

Frequently Asked Questions (FAQ)

1. How do I access the site to fill up the online application?

Answer:- Applicant should log on to <http://www.jpsc.gov.in> to access the home page of the Jharkhand public service commission, then click on online application to redirect on Apply Online Application page, then click on Apply to fill Application form.

2. Is it mandatory to have an e-mail ID?

Answer: - Yes. You must have a valid email ID for apply for any post. If you don't have a mail ID, it may be created at Gmail, Yahoo, MSN, rediff etc.

3. Is it mandatory to have a Mobile Number?

Answer: - Yes, You must have a valid mobile number to receive message on the various stages of your application. You must enter your 10 digit mobile number.

4. When I can submit online application for 6th Combined Civil Services Examination-2016? Can I apply any time during time limit prescribed in the advertisement No. 23/2016?

Answer: - Yes, An applicant can apply for a particular examination within the time limit prescribed in the advertisement No. 23/2016 released by JPSC. After the time duration the link for filling up of the application will not be available.

5. Can anyone apply online for 6th Combined Civil Services Examination-2016?

Answer: - Yes, an applicant who fulfills the eligibility criteria prescribed in the advertisement No. 23/2016 (<http://www.jpsc.gov.in>) of 6th Combined Civil Services examination can apply.

6. Are there any detailed instructions to guide an applicant for submitting an online application?

Answer: - Yes, an applicant must go through the detailed instructions which are available on website <http://www.jpsc.gov.in/> for filling up the online application before doing so.

7. What should I do if there is lot of 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 or during off-peak hours. It is advisable not to wait for last minute rush.

8. What information/ details /items are required while filling up the on-line application form?

Answer: - The instructions/ items which are required for submission of the application fee, Photograph, Left thumb impression and Signature have been explained in the guideline and instructions (How to apply).

9. What is the procedure to pay the application fee for the examination?

Answer: - For payment of application fees candidates have two options:-

- a. They can pay online using any VISA/MASTER Debit or Credit Card, Internet Banking, Wallet or Cash Card Issued by any Bank/Institution.
- b. They can pay cash at any branch of state bank of India through the pay-In-Slip (Challan) generated by the Online application Process.

N.B:- an Application fee is not payable by candidates of physically handicapped (i.e. handicapped with greater than or equal to 40% disability).

10. Is there any other bank in addition to SBI where fee can be deposited by cash?

Answer: - No, the application fee should be deposited in cash only in any branch of State Bank of India.

11. Is there any other form/Challan to pay fee by cash apart from the pay-in-slip?

Answer: - No. An applicant must make use of the pay-in-slip/Challan generated by the system. The Bank (SBI) will not accept the fee (in cash) by any form or Challan.

12. In my certificate, number is not mentioned, what should I enter in certificate No. for online registration?

Answer: - Any unique No. mentioned in certificate as Registration No. / Roll No. / Date of issue etc. can be mentioned.

13. I have just appeared in graduation (of qualifying education), am I eligible to apply?

Answer: - Please go through the advertisement of respective posts.

14. My acknowledgment form is not generated, what should I do?

Answer: - Please check whether:-

- i. You have paid requisite application fees as per your category/eligibility for the post applied for.
- ii. You have paid application fees online successfully.
- iii. You have used correct challan for submission of application fees.
- iv. You have entered correct Journal Number and date of challan while registering online.
- v. For any query you may contact through the below JPSC helpline numbers on any working day from 10.00AM to 5.00PM

- a. For Advertisement related Query:- 0651-2213009
- b. For Technical Assistance:- 07042294208, 07042294209, 07042294210
- c. For Payment related Issue:- 07042294212

15. I have paid more than requisite application fees, what should I do?

Answer: - Your application is in order so far as payment is concerned.

16. I have paid less than requisite application fees, what should I do?

Answer: - Your candidature will be cancelled due to less requisite application fees. You may fill up a fresh application form with requisite application fees.

17. I have made a typing mistake while filling up online application form, what should I do?

Answer: - Request for change/correction in any particulars in the application form shall not be entertained after last date of submission of online application. The Jharkhand Public Service Commission will permit to change/make correction in the application only once. The corrected application form will be treated a final. JPSC will not entertain any further request for any kind of change/correction to entry in application form will lead to cancellation of the application form.

18. I have successfully submitted the online application, should I send the printouts of the application to the commission by post?

Answer: - No, Once the applicant has successfully submitted the application through online, the same gets registered with the Commission. If it is instructed to send the hard copy of the form in the notification/advertisement, then only you have to send the application form along with all the testimonials. However, it is strongly advised that the applicant should keep a hard copy of his /her application for his/her own record and for future communication with the commission, if any.

