National Career Service Portal

User Manual – PLACEMENT ORGANISATION v4.10

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1. Overview

In the National Career Service (NCS) portal a placement organisation is akin to a person who runs a private business. The NCS portal helps a placement organisation to search for jobseekers matching their requirements and place these jobseekers in appropriate professions. To do so the placement organisation has to register themselves with the NCS portal.

The placement organisation menu covers the following functionality:

- Placement Organisation Registration
- View/Edit Placement Organisation Profile
- Post New Job
- Search User
- Jobs and Responses
- Scheduled Interview
- User Management
- Feedback on Local Services
- Grievance/Feedback
- Cases
- Announcements
- Request for services
- Change Password
- Candidate Request
- Reports
- Documents
- NCS Policy Documents
- RTI
- Key Performance indicators
- Annual Reports
- Government Jobs
2. Getting Started

2.1 Access the Application
To access the NCS portal, type the following website address or Uniform Resource Locator (URL) in the address bar of your Internet browser: http://www.ncs.gov.in/. The Home page of the NCS portal displays.

NCS Portal Home Page

2.2 Signup/Registration
As a placement organisation, you need to register yourself on the NCS portal before you can avail the facilities provided by the portal. The New User? Sign Up button on the Login section of the portal's Home page allows you to initiate the registration process. As per the registration process you get to create a password and generate a user name for all your future logins. Your login credentials also enable you to make use of other functionalities of the NCS portal.
Login Section

1. Click the New User? Sign Up button from the Login section. The Register As screen displays.

Register As Screen

2. Select the Placement Organisation option from the Register As drop-down list. This displays the Registration screen for a placement organisation user.
### Registration Screen

**Registration**

- **Registration No.:** Placement Organisation

**Organisation Name:**

**Former Registration Name:**

**Organization Type:**
- Select...

**Sector:**
- Select...

**Description:**

- Maximum 100 characters are allowed in description.

**Is Proprietary:**

- [ ]

#### Registered Office

- **Address 1:**
- **Address 2:**
- **State:**
- **District:**
- **Sub-District/Taluka/Taluk:**
- **City/Village:**
- **Pincode:**
- **Phone:**
  - Area Code: 91
  - Phone: 91
  - Code: 0
- **Mobile Number:**
  - 91 10 digit Mobile Number
- **Company Email:**
  - name@example.com
- **Website URL:**

#### Identity Information

- **Organisation PAN:**
- **Year of Incorporation:**
- 

#### Contact Details

- **Person Name:**
- **Contact Number:**
  - Area Code: 91
  - Phone: 91
  - Code: 0
- **Mobile Number:**
  - 91 10 digit Mobile Number
- **Email:**
  - name@example.com
- **Contact Designation:**
- **User ID:**
- **Password:**
- **Confirm Password:**

#### Miscellaneous

- **Security Code:**
  - [Image]

- [ ] I agree to terms and conditions.

#### Submit

- [Submit]
  - [Cancel]
3. Enter name of the organisation
4. Enter the former registered name of the organisation if any
5. Select the organisation type from the drop-down list
6. Select the sector for the organisation from the drop-down list
7. Enter a description for the organisation
8. Check the Is Proprietary? check box, if required. This will allow you to register yourself as a Proprietary Owner.

**Note:** In a registration, where the Is Proprietary? check box is checked, the Organisation PAN (Permanent Account Number) and Year of Incorporation fields are removed from Identity Information section of the screen and replaced with Proprietor’s PAN, Proprietor’s Name, and Proprietor’s DOB (Date of Birth) fields. Also, the Person Name field is removed from the Contact Details section of the Registration screen.

9. Enter the address for the registered office
10. Select a state from the drop-down list
11. Select a district from the drop-down list
12. Select a sub-district, taluka, or tehsil from the drop-down list
13. Select the name of city or village from the drop-down list
14. Enter the pin code
15. Enter the landline number with area code and extension (if any)
16. Enter the ten digit mobile number
17. Enter the company’s Email ID
18. Enter the company’s official website address or URL
19. Enter the organisation PAN
20. Select year of incorporation from the drop-down list

**Note:** If the Is Proprietary? check box is checked, the Identify Information section will display the Proprietor’s PAN, Proprietor’s Name, and Proprietor’s DOB (Date of Birth) fields instead of Organisation PAN and Year of Incorporation fields. In such a case the proprietor’s PAN would be considered as the organisation PAN.

21. Enter contact person’s name

**Note:** This field does not display if the Is Proprietary? Check box is checked.
22. Enter landline number of the contact person
23. Enter the ten digit mobile number for the contact person
24. Enter the Email ID of the contact person
25. Enter designation of the contact person in the organisation
26. Enter User ID and then click the Check UserID button to check the availability of the entered ID
27. Enter a password. The password should at least have eight characters, contain at least one alphabet, one number and one special character (@ $ %) for example: “pass@word1”.
28. Retype the same password for confirmation
29. Enter security code as shown in image
30. Check the I agree to terms and conditions check box. To read the terms and conditions document of the NCS portal, click the Click Here link.
31. Click the Submit button. After successful registration the registration status screen displays and OTP will be send to provided mobile number and also to your email ID (email ID mentioned in the Contact Details section of the registration form and not the organization’s email ID).
Registration Status

User NCS ID is - E15A86-2230023617456

Verify Mobile via OTP

Please enter the OTP that is sent on your Mobile No.: 

Please enter verification code Verify

If verification code not received Resend the code.

or Edit Mobile Number.

Verify Email via OTP

Please enter the OTP that is sent on your Email Id.: 

Please enter verification code Verify

If verification code not received Resend the code.

or Edit Email ID.

