Undertaking by the Applicant on the revised Index Card (X-1A, X-1B, X-1C, X-1 Identity Card) , there is an undertaking by the applicant that the "the information furnished is correct and in case it is found false, subsequently, the registration will be cancelled". In case the registration of

applicant is cancelled on this ground he will be allowed to get his name registered afresh without giving the benefit of seniority in registration.

F.O.U. Column:- (i) Physical disability, if any may be recorded in this column. A rubber stamp should be used to identify the category of the handicapped, e.g., blind, deaf and dumb, orthopaedically handicapped, etc.

(ii) Details about Ex-servicemen and repatriates from Burma and Sri Lanka may be recorded in the F.O.U Column on the back of the Card.

### **Filling of documents relating to Applicants**

7.13 All papers relating to and correspondence with the applicants should be filled separately in monthly folders. The registration number of the applicant should be noted on each paper for easy identification. These monthly folders will be retained for a period of one year.

### **Self-Registration**

7.14 For the purpose of self-registration, an applicants may be asked to complete his Index Card with the help of an enlarged model Index Card. Alternatively, a group of applicants may complete the permissible items of their Index Cards with the help of oral instructions and/or the model Index Card and instructions provided for the purpose under the guidance of an officer or an experienced clerk. However, special qualifications, mobility, recommended occupation etc. which are expected to be completed by an officer should invariably be completed at an individual face to face interview during which the items completed by the applicant will be reviewed and alterations made wherever necessary. It may however, be ensured that the information recorded on the Index Card meets the prescribed standards.

### **Registration of Applicants Debarred from Government Service**

7.15 The Index Card of an applicant who has been declared unsuitable for or has been debarred from Government Service will be endorsed "unsuitable" or debarred from " Government Service" across its face.

### **Registration of Applicants Interested only in Government Employment**

7.16 Applicants who insist that they should be considered for Government and Quasi-Government vacancies only must be specifically warned that they will not be considered for other types of employment and should be prepared to wait till a suitable vacancy of the type required becomes available. An appropriate endorsement should be made in red ink at the top left hand corner of the Index Card.

### **Verification of Character and Antecedents**

7.17 Employment Exchanges are not responsible for verification of character and antecedents of applicants which is, primarily, the responsibility of the employers themselves. However, where there is evidence from the service certificate(s) produced the character, antecedents and behaviour (e.g. attendance) of an applicant have been unsatisfactory, the information should be recorded in

the F.O.U column. Similarly, where evidence is available, in writing, of meritorious service, the good points may be recorded in the F.O.U column.

### **Endorsements on Educational, Discharge or Service Certificate**

7.18 When an applicant produces an educational, discharge or service certificate, the name of the Employment Exchange, date of registration and registration number will be endorsed on its back using a rubber stamp. This is intended to enable Exchanges to know whether an applicant is already registered elsewhere.

### **Record of Registration(X-63)**

7.19 A running record of Index Cards completed at an Exchange will be maintained in "Book Record of Registration"(X-63). The Index Cards should be serially numbered, a new series being started every calendar year. The serial number in the X-63 should correspond with the registration number on the Index Card.

The special category, if any, to which the applicant belongs will be entered using appropriate abbreviations under the column 'category', e.g.

X.S. - for Ex-Servicemen.

D.X.S. - for Disabled Ex-Serviceman;

D.G.E.( C )- for Discharged Government Employee (Central)

D.G.E.(S )- for Discharged Government Employee (State);

S.C. - for Scheduled Caste;

S.T. - for Scheduled Tribe;

O.B.C.- for other Backward Classes

P.H. - for Physically Handicapped; etc.

7.20 At the end for each day, a line will be drawn across the register which, together with all Index Cards completed on that day will be put up to the senior most officer in post that day. He will check the number of Index Cards with the registration numbers given in X-63 for the day and append his dated signature below the last entry and also examine at least ten percent of the Index Cards. On the following morning, the date will be written boldly across the whole page in red ink, before starting the registration work.

7.21 The Record of Registrations will be retained for 10 years and destroyed thereafter. If there are applicants who have been on the Live Register for more than 10 years; their names and other relevant details will be brought over to a new X-63 which will remain in operation after the old one is destroyed.

### **Identity Card (X-10)**

7.22 An Identity Card attached to the Index Card should be separated and issued to each applicant registered at the Employment Exchange. At the time of issuing the Identity Card, the applicant will be instructed to (i) preserve it carefully; (ii) produce it whenever he calls at the Exchange; (iii) quote the registration number and N.C.O code No. whenever he writes to the Exchange; (iv) hand it over to the employer when he is selected and appointed as a result of his submission by the Exchange and (v) return it to the Exchange in case he finds a job on his own or is no longer in need of employment assistance.



7.23 If an applicant reports loss or damage of his Identity Card while his registration is still valid, a duplicate Identity Card marked 'duplicate' at the top will be issued to him. An entry "duplicate Identity Card issued on ...(date)" should be made in the f.o.u. column of the Index Card.

### **Postal Registration**

7.24 The facility of postal registration may be made available to all categories of applicants. However, where there are specific reasons, the State Director of Employment shall have the discretion to restrict this facility at Employment Exchanges in the State. Instructions to this effect will be issued by the State Directors of Employment under intimation to the Directorate General of Employment and Training. The registration will be done on Cards X-1A, X-1B, X-1C and X-1 as may be appropriate in each case. On receipt of the postal request for registration, the Exchange should mail the Card X-1A, X-1B, X-1C or X-1 as appropriate, to the applicant with instructions to send back the filled-in card to the Employment Exchange. On receipt of the filled-in cards, the Employment Exchange will register the applicant the same day and post the Identity Card to the applicant under a covering letter. A running record of postal registration should be maintained.

### **Registration of Applicants Residing in Other Exchange Areas**

7.25 If an applicant residing in another Exchange area applies for registration by post, he will be advised to register himself at the Exchange serving the area in which he resides. If he calls at the Exchange personally, an appropriate Index Card will be completed without assigning a registration number and forwarded to the Exchange concerned which will then take normal registration action and issue the Identity Card under a covering letter to the applicant. However, if he is found suitable for a vacancy for which local applicants are not available or which requires spot submission, he may be registered and submitted. The Exchange, in whose area he resides, should be informed of the action taken provided he has been registered there.

### **Registration of an Applicant whose Registration is Transferred from another Exchange.**

7.26 When an applicant informs the Exchange that he is moving to another Exchange area his Index Card should be transferred to the Exchange serving his new place of residence under information to him. The Exchange receiving the Index Card thus transferred will register the applicant immediately on a new Index Card as a fresh registration. The year of original seniority should, however, be added at the end of the new registration, number as he will be eligible to carry with him his original seniority of registration and send him the new Identity Card by post. His Index Card should be filed in the appropriate section of the Live Register behind the cards of applicants registered at the Exchange on the date of his original registration ( i.e. the date from which seniority is to be reckoned ). The name of the Exchange from where the registration was transferred and the date of registration at the Exchange should also be endorsed in red ink at the top of the Index Card and the remarks column on the X-63 to facilitate filing as well as tracing the X-1. However, the State director may exercise his discretion in the matters of retention of original seniority depending upon the genuineness of a case, when an applicant seeks transfer of registration frequently.

It has been observed that the cards transferred to other States create problem to the employment officer particularly when the language used in the card is different than the used in the state in such cases while transferring registration card of an applicant to another state the

registration card should accompany another X-1 card with English translation in order to avoid language problem .

**NOTE:** Separate registers may be maintained in respect of (i) Index Cards received on transfer from other Exchanges and (ii) Index Cards transferred to other Employment Exchanges.

### **Live Register:**

7.27 Index Cards of applicants requiring employment assistance will be filed in cabinets according to the N.C.O. divisions, groups, families and occupations. Within each occupation, cards will be filed according to the registration number of applicants, each drawer of the cabinet should be labelled to show the N.C.O. Code Nos., of the cards filed inside. Within each drawer, Card Separators showing the N.C.O Nos. to which the cards relate will be used to facilitate location.

However, Index Cards in respect of Scheduled Caste ,Scheduled Tribe applicants will be filed first followed by OBC and the rest in each occupation. Index Cards may be filed District/Taluka/Tehsil-wise within each occupation, if such filing facilitates work.

7.28 The method of filing in the X Division may be decided in the context of local requirements and the size of the Live Register. For instance, the cards of graduates and post-graduates may be filed together or separately depending on the number involved. In bigger Exchanges, it may be necessary to arrange the cards of matriculates and/or graduates according to the division obtained by them whereas, in smaller Exchanges such sub division may not be necessary. The important point-to be noted is that the filling of Index Cards is only a means to an end. The filling has to be done in such a way that tracing of cards for selection and other purposes is made easy. It should only be safe-guarded that marginal changes are not made at random, but only in consultation, with the State Director.

7.29 (a) Whenever it becomes necessary to remove an Index Card for a period of time likely to be detrimental to the interests of an applicant a 'dummy card' on which has been entered essential information will be put in the place of the Index Card so removed. Only when essential a duplicate Index Card may be prepared instead of the dummy.

(b) Identification tabs of different colours-should be used to identify Index Cards on Live Register for particular purposes such as degrees of mobility, priority categories, etc. The use of such tabs should be restricted to those categories in respect of which the Director-General or State Director have given permission.

### **Repeat Registration**

7.30 When the same applicant applies for registration more than once in the same month (as may happen in case of casual workers), normal registration action will be taken but in order to have separate statistics of repeat registration, the words 'Repeat Regn.' will be entered in the 'remarks' column of the X-63. For statistical purposes, each of these repeat registrations will be counted once a month.

### **Addition of Qualifications/Experience**

7.31 After the registration , if an applicant requests for addition of qualifications or experience, it may be considered as a case of fresh registration, if there is a change in the recommended occupation because of addition of qualifications or experience.

### **Renewal of Registration**

7.32 (a) The renewal period will be of 3 years uniformly for all types of applicants. The registrants will be allowed to renew their registration (in person or by prepaid post) on any working day during the period of three months of registration namely the month in which renewal falls due and following two months.

**Restoration of old seniority in deserving cases :**

(b) The State Director may use their discretionary power in special cases provided they are fully satisfied that renewal could not be carried out by the registrants due to any of the following reasons . A- Illness ; B- Arrest under Preventive Detention Laws; C- National Calamities like earthquake, flood etc.; D- Armed conflict with a foreign country; E- Service internal disturbances necessitating imposition of curfew etc.

While granting restoration of old seniority in above cases the State Director could be required to record full reasons for the concession.

**Renewal Log Book**

7.33 A Log Book in the following form, shall be maintained at each Employment Exchange, separately for counter and for postal renewals;

**PROFORMA**

**Renewal Log Book**

<b><u>Date</u></b> :	<b><u>1. Employment Exchange</u></b>		
	<b><u>2. Initial of renewing official</u></b>		
Sl.No	Registrati on No.	Name of Applicant	NCO Code No.
(1)	(2)	(3)	(4)
Remarks			
Date of renewal of the registration card		Date of posting of renewal letter	
(5)		(6)	

\*Strike off which is not applicable

In the remarks column, in case of postal renewals, the date of posting of renewal replies shall be recorded; whereas in the case of counter renewals, the date on which the renewal entry has been made on the registration card shall be recorded.

**Lapsing of Index Cards**

7.34 The registration card should be reviewed for lapsing in the first week of the fourth month following the month of registration. For example, registration card prepared in the month of

January, will be removed from the Live Register in the first week of April. Such lapsed cards will be retained separately for two months. This will constitute the 'Dead Register'

7.35 An applicant who is placed as a result of earlier submission but whose Index Card is lapsed should be hypothetically registered on X-63 (without raising Index Card) for statistical purposes. In this way, the Live Register will be purged in the first week of every month. When an Index Card bearing an alternative occupation is removed from the Live Register, the dummy/secondary card also should be removed. The number of cards so lapsed will be entered in the Running Record. Index Cards of applicants to whom call letters have been issued should not be lapsed, even though due for lapsing till the response to the call letter is known.

7.36 Applicants who fail to report consecutively on two occasions against call letters by the Employment Exchanges or decline offer of submission three times without satisfactory reasons may be asked to explain the reasons of their non- response or refusal by issuing a show-cause notice to them (in X78B) which may be suitably amended. Reasonable time in the context of local conditions should be given to the applicants to explain their position to the satisfaction of the Employment Exchanges. The time limit for receipt of satisfactory reply or explanation will be decided by the State Directors of Employment, depending upon the local communication conditions prevailing in their States. If the explanation given by the applicant is not satisfactory or no reply is received within the time limit prescribed, the registration of the applicant may be lapsed.

7.37 In respect of applicants who after giving their willingness in writing to be submitted against a vacancy either do not report for interview to the employer or refuse offers of appointment made to them or decline submission against suitable vacancy stated as acceptable at the time of registration, the explanation of the applicants should be called on the form X-78 (suitably amended as occasion demands). The registration of the applicants should be cancelled only if no satisfactory reply is received within the time limit prescribed or explanation given by them is not considered satisfactory.

7.38 A remark to the effect that X-78 or X-78B has been issued to the applicant, should be made in the F.O.U. column of the Index Card of the applicant, giving the date of issue of the show-cause notice and the date when the reply is due. X-1 cards of the applicant to whom X-78/X-78B have been issued may be maintained separately on the Live Register and their names should not be submitted against any vacancy till a satisfactory reply is received from them.

### **Restoration of Old Seniority**

7.39 All cases of re-registration should be treated as 'Fresh Registration'. However, old seniority may be allowed in the following case:-

(i ) (a) Applicants discharged after being in short -term employment effected through the Employment Exchange (of less than six-month duration and two years in case of daily wage);

(b) Applicants discharged after more than six months employment placed through Employment Exchange, provided they are registered in same N.C.O.

The applicants will be required to produce certificate within 90 days from the date of discharge, to the Employment Officer, who after verification will allow original seniority provided an applicant has not resigned from his post.

(ii) An applicant whose Index Card is transferred from Exchange as per para 7.25.

(iii) Candidates who fail to take-up employment after selection through the Employment Exchanges-such cases may be decided by the State Director/Employment Officer with in a period of one year or by the dates of their next renewal, whichever is earlier.

### **Applicants Placed Against Casual/Short Term Vacancies**

7.40 If an applicant is placed against casual/short term vacancy, it should be shown as placed and his index card should be removed from the Live Register. A dummy card should be kept on the L.R. for submissions against regular vacancies. After the lapse of three years, the aforesaid dummy card should be removed from the L.R. In case the applicant is able to secure placement against a regular vacancy during the period of three years, he may be shown as 'brought on L.R. and placed.'

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## **CHAPTER VIII DOCUMENTATION OF VACANCIES**

### **Notification of Vacancies**

8.1 Establishments can be classified under two broad categories, namely, Act establishments and Non-Act establishments. Under the provisions of the Employment Exchanges(Compulsory Notification of Vacancies) Act 1959, all establishments in the public sector come within the purview of the Act whereas, in the private sector establishments where ordinarily 25 or more persons are employed alone come within the purview of Act. The Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959 provides that all Act establishments shall compulsorily notify all vacancies, excepting those specified in the Act, to Employment Exchanges before filling them up. Vacancies arising in establishments not coming within the purview of the Act and vacancies arising in the Act establishments but not covered by the Act will, however, be received at the Exchanges, when the employers notify them voluntarily. Vacancies covered by the E.Es.(C.N.V) Act, shall be notified to the appropriate Employment Exchanges in form and manner prescribed in the E.E-(C.N.V) Rules, 1960. Vacancies not coming under the purview of the Act may also be notified in the same form, or over telephone, or by personal contact. All vacancies, whether received from Act establishments or Non-Act establishments, by post, over telephone, or through personal contact should be dealt with by an officer who should personally make entries of N.C.O. (in item 5), job specifications (in item 7) and N. I. Cl. in an Order Card (X-2). All vacancies should be acknowledged on Form X-45. However, when employers notify vacancies in confidential letters, such vacancies should be acknowledged through confidential letters and not on form X-45. If any essential information in respect of the vacancy is missing, it should be obtained over telephone or by personal contact. In case it is not possible to obtain the information over telephone or by personal contact, the employer should be requested on form X-45 to furnish it. All vacancies notified to the Employment Exchanges by establishments, irrespective of whether they come within the purview of the Act or not, should be recorded in the Vacancy Order Register (X-64).

#### **Receipt of Vacancies coming under the purview of the Act.**

8.2 Vacancies, notified by Act establishments against which employers have definitely indicated that no submission action is required by the Exchange, should be entered in X-64, in red ink. No serial number should be allocated in X-64, and no Order Card opened in respect of these vacancies. The copy of the notification or the letter should be filed in a folder (flat file) in chronological order. It is not, however, necessary to maintain separate folders in respect of each employer; only one folder need be maintained to keep copies of all such notifications for which Order Cards are not opened in respect of these vacancies.

8.3 All vacancies of scientific and technical nature carrying a basic pay of Rs.1400 (pre- revised) or more per month occurring in establishments in respect of which Central Govt. is the appropriate Government, are to be notified to the Central Employment Exchange under the provisions of the E. Es (C.N.V) Act, 1959 and the Rules framed thereunder. However, such employers should endorse a copy of notification to the local Employment Exchange so that in urgent cases necessary submission action can be taken forthwith by the local Exchange. If such vacancies are notified to the local Exchange direct without any intimation to the Central Employment Exchange, it should be transmitted immediately to the Central Employment Exchange under intimation to the employer.

8.4 If while notifying vacancies any employer wishes to have them circulated to other Exchanges in the State, necessary action should be taken promptly. The vacancies which an employer desires to be circulated to Exchanges outside the State are required to be notified to the Central Employment Exchange under the provisions of EEs (CNV) Act and Rules framed thereunder. If such vacancy is received by an Employment Exchange, it should be transmitted to the Central Employment Exchange, under intimation to the Employer drawing his attention to Rule 3(b) of the Act.

### **Receipt of vacancies outside the Purview of the Act**

8.5 Vacancies which do not come within the purview of the Act, when notified to the Exchange, should be recorded in the same vacancy Order Register (X-64) and Order Cards raised. Letters or other communications notifying vacancies received from employers should be filed inside the Order Card.

### **Scrutiny of Vacancies**

8.6 Vacancies for women as also those for which cash security is required should be carefully scrutinized, particularly if they are notified by an employer who is not known to the Exchange. In such cases, action to submit applicants should be taken only after ascertaining the bonafides of the employer. If, despite these precautionary measures, an employer succeeds in defrauding applicants, and if it is considered necessary to circulate details regarding him and his mode of operation for the benefit of other Exchanges, full details should be forwarded immediately to the State Directors for orders.

### **Directions for Completing Order Cards**

8.7 When vacancies are notified they should be immediately recorded on Order Cards (X-2), a separate card being prepared for each occupation. If some of the vacancies in a trade/occupation notified by a Government employer are reserved for Scheduled Castes/ Scheduled Tribes/ O.B.C./Physically Handicapped, separate Order Cards should be opened in respect of the vacancies reserved for Scheduled Caste/Scheduled Tribes/ O.B.C./ Physically Handicapped and unreserved vacancies. The details of vacancies should be transcribed fully and the copy of the notification received from the employer tagged and filed with all other relevant papers (serially numbered in ink, in chronological order) in the Order Card, after endorsing the order number. If any of these papers is removed at any time, a slip should be inserted in its place indicating the purpose for which it is removed and its present location. If vacancies belonging to more than one occupation are notified by an employer in one letter or form, the letter/form should be filed inside any one of the Order Cards, a reference to the Order Number and Occupational Code Number of that card being made on other Order Cards. In Employment Exchanges where there are more than one submission section, the section receiving the letter/form should prepare the Order Cards necessary and pass them on to the sections concerned.

NOTE- (1) If the correspondence with an employer is so bulky that it cannot be filed easily inside the Order Card (X-2), a portion of it may be filed in another X-2 which should be tagged to the original X-2 and Order No. noted on the second X-2.

(2) It frequently happens that after all action has been completed on an order and the Order Card has been transferred to the Dead Order Register, an employer engages a few more persons from amongst those submitted. When proof in respect of such additional placings is received, a fresh Order Card should be raised, with order number and entries made in the Vacancy Order Register. A cross reference to the old Order Card should be made both on the fresh Order Card and against the entries in the Vacancy Order Register.

8.8 To facilitate completion of Order Card (X-2) , some of the important items on it are explained below:

Item 2 (How notified) - State if notified personally, over telephone, by letter, etc., and in the later case give reference number and date of the communication. The date and time of receipt of the demand should be entered in every case. All vacancies, irrespective of the method of notification should within one working day, be formally acknowledged on X-45 and the date of acknowledgement entered. Wherever possible, information with regard to the date on which applicants will be submitted to the employer may be indicated on the X-45. If information regarding one or two items is found missing in the notification received from the employer, the employer may on the form X-45 itself be requested to furnish it. If suitable applicants are not available on the Live Register, and if it is known from experience that suitable applicants are not likely to be available in the Exchange area, and if the employer has not been asked personally whether he wishes the vacancy to be given circulation, he should be requested in writing to do so.

Item 3(Type of vacancy): In the case of Government Vacancies the entry "CG" or "SG" or "Q.G." (S) as appropriate should be made. In the case of vacancies notified by Local Bodies such as District Boards, Zilla Parishad, Municipalities, etc. the entry 'Local Body' should be made. An entry to indicate 'Act' or 'Non-Act' may be made in the case of vacancies notified by private sector employers.

Item 4(Number of Vacancies):- If the number of vacancies has not been specified, and if it is considered that submission action should not be postponed until the receipt of this information from the employer, the item 'Notified' should be temporarily left blank. In cases where employer desires that all suitable applicants should be submitted to him as and when they become available, the entry 'open' should be made against the item 'notified'. For statistical purposes, the number of vacancies notified should in such cases be the same as the number of vacancies filled during the month.

Item 5(N.C.O. Code No.) - The NCO code number appropriate to the vacancy should be determined carefully with reference to the 'National Classification of Occupations' and recorded.

Item 6(Tele No.): - In all cases where this information is available, the telephone number of the employer should be recorded to facilitate follow-up.

Item 7(Type of workers required) Full and precise details of the type of workers required including essential and desirable/preferential qualifications and experience that they should possess, and age limit should be recorded.

Item 8(Name and Designation) The date and time of interview, and the name and designation of the person to whom applicants should report for interview, should be entered.

Item 10(Duration of Job):- As far as possible, the period for which the job may last should be recorded.



Item 11(Rate of Pay) General terms like "normal rates of pay" , "according to qualifications". etc. should be avoided , especially in respect of vacancies from private sector employers . In case where the employer does not specify the rate of pay but states that it will be fixed according to the qualifications and experience of the applicants, he should be persuaded to state the minimum and the maximum pay that the applicant might expect. It should be impressed on him that the information is essential to enable the Exchange to recommend suitable candidates, since applicants would naturally wish to have some idea of the rate of pay offered, before they express their willingness to be considered for the vacancy. Information relating to 'Dearness Allowances' and other allowances admissible should also be clearly recorded. This information should be obtained from employers in cases where it has not already been supplied while notifying the vacancy. Entries like 'Dearness Allowance as admissible' or 'allowances as usual' should be avoided even in respect of vacancies from Government employers.

Item 13 (Follow -up) - The date of issue of X-42, X-43, X-59, X-68 etc. and details of contacts made with the employer in connection with the filling up of the vacancy should be entered.

Item 19 (Category): The category namely, SC, ST, OBC, X-S, P.H etc. to which applicant belongs should be entered.

Item 20 (Date and method of submission) The method of submission e.g. X-58 and the date of submission should be entered. In case of bulk submissions, the total number submitted category wise and the date of submission should be recorded.

Item 22 (Statistical extraction)- This column should be used to indicate that relevant statistics have been extracted.

#### Form X-2A

8.9 This form should be used for recording the registration numbers of applicants to whom X-42 have been issued and the scheme of submission and also for recording any information for which space is not sufficient on X-2.

#### Vacancies Carrying Sub-standard Wages

8.10 On receipt of a vacancy, the E.O should pay particular attention to the wage/salary offered. Where past experience has shown that the wage/salary offered will not attract the right type of persons and when it is believed that the efforts of the Exchange is likely to be wasted in trying to obtain workers, the employer is not prepared to revise the wage rate, the Exchange should tactfully express its inability to obtain suitable workers on the wages offered and should not raise an Order Card in respect of such a vacancy.

8.11 As regards occupations in respect of which minimum wages have been fixed under the Minimum Wages Act, 1948 as amended from time to time, vacancies which violate the provisions of the Act should not be accepted, and no submission action taken against them. The position should be explained to the employer.

8.12 In order to enable Exchanges to comply with instructions given in para 8.11 above, it is necessary that they should be familiar with the occupations and the minimum wages laid down for each under the Minimum Wages Act. State Directors should obtain up-to-date information in this respect and supply it to all Exchanges. All staff responsible for vacancy work at Exchanges should have this information easily accessible to them.

8.13 If copies of advertisements are simply endorsed to Employment Exchanges by establishments coming within the purview of the Employment Exchanges (C.N.V) Act, 1959 without giving all the particulars required under Rule 4 of the E.Es, (C.N.V) Rules 1960, it should be pointed out to them that they have not complied with the provisions of the Law in this regard. The employers should be advised to notify the vacancies as prescribed under the E.Es (C.N.V) Rules 1960.

8.14 In respect of copies of advertisements received from employers outside the purview of the Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959, Employment Officers should follow instructions issued by their State Directors.

Vacancies not Appropriate to the Exchange

8.15 When a vacancy is notified, which is not appropriate to the Exchange, it should be transferred to the Vacancy Exchange under intimation to the employer.

8.16 The Act employers are required to notify the vacancy to the local Employment Exchange. In case the work place of the vacancy is different from the place of establishment and falls outside the jurisdiction of the recipient Exchange, the vacancy should be passed on to the appropriate Exchange under intimation to the Employer.

8.17 If, however, the vacancy is an urgent one, or if the employer particularly desires to select workers from the area of the Exchange first approached, (even though it is not the Vacancy Exchange) normal submission action should be taken. In such a case an Order Card should be prepared without allocating an Order number to it and full details forwarded to the Vacancy Exchange which should be told why submission were made. Details of placing should be communicated to the Vacancy Exchange in due course. The dates on which the action described above was taken should be recorded in the 'follow-up' column of the Order Card. The placing effected should be accounted for as I.O.A placing.

8.18 The Vacancy Exchange should, on receipt of details of the vacancy described in above para, prepare an Order Card in the normal way. When information relating to the placing is received, necessary entries should be made on the Order Card. The V.E. should account for the vacancy notified and filled in its statistical returns.

Vacancies Requiring Submission by a Number of Exchanges.

