



संघ लोक सेवा आयोग

UNION PUBLIC SERVICE COMMISSION

Citizen Charter (2021)

नागरिक चार्टर (2021)

**संघ लोक सेवा आयोग
धौलपुर हाऊस, शाहजहाँ रोड,
नई दिल्ली-110069**

**UNION PUBLIC SERVICE COMMISSION
DHOLPUR HOUSE, SHAHJAHAN ROAD,
NEW DELHI – 110069**

Citizen's Charter of UPSC

1. Brief History

The Royal Commission on the Superior Civil Services in India under the Chairmanship of Lord Lee, which submitted its Report in 1924, recommended the setting up of the Public Service Commission. This led to the establishment of the first Public Service Commission on October 1, 1926 under the Chairmanship of Sir Ross Barker. The limited advisory function accorded to the Public Service Commission and the continued stress on this aspect by the leaders of our freedom movement resulted in the setting up of a Federal Public Service Commission under the Government of India Act, 1935. The Federal Public Service Commission became the Union Public Service Commission after independence and it was given a Constitutional Status with the promulgation of Constitution of India on January 26, 1950.

2. Preamble

The Union Public Service Commission is a Constitutional Body established under Article 315 of the Constitution of India. The Commission consists of a Chairman and ten Members.

3. The Mandate of Union Public Service Commission

The mandate of Union Public Service Commission, under Article 320 and 321 of the Constitution of India, includes:

1. Recruitment by conduct of competitive examinations;
2. Recruitment by Selection through Interviews;
3. Advising on the suitability of officers for appointment on promotion as well as transfer-on –deputation;
4. Advising the Government on all matters relating to methods of Recruitment to various services and posts; framing and amendment of Recruitment Rules;

5. Disciplinary cases relating to different Civil Services;
6. Miscellaneous matters relating to grant of extra-ordinary pensions, reimbursement of legal expenses etc.
7. Advising the Government on any matter referred to the Commission by the President of India.
8. On the request of the Governor of a State, to serve all or any of the needs of a State relating to recruitment, with the approval of the President.

4. Methods of Recruitment

Recruitment is made by one of the following four methods:

1. Direct Recruitment
2. Promotion
3. Deputation/ absorption; and
4. Composite Method (Deputation + Promotion)

5. Direct Recruitment

Direct Recruitment is conducted broadly under the following two methods:-

1. Recruitment by Competitive Examination; and
2. Recruitment by Selection.

6. Recruitment through Examination

The Commission conducts following Structured Examinations on a regular basis at various Centres located throughout the country for appointment to various Civil/Defence services/posts:-

1. Civil Services (Preliminary) Examination;
2. Civil Services (Main) Examination;
3. Engineering Services (Preliminary) Examination;
4. Engineering Services (Main) Examination;
5. Combined Medical Services Examination;

6. Indian Forest Service (Preliminary) Examination through CS (P) Examination;
7. Indian Forest Service (Main) Examination;
8. Combined Geo-Scientist (Preliminary) Examination;
9. Combined Geo-Scientist (Main) Examination;
10. Indian Economic Service/ Indian Statistical Service Examination;
11. Combined Defence Services Examination [Held twice a year];
12. National Defence Academy and Naval Academy Examination [Held twice a year];
13. Central Armed Police Forces (Assistant Commandants) Examination;
14. Section Officers/Stenographers (Grade-B/Grade- I) Ltd. Departmental Competitive Examination;
15. Central Industrial Security Force, Assistant Commandant (Exe) Limited Departmental Competitive Examination.

A Programme (calendar) of Examination/Recruitment Test is published in the leading newspapers of the country, stating names of examinations, dates of notification, dates of receipt of applications and dates of commencement of examinations, well in advance normally in June of the preceding year and also displayed on the Commission's website at www.upsc.gov.in.

The notifications for all the Examinations are published in the Gazette of India by the Government. Detailed Notices are made available on the Commission's website at www.upsc.gov.in. Indicative Notices are published in the Employment News/RozgarSamachar.

7. Online Application

1. The Commission has introduced the system of accepting Online Applications with effect from Engineering Services Examination notified in January, 2010.

2. The Commission introduced 100 % online mode of filling of Detailed Application Form for all its Examinations with effect from Civil Services (Main) Exam, 2011.

