

**RECRUITMENT OF CONSTABLES (Male/Female) IN DISTRICT POLICE CADRE AND  
ARMED POLICE CADRE OF PUNJAB POLICE**

**STANDING ORDER NO. 1 of 2016**

**(Issued under Sec. 4(d) and Sec. 45(g) of Punjab Police Act 2007)**

This Standing Order is being issued to lay down detailed guidelines for the recruitment of Constables (both Male & Female, including Ex-Servicemen, except recruitment against 3% posts reserved for Sportspersons) in both the District Police Cadre as well as the Armed Police Cadre of Punjab Police. The recruitment shall be made through a **State Level Police Recruitment Board** (to be called as Central Recruitment Board) duly constituted by the Director General of Police. The Director General of Police shall nominate an officer of the rank of Additional Director General of Police to be the Chairperson of the Central Recruitment Board. The Standing Order will govern the entire process of recruitment and will contain detailed provisions under which the process of recruitment will be completed. However, the relevant provisions of Punjab Police Act 2007 and Punjab Police Rules 1934, wherever applicable, will continue to regulate the overall recruitment process.

**1. CONSTITUTION OF RECRUITMENT BOARD**

The Director General of Police, Punjab shall nominate one officer of the rank of Additional Director General of Police and one or more IGP/DIG/AIG, constituting a **Central Recruitment Board** (to be referred as '**Board**' hereinafter), which will exercise overall supervision on the entire recruitment process. The Chairperson of the Board may constitute such numbers of Recruitment Boards at the Range/Zonal/Commissionerate Level, as may be required, with the approval of the Director General of Police. The Chairpersons of the Range/Zonal/Commissionerate Recruitment Board may associate such number of GOs and NGOs/EPOs as deemed necessary, for the purpose of conduct of Recruitment Process at the Range/Zonal/Commissionerate Recruitment Board Level.

**2. RESERVATION POLICY**

The Punjab Government instructions regarding reservations for Scheduled Castes/Scheduled Tribes, Backward Classes, Ex-Servicemen (including wife/a dependent child of Ex-Servicemen, where applicable), Wards of Freedom Fighters and Wards of Punjab Police Personnel shall be strictly followed during the recruitment process and the Board will ensure that the guidelines laid down on the Reservation Policy by the State Government are complied with.

An ex-serviceman means a person:

- (i) who has served in any rank whether as a combatant or non-combatant in the, Naval, Military and Air Forces of the Union of India, and (a) who either has been retired or relieved or discharged from such service whether at his own request or being relieved by the employer after earning his or her pension or (b) who has been relieved from such service on medical grounds attributable to military service or circumstances beyond his control and awarded medical or other disability pension; or (c) who has been released from such service as a result of reduction in establishment; or
- (ii) who has been released from such service after completing the specific period of engagement, otherwise than at his own request, or by way of dismissal, or discharge on account of misconduct or inefficiency and has been given a gratuity, and includes personnel of the Territorial Army, namely pension holders for continuous embodied service or broken spells of qualifying service; or
- (iii) personnel of the Army Postal Service who are part of Regular Army and retired from the Army Postal Service without reversion to their parent service with pension, or are released from the Army Postal service on medical grounds attributable to or aggravated by military service or

circumstance beyond their control and awarded medical or other disability pension; or

- (iv) Personnel, who were on deputation in Army Postal Service for more than six months prior to the 14th April, 1987; or
- (v) Gallantry Award/medal winners of the Armed forces, including personnel of Territorial Army; or
- (vi) Ex-recruits boarded out or relieved on medical ground and granted medical disability pension.

**Note:** The personnel of Central Para-Military Forces (BSF, CRPF, ITBP, CISF, SSB etc) are not eligible to be considered under the Ex-Servicemen category.