8.19 If an employer, while notifying a demand, calls for applicants conversant with a variety of languages, or desires the distribution of vacancies among more than one geographical area making a reference to other Exchanges necessary (other than the vacancies falling under Rule 3(b) of EE(CNV) Rules, 1960, in which case the vacancies are required to be notified to the Central Employment Exchange), the Vacancy Exchange should arrange for adequate submissions from appropriate Exchanges. Apart from this, there may be employers whose jurisdiction extends to more than one Exchange area but who notify vacancies only to one of the Exchanges without indicating whether they desire submissions from other Exchanges. In such cases, the Vacancy Exchange should ascertain from the employers if candidates from other Exchange areas, as well are required for their consideration. Such action to consult the employers need, however, be taken only in appropriate cases where the Vacancy Exchange feels from its knowledge of the employers

that they may desire selection from a wider area. The purpose of such consultation with employers even in cases where they have not specifically indicated the desire for wider circulation of the vacancies is to enable them to get a wider choice of applicants and simultaneously to ensure that the employment opportunities are made available to applicants residing in different Exchange areas. However, if the vacancies fall under Rule 3(b) of EE(CNV) Rules, 1960, the same may be transferred to the CEE under advice to the employer. While giving circulation to such vacancies, correct and complete details should be supplied to the Exchanges concerned. The Vacancy Exchange should also indicate, keeping in view the wishes of the employer, whether the submissions should be routed through it or made direct to the employer. Normally, the practice of making submissions through the V.E. should be encouraged since that would not only help the V.E. in comparing the relative suitability of applicants submitted, but will also act as a counter-check to the diverse standards that might have been applied by different Applicant Exchanges.

#### Vacancies to be filled at a Later Date

8.20 When an employer notified vacancies, but states that submission action need not be taken by the Exchange till some future date, the vacancies should not be regarded as having been notified, but only as advance intimation relating to vacancies. Order Cards should, however, for follow-up purposes be prepared; but the vacancies should not be entered in the Vacancy Order Register until submission action becomes necessary.

Vacancies Requiring Attention by more than one Section

8.21 If the work in the Exchange has been sectionalised on a vertical basis, and if it is considered desirable that submissions should be made against a particular vacancy by more than one section; the vacancy should be recorded by only one section as decided by the Employment Officer-in-charge of the Exchange. This section should be responsible for bringing the vacancy to the notice of all other sections concerned, for the maintenance of the Order Card and for all communications with the employer regarding submissions, follow-up etc. This section should also be responsible for including the vacancy in the statistical returns relating to vacancies notified, filled, cancelled, etc. It should be noted, however, the section, which submits applicants, should be responsible for recording statistics of submissions and placing.

Vacancies In Respect Of Which The Employer Desires That Preferential Treatment Be Accorded To A Nominated Applicant Or Group Of Applicants.

8.22 If in respect of vacancy in a Government Establishment or a Quasi- Government Institution of a Local Body, the employer desires preferential treatment to be accorded to a particular applicant or group(s) of applicants on grounds of religion race, caste, sex, descent, place of birth or residence, the employment exchange should advise the employer, either verbally or by addressing him in form X-52 that such preferential treatment would be ultravires of Articles 16(2) of the Constitution.

Note- Action as laid down above should not, of course, be taken when vacancies which are reserved are notified in accordance with the provisions of the Constitution, for Scheduled Castes, Scheduled Tribes, Other Backward Class applicants, Ex-servicemen or any other category of applicants so stipulated.

#### Vacancy Order Register

8.23 All vacancies notified to the Exchange should, immediately after receipt, be entered in the vacancy Order Register (X-64). The Order Cards when raised should be numbered serially, a new

series being commenced every Calendar Year. The serial number in the Vacancy Order Register should correspond with the Order Number on the Order Card . At the end of each day, a line should be drawn across the register and on the following morning the date should be written in larger letters across the whole page, in red ink.

Order Cards Relating to Training Admission

8.24(a) 'Placing as defined in Chapter II of the Manual includes acceptance by employers of applicants submitted by Exchanges for training apprentices with the object of their becoming paid employees on completion of their training/apprenticeship.

### **Apprenticeship**

(b) In the case of training admissions where employment is guaranteed on completion of training which amount to placings as mentioned above, Order Cards should be opened in the normal manner with the endorsement 'Training' at the top for purposes of identification; for the purpose of statistical accounting the number of such placings should be regarded as the number of vacancies notified.

(c) In the case of training admissions which do not amount to placings (because they may not necessarily culminate into the trainees being absorbed as paid employees on completion of training/apprenticeship), these should not be entered in the Vacancy Order Register(X-64). However, the details may be recorded on Order Card(X-2) for purposes of submission , follow-up etc. Such Order cards pertaining to training admissions should be kept separately. Particulars of such training admissions should be maintained in the Training Admission Register on form V.G.-67.

(d) A brief summary of the efforts made by the exchange for admitting applicants to training courses apprenticeships during the month should be given in the Monthly Narrative Report.

### Filing in the Live Order Register

8.25 Order Cards in respect of vacancies which are unfilled should be filed in cabinet. Each cabinet and its drawers labelled to indicate the contents. They should be filed in the Live Order Register according to the N.C.O Divisions, Groups, families and Occupations. Cards within each occupation should be filed alphabetically according to the name of employers. Within each of the drawers, Card separators slightly bigger than the Order Cards should be provided to mark subdivisions.

### Review of the Live Order Register

8.26 The Live Order Register should be examined daily by the Officer concerned so that no order card remains unattended and rapid follow-up is assured. If a card has remained on the Live Register for more than three months, and it has not been possible to make submission even after wider circulation (in relevant cases), the Exchange should advise the employer(by personal contact, if possible, or by sending a typed letter in form X-68) of the position. The date of the contact and the reply received or the date of issue of X-68, as the case may be , should be entered on the Order Card in the 'follow-up' column.

### Exhibition of Vacancies

8.27 All vacancies received in an Employment Exchange in respect of which submission have not been made should be exhibited on a special " Vacancy Board". In respect of vacancies pertaining to shortage occupations, applicants should be advised to see the Employment Officer. In case of all other vacancies, the scheme of submission should be indicated. Details of vacancies for which suitable applicants are not available on the Live Register may also, (in addition to exhibition in the Exchange premises) be publicized on covered notice boards in public places such as Public Libraries , Community Centres, Cinema Houses, Railway Stations, etc. with a view to attract suitable applicants to the Exchange.

8.28 While exhibiting the vacancies the number(if any) reserved from Scheduled Castes, Scheduled Tribes, Other Backward Classes and Ex-Servicemen should be indicated in every case. The last date for applying for particular vacancies should be clearly indicated against each. The format for displaying the vacancies is at Appendix I(4), NESM Vol.II.

#### Advertisement of Vacancies

8.29 As a general rule, Exchanges should not resort to advertisement in the Press for specified vacancies notified to them. An advertisement may, however, be issued if it is of a general nature designed to invite suitable applicants to register at the Exchange in occupations in which there is a persistent shortage. In this case, detailed proposals should be forwarded to the State Director who will arrange for the issue of the advertisement.

<p style="text-align: center;"><b>CHAPTER IX</b> <b>SUBMISSION OF APPLICANTS</b></p>
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**Selection of Applicants**

9.1 Selection should be made by an Officer after he has personally examined the appropriate section(s) of the Live Register. This task should not be entrusted to non-gazetted members of the staff, except in the case of an Exchange or Sub-Office where a gazetted Officer has not been posted or the Gazetted Officer(s) in post is absent on leave or away on duty for more than 48 hours. In order that this responsibility is discharged effectively, the Live Register should be located within sight of the selection officer to enable him to supervise, examine and use it personally. Clerks should not be required to take out Index Cards even for the purpose of preliminary selection. Regular and systematic check should be made to ensure that the Live Register is comprehensive.

9.2 Prompt action against vacancies notified by employers is of vital importance to Employment Exchange work. Suitable applicants should be made available to the employing authority within seven days from the date of receipt of notification. If for some reason or other the Exchange is unable to sponsor candidates within the prescribed time limit, the employer should be advised of the action taken in this behalf at the earliest opportunity. The date on which the employer is so advised should be noted in the 'follow-up' column of the Order Card. Non-availability certificate should be promptly issued, when applicants are not available or are not likely to be available in the immediate future.

9.3 Within the limitations prescribed by the employer, the basis of selection for submission should be merit and suitability of applicants. The scheme of selection for submission should be drawn up in consultation with the employer, in case there is any doubt regarding his requirements. No distinction should be made between employed and unemployed persons while making selection of applicants.

9.4 At the time of selection, the priorities laid down by the Department of Personnel in respect of Central Government vacancies and other special orders affecting submissions issued by the Central or State Government from time-to-time should be taken into consideration.

Note- The priorities prescribed by the Government of India or State Government are to be observed only in respect of submissions against Central Government, State Government vacancies. Against other types of vacancies, applicants belonging to priority categories will be considered on the basis of their suitability vis-à-vis other applicants on the Live Register.

9.5 If there are more applicants on the Live Register than required for submission to the employer, and all of them are equally suitable for the vacancy, selection should be based on the seniority of registration of the applicants.

9.6 No distinction should be made between applicants whose age has been verified against documents evidence and those whose age has not been so verified, even for vacancies in respect of which the employer has prescribed age limits.

9.7 Certificates from previous employers should be taken into consideration and preference should be given to those applicants whose record of employment is supported by satisfactory and credible evidence.

9.8 While making selection, due consideration should be given to those applicants in respect of whom alternative occupation has been recorded. If adequate number of suitable applicants are not available in the occupational group concerned, consideration should be given to applicants who are registered in allied occupations in which suitable candidates are likely to be available.

9.9 The particulars of applicants who prima facie satisfy the requirements of the employer should be subjected to a very close examination for final selection.

9.10 In all cases, the registration number of the applicants finally selected should be entered on X-2A by the officer concerned over his dated initials. A note indicating the basis or the scheme of selection adopted for the demand e.g. "all matriculates and above with a typing speed of at least 40 words per minute considered", "all graduates in Mathematics/Statistics with minimum experience of one year in collection and compilation of statistical data considered", "all registrants under N.C.O Code Nos-----considered" etc. should also be entered on the X-2A and initialed in the same manner.

9.11 If applicants who fully satisfy the requirements of the employer are not available, and permission for vacancy clearing has not been given or clearing has not proved or is not likely to prove successful, applicants with lesser qualifications may be submitted in consultation with the employer, wherever possible. In any case, the employer will be informed that lesser qualified applicants have been submitted only because fully qualified applicants were not available. Simultaneously, the employer may be informed that if the applicants are not found suitable, he may fill up the vacancy direct.

### **Selection for submission-Guidance Points**

9.12 For submission purposes, annual list of candidates will be prepared. This list will contain the following items:-

1. Serial Number
2. Registration Number and NCO Code            number
3. Date of Registration
4. Name and address
5. Date of Birth
6. Educational qualifications
7. Experience
8. Remarks

The following points may be kept in view while preparing the annual list:-

(i) The 'Annual List' will be prepared in respect of all those occupations for which vacancies were notified to the Employment Exchange during the past two years.

- (ii) The annual list should be prepared in advance so that it could be finalized before start of the year. The two previous years should be taken from October to September, for example for the list for 2001 the two previous years will be 1 October 1998 to 30<sup>th</sup> September 1999 and 1 October 1999 to 30<sup>th</sup> September 2000.
- (iii) The number of candidates in the annual list for a particular occupation should be 20 times the average number of vacancies received in the past two years. The number should be further inflated by 10 per cent to allow the additional demands. However, size of the list is left to the discretion of the State Directors of Employment, who will issue necessary instructions to Employment Exchanges in their States.
- (iv) The provisional list so drawn may be given wide publicity through local leading Newspapers and displaying it on the Notice Board in the Employment Exchange premises to enable the candidates to point out omissions, if any within a period of 30 days. For giving publicity to the 'Annual List' information about the dates of seniority up to which the candidates are covered in the list in different occupations and not the entire list will be published through newspapers.
- (v) The final list may be displayed in the Employment Exchange and one copy may be kept in the safe custody of the Employment Officer In-charge of vacancy work.
- (vi) The annual list so drawn will be valid for one calendar year. No changes in the annual list should be made until the end of the year.
- (vii) The leftover in the annual list, i.e. those who could not be submitted or placed, may be included in the next year's annual list.
- (viii) Registration cards received on transfer from one Employment Exchange to another, shall be given due seniority for inclusion of their names, in the select list even after the same has been prepared.
- (ix) Submission should be made in order of seniority from the select list.
- (x) The submission against private-sector vacancies should be made out of the annual list without observing seniority. In other words, the private-sector employers may be given freedom to select anyone from the annual list for interview/selection. Similarly employers in public sector may also have freedom to select applicants from the annual list. However, they will have to lay down a scheme of selection in consultation with employment Officer, before selecting applicants.
- (xi) In case of shortage categories, or where the number of candidates on the Select List are relatively smaller, submission from the Live register can be resorted to. It should be ensured that all the cards are available on the Live Register while making submissions.
- (xii) Every candidate on the Select List should be given three chances of submission against public sector vacancies of regular/long term nature(i.e. Government/Quasi Government including local bodies organizations). There should be a gap of one month between two submissions. However, where there is evidence to show that the submission made earlier, has not been



entertained by the employer, for whatever reason or the applicant has not been selected, submission before one month can also be made.

(xiii) After a candidate has been given 3 chances of submission as referred to above his name should be kept dormant for six months. The period of dormancy after submission of candidates three times against public sector vacancies of regular/long term nature may be decided by the State Director of Employment keeping in view the size of Live Register and other local conditions.

(xiv) The card of the candidate kept dormant, shall be suitably identified, by a tab indicating on it the date of his last submission.

(xv) For private sector vacancies and specific short-term, leave arrangement/casual/daily wages vacancies in the Public Sector, restrictions for submission in the scheme of rotation will not apply. In other words, such vacancies will not be counted for this purpose.

(xvi) If the name of a candidate has been kept dormant, he will continue to be submitted against private sector vacancies, as for this sector, it is more a question of job development and winning their confidence for better utilization of employment exchanges.

(xvii) If a particular card is lapsed/cancelled/placed, entry to this effect will also be made against the concerned registration number.

9.13 In the case of occupations in which Annual List was not prepared, submission should be made from the Live Register after preparing the 'Scheme of Selection.' It will normally involve the following steps:-

- (a) Firstly, determine what to look for in an applicant i.e. decide the essential requirements the applicant must meet.
- (b) Thereafter, decide whether the applicant possesses the performance requirements prescribed by the employer; that is to say, whether the applicant can perform the job satisfactorily without regard to other specifications the employer may have laid down as pre-requisite to engagement.
- (c) Then determine whether the applicant fulfils the employer's hiring requirements in order to be acceptable to him. In addition to performance requirements, employers usually lay down certain other requirements, e.g. evidence of occupational qualifications such as training and experience; the requirements based on policy or practice which may not necessarily relate to performance; qualifications such as age, sex personal traits, ownership of tools etc.
- (d) In the selection process, relative importance of various requirements prescribed by the employer as also the limitations, if any, imposed by him have to be taken into consideration.
- (e) Before an applicant is selected for submission, determine whether the job is such as will utilise the skill, knowledge and ability of the applicant to the maximum, and whether inducements to employment such as wages, working conditions, duration of employment etc. will be acceptable to him.
- (f) The last stage in the selection process should be comparison of relative qualifications of applicants for selection. Applicants who fail to meet the essential qualifications and requirements of the demand, point by point, should be eliminated. Selection from amongst

those whose relative suitability is equal would be made on the basis of seniority of registration.

### **Selection of Applicants-Display of scheme of Selection**

9.14 In addition to the 'Annual List' selection should also be displayed on a notice board at a prominent place in the Exchange. The following procedure will be followed in preparing and displaying the scheme of selection.

(i) The scheme of selection should be laid down by the selection officer himself in the prescribed Proforma {(see Volume II Appendix I (5))} and should agree with the scheme recorded on X-2A. It will be prepared, in duplicate, either by typing or written in hand using carbon papers, the original being displayed on the notice board and the duplicate retained in a folder arranged in chronological order. The folder should be kept in the custody of the selection Officer himself.

(ii) The scheme of selection should be given in such details as to enable the applicants to understand clearly the type of applicants who have been considered for submission against the vacancy. The scheme should clearly indicate the basis on which selection has been made i.e. whether it is on the basis of the level of education, length of experience, seniority of registration or reservation in respect of Ex-servicemen or Scheduled Caste or Scheduled Tribe or OBC applicants etc. The Candidates who are not considered against the vacancy should thus be in a position to appreciate the reasons why they have not been considered against the vacancy.

(iii) If any employer subsequently modifies the qualifications or terms and conditions of service necessitating alternations or changes in the scheme of selection , they should also be displayed on the notice board.

(iv) Representations received from applicants, to the effect that they are eligible for submission on the basis of the scheme displayed on the notice board, should be carefully examined by the Employment officer himself. If the claim is justified , the applicant(s) should be considered for submission. Special care should be taken to ensure that applicants falling within the purview of the scheme of selection are not omitted from submission.

(v) When the date of submission in respect of a particular vacancy is over, the scheme of selection should be removed from the notice board.

(vi) Whenever an employer requires urgent submission against a vacancy, and the time is too short for displaying the scheme of selection, it need not be displayed but the reason for not displaying should invariably be recorded on X-2A.

### **Seniority of Registration**

9.15 The following aspects may be kept in view while making selection of applicants for submission to employers against notified vacancies:-

#### **A. Public Sector**

(i) Submission may be made in accordance with the minimum educational qualifications as prescribed by employer in his vacancy notification. Applicants having higher qualifications may also be considered on the basis of common seniority of registration.

(ii) If the number of applicants on the Live Register conforming to the minimum qualifications prescribed by the employer is larger than the required number to be sponsored, the required number may be identified on the basis of seniority of registration.

(iii) In case the employer has prescribed desirable qualifications for the post and has indicated clear preference for applicants possessing higher qualifications or experience of a particular type, only such applicants who possess the desirable qualifications and experience should be sponsored as long as such persons are available on the Live Register, subject to the fulfillment of ratio of submission.

### B. Private Sector

In the case of Submission against vacancies notified by private employers there should be considerable flexibility in the referral policy so that the candidates sponsored not only meet the specific requirements indicated in the requisition but are also readily acceptable to the employers. Efforts should be that the private employers feel reassured that they can get through the Employment Exchanges the same type of candidates what they would have got through the open advertisements.

### Number of submissions

9.16 On receipt of demands, a candidate should be submitted from the annual list strictly in order of seniority in the ratio of 1:20 in case of public sector vacancies. The State Directors may, however, have the discretion to raise this ratio in case it is considered necessary, in case the local conditions so demand. However, in each case, a scheme of selection should be prepared on the basis of prescribed qualifications, experience, age, etc. and the applicant selected in order of seniority from the annual list fulfilling the criteria in the scheme of selection.

### Submission by Rotation

9.17 The candidate submitted thrice may be kept in dormancy for a period of six months and should not be considered for submission during this period. A notice to this effect should be displayed at a prominent place in the Exchange premises for information of the candidates. Depending upon the Live Register & other local conditions, the period of dormancy can altered by the State Director of Employment.

### Spot Submissions

9.18 If an employer decides immediate submissions, every effort will be made to persuade him to allow sufficient time for the assembly of the best available candidates. If however, for valid reasons there is no time to call applicants from the Live Register and submit them to the employer or the number of called applicants available on the date of submission is insufficient, suitable applicant present in the Exchange premises may be submitted. If the number of applicants present

in the Exchange premises is more than the number required, further selection from amongst them will be made in accordance with the guidance points outlined above. Such spot submissions should, however, be made only under the written orders of the senior most officer in post on that day and full justification for doing so should be recorded on X-2A.

### **Recruitment Drives**

9.19 If adequate number of suitable applicants is not available on the Live Register for submission against a particular demand, it may be publicized to attract suitable applicants. The help of training Institutions, workers organizations, professional organizations, employers civic and social service organizations may be sought for this purpose. After obtaining the approval of the State Director a mobile unit may be sent out for conducting recruitment drive particularly in cases of bulk demands to collect the type of applicants required by the employer.

9.20 A separate Record of Registrations should be maintained in respect of registrations done during recruitment drives. The registration numbers of applicants registered during such drives should be prefixed with the letter 'M'. The Index Cards should be filed on the Live Register according to registration numbers behind the cards of applicants registered in the Exchange on that day.

### **Pre-Submission Interviews**

9.21 Applicants who are selected for submission should as a rule, and when time permits be called by means of X-43 for an interview at the Exchange, before they are sent to the employer. The number of applicants to whom call letters are to be issued will be determined, after allowing sufficient margin for the expected lack of response. The call letters will be issued sufficiently in advance to give applicants time to respond. Before dispatch, the registration number and N.C.O No. of the applicant, order number and N.C.O. Code no. of the vacancy and brief details pertaining to the vacancy will be recorded on the X-43. The date of issue of the X-43, order number of the vacancy etc. should be noted in the F.O.U. on the back of the Index Cards . Similarly, the date of issue and number of applicants to whom X-43(s) have been issued will be entered in the follow up item of the Order Card.

9.22 A tick mark in ink on X-2A against registration numbers of applicants who report to the exchange in response to the call letters. An entry F.T.R(failed to report) should be made in the F.O.U of Index Card of applicants who did not respond. Index Cards of those who do not respond on two occasions will be lapsed unless they give an explanation for their failure to the satisfaction of the Employment Officer. The time-limit for receipt of the explanation will be decided by the State-Director.

9.23 At this stage, the applicants should be given sufficient information about the vacancy such as place of work, nature of duties, promotional prospects, recruitment practices etc. The applicants should also be briefed about the manner in which they should conduct themselves at the interview with the employer, in order to increase their chances of selection for appointment..

9.24 Applicants who agree to be considered against the vacancy and found suitable in all respects should be submitted to the employer. Where the Employment Officer considers it necessary, the consent of the applicants may be obtained in writing and filed in the Order Card along with the X-43. In respect of applicants who report in response to X-43 . But who are not selected for

submission, an entry R.N.S. (reported but not submitted) or R.D.O (reported but declined the offer) as appropriate will be made in the appropriate column of the Index Card. The registration of an applicant who decline the offer or submission on three occasions should be lapsed, where the Employment Officer is convinced that the reasons offered by him are not satisfactory. This step should, however, be taken after careful consideration of each case on merits and under written orders of the senior most officer in post. The applicant may appeal to the State Director who may exercise his discretion after considering the merits of each case. Applicants who agree to be submitted should be told in advance that their registrations are likely to be cancelled if they subsequently fail to report to the employer for interview or decline the offer of appointment.

9.25 A list of applicants who are being submitted on X-83 in triplicate, under cover of X-82 should be delivered to the employer by hand. . It should be ensured that the list forwarded to the employer is serially numbered and signed by the Employment Officer, on each page to avoid addition of any name in the list.

To provide safeguard against bogus list of submission, one of the three copies submitted to the employer duly signed by him should be collected by the Employment Exchange as per cover note X-82. Similarly, this procedure should be followed for submission made under cover X-80.

### **Adverse Reports when Making Submissions**

9.26 Selection and submission of applicants should not be influenced mainly by the opinion expressed by previous employers regarding their character and antecedents. However, if an applicant with an adverse report on his character is submitted and if it is felt that the employer has to be made aware of this fact, the information may be communicated to him confidentially. However applicants who are unsuitable for, or who are debarred from Government service should not only be refused submission against Government vacancies, but when submitting them to private employers be informed of their antecedents, if considered desirable.

### **Postal Submission**

9.27 Postal submission should be made only when it is absolutely essential to do so. If it is decided to submit applicants without calling them to the Exchange and if time permits, X-42, will be issued after deleting the opening sentence on the reverse side of the form which reads as "your particulars have been forwarded to the employer." It should be remembered that in completing item 3 (place of work) of X-42, the area of locality in which the work-site is located alone is to be specified and not the actual address of the employer. If a favourable reply to X-42 is received, the particulars of the applicants should be submitted to the employer as per procedure laid down in para 9.25 and the applicant is directed to report for interview on X-46 on appointed date & time. The entry "X-46.....(date) " will be made on X-1. A similar entry will be made in X-2 against the name of the applicant. In cases where due to shortage of time submissions are made without taking the prior consent of the applicant, the employer will be apprised of the position.

### **Preliminary Selection by Employers-issue of lists.**

9.28 When an employer desires to make a preliminary selection on the basis of lists before applicants are personally invited for interview, and if he desires that particulars of suitable applicants be supplied to him, the request will be acceded to, provided the vacancy is expected to arise in the near future. In such circumstances, a list containing full particulars of suitable applicants will be forwarded under cover of X-58. Normally, prior consent of applicants should be obtained before forwarding the list. However, if it is not possible to obtain prior consent of the applicants due to paucity of time, the particulars of the applicants may be forwarded to the employer without their prior consent. The applicants should, however, be advised on X-42 that

their particulars have been forwarded. An entry 'X-42' will be made in the F.O.U column of X-1. If in reply to X-42 an applicant indicates his unwillingness to be considered against the vacancy, the employer should be informed accordingly.

9.29 In preparing lists of applicants to be forwarded to employers as above, care should be taken to include all relevant particulars of the applicants with special reference to the conditions, qualifications etc. prescribed by the employer. Special qualifications of applicants, though apparently not quite relevant, should be included if it is felt that this would enhance their chances of getting selected. Particulars of applicants should be presented in such a manner that the employer can at a glance obtain a comparative picture of the applicants, making his preliminary selection an easy task.

9.30 In case, on receipt of X-58, the employer desires to interview the applicants, they will be directed to the employer on the specified date and time.

*Submission of Applicants for Formation and Maintenance of Waiting Lists.*

9.31 Employers should ordinarily be discouraged from maintaining waiting lists, as such lists cannot generally be kept up-to-date. However, in the case of employers located at a reasonable distance from the Exchange, and in cases where due to the casual or sudden nature of the demand it is not possible to notify every time a vacancy occurs and recruit through the Exchange, use of waiting lists is permissible. It should be ensured that the waiting list or panel (a copy of which should be supplied to the Exchange by the employer), contains only the names of applicants submitted by the Exchange, and that the list remains valid and operative for a maximum period of six months from the date on which it is drawn. The employer will be requested to inform the Exchange as and when applicants on the panel are actually absorbed against vacancies. While making submissions to an employer for the formation of a waiting list, instructions contained in para 9.27 regarding use of X-42 will be observed. Relevant entries will be made in the appropriate items of the Order Cards and the Index Cards of applicants thus submitted.

**Submission to Employers at Exchange Premises.**

9.32 When an employer or his representative desires to make selection of applicants at the Exchange or a Sub-Office, he should be given all facilities to do so. In such cases, employers' order form and Introduction Cards may not be brought to use.

**Submission of Nominees of Government Employers against Vacancies Notified by them.**

9.33 If a Government or Quasi-Government employer requests the Exchange to submit his nominee against a notified demand, he should be replied on form X-47. When such requests are received verbally or over telephone, the position as stated in X-47 should be explained verbally or over the telephone and also followed by a written reply in X-47. The nominee of the employer may be submitted if he is equally qualified as other applicants on the Live Register and provided that such consideration does not ignore the relative seniority of their registration. In other words, an employer's nominee will be submitted only if he comes within the purview of the scheme of selection in the normal manner.

NOTE- It may be noted that the above instructions do not altogether ban the submission of employer's nominees. The nominees can be submitted provided they come within the purview of the scheme of selection drawn up for the purpose. To submit an employer's nominee and then decide that the placing need not be accounted statistically is irregular. The question of accounting placements is of secondary consideration only, the primary consideration being whether equal

opportunity for employment to all applicants has been ensured by the Exchange in handling the vacancy.

**Submission of Applicants already Appointed by Government Employers.**

9.34 If a Government Department or office improperly appoints a candidate against an available vacancy without referring to the Exchange concerned, and if subsequently, that Department or office sends the employed person to the Exchange for registration and formal submission in order to regularise the appointment, the Exchange should refuse such registration and submission. However, if the practice of direct recruitment continues, full details and instances of this nature should be reported to the State Director. A copy of the communication should be sent to the Directorate General when Central Government Departments or Offices are involved . If necessary, the matter may be taken up by the State Director or the Director General with the State Government or the appropriate Ministry of the Government of India. Action may also be taken under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 and the rules made thereunder for not notifying the vacancy, before it was actually filled up.

