

DISCLAIMER

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Q1. What is One Time Registration (OTR).

Ans. One Time Registration is an online process by which candidates can create their profile and register themselves with UKPSC. After that they are able to apply for advertisements published by Commission, subject to meeting the eligibility criteria.

Q2. Who can register in OTR.

Ans. OTR is accessible to all aspirants who are preparing and want to apply for Uttarakhand State government jobs whose recruitment is done by UKPSC.

Q3. What do I need to register in OTR.

Ans. For registration under OTR, you need a personal **Email-ID** and **Mobile number**.

Q4. How can I create profile in OTR

Ans. Please Visit website of UKPSC www.ukpsc.gov.in or www.ukpsconline.in for instructions/manuals for creating profile.

Q5. Can I register my relative/friend under OTR from the same mobile number and Email ID used by me for my registration.

Ans. No, Same **Email-ID** and **Mobile number** cannot be used for more than one registration.

Q6. What I have to do, in case of loss of Mobile number or change of mobile number.

Ans. Kindly raise your issue vide email at ukpschelpine@gmail.com

Q7. In case OTP message not received on my registered Mobile Number, then what I have to do?

Ans. OTP (one time password) is totally dependent on the service of network provider. You can restart your phone, it may help. OTP is also sent at your Email Id, you can obtain it from there also.

Q8. I forgot my Username/Password.

Ans. Go to *forgot password/Username* option and reset your password or get your username from there. If still you are not able to retrieve your data, write an email with your personal details at ukpschelpline@gmail.com

Q9. My Aadhar number is not getting saved in personal details.

Ans. Kindly check the digits of your aadhar card and enter it again. If problem still persists email at ukpschelpline@gmail.com, as same aadhar card is not accepted in two different profiles.

Q10 Can a candidate create multiple OTR (Profiles). What will happen if a candidate does so?

Ans. No, a candidate can create only one profile. If he/she creates more than one profile his/her candidature will be cancelled by the Commission.

Q11. How can I print my profile?

Ans. Candidate can print his/her profile information using “**View and Print Profile**” link in OTR.

Q12. How do I know that my profile is created?

Ans. You will receive a pop-up message “**Your profile has been created successfully**” or in top most corner **Profile Status** will shown as **Complete**.

Q13. My Photo/Sign/Thumb impression are not getting saved.

Ans. Kindly refer to the guidelines for cropping/ saving the images. Size of images should be in between **20 to 50 kb** only.

Q14. If I want to make changes/corrections in my profile(OTR).

Ans. Some fields in OTR are editable; candidate can edit them for any number of times. But some fields are not changeable; to change these fields candidate has to write a request email with relevant proof at ukpschelpline@gmail.com.

Q15. What is the fee for the OTR (One Time Registration).

Ans. No fee is charged from candidate for registration and creating profile in OTR.

Q16. How can I apply online for a post/position advertised by the commission?

Ans. Please visit website of UKPSC www.ukpsc.gov.in or www.ukpsconline.in for instructions/manuals for applying online.

Q17. Are there any detailed instructions to guide an applicant for creating the OTR or submitting an online application?

Ans. Yes, you can visit website of UKPSC www.ukpsc.gov.in or www.ukpsconline.in for detailed instructions/manuals.

Q18. What should I do if there is a delay in accessing the webpage/website.

Ans. Accessing the page is an internet/server based activity. Kindly use better internet connection or avoid peak hours.

Q19. How do I move to the next step?

Ans. After filling the information in a step you have to click on **save** button. You will automatically redirected to the next step, if you have filled required information or you can click on next button to move to next step.

Q20. Can I apply for different posts/advertisements using one OTR.

Ans. Yes, you can apply for more than one posts of the same or different advertisements subject to the condition of fulfillment of eligibility criteria.

Q21. How can I make the payment of an application submitted?

Ans. Select the post name and year in **My Application** link, your application will appear on screen. Select your application and click on **Pay Now** button to pay the fees.

Q22. I have made multiple payments through credit/debit card for single application. Whether the extra amount paid will be refunded back to me.

Ans. Yes, multiple payments made will get refunded.

Q23. How can I take a printout of my completed application?

Ans. Select the post name and year in “**My Application**” link, your application will appear on the screen. Select your application and click on “**view button**” after that click on “**print button**” to print the application.

Q24. I paid the fees but there is some mistakes in my Application form what should I do?

Ans. You can **cancel** your **submitted application** once fee is paid. If a candidate cancels his/her application for any reason fee will not be refunded in any case.

Q25. My degree name/course name etc. is not showing on combo/drop down list.

Ans. Kindly raise your issue vides email at ukpschelpine@gmail.com with attached copy of your certificate having that particular information.