



RECRUITMENT OF OFFICER GRADE 'A' (ASSISTANT MANAGER) – 2019-20

| IMPORTANT DATES TO REMEMBER | |
|----------------------------------------------------------------------------|-------------------------------------------------------------------|
| Activity | Important Dates (PFRDA reserves the right to make any changes) |
| On-Line Application and Payment of fee | 28/12/2019 – 25/01/2020 |
| Availability of Call Letters on PFRDA website (for On-Line Examination) | Will be intimated by E-mail/SMS |
| On-Line Examination (Phase I) | 08/03/2020 (Sunday) |
| Group Discussion and Interview (Phase II) | Will be intimated to candidates successful in On-Line Examination |

Pension Fund Regulatory and Development Authority (PFRDA/Authority), is a statutory regulatory body in the financial sector established under *PFRDA Act (23 of 2013)* passed by the Parliament of India with the mandate to promote, develop and regulate the Pension industry in India.

PFRDA invites applications from Indian citizens for filling up the posts of Officer Grade 'A' (Assistant Manager) for General and Legal Stream. PFRDA reserves the right to increase or decrease, fill up or not to fill up the posts or terminate this process at any stage and accordingly, the applicants shall have no right to participate further in the selection process.

| Stream | Number of Posts | | | | | Out of which PwBD* | Total Posts | Essential Educational Qualification |
|---------|-----------------|----|-----|------|--------|--------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | SC | ST | OBC | EWS# | UR/GEN | | | |
| General | - | - | 1 | 1 | 1 | 1 (D & HH) | 3 | Master's Degree in Economics/Commerce/Business Administration, Post Graduate Degree/Post Graduate Diploma in Management with 55% marks (50% for SC/ST/PwBD if post is reserved for them) in the aggregate, CA/CFA/CS/CWA. |
| Legal | - | - | - | - | 2 | - | 2 | Bachelor's Degree in Law with a minimum of 55% marks or LL.M. |

Desirable Educational Qualification: MBA/MMS with specialisation in Finance/CA/CS/CFA/CWA/ (LL.B for General Stream) from a recognized University /Institution.

Abbreviations: D: Deaf, HH: Hard of Hearing, SC: Scheduled Caste, ST: Scheduled Tribe, OBC: Other Backward Classes, EWS: Economically Weaker Sections UR/GEN: Unreserved/General.

Candidates belonging to OBC category but coming in the 'Creamy Layer' are not entitled to OBC reservation. They should indicate their category as '(UR/GEN)'

Candidates are expected to be computer literate and conversant with MS–Office (Word and Excel) applications.

Note I: Candidates are permitted to apply for posts in multiple streams as per their educational qualifications. Candidates interested in applying to both General and Legal Stream would be required to fill separate applications and pay the requisite fees. The recruited officers may be posted to various departments of PFRDA, irrespective of their streams.

Note II: The candidate must hold a degree of any of the Universities incorporated by an Act of the Central or State Legislature in India or other educational institutions established by an Act of Parliament or declared to be deemed as a University under Section-3 of the University Grants Commission Act, 1956, or possess an equivalent qualification from a Foreign University recognized by the Association of Indian Universities.

Note III: Some Universities/Institutes/Boards do not award Class or percentage of marks and allot Aggregate Grade Points (e.g. CGPA/OGPA/CPI, etc.). In case University/Institute/Board defines criteria for conversion of Aggregate Grade Point into percentage of marks, the same will be accepted. However, where the University/Institute/ Board does not define criteria for conversion of Aggregate Grade Point into percentage of marks, in the degree/passing certificates, the undefined parameter(s) would be worked out as under:

| Equivalent terminologies allotted on a 10-point scale | CGPA/OGPA/CPI or similar | Aggregate Percentage of Marks |
|-------------------------------------------------------|--------------------------|-------------------------------|
| | 6.75 | 60% |
| | 6.25 | 55% |
| | 5.75 | 50% |

Note IV: Aggregate Grade Point or percentage of marks where awarded would mean aggregate over the entire duration of the course.

Note V: Where the Aggregate Grade Point (CGPA/OGPA/CPI, etc.) is awarded out of a number other than 10, it will be normalized out of 10 and computed as per Note III above.

Note VI: The relaxation in minimum educational qualifications for SC/ST/PwBD candidates mentioned above is subject to reservation of vacancies under the respective post and category and identification of posts for PwBD as notified above.

Note VII: The date of passing eligibility examination will be the date appearing on the mark sheet or provisional certificate issued by the University/Institute. In case the result of a particular examination is posted on the website of the University/Institute, a certificate issued by the appropriate authority of the University/Institute indicating the date on which the result was posted on the website will be taken as the date of passing.

Note VIII: Candidates who have appeared for the final examinations and waiting for the results are eligible to appear in selection process. However, the offer to join PFRDA to the selected candidates shall be subject to production of necessary documents evidencing successfully obtaining the requisite qualification.

*** Persons with Benchmark Disabilities (PwBD):**

a. The specified disabilities are:

- i. Blindness and Low Vision
- ii. Deaf and Hard of Hearing
- iii. Locomotor Disability including Cerebral Palsy, Leprosy Cured, Dwarfism, Acid Attack Victim and Muscular Dystrophy,
- iv. Autism, Intellectual Disability, Specific Learning Disability and Mental Illness,
- v. Multiple Disabilities and
- vi. Other Disabilities (as per Rights of Persons with Disabilities Act, 2016)

b. The PwBD candidates may belong to any category (i.e. GEN/SC/ST/OBC/EWS) and they will be eligible for age relaxations. Reservation for PwBD is horizontal and within the overall vacancies for the posts.

c. PwBD means a person with not less than forty per cent of a specified benchmark disability where specified disability has not been defined in measurable terms and are eligible to apply in the GEN/SC/ST/OBC/EWS category. They will be eligible for concession in applicable fee.

Reservation for Economically Weaker Sections (EWSs)

Reservation for candidates belonging to EWS shall be *inter-alia* subject to prevalent guidelines/instructions/orders/clarification of/by Government of India from time-to-time, which at present, are as given under.

Persons who are not covered under the scheme of reservations for SCs, STs and OBCs and whose family has gross annual income below Rs.8.00 lakh (Rupees eight lakh) and fulfilling Government of India criteria for EWSs, are to be identified as EWSs for benefit of reservation. Income shall also include income from all sources, i.e. salary, agriculture, business, profession, etc. for the financial year prior to the year of application.

