



राष्ट्रीय परीक्षा एजेंसी
National Testing Agency
Excellence in Assessment



(उच्चतर शिक्षा विभाग, शिक्षामंत्रालय, भारत सरकार के तहत एक स्वायत्त संगठन)
(An Autonomous Organization under the Department of Higher Education, Ministry of Education, Government of India)

No.: A-A8/17/2026-Admin (15066)(1)

Date: 25/07/2026

VACANCY NOTIFICATION

National Testing Agency invites applications for one (1) post of **General Manager – Test Centre Network & Operation (GM-TCNO)** from interested/eligible/suitable candidates on contract basis initially for a period of three (3) years, extendable based on performance and organizational requirement

For Eligibility Criteria / Qualification / Experience, Process of Application and Selection, etc., please see the detailed advertisement attached with this Vacany Notification.

Eligible candidates may submit their applications in the format provided at Annexure-I alongwith all required document as mentioned in the detailed advertisement which should reached by email to: dir-admin@nta.gov.in, within 30 days from the date of publication of this advertisement.


25.7.2026
V V Patil, IOFS
Director (Administration)



पहलीमंजिल, एनएसआईसी-एमडीबीपीबिल्डिंग, ओखलाइंडस्ट्रियलएस्टेट, नईदिल्ली-110020
First Floor, NSIC-MDBP Building, Okhla Industrial Estate, New Delhi -110020

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Advertisement for Engagement of General Manager - Test Centre Network & Operations on Contract Basis

1. About the National Testing Agency

The National Testing Agency (NTA) has been established as a premier, specialist, autonomous and self-sustained testing organization under the Ministry of Education, Government of India, to conduct entrance examinations for admission and fellowship in higher educational institutions. NTA conducts some of the country's largest and most high-stakes examinations - including JEE (Main), NEET (UG), UGC-NET, CUET (UG & PG), CMAT, GPAT and several others - collectively serving crores of candidates every year, across 500-plus cities in India and at select international centres.

NTA is undergoing a major operational transformation to strengthen its examination delivery infrastructure. The quality of the candidate experience at every test centre - covering accessibility, infrastructure, hygiene, drinking water, toilets, seating, ventilation, computer systems, security and staff conduct - has a direct bearing on NTA's mandate of fair and credible examinations. To lead this critical function, NTA invites applications for engagement of a General Manager - Test Centre Network & Operations on a contractual basis from candidates with the requisite qualifications and experience.

2. Position Details

Name of Post	General Manager - Test Centre Network & Operations (GM-TCNO)
Number of Post	01 (One)
Nature of Engagement	Contract, initially for a period of three (3) years, extendable based on performance and organisational requirement.
Age Limit	Preferably below 55 years as on the last date of application. Relaxation may be considered for exceptional candidates as per NTA norms.
Remuneration	Consolidated monthly remuneration, commensurate with qualifications, experience and industry benchmarks, to be decided by the competent authority. The remuneration package will be competitive and negotiable for exceptional candidates.
Job Location	National Testing Agency, Head Office, New Delhi. The position will require extensive travel to test centres, partner institutions, State / District administrations and stakeholder offices across India.
Reporting To	Director General, National Testing Agency.

3. Role Overview

The General Manager - Test Centre Network & Operations (GM-TCNO) will head NTA's nationwide test-centre footprint - covering all Computer-Based Test (CBT) centres and Pen-and-Paper Test (PBT) centres. The role spans the full lifecycle of test-centre management - empanelment, capacity planning, geographical distribution, infrastructure standards, quality



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assessment, real-time exam-day operations, candidate-feedback driven remediation, de-
empanelment and continuous improvement.

The role requires a senior operations leader with proven experience of running large-scale, multi-site, mission-critical operations. The GM-TCNO will be the key NTA interface with State and District authorities, the Centre Superintendents, City Coordinators, Observers and Invigilators across the country, and with empanelled testing service providers. The incumbent will report to the Director General, NTA, and will work closely with the technology, test-security, candidate-experience, and vigilance functions of the Agency to ensure seamless examination delivery. Given the direct impact of this role on candidate experience and NTA's public credibility, this is one of the most operationally critical positions in NTA.

