CEN No.RPF 02/2024 Constable (Executive)
FREQUENTLY ASKED QUESTIONS

Q.1   What is the opening date of online application?

Ans.   The opening date of online application is 15-04-2024.

Q.2   What is the closing date of online application?

Ans.   The closing date of online application is 14-05-2024 (23.59 hrs.)

Q.3   What are the dates for modification of online application?

Ans.   Modification window will open only after closing date for submission of online application. Modification window will be active from 15-05-2024 to 24-05-2024. If a candidate wishes to modify, change or correct any details **except details filled in the 'Create an Account' form (including email id and mobile number)**, they may do so **by paying a modification fee of Rs.250/- (non-refundable) for each occasion.**

Q.4   Are Non-resident Indians are eligible to apply?

Ans.   Non-resident Indians are not eligible to apply.

Q.5   Are PwBD candidates are eligible to apply?

Ans.   PwBD candidates are not eligible to apply.

Q.6   What is the eligible age to apply?

Ans.   Please refer para 5.0, 5.1 & 5.2 of the detailed CEN.

Q.7   What is the Crucial date for reckoning age?

Ans.   The crucial date for reckoning age is 01-07-2024.

Q.8   What is the prescribed educational qualification?

Ans.   10th Pass or equivalent from recognised Board (Please see Annexure-A of the detailed CEN).

Q.9   My final results are expected after closing date of online application. Can I apply?

Ans.   No, Candidates waiting for final results of prescribed educational qualifications are not eligible to apply. Candidates should possess prescribed educational qualifications on or before the closing date of the CEN (i.e, 14-05-2024).

Q.10   What is the standards of Medical fitness for the post of RPF Constable (Executive)?

Ans.   Please refer para 3.0 of the detailed CEN. **Those wearing glasses or having flat foot, Knock knee, Squint eyes, Colour blindness and other body infirmities are not eligible for appointment.**

Q.11 Who are all eligible for Fee Relaxation?

Ans. SC, ST, Ex-Servicemen, Female, Minorities and Economically Backward Class (EBC) candidates are eligible for fee relaxation.

Q.12 What are the requirements to 'Create an account'?

Ans. Candidates should have their own active mobile number and valid personal email ID.

Q.13 I have created an account for CEN No.01/2024 (ALP) or 02/2024 (Technicians) or RPF 01/2024 Sub-Inspector (Executive). Should I create another account to fill up online application for this CEN?

Ans. No, Candidates who have already created an account for CEN No.01/2024 (ALP) or 02/2024 (Technicians) or RPF 01/2024 Sub-Inspector (Executive) are not required to Create an Account again. They should login using the same username and password to apply for CEN No.RPF 02/2024 Constable (Executive) as well.

Q.14 What is the procedure to 'Create an account', if not created for CEN No. 01/2024 (ALP) or 02/2024 (Technicians) or RPF 01/2024 Sub-Inspector (Executive)?

Ans. If the candidates have not Created an Account for the above said CENs, they must first 'Create an Account' before proceeding to fill up the online application for this CEN by clicking on **"Apply" tab at application link home page,** then click on 'Create an Account'. Fill in the required details in the ONLINE 'Create an Account' form and create a PASSWORD. Password should be a combination of Capital letters, small letters, special characters and numbers. Confirmation SMS and Email will be received by the candidates after successful "Creation of Account".

Q.15 Can I edit the 'Create an Account' details after account is created?

Ans. **Details filled in the 'Create an Account' form (including email ID and mobile number) cannot be modified at any stage once the account is created.**

Q.16 What document should I produce if I have already changed my name?

Ans. Applicants must possess a Gazette Notification or any other legal document as applicable 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. Date of such change or application for change should be prior to the date of submission of online application.

Applicants should 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.

Q.17 Why Aadhar validation is required?

Ans. Aadhar validation is required for smooth entry at the examination center. For convenience & easy of yourself, it is better to use Aadhar validation instead of other means of identification document. RRBs will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN.

Q.18 What should I do, if I don't have Aadhar?

Ans. Candidates can give details of any of the **following documents only, if they do not have Aadhar:**
   1. Driving License
   2. Passport
   3. PAN
   4. Voter ID
   5. Employer ID (Govt.)
   6. School/College/University (if still studying)

The selected document in online application should be produced during the various stage of recruitment i.e., CBT, PET/PMT, DV & ME.

