



Regd Off: PNB Head Office, Plot No.4, Sector 10, Dwarka.  
Corp. Off: 106-109, 38-Ansal Tower, Nehru Place, New Delhi  
Email: [info.pnbcards@pnb.co.in](mailto:info.pnbcards@pnb.co.in)

Ref: Adv./PNB Card/ 01/2022

## Recruitment Notice

PNB Cards & Services Limited, a wholly owned subsidiary of Punjab National Bank, invites applications from eligible Indian citizens for the following posts at New Delhi.

| Sl. | Open Positions              | Min. Qualification | Age Limit | CTC (Rs.)    | No. of Vacancies |
|-----|-----------------------------|--------------------|-----------|--------------|------------------|
| 1   | Country Sales Manager (CSM) | Graduate           | 40 Yrs.   | 12 to 18 Lac | One              |
| 2   | Zonal Sales Manager (ZSM)   | Graduate           | 40 Yrs.   | 6 to 9 Lac   | One              |
| 3   | HR and Admin Manager        | Post Graduate      | 40 Yrs.   | 6 to 9 Lac   | One              |

**Last Date of Application: 30/03/2022**

For further details, please visit <https://www.pnbindia.in> and <https://pnbcards.in/>

Addendum/ Modification, if any shall be notified only on this website.

Applicants should refer the same before submission of application on prescribed format.

**Place: Delhi**  
**Date: 03/03/2022**

**Authorised Officer**  
**011-49968200**



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## भर्ती सूचना

पीएनबी कार्ड्स एंड सर्विसेज लिमिटेड, पंजाब नेशनल बैंक की पूर्ण स्वामित्व वाली सहायक कंपनी, नई दिल्ली में निम्नलिखित पदों के लिए पात्र भारतीय नागरिकों से आवेदन आमंत्रित करती है।

| क्र.सं. | खुले पद                          | न्यूनतम योग्यता | आयु सीमा | सीटीसी (रु.) | रिक्तियों की संख्या |
|---------|----------------------------------|-----------------|----------|--------------|---------------------|
| 1       | प्रमुख बिक्री प्रबंधक (सी एस एम) | स्नातक          | 40 वर्ष  | 12 से 18 लाख | एक                  |
| 2       | अंचल बिक्री प्रबंधक (जेड एस एम)  | स्नातक          | 40 वर्ष  | 6 से 9 लाख   | एक                  |
| 3       | मानव संसाधन एवं प्रशासन प्रबंधक  | स्नातकोत्तर     | 40 वर्ष  | 6 से 9 लाख   | एक                  |

आवेदन करने की अंतिम तिथि: 30/03/2022

अधिक जानकारी के लिए कृपया <https://www.pnbindia.in> ; <https://pnbcards.in/> पर जाएं।

परिशिष्ट/संशोधन, यदि कोई हो, को केवल इस वेबसाइट पर अधिसूचित किया जाएगा।

आवेदकों को निर्धारित प्रारूप में आवेदन जमा करने से पहले इसका संदर्भ लेना चाहिए।

स्थान: दिल्ली

दिनांक: 03/03/2022

अधिकृत अधिकारी

011-49968200



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PNB Cards & Services Limited, a wholly owned subsidiary of Punjab National Bank, is formed to assist Punjab National Bank to acquire customers from open market using all acquisition platforms including digital platforms, acquisition through DSA (Direct Sales Agent) /PSA's (Partner Service Associates) /Other Channels.

