



संघ लोक सेवा आयोग  
UNION PUBLIC SERVICE COMMISSION  
*Online Recruitment Application (ORA) Cell*

INSTRUCTIONS TO THE CANDIDATES  
FOR FILLING ONLINE RECRUITMENT APPLICATION (ORA)

1.

Online Recruitment Application is spread over different Modules/Sections designed to capture information of the candidates related to Personal Profile, Contact details, Age Relaxation, Educational Qualification and Experience etc. Details can be filled in multiple sessions after Registration. Before closing each session, candidate must save the information filled by clicking 'Save' button. Before filling up the Online Recruitment Application, candidates are advised to go through the relevant Advertisement available on the Commission's website.

2.

The homepage of ORA displays the available vacancies along with different links. If you desire to do Registration in ORA, click on "[New Registration](#)" link. This can be done anytime at your convenience. Here, you will be required to enter mandatory fields of your personal details and Password which will be used for the applying online. After successful registration, a Registration ID of 8 alphanumeric characters will be allotted to you. You are advised to note down your Registration ID and Password since this Registration ID and Password are required to be entered each time when you Login to the system for completing the Online Recruitment Application. It is to be noted that only one Registration ID can be created using an e-mail ID. Candidates are, therefore, advised to fill their correct and active e-mail address as correspondence may be made by the Commission through registered e-mail.

3.

You can view brief description of any post by clicking on the name of that particular post. You can also view [Frequently Asked Questions \(FAQs\)](#) for reference.

## 4.

Click on "[Apply Now](#)" against the post for which you wish to apply. Clicking on "Apply Now" link will take you to the Login page. Enter your Registration ID of 8 alphanumeric characters and Password. In case you have forgotten your Registration ID and Password, you can click on "[Forgot Registration ID](#) / [Forgot Password](#)" to recover the same after providing requisite details. Please ensure to enter correct details because entering wrong information multiple times will block your account for certain specified period.

## 5.

After successful login, various modules of ORA will be available for filling. Depending on the requirements of the post, some module may remain in active mode (clickable [blue colour](#)) while the remaining would be in inactive mode (non clickable black colour). Further, a module that has been defined Essential would turn [Green](#) once it is completely filled and saved.

## 6.

If you are logging in by using "[Already Registered](#)" link, your home page will display your active applications which can be edited or submitted by clicking the "Edit/Modify" link displayed in front of individual post. The finally submitted applications are listed under 'My Account (My finally submitted Applications)' link.

## 7. MODULE-WISE INFORMATION

### 7.1 PERSONAL PROFILE

Personal information is required to be filled in this module. Some fields which have already been filled while doing Registration will be displayed in read only mode in [grey text area](#). The information provided at the time of registration is of permanent nature and non-modifiable. If you wish to change any information submitted at the time of Registration, you will be required to register afresh with correct details using a different e-mail ID not previously used in ORA.

## 7.2 CONTACT DETAILS

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Contact details such as your address, contact number etc. are required to be filled in this module. In case your mailing address and permanent address are same, you are not required to enter it again. Click the checkbox for “Yes” against the question “Is your mailing address same as permanent address?”.

## 7.3 AGE RELAXATION

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The age relaxation for the communities SC, ST and OBC are provided automatically by the system based on the details furnished in Personal Profile, if the post is reserved for them. However age relaxation for other categories, i.e., PH, Central Government Servant, Ex-Serviceman/ ECO/ SSCO etc. need to be explicitly claimed by the candidate by filling details in “Age Relaxation” module. To claim age relaxation, the candidate should choose “Yes” from the drop down list against the question “Do you want to claim Age Relaxation?”. Then the candidate is required to select the category under which he/she wants to claim the age relaxation. Details of admissible relaxations are available in the relevant Advertisement.

**Important Note:** In case you are claiming age relaxation as a Central Govt. Employee, then it is mandatory to first fill Experience Module with relevant details. Then only, you will be able to claim this relaxation in Age-relaxation Module.