4. Qualifications and Experience

Essential Qualifications	- B.E. / B.Tech. / Graduate degree from a recognised university or institution of repute, with a Post-Graduate qualification (MBA / Post-Graduate Diploma in Management / Master's degree) in Operations Management, General Management, Public Administration or an allied discipline. - Consistently good academic record. - Minimum 12 years of post-qualification experience in large-scale, multi-site operations or network management. - Of these, at least 5 years must be at a senior leadership level (e.g., Head of Operations, Regional Operations Head, Senior General Manager - Network) with end-to-end accountability for a multi-location operational network covering at least 200+ sites or locations. - Demonstrated experience of managing operations involving high-volume customer / candidate footfall on time-critical days.
Desirable Experience	- Prior experience in examination operations, online assessment delivery, computer-based testing (CBT) network management, or similar high-stakes assessment environment. - Experience in industries with extensive multi-site operational networks - banking branch network, retail / QSR network, telecom tower / circle operations, fuel-station / logistics network, election-machinery deployment, or similar. - Experience of working with the Government of India, State Governments, District administrations, and law-enforcement agencies on large-scale public-event coordination. - Familiarity with GFR, GeM, public procurement norms and Government empanelment processes. - Experience of running structured vendor management programmes including SLA enforcement, audit, scoring and remediation.



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	Exposure to disability-access and Universal Design principles for public infrastructure.
Skills and Competencies	- Strong operations and process discipline - ability to design, run and continuously improve standardised operations across hundreds of sites. - Excellent project-management skills - ability to plan, execute and review complex examinations involving multiple cities, days and shifts. - Proven analytical and data-driven decision-making orientation, with demonstrated use of operational dashboards, scorecards and feedback analytics. - Outstanding stakeholder-management skills - across Centre Superintendents, City Coordinators, vendor partners, State / District administrations, police and senior Government functionaries. - Strong crisis-management capability and real-time decision-making under pressure. - High personal integrity, public-service orientation, and willingness to travel extensively across the country.

5. Key Roles and Responsibilities

The GM-TCNO will be responsible for the following, which is indicative and not exhaustive:

5.1 Test Centre Empanelment and Network Strategy

- Define and maintain a comprehensive empanelment framework for CBT and PBT centres across India - covering infrastructure norms, technology standards (computers, network, power backup, biometric devices, CCTV), security requirements, accessibility (PwBD), hygiene and amenity standards.
- Lead the technical evaluation, due-diligence, physical inspection and selection of new test centres, in coordination with State and District authorities and empanelled inspection agencies.
- Maintain an up-to-date master database of all empanelled test centres - including capacity, language coverage, accessibility features, past performance, audit findings and CCTV-compliance status.
- Drive geographical expansion of the centre network into Tier-3 and Tier-4 cities, North-East States, hill states and aspirational districts, to improve candidate access and reduce travel burden.
- Develop and maintain the Information Technology infrastructure standards for CBT centres, in coordination with NTA's technology function.



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5.2 Capacity Planning and Centre Allocation

- Plan and allocate centre capacity for each examination calendar, with demand forecasting per city and state, candidate distribution, language-wise capacity, gender ratio and PwBD requirements.
- Ensure that no candidate is allotted a centre outside her / his preferred city of choice (or as close to it as feasible), in line with NTA's published city-allotment policy.
- Coordinate the centre-allocation algorithm with NTA's technology function to ensure fairness, transparency and minimum candidate inconvenience.
- Plan multi-shift, multi-day, multi-city scheduling for very large examinations (JEE Main, NEET, CUET) involving lakhs of candidates per shift.
- Manage the surge-capacity strategy for handling sudden increases in registration or contingencies (centre dropout, infrastructure failure, civic disruption).

