

Frequently Asked Questions (Online Recruitment Application)

1. How do I access the site to fill up the online application?

An applicant should log on to <http://www.upsconline.nic.in/> to access the home page of the online application.

2. When can I submit online application for a particular Recruitment? Can I apply any time during the year for a particular Recruitment?

An applicant should apply for a particular Recruitment only when it has been notified by the Commission. Brief information containing the extracts of the Recruitment which is being notified is published in the leading News Papers. The complete and detailed information is subsequently published in the forthcoming 'Employment News' and is also available on Commission's website <http://www.upsc.gov.in> and at the website for filling the online application for a particular notified exam/exams at <http://www.upsconline.nic.in/>.

3. Can anyone apply online for a particular Recruitment?

Yes, an applicant who fulfils the eligibility criteria prescribed in the notification (i.e. the detailed information published in the 'Employment News' or available on website <http://www.upsconline.nic.in/>) of that particular Recruitment can apply.

4. Are there any detailed instructions to guide an applicant for submitting an online application?

Yes, an applicant must refer to the detailed instructions which are available on website <http://www.upsconline.nic.in/> for filling up the online application before doing so, which are available.

5. What should I do if there is lot of delay in accessing the page?

The delay in accessing the Page depends upon various factors like Internet Speed, large number of applicants trying to register the application at the same time etc. Therefore if you are not able to get the page for registration promptly, please retry after some time or during off-peak hours.

6. What information/ details /items are required while filling the on-line application form?

The instructions/ items which are required to submit the fee, photograph and signature, educational/experience and other post related document have been explained in the FAQs given below. In addition to these, you should have the relevant information/ details for all the columns which are required to be filled up.

7. Is it necessary to fill up the details related to pin code/phone No. with area code/Mobile No./e-mail?

At Present PIN code & one telephone number (residence, office or mobile no.) and e-mail is mandatory to be filed in by the candidate,

8. How do I move to the next page when columns on one page have been completely filled?

An applicant should click on the "Save & Continue" button at the bottom of the page to move to the next page.

9. Is it necessary to fill up both the parts i.e. Online application and document/ certificate upload?

Yes, it is necessary to fill up both the parts i.e. online application and document/ certificates upload the application.

10. I have filled up only online application. Will my application be rejected or not?

Yes, the application will be rejected if document/ certificate (uploaded in .pdf format) is or enclosure list is not entered in ORA application..

11. Can I first upload the document/ certificate or enclose list of the application and thereafter fill up the application?

No, an applicant is required to first complete the application and thereafter complete the uploading the document/ certificate or enclose list.

12. What is the procedure to pay the fee for the Recruitment?

There are three options for the payment of fee-Pay

- i) by Cash in any branch of State Bank of India,
- ii) Pay by credit/debit Card and
- iii) Pay by Net Banking facility of SBI.

An applicant who wants to pay the fee by cash should take a print of the PAY-IN SLIP by clicking on the option "Print Bank Pay-in-Slip". Making use of this pay-in-slip, an applicant can deposit the fee in cash at any branch of the State Bank of India. The bank will not accept any other challan/form for the payment of fee by cash. After depositing the fee by this pay-in-slip, the bank will provide a "TRANSACTION ID". An applicant will again have to log in and start submission of the part-II of the online application.

An applicant can also pay the fee online using the internet banking facility of the State Bank of India.

An applicant can also pay the fee online using any VISA/MASTER DEBIT OR CREDIT CARD issued by any bank/institution.

13. Is there any other bank in addition to SBI where fee can be deposited by cash?

No, the fee may be deposited in cash only in any branch of State Bank of India.

14. I have taken the print of pay-in-slip by clicking on the "Print" option. I have to deposit the cash in a branch of SBI through this Pay-in-slip. How will I re-enter the system to submit my transaction details of the fee if I log out of the system now?

An applicant, after having obtained the TRANSACTION ID number, should again log in by making use of the Registration ID and password and after login in Active application you will see 'pay fee' link against the post you applied for. Click on that link and hereafter enter the relevant particulars in the remaining columns. The Registration ID is also available on the Pay-In-Slip.

15. Is there any other form/challan to pay fee by cash apart from the pay-in-slip?

No. An applicant must make use of the pay-in-slip generated by the system. The Bank(SBI) will not accept the fee (in cash) by any form or challan.

16. As per the detailed information available in the Employment News /Commission's website, I am exempted from payment of fee on account of being a Female/PH/SC/ST candidate. Am I required to enter the payment details anywhere?

No. All the applicants who are exempted from the payment of fee will see the application number generated by the system. No you need not to provide any such details.

17. I have successfully submitted the online application, should I send the print outs of the application to the commission by post?

Once an applicant has successfully submitted the application through online, the same gets registered with the Commission and the applicant is not required to send a hard copy of the print out of his/her application to the Commission's office. However, it is strongly advised that the applicant keeps a hard copy of his /her application for his/her own record and future communication with the commission, if any. You have to send the enclose list letter generated through ORA system if you have selected the second option (by post/ by hand). Those you have uploaded the document / certificate in ORA system need not to send anything to the commission.

18. I am filling up the various modules in the application and the process of filling up the form is yet to be completed. I want to change the filled up information in one/many columns. How should I do this?

Or

I filled my form and completed the form. I have made some errors. What should I do to remove these errors?