## 7.4 EDUCATIONAL QUALIFICATION

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This page displays information regarding Educational Qualification(s) for the post. Educational Qualification(s) will be available for filling only after you click the checkbox against “I have read and understood the required Essential Qualification criterion and I fulfil the required Educational Qualification criterion”.

7.4.1 You are required to fill details of Essential Qualifications (EQs) mentioned in Advertisement. For this, you need to select ‘Qualification Type’ as “Essential”. **Unless you fill at least one qualification under Essential type, Educational Qualification Module will not be treated as completed and you will not be able to finally submit your application.**

7.4.2 Further, you can add as many Additional/Higher qualifications as you wish by adding one at a time. Second option to take care of is to choose right 'Qualification Level'. If you wrongly equate the level(s) of your qualification(s), you may not be shortlisted through computer aided short-listing. You may also be liable for rejection/debarment from UPSC.

## 7.5 POST-SPECIFIC MODULES

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| <p>7.5.1 <b>PROFESSIONAL REGISTRATION:</b><br/>7.5.2 <b>LANGUAGE:</b><br/>7.5.3 <b>PUBLICATION:</b><br/>7.5.4 <b>NET:</b><br/>7.5.5 <b>GATE:</b><br/>7.5.6 <b>CONFRENCES:</b><br/>7.5.7 <b>INTERNSHIP:</b></p> | } | <p>These modules will be active (Clickable blue colour) only if the said field is required for the post, otherwise they will be inactive (non clickable black colour). Click on the active module, add required fields and then save to proceed.</p> |
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## 7.6 MISCELLANEOUS MODULE

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This module will also be active (Clickable blue colour) only if the said field is required for the post, otherwise it will be inactive (non clickable black colour). In this module, candidates are required to give answer as 'YES' or 'NO' to specific question(s) depending upon the requirement of the post. You are required to answer all the questions correctly as any wrong response will make you ineligible. Further, candidate may give details relating to the concerned question(s) in the given text box.

## 7.7 EXPERIENCE

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This module will be active (Clickable blue colour) only if the said field is required for the post, otherwise it will be inactive (non clickable black colour). Here system asks for details of your employment / experience you possess and is relevant for the post. This module will be enabled for filling details only after you click the checkbox against "I have read and understood the required Essential Qualification criterion and I fulfil the required Experience Qualification criterion". However, before this module is further enabled, you are required to calculate the total experience you are possessing in Years & Months and enter the same in the relevant box against "No. of years of

relevant experience claimed and valid as per advertisement in my case is:”. For validation purpose, system will crosscheck total experience claimed by the candidate with the experience required for the post under Essential Qualification (in years and months). Avoid using special character [for example, ‘. (Dot) in salary field] to avoid non-saving of data by the system.

## 7.8 RECRUITMENT TEST CENTRE

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This input is mandatorily taken for all the vacancies for the reason that in case written Recruitment Test is to be conducted for short-listing, then candidate will be allotted the preferred test centre as per feasibility. Here, you will be required to select two preferences for the recruitment test centre.

## 7.9 DQ DECLARATION

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This module refers to Desirable Qualification for the post and it will be active (Clickable blue colour) only if the said field is required for the post, otherwise it will be inactive (non clickable black colour). Click on the active module, add required fields and then save to proceed. Avoid using special character to avoid non-saving of data by the system.

## 7.10 PHOTO & SIGNATURE UPLOAD

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Uploaded photograph and signature must be clearly identifiable / visible, otherwise the application of the candidate is liable to be rejected by the Commission and no representation from the candidate will be entertained by the Commission in this regard. The candidate should scan his photograph and specimen signature (in Black Ink pen put on white paper) in **.jpg format**. Scanned images, photograph as well as signature, **should not exceed 40 KB** in size. For photograph, the pixel size is 140 pixels height x 110 pixels width and for signature, it is 110 pixels height x 140 pixels width. To upload the images of recent Photograph and Signature, click on Upload Photograph/ Upload Signature buttons. After uploading, a fresh page shows the preview of the uploaded images. Here the candidate is advised to see his/her uploaded photograph that the photograph is clearly visible/identifiable in the upper row and the specimen signature in the lower row. In no case these rows should be swapped. If the candidate is satisfied with the uploaded images, he may CONFIRM the uploading of photograph and signature by clicking on Confirm Upload button. If for any reason uploaded images are not up to the mark then the candidate can RELOAD these images by clicking on the Reload Photograph and/or Reload Signature button. They can view reloaded Photograph/signature

