

Frequently Asked Questions (FAQs)

Online Recruitment Application (ORA) Enforcement Officer (EO)/Accounts Officer (AO) Employee Provident Fund Organization, Ministry of Labour and Employment

1.How do I access the site to fill up the Online Recruitment Application (ORA) for the posts of Enforcement Officer (EO)/Accounts Officer (AO) in Employee Provident Fund Organization, Ministry of Labour and Employment?

You should log on to <http://www.upsconline.nic.in> to access the home page of the Online Recruitment Application where you will find link for said application.

2.When can I submit online application for this particular Recruitment?

An applicant can apply for this Recruitment from the date of its notification by the Commission till its Closing Date which is mentioned in Recruitment Advertisement No.53/2016 which is available on Commission's website <http://www.upsc.gov.in> and <http://www.upsconline.nic.in/>.

3.Can anyone apply online for this particular Recruitment?

Yes, an applicant who fulfils the eligibility criteria prescribed in the notification (i.e. the detailed information available on website) can apply.

4.Are there any detailed instructions to guide an applicant for submitting an online application?

Yes, for filling up the Online Recruitment Application an applicant may refer to "Graphical Guide to fill Application" displayed on <http://www.upsconline.nic.in/oraepfo/vacancy.php>.

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

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 or during off-peak hours.

6.Is it necessary to fill up the details related to pin code/phone No. with area code/Mobile No./email?

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 applicant if mobile number and e-mail address is provided by the applicant.

7.Do I have to pay fee?

If you do not belong to a fee exempted category i.e. SC/ST/PH/FEMALE, then you have to pay the fee.

8.What is the procedure to pay the fee for the Online Recruitment Application?

There are three options for the payment of fee:

i) Pay by Cash in any branch of SBI. An applicant who wants to pay the fee by cash should take a print of the PAY-IN SLIP by clicking on the option "Print Bank Pay-in-Slip". Making use of this pay-in-slip, an applicant can deposit the fee in cash at any branch of the State Bank of India (SBI). The bank will not accept any other challan/form for the payment of fee by cash. After depositing the fee by this pay-in-slip, the bank will provide a "TRANSACTION ID". An applicant will again have to log in on the ORA website and start submission of the Online Recruitment Application by filling in the aforesaid Transaction ID in his/her Online Recruitment Application.

ii) Pay by credit/debit Card. An applicant can also pay the fee online using any VISA/MASTER DEBIT OR CREDIT CARD issued by any bank/institution.

iii) Pay by Net Banking facility of SBI or five of its Associate banks (State Bank of Hyderabad, State Bank of Mysore, State Bank of Patiala, State Bank of Travancore and State Bank of Bikaner and Jaipur).

9.I have made the payment through Credit Card/Debit Card facility of SBI or its Associate banks, but the ORA System is showing as fee not paid. How can I check/update the payment made?

In such case, you have to make payment again and again till payment details are updated in the ORA System. It is advised that if even after repeated attempts one is not able to pay the fee through credit/debit card, then he may either switch over to payment by cash mode or by Internet Banking of SBI and its five associate Banks. After completing the fee payment process, you should be able to proceed with Photo & Signature upload page.

10.I have made the payment through Net Banking facility of SBI or its Associate banks, but the ORA System is showing as fee not paid. How can I check/update the payment made?

In such case, you need to click on the link "Click Here to Update" given for Updating Payment made by Net Banking Mode displayed on the fee payment page. If this solves the problem, you will be able to proceed with Photo & Signature upload page. Otherwise, you will have to make payment again.

11.I have made multiple payments through credit card/debit card. Whether amount will be refunded back to me?

Yes, extra payments made against an application number shall be refunded automatically within 3-4 days.

12.Is there any bank other than SBI where fee can be deposited by cash?

No.

13.I have taken the print of pay-in-slip by clicking on the "Print" option. I have deposited the cash in a branch of SBI or its Associate banks through this Pay-in-

slip. How will I re-enter the system to submit my transaction details of the fee if I log out of the system now?

An applicant, after having obtained the TRANSACTION ID number, should again log in by making use of the Application No. and Date of Birth. After login, you will see 'pay fee' page. Enter the relevant particulars in the various columns.

14. Is there any other Form/Challan to pay fee by cash other than the pay-in-slip generated through ORA ?

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

15. I have submitted the Online Recruitment Application. Should I send the printout of the application to the commission by post/by hand?

No, you are not required to send the printout of the application to the Commission by post/by hand. However, it is advisable to keep a printout of application with you for future references.

16. I am filling up the various columns in the application and the process of filling up the form is yet to be completed. I want to change the filled up information in one/may columns. How should I do this?

Or

I filled my form and completed the form. I have made some errors. What should I do to remove these errors?