|   |  |
|---|--|
| <b>Position</b>                             | Country Sales Manager (CSM)  |
| <b>Location</b>                             | Delhi  |
| <b>Reporting to</b>                         | Chief Business Development Officer (CBDO)  |
| <b>Purpose &amp; Highlights of the role</b> | <ul style="list-style-type: none"> <li>• CSM shall study the practices of credit card sourcing in the market and will align with the existing and new customer of the Bank.</li> <li>• CSM will help in developing key growth sales strategies and drive innovative and data-driven marketing strategies for credit card acquisition and action plans for achieving the set Business target.</li> <li>• CSM shall assist in developing monthly / annual and seasonal sales targets, examining growth opportunities. Responsible for acquisition, growth of the credit card business, card activation, spends and cross-sell of different credit card products.</li> <li>• Handling Appointment / Hiring of Sales related Employee (on-roll) / Sales Executives/ Team Leader (Off-roll) as per the Business Requirement in coordination with HR. Training and Regular sensitization of sales promotion, Periodical Evaluation or performance and giving necessary suggestions to CBDO.</li> <li>• Suggesting in Engagement of agencies for sales executive and scope determination.</li> <li>• Coordination with Internal Team (MIS/ Data Analytics/ Product &amp; Development Team), Credit Card Division of Bank, ZSMs, various Sales Executives contractor and Corporate / Institution for tie-ups.</li> <li>• Enabling sales improvements, product / channel mix</li> </ul> |

|   |   |
|---|---|
|   | <p>development, Cost Management &amp; Partner Management (All types of Engagement of Sales Executives and their supervisors) and Campaign Management.</p> <ul style="list-style-type: none"> <li>• Assist in Corporate and Institutional Tie-ups at Corporate level and supporting and guiding ZSMs for such tie-up at local level.</li> </ul>  |
| <p><b>Key Areas of Responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Developing key growth sales strategies, and action plans to drive sales, productivity, cross sell different credit card products. Continuous review and successful execution of strategy with the changing and evolving market trend to achieve Business targets.</li> <li>• Assist in Determining annual Plans/ Monthly/ Seasonal/ Special Plans by forecasting and developing annual sales quotas for regions; projecting expected sales volume for existing and new products; analyzing trends and results; Suggesting pricing strategies; recommending selling prices; monitoring costs, supply, and demand.</li> <li>• Handling appointment, training of Zonal Sales Manager (ZSM) / Area Sales Manager (ASM) &amp; performance management of sales executive &amp; Team Leaders. The Sales Executives will be monitored through the supervisor/ Team Leader of the contractor by field functionaries and CSM will coordinate/ guide and push for Business Growth. Coordination &amp; Monitoring with ZSM / ASM for day to day Operations and Evaluation and Reporting to CBDO along with suggestions and recommendations.</li> <li>• Track headcount and hire ON Roll/Off Roll as per location business requirement. Drive productivity of sales teams, taking adequate measures to enhance through interventions like sales trainings, soft skills training and functional training. Shall create awareness among field staff regarding mis-selling and take appropriate steps to reduce/avoid mis-selling at ground level.</li> <li>• Assists in the development of the sales plan. Prepares forecasts and KPI reporting for the sales leaders, and upper management, for use in organizational planning and strategic planning. Analyze and survey of sales territories and set sales target for individual locations to achieve business objective of the company.</li> <li>• Accomplishes sales objectives by planning, developing, implementing, and evaluating advertising, merchandising, and trade promotion programs; developing field sales action</li> </ul> |