Also, persons whose family owns or possesses any of the following assets shall be excluded from being identified as EWS, irrespective of the family income:

- i. 5 acres of agricultural land and above;
- ii. Residential flat of 1000 sq. ft. and above
- iii. Residential plot of 100 sq. yards and above in notified municipalities;
- iv. Residential plot of 200 sq. yards and above in areas other than the notified municipalities.

Reservations for Economically Weaker Sections (EWSs) in recruitment is governed by Office Memorandum No.36039/1/2019-Estt (Res) dated 31.01.2019 of Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pensions, Government of India.

Disclaimer: “EWSs vacancies are tentative and subject to further directives of Government of India and outcome of any litigation on the subject. The appointment is provisional and is subject to the Income & Asset certificate being verified through proper channels”. Benefit of reservation under EWSs category can be availed upon production of an ‘Income and Asset Certificate’ issued by a Competent Authority on the format prescribed by Government of India.

Age Limit (as on 30/11/2019):

- a. A candidate must not have exceeded the age of **twenty-seven** (27) years as on November 30, 2019 i.e., candidate must have been born on or after December 01, 1992.
- b. The upper age-limit prescribed above will be relaxable:
 - i. up to a maximum of five years for candidates belonging to a Scheduled Caste or a Scheduled Tribe if the posts are reserved for them;
 - ii. up to a maximum of three years in the case of candidates belonging to Other Backward Classes who are eligible to avail of reservation applicable to such candidates if the posts are reserved for them;

- c. Only those candidates belonging to 'Non-Creamy Layer' (NCL) are eligible to apply under OBC Category. The OBC candidates who belong to 'Creamy Layer' are not entitled to apply under OBC Category.

Candidates belonging to OBC category but coming in the 'Creamy Layer' are not entitled to OBC reservation. They should indicate their category as 'Unreserved'. Candidates belonging to the OBC (NCL) category should have a valid OBC (NCL) certificate issued on or after 01.04.2019.

- d. Relaxation of 10 (ten) years for PwBD candidates shall be applicable whether the post is reserved or not. Relaxation of 13 (thirteen) years for PwBD (OBC) candidates where vacancies are reserved for OBC candidates. Relaxation of 15 (fifteen) years for PwBD (SC/ST) candidates where vacancies are reserved for SC/ST candidates.
- e. Relaxation of 5 (five) years for Ex-servicemen. Ex-servicemen include Emergency Commissioned Officers/Short Service Commissioned Officers, who have rendered at least five years continuous Military Service and have been released a) on completion of assignment (including those whose assignment is due to be completed within one year from November 30, 2019) otherwise than by way of dismissal or discharge on account of misconduct or inefficiency or b) on account of physical disability attributable to Military Service or c) on invalidment. Emergency Commissioned Officers/Short Service Commissioned Officers who have completed their initial period of assignment of five years of Military Service but whose assignment has been extended beyond five years and in whose case the Ministry of Defence issues certificates that they would be released on selection within three months from the date of receipt of offer of appointment.
- f. Relaxation of 5 (five) years for candidates ordinarily domiciled in the State of Jammu and Kashmir between January 1, 1980 and December 31, 1989.
- g. Candidates belonging to the Scheduled Castes and the Scheduled Tribes and the Other Backward Classes who are also covered under the category of Persons with Benchmark Disabilities, Ex-

servicemen and persons domiciled in the State of Jammu and Kashmir will be eligible for grant of cumulative age- relaxation.

Where there is no vacancy reserved for OBC/SC/ST/PwBD/EWS category candidates, such candidates can still apply. However, they will not be eligible for any relaxations. SC/ST/PwBD candidates are exempt from payment of application fee even in such case. OBC/PwBD/EWS candidates should possess a latest certificate to this effect issued by the Competent Authority in the Format prescribed by Government of India (formats are available on the PFRDA website).

- I. **MODE OF SELECTION:** Mode of selection will consist of two-stage process i.e. **Phase I** consisting of On-line examination and **Phase II** consisting of Group Discussion and Interview.

a. **Phase I On-Line Examination:**

For General Stream:

An On-line examination consisting of Multiple-Choice questions (Objective Test) with 1/4th penalty for each wrong answer marked by the candidate.

For Legal Stream:

An On-line examination consisting of Multiple-Choice questions (Objective Test) with 1/4th penalty for each wrong answer marked by the candidate followed by a Descriptive (Subjective) Test.

The exam will be held on **08/03/2020 (Sunday)** and the pattern will consist of:

| Stream | Tests | No. of questions | Maximum Marks | Duration (in minutes) |
|---------|------------------------------------------------|------------------|---------------|-----------------------|
| General | English Language | 40 | 40 | 35 |
| | Reasoning | 40 | 50 | 35 |
| | General Awareness + Financial Sector Awareness | 40 | 40 | 25 |
| | Computer Awareness | 40 | 40 | 25 |
| | Quantitative Aptitude | 30 | 30 | 30 |
| | Overall Total | 190 | 200 | 150 |

| Stream | Tests | No. of questions | Maximum Marks | Duration (in minutes) |
|--------|------------------------------------------------|------------------|---------------|-----------------------|
| Legal | English Language | 40 | 40 | 35 |
| | Reasoning | 40 | 50 | 35 |
| | General Awareness + Financial Sector Awareness | 40 | 40 | 25 |
| | Computer Awareness | 40 | 40 | 25 |
| | Quantitative Aptitude | 30 | 30 | 30 |

| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|
| Professional Knowledge | 50 | 100 | 30 |
| Total (Objective) | 240 | 300 | 180 |
| Descriptive Test (Subjective): Four (4) Legal Case Studies (situation-based questions) each carrying Ten (10) marks i.e. Total Forty (40) marks [for four (4) cases]. The time allotted for the descriptive paper would be thirty (30) minutes. | | | |
| Overall Total (Objective + Subjective) | 244 | 340 | 210 |