Registration Status Screen

32. Enter the OTP verification code which is received on the registered mobile number and then the OTP which you receive on your email ID (mentioned in the Contact Details section of the registration form) by clicking the respective Verify button.

Note: Whenever the user’s email ID is updated, the same needs to be verified.

Note: Click the Resend link, if the OTP is not received.

33. Click the Submit button. Your account has been created successfully.

Note: At this point you (a registered skill provider user) can log into the NCS portal and if need be view and even update your profile on the portal. However, you cannot use any other features or functionality of the NCS portal up until the time your Aadhaar number is verified.
Successful Registration Notification

2.3 Login into the NCS Portal
1. Enter login ID
2. Enter password
3. Click the OK button. This displays the Placement Organisation home screen.

**Note:** If you consecutively enter the wrong password for nine times your account will be blocked. In such a case the **Forgot Password** option is enabled that allows you to reset your password.

Reset Password Notification

After login, you will navigate to the Placement Organisation home page where you can only access the View/Update Profile option, until and unless the Organisation PAN (if you are not a proprietorship user) or the Personal PAN (if you are a proprietorship user) identification is verified. Once, verification is successful then you can access all the tabs displayed on the left navigation panel.
PAN Verification Pending Notification

If your Organisation PAN or the Personal PAN verification fails then the portal displays a message mentioning the reason for failure and sets the PAN Verification status as “Failed”.

The PAN verification can fail due to the following reasons:

- For a proprietorship user registration (where the Organisation Type is “Private Sector” and the Is Proprietary? check-box is checked):
  - the reason for failure of Personal PAN verification could be an incorrect: Proprietor’s PAN, Proprietor’s Name, or Proprietor’s Date of Birth (DOB)
- For other than proprietorship user registration (where the Organisation Type is “Private Sector” and the Is Proprietary? check-box is left unchecked):
  - the reason for failure of Organisation PAN verification could be an incorrect: Organisation PAN, Organisation Name, or Organisation’s Year of Incorporation)

However, if the Organisation PAN or the Personal PAN verification fails, you can update or edit the required details and then again wait for verification to be successful with the newly updated details.

After this verification is successful, all the features on the left navigational panel become available for use.

2.4 View/Update Placement Organisation Profile
This link allows you to view and update your profile.

1. Click the View/Update Profile link from the left panel. The Profile screen displays.
2. Edit the required details on the screen

   **Note:** The NCIS ID assigned to you by the NCS portal displays at the top of this screen.

3. Click the **Update** button to save the changes

### 2.5 Logout of the Application

At any given point you can logout of the portal by clicking the **Sign Out** option.

### 3. Post New Job

This link allows you to post a new job on the NCS portal as a placement organisation user. You can post jobs for hiring jobseekers for both, your own organisation as well as for your clients (other organisations).

To post a job for another organisation you need to provide additional details such as: name of that particular organisation (employer) and its address. Also, you can get that particular employer’s name to be displayed on the job posted on the portal (optional).

#### 3.1 Post a New Job

1. Click the **Post New Job** link from the left panel. This displays the **Post New Job** screen.
Post New Job Screen

2. Select whether you are hiring for your own or for any other organisation (for your client).
3. Enter name of employer (when hiring for another organisation)
4. Enter employer address (when hiring for another organisation)
5. Select the Display Employer’s Name on Job Posting check box, if you want the employer’s name displayed on the job posting (when hiring for another organisation)
   **Note:** If unchecked the employer’s name is not displayed on the posted job and the jobseeker cannot identify the organisation that is providing employment.
6. Enter job reference id
7. Select the organisation type from the drop-down list.
8. Select job’s sector from the drop-down list.
9. Enter job title
10. Select Functional Area
11. Select Functional Role
12. Enter job description
13. Select minimum qualification from the drop-down list
14. Select the Future Job check box, if you wish to publish a job for future.
15. Select the future job activation date
16. Enter the desired qualification based on minimum qualification like post graduate, graduate and under graduate details
17. Select Minimum and Maximum Experience in Years from the drop down
Add UG Qualification is the link to Add Multiple UG Qualifications done by User. In case of PHD as Minimum Qualification, User can add multiple UG and PG qualifications up to 5.

18. Select relevant minimum and maximum experience from the drop-down list
19. Total Experience in Year
20. Select Relevant Minimum and Maximum Experience from the drop down
21. Select Job Location which is a mandatory field and recruiter can either select location as “All India” or a “Specific Location” (This field also takes auto complete Location)
22. Enter Job key skills
23. Select nature of job from the drop-down list
24. Enter minimum and maximum salary
25. Select Salary/Wage type from the drop-down list
26. Click on Calendar icon and then select job expiry date

   Note: Job Expiry date should be less than 60 days.

27. Select shift type from the drop-down list
28. Enter the days availability to join
29. Select candidate’s age preference from the drop-down list
30. Select gender preference from the drop-down list
31. Select the appropriate caste check box.
32. Click on **Ex-Serviceman** check box, if you are retired from service.
33. Select appropriate abled option
34. Enter the number of vacancies

**Note:** The maximum number of vacancies that can be entered for a job posting is 200.

35. Enter certification details
36. On job Posting Page PO can specify the age range restriction for the jobseekers who would be eligible to apply for the said job. For example, an PO can specify that only candidates or jobseekers between the age range of 21 years (minimum age) and 24 years (maximum age) can apply for a job. This enables the PO to filter out unwanted applications based on age range specified for the job.

