

IS Wing

FAQs FOR FILLING OF ONLINE APPLICATION FORM

Q 1. What should I do if there is delay in accessing the page?

Answer - Please retry after some time preferably not during peak hours. The time taken to access the page depends upon factors like Internet speed and number of applicants registering their applications at the same time. It would always help if applications are made earlier rather than later. It is a good practice not to wait for the last day or hours.

Q 2. My name requires more than 30 character-spaces.

Answer - Please abbreviate your name to within 30 character-spaces and register your application. Do not forget to send a signed written request to Joint Secretary (Examination), UPSC, Dholpur House, Shahjahan Road, New Delhi 110 069 by Speedpost or by Fax (011 2338 7310) giving details of the full name and reasons for abbreviation; otherwise your application/ candidature may be rejected at a later stage.

Q 3. I have a problem in filling up Name and Address fields. What should I do?

Answer - Due to security reasons, some reserved words and special characters are not acceptable in the **Name** and **Address** fields of the Online System. Please retry after deleting special characters.

Q 4. Am I allowed to change entries in fields/ columns that I have already filled up?

Answer - The system allows you to change entries in fields/ columns in Part-I of the online application by using the **Update** button. Please click on this button to make the desired changes. However, you cannot change the entries once you have submitted the form by clicking on the **I Agree** button. Therefore, please submit only after carefully reviewing your entries.

Q 5. What should I do if I realize that I have submitted my form with incorrect entries?

Answer - You will need to fill up the form once again if you notice errors in an already submitted application form, and redo the entire process, i.e. obtain a fresh RID by submitting Part-I information, fee payment to be made by you again with new RID (if not exempted from payment of fee), and upload the Part-II information again. Please note that your **RID for last submitted completed application will be considered for processing** and all earlier applications will be treated as cancelled by the system.

Q 6. When the relevant particulars i.e. the community/ age relaxation requirements/ disability status/ year of birth etc. do not appear in the corresponding parameters available in the Drop-Down menu, how should I fill up the relevant columns?

Answer - All relevant particulars required according to Rules for a particular examination are provided for in the Drop-Down menu. Before filling up the application, please check that you have selected the right examination. Any attempt to enter any input other than the available options will lead to rejection of your application.

Q 7. The system returned a Blank or Zero Registration number after submission of application Online. What should I do?

Answer - Blank or Zero Registration number indicates that your application has not been submitted successfully. Please fill up the application form again and resubmit.

Q 8. I filled up my form and successfully paid the application fee through online payment gateway. However, the application status has not been updated with these particulars. What should I do?

Answer - If you have made your payment successfully through Credit/ Debit card and have been directed to the UPSC Online website for uploading photograph and signature, and if you have uploaded your photo and signature and other information required to fill Part-II properly, your application is ready to be submitted. Otherwise, there may be a connectivity problem with the Payment Gateway. In such a case, you may choose Cash option or Internet Banking option for payment of fee and proceed according to the guidelines/ instructions.

Q 9. After filling up and completing the application form, the system (1) returned a Blank Screen (2) Internet was disconnected (3) My PC closed / hung / shut down. Is my application saved / registered?

Answer - On completion of Part-I of application Registration ID (RID) is generated by the system. If the same has not been generated and you are disconnected midway due to any reason, you have to enter the details of the application again.

Q 10. How should I proceed with Part-II if an alert/ message is displayed stating that the security certificate is unsafe / untrusted?

Answer - This message is displayed if the security certificate is not installed properly on your computer (please see the procedure indicated for installation on the main page). Please proceed with filling up Part-II even if such an alert/ message is displayed. Users of Google Chrome or Mozilla browsers are advised to minimise problems [click on the “**I Understand the risk (Mozilla) or Advanced (Google Chrome)**” button as the case may be to proceed further and finally click on “**Add Exception with continue (Mozilla) or Proceed to upsconline.nic.in (unsafe) (Google Chrome)**”]. Only Desktop or Laptop should be used to apply Online for examinations and Mobile Phones are not compatible with the Online System.

Q 11. On using Google Chrome browser, it is showing “Your connection is not private” What should I do?

Answer - Please click on “**Advanced**” then click on “**Proceed to upsconline.nic.in (unsafe)**”.

Q 12. On using Internet Explorer browser, the message “There is a problem with this website’s security certificate” is displayed. What should I do?

Answer - Please ensure that you have typed the correct URL “upsconline.nic.in” in the browser address line and not reached the address through ‘search’ tools or other means. Thereafter, you may click on “**Continue to this website (not recommended)**”.

Q 13. How do I receive intimation regarding registration of my application?

Answer - After the completion of Part-I and Part-II of the online application, a fresh page displays the message that the application has been submitted successfully. An auto-generated email is sent to you stating that you have successfully submitted your application. Please note that your application is subject to the verification of information according to the Examination Rules as well as verification of the quality of photograph, signature, and payment details (in case you are not a fee-exempted candidate).

Q 14. What should I do if I receive an SMS from UPSC informing that your candidature is not valid as you have not completed Part-II of the application?

Answer - The SMS message could be a delayed alert. If you receive such an SMS, first obtain a printout of your submitted application form and check that all fields including photo, signature and the centre are filled up and are in order. If the centre is indicated in the printed application form, you may ignore the SMS alert. Please keep the printout of your submitted application for future reference. If the centre is not indicated, it means your application has not been submitted and you are advised to complete Part-II of the application by filling up Centre and submit it as per the procedure.

Q 15. I am a Female/Scheduled Caste/Scheduled Tribe/Physically Handicapped (40% and more) candidate and I completed my application. Where should I pay the fee for the application?

Answer - Female/Scheduled Caste/Scheduled Tribe/Physically Handicapped (40% and more) candidates are exempted from payment of fee.