<b>CHAPTER X</b> <b>POST SUBMISSION ACTION</b>
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### Obtaining Results of Submission

10.1 The Exchange should endeavor to obtain the result of every submission. If neither the employer nor the applicant has communicated the result within a reasonable time, the Exchange should, if possible, contact the employer over telephone or send him a written reminder on X-59 . If a reply is still, not received, the employer should be visited or contacted by the Employment Officer. All efforts made in this connection (whether through contacts in person, on phone or by post, giving the date on which X-59 is issued) should be chronologically noted in 'follow-up' column of the Order Card.

10.2 It is imperative that all action regarding submission of applicants and 'follow-up' of submissions should be taken with all possible speed, and that no demand for workers is left outstanding for want of timely action on the part of the Exchange, either to meet the requirements of the employers or to obtain the result of submissions.

10.3 When advised by an employer that an applicant has been selected for the post against which he was submitted, X-75 should be used to inform the applicant of his selection, the date when he should report to the employer, etc.

NOTE I The employers are required to furnish the result of selection within 15 days from the date of selection in respect of the vacancies coming within the purview of EE(CNV) Act, 1959 as per Rule 5(3) of the EE(CNV) Rules, 1960.

Note II- Central Government Department as well as Quasi-Government organizations under the administrative control of the various Ministries of the Government of India are under definite instructions to the effect that selections should be finalized and results communicated.

### **Proof of Placing-Recording of Results**

10.4 If a submission has led to the absorption of an applicant into remunerative employment(or work which is likely to lead to remunerative employment) it should be regarded as a placing provided it conforms to the definition of placing given in Chapter-II. The proof of placing -a copy of letter of appointment issued by Government Department (which should ordinarily be regarded as proof of placing) or such other communication or record of information should be filed inside the Order Card.

Note- Although letters of appointment issued by Government Officers should ordinarily be regarded as proof of placing, consequential amendments should invariably be made to the entries on X-1/ X-2/ statistical returns, if subsequent information is received from applicants or employers that such letters of appointment have been cancelled or if the applicants have failed to join duty. If the figures relating to the appointments since cancelled have already been included as placings in the statistical returns, necessary adjustment should be made in the statistics for the current month by deducting an equal number of placings from the months placing figures.. A foot-note should be added to the returns concerned indicating the adjustment(s) made.

10.5 It should be ensured that registration and submission work, whether, done in the Exchange premises or outside during recruitment drives, is carried in such a manner that the resultant placings are unquestionable in character. Comparatively less important details of procedure may



be cut short in special cases, e.g. in bulk registrations and bulk submissions but essential procedure should in no case be sacrificed.

10.6 The letters "pl" and pay or remuneration on which the applicant is engaged should be entered in the Record of Registrations (X-63) and on the Order Card(X-2). After making entries on X-56 the Index Card should be removed from the Live Register. If there is no outstanding vacancy on the Order Card it should be transferred to the Dead Order Register.

10.7 If members of the staff are sent to employers to obtain results of submissions, they should be instructed to bring back signed statements from employers, giving the names of applicants employed. Verbal information brought by them should not be treated as proof of placing. They should be given a list of applicants submitted and a covering letter requesting the employer to indicate which of the applicants, have been engaged and reasons for rejection in the case of those not accepted.

10.8 A placing should be counted during the month in which the proof of placing is received and not during the month in which the submission was made. Placing for which proof is received before the end of a month should not be carried over into the statistics relating to the following month.

### **Repeat Placement**

10.9 When the same applicant is placed in the same category of job with the same employer more than once in the same calendar month (as may happen, when supplying casual workers), the placing should be counted only once in a month for statistical purposes irrespective of the number of times the vacancy is notified during the month. Similarly, the relative number of vacancies as also the number of submissions made in respect of the same persons, should, for statistical purposes be counted once only.

10.10 In respect of decasualization, or other schemes which are operated by forming fixed pools of workers and distributing the casual vacancies among such workers by rotation, placing for each worker should be counted only once in a year and not once in a month. Cases where there is doubt as to whether or not a particular scheme attracts the provisions of this Para should be referred to the State Director for a ruling.

### **Rejection of Applicants by Employer-Action to be Taken**

10.11 If the employer rejects all the applicants who are submitted or does not accept sufficient number of applicants to fill the vacancies notified, the reason(s) thereof should be ascertained from him and action taken without loss of time to remove the cause(s) of such rejection(s). The special reason(s) for rejection. If any, should be entered against item 21 of the Order Card.

### **Non-response to Call Letters/Refusal of Offer of submission or Appointment**

10.12 The Index Card of an applicant (i) who was called by the Employment Exchange for consideration against vacancies for which he was prima-facie suitable and failed to report twice or (ii) who declined consecutively three times offer of submission or (iii) who gives his willingness in writing to be submitted against a vacancy but subsequently either does not report to the employer or refuses the offer of appointment, should be removed from the Live Register unless he gives a cogent reason for his action, in reply to the show-cause notice.

### **Recording, Filling and Cancellation of Vacancies**

10.13 When a vacancy is filled or cancelled, item 4 of the Order Card should be completed. In the case of cancellation, efforts should be made to ascertain the reason(s) which should then be recorded briefly against item 15 e.g., "Vacancies filled by employer through other source", "Exchange unable to find suitable applicants" etc.

### **Dead Order Register**

10.14 Order Cards in respect of vacancies which have been filled, or in respect of which no further action has to be taken should be transferred from the Live Order Register (over the dated initials of the officer concerned, in col.15) and filed in the Dead Order Register. An Order Card in respect of which the result of submissions is pending should under no circumstances be transferred to the Dead Order Register.

10.15 Information regarding the "number of submissions made" and the "number of vacancies filled" should be entered in the respective columns of the Vacancy Order Register (X-64). The date and reason for transfer of the card to the Dead Order Register should be entered in the remarks column of the Vacancy Order Register.

### **Month's and Twelve Month's Section of the Dead Order Register**

10.16 Within the Dead Order Register, cards transferred during the current month should be kept separately in a Month's Section ". These cards should be filed according to serial order of the N.C.O code number, and alphabetically according to the name of the employers within each occupation. This is to facilitate statistical extraction. Cards transferred during the previous twelve months should be kept in a "Twelve Months Section" . At the end of each month, after the month's statistical information has been extracted, the entire bunch of cards in the Month's Section should be transferred to the Twelve Months' Section of the Dead Order Register.

### **Destruction of Order Cards**

10.17 After an Order Card has remained on the Twelve Months' Section for twelve months it should be removed and disposed of as scrap in accordance with such instructions as may be issued from time to time by competent authorities.

## CHAPTER XI

### SPECIAL TYPES OF APPLICANTS

#### PROFESSIONAL AND EXECUTIVE

#### Registration and Live Register

11.1 The following categories of applicants will be considered as professional and executive standard applicants:-

- i. Persons holding Bachelor's Degree or equivalent diploma in a professional or specialized course such as Engineering, Medicine, Agriculture, Veterinary Technology and Law
- ii. Persons holding Post-Graduate Degree in Education or equivalent diploma;
- iii. Persons holding Master's Degree in Ist or IInd Division or higher Degree or Post Graduate Diploma or equivalent in other subjects;
- iv. Persons having attained the above standard by virtue of their past experience and knowledge although not possessing the above qualifications which should also include retired/retrenched commissioned or Gazetted officers.

Note: In case Divisions are not mentioned in the degree/ certificates , candidates securing 60 per cent and above may be treated as equivalent to Ist Division and 50 per cent to 59 per cent as IInd Division for the purpose of registration at Professional and Executive Office.

11.2 Such persons should normally be registered at the Professional and executive Employment Office of the State. However, if such a person calls at the Exchange in whose jurisdiction he normally resides , for employment assistance, it will be ascertained from him whether he has already registered with the Professional and Executive Employment Office. If he has not registered, an Index Card will be prepared in respect of him and forwarded to the Professional and Executive Employment Office. The applicant will be informed that the Professional and Executive Employment Office will render him necessary employment assistance and will send him his Identity Card. In case the applicant desires to be considered for vacancies(other than professional and executive standard ) notified to the local Employment Exchange, a secondary Index Card will be prepared and maintained at the 'local Employment Exchange. Such secondary Index Cards will be endorsed " duplicate -original with P. & E. E. Office" on the top left hand corner. Whenever a secondary Index Card is maintained at the local Exchange, an endorsement "Secondary registration retained at .....(name of the Exchange)" will be made on top of the X-1, before it is sent to the Professional and Executive Employment Office. A book register (called X-63A) will be maintained in the same Pro-forma as prescribed for X-63, at the local exchange in respect of all professional and executive standard applicants, for whom Index Cards are prepared and forwarded to the Professional and Executive Employment Office. Its serial number will be indicated in red ink in the margin against item 1 of the secondary X-1.

11.3 Applicants, whose Index Cards are received by the Professional and Executive Employment Office from the Employment Exchanges, will be registered at the Professional and Executive Employment Office within 24 hours and Identity Cards issued to them direct by post under intimation to the Employment Exchanges concerned. On receipt of such intimation, the

Employment Exchange concerned will enter the registration number and N.C.O. Code No. allotted to the applicant, in the last column of the X-63A for reference purposes.

11.4 Applicants of professional and executive standard, who call at the Professional and Executive Employment Office or apply direct for employment assistance will be registered in the normal manner. However, if such an applicant desires to be considered for vacancies notified to the Employment Exchange in whose jurisdiction he resides, a secondary Index Card will be prepared and sent to the concerned Exchange stating the position and also indicating the registration number and N.C.O Code No. allotted to him.

11.5 Applicants, who possess qualifications of professional and executive standard as stated in Para 11.1 above, and are graduates/post graduates/diploma holders of a University, are also eligible for registration at the University Employment Information and Guidance Bureaux concerned. When they are registered at U.E.I & G. Bx their secondary Index Cards need not be forwarded to the Professional and Executive Employment Office.

11.6 The Professional and Executive Employment Office will be responsible for the renewal of registration in respect of its registrants. As and when Index Cards of applicants registered with the Professional and Executive Employment Office are lapsed, details such as name, registration number and N.C.O No. of the applicant will be intimated to the Exchange holding their secondary Index Card. On receipt of such intimation, the local Exchange will remove the secondary Index Cards from the Live Register.

### **Vacancy and Submission**

11.7 The Professional and Executive Employment Office will book appropriate vacancies notified by employers in the State{Except Central Government vacancies of a scientific and technical nature carrying a basic pay of Rs.1400 p.m. and above(pre-revised)}, and take normal submission action . The State Director will decide the type of State Government and Private vacancies which the Professional and Executive Employment Office in the State should handle.

11.8 In order to make available to the employers the most suitable applicants available in the state, the Professional and Executive Employment Office will not only consider for submission such applicants who are available on its Live Register but also circulate the vacancy to the U.E.I & G.Bx in the State. The U.E.I & G.Bx will submit suitable applicants to the Professional and Executive Employment Office, who will consider them along with those available on its own Live Register for submission against notified vacancies. The proportion of submissions to be made by the U.E.I & G.Bx against such vacancies may be decided upon by the State Directors.

NOTE:- Submission made against Central Government vacancies of Scientific and Technical nature carrying a basic pay of Rs. 1400/- p.m.(Pre-revised) and above circulated by the Central Employment Exchange, by U.E.I & G.Bx need not be routed through the Professional and Executive Employment Office.

11.9 Whenever a vacancy appropriate to professional and executive standard applicants is notified to the local Employment Exchange or U.E.I & G.B., the details thereof will be communicated

under intimation to the employer to the Central Employment Exchange or the Professional and Executive Employment Office depending on whether it is a Central Government vacancy of scientific and technical nature and carrying basic pay of Rs. 1400/- p.m.(Pre-revised) and above or a vacancy notified by any other category of employers. When an applicant submitted by the Professional and Executive Employment Office is placed in employment, the Exchange holding his secondary Index Card should be duly informed. It will however be open to the U.E.I & G.Bx to submit suitable applicants direct in response to specific enquiries made to them by private employers.

#### *Statistics*

11.10 Applicants and vacancies of professional and executive standard will be accounted for in the statistical returns of the Professional and Executive secondary Index Cards of professional and executive standard applicants should not include them in their normal statistics. If an applicants whose secondary Index Card is maintained by an exchange is placed in employment through its efforts, it will be statistically accounted for by the Exchange concerned as F.O.A placing and professional and Executive Employment Office will account it as I.O.A placing . In such cases intimation regarding placement, found work etc. should be forwarded to the Professional and Executive Employment Office by the Exchange concerned. If an applicant submitted by the U.E.I & G.B. is placed against a vacancy circulated by the Professional and Executive Employment Office, it will be accounted for as F.O.A placing by the Professional and Executive Employment Office and the U.E.I. & G.B. will account it as I.O.A placing.

## WOMEN APPLICANTS

### **Registration**

11.11 Women will normally be registered by an officer and their registration number prefixed with the letter “W” Separate Record of Registrations and separate Live Register should be maintained for them unless otherwise instructed by the State Director.

11.12 Employment Officers should visit training institutions for women and other centres in their area, with a view to disseminate information regarding employment opportunities available to women and also arrange to register those likely to pass out from the training institutions. Training institutions for women will be regularly supplied with reports on employment market information, career pamphlets and other occupational literature.

### **Vacancies and Submission**

11.13 Vacancies specifically notified for women, but which are not of professional and executive standard will be entered in a separate Vacancy-Order Register and order number prefixed with the letter “W”. Separate Live Order Register and Dead Order Register should be maintained unless otherwise instructed by the State Director.

11.14 Submission of women applicants should not be confined to vacancies specifically notified for them. Women should be considered for all vacancies for which they are eligible.

11.15 Employment Officers should arrange for wide publicity of vacancies for women applicants particularly in occupations in which shortage exists. Efforts should be made to locate and persuade employable and qualified women to avail of the vacancies in occupations, which remains unfilled due to non-availability of suitable women applicants. Employment Officers may also explore suitable avenues of part-time employment for women. Co-operation of local

women's organisations such as the All India Women's Conference Y.W.C.A. and training institutions may be enlisted to the maximum extent possible for this purpose.

### **Widows And Women Separated From Their Husbands**

11.16 For the purposes of appointment to Group C & D posts under the Central Government made through the Staff Selection Commission and Employment Exchanges, the upper age limit in the case of widows, divorced women and women judicially separated from their husbands, who are not re-married, is relaxed upto the age of 35 years (upto 40 years for members of Scheduled Caste/Tribe).

### ***DISPLACED PERSONS***

#### **Registration and Live Register**

11.17 Displaced Persons who apply for employment assistance will be registered in the normal manner. Those Displaced Persons who produce satisfactory evidence of the being *bona-fide* Displaced Persons will be registered and for identification purposes the name of the country may be prefixed while giving the registration number.

**NOTE: Para 12.7 refers to the Department of Personnel instructions in this regard. For various types of Priorities, Appendix I(6), Vol. II may be referred.**

### **DISCHARGED GOVERNMENT EMPLOYEES**

#### ***Registration and Live Register***

11.18 When a Central or State Government employee who has been retrenched, or is likely to be retrenched within three months, applies for employment assistance, he will be registered as a Discharged Government Employee, provided he produces a certificate from the department/office where he was last employed to show that he has been retrenched or is likely to be retrenched within three months. In the case of Discharged Central Government Employees, the certificate should be in the standard Pro-forma prescribed by the Government of India {see Vol. II, Appendix I (3)}. No applicant should be registered as a Discharged Government Employee (Central ) without production of the Discharge Certificate. In respect of persons retrenched or declared surplus as a result of the recommendations of the Administrative Reforms Commission or the Staff Inspection Unit of the Ministry of Finance of the Government of India, the certificate should be to that effect. These instructions relating to registration of Discharged Central Government Employees will be prominently displayed on the notice board, for the information and guidance of applicants.

11.19 Index Cards relating to Discharged Central Government Employees will be endorsed "D.G.E (C)" at the top and those relating to discharged State Government Employees (including employees of Union Territories), endorsed "D.G.E(S)". Index Cards relating to those who are both D.G.E(C) and D.G.E.(S) will be endorsed "D.G.E(C/S)". Index Cards of Discharged Government Employees will be affixed with suitable coloured tabs to facilitate identification on the Live Register. The entry D.G.E(C) or D.G.E(S) as appropriate will be made in the category column of the X-63, against the names of Discharged Government Employees.

11.20 Applicants who claim to be Discharged Central or State Government Employees, but who are unable to produce documentary evidence in support of their claim will be registered as ordinary employment seekers until confirmation has been obtained from the department/office concerned . Verification of service records of such candidates may be sought, and as soon as documentary evidence is received the candidates will be reclassified.

## **Submission against Government Vacancies**

11.21 When vacancies in Government departments/offices are received, the claims of retrenched Government employees should be carefully considered in accordance with the instructions issued by the appropriate Government in the matter. Retrenched government employees who have been debarred from Government Service should not, however, be submitted against Government vacancies.

### *Special Points about submission of Discharged Central Government Employees*

11.22 Persons retrenched or 'declared surplus as a result of the recommendations of the Administrative Reforms Commission or Staff Inspection Unit of the Ministry of Finance should be given overriding priority in the matter of submission against Central Government vacancies. These applicants should not be compared on merits with others on the Live Register who are not eligible for such priority. Even if an applicant not belonging to this priority group is found more suitable than the one belonging to this group, the latter should be submitted (and will have to be accepted by the appointing authority ) unless he is found unsuitable, beyond doubt, for the post in question.

11.23 Discharged Central Government Employees (and applicants belonging to other priority groups ) who may have lost proficiency in typewriting may be submitted against vacancies of lower division clerks, in spite of their lack of requisite speed in typewriting provided they are found otherwise suitable. Such persons will, however, be required to attain the requisite speed of 30 w.p.m.in typewriting within six months of their appointment, failing which steps may be taken by the appointing authority to terminate their services. When their services are thus terminated, they will not be eligible for any priority thereafter. Persons belonging to priority groups who are 45 years of age or above are exempted from qualifying in a typewriting test, but even they are expected to have a working speed in typewriting {see Vol. II Appendix I (7)}.

11.24 Discharged Central Government Employee is eligible for submission on a priority basis not only against the same category of posts from which he was retrenched but also for every other post for which he is suitable and qualified. When once priority is accorded to a person, there should be no objection in submitting him even against a post higher than the one he was holding before the discharge, provided the applicant fulfills all the requisite conditions. For example, a retrenched lower division clerk may be submitted against vacancies of upper division clerks or stenographers provided he conforms to the required standards.

NOTE: A notice to this effect should be displayed at a prominent place in the Exchange premises for information and guidance of job seekers.

11.25 While registering Central Government Employees whose services are declared to be no longer required, and who have been served with a notice of retrenchment should be told in clear terms that in the event of the notice being withdrawn, they must inform the Exchange immediately. It should be explained to them that from the date of withdrawal of the notice, they should consider themselves still in Government employment, and as such any application for employment in another department/ office will have to be made through the normal channels. It should further be explained that withholding of such information may lead to their irregular submission to other Government departments/offices, and that may lead to disciplinary action against them.

On receipt of information that a notice of retrenchment has been withdrawn, any priority accorded to the applicant should be withdrawn under intimation to the applicant. These instructions may be prominently exhibited on the notice board, for the information of the applicants.

11.26 Central Government Employees , whose services have been terminated under Rule 5 of the Temporary Service Rules as a measure of reduction in establishment are eligible for priority consideration as D.G.Es ( C ), but those whose services have been terminated under same rule on account of unsuitability for continuance are not entitled to any priority consideration, though they are not debarred from consideration for re-employment in Government Service. When persons whose services have been terminated under Rule 5 of the Temporary Service Rules apply for employment assistance and claim priority consideration, they should be asked to produce the Discharge Certificate to establish the correctness of the claim.

*Relaxation of Age Limits in Favour of D.G.E ( C )*

11.27 For appointments made otherwise than on the basis of open competitive tests held by the U.P.S.C the period of service rendered by a Discharged Central Government Employee will be deducted from his actual age, and if the resultant age does not exceed the prescribed maximum age limit by more than three years, he shall be deemed to satisfy the conditions in respect of the maximum age. Employment Officers will admit a person the concession only if he produces a certificate from the department /office where he was working previously to show that he is a D.G.E ( C ), as defined in Chapter II {see volume II , Appendix I (3)} .

**SURPLUS/RETRENCHED CENTRAL GOVERNMENT EMPLOYEES**  
**Registration**

11.28 Deployment of surplus/ retrenched Group A, Group B, Group C & Group D Central Government Employees is now being made by the Division of Retraining & Redeployment of the Department of Personnel. Particulars of surplus persons as a result of the recommendations of the Administrative Reforms Commission and the Staff Inspection Unit of the Ministry of Finance shall be reported direct by the Ministries/departments/offices concerned to the Division of Retraining & Redeployment, which will maintain a roster of all such persons. However, when such persons approach the Employment Exchange for employment assistance, they will be registered as priority I candidates.

*Submission against Central Government Vacancies*

11.29 All Group A, Group B, Group C & Group D vacancies under the Central Government shall be notified to the Division of Retraining and Redeployment of the Department of Personnel in the first instance. The Division of Retraining & Redeployment shall either nominate persons against notified vacancies (if suitable candidates are available on its roster), or permit the employing authority to fill up the vacancy through other permissible channels.

11.30 All retrenched temporary Central Government employees who were recruited through Employment Exchange and have put in at least three years regular continuous service before retrenchment are also eligible for re-deployment through a Division of Retraining & Redeployment. For appointment to Group C and Group D posts, the retrenched employees would be eligible for age concession by being allowed to deduct the length of continuous service rendered by them before retrenchment plus a relaxation in age to the maximum of three years. The names of employees retrenched from Group C, Group D posts who cannot be redeployed in



the Ministry/Department concerned should be referred to the Division of Retraining & Redeployment created for this purpose in the Department of Personnel.

### *Group D Central Government Employees*

11.31 Group D Central Government Employees who are educationally or technically qualified for Group C posts, when registered at Employment Exchanges will be accorded priority III for submission against Central Government Vacancies. They are also allowed to deduct from their actual age the period of service rendered by them in Group D posts in computing the maximum age limits. While making submission against Group C vacancies under the Central Government, those who have put in longer periods of service in Group D posts in Government departments/offices may be given preferential consideration. Educationally or technically qualified Group D employees of Quasi Government organisations under the administrative control of the central Government are also eligible for registration with the Employment Exchanges for Group C posts but they will not be entitled to any priority.

### **EX-SERVICE PERSONNEL, DISABLED EX-SERVICE PERSONNEL AND DEPENDANTS OF DEFENCE SERVICE PERSONNEL KILLED OR SEVERELY DISABLED**

#### **Registration**

11.32 (a) In respect of serving personnel expected to be released/retired, registration will be initiated fifteen months prior to his release/retirement by the retirees' unit. The Secondary Index Card (X-I) duly filled in of such servicemen will be sent by the concerned Zila Sainik Board to the local Employment Exchange. No correspondence in this regard is to be entertained by the Employment Exchanges from the Unit/Record Offices.

(b) Similarly, ex-servicemen already released/retired will also not be entertained for registration directly by the Employment Exchanges. Their registration will be initiated by the Zila Sainik Boards and Secondary Index Cards(X-1) in respect of such applicants duly filled in will be forwarded by the Zila Sainik Boards to the respective Employment Exchanges. The registration of the disabled ex-servicemen (including those disabled in peace-time), will be initiated at the Rajya Sainik Boards only and Secondary Index Cards (X-1) in respect of these applicants duly filled in will be forwarded by the Rajya Sainik Boards to the appropriate Employment Exchange as well as, Ex-Servicemen Cell of the Directorate General of Employment and Training. Secondary Index Cards of such of the disabled Ex-servicemen who fall within the definition of physically handicapped as defined in Chapter II will also be sent to Special Employment Exchanges for Physically Handicapped by the Rajya Sainik Boards. So far as dependants of the soldiers killed or severely disabled are concerned, their applications duly verified will be transmitted to the Ex-servicemen Cell of the D.G.E&T for registration. The Cell shall inform the registration numbers assigned to dependants(upto two) to the individual candidates/Directorate General Resettlement and concerned Zila Sainik Boards. The particulars of such dependants alongwith the registration numbers will also be forwarded by the Ex-servicemen Cell of the D.G.E&T to the concerned Employment Exchange for registration.

(c) The Employment Exchange, on receipt of Secondary Index Cards in respect of ex - servicemen, disabled ex-servicemen and dependants of soldiers killed or severally disabled, will record their particulars in a separate X-63, indicating the appropriate category i.e. XS, disabled XS, dependant. These Secondary X-1 cards will be filed in the Live Register according to their date of registration.

#### **Interpretation of Discharge Certificate**

11.33 The service terms used in the Discharge Certificates of Ex-Servicemen in respect of character and conduct will have the following meanings, which may be explained to employers, if necessary.

- Exemplary:** Absolutely reliable and trust worthy.
- Very Good:** Extremely reliable and worthy individual.
- Good:** Generally reliable and worthy individual.
- Fair:** Not so reliable and more likely to lose control of himself.
- Indifferent:** Has not taken kindly to the life in Defence Services; not very reliable or trustworthy.
- Bad:** **Not emendable to discipline; likely to be unreliable in any walk of life.**

11.34 The Government of India and the State Governments have recognised a number of service qualifications equivalent to certain civil education qualifications for purposes of employment in the Central/State Government establishments. These are given in Vol. II at Appendix I(8).

#### **Concession and Priorities admissible to Ex-Service Personnel**

11.35 (a) All Ex-service personnel should be regarded as Discharged Central Government Employees D.G.E(C) provided they satisfy the definition of the term as given in chapter II and they are entitled to all concessions and priorities admissible to D.G.E(C).

**(b) All ex-servicemen are entitled to priority III for submissions against Central Government vacancies.**

**(c) For appointment to Group C and Group D posts (both for reserved and unreserved vacancies), Ex-servicemen shall be allowed to deduct the period of such service from their actual age, and if the resultant age does not exceed the maximum age limit prescribed for the post/service by more than three years, they shall be deemed to satisfy the conditions regarding age limit.**

(d) Ex-Servicemen (including Disabled Ex-Servicemen) who have put in not less than three years service in the Armed Forces, or whose total service in the Defence Forces and a civil department is not less than three years shall be exempted from the prescribed educational qualifications for purposes of appointment to Group D posts reserved for ex-servicemen under the Central Government.

(e) The appointing authority may at its discretion relax the minimum educational qualifications of middle school or less, prescribed for any Group 'C' post(s), for appointment of ex-servicemen to a reserved vacancy, provided the candidate is otherwise fit to hold the post and perform the duties attached thereto.

(f) For purpose of computing qualifying service, the service rendered by the ex-servicemen in the corresponding Group of the post in civil Department or public sector undertaking or an autonomous organisation whether under the Central or State Government or in a Nationalised Bank may be added to the period of service rendered in the Armed Forces.

(g) Priority I, along with surplus/ retrenched Central Government employees , for purposes of appointment to Group C and Group D posts filled through Employment Exchange/Ex-Servicemen Cell shall be accorded to:-

(i) disabled ex-servicemen as defined in Chapter II(disabled in war time)

(ii) ex-servicemen disabled in peace time if their disability is attributable to Military service.

