

## **TAMIL NADU PUBLIC SERVICE COMMISSION**

### **Office Order No. 126, dated 12.11.2020**

*(Amended vide Commission's orders dated 22.10.2024)*

Sub.: Reception – Regulating the Entry of Outsiders into the Commission's Office Premises – Adoption of Computerised Data Management of Visitor's Register and Issuance of Visitor's Pass with QR Code – Interaction of Officers and Staff of the Commission's Office with the Chairman and Members – Regarding.

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The following orders are issued with regard to regulating the entry of persons inside the Commission's office and the interaction of officers and staff of the Commission's office with the Chairman and Members.

#### **A. Reception**

- a) One staff in the cadre of Assistant / Assistant Section Officer / Assistant Section Officer cum Programmer, working in the Grievance Redressal Department-Call Centre, shall be deputed to the reception work for 15 days on rotation basis.
- b) Whenever the number of visitors is more, one additional staff shall be deputed to the reception work by the Joint Secretary / the Deputy Secretary concerned.

#### **B. Candidates**

- (1) There shall be no interface between the applicants / candidates and the officers and staff of the Commission's office.
- (2) No candidates, except those appearing for oral test or counselling shall be permitted entry into the Commission's office premises.
- (3) Candidates who are summoned for oral test / counselling shall be permitted entry into the Commission's office premises after the QR code printed on their memoranda of admission is scanned at the turnstile.

- (4) Friends and relatives accompanying the candidates for the oral test shall not be allowed inside, instead they shall be permitted to use the Parents' Waiting Hall.
- (5) Applicants / candidates seeking clarification shall communicate their queries, either orally or in writing, to the staff manning the Reception, who shall then seek information from the Deputy Secretary / Under Secretary concerned over the intercom. The receptionist himself / herself shall clarify the doubts of the candidates wherever possible.
- (6) On a need basis, e.g., on the days following the issue of hall ticket and on the days preceding the conduct of examination and certificate verification, an Assistant Section Officer from the Application Processing Department, shall be deputed to the Reception, to respond to queries of the applicants / candidates.
- (7) The names / personal information of officers and staff shall not be disclosed to the applicants / candidates, for any reason whatsoever. While seeking information from the Deputy Secretary / Under Secretary concerned, over the intercom, care shall be taken not to mention names or reveal their personal identity.
- (8) No candidate is permitted to proceed beyond the reception. In case of any grievance unresolved at the reception and deserving escalation, a meeting shall be arranged with the Secretary for grievance redressal. The concerned candidate shall be guided to the Secretary's waiting hall and the candidate shall not meet any one else besides the Secretary.
- (9) No applicant / candidate shall remain on the premises once his/her queries are answered.
- (10) There shall be no personal communication between the staff of the Commission's office, especially the staff manning the reception and the applicants/candidates.

### **C. Visitors**

Henceforth, particulars of the visitors seek to meet the Chairman / Members / Secretary shall be managed through Computerised Data Management of Visitors, wherein a Visitors Pass with QR code and photograph shall be issued.

- (1) The particulars of the visitor, viz., name, date, time of entry, mobile number, address and the name and designation of the person whom they intend to meet and the purpose of the visit, shall be collected from the visitor and entered in the computer maintained in the Reception. A 'Visitor's Pass' with a computer generated QR code and the photograph of the visitor, shall be issued as in the format mentioned herewith.

| <b><u>தமிழ்நாடு அரசுப் பணியாளர் தேர்வாணையம்</u></b>   |                        |                           |
|---|------------------------|---------------------------|
| 1) பார்வையாளர் பெயர்  | :                      | Photograph of the visitor |
|   |                        | QR Code                   |
| 2) கைபேசி எண்   | :                      |                           |
| 3) நாள் மற்றும் நேரம்   | :                      |                           |
| 4) முகவரி   | :                      |                           |
| 5) பார்க்க விரும்பும் அலுவலரின் பெயர் மற்றும் பதவி  | :                      |                           |
| 6) பார்வைக்கான காரணம்   | :                      |                           |
| வரவேற்பாளர்<br>கையொப்பம்  | அலுவலரின்<br>கையொப்பம் | பார்வையாளர்<br>கையொப்பம்  |
| குறிப்பு  |                        |                           |
| பார்வையாளர் பார்க்க அனுமதிக்கப்பட்ட அலுவலர் மட்டுமே அனுமதிச்சீட்டு பெற்றவர் பார்க்க வேண்டும். |                        |                           |