Q 16. 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 once I log out?

Answer - An applicant, after having obtained the TRANSACTION ID number, should again log in by making use of the Registration ID number generated at the time of submission of Part-I of application and his date of birth and thereafter select Pay by Cash option again and then click on Continue button to enter the relevant particulars in the remaining columns. The Registration ID is also indicated on the pay-in slip.

Q 17. What do I do if my RID is not available at the Bank when I go there to make payment?

Answer - Please visit the Bank for payment a day after you have downloaded the pay-in-slip. In case of difficulty, please request the Bank to use Challan Reference number for effecting payment.

Q 18. I have made a mistake while entering transaction details provided by SBI in its Challan Slip after making cash payment at the time of submission of my application. What should I do?

Answer - UPSC will send you a rejection letter in such a case. You will be required to submit the original Challan Slip issued by the State Bank of India as proof of payment in cash mode or the bank statement showing debit of fee amount as proof of payment of fee. It would be advisable to send the original Challan Slip by Registered or Speed Post or By hand to the Joint Secretary (Examination), UPSC.

Q 19. Fee has been deducted two / three times from my account. Who will refund extra deduction of fee amount?

Answer - UPSC does not refund any extra fee amount paid by candidates. The bank concerned may be approached for claiming refunds. In case of transaction failure, the amount deducted is being refunded within 4 / 5 working days by the bank concerned.

Q 20. What should I do in case fee amount is credited back to my Credit/ Debit Card Account?

Answer - In case of payment made by Credit/ Debit card, the fee amount is credited back to your account due to failure of payment gateway, you are required to apply again to obtain a fresh RID by submitting Part-I information and also make the fee payment again with new RID (if not exempted from payment of fee). Thereafter, you may submit the Part-II information once again with new RID.

Q 21. I have paid the fee in a State Bank of India Branch and I have Journal number but on Part II login, there is no confirmation?

Answer - Login to Part II using RID and DOB and select Pay by Cash through any SBI Branch, then click on **Continue button** of the Screen to enter Transaction Id and Date provided by the Bank.

Q 22. I have paid the fee online through Net Banking but the transaction is not reflected and the system is not allowing me to proceed to complete Part-II. What should I do?

Answer - Click on **Status** at the end of the screen page, if you have already paid fee through Net Banking. Click on **continue** after entering your **RID & DOB** again to find your payment details and proceed according to instructions. Click on **continue** to submit your payment details.

Q 23. I paid the fee by Debit/Credit Card and amount is debited from my bank account but Part II of the application is still showing payment page to pay again?

Answer - This means your transaction has failed and you have to make the payment afresh. In case you are still facing difficulty in paying the fee using Debit/Credit card, you may choose to pay in cash by generating Bank Pay-in-Slip (challan).

Q 24. What should I do in case the centre I wish to choose is displayed in a different colour in the drop-down menu and is not selectable?

Answer - Applicants should note that there is a ceiling on the number of candidates allotted to each of the Centres (means city), except in Chennai, *Delhi, Dispur, Kolkata and Nagpur. Allotment of Centres will be made on the 'first-apply-first-allot' basis, and once the capacity of a particular Centre is exhausted, the same will be frozen and displayed in a different colour in the Drop-Down menu. You are advised to apply early so that you get the Centre of your choice. Please also note that UPSC reserves the right to change the Centre at their discretion, if the situation demands.

* For CSP there might be a ceiling/ capping for Delhi Centre also.

Q 25. I have completed my Application. When can I download my Admit Card (Hall Ticket) for the examination?

Answer - The eligible candidates shall be issued e-Admit Card three weeks before the commencement of the Examination. E-Admit Card will be made available on the UPSC Website [upsc.gov.in] for being downloaded by the candidate. No Admit Card will be sent by post.

Q 26. I cannot find the "Continue" or "I Agree" or "Declaration" button at the end of the screen. What should I do?

Answer - This may happen due to incompatible resolution of your computer and requires you to decrease the resolution before filling up Part II of the application form. Please hold the **Ctrl** key of the keyboard and move the mouse wheel down (or press Ctrl and Minus "-" key) to change the resolution.

Q 27. How do I ensure that my online application has been submitted if SMS / email has not been received?

Answer - Auto-generated intimation is sent to candidates through email, which may not have been received by you due to reasons like Inbox over loaded, cleaning of spam folder without checking, email-id inactive, jamming due to heavy rush/ traffic, congestion of packets in mail server etc. It is advisable to keep a hard copy of application for any future reference.

Q 28. In which format should I upload the scanned photograph and signature?

Answer - The images of the photograph and signature should be scanned in the “**JPG**” format. No other format is acceptable.

Q 29. I am unable to upload photograph and signature in my application. What should I do?

Answer - Please check the properties of the photograph and signature images. Resize them according to the specifications given in instructions for filling online application.

Q 30. What should be the size of the scanned photograph and the signature?

Answer - You should scan your signature which has been affixed on white paper preferably with black ink pen for its better visibility. 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 x 110 pixels width and for signature it should be 110 pixels height x140 pixels width). Also, please ensure that the uploaded photograph and signature are clearly discernible.

Q 31. How do I convert my photograph and signature to the required pixel size or desired format?

Answer - 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. 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).

Q 32. My photograph and signature, as uploaded on the site, are not clearly discernible. What should I do?

Answer - After photograph and the signature are uploaded, a fresh page shows the preview of the uploaded images. If you are satisfied with the uploaded images you may click on **Confirm Upload** button. In case you are not satisfied with the uploaded images, you may click on the **Reload Photograph** or **Reload Signature** button. The reloaded photograph and signature can again be viewed by clicking on the **Image refresh** button. **The process can be repeated till your satisfaction. You may please note that if the quality of photograph or 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 photo / signature.