

**(A) Frequently asked Questions(FAQs) on creation of SSC User Account and Open Examinations conducted by Staff Selection Commission**

**01. One-Time Registration related Queries**

<b>S.No</b>	<b>Query</b>	<b>Reply</b>
1	What is one-time Registration?	Applications for various Examinations conducted by Staff Selection Commission are required to be submitted in online mode only at the Official website of SSC Headquarters, i.e., <a href="https://ssc.nic.in">https://ssc.nic.in</a> . Thus, the process of filling online application for the examination consists of two parts: I. One Time Registration II. Filling of online Application for the concerned Examination Hence, candidates are required to do one-time registration by entering basic information of the candidate.
2	Whether basic information entered during one-time Registration is saved and can I use the same during future Examinations?	Yes. One-time Registration creates user Account to the Candidate and Registration No. & Password shall be generated. Candidate can login through Registration No. & password and can apply for future Examinations for which basic information shall be auto-filled.
3	I forgot the Registration no. or Password received during one-time Registration. How can I reset the password?	Candidate can reset his password by clicking on the "Forgot Password" link available on SSC Website by entering Permanent State and Email ID (or) Mobile No. that was provided during one-time Registration.
4	I forgot the Registration no./Password received during one-time Registration. I also don't remember My Mobile Number Or Email Id to reset the password.	Please contact concerned Regional Office through email by forwarding scanned copy of your Matriculation (10th class) Certificate or by furnishing Matriculation (10th class) details vis a vis Name of Tenth class Board; Tenth Roll no.; Tenth year of passing) that were used during one-time Registration. Concerned Regional Office shall provide you Registration no./ Registered Mobile Number/ Email Id by using which you may reset your password.
5	I am not able to register as new user	One Candidate can create only one SSC user. Therefore, you may login by into your already existing Account. If you don't remember your account details, then please contact concerned Regional Office through email by forwarding scanned copy of your Matriculation (10th class) Certificate or by furnishing Matriculation (10th class) details vis a vis Name of Tenth class Board; Tenth Roll no.; Tenth year of passing) that were used during one-time Registration. Concerned Regional Office shall provide you Registration no./ Registered Mobile Number/ Email Id by using which you may reset your password.
6	My SSC User Account is locked. So what should I do now?	Contact Concerned Regional Office through email by forwarding scanned copy of your Matriculation (10th class) Certificate or by furnishing Matriculation (10th class) details vis a vis Name of Tenth class Board; Tenth Roll no.; Tenth year of passing) ; mobile number; email id; that were used during one-time Registration
7	Can I do corrections in the basic information that was entered during one-time Registration?	Yes, it can be done by logging into user account. But these corrections will not be reflected or applicable for examinations already applied online. These changes are applicable to future examinations that shall be applied to by the candidate. Therefore candidates are advised to verify the basic information already entered during one-time Registration and then to proceed to Filling of online Application for the concerned Examination

**02. Queries related to “Filling of online Application for the Examination Notified”**

S.No	Query	Reply
01	What are the precautions to be taken while applying through Online for any Examination	<p>Candidates must to go through the instructions given in the Notice of examination very carefully.</p> <p>Candidates in their own interest should submit online applications much before the closing date and not to wait till the last date to avoid the possibility of disconnection/inability or failure to login to the SSC website on account of heavy load on the website during the closing days.</p> <p>The candidates must ensure that their name, Date of Birth, father’s name and mother’s name given in Online Application is strictly as given in the Matriculation Certificates otherwise their candidature may be cancelled at the time of Document Verification or as and when it comes into the notice of the commission</p> <p>Candidates must ensure that proper photograph &amp; Signature as per the specifications mentioned in the Notice is uploaded in during online Application. <b>Applications with blurred/illegible Photograph/ Signature, photographs with Spectacles, Photographs wearing Cap/Hat are liable to be rejected.</b></p>
02	How can I do correction in online application form that is already submitted?	Online application parameters can be corrected/modified by candidate only through Correction Window that is normally opened after closing date of application.
03	Is Correction Window is available for all the Examinations notified by SSC?	Availability of correction Window is mentioned in the Examination Notice. If no such mention is made in Examination Notice then there shall not be any Correction Window. Therefore, Candidates are advised to verify their Basic information before proceeding to Part-II of Application process i.e. “Filling of online Application for the concerned Examination”
04	<b>How to do correction in online application form</b> that is already submitted and also that Correction Window is also closed?	Before submission of the corrected application, candidates must check that they have filled correct details in each field of the form. After expiry of ‘Window for Application Form Correction’, <b>no change/ correction/modification will be allowed under any circumstances.</b> Requests received in this regard in any form like Post, Fax, Email, by hand, etc. shall not be entertained by the Commission and will be summarily rejected.
05	I applied for the Examination But, it is printed on the application that “Incomplete Application”. What does it mean?	If it is printed on the online Application that it is “Incomplete Application”, it indicates that applicable Fee payment is not made (or) that payment made is not successful.
06	I applied for the Examination successfully. But, it is printed on the application that “Application received contents not verified”. How can I know whether my application is accepted or not?	<b>The application status is made available on the website of concerned Regional Office few days before the examination date.</b> Therefore candidates are advised to visit the website of concerned Regional Office and SSC HQ regularly for updates and information about the examination.
07	Do applications that are successfully submitted gets	Yes. Online Applications which are Duplicate, Incomplete applications shall be rejected. Applications with inverted