(h) Priority II A shall be accorded to upto two members each of the families of:-

(i) Defence Service Personnel killed or severally disabled in action.

(ii) Defence service personnel killed or severely disabled with over 50 percent disability and becoming unfit for employment in peace time, provided their death/disability is attributable to military service.

**For appointment to Group C and Group D posts filled through the Employment Exchange/Ex-Servicemen Cell.**

(i) The disabled Defence Service personnel will be eligible for appointment to Group 'C' posts , which are filled on results of competitive examinations conducted by the Staff Selection Commission and other bodies provided they are educationally qualified. For appearing at the examination, they are allowed a relaxation of the age limit up to three years (eight years in the case of disabled Defence Services personnel belonging to SC/ST) in excess of the prescribed upper age limit, subject to the condition that they would not be allowed to avail of a larger number of chances in respect of recruitment to a service, or a group of services, than the maximum number of chances permissible to any general candidate under the age limit.

(j) For appointment of Group 'C' and 'D' posts, which are filled through the Employment Exchanges, the disabled Defence Services Personnel would be allowed relaxation of the age limit upto 45 years of age (50 years in the case of disabled Defence Service personnel belonging to the SC/ST), or provided they satisfy the age limit prescribed for a particular post after deducting the period of their service in the Armed Forces from their Actual age and adding three years thereto, whichever, may be more advantageous to them.

(k) The post reserved for Ex-servicemen/ disabled Ex-servicemen and those which are to be filled by priority category candidate, should not be filled through any other sources without making a reference to the Zila Sainik Board/Rajya Sainik Board/Ex-servicemen Cell, DGE&T/Employment Exchange, as appropriate.

(l) Disabled Ex-servicemen who are considered for appointment to Group C posts filled through the Employment Exchange but who do not possess the required educational qualifications

will not be considered ineligible for appointment, merely on that account. Their ability to discharge the duties expected of the incumbents of the particular Group C posts, will be assessed by the appointing authorities on the basis of a suitable test designed for the purpose.

(m) Disabled Ex-Servicemen will be examined by the Demobilization Defence Services Medical Board, and the certificate of fitness granted by the Board will be adequate for purposes of appointment of such personnel in Government departments/offices.

#### Vacancy & Submission

11.36 (a) The entire responsibility to sponsor Ex-Servicemen(including disabled Ex-Servicemen both during war time as well as peace time and dependants) against reserved vacancies in the Central Government offices/ Establishments/ Undertakings/Enterprises (including Nationalised Banks) will be of the Zila Sainik Boards/Rajya Sainik Boards/Directorate General Resettlement . The Employment Exchanges/Ex-Servicemen Cell are not to make submissions against vacancies reserved for ex-servicemen. The non-availability certificates(N.A.C) in respect of such vacancies will only be issued to the employers by the Rajya Sainik Boards under intimation to the concerned Employment Exchange for further necessary action, if any Employment Exchanges will, however, sponsor ex-servicemen against the unreserved vacancies in Central Govt. offices/Establishments/Undertakings/Enterprises(including Nationalised Banks) and reserved and unreserved vacancies of the State Government, State Quasi-Government, local bodies and Private Sectors.

(b) The Ex-Servicemen Cell of the D.G.E&T will sponsor disabled ex-servicemen and dependants only against the vacancies earmarked to be filled by priority candidates in Central Government Offices/Establishments.

(c) In respect of vacancies reserved for ex-servicemen and those earmarked for priority category candidates in Group 'C' and Group 'D' Civil posts under the Ministry of Defence including the lower formations and subordinate offices, Director General Resettlement would sponsor disabled Defence Services personnel & dependants of those killed or severely disabled.

(d) As regards the vacancies earmarked to be filled by priority candidates in the Government of India, these shall be simultaneously notified to the concerned Employment Exchanges and the Ex-Servicemen Cell of the D.G.E.&T. The Ex-Servicemen Cell of the D.G.E.&T. shall sponsor disabled ex-servicemen and disabled ex-Border Security Force personnel (holding priority I) and dependents of Defence Service Personnel killed or severely disabled and dependents of Border Security Forces personnel killed in Action (holding Priority IIA) against the vacancies meant for priority categories of candidates. If suitable candidates holding Priority I or IIA are not available on the rolls of Ex-Servicemen Cell of the D.G.E.&T., the said vacancies shall be released to the concerned Employment Exchanges for sponsoring other candidates holding Priority III or otherwise.

(e) Employment Exchanges will, however also submit these applicants against all priority and non-priority vacancies notified to them. But these applicants should not be called to the Exchange unless absolutely essential.

**Note: Released emergency commissioned and Short Service regular commissioned officers should be considered as Ex-Servicemen.**

11.37 Normally two types of personnel are employed in the Territorial Army, those employed on a part-time basis , and those employed on a full-time basis on the permanent establishment. Obviously, persons falling in the first category and discharged from the Territorial Army should

not be considered as Ex-Servicemen . As regards persons of the second category , most of them are either Ex-Servicemen or ex-officers of the Armed Forces re-employed and as such, they continue to be Ex-Servicemen on discharge from the Territorial Army. There may be a few who are not Ex-Servicemen but employed on the permanent staff. These persons who are engaged on the permanent staff for a limited number of years should be considered as Discharged Central Government Employees.

11.38 Persons engaged on the permanent staff of the Territorial Army service for varying periods, and on discharge some of them revert to part-time employment in the Territorial Army itself. This part time employment only means a period of training, the duration of which may range from 30 to 60 days in a year. Persons who serve on the Permanent staff for a period of six months or more and who on discharge revert to part-time employment in the Territorial Army are to be considered as Discharged Central Government Employees.

11.39 During the Emergency, Territorial Army units were called up for full-time service and Territorial Army personnel were embodied for service in these units. These personnel on disembodiment have reverted to part-time service for long periods. Though, they were not in the permanent establishment of the Territorial Army, they should be considered as Discharged Central Government Employees, provided they were employed on a full-time basis against regular establishment for a continuous period of six months or more.

11.40 Considering the useful training and experience acquired during the service with the Territorial Army, Employment Officers should make special efforts to place ex-Territorial Army Personnel in suitable alternative employment.

#### Lok Sahayak Sena Personnel

11.41 Lok Sahayak Sena Personnel who have served on the permanent staff for a period of six months or more, and then reverted to part-time employment in that organisation are eligible to be considered as Discharged Central Government Employees.

#### Ex-Airmen of the Auxiliary , Air Force

11.42 Ex-Airmen of the Auxiliary Air Force who were called up for Air Force service during the Emergency under section 25( c ) of the Reserve and Auxiliary Air Force Act, 1952 , and discharged after a continuous engagement of six months or more should be treated as discharged Central Government Employees, provided they were employed on a full time basis against regular establishment.

#### Discharged Defence Personnel (Civil and Service)

11.43 Retrenched and released personnel(both civil and service) of the Defence organisations should be regarded as Discharged Central Government Employees, provided they satisfy the definition of the term as given in Chapter II. With a view to ensure that vacancies in Defence establishments are filled up by personnel retrenched from those establishment or by Ex-Servicemen such personnel should be given preference over other Discharged Central Government Employees in the matter of submission against vacancies notified by Defence establishments. Index Cards relating to such persons should be suitably tabbed to facilitate identification.

#### Discharged Civilian Employees of Defence Services

11.44 At times, civilians are appointed temporarily to posts normally held by combatants in lower formations of Defence Services. When combatants become available, these civilians are

discharged. Such retrenched employees who have put in a continuous service of six months or more shall be considered as Discharged Central Government Employees .

Retrenched Personnel of the General Reserve Engineering Force

11.45 (a) Personnel released from the G.R.E.F on completion of their tenure of service should be considered as Discharged Central Government Employees , provided they have put in a continuous service of six months or more.

**(b) Serving personnel of the G.R.E.F. are eligible to get themselves registered with the Employment Exchanges six months prior to their release from the G.R.E.F through their respective units.**

*Cadet Instructors in the National Cadet Corps*

11.46 Persons recruited from 1<sup>st</sup> January, 1963 onwards as whole-time cadet instructors in the N.C.C, on release on the expiry of their initial/extended tenure and those who are released before the expiry of their initial/extended tenure after serving for a period of not less than six months shall be treated as Discharged Central Government Employees provided they produce a certificate to the effect that they had been released from the N.C.C on the expiry of their initial /extended tenure.

Statistics

11.47 Compilation and maintenance of Statistics in respect of ex-servicemen including disabled ex-servicemen will be the responsibility of the Sainik Boards.

**Disabled Border Security Force Personnel and Dependants of Border Security Force Personnel killed in Action.**

11.48 (a) Full particulars of Disabled B.S.F. Personnel and dependants of deceased B.S.F Personnel, who are not absorbed against vacancies in the B.S.F and other Para-military organisations under the Ministry of Home Affairs, shall be furnished to the Ex-Servicemen Cell of the D.G.E.&T. by the Director General of the Border Security Force. On receipt of the particulars, the Ex-Servicemen Cell will register them, indicating the nature and details of disability in appropriate cases alongwith the Disability Code {See Vol. II Appendix I (9)}. In case of dependants, the relationship with the BSF personnel killed in action should be recorded in F.O.U Column. X-63 should be maintained Statewise.

(b) The Ex-Servicemen Cell furnish the particulars of disabled B.S.F personnel and eligible dependents to the concerned Employment Exchanges for registration and submission. A separate X-63 should be maintained for such applicants. No renewal of registration will be necessary in their case.

**Vacancy & Submission**

11.49 Vacancy and submission procedure has been given in para 11.36

**Concession & Priorities**

11.50 Following priorities and concessions will be admissible to the disabled B.S.F personnel and eligible dependents in the matter of submission against Central Government vacancies:-

(a) Disabled B.S.F Personnel will be accorded priority I for purposes of appointment to Group C and Group D posts filled through the Employment Exchange, provided their age does not exceed 45 years (50 years in the case of Disabled B.S.F. Personnel belonging to Scheduled Castes

and Scheduled Tribes). Upto two members each of the families of B,S,F Personnel killed in action will be accorded priority II. For this purpose, members of the families of B.S.F will include besides his widow, his sons, daughters or near relations who agree to support his family. {See Volume II, Appendix I (6)}.

(b) For appointment to Group A, Group B and Group C posts made on the basis of competitive examinations conducted by the U.P.S.C or bodies like the Institute of Secretariat Training and Management, Disabled B.S.F Personnel will be allowed a relaxation of age limit up to three years (eight years in respect of Disabled B.S.F Personnel belonging to Scheduled Castes and Scheduled Tribes), subject to the condition that they will not be allowed to avail of a larger number of chances for recruitment to a service or group of services than the number of chances permissible to any general candidate. For purposes of appointment to Group A and Group B posts, recruitment to which is usually made through the U.P.S.C otherwise than on the basis of the results of competitive examinations, Disabled B.S.F Personnel will be allowed a maximum age relaxation upto 45 years (50 years in respect of Disabled B.S.F Personnel belonging to Scheduled Castes and Scheduled Tribes). The concession in the upper age limit referred to above will not apply to examinations conducted by the U.P.S.C for entry into Defence Services.

**NOTE:- For purposes of claiming the age concessions referred to above, a certificate from the Director General, B.S.F will be accepted as documentary evidence.**

(c) Disabled B.S.F Personnel who are considered for appointment to Group C posts filled through the Employment Exchange, but who do not possess the required educational qualifications will not be considered ineligible for appointment merely on that account. Their ability to discharge the duties expected of the incumbents of the particular Group C posts will be assessed by the appointing authorities on the basis of suitable tests designed for the purpose. As regards appointment to Group D posts of peon, jamadar, daftly and record sorter, the prescribed, minimum educational qualification of middle school standard will be relaxed in the case of those Disabled B.S.F Personnel who have put in three years service including service in a civil department.

(d) Disabled B.S.F Personnel will be examined by a Medical Board of the B.S.F and the certificate of fitness granted by that Board will be considered adequate for purposes of appointment of such personnel in government departments/offices.

### Persons Whose Land Is Acquired For Defence Projects

11.51 When persons are ousted from their land for the purpose of a defence project, the Employment Exchange will, on receiving request from the project authorities, register such persons at the project site by deputing its staff. After their registration, the oustees employed by the project authorities will be accounted for as 'found work' and not as 'placements'. The concession will be given, only upto construction stage of the project, to all oustees irrespective of the fact whether they are land owners or their dependents.

### Scheduled Caste and Scheduled Tribe Applicants Verifications

#### **Verification**

11.52 (a) When an applicant applying for registration and employment assistance claims that he belongs to a Scheduled Caste or Scheduled Tribes {see Volume II, Appendix I (10) for lists of Scheduled Castes and Scheduled Tribes}, he should be registered as such without insisting on production of documentary evidence in support of his claim.

**(b) A person, who by virtue of being a resident in the localities specified in the President's Orders is a member of the Scheduled Caste or Scheduled Tribe, as the case may be, does not lose that character by shifting his residence to another locality in search of employment, or for registering himself for employment. So long as such a person meets the conditions specified in the President's Orders, he has to be considered as belonging to Scheduled Caste or Scheduled Tribe, and registered as such even if the Exchange is situated outside the locality of the candidates residence.**

#### Registration and Live Register

**11.53(a) Before Scheduled Castes and Scheduled tribes are registered, they should be provided brief guidance with special emphasis on job opportunities, training facilities, concessions and privileges, scholarships, etc. open to them. They should be encouraged to go in for training in these trades, in which there is considerable demand for trained hands.**

**(b) An entry 'S.C.' or 'S.T.' as appropriate will be made in the 'category' column of the X-63, against the names of Scheduled Castes and Scheduled Tribes.**

**(c) Index Cards of Scheduled Caste and Scheduled Tribe-applicants should be filed separately, in serial order according to registration numbers, within each occupational group on the Live Register, before the Index Cards of other applicants.**

#### Vacancy and Submission

11.54 (a) Fifteen percent of the vacancies in posts filled by direct recruitment on an all-India basis by open competition (i.e. through the U.P.S.C or by means of open competitive tests held by any other authority) and 16-2/3 per cent of the vacancies in posts where recruitment is made otherwise are reserved for Scheduled Castes 7-1/2 per cent of the vacancies in posts filled by direct recruitment on all India basis , both by open competition and otherwise, are reserved for Scheduled Tribes.

b) Requisitions for workers received from Central Government departments/offices in which the number of vacancies reserved for Scheduled Castes and Scheduled Tribes has not been indicated shall be returned to the employer, for re-submitting the same duly indicating the number of vacancies reserved for them, Employing authorities under the central Government are under instructions that while notifying vacancies reserved for Scheduled Castes and Scheduled Tribes in Group C and Group D posts, it should be clearly indicated whether the posts are non-technical or quasi-technical.

c) Scheduled Caste and Scheduled Tribe applicants should be submitted against Government vacancies reserved for them, as also private vacancies where the employer specifically states that Scheduled Castes or Scheduled Tribes should be submitted. However, submission of Scheduled Castes and Scheduled Tribes should not be confined to vacancies reserved for them. They should also be considered for submission along with others against unreserved vacancies as and when they come in the normal scheme of submission.

d) Appointing authorities should intimate the result of selection of candidates sponsored by the Employment exchanges to them within a period of 15 days from the date of selection [as per amended EE(CNV) Rules No. 5(3)], and if any of the reserved vacancies for Scheduled Castes or Scheduled Tribes is not filled by a candidate of the respective category specific reasons thereof should be communicated to the Employment Exchange concerned (Instruction have also been issued to Public Sector Undertakings and statutory Bodies to follow the same procedure.).



e) In the case of direct recruitment of Scheduled Caste and Scheduled Tribe candidates against reserved vacancies, whether by examination or otherwise, if sufficient number of candidates is not available on the basis of general standards to fill all the vacancies, candidates belonging to these communities may be selected to fill the remaining vacancies, provided they are not found unfit for such posts. If the requisite number of Scheduled Caste and scheduled Tribe candidates possessing even lower standards are not available, for non-technical and quasi-technical Group C and Group D posts filled otherwise than through written examination, candidates who fulfil the minimum educational qualifications may be selected, and in service training given to them for improving their standards.

f) The interview of Scheduled Castes and Scheduled Tribe candidates should be held on a day or sitting of the Selection Committee other than the day or sitting on which general candidates are to be interviewed, so that Scheduled Caste and Scheduled Tribe candidates are not judged in comparison with general candidates.

#### Concession and Privileges

**11.55 In the case of candidates belonging to Scheduled Castes and scheduled Tribes , the maximum age limit prescribed for appointment to both gazetted and non gazetted service or post will be increased by five years. The physically handicapped persons who belong SC/ST will be eligible for age relaxation of Ten years for group C & D posts over and above the age relaxation of 5 years as SC/ST.**

(b) Scheduled Caste and Scheduled Tribe candidates called for interview by the UPSC on the basis of competitive examinations will be entitled to a single second class railway fare from the normal place of residence to the place of interview and back. When Scheduled Castes and scheduled Tribe candidates are called for interview/written test, for appointment to group C & D posts advertised posts or through the Employment exchange recruitment to which is made departmentally, the appointing authorities may allow such candidates single second class railway fares by the shortest route from the normal place of residence to the place of interview and back provided, the distance traveled by rail each way exceeds 80 K.M. (50 miles) . For journeys by road between stations not connected by rail, the appointing authority may allow such candidates actual bus fare or road mileage at the lowest rate admissible to Government Servants whichever is less, provided the distance covered by road is more than 32 K.M. (20 miles) each way.

(c) Details relating to reservation of vacancies for Scheduled Castes and Tribes and other concessions and privileges admissible to them should be displayed prominently for the information of all concerned.

#### Contacts with Scheduled Caste and Scheduled Tribe Associations.

**11.56 In the light of the provisions of the Constitution , special efforts should be made to find out suitable employment for Scheduled Caste and Scheduled Tribe applicants, Employment Officers should enlist the co-operation of recognized Scheduled Caste and Scheduled Tribe Associations with this end in view. They should be asked to advise suitable qualified candidates interested in employment assistance to register at the Employment Exchanges. If Scheduled Caste and Scheduled Tribe applicants are not available on the Live Register for submission against notified vacancies the assistance of local Scheduled Caste and Scheduled Tribe Associations/Organisations should be sought to obtain suitable candidates and make the vacancies widely known. In appropriate cases, the vacancies should be circulated to other Exchanges where suitable candidates are likely to be available. If necessary, the Exchanges may also advertise such vacancies in the press(without disclosing**

**the name of the employer) inviting suitable Scheduled Caste and Scheduled Tribe applicants to apply to the Exchange, if authorised by the State Director.**

#### Reservation for Other Backward Classes

11.57 Twenty seven percent (27%) of the vacancies in Civil posts and services under the government of India , to be filled through direct recruitment shall be reserved for the Other Backward Classes . In the case of candidates belonging to OBC Categories, the maximum age limit prescribed for appointment to various posts to be filled through direct recruitment will be increased by three years. The procedure of registration and submission as outlined for Scheduled Caste and Scheduled Tribe applicants may also be followed in case of applicants belonging to Other Backward Classes. Some of the State Governments have also reserved certain percentage of vacancies for applicants belonging to Backward Classes.

#### **CRAFTSMEN HOLDING RECOGNISED CERTIFICATES/ DIPLOMAS**

##### Special Procedure

11.58 (a) Craftsmen holding recognised certificates or diplomas of proficiency in their trade are classifiable under the following categories:-

- (i) Holders of National Trade Certificate awarded by the **National Council for Training in Vocational Trades ( N.C.T.V.T.)** . Applicants holding the certificates should have successfully completed institutional training in Industrial Training Institute of one or two year duration depending on the trades.
- (ii) Holders of National Apprenticeship Certificate awarded by the **N.C.T.V.T on** behalf of the Central apprenticeship Council (C.A.C). Applicants holding these certificates should have successfully completed either basic I.T.I training for one or two years followed by shop floor training in industry for a period of either two or one year, or apprenticeship training for two or three years, depending on the trades.
- (iii) Holders of certificate from other State Government Institutes.
- (iv) Holders of certificate /diploma from recognised institutions other than those mentioned at (i) to (iii) above. With regard to this item, the criteria for regarding a certificate/diploma awarded by an institution as recognised would be that the award should have the recognition of the Central or the State Government. The different types of craftsmen enumerated above should be identified on the basis of the type of certificate held by them. A list of training institutions/centres, whose awards are recognised by the State Government should be maintained in consultation with the appropriate authority in the State to facilitate such identification, and this list should be kept upto date. The information contained in the “Handbook” on Training Facilities in India” may also be made use of for the purpose.

**(b) The above categories of craftsmen should be registered in the normal manner and the Index Cards in respect of applicants at (I) , (ii), (iii) and (iv) above should be endorsed N.T.C., N.A.C., State and others respectively. Suitable identification tabs should be affixed on these Index Cards. A running records should be maintained in the following form in respect of categories mentioned at (i) and (ii) in para (a) above, to facilitate rendering returns ES-2.2.**

Record of Craftsmen Holding Recognised Certificates/Diplomas Registered at the Employment Exchange

\*Category N.T.C./N.A.C

<b>Date of Registration</b>	<b>Name of Applicant</b>	<b>Registration Number</b>	<b>NC O Code No.</b>	<b>Occupation in which trained</b>
<b>1.</b>	<b>2.</b>	<b>3.</b>	<b>4.</b>	<b>5.</b>
<b>Occupation in which placed</b>	<b>Date on which placed</b>	<b>Return ES 2.2 in which placing accounted</b>	<b>Remarks</b>	
<b>6.</b>	<b>7.</b>	<b>8.</b>	<b>9.</b>	

**NOTE:-** (1) Separate pages should be opened in the running record for each category of certificate holders i.e. N.T.C. and N.A.C when an Index Card of any of these applicants is removed from the Live Register, the Reason should be entered in the remarks' column of the running record.

(2) The running record need not be maintained in respect of categories (iii) and (iv) of sub-Para (a) above, unless otherwise instructed by the State Director.

**I.T.I Trainees**

11.59 (a) Efforts should be made to get all ex-trainees registered at Employment Exchanges. With a view to achieve this, Employment Officers should endeavor to meet trainees after they have passed their trade, tests, at the Training Centres. Such visits should be arranged in consultation with Principals of the Centres. On such occasions, the Employment Officer should explain the functions of the Employment Service and how it can help the trainees. He should advise the ex-trainees to take the first opportunity to present themselves for registration and employment assistance at the Employment Exchange servicing their place of residence.

(b) Trainees who have successfully completed their institutional training are issued with provisional certificates by the heads of the Training Institutes/Centres. Such trainees may be registered at the Exchanges on the basis of their provisional certificates.

(c) Trainees undergoing training sometimes seek to get themselves registered with Employment Exchanges and abandon the training course when they are placed in employment. This is not desirable. When such a trainee applies for registration, it should be made clear to him that he cannot be registered until he completes the training or produces a certificate from the Principal of the training Centre to the effect that he has been discharged from the centre and he will not be pursuing the course any longer.

(d) Employment Officers should consider it as their special responsibility to provide early employment to the trainees who have successfully completed their course, in occupation where their training can best be utilized. Close contact should be established with employers who are

likely to require the service of these trained persons. The placement of all passed out trainees should be the ultimate aim.

#### Apprenticeship Trainees

11.60 (a) In connection with the implementation of the Apprentices Act, 1961, Principals of Industrial Training Institutes/Centres (in their capacity as Assistant Apprenticeship Advisers) are required to locate the Industrial establishments coming within the purview of the Act in their jurisdiction and establish contacts with them. Employment Officers should assist the Principals by providing them with the list of establishments/industries covered by the E.M.I programme. This will be done on the basis of the Employer's Register maintained in the Exchange and other sources of information available with them.

(b) Applicants undergoing apprenticeship training should not be denied the facilities accorded by the Employment Exchanges. They should be registered with Employment Exchanges, without production of no objection certificates. Index Cards of apprentices posted for training through the Employment Exchanges should be retained on the Live Register for submission against suitable vacancies.

### **EMPLOYED PERSONS**

#### **Persons Employed Under The Central Government.**

11.61 (a) Permanent and temporary Central Government Employees will be allowed to register their names with the Employment Exchanges for a higher post under the Government/Public Sector Undertakings/Autonomous Bodies on production of a no objection certificate from their employers. The grant of no objection certificates to such permanent and quasi-permanent employees will be subject to the following conditions:

- (i) An employee should be registered only for a post higher than the one he is holding under the Government. In case of doubt as to whether the post for which a permanent quasi-permanent employee intends to register himself with the Exchange is higher than the one he is holding, the decision of the head of office/department shall be final.
- (ii) Temporary employees who desire to be registered for equivalent posts should produce a 'No Objection Certificate' from the employer. Temporary employees are entitled to be issued 'No Objection Certificate' from the employer vide Ministry of Home Affairs, Department of Personnel and Administrative Reforms, O.M. NO. 14024/4/77 Estt.(D) dated 4.7.1977.

#### **Persons Employed Under The State Government**

11.62 Registration of persons employed under the State Government shall be governed by instructions issued by the State Government concerned.

#### **Persons Employed In Quasi-Government/Local Body/ Private Establishments.**

11.63 Persons employed in 'Quasi-Government, Local Body and Private establishments shall be allowed to register with the Employment Exchange without producing no objection certificates.

11.64 (a) The employed persons should be registered in the normal manner. The period of notice that the applicant would need to join a new post should be recorded in the f.o.u column of the X-1

which will be endorsed 'Employed Persons' at the top. An entry 'E Pn' should be made in the 'category column of the X-63 against names of employed persons.

(b) When an employed person who allows his registration to lapse reports for re-registration, he should be registered on the basis of 'No Objection Certificate' from the present employer.

(c) If an employed person registered at the Exchange becomes unemployed, his original registration with the same registration number should continue on the Live Register. The endorsement made on the top of the X-1 should however, be deleted.

(d) Employment persons in Group 'D' posts in Central Government Offices/Establishments, who are educationally qualified for Group 'C' posts, will be allowed priority against Central Government vacancies, if they report to the Employment Officer with the necessary certificate. The Employment Officer in such cases will record under his dated signature the priority granted to the registrants. Notice to this effect should be displayed at a prominent place in the Exchange premises for information and guidance of the job-seekers.

(e) Index Cards of employed persons shall be filed in the normal manner, alongwith those of the unemployed.

Appointment of Muster Roll on Workcharged Establishments of C.P.W.D.

11.65 The Workcharged establishments of C.P.W.D. cannot appoint their Muster Roll employees direct on occurrence of vacancies, unless they are sponsored by the Employment Exchange. However, while making submissions against vacancies of the Workcharged establishment, any period of experience possessed by the applicant as Muster Roll employee will be taken into consideration.

## **SELF EMPLOYED PERSONS**

### **Special Procedure**

11.66 Index Cards of self employed persons should be completed in the normal manner. They should be endorsed 'Self Employed' at the top preferably by means of a rubber stamp. An entry 'S.E.Pn' should be made in the category column of the X-63, against the entries relating to self employed persons. Index Cards of such applicants will be filled in the normal manner, along with those of unemployed persons. For purposes of submission, self-employed persons should be treated on par with unemployed applicants.

### **Released Bonded Labour**

11.67 a) The released bonded Labour will be granted relaxation of age upto 40 years for recruitment in Group 'C' and Group 'D' posts under the Government of India.

(b) The released bonded labour will be accorded priority III (viii) for the purposes of employment through Employment Exchange.

(c) The Index Cards and the Identity Cards of such applicants should be endorsed 'Released Bonded Labour' on the top. Similar endorsement should be made in the running record of registration (X-63) against parallel entries.