|  |   |
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|  | <p>plans along with CBDO and Senior Management of the Company in coordination with Product &amp; Development Team/ Data Analytics Team/ IT.</p> <ul style="list-style-type: none"> <li>• Keeping a check on policy changes, marketing offers. Monitoring and optimization of engagement in online and offline marketing campaigns (like emails, SMS, social media, missed call alerts, targeting lead generation, nurturing, subscription and customer management, print media and other channels of Bank like Mobile Banking/Internet Banking etc.) and ensuring efficient management of the leads generated by all these campaigns. Organizing Campaigns and Different Engagement Programs to help in achieving Corporate Goals.</li> <li>• TAT Management in terms of Hiring/Replacement etc and Application Sourcing/Issuance/Conversion and shall take remedial steps to reduce TAT in coordination with ZSM and Division.</li> <li>• Corporate &amp; Institutional Tie-Ups in order to facilitate field level staff in converting easy leads of Employees / Staff at these Institutions. Regular liaison with Corporate/Retail tie-up and prospective clients.</li> <li>• Shall do survey from field and get customer feedbacks in order to improvise service and customer experience.</li> </ul> |
| <p><b>Key Working Relationships</b></p>      | <p><b>Internal:</b> Chief Business Development Officer (CBDO), Product &amp; Development Team, MIS Team, IT Team, Data Analytics Team, Credit Card Division of Bank, Zonal Sales Manager / Area Sales Manager (On-roll staff)</p> <p><b>External:</b> Corporate / Retail Clients, Various Sales Executive Contractor, DSA Agency, Institutional Tie-ups</p>   |
| <p><b>Qualification &amp; Experience</b></p> | <ul style="list-style-type: none"> <li>• Should have a Graduate Degree</li> <li>• Total work experience of 10+ years of related experience in Credit Card Issuance company and 5+ years experience in Managerial role.</li> <li>• Understanding of sales and marketing, Strong analytical, problem solving, decision making and creative thinking skill.</li> <li>• Excellent communication, interpersonal and customer service skill with a high regard for hierarchy.</li> <li>• Experience in sales and leading an outbound sales or</li> </ul>  |

|                                |   |
|--------------------------------|---|
|                                | <p>servicing team. Big size team handling experience &amp; Hiring skills.</p> <ul style="list-style-type: none"> <li>• Effective Pipeline Management skills. Strong Liaison Skills.</li> <li>• Multitasking and Good analytical and time management skills</li> <li>• Proficiency in Computer Skills</li> <li>• Exceptional ability to think strategically, challenging the status quo to deliver innovative ideas, thus resulting in competitive advantage and commercial performance</li> </ul> |
| <b>Maximum Age</b>             | <ul style="list-style-type: none"> <li>• 40 as on 31/03/2022</li> </ul>   |
| <b>CTC offered</b>             | <ul style="list-style-type: none"> <li>• Compensation will not be a limiting factor for the right candidate and will be considered on a case by case basis subject to potential and competence in achieving the corporate goal.</li> </ul>  |
| <b>To Apply, Send an Email</b> | <ul style="list-style-type: none"> <li>• Suitable and willing candidate may submit his/her profile on email <a href="mailto:info.pnbcards@pnb.co.in">info.pnbcards@pnb.co.in</a> along with application form having subject as "Country Sales Manager"</li> </ul>   |

**Note:** In case of large no. of applicants, PNB Card will constitute a preliminary screening committee for shortlisting of candidates for further interview.



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|   |   |
|---|---|
| <b>Position</b>                             | Zonal Sales Manager (ZSM)   |
| <b>Location</b>                             | Delhi   |
| <b>Reporting to</b>                         | Country Sales Manager (CSM)   |
| <b>Purpose &amp; Highlights of the role</b> | <ul style="list-style-type: none"><li>• ZSM shall study the practices of credit card sourcing in the local market and will align with the existing and new customer of the Bank.</li><li>• ZSM will help in developing key growth sales strategies and drive innovative and data-driven marketing strategies for credit card acquisition in his/ her territory and action plans for achieving its set Business target.</li><li>• ZSM shall assist in developing Weekly/ Monthly / Annual and seasonal sales targets for Sales Executives and Team Leaders, examining growth opportunities.</li><li>• Handling Appointment / Hiring of Sales related Employee in Field below ZSM level (on-roll) / Sales Executives/ Team Leader (Off-roll) as per the Business Requirement in coordination with HR. Training and Regular sensitization of sales promotion, Periodical Evaluation or performance and giving necessary suggestions to CSM.</li><li>• Coordination with CSM, various Sales Executives, Team Leaders and local area Corporate / Institution for tie-ups.</li><li>• Enabling sales improvements, product / channel mix development, Cost Management and Campaign Management.</li><li>• Assist in Corporate and Institutional Tie-ups at Local level.</li></ul> |

