

Frequently Asked Questions (FAQs)

Q.1 What are the important dates and links for the recruitment process?

A. Please refer to the below mentioned details related to important dates and links as provided in Advertisement No 2 of 2023 **dated January 31, 2023**

Recruitment Portal for submission of Online Application and for recruitment related information https://iur.ls/punjabpolicerecruitment2023 (herein after referred to as the Recruitment portal).	
A link to the above-mentioned recruitment portal shall also be made available on the official Punjab Police website www.punjabpolice.gov.in	
Opening Date and Time for Submission of Online Application	February 15 th 2023, at 07:00 pm
Closing Date and Time for Submission of Online Application (Applications received after 11:55 pm on March 8th 2023, shall not be entertained)	March 8 th 2023, till 11:55 pm
Helpdesk Number	02261306245
Grievance window (for resolving problems faced by candidates) shall be available on the portal https://iur.ls/punjabpolicerecruitment2023	

Q.2 I have made mistake(s) in my previously filled Application Form, and I want to correct those details. Shall I fill up the new Application Form?

- A. **Yes**, if a candidate wants to change the details given in the previously submitted Application Form, he/she needs to do a fresh registration, fill up a new Application Form and make payment.
In all such cases, the latest filled Application Form will be considered.

Q.3 I am a new/fresh Applicant. What is the eligibility criteria?

- A. The eligibility criteria with respect to age, educational qualifications etc. is the same as given in **Advertisement Number 02 of 2023**. The candidates are, therefore, advised to refer to the Advertisement number 02 of 2023.

Q.4 What is the cut-off date with respect to educational qualifications to apply for this recruitment?

- A. The **cut-off date for determining eligibility with respect to educational qualifications is 01.01.2023** as mentioned at Para 5.3 of **Advertisement Number 02 of 2023**. Candidates are requested to go through the detailed Advertisement Number 02 of 2023 to check their eligibility before filling the Application Form.

Q.5 What is the cut-off date with respect to age to apply for this recruitment?

- A. Candidates are requested to refer to para 5.2 of Advertisement Number 02 of 2023 in this regard.

Q.6 What will be the mode of Examination?

- A. Examination will be conducted in Computer Based Test (CBT) mode. Candidates are requested to refer to **Advertisement, Para 7 for Mode of Examination and Syllabus**

Q.7 What are Examination Dates and Timings?

- A. Exam dates for **Computer Based Test (CBT)** shall be notified on Recruitment Portal. Candidates are also requested to check Punjab Police Recruitment Portal on a regular basis for updates.

Q.8 Is there any negative marking in the examination?

- A. There shall be no negative marking.

Q.9 What is the complete recruitment process?

- A. The selection process shall be a three-stage process consisting of the following stages:
- **Stage-I:** Stage-I will consist of two Computer Based, Multiple Choice Question (MCQ) type Papers viz. Paper-I and Paper-II, of which Paper-II shall be qualifying in nature.
 - **Stage-II:** Stage-II will consist of Physical Measurement Test (PMT) and Physical Screening Test (PST). Both Physical Measurement Test and Physical Screening Test shall be qualifying in nature.
 - **Stage-III:** Stage III will consist of Document Scrutiny.

Q.10 What is the exam pattern for the Punjab Police Constable Recruitment?

- A. Please refer the detailed **Advertisement Number 02 of 2023** available on following link <https://iur.ls/punjabpolicerecruitment2023> for detailed syllabus and examination pattern.

Q.11 How do I check further examination related details?

- A. The candidates, who submitted the Application Form should use the below mentioned link to login into the Portal and check the same for updates:

<https://cdn.digialm.com/EForms/configuredHtml/31526/81514/Index.html>

Q.12 I want to apply for recruitment in Punjab Police, but I have some doubts about the Application Process. Who can I contact for help?

- A. Candidates are requested to go through the detailed **Advertisement Number 02 of 2023** available on the Punjab Police website and the recruitment portal. Candidate may also kindly refer the FAQs and the procedure given in "**How to Fill the Application Form**" on the home page/index page. In case the problem still persists, candidates may contact the Helpdesk Helpline Number **02261306245** for further clarifications.

Q.13 What do I need before I start filling the Application Form?

- A. Candidates are requested to ensure the following before filling of the Application Form:
- Internet Connectivity with decent internet bandwidth
 - Original Documents, Photograph, and signatures as per prescribed parameters for uploading, as applicable
 - Online Payment Facility – Availability of Internet Banking/Credit Card/Debit Card etc.

Q.14 What is the procedure for applying?

- A. Candidates are requested to access the below mentioned link to traverse the Index Page of Recruitment Portal:

<https://iur.ls/punjabpolicerecruitment2023>.

A fresh Application Form submission will require candidate to register, fill application and make successful payment of fee. Candidate may refer to "How to Fill Application Form" available on the Index Page for further details.

Q.15 If I do not have the Surname or Last Name, how will I fill the application form?

A. In such cases, Candidates can use their first name to fill their last name or surname field also.

Q.16 I am from outside Punjab, can I apply?

A. Candidate from outside Punjab can apply under General/Unreserved/Open category provided the eligibility conditions as mentioned in **Advertisement Number 02 of 2023** are fulfilled.

Q.17 I do not have Indian Nationality, can I apply?

A. Only candidate with Indian Citizenship/Nationality can apply.

Q.18 In which format should I upload the scanned photograph and signature?

A. The images of the photograph and signature should be scanned in the "JPEG" format and should be of minimum size 80 KB to a maximum of 200 KB. Photographs/Signatures in no other format are accepted.