From amongst the Ex-Servicemen, preference shall be given to the Ex-servicemen having following qualifications:

- (a) Having served in special Forces/NSG (Special Action Group) or,
- (b) Having received QI 'Qualified Instructors' grading in the Commando Course or:
- (c) Officers from the Navy/Air Force who have worked in specialized Commando type units

**Wards of Freedom Fighters:**

Son, Daughter, Grandson and Granddaughter of Freedom Fighter-Wards of those Freedom Fighters will be eligible for reservation who have either been granted a Freedom Fighters pension from the Punjab Govt. or have been awarded Tamra Patras for their political sufferings during pre-independence Freedom movements. The Deputy Commissioner of District to which a Freedom Fighter belongs will be the only competent authority to provide an eligibility certificate to this effect, i.e. for the grant of all types of those concessions to a Freedom Fighter or his/her wards.

**Wards of Police Personnel:**

In accordance with Govt. of Punjab Instructions issued by Deptt. of Home Affairs & Justice vide No. 1(211)94-2H(I)/10176 dated 11.6.1996, wards of police personnel belonging to the following categories shall be covered:

- (i) Who have suffered casualty of one or more of the following relatives on the anti-terrorist front:
  - (a) Father
  - (b) Mother
  - (c) Sister/Brother
  - (d) Son/daughter
  - (e) Any other dependant family member
- (ii) Who have suffered permanent disability on account of action against terrorists or attack by terrorists.
- (iii) Who have been awarded President's Police Medal for Gallantry or Police Medal for Gallantry for showing bravery in action(s) against terrorists.
- (iv) Who have taken part in at least 3 encounters with terrorists.
- (v) Who otherwise in the opinion of the Director General of Police have been in forefront of fight against terrorism.

The wards proposed to be covered would include dependent son, daughter, brother and sister or any other dependent family member.

**3. RECRUITMENT CENTRES**

The Physical Measurements, Physical Screening Test (PST) and the Interview-cum-Personality Test shall be conducted at such Recruitment Centers as may be decided by the Central Recruitment Board.

**4. ELIGIBILITY CRITERIA FOR CANDIDATES**

The candidate should be a citizen of India. He should not have obtained the citizenship/permanent residency/green card of any other country. And he will cease to be a Police officer as soon, as he acquires citizenship of another country.

(i) AGE

The minimum age of recruitment for Constables shall be 18 years and the maximum age shall be 28 years. The cut-off date shall be 1<sup>st</sup> January of the year in which the advertisement is published. Relaxation in the upper age limit in the case of Scheduled Castes/Scheduled Tribes and Backward Classes shall be as laid down by the Punjab Government.

**Ex-Servicemen** shall be given relaxation in the upper age limit by 3 years plus the number of years of service rendered in the Indian Defense Forces. In accordance with Punjab Govt. instructions issued vide No.G-S-R-11/Const./Arts, 309, 234 & 318/82 dated 02.02.1982, where an Ex-Servicemen is not available for recruitment against a reserved vacancy, such a vacancy shall be reserved to be filled in by recruitment of the wife or one dependent Child of an Ex-Serviceman who has not been recruited against a reserved vacancy as prescribed under the Punjab Recruitment of Ex-Servicemen Rules 1982. Provided further that the wife or the dependent child of the Ex-Serviceman shall be recruited against the reserved vacancy subject to the conditions that:

- a) He/she possesses the prescribed qualifications and is within the prescribed age limits;
- b) He/she is not already in service;
- c) He/she will be eligible to avail the benefit only once in life.

(ii) EDUCATIONAL QUALIFICATIONS

The minimum Educational Qualifications shall be 10+2 or its equivalent from a recognized Education Board/University, and the candidate must have passed Matriculation examination with Punjabi as one of the compulsory or elective subjects

or any other equivalent examination in Punjabi language. However, in case of Ex-Servicemen, the minimum educational qualification shall be Matriculation.

Provided that if the Ex-Serviceman (or the wife/a dependent child of Ex-Serviceman, as the case may be) has not passed Matriculation examination with Punjabi as one of the compulsory or elective subjects, he/she shall have to pass an examination of Punjabi language equivalent to Matriculation standard or he/she shall have to qualify a test conducted by the Language Wing of the Department of Education of the Punjab Government **within a period of two years** from the date of his appointment as per the Punjab Government Notification No. GSR-33/Const./Art 309/94 dated 4<sup>th</sup> of May, 1994.