5.3 Centre Quality, Hygiene and Candidate Amenities

- Define and enforce non-negotiable centre-quality standards - covering cleanliness and hygiene of premises, adequate number of clean toilets (separate for male, female, PWD and PWBD candidates), availability of clean and safe drinking water, sanitary pads at female-toilet area, condition and comfort of seating, lighting, ventilation, air-conditioning where prescribed, noise control, and adequate signage.
- Run a robust centre-quality scoring system based on past examination performance, candidate feedback, observer reports and audit findings; institutionalise corrective action and de-empanelment protocols for centres with persistent quality issues.
- Conduct random spot-checks and surprise inspections of centres before, during and after examinations - either in person or through empanelled inspection agencies.
- Build a Centre Excellence Index combining infrastructure, hygiene, candidate-experience and security parameters, and publish centre-wise rankings internally for empanelment decisions.
- Drive continuous improvement of candidate amenities - waiting areas for parents and guardians, ramps and accessible toilets for PwBD candidates, first-aid arrangements, ambulance standby and crowd-management arrangements at the centre gate.

5.4 Examination-day Operations and Real-Time Coordination

- Lead NTA's centre-operations response on examination days, in coordination with NTA's central control room and test-security function.
- Deploy NTA flying squads, Observers and senior officers to selected high-priority centres on every examination day.
- Establish real-time communication protocols (control room phone numbers, WhatsApp groups, escalation matrix) with Centre Superintendents, City Coordinators and District authorities for the duration of the examination.



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- Lead the response to centre-level incidents on examination days - infrastructure failure, agitation, hygiene complaints, medical emergencies, power outage, system glitches - with clear decision-making authority.
- Coordinate with NTA's technology function on real-time technical support for any CBT-centre system issues during the examination.

5.5 State and District Coordination

- Build and maintain institutional linkages with State-level and District-level authorities for examination-day arrangements.
- Coordinate with State Governments and District administrations for security arrangements, traffic management, transport, electricity, drinking water, ambulance arrangements and crowd control around examination centres.
- Engage with State Police, District Police, IB / SIB and local intelligence units for centre-related security and intelligence inputs in the run-up to examinations.
- Coordinate with Public Works Department, Education Departments, and other State agencies for infrastructure access (in case of Government-owned centres) and contingency arrangements.
- Run pre-examination coordination meetings with State and District authorities for major examinations and ensure that all administrative requirements are met.

5.6 Field Workforce - Centre Superintendents, Coordinators and Invigilators

- Define the role, eligibility, empanelment and deployment norms for Centre Superintendents, City Coordinators, Observers and Invigilators across all NTA examinations.
- Maintain a high-quality empanelled pool of Centre Superintendents and City Coordinators across India, with deep coverage in every city where NTA conducts examinations.
- Drive training, certification and refresher programmes for the field workforce, in coordination with NTA's HR and capacity-building function.
- Run structured pre-examination briefings and post-examination de-briefings with Centre Superintendents and City Coordinators, and translate de-briefing learnings into SOP revisions.
- Maintain a performance database of every empanelled Centre Superintendent / City Coordinator / Observer / Invigilator, and use it for deployment decisions and de-empanelment where necessary.

5.7 Vendor and Service Provider Management

- Manage relationships with empanelled testing service providers, IT vendors, OMR processing partners, logistics partners, security agencies, frisking-staff agencies and inspection agencies.
- Define service-level agreements (SLAs), quality standards and performance metrics for each category of partner, and run a structured performance-management cycle.



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- Run procurement processes for centre-related contracts in compliance with GFR, GeM, DFPR and CVC directives, in coordination with NTA's finance and legal function.
- Drive cost optimisation and value-for-money outcomes across centre-related expenditure, while maintaining the non-negotiable minimum standards on quality, security and candidate experience.
- Build redundancy in the vendor base for every critical category to avoid single-point-of-failure risks.

