

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 only communicates electronically with the applicant through the mobile number and on the e-mail address provided by the applicant in his/her Online application.

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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 PAYIN 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?**

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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

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

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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 20 : **Whether a qualification already mentioned under 'Essential Qualifications' is to be mentioned again under 'Desirable Qualifications', if it is relevant ?**

Answer : Relevant Desirable Qualification(s) possessed by the candidate may be mentioned under 'Desirable Qualifications', irrespective of whether they are already mentioned under 'Essential Qualifications' or not.

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?

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Answer : Commission do not encourage communication/correspondence between the candidates and officers of the Commission. However, if correspondence with the Commission is necessary, 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.
