

Frequently Asked Questions (FAQs)

1. What are the important dates for the recruitment process?

| IMPORTANT DATES & INFORMATION | |
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| Recruitment Portal for submission of Online Application and for recruitment related information | https://iur.ls/punjabpolicerecruitment2021 |
| Punjab Police Website | www.punjabpolice.gov.in |
| Opening Date and Time for Submission of Online Application | 08:00 p.m. on 17 August,2021 |
| Closing Date and Time for Submission of Online Application | 11:55 p.m. on 7 th September, 2021 |
| Helpline Number (Toll-free) | 18002102565 |
| Grievance window (for resolving problems faced by candidates) shall be available on the portal https://iur.ls/punjabpolicerecruitment2021 | |

2. I want to apply for recruitment in Punjab Police, but I have some doubts about the Application Process. How can I contact you?

Please go through the detailed advertisement available on the Punjab Police website and the recruitment portal. Also, have a close look at all the FAQs and the procedure given in “How to Fill the Application Form” on the home page. If you do not find an answer to your query/problem in these documents, you may contact us on Toll Free Helpline Number 18002102565 and if you have registered yourself,

you may reach us by submitting your queries or problems through Helpdesk Portal too.

3. I have not passed matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language. Am I eligible to apply?

Passing matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language is mandatory eligibility condition. However, a ward of Defense Service Personnel, who is a *bona fide* resident of Punjab State, can pass the Punjabi examination within 2 years. For details, please see para 5.3 of the detailed Advertisement.

4. What is the cut-off date for qualifying degree course to apply for this recruitment?

The cut-off date for determining eligibility with respect to educational qualifications is 07.09.2021 (the last date for submission of online application form).

5. What do I need before I start filling the application form?

You need to have internet access with reasonable speed along with online payment facility i.e., Internet Banking, Debit Card, Credit Card, original relevant documents which are to be uploaded etc.

6. What is the procedure for applying?

After making sure about your eligibility for a post you want to apply for, go to url <https://iur.ls/punjabpolicerecruitment2021>, a link for which is also available on the Punjab Police official website. You may read “How to fill Application Form” available on home page.

7. I am from outside Punjab, can I apply?

Yes, you can apply but only for the posts in the General/Unreserved category.

8. I do not have Indian Nationality, can I apply?

No, you must be an Indian citizen to apply for this post.

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

The images of the photograph and signature should be scanned in the "JPEG" format and of minimum size 50 KB to a maximum of 200 KB. No other format is acceptable. In addition, the following should be taken care of-

1. Passport size photograph (4.5 cm length x 3.5 cm width) in colour photograph.
2. Head coverings, Turban, hair, head-dress or facial ornaments should not obscure the face.

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

Use any free image editing software such as MS Paint etc., 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 MS Paint etc. and click Save as option to save it in the desired format (.jpeg).

11. Should I Write Dr., Mr., Ms., Mrs., Shri, Smt., Prof. etc. before my name?

You should enter your name strictly as per your certificate/marksheet of Matriculation/10th/SSC **without** any salutation (Dr., Mr., Ms., Mrs., Shri, Smt., Prof. etc.).

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

Due to security reasons, some reserved words, and special characters like (! @, #, \$, %, ^, &*, (,), <, >, /, ~, ` , etc.) are not acceptable in the Name and Address fields of the Online System. Please retry after deleting special characters.

13. Why is it necessary to first register myself?

In order to fill up and submit an application, prior registration of the applicant is necessary. This helps the candidate to log on to the website and complete his/her application in multiple sittings as required. It is important that candidate remembers his username and password or takes measures to preserve it. To know how to register yourself, please click on "How to fill Application Form" on Home page.

14. Can I enter my parent's Mobile no. or e-mail ID while filling registration form?

Yes, you may use your parents contact details, but it is advisable to use your own mobile no., in case you have one. If not, you may use your parent's mobile no, but

your own email ID. Also ensure that you have access to that mobile as alerts would be sent on that number/email ID.

15.OTP not received after clicking on Generate OTP button on registration page.

Please enter correct and active mobile no. on which OTP can be received. However, in case you don't get OTP on correct mobile number, then you may contact on Helpline number 18002102565.

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

Once you submit the registration details, these details cannot be modified. You have to register yourself again with different valid e-mail id and different active mobile number. Therefore, please review all the details after filling the online Registration Form and before submitting it.

17.What do I do if I have submitted wrong details by mistake in the Application Form?

You can change the information before submission of Application Form. Therefore, you are advised to review and make sure correctness of the information filled in the Application Form before its submission. Once the Application is submitted, **no entry can be changed**. You will have to again fill the application form by clicking on "Click for new application" button. Please note that your latest application will be considered in case two applications are submitted for same post.

18.Can I apply for the upcoming vacancies of different posts in Punjab Police with the same Registration ID?

Yes, you can apply for the upcoming vacancies (in the current year) of different posts in Punjab Police with the same registration ID.

19.I have lost/forgot the Registration ID & Password.

Use the "Forgot Password" functionality in login page.

20.Do I need to fill different form for different posts for RECRUITMENT OF CIVILIAN SUPPORT STAFF IN PUNJAB POLICE?

Yes, if you are eligible then you need to fill separate Application Forms for different posts of “ **RECRUITMENT OF CIVILIAN SUPPORT STAFF IN PUNJAB POLICE**”. You may apply for different posts using same Registration ID. You have to click on “**Click for New Application +**” icon to apply for different posts.

21. Do I need to deposit fee separately if I am applying for more than one post?

Yes, if you are applying for more than one post, then fees for each application form is to be deposited separately.

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

The Application Form with latest Application No. will be accepted/considered.

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

Candidates seeking reservation/relaxation available for Scheduled Castes/ Backward Classes / Economically Weaker Sections / Ex-Servicemen/ Person with Disability etc. must ensure that they are entitled to such reservation /relaxation in accordance with the eligibility mentioned in the detailed advertisement. You should be in possession of all the requisite certificates in the prescribed format in support of your claim for availing reservation/relaxation.

24. What is certificate date?

In case you are claiming any relaxation against a certificate in your possession the date of issue of such certificate is to be mentioned against the certificate date.

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

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 format and upload the duly signed declaration format in document upload section.

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

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.

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

You will need to use the “SAVE and NEXT” button.

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

If you logout or your connection is interrupted at any stage after login, you have to login again and continue filling unsaved portion of your Application Form.

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

Please retry after some time preferably during non-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 is a good practice not to wait for the last day or hours.

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

An auto-generated message/intimation is sent to candidate through e mail/SMS, which may not have been received by you due to reasons like Inbox overloaded, cleaning of spam folder without checking, inactive email-id, jamming due to heavy rush/ traffic, congestion of packets in mail server etc. You must keep a hard copy of application for any future reference.

31. What is the complete recruitment process?

The selection process shall be a 2 (two) stage process consisting of the following Tests:

- **Stage I:** Computer Based Objective type Written Test (CBT) which shall be having multiple choice questions.

- **Stage II:**

- (i) Document Scrutiny

32. What is the exam pattern for the RECRUITMENT OF CIVILIAN SUPPORT STAFF IN PUNJAB POLICE?

Please refer the detailed advertisement available on following link <https://iur.is/punjabpolicerecruitment2021> for detailed syllabus and examination pattern.

33. Is the examination Online or offline?

Computer Based Test (CBT) shall be in the online mode at designated centers.

34. Is there any negative marking in the examination?

Yes, There will be negative marking of 25% of the fixed marks for each wrong answer.

35. Would written test be objective or subjective type?

The test will be through multiple choice questions (MCQs).

36. How will the result be declared?

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