- i. Phase I On-Line examination will be conducted in a single shift. The tests will be set bilingually (Hindi & English) except the test for **English Language** and the **Descriptive Test** which will be in English only.
- ii. **If a candidate has applied for both the streams, marks obtained in Professional Knowledge and Descriptive Test shall not be considered during shortlisting of candidates for Phase II of selection process for General Stream. Further, for candidates appearing for Legal Stream, Descriptive Test would be evaluated for only those candidates who qualify in the Objective test.**
- iii. Candidates would have to secure minimum marks separately for each section/test to get shortlisted for Phase II. Shortlisted candidates will be intimated the date and time for Phase II by e-mail and/or call letter and list of such candidates also will be made available on PFRDA website.

b. Phase II Group Discussion and Interview:

- i. On fulfilling the criteria of minimum cut-off marks in each test, candidates will be shortlisted based on aggregate marks obtained in Phase-I for the particular stream.
- ii. The minimum aggregate cut-off marks for being shortlisted for Phase-II of the examination will be decided by the Authority in relation to the number of vacancies.
- iii. Only the shortlisted candidates will be called for Phase II of the selection process which will consist of Group Discussion and Interview. Application fee shall not be refunded to the candidates not shortlisted for Phase II.
- iv. Candidates may opt for group discussion and interview in Hindi or English.

Note: The marks obtained in **Phase I** will be allotted a weightage of 80%, while the marks obtained in **Phase II** will be allotted a weightage of 20%. PFRDA reserves the right to modify the selection process at any stage, if deemed fit.

II. SERVICE CONDITIONS / PAY AND ALLOWANCES:

- a. **Probation:** The successful candidates recruited for the post of Officer Grade 'A' (Assistant Manager) shall undergo probation of one year. The candidates shall be confirmed in the services of PFRDA subject to their satisfactory performance during the probation period.

- b. **Pay:** The pay scale of Officers in Grade 'A' is Rs. 28150-1550(4)-34350-1750(7)-46600-EB-1750(4)-53600- 2000(1)-55600 (17 years).

Presently, the gross emolument includes PFRDA's contribution towards National Pension System (NPS), Grade Allowance, Special Allowance, Dearness Allowance, Family Allowance, Local Allowance and Housing Allowance.

- c. **Benefits:** Other benefits include viz., Leave Fare Concession, Medical Expenses (Hospitalisation and Non-Hospitalisation), Personal Accident Insurance, Eye Refraction/Cost of Spectacles, Education Allowance, Financial Dailies, Book Grant, Briefcase, Conveyance Expenses, House Cleaning Allowance, Staff Furnishing Scheme, Scheme for Purchasing Computers and all other benefits as are admissible to an Officer Grade 'A' in PFRDA.

Total CTC consisting of Pay and Benefits for the post of Officer Grade 'A' at the beginning of scale of pay would be approx. Rs. 15.50 Lacs per annum.

- d. **Posting:** The recruited officer may be transferred to any location in India where PFRDA has its Offices and posted to any department in PFRDA, irrespective of stream.

III. EXAMINATION CENTRES:

- a. The Phase I on-line examination will be held at the following centers:

| East Zone | West Zone | North Zone | South Zone | Central Zone |
|--------------|---------------------------------|---------------------|------------|--------------|
| Kolkata | Mumbai / Navi Mumbai / Thane | Chandigarh / Mohali | Chennai | Bhopal |
| Patna | Ahmedabad / Gandhinagar | Delhi / NCR | Hyderabad | Nagpur |
| Guwahati | Jaipur | Lucknow | Bangalore | Raipur |
| Bhubaneshwar | | | Trivandrum | |
| Ranchi | | | | |

- b. Candidates can provide their preference of center for Phase I in the online application. Notwithstanding the aforesaid provision, PFRDA reserves the right to change the center at its discretion. Candidates will appear for the on-line examination at an Examination Center, as mentioned in the call letter, irrespective of their choice, at their own risks and expenses. PFRDA does not make any arrangements for travelling/boarding/lodging of candidates. PFRDA will not be responsible for any injury or losses etc. of any nature during the course of examination. The candidates should note that no request for change of center will be entertained under any circumstances.
- c. The venue for the group discussion and interview will be intimated to the shortlisted candidates in their call letter.

IV. **APPLICATION-Cum-INTIMATION FEE (NON-REFUNDABLE):**

| Category of Applicant | Amount of Fee (Non-Refundable) (in INR) |
|-----------------------|-----------------------------------------|
| Unreserved, EWS & OBC | Rs. 500/- |
| SC/ST/PwBD | Nil |

Important Note: Eligible candidates can apply for Legal Stream as well as General Stream. Separate applications will be required to be filled with payment of requisite fee to be paid for each such application. Separate on-line application for each stream will have to be made with requisite fee for each application to be paid as well.

V. **NOTE FOR PERSONS WITH BENCHMARK DISABILITIES:**

Definition of Person with Benchmark Disabilities

Reservation has been provided to Persons with Benchmark Disabilities as per Section 34 of "Rights of Persons with Disabilities Act, 2016". The disabilities specified in the Schedule of Rights of Persons with Disabilities Act, 2016 are as below:

1. Physical Disability:

A. Locomotor disability (a person's inability to execute distinctive activities associated with movement of self and objects resulting from affliction of musculoskeletal or nervous system or both), including:

a. "leprosy cured person" means a person who has been cured of leprosy but is suffering from:

- i. loss of sensation in hands or feet as well as loss of sensation and paresis in the eye and eye-lid but with no manifest deformity;
- ii. manifest deformity and paresis but having sufficient mobility in their hands and feet to enable them to engage in normal economic activity;
- iii. extreme physical deformity as well as advanced age which prevents him/her from undertaking any gainful occupation, and the expression "leprosy cured" shall construed accordingly;

b. "cerebral palsy" means a Group of non-progressive neurological condition affecting body movements and muscle coordination, caused by damage to one or more specific areas of the brain, usually occurring before, during or shortly after birth;

c. "dwarfism" means a medical or genetic condition resulting in an adult height of 4 feet 10 inches (147 centimeters) or less;

d. "muscular dystrophy" means a group of hereditary genetic muscle disease that weakens the muscles that move the human body and persons with multiple dystrophy have incorrect and missing information in their genes, which prevents them from making the proteins they need for healthy muscles. It is characterized by progressive skeletal muscle weakness, defects in muscle proteins, and the death of muscle cells and tissue;

- e. "acid attack victims" means a person disfigured due to violent assaults by throwing of acid or similar corrosive substance.