by clicking on "Refresh Image" button. The software will not save photograph and signature of the candidate unless he confirms the upload by clicking on Confirm Upload button.

### 7.11 UPLOAD DOCUMENTS

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In this module, a candidate is required to upload a single PDF of document(s) to substantiate the claim in respect of DOB, Educational Qualification(s), Community, Experience, PH status (If applicable) or any other information, as made in his/her online application. The candidate may scan the relevant document(s)/certificate(s) which he has claimed in 200 dpi Grey Scale and convert into a single PDF file up to 2 MB. If any document/ certificate furnished is in a language other than Hindi or English, a transcript of the same duly attested by a Gazetted officer or notary is to be uploaded. The PDF so created must not be password protected.

### 7.12 PREVIEW

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Here, the system displays all the information filled by the candidate in the Online Recruitment Application for verification at his/her end. The candidates are advised to check the details and satisfy themselves that all information is correctly filled. **No changes to the information filled by the candidates will be allowed at any subsequent stage of the Online Recruitment Application process once the same is submitted.**

### 7.13 SUBMIT

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After filling details in all the required Modules for the post, including uploading of documents and also uploading of the scanned photograph & signature, and verifying them in Preview, click on "SUBMIT" button to proceed further. The fee exempted candidates can view their application under "My Account (My finally Submitted Application)" after this step. However, those applicants who need to pay fee will be required to pay fee for final submission of their application.

## 7.14 FEE

Candidates applying online are required to pay a fee of Rs.25/- (Rupees Twenty Five) except Female/ Physically Handicapped/ SC or ST candidates who are exempted from payment of fee. Such exempted candidates will not be taken through the 'Fee payment Page'. Once the payment is successful, the system will accept your Online Recruitment Application. The Fee(s) paid shall not be refunded under any circumstances nor can the fee(s) be held in reserve for any other application or examination or selection.

7.14.1 The "Pay Fee" link is enabled for those cases only where the Application Part is complete and fee payment is pending. This link is also not enabled for fee-exempted candidates as they are not required to pay fee. Once the fee payment process is over, the completed applications (with fee payment details) can be viewed under "My Account (My finally Submitted Application)" link.

7.14.2 By Clicking "Pay Fee", a fresh page opens up indicating three options of payments, viz, "Pay by Cash"; "Pay by Card" and "Pay by Net Banking" - each option accompanied with a radio button. Click on the radio button corresponding to the choice of your payment and then click on CONTINUE.

## 8. FEE PAYMENT OPTIONS

By Clicking "Pay Fee" link, a fresh page opens up indicating three options of payments, viz, "Pay by Cash"; "Pay by Card" and "Pay by Net Banking" - each option accompanied with a radio button. Click on the radio button corresponding to the choice of your payment and then click on CONTINUE.

### 8.1 PAY BY CASH

Pay by Cash at any branch of State Bank of India through the Pay-in-Slip generated by the Online Recruitment Application system.