Q.19 What is the procedure to login?

Ans. Go to the application link 'Home' page. Under the 'Apply' tab, select 'Already have an account' from the dropdown menu. Sign into your account by entering registered mobile number or email ID, followed by Password, Captcha and then submit for login.

Q.20 What should I do if I forgot password to sign into My Account?

Ans. Click on the "Forgot Password" option at "Sign Into Your Account" of login page. Enter either registered email or mobile number and date of birth. The revised password will be sent to the candidate's registered email ID only. Candidates have to login with revised password sent on their registered email.

Q.21 Can I reset/change my password of my account?

Ans. Yes, the password can be reset/changed using "Change Password" option available on the upper right-hand side of the "Online Application page" after log in.

Q.22   What is the next procedure after login?

Ans.   **There are five broad sections: Personal Details, Other Details, Educational Qualification, Upload Profile Documents, Preview and Preference & Submit**. Begin by entering all details, starting with Personal Details. After entering personal details, save and proceed to the next section, and continue in this manner until reach the last section i.e., Preview and Preference & Submit, where a candidate can finally submit the online application for payment. After completion of fee payment process, the applicant will receive a confirmation on successful payment through email & SMS from RRB. After that, a candidate can take a printout of the submitted application containing the registration number.

Note: Candidates who have already applied to RRB notifications No.01/2024(ALP), 02/2024 (Technicians) & RPF 01/2024 Sub-Inspector (Executive) are advised to check data fetched from their previous saved data while applying for this CEN at respective pages of Personal Details, Other details, Educational Qualification and Upload Profile documents (Photo & Signature) of Application Module for correctness and then proceed further for submission of application for payment. Details filled in the 'Create an Account' form (including mobile number and email ID) cannot be modified.

Q.23   Can I edit my application details after submission of online application before making payment?

Ans.   No, Candidates cannot edit details after submission of application. Candidates are advised to re-check the detailed filled by them in application preview at Preference and Preview & Submit page for correctness and further submit application if all the information is correct since no change is permitted after submission of application for payment. If any information is found incorrect at application preview, they can click on 'Edit' button and rectify the incorrect information at respective page of application module, then again preview application for correctness and submit the application. After submission of the application, pay the requisite examination fee and complete the payment process. **If a candidate wishes to modify, change or correct any details <u>except details filled in the 'Create an Account' form (including email id and mobile number),</u> they may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion during the modification window from 15-05-2024 to 24-05-2024.**

Q.24   Who are eligible for 'Free Travel Authority' (free Railway Pass)?

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

Q.25 How do I avail 'Free Travel Authority' (free Railway Pass)?

Ans. This facility is available only to SC/ST candidates at community section of Personal details page. They can avail the same by choosing 'Yes' option from the drop down under 'Do you wish to avail free rail travel pass for the exam' and fill up 'Nearest Railway Station'. Only candidates wish to avail free rail travel pass will be asked to upload their Caste Certificate.

Q.26 How I will 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 e-call letter and SC/ST certificate at the ticket booking counter. SC/ST candidates should carry their original community certificate and an original proof of identity for under taking journey, failing which they will be treated as travelling without ticket and will be charged accordingly.

Q.27 I am unable to upload my Caste Certificate?

Ans. Check whether the scanned document is in 'PDF' format (up to 500 KB).

Q.28 What is EBC?

Ans. EBC is 'Economically Backward Class'; Economically Backward Class (EBC) candidates are those whose annual family income is less than Rs.50,000. **Candidates should not confuse ECONOMICALLY Backward Class (EBC) with OTHER Backward Class (OBC) or ECONOMICALLY Weaker Section (EWS).**

Q.29 What are the benefits given to EBC candidates? Are they eligible for reservation benefits?

Ans. EBC candidates are given 'Fee concession' only but they are **not eligible for reservation benefits.**

Q.30 What will happen if a candidate failed to produce EBC Certificate?