B. Visual impairment:

- a. "blindness" means a condition where a person has any of the following conditions, after best correction:
 - i. total absence of sight; or
 - ii. visual acuity less than 3/60 or less than 10/200 (Snellen) in the better eye with best possible correction;
 - or
 - iii. limitation of the field of vision subtending an angle of less than 10 degree.
- b. "low-vision" means a condition where a person has any of the following conditions, namely:
 - i. visual acuity not exceeding 6/18 or less than 20/60 upto 3/60 or upto 10/200 (Snellen) in the better eye with best possible corrections; or
 - ii. limitation of the field of vision subtending an angle of less than 40 degree up to 10 degree.

C. Hearing impairment:

- a. "deaf" means persons having 70 DB hearing loss in speech frequencies in both ears;
- b. "hard of hearing" means person having 60 DB to 70 DB hearing loss in speech frequencies in both ears;

D. "speech and language disability" means a permanent disability arising out of conditions such as laryngectomy or aphasia affecting one or more components of speech and language due to organic or neurological causes.

2. Intellectual disability, a condition characterized by significant limitation both in intellectual functioning (reasoning, learning, problem solving) and in adaptive behavior which covers a range of every day, social and practical skills, including:

- a. "specific learning disabilities" means a heterogeneous group of conditions wherein there is a deficit in processing language, spoken or written, that may manifest itself as a difficulty to comprehend, speak, read, write, spell, or to do mathematical calculations and includes such conditions as perceptual disabilities, dyslexia, dysgraphia, dyscalculia, dyspraxia and developmental aphasia;
- b. "autism spectrum disorder" means a neuro-developmental condition typically appearing in the first three years of life that significantly affects a person's ability to communicate, understand relationships and relate to others, and is frequently associated with unusual or stereotypical rituals or behaviours.

3. Mental behavior:

"mental illness" means a substantial disorder of thinking, mood, perception, orientation or memory that grossly impairs judgment, behaviour, capacity to recognize reality or ability to meet the ordinary

demands of life, but does not include retardation which is a condition of arrested or incomplete development of mind of a person, specially characterised by subnormality of intelligence.

4. Disability caused due to:

a. chronic neurological conditions, such as:

- i. "multiple sclerosis" means an inflammatory, nervous system disease in which the myelin sheaths around the axons of nerve cells of the brain and spinal cord are damaged, leading to demyelination and affecting the ability of nerve cells in the brain and spinal cord to communicate with each other;
- ii. "Parkinson's disease" means a progressive disease of the nervous system marked by tremor, muscular rigidity, and slow, imprecise movement, chiefly affecting middle-aged and elderly people associated with degeneration of the basal ganglia of the brain and a deficiency of the neurotransmitter dopamine.

b. Blood disorder:

- i. "haemophilia" means an inheritable disease, usually affecting only male but transmitted by women to their male children, characterised by loss or impairment of the normal clotting ability of blood so that a minor wound may result in fatal bleeding;
- ii. "thalassemia" means a group of inherited disorders characterised by reduced or absent amounts of haemoglobin.
- iii. "sickle cell disease" means a hemolytic disorder characterised by chronic anemia, painful events, and various complications due to associated tissue and organ damage; "hemolytic" refers to the destruction of the cell membrane of red blood cells resulting in the release of hemoglobin.

5. Multiple Disabilities (more than one of the above specified disabilities) including deaf blindness which means a condition in which a person may have combination of hearing and visual impairments causing severe communication, developmental, and educational problems.

GUIDELINES FOR PERSONS WITH DISABILITIES USING A SCRIBE

The visually impaired candidates and candidates whose writing speed is adversely affected permanently for any reason can use their own scribe at their cost during the online examination. In all such cases where a scribe is used, the following rules will apply:

- Candidate should ensure that he/ she is eligible to use a scribe as per the Government of India rules governing the recruitment of Persons with Benchmark Disabilities.
- The candidate will have to arrange his / her own scribe at his/her own cost.
- The scribe should be from an academic stream different from that stipulated for the post.
- Both the candidate as well as scribe will have to give a suitable undertaking in the prescribed format with passport size photograph of the scribe along with call letter at the time of examination confirming that the scribe fulfils all the stipulated eligibility criteria for a scribe mentioned above. Further in case it later transpires that he/she did not fulfill any laid down eligibility criteria or suppressed material facts the candidature of the applicant will stand cancelled, irrespective of the result of the online examination. Proforma of undertaking will be made available on PFRDA website on or before the Call Letters for the on-line examination are made available on the PFRDA website.

- Those candidates who use a scribe shall be eligible for compensatory time of **20 minutes** for every hour of the examination or as otherwise advised.
- A person acting as scribe for one candidate cannot be a scribe for another candidate. In addition the scribe arranged by the candidate should not be a candidate for the same examination. If violation of the above is detected at any stage of the process, candidature of both the candidate and the scribe will be cancelled. Candidates eligible for and who wish to use the services of a scribe in the examination should invariably carefully indicate the same in the online application form. Any subsequent request may not be favorably entertained.
- Only candidates registered for compensatory time will be allowed such concessions since compensatory time given to candidates shall be system based, it shall not be possible for the test conducting agency to allow such time if he / she is not registered for the same. Candidates not registered for compensatory time shall not be allowed such concessions.

i. Guidelines for Candidates with locomotor disability and cerebral palsy

A compensatory time of **20 minutes for every hour** or otherwise advised shall be permitted for the candidates with locomotor disability and cerebral palsy where dominant (writing) extremity is affected to the extent of slowing the performance of function (minimum of 40% impairment).

ii. Guidelines for Visually Impaired candidates

Visually Impaired candidates (who suffer from not less than 40% of disability) may opt to view the contents of the test in magnified font and all such candidates will be eligible for compensatory time of **20 minutes for every hour** or otherwise advised of examination.

Visually Impaired candidates under Low Vision, who use scribe, may skip the non-verbal questions, if any, in Test of Reasoning and questions on Table/Graph, if any, in Test of Quantitative Aptitude. The candidates will be awarded marks for such Section based on the overall average obtained in other Sections of the respective test.

These guidelines are subject to change in terms of Government of India guidelines/clarifications, if any, from time to time.