37. Enter contact’s person name
38. Enter landline number
39. Enter mobile number
40. Enter Email ID
41. Click on check box, if you wish to share your mobile number with jobseeker
42. Enter contact Email ID
43. Click on check box, if you wish to display contact information in job vacancy
44. Click on **Post Job** button.
45. The **Confirm** pop-up displays
Note: This pop-up enables you to view and verify specific job details, such as age preference (if any), number of vacancies, and salary, before you can post the job on the portal.

a. Click Ok to post the job
   i. The Job Posting pop-up displays

1. Click Proceed to view suitable candidates (on the Other Eligible Candidates tab of the Search User screen) that match the job posting
2. Click Cancel if you do not want to view candidates that match the job post
3. Click the Click here link to display job description in a separate window (job details are displayed as the candidate would see them)

b. Click Cancel to prevent job posting

46. Click on Save as Draft button, if you wish to save current job in draft mode.
47. The Confirm pop-up displays
   a. Click Ok to save the post as a draft
   b. Click Cancel to prevent saving a draft copy

3.2 Post Drafted Job
This link allows a placement organisation to post a drafted job.

1. Click on Jobs and responses link from left panel. This displays the all published and draft jobs.
2. Click on **Action** button
3. Click on **Publish** option to post a job.

   Click on check box corresponding to the Job ID and then click on **Delete** button to remove the draft job.

4. **Search User**

   This link allows placement organisation to search candidate for posted jobs.

   1. Click on **Search** user from Placement Organisation from left panel. The search user screen displays.
2. User needs to enter search criteria like keyword (Expertise/Skills)
3. Click on Search button to view the candidate count matches with the skills entered to search
4. The search result list will be displayed on the basis of given criteria
5. See candidate’s resume by clicking the candidate’s name from the list

6. Options provided in the Refine your Search panel enables the Placement Organisation to further refine their search results for appropriate user.
5. Jobs and Responses

This link allows Placement Organisation to view/edit posted job response, search candidate and activate/deactivate posted job.

5.1 Filter posted jobs

As a Placement Organisation user, you can search for job that you have posted for your own organisation as well as jobs you have posted for your clients (other organisations), using the available filters. Posted jobs can be searched for by their ID (Job Id) or their reference ID (Job reference Id).

Also, you can find posted jobs by mentioning a specific date range when these jobs were posted (Posted From and Posted Till) or their expiry date (Expiring From and Expiring Till). Furthermore, you can filter posted jobs on their current status (using the Job Post Status filter), and type (using the Job Type filter). To specifically filter posted jobs you have posted for your own organisation or for your clients use the Hiring For filter.

Using these filters in combination enables you to narrow down your search results.

5.2 View Posted Job
1. Click on **Jobs and Responses** from left panel. This displays the posted job screen.

2. Organisation Users will be able to view the list of qualified candidates by clicking on number of applications on “Jobs and Responses” page for published jobs only. By clicking on number of applications, Organisation Users will navigate to “Job Application Details” page.
On “Job Application Details” page, Organisation user will be able to search candidates on the basis of Total Experience and Highest Education. Organisation User can apply the refinement panel and can reset.

Refine Job seeker profile panel of the Search candidate result enables and Placement Organisation to further refine their search results for appropriate user.

“Specialization” filter works in conjunction with the existing “Education” filter displayed on the Refine Jobseeker Profiles panel.

This enables a Placement Organisation user to further refine their search results for appropriate candidates.
5.3 Close Posted Job

1. Click on **Jobs and Responses** from left panel. The posted job response screen displays.

2. Click on **Action** button and select the **Close Job – Notify Recruitment** option. This displays the **Reason for Closing Job** pop-up.
3. Select the appropriate reason for closing the job from the drop-down list: The following options are available:

- Recruitment completed through NCS
- Recruitment completed through sources other than NCS
- Recruitment Deferred

a. Recruitment completed through NCS – A mandatory field displays when you select this option.

Enter a numeric value in this field mentioning the number of vacancies that were filled up (from the NCS portal) for the job post you are closing here. The number entered here displays in the Candidates Hired column on the Jobs and Responses screen.
Note: Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

b. Recruitment completed through sources other than NCS – A mandatory field and a mandatory drop-down list display when you select this option.

Enter a numeric value in this field mentioning the number of vacancies that were filled up (from sources other than the NCS portal) for the job post you are closing here. The number entered here displays in the Candidates Hired column on the Jobs and Responses screen.

Note: Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

Next, select an option (Suitable candidates(s) not found on NCS or Any Other reason) from the drop-down list as reason for closure of job by not hiring candidates from the NCS portal.
A text field displays when you select the **Any Other reason** option from the drop-down.

Enter the reason in the text field.

c. Recruitment Deferred – No mandatory field displays when you select this option.
4. Click on **Submit** button

The Candidates Hired column on the **Jobs and Responses** screen only when you select the Closed or All Jobs options from the Job Post Status drop-down for your own organisation.
5.4 Edit Posted Job

1. Click on Jobs and Responses from left panel. This displayed the job and responses screen.

2. Click on Action button and select Edit option
3. Edit Job Expiry date and number of vacancies
4. Click on Update button.

5.5 Search Candidate
This link allow Placement Organisation to search candidate and send an interview request.

1. Click on Action button and then select Search Candidate option. The Search Candidate screen displays.
<table>
<thead>
<tr>
<th><strong>Key Skills</strong></th>
<th>Driver; Bus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Additional Key Skills</strong></td>
<td>Additional Key Skills</td>
</tr>
<tr>
<td>Leave this field empty to bypass in search.</td>
<td></td>
</tr>
</tbody>
</table>

**Required Qualifications**

<table>
<thead>
<tr>
<th><strong>Minimum Qualification Required:</strong></th>
<th>12th</th>
</tr>
</thead>
</table>

**Total Experience (in years)**

<table>
<thead>
<tr>
<th>Min. Year(s)</th>
<th>Max. Year(s)</th>
</tr>
</thead>
</table>

Either one of Min or Max can be selected.