(d) The District Magistrates in their capacity as Chairman of the District Vigilance Committee constituted under the Bonded Labour System (Abolition) Act, 1976 and Rules framed thereunder

are authorised to issue Identification Certificates to the bonded labour released as per the provisions of the Act.

<p style="text-align: center;"><b>CHAPTER XII</b> <b>SPECIAL TYPES OF VACANCIES</b></p>
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## **STRIKE AND LOCKOUT VACANCIES**

### *Policy*

12.1 The policy of the Employment Service in dealing with vacancies arising out of a strike or with applicants affected by a strike or lockout is as follows:-

In the event of a strike or lockout, an Employment Exchange will refuse to accept vacancies or register workers arising out of the strike or lockout except in the case of a strike or lockout which the appropriate Government, through the duly authorised Officer, notifies to the Employment Exchange to be an illegal strike or lockout, the continuance of which is contrary to public interest and directs the Employment Exchanges to submit suitable applicants. In all cases where workers are submitted against strike vacancies or where workers who are on strike are submitted to employers for employment, the Employment Exchange will, before making such submissions, inform the workers or the employer, as the case may be, that the vacancy is due to an illegal strike or that the person who had been submitted for employment is unemployed because of an illegal strike or lockout.

Note- Notwithstanding what has been stated above, if a strike occurs in an Essential Service, the State Government may, in the public interest, direct an Exchange(s) to accept vacancies and register workers for submission against such vacancies, regardless of the legality or illegality of the strike.

### **Procedure Before Authorisation**

12.2 When vacancies which have arisen (directly or indirectly) as a result of a strike are notified, or when persons who are affected by a strike or lockout apply for employment assistance, the Exchange should prepare Order Cards without making entries in the Vacancy Order Register, and Index Cards without making entries in the Record of Registrations. The Order Cards and Index Cards should be endorsed "Trade Dispute" and filed separately from other cards. No action should be taken to fill the vacancies, unless the Exchange is directed to do so by the appropriate Government through the Authorised Officer. Similarly, persons affected by the strike or lockout should not be submitted against vacancies, until the strike/lockout is declared illegal. The position should be explained to the employer and the applicants concerned.

Note- If an employer requests the exchange to accept strike vacancies and sponsor suitable applicants on the ground that the strike/lockout is likely to be declared illegal, the Exchange should, without waiting for such a declaration from the Authorised Officer, refer the matter to him for a decision, as to whether or not the strike has been declared illegal. If the authorised Officer states in his reply that the strike has been declared illegal, the vacancies should be accepted and appropriate action taken. If, however, the Authorised Officer is unable to make such a declaration, the Exchange should not take any action.

### **Filling Vacancies after Authorisation**

12.3 (a) When strike vacancies occur and when the appropriate Government has, through the Authorised Officer, directed an Employment Exchange to make submissions against such vacancies, the Order Cards should be taken out of the Dead Order Register and placed on the Live Order Register, after details of the vacancies have been entered in the Vacancy Order Register.

Normal submission action should then be taken

(b) **Applicants who are called for interview, before submission against such vacancies should be told that the vacancies have arisen as a result of a strike. They will then be in a**

**position to take this also into consideration while giving their consent for submission against the vacancies.**

### Submission of Applicants Affected by a Strike or Lockout

12.4 Applicants affected by a strike or lockout may, when the Authorised Officer has declared the strike or lockout to be illegal, be submitted against vacancies. The Exchange should then take out the Index Cards relating to the applicants, place them on the live register after making appropriate entries in the X-63, and render employment assistance to them. When such applicants are submitted to employers, the employers should, however, be informed that the applicants are in need of employment assistance as a result of a strike or lockout.

### Action on Termination of Strikes and Lockouts

12.5 Authorised Officers will keep the Employment Exchanges informed about the commencement and termination of strikes and lockouts. Should this information come to the notice of Exchanges by other means, the matter should be referred to the Authorised Officer for confirmation. When a strike has terminated, all Order Cards relating to it which are filed on the Live Order Register and those filed separately will be treated as cancelled. The employer should be informed that since the strike has terminated the vacancies are being treated as cancelled. Similarly, all Index Cards filed on the Live Register which relate to applicants affected by the strike or lockout which has terminated, should unless an applicant has expressed his desire to the contrary, be removed from the Live Register and those filed separately should be treated as cancelled.

Workers affected by Retrenchment or Closure of Establishment.

12.6 Under provisions of Rule 76 of the Industrial Disputes (Central) Rules 1957, if an employer in the Central sphere intends to retrench any worker employed in his industrial establishment who has been in continuous service for not less than one year under him or close down an undertaking, he shall give notice of such retrenchment or closure among others to the Employment Exchange concerned. On receipt of such a notice, the Employment Officer should contact the employer to ascertain whether the workers affected desire to get employment assistance through the Employment Exchange. If so, necessary staff should be deputed to the establishment for registering their names. These candidates should be submitted against suitable vacancies notified to the Employment Exchange in the normal manner. The Employment Officer should also contact prospective employer in the area for exploring the possibility of deployment of the affected workers as quickly as possible.

## CENTRAL GOVERNMENT VACANCIES

### Persons Eligible For Submission

12.7 The types of applicants who are eligible for Central Government service taking into account their nationality and domicile are stated in a Resolution issued by the Department of Personnel & Administrative Reforms which will be found in Volume II, Appendix I(11). The instructions contained in the Resolution should be carefully followed, particularly when submitting persons whose domicile or nationality is not clearly Indian.



## Notification of Vacancies to Employment Exchanges

12.8 (a) All Group A and Group B vacancies under the Central Government (recruitment to which is normally made through the U.P.S.C) and Group C & D vacancies should, in the first instance, be notified to the Division of Retraining and Redeployment of the Department of Personnel. The Division of Retraining and Redeployment of the Department of personnel will either nominate suitable candidates (If available on their rosters) against notified vacancies or permit the employer to fill up the vacancy through other permissible channels. After the vacancies are released by the said Division, for filling through other permissible channels, the vacancies reserved for Ex-Servicemen will be notified to the Rajya Sainik Board/Zila Sainik Board for sponsoring suitable disabled ex-servicemen/ex-servicemen. Of the remaining vacancies those earmarked for priority categories, should be notified to the Ex-Servicemen Cell of the DGE&T for sponsoring suitable disabled ex-servicemen/ dependents. The vacancies which are neither reserved for ex-servicemen nor for priority categories will be notified to the concerned Employment Exchange for taking normal submission action. In case the number of vacancies reserved for Scheduled Caste and Scheduled Tribe and physically handicapped is not mentioned in the requisitions received from Central government employers, they should be returned to the employer concerned, for retransmitting the same duly indicating the number of vacancies for such categories (see volume II, Appendix I(12)).

**(b) All vacancies for scientific and technical personnel carrying a basic pay of Rs. 1400/- p.m.(pre-revised) or more occurring in Central Government establishments will be notified to the Central Employment Exchange of the D.G.E&T. Other Central government Vacancies, in respect of which the employing authority specially desires, circulation outside the State will also be notified to the Central Employment Exchange.**

**(c) All Central Government Vacancies, shall be notified to the Employment Exchange/Central Employment Exchange in the standard form (see Volume II, Appendix I(13)).**

Points to be Remembered while Making Submission against Central Government Vacancies.

12.9 (a) Central Government vacancies notified to the Employment Exchanges are to be filled by candidates belonging to priority categories and those belonging to non-priority categories in the ratio 50: 50 see vol. II Appendix 1(14) . While notifying vacancies, Central Government employers will indicate whether the vacancies should be filled by priority category candidates or by others. In cases where a number of vacancies have to be filled simultaneously by both priority and non-priority candidates, the appointing authority will indicate the number of vacancies to be filled by priority candidates and the number to be filled by others. In making submissions against vacancies for which applicants belonging to priority groups have to be submitted, the order of priorities laid down by the Department of Personnel {see volume II, appendix I (6) } should be strictly observed. If the required quota of priority applicants is not available on the Live Register of the Exchange for submission against vacancies set apart for them, the vacancies should be circulated on form X-16, at the discretion of the Employment Officer , to other Exchanges within the State provided the time allowed by the employer permits such circulation, and there are reasonable chances of suitable applicants responding to the circulation. When circulating details of vacancies, the last date for submission should be clearly indicated. On receipt of details of vacancies, Exchanges having suitable priority category applicants should forward particulars of such applicants to the vacancy Exchanges within the prescribed time limit. If, inspite of all efforts, the required quota of priority category applicants cannot be submitted against vacancies set apart for them the Exchange may submit non-priority applicants. The employer should be informed of the submissions of non-priority applicants to enable him to make up for the deficiency by adjustments in his roster and to maintain as far as possible the prescribed ratio. The maintenance of the ratio is, however, the responsibility of the employer and not that of the Exchange.

(b) When there are qualified Priority I applicants available, they should get overriding preference in submission irrespective of whether the vacancies are reserved for priority categories or not. However, in so far as vacancies reserved for Scheduled Castes, Scheduled Tribes and Ex-Servicemen are concerned they should necessarily be filled by such candidates.

(c) Priorities assigned by the Department of Personnel to various categories of applicants should be brought to the notice of all applicants at the time of registration. For this purpose Employment Exchanges should put up notices in the waiting hall of the Exchange making known the order of priorities.

(d) While making recruitment to Central Government vacancies set apart for priority categories, employing authorities are required to observe carefully the prescribed order of priority. For the information and guidance of appointing authorities, Exchanges should, when submitting applicants indicate the priority category to which each applicant belongs e.g. "Priority 1". Non-priority category applicants should not be submitted along with priority applicants against the quota of vacancies reserved for the latter, if an adequate number of suitable applicants belonging to the priority categories is available.

(e) All appointing authorities, when making recruitment against Central Government vacancies set apart for priority categories are required to accept applicants submitted by the Exchanges in the order of their priorities and should not reject applicants belonging to a higher priority group, unless such applicants are found definitely unsuitable for reason to be recorded which should be communicated to the Employment Exchanges concerned. If therefore, a Central Government employer does not accept suitable applicants belonging to higher priority category submitted by the Exchanges, it should request the employer to communicate the reasons due to which applicants were found unsuitable. To save time, wherever possible, this should be done over telephone. If the employer cannot be contacted over telephone as also in cases where it is considered necessary to call for reasons in writing, the employer should be suitably addressed.

(f) According to a decision of the Government of India, supplementary lists of applicants should not be furnished or fresh submissions made against a notified vacancy unless the employing authority has declared that all the applicants submitted in the first instance have been absorbed, or have been found unsuitable for reasons to be recorded. If, therefore, a Central Government employer desires a supplementary, list of applicants in connection with vacancies notified by him, and in respect of which submission of requisite number of applicants had already been made but the results had not been communicated, the position should be explained to the employer. He should be requested to indicate the result of previous submissions, before action for submission of a fresh batch of applicants is taken.

Nominees of Employment Exchanges Appointed initially in Leave/Short-term Vacancies-Retention in Regular Vacancies.

12.10 A person appointed through the Employment Exchange against a leave/short term vacancy may be absorbed in a subsequent leave/regular vacancy in the same grade in the same office provided there is no break in his service and the applicant is fully qualified in all respects for the vacancy. Employment Exchanges should, therefore, submit the best available applicants even against leave/short-term vacancies in view of the possibility of their continuance in service.

## **Recruitment of Casual Labour**

12.11 The following procedure shall be followed for recruitment of casual labourer in the P & T Department:-

1. Within 16km radius of towns where there are Employment Exchanges casual mazdoors should be recruited through the Employment Exchanges.
2. In other places casual mazdoors may be recruited direct from among persons who are already registered at the Employment Exchanges but the list of persons so recruited (along with their registration numbers) must be sent to the Exchanges concerned immediately after recruitment.

12.12 The procedure for recruitment of casual labour for various agricultural operations like ploughing, watering harvesting etc., in the various Research Farms and Institutes/Stations/Centres of the Indian Council of Agricultural Research shall be as under:-

- (i) Recruitment of casual labour can be made without the agency of the Employment Exchanges, if the farm is situated beyond 15 Kms. of the town served by the Employment Exchange.
- (ii) Recruitment should be restricted to the neighborhood of the farms and, in any case, not outside the jurisdiction of the local Employment Exchange . In case for any special purpose outside labour is to be preferred, it should be done with the assistance of the local Employment Exchange or after obtaining their non-availability certificate.
- (iii) Reservation to various categories as per Central Government instructions should be invariably followed in order to ensure protection to them in the event of regular absorption.

12.13 (a) Muster roll Labourers in the CPWD may be recruited directly without the medium of the Employment Exchanges by the Engineers of the CPWD only in respect of works located in remote and inaccessible areas subject to the following conditions:-

- (i) that the site of work is situated beyond a radius of 50 kms. from the nearest Employment Exchange; and
- (ii) that a certificate to the effect that the work is required to be carried out in remote and inaccessible areas and that suitable workers from the nearest Employment Exchanges are not likely to be available, should be recorded in writing by an officer higher in rank than the appointing authority, under intimation to the concerned Employment Exchange, in respect of each work undertaken by the CPWD, before actual recruitment is made.

Labourers required at work sites within a radius of 50 kms. of an Employment Exchange should be recruited through the nearest Employment Exchange only.

(b) The short term casual daily rated labour may be recruited directly without the medium of the Employment Exchanges by the local Engineers of CPWD for a period of one month at the most for work of flood protection, slip clearance and accident relief on the condition that a

certificate to the effect 'that the work is of a nature which could not be anticipated and suitable workers from the nearest. Employment Exchange are not likely to be available' be recorded in writing by an officer higher in rank to the appointing authority under intimation to the concerned Employment Exchange, in respect of each work undertaken.

### **Issue of Non-availability Certificate**

12.14 (a) When employers notify vacancies to the Employment Exchange they expect suitable candidates to be sponsored by the Exchange. It is, therefore, incumbent on the part of the Employment Service to take all possible steps to sponsor the type of persons required by them. But if all efforts including vacancy clearing fail, the employer should be issued with a 'Non-availability Certificate' on form X-49. However, while considering the issue of a Non-availability Certificate to an employer, it should be ensured that all efforts have been made to secure suitable candidates against the vacancy, and further delay in the issue of the same will cause inconvenience to the employer and dislocate work in his office.

(b) Submission of an applicant or a batch of applicants against a vacancy does not in itself rule out the need for the issue of a Non-availability Certificate. If the applicant or applicants submitted are found unsuitable or refuse to accept the service conditions offered by the employer, a Non-availability Certificate has necessarily to be issued immediately if no more suitable applicants are available on the live Register. Employment Officers should under no circumstances, delay issue of a Non-availability Certificate in the hope that within a short time suitable applicants will come for registration or be found elsewhere.

### **Action to ensure that Central Government Establishments Comply with Prescribed Recruitment Rules.**

12.15 All Central Government offices/ establishments are required to render to the Employment Exchanges a quarterly return showing the various types of vacancies occurred during the quarter and the manner in which they were filled. On receipt of it, the Employment Officer should carefully scrutinize the information furnished with reference to the appropriate entries in the Vacancy Order Register and point out to the employer if any discrepancy has been noticed. The matter should also be brought to the notice of the State Director. It should be noted, however, that no reference need be made to offices/establishments which have been permitted to fill vacancies direct after obtaining the non-availability Certificate from the Employment Exchange concerned and Defence establishments which have filled vacancies direct under the special provisions prescribed for this purpose.

### **Recruitment of staff for Census operation work**

12.16 All vacancies relating to census operations will be notified to and filled Employment Exchanges. Employment Officers should give prompt & careful attention to sponsor suitable applicants within the time limit looking to its special & urgent nature of work involved in the Census operation.

Notification of Vacancies to the Central Employment Exchange (DGE&T)-Action on such Vacancies.

**12.17 Under the provisions of the Employment Exchanges(Compulsory Notification of Vacancies) Rules 1960, vacancies in posts of scientific and technical nature carrying a basic pay of Rs.1400(pre-revised) or more per month occurring in the Central Government Establishments will be notified to the Central Employment Exchange. Apart from these vacancies, when an employer desires that vacancies occurring in his establishment should be circulated to the Employment Exchanges outside the State or Union Territory in which the**

**establishment is situated, they should also be notified to the Central Employment Exchange. The Central Employment Exchange shall advertise all such vacancies in the Employment News.**

12.18 (a) On publication of an advertisement , Employment Exchanges should, wherever possible, bring it to the notice of suitable applicants on the Live Register. Employment Exchange should also collect applications in the prescribed Proforma [see volume II, Appendix I (15) from all qualified candidates who apply in response to the advertisement and forward them to the Employer as per addresses given in the advertisement under intimation to Central Employment Exchange, while forwarding the applications the Employment Exchanges should ensure strict compliance of instructions given in the advertisement. .

(b) The Central Employment Exchange will be responsible for follow-up action in respect of these submissions. The result of selections should be communicated to the Exchanges by the Central Employment Exchange, in due course.

12.19 The procedure of recruitment under different categories of para-military forces/ defence establishments/ defence services, Department of Posts & Telegraph etc is governed by the recruitment procedure announced by the respective Organisations. However, the recruitment information is invariably given in the Press/Media. The Employment Officer should keep himself updated about the procedure of recruitment and provide employment assistance to the registered jobseekers whenever recruitment takes place.

## **STATE GOVERNMENT VACANCIES**

### **Documents and Submission**

12.20 When a vacancy is notified by a State Government office /establishment, an Order Card should be prepared in the normal manner, making the endorsement 'S.G.' in item 3 of the card. Submission action should be taken in accordance with the special instructions that have been laid down by the State Government and the order of priorities, if any, that may have been prescribed. Some simple special procedure (tabbing of Index Cards, making suitable endorsements on them etc.) may, with the permission of the State Director, be adopted for easy identification on the Live Register of Index Cards of applicants for whom the State Government have accorded special concession such as reservation of vacancies or priority in the matter of submission. Instructions relating to the issue of Non-availability Certificates laid down in Para 12.14 should, in relevant cases, be followed in respect of these vacancies also.

#### **SPECULATIVE VACANCIES AND SUBMISSIONS**

12.21. Normally, Employment Exchanges will not make any speculative submissions against vacancies not notified to it. P & E Offices and Special Employment Exchanges for the Physically Handicapped may, however, make speculative submissions against vacancies not notified to them in case they have definite information about the availability of suitable vacancies with well-known firms and establishments. Particulars of applicants selected for speculative submission should be forwarded to the employer on form X-66. The Candidates will be informed of the submission preferably by post. If the employer happens to be in the jurisdiction of another P & E Office, two copies of the completed form X-66 should be sent to the Vacancy Exchange for onward transmission to the employer, the duplicate copy being intended for retention at the Vacancy Exchange. In such cases, the Vacancy Exchange should make such endorsement on the X-66 as may be necessary before forwarding the form to the employer. The endorsement "X-66 dated..... to.....(name and address of the employer)" should be made on Index Cards of the applicant in the space provided for submission entries. If in response to X-66 an employer desires to interview or engage an applicant, his communication should be regarded as a notification of vacancy by the Vacancy Exchange and normal action taken. If no reply is received

within a month or the employer states that he is not interested, the Applicant Exchange should be informed. On receipt of this information the Index card of the applicant should be endorsed accordingly and the applicant informed.

### **ADVERTISED VACANCIES**

12.22 Vacancies which come within the purview of the Employment Exchanges (Compulsory Notification of vacancies) Act, 1959 are required to be notified to the Employment Exchanges in the form and manner prescribed under Rule 4 of the EE(CNV) Rules; 1960. For such vacancies which come under the purview of the Act are advertised in the press but not notified to the Exchange, the Employment Officer should however, take necessary action against the employers in accordance with the provisions of the EE(CNV) Act, 1959. If vacancies which do not come within the purview of the Act are advertised in the Press and if suitable candidates are available on the Live Register, Order Cards should be opened without making entries in the X-64 and submissions made direct to the employer. The Order Card should not, however, be assigned an order number unless the submission results in placement.

### **Vacancies Advertised By The U.P.S.C And S.P.Cs /Central/State Recruitment Commissions/Boards**

12.23 Advertisements issued by the Union Public Service Commission etc. appear in the Government of India Gazette, State Governments Gazettes and in leading news-papers in the country. Copies of these advertisements should be exhibited on a special vacancy board named "UPSC/SPCS VACANCIES". In response to enquiries, applicants should be advised to apply direct to the Commissions. Similar action should be taken against vacancy advertisement released by Staff Selection Commissions/Boards of Central & State level.

### **PART - TIME VACANCIES**

12.24 (a) Applicants who require assistance only for obtaining part-time job will be registered in the normal manner for the type of part-time employment for which they are desirous and suitable. Their Index Cards should be filed in a separate section of the Live Register in the normal manner.

(b) If an applicant expresses his willingness to be considered for part-time jobs at the time of registration, an entry "P.T." will be made in red ink at the top of the X-1. Details regarding types of part-time jobs, which the applicant is prepared to accept, the categories of employers with whom he is prepared to work, terms and conditions and hours of work etc. should be recorded in the f.o.u. column of the X-1. Index cards of such candidates will be filed in the normal manner on the Live Register.

12.25 (a) Selection for submission against part-time vacancies notified by Government departments/offices should be made in accordance with the special requirements of the job adhering to the normal selection procedure which takes into consideration priority categories, seniority of the registration etc.

(b) Applicants who have been registered for regular employment but placed in part - time jobs should continue to be borne on the Live Register if the applicants so desire and should be considered for submission against full-time vacancies in the normal manner.

(c) Placings in respect of applicants, who have been helped into part - time employment should be accounted separately, from that of applicants placed against full - time jobs. Part - time placements should not be included in ES 1.1.

<b>CHAPTER XIII</b> <b>VACANCY AND LABOUR CLEARING</b>
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## **INTRODUCTION**

13.1 The following two methods may be adopted to bring together vacancies and applicants which are at places distant from each other. The methods are known as Vacancy Clearing and Labour Clearing, definition of which are given in Chapter II.

## **VACANCY CLEARING**

### **Central, State and Exchange Clearing**

**13.2 Vacancies may be cleared at three levels:**

- (a) At an all - India level by the Central Employment Exchange, which may advertise vacancies in the Employment News;**
- (b) At State level by the State Employment co-ordination Office(SECO) which may circulate details of appropriate vacancies to all or selected Employment Exchanges in their respective States; and**
- (c) At the Employment Exchange level by the Employment Exchange which may circulate details of appropriate vacancies to one or more Exchange, either in the same State or in other States.**

### **Essentials of Vacancy clearing**

**13.3(a) Speed is of primary importance, within twenty-four hours of receiving a vacancy, the Employment Officer should decide whether suitable applicants are actually available on his Live Register or not. If he decides in the negative, then the question whether the vacancy should be circulated at local/State level or given to Central Employment Exchange for advertisement.**

(b) Only those vacancies which by experience are found to be attractive to candidates in other Exchange areas should be circulated.

(c) It is primarily the responsibility of the Officer-in-charge of the Vacancy Exchange (V.E.) to locate suitable applicants for vacancies notified to him. To this end, he should make himself aware of the location of various types of workers in the adjacent Employment Exchanges, and if possible, at distant places. He should study with care lists, reports and statistics (both official and unofficial) relevant to the question and the paras on 'Shortages and Surpluses' of the various reports issued under the Employment Market Information Programme.

(d) As far as possible, adjacent sources should be utilized first. This is important because for most categories of vacancies handled by Exchanges, the effectiveness of circulation decreases as the distance between the Vacancy Exchange and the Exchange to which the vacancy is circulated increases. Circulation between individual Exchanges which are near each other is one of the most important steps in the process of Vacancy Clearing. If, however, an employer asks for applicants from a particular area(s) prompt action should be taken to obtain them from such area(s) by addressing the appropriate Exchange(s) direct. An employer's right to make this request must be respected.



**(e) Exchanges and S.E.C.Os. should not hold up circulation of vacancies in the hope that suitable applicants will be subsequently found within their jurisdiction.**

### **Method of Circulating Vacancies- General Instructions**

13.4 (a) Circulation of vacancies is a step of vital importance which (particularly in the case of all-India clearance) sets into motion practically the entire Employment Exchange machinery. It is essential, therefore, to ensure that circulation action is based on a realistic assessment of the need for such circulation. Prior to circulating a vacancy the Vacancy Exchange should invariably review the contents of the order placed by the employer, particularly belonging to private employers, to determine whether or not the information pertaining to the vacancy is adequate to enable qualified applicants to decide whether or not to accept referral. The information should cover all the items on form X-16. Any other information peculiar to the particular vacancy which might help the applicant Exchanges in the selection process should also be included. Vacancies in respect of which essential details as specified above are not available, should not be circulated until they have been collected from the employer. Steps taken to collect further details should be recorded under item 13 of X-2.

**(b) Before a vacancy is circulated, it is also necessary to get the employer's consent for such action preferably in person or over telephone.**

**(c) When a vacancy is notified personally or by telephone and it is known that it cannot be filled locally, the Employment Officer should at one apprise the employer of the situation, get his formal consent for circulation and ask him whether he is willing to pay traveling expenses, or give any other facility which would attract candidates from other areas. The information given by the employer should be recorded under item 13 of X-2.**

(d) Taking prior consent of the employer for circulating a vacancy, as at (b) and (c) above, is not ordinarily necessary in respect of vacancies from Government employers, since they do not usually have objection for considering applicants from other areas. Traveling Allowance to candidates reporting for interview/written test is also not generally admissible under government rules. Government employers need be contacted before giving circulation to vacancies notified by them, only if the time factor is positively unfavourable and an extension of time need be obtained.

Note:- Despite what has been stated above, the question whether consent of the employing authority should be obtained or not may be left to the discretion of Employment Officers since they know the individual employers in their areas well.

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(f) In cases of extreme urgency the vacancy may be communicated by telephone or telegram, but confirmation should be sent on X-16. The Vacancy Exchange should supply adequate details regarding the precise nature of work, qualifications and experience required of candidates, terms and conditions of service the exact address of the employer and any other information likely to

assist the Applicant Exchanges in selecting suitable applicants. In the case of Central and State Government Vacancies, the entry 'C.G.' and 'S.G.' respectively and the name of the Ministry or Department in which the vacancies exist should be made in the "remarks" column of X-16.

(g) The Exchanges to which the vacancies are circulated, not being in direct contact with the employer are guided entirely in the selection process by details of vacancies supplied to them on X-16. It is, therefore, very essential to ensure that complete and correct details are supplied. A few important points which should be borne in mind while completing form X-16 are given below for the guidance of the Employment Officers:

**Column (3)-** The designation of the post or name of the occupation as given by the employer should be mentioned against item (a). It should be ensured that the Occupational Code No. allotted is the most appropriate one for the post/occupation.

**Column (4)-** Correct and complete address of the employer should be entered against (a) to enable Applicant Exchanges to make submissions direct to employers where needed. If the place of work/interview is one with which Exchanges at distant places may not be familiar or if it is out of the way place, the name of some well-known town or city nearer to the place of work/interview should be given for the guidance of Applicant Exchanges and applicants; e.g. "Harduganj near Aligarh", "Thumba (near Trivandrum)", "Khajuraho (Distt. Chhatarpur)". Brief but clear directions to reach such places should also be given.

