FREQUENTLY ASKED QUESTIONS

Q 1:   **How do I access the website to fill up the Online Recruitment Application (ORA)?**

Answer-   You are required to visit at http://www.hppsc.hp.gov.in/hppsc/ to access the home page of the "ONLINE RECRUITMENT SYSTEM" *(ORA). Before filling up the form you are advised to read carefully the Notification/Advertisement for the post(s)/Exam(s) and also ensure that he/she is eligible in terms of the conditions/provisions mentioned in the Advertisement/Notification.

Q 2:   **How to apply Online for a post advertised by the HPPSC?**

Answer -:   **NEW USER**

You can register yourself by clicking **"NEW USER SIGNUP HERE"** link available on the home page of HPPSC Website. On successful registration, a candidate ID will be generated by the ORA System.

REGISTERED USER

If you are registered with the HPPSC for any Exam/Test need not to register again.

[THE CANDIDATES ARE ADVISED TO NOTE DOWN THE USER ID AND PASSWORD AND THIS USER ID AND PASSWORD WILL BE APPLICABLE FOR ALL FUTURE REFERENCES REGARDING THIS EXAMINATION(S)/TEST(S) AND ALSO FOR FUTURE NOTIFICATION(S)/ADVERTISEMENT(S) ISSUED BY THE HPPSC FROM TIME TO TIME. THE INSERTED PROFILE OF THE CANDIDATE WILL BE SAVED AND NO NEED TO RE-ENTER THE SAME TIME AND AGAIN.]

You have to click on the **'CLICK TO APPLY'** button given against a recruitment case for filling up and submitting the Online application.

Q 3:   **Are there any detailed instructions to fill an applicant for submitting an online application?**

Answer -:   Yes, for filling up the Online Recruitment Application, the applicant must refer to "Instructions for filling Online

Recruitment Application" displayed on "Login" page of the ORA Website http://www.hppsc.hp.gov.in/hppsc/

Q 4: **What is the process to pay the fee for the Online Recruitment Application?**

Answer -: There are two options available for the payment of fee:

(i) Pay by Credit / Debit Card: An applicant can pay the fee online by using any VISA/MASTER DEBIT OR CREDIT CARD issued by any Bank/Institution.

(ii) Pay by e-Challan in any branch of Punjab National Bank : An applicant who wants to pay by cash should take a print of the 'Pay-in-Slip" by clicking on the option "Print e-Challan". By making use of this pay-in-slip, an applicant can deposit the fee in cash at any branch of the Punjab National Bank (PNB). The Bank will not accept any other pay-in-slip/challan/form for the payment of fee by cash. After depositing the fee by this challan, the Bank will provide a "**BRANCH CODE, TRANSACTION ID & DATE**". The applicant must ensure before leaving the cash counter of bank, that the "Branch Code/Name, Transaction Number, and Date of deposit" is clearly written on the counterfoil of candidate`s copy. the candidates are required to visit again HPPSC website to access the home page of the "ONLINE APPLICATION FILING SYSTEM". By entering User ID and Password earlier created by the candidates. Click on "FEE DETAILS" and enter the details of "Branch Code/Name, Transaction Number and Date of deposit" & then Click on "Update Fee Details". After this, candidate can take print of the Application Form for future reference.

Q 5: **I have made the payment through Credit Card/Debit Card facility of Punjab National Bank, but the ORA System is showing as "fee not paid". How can I check/update the payment made?**

Answer -: Payment details are updated on the ORA System after clearing all parameters like card details, One Time Password (OTP), SMS Alert, etc. It is advised that if even after repeated attempts you are not able to pay the fee through Credit / Debit card, then

you may either switch over to payment by cash mode i.e. "e-Challan". The applicant may contact HPPSC Help Desk numbers: 0177-2629738 or 1800-180-8004 to avoid multiple payment through electronically money transfer cards.

Q 6 : **Can I deposit fee in cash in any nationalized/private bank?**

Answer -: No, fee can be deposited in cash through ORA generated e-challan in the Punjab National Bank only.