The candidate must have attained the above mentioned educational qualifications **on or before** the date of publication of advertisement of the recruitment process. However, the candidates appearing in the final exams of the Qualifying Examination may also apply, but their candidature shall be subject to their producing the Pass Certificate of the Qualifying Examination, in original, at the time of Interview-cum-Personality Test.

(iii) **PHYSICAL STANDARDS**

<b>Candidate</b>	<b>Minimum Height required</b>
<b>Candidate (Male)</b>	5' 7" (5 feet 7 inches)
<b>Candidate (Female)</b>	5' 3" (5 feet 3 inches)

**5. SELECTION PROCESS**

Range/Commissionerate Recruitment Boards shall conduct the recruitments for male candidates at each Range/Commissionerate headquarters and the Zonal Recruitment Boards shall conduct the recruitment for Female candidates at each Zonal Headquarters. The Physical Measurement Test (PMT) and the Physical

Screening Test (PST) of a candidate shall be conducted on a single day, and the entire process shall be got video-graphed. The candidates will apply at a particular Range/Zonal/Commissionerate Recruitment Centre for their Recruitment Tests to be conducted which will include the Physical Measurement, Physical Screening Test and the Interview-cum-Personality Test.

**5.1 PHYSICAL MEASUREMENT**

Only those candidates who fulfill the requisite minimum and maximum age and educational qualifications shall be screened for height. All such eligible candidates who have been found to be of requisite height will qualify to be put through a Physical Screening Test (PST).

**5.2 PHYSICAL SCREENING TEST**

The candidates shall be required to appear in the **Physical Screening Test**, which shall be of a qualifying nature and shall comprise of the following events:

**For Male Candidates (except Ex-Servicemen)**

- (a) 1600 Meters Race to be completed in 6 minutes 30 seconds (only one chance).
- (b) Long Jump 3.80 Meters (3 chances).
- (c) High Jump 1.10 Meters (3 chances).

**For Male Candidates (Ex-Servicemen)**

**For Candidates of age upto and including 35 years**

- (a) 1400 Meters Walk and Run to be completed in 09 minutes. (only one chance).
- (b) 10 Full Squats.

**For Candidates of age more than 35 years**

- (a) 1400 Meters Walk and Run to be completed in 12 minutes. (only one chance).
- (b) 10 Full Squats.

**For Female Candidates**

- (a) 800 Meters Race to be completed in 4 minutes (only one chance).
- (b) Long Jump 3.00 Meters (3 chances).
- (c) High Jump 0.95 Meters (3 chances).

**NOTE:** *A candidate must qualify in all the above events. Failure to qualify in any one of the above events of Physical Screening Test shall disqualify the candidate.*

**5.3 MARKS FOR HEIGHT AND EDUCATIONAL QUALIFICATIONS**

The candidate shall be awarded marks as per the following criteria:

**Physical Standard- Height (Male)**

<b>Height</b>	<b>Marks</b>
5'-7"	10
5'-8"	11
5'-9"	12
5'-10"	13
5'-11"	14
6' & above	15 (max)

**Physical Standard- Height (Female)**

<b>Height</b>	<b>Marks</b>
5'-3"	10
5'-4"	11
5'-5"	12
5'-6"	13
5'-7"	14
5'-8"& above	15 (max)



**Percentage of Marks (10+2 Board Exam)****(Male & Female except Ex-Servicemen)**

<b>Percentage of marks (10+2 Board exam)</b>	<b>Marks</b>
Upto & including 40%	10
More than 40% and upto & including 50%	11
More than 50% and upto & including 60%	12
More than 60% and upto & including 70%	13
More than 70% and upto & including 80%	14
Above 80%	15 (max)