**Column (5)-** Educational and Professional qualifications prescribed by the employer should be clearly mentioned against essential qualifications; qualifications that have been given as desirable should be separately mentioned. The experience required on the part of the applicants should be clearly mentioned against (c). General remarks such as "should have sufficient experience" or "should be an experienced worker" should be avoided. The type of experience and the minimum period of experience that the employer desires on the part of the workers should be recorded. The precise nature of duties that the worker will have to perform and with which he is expected to be familiar should be clearly given against (d). Lack of such information or sketchy information would help neither the Employment Exchanges in the selection of suitable candidates nor the applicants in coming to a decision as to whether or not to offer themselves as candidates. The description of duties should be as accurate and complete as possible.

**Column (6)-** Accurate information in respect of the various item heads under this column should be given. It should be borne in mind that information given against each of these items would be helpful to the applicants to decide whether or not to move out and accept the job, if offered. Meager or ambiguous information will not serve any purpose. Descriptions such as "Duration-temporary". "Allowances as per C.G. Rules", "Allowances as per company Rules", "D.A. as admissible", "All allowances according to capabilities", "Other colliery facilities", "T.A." may be given" etc. should be strictly avoided.

**Column (7)-** Information regarding availability of accommodation at the place of work is one of the important factors which applicants take into consideration before accepting an offer. It should be ascertained from the employer whether he would provide accommodation to the workers or whether he would help workers in getting living quarters. The prevalent rates of rent may also be indicated. Applicants would also naturally like to know something about the living conditions in the place of work as also educational and medical facilities. Information on these items should be recorded against (b) and (c) to the extent possible.

**Column (8)-** Information as to whether the employer has indicated preference regarding places from which he would like to have workers, as also whether both men and women are eligible and

whether all the vacancies or some of the vacancies are reserved for any caste/community should be recorded in this column. The last date before which submissions should reach the employer/Vacancy Exchange should also be mentioned here.

**General:** (i) With a view to attracting the attention of Applicant Exchanges to vacancies which require immediate action, details of such vacancies should be recorded on form X-16 in capital letters.

**(ii) If more than one demand is circulated on one and the same X-16, the vacancies should be arranged in the order of Occupational Code Nos.**

**(iii) The entries on the form should, as far as possible, be typed and not handwritten.**

### **Limited Circulation**

13.5 (a) If it is known from experience that suitable applicants are available in one or more particular Employment Exchanges in the same or any other State details of the vacancy may be forwarded by the Vacancy Exchange direct to the Employment Exchanges. Vacancy Exchanges may include the University Employment Information and Guidance Bureaux functioning in the country in their circulation lists, particularly in respect of vacancies for highly qualified persons.

**(b) S.E.C.Os. may at their discretion give limited circulation to vacancies transmitted by Vacancy Exchanges provided they are convinced that limited circulation will produce the desired results. Circulation should in these cases be done on X-16 .**

### **Regional Circulation**

13.6 (a) When an Employment Officer has decided that the Vacancy cannot be filled with applicants available on his Live Register and the circulation to all Employment Exchanges in his State is necessary, full details should be forwarded within twenty-four hours to the S.E.C.O. on Form X-16. If the margin of time is insufficient, the employer should be persuaded to extend the last date of submission in order that proper benefit could be derived from the circulation. While transmitting a vacancy to S.E.C.O. for wider circulation, the Vacancy Exchange should certify that an adequate supply of suitable applicants is not likely to be obtained from within the area served by the Exchange. Details of efforts made to locate qualified applicants in the locality or the means used to determine that adequate number of qualified workers is not available, should be mentioned.

**(b) On receipt of vacancies from E.Es., the S.E.C.O. should decide within one working day whether the vacancy can with fair certainty be filled by other Exchanges in the State. If it is felt that the demand could be met by unlimited circulation within the State, the vacancies should be circulated within the minimum delay to all Employment Exchanges. Alternatively, the S.E.C.O. may give the vacancies limited circulation in accordance with the provisions of para 13.5 (b) above.**

(c) Before taking action as above, S.E.C.O. should immediately on receipt, scrutinize the X-16(s) with a view to ensuring that they contain complete details of the vacancies. Those in respect of which complete and full details have not be given on X-16 should not, straightaway be accepted for circulation, but should be referred back to the Vacancy Exchange concerned. Similarly, vacancies in respect of which certificates relating to limited circulation action as prescribed in (a) above are not given by the Vacancy Exchanges should not ordinarily be accepted for wider circulation.

## **All - India Circulation**

**13.7 (a) When a notified vacancy is such that the Exchange or S.E.C.O. knows by experience that suitable applicants are not likely to be available within the State, the Employment Exchange or S.E.C.O. may forward on X-16, all necessary details to the Central Employment Exchange. The provisions relating to margin of time mentioned in para 13.6 (a) above, should be applied also for circulation through Central Employment Exchange. There should be at least a clear fortnight, if not more, between the date of receipt of X-16 at Central Employment Exchange and the last date fixed for submissions. Instructions given in para 13.6 (a) above regarding the certificate to be given by the Vacancy Exchange on the non-availability of local applicants should also be followed in respect of vacancies transmitted to Central Employment Exchange for wider circulation.**

(b) On receipt of a Vacancy from Employment Exchanges or S.E.C.Os., the Central Employment Exchange should examine each vacancy and determine within one working day if it is suitable for all-India circulation. If it is, then the vacancies should be advertised by the Central Employment Exchange in the Employment News as per para 12.17. If the vacancy is not considered suitable for all-India circulation, action should be taken accordingly and the V.E./S.E.C.O. informed. Instructions given in para 13.6(c) above relating to scrutiny of X-16s prior to accepting vacancies for wider circulation, should be followed by the Central Employment Exchange also.

## **Record of Circulated Vacancies**

13.8 A "Record of Circulated Vacancies" should be maintained by the S.E.C.O. and the Central Employment Exchange in respect of all vacancies which they circulate. The following headings should be entered horizontally across the top of a double foolscap book which should be provided for the purpose:-

## **Record of Circulated Vacancies**

1. Serial No. of Vacancy
2. Date of receipt of X-16.
3. Vacancy Exchange from which the demand (X-16) originated.
4. Order No. and NC.O. Code No. of the Vacancy.
4. No. of vacancies notified.
6. Date on which put into circulation/advertisement.
7. Exchanges to which circulated (e.g. "all or names of Employment Exchanges).
8. Date on which relevant X-18 was received.
9. Sl. No. of X-17 on which amendments (if any) were announced.
10. No. of submissions made.

11. No. of vacancies filled {giving name of Exchanges(s) by which filled}.
12. No. of vacancies cancelled (with reasons).
13. Date of which withdrawn from circulation (with reasons).
14. Record of follow-up action taken (each action to be dated).
15. Remarks.

**NOTE:-** (i) Adequate space should be left against each Sl. No. to allow entries under cols. 14 and 15.

(ii) Information regarding follow-up action on circulated vacancies, No. of submissions made and results achieved should be entered in this record. Separate "Records of Circulated Vacancies", should be maintained in respect of vacancies which are accorded circulation.

### **Amendment, Cancellation and Filling of Vacancies in Circulation**

13.9 When a vacancy under circulation is filled or cancelled, or if there is any substantial change in the terms and conditions of service attached to it, the V.E. should immediately communicate this to the Central Employment Exchange, S.E.CO. or Employment Exchange whichever is concerned. When information is sent to the Central employment Exchange or the S.E.C.O.(in respect of vacancies that have been circulated by the Central Employment Exchange/ (S.E.C.O.) form X-18 should be used. Entries under col. 1 (Sl. No. of vacancy on X-16) of X-18 should be made clearly and precisely to facilitate tracing of connected papers at the Central Employment Exchange or the State Employment Co-ordination Office. If the information has only to be sent by the V.E. to a limited number of E.Es. (i.e. when limited circulation has taken place) form X-17 should be used. The S.E.C.O. or Central Employment Exchange as appropriate should circulate any amendment so received using X-17. the Exchange receiving X-17 should make necessary amendments in their copy of X-16 and the Order Card, if opened. If the vacancy has been filled or cancelled or withdrawn from circulation for any other reason, appropriate entries, should be made on the Order Card and the same should be transferred to the Dead Order Register. At the C.E.E./S.E.C.O. suitable entries should be made in the appropriate columns of the "Record of Circulated advertised Vacancies".

### **Compilation and Issue of Vacancy Lists**

13.10 The Central Employment Exchange and S.E.C.Os. while resorting to unlimited circulation should compile and issue Central/ State Vacancy Lists, using X-16 for the purpose. The vacancies should be serially numbered, a new series being commenced every calander year, and arranged section-wise i.e. in accordance with the various sections at an Exchange (professional and executive, clerical, technical etc.); within each section, vacancies should be arranged according to N.C.O. Code Nos. In the case of Central Vacancy Lists, vacancies in each occupation should be further sub-divided State-wise. Each vacancy list should be issued in continuation of the previous list, the Sl. No. also being continued from the previous list.

### **Check and Review of Vacancies under Circulation**

13.11 (a) On receipt of Vacancy List or circulated amendment on form X-17, the vacancy Exchange should check up and see whether details of its own vacancies have been correctly

entered. Any omission or mistake should be immediately brought to the attention of S.E.C.O. Central Employment Exchange as appropriate.

**(b) To ensure that vacancies are cancelled withdrawn from circulation as soon as they cease to be 'live' the V.E. should, two months after circulation, has been accorded to a vacancy and on the 20th of each month thereafter, send information to the S.E.C.O./ Central Employment Exchange on form X-18. When submissions are not made against circulated vacancies by the date fixed, the employer should be immediately informed by issuing Non-availability Certificate.**

(c) At the Central Employment Exchange S.E.C.Os. the "Record of Circulated Vacancies" should be reviewed every day. Steps should be taken to gather precise and adequate information for the proper maintenance of this Record. Where X-18 as prescribed in (b) above has not been received, the vacancy should be treated as withdrawn from circulation after making necessary entries in the "follow-up" column of the "Record of Circulated Vacancies".

(d) Follow-up in respect of Central Government vacancies of a scientific and technical nature carrying a basic pay of Rs. 1400/- (pre-revised) and more per mensem, notified to and advertised by the Central Employment Exchange should be taken by the Central Employment Exchange.

#### **Action to be taken on Circulated Vacancies by Exchanges**

13.12 (a) When a Vacancy List (X-16) is received by an Exchange, it should be ascertained within one working day whether there are applicants on the Live Register who are suitable for the vacancies. Particulars of suitable applicants who have expressed their willingness to move to the area concerned, should be immediately submitted by the Applicant Exchange (A.E.). The name of the A.E. and the Order Number and N.C.O. No. of the vacancy should also be indicated in the list. Such submission may be made prior to formal confirmation by applicants if there is not sufficient time to obtain their willingness; but prompt action should be taken to inform them that their particulars have been submitted. If in response to this, an applicant declares himself unwilling to be considered for the vacancy, this submission should be cancelled.

(b) An Order Card, allotting an I.O.A. Order number (e.f. I.O.A. 1/2004 I.O.A. 2/2004 etc.) should be prepared in respect of a vacancy against which submissions are made. If the Order Card is in respect of a vacancy circulated by an Employment Exchange on X-16, the entry ".....(name of V.E.) X-16" should be made in item 2 of the Order Card. If the Order Card is in respect of a vacancy advertised/circulated by Central Employment Exchange/S.E.C.O. on X-16, the entry "Central employment Exchange/ S.E.C.O. serial No.....(of the vacancy as given in the particular list or X-16)" should be entered in the same item. An entry should also be made in "remarks" column of X-16 to indicate that an Order Card has been prepared in respect of the vacancy. A separate Vacancy Order Register (X-64), should be maintained in respect of I.O.A. Order Cards opened. Submission entries should be made both on the Order Cards and Index Cards concerned.

(c) X-16s should be kept in a separate file and regarded as current until cancelled. Order Cards opened as above may be filed separately on the Live Order Register N.C.O. Code No. wise and within each Occupational Group alphabetically according to the names of employers.

(d) Vacancies received on X-16 should not as such be displayed on the notice board. But publicity may be given in respect of selected circulated vacancies. Summarised details of such of the selected vacancies as are considered appropriate under the prevailing local conditions should be displayed on the notice board, with the object of attracting suitable applicants and helping the Vacancy Exchange to serve the employer effectively. In such cases, however, the identity of the

employer(s) should not be disclosed. Care should also be exercised in keeping the vacancy lists up-to-date.

### **Action at the Vacancy Exchange on Receipt of Submission Details**

13.13 On receipt of particulars of applicants from an Applicant Exchange, the V.E. should make an entry in red ink in the "record of submissions" column of the Order Card, and file the copy of the list in the X-2. If the result of submissions made directly by the A.E. to the employer is not received by the V.E. within seven days, the employers should be asked by the V.E. , if possible (personally or by telephone), whether he wants the applicants whose particulars have been sent to him to be directed for interview. His wishes should be noted on the Order Card and the A.E. informed within one day.

### **Action at the Applicant Exchange**

13.14 (a) On hearing from the V.E. (or the employer), the A.E. should record the employer's wishes on the relevant Index Card and Order Card. If an applicant has been selected for employment or interview, he should, within one working day, be informed of the address of the person to whom he should report, traveling facilities offered for the journey etc.

(b) If the applicant is required to report direct to the employer, he should be given X-46 made returnable to the VE. If however, the employer is in the same town as the V.E., the applicant should normally be asked to report there enroute to the employer after obtaining X-46 from the V.E. The date on which the applicant intends to report to the employer (or V.E.) should, if possible, be ascertained and the V.E. informed accordingly so that the Employment Officer can tell the employer when he may expect the applicants.

(c) Appropriate entries should be made on the Index Card and the Order Card, showing the action taken.

### **Action to Obtain Result of Submission**

13.15 (a) When an applicant reports to a Vacancy Exchange on his way to the employer, he should be issued with an X-46.

(b) Care should be taken at Vacancy Exchanges to instruct enquiry clerks to direct visiting applicants from A.Es. to the appropriate Section for the issue of X-46. Such applicants should not be detained in the Employment Exchange for a minute longer than absolutely necessary.

(c) The V.E. should obtain, as soon as possible, information from the employer regarding the result of submission and advise the A.E. accordingly. Necessary entries regarding the action taken should be recorded on the Order Card concerned.

(d) If the A.E. does not receive the result of submissions from the V.E, within a reasonable time, it should take follow-up action, the action taken being noted under item 13 of the Order Card.

**NOTE-** I.O.A. Order Cards which have been pending for over one year due to non-receipt of the result of submissions, in spite of all-out efforts having been made to obtain them should be cancelled, after recording the action taken item 13 of the X-2.

(e) On receiving the result of selection, the A.E. should record the result on the Index Card and the Order Card concerned. Entries should also be made in the X-64 and in the “remarks” column of the X-16.

### **Vacancy Clearing Statistics**

13.16 S.E.C.Os. should give information on the following items to their State Directors through the monthly narrative reports/special reports:-

S.No	Item	No.
1.	Fresh vacancies given limited and unlimited circulation by the State Employment Co-ordination Office during the month.	
2.	Vacancies circulated by the State Employment Co-ordination Office reported as filled during the months by:- (a) Vacancy Exchange, and (b) Employment Exchange other than Vacancy Exchange.	
3.	Vacancies at the end of the month in limited and unlimited circulation for: (a) Less than three months, (b) Three months but less than six months, and (c) Six months or more.	



<b>CHAPTER XIII</b> <b>VACANCY AND LABOUR CLEARING</b>
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**Column (7)-** Information regarding availability of accommodation at the place of work is one of the important factors which applicants take into consideration before accepting an offer. It should be ascertained from the employer whether he would provide accommodation to the workers or whether he would help workers in getting living quarters. The prevalent rates of rent may also be indicated. Applicants would also naturally like to know something about the living conditions in the place of work as also educational and medical facilities. Information on these items should be recorded against (b) and (c) to the extent possible.

**Column (8)-** Information as to whether the employer has indicated preference regarding places from which he would like to have workers, as also whether both men and women are eligible and

whether all the vacancies or some of the vacancies are reserved for any caste/community should be recorded in this column. The last date before which submissions should reach the employer/Vacancy Exchange should also be mentioned here.

**General:** (i) With a view to attracting the attention of Applicant Exchanges to vacancies which require immediate action, details of such vacancies should be recorded on form X-16 in capital letters.

**(iii) If more than one demand is circulated on one and the same X-16, the vacancies should be arranged in the order of Occupational Code Nos.**

**(iii) The entries on the form should, as far as possible, be typed and not handwritten.**

### **Limited Circulation**

13.5 (a) If it is known from experience that suitable applicants are available in one or more particular Employment Exchanges in the same or any other State details of the vacancy may be forwarded by the Vacancy Exchange direct to the Employment Exchanges. Vacancy Exchanges may include the University Employment Information and Guidance Bureaux functioning in the country in their circulation lists, particularly in respect of vacancies for highly qualified persons.

**(b) S.E.C.Os. may at their discretion give limited circulation to vacancies transmitted by Vacancy Exchanges provided they are convinced that limited circulation will produce the desired results. Circulation should in these cases be done on X-16 .**

### **Regional Circulation**

13.6 (a) When an Employment Officer has decided that the Vacancy cannot be filled with applicants available on his Live Register and the circulation to all Employment Exchanges in his State is necessary, full details should be forwarded within twenty-four hours to the S.E.C.O. on Form X-16. If the margin of time is insufficient, the employer should be persuaded to extend the last date of submission in order that proper benefit could be derived from the circulation. While transmitting a vacancy to S.E.C.O. for wider circulation, the Vacancy Exchange should certify that an adequate supply of suitable applicants is not likely to be obtained from within the area served by the Exchange. Details of efforts made to locate qualified applicants in the locality or the means used to determine that adequate number of qualified workers is not available, should be mentioned.

**(b) On receipt of vacancies from E.Es., the S.E.C.O. should decide within one working day whether the vacancy can with fair certainty be filled by other Exchanges in the State. If it is felt that the demand could be met by unlimited circulation within the State, the vacancies should be circulated within the minimum delay to all Employment Exchanges. Alternatively, the S.E.C.O. may give the vacancies limited circulation in accordance with the provisions of para 13.5 (b) above.**

(c) Before taking action as above, S.E.C.O. should immediately on receipt, scrutinize the X-16(s) with a view to ensuring that they contain complete details of the vacancies. Those in respect of which complete and full details have not be given on X-16 should not, straightaway be accepted for circulation, but should be referred back to the Vacancy Exchange concerned. Similarly, vacancies in respect of which certificates relating to limited circulation action as prescribed in (a) above are not given by the Vacancy Exchanges should not ordinarily be accepted for wider circulation.

## **All - India Circulation**

**13.7 (a) When a notified vacancy is such that the Exchange or S.E.C.O. knows by experience that suitable applicants are not likely to be available within the State, the Employment Exchange or S.E.C.O. may forward on X-16, all necessary details to the Central Employment Exchange. The provisions relating to margin of time mentioned in para 13.6 (a) above, should be applied also for circulation through Central Employment Exchange. There should be at least a clear fortnight, if not more, between the date of receipt of X-16 at Central Employment Exchange and the last date fixed for submissions. Instructions given in para 13.6 (a) above regarding the certificate to be given by the Vacancy Exchange on the non-availability of local applicants should also be followed in respect of vacancies transmitted to Central Employment Exchange for wider circulation.**

(b) On receipt of a Vacancy from Employment Exchanges or S.E.C.Os., the Central Employment Exchange should examine each vacancy and determine within one working day if it is suitable for all-India circulation. If it is, then the vacancies should be advertised by the Central Employment Exchange in the Employment News as per para 12.17. If the vacancy is not considered suitable for all-India circulation, action should be taken accordingly and the V.E./S.E.C.O. informed. Instructions given in para 13.6(c) above relating to scrutiny of X-16s prior to accepting vacancies for wider circulation, should be followed by the Central Employment Exchange also.

## **Record of Circulated Vacancies**

13.8 A "Record of Circulated Vacancies" should be maintained by the S.E.C.O. and the Central Employment Exchange in respect of all vacancies which they circulate. The following headings should be entered horizontally across the top of a double foolscap book which should be provided for the purpose:-

## **Record of Circulated Vacancies**

5. Serial No. of Vacancy
6. Date of receipt of X-16.
7. Vacancy Exchange from which the demand (X-16) originated.
4. Order No. and NC.O. Code No. of the Vacancy.
8. No. of vacancies notified.
6. Date on which put into circulation/advertisement.
14. Exchanges to which circulated (e.g. "all or names of Employment Exchanges).
15. Date on which relevant X-18 was received.
16. Sl. No. of X-17 on which amendments (if any) were announced.
17. No. of submissions made.

18. No. of vacancies filled {giving name of Exchanges(s) by which filled}.
19. No. of vacancies cancelled (with reasons).
20. Date of which withdrawn from circulation (with reasons).
14. Record of follow-up action taken (each action to be dated).
16. Remarks.

**NOTE:-** (i) Adequate space should be left against each Sl. No. to allow entries under cols. 14 and 15.

(ii) Information regarding follow-up action on circulated vacancies, No. of submissions made and results achieved should be entered in this record. Separate "Records of Circulated Vacancies", should be maintained in respect of vacancies which are accorded circulation.

### **Amendment, Cancellation and Filling of Vacancies in Circulation**

13.9 When a vacancy under circulation is filled or cancelled, or if there is any substantial change in the terms and conditions of service attached to it, the V.E. should immediately communicate this to the Central Employment Exchange, S.E.CO. or Employment Exchange whichever is concerned. When information is sent to the Central employment Exchange or the S.E.C.O.(in respect of vacancies that have been circulated by the Central Employment Exchange/ (S.E.C.O.) form X-18 should be used. Entries under col. 1 (Sl. No. of vacancy on X-16) of X-18 should be made clearly and precisely to facilitate tracing of connected papers at the Central Employment Exchange or the State Employment Co-ordination Office. If the information has only to be sent by the V.E. to a limited number of E.Es. (i.e. when limited circulation has taken place) form X-17 should be used. The S.E.C.O. or Central Employment Exchange as appropriate should circulate any amendment so received using X-17. the Exchange receiving X-17 should make necessary amendments in their copy of X-16 and the Order Card, if opened. If the vacancy has been filled or cancelled or withdrawn from circulation for any other reason, appropriate entries, should be made on the Order Card and the same should be transferred to the Dead Order Register. At the C.E.E./S.E.C.O. suitable entries should be made in the appropriate columns of the "Record of Circulated advertised Vacancies".

### **Compilation and Issue of Vacancy Lists**

13.10 The Central Employment Exchange and S.E.C.Os. while resorting to unlimited circulation should compile and issue Central/ State Vacancy Lists, using X-16 for the purpose. The vacancies should be serially numbered, a new series being commenced every calander year, and arranged section-wise i.e. in accordance with the various sections at an Exchange (professional and executive, clerical, technical etc.); within each section, vacancies should be arranged according to N.C.O. Code Nos. In the case of Central Vacancy Lists, vacancies in each occupation should be further sub-divided State-wise. Each vacancy list should be issued in continuation of the previous list, the Sl. No. also being continued from the previous list.

### **Check and Review of Vacancies under Circulation**

13.11 (a) On receipt of Vacancy List or circulated amendment on form X-17, the vacancy Exchange should check up and see whether details of its own vacancies have been correctly

entered. Any omission or mistake should be immediately brought to the attention of S.E.C.O. Central Employment Exchange as appropriate.

**(b) To ensure that vacancies are cancelled withdrawn from circulation as soon as they cease to be 'live' the V.E. should, two months after circulation, has been accorded to a vacancy and on the 20th of each month thereafter, send information to the S.E.C.O./ Central Employment Exchange on form X-18. When submissions are not made against circulated vacancies by the date fixed, the employer should be immediately informed by issuing Non-availability Certificate.**

(c) At the Central Employment Exchange S.E.C.Os. the "Record of Circulated Vacancies" should be reviewed every day. Steps should be taken to gather precise and adequate information for the proper maintenance of this Record. Where X-18 as prescribed in (b) above has not been received, the vacancy should be treated as withdrawn from circulation after making necessary entries in the "follow-up" column of the "Record of Circulated Vacancies".

(d) Follow-up in respect of Central Government vacancies of a scientific and technical nature carrying a basic pay of Rs. 1400/- (pre-revised) and more per mensem, notified to and advertised by the Central Employment Exchange should be taken by the Central Employment Exchange.

### **Action to be taken on Circulated Vacancies by Exchanges**

13.12 (a) When a Vacancy List (X-16) is received by an Exchange, it should be ascertained within one working day whether there are applicants on the Live Register who are suitable for the vacancies. Particulars of suitable applicants who have expressed their willingness to move to the area concerned, should be immediately submitted by the Applicant Exchange (A.E.). The name of the A.E. and the Order Number and N.C.O. No. of the vacancy should also be indicated in the list. Such submission may be made prior to formal confirmation by applicants if there is not sufficient time to obtain their willingness; but prompt action should be taken to inform them that their particulars have been submitted. If in response to this, an applicant declares himself unwilling to be considered for the vacancy, this submission should be cancelled.

(b) An Order Card, allotting an I.O.A. Order number (e.f. I.O.A. 1/2004 I.O.A. 2/2004 etc.) should be prepared in respect of a vacancy against which submissions are made. If the Order Card is in respect of a vacancy circulated by an Employment Exchange on X-16, the entry ".....(name of V.E.) X-16" should be made in item 2 of the Order Card. If the Order Card is in respect of a vacancy advertised/circulated by Central Employment Exchange/S.E.C.O. on X-16, the entry "Central employment Exchange/ S.E.C.O. serial No.....(of the vacancy as given in the particular list or X-16)" should be entered in the same item. An entry should also be made in "remarks" column of X-16 to indicate that an Order Card has been prepared in respect of the vacancy. A separate Vacancy Order Register (X-64), should be maintained in respect of I.O.A. Order Cards opened. Submission entries should be made both on the Order Cards and Index Cards concerned.

(c) X-16s should be kept in a separate file and regarded as current until cancelled. Order Cards opened as above may be filed separately on the Live Order Register N.C.O. Code No. wise and within each Occupational Group alphabetically according to the names of employers.

(d) Vacancies received on X-16 should not as such be displayed on the notice board. But publicity may be given in respect of selected circulated vacancies. Summarised details of such of the selected vacancies as are considered appropriate under the prevailing local conditions should be displayed on the notice board, with the object of attracting suitable applicants and helping the Vacancy Exchange to serve the employer effectively. In such cases, however, the identity of the

employer(s) should not be disclosed. Care should also be exercised in keeping the vacancy lists up-to-date.

### **Action at the Vacancy Exchange on Receipt of Submission Details**

13.13 On receipt of particulars of applicants from an Applicant Exchange, the V.E. should make an entry in red ink in the "record of submissions" column of the Order Card, and file the copy of the list in the X-2. If the result of submissions made directly by the A.E. to the employer is not received by the V.E. within seven days, the employers should be asked by the V.E. , if possible (personally or by telephone), whether he wants the applicants whose particulars have been sent to him to be directed for interview. His wishes should be noted on the Order Card and the A.E. informed within one day.

### **Action at the Applicant Exchange**

13.14 (a) On hearing from the V.E. (or the employer), the A.E. should record the employer's wishes on the relevant Index Card and Order Card. If an applicant has been selected for employment or interview, he should, within one working day, be informed of the address of the person to whom he should report, traveling facilities offered for the journey etc.

(b) If the applicant is required to report direct to the employer, he should be given X-46 made returnable to the VE. If however, the employer is in the same town as the V.E., the applicant should normally be asked to report there enroute to the employer after obtaining X-46 from the V.E. The date on which the applicant intends to report to the employer (or V.E.) should, if possible, be ascertained and the V.E. informed accordingly so that the Employment Officer can tell the employer when he may expect the applicants.