5.8 Candidate Feedback Loop and Continuous Improvement

- Work closely with NTA's candidate experience and public communication function to capture, analyse and act on candidate feedback related to centre infrastructure, hygiene, amenities and conduct.
- Build a Centre-wise Feedback Dashboard that surfaces specific issues at specific centres - toilets, drinking water, AC failure, noise, seating discomfort, frisking quality - with time-stamps and candidate-attributed data.
- Translate feedback findings into action items - centre warnings, infrastructure remediation, vendor-replacement, additional inspections, or de-empanelment.
- Publish a 'Centre Improvement Action Report' after every examination cycle, sharing internally with the Director General and Governing Body, and externally as appropriate.
- Drive a culture of operational excellence and continuous improvement across the centre-operations function.

5.9 Team Leadership and Capability Building

- Build, lead and mentor a high-performing in-house Test Centre Operations team - covering empanelment, capacity planning, quality assurance, examination-day operations, vendor management and field-coordination functions.
- Institutionalise capacity-building in operations management, vendor management, audit and inspection, and emergency response within the team.
- Plan and manage the function's budget and contracts in compliance with GFR and NTA financial norms.
- Define and track operational KPIs and dashboards, and report progress to the Director General and Governing Body.

6. Key Result Areas (KRAs)

- Zero major centre-level disruptions across NTA examination calendar - covering infrastructure, hygiene, security, technology and personnel issues.
- Measurable improvement in candidate satisfaction scores on centre infrastructure and hygiene (toilets, drinking water, seating, AC, noise) across every examination cycle.
- On-time and accurate centre allotment for every candidate, in line with the published city-preference policy, with minimum candidate inconvenience.
- A robust, geographically-distributed and growing test-centre network that can handle increasing registration volumes and reach Tier-3 / Tier-4 cities and aspirational districts.



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- Effective State and District-level coordination, with documented institutional linkages and pre-examination coordination meetings for every major examination.
- Demonstrably strong field workforce - Centre Superintendents, City Coordinators, Observers, Invigilators - with continuous training and quality monitoring.
- Transparent, audit-ready vendor management and procurement, with full GFR / DFPR compliance and demonstrable value-for-money outcomes.

7. Selection Process

Shortlisting will be done on the basis of qualifications, experience and suitability of the candidate for the position. Shortlisted candidates will be invited for a personal interview (with the option of a presentation on test-centre network strategy and operations excellence for NTA) before a Selection Committee constituted by the competent authority. NTA reserves the right to fix suitable criteria for shortlisting and to limit the number of candidates called for interview. The decision of the Selection Committee will be final and binding.

8. How to Apply

- Eligible candidates may submit their applications in the format provided at Annexure-I, along with a detailed CV, a brief (maximum 2-page) write-up on their vision for test-centre network excellence at NTA, and self-attested copies of certificates in support of qualifications and experience.
- Applications may be submitted by e-mail to the address notified on the NTA website, with the subject line "Application for the Post of GM - Test Centre Network & Operations, NTA".
- Applications must reach NTA within 30 days from the date of publication of this advertisement on the NTA website. Applications received after the last date or in any form other than prescribed shall not be entertained.
- Candidates already employed in Government / PSU / Autonomous Bodies must route their applications through proper channel or submit a No Objection Certificate (NOC) at the time of interview.
- Mere fulfilment of the minimum qualifications and experience does not entitle a candidate to be called for interview. NTA reserves the right not to fill this post or to cancel the recruitment process at any stage without assigning any reason.

9. General Conditions

- The engagement will be purely on contractual basis and will not confer any right for regular appointment or absorption in NTA.
- Canvassing in any form will lead to disqualification.
- Incomplete applications, or applications not accompanied by the required supporting documents, are liable to be summarily rejected.
- In case of any dispute, the decision of the Director General, NTA shall be final.



