

## FREQUENTLY ASKED QUESTIONS

### 1. **What should I do if there is lot of delay in accessing the page?**

Speed for On-Line Application on Internet, is based on 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 pages for registration immediately, please retry after a gap of 15 minutes or during off-peak hours during the night. Please also ensure that your internet speed is good and at least 1MBps.

### 2. **How do I know that my application is registered?**

There are five stages in registration. Your registration is successful only on completion of all the stages including the fee payment and photo upload. You will receive an email and SMS alert on the completion of successful registration. After the preliminary registration, you will receive the Registration ID. Please preserve it for future use as all subsequent logins are only based on the Registration ID and your Date of Birth. Kindly note that successful registration does not imply that application has been accepted. Eligible/Rejection status will be put up after scrutiny.

### 3. **I did not receive the email intimation for registration of my application?**

The Registration ID is sent by auto-response confirmation emails. Delivery of these emails purely depends upon the correctness of E-Mail ID provided, policy of your E-Mail Service provider to accept and divert such emails under Bulk or Spam Mails or bounce back such mails without accepting it due to heavy number of emails generated by our Applications. In case of Govt./official /company Email Ids, delivery is controlled by your company policies. Please check your Bulk or Spam folder before you contact Helpdesk if you are unable to proceed with your registration.

### 4. **I had already registered for the EN 01/2016. How do I proceed with the registration for Constable/ RPF-01/2018?**

Click on the button "**Registration for Female Candidates already applied in Notification no.01/2016**" in the registration portal of Constable/ RPF- 01/2018. Select the group you wish to apply. Login with your Registration number generated for EN 01/2016 and DOB and proceed with your registration process.

### 5. **I had already registered for the EN 01/2016. But I forgot my Registration number. How can I retrieve the same?**

Click the "**Get Registration Number**" button in the login portal for EN 01/2016 candidates. There are two ways to track your Register No. of EN 01/2016: **1)** Your Name, Mother's Name and DOB as registered in EN no.01/2016 **2)** Your email ID and DOB as registered in EN no.01/2016.

By using either of the two ways, you can track your Registration No. of EN 01/2016 and proceed with the registration process of Constable/RPF – 01/2018.

**6. How do I re-confirm that my application is saved?**

In case of doubt about the successful completion of application, candidates are advised to visit the page for Print Application, generate the Printout and preserve the hard copy (printout) of the Application.

**7. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?**

Please refer to Point No.6. If you do not get the application printout through Print Application option, your application is not saved. Please re-apply.

**8. What details should I retain while replying to auto-response emails?**

You need not respond to auto-response emails. But please preserve the Registration ID, which is the main basis for your future logins to reprint application, download Admit Card etc.

**9. What details should I provide while writing for the problem?**

Please do not forget to provide following details while writing to us: (1) REGISTRATION Number (2) Registered Email ID as entered in application. In case of application failure or any error message, we would like to have the specific error message. Additionally, you may provide the Details including the Operating System (like Windows XP, Vista, Linux etc.) & Internet Browser & version (like Internet Explorer 6.0, Mozilla 3.0, Firefox 3.5 etc.) used.

**10. I am a fee exempted candidate, should I also make fee payment?**

Yes. Fee payment is mandatory for all the candidates. A fee of Rs.500/- for non-fee exempted candidates and Rs.250/- for fee exempted candidates (Woman, SC/ST, Ex-SM, Economically Backward Class and Minority candidates) should be paid during the registration process, which will be refunded if the candidate appears for the CBT.

**11. Is the Examination Fee refundable?**

For all candidates except the fee concession categories, the Exam fee is Rs.500, out of which an amount of Rs.400 shall be refunded duly deducting bank charges, on the candidate appearing in the CBT.

For candidates belonging to SC/ST/Ex-Serviceman/ Female/ Minorities / Economic Backward Class, the Exam fee is Rs.250, which shall be refunded duly deducting bank charges, on appearing in the CBT.

**12. I want to change / correct the details I entered in the Application?**

You have to be very careful when you fill in your registration. If you want to change any details in your application after the completion of your registration process, you have to choose '**Modify Application**' from the Home Page of the registration portal.

You have to pay a non-refundable fee of Rs.250/- for modifying your application. After successful payment of the fee, you can edit your application and make any changes

required. However you will not be able to edit your RPF zonal group, Registration number, email ID and mobile number with which you have registered.

**13. Whether I need to pay the Exam fee again if I modify my application?**

A non-refundable fee of Rs.250/- for modification is applicable for the all the candidates including the fee exempted candidates.

On modifying the details, if you lose your eligibility for exam fee relaxation, then you are required to pay the examination fee of Rs.500/-. The examination fee of Rs.250/- which was already paid by you earlier will not be refunded.

Also on modifying the details, if you get eligible for exam fee relaxation, then the exam fee of Rs.500/- paid by you earlier will not be refunded and you need not pay Rs.250/- again as exam fee.

**14. Is it mandatory to fill the Bank account details?**

Yes, the bank account details are mandatory to be filled in the application. The concerned amount will be refunded only to the beneficiary account mentioned in your application. The refund will be done only on appearing in the CBT.

**15. Can I change my RPF zonal group using Modify Application option?**

No. You cannot change your application from one RPF group to another RPF group. The selection of RPF group once exercised shall be final.

**16. I have paid the fee through Postal Challan. Now is there any further process i.e. entering the receipt/ journal number online?**

No. Once you have made a successful payment, kindly wait for two working days for your payment to get verified. Once your payment gets verified, you can login through the '**Candidate Login**' link from the Home page of the Registration Portal and proceed with the further stages of registration.

**17. While making online payment, I could not pay it due to some computer problem. I would like to pay exam fees by offline mode through post office or SBI Bank. For that what should I do? Please help me.**

You can modify the payment mode and make the payments accordingly.

**18. I have not printed my application? Where can I get it?**

You can take the printout of your application by logging in through **Print Application** option from the Home Page of the Registration Portal, provided you must have completed your application.

**19. What does the “Date to be printed below the name on the Photograph” mean?**

The date to print in the photograph denotes the date of taking the photograph and it should be on or after 01-12-2017. Refer CEN for detailed specifications about the photograph.