

RECRUITMENT BRANCH

Q 1 - How are vacancies advertised?

Answer - Ministries/ Departments submit their proposal / requisition for recruitment containing information regarding number of vacancies, reservation (including PH reservation), essential and desirable qualifications for the post, duties attached to the post, etc. to UPSC. After due examination in the Commission, the vacancies are published for inviting Online Recruitment Applications (ORA) on the Website of the Commission as well as in the Employment News / Rozgar Samachar. Indicative Advertisements are also published in leading Newspapers.

Q 2 - How can I apply?

Answer - A candidate can apply for a post **Online** only. The Website of the Commission, especially, for this purpose is- www.upsconline.nic.in

Q 3 - For how many different posts can a candidate apply in one recruitment advertisement?

Answer - One Recruitment advertisement generally invites applications for a number of posts, and in special cases for a single post. A Candidate who wishes to apply for more than one post can do so, by applying separately for each post and paying the fee for each post in the manner prescribed for that post. For example, if in an Advertisement, applications are invited for posts of (i) Stores Officer (ii) Administrative Officer and (iii) Public Prosecutor, a candidate intending to apply for two posts i.e. for Stores Officer and for Public Prosecutor, is required to submit separate applications and pay the fee for each of the two posts separately.

Q 4 - How can I know the status of my application submitted for a particular post?

Answer - The candidate should refer to UPSC's official Website- www.upsc.gov.in, where the lists of finally submitted Online applications (containing Name of the Post, Vacancy No., Application No., Name, Category & PH status) corresponding to the related posts are displayed Advertisement number wise.

Q 5 - Can candidates make changes in their applications after they have submitted them?

Answer - No. Applications once submitted are final and no changes can be made after submission. However, in case a candidate has submitted an application with incorrect entries, he/ she can submit a fresh application within the closing date with correct entries and a fresh fee, which will supersede his previous application(s).

Q 6 - Which are the Universities, Courses and Degrees recognized by the UPSC?

Answer - Recognition of Universities, Courses or Degrees does not fall within the purview of the UPSC. This matter lies within the domain of the respective authorities mandated for the purpose e.g. University Grants Commission (UGC), All India Council for Technical Education (AICTE), etc.

Q 7 - How are the candidates recommended- whether through interviews or through recruitment test followed by interview?

Answer - The Commission, considering the number of vacancies and number of applications received decides on merit and on a case to case basis, whether the candidates shall be recommended through interviews only or through Recruitment Test followed by interview. Generally, Recruitment Tests are held where the number of applicants is large.

Q 8 - How can I get information regarding the syllabus for the Recruitment Test (RT)?

Answer - The Syllabus and the Scheme of Recruitment Test (RT) are published on the UPSC's official Website- www.upsc.gov.in, for the recruitment cases where RT is to be conducted.

Q 9 - How are candidates shortlisted for being called for interview for a particular post?

Answer – The candidates must fulfill the prescribed minimum essential qualifications required for a particular post to get shortlisted. However, in case there are a large number of Applications, the Commission adopts a **shortlisting criteria** to restrict the number of candidates to be called for interview to a reasonable number in accordance with the methods mentioned in the detailed advertisement (Note-II under “INSTRUCTIONS AND ADDITIONAL INFORMATION TO CANDIDATES FOR RECRUITMENT BY SELECTION”).

Q 10 - How shall I get information regarding interviews?

Answer - The call letter will be sent on your e-mail provided in the Online application. The practice of sending interview Call letters by post has now been discontinued. The candidates who have applied are, therefore, advised to check their e-mails regularly.

Q 11 - What documents should I carry at the time of interview?

Answer - The candidates are informed about the list of documents required to be produced at the time of interview. This list is annexed to their Interview Call Letter sent through e-mail.

Q 12- Can I carry my mobile, laptop or any other communication devices, with me for the Interview or Recruitment Test?

Answer - No. Such gadgets are strictly prohibited during interviews or for Recruitment Tests.

Q 13 - How are candidates assessed by the Interview Boards?