**Key Areas of Responsibilities**

- Developing key growth sales strategies, and action plans to drive sales, productivity, cross sell different credit card products. Continuous review and successful execution of strategy with the changing and evolving market trend to achieve its Business targets.
- Assist in Determining Weekly/ Monthly/ Annual/ Seasonal/Special Plans by forecasting and developing annual sales quotas for its region; projecting expected sales volume for existing and new products; analyzing trends and results; Suggesting pricing strategies; recommending selling prices; monitoring costs, supply, and demand.
- Handling appointment, training of Area Sales Manager (ASM) & Sales executive & Team Leaders. The Sales Executives will be monitored through the supervisor/ Team Leader of the contractor by field functionaries and ZSM will coordinate/ guide and push for Business Growth. Coordination & Monitoring with ASM for day to day Operations and Evaluation and Reporting to CSM along with suggestions and recommendations.
- Track headcount and hire ON Roll/Off Roll as per location business requirement. Drive productivity of sales teams, taking adequate measures to enhance through interventions like sales trainings, soft skills training and functional training. Shall create awareness among field staff regarding mis-selling and take appropriate steps to reduce/avoid mis-selling at ground level.
- Prepares forecasts and KPI reporting for the Team leaders for use in its Zonal strategic planning. Analyze and survey of sales territories for Sales Executives and Team Leaders and set sales target for individual locations to achieve business objective of the Territory.
- Keeping a check on policy changes, marketing offers. Monitoring and optimization of engagement in online and offline marketing campaigns (like emails, SMS, targeting lead generation, print media) and ensuring efficient management of the leads generated by all these campaigns. Organizing Campaigns and Different Engagement Programs in its Territory to help in achieving its Territory Goals.
- TAT Management in terms of Hiring/Replacement etc and Application Sourcing/Issuance/Conversion in coordination



|                                       |   |
|---------------------------------------|---|
|                                       | <p>with CSM and shall take remedial steps to reduce TAT in coordination with ASM</p> <ul style="list-style-type: none"> <li>• Corporate &amp; Institutional Tie-Ups in its territory in order to facilitate field level staff in its territory in converting easy leads of Employees / Staff at these Institutions. Regular liaison with these Corporate/Retail tie-up and prospective clients.</li> <li>• Shall do survey from field and get customer feedbacks in order to improvise service and customer experience.</li> </ul>  |
| <b>Qualification &amp; Experience</b> | <ul style="list-style-type: none"> <li>• Should have a Graduate Degree</li> <li>• Total work experience of 5+ years of related experience in Credit Card Issuance company and 3+ years experience in Managerial role.</li> <li>• Understanding of sales and marketing, Strong analytical, problem solving, decision making and creative thinking skill.</li> <li>• Excellent communication, interpersonal and customer service skill with a high regard for hierarchy.</li> <li>• Experience in sales and leading an outbound sales or servicing team. Big size team handling experience &amp; Hiring skills.</li> <li>• Strong Liaison Skills.</li> <li>• Multitasking and Good analytical and time management skills</li> <li>• Proficiency in Computer Skills</li> <li>• Exceptional ability to think strategically, challenging the status quo to deliver innovative ideas, thus resulting in competitive advantage and commercial performance</li> </ul> |
| <b>Maximum Age</b>                    | <ul style="list-style-type: none"> <li>• 40 as on 31/03/2022</li> </ul>   |
| <b>CTC offered</b>                    | <ul style="list-style-type: none"> <li>• Compensation will not be a limiting factor for the right candidate and will be considered on a case- by-case basis subject to potential and competence in achieving the corporate goal.</li> </ul>   |
| <b>To Apply, Send an Email</b>        | <ul style="list-style-type: none"> <li>• Suitable and willing candidate may submit his/her profile on email <a href="mailto:info.pnbcards@pnb.co.in">info.pnbcards@pnb.co.in</a> along with application form having subject as "Zonal Sales Manager"</li> </ul>   |