**Notice Period (in Days)**

**Gender Preferences**

<table>
<thead>
<tr>
<th>--Select--</th>
</tr>
</thead>
</table>

**Category**

- [ ] General
- [x] OBC
- [ ] Others
- [ ] SC
- [ ] ST

**Ex-Servicemen preferred**

- [ ]

**Differently Aabled**

- [ ] Yes
- [ ] No

**As On Date**

**Age Preferences (in Years)**

<table>
<thead>
<tr>
<th>Min.</th>
<th>Max.</th>
</tr>
</thead>
</table>

Either one of Min or Max can be selected.

**Date of Birth Preference**

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
</tr>
</thead>
</table>

**Last Login (duration in Days)**

**Last Updated (duration in Days)**

**Search Criteria Name**

Save Search Criteria  Reload  Search  Clear
Note: The Total Experience (in years) fields are editable and you can change the value in these fields as required.

2. Click on Search button. This displays the search candidate screen
3. Job based candidate search results are segregated into three search result pages.
   - Applications Matching Job Criteria tab
   - Applications Not Matching Job Criteria tab
   - Other Eligible Candidates tab

All three of these search result pages, that is, the Applications Matching Job Criteria tab, Applications Not Matching Job Criteria tab, and the Other Eligible Candidates tab display a list of candidates. However, after reviewing profiles of listed candidates, you might find some profiles not up to the requirement and subsequently reject them. At the same time you would like to identify profiles that are viewed but not rejected.

The Reject profile and the Profile Viewed buttons enable you to visually differentiate between candidates whose profiles are viewed from candidate profiles that are viewed but rejected after viewing.

To identify a profile as viewed, select the check box of the candidate and then click the Profile Viewed button. The row of the said record is highlighted in grey colour. To mark a profile as rejected, select the check box of the candidate and then click the Reject Profile button. The row of the said record is highlighted in pink colour.

In this manner it becomes easier to visually identify profiles that are viewed as well as profiles that are viewed and rejected.
Note: Use the options provided in the Refine your Search panel to the right of the screen to further narrow down your search results.

4. Placement Organisation can see a Video profile icon along with the name of the candidate. This indicates that the candidate’s Video Profile is complete and approved. Placement Organisation can also see the videos posted by the candidate by clicking on the Video Profile icon.

5. Click on Other Eligible Candidates tab
6. Click on Action button
7. Select Send Interview Request corresponding to candidate name.
8. On “Other Eligible Candidates” tab, Organisation user will be able to search candidates on the basis of Total Experience /Gender and Employment Status. Organisation User can apply the refinement panel and can reset.

   Click on desired Candidate Name check box and then click on Shortlist Candidate button.

5.6 Shortlisted Profile
The Shortlisted Profiles tab associated with the Jobs and Responses feature allows you to view all candidate profiles they are shortlisted for a specific job.

To view the list of shortlisted candidates:

1. Click on Jobs and Responses link from the left navigation
2. Click on Action button for any of the published jobs
3. Select the Shortlisted Profiles option from the drop-down. This displays all the shortlisted profiles for that particular job in the Shortlisted Profiles tab.
4. Click on **Action** button for a shortlisted candidate and select the **View Profile** option.

   **Note:** Click on check box of a candidate and then click on **Remove** button, to remove the shortlisted candidate from the **Shortlisted Profiles** tab.

5.7 Send Interview Request

Using this button, you can send interview request to one or more candidates whose profiles you have shortlist against a particular job posting on the **Shortlisted Profiles** tab.

To send interview request to selected candidate(s):

1. Select the check box for the required candidate profile(s) on the **Shortlisted Profiles** tab.
2. Click the **Send Interview Request(s)** button.
This displays the **Interview Request** screen.
3. Enter interview details as required, details of the contact person (editable fields), and then click the Send button. The Interview Request pop-up displays.
The interview request is send to the selected candidate(s).

**Note:** Names of candidates who receive the interview request are now listed on the Scheduled Interviews tab.

4. Click the **OK** button to close the pop-up and to go back to the Shortlisted Profiles tab.

**Note:** The check box of the candidates who receive interview request remains selected on the Shortlisted Profiles tab and the check box is greyed out.

### 5.8 Reschedule Interview Request

You can even reschedule an interview for the required candidate whom you had earlier send an interview request.

To reschedule an interview for a candidate do the following:

1. Click the **Action** button of the required candidate on the Shortlisted Profiles tab.

2. Select the Reschedule Interview option from the available options.
**Note:** The **Reschedule Interview** option is only available for profiles that had earlier received an interview request - profiles on the **Shortlisted Profiles** tab having an already selected check box that are greyed out.

This displays the **Interview Request** screen.
3. Enter details on the Interview Request screen and click the Send button.

   The Interview Request pop-up displays.
4. Click the **OK** button to close the pop-up and to go back to the **Shortlisted Profiles** tab. The interview request is sent once again to the selected candidate (interview is rescheduled).

**Note:** The name of said candidate is once again listed on the **Scheduled Interviews** tab and the status of the earlier interview request for the same candidate is now set to “Closed”.

### 5.9 Download All Profiles

Enables you to download the profiles of all candidates whom you have shortlisted for a specific job posting. The details of these candidates are downloaded in Microsoft Excel (xlsx) format.

