

THE HIGH COURT OF KERALA

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Dated : 26/12/2024

REC3 – 1796/2024

NOTIFICATION

Applications are invited from qualified Indian Citizens for appointment to the following post in the High Court of Kerala. Candidate shall apply **ONLINE** through the Recruitment Portal (<https://hckrecruitment.keralacourts.in>) of the High Court. No other means/ modes of applications will be accepted.

1. **Name of the Post** : TELEPHONE OPERATOR
2. **Scale of Pay** : ₹ 31100-66800
- 3.

Recruitment Nos.	Number of vacancies	Method of Appointment
17/2024	1	Through Special Recruitment from persons with blindness and low vision, and in their absence from among the other eligible categories of differently abled persons, identified suitable for the post as per G.O.(P) No. 5/2023/SJD dated 01.10.2023 (See Note 4 below) Note:- In case of non availability of differently abled candidates, the vacancy will be filled from the ranked list for Regular Vacancies (Recruitment No. 18/2024).
18/2024	1(Existing) and ensuing vacancies	Direct Recruitment (Regular Vacancies)

Note:-

1. **The online application form and selection process are common for the Recruitment Nos. 17/2024 and 18/2024. Differently abled candidates applying for more than one recruitment should not apply separately. While applying, they should select the recruitment number(s) for which they wish to apply.**
2. **Ranked List will be prepared for each recruitment number in pursuance of this notification. The Ranked list prepared for Special Recruitment (Recruitment No. 17/2024) shall remain in force until candidates are advised and appointed against the vacancies notified.**
3. **Ranked list prepared for Recruitment No. 18/2024 shall remain in force for a minimum period of one year from the date on which it is brought into force and shall continue to remain in force until the publication of a fresh list or till the expiry of two years, whichever is earlier. Vacancies that may arise during the period of validity of the ranked list shall also be filled up from the list.**

4. As per G.O. (P) No. 5/2023/SJD dated 01.10.2023, the categories eligible to apply for Special Recruitment include differently abled candidates with (a) Blindness, Low Vision (b) Locomotor Disability including Cerebral Palsy, Leprosy Cured, Dwarfism, Acid Attack Victims, Muscular Dystrophy (c) Autism Spectrum Disorder (Mild), Intellectual Disability (Mild), Specific Learning Disability, Mental Illness (40% -70%) and (d) Multiple Disability including above combinations.

Minimum Functional Requirements: Sitting/Standing, Reading & Writing, Hearing, Communication and Manipulation by Fingers.

4. **Age Limit :**

- i) Candidates born between 02/01/1988 and 01/01/2006 (both days inclusive) are eligible to apply.
- ii) Candidates belonging to Scheduled Castes/Scheduled Tribes born between 02/01/1983 and 01/01/2006 (both days inclusive) are eligible to apply.
- iii) Candidates belonging to Other Backward Classes born between 02/01/1985 and 01/01/2006 (both days inclusive) are eligible to apply.
- iv) A candidate who is an Ex-serviceman or Ex-general Reserve Engineer Force person or a disembodied Territorial Army person, in reckoning the age for his eligibility for appointment can exclude the period of his service in the defence forces or in the General Reserve Engineer Force or in the Territorial Army, as the case may be, and the period of unemployment on discharge up to a maximum of five years provided he has not completed the age of 50 years.
- v) Age relaxation upto 15 years will be granted to the candidates belonging to Blindness and Low Vision and 10 years to candidates belonging to other categories of disabilities subject to the condition that in no case upper age limit shall exceed 50 years.
- vi) Age relaxation upto 5 years will be granted to widows subject to the condition that in no case upper age limit shall exceed 50 years.

5. **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

Note: Shortlisted candidates have to submit the experience certificate in the prescribed format at the time of the interview. The format of the experience certificate is available in the 'Downloads' in the Recruitment Portal of the High Court.

6. **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 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 shall 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.
7. **Application Fee: ₹ 500/- (Rupees Five Hundred only).** Scheduled Castes/Scheduled Tribes/ Unemployed differently abled candidates with benchmark disabilities are exempted from payment of application fee. For payment of fee, candidates should either use system generated Fee Payment Challan or pay online through Debit Card/ Credit Card/ Net Banking/ UPI by following instructions on the screen. Bank Transaction charges for Payment of application fee, if applicable, will have to be borne by the candidate.
8. **Scribe/ Compensatory Time for Candidates with Disabilities in the Written Test:**
- Differently abled candidates whose writing speed is affected can avail the services of a scribe in the written test. Such candidates should indicate their intention to avail the service of scribe in their online application. Only those candidates who opts for scribe in the application will be allowed to use the service of scribe.
 - The use of scribe will be governed by the guidelines prescribed by the High Court and candidates will have to produce a medical certificate and declaration at the time of test in the prescribed format available in the recruitment portal, (<https://hckrecruitment.keralacourts.in>). The qualification of the scribe shall be atleast one step below the minimum qualification prescribed for the post.
 - Differently abled candidates whether availing the facility of scribe or not, will be allowed compensatory time of 20 minutes and/or part thereof for every hour of the examination on production of Medical Certificate in the prescribed format to the effect that the candidate has physical limitation to write. The format of medical certificate is given in the 'Downloads' section in the recruitment portal of the High Court (<https://hckrecruitment.keralacourts.in>).
9. **Examination Centre :** The written test (if conducted) will be held at Ernakulam.
10. Candidates who wish to apply from abroad have to forward an email detailing their location with public IP address to the email id 'recruitment.hckerala@nic.in' and they will be allowed access to the recruitment portal in order to apply for the post. Such candidates also have to inform via email after completing online application process.
11. Documents in original to prove age, qualification etc. should be produced as and when called for, failure of which will entail cancellation of candidature. The Caste/ Community Certificate, Non Creamy Layer Certificate, Economically Weaker Section Certificate etc. as the case may be, which are valid on the date fixed for closure of filing of online application for the post or on the date of certificate verification shall be produced in order to claim reservation and/or age relaxation benefits as claimed in the application.
12. The differently abled candidates claiming reservation for appointment shall produce a Job oriented physical and functionality certificate as per G.O.(P) No. 5/2023/SJD dated 01.10.2023 to prove the disability claimed in their application at the time of certificate verification. The format of the certificate is available under 'Downloads' section in the recruitment portal (<https://hckrecruitment.keralacourts.in>).
13. 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 obtain No Objection Certificate/ Service Certificate from their Head of Office or Department. If the candidates fail to submit the No Objection Certificate/ Service Certificate as and when called for, his/her candidature will stand cancelled.