(c) Appropriate entries should be made on the Index Card and the Order Card, showing the action taken.

### **Action to Obtain Result of Submission**

13.15 (a) When an applicant reports to a Vacancy Exchange on his way to the employer, he should be issued with an X-46.

(d) Care should be taken at Vacancy Exchanges to instruct enquiry clerks to direct visiting applicants from A.Es. to the appropriate Section for the issue of X-46. Such applicants should not be detained in the Employment Exchange for a minute longer than absolutely necessary.

(e) The V.E. should obtain, as soon as possible, information from the employer regarding the result of submission and advise the A.E. accordingly. Necessary entries regarding the action taken should be recorded on the Order Card concerned.

(d) If the A.E. does not receive the result of submissions from the V.E, within a reasonable time, it should take follow-up action, the action taken being noted under item 13 of the Order Card.

**NOTE-** I.O.A. Order Cards which have been pending for over one year due to non-receipt of the result of submissions, in spite of all-out efforts having been made to obtain them should be cancelled, after recording the action taken item 13 of the X-2.



(e) On receiving the result of selection, the A.E. should record the result on the Index Card and the Order Card concerned. Entries should also be made in the X-64 and in the “remarks” column of the X-16.

### **Vacancy Clearing Statistics**

13.16 S.E.C.Os. should give information on the following items to their State Directors through the monthly narrative reports/special reports:-

S.No	Item	No.
1.	Fresh vacancies given limited and unlimited circulation by the State Employment Co-ordination Office during the month.	
2.	Vacancies circulated by the State Employment Co-ordination Office reported as filled during the months by:- (a) Vacancy Exchange, and (b) Employment Exchange other than Vacancy Exchange.	
3.	Vacancies at the end of the month in limited and unlimited circulation for: (a) Less than three months, (b) Three months but less than six months, and (c) Six months or more.	

## **CHAPTER XV**

### **PUBLIC RELATIONS AND PUBLICITY**

#### **Introduction**

15.1 Maintenance of good public relations and effective publicity are of great significance to any service organisation. It is much more to an organisation like ours, whose primary objective is to reach the public and inform them of the free and voluntary services rendered by the Employment Service Organisation.

#### **Employment Officer's Responsibility**

15.2 The Employment Officer-in-charge of the Exchange is directly responsible to the State Director for execution of public relations and publicity work within the jurisdiction of the Exchange. All matters pertaining to technical assistance for designing and production of publicity material such as posters, folders, brochures, etc., to meet the local requirements and also any aid if required for participation in exhibitions, preparation and supply of hoardings, should be referred to the State Director. Permission to incur expenditure in this regard and necessary funds for execution of the work should be sought from the State Director.

#### **Publicity during Tours and Canvassing Visits**

15.3 While on canvassing visits to the employers, every opportunity should be used to familiarize them with the aims and objects of the Employment Service. It is a fact that a large number of employers in the Private Sector and probably a still larger number of employment seekers are ignorant of the free and voluntary service offered by the National Employment Service. Through increasing number of personal contacts, the number of such people should be brought down.

#### **Other Publicity Measures**

15.4 Wide publicity should be given to the functions and activities of Employment Exchanges through newspapers, cinemas, radio, T.V. etc. Seminars on the role of Employment Service should be arranged at State/District levels. Prominent employers in the State/District, representatives of training institutions and other agencies concerned with the development of human resources should be invited to these seminars so that their problems of recruitment of workers through Employment Exchanges may be discussed.

#### **Inviting Public Men to Exchanges**

15.5 For maintenance of good public relations every Exchange should prepare and maintain an up-to-date list of M.Ps., M.L.As., prominent employers, Industrialists and Members of Local Bodies in the area and occasionally invite them to the Exchange. They should be taken round all the units/sections and explained the day-to-day working of an Exchange, in details. The State Director should be kept informed of such invitations. The aim of such visits should be to impress upon the visitors the usefulness and economic importance of the organisation and the systematic, impartial and efficient manner of working in the Exchange. A "Suggestion Book" should be maintained in each Exchange in which the distinguished visitors may record suggestions, if any, as prescribed in para 16.6(c).

#### **Contacts with the Press**

15.6 Employment Officers should make every attempt to maintain cordial relations with the local press. A favourable Press is an effective means of removing misunderstandings and prejudices that might exist among the public. Press representatives should, therefore, be encouraged to visit Exchanges and see things for themselves. Occasionally, Press Conferences may be held, with the permission of the State Director, and facts and figures regarding the work done and progress achieved given. However, policy matters and controversial topics should be avoided during such Press Conferences.

### **Relations with Trade Unions**

15.7 (a) Employment Exchanges should cultivate and maintain good relations with the Trade Unions. Personal contacts with office-bearers of Trade Unions in the Exchange area should be regular. The objectives of the National Employment Service and the method of working of Employment Exchanges should be explained to Trade Union Officials, who should be invited to the Exchange for this purpose. The manner in which they could help Exchanges render efficient service should be discussed as and when opportunity arises, and they should be encouraged to co-operate actively. Assistance of Trade Union officials should be enlisted in explaining to workers the aims and methods of working of Exchanges. Trade Union Officials can be helpful in:-

- (1) encouraging non-registered workers, for whom suitable employment is available, to register at the Employment Exchanges;
  - (2) publicizing vacancies, scheme for training etc.;
  - (3) encouraging applicants to undertake work of a kind available and suitable for them;
  - (4) encouraging geographical and occupational mobility of labour and
  - (5) educating applicants to intimate to the Exchange the result of submissions.
- (b) If Trade Unions are found to object to employers regarding use of the Employment Exchange, attempts should be made to resolve the prejudice using the forum of the Committee on Employment and discussion with the officials. If unsuccessful, a report on the nature of objections and efforts made to overcome them should be sent to the State Director who may, if necessary, bring the matter to the notice of the DGE&T.
- (c) If there are no suitable applicants registered at an Exchange for a notified vacancy, enquiries may be made with the officials of appropriate local Trade Unions to see whether they could recommend suitable persons for the vacancy. They should be requested to refer candidates to the Exchange so that they may be registered and submitted.
- (d) When approach is made to a Trade Union, full particulars of the type of workers required and the location of the work should be given but not the name of the employer.

### **Graphs and Charts**

15.8 Representative and up-to-date charts and graphs showing the volume of work done in successive months should be prominently displayed in the Employment Officer's room. The

publicity value of neatly prepared and easily readable graphs and charts cannot be overemphasized.

### **Display of Publicity Material**

15.9 Care should be taken to distribute properly publicity material such as folders, brochures and handbills. Posters should be effectively displayed not only within the Exchange premises, but also in public places such as post offices, railway station and other public buildings on specially provided boards and in the premises of factories, mills and such other places as are likely to attract the people.

### **General**

15.10 It is very important that all display of publicity materials such as notice boards, hoardings, posters, directional notices etc. should be frequently inspected so that any point of information which may have become out-dated, obsolete, faded, torned or defaced is removed/replaced. It is the responsibility of the Employment Officer to make arrangements, in consultation with the State Director, for proper maintenance of posters, hoardings, notice boards etc. within his jurisdiction.

## CHAPTER XVI

### VARIOUS GENERAL INSTRUCTIONS

#### **Card Index System**

16.1 (a) To facilitate filling and examination of case-histories of employment-seekers and to keep under observation vacancies which are notified, a Card Index System is used. Index Cards and Order Cards should be filed in separate cabinets, each cabinet being boldly and neatly labeled to indicate the contents, e.g. Live Register, Live Order Register etc. Each drawer should be labeled to show the Occupational Code Numbers of the cards filed inside. Within each drawer, Card Separators, slightly bigger than the Index Cards or Order Cards (made out of coloured paper boards) should be used to mark subdivisions. Each Card Separator should be labeled to show the occupational Code number of cards filed behind it.

(b) If it is necessary to remove a card from the Live Register or Live Order Register for a period of time likely to be detrimental to the interests of an applicant or an employer, a “dummy card” with essential information entered on it should be put in the place of the card thus removed. In cases where the card has been removed for some procedural action in the Exchange making it readily traceable when required, it is enough if essential details such as Registration No. Occupational Code No. and category of the applicant (priority, Scheduled Caste etc.) and the purpose for which the card has been removed are recorded on a Card Separator and kept in the appropriate section of the Live Register. Where however, a card is removed for investigation of a complaint or for other similar purposes and there is likelihood of delay in obtaining it for normal action, a duplicate of the original card must form the dummy card.

(c) Identification tabs of different colours should be used to identify cards on the Live Register for particular purposes, e.g. to indicate priority categories, degree of mobility etc. The use of such tabs should be restricted to those categories in respect of which the DGE&T or the State Director have given permission.

#### **Red Ink Entries**

16.2 When it is necessary to draw special attention to certain items on Index Cards, Order Cards or registers, the entry may be recorded in red ink. A list of entries which should be made in red ink is given in Volume II, Appendix I(17).

#### **Official Correspondence**

16.3 (a) All official communications intended for the D.G.E.&T., other than periodical returns, reports or other specific information called for directly by the D.G.E.&T, should be sent through the State Director. Copies of communications sent direct to the D.G.E.&T. should invariably, be endorsed to the State Director.

(b) Assistant/Junior Employment Officers or other members of staff, when empowered in writing to sign correspondence on behalf of Employment Officers, should do so “for Employment Officer” and not as Assistant/Junior Employment Officer, etc.

#### **Over Writings and Alterations**

16.4 As far as possible, over-writing and alterations in entries should be avoided in important records such as Index Cards, Order Cards, Record of Registration, Vacancy Order Registers etc. If alterations in entries become unavoidable, they should be initialed and dated by an Officer.

### **Staff Training**

16.5 (a) The Employment Officer-in-charge of an Exchange should ensure that every member of his staff is trained in the performance of the duties which are assigned to him. Special attention should be paid to the techniques of interviewing. The need for sympathy and understanding in dealing with employment seekers must be constantly emphasized. New members of staff should be given the opportunity to acquire practical experience under the guidance of experienced members of staff, before they are given independent duties. Staff meeting should be held regularly and not less than once a month, during which new policies or changes in procedure should be explained. The contents of the statistical returns, monthly narrative report, area E.M.I. report, state E.M.I. report, career literature etc. should be studied in detail and discussed at length in these staff meetings. A brief record of all staff training activities should be maintained.

(b) During training meeting, free discussions should be encouraged and if any useful suggestion is made, it should be forwarded to the State Director for further consideration.

(c) Rotation of work among staff should be regularly arranged so that the Exchange is not handicapped when there are absentees or when an emergency arises.

(d) It is the duty of senior officers to encourage study and research by their staff and to stimulate initiative. Credit should always be given where it is due and facilities given for sound experimentation provided no vital points of principle and procedure are endangered, or a waste of public money is involved.

### **Treatment with Public**

16.6 (a) Employment-seekers may feel depressed or irritated due to unemployment or uncomfortable journeys. They are also likely to be ignorant of Exchange procedure and possibly nervous. They should, therefore, from the moment they enter the Exchange be treated sympathetically and with the utmost courtesy. In no case should applicants be dealt with casually or harshly. They should not be made to wait while routine work (which can always be deferred) is being performed.

(b) Exchange should have adequate facilities for the reception and convenience of visitors whether they are applicants or enquirers. Separate waiting rooms for employers and applicants, with adequate seating accommodation and other conveniences such as reading matter should be provided. The employment Officer-in-charge of the Exchange should frequently visit these rooms to ensure that the arrangements are satisfactory and are efficiently organized and neatly kept. A member of the staff should be made specially responsible to look after such arrangements. Publicity posters of interest should be prominently displayed in proper frames. Notice Boards should be provided at convenient places to convey essential information to the public. The boards should be kept constantly up-to-date. Directional notices should also be provided for the guidance of the public wherever found necessary.

(c) A "Suggestion Book" should be maintained in which visitors may record suggestions, if they have any. Extracts of useful suggestions thus recorded should be forwarded to the State Director for consideration where appropriate. It should be noted that officers and staff of

Exchanges should under no circumstances canvass approbation of their work from visitors. Maintenance of the "Suggestion Book" should be made known to the visitors by means of a notice.

(d) The Employment Officer should set apart a specified time each day to receive candidates and hear their grievances. He should also personally meet individual applicant each day in the waiting hall to ensure that they are properly attended to.

### **Enquiry Counter**

16.7 (a) Exchanges should set up an enquiry counter at a convenient and prominent place which is accessible, on their arrival, to applicants, employers and visitors. The enquiry counter should be placed in charge of an experienced and well-informed official specially trained for this work. The enquiry counters should open at least half an hour earlier than the time fixed for commencement of work at the Exchange so that preliminary enquiries and the sorting of various types of applicants can be dealt with by the time rest of the staff starts work. Notice boards should be set up at prominent places asking all visitors to go first to the enquiry counter.

(b) At the enquiry counter, applicants should be given numbered tokens to ensure that they are attended to in proper sections in the order of their arrival. The Employment Officer-in-charge of the Exchange should at least once a week make a surprise check of the reception arrangements and the work of the official-in-charge of enquiry to ensure that the issue of tokens is free from complaints. Callers at the Exchange should be made aware also of the token system by means of a suitable notice.

(c) For the information and guidance of applicants a notice should be displayed at the enquiry counter to the effect that if an applicant fails to respond to a communication is returned undelivered, it would be deemed that the applicant is no longer in need of employment assistance.

### **Use of Official Vehicles**

16.8 (a) Vehicles attached to Exchanges should be used primarily for the purpose of contact with employers on the basis of a planned programme, the greater part of the time being devoted to the private sector. The programme should include collection of employment market information, information for completing X-12 and X-13 and such other work involving contacts with associations, organizations and institutions for furtherance of the N.E.S. programmes.

(b) Exchange vehicles may also be utilized for recruitment drives in case of urgency.

(c) The use and maintenance of Exchange vehicles will be governed by such orders as the State Director may issue from time-to-time.

### **Special Committees to Examine the Fairness of Submissions made by Employment Exchanges**

16.9 To instill confidence among the public regarding the fairness and impartiality of submissions made by Employment Exchanges against notified vacancies, a small special committee should be set up at each Employment Exchange. The Committee should consist normally of four members; one each representing Government employers, private employers and workers. The Employment Officer should be the convenor-member. It is desirable that the members of this Committee are members of the District Committee on Employment attached to the Exchange and should be elected by the body. The special committee thus constituted should

meet periodically preferably once in a month, and examine the submissions made by the Employment Exchange with a view to detect cases where the discretion of the staff has been used in perverse or dishonest manner. For this purpose, the committee may examine selected Order Cards chosen at random and see whether the submissions have been fair and impartial. A report of the result of such examination should be forwarded to the State Director for information and such action as may be considered necessary.

### Complaints - General

16.10 (a) Every complaint must be enquired into thoroughly and disposed of expeditiously. Much can be learnt from complaints.

(b) Enquiries relating to complaints should be undertaken in an impartial and critical manner and there should be no hesitation in bringing facts to light. It should not be presumed that a complaint has been made malafide and there should be no attempt to explain away facts or to make counter-allegations. If the enquiry shows that remedial action for apology is called for, action should be taken immediately and the complainant advised of the action taken. Weaknesses in organisation and performance of work revealed by complaints should be immediately eradicated or reported to the State Director for further examination. If, however, the complaint is found to be without justification, the facts of the case should be explained to the complainant.

(c) Complaints made personally should be enquired into on the spot, and action to remedy weakness or to explain facts to the complainant should be taken immediately.

(d) All complaints should be brought to the notice of the senior most officer in post. Complaints in writing should not be finally disposed of without his knowledge.

### Attempts to Solicit Preferential Treatment

16.11 Attempts to solicit preferential treatment for registrants should be firmly but politely rejected; notices should be displayed prominently to the effect that letters or chits intended to give preferential treatment either from members of the Organization or from other persons will not be taken cognizance of in the disposal of business.

### Career Literature

16.12 Dissemination of occupational information to job-seekers, students, teachers, counselors, career masters, parents etc. is considered an integral part of National Employment Service programmes in general and vocational guidance services in particular. For this purpose the Career Study Centre of CIRTES compiles and publishes career literature, in different series, on employment and self-employment opportunities for different types of persons. The State Directors may also prepare and publish such literature at the State level and also bring out local supplements to the publication brought out by CIRTES.

### 16.13 The publications published/data released.

(i) The Publications brought out by the Employment Directorate are as under: -

(a). **Bulletin on Job Opportunities in India: - Annual issue of the Bulletin give information relating to the demand for manpower in professional fields such as Engineering, Technology,**



**Agriculture, Medicine, Natural & Social Sciences etc. These issues also provide information on the outturn of qualified personnel in the respective fields to analyse the demand and supply of manpower. For this purpose Employment Officer should furnish the information regarding vacancies notified to them in return CP-I [see Vol. II Appendix-I (i)]**

**(b). Trade Apprenticeship Training in India under Apprenticeship Training scheme: - This is an Annual publication which presents statistics on establishments engaged in Apprenticeship Training, Intake Capacity, output and their employability in the labour market alongwith brief analysis of present scenario.**

(ii). The publication of CIRTES are brought out in the following series: -

**(a) World of Work Series**

The publications in this series are primarily meant for students who are in the secondary and higher secondary stages of education. These publications introduce the students to various career in specific industries, highlighting aspects like the nature of work, career prospects, means of preparation for different careers, and a good deal of related details.

**(b) Job Seeker's Guide**

The publications in this series contain information about a cluster of similar occupations open to job-seekers of a particular level of education, Each pamphlet generally covers eight to ten occupations. This series will ultimately replace the 'Guide to Careers' Series.

**(c) Choice of Careers Series Posters**

This series covers career posters and charts meant for display in schools and Employment Exchanges for motivating the youth to seek further comprehensive information either from guidance workers or through the study of relevant career literature. These are mostly based on career publications issued under the Career Information Series.

**(d) Handbooks on Training Facilities**

These handbooks provide information on institutional and in-plant training facilities, State-wise, for use in counseling and guidance programmes.

16.14 Complimentary copies of these publications are supplied to the State Directors for distribution to educational institutions and other organization agencies in the field of Vocational Guidance through the Employment Exchanges. Priced copies of the publications are supplied to the Employment Exchanges by the Controller of Publications, Delhi on sale and return basis. Employment Officers should give wide publicity to these publications and display them in the waiting halls. The detailed procedure for sale and distribution of career publications is given in Appendix I(19), Volume II.

**Job Development**

16.15 Job Development aims at extending speedy and selective placement service to both qualified applicants and interested employers without discrimination or favoritism of any kind. The categories of applicants for whom Job Development is to be undertaken will depend upon

such factors as job openings available in the area, types of candidates seeking jobs through the Exchange etc.

**16.16 Job Development work should form part of the regular placement process and should be undertaken systematically for applicants who satisfy the criteria, irrespective of the job for which they are registered. The Employment Officer-in-charge of the Exchange will be responsible for undertaking Job Development Work. Other Gazetted officers, if any, may also undertake this work in consultation with the Employment Officer-in-charge of the Exchange. It is important that officers undertaking job Development work should have sound knowledge about the applicants and their needs, the employers and their requirements and specifications of various jobs.**

16.17 Job Development work could be performed either by contacting the Employer in person or over telephone. Employers who are fairly familiar and with whom good relations have already been established could be contacted over telephone. However, direct personal contact is a better means of Job Development as it gives opportunity to have a face-to-face discussion with the employer about a particular applicant and the employer's hiring policy and specifications.

**Job Development involves the following important steps:-**

**16.18 (i) Selecting the employer-Employers' Register, ER-I and ER-II returns, Dead Order Register, Newspaper advertisements etc. could be of use in deciding which of the employers are to be contacted.**

**(ii) Establishing contact with the employer-The approach must be to the person directly responsible for recruitment. He should be a person higher enough in the organization/establishment to make independent decisions in the matter.**

**(iii) Arousing the employer's interest-The employer must be given a quick resume of the applicant's background and the benefit he can derive by appointing him, as quickly as the Employment Officer can. In case the employer had indicated on some previous occasion that he is interested in a particular type of applicant, a reference may be made to that in presenting the applicant's background and qualifications. Having aroused the employer's interest in the available applicant, it is important to develop that interest and persuade the employer to interview and accept the applicant.**

**(iv) Selling the qualifications and capacities of the applicant- Job Development is essentially selling the available applicant. Selling requires considerable knowledge about the product to be sold and enthusiasm, imagination ability and persuasion on the part of the salesman. The Employment Officer attempting Job Development should, therefore, know his applicant's attainments, interests, aptitudes etc. to enable him to determine what the applicant is capable of doing and should be enthused over his applicant as a salesman over his product. He must use sufficient tact to convince the employer that he would derive benefit from the applicant and finally persuade him to engage the applicant. An applicant's need for a job should never be used as a selling point.**

16.19 Applicants may be selected for Job Development at the time of registration interview or during periodic review of the Live Register. The Index Card of the applicant selected for Job Development should be completed in all respects and the applicant should be interested in the job for which Job Development is attempted. For this purpose, the applicant may be called to the Exchange, if found necessary. But the identity of the employer should not be disclosed to him at

this stage. If the efforts prove fruitful, the vacancy may be booked in the normal manner and the applicant directed to the employer for personal interview/selection.

### **Maintenance of Liaison with Exchanges in other States**

16.20 Employment Officers may exchange information on technical matters relating to E.M.I., V.G. etc. with their counterparts in other States. State Directors should be kept informed of such correspondence. Among other things, such liaison would be of advantage in regard to Vacancy and Labour Clearing.

### **Rural Employment Bureaux**

16.21 With a view to extending employment information and vocational guidance services and also to render employment assistance to the extent possible to the employment-seekers in the rural areas, Rural employment Bureaux/Employment Information and Assistance Bureaux (EIABs) have been set up in Community Development Blocks in various States. These Bureaux also serve as Information Centers for dissemination of information connected with the problems of manpower utilisation in rural areas. The functions of the Rural Employment Bureau are broadly as follows:-

- (i) Maintenance of an up-to-date Information Room with audio-visual aids to assist in a better understanding of the current local occupational pattern and the employment market in general. This will include exhibition of career literature, career charts, pamphlets pertaining to training in rural occupations, pamphlets pertaining to community development in its various aspects, etc. The Information Room will be organized by the official-in-charge of the Bureau through the block Development Officer, and with the co-operation of the Panchayats, village level workers etc.**
- (ii) Keep the members of the Community Development Block or the local Panchayats in touch with Employment Market Information for the district on the basis of material received from the Employment Officer and other sources.**
- (iii) The Official-in-charge of the Bureau will report to the parent Employment Exchange and other prescribed authorities shortages of manpower in the area and particulars of jobs which are known to be vacant. He will also make arrangements for facilitating contacts of local people with the Employment Service and for giving employment assistance wherever possible in accordance with the procedure that may be prescribed for the purpose.**
- (iv) Facilities for recruitment for training in the Industrial Training Institutes and in rural training institutes should also be given by the official-in-charge of the Bureau. He will be under the administrative and technical control of the Employment Officer-in-Charge of the district.**
- (v) The Rural Employment Bureau will also carryout employment surveys in Development Blocks where Rural Works Programmes are located. For this purpose the official-in-charge will keep in close contact with the local Block Development Officer and other officials and non-officials connected with the Rural Works Project, so as to assist them in mobilizing manpower to work in the Project: also to assess the manpower utilization of Rural Works Projects.**
- (vi) The State Director may assign any other work in connection with the Employment Service to these Bureaux.**

**NOTE:-** When employment-seekers visit the Bureau for registration, Index Cards will be completed in the normal manner without allotting registration number and N.C.O. Code No. These X-1s will then be forwarded to the Exchange concerned who will register them and issue the Identity Cards direct to the applicants under intimation to the Bureau.

### **University Employment Information and Guidance Bureaux**

16.22 University Employment Information and Guidance Bureaux have been set up at a number of Universities. Although the main function of these Bureaux is to give employment information and vocational guidance to the alumni of the University, they also register qualified applicants belonging to special categories e.g. those (i) holding a Bachelor's or higher degree or equivalent diploma in a professional or specialized course such as, Engineering, Medicine, Agriculture, Veterinary Science, Technology, Law, Education etc. (ii) holding a Master's or higher degree or post-graduate diploma or equivalent in other subjects.

16.23 The Professional and Executive Employment Office will circulate to the U.E.I. & G.Bx. vacancies that are appropriate to the applicants registered with them. The Bureaux will submit particulars of suitable applicants available on its Live Register to the P. & E.E.O. against vacancies circulated by it. The P. & E.E.O. will consider these applicants for submission against notified vacancies, on par with the applicants on its own Live Register. The Bureaux will make submissions against vacancies advertised by the C.E.E. The Bureaux may also submit suitable applicants in response to specific enquiries made to them by private employers. State Director may assign any other work they would like in connection with the Employment Service to these Bureaux.

### **Vocational Rehabilitation Centres for the **Physically Handicapped****

16.24 Vocational Rehabilitation Centres for Physically handicapped persons have been set up in a number of States. At these Centres assistance is given to physically handicapped persons to develop rehabilitation plans depending on their specific needs; aptitudes etc. These Centres cater to the needs of the blind, the deaf and dumb the orthopedics, negative leprosy patients and mild mentally retarded persons.

#### **Objectives**

16.25 The main objective of the VRCs is to assist the physically Handicapped persons to undertake a remunerative work activity so as to enable them to live an independent, productive and respectful life. This is achieved through the following:-

- a). **to assess the residual vocational capacities of the physically handicapped persons;**
- b). **to guide and assist them towards securing and retaining gainful employment/self-employment/home-bound employment, thus enabling them to lead an independent, productive and respectful life like any other able-bodied person;**
- c). **to assist them in developing their work skills in suitable trades by means of formal or non-formal training methods;**
- d). **to assist in obtaining essential rehabilitation aids with a view to enhancing their work capacities;**

- e). **to develop community awareness and response for rehabilitation programmes and to promote rehabilitation services; and**
- f). **to up-date the rehabilitation techniques/services for the physically handicapped by undertaking surveys and research studies or by assisting individuals/organizations in such programmes.**

16.26 (a) Each VRC has an Evaluation Division and a Referral Division. The Evaluation Division have a Work Evaluation workshop where physically handicapped persons referred to by the Referral division are evaluated under the close supervision of the workshop staff and the psychologist to determine their vocational potentialities. This evaluation enables the Referral Division to draw up a rehabilitation plan for the individual.

(b) The VRCs have been granted co-sponsoring powers against reserved vacancies in Group C and D posts/services in the Central government offices/undertakings. It has been decided by the Government of India that a copy of the requisitions sent to Employment Exchanges/Special Employment Exchange by appointing authorities shall be simultaneously endorsed to the nearest Vocational Rehabilitation Centre for Physically Handicapped for nominating suitable handicapped persons against such vacancies.

(c) These Centres also impart adjustment training to such of the physically handicapped persons who are trained or are being considered for appointment. Efforts are made at the Centres to stimulate real conditions which the individual is likely to experience on the job or training. The adjustment training also serves as a means of inculcating good work habits and attitudes.

(d) During the period of evaluation and adjustment training, the individuals may stay in the hostel attached to these Centres which provides free lodging and board at a nominal rate to those admitted therein. The clients are paid stipend during the period of rehabilitation.

