Frequently Asked Questions (FAQ)

CEN. No. 03/2024 (JEs, DMS, CMA etc.)

Que. 1. **What is the opening date of Application for CEN No. 03/2024?**
Answer - The opening date of application is 30-07-2024.

Que. 2. **What is the closing date for submission of Application for CEN No. 03/2024?**
Answer - The closing date for submission of application including payment of fee is 29-08-2024 (23:59 hours).

Que. 3. **What are the dates for modification of application?**
Answer - Modification window will open only after closing date for submission of application and will be active from 30-08-2024 to 08- 09-2024. If candidates wish to modify, change or correct any details except details filled in the 'Create an Account' form (including email id and mobile number) and chosen RRB, they may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion. (Please Note: Details filled in 'Create an Account' form and 'Chosen RRB' cannot be modified).

Que. 4. **My final results are expected after 29th of August 2024. Can I apply?**
Answer - No. Candidates waiting for final results of prescribed educational/technical qualifications are not eligible to apply. Candidates should possess prescribed educational/technical qualifications on or before the closing date for submission of application for this CEN.

Que. 5. **What are the requirements to 'Create an Account'?**
Answer - Candidates should have their own mobile number and valid & active personal email ID.

Que. 6. **I have created an account for CEN 01/2024. Should I create another account for CEN 03/2024?**
Answer - NO. Candidates who have already created an account during any notification published by Railway Recruitment Board in the year 2024 i.e., CEN 01/2024 (ALP) or CEN 02/2024 (Technician) or RPF CEN 01/2024 (Constable) or RPF CEN 02/2024 (Sub-Inspector) form fill up/submission are not required to Create an Account again. They should login using the same username and password to apply for CEN 03/2024.

Que. 7. **What is the procedure to 'Create an Account'?**
Answer - Under 'Apply Button', select 'Create an Account', enter all details asked for including candidate's mobile number and email ID. OTP will be sent to candidate's mobile number and email. The same have to be entered and submitted.

Que. 8. **Can I edit the 'Create an Account' details?**
Answer - Candidates CANNOT edit any details of the 'Create an account' once the account is created.

Que. 9. **What is next procedure after 'Create an Account'?**
Answer - Go to the 'Home' page. Under the 'Apply' tab, select 'Already have an account' from the dropdown menu. Sign in to your account. There are five broad sections: Personal Details, Other Details, Educational Qualification, Upload Profile Documents, Preference and Preview & Submit. After entering personal details, save and proceed to the next section and continue in this manner until candidate reach the last section 'Preference and Preview & Submit' where candidate can finally submit the application. Complete the fee payment process. Finally, take a printout of the application containing the registration number.

Que. 10. **Can mobile be used for filling up of application?**
Answer - Some features of application module will not work properly on mobile platform. So, it is advised to use Desktop/Laptop.

Que. 11. **What is the procedure to login?**
Answer - Enter registered mobile number and email ID followed by password and captcha and submit.

Que. 12. **How many Pay Levels are there in CEN 03/2024?**
Answer - There are two pay levels in CEN 03/2024 (Level-7 & Level-6). However, for Level-7, candidates have to apply for RRB Gorakhpur ONLY.

Que. 13. **Can I submit common application for both Pay Levels?**
Answer - Yes. A common application must be submitted for both the Pay Levels.

Que. 14. **Can I apply to different RRBs for different pay levels?**

Answer - No. Candidates are allowed to apply for one RRB only. Candidates who are eligible for both the levels i.e., Pay Level-7 and Pay Level-6, have to apply for RRB Gorakhpur ONLY.

Que. 15. **Can I apply to more than one RRB?**

Answer - **No, you should not**. Applying to more than one RRB will result in the rejection of all applications and will lead to debarment from all future examinations of RRB and RRC.

Que. 16. **Can I apply multiple applications to same RRB?**

Answer - **No, you should not.** Multiple applications to same RRB will result in the rejection of all applications and will lead to debarment from all future examinations of RRB and RRC.

