

Frequently Asked Questions (FAQs)

Q.1 I have already registered and submitted Application Form with successful payment during August, 2021, do I need to re-register, fill Application Form and make payment for the newly launched Application Form again?

A. **No**, you are **NOT** required to re-apply unless you want to make any changes in your Application Form filled earlier.

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. Candidates are requested to refer to **Corrigendum Number 2** for more information in this regard.

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 04 of 2021 dated 4th August 2021 and Corrigendum Number 2**. The candidates are, therefore, advised to refer to the Advertisement number 04 of 2021 dated 4th August 2021 and Corrigendum Number 2 to check the eligibility criteria before filling the application.

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 25.08.2021** as mentioned in **Advertisement Number 04 of 2021 dated 4th August 2021 and Corrigendum 2**. Candidates are requested to go through the detailed Advertisement Number 04 of 2021 and Corrigendum 2 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 04 of 2021 dated 4th August 2021 in this regard.

Q.6 What will be the mode of Examination ?

A. Examination (Paper 1 & Paper 2) will be conducted in OMR mode. Candidates are requested to refer to **Corrigendum Number 2** in this regard.

Q.7 What is New Exam Date and Timing ?

A. Fresh date for OMR based MCQ test shall be notified shortly. 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. Yes, negative marking for incorrect answer shall be to the tune of **25%** of the marks assigned to a question.

Q.9 What is the complete recruitment process?

A. The recruitment process has 2 (two) stages:

- Stage 1: Objective type Written Test (Paper 1 & Paper 2) in OMR mode.
- Stage 2: Document Scrutiny/Verification, Physical Measurement and Physical Screening Test (both Physical Measurement and Physical Screening Test shall be qualifying in nature)

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

A. Please refer the detailed **Advertisement Number 04 of 2021 dated 4th August 2021** available on following link <https://iur.ls/punjabpolicerecruitment2021> for detailed syllabus and examination pattern.

Q.11 In the new Application Form, city preferences for the exam are not available. How can I indicate my preference for the city where I want to take the exam?

A. There is no provision for indicating city preferences for examination.

Q.12 How do I check further examination related details?

A. The candidates, who submitted the Application Form during August, 2021 should use the below mentioned link to login into the Portal and check the same for updates:

<https://cdn.digialm.com/EForms/configuredHtml/31526/71519/login.html>

The candidates, who have filled up the new Application Form in Aug 2022, should use the below mentioned link to login into the Portal and check the same for updates:

<https://cdn.digialm.com/EForms/configuredHtml/31526/77655/login.html>

Q.13 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 04 of 2021 and Corrigendum 2** 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 on Toll Free Helpline Number **18002102565** for further clarifications.

Q.14 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?

A. 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. Provided that where a ward of defence service Personnel, who is a bonafide resident of Punjab state, is appointed by direct appointment,

he shall have to pass an examination of Punjabi language equivalent to Matriculation Standard, or he shall have to qualify a test conducted by the Language Wing of the Department of Education of the Punjab Government within a period of two years from the date of his appointment.

For further details, you are requested to refer para 5.3.2 of the detailed **Advertisement Number 04 of 2021**.

Q.15 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:
1. Internet Connectivity with decent internet bandwidth
 2. Original Documents for uploading, as applicable
 3. Online Payment Facility

Q.16 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/punjabpolicerecruitment2021>,

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.17 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 04 of 2021 dated 4th August 2021** are fulfilled .

Q.18 I do not have Indian Nationality, can I apply?

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

Q.19 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:

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

Q.20 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.21 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 SSC **without any prefixes** like Dr., Mr., Ms., Mrs., Shri, Smt. Prof. etc.

Q.22 I have a problem in filling up Name and Address fields. What should I do?

- A. Due to security reasons, reserved words, and special characters such as (! @, #, \$, %, ^, &, *, (,), <, >, /, ~, ` , etc.) 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.23 How can I fill an online Application Form where it is mandatory to give first and last name but I don't have any last name?

- A. It is advised to the candidates that replicate your name twice, example your name is ABC in document and you just fill it as both first and last names.

Q.24 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 25.08.2021.

Q.25 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.26 Why is it necessary to first register myself?

- A. In order 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 should be remembered and used by the candidate to login to the recruitment portal as needed.

Q.27 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 to which she/he has regular access so that she/he can check the same regularly for updates/notifications.

Q.28 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 **18002102565**.

Q.29 I have made a mistake while registering, can this be rectified/modified?

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

Q.30 What do I do if I have submitted wrong details by mistake in the Application Form?

- A. Application once submitted cannot be made available for editing the data. It is advised to cross check every detail before the submission. In case of accidental or wrong submission, candidate needs to fill in a fresh application form and pay the prescribed fee again.

Q.31 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.32 Can I apply for the upcoming vacancies of different posts in Punjab Police with the same registration ID?

- A. Yes, a single registration can be used to fill the application forms available on index page for recruitment in other ranks/cadres of Punjab Police.

Q.33 I have applied twice, which Application Form will be accepted/considered?

- A. The latest Application Form shall be considered for the recruitment process.

Q.34 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 04 of 2021 dated 4th August 2021**. 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.35 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.36 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.37 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.38 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 when internet connectivity is better.

Q.39 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 is triggered as a notification to the candidate. Candidate is requested to check the SPAM folders of the Inbox in case, Email is not received. Candidate may also re-login on to the portal and see the submitted application in read only mode. **Candidates are strongly advised to take a printout of the Application Form for future reference.**

Q.40 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.41 Are there any extra marks for good performance in Physical Measurement Test (PMT)?

- A. No, the Physical Measurement Test (PMT) shall be only **qualifying** in nature.

Q.42 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.