19. 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-out menu. How should I fill up the relevant columns?

Answer: - Before filling up the application, please check that you have selected the right examination in case more than one exam is notified during that period, although it may not happen as the required columns along with the drop-down menu for selection and inputting the information is available on the online form for a particular examination.

20. What should be the back ground color of the Signature and Left Thumb Impression? (LTI)?

Answer: -Signature to be scanned must have been done in black ink on white paper (background) and Signature and the Left Thumb Impression must be given with Blue/Black stamp pad on white paper.

21. In which format the scanned photograph, signature and Left thumb impression should be given?

Answer: -The images of the photograph, signature and Left Thumb Impression should be scanned in the .jpg or .jpeg format only.

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

Answer: - Allowed sizes are as follows:-

- i. Photograph Size between 10KB to 25 KB
- ii. Signature Size between 10KB to 15 KB
- iii. Left Hand Thumb Impression Size between 10KB to 20 KB
- iv. JPSC Copy of Pay-In-Slip/Challan between 20KB to 40 KB

23. If the Photograph is not of the proper pixel size given, then how to convert it?

Answer: -Use any free image editing software such as MS Paint 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.

24. If the Photograph is not in the desired format, then how to convert it?

Answer: -If the image is in other formats such as .png, .tiff, .bmp, .gif etc, then open the photo in MsPaint or Irfanview and click save as option to save it in the desired format (.jpg or .jpeg).

25. How do I load my signatures/photograph/LTI/Challan?

Answer: -The scanned photograph and signature in the format and the specification which has already been explained above is to be uploaded.

26. How do I know that my application is registered/successfully submitted?

Answer: -On successful submission you will get a screen where your Registration number will be displayed and in addition you will get a SMS and e-mail from the system on successful submission of application form.

27. I did not receive the e-mail intimation for registration of my application?

Answer: -If your e-mail id is correct you must receive the mail from system. However, if you didn't received the mail, please check your e-mail id is correct or not, if yes then check whether your spam section, sometimes system generated e-mail may be stored in the spam sections.

28. I got an error message after submission of application on-line?

Answer: -This may mean that the application has not been submitted successfully and you are required to apply afresh.

29. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?

Answer: -On completion of application Registration No. 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 application afresh.

30. I have submitted two applications for the examination, one through online and the other through offline. Will my both applications be accepted/ rejected or one of them will be accepted/ rejected?

OR

Can the applicant go for multiple registrations for the same examination? What will be status of his candidature if he/she has successfully submitted more than one application?

Answer: -The applicants are advised to submit only single application; however if due to any unavoidable situation, if he/she submits another/multiple applications, then he/she must ensure that latest application with Registration No. is complete in all respects like applicants' details, photograph, signature, fee etc. The applicants who are submitting multiple applications should note that only the last applications shall be entertained by the commission and application fee paid against one registration No. shall not be adjusted and refunded against any other registration.

31. What details should I retain after completion of successful submission of my application form?

Answer: -It is strongly advised that after the completion of the process of submission of the online application, the applicant must take a print out of the submitted application form and keep the same for future reference. The candidate is also advised to keep his application fee payment proof which might be required by the commission in case of any discrepancy.

32. What details should I provide to make correspondence with the Commission?

Answer: -In case of correspondence with the commission an applicant must mention these details- Advertisement No. 23/2016, Name of Examination, Applicant's name, father's name, date of birth and the registration Number.

33. How to convert grade to mark?

Answer: -The institution or University, from which the candidate obtained the certificate, has a set of principles for conversion of grade / grade points to marks and from CGPA to

percentage of marks. Therefore candidates are advised to obtain the conversion formula from the institution or the university and accordingly calculate the marks or percentage of marks and fill up the relevant box in the online application form.

34. Whether Degrees like Electrical & Electronics Engineering are allowed or not?

Answer: -Yes, The University which imparts degrees in different disciplines in engineering has specific guidelines regarding equivalence of the degrees to the degrees in other disciplines based on the syllabus / courses of study. Therefore the candidates are advised to obtain the guidelines regarding equivalence qualification from the respective university.

35. I got "Unknown error" while uploading the Photograph/Signature/Left thumb impression and Challan?

Answer: -If you get the error message "Unknown Error" while uploading the Photograph/Signature/LTI/Challan, then open the image in any image editor like "paint brush", Ms Office picture etc. and save the image as ".jpg" file or ".jpeg" file and then upload.

Note: - Candidates should ensure that the photograph, signature and Left Thumb Impression are uploaded in the application at appropriate place and the photo and signature must be clearly visible in the form. JPSC Copy of challan must be uploaded in the Offline payment mode segment only.