Que. 17. **I have undergone LASIK surgery. Am I eligible to apply?**

Answer - Candidates undergone LASIK surgery are not eligible for posts that require Medical Standards A3. Please refer Para 3.0 Note (b).

Que. 18. **Why Aadhaar verification is required?**

Answer - Aadhaar validation is required to ensure genuineness of candidature and to curb impersonation during exam. RRBs will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN.

Que. 19. **What should I do, if I don't have Aadhaar?**

Answer - Candidates can give details of any of the following documents, if they do not have Aadhaar:
   i. Driving License
   ii. Passport
   iii. PAN
   iv. Voter ID
   v. Employer ID (Govt.)
   vi. School/College/University (if still studying)

The selected document in online application should be produced during the CBT-I, CBT-II, DV & ME etc.

Que. 20. **What document should I produce if I have already changed my name?**

Answer - 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. 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.

Que. 21. **What should I do if I forgot password to login My Account?**

Answer - Click on the 'Forgot Password' option on the login page. Enter either your registered email or mobile number along with your date of birth. The revised password will be sent to the candidate's registered email address. Candidates must then login using the revised password sent to their registered email. After logging in, Candidates then can create a new password by accessing the 'Change Password' option available on the upper right-hand side of the online application page.

Que. 22. **Can I change my password?**

Answer - Yes. Candidates should first login by using the old password. After logging in, Candidates then can change their old password by accessing the 'Change Password' option available on the upper right-hand side of the online application page.

Que. 23. **Can I change my 'Chosen RRB'?**

Answer - No. You cannot change the 'chosen RRB' after submission of application.

Que. 24. **Can I edit my details during the application process?**

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

Que. 25. **Who are eligible for 'Free Travel Authority' (free Railway Pass)?**

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

Que. 26. **How do I avail 'Free Travel Authority' (free Railway Pass)**

Answer - This facility is available only to SC/ST candidates. While filling up ONLINE application, such candidates, should choose 'Yes' from the drop down under 'Do you wish to avail free rail travel pass for the exam'

and fill up 'Nearest Railway Station'. It is the responsibility of the candidates availing free travel authority to give the correct name of the Railway Station in online application, failing which their travel authority may get rejected while obtaining reservation. They are also required to upload their Caste Certificate.

Que. 27. **How can I receive the free travel facility?**

Answer - In case of eligible SC/ST candidates, their City Intimation Slip/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 City Intimation Slip/e- call letter and SC/ST certificate at the ticket booking counter. For further details, refer Para 18.0 (e) of CEN No. 03/2024.

Que. 28. **I am unable to upload my Caste Certificate.**

Answer - Check whether the scanned document is in 'PDF' format and the size is below 500 KB.

Que. 29. **What is EBC?**

Answer - EBC is 'Economically Backward Class'. Economically Backward Class (EBC) candidates are those whose annual family income is less than Rs.50,000/- (or) holders of BPL Card or any other certificate issued by Central Government under are recognized poverty alleviation programme (or) holders of Izzat MST issued by Railways. Candidates should not confuse Economically Backward Class with Other Backward Class and Extremely Backward Class.

Que. 30. **What are the benefits given to EBC candidates?**

Answer - EBC candidates are given 'Fee concession'. Refer Para 7.3 of the detailed CEN No. 03/2024.

Que. 31. **I am an EBC. What should I do if I do not have EBC Certificate?**

Answer - Candidate should have a valid Income Certificate, as per Annexure III (A) of the detailed CEN, before submission of application. If they do not have Income Certificate as per Annexure III (A), Candidates can give details of their BPL card, or any other certificate issued by Central Government under the recognized poverty alleviation program (OR) details of IZZAT MST issued by Railways. Refer Para 7.3 of the detailed CEN No. 03/2024 for more details.