To download all profiles shortlisted for a particular job posting:

1. Click the **Download All Profiles** button from the **Shortlisted Profiles** tab.
A file is download on your system in Excel format.

2. Access the downloaded file.
Note: The profiles of all shortlisted candidates is downloaded in the Excel file (xlsx format) irrespective of the fact whether these profiles are listed on one or more pages of the Shortlisted Profiles tab.

5.10 Scheduled Interview

The Scheduled Interviews tab associated with the Jobs and Responses feature allows you to view all candidate profiles they have been scheduled for interview against a particular job.

To view the list of candidates scheduled to be interviewed:

1. Click on Jobs and Responses link from the left navigation
2. Click on Action button for any of the published jobs
3. Select the Shortlisted Interviews option from the drop-down. This displays, all the candidates who have been scheduled for interview against the selected job post, in the Shortlisted Interviews tab.

4. Click on Close Interview link, to cancel the scheduled interview and then enter the reason for the cancellation.

5.11 Candidate Profile

The profile of the selected candidate and the documents associated with them can be accessed from all of these tabs: Applications Matching Job Criteria tab, Applications Not Matching Job Criteria tab, Other Eligible Candidates tab, Shortlisted Profiles tab, and Scheduled Interviews tab.

To view the profile of a candidate (from any of the said tabs):

1. Click the name of the required candidate from the Candidate Name column. This displays the Resume screen in a separate browser window.
Note: This screen allows the user to send an interview request to the candidate and even download the candidate’s profile.

2. Click the **View Documents/Certificates** button. The **Documents/Certificates** pop-up displays.

The pop-up displays a list of documents the candidate has uploaded to their DigiLocker account.

3. Click the **Download** link of the document to download it for reviewing it.
6. Pre and Post Job Expiry Notifications

The NCS portal triggers an email (pre-expiry notification) that is sent to you on a specific day before the expiry of a published job. The portal also sends you an email message (post-expiry notification) after the same job has expired.

**Note:** These (pre and post job expiry) notifications are only applicable to job types such as portal jobs, jobs posted in a job fair, and portal jobs associated with a job fair. Also, jobs that have the Published or Expired status trigger these notifications.

**Note:** The portal does not push these notifications for the following job types: jobs that are posted on the portal through APIs and future jobs. Also, job posts that have the Draft or Closed status do not trigger these notifications.

**Note:** Moreover, these notifications are sent to you only if you post the job for your own organisation (self) and not for any other organisation.

6.1 Job Expiry Notification Triggers

You may receive the post-expiry job notification from the portal but you might not always receive the pre-expiry job notification. This happens because the pre-expiry notification email is subject to relationship between two parameters namely, the day when the job is published (the day when the job post starts accepting applications from candidates) on the portal and day when it expired (the day when the job post stops accepting applications from candidates).

These are situations when you would receive the pre-expiry job notification:

- 7 days before the expiry date of a published job
- 3 days before the expiry date of a published job (when the expiry date of a published job falls between the 4th day and 7th day [both days included], from the day the job was published on the portal)

**Note:** The pre-expiry job notification will not be sent if the expiry date of a job is set within 3 days of its publishing on the portal.

You will receive the post-expiry job notification only 3 days (3 to 7 days in actual) after the expiry date of a job. This is irrespective of the duration the job was active on the portal and accepting applications.

6.2 Notification Destination

The job expiry notifications are sent to the Primary Member email id of the organisation.

**Note:** These notifications are not sent to organisation email id that is mentioned in the profile.

6.3 Expired Jobs Alert

An alert displays on your home page next to the dashboard indicating presence of expired jobs. You can click the link and go to the list of expired jobs.
7. Expired Jobs

This link allows the user to close expired jobs in a simple and quick manner.

1. Click on Expired Jobs from left panel. This displays the expired jobs screen.

   ![Expired Jobs Table]

2. Sort the displayed result of expired jobs by: Job ID (default), Job Title, or Created On, options.

3. Click on Action button and select the Close Job – Notify Recruitment option. This displays the Reason for Closing Job pop-up.

   ![Reason for Closing Job]

4. Select the appropriate reason for closing the job from the drop-down list: The following options are available:
a. Recruitment completed through NCS – A mandatory field displays when you select this option.

Enter a numeric value in this field mentioning the number of vacancies that were filled up (from the NCS portal) for the job post you are closing here. The number entered here displays in the Candidates Hired column on the Jobs and Responses screen.

Note: Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For
example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

b. Recruitment completed through sources other than NCS – A mandatory field and a mandatory drop-down list display when you select this option.

Enter a numeric value in this field mentioning the number of vacancies that were filled up (from sources other than the NCS portal) for the job post you are closing here. The number entered here displays in the Candidates Hired column on the Jobs and Responses screen.

Note: Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

Next, select an option (Suitable candidates(s) not found on NCS or Any Other reason) from the drop-down list as reason for closure of job by not hiring candidates from the NCS portal.
A text field displays when you select the **Any Other reason** option from the drop-down.

Enter the reason in the text field.

**c. Recruitment Deferred** – No mandatory field displays when you select this option.
5. Click on **Submit** button

8. Scheduled Interview

This link allows placement organisation to view all scheduled interview.

9. User Management

This link allow placement organisation to add placement organisation admin, member and manage their role and rights.

9.1 Primary Member Request

It allows you to change organisation Primary Member (Owner). User will login by using the existing primary member (owner) login details.
1. Click on **User Management** from left panel. This displays the user management screen.