- (2) The Visitor's Pass shall be collected from the visitor before he/she leaves the Commission's office.
- (3) The Consolidated Register of Visitors, in the format as shown in the annexure, shall be generated on a monthly basis, in soft copy and given to the Liaison Wing Section by the 5<sup>th</sup> of the succeeding month and shall be maintained as a record, by the Liaison Wing Section.
- (4) Staff / officers shall not invite personal visitors to the office, except children using the creche facility at the office. Any such visitors shall not be allowed entry into the office premises. In unavoidable circumstances, staff / officers may meet visitors outside the office premises, after obtaining written permission from their superior officers.

- (5) Visitors intending to meet the Chairman and Members, shall be permitted inside the office premises only after obtaining their consent.
- (6) A 'Visitor's Pass' shall be issued to such persons, in keeping with the procedures laid down above.
- (7) The personal staff of the Chairman and Members, shall verify the Visitor's Pass issued and permit visitors to enter the chambers of the Chairman and Members, only after obtaining the consent of the Chairman and Members.

**D. Experts/Departmental Representatives**

Experts / Departmental Representatives invited to assist at the oral test are expected to reach Commission's office by 9.00 to 9.30 am. The security staff shall permit them to enter after orally verifying the purpose of their visit.

**E. Postal Staff**

Postal staff shall be allowed entry to deliver their postal covers / materials without restriction through the boom barrier itself.

**F. Persons attending Outsourced Work**

Persons attending outsourced work shall be allowed inside after bio-metric authentication. While verifying the identity of such staff, the reception staff shall also verify the tentative period of their assignment, before permitting access to the Commission's office premises.

**G. Canteen Staff**

The canteen operator and staff shall be permitted entry with bio-metric access. The entry of outsiders inside the office canteen shall not be permitted at any cost.

## **H. Interaction with the Chairman and Members**

- (1) In keeping with the dignity of the Chairman and Members, their chambers and the adjacent areas thereof shall be treated as 'Restricted Areas'.
- (2) All communication from / to / with the Chairman and Members shall be routed through the Secretary / Controller of Examinations, as the case may be.
- (3) Officers of the rank of Under Secretary and above shall interact with Chairman and Members, if required, only with regard to official matters relating to subjects in their portfolio. Staff below the rank of Under Secretary shall not meet the Chairman and Members alone. They shall be permitted to meet Chairman and Members only in the presence of the respective Joint Secretary / Deputy Secretary / Under Secretary.
- (4) However, an individual or groups, like associations, may meet the Chairman for voicing their grievance, only if it is unresolved even after representing to the Secretary.
- (5) Personal staff, viz., Private Secretary, Personal Assistant, Personal Clerk, Office Assistants, Drivers, etc., shall interact with the Chairman and Members, as and when required, in their respective official capacity as such.

## **I. General**

Those individuals possessing an official communication with QR code from the Commission's office shall not be subjected to any questioning at the reception. They shall enter the premises after getting the QR code scanned at the turnstile.

... Annexure I & II

**K. NANTHAKUMAR, I.A.S.,  
Secretary**



## **Annexure-I**

### **Format of the Consolidated Register of Visitors**

| <b>Sl. No.</b> | <b>Date</b> | <b>Visitor's Name, Mobile Number and Address</b> | <b>Photo</b> | <b>Officer visited and Reason</b> | <b>Officer who issued the pass</b> | <b>Time Of Entry</b> | <b>Time of meeting Officer</b> | <b>Time of Exit</b> |
|----------------|-------------|--|--------------|-----------------------------------|------------------------------------|----------------------|--------------------------------|---------------------|
|                |             |  |              |                                   |                                    |                      |                                |                     |
|                |             |  |              |                                   |                                    |                      |                                |                     |
|                |             |  |              |                                   |                                    |                      |                                |                     |

## **ANNEXURE-II**

### **LIST OF AMENDMENTS**

| <b>Sl. No.</b> | <b>Subject</b>   | <b>Date</b> |
|----------------|--|-------------|
| 1.             | Modification in para (A) in respect of Deputation of GRCC staff to reception work on rotation basis. | 22.10.2024  |