EBC Certificate/BPL Card/IZZAT MST, valid as on date of submission of application, should be submitted during DV; otherwise, their candidature will be rejected.

Que. 32. **Are there reserved posts for EBC?**

Answer - No. EBC candidates are eligible only for fee concession. There is no reservation of posts for EBC candidates.

Que. 33. **What is the crucial date for reckoning age for this CEN-03/2024?**

Answer - The crucial date for reckoning age is 01.01.2025. Refer Para 5.0, 5.1 and 5.2 of the CEN No. 03/2024 for further details.

Que. 34. **What is the crucial date to claim SC/ST/OBC/EWS status?**

Answer - 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 (29.08.2024) 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.

Que. 35. **What is the criteria for availing reservation under EWS?**

Answer - Refer Para 8.8 of the detailed CEN No. 03/2024 available in the official websites of RRBs.

Que. 36. **Who are all eligible for Fee Concession?**

Answer - SC, ST, Ex-Servicemen, PwBD, female, transgender, Minorities and Economically Backward Class candidates are eligible for fee relaxation.

Que. 37. **I am currently serving in the Armed Forces. Can I apply as an Ex- Serviceman?**

Answer - You can apply as an Ex-Serviceman if you will be released within one year from the closing date for submission of applications for this CEN (i.e., on or before 28.08.2025).

Que. 38. **I have already secured civil employment as an Ex-Serviceman. Am I eligible for Ex-Serviceman benefits against this CEN?**

Answer - 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. Refer Para 10.0 to 10.6 of the detailed CEN No. 03/2024.

Que. 39. **Who should produce NOC at the time of Document Verification?**

Answer - Ex-Servicemen candidates who have already secured Civil employment, Serving Railway Employees (SRE) and serving employees in Central/State Government/Public Sector Undertakings should produce NOC at the time of DV.

Que. 40. **What is the benchmark degree of disability specified for PwBD?**

Answer - To be considered as a Person with Benchmark Disability (PwBD), the disability should be 40% or more.

Que. 41. **Can PwBD candidates apply against unreserved vacancies?**

Answer - PwBD candidates can also apply against unreserved vacancies of any posts that are not exclusively earmarked for them but the post must be indicated as suitable for their disability in Annexure-A (Post Parameters) of CEN No. 03/2024. They will be eligible for age relaxation and fee exemption while applying for these posts

Que. 42. **How do I know about the suitability of various disabilities for the posts?**

Answer - The suitability or otherwise of a post for PwBD has been indicated in the Post Parameters Table (Annexure-A) against each post, under the column "Suitability for Persons with Benchmark Disabilities" with details of specified sub- category of disability.

Que. 43. **Who are eligible to avail Scribe facilities?**

Answer - Candidates who are Visually Impaired (VI)/candidates whose writing speed is affected by Cerebral Palsy/muscular dystrophy/candidates with locomotor disability (one arm) are eligible for Scribe facility. Refer Para 11.5 of the detailed CEN for more information on 'Scribe'.

Que. 44. **Who all are eligible for 'Refund of Fee'?**

Answer - Candidates who attend CBT-I are only eligible for 'Refund of Fee' (duly deducting bank charges) as given under Para 7.0 of detailed CEN No. 03/2024. Please note that modification fee is non-refundable.

Que. 45. **Please let me know the 'Refund policy' of RRBs.**

Answer - 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. The refundable portion of the fee (as per Para 7.0 of the detailed CEN) will be applicable only to those candidates who attend the 1st Stage CBT. There will be no refund of examination fee for erroneous, incomplete, or rejected applications and non attendance of CBT-I.

Que. 46. **In the application, only matriculation is visible. How do I add my other qualifications?**

Answer - Under 'Qualification' select the relevant qualification, fill in the qualification details and click on 'Add' button.

Que. 47. **What date should I enter in the application if only the month and year of passing are available on the matric and other qualification certificates?**

Answer - In case the date is unavailable on any of the qualification certificates, enter the last date of the month available on the certificate. For example May-2023 may be mentioned as 31-05-2023.