3. The Commission has also introduced 100 % online mode of submission of Application Form for all its Examinations from the year 2012.

4. No change in the entries made in the application form is allowed after the closing date of application. However, candidates can withdraw applications by due date mentioned in the Notice, if they do not want to appear at the Examination.

5. The candidates are advised to keep a note of their RID No., so as to know their registration and venue details on the website. The RID number is allotted after filling up of online application form.

6. The applicants are advised to apply well before the closing date to avoid last minute rush.

8. Frequently Asked Questions

FAQs' have been uploaded on the Commission's website to make the candidates aware of various aspects of Examinations as well as common mistakes committed by them.

9. Exemption for payment of fees for female candidates

In accordance with the instructions issued vide DOP&T, all female candidates have been exempted from payment of fees for the Commission's Examinations with effect from 05-09-2009.

10. Introduction of Screening Test

During the year 2013-14, screening test for Indian Forest Service Examination through the Civil Services (Preliminary) Examination was introduced. The screening tests for Engineering Services Examination with effect from 2017 and Geo-Scientist Examination with effect from 2020 were also introduced.

11. Deployment of Jammers

From January 2018 onwards the Commission started deploying Low Powered Jammers in the Venues of the Commission's Examination in order to stop scope of use of mobiles, IT gadget or any communication devices, etc.

12. Recruitment through Selection

The Commission is also charged with the responsibility of direct recruitment at various levels by selection method to all Group 'A' posts and selected Group 'B' posts in the Central Government.

Indicative advertisements in respect of the vacancies are published in Employment News and detailed advertisements are published on Commission's website at www.upsc.gov.in. Applications are invited online and candidates are required to apply according to the instructions contained in the advertisements published on the Commission's website.

After receipt of applications, short-listing of candidates is done by computerized preliminary scrutiny package. This is done

on the basis of consciously devised rational criteria. Equity, justice and fair- play are the touch stones of this entire process. The criteria may include higher qualifications and experience than that is prescribed as the essential and desirable qualifications.

On conclusion of the process, the short-listed candidates are called for interview. If a large number of candidates apply for particular post(s) or the nature of the qualifications stipulated for the post(s) are such that it is not quite possible to short-list the candidates on the basis of qualification and / or experience, a Recruitment Test may be conducted to short-list the candidates. The Interview Boards are presided over by the Members of the Commission, who, in turn, are assisted by eminent experts drawn from respective fields/ disciplines pertaining to the post for which recruitment is being done.

Once the interviews are over, steps are taken to finalise the Interview- Board Report and after the same has been approved by the Commission, the recommendation of the Commission is conveyed to the concerned Ministry/ Department under intimation to the recommended candidates(s).

13. Promotions & Deputations

Article 320 of the Constitution of India provides for consultation with the Commission on the principles to be followed in making appointments to Civil Services and Civil posts and in making promotions and transfers from one service to another and on the suitability of candidates for such appointments, promotions or transfer.

In accordance with the constitutional provisions, the Commission performs work relating to promotions/ deputations [including short term contract (ISTC)/ absorption to various Civil Services and posts of the Central Government and the Union Territories. In accordance with the provisions of Article 321, the functions of the Commission are also extended in respect of promotions/

deputation (ISTC)/ absorption to posts in Local Authorities, Body Corporates or Public Institutions/ wherever the relevant Acts provide thereof.

Further, DPCs and SCM (PT) are conducted as prescribed by the statutory RRs and extant guidelines issued on the subject by DoP&T.

14. Appointment by Promotion

For Promotion, the composition of the DPC is spelt out in the Recruitment Rules and no substitution for any member is allowed in the prescribed composition.

Proposal of any Ministry/ Department for convening DPC meeting is to be brought by the Departmental representatives for scrutiny under Single Window System (SWS), with prior appointment.

The DPC proposals must be accompanied by vigilance clearance as also details of major/minor penalties imposed on the officer during the last ten years in respect of all the eligible officers. The lists of documents to be submitted along with a proposal for promotion/ deputation to the Commission under Single Window System are borne on the UPSC website.

The proposals which are found complete and in order are submitted to the Hon'ble Chairman for nomination of a Member to preside over the DPC. Annually, nearly 500 DPCs are conducted by Appointment Branch.

