



THE HIGH COURT OF KERALA

website:www.hckrecruitment.nic.in
e-mail:recruitment.hckerala@nic.in

Phone: 0484-2562235
Fax : 0484-2391720
Kochi : 682 031
Dated : 25.07.2023

REC 3-39499/2023

NOTIFICATION

Applications are invited from qualified Indian Citizens belonging to the following differently abled categories for appointment in the following post in the High Court of Kerala. Candidate shall apply **ONLINE** through the Recruitment Portal (www.hckrecruitment.nic.in) of the High Court. No other means/ modes of applications will be accepted.

- 1. Recruitment Number : 6/2023.**
- 2. Name of the Post : Telephone Operator**
- 3. Scale of Pay : ₹ 31100 - 66800**
- 4. Number of vacancies and Validity of Ranked List : 2(Two) (1 vacancy will be filled from persons with blindness and low vision and 1 vacancy will be filled from persons with deaf and hard of hearing)
The ranked list prepared as per this notification shall remain in force until candidates are advised and appointed against the vacancies notified.**
- 5. Method of Appointment : Direct Recruitment (Special Recruitment from among Differently abled Candidates belonging to (i) blindness and low vision and (ii) deaf and hard of hearing, having the physical requirement, disability type and disability percentage as specified in the G.O(P) No. 19/2020/SJD dated 25.08.2020)
*Note: Applications of candidates other than those belonging to the above said categories will be summarily rejected.***
- 6. Age Limit : Candidates born between 02/01/1973 and 01/01/2005 (both days inclusive) are eligible to apply.**
- 7. Qualification: 1. Plus Two or equivalent. 2. Diploma in Electronics awarded by an Institution recognized by the Government. 3. Six months experience as Telephone Operator/Receptionist and in Computer operation. 4. Fluency in English, Malayalam and Hindi.**

8. **Mode of Selection** : 1. Selection will be on the basis of Interview or Written Test & Interview having regard to the number of candidates.
2. If the Written Test is conducted, it will be of objective type with 75 minutes duration consisting of three sections with marks shown against each (Total 100 marks) as follows:
- (a) Questions based on the syllabus related to Diploma in Electronics – 50 marks
 - (b) General Knowledge/Current Affairs – 30 marks.
 - (c) Questions to test proficiency in English language – 20 marks
3. The number of questions will be 100. Each question will carry 1 mark. For every incorrect answer, 1/4 mark will be deducted.
4. Total marks for the interview will be 10.
5. The minimum marks to be secured by the candidate for being considered for inclusion in the ranked list will be 35% marks in the interview.
9. **Special facilities for candidates who require scribe (if written test is conducted)** :

Candidates whose writing speed is affected can avail the services of a scribe of their choice during the written test. Such candidates shall indicate their intention in the online application. The facility for scribe will be arranged only for those candidates. The use of scribe will be governed by the guidelines prescribed by the High Court which is available in the recruitment portal. **The candidates availing service of scribe/ compensatory time will be allowed extra time of 25 minutes. The candidates availing the facility of scribe will have to produce 1) Disability certificate issued by Medical Board/ UDID Card 2) Medical Certificate regarding physical limitation in an examinee to write 3) Letter of undertaking for using own scribe at the time of the examination . The candidates who avail compensatory time will have to produce 1) Disability certificate issued by Medical Board/ UDID Card 2) Medical Certificate regarding physical limitation in an examinee to write at the time of examination. The formats of 'Medical Certificate regarding physical limitation in an examinee to write' and 'Letter of undertaking for using own scribe' are available in the link "Downloads" in the Recruitment Portal of High Court of Kerala.**

10. **Application Fee** : No application fee is charged.

