

FREQUENTLY ASKED QUESTIONS

1. What is the process for filling online application?

The online application involves the following process:

STEP 1 – Registration/Login, Re-login with Application Number & Auto Generated Password

(A mail and SMS will be sent with unique Application Number and password).

STEP 2 – Enter Personal details & Educational qualification

STEP 3 – Upload photograph and signature

STEP 4 – Preview – Edit Application / Proceed For Payment

STEP 5 – Complete the Payment & Print Application Form

2. How do I access the site to fill up the online application?

An applicant should log on to www.cgpdtrrecruitment.in.

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

Yes, an applicant must refer to the detailed instructions which are available on website www.cgpdtrrecruitment.in for filling up the online application.

4. 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.

5. What information/ details /items are required while filling the on-line application form?

The information/items which are required have been explained in the Information Bulletin. In addition to these, you should check the websites mentioned above frequently.

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

Yes, all information to be filled in the application form is mandatory.

7. How do I move to the next page when columns on one page have been completely filled?

An applicant should click on the “Save and Continue” button of the page to move to the next page.

8. I have successfully submitted the online application, should I send the print outs of the application to the CGPDTM by post?

Once an applicant has successfully submitted the online application, the same gets registered with the CGPDTM and the applicant is not required to send any hard copy of the application.

9. How will I get the admit card if I have submitted the application online? Whether I will get an e-mail or I will get the admit card by post or it is to be collected personally from the CGPDTM's office or it will be available on the website of the commission?

The eligible candidates shall be issued an e Admit Card around two weeks to three weeks before the commencement of the examination. The e -Admit Card will be made available on the website www.cgpdtmrecruitment.in for downloading by candidates. E -Admit Card will not be sent by post.

10. What are the precautions to be taken while uploading candidates' photographs and signatures?

Before filling up the Online Application, a candidate must have his/her photograph and signature duly scanned in the "JPG" format in such a manner that the file should not exceed 200 KB in size for the photograph and the signature. The photograph and signature must be clearly discernible. Sample of Acceptable photograph is displayed in the Information Bulletin. Candidates should take due care while uploading their photograph since no change is allowed once the photograph is uploaded and online application is submitted. Uploading of photograph/signature is the sole responsibility of the candidate and in case a wrong photograph/signature is uploaded, his/her candidature is liable to be cancelled for false identity. Please check the e Admit Card carefully and discrepancies/ errors, if any, should be brought to notice through email or on helpline numbers provided in the Information Bulletin.

11. Whether the photograph should be in Black & White or should it be in a colour?

Photograph should be in colour only.

12. I have filled up the form successfully but now, I want to change / correct the details I entered in the Application?

In case you have submitted the application form successfully but later on you come to know that you have committed any mistake, then you may resubmit your application afresh duly correcting the errors/omissions/mistakes/quality of photo or sign. For this you will need to register afresh with new email ID. You would be issued new Application number and password which shall be required to complete the new online application. You will have to make the requisite payment again.

13. I did not receive the e-mail intimation for online submission of my application?

After the completion of the online application, a fresh page displays the message that the application has been submitted successfully. An email is also automatically sent to you stating that you have successfully submitted your application. However it is still subject to the verification of various information submitted by you as per examination rules including verification of quality of photo/sign and payment details.

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

The successful submission of the online application requires the completion of six parts of the application correctly. After completing the Registration Form of the application the system generates a unique number which is known as the Application number along with the password. After the completion of all the columns in subsequent parts, a fresh page displays the message that the application has been submitted successfully as an acknowledgement. The receipt of the acknowledgement in your email ID indicates that the application has been submitted.

15. What details should I retain after completion of successful submission of my form?

It is strongly advised that after the completion of the process of submission of the online application, the applicant must take a print out of the submitted application form and keep the same for future reference.

16. What details should I provide to make correspondence with the CGPDTM?

In case of correspondence with the competent authority an applicant must mention these details -Name of Examination, Applicant's name, father's name, date of birth and the Application number.

17. Can I change my center after submission of application?

No. Change of Centre is not possible.

18. How to get refund of payment as I have made payment more than once towards its fee.

CGPDTM has no provision to refund any fee amount paid by candidates.

19. Can I deposit the fees by cash?

No, the fee CANNOT be deposited in cash.

20. What is the procedure to pay the fee for the examination?

There are only three options for the payment of fees

- i) Pay by debit Card
- ii) Pay by credit Card and
- iii) Pay by Net Banking facility
- iv) I-Cash Card
- v) Mobile Wallet
- vi) RuPay Card

21. Do I require to send a hard copy of application to CGPDTM after submitting my online application?

No hard copy to be sent to CGPDTM unless it is asked for any reason.

22. I am unable to upload Photo / Sign in my application. What should I do?

Please check the properties of photo and signature images. Resize them as per specifications given in instructions for filling online application on the website itself.

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

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

24. I have submitted two applications for the examination, Will my both applications be accepted/ rejected or one of them will be accepted/ rejected? hat will be status of my candidature if I have successfully submitted more than one application?

Your Application number for latest submitted completed application will be considered for processing and all earlier submitted applications will be cancelled by online system.

25. How eligibility of age are calculated?

It is calculated based on cut-off date according to the Information Bulletin.

26. How I will take print of my submitted application?

You need to first login with Application Number and Password. Subsequently, click on “Print Application”.

27. What items are banned at the Examination Venues?

Mobile Phones, Watches, Bluetooth, pagers or any other communication devices and IT gadgets are banned items and are therefore not allowed inside the premises where the examination is being conducted.

28. 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/many 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 II 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 and if so, is required to click on the Update button. In case, changes are to be made this facility may be utilized. Once the payment is made, thereafter no change is accepted by the system. However, an applicant may submit a fresh online application.

29. My photograph and signature as I loaded on the site are not appearing right. What should I do?

After uploaded the photograph and the 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 Upload Photograph or Upload Signature button. The Uploaded 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, 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. However, if an applicant is not satisfied with the format/size/quality of the photograph or signature, the applicant may submit a fresh online application with the revised photograph and signature along with prescribed fee to be paid again.