15. For Deputation/ Deputation(ISTC)/ Absorption

The Recruitment Rules for a number of posts provide for appointment by Deputation (including Short Term Contract) and Absorption. When the field of source is restricted to Central /State

Government/UT officers only, it is termed as Deputation. Whereas when the field of source is made broader and besides Central/State Government/UT Officers, also includes officers from statutory bodies, autonomous organizations, Universities, Research Institutions and PSUs etc, it is termed as Deputation (ISTC). In both the cases, the selection has to be made in consultation with the Union Public Service Commission. The consultation of the Commission is also warranted in case of Absorption as well, as per provision of Recruitment Rules in force.

16. All India Services

The Commission is also entrusted with promotions from State Services (State Civil/Police/Forest Services) to All India Services through a Selection Committee presided over by the Chairman or a Member of the Commission in terms of the respective IAS/IPS/IFoS/Promotion Regulations and selection of Non-State Civil Service Officers for appointment to the IAS under IAS(Appointment by Selection) Regulations, 1997.

17. Panel for appointment of DGP of a State

In pursuance of the direction dated 03.07.2018 of the Hon'ble Supreme Court in WP (Civil) No. 310/1996 filed by Sh. Prakash Singh &Ors, making mandatory for all States to appoint DGP (HoPF) of the State from amongst the three officers empanelled for the purpose by the UPSC, panel for appointment of DGP (HoPF) in a State is also prepared by the Commission on a request made by the State Government to that effect.

18. Annual Report

An Annual Report containing details of the work done by the Commission together with a Memorandum explaining the cases, if any, where the advice of the Commission was not accepted along with reasons for such non-acceptance is laid on the table of both

Houses of Parliament. The Annual Report of the Commission is also available on the website of the Commission at www.upsc.gov.in

19. National Conference of Chairmen of State Public Service Commissions

The Constitution of India does not provide any formal linkage or relationship between Union Public Service Commission and State Public Service Commissions. Through the National Conference of Chairpersons of State Public Service Commissions, held annually since 1999, a system of informal relationship has evolved over the years. The National Conference provides a forum for exchange of ideas and information regarding common areas of interest and has striven to bring about some uniformity in the functioning of the State PSCs. Such gathering, provide a suitable platform for a discussion of the changing socio-economic milieu and consequential changes to be brought about in the work ethos of the Commissions in consonance with expectations of the people and with the Constitutional obligations.

20. Responsibility of the Users

The Commission is committed to the goal of ensuring fair, efficient and impartial selection in the minimum feasible time. In order to achieve this objective, the Commission expects the candidates to scrupulously abide by the instructions contained in the advertisements of the Commission in the Press as also on the website of the Commission, with regard to filling up the application forms etc.

21. Whom to contact/ how to access information

(i) Facilitation Counter:-

A 'Facilitation Counter' functions in the campus of the Commission from where any information/ clarification about any

matter dealt with by the Commission can be obtained on all working days between 10.00 A.M to 5.00 P.M, in person or on telephone Nos. 011-23385271 or 011-23381125 or 011-23098543.**Helpline- SC/ST/OBC/EWS/PwBD(1800-118-711)**

(ii) Web-Site:-

Information about various examinations conducted by the Commission, their notification, online registration of applications, issue of e-Admit Cards, results of written examinations, personality tests, etc. is also available on the web-site of the Commission at www.upsc.gov.in.

(iii) Information Under RTI Act, 2005:-

For providing information to the members of public under RTI Act 2005, Central Public Information Officers (CPIOs) and Appellate Authorities have been appointed by the Commission. Their names, designation, telephone number and the subject matter dealt with by them are available on the web-site of the Commission at www.upsc.gov.in.

Glossary

- **CS(P)- Civil Services Preliminary Exam**
- **IFoS- Indian Forest Service**
- **IPS- Indian Police Service**
- **IAS- Indian Administrative Service**
- **CPIO- Central Public Information Officer**
- **DGP(HoPF)- Director General of Police (Head of Police Force)**
- **ISTC- Including short term Contract**
- **DPC- Departmental Promotion Committee**
- **SCM- Selection Committee Meeting**
- **RID No- Registration ID**