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Ref: Adv./PNB Card/ 01/2022

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|   |   |
|---|---|
| <b>Position</b>                             | HR and Admin Manager  |
| <b>Location</b>                             | New Delhi   |
| <b>Reporting to</b>                         | Operations Head   |
| <b>Purpose &amp; Highlights of the role</b> | <ul style="list-style-type: none"> <li>Proactively manage HR systems in order to maintain integrity of employee and organizational data</li> <li>To provide assistance to the Managers and employees with respect to HR policies and procedures including: employee relations, recruitment, benefits and the health and safety program.</li> <li>Support &amp; frontend the annual HR cycles with business on deliverables of performance management, merit increase, employee benefits, succession planning, promotions, Individual Development Plans etc.</li> </ul>  |
| <b>Key Areas of Responsibilities</b>        | <ul style="list-style-type: none"> <li>Conducting recruitment/exit interviews and recording them accordingly</li> <li>Facilitating newcomers joining formalities</li> <li>Reviewing &amp; updating job descriptions for all positions regularly</li> <li>Handling monthly payroll and yearly forms for employees.</li> <li>Liaising with all government agencies to ensure adherence to compliance laws and regulations</li> <li>Ensure legal compliances, by ensuring fair employment practices in the company specially with respect of employment equality, diversity issues etc Follow up on confirmation records statutory obligations - PF, ESIC, taxes, gratuity, bonus etc.</li> <li>Communicating and explaining the organization's HR policies to the employees</li> <li>Handling administration of all contract employees.</li> <li>Preparing and submitting all relevant HR letters/documents/certificates/ attendance as per the requirement in consultation with the management</li> <li>Handling all employee enquiries &amp; grievances.</li> <li>Dispute settlements according to labor law, Factory rules &amp; compliance guidelines.</li> </ul> |

|                                       |   |
|---------------------------------------|---|
|                                       | <ul style="list-style-type: none"> <li>• Drafting and reviewing the HR procedure Manual and Employee Staff Handbook</li> <li>• Talent acquisition &amp; Retention strategies and implementation.</li> <li>• Automating and digitizing the HR processes.</li> <li>• Managing the internal audit, maintain the required records and providing the data whenever required.</li> <li>• Devising the training plan for the employees based on their identified training needs. Planning the training programs working on the content and delivery part along with the different divisional heads.</li> </ul>   |
| <b>Qualification &amp; Experience</b> | <ul style="list-style-type: none"> <li>• A Master degree, preferably MBA with a specialization in HR from a reputed college or university in India/Overseas.</li> <li>• Total work experience 5+ years of related experience in human resource field preferably in BFSI companies of repute.</li> <li>• Proficiency with MS Office applications (Excel)</li> <li>• Preference can be given to the candidate having experience of HRMS implementation.</li> <li>• Extensive experience in broad range of Human Resource domains including compensation, Organization development, talent management and acquisition.</li> <li>• Ability to re-write and cross question to redefine the practices.</li> <li>• Excellent communication and interpersonal skill with a high regard for hierarchy.</li> <li>• Good analytical, abstract reasoning and organizational skill.</li> </ul> |
| <b>Maximum Age</b>                    | <ul style="list-style-type: none"> <li>• Maximum 40 as on 31.12.2021</li> </ul>   |
| <b>CTC offered</b>                    | <ul style="list-style-type: none"> <li>• Rs. 6.00 lakh to Rs.9.00 lakh per annum.</li> </ul>  |
| <b>To Apply, Send an Email</b>        | <ul style="list-style-type: none"> <li>• Suitable and willing candidate may submit his/her profile on email <a href="mailto:info.pnbcards@pnb.co.in">info.pnbcards@pnb.co.in</a> along with application form having subject as "HR and Admin Manager"</li> </ul>  |

**Note:** In case of large no. of applicants, PNB Card will constitute a preliminary screening committee for shortlisting of candidates for further interview.