<p>rejected for any reason at later stage? How can I know if my application is rejected for any reason?</p>	<p>photographs, photographs with Hat/Cap/Spectacles/Goggles ; illegible/blurred photograph and/ or signature, photographs with facing sideways, too small photograph, too dark/light photographs shall also be rejected.</p> <p><b>The application status is made available on the website of concerned Regional Office few days before the examination date.</b> Therefore candidates are advised to visit the website of concerned Regional Office and SSC HQ regularly for updates and information about the examination.</p> <p>Applications shall also be rejected for any other reasons that are mentioned in the Examination Notice.</p>

**03. Queries related to Application Status, Examination Centre Status, Admit Cards , Examination Venues etc.**

S.No	Query	Reply
01	<p>Once the Online Application is submitted by the Candidate, how can candidate know further updates about the Recruitment Process?</p>	<p>Information about the Examination indicating the time table and City/Centre of examination for the candidates will be uploaded on the websites of the concerned <b>Regional/Sub-Regional Office of the Commission</b> about two weeks before the date of examination. If any candidate does not find his/her details on the website of the Commission, one week before the date of examination, he/she must immediately contact the concerned Regional/Sub-Regional Office of the Commission with proof of having submitted his/ her application</p>
02	<p>What is “<b>concerned Regional /Sub-Regional Office of the Commission</b>” that needs to be contacted for queries related Application Status, Examination Centre Status, Admit Cards, Examination Venues etc.</p>	<p>A candidate must indicate the Centre(s) in the online Application Form in which he/ she desires to take the examination. Details about the Examination Centers and <b>Regional Offices under whose jurisdiction</b> these Examination Centres are located can be found in the Recruitment notification. Accordingly, for queries respective Regional Office may be contacted.</p> <p><b>Thus, if the Examination centres opted by the Candidate are located in Lakshadweep, Karnataka &amp; Kerala then Regional Director (KKR), Staff Selection Commission, 1st Floor, “E” Wing, Kendriya Sadan, Koramangala, Bengaluru, Karnataka-560034(<a href="http://www.ssckkr.kar.nic.in">www.ssckkr.kar.nic.in</a>) may be contacted.</b></p>
03	<p>Once the Online Application Status is published on the website of concerned Regional Office, what is the next step in the Course of Recruitment</p>	<p>Concerned Regional Office shall publish “Examination Centre/Date Status” on their website through which Candidate will know the City and Date allotted to him. Only Candidates, whose application is accepted shall be able to check this Status. If your details are not available at this stage, you may please check whether your application is accepted or not through Application Status link.</p> <p><b>Thus, if the Examination centres opted by the Candidate are located in Lakshadweep, Karnataka &amp; Kerala then</b></p>