GUIDELINES FOR PERSONS WITH DISABILITIES

- i. A compensatory time of **20 minutes per hour** shall be permitted for the candidates with locomotor disability and cerebral palsy where dominant (writing) extremity is affected to the extent of slowing the performance of function (minimum of 40% impairment) and for Visually Impaired candidates under Low Vision (who suffer from not less than 40% of disability).
- ii. Visually Impaired candidates (who suffer from not less than 40% of disability) may opt to view the contents of the test in magnified font and all such candidates will be eligible for compensatory time of **20 minutes for every hour** of examination. The facility of viewing the contents of the test in magnifying font will not be available to Visually Impaired candidates who use the services of a Scribe for the examination.

The scribe will be allowed to be used as per the guidelines issued vide Office Memorandum F.No.16-110/2003- DDIII dated February 26, 2013 of Government of India, Ministry of Social Justice and Empowerment, Department of Disability Affairs, New Delhi.

The above guidelines are subject to change in terms of GOI guidelines/ clarifications, if any, from time to time.

VI. PRE-EXAMINATION TRAINING FOR SC/ST/PWBD/OBC/EWS CANDIDATES:

PFRDA will arrange pre-examination training for SC/ST/PwBD/OBC/EWS candidates, free of cost at New Delhi. Candidates, who desire to avail of the training, may apply separately by email at recruitment.hr@pfrda.org.in in the following format along with a scanned copy of the **Caste/EWS/PwBD certificate**, on or before the last date of submission of online application form i.e., on or before **25/01/2020**.

| Sr. No. | Description | Details (Fill in Capital Letters) |
|---------|----------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Name (Including Surname) | |
| 2 | Father's/Husband 's Name | |
| 3 | Category (SC/ST/PwBD/OBC/EWS) | |
| 4 | Caste Name | |
| 5 | Designation of Caste/EWS/PwBD Certificate Issuing Authority & Date of Issue | A. Designation: B. Date of Issue: |
| 6 | Place of Issue (Village, Tehsil, District and State/Union Territory) | |
| 7 | Address for Correspondence of the Candidate with PIN Code | |
| 8 | E-mail | |
| 9 | Mobile No. | |
| 10 | Online Application Registration No. | |
| 11 | Date & Transaction No. of e-receipt for payment of application-cum-intimation fee amount (if applicable) | |

While training will be imparted free of cost, all other expenses regarding travelling, boarding, lodging etc., will have to be borne by the candidate for attending the pre-examination training programme at the designated center. Candidates will be required to make their own arrangements for travel, boarding, lodging etc., for the duration of the training.

Candidates will also have to bring an attested copy of their caste certificate and a copy of the registration receipt on the first day of the training.

The details of the Pre-examination training will be communicated to the candidates only via email.

Depending on the response and the administrative feasibility, the right to cancel the pre-examination training is reserved by PFRDA. PFRDA shall not entertain any correspondence in the event of cancellation of the training.

By merely attending the pre-examination training, no candidate acquires any right to be selected in PFRDA.

VII. GENERAL INSTRUCTIONS:

- a. Candidate who is eligible and desires to apply for the above post should submit an **ON-LINE application** with requisite fee (wherever applicable). No other means/mode of application will be accepted.
- b. Fees sent in any other manner not prescribed in this advertisement and / or the application submitted without depositing the fee/ intimation charges would be rejected and no correspondence shall be entertained in this regard.
- c. Candidates should satisfy themselves about their eligibility for the post applied for. Candidates seeking reservation/ relaxation benefits available for SC/ST/OBC/EWS/PwBD/Ex-servicemen/J&K resident must ensure that they are entitled to such reservation/ relaxation as per eligibility prescribed. At the time of the interview, they should also be in possession of all the requisite certificates in the prescribed format in support of their claim as stipulated for such benefits and these certificates should be dated earlier than the due date (closing date) of the application.
- d. If the candidates are not eligible or have knowingly or willfully furnished incorrect or false particulars or suppressed material information, their candidature will be liable to be cancelled at any stage of the selection. If the candidate qualifies in the selection process and subsequently it is found that he/she does not fulfill the eligibility criteria, his/her candidature will be cancelled and if appointed, the appointment would be terminated without any notice or compensation.
- e. Candidates who are already in service of Govt./ Quasi-Govt. Organizations and Public Sector Banks/ Undertakings etc. will have to produce a **No Objection Certificate** (NOC) from their employer, at the time of Interview. Before appointment in PFRDA, a proper discharge certificate from the employer will have to be produced.
- f. Outstation candidates called for Group Discussion and Interview will be reimbursed single AC Three Tier return railway fare for journey by the shortest route, subject to submission of necessary documentary evidence.
- g. PFRDA does not assume any responsibility for the candidates not being able to submit their applications within the last date.
- h. In all matters regarding eligibility, conduct of examinations, group discussions, interviews, assessment, prescribing minimum qualifying standards in both the Examination, Group Discussion and Interview, in relation to number of vacancies and communication of result, PFRDA's decision shall be final and binding on the candidates and no correspondence shall be entertained in this regard. Further, PFRDA reserves the right to relax any of the requirements for the candidates in deserving cases. PFRDA also reserves the right to cancel the advertisement, fully or partly on any grounds.
- i. Canvassing in any form will disqualify the candidate.
- j. Please note that Corrigendum, if any, issued on the above advertisement, will be published only on PFRDA's website www.pfrda.org.in.
- k. Any resultant dispute arising out of this advertisement shall be subject to the jurisdiction of the Courts situated at Delhi only.

VIII. PROCESS FOR ARRIVING AT SCORES:

The Scores of Online Examination are obtained by adopting the following procedure:

(i) Number of questions answered correctly by a candidate in each objective test is considered for arriving at the Corrected Score after applying penalty for wrong answers.

(ii) The Corrected Scores so obtained by a candidate are made equivalent to take care of the minor difference in difficulty level, if any, in each of the objective tests held in different sessions to arrive at the Equated Scores*

* Scores obtained by candidates on any test are equated to the base form by considering the distribution of scores of all the forms.

(iii) Test-wise scores and scores on total is reported with decimal point upto two digits.