11. Documents in original to prove age, qualification, experience etc. should be produced as and when called for, failing of which will entail in cancellation of candidature. The candidates also have to produce a certificate from the Medical Board as per G.O.(P) No. 39/2012/SWD dated 30/06/2012 as and when called for. (The format of certificates is available in the link '**Downloads**' in the recruitment portal)

12. Candidates, who are in the service of the Government of India or any of the State Governments, while applying, should indicate the same in the online application form and they should submit the NOC/Service certificate as and when called for.
13. While applying online for the post, the candidates should ensure that he/she fulfills the eligibility and other norms mentioned above. **The candidate should have acquired the prescribed qualification on or before the date fixed for closure of STEP-II process.** The date for determining whether a candidate does possess the qualification shall be the date fixed for closure of STEP – II process. The experience prescribed as qualification for this post shall be one gained by the candidate after acquiring the basic qualification prescribed for the post.
14. Candidates should ensure that the particulars furnished by him/her are correct in all respect. Anything not specifically claimed in the application against the appropriate field will not be considered at a later stage. In case it is detected at any stage of the recruitment that a candidate does not fulfill the eligibility norms and/or that he/she furnished any incorrect/false information or has suppressed any material facts, his/her candidature will stand cancelled. If any of these shortcomings are detected even after appointment, his/her service is liable to be terminated.
15. Applications not submitted in accordance with the eligibility and other norms mentioned in this Notification as well as the instructions published in the Recruitment Portal of the High Court will be summarily rejected.
16. Canvassing in any form will entail cancellation of candidature.

17. How to Apply:

- a) The online application process has two parts - **Step-I** and **Step-II**. 'Step-I/ New Applicant' is the first part for registration of the applicants. 'Step-II/ Registered Applicant' is the second part of the process for those applicants who had completed Step-I. **A candidate's online application is complete only if he/she completes both the steps which include the 'FINAL SUBMISSION' available in Step –II process.**
- b) Candidates are advised to have a **valid Mobile Number / valid personal e-mail ID**. It should be kept active during the recruitment process. No request for change of Mobile Number/e-mail ID will be entertained. High Court will send various intimations relating to the recruitment as **SMS/e-mail** to this Mobile Number/e-mail ID.
- c) In case a candidate does not have a valid personal e-mail ID, he/she may create his/her e-mail ID before applying online.
- d) If the candidate does not mention his/her Mobile Number/e-mail ID, no intimation relating to the recruitment will be sent to the candidate. Such candidates will have to visit the recruitment portal frequently for getting information about the recruitment.

- e) Before applying online, a candidate will be required to have a **scanned (digital) image of his photograph and signature** (in a pen drive) as per the following specifications;

Sl. No.	Image	File size	Dimensions (should be the exact size)	
			Height	Width
1	Photograph	20 KB to 40 KB	200 pixels	150 pixels
2	Signature	10 KB to 20 KB	100 pixels	150 pixels

- f) For further details the candidates are advised to visit the link "**Guidelines for Photograph & Signature**" available on the main page. Candidates should take care to upload good quality photograph. Otherwise it would be difficult to identify the candidate from the photograph on the Admission Ticket. **If the candidate cannot be identified from the photograph printed on the Admission Ticket, he/she will not be allowed to write the examination.**
- g) The candidate should also keep the particulars of educational qualifications and other personal details ready before applying as these details are required to be entered in the online Application Form. The detailed requirements are given in the link "**Sample Application Form**" available in the main page.
- h) To start the application process, the candidates should click the link '**Step-II New Applicant**' in the web page or the '**Apply Online**' button available against the notification link. This will take the candidate to the next page where the options of '**POSTS**' are displayed. The candidates can access the **RECRUITMENT OF TELEPHONE OPERATOR main page** (hereafter called the main page) by clicking the option '**TELEPHONE OPERATOR**' available there. Before proceeding further, the candidate should read the detailed notification in the home page and How to Apply, Guidelines for Photograph & Signature, FAQ and Sample Application Form provided in the main page.
- i) In Step-I (Registration for New Applicants), the candidate has to fill in basic information about him/her. The information provided during Step-I process cannot be modified after submission with key number.
- j) Towards the end of Step-I process, the candidate will be asked to generate a **Key Number**. The Key Number should be **eight digit** long and it should contain at least one upper case letter (A,B,C,...), one lower case letter (a,b,c,.....), one numerical digit (0,1,2,3,...) and one of the special characters (! @ # \$ % ^ * () _ + { } ; : < . >). The candidate is advised to **note down the Key Number and to keep it** securely till the selection process is over since it is required to be entered each time he/she log into the system. Under no circumstances, he/she should share/mention Key Number with/to any other person. **Before**

proceeding with the completion of the Step-I (Registration) process, the candidate should ensure that the details entered by the candidate are shown correctly in the 'confirmation screen'.

