CEN No.01/2024
FREQUENTLY ASKED QUESTIONS

1. **What are the requirements to 'Create an account'?**
Ans   Candidates should have their own mobile number and valid & active personal email id.

2. **What is the procedure to 'Create an account'?**
Ans   Enter all your personal details asked for including your mobile number and email id. OTP will be sent to your mobile number and email. The same have to be entered and submitted.

3. **Can I edit the 'Create an Account' details?**
Ans   Once the account is created, you _**cannot**_ edit any details of the 'Create an account'.

4. **What is next procedure after 'Create an account'?**
Ans   Go to Apply. In the drop down, select 'Already have an account'. Sign into your account. There are 5 broad sections viz., Personal Details, Other Details, Educational Qualification, Upload Profile Documents, Preference and Preview & submit. Start from Personal Details, enter your particulars. After entering personal details, save and go to next section, and so on until the last one viz., Preference and Preview & submit, where you can finally submit the application. Next complete the fee payment. Take a print out of application with registration number.

5. **What is the procedure to login?**
Ans   Enter your mobile number or email id followed by password and captcha.

6. **Why Aadhaar Verification is required?**
Ans   Aadhaar validation is required for smooth entry at the examination center. RRBs will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN 01/2024.

7. **What document should I produce if I have already changed my name?**
Applicants must possess a Gazette Notification or relevant legal documentation for name changes, and be prepared to present it upon request during the recruitment process. The same should be submitted at the time of DV.
You also have to fill the original name and the changed name during 'Create an account'. In such cases, both the names will be reflected in the application.

8. **What should I do if I forgot password?**
Ans   Password is generated by you. In case of password is forgotten, there is a 'Forgot Password" link. Enter your registered mobile number and date of birth. New password will be sent to your registered email. You can set your own password using 'password sent to your mail'

9. **Can I change the new password to password of my choice?**

Ans Yes. You should first login with the password sent to your email. Then, you can reset the password of your choice by using 'change password' link available on the upper right-hand side of the online application page.

10. **Can I change my 'Chosen RRB'?**

Ans *NO*. You cannot change the 'chosen RRB' after submission of application.

11. **Can I edit my details during the application process?**

Ans Yes. Any details in the application other than the details entered in 'Create an Account' form can be edited till the application is submitted and registration number generated.

12. **Who are eligible for 'Free Travel Authority' (free Railway Pass)**

Ans Candidates belonging to Scheduled Caste and Scheduled Tribe only can avail 'Free Travel Authority' (free Railway Pass)

13. **How do I avail 'Free Travel Authority' (free Railway Pass)**

Ans This facility is available only to SC/ST candidates who can avail the same by choosing 'Yes' from the drop down under 'Do you wish to avail free rail travel pass for the exam' and filling up 'Nearest Railway Station'. You will be prompted to upload your Caste Certificate.

14. **How can I receive the Free travel facility?**

Ans In case of eligible SC/ST candidates, their e-call letter itself will contain the free travel authority (sleeper class railway pass). They will be allowed to book train reservation by submitting a self-attested photocopy of their e-call letter and SC/ST certificate at the ticket booking counter. For further details, refer Para 7.0 (e) of CEN 01/2024.

15. **I am unable to upload my Caste Certificate.**

Ans Check whether the scanned document is in 'PDF' format and is below 500 kb.

16. **What is EBC?**

Ans EBC is 'Economically Backward Class'; EBC candidates are those whose annual family income is less than Rs.50,000.

17. **What are the benefits given to EBC candidates?**

Ans EBC candidates are given **ONLY** 'Fee concession'. Refer Para 7.0 of CEN 01/2024.

18. **I am an EBC. What should I do if I do not have EBC Certificate?**

Ans You can get a valid Income Certificate before submission of application (OR) you can use BPL card or any other certificate issued by Central Government under the recognized poverty alleviation program (OR) use IZZAT MST issued by Railways. Refer Para 7.3 of CEN 01/2024 for more details.

19. **Are there reserved posts for EBC?**

Ans **No**. EBC candidates are eligible only for fee concession. There is no reservation of

posts for EBC. It should not be confused with OBC or EWS.

20. **Is there reservation for CCAA?**

Ans **No**. CCAA candidates are eligible only for age relaxation. Refer Para 5.1 of CEN 01/2024.

21. **Who all are eligible for 'Refund of Examination Fee'?**

Ans Candidates who attend CBT-1 only are eligible for 'Refund of Examination Fee' (duly deducting bank charges).