		<a href="http://www.ssckkr.kar.nic.in">www.ssckkr.kar.nic.in</a> may be visited to know the <b>Application Status &amp; Examination Centre/Date Status.</b>
04	What is the process for allotting Examination Centre?	A candidate has to give option for three Centres, in the order of priority, within the same region. No request for change of Centre will be considered later under any circumstances. Hence, the candidates should select the Centers carefully and indicate the same correctly in their applications. The Commission will endeavour to accommodate the candidates in centers opted by them. The Commission reserves the right to cancel any Centre and ask the candidates of that Centre to appear from another Centre. Commission also reserves the right to divert candidates of any Centre to some other Centre to take the examination.
05	How & when Admit Card is issued?	Facility for download of Admit Cards will be available 3-7 days before the examination on the website of concerned Regional Office. Candidate must bring printout of the Admission Certificate to the Examination Hall. No hard copy of the Admit Card shall be sent through post.
06	How do I know that Admit Cards are made available on the website of concerned Regional Office?	Candidates are advised to visit the website of concerned Regional Office and SSC HQ regularly for updates and information about the examination. The Commission also informs the candidates by Email/SMS about the uploading of admission certificates in the website of its regional offices.
07	How to download Admit card?	Admit Card can be downloaded by entering your Registration No. & Date of Birth in the link provided by concerned Regional Office.  <b>Thus, if the Examination centres opted by the Candidate are located in Lakshadweep, Karnataka &amp; Kerala then <a href="http://www.ssckkr.kar.nic.in">www.ssckkr.kar.nic.in</a> may be visited to download the Admit Cards.</b>
08	What to do if I am not able to download the Admit card?	In case the candidate has difficulty in downloading the admission certificate, they can contact the Regional Office either telephonically, in person or through e-mail by providing requisite details i.e. Application form. Candidate may also check his Application Status and submit a supporting document (screen shot of the website) that his application was accepted earlier.
09	What are documents that are to be carried with Admit card and where can I find other instructions related to Examination procedures, timings etc ?	The documents to be carried with Admit card and instructions related to Examination procedures, timings etc shall be made available with Admit card. Candidate may refer to the same.
10	I have successfully submitted my online application but not finding my details in Application Status or Admit Card etc. What should I do?	If any candidate does not find his detail on the website of the Commission, one week before the date of examination, he must immediately contact the Regional Office concerned of the Commission with proof of having submitted his application. Failure to do so will deprive him of any claim for consideration.
11	How to correspond with the Commission/ Regional Office in any matter?	Candidate must write Registration Number, registered Email-ID and Mobile Number along with name, date of birth and name of the examination, while addressing any

	<p>communication to the Commission/ Regional Office. Communication from the candidate not furnishing these particulars shall not be entertained.</p> <p><b>As mentioned at Sl No. 02 above, if the Examination centres opted by the Candidate are located in Lakshadweep, Karnataka &amp; Kerala then Regional Director (KKR), Staff Selection Commission, 1st Floor, "E" Wing, Kendriya Sadan, Koramangala, Bengaluru, Karnataka-560034(<a href="http://www.ssckkr.kar.nic.in">www.ssckkr.kar.nic.in</a>) may be contacted.</b></p>
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#### 04. Queries related to Persons with Disabilities (PwD) Candidates:-

S.No	Query	Reply
01	I am a Persons with Benchmark Disabilities (PwBD) will I get Scribe and Compensatory time by default?	<p>In case of persons with benchmark disabilities (PwBD) in the category of <b>blindness, locomotor disability (both arms affected-BA) and cerebral palsy</b>, the facility of scribe/ Compensatory time is provided, if desired by the candidate.</p> <p>In case of remaining categories of persons with benchmark disabilities (PwBD), the provision of scribe will be available only <b>on production of a certificate</b> at the time of examination to the effect that the person concerned has physical limitation to write, and scribe is essential to write examination on his behalf, from the Chief Medical Officer/ Civil Surgeon/ Medical Superintendent of a Government health care institution as per prescribed proforma.</p>
02	I am a PwD candidates having Disability less than 40% and having difficulty in writing. How can I get Scribe/ Compensatory time?	The facility of scribe will also be provided to PwD candidates having disability less than 40% and having difficulty in writing in pursuance to OM No. 29-6/2019-DD-III dated 10.08.2022 issued by Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment. The facility will be provided on production of certificates as per prescribed preforms.
03	I want to utilize own Scribe. What are the precautions to be taken in selecting the Own Scribe?	<p>The candidate will have the discretion of opting for his own scribe or to avail the facility of scribe provided by the Commission. Appropriate choice in this regard will have to be given by the candidate in the online application form.</p> <p>In case the candidate opts for his own scribe, the qualification of the scribe should be one step below the qualification of the candidate taking the examination.</p> <p>If a candidate opts for his own scribe, in that case, that scribe should not be a candidate of this examination. If a candidate is detected as assisting another PwBD/ PwD candidate as scribe in this examination, then the candidatures of both the candidates will be cancelled.</p>
04	Am I required to furnish the details of own Scribe on the Exam Day?	The candidates with benchmark disabilities (PwBD) and candidates with disabilities (PwD) eligible for scribe and opting for own scribe shall be required to submit details of the own scribe at the time of examination as per prescribed proforma annexed to Examination Notice.