   ![User Management Screen](image)

2. Click on **Primary Member Request** link corresponding to the user name to whom you want to make a primary member (Owner). This displays the primary member pop-up.
3. Select the Unique Identification Type from the drop down list.
4. Enter the following details:
   - Unique Identification Number
   - Primary Member Name
   - Guardian/Father’s Name
5. Select the date of birth from the calendar
6. Select the gender
7. Enter the following details:
   - Contact Number
   - Mobile number
   - Email ID
   - Designation
8. Click on Submit button to send the request for verification. After your request has been verified, existing primary member account will be deactivated.
9.2 Add Member

It allows you to add placement organisation admin and member.

1. Click on User Management from left panel. This displays the user management screen.

2. Click on Add User button. This displays the Add organisation member screen.

Note: If verification has failed, then user can send the request for another member.
3. Enter the following details:
   - Name
   - Designation
   - Email
   - Mobile number
   - Landline with area code
4. Select the user role from the drop-down list.
5. Enter the user id
6. Click on Check UserID button for availability
7. Enter a password with the following criteria- It should be minimum 8 character containing at least one alphabet, one number, one special character (@$%) for e.g. pass@word1
8. Retype the same password for confirmation
9. Click on Submit button

9.3 Manage User
1. Click on User Management from left panel. The user management screen displays.
2. Click on Manage User screen corresponding to the user name

Click on Reset Password button, if you forgot the password. New password will receive on register mobile number.

Click on Activate/Deactivate to changes the user account.

9.4 Manage Role

1. Click on User Management from left panel. The user management screen displays
2. Click on **Manage Role** screen corresponding to the user name

![Manage Role Screen](image)

3. Click on appropriate role **✓** check box.
4. Click on **Save** button.

10. **Feedback on Local Services**

This link allows the placement organisation to give feedback on the local service provider's quality of work/service.

1. Click on **Feedback on Local Services** from left panel. The feedback on local services screen displays.
2. Click on **Give Feedback** link corresponding to request. The feedback pop-up displays.

3. Select the service availed start & end date from the calendar

4. Click on **Availed** check box to enable the feedback options.
5. Click on appropriate radio button.
6. Click on Submit button.

11. Job Fairs and Events

This section of the document describes how an employer can find out online upcoming Job fairs and Events on the NCS portal and then register themselves for specific Job fairs and events.

List of Job Fairs can be accessed from Job Fair and Events Section of NCS Home Page. Employer can either click on a Job Fair link displayed in the section or Employer can also click on View All link to navigate to NCS Calendar Page, which displays the list of all Job Fairs / Events published on NCS Portal.
**NCS Calendar** Page has various parameters to search for an Event / Job Fair. The results of search conducted by an employer based on their search filter criteria (state, industry, and sector) will be displayed as a listing.

11.1 Search for Job Fairs
Follow these steps to search for Job Fairs:

1. Ensure that the **Job Fairs** tab is selected on the **NCS Calendar** page.

2. Define search filter criteria (**State**, **District**, and **Industry**).
   **Note:** The **District** and **Industry** filters allow you to make multiple selections.

4. Click the **Search** button.

5. The results display in **List** and **Month** formats:
   a. **In List Format**
      i. Results of job fairs that match your search criteria display in list format by default. This list displays search results for three months (current month and two months in the future).

   ![Job Fair List](image)

   **Job Fair Details Pop-up**

   ![Job Fair Details](image)

   ii. To view the details of a particular job fair, you can either click the title of the job fair in the list or click the **Click here for details** link for that listing.

   iii. The details of the selected Job Fair are displayed on a pop-up.

   iv. Important: Since these all are Online/Digital Job Fairs, so the “Job Fair venue “for these Job Fairs will show “NCS Portal” and the user needs to use our Portal services for shortlisting candidates against a Posted Job.
b. **In Month Format**
   
i. To view your search results in calendar format, click the **Month** button. The calendar that appears, displays job fair search results for the current month. Use the month and year calendar control to navigate the previous/next month or year as required.

![Job Fair Calendar](image)

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Job Fair Calendar

ii. To view the details of a particular job fair, click the title of that job fair on the calendar.

iii. The details of the selected job fair are displayed on a pop-up.

![Job Fair Details Pop-up](image)
11.2 Participate in a Job Fair

Follow these steps to participate in a particular job fair:

1. Ensure that the pop-up displaying details of the job fair, you want to participate in, is open.

   ![Job Fair Details Pop-up](image)

   **Job Fair Details Pop-up**

   2. Next, click the **Proceed** button. The **Job Fair Details** page displays.
3. For participating in a Job Fair, Employer needs to add Jobs in the Job Fair.
4. Click on the **Add Jobs to Job Fair** link, following page opens.

**Adding Jobs to Job Fair**

Portal provides two options to add a job to a job fair. Employer can either post a fresh job to a job fair or can add already posted job to the job fair.

**Add/Post New Job to Job Fair**

1. Click on **Add New Job to Job Fair** link, displayed as the first section on the page.
2. NCS navigates user to **Post New Job** page. Enter job details and click **Post Job**.
3. New job is added to the job fair.

**Add NCS Jobs to Job Fair**

Using this feature, Employer can tag an already posted Portal Job to a Job Fair.

1. In the second section, use the given filters to search for existing jobs posted on NCS.
2. Select the check box against a job from the search result pane.
3. Click on **Add Job to Job Fair** button to add the selected job to the Job Fair.
4. Click on **Back to Job Fair** button to go back to Job Fair.
5. After adding a job to a job fair, **Submit Participation** button becomes enabled.
6. Click the **Submit Participation** button to participate in the job fair.

**Note:** An Employer can add more jobs in a job fair or remove already added jobs, any time before the Employer Participation end date and time.
11.3 Hiring Process through NCS Portal

With the start of Jobseeker Participation date till it ends, employer receives the email notification as the jobseeker applies to the job(s) posted by him. Then employer starts the selection process as defined.