In addition, the following should be taken care of:

- The photograph should be a **colored passport size (4.5 cm length x 3.5 cm width)** photograph **with white background**.
- Head coverings, hair, head-dress, or facial ornaments should not obscure the face.

Q.19 How do I convert my photograph and signature to the required pixel size or the desired format?

A. Use any free image editing software such as MS Paint to delete the unnecessary print area. Use the CROP option after selecting the Image. To re-size the photograph/ signature to proper pixel size, use the re-size option.

Q.20 Should I write Dr., Mr., Ms., Mrs., Shri, Smt. Prof. etc. before my name?

A. No. Candidates should enter their name strictly as per certificate/marksheet of Matriculation/10th/Graduation and **without any prefixes** such as Dr., Mr., Ms., Mrs., Shri, Smt. Prof. etc.

Q.21 I have a problem in filling up Name and Address fields. What should I do?

A. Reserved words, and special characters are not acceptable in the Name and Address fields of the Online Application Form. For any other issues or in need of technical assistance, candidate is requested to contact the Helpdesk to get the issue resolved.

Q.22 I want to apply under EWS Category. Explain the 'valid EWS Certificate' requirement.

- A. The candidates applying under EWS category may note that the relevant certificate for claiming reservation under the EWS category for this recruitment is the certificate issued by the competent authority that is valid for the year 2022–23, which in turn is based on the income of the year w.e.f. 1.4.2021 to 31.3.2022.

Q.23 Is it mandatory to possess the educational qualification certificate at the time of filling of the Application Form?

- A. The cut-off date for determining eligibility with respect to educational qualifications is 01.01.2023.

Q.24 I have changed my name due to marriage or any other reason. Should I apply with the new name or the old name?

- A. You may apply with your new name subject to condition that you have followed the legal procedure for changing the name and have the requisite documents e.g., Marriage Certificate, Affidavit, or any other legally approved document.

Q.25 Why is it necessary to first register myself?

- A. To submit an Application Form, prior registration of the applicant is mandatory. This helps the candidate to log on to the website and complete his/her application for posts in different ranks advertised by Punjab Police. A successful registration provides a User Id and Password to the candidate. These credentials to be used by the candidate to login to the recruitment portal as needed.

Q.26 Can I enter my parent's Mobile number or E-mail ID while filling Registration Form?

- A. In case any candidate does not have mobile/email id, he/she may use parent's Mobile/Email. It is, however, advised that candidate use the Mobile Phone/Email Id to which she/he has regular access so that she/he can check the same regularly for updates/notifications.

Q.27 OTP not received after clicking on the Generate OTP button on the Registration page.

- A. Candidates need to enter the correct and active mobile number to get the OTP. However, in case OTP is not received despite correct details having been filled in the Registration Form, the candidate may contact the Helpline number **02261306245**.

Q.28 I have made a mistake while registering, can this be rectified/modified?

- A. Registration details once submitted cannot be edited/modified. It is advised to candidate to crosscheck the details before submission of Registration Form. However, registration can be done again using different Mobile number and Email ID.

Q.29 I lost/forgot the Registration & Password. What should I do?

- A. Candidates may use the Forgot password option given on the login portal. Candidates may also search for the email/SMS received from Punjab Police pertaining to the login credentials.

Q.30 I have applied twice, which Application Form will be accepted/considered?

- A. The latest Application Form of the 2 filled for the same cadre shall be considered for the recruitment process.

Q.31 Which documents/certificates must be in my possession if I want to claim any type of relaxation/reservation?

- A. Candidates seeking reservation/relaxation available for Scheduled Castes/Backward Class/Economically Weaker Sections/Ex-Servicemen etc. must ensure that they are entitled to such reservation/relaxation in accordance with the criteria mentioned in **Advertisement Number 02 of 2023**. Candidate should be in possession of all the requisite certificates in the prescribed format in support of his/her claim for availing reservation/relaxation.

Q.32 I am an employee of Punjab Govt./Central Govt/Other State Govt. Is NOC from the department mandatory?

- A. Yes, you should obtain NOC from your department. In case NOC is not available at the time of filling up of the Application Form, then you must download the declaration form and upload the duly signed declaration form in document upload section.

Q.33 Are the details that I fill in, before submission of the Application Form, automatically saved?

- A. Any filled in information is not saved until 'save and next' button is clicked. Therefore, the candidates should use the 'save and next' button periodically while filling up Application Form.

Q.34 What happens if my computer switches off while I am filling my Application Form?

- A. In such a situation, the candidate needs to re-login with the given credentials and open the Application Form to complete and submit it.

Q.35 What should I do if there is delay in accessing the page?

A. The time taken to access the page depends upon factors such as Internet bandwidth. It is advised to retry accessing the portal after some time with better internet connectivity

Q.36 How do I ensure that my online application has been submitted if SMS/Email has not been received?

A. After successful submission of Application Form, an SMS and Email are triggered as a notification to the candidate. Candidate is requested to check the SPAM folders of the Inbox in case, Email is not received in Inbox/Primary Emails folders. Candidate may also re-login on to the portal and see the submitted application in read only mode. **Candidates are also advised to take a printout of the Application Form for future reference.**

Q.37 How many candidates will be called for PST after written examination?

A. Punjab Police will post the required information for stage 2 shortlists after the stage 1 examination.

Q.38 How will the result be declared?

A. Final result of the selection process shall be uploaded on the Recruitment Portal and the Punjab Police official website.