

1. Applications Invited

Applications on prescribed format are invited for the post of CSBO (CIVILIAN SWITCH BOARD OPERATOR) to GRADE-II, GROUP 'C' from CITIZENS OF INDIA on probation for a period of two years followed by permanent absorption subject to satisfactory performance during the probation period. Application completed in all respects along with all the requisite documents duly self attested should be addressed to THE COMMANDANT, HEADQUARTERS, 2 SIGNAL TRAINING CENTRE, PANAJI (GOA) - 403001. Interested candidates are required to submit their application forms through the official email ID sunshine.rise@nic.in. Detailed instructions for filling the online application form are provided in Para 15.

2. Schedule

Ser No	Schedule	Date & Time
1	Opening date and time of online Application	02 May 2026 & 0001 Hr
2	Closing date and time for receipt of online application i.e., 30 days from the date of publication of this advertisement.	31 May 2026 & 2359 Hr
3	Dates of tentative Written test, Practical test, Interview and other stages of recruitment process shall be intimated to eligible candidates through call letters issued via Candidate's registered email ID only.	As per schedule

* Shaded date fields to be filled by issuing authority before distribution.

3. Category wise breakdown of vacancies are as under:-

Name of post	Total No of posts for Recruitment	Vertical Reservation					Horizontal Reservation	
		UR	SC	ST	OBC	EWS	Posts reserved for PwBD out of total post as per DoPT OM No 36035/02/ 2017/Estt (Res) dt 15 Jan 2018	Post reserved for ESM out of total posts
CSBO Gde-II	190	94	22	12	43	19	12	20

4. The above post is subject to **ALL INDIA SERVICE LIABILITY INCLUDING FIELD SERVICE.**

5. **Pay Band.** Rs 21,700/- + allowances (Level-3, Cell-1) as per new pay matrix of 7th CPC.

6. **Age Limit.** 18 to 25 years as on the prescribed LAST DATE for receipt of application. However, age relaxation will be applicable as per Govt instructions as under.

- 6.1 03 years for the candidates belonging to OBC category.
- 6.2 05 years for the candidates of SC/ST category.
- 6.3 10 years for the candidates belonging to Persons with Disabilities (PwBD) category (Additional 05 years in case of PwBD candidate belonging to SC, ST & 03 yrs for OBC).
- 6.4 Ex-servicemen who have rendered service in the Army, Navy or Air Force are eligible for an additional relaxation of three years.
- 6.5 40 years of age (45 years for SC/ ST candidates) for Departmental candidates with 03 years continuous service.

7. The crucial date for determining the age limit shall be the last date of receipt of application.

8. Qualifications.

- 8.1 **Essential.**
 - 8.1.1 Matric or equivalent from recognized Board.
 - 8.1.2 Proficiency in handling Private Board Exchange (PBX) Board.
(MINIMUM DURATION OF EXPERIENCE SHOULD BE 06 MONTHS).
- 8.2 **Desirable.** Fluency in spoken English and Hindi.

9. Scheme of Examination.

The selection will be made strictly on the basis of merit which will be decided as per marks obtained in Written test comprising of 100 marks. Applicants shortlisted after Written test will also have to undergo Practical test and Interview which will be of qualifying in nature.

9.1 **Written Test.** The Written Test will comprise of four parts as given below.

Part	Subject	Total Marks
Part - I	General Intelligence & Numerical Aptitude (Objective Multiple Choice Type)	25 marks
Part - II	General Awareness (Objective Multiple Choice Type)	25 marks
Part - III	General English (Objective Multiple Choice Type)	25 marks
Part - IV	Logic & Reasoning (Objective Multiple Choice Type)	25 marks

Note :- The question paper will be bilingual i.e. English and Hindi. However, the question of English Language subject will be in English only. No extra weightage will be given for additional/ extra/ higher qualification for recruitment.

9.2 **Practical Test and Interview.**

Practical test and Interview will be conducted to check candidate's proficiency in handling exchange operation and this will be conducted for qualifying purpose only.