1. Click on the Job Fair /Event Participation link in the left navigation.
2. Click on the participated Job Fair and then click on Proceed button.

3. Click on View Candidates link against the posted job.

Review the profile of candidates under two tabs “Applications matching Job criteria” and “Applications not matching Job Criteria”. Select the candidate as per job requirement and click the Shortlist Candidates button.
4. Go to **Shortlisted Profiles** tab, select the candidate and click the **Send Interview Request(s)** button. This will notify the Jobseeker of interview request, who will then respond by accepting or rejecting the interview request.

5. Enter the required information and then click on the **Send** button.
11.4 Job Closure Process

After Employer has got required number of candidates from portal against a posted job, he needs to close the said job on Portal before the expiry date of Job.

1. Click on Jobs and Responses from left panel. The posted job response screen displays.
2. Click on **Action** button and select the **Close Job – Notify Recruitment** option. This displays the **Reason for Closing Job** pop-up.

3. Select the appropriate reason for closing the job from the drop-down list: The following options are available:

   a. **Recruitment completed through NCS** – A mandatory field displays when you select this option.
Enter a numeric value in this field mentioning the number of vacancies that were filled up (from the NCS portal) for the job post you are closing here. The number entered here displays in the **Candidates Hired** column on the **Jobs and Responses** screen.

**Note:** Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

b. **Recruitment completed through sources other than NCS** – A mandatory field and a mandatory drop-down list display when you select this option.

Enter a numeric value in this field mentioning the number of vacancies that were filled up (from sources other than the NCS portal) for the job post you are closing here. The number entered here displays in the **Candidates Hired** column on the **Jobs and Responses** screen.

**Note:** Remember, you will not be able to enter a 0 (zero) value here. Also, the value entered here cannot exceed the number of vacancies posted in the job post. For example, the job post mentioned five vacancies then you can only enter any value between one and five and not any value more than that.

Next, select an option (**Suitable candidates(s) not found on NCS** or **Any Other reason**) from the drop-down list as reason for closure of job by not hiring candidates from the NCS portal.
A text field displays when you select the **Any Other reason** option from the drop-down.

Enter the reason in the text field.

c. **Recruitment Deferred** – No mandatory field displays when you select this option.

Click on **Submit** button.
11.5 Search for Events

Follow these steps to search for events:

1. Ensure that the Events tab is selected on the Job Fair/Event screen.

2. Define search filter criteria (State, District, and Industry).
   **Note:** The District and Industry filters allow you to make multiple selections.


4. Click the Search button.

5. The results display in List and Month formats:

   a. **In List Format**
      i. Results of events that match your search criteria display in list format by default. This list displays search results for three months (current month and two months in the future).

        Event Result List

        ii. To view the details of a particular event you can either click the title of the event in the list or click the **Click here for details** link for that event listing.
iii. The details of the selected event display on a pop-up.

b. **In Month Format**
   i. To view your search results in calendar format, click the **Month** button. The calendar that appears, displays event search results for the current month. Use the month and year calendar control to navigate the previous/next month or year as required.
Event Result Calendar

ii. To view the details of a particular event, click the title of that event on the calendar.

Event Title

iii. The details of the selected event display on a pop-up.
11.6 Participate in an Event

Follow these steps to participate in a particular event:

1. Ensure that the pop-up displaying details of the event you want to participate in is open.

![Event Details Pop-up](image)

2. Next, click the **Proceed** button. The **Event Pre-registration** screen displays.

![Event Pre-Registration Screen](image)

3. Click the **Submit Participation** button.

12 Grievance/Feedback

This link allows Placement Organisation to post any feedback/grievance, query, and request.
1. Click on **Grievance/Feedback** from the footer link. The following screen displays.
2. Enter your name
3. Enter your Email ID
4. Enter your mobile number
5. Select a state from the drop-down list
6. Select a district from the drop-down list
7. Select type of case from the drop-down list
8. Stakeholder (displays your profile type - this field cannot be edited)
9. Select case category from the drop-down list
10. Select sub category of the case from the drop-down list
11. Enter the description for the case
12. Review the security image and enter the displayed text
13. Click on **Submit** button.
14. Click on Help tool tip to know about the “Case category” and “Case Sub Category” types.
### 13 Cases

This link allows Placement Organisation to view registered cases status. And “Give Feedback” link facilitate end user to provide the feedback on resolved/closed cases, registered at Call Center. User can provide the feedback by clicking on “Give Feedback” Link in front of each resolved/closed case.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Case Category</th>
<th>Case Subcategory</th>
<th>Description</th>
<th>Registration Date</th>
<th>Status</th>
<th>Resolved Date</th>
<th>Resolution</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>C001</td>
<td>Unable to find data</td>
<td>Unable to Search Jobs</td>
<td>aidiska</td>
<td>22-April-2016</td>
<td>Resolved</td>
<td>03-May-2016</td>
<td>Resolve</td>
<td>Give Feedback</td>
</tr>
</tbody>
</table>

Once user clicks on “Give Feedback” link, Feedback pop up will open with “Cancel” and “Submit” buttons.

Feedback provided by end user will be displayed on “Requested Feedback Associated View” page in CRM.
Feedback Page:
14 Announcements

This link allows placement organisation to view uploaded documents.

Click on Announcement from left panel. This displays the documents screen.

15 Service Request

This link allows placement organisation to post jobs on the NCS Portal using WCF Service Interface. It also provides you to post single or multiple jobs.