You can change/update the information in different modules (except registration details) before the submission of the application. System will show the preview of the completed application. You are advised that you submit your application when you feel that all information is correct. Once submitted, the information can not be changed anymore. Candidate is also advice to check the quality of photo and signature you have uploaded. The candidates may note that in case the quality of photograph/signature is not acceptable/ poor, then their application is liable to be rejected by the commission.

[Acceptable photos / Acceptable Signatures](#)

[Non Acceptable photos / Non-acceptable signatures](#)

19. In which format the scanned photograph and signature should be?

The images of the photograph and signature should be scanned in the .jpg format.

20. Whether the photograph should be in Black&white or should it be in a colour ?

Both are acceptable as long as they are as per the given specifications and quality of photograph is good enough to be identifiable and acceptable.

21. What should be the size of the scanned photograph and the signature?

The candidate should scan his/her signature which has been put on white paper with black ink pen. Each of the scanned images of the photograph/signature should not exceed 40 KB in size (for photograph, the pixel size is 140 pixels height x110 pixels width and for sign it should be 110 pixels height x140 pixels width) and also to be ensured that the uploaded photograph/signature are proper.

22 If the Photograph is not of the proper pixel size given, then how to convert it?

Use any free image editing software such as MSPaint or Irfanview. To delete the unnecessary print area, use the CROP option after selecting the Image. To resize to proper pixel size use the resize option. Help for cropping / resizing can be seen [here>>](#)

23 If the Photograph is not in the desired format, then how to convert it?

If the image is in other formats such as .tiff,.bmp etc, then open the photo in MsPaint or Irfanview and click save as option to save it in the desired format (.jpg).

24. How do I load my signatures/photograph?

The scanned photograph and signature in the format and the specification which has already been explained above is to be uploaded.

25. My photograph and signature as I loaded on the site are not appearing right. What should I do?

After uploaded the photograph and the signature a fresh page shows the preview of the uploaded images. If, the applicant is satisfied with the uploaded images he may click on **Confirm Upload** button. In case the applicant is not satisfied with the uploaded images, he may click on the **Reload Photograph** or **Reload Signature** button. The reloaded photograph/ signature can again be viewed by clicking on the **Image refresh** button. **The process can be repeated till satisfaction. The Candidates may please note that if the quality of photograph/signature is poor, the application is liable to be rejected** After having clicked on the **Confirm Upload** button, the system will not allow any changes in the photograph/signature. However, if an applicant is not satisfied with the format/size/quality of the photograph or signature, the applicant may submit a fresh online application with the revised photograph and signature along with prescribed fee to be paid again.

26. I have filled up the form successfully but now, I want to change / correct the details I entered in the Application?

Once an applicant fills up all the columns of the application and the system displays the message that the application has been submitted successfully, there is no provision in the system to make any changes in any of the columns. Hence, no change can be made at this stage in any of the details.

27. How do I know that my application is registered?

OR

How do I reconfirm that my application is saved and received in the commission's office ?

The successful submission of the online recruitment application requires the completion of two parts of the application correctly. After submission of the application the system generates a unique number which is known as the Application number. After that Document/ certificated has be to uploaded. If you have uploaded Document/ certificated, system will display the message that the application has been submitted successfully.

28. I did not receive the e-mail intimation for registration of my application?

You will not receive any E-mail from UPSC for successfully registering or successfully submission of application.

29. I filled my form and successfully paid the application fee through online payment gateway (once or several times). However this is not showing in the application status. What should I do?

If you have made your payment successfully through credit/debit card and directed to the UPSC online website for the upload of photo/signature and you have uploaded your photograph and signature properly, your application has been submitted otherwise it may be connectivity problem with Payment Gateway and you may choose cash option or Internet Banking option for payment of fee and proceed as per guidelines.

30. I got Blank / Zero application No. after submission of application on-line?

This may mean that the application has not been submitted successfully and you are required to apply afresh.

31. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?

You can fill different module in multiple sitting. In that case the module you are currently working will not be saved. You are requested to press 'Save and Continue' Button after completing each module.

32. I have submitted two applications for the Recruitment, one through online and the other through offline. Will my both applications be accepted/ rejected or one of them will be accepted/ rejected?

OR

Can an applicant do multiple registrations for the same Recruitment? What will be status of my candidature if I have successfully submitted more than one application?

The acceptance/ rejection of an application(s) is not related to the number of applications submitted by an applicant. It is also not related to the mode of submission of the application i.e. whether offline/online/ both modes adopted by an applicant. In case, more than one application has been submitted by an applicant, irrespective of the mode of submission, the commission entertains only one application and the remaining applications are amalgamated. The acceptance/ rejection of this one application depends upon the particulars filled up by an applicant vis-vis the eligibility criteria. UPSC will taken appropriate decision in such cases.

33. How do I re-confirm that my application is saved and received in the Commission's Office?

After login, you will go 'My account' link and here you will see the application number, submitted application, uploaded document/certificate or view enclosure letter (as the case may be).

34. What details should I retain after completion of successful submission of my form?

It is strongly advised that after the completion of the process of submission of the online application, the applicant must take a print out of the submitted application form and keep the same for future reference. The

candidate is also advised to keep his fee payment proof which might be required by the commission in case of any discrepancy.

35. What details should I provide to make correspondence with the Commission?

In case of correspondence with the commission an applicant must mention these details -Name of post for which he applied, Advertisement number, registration id, Applicant's name, father's name, date of birth and the application number generated by ORA website.