**Percentage of Marks (Matriculation Exam) (Ex-Servicemen)**

<b>Percentage of marks (Matriculation exam)</b>	<b>Marks</b>
Upto & including 40%	10
More than 40% and upto & including 50%	11
More than 50% and upto & including 60%	12
More than 60% and upto & including 70%	13
More than 70% and upto & including 80%	14
Above 80%	15 (max)

**5.4 APPEALS RELATING TO PMT/PST**

Those candidates who are declared not qualified in Physical Measurement Test and/or Physical Screening Test may prefer an appeal, if they so desire, to the Chairperson of the Recruitment Board or the designated Appellate Authority present on Physical Measurement Test & Physical Screening Test ground on the same day. The decision of the Chairperson/Appellate Authority shall be final and no further appeal or representation in this regard will be entertained. The Chairperson/Appellate Authority will record the reasons thereof for each case separately in writing.

**5.5 INTERVIEW-CUM-PERSONALITY TEST**

From amongst the candidates who qualify the Physical Measurements and the Physical Screening Test, each Range/Zonal/Commissionerate Recruitment Board will draw up a Preliminary Merit List, separately for the District Police Cadre

and Armed Police Cadre, on the basis of the Marks obtained by the candidates in the **Height measurement and the Educational qualifications (30 Marks)**.

**Central Recruitment Board** will combine all the Preliminary Merit Lists submitted by the Range/Zonal/Commissionerate Recruitment Boards and draw up three separate Statewide Preliminary Merit Lists, one each for

- (1) District Police Cadre - Male,
- (2) District Police Cadre - Female, and
- (3) Armed Police Cadre - Male

On the basis of merit position in the Statewide Preliminary Merit Lists so prepared, the Central Recruitment Board shall select candidates for Interview-cum-Personality Test. The number of candidates to be called for the interview would be approximately three times the total number of vacancies in each category, separately for the District & Armed Police Cadre, and for the Female constables. The Interview-cum-Personality Test shall be of **04 marks**.

The candidates shall appear at the same Recruitment Centre for their Interview-cum-Personality Test where they had earlier appeared for the Physical Test (Range/ Commissionerate and Zonal Recruitment Centres). The Interview-cum-Personality Test Board will assess the suitability of each candidate vis a vis the job requirements of Punjab Police, and will award marks on that basis. The decision of the Board shall be final.

The candidates appearing in the Interview-cum-Personality Test shall be required to bring all their relevant **certificates and supporting documents**, in original, alongwith at least **one self-attested photocopy** of each.

The documents shall be scrutinized at the time of Interview-cum-Personality Test and only those candidates whose documents have been **found correct and in order** shall be considered during the preparation of the **Final Merit List** which shall be prepared by adding the marks obtained in the Height

measurement (15 marks), Educational qualifications (15 marks) & Interview-cum-Personality Test (4 marks).

**6. SELECTION LIST**

A Final Merit List of all candidates shall be prepared by each Range/Zonal/Commissionerate Recruitment Board on the basis of marks obtained by the candidates for (i) Height (ii) Educational Qualifications and (iii) Interview-cum-Personality Test. Each Range/Zonal/Commissionerate Recruitment Board will send the Final Merit List so prepared to the Chairperson of the Central Recruitment Board who shall prepare Combined Final Merit Lists, separately for District Police Cadre as well as Armed Police Cadre, separately for Male & Female Candidates on the basis of the Final Merit Lists sent by the respective Chairpersons of the concerned Range/Zonal/Commissionerate Recruitment Boards and taking into account the Preference given by the candidate for District Police Cadre or Armed Police Cadre, while filling the online Application Form.

While preparing the Combined Final Merit List, in the event of two candidates securing equal marks, the following Tie resolution criteria shall be adopted:

- (a) In the event of the candidates having equal marks, the candidate senior in age shall be put higher in the Merit.
- (b) In the event of the candidates having equal marks and having same date of birth, then their relative merit shall be prepared on the basis of Percentage of Marks obtained in the 10+2 examination and the candidate having higher Percentage of Marks in the 10+2 examination shall be placed higher in the merit.
- (c) In the event of the candidates having equal marks, same date of birth and same Percentage of marks in the 10+2 examination, then their relative merit shall be prepared on the basis of Marks obtained in the Height measurement.