14. The candidate, while applying, should ensure that he/she fulfill the eligibility and other norms mentioned here. **The candidate should have acquired the prescribed qualification on or before the date fixed for closure of online application process. The date for determining whether a candidate does possess the qualification shall be the date fixed for closure of online application process.**
15. The candidate should ensure that the particulars furnished by him/her are correct in all respects. 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 suppression of material facts or furnishing of any incorrect/false information is detected even after appointment, his/her service is liable to be terminated.
16. 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.
17. **If candidates are found to indulge in any of the malpractices during the conduct of examination or at any stage of the selection process, they are liable to be disqualified/ debarred by the High Court and/or from applying for any post in the High Court either permanently or for any period as decided by the High Court. The candidate who attempts to appear/ or appear with an edited/modified format of Admission Ticket other than the one originally available for download will be disqualified from the selection process and they will be debarred permanently.**
18. Canvassing in any form will entail cancellation of candidature.
19. Appointment from the Ranked List will be made in accordance with rules of reservation prescribed in the Rules 14 to 17 of Part II of the Kerala State and Subordinate Services Rules, 1958 and in accordance with the rules made for the purpose from time to time.
20. **High Court reserves its right to modify or cancel the notification at any stage of the selection process. Decisions of the High Court in all matters regarding eligibility, conduct of written examinations/ other test/ selection would be final and binding on all candidates. No representation or correspondence will be entertained by the High Court in this regard.**
21. **If the notification stands cancelled, the application fee will be refunded to candidate who paid the fee. A notice in this regard will be sent to the registered e-mail id of the candidates and they have to submit their bank account details as stipulated in the notice within the time limit prescribed.**
22. **Steps for One Time Registration and submission of applications:**
 - a) Candidates must complete "One Time Registration" using "One Time Registration Login" link in the website (<https://hckrecruitment.keralacourts.in>) before applying for the post. The steps for "One Time Registration" are given in "How to apply" link in the website. Candidates shall read notification and "How to apply" carefully before submitting online application and be ready with scanned images of passport size photograph and signature, details of qualification, etc. **While uploading the passport size photograph, the face and shoulder should be clearly visible with face being centrally focused and the background of the photograph should be white/light coloured. (For details please read "Guidelines for Photograph and Signature" in the "How to apply" link given in the website.)**

- b) After entering the required details in "My Profile", the candidates can apply for the post from "Apply Now" in the 'Dashboard' and proceed as per the instructions on the screen. Candidates must ensure that the details entered are correct by checking the preview of the application before submission of the application. Once submitted, no changes/ editing/ modification can be made in the application.
- c) Payment of application fee if applicable, is the last stage of the application process and in such cases, the applications without completion of application fee payment process will be incomplete and will not be considered for selection process. Online and Offline payment methods are available for payment of application fee. For online payment, candidates shall follow the steps detailed for the same in "How to apply" link and ensure that the online payment is successful eventhough they have received message from the bank regarding successful payment of the amount. For offline payments, challan can be downloaded from the website and the timeline for offline payments is given in the notification. Copy of the paid challan can be retained by the candidate and be produced if called for.
- d) Payment of fee by Demand Draft/ Cheque/ Money Orders/ Postal Orders etc. will not be accepted. Fee once paid will not be refunded on any account nor can it be held in reserve for any other examination. Candidates are instructed to refer to the Terms & Conditions and policies with respect to payment, available in the payment page of the website.
- e) Candidates shall keep a copy (soft/hard) of the 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.
- f) Candidates should ensure that the details in the system generated printout of application are that of the candidates themselves.

23. **Admission Tickets/Call Letters for Written Test/ Interview:**

- i) Candidates should login to their profile to download the Admission Tickets/Call Letters (<https://hckrecruitment.keralacourts.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.
- iii) If a candidate is unable to download his/her Admission Ticket/Call Letter, he/she should contact the High Court at 0484-2562235 during office hours. 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 (<https://hckrecruitment.keralacourts.in>) atleast 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 for the post 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.

24. **Important Dates to be remembered with regard to the submission of application:**

Date of commencement of filing of online application and remittance of application fee through online mode	30/12/2024
The date of closure of filing of online application and remittance of application fee through online mode	27/01/2025
Date of commencement of remittance of application fee through offline mode	30/01/2025
Last date for remittance of application fee through offline mode	05/02/2025

25. Candidates are advised in their own interest to submit online applications much before the closing date and not wait till last date to avoid the possibility of inability/ failure to login to the recruitment portal of High Court.
26. 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)