- k) On completion of Step-I, the candidate will be assigned an **Application Number** which will be displayed on the screen and intimated to the candidates through SMS/e-mail. Candidate can continue with the application filing process by clicking on the 'Proceed' button available in the above screen and complete the application filing process in one go, if he/she so desires, or exit the page.
- l) If he/she opts to exit the page, he/she has to log into the system by clicking on the link "Step-II / Registered Applicant" and then entering the Application Number and Key Number. The candidate will then have access to the Step-II process.
- m) In Step-II/Registered Applicant, the link 'Upload Photograph and Signature' will be available. Only after completion of uploading of photograph and signature, the link – '**Application**' will be visible. The details furnished by the candidates during Step-II process can be modified till the **Final Submission** of online applications. **However, the photograph and signature once uploaded cannot be changed.** **Final Submission** link will be available only if all the required details are furnished in the link 'Application' and its other dynamic sub links (Employment details, Service Particulars, Civil/Criminal cases etc.). The candidate should fill all the required information in these links.
- n) On satisfying that the information furnished are correct and complete, the candidate must finally submit the Application by clicking the link '**Final Submission**', and furnishing the details required therein. **The process of online filing of application will be complete only on successful Final Submission of application as stated above.** Once an online application is finally submitted, no further change can be made in Step-II. Therefore, the candidates are instructed to ensure the accuracy and correctness of details furnished before clicking the '**Final Submission**' button.
- o) The candidates **should take printout of Application and keep it for future reference.** They need not send the printout of the online application or any other documents to the High Court.

18. Admission Tickets/Call Letters for Written Test (If conducted)/ Interview:

- i) The candidates should download the Admission Tickets/Call Letters from the link "STEP-II" from the recruitment portal www.hckrecruitment.nic.in.
- ii) The Admission Tickets for written test will be ready for download three weeks prior to the date of the written test and the Call Letters for Interview will be ready for download two weeks prior to the Interview and the candidate will be intimated through SMS/e-mail. The candidates who have found place in the Short List can download and take printout of the call letters for interview.
- iii) If a candidate is unable to download his/her Admission Ticket/Call Letter, he/she should contact the High Court at 0484-2562235. In case no communication is received in the office of the High Court from the candidate regarding non-

receipt of his/her Admission Ticket/Call Letter at least one week before the Written Test/Interview, as the case may be, he/she himself/herself will be solely responsible for non-receipt of his/her Admission Ticket/Call Letter. The candidates are also advised to visit the recruitment portal of the High Court (www.hckrecruitment.nic.in) at least once in a week to know about the schedule of the written test/ Interview.

- iv) The candidates should note that their admission to the written test/ interview will be purely provisional based on the information given by them in the Online Application Form. This will be subject to verification of all the eligibility conditions by the High Court.
- v) The mere fact that Admission Ticket/Call Letter has been issued to a candidate does not imply that his/her candidature has been finally cleared by the High Court or that entries made by the candidate in his/her application have been accepted by the High Court as true and correct. The High Court takes up the verification of eligibility conditions of a candidate, with reference to original documents, only after the candidate has qualified for the interview.

19. **Important Dates with regard to the submission of application:**

Date of commencement of Step-I & Step-II processes	02.08.2023
Date of closure of Step-I & Step-II processes	23.08.2023

20. In case of doubts, candidate may contact at 0484 - 2562235 (Recruitment & Examination Cell, High Court) on all working days between 10 a.m. and 4.30 p.m.

(By Order)



P. Devendrakumar
Registrar (Recruitment)