- (d) In the event of the candidates having equal marks, same date of birth, same Percentage of marks in the 10+2 examination and equal marks in the Height measurement, then their relative merit shall be prepared on the basis of Marks obtained in the Interview-cum-Personality Test.
- (e) In the event of the candidates having equal marks, same date of birth, same Percentage of marks in the 10+2 examination, equal marks in the Height measurement and equal marks in the Interview-cum-Personality Test, then their relative merit shall be prepared in the descending Order of the Roll Numbers assigned to the candidates.

Three Selection Lists of the candidates, one each for District Police Cadre (Males), District Police Cadre (Females) and Armed Police Cadre, shall be prepared category-wise (by factoring in laid down reservations for various categories), on the basis of the Combined Final Merit Lists prepared in the above manner and the category-wise number of vacancies. Allotment between District Police Cadre and Armed Police Cadre will be done on the basis of preferences given by the candidate in his/her Application Form, and the total marks obtained by him/her in the Recruitment Test (i.e. a Total of Marks for Height, Marks for Educational Qualifications and Marks in Interview-cum-Personality Test). Since the District Police Cadre is a combined Cadre for both Male and the Female Constables, therefore the two Selection Lists pertaining to the District Police Cadre (Males) and District Police Cadre (Females) would be combined to include both the Male as well as Female candidates and a single Selection List shall be prepared, category wise for District Police Cadre as a whole.

#### **7. DECLARATION OF FINAL RESULT**

The Central Recruitment Board shall submit the Selection Lists, as described in above Para, to Director General of Police, Punjab. After the final seal of approval of DGP Punjab, the Selection Lists shall be released in the public domain on the official website of Punjab Police.

**8. WAITING LIST**

The Board shall also prepare and maintain separate Waiting Lists of 20% candidates from each category (minimum one candidate of each category) in both the Cadres out of the Combined Final Merit Lists. The Waiting Lists shall be valid till the completion of entire Selection Process.

**9. APPELLATE AUTHORITY**

The Director General of Police, Punjab shall be the Appellate Authority for any kind of redressal of grievance related to the Recruitment Process. Any candidate having a grievance should make a representation in writing, addressed to the Director General of Police, Punjab within 30 days of the declaration of the Result. Any representation received after the expiry of 30 days shall not be considered. The Director General of Police, Punjab may get the representation examined from the Chairperson of the Central Recruitment Board and take the final decision of the matter.

**10. COMPLETION OF SELECTION PROCESS**

The entire Selection Process shall be deemed to have been completed at the expiry of 180 days from the date of declaration of the final results.

**11. PROVISIONAL SELECTION**

The selection in the Recruitment Process shall be absolutely provisional, and it shall be subject to the following mandatory clearances:

- (a) Medical Examination,
- (b) character and antecedent verification, and
- (c) Verification of his/her educational qualification Certificates from the concerned Boards/Universities.

**12. MEDICAL EXAMINATION**

Before their enlistment in the Police, the candidates shall have to be medically examined and certified physically fit for service by the Civil Surgeon/Medical Board constituted by the Director General of Police, for this

purpose. The Medical Examination will be done as per the provisions of Punjab Police Rules (Appendix # 12.16).. A certificate in the prescribed form signed by the Civil Surgeon personally, is an essential qualification for enrolment, as provided in PPR 12.16. No relaxation whatsoever shall be granted in any of the parameters of Medical Examination.

