



## CENTRE FOR MANAGEMENT DEVELOPMENT

(An autonomous institution under the Government of Kerala)

No.CMD/PSU/07/2026

May 15, 2026

Applications are invited from qualified and experienced candidates for appointment to the post of **Customer Relations Assistant** on a contract basis for a period of one year to provide Manpower Support Services to the Centralized Call Centre of a Public Sector Undertaking under the Government of Kerala. Interested candidates may apply via **ONLINE** mode only by filling the prescribed online application form given in the website of Centre for Management Development (CMD), Thiruvananthapuram ([www.cmd.kerala.gov.in](http://www.cmd.kerala.gov.in)). The online application submission link will open on **16/05/2026 (10.00 am)**. The last date for submitting the online application will be **23/05/2026 (05.00 pm)**.

The details of the posts are given below:

Post	Qualification	Experience	Age limit	Remuneration
<b>Customer Relations Assistant</b> (Vacancy - 40)	Engineering Diploma in any Discipline/B.Tech in any Discipline.	Minimum Six months post qualification experience in Customer Care Services/Call Centre	45 years*	Rs. 1,010/- per shift (8 hour shift basis)

*\*Cut-off date for Age and experience as on 01.05.2026*

### **Instructions for Scanning of Photograph & Signature**

- Scan the latest photograph of the candidate and upload the same in the space provided in the online application [scanned image shall be less than 200 kB in \*.JPG format only].
- Candidate shall make his/her signature on a white paper, scan the same and upload it in the space provided in the online application [scanned image shall be less than 50 kB in \*.JPG format only].
- The candidate has to scan his/her full signature, since the signature is proof of identity, it must be genuine and in full: initials are not sufficient. Signature in CAPITAL LETTERS is not permitted. The signature must be signed only by the candidate and may not be by any other person.

### **General Instructions**

- Applicant must be citizens of India.
- Candidates residing in **Thiruvananthapuram** will be considered.
- The applicants are required to go through the detailed notification carefully and decide themselves about their eligibility for this recruitment before applying online.
- **Client PSU/CMD shall not be responsible for any discrepancy in submitting the online application.**
- Applicants must compulsorily fill-up all relevant fields of the online application.
- Incomplete/incorrect application form will be summarily rejected. Client PSU/CMD under any circumstances will not entertain the information, if any, furnished by the candidate subsequently. Applicants should be careful in filling-up the application form at the time of submission. If any lapse is detected during the scrutiny, the candidature will be rejected even though he/she comes through the final stage of recruitment process or

even at a later stage.

- The applicant should not furnish any false, tampered, fabricated information or suppress any material information while filling up the application form. If the particulars furnished in the online application form do not tally with the Original documents produced by the Candidate, his/her candidature will be rejected.
- **The qualification stipulated for the post must be from a recognized University/ Institute. Those applicants having qualification equivalent to any of the prescribed qualification should submit equivalency certificate issued by the competent authority and without such certificate, their applications shall not be considered.**
- In the event of any information provided by the candidates being found false or incorrect at any stage, their candidature/appointment is liable to be cancelled/terminated without any notice.
- **CMD reserves the right to call for any additional documentary evidence from candidates in support of educational qualifications/experience/ other notified eligibility requirements.**
- **Candidates must upload either the original certificate or the provisional certificate issued by a competent authority when submitting their educational qualification certificates. Uploading mark sheets, consolidated mark sheets, or statements instead of certificates will not be accepted, and such applications will be rejected.**
- Applicants should have a valid personal email ID and mobile no., which should be kept active till the completion of this Recruitment Process. CMD may send intimation to download call letters for written test/proficiency assessment/interview through the registered e-mail ID. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and mobile no. before applying online and must maintain that email account and mobile number.
- The copy of the Appointment letters, Salary Certificates, pay slip etc. will not be accepted in lieu of work experience certificate. In the case of latest experience, applicants may upload an **AFFIDAVIT with details of employer, designation, period, nature of job, tasks and responsibilities. Affidavit is applicable only for latest experience. Experience certificates submitted without specific information like date of joining, relieving, duties and responsibilities, signature and seal of authorised person will not be considered.**
- **CMD/Client PSU reserves the right to determine the selection process based on requirements. The selection process may include application screening, criteria-based screening, a written test, group discussion, skill test/proficiency test, an interview, or any combination of these methods.**
- Please note that only shortlisted candidates will receive intimations via email, SMS, or phone call regarding the selection process.
- Enable email notifications to stay informed about updates and communications. Also, regularly check your spam or junk email folder for important messages
- Applications with blurred/ illegible Photograph/ Signature/ ambiguous experience certificates will be rejected.
- CMD/Client PSU reserves the right to modify, cancel the notification or revise the number of posts at any time without assigning any reason or to stop the recruitment process altogether
- **Rights for the rules for the cut off marks/shortlisting in all stages of recruitment are reserved by CMD/Client PSU**

- The CMD/Client PSU reserves the right to debar any candidate for any malpractice, including for a fraudulent claim of any kind of benefit / relaxation / concession, misconduct.
- In case of any problems faced by the candidates in filling up the online application form they may contact the **HELP DESK** on the phone number: 0471 2320101 between 10am and 5pm on working days (Monday – Friday).

**Sd/-  
Authorised Signatory**