Q 7 : **Is there any other Form/Challan to pay fee by cash other than the pay-in-slip generated through ORA?**

Answer - No. An applicant must use the pay-in-slip generated by the ORA system. The Bank (PNB) will not accept the fee (in cash) through any other form or e-challan.

Q 8 : **I have taken the print of pay-in slip by clicking on the "e-Challan Print" option. I have deposited the cash in a branch of Punjab National Bank through this Pay-in-slip. If I log out of the System now, how would I re-enter the System to submit my transaction details of the fee?**

Answer -: An applicant should again login by making use of the User ID and password. After login, check "Active application" and you will see 'fee detail' link against the post you have applied for. Click on that link and thereafter enter the relevant particulars in the various columns. The Enrolment/Registration ID is also available on the e-Challan.

Q 9: **What should I do if there is 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, preferably not during peak hours.

Q 10: **Is it necessary to fill up the details related to pin code/phone No. with area code/Mobile No./e-mail?**

Answer -: Pin-code, one telephone number (residence, office or mobile no.) and e-mail address is mandatory to be filled in by the candidate. The Commission may communicate electronically with the

applicant through the mobile number and on the e-mail address provided by the applicant in his/her Online application.

Q 11:   How will I upload my photograph/signature?

Answer -   The photograph and signature should be scanned in .jpg format and are to be uploaded in "Photo & Signature Upload" module.

Q 12: Whether the photograph should be in Black & White or should it be in a colour?

Answer -   Both Black & White and Coloured photographs are acceptable as long as they are as per the given specifications and also that the quality of the photograph is clearly identifiable and acceptable.

Q 13: What should be the size of the scanned photograph and the signature?

Answer -   The candidate should scan his/her signature which has been put on white paper with black ink pen. Each of the scanned images of the photograph/signature should not exceed 40 KB in size (for photograph, the pixel size is 140 pixels height x110 pixels width and for signature it should be 110 pixels height x140 pixels width).

Q 14: If the Photograph is not of the proper pixel size, as specified, then how to convert it?

Answer -   Use any image editing software such as MSPaint 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. Help for cropping/ resizing can be seen https://www.youtube.com/watch?v=nZLSt5xsSy0&feature=youtu.be

Q 15: If the Photograph is not in the desired format, then how do I convert it?

Answer -   If the image is in any other format such as .tiff, .bmp etc, then open the photo in MsPaint or Irfanview and click on "SAVE AS" option to save it in the desired format (.jpg).

Q 16: I am facing a problem in completing my Online Recruitment Application?

Answer -: Kindly proceed as follows:-

Step 1 - Ensure that your Web Browser/ Internet Browser is of latest version, Java Script is enabled, Pop-up blocker is disabled. If problem still persists, go to step 2.

Step 2 - Again refer to the relevant items/sections of the following documents accessible through the web links available on Instructions to the Candidates

Step 3 - If the problem is still not resolved, kindly pass on the problem being faced by you to HPPSC on Tollfree number1800-180-8004.

Q 17 - How can I know the status of my application submitted for a particular post?

Answer- The candidate should refer to HPPSC's official Website- http://www.hppsc.hp.gov.in/hppscoafs/login.aspx and login into user account, where the lists of finally submitted Online applications (containing Application No., Exam/Test Applied, Roll No., Download Application form, Enter Fee Details, **Application Status** and Download Admit Card) corresponding to the related posts are displayed Advertisement number wise.

Q 18 - Can candidates make changes in their applications after they have submitted them?

Answer- No. Applications once submitted are final and no changes can be made after submission. However, in case a candidate has submitted an application with incorrect entries, he/ she can submit a fresh application within the closing date with correct entries and a fresh fee, which will supersede his previous application(s).

Q 19 - Which are the Universities, Courses and Degrees recognized by the HPPSC?

Answer- Recognition of Universities, Courses or Degrees does not fall within the purview of the HPPSC. This matter lies within the domain of the respective authorities mandated for the purpose

e.g. University Grants Commission (UGC), All India Council for Technical Education (AICTE), etc.

Q 20 - **How can I get information regarding the syllabus for the Test?**

Answer- The Syllabus and the Scheme of Test are published on the HPPSC's official Website- http://www.hppsc.hp.gov.in/hppsc/.