**13. VERIFICATION OF CHARACTER AND ANTECEDENTS**

The verification of character and antecedents of all the candidates who figure in the Selection List shall be undertaken as laid down in the Punjab Police Act 2007, Punjab Police Rules 1934, other relevant Rules, Government Instructions and the Judgments delivered by the Hon'ble Supreme Court of India and Hon'ble High Court of Punjab & Haryana in this regard by following the prescribed procedures through the concerned authorities. The verification of Character and background of a candidate is of vital importance insofar as the recruitment to Police Department is concerned. Punjab Police Rules 1934 (PPR 12.14) provides that the "Recruits shall be of good character and great care shall be taken in selecting men of a type suitable for Police Service from the candidates presenting themselves for enrollment." In addition, the Hon'ble Supreme Court of India, in "Delhi Administration vs Sushil Kumar (1996)" case has held that "the verification of character and antecedents is one of the important criteria to test whether the selected candidate is suitable to a post under the State... What would be relevant is the conduct or character of the candidate to be appointed to the Police Service." Therefore, the selection of the candidate shall be subject to the verification of his antecedents in the Verification Process and if anything adverse is found against the candidate during the verification process, his/her candidature shall be summarily rejected and no claim, whatsoever, shall be entertained in this regard thereafter.

Where the appointing authority upon verification of character and antecedents of the candidate recommended for appointment comes to know that criminal proceedings against a candidate is in progress and the status of the case is

reported to be either under investigation or challenged or cancelled or sent untraced or withdrawn or under trial or has either been convicted or acquitted or the candidate has preferred appeal against the order of the court; the appointing authority upon verification shall deal with the cases of candidates reported to have criminal cases registered against them and to the matters connected therewith as stated hereinafter;

(a) Where, a candidate is found to have been convicted for an offence involving moral turpitude or punishable with imprisonment for three years or more, shall not be considered for appointment.

(b) Where charges have been framed against a candidate for offence(s) involving moral turpitude or which is punishable with imprisonment of three years or more, shall also not be considered for appointment.

(c) Where the candidate has been acquitted in offences related to sovereignty of the State or national integrity i.e. spying against national interest / waging war against the State/act of terrorism/communal disturbance/smuggling of arms, ammunition or Narcotic Drugs & Psychotropic Substances or counterfeit currency etc. besides heinous crimes e.g. murder, rape, dacoity, robbery, kidnapping for ransom, acid attacks, human trafficking, Protection Of Child from Sexual Offences Act, 2012 or Prevention of Corruption Act, 1988 etc., 'on technical grounds' i.e. where, in the opinion of the Court the star/material prosecution witnesses have either been killed or have died or remained untraced or turned hostile or won over and the candidate has been acquitted on account of aforementioned circumstances; such candidates shall not be considered for appointment.

If it is ever revealed that a candidate has got appointment either by concealment of facts or by furnishing false or wrong information or by submitting fake or forged document / certificate, he shall be discharged from the service by the appointing authority from the date of appointment, summarily i.e. without holding a

regular disciplinary proceedings, treating him ineligible for service and salary paid to him may also ordered to be recovered.

**14. INTER-SE SENIORITY**

The inter-se seniority of the candidates selected within a batch shall be based on the total of the marks obtained in the Recruitment Test and on this basis, a Central Seniority List of the Constables (separately for the District Police Cadre and the Armed Police Cadre) shall be prepared and maintained in the office of the Director General of Police, Punjab. It is pertinent to mention here that as per the Punjab Police Act 2007, the District Police Cadre comprises both the Male as well as Female Constables. Thus the inter-se seniority of the Male & Female Constables of the District Police Cadre shall be prepared in a combined manner.

**15. PERIOD OF PROBATION**

The selected constables will be put on Probation, which will be of the duration as specified in the Punjab Police Act 2007, Punjab Police Rules 1934 and the State Government Instructions issued from time to time in this regard. During this period, the selected candidate shall be put through different fields of Policing in a rotational manner and the selected candidate has to perform duties at each place in a satisfactory manner. The selected candidate will also be sent for prescribed Commando Training which he/she has to complete in a satisfactory manner. Only those selected candidates who have completed the above stated courses during the Probation Period shall be considered for confirmation in the Police Department.