After the filling up of the various columns in Part I of the online application, the system displays a message whether an applicant desires to change/update any of the information which has been filled in by him and if so, he is required to click on the "Click Here to Edit" link. In case, changes are to be made, this facility may be utilized. Thereafter, no more changes are accepted by the system and in case revised information is to be filled up, an applicant may submit a fresh online application.

For part-II of the online application, a candidate must satisfy himself about the quality of the image of the photograph and the signature uploaded by him. After uploading the photograph and the signature a fresh page shows the preview of the uploaded images. If, one is satisfied with the uploaded images he may click on "Confirm Upload" button. In case one is not satisfied with the uploaded images, he may click on the "Reload Photograph" or "Reload Signature" button. The process can be repeated till satisfaction. After having clicked on the "Confirm Upload" button, the system will not allow any changes in the photograph/signature. The candidates may note that in case the quality of photograph/signature is not acceptable/poor, then their application is liable to be rejected by the commission.

A sample of quality of acceptable and non acceptable photographs/signatures is given below for the guidance of the candidates.

Acceptable photos / Acceptable Signatures

http://upsconline.nic.in/certificate/image_quality.php?check=1

Non Acceptable photos / Non-acceptable signatures

http://upsconline.nic.in/certificate/image_quality.php?check=2

17. In which format the scanned photograph and signature should be?

The images of the photograph and signature should be scanned in the .jpg format.

18. Whether the photograph should be in Black & white or should it be in a colour?

Both are acceptable as long as they are as per the given specifications and also quality of photograph is good enough to be identifiable and acceptable.

19. What should be the size of the scanned photograph and the signature?

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) and also to be ensured that the uploaded photograph/signature are proper.

20. If the Photograph is not of the proper pixel size given, then how to convert it?

Use any image editing software such as MS Paint or Irfanview or website such as www.picresize.com. 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 [here](http://upsconline.nic.in/certificate/resize_crop.php)>> http://upsconline.nic.in/certificate/resize_crop.php

21. If the Photograph is not in the desired format, then how to convert it?

If the image is in any other format such as .tiff, .bmp etc, then open the photo in MS Paint or Irfanview and click save as option to save it in the desired format (.jpg).

22. How do I load my signature/photograph?

The scanned photograph and signature, in the prescribed format and specification, are to be uploaded in the "Photo & Signature Upload" Page.

23. My photograph and signature uploaded on the website are not appearing to be in order. What should I do?

After uploading the photograph and signature a fresh page shows the preview of the uploaded images. If, the applicant is satisfied with the uploaded images he may click on Confirm Upload button. In case the applicant is not satisfied with the uploaded images, he may click on the Reload Photograph or Reload Signature button. The reloaded photograph/ signature can again be viewed by clicking on the Image refresh button. The process can be repeated till satisfaction. The Candidates may please note that if the quality of photograph/signature is poor or it is not in the prescribed format and specification, the application is liable to be rejected. After having clicked on the Confirm Upload button, the system will not allow any changes in the photograph/signature.

24. After filling up the Online Recruitment Application, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved?

On completion of Part-I of application, Application No. is generated by the system. If the same has not been generated and you are disconnected midway due to any reason, you have to enter the details of application afresh.

25.How do I know that my Online Recruitment Application is saved and have been received ONLINE in the Commission?

The successful submission of the online application requires the completion of two parts of the application correctly. After completing the part-I of the application the system generates a unique number which is known as the Application No.. After the completion of all the Modules (i.e., Payment (not applicable for SC/ST/PH/Female), Photo & Signature and Selection of Center) in part-II, a fresh page displays the message that the application has been accepted provisionally. The generation of the unique Application No. number combined with the display of this message indicates that the application has been received online in the Commission.

26.What details should I retain after completion of submission of my Online Recruitment Application?

It is strongly advised that after the completion of the process of submission of the Online Recruitment Application, the applicant must take a print out of the submitted Online Recruitment Application and keep the same for future reference. The candidate is also advised to keep his fee payment proof which might be required by the commission in case of any discrepancy.

27.What details should I provide while making correspondence with the Commission?

In case of correspondence with the commission an applicant must mention these details -Name of post for which he applied, vacancy no., Advertisement number, registration id, Applicant's name, father's name, date of birth and the application number generated by ORA website.

28.Where do I contact for any queries related to the recruitment for the post for which I have successfully submitted my online application?

Please refer to our website www.upsc.gov.in for details like Interview Schedules, Results, Cancellation, Corrigendum etc.

You may also contact at the Facilitation Counter of UPSC on following No. 23098543, 23385271 and 23381125 or visit UPSC Facilitation Counter at Dholpur House, Shahjahan Road, New Delhi – 110069.

Candidate may also refer to “Graphical Guide to fill Application” available on Commission’s Website (<http://www.upsconline.nic.in/oraepfo/vacancy.php>).