Answer - (a) The objective of the interview is to assess the personal suitability of the candidate for the post for which he/she has been called for interview. The idea is to judge the candidate through a fair and impartial assessment and award marks based on his/her overall performance. (b) The interview is not merely a test of knowledge (whether general or in subject matter) but an attempt to assess the potential of the individual for being shaped into a competent, dedicated and honest officer who can be entrusted with the tasks and responsibilities associated with public service. (c) Candidates are judged on the basis of their overall records (educational qualifications, knowledge, experience, interests, activities etc.) and performance in the interview. However, marks are awarded on an overall basis and not on individual attributes separately.

Q 14 - What is the composition of the Interview Board?

Answer - An Interview Board is headed by a President, who is generally assisted by three Advisers who are Experts in their respective field(s)/discipline(s).

Q 15 - Can I know the details like designation, academic qualifications etc. regarding Interview Board Members?

Answer - No. These details are not disclosed in compliance with Orders of Hon'ble Supreme Court in Civil Appeal No. 9052 of 2012 [arising out of SLP(C) No. 20217 of 2011], filed by BPSC Vs Saiyed Hussain Abbas Rizwi & Anr.

Q 16 - What are the Maximum Marks and the minimum qualifying marks in the interview?

Answer - Candidates are given marks in the Interview out of 100. The Minimum Qualifying Marks, in the Interview, category wise, are as below:

Category	Minimum Qualifying Marks
General	50
OBC	45
SC,ST & PH	40

Q 17 - Do the President and the Advisers give marks separately to a candidate?

Answer - No. Marks are assigned by consensus.

Q 18 - Can a candidate belonging to one of the reserved categories viz., Scheduled Castes/Scheduled Tribes/Other Backward Classes/Physically Handicapped be recommended for selection against an unreserved vacancy?

Answer - A candidate belonging to one of the reserved categories can be recommended against an unreserved vacancy if he/she meets the criterion adopted for the unreserved category candidates and does not avail of any relaxation.

Q 19 - How is the seniority of candidates recommended by the UPSC determined?

Answer - The UPSC only recommends selected candidates in the order of merit. The fixation of seniority of recommended candidates in their respective cadres/grades falls within the purview of the Ministries/Departments concerned and is determined by them.

Q 20 - Who verifies the character and antecedents of candidates recommended by the UPSC?

Answer - The Ministries/Departments concerned and the Cadre Controlling Authorities are responsible for verification of the character and antecedents of the candidates recommended by the UPSC.

Q 21 - How is the Reserve List in a particular recruitment case drawn up?

Answer - The maximum number of names to be kept in the Reserve List is 50% of the total number of posts/vacancies in each category to which recruitment is being made, subject to a minimum of 02 (two) names in each category, depending upon the availability of candidates who fulfil the minimum cut-off marks for each category i.e. 50 marks for General, 45 marks for OBC and 40 marks for SC/ST/PH, in order of merit. In case 50% of the total number of posts/vacancies in each category works out to a fraction, this will be rounded off to the next higher whole number.

Q 22 - When and how is the Reserve List operated?

Answer - The Reserve List is operated on a formal request from the requisitioning Ministry/ Department. The validity of Reserve Panel is 18 months from the finalisation of recommendation and can be extended upto 2 years in exceptional circumstances. The Reserve List becomes null and void upon finalisation of selection for filling up subsequent vacancies in the same category and grade.

Q 23 - Whom should I contact after being recommended by the UPSC?

Answer – You may contact the requisitioning Ministry / Department for addressing any further queries such as pre-appointment formalities, time taken in the appointment, etc.

ONLINE RECRUITMENT APPLICATION (ORA)

Q 1: How do I access the site to fill up the Online Recruitment Application (ORA)?

Answer - You should log on to <http://www.upsconline.nic.in> to access the home page of the Online Recruitment Application.

Q 2: How can I apply Online for a recruitment case advertised by the Commission?

Answer -: You can register yourself by clicking "New Registration" link available on the home page of ORA Website. On successful registration, a Registration ID will be generated by the ORA System. This registration ID is also sent to the candidate on his registered mobile number. You have to click on the 'APPLY NOW' button given against a recruitment case for filling up and submitting the Online application.