Ans. If a candidate has availed fee concession as EBC, he should have a valid Income Certificate {as per Annexure III (A) of the CEN} or BPL Card or any other certificate issued by Central Government under the recognized poverty alleviation program or IZZAT MST issued by Railways before submission of online application and the same must also be submitted in original at the time of Document Verification, **failing which his/her candidature will be rejected**. Refer para 7.3 of the detailed CEN for complete information.

Q.31 Who is included under minorities?

Ans. Minorities include Muslims, Christians, Sikhs, Buddhists, Jains and Zoroastrians (Parsis) subject to revision/deletion/inclusion if any received till last date of submission of online application (i.e, 14-05-2024).

Q.32 What are the benefits given to Minorities candidates? What will happen if a candidate failed to produce an affidavit for minority community declaration during document verification?

Ans Minorities candidates are given 'Fee concession' only and **not eligible for reservation benefits**. Minority candidates claiming waiver of examination fee will be required to submit an affidavit for minority community declaration (as per Annexure IV of the CEN) on non-judicial stamp paper mentioning their minority community at the time of Document Verification, **failing which their candidature will be rejected.**

Q.33 What is the crucial date to claim SC/ ST/ OBC-NCL/ EWS status?

Ans. Community /category status for SC, ST, OBC-NCL and EWS as on the closing date of submission of applications against this CEN shall only be considered for reservation and related benefits as per eligibility. Any change in this status there after shall not be considered. Please refer para 8.0 to 8.8 (Vertical Reservation) of the detailed CEN for complete information.

Candidates seeking reservation on the basis of SC/ ST/ OBC/ EWS status must ensure that they possess the caste/ community certificate as on the closing date for submission of application of this CEN. During DV, such candidates should produce their original caste/community certificate (in prescribed format) valid as on the closing date for submission of application.

Q.34 If candidates have their community certificate in the State format. Are they eligible to apply?

Ans. Candidates having certificates issued by the State government for SC/ST/ OBC-NCL are eligible to apply subject to the condition, the same community should be available in Central Government notified list as on closing date of application (i.e., 14-05-2024) and should produce the same certificate during document verification.

Q.35 What is the criterion for availing reservation under EWS?

Ans. Refer para 8.8 of the detailed CEN for complete information.

Q.36 I am currently serving in the Armed Forces. Can I apply as an Ex-Serviceman?

Ans. You can apply as an Ex-Serviceman for this CEN if you will be discharged from service within one year from the closing date for submission of online applications for this CEN (i.e., 14-05-2024).

Q.37 I have already secured Civil employment as an Ex-Serviceman. Am I eligible for Ex-Serviceman benefits against this CEN?

Ans. Ex-Serviceman candidates who have already secured Civil employment under Central Government in Group 'C' & erstwhile Group 'D' (including PSUs, Autonomous Bodies/Statutory Bodies, Nationalized Banks etc) after availing of the benefits given to Ex-Servicemen will be permitted only the benefit of age relaxation as prescribed for Ex-servicemen for securing another civil employment in a higher grade or cadre in Group 'C'/erstwhile Group 'D' under Central Government. Such candidates will not be considered against the vacancies reserved for Ex-Servicemen. Please refer para 10.0 of detailed CEN for complete information.

Q.38 Who should produce NOC at the time of Document Verification?

Ans. Candidate serving (including those undergoing induction training /probation) in any Central/State Government Department including Railways or Public Sector Undertaking should produce an NOC from the employer on the date of DV, **failing which their candidature will be cancelled.**

Q.39 In the application, only matriculation is visible at educational qualification page. How do I add my other qualifications?

Ans. For Constable post, minimum educational qualification required is 10th Pass or Equivalent from recognized Board. Beside 10th, no other educational qualification is needed to be entered.

Q.40 What date should I enter in the application if only the month and year of passing are mentioned on the matriculation certificates?

Ans. In case the date is unavailable on 10th certificates, enter the last date of the month mentioned on the certificate. For Example: April-2022 should be mentioned as 30-04-2022.

Q.41 Which district /state should I mention if districts/states have been bifurcated?

Ans. Present district/state may be mentioned since some districts will not be shown for a respective state in lieu of bifurcation. i.e after bifurcation of Andhra Pradesh in Two state (Andhra Pradesh & Telangana). Districts of combined Andhra Pradesh state have been divided into Andhra Pradesh and Telangana. Moreover, districts of respective states have been further bifurcated. So, present district/ state may be mentioned to avoid ambiguity.

