

Frequently Asked Questions

Q 1. How to apply for the post?

Ans: The detailed advertisement and link for applying online is available on the website of MHA, viz., www.mha.gov.in. Please read the detailed advertisement carefully before applying.

Q 2. If the print out of the registration slip could not be taken at the time of registration, can it be taken out at a later date?

Ans: Yes. The print out of the registration slip can be taken at a later date.

Q 3. Whether the registration number can be viewed again if the same has not been noted down at the time of submission of application.

Ans: Yes: The same can be retrieved from the website from the link mentioned in point 1 above by providing requisite information like name, date of birth, etc.

Q 4. Whether educational and experience certificates are required to be attached along with registration slip?

Ans: No. Educational and experience certificates are not required to be attached along with registration slips. These certificates will be verified at the time of interview in case you qualify for the interview after the written test.

Q 5. Is there any reservation for PWD category?

Ans: There is no reservation for PWD viz., HH, OH, VH or Autism.

Q 6. Can a candidate who is awaiting final result apply for the post?

Ans: A candidate must be Graduate as on closing date i.e. on 15.12.2023, otherwise he/she is not eligible.

Q 7. Whether NOC has to be obtained for applying by the applicants from PSUs / Govt. Departments?

Ans: Candidates already in Government service or working with PSUs/Autonomous Bodies should inform their Employer or obtain necessary permission, as the case may be, before applying for the said post. No Objection Certificate (NOC) from the Employer is required to be furnished at the time of Interview, if called for. However, candidates working in **State Govt., PSUs, Autonomous/Statutory bodies etc. are not eligible for age relaxation.**

Q 8. Whether the change of center for written examination is allowed after the submission of application.

Ans: No.

Q 9. Whether OBC certificate in the state government performa allowed?

Ans: No, OBC certificate should be in the format prescribed for employment under government of India and the same is given in the appendix I in the "Eligibility Criteria and Other Details" on the website.

Q 10. What to do if photograph and signature are not getting uploaded?

Ans: Please check the size of photograph and signature (50 to 100 KB) and format of the files must be JPG or JPEG. It is also to be ensured that signature and photograph are visible & not hazy/blurred, otherwise the photograph and signature should be uploaded again or the page should be reloaded or refreshed. The online application should be submitted only after ensuring that the photograph/signature is correct.

Q 11. Can the photograph and signature be uploaded at the time of downloading of admit card?

Ans: No, the photograph and signature are to be uploaded at the time of registration only.

Q 12. What is the subject of Tier-I & II? Please give some selective book.

Ans: Tier-I will consist of multiple-choice objective type questions while Tier II will be subjective type. No specific book is recommended.

Q 13. What is the syllabus like reasoning, Math, GK etc.?

Ans: Tier-I will focus on Current Affairs, General Studies, Numerical Aptitude, Reasoning/Logical aptitude & English. Tier-II exam will be designed to check the knowledge of English comprehension & writing skill.

Q 14. What is the eyesight for the job? Can a color blind candidate apply for the job?

Ans: As per the medical standard prescribed for the post, the candidate should possess normal color vision and should be fit as per general medical standards.

Q 15. Can an ex-serviceman get any age relaxation?

Ans: Yes, as per rules.

Q 16. A candidate who passed out from distance education, can they apply for this job?

Ans: Degree/Diploma etc. obtained through Open Universities/Distance education mode are accepted for the purpose of Educational Qualification **provided** it is recognized by Distance Education Council in terms of Ministry of Human Resource Development Notification No. 44, dated 01.03.1995 published in the Gazette of India dated 08.04.1995 for the relevant period when the candidate acquired the relevant qualification.

Q 17. What is the validity for the challan?

Ans: E-challan generated after submission of online application form will be valid till four days from the date of generation of E-challan. It is an advice for the candidates to submit SBI Challan in bank within prescribed time otherwise validity of challan would be automatically disabled and challan would not be accepted in branch/bank.

In case, the validity of challan gets expired then candidate will have to re-generate the challan on SBI MOPS portal before closing date of application.

Q 18. Where do we have to submit the hard copy of our certificates?

Ans: Not required. To be submitted at the time of Tier-III/interview, if called for.

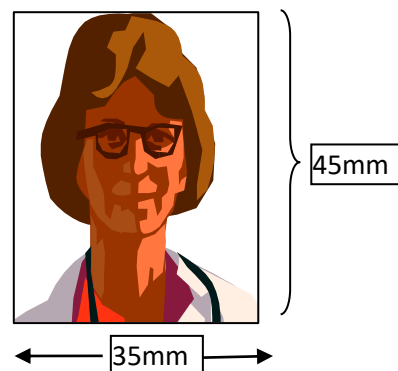
Q 19. Is there any negative marking?

Ans: There is negative marking in Tier-I; for every incorrect answer $\frac{1}{4}$ mark would be deducted. There is no negative marking in Tier-II.

Q 20. How to upload photo and signature?

Photograph

- Coloured photo of size 35mm (width) x 45mm (height) not older than 12 weeks. Black & white photo will not be accepted.
- Light background. Light grey/white is suggested. No patterns.
- The face should cover 70-80% of the photo. The applicant should look straight at the camera with a normal expression.
- Avoid uniforms of colours matching the background.
- If the applicant wears optical glasses, then his/her eyes should be fully visible.
- The size of the scanned image should be between 50-100kb in jpg/jpeg format only.



Signature

- The applicant has to sign on white paper with Blank ink pen.
- The signature must be signed only by the applicant and not by any other person.
- Please scan the signature area only and not the entire page.
- Size of the file should be between 50-100 kb in jpg/jpeg format only.

Q 21. How to pay the fees?

It is in 02 components: Examination Fee: Rs. 100/- & Recruitment Processing Charges: Rs. 450/- which is required to be paid as under:

Category	Fee to be paid
Male candidates of General, EWS and OBC categories	Examination Fee + Recruitment Processing Charges
All SC/ST, all female candidates & all ExSM*	Recruitment Processing Charges only

*Ex-servicemen who have already secured employment in civil side under Central Govt in Group 'C' post on regular basis after availing benefits of reservation given to them are required to pay the examination fee, i.e. Rs. 100/- also along with recruitment processing charges of Rs. 450/-.

Note: Banking charges, if applicable, will be borne by the candidate.

MODE OF PAYMENT (ONLINE/ OFFLINE MODE):

- a) The application form is integrated with the payment gateway & the payment process can be completed by following the instructions.
- b) Payment can be made through Debit Cards (RuPay/Visa/ MasterCard/Maestro), Credit Cards, Internet Banking, UPI, SBI challan etc.
- c) Fee once paid shall not be refunded under any circumstances.
- d) Online payments can be made only till the last date of submission of online application form.
- e) Payments through SBI challan generated on the last day of closure of online application forms can be submitted in the bank till 19.12.2023 (during banking hours only)

Q 22. What if a candidate has furnished incorrect information in the online application?

- In case wrong date of birth or category or name has been entered and application finally submitted, it is advised to apply afresh and appear for the written examination with the admit card bearing correct details.
- In case there is minor correction like address, name misspell, etc there is no need to apply again. In case the candidate is shortlisted for interview, he/she can give intimation for relevant correction at that time.