Q 3: Are there any detailed instructions to guide an applicant for submitting an online application?

Answer -: Yes, for filling up the Online Recruitment Application, the applicant must refer to "Instructions to the Candidates for filling Online Recruitment Application" displayed on "Existing Vacancies" page of the ORA Website <http://www.upsconline.nic.in/>.

Q 4: What should I do if there is delay in accessing the page?

Answer -: 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, preferably not during peak hours.

Q 5: Is it necessary to fill up the details related to pin code/phone No. with area code/Mobile No./e-mail?

Answer -: Pin-code, one telephone number (residence, office or mobile no.) and e-mail address is mandatory to be filled in by the candidate. The Commission may communicate electronically with the applicant through the mobile number and on the e-mail address provided by the applicant in his/her Online application.

Q 6: How do I move to the next page when columns on one Module/Section (Page) have been completely filled in ?

Answer -: When one Module/Section (Page) has been completely filled in, you should click on the "Save & Continue" button at the bottom of the same Module/Section (page). Thereafter, Click on the desired Module/Section (page) you want to move to next, in case the display of modules/sections is not sequenced by the System.

Q 7: Who are exempted from Fee payment?

Answer -: All Female candidates and Physically Handicapped (PH) candidates and the candidates belonging to Scheduled Caste(SC)/Scheduled Tribe(ST) category are exempted from payment of fees. If you do not belong to any of the above categories, then you have to pay the fee.

Q 8: What is the procedure to pay the fee for the Online Recruitment Application?

Answer -: There are three options available for the payment of fee:
(i) Pay by Credit / Debit Card: An applicant can pay the fee online by using any VISA/MASTER DEBIT OR CREDIT CARD issued by any Bank/Institution.

(ii) Pay by Net Banking facility of State Bank of India or five of its Associate Banks (State Bank of Hyderabad, State Bank of Mysore, State Bank of Patiala, State Bank of Travancore and State Bank of Bikaner and Jaipur).

(iii) Pay by Cash in any branch of State Bank of India:

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". By making use of this pay-in-slip, an applicant can deposit the fee in cash at any branch of the State Bank of India (SBI). 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 on to the ORA Website and start submission of the Online Recruitment Application by filling in the Fee payment details.

Q 9: I have made the payment through Credit Card/Debit Card/Net Banking facility of State Bank of India or its Associate banks, but the ORA System is showing as "fee not paid". How can I check/update the payment made?

Answer -: After payment is made, payment details are updated on the ORA System. It is advised that if even after repeated attempts you are not able to pay the fee through Credit / Debit card, then you may either switch over to payment by cash mode or by Internet Banking of State Bank of India and its five Associate Banks. After completing the process of fee payment you should be able to see your application from "MY ACCOUNT (My finally submitted Application)".

Q 10: I have made multiple payments through Credit/Debit card. Whether the extra amount paid, will be refunded back to me?

Answer -: Yes, extra payments made against an application number shall be refunded automatically within 3-4 days.

Q 11: Can I deposit fee in cash in any nationalized/private bank?

Answer -: No, fee can be deposited in cash through ORA generated challan in the State Bank of India or its Associate Banks only.

Q 12: I have taken the print of pay-in slip by clicking on the "Print" option. I have deposited the cash in a branch of SBI or its Associate banks through this Pay-in-slip. If I log out of the System now, how would I re-enter the System to submit my transaction details of the fee?

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

Q 13: Is there any other Form/Challan to pay fee by cash other than the pay-in-slip generated through ORA?

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

Q 14: How will I upload my photograph/signature?

Answer - The photograph and signature should be scanned in .jpg format and are to be uploaded in "Photo & Signature Upload" module.

Q 15: Whether the photograph should be in Black & White or should it be in a colour?

Answer - Both Black & White and Coloured photographs are acceptable as long as they are as per the given specifications and also that the quality of the photograph is clearly identifiable and acceptable.

Q 16: What should be the size of the scanned photograph and the signature?

Answer - 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 signature it should be 110 pixels height x140 pixels width).

Q 17: If the Photograph is not of the proper pixel size, as specified, then how to convert it?