### **Coaching-cum-Guidance Centres for Scheduled Castes and Scheduled Tribes**

16.27 Coaching-cum-Guidance Centres for Scheduled Castes and Scheduled Tribes have been set up in a few places selected on the basis of the high incidence of Scheduled Caste/Scheduled Tribe population, job openings available in the area and the number of such candidates seeking jobs through the exchanges. At these Centres guidance and pre-employment orientation is provided to Scheduled Caste/Scheduled Tribe candidates. Their main objectives are:-

- (i) **to channelise the available educated SC/ST manpower into appropriate vocations;**
- (ii) **to increase their employability through coaching/training;**
- (iii) **to provide them vocational guidance and career information at the appropriate states; and**
- (iv) to perform watch-dog functions in the matter of filling up of vacancies/training seats reserved for Scheduled Castes/Tribes candidates in Central/State/Quasi-government establishments and training institutions in the area.

CENTRAL INSTITUTE FOR RESEARCH AND TRAINING IN EMPLOYMENT SERVICE(CIRTES)

16.28 The CIRTES is responsible for imparting professional in service training to the officers of the Employment Service . It conducts various training programmes for the officers of the employment service to increase their working efficiency and improve the performance of employment service. The training programmes which are conducted by the CIRTES include: Integrated Training Course; Refresher Training Course; Short Duration Condensed Courses and Specialised Courses in particular areas such as Vocational Guidance, Labour Market Information, Self-Employment etc. The State Directorate of Employment can make a plan for training of their Officers at CIRTES and sponsor their names from time to time for the training courses suitable to them. CIRTES is also responsible for conducting research in the fields of organizational, operational and procedural matters pertaining to employment service. The State Director of Employment may identify the problems/ areas of research and refer the same to CIRTES, if they feel necessary. In addition the Career Study Centre of the Institute is responsible for preparation and publication of Career Literature and other Occupational Information material. Further details have been covered in para 16.13 .

**CHAPTER XVII**  
**INSPECTION AND TECHNICAL EVALUATION OF EMPLOYMENT**  
**EXCHANGES**

**Responsibility for Inspection and Evaluation**

17.1 A periodic examination of the work of the Employment Exchanges has to be undertaken with two main objectives:-

**(a) to ensure that agreed policies and procedures are being implemented, standards maintained and programmes followed; and**

**(b) to assess the effectiveness of the work of the Exchanges with a view to taking appropriate action to bring about necessary improvements.**

17.2 In so far as (a) above is concerned, it is the responsibility of the Central Government to ensure uniformity of national standards and implementation of agreed policies and procedures in collaboration with the State Governments. The Officers of the Central Headquarters and the State Government concerned will, therefore, jointly undertake technical evaluation of the Employment Exchanges in each State and prepare joint reports.

17.3 The responsibility for detailed and comprehensive inspection of Employment Exchanges, with a view to achieving the objective at (b) above is that of the State Government with whom the day-to-day administration of the Exchanges rests. Detailed instructions regarding inspection will, therefore be issued by the State Governments. However, some guidance points of a general nature which could form the basis of such instructions, is provided in the following paragraphs.

**Inspection-Guidance Points**

17.4 (a) **Purpose of Inspection** - The purpose of inspection of Employment Exchanges should be to maintain a high level of efficiency and proper development of the Service. Inspection should, inter alia seek to achieve:-

- (i) a high standard of service to the public;
- (ii) the proper use of procedure;
- (iii) the elimination of 'red-tape' and practices which might delay prompt assistance to applicants and employers;
- (iv) an increase in output of the staff and the development of initiative; and
- (v) to evaluate experimental procedures, if any, obtaining at Exchanges and to suggest new procedures, if considered necessary.

(b) **Principles and Precepts:-** Inspecting Officers should endeavour constantly to keep in mind the following principles and precepts and bring them, when necessary to the notice of all concerned:-

- (i) that the reputation of the Employment Service for the integrity and impartiality is of paramount importance. Any action by members of staff or the adoption of practices or procedural methods which endanger this reputation must be eliminated;
- (ii) that procedural and organizational weakness which might affect the service rendered to the public must be removed as speedily as possible;
- (iii) that each Exchange should be conscious of the need for sustaining the prestige of the Service as a whole by maintaining a high standard of efficiency and promptitude;
- (iv) that each member of the staff should be conscious of the fact that he is a public servant and he should render courteous, sympathetic and prompt service to employers and employment seekers irrespective of the status;
- (v) that all members of the staff, particularly senior officers upon whom rests the responsibility for the proper development of the Service, should be continuously studying literature on manpower planning, employment, unemployment and labour force for keeping abreast of national and international developments;
- (vi) that Employment Officers intelligently interpret, according to local conditions the policies and procedures laid down by government; and
- (vii) that the morale of the staff is kept at a high level and that members of staff cooperate with each other and always subordinate their personal interests and feelings to their duty to the public.

### **Role of Inspecting Officers**

17.5 The role of an inspecting officer should be that of a friend, philosopher and guide seeking to assist the Employment officers in solving their problems. Their work should not end by ensuing routine compliance of current instructions. Examination and assessment should be undertaken with a view to finding out whether the Employment Exchange as a whole is functioning properly and efficiently as a unit in the National Employment Service. The object of inspection should not be fault-finding. On the other hand, it should be one of offering constructive criticism. It is important that intelligent and useful deviations from prescribed procedure should be applauded if such deviations help in achieving better results without sacrificing fundamental principles. Based on such experience, Inspecting officers must suggest improvements in existing procedure. Credit should be given to officers and staff who show imagination and initiative. Ignorance of procedure or willful disregard of instructions should be brought to the notice of the Employment Officer. While suggesting remedial measures, opportunity should be taken to impart necessary guidance and training to the members of the staff.

### **Type and periodicity of Inspections**

17.6 (a) **General Inspections** - These may be undertaken by officers of the State Directorate who have been specially vested with this responsibility by the State Director. The periodicity of these inspections may be decided by the state Director. It is, however, recommended that each Employment Exchange may be subjected to general inspection at least once in six months and should be visited by the State Director personally at least once a year.

(b) **Seminar of Employment Officers** - At the end of each inspection, a Seminar may be held in which the Employment Officers should participate to discuss the findings and offer suggestions



for improvements. Important points discussed at the Seminar may find a place in the inspection report and may be given wider circulation at the discretion of the State Director.

(c) **Ad-hoc/Surprise Inspections** - Inspection of these types may also be undertaken by officers of the State Directorate under specific instructions from the State Director.

(d) **Internal Inspections** –

(i) Employment Officers-in-charge of Exchanges should inspect at least once a quarter, their lower formation (Town Employment Exchanges, Sub Offices etc.), if any, under their administrative control. These inspections should be on the lines of general inspection of Exchanges.

(ii) Monthly internal inspection of the Exchange by the Employment Officer-in-charge is recommended. In bigger Exchanges, where work has been sectionalized and where there are more Employment Officers than one in post, the working of each section of the Exchange should be inspected monthly by the Officer-in-charge of the section.

(iii) **The Employment Officer-in-Charge of the Exchange may also be advised to conduct weekly test checks of important items of work of the Exchange, particularly work relating to registrations, vacancies and submissions. When conducting such test checks, it is recommended that not less than 10 per cent of the work done on the day of inspection may be scrutinized except the registration work in which a maximum of 10 Index Cards should be examined.**

(iv) **A record of internal inspections may be maintained by the Employment Officer incharge of an exchange or section of an Exchange. Observations made during test checks may also be recorded in this book register. The form in which the book register should be maintained is given in Volume II, Appendix 1 (20).**

## **Inspection Reports**

17.7 Inspection reports should ordinarily be in two parts, the first part dealing with policies and procedures and the second part with matters relating to administration and accounts. The State Director may endorse a copy of the first part of the report to the Directorate General of Employment and Training if any action is called for. Reports relating to inspections, it is suggested, should be submitted to the State Director within three days of the date of completion of the inspection.

## **Items to be Scrutinized during General Inspections**

17.8 (a) The major items connected with the functional working of the Exchange (first part of the Inspection report) recommended for scrutiny during inspections are listed in Volume II, Appendix I (21). Items of work relating to Employment Exchange policy and procedure have alone been included in this. Items relating to matters connected with administration and accounts will be prescribed by the State Director.

(b) In the initial stages of inspection, note sheets may be used as working sheets according to the sample given in Volume II, Appendix I (22). After the observations of the Employment Officer have been made on the note sheets, the weaknesses should be discussed with the Employment Officer and remedial action suggested.

**17.9 Action on Inspection Report-** On receipt of an inspection report, the Employment Officer should, within four weeks, report his compliance in the following form to the State Director.

Item (description)	Action taken	Reason, if no action was taken
1	2	3

**The State Director should examine the compliance report with a view to taking further action of considered necessary.**

### **Technical Evaluation**

17.10 (a) The responsibility for periodical evaluation of operating practices and procedures, organizational structure, supervisory methods and effectiveness of the various programmes of the Service is that of the Union government. Technical evaluation by the Central Headquarters has, therefore, to be conducted with a view to ensuring that agreed policies and procedures are observed, uniform national standards are maintained and programmes are followed. In brief, the evaluation will provide a general view of the working of the Employment Service in the State.

(b) The Evaluation is to be conducted jointly by a senior officer of the Central headquarters and an officer nominated by the State Director. Visits to Exchanges by officers of the Central Headquarters and the dates of discussions with the officers of the State Directorate should be pre-arranged as to provide a cross-section of the Employment Service in the State as exhibited in the working of the large, medium as well as small sized Exchanges.

(c) At the close of the visit to the Employment Exchanges, the representative of the Central Headquarters should held discussion with the State Director and apprise him of the observations made. A brief note embodying the salient features as revealed by the evaluation should be jointly prepared by the Officer of the Central Headquarters and the one nominated by the State Director to be handed over to the State Director so that immediate consideration could be given to important recommendations.

(d) The Central Headquarters should evaluate the working of the Employment Service in each State at least once a year. The joint evaluation report should be forwarded by the Government of India to the State Government and two copies of the report should be endorsed to the State Director for initiating action on the recommendations.

## CHAPTER XVIII

### REPORTS AND RETURNS

#### **Monthly Narrative Report- General Instructions**

18.1 Each Employment Exchange should submit to the State Director a Monthly Narrative Report which should be precise, informative and a true record of the activities during the month. Narrative Reports keep the State Directors informed of the work done by the Employment Exchanges, and are collectively used for the preparation of their Monthly progress Reports. They also provide material for various reports to government on the working of the National Employment Service. It is, therefore, vital that the material given is reliable, balanced and comprehensive. Each report should indicate clearly the progress made and the difficulties encountered during the month under review. Repetition of statistics should be avoided. Reports rendered by parent Exchanges should cover the activities of subordinate offices. Subordinate offices should prepare three copies of their Narrative Reports, one for the parent Exchanges, one for the State Director and one for their own record. The aim of the report of the parent Exchange should be to give an overall cohesive picture of the entire area, including the area covered by subordinate Exchanges.

#### **Form in which Narrative Reports should be Rendered**

18.2 The report should be rendered in the form and manner described below. The serial number allotted to each item should be given to the corresponding para, in the Narrative Report. If there are no comments on any particular item, the words “no comments” should be entered. All reports should be self-contained, and expressions

such as “see previous report” or “as previously reported” etc. should be avoided.

#### **NARRATIVE REPORT**

##### **I. The Employment Situation in General**

A critical appreciation of the employment situation and employment trends in the area should be given in this para. Mention should be made of new industries establishments which are being set up under various Development Schemes. The commencement or termination of seasonal activities in local fields of employment, and the closing or re-opening of any important factory or establishment etc. should be mentioned with a comment on the probable effect of the event on employment. Local hindrances to normal development of the economic life and the expansion or maintenance of employment opportunities within the area should be commented upon e.g. lack of raw materials, transport bottlenecks etc. Before mentioning such items, however, careful enquiry should be made to ascertain the real facts and to distinguish between unfounded rumours and reality. Such situations should be discussed, if possible, with those locally concerned with a view to making concrete suggestions as to how industrial, commercial, transportation difficulties, if any and other bottlenecks which are hindering economic growth and its corollary, greater employment, can be removed. When reporting, each separate subject should be given a paragraph of its own and the principles laid down in para 18.1 above should be kept in mind.

##### **II. An appreciation of Statistics Rendered**

This para ;should be divided into the following subparas:-

- a) Placings.
- b) Registrations.
- c) Vacancies notified.
- d) Submissions
- e) Employers using the Exchange.
- f) Live Register.

The total number of placings, registrations etc., should be compared with figures of the previous month and also with those of the corresponding month of the previous year (these comparative figures may be given in an appendix to facilitate easy comparison). The reasons for increase or decrease and trend relating to each item should be given. The explanations offered should be objective and based on a critical examination. In addition to the overall picture of the Exchange area, a separate appreciation in respect of each sub-office (if any) should be given against each sub-para under this heading.

### **III. Shortages and Surpluses of Manpower**

Reports regarding persistent shortages of various types of personnel existing in the Exchange area should be based on known facts capable of being substantiated. The existence of a shortage in a specific occupation should be studied and reported after taking into consideration:-

- (a) vacancies notified to any appreciable extent to the Exchange for which suitable applicants could not be found although the salary and other conditions of service offered were reasonable; and
- (b) vacancies anticipated to arise for which applicants are neither available on the Live Register nor known to exist in the Exchange area.

If the report is not based on (a), this should be indicated. Special mention should be made of occupations, if any, in which shortages have persisted over a period of months. Monthly variations in the position should be faithfully reported. Uncritical repetitions and generalizations should be strictly avoided. Similarly, reports regarding surpluses of manpower should be based on supportable data. Only those occupations in which shortages or surpluses have a firm trend and are extensive should be mentioned. Occupations should be referred to as indicated by their descriptions and not by Occupational Code Numbers.

### **IV. Vacancy and Labour Clearing**

In this para, the efficiency of Vacancy and Labour Clearing and any special problems encountered and the action taken to meet them should be recorded. Mere figures are not required, but major results and the figures pertaining to vacancies filled through circulation and the number of local applicants placed against circulated vacancies may be given.

### **V. Details of Penetration into New Fields etc.**

Material useful for publicity or placings which indicate penetration into new fields of work should be recorded.

### **VI. Appreciation of Work done for special Types of applicants Vacancies.**

- a) **Professional and executive standard applicants, including overseas scholars:-** In this para, placings in jobs carrying a basic pay of Rs. 1400(pre-revised) p.m. and above should be mentioned and the exact pay stated in each case. Details of any particular difficulty encountered or any other point of interest with regard to this category should be given.

b) **Displaced persons:-** the report under this item should be in two parts:-

- i. Displaced persons (including new migrants from erstwhile East Pakistan); and
- ii. Repatriates from Burma and Sri Lanka. In each part, detailed comments on the progress made during the month in their resettlement, and difficulties, if any, experienced should be given. It is desired to draw attention to major fluctuations of figures, all relevant figures corresponding to those given in E.S. Returns should be quoted and analysed.

c) **Discharged government employees:-** Information should be given under 3 heads:-

- i. Discharged Central Government Employees;
- ii. Discharged State government Employees;
- iii. Ex-service personnel.

The progress made in their employment and the difficulties experienced, if any, should be given. Information in respect of Ex-serviceman against unreserved and priority vacancies should be given on the basis of their secondary Index Cards maintained at the Exchange.

d) **The Armed Forces:** Information regarding recruitment to the Armed forces should be given in this para. Difficulties encountered in connection with the recruitment of personnel to the Armed Forces should also be mentioned.

e) **Women:-** All important features such as contacts with women's organizations, difficulties in finding employment for women and the action taken to overcome them should be mentioned.

f) **Scheduled Castes/Tribes/OBC:-** The progress made in their employment, difficulties experienced and the action taken to overcome them should be given in this para. The reasons for not submitting suitable applicants against reserved vacancies should also be mentioned.

g) **Physically handicapped persons:-** Detailed comments on the progress made during the month in the rehabilitation of physically handicapped persons, difficulties experienced in finding employment to them and the action taken to overcome those should be mentioned.

h) **Passed-out trainees:-** Employment officers should report here:-

- 1) The number of employers contacted and institutions visited specifically for the purpose of arranging the absorption of passed out trainees as apprentices or employees with separate figures for each;
- 2) the number of seats obtained for apprenticeship training alongwith the names of the employers, the trades in which and the period for which apprenticeship arranged and the wages or stipends offered by the employers; and
- 3) difficulties, if any, encountered in placing such applicants.

## **VII Staff Training**

A brief account of staff training activities conducted during the month should be given in this para.

## **VIII Inspection**

Separate mention should be made of the various types of inspections and test-checks, if any, carried out at the Exchange and in subordinate offices, during the month and the conclusions recorded. Mention should also be made of the General Inspection/evaluation, if any, conducted by the State Directorate/D.G.E.&T.

## **IX Conference and Meetings**

Mention should be made of meetings of Committees on Employment or other committees and of other resolution passed.

## **X Action, if any, taken regard to Strike/Lockout Vacancies**

The name of the establishment in which the strike or lockout was declared, the date of commencement, whether and when directions were received from the "Authorised Officer" to consider the strike/lockout, legal/illegal or to make submission and the dates on which submissions were made should be given in this para. The number of strike/lockout vacancies notified, filled, cancelled or remaining outstanding at the end of the month and the number of submissions made and placements effected should also be reported.

## **XI. Publicity/Public Relations**

Any interesting publicity work initiated or carried out and any publicity problem encountered should be reported. The quantity of publicity material received from the D.G.E.&T. or the State Directorate, the use to which it has been put and the reactions to it should be made known.

## **XII Community Development Activities**

Report on work done by R.E.Bx., including recruitment in connection with Community Development Projects in the area.

## **XIII Special Reports on the Schemes under the Five Year Plans**

### **(a) Employment Market Information Programme:-**

(i) Construction and verification of Employers' Register:- Details of work done in connection with construction of the Employers' Register and/or verification of its comprehensiveness and difficulties experienced should be mentioned here.

(ii) Collection of Employment Information:- Report on issue of forms, follow-up, percentage of response etc. with regard to collection of ER-I/ER-II returns. (Figures should be furnished wherever necessary). During the second and subsequent months of a particular quarter, the cumulative percentage of response should be reported. Difficulties experienced in the collection of returns should also be mentioned.

(iii) Vacancies revealed and action taken on them: -

**Report on vacancies revealed on ER-I. Returns**, shortages reported by employers etc. and the action taken on them with figures, wherever necessary.

### **(b) Vocational Guidance Programme: -**

(i) Group guidance Programme: - Comment upon increase or decrease in the number of applicants covered by group guidance, special group guidance programmes and interesting features of group guidance.

(ii) Individual Guidance Programme:- Comment upon increase or decrease in the number of applicants receiving individual guidance, individual information, guidance at the time of registration etc with illustration of typical problems and advice given; problems of applicants on the Live Register whose cases were reviewed and action taken also be mentioned.

(iii) Placement activity: - Comment upon rise or fall in different types of placement activities; interesting placements may also be mentioned.

(iv) Contact and Co-ordination: - Report on contact with educational institutions, employers, voluntary organizations etc. ;and difficulties experienced; work of the district Co-ordination Committee should also be mentioned. Programmes conducted in collaboration

with other agencies like Career Exhibition and Career Conference should also be commented upon.

**XIV Training Admission**

Report on general efforts made to secure and raise training placements in public and private institutions and difficulties experienced.

**XV Special Reports, if any, as required from time to time by the State Director.**

**XVI Any other item of Interest**

**Summary of the Work done in connection with the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.**

18.3 All Employment Exchanges having EMI Unit should render a quarterly summary of statistics of the work done in connection with the E.Es. (CNV) Act to the State Directorate of the Employment in the format placed at Appendix..... The State Directorate will prepare and issue quarterly reports on the Working of E.Es. (CNV) Act based on the information collected through the quarterly summary of statistics of the work done in connection with the Act from the exchanges. However, these reports will be issued in respect of the quarters ended 30<sup>th</sup> June, 30<sup>th</sup> September & 31<sup>st</sup> of December only and outline for these quarterly reports is at Appendix..... In lieu of the quarterly report for the period ended 31<sup>st</sup> March, all the State Directorates will prepare and issue an annual review on the Working of E.Es. (CNV) Act and outline for the annual review is at Appendix..... Based on the annual reviews received from the States/UTs the DGE&T will bring out an Annual Review on enforcement of the EE(CNV)Act at the National level.

**Statistical Returns – General**

18.4 (a) It is through released statistical information that the work of the National Employment Service is, to a large extent, judged by the public. It is, therefore, essential that all returns should be accurate and neatly rendered. All returns should be submitted by the due date so that compilation work may not be delayed at higher levels. The senior most officer in post will be personally responsible for the timely submission of all reports and returns.

(b) All returns have been so designed that Employment Officers can check the accuracy of the information given. These checks (given on the statistical forms) should invariably be applied before dispatch to avoid errors.

(c) While compilation of the returns may be done at lower levels, the senior most officer in post will be personally responsible for their accuracy and will, therefore, himself carry out all the necessary tests – checks.

Various Returns – Instructions for Compiling

18.5 The sources of information, methods, of compilation etc. for the various returns are briefly given below:-

E.S1.1: Registration Placements, submission, Live Register, Vacancies Notified etc. (Monthly)

Sources:Item 1: - Item 8 of ES 1.1 of the previous month.

Item: 1A – Register of Index Cards received on Transfer

**Item 2 & 2A: X-63**

Item 4 : Live Order Register and Dead Order Register for the month

Item 5 : X -57

Item 6: Register of transferred Index Cards

Item 8 & 8A: Live Register, Rural Live Register

Item 9: L.O.R. and D.O.R. for the month

Item 10 : X –64

E.S. 1.2: Vacancies notified, filled, cancelled, outstanding and number on Live Register by Sex and NCO in respect of Total, Women, SC,ST, OBC and **Disabled Persons** applicants (Annual).

Sources: Cols .3 to 8 : Live Register of previous year.

Cols .9 to 14: X-64

Cols .15 to 20: L.O.R. and D.O.R.

Cols .21 to 26: L.O.R.

Cols .27 to 32 : L.O.R.

**E.S. 1.3 Vacancies notified, filled, cancelled and outstanding by sector (Annual)**

Sources: Item 1: Item 6 of the previous return ES 1.3.

Item 1(a) & 2 : X –64

Item 4 & 5 : D.O.R. for the period and L.O.R.

Item 5(a) : X –64

Item 6 : L.O.R.

Item 7(a) : X –64

Item 8 & 9: D.O.R. for the period and L.O.R.

Item 10 : X –64 (Excepting red ink entries).

**E.S.1.4 Number of Applicants on Live Register by Age, Sex and Educational levels (Annual).**

Sources : L.R.

**E.S. 1.6 Vacancies reported by Establishments as unfilled due to shortage of suitable applicants with reasons thereof (Annual).**

Sources: ER-1 return for the year.

**E.S.2.1 Educated applicants (All categories, women, SC/ST, OBC) registered, placed and number on Live Register by educational level (Half Yearly)**

**Sources: Registrations: X –63**

Placements: D.O.R. for the period and L.O.R.

L.R.: Live Register.

**E.S. 2.2 Trade – wise distribution of Ex-ITI trainees and full term apprentices registered, placed and L.R. by NCO. (Annual).**

Sources: Running record of craftsmen holding National Trade Certificate/National apprenticeship certificate, registered at Employment Exchange.

E.S. 2.4 Work done in respect of Scheduled Caste/Scheduled Tribe/OBC applicants Registration, Placement, L.R. ,Submission, Reserved Vacancies, Notified, Filled and outstanding etc. (Half Yearly).



- Sources: Item 1: Total of Item 5 of the previous Return E.S. 2.4  
Item 2: X –63  
Item 3: D.O.R. for the period and L.O.R.  
Item 4: Information to be maintained by the exchange in respect of Index Cards removed from the Live Register  
Item 5: Live Register  
Item 6 D.O.R. for the period and L.O.R.  
Part-II  
Cols. 2 – 4: Cols. 17 – 19 of the previous return E.S. 2.4  
Cols. 5 – 7: X –64  
Cols. 8 – 10 D.O.R. for the period and L.O.R.
- E.S. 2.5** Work done in respect of physically handicapped applicants Registration, Placements, L.R. Reserved Vacancies, Notified, Filled, Cancelled and Out standing etc. (Half year)
- Sources: Item 1: Col.5 of the previous Return E.S. 2.5  
Item 2: X –63  
Item 3: D.O.R. for the period and L.O.R.  
Item 4 : Information to be maintained in respect of applicants removed from L.R.  
Item 5 : Live Register  
Item 6 : L.O.R. and D.O.R. for the Half Year.  
Item 7: Col. 9 of previous return E.S. 2.5  
Item 8: X –64, D.O.R. for the period and L.O.R.  
Item 9: L.O.R.
- E.S.2.6** **Work done in respect of displaced persons (migrants from East Pakistan and repatriates from Burma and Sri Lanka) (Annual).**
- Sources: Item 1 : Col. 5 of the previous Return E.S. 2.6.  
Item 2: X –63.  
Item 3 & 6: D.O.R. for the period and L.O.R.  
Item 4: Information to be maintained by the Exchange in respect of Index Cards removed from the Live Register.
- E.S. 3** **Work done in respect of Vocational Guidance and Employment Counselling programme category-wise (Total all category, SC, ST, OBC, PH & Women) (Quarterly)**
- Sources: Item 1: V.G. 63  
Item 2: V.G. 68  
Item 3: V.G. 64  
Item 5 & 6 : V.G. 66  
Item 8: Visitors book maintained in the Career Information Room.

Items 9 & 10: V.G. 67

Items 11: V.G. 1

Items 7: V.G. 66

Items 12 & 13: Contact diary maintained by the Officer.

**E.S. 2.3 Work done by Employment Exchanges in respect of Minority Communities (Half yearly).**

Sources: Item 1: Items 5 of E.S. 2.3 of the previous Half Yearly return.  
Item 2: X –63.  
Item 3: Live Order Register and Dead Order Register for the Half Year.  
Item 4 : X –57.  
Item 5: L.R.  
Item 6: L.O.R. and D.O.R. for the Half Year.

Note: Item (1+2) – Item (3+4) = Item 5

**E.S. 2.7 Promotion of Self Employment in rural and urban areas (Half Yearly).**

Sources: **A. Rural**

Item 1 : Item 5 of E.S 2.7 of the previous Half Yearly, return.  
Item 2: X –63.  
Item 3: Live Order Register and Dead order register for the Half Year.  
Item 4 : X –57.  
Item 5: L.R.  
Item 6 :L.O.R. and D.O.R. for the Half Year.  
Item 7 : Information to be maintained.

**B. URBAN**

Item 1 : Items 5 of E.S 2.7 of the previous Half Yearly return.  
Item 2 : X –63.  
Item 3: Live order Register and Dead Order Register for the Half Year.  
Item 4 : X –57.  
Item 5 : L.R.  
Item 6 :L.O.R. and D.O.R. for the Half Yearl.  
Item 7 – Information to be maintained.

Nil Returns

**18.6 If no figures are to be given in respect of any of the returns, a separate NIL Return should be rendered in lieu of each such return.**

Despatch of Returns

18.7 (a) The name of the Exchange and period covered should be prominently entered on each return (including nil returns). One copy of the return should be despatched to the D.G.E & T.

(Statistical Section), one copy to the State Directorate and one copy retained for office use. Sub-offices should forward one copy of each return to the parent Exchange also.

(b) It is imperative that the returns should be rendered by the Exchanges on the due dates. A time-table of the returns is given in Volume II, Appendix I (23).