Note: Cutoffs are applied in two stages:

- i. on scores in individual tests
- ii. on Total Score

IX. HOW TO APPLY:

DETAILED GUIDELINES/PROCEDURES FOR

- A. APPLICATION REGISTRATION
- B. PAYMENT OF FEES
- C. DOCUMENT SCAN AND UPLOAD

Candidates can apply online only from 28/12/2019 to 25/01/2020 and no other mode of application will be accepted.

IMPORTANT POINTS TO BE NOTED BEFORE REGISTRATION

Before applying online, candidates should-

- (i) **Scan their:**
 - **photograph (4.5cm × 3.5cm)**
 - **signature (with black ink)**
 - **left thumb impression (on white paper with black or blue ink)**
 - **a hand written declaration (on a white paper with black ink) (text given below) ensuring that the all these scanned documents adhere to the required specifications as given in Annexure III to this Advertisement.**
- (ii) **Signature in CAPITAL LETTERS will NOT be accepted.**
- (iii) **The left thumb impression should be properly scanned and not smudged.** (If a candidate is not having left thumb, he/she may use his/ her right thumb for applying.)
- (iv) **The text for the hand written declaration is as follows –**

“I, _____ (Name of the candidate), hereby declare that all the information submitted by me in the application form is correct, true and valid. I will present the supporting documents as and when required.”

- (v) **The above mentioned hand written declaration has to be in the candidate’s hand writing and in English only. If it is written and uploaded by anybody else or in any other language, the application will be considered as invalid. (In the case of Visually Impaired candidates who cannot write may get the text of declaration typed and put their left-hand thumb impression below the typed declaration and upload the document as per specifications.)**
- (vi) **Keep the necessary details/documents ready to make Online Payment of the requisite application fee/ intimation charges**
- (vii) **Have a valid personal email ID and mobile no., which should be kept active till the completion of this Recruitment Process. PFRDA may send intimation to download call letters for the Examination etc. through the registered e-mail ID. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and mobile no. before applying on-line and must maintain that email account and mobile number.**

**APPLICATION FEES/ INTIMATION CHARGES (NON-REFUNDABLE) PAYMENT OF FEE ONLINE: -
28/12/2019 TO 25/01/2020**

Bank Transaction charges for Online Payment of application fees/intimation charges will have to be borne by the candidate.

A. APPLICATION REGISTRATION

1. Applicants are required to go to PFRDA’s website ‘www.pfrda.org.in’ and open the link “Careers”. Thereafter, open the Recruitment Notification titled “**PFRDA - RECRUITMENT OF OFFICER GRADE ‘A’ (ASSISTANT MANAGER) – 2019 - 20**” and click on the option "APPLY ONLINE" which will open a new screen.
2. To register application, choose the tab "**Click here for New Registration**" and enter Name, Contact details and Email-id. A Provisional Registration Number and Password will be generated by the system and displayed on the screen. Candidate should note down the Provisional Registration Number and Password. An Email & SMS indicating the Provisional Registration number and Password will also be sent.
3. In case the candidate is unable to complete the application form in one go, he / she can save the data already entered by choosing "SAVE AND NEXT" tab. Prior to submission of the online application candidates are advised to use the "SAVE AND NEXT" facility to verify the details in the online application form and modify the same if required. Visually Impaired candidates should fill the application form carefully and verify/ get the details verified to ensure that the same are correct prior to final submission.
4. Candidates are advised to carefully fill and verify the details filled in the online application themselves as no change will be possible/ entertained after clicking the FINAL SUBMIT BUTTON.
5. The Name of the candidate or his /her Father/ Husband etc. should be spelt correctly in the application as it appears in the Certificates/ Mark sheets/Identity proof. Any change/alteration found may disqualify the candidature.
6. Validate your details and Save your application by clicking the 'Validate your details' and 'Save & Next' button.

7. Candidates can proceed to upload Photo & Signature as per the specifications given in the Guidelines for Scanning and Upload of Photograph and Signature detailed under point "C".
8. Candidates can proceed to fill other details of the Application Form.
9. Click on the Preview Tab to preview and verify the entire application form before FINAL SUBMIT.
10. Modify details, if required, and click on 'FINAL SUBMIT' ONLY after verifying and ensuring that the photograph, signature uploaded and other details filled by you are correct.
11. Click on 'Payment' Tab and proceed for payment.
12. Click on 'Submit' button.

B. PAYMENT OF FEES

ONLINE MODE

1. The application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
2. The payment can be made by using Debit Cards (RuPay/Visa/MasterCard/Maestro), Credit Cards, Internet Banking, IMPS, Cash Cards/ Mobile Wallets.
3. After submitting your payment information in the online application form, PLEASE WAIT FOR THE INTIMATION FROM THE SERVER. DO NOT PRESS BACK OR REFRESH BUTTON IN ORDER TO AVOID DOUBLE CHARGE
4. On successful completion of the transaction, an e-Receipt will be generated.
5. Non-generation of 'E-Receipt' indicates PAYMENT FAILURE. On failure of payment, Candidates are advised to login again using their Provisional Registration Number and Password and repeat the process of payment.
6. Candidates are required to take **a printout of the e-Receipt** and online Application Form containing fee details. **Please note that if the same cannot be generated, online transaction may not have been successful.**
7. For Credit Card users: All charges are listed in Indian Rupee. If you use a non-Indian credit card, your bank will convert to your local currency based on prevailing exchange rates.
8. To ensure the security of your data, please close the browser window once your transaction is completed.
9. **There is facility to print application form containing fee details after payment of fees.**

C. GUIDELINES FOR SCANNING AND UPLOAD OF DOCUMENTS

Before applying online a candidate will be required to have a scanned (digital) image of his/her photograph and signature as per the specifications given below.

Photograph Image:

- Photograph must be a recent passport style colour picture.
- Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- Look straight at the camera with a relaxed face
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows
- If you have to use flash, ensure there's no "red-eye"
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.

- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred)
- Size of file should be between 20kb–50 kb
- Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc., during the process of scanning.
- If the photo is not uploaded at the place of Photo Admission for Examination will be rejected/denied. Candidate him/herself will be responsible for the same.
- Candidate should also ensure that photo is uploaded at the place of photo and signature at the place of signature. If photo in place of photo and signature in place of signature is not uploaded properly, candidate will not be allowed to appear for the exam.
- Candidate must ensure that Photo to be uploaded is of required size and the face should be clearly visible.