8.1.1 Candidates opting to deposit fee in cash are advised to take printout of Pay-in-Slip by using the option "Print Bank Pay-in-Slip". Using this pay-in slip, you can deposit the fee in cash at any branch of STATE BANK OF INDIA. The Bank will not accept any pay-in slip or challan other than the one printed through the "Print Bank Pay-in-Slip" Option of your Online Recruitment Application. After receipt of cash,

the Bank will stamp the pay-in-slip and also provide a "TRANSACTION ID". **This Transaction ID needs to be entered in your application for completing the application process.** Following steps are required for this:

8.1.2 When you click on the radio button for "Pay by Cash" and then click on CONTINUE, a Fresh window opens wherein TRANSACTION ID given by the State Bank of India and Date of Transaction is to be filled in. The Transaction Id given by the Bank is to be a SEVEN OR EIGHT DIGIT NUMERIC CHARACTER, which is to be filled in the Transaction-Id field. Considering the All India spread of the SBI there is possibility of writing of Transaction ID on the Pay-in-slip by the bank staff variously as TID - 0012121212 or J - 0012121212 or 0012121212 etc. if it is in eight digits or as TId - 001212121 or J - 001212121 or 001212121 etc. if it is in seven digits. **CANDIDATES ARE REQUESTED TO FILL IN ONLY THE LAST 7 or 8 DIGITS AS THE CASE MAY BE, DROPPING OUT ANY ALPHABET, SPECIAL CHARACTER or PREFIXED ZEROES.** In the above two cases, fill in the Transaction Id as 12121212 or 1212121. Then, proceed as per instructions available on screen.

## 8.2 Pay by Net Banking

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Pay Online using the Internet banking facility of the State Bank of India. Candidates opting to pay through Card or SBI Internet Banking facility will be directed to their respective sites. Follow instructions/steps on the respective sites.

## 8.3 PAY BY CARD

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Pay Online using any Visa/Master Debit/Credit or RuPay card issued by any Bank/ Institution. Candidates opting to pay through Card or SBI Internet Banking facility will be directed to their respective sites. Follow instructions/steps on the respective sites.

## 8.4 IMPORTANT NOTE REGARDING FEE PAYMENT

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8.4.1 There may be instances when you have made the payment through Card or Net Banking facility of SBI, but the same is not updated in your application. The reason is - once the applicant chooses the mode of payment (e.g., Pay by Card or Pay by Net Banking) on ORA website, she/he is directed to the Payment Gateway site hosted by the State Bank of India (SBI). Sometimes it happens that the



transaction of applicant is successful on Payment Gateway site of the SBI, but the transaction gets terminated before returning back to ORA server due to connectivity issues etc. In such case, application remains incomplete due to non-completion of transaction cycle.

8.4.2 In case of payment through Card, you have to make payment again and again till payment details are updated in the ORA System. It is advised that if even after repeated attempts one is not able to pay the fee through credit/debit card, then she/he may either switch over to payment by cash mode or by Internet Banking of SBI. If you have made successful payment through Net Banking of SBI but payment is not reflected in ORA, you have to update payment by using appropriate link available on payment page. After completing fee payment process you should be able to see your application from 'MY ACCOUNT (My finally submitted Application)' link.

## 9. IMPORTANT NOTE

In the event of number of applications being large, commission will adopt short listing criteria to restrict the number of candidates to be called for interview to a reasonable number by any or more of the following methods:

- A. On the basis of Desirable Qualification (DQ) or any one or all of the DQs if more than one DQ is prescribed.
- B. On the basis of higher educational qualifications than the minimum prescribed in the advertisement.
- C. On the basis of higher experience in the relevant field than the minimum prescribed in the advertisement.
- D. By counting experience before or after the acquisition of essential qualifications.
- E. By invoking experience even in cases where there is no experience mentioned either as Essential Qualification (EQ) or as Desirable Qualification (DQ).
- F. By holding a Recruitment Test.

THE CANDIDATE SHOULD, THEREFORE, MENTION ALL OF HER/HIS QUALIFICATIONS AND EXPERIENCE IN THE RELEVANT FIELD OVER AND ABOVE THE MINIMUM QUALIFICATIONS. For example, if experience is not essential for the post but you possess experience, you are advised to fill it by clicking experience module.

**Your Application will not be treated as finally submitted unless and until it is available under the link "MY ACCOUNT (My Finally Submitted Application)" before the closing date and time. Please retain a print out of your finally submitted online application (complete with Payment Details, if not fee-exempted applicant) as a proof of submission of your application to the Commission.**