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ANNEXURE - I
APPLICATION FORM

Engagement of General Manager - Test Centre Network & Operations, National Testing Agency

To,

The Director General
National Testing Agency
(Ministry of Education, Government of India)
New Delhi

**Subject: Application for the Post of General Manager - Test
Centre Network & Operations, NTA.**

Reference: Advertisement dated _____

**Paste recent
passport-size
photograph**
(self-attested)

Sir/Madam,

With reference to the above-mentioned advertisement, I wish to apply for the post of General Manager - Test Centre Network & Operations, National Testing Agency. My details are furnished below for kind consideration:

A. Personal Details

1. Full Name (in block letters)	
2. Father's / Husband's Name	
3. Date of Birth (DD/MM/YYYY)	
4. Age (as on last date of application)	
5. Gender	
6. Nationality	
7. Category (Gen / OBC / SC / ST / EWS / PwBD)	
8. Aadhaar Number	
9. PAN Number	

10. Mobile Number	
11. Alternate Contact Number	
12. E-mail Address	
13. Present / Correspondence Address	
14. Permanent Address	

B. Educational Qualifications

(Starting from the highest qualification. Attach self-attested copies of certificates.)

S. No.	Qualification / Degree	University / Institution	Year of Passing	% / CGPA	Division / Class
1					
2					
3					
4					
5					

C. Employment History / Work Experience

(In chronological order, starting with the most recent. Attach additional sheet in the same format, if required.)

S. No.	Organisation / Employer	Designation	Period (From - To)	Last Pay Drawn / CTC	Brief Description of Role & Responsibilities
1					
2					
3					

S. No.	Organisation / Employer	Designation	Period (From - To)	Last Pay Drawn / CTC	Brief Description of Role & Responsibilities
4					
5					
6					

Total Post-Qualification Experience (Years / Months)	
Experience at Senior Operations Leadership level (Years / Months)	
Largest Multi-Site Network Managed (Number of sites / locations)	
Geographical Coverage of Network Managed (Number of States / cities)	
Experience in Government / PSU / Autonomous Body (if any)	

D. Professional Certifications and Training

S. No.	Certification / Training	Issuing Body / Organisation	Date / Year	Validity (if any)
1				
2				
3				
4				

E. Key Achievements / Major Operations Initiatives Led

(Briefly describe up to five major multi-site operations / network management / large-event delivery initiatives led by you, indicating scale, role played and measurable outcomes. May attach separate sheet.)

1	
2	
3	
4	
5	

F. References

(Two professional references, preferably from senior positions, who can be contacted.)

Name and Designation	Organisation and Address	Contact Number and E-mail

G. Additional Information

1. Current Employer and Designation	
2. Current Gross Remuneration / CTC (per annum)	
3. Expected Remuneration (per annum)	

4. Notice Period / Earliest Date of Joining	
5. Whether any criminal case / departmental enquiry is pending against you? (Yes / No - if yes, give details)	
6. Willingness to undertake extensive travel across India (Yes / No)	
7. Languages Known (Read / Write / Speak)	

H. List of Enclosures

- Detailed Curriculum Vitae (CV / Resume).
- Vision Statement (maximum 2 pages) on test-centre network excellence at NTA.
- Self-attested copies of certificates of educational qualifications.
- Self-attested copies of experience certificates / appointment letters.
- Copies of professional certifications and training (if any).
- Copy of latest salary slip / Form 16 (for verification of CTC).
- Copy of a Government-issued photo identity (Aadhaar / PAN / Passport).
- No Objection Certificate (NOC), if employed in Government / PSU / Autonomous Body.
- Any other document in support of the candidature (please specify):
_____.

Declaration

I hereby solemnly declare that all the statements made and information furnished in this application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false, incorrect or incomplete, or ineligibility being detected before or after the selection / appointment, my candidature / appointment is liable to be cancelled / terminated without any notice or compensation, and appropriate action may be initiated against me. I further declare that I have no objection to any verification of the particulars furnished by me.

Place: _____

Date: _____

(Signature of the Applicant)
Name: _____