



सत्यमेव जयते

संघ लोक सेवा आयोग

UNION PUBLIC SERVICE COMMISSION
Online Recruitment Application (ORA) Cell

HELP ON GENERAL TECHNICAL ISSUES

1. I saw a vacancy in newspaper/internet etc., but I am unable to find link to apply for the same / I saw a vacancy in UPSC Recruitment Advertisement but there is no option to apply.

The vacancies which are available on ORA homepage, i.e., on <https://upsconline.nic.in/ora/VacancyNoticePub.php> only are open for applying. If it is available in UPSC Recruitment Advertisement but not available in above homepage, either the vacancy is still not open or the closing date has passed.

2. I forgot my Password as well as Security Answer.

The Commission does not store Password as well as Security Answer. If you are unable to retrieve the same with given option of "[Forgot Password](#)", there is no possibility of retrieving the same from other means. You can register afresh using a different e-mail ID not previously used in ORA and apply for the desired post.

3. While registering, I am unable to set password. System does not accept it.

The length of password should be 10-20 characters. Further, password must contain at least one upper case alphabet (A-Z), one lower case alphabet (a-z) and one numeral (0-9).

4. My e-mail ID is showing as already registered.

You can use one e-mail ID only once while registering in ORA. Further, you can apply against multiple vacancies using same Registration ID. However, if you desire to create another Registration ID, you'll have to use a different e-mail ID not previously used in ORA.

5. I am unable to find my Caste/ University etc. in the concerned drop-down menu.

Select "OTHER" option from the drop-down menu and proceed further.

6. I am unable to see my previous application after log-in.

First of all, be informed that 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. Now, there may be two possibilities if you are unable to see your previous application after log-in:

6.1 Your application remained incomplete till closing date and time. Therefore, the same lapsed from system after closing time.

6.2 Ideally, the finally submitted application remains under the link "MY ACCOUNT (My Finally Submitted Application)" till a specified period. It will be removed from your account after that period. It does not affect your candidature for the applied post.

7. 'Pay Fee' link is disabled.

The 'Pay Fee' link is enabled only after completion of Application Part. Please edit your application to complete it first. The 'Pay Fee' link is also not enabled for fee-exempted candidates as they are not required to pay fee.

8. I am unable to edit Grey area field.

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.

9. I am unable to click on some modules (like Publications, conference etc.).

A module will be active (Clickable **blue colour**) only if the said field is essential for the post, otherwise it will be inactive (non clickable black colour). If you are unable to click on any module, it means that the said module has been kept inactive by the System Administrator as the same is not required as Essential Qualification. You cannot fill any information in inactive module.

10. *I am adding Educational Qualification/ Experience/ Desirable Qualification, but system is not updating the same.*

Please ensure following:

10.1 Follow instructions that are displayed by the system when you make any inconsistent entry (for example, date of result cannot be prior to course end date, dates of experience cannot overlap etc.).

10.2 Do not enter special characters in any field.

10.3 Do not enter '.' or '/-' in salary or pay scale fields.

10.4 There is character limit (Maximum 500 characters) in 'Details of Desirable Qualification' box. Ensure to keep your description short.

10.5 Please remember that when you make entries in respect of one qualification, press "ADD" to update it in the system. Only after you are satisfied that you have updated all the entries, click "Save & Continue" to proceed further. Simply, first "Add" all entries, then "Save & Continue".

11. *I have got score under particular grades which are not available in ORA drop-down menu. How do I fill the educational qualification details in such cases?*

You can convert your grades in Percentage in accordance with conversion formula given by your University/Institution/Board. Upload supporting documents to substantiate the claim.

12. *I have uploaded one document, there is no option to upload other documents.*

You are required to merge all the documents to create a single PDF file (Maximum size – 2 MB). This single file needs to be uploaded in the application.

13. *I belong to OBC/SC/ST category, but system is not allowing me age-relaxation.*

13.1 Age-relaxation to applicants belonging to OBC/SC/ST category will be admissible only when post is reserved for them. If post is not reserved for their respective category, they can apply against unreserved vacancy, but no age-relaxation will be admissible in such cases.

13.2 Secondly, in case an OBC applicant marks his Creamy Layer status as "YES", she/he will be treated on General Standards and accordingly, no age-relaxation will be admissible to her/him.

14. I am a Central Government Employee, but system is not allowing me age-relaxation.

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

14.2 Please also take care to fill your organization details correctly, i.e., when you have selected organization as 'Central Government' in experience module, then in Age-relaxation module also, you need to select 'Central Government' to claim age-relaxation meant for Central Government employees.

15. When I am submitting my application, it is showing that Educational Qualification Module is incomplete, but I have filled all the details.

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.** If the issue still persist, ensure that you have clicked "Save & Continue" button after adding all the qualifications.

16. I have made the payment through Card or Net Banking facility of SBI, but the same is not updated in my application.

16.1 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.

16.2 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.



**If the problem is still not resolved, kindly communicate the problem being faced by you to
ORA CELL of the UPSC on Telephone Number 011-23098591 (Extension Number 4754)
DURING WORKING HOURS.**

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