9.3 **SELECTION WILL BE MADE STRICTLY ON THE BASIS OF MERIT OF WRITTEN TEST AND SUBJECT TO CANDIDATE QUALIFYING IN THE PRACTICAL TEST AND INTERVIEW.****10. Terms of Engagement.**

- 10.1 New entrants to Government service, entering on or after 01 Jan 2004 are governed by National Pension System.
- 10.2 The appointment will be on PROBATION FOR A PERIOD OF TWO YEARS followed by permanent absorption, subject to found suitable during the probation period.
- 10.3 As per the Government orders, retention of Government servant beyond 55 years of age/ 30 years of qualifying service (whichever is applicable) will be carried out by screening committee, if found suitable. Government servants whose integrity is doubtful will not be retained. If found suitable for retention, the Government servant will retire from service on attaining age of 60 years.
- 10.4 The candidate will be disqualified for the Government Service in case he or she has entered into or contracted a marriage with a person having a spouse living OR who having a spouse living, has entered into or contracted another marriage.

11. Important Instructions for the Applicants

- 11.1 **Proficiency in handling Private Board Exchange (PBX) Board is a crucial criterion for appointment to the post of Civilian Switch Board Operator (CSBO) (MINIMUM DURATION OF EXPERIENCE SHOULD BE 06 MONTHS). Hence, no application will be accepted without an Experience Certificate in handling Private Board Exchange (PBX) Board.**
- 11.2 **Shortlisted candidates will be intimated the date, time and venue for conduct of Written Examination, Practical test and Interview by the selection board through their REGISTERED EMAIL ID LINKED WITH MOBILE NUMBER MENTIONED IN THE APPLICATION FORM. This department will not be responsible for non-receipt of application or call letter**
- 11.3 **Candidates will only be allowed to appear for the written examination if they are in possession of call letters issued through registered/ valid email ID. MERELY FULFILLING THE BASIC SELECTION CRITERIA DOES NOT AUTOMATICALLY ENTITLE A PERSON TO BE CALLED FOR TEST/ INTERVIEW. TO REDUCE THE NUMBER OF CANDIDATES FOR ONE CATEGORY OF POST FOR WRITTEN EXAMINATION, SCREENING OF APPLICATIONS ON THE BASIS OF PERCENTAGE OF MARKS OBTAINED IN THE EXAMINATION i.e., ESSENTIAL QUALIFICATION, Matriculation/ Xth Board WILL BE CARRIED OUT.**
- 11.4 Persons working in Central/ State Govt/ PSU must apply through proper channel along with the certificate from their establishment that no disciplinary action is contemplated/ pending against them and that they have no objection to release them in case of selection.
- 11.5 Self attested photocopy of complete discharge book along with undertaking in the format as given with this application be enclosed by the Ex-servicemen candidates.
- 11.6 Candidates belonging to Economically Weaker Section (EWS) are required to provide income/ asset certificate from the competent authority.
- 11.7 No travelling allowance/ dearness allowance (TA/DA) is admissible to the candidates for appearing in the written test, practical test and interview. Candidates have to make their own arrangements for boarding/ lodging during the period of stay at the testing site 2 STC, Goa.

- 11.8 Candidates applying for the post must provide the following supporting self-attested documents. For applying online, candidates should submit the application form along with all documents mentioned below as attachments to the official E-mail id sunshine.rise@nic.in
- 11.8.1 Birth Certificate (Matriculation Certificate/ Mark Sheet can be produced in lieu).
 - 11.8.2 Educational Certificate (Matriculation Passing Certificate and Mark sheet).
 - 11.8.3 Experience Certificate in handling PBX Board.
 - 11.8.4 Residential Certificate.
 - 11.8.5 Domicile Certificate.
 - 11.8.6 Aadhaar Card. PAN Card (Optional)
 - 11.8.7 Certificate in prescribed format in support of their claim of belonging to the reserved category i.e., all categories less unreserved. For Ex-servicemen, in addition to the category certificate, a copy of discharge certificate is mandatory.
 - 11.8.8 No Objection Certificate from present employer (if the applicant is already a Government servant).
- Note :** Candidates must carry the originals of all above documents for verification while appearing for examination along with two additional photographs duly self-attested.
- 11.9 Applications with the following deficiencies will be rejected summarily and no correspondence in this regard will be entertained:-
- 11.9.1 Incomplete or unsigned application. OR Incomplete mail without attachments i.e., Application form & other documents.
 - 11.9.2 Late receipt of application i.e., after closing date.
 - 11.9.3 Submission of supporting documents without attestation.
 - 11.9.4 Non-submission of photographs duly self-attested.
 - 11.9.5 Mismatch of information filled in application with regards to their supporting documents.
- 11.9.6 FALSIFICATION OF DOCUMENTS AT ANY STAGE WOULD LEAD TO CANCELLATION OF CANDIDATURE.**
- 11.10 Only shortlisted candidates based on performance in Written test, Practical test and Interview will further be directed to undergo medical test as per extant Government Orders.