Signature, left thumb impression and hand-written declaration Image:

- The applicant has to sign on white paper with **Black Ink pen**.
- The applicant has to put his left thumb impression on a white paper with black or blue ink.
- The applicant has to write the declaration in English clearly on a white paper with black ink
- The signature, left thumb impression and the hand written declaration should be of the applicant and not by any other person.
- The signature will be used to put on the Call Letter and wherever necessary.
- If the Applicant's signature on the attendance sheet or Call letter, signed at the time of the examination, does not match the signature uploaded, the applicant will be disqualified.
- Dimensions 140 x 60 pixels (preferred)
- Size of file should be between 10kb – 20kb for signature and left thumb impression.
- For hand written declaration size of file should be 20kb – 50 kb
- Ensure that the size of the scanned image is not more than 20kb or 50 kb (for hand written declaration)
- Signature / Hand written declaration in **CAPITAL LETTERS** shall **NOT** be accepted.

Scanning the documents:

- Set the scanner resolution to a minimum of 200 dpi (dots per inch)
 - Set Colour to True Colour.
 - Crop the image in the scanner to the edge of the left thumb impression / hand written declaration, then use the upload editor to crop the image to the final size (as specified above).
 - The image file should be JPG or JPEG format. An example file name is: image01.jpg or image01.jpeg
 - Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.
 - Candidates using MS Windows/MsOffice can easily obtain documents in .jpeg format by using MS Paint or MS Office Picture Manager. Scanned documents in any format can be saved in .jpg / .jpeg format by using 'Save As' option in the File menu. Size can be adjusted by using crop and then resize option.
- **If the file size and format are not as prescribed, an error message will be displayed.**

- While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph, signature, left thumb impression and hand written declaration.

Left thumb impression:

- The applicant has to put his left thumb impression on a white paper with black or blue ink.
- The hand written declaration should be of the applicant and not by any other person.
 - File type: jpg / jpeg
 - Dimensions: 240 x 240 pixels in 200 DPI (Preferred for required quality) i.e 3 cm * 3 cm (Width * Height)
 - File Size: 20 KB – 50 KB

Hand-written declaration:

- Hand written declaration content is to be as expected.
- Hand written declaration should not be written in CAPITAL LETTERS.
- The applicant has to write the declaration in English clearly on a white paper with black or blue ink.
- The hand written declaration should be of the applicant and not by any other person.
- Hand written Declaration
 - File type: jpg / jpeg
 - Dimensions: 800 x 400 pixels in 200 DPI (Preferred for required quality) i.e 10 cm * 5 cm (Width * Height)
 - File Size: 50 KB – 100 KB

Procedure for Uploading the documents:

- While filling in the Online Application Form the candidate will be provided with separate links for uploading left thumb impression and hand written declaration
- Click on the respective link "Upload left thumb impression / hand written declaration"
- Browse and Select the location where the Scanned left thumb impression / hand written declaration file has been saved.
- Select the file by clicking on it
- Click the 'Open/Upload' button Your Online Application will not be registered unless you upload your Left thumb impression and hand written declaration as specified.
- If the file size and format are not as prescribed, an error message will be displayed.
- Preview of the uploaded image will help to see the quality of the image. In case of unclear / smudged, the same may be re-uploaded to the expected clarity /quality.

Note:

- (1) In case the left thumb impression or the hand written declaration is unclear / smudged the candidate's, application may be rejected.
- (2) After uploading the left thumb impression / hand written declaration in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the left

thumb impression or the hand written declaration is not prominently visible, the candidate may edit his/her application and re-upload his/ her thumb impression / hand written declaration, prior to submitting the form.

- (3) After registering online candidates are advised to take a printout of their system generated online application forms.

D. DOWNLOAD OF CALL LETTERS

Candidates will have to visit the website www.pfrda.org.in for downloading call letters for online examination. Intimation for downloading call letter will also be sent through email/SMS. Once the candidate clicks the relevant link, he/she can access the window for call letter download. The candidate is required to use (i) Registration Number/Roll Number, (ii) Password/Date of Birth for downloading the call letter. Candidate needs to affix recent recognizable photograph on the call letter which should be the same as provided during registration and appear at the examination centre with (i) Call Letter (ii) Photo Identity Proof as stipulated in this advertisement and also specified in the call letter and (iii) Photocopy of the same Photo Identity Proof as brought in original.

E. CENTRE INSTRUCTIONS:

1. The examination will be conducted online in venues given in the respective call letters. The addresses of the venue will be advised in the call letter. Candidates are required to indicate the preferred test centre in the application form. PFRDA however, reserves the right to cancel any of the Examination Centres and/ or add some other Centres, depending upon the response, administrative feasibility, etc.
2. As far as possible candidates will be allotted to a centre of his/her choice. However, PFRDA, reserves the right to allot the candidate to any centre (either within the state or outside the state) other than the one he/she has opted for.
3. No request for change of centre/venue/date/ session for Examination shall be entertained.
4. Choice of centre once exercised by the candidate will be final. If sufficient number of candidates do not opt for a particular centre for "Online" examination, PFRDA reserves the right to allot any other adjacent centre to those candidates OR if the number of candidates is more than the capacity available for online exam for a centre, PFRDA reserves the right to allot any other centre (either within the state or outside the state) to the candidate.
5. Candidate will appear for the examination at an Examination Centre at his/her own risk and expenses and PFRDA will not be responsible for any injury or losses etc., of any nature.

F. IDENTITY VERIFICATION

In the examination hall as well as at the time of group discussion and interview, the call letter along with original and a photocopy of the candidate's currently valid photo identity (bearing exactly the same name as it appears on the call letter) such as PAN Card/ Passport/ Driving License/ Voter's Card with photograph/ Bank Passbook with photograph/ Photo identity proof issued by a Gazetted Officer on official letterhead along with photograph/ Photo identity proof issued by a People's Representative (MLA/MP) on official letterhead along with photograph/ valid recent Identity Card issued by a recognized College/ University/ Aadhaar card with a photograph/ E-Aadhaar card with a photograph/ Employee ID

in original/ Bar Council Identity Card with photograph should be submitted to the invigilator for verification. The candidate's identity will be verified with respect to his/her details on the call letter, in the Attendance List and requisite documents submitted. If identity of the candidate is in doubt the candidate may not be allowed to appear for the Examination.

Ration Card is **not** a valid ID proof.