Q.42   What all documents are to be uploaded in total?

 Ans   Candidates have to upload scanned JPEG image of recent clear colour passport size photograph and signature as per prescribed specifications of the CEN. SC/ST candidates have to upload Caste Certificate who wish to avail Free Travel pass.

Q.43   What should be size of the scanned documents to be uploaded?

 Ans.   The caste certificate should be upto 500 KB in pdf format; recent clear colour passport size photograph should be between 30 KB to 70 KB in JPEG format and signature should be between 30 KB to 70 KB in JPEG format.

Q.44   Which type of photograph and signature should be uploaded?

 Ans.   Scanned JPEG image of recent clear colour passport size photograph (against a plain white background) of the candidate (size 30 to 70KB) – without wearing dark glasses and/or cap. **Colour passport size photograph should not be older than six months (not before 16-10-2023). Scanned JPEG image of candidate's signature in running handwriting (size 30 to 70KB**). **All dimensions for Passport size photograph and signature are displayed in the 'Upload Profile Documents' page with prescribed specifications**.

   Caution: **Invalid photo** (i.e., not as per prescribed specifications) such as poor resolution, full body view, only side view, unrecognizable facial features, photocopied photograph, group photo, tilted/inverted image, selfie, with cap, with dark glasses, older than 6 months, other than passport size etc will be rejected. **Invalid signature** (i.e., not as per prescribed specifications) such as use of block/capital letters instead of running hand-writing, poor resolution, incomplete image, etc. will be rejected.

Q.45   How can I pay the fees?

 Ans.   The fees can be paid only ONLINE through Net banking or Credit card or Debit Card or UPI services. Processing charges as applicable are chargeable from the candidate in addition to the fees. **Please be cautious about genuineness of the mode of payment as well as closing date and time of submission of online application against this CEN, while making payment. Avoid unauthorised websites.**

Q.46   How do I know that my application is finally submitted & Can I take printout?

 Ans.   Provisional acceptance of submitted ONLINE application will happen only after successful payment at RRB end. The applicant will receive a confirmation through email & SMS and after that candidates can take printout of the application.

Q.47 What is the syllabus for CBT?

Ans Please refer Para 12.1(C) of detailed CEN for CBT syllabus.

Q.48 What are the stages of recruitment process and how I know the schedules?

Ans. Computer Based Test (CBT), Physical Efficiency Test (PET)/Physical Measurement Test (PMT), Document Verification (DV) and Medical Examination (ME).

> **Information on examination schedule and venue will be given to eligible candidates in due course through RRB websites, SMS and Email.**

> **Request for postponement of any of the stages or for change of venue, date and shift will not be entertained under any circumstances**.

Q.49 Will there be Negative Marking?

Ans. There shall be negative marking @1/3rd mark for each wrong answer in CBT.

Q.50 Where should I choose my Choice of Language for my examination?

Ans. Candidates can choose one language from a list of 15 languages available in the drop-down menu under 'Personal Details' page. CBT questions will be displayed in the chosen language and in English.

Q.51 What is 'Refund policy' of RRBs? Who all are eligible for 'Refund of Fee'?

Ans. **Refund policy**: By proceeding with payment, the applicant acknowledges and agrees that the Payment made is non-refundable and applicants cannot raise Chargeback under any circumstances.

Candidates who attend CBT are eligible for 'Refund of Fee' (duly deducting bank charges) as per para 7.4 of the detailed CEN. **There will no refund of examination fee for erroneous, incomplete or rejected applications.**

Q.52 What is the use of application Registration Number?

Ans. Candidates are advised to note and remember their Registration Number of submitted application till the completion of recruitment process. Registration Number will be used for further stages of recruitment process and correspondence with RRBs.

Q.53 What are the likely reasons for rejection of applications?

Ans. Please refer para 16.0 of the detailed CEN.

Q.54 Whom should I contact in case of queries related to submission of application?

Ans. **Helpline for candidates**: For any queries related to submission of application for the CEN :-

Email: rrb.help@csc.gov.in

Phone: 9592001188 & 01725653333

(10:00 AM to 5:00 PM on all working days)