		<p>In addition, the scribe has to produce a valid ID proof in original at the time of examination. A photocopy of the ID proof of the scribe signed by the candidate as well as the scribe will be submitted along with proforma.</p> <p>If subsequently it is found that the qualification of the scribe is not as declared by the candidate, then the candidate shall forfeit his right to the post and claims relating thereto.</p>
05	Whether any documents are to be produced subsequent to Examination?	<p>The PwBD/ PwD candidates who have availed the facility of scribes/ passage reader and/ or compensatory time must produce relevant documents for the eligibility of scribe/ compensatory time at the time of Document Verification.</p> <p>Failure to produce such supporting documents will lead to cancellation of their candidature for the examination.</p>

#### 05. General Queries related to Recruitment Notices:-

S.No	Query	Reply
01	I have a query regarding Eligibility Criteria etc mentioned in the Recruitment Notice. To whom should I address the query?	<p><b>Candidates must go through the requirements of educational qualification, experience, age, physical and medical standards etc. and satisfy themselves that they are eligible for the post(s).</b></p> <p>The certificates/documents in support of their Educational Qualifications and Caste/Category, etc. shall be sought at the time of Document Verification by the Indenting User Departments/Organizations. Physical and medical standards will be ascertained by the User Departments after the declaration of result.</p> <p>Candidates may also note that they would be required to submit their certificates/ documents of EQs/ caste/ category, etc. as and when sought by the User Department/ Organization. After scrutiny of the certificates/ documents of EQs/ caste/ category, etc., if any claim made in the application is not substantiated by certificates/ documents, the candidature of candidate will be cancelled.</p> <p>Thus, it may be noted that the Commission will not undertake detailed scrutiny of applications for the eligibility and other aspects at the time of written examination and, therefore, candidature will be accepted only provisionally.</p>

## **(B) Frequently asked Questions(FAQs) on Selection Posts**

### **1. What is Selection Post?**

- ❖ Selection Posts are posts for Group 'B' Non-Gazetted and Group 'C' Non-Technical post in Ministries/Department under Government of India and their Attached/Subordinate Offices. Selection Posts are isolated in nature (not covered in Open Examinations).
- ❖ Selection Posts are filled through Written Examinations, (Objective Type Multiple Choice Questions) in the Computer Based Mode. Further wherever skill test is prescribed in RR (typing / data entry / stenography) for any post Skill test will also be conducted for those who qualify the written examination.
- ❖ There is **no interview** for any of the posts.

### **2. What is the level of examination for Selection Post?**

- ❖ Exams for Selection Posts is held for all the posts by categorizing the **posts on educational level** and **not** on Pay Level or Group Level.
- ❖ The various categories of posts reported for filling up from Commission's Recruitment Notice for Selection Posts in a particular Phase will be divided into three educational levels of examinations viz., (i) Matric, (ii) Higher Secondary and (iii) Graduation and above Level.
- ❖ This educational level is based on the Essential Qualifications prescribed in the Recruitment Rules for the posts.

### **3. How to apply for various Selection Posts?**

- ❖ For Recruitment Notice, Exam date and all important information about various stages of that recruitment, please check periodically the website of SSC(Hqrs) and all Regional Offices.
- ❖ Candidates can apply for more than one post in the same Region/other regions advertised in the Commission's Recruitment Notice.
- ❖ Candidates can also apply for more than one post of same educational level in the same Region/other regions.
- ❖ Separate applications have to be submitted by candidates for every post as per the Post Code., whether it is of same EQ level or different level.
- ❖ Only one Recruitment Notice is issued every year for Selection Posts. As per the instructions given in that Recruitment Notice, candidates are required to submit the Application Form **Online only** within the closing date. Physical or Offