

**GOVERNMENT OF JAMMU AND KASHMIR**  
**JAMMU AND KASHMIR SERVICES SELECTION BOARD**  
CPO Chowk, Panjtirthi, Jammu/Zum Zum Complex Rambagh, Srinagar  
[www.jkssb.nic.in](http://www.jkssb.nic.in)

**Subject: - Blacklisting/Debarment of Merittrac Services Private Limited.**

**ORDER No. 171-SSB of 2023**  
**Dated:- 31.08.2023**

Whereas, the Jammu and Kashmir Services Selection Board (hereinafter referred to as JKSSB or the Board) placed a work Order with M/s Merittrac Services Private Limited 1/1, Unext Towers, Swami Vivekananda Road, Off MG Road, Near Trinity Circle, Bangalore-560008 (hereinafter referred as the Agency or Merittrac) for the conduct of Optical Mark Recognition (OMR) based written examination including for the posts of Accounts Assistant (Finance) scheduled on 06-03-2022, Junior Engineer (Civil) scheduled on 20-03-2022 and Sub Inspector (Police) scheduled on 27-03-2022, as per the specified rates;

Whereas, the examinations for selection against the said posts were held on the scheduled dates, through OMR mode;

Whereas, in the examinations for the posts of Sub Inspector (Home Department) conducted on 27-03-2022, Accounts Assistant (Finance Department) held on 06-03-2022 and Junior Engineer (Civil) held on 20-03-2022, certain irregularities were reported and consequent upon which the Government of Jammu & Kashmir cancelled the aforementioned examinations. The same was conveyed to the Board vide Letter No. GAD-MTGORBIV/135/2022-09-GAD, dated: 21-07-2022 & No. GAD-MTGORBIV/135/2022-09-GAD-(Part-I), dated: 31-08-2022, of the General Administration Department (GAD);

Whereas, vide notification No. SSB/Sel/Secy/2022/5387-95 dated: 22-07-2022 (Sub Inspector), No. SSB/CoE/2022/5847-61 dated: 31-08-2022 (Junior Engineer, Civil) & No. SSB/CoE/2022/5832-46 dated: 31-08-2022 (Accounts Assistant, Finance), these examinations were cancelled by the Board;

Whereas, the matter was also referred to the Central Bureau of Investigation (CBI) by the Government for further enquiry;

Whereas, the CBI registered FIRs in the matter and the Agency M/s Merittrac figures as one of the accused at S.No. 1 in FIR No. RC0042023A0001 dated: 09-01-2023 while-as the officials of Merittrac are figuring at S.No. 35 in FIR No. RC0042022A0008 dated: 03-08-2022;

Whereas, the Agency was entrusted with the conduct of examinations for various posts by adhering to the terms and conditions of the work order dated: 17-02-2022, ensuring safe and secure conduct of the examinations;

Whereas, the Agency was under obligation, in terms of the conditions stipulated in the work order, to maintain 100% secrecy and security of the whole examination process;

Whereas, the matter was placed before the Board in its 226<sup>th</sup> Board meeting held on 16-05-2023 and following decision was taken thereof:

  
31/8

**"The Board observed that the Examination Conducting Agency viz; M/s Merittrac Private Limited has failed in maintaining 100% secrecy and security of the question papers/examinations for the post of Account Assistant (Finance Department), Junior Engineer, Civil (Jal Shakti Department) and Sub Inspector (Home Department) conducted during the month of March, 2022 which were Optical Mark Recognition (OMR) based. This led to the cancellation of these examinations.**

**The Board, accordingly, decided to initiate punitive action against the Agency viz; Merittrac Pvt. Ltd. for violation of the conditions of the Work Order placed upon it vide Letter No. SSB/COE/W.O/2022/01-05 dated: 17-02-2022, after following due procedure, including opportunity of being heard to the Agency. Based upon the response of the ECA to the Notice, the matter shall be further deliberated in the Board for appropriate action".**

Whereas, in the interest of fairness, transparency & adherence to the principles of natural justice and as per the decision of the Board, an opportunity of being heard was afforded to the Agency vide notice issued under endorsement No. JKSSB-ADM/15/2023-06 (E-7129476) dated: 17-05-2023 to show cause as to why punitive action be not initiated against it for failing to conduct the aforesaid examinations smoothly to the satisfaction of all stakeholders including the JKSSB;

Whereas, the agency furnished its reply to the show cause notice on 22-05-2023. The reply of the Agency was placed before the Board in its 228<sup>th</sup> meeting held on 26-05-2023 and following decision was taken:

**"The Board deliberated upon the issue and, after taking into consideration the reply by M/s Merittrac Services Pvt. Ltd. to the SCN dated: 17.05.2023, observed that the Agency has failed to take adequate steps to ensure 100% sanctity and security of the examination process. The agency was entrusted with the conduct of examinations in a secure, confidential & fair manner, but on the contrary, it has failed to conduct the aforesaid examinations for the posts of Accounts Assistant (Finance) on 06.03.2022, Junior Engineer (Civil) on 20.03.2022 and Sub Inspector (Police) on 27.03.2022 smoothly to the 100% satisfaction of all stakeholders including Jammu and Kashmir Services Selection Board, leading to the cancellation of these examinations.**

**Accordingly, the Board, taking note of the lack of adherence to ethical practices and failure of the Agency to meet the mutually agreed-upon terms and conditions as contained in the Work Order, concluded that the Agency may be blacklisted in terms of the conditions of the Work Order No. SSB/COE/W.O/2022/01-05 dated: 17.02.2022 by way of a speaking Order".**

Whereas, it is clear beyond any reasonable doubt that the Agency has failed to comply with the terms and conditions of work order placed with it by the Board and has sublet

*M*  
*Jr*  
31/8

the work of highly serious, sensitive and confidential nature to another agency that has led to its leakage which is unacceptable. The action on part of the Agency for allowing compromise of purity and integrity of the examination process has far-reaching consequences for the Board and other stakeholders. As such, the reply furnished by the Agency on 22-05-2023 is not tenable and cannot be accepted. Against this backdrop, the Agency attracts punitive action.


Whereas, the matter was again deliberated upon by the Board in its 230<sup>th</sup> meeting held on 03-08-2023 with regard to the period of blacklisting of the Agency and the following decision was taken by the Board:

**"The Board deliberated upon the matter and taking note of the instructions of the General Administration Department and opinion of the Department of Law, Justice and Parliamentary Affairs, noted that M/s MeritTrac Pvt. Ltd. had failed to hold the examinations for the posts of Accounts Assistant (Finance), Junior Engineer, Civil (JSD) and Sub Inspector (Home) held in March, 2022 in a fair and transparent manner and its response to the Show Cause Notice dated 17.05.2023 is not convincing/in line with the terms and conditions in the relevant work order.**

**Accordingly, it was decided that, in terms of the relevant provisions of the GFR-2017, the Agency shall be debarred/blacklisted for conducting any examinations in the Union Territory of J&K for a period of two years. The period of blacklisting shall be extended by another year in case the Agency is convicted in the ongoing investigation by the CBI. The Examination Section shall, accordingly, process the case for issuance of a speaking order in this regard."**

Now, therefore, in view of the afore mentioned factual matrix and Rules governing the subject, it is hereby ordered that M/s Merittrac Services Private Limited, 1/1, Unext Towers, Swami Vivekananda Road, Off MG Road, Near Trinity Circle, Bangalore-560008, is blacklisted/debarred for conducting any examinations in the Union Territory of J&K for a period of two years. The period of blacklisting shall be extendable by a period of one year in case the Agency is convicted in the ongoing investigation by the CBI.

**BY Order.**

  
31.08.2023  
Controller of Examinations  
J&K Services Selection Board

No. JKSSB-COE0EXAM(UT)/50/2023-04(7212213)

Dated: 31.08.2023

Copy to:-

1. Commissioner / Secretary to the Government, General Administration Department, Civil Secretariat, Srinagar.
2. M/s Merittrac Services Private Limited 1/1, Unext Towers, Swami Vivekananda Road, Off MG Road, Near Trinity Circle, Bangalore-560008.
3. Record File/website.