Que. 48. **Which district /state should I mention if district/state have been bifurcated?**

Answer - 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 states (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.

Que. 49. **I have done Degree in Engineering, can I apply for the posts of JE?**

Answer - Yes. Higher Qualifications such as B.E/B. Tech are also acceptable in lieu of three years Diploma in Engineering in the same Discipline.

Que. 50. **I have completed a two-year diploma. Am I eligible to apply?**

Answer - No, only a three-year Diploma in respective discipline is accepted.

Que. 51. **What all documents are to be uploaded in total?**

Answer - All candidates have to upload their scanned photograph and scanned signature as per prescribed specifications SC/ST candidates have to upload Caste Certificate in order to avail Free Travel Pass.

Que. 52. **What should be size of the documents to be uploaded?**

Answer - The caste certificate, in pdf format, should be less than 500 KB. Photograph, in jpeg format, should be between 30 KB to 70 KB. Scanned Signature, in jpeg format, should be between 30 KB to 70 KB. All dimensions are displayed in the 'Upload Profile Documents' page itself.

Que. 53. **How can I pay the fees?**

Answer - The 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 fees.

Que. 54. **What is the fees that I have to remit?**

Answer - Refer Para 7.0 of CEN No. 03/2024.

Que. 55. **What are the stages of recruitment process?**

Answer - First Stage Computer Based Test (CBT-I), Second Stage Computer Based Test (CBT-II), Document Verification (DV) and Medical Examination (ME).

Que. 56. **What is Exam group and how to select it?**

Answer - A candidate possessing more than one minimum educational qualification map to different Exam groups. He/she can choose any one exam group provided he/she opts for the post(s) whose educational qualification is mapped to the chosen Exam group. However, these candidates would be eligible for all the opted posts as per their minimum educational qualification.

Que. 57. **What is the Exam group for candidates opting for Level 7 i.e., Chemical Supervisor (Research) and Metallurgical Supervisor (Research) post?**

Answer - Candidates opting for Level 7 posts have to choose Exam group 'Chemical and Metallurgical Supervisor' mandatorily.

Que. 58. **What is the pattern and syllabus for CBT-I & CBT-II?**

Answer - Please refer Para 13.1, 13.2 & Annexure VII A to VII F of detailed CEN.

Que. 59. **Will there be negative marking?**

Answer - There will be negative marking @$1/3^{rd}$ mark for every wrong answer in CBT-I & CBT-II.

Que. 60. **Where should I choose my choice of language for my examination?**

Answer - Candidates can choose one language from a list of 15 languages available in the drop-down menu under 'Personal Details' page.

Que. 61. **Should I provide the order of preference for all the posts for which I am eligible?**

Answer - Yes, candidates are advised to indicate their order of preference for as many posts as they are eligible for in the chosen RRB. Candidates with partial preferences will only be considered for the specific Railway Zones and posts/categories they have opted for, subject to vacancy availability at the time of allotment. If no preference is given for certain posts/categories, it will be considered as their unwillingness for those posts. Once preferences are submitted, they are final, and no changes will be entertained.

Que. 62. **Whom should I contact in case of queries related to submission of application?**

Answer - Helpline for candidates: For any queries related to submission of Application of CEN 03/2024 (10:00 AM to 5:00 PM on all working days)
Email: rrb.help@csc.gov.in
Phone: 9592001188, 0172-565-3333

Que. 63. **How do I know that my application is finally submitted?**

Answer - Final acceptance of ONLINE application will happen only after receiving confirmation of fee payment. The applicant will receive a confirmation on successful payment through email & SMS.

Que. 64. **In case of rejection of my application, will the fee paid by me be refunded?**

Answer - No refund of fee will be made on account of rejection of applications.

Que. 65. **Can I take the print out of the application?**

Answer - Yes. Candidates can take print out of their application after payment of examination fees.

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