1. Click on Service Request from left panel. The request for services screen displays.

2. Select the Request Service type from the drop-down list.
3. Select the Post New Job check box.
4. Click on Submit button to send the request. Your request has been sent for the approval.

16 Change Password

The link “Change Password” is provided in the “Sign-out” menu and this allows user to change password for the NCS portal.

1. Select Change password from Sign-out menu. The Change Password screen displays.
2. Enter old password
3. Enter a password with the following criteria- It should be minimum 8 character containing at least one alphabet, one number, one special character (@$%) for e.g. pass@word1
4. Retype the same password for confirmation
5. Enter Security Code as shown in figure
6. Click on Change Password button to update the password

17 Change Username

The link “Change Username” is provided in the “Sign-out” menu and this allows user to change Username for the NCS portal.

1. Click the Change Username option from Sign-Out menu. The Change Username screen displays.
2. Enter new Username
3. Click “Check User ID” button to check whether this User ID is available or not to use
4. Enter Security Code as shown in the displayed image
5. Click Generate OTP button
6. An OTP will be generated and will be sent to your registered mobile number
7. Enter the OTP you receive
8. Your Username is now changed

18  Forgot Username

This particular feature enables the user to retrieve their Username in case they forget it and are thereby unable to log into the NCS portal.

1. Click the Forgot Username link from the NCS Home page. This displays the Forgot Username page
2. Select the Placement Organization option from the I am drop-down list
3. Select Organisation Type as Proprietorship or Autonomous/Others
4. Enter following details for the selected organisation:
   a. For Proprietorship type of organisation enter: Proprietor’s PAN, Proprietor’s DOB (As in PAN Card), Mobile Number, and the security code that displays
   b. For Autonomous/Others type of organisation enter: Organisation PAN, Year of Incorporation, Mobile Number, and the security code that displays
5. Click the Generate OTP button
6. An OTP is generated and will be sent to your registered mobile number
7. Enter the OTP you receive
8. Click the Submit button
9. The system will retrieve your Username and display it

19 Candidate Request

This link allows placement organisation to approve/reject the Local Service Provider registration request with UBER.

1. Click on Candidate Request from left panel. The candidate request screen displays.
Click on View hyperlink to view the questionnaire details.

2. Click on **Action** button to approve/reject the registration. The Comments for Approval pop-up displays.
3. Enter the registration number
4. Enter the comments.
5. Click on **Approve/Reject** button.

### 20 MIS Reports

This link allows user to search and view published MIS reports based on category, name, year and state.

1. Click on **Reports & Documents** from the top menu bar and then the **MIS Reports** link from the left panel. This displays the **Reports** screen.

2. Select the following details:
   - Report Category
   - Report Name
   - Year
   - State
3. This displays the report link to view the report
21 Analytical Reports

This link allows you to search for and view published analytical reports. Reports can be searched on the basis of period and state.

1. Click the Reports & Documents link from the top menu bar and then the Analytical Reports link from the left panel. This displays the Analytical Reports screen.

2. Select the period for which report is required from the drop-down list

3. Select the state for which the report is required from the drop-down list

This displays a report link that enables you to view the required report.
22 Establishment Reports

This link allows you to search for and view published establishment reports. An establishment can be a government organisation, a placement organisation, private employer, skill providing institute, etc. Reports can be searched on the basis of establishment, state, and district.

1. Click the Reports & Documents link from the top menu bar and then the Establishment Reports link from the left panel. This displays the Establishment Reports screen.

2. Select the establishment type from the drop-down list
3. Select the state for which the report is required from the drop-down list
4. Select the district for which the report is required from the drop-down list

This displays a report link that enables you to view the required report.
23 Documents

This link allows Jobseeker to view documents related to NCS portal.

1. Click on Documents from the top menu bar. This displays the documents screen.

24 NCS Policy Documents

This link allows user to view documents related to NCS policies.

1. Click on Documents from the top menu bar. This displays the documents screen.
2. Click on desired link to view the documents.

25 RTI

Using this functionality, if user have any queries regarding the ministry user can file an RTI.

By Click on “RTI” link a Disclaimer Pop up will open to ask with user that he wants to proceed on External (Ministry Website) link or not. If user click on Continue Button on Pop up then user will move on http://www.labour.nic.in/applications-and-appeals page where he can file RTI.

26 Key Performance Indicators

Key performance Indicators Link Allow user to navigate on External URL http://www.labour.nic.in/rfd.
27 Annual Reports

Annual Reports Link Allow user to navigate on External URL http://www.labour.nic.in/annual-reports.

28 Government Jobs

This Page allows user to see all government jobs and apply than by navigate on concern pages.
29 Organisation Preferences

Organisation Preferences allows Placement Organisation to subscribe or unsubscribe any bulk email sent by Portal.

Functionality can be accessed, by check/uncheck the “subscribe to organization update alerts”. Bulk Emails received from system will have unsubscribe link at the bottom, to unsubscribe from mailers.
30 Share Feedback

This link allows the user to share feedback about the NCS portal.

1. Click on Share Feedback from left panel. The Share Feedback screen displays.

2. Rate all the options for each displayed question (from Q1 to Q3) using the following rating scale: Excellent (five stars), Very Good (four stars), Good (three stars), Average (two stars), and poor (one star).
3. Enter feedback or suggestions (optional) in the provided text field.

4. Click the **Submit** button. The successful submission message displays.

**Note:** To submit the feedback it is mandatory to provide a star rating (using the rating scale) for all the options for all the questions displayed on the screen.

**Note:** The **Share Feedback** screen can also be accessed from the **Action** drop-down for individual items listed on **Jobs and Responses** screen.