Answer - Use any 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-](https://upsconline.nic.in/certificate/resize_crop.php)

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Q 18: If the Photograph is not in the desired format, then how do I convert it?

Answer - If the image is in any other format such as .tiff, .bmp etc, then open the photo in MsPaint or Irfanview and click on “SAVE AS” option to save it in the desired format (.jpg).

Q 19: What documents am I supposed to upload in the UPLOAD DOCUMENT MODULE?

Answer -: In this module you are required to upload your experience certificate(s) if any, preferably in the prescribed format. No other documents like pay slip, resume, joining letter, relieving letter, Identity Card, unsigned experience certificate etc. are to be uploaded. You may scan the relevant experience certificate(s) in 200 dpi Grey Scale and convert into a single PDF file up to 2 MB. The PDF file so created must not be password protected.

Q 20: How can I make changes/addition/deletion in the information filled in various modules of the Online Application?

Answer -: You can make changes in the information filled in any of the modules (except Registration Module) of Online application before its submission. No changes can be made after the Online application is submitted.

Q 21: After filling up the Online Recruitment Application, I get a Blank Screen / Internet got disconnected / My PC closed / hung / shutdown. Is my application saved?

Answer -: You can fill different modules in multiple sittings. You are required to click on the 'SAVE AND CONTINUE" Button after completing each module. The information up to the point where you last clicked the 'SAVE AND CONTINUE" button shall be saved.

Q 22: I am facing a problem in completing my Online Recruitment Application (ORA). How should I resolve my problem?

Answer -: Kindly proceed as follows:-

Step 1 - Ensure that your Web Browser/ Internet Browser is of latest version, Java Script is enabled, Pop-up blocker is disabled. If problem still persists, go to step 2.

Step 2 - Again refer to the relevant items/sections of the following documents accessible through the web links available on the top right hand corner of the Existing Vacancy page:

Recruitment Advertisement
Instructions to the Candidates
FAQs

Step 3 - If the problem is still not resolved, kindly communicate the problem being faced by you to UPSC using the "Feedback" link available on the Login page.

In your feedback, please provide details of your problem, so that the Commission may contact you to resolve your problem.

Q 23: How do I know that my Online Recruitment Application is saved and has been received in the Commission?

Answer -: Your finally submitted application must be available in the list displayed on clicking the "MY ACCOUNT (My Finally Submitted Application)" link. Please keep a print out of your Online Application for all future communication with the Commission.

Q 24: I have submitted the Online Recruitment Application. Should I send the printout of the application to the UPSC by post/by hand?

Answer -: No, you are not required to send the printout of the application to the UPSC by post/by hand. However, if you are shortlisted for interview, then you have to bring the printout of your Online Application along with other documents, for which you will be informed separately.

Q 25: What details should I retain after completion of submission of my Online Recruitment Application?

Answer -: It is strongly advised that after the completion of the process of submission of the Online Recruitment Application, you must take a print out of the submitted Online Recruitment Application and keep the said print out for future reference. You are also advised to keep the proof of the fee payment which might be required by the Commission in case of any discrepancy.

Q 26: Can I take the print out of my finally submitted application after the prescribed closing date i.e. after the link is disabled at 23:59 Hrs on the closing date?

Answer -: Printout of the Online Recruitment Application can be taken from the "My Account" link upto 24 hours after the prescribed closing date.

Q 27: What details should I provide while making correspondence with the Commission?

Answer -: In case of correspondence with the Commission you must mention the following details -Name of Post for which you have applied, Vacancy Number, Advertisement Number, Registration Id, Applicant's name, Father's name, Date of Birth and the Application Number generated by ORA Website.

Q 28: Whom do I contact for any queries related to the recruitment for the post for which I have successfully submitted my Online application?

Answer -: You may contact the Facilitation Counter of UPSC on the following Nos. 011-23098543, 23385271 and 23381125 or visit UPSC Facilitation Counter at Dholpur House, Shahjahan Road, New Delhi – 110069 or visit UPSC website www.upsc.gov.in (Recruitment Link) for further details regarding recruitment by selection.