22. **I have done diploma in Tool and Die making? Can I apply?**

Ans Qualification as per Annexure-A of CEN 01/2024 ONLY will be accepted.

23. **If I do not have prescribed ITI/NAC/Diploma/Degree, can I produce 'Equivalent Certificate'**

Ans Qualification as per Annexure-A of CEN 01/2024 ONLY will be accepted.

24. **I have done two-year diploma. Am I eligible to apply?**

Ans 3-year Engineering diplomas in the specified disciplines mentioned in Annexure A of CEN 1/2024 only will be accepted.

25. **In the application, only matriculation is visible. How do I add my other qualifications?**

Ans Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

26. **I have done NTC & NAC. Can I add both the qualifications?**

Ans Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

27. **I have done NTC & Diploma. Can I add both the qualifications?**

Ans Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

28. **I have done NTC & Degree. Can I add both the qualifications?**

Ans Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

29. **I have done NAC & Diploma. Can I add both the qualifications?**

Ans Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

30. **I have done NAC & Degree. Can I add both the qualifications?**

Ans Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

31. **I have done Diploma & Degree. Can I add both the qualifications?**

Ans   Yes. Click on 'Add' button, fill in the qualification details and click on 'Add' button again.

32. **I have Graduate Apprenticeship. Can I apply?**

Ans   Only Course Completed Act Apprenticeship is accepted.

33. **What all documents are to be uploaded in total?**

Ans   SC/ST candidates have to upload Caste Certificate in order to avail Free Travel pass. All candidates have to upload their scanned photograph and scanned signature.

34. **What should be size of the documents to be uploaded.**

Ans   The caste certificate should be less than 500 kb.
Photograph should be between 30kb to 70kb.
Scanned Signature should be between 30 kb to 70 kb.
All dimensions are displayed in the 'Upload Profile Documents' page' itself.

35. **For 'ITI' candidates, what is the Examination Trade for Part B of CBT2?**

Ans   Candidates with 'ITI' qualification, Examination Trade for Part B of CBT2 is their respective trade.

36. **For 'CCAA' candidates, what is the Examination Trade for Part B of CBT2?**

Ans   Candidates with 'CCAA' qualification, Examination Trade for Part B of CBT2 is their respective trade.

37. **For 'Diploma/Degree' candidates, what is the Examination Trade for Part B of CBT2?**

Ans   Refer para 12.2 (viii). Candidates have to choose one of the trades mentioned against the qualification.

38. **How can I pay the examination fees?**

Ans   The examination fees can be paid only ONLINE through Net banking or Credit card or Debit Card or UPI services. Processing charges and GST as applicable are chargeable from the candidate in addition to the examination fees.

39. **What are the stages of recruitment process?**

Ans   First Stage CBT (CBT-1), Second Stage CBT (CBT-2), Computer Based Aptitude Test (CBAT), Document Verification (DV) and Medical Examination (ME).

40. **What is the syllabus for First Stage CBT (CBT-1)?**

Ans   Refer Para 12.1 of CEN 01/2024.

41. **What is the syllabus for Second Stage CBT (CBT-2)?**

Ans   Refer Para 12.2 of CEN 01/2024.

42. **Will there be Negative Marking?**

Ans Negative marking will be for CBT-1 and CBT-2 only. There will be no negative marking for CBAT.

43. **Where should I choose my Choice of Language for my examination?**

Ans You can choose any one of the languages from a list of 15 languages available in the drop-down menu under 'Personal Details' page. This will be applicable for CBT-1 and CBT-2 ONLY. CBAT will be in English/Hindi only.

44. **What is the Examination Fees?**

Ans Refer Para 7.0 of CEN 01/2024.

45. **Can I modify the details in the application after submission of application?**

Ans After closing date for submission of application, if a candidate wishes to further modify, change or correct any detail **except details filled in the 'Create an Account' form (including email id and mobile number) and Chosen RRB,** He/She may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion from 20/02/2024 to 29/02/2024. For this, candidate has to login, click on 'View and Modify application' and click on 'Modify'. **Details filled in 'Create an Account' form (including email id and mobile number) and Chosen RRB cannot be changed.**

46. Whom should I contact in case of queries related to technical issues of submission of application?

Ans Email : rrbhelp@csc.gov.in or mobile no: **9592001188** (10 AM to 05 PM).

47. **How do I know that my application is finally submitted?**

Ans You will receive SMS and email notification.

48. **Can I take the print out of the application any time?**

Ans You can take print-out of the application after payment of fees.