**APPLICATION FOR RECRUITMENT OF CSM / ZSM / HR MANAGER IN PNB CARDS AND SERVICES LTD. (a wholly owned subsidiary of Punjab National Bank)**

Ref: Adv./PNB Card/ 01/2022

The Chief Operating Officer  
PNB Cards and Services Ltd.  
Regd. Off: 106-109, First Floor  
Ansal Tower, 38 Nehru Place  
New Delhi-110019  
Email: [info.pnbcards@pnb.co.in](mailto:info.pnbcards@pnb.co.in)

|                                   |
|-----------------------------------|
| Paste Passport Size Photograph    |
| Please sign across the Photograph |

**APPLICATION FOR THE POST OF \_\_\_\_\_**

With reference to your advertisement dated \_\_\_\_\_, I submit my application in prescribed format.

1 Full Name :  
[In capital letters]

2 Father's/Husband Name :  
[In capital letters]

3 I. CORRESPONDANCE  
ADDRESS:

II. PERMANENT ADDRESS:

PIN:

PIN:

4 CONTACT DETAILS:

MOBILE No. \_\_\_\_\_ LANDLINE No. \_\_\_\_\_

E-Mail ID \_\_\_\_\_

5 IDENTIFICATION DETAILS:

|              |            |
|--------------|------------|
| ID PROOF:    | ID NUMBER: |
| AADHAAR CARD |            |
| PAN CARD     |            |

6 GENDER:

7 RELIGION:

8 NATIONALITY:

9 MARITAL STATUS:

10 CATEGORY: GEN/SC/ST/OBC/OTHERS

11 IF PERSON WITH DISABILITY  
TYPE OF DISABILITY PERCENTAGE OF DISABILITY

12 DATE OF BRITH  
(As per SSC/SSLC)  
DD MM YYYY

13 BIRTH PLACE: NATIVE PLACE:

14 CIBIL Score: \_\_\_\_\_ as on \_\_\_\_\_

15 POST APPLIED FOR (tick against post applied for)

01. COUNTRY SALES MANAGER (CSM)

02. ZONAL SALES MANAGER (ZSM)

03. HR MANAGER (HR)

16 EDUCATIONAL QUALIFICATION (As on date of application)

| Sl. | Name of University / Institution | Month & year of passing | % of Marks* | Class / Grade |
|-----|----------------------------------|-------------------------|-------------|---------------|
|     |                                  |                         |             |               |
|     |                                  |                         |             |               |
|     |                                  |                         |             |               |
|     |                                  |                         |             |               |
|     |                                  |                         |             |               |
|     |                                  |                         |             |               |

\*Self-attested Copy of educational qualification certificates to attach.

| 17 | <b>EXPERIENCE: (Candidate can use separate sheet, if required)</b> |                               |           |    |          |  |
|----|--|-------------------------------|-----------|----|----------|--|
|    | Sl.  | Organisation's name & address | Post held |    | Duration | Reason for leaving the job (if applicable) |
|    |  |                               | From      | To |          |  |
|    |  |                               |           |    |          |  |
|    |  |                               |           |    |          |  |
|    |  |                               |           |    |          |  |
|    |  |                               |           |    |          |  |

18 Whether the applicant has undergone any disciplinary proceedings during his/her service in the previous / current employer(s) & if so, furnish details:

19 Is there any case pending or adjudicated by CBI or any other court of law / Is the candidate facing any criminal charges or investigation? If so, furnish details:

20 **DECLARATION:**

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief and I understand that in the event of any information being found false or incorrect at any stage or my not satisfying the eligibility criteria as per the advertisement dated \_\_\_\_\_, my candidature/appointment for the said post is liable to be cancelled/terminated at any stage.

I hereby agree that I shall obey the final decision of the PNB Cards and Services Ltd., however in case of any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of said advertisement can be instituted by me only at jurisdictional courts of New Delhi. I undertake to abide by all the terms and conditions mentioned in the PNB Cards and Services Ltd.'s advertisement dated \_\_\_\_\_.

**(Signature of Applicant)**

**Name:**

**Date:**

**Place:**

**Enclosures:**

1

4

2

5

3

6

*(Candidate can use separate sheet, if required)*