**16. APPLICATION PROCESS****16.1 APPLICATION FORM**

In order to promote the objectives of e-governance, to reduce carbon footprint and paper work, to prevent delay and loss in postal transit and to ensure overall environmental protection, the Application Form shall be available online on the website, details of which will be mentioned in the advertisement to be published in this regard. There will be a common Application Form for both the District Police



Cadre and the Armed Police Cadre. The candidate filling the Application Form shall be asked the choice of the cadre(s) for which he/she is applying. The candidate can fill the choice for both the District Police Cadre as well as the Armed Police Cadre but he shall have to give his preference order for allocation between the two cadres at the time of filling the Application Form. The candidate shall be required to fill in a preferred Recruitment Centre where his/her entire Recruitment Process, i.e. Physical Measurements, Physical Screening Test and the Interview-cum-Personality Test, will be conducted. The candidate shall be allowed to fill only one preference for the Recruitment Centre and multiple Applications for different Recruitment Centres will not be allowed. The candidates applying for the District Police Cadre shall, in addition, be required to fill in 10 Preferences of the District to which the candidate would finally be considered for allocation as per the Preference Order given by him, in case of his/her selection. The candidate will fill up the Application Form and submit the same online itself, after completing it in all respects. The required documents, photographs and the signatures will also have to be uploaded by the candidate in the online Application. All the applications such received shall be sent to the concerned Range/Zonal/Commissionerate Recruitment Boards before the conduct of Recruitment Process.

**16.2 DEPOSIT OF FEE**

Application fees shall be charged as under:

For General Candidates	Rs. 400/-
For SC/ST/BC Candidates	Rs. 100/-
For Ex-Servicemen Candidates	No Fees

**(However, the lineal descendants of ex-servicemen will have to pay the application fees, as applicable to their category)**

The Application fee can be deposited online; alongwith the Application Form, via Net Banking, Debit/Credit Card Payment or it can be deposited manually at the designated branches of HDFC Bank after taking the print-out of the Bank Challan

Form, which will be generated after the Application Form has been submitted successfully.

The Application Form fee once deposited shall not be refunded under any circumstances.

**17. CREATION OF HELPDESK/CALL CENTRE**

A Helpdesk/Call Centre shall be created at the suitable place(s) to be identified by the Director General of Police. Designated Helpline Numbers will be given in the Advertisement and the Call Centre shall be manned from 9 AM to 9 PM everyday till the time the Recruitment Process is on. The Helpdesk/Call Centre will be manned by qualified and trained persons who will guide and help the applicants in filling up the Application Forms and also give satisfactory replies/clarifications to their queries. A list of FAQs (Frequently Asked Questions) shall also be published on the website alongwith their answers which will be available at the Helpdesk/Call Centre. Applicants who have any doubts about their candidature or have not received their Roll Numbers till the date to be specified in the advertisement can contact the Helpdesk/Call Centre for answer to their queries.

In addition the Recruitment Board will also designate Nodal Officers at each Range/Zonal/Commissionerate Recruitment Board level who will act as Information Centres for the applicants and they will guide and help the applicants in the filling up the Application Forms and give satisfactory replies to their queries.

**18. APPLICATION SCRUTINY**

The period of Online Application shall be of 21 days. The period of deposit of Fees shall close two working days from the date of close of Application Form. Once this period is over, the online forms shall be scrutinized by the scrutiny committees formed at each Range/Zonal/Commissionerate Recruitment Board Level to be constituted by the Chairperson of the Range/Zonal/Commissionerate Recruitment Board concerned.

The Scrutiny Committee may consist of a GO, alongwith suitable number of NGOs/EPOs as deemed sufficient by the Chairperson of the Range/Zonal/Commissionerate Recruitment Board. The Scrutiny Committee shall screen all Online Applications and compare the information provided online with the scanned copies of the documents uploaded by the candidate and weed out ineligible candidates. However, no new Applications shall be entertained during the scrutiny period.

This Standing Order shall supersede all the previous Standing Orders for recruitment of Constables issued by the Punjab Police.

-sd/-

(Suresh Arora, IPS)  
Director General of Police,  
Punjab.