Note: Candidates have to produce in original the photo identity proof and submit photocopy of the photo identity proof along with Examination Call Letter as well as the Group Discussion & Interview Call Letter while attending the examination/ group discussion & interview respectively, without which they will not be allowed to take up the examination/ group discussion & interview. Candidates must note that the name as appearing on the call letter (provided during the process of registration) should exactly match the name as appearing on the photo identity proof. Female candidates who have changed first/last/middle name post marriage must take special note of this. If there is any mismatch between the name indicated in the Call Letter and Photo Identity Proof, the candidate will **NOT** be allowed to appear for the on-line examination. In case of candidates who have changed their name, will be allowed only if they produce original Gazette notification / their original marriage certificate / affidavit in original. Photo ID should be valid as on the day of the on-line examination.

Candidates reporting late i.e., after the reporting time specified on the call letter for examination will not be permitted to take the examination. The reporting time mentioned on the call letter will be prior to the start time of the test. Though the duration of the examination is 2 hours and 30 minutes, candidates may be required to be present at the venue for about 4-5 hours including the time required for completion of various formalities such as verification and collection of various requisite documents, logging in, giving of instructions, etc.

G. BIOMETRIC DATA – Capturing and Verification

PFRDA will capture the biometric data (thumb impression) and the photograph of the candidates on the day of the On-line Examination for the candidates who appear for the examination.

The biometric data and photograph will be verified subsequently. Decision of the Biometric data verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates.

Candidates are requested to take care of the following points in order to ensure a smooth process

- If fingers are coated (stamped ink/ mehndi/ coloured, etc.), ensure to thoroughly wash them so that coating is completely removed before the exam / interview / joining day.
- If fingers are dirty or dusty, ensure to wash them and dry them before the finger print (biometric) is captured.
- Ensure fingers of both hands are dry. If fingers are moist, wipe each finger to dry them.
- If the primary finger (thumb) to be captured is injured/damaged, immediately notify the concerned authority in the test centre.

H. ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT.

Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered with or fabricated and should not suppress any material information while submitting online application.

At the time of examination, group discussion, interview or in a subsequent selection procedure, if a candidate is (or has been) found guilty of

- i. Using unfair means or
- ii. Impersonating or procuring impersonation by any person or
- iii. Misbehaving in the examination/interview hall or disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of contents of the test(s) or any information therein in whole or part thereof in any form or by any means, verbal or written, electronically or mechanically for any purpose or
- iv. Resorting to any irregular or improper means in connection with his/her candidature or
- v. Obtaining support for his/her candidature by any unfair means or
- vi. The use of any mobile phone (even in switched off mode), pager or any electronic equipment or programmable device or storage media like pen drive, smart watches etc. or camera or blue tooth devices or any other equipment or related accessories either in working or switched off mode capable of being used as a communication device during the examination is strictly prohibited. Such a candidate may in addition to rendering himself/herself liable to criminal prosecution, be liable:
 - a. To be disqualified from the examination for which he/she is a candidate.
 - b. To be debarred, either permanently or for a specified period, from any examination conducted by PFRDA.
 - c. For termination of service, if he/she has already joined PFRDA.

I. GENERAL INFORMATION:

The possibility for occurrences of some problem in administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify the problem, which may include shifting the candidates to the other centers or to conduct of another examination if considered necessary. Decision of the PFRDA in this regard shall be final. Candidates not willing to accept such change shall lose his/her candidature for this examination.

If the examination is held in more than one session, the scores across various sessions will be equated to adjust for slight differences in difficulty level of different test batteries used across sessions. More than one session are required if the nodes capacity is less or some technical disruption takes place at any centre or for any candidate.

PFRDA would be analyzing the responses (answers) of individual candidates with those of other candidates to detect patterns of similarity of right and wrong answers. If from the analytical procedure adopted by PFRDA in this regard, it is inferred/ concluded that the responses have been shared and scores obtained are not genuine/ valid, PFRDA reserves the right to cancel the candidature of the concerned candidates and the result of such candidates (disqualified) will be withheld.

Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead to disqualification of the candidate from the selection process and he/she may not be allowed to appear in any PFRDA recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective effect.

Not more than one application should be submitted by any candidate. In case of multiple applications, only the latest valid (completed) application will be retained and the application fee/ intimation charges paid for the other multiple registration(s) will stand forfeited.

Notes:

- After completing the procedure of applying on-line including payment of fees, the candidate should take a printout of the system generated on-line application form, ensure that the particulars filled in are accurate and retain it along with Registration Number and Password for future reference. They should not send this printout to the PFRDA. If the online transaction has been successfully completed a Registration Number and Password will be generated. Candidates should note their Registration Number and Password for future reference.
- Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Address, Mobile Number, Email ID, Centre of Examination, etc., will be considered as final and no change/modifications will be allowed after submission of the online application form. Candidates are hence requested to fill in the online application form with the utmost care as no correspondence regarding change of details will be entertained. The PFRDA will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form.
- An email/ SMS intimation with the Registration Number and Password generated on successful registration of the application will be sent to the candidate's email ID/ Mobile Number specified in the online application form as a system generated acknowledgement. **If candidates do not receive the email and SMS intimations at the email ID/ Mobile number specified by them, they may consider that their online application has not been successfully registered.**
- An online application which is incomplete **in any respect such as without photograph and signature uploaded in the online application form/ unsuccessful fee payment will not be considered as valid.**
- Candidates are advised in their own interest to apply on-line much before the closing date and not to wait till the last date for depositing the fee to avoid the possibility of disconnection/ inability/ failure to log on to the website on account of heavy load on internet/website jam.
- PFRDA does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of the aforesaid reasons or for any other reason beyond the control of the PFRDA.
- Please note that the above procedure is the only valid procedure for applying. No other mode of application or incomplete steps would be accepted and such applications would be rejected.

- Any information submitted by an applicant in his/ her application shall be binding on the candidate personally and he/she shall be liable for prosecution/ civil consequences in case the information/details furnished by him/ her are found to be false at a later stage.

Helpline: In case of any problem experienced in filling up the form, payment of fees/intimation charges, queries may be made at <http://cgrs.ibps.in/>. Do not forget to mention “PFRDA - Officer Grade 'A' 2019 – 20” in the subject of the email.