12. **Statutory Warning:**

Selection of the candidates is fair and merit based. Attempts to influence the selection process at any stage, or use of any unfair means like forgery, impersonation or supplying false information etc is liable to lead termination of candidature or initiation of service or legal action against the concerned individual.

13. **Appointing Authority's Right**

Appointing Authority has right to cancel/ postpone/ suspend/ terminate/ modify this notification of recruitment process without any prior notice/ assigning any reasons at any stage and no enquiry or correspondence will be entertained for any information.

14. **Recruitment Board's Decision**

The recruitment Board decision will be final in all matters and the board will not undertake any responsibility for sending a reply to the candidates, if not selected.

15. **How to Submit Online Application**

Detailed instructions on how to fill and submit the online application form are provided below. Candidates are requested to read them carefully and submit the application form through their registered email to: Official Email: sunshine.rise@nic.in

IMPORTANT INSTRUCTIONS FOR CANDIDATES

/ अभ्यर्थियों के लिए महत्वपूर्ण निर्देश

Important: Submit through official NIC mail id (sunshine.rise@nic.in) with attachments:

Aadhaar Card | Class 10 Certificate & Marksheet | Caste Certificate (if applicable) | PBX/EPABX Experience Certificate | Discharge Certificate (Ex-SM only)

1

OPEN THE FORM / फॉर्म खोलें

Open this PDF in Adobe Acrobat Reader ONLY.

इस PDF को केवल Adobe Acrobat Reader में खोलें।

Do NOT open in browser (Chrome/Edge) — fields may not work.

ब्राउज़र में न खोलें — फील्ड काम नहीं करेंगी।

Free download: get.adobe.com/reader

2

FILL THE FORM / फॉर्म खोलें

Click any field to fill it. Use dropdown menus (▼) to select options.

किसी भी फील्ड पर क्लिक करके भरें। ड्रॉपडाउन (▼) से विकल्प चुनें।

Type in BLOCK LETTERS (CAPITALS) in all text boxes.

सभी टेक्स्ट बॉक्स में बड़े अक्षरों (CAPITAL LETTERS) में लिखें।

Fields marked * are mandatory — do not leave them blank.

* से चिह्नित फील्ड अनिवार्य हैं — खाली न छोड़ें।

3

SAVE THE FORM / फॉर्म सेव करें

Click: File → Save As

क्लिक करें: File → Save As

Rename the file: CSBO_YourFullName.pdf

फ़ाइल का नाम बदलें: CSBO [आपका पूरा नाम].pdf

Example: CSBO_RAJESH_KUMAR_SHARMA.pdf

4

PREPARE DOCUMENTS / दस्तावेज़ तैयार करें

Scan or photograph each document clearly. Save as separate files:

प्रत्येक दस्तावेज़ की स्पष्ट स्कैन / फोटो अलग फाइल में सेव करें:

Aadhaar Card | Class 10 Certificate & Marksheet | Caste Certificate (if applicable)

PBX/EPABX Experience Certificate | Discharge Certificate (Ex-SM only)

Passport Photo (JPG file): Save as PHOTO_YourFullName.jpg and attach to email

5

EMAIL YOUR APPLICATION / आवेदन ईमेल करेंTo: sunshine.rise@nic.inईमेल पता: sunshine.rise@nic.in

Subject: CSBO Application - YOUR FULL NAME

वषिय: CSBO Application - [आपका पूरा नाम]

Attach: (1) Filled PDF form (2) All scanned documents

संलग्न करें: (1) भरा हुआ PDF फॉर्म (2) सभी दस्तावेज़

IMPORTANT WARNINGS / महत्वपूर्ण चेतावनियां

- Incomplete or wrongly named applications will be REJECTED without notice.
- Do NOT send your application more than once.
- Keep copies of your filled form and all documents for your records.
- Last date for email submission: 31 May 2026 (2359 hrs)

Turn the page to fill the Application Form

- In case of any difficulty in filling the application form, please mail the screenshot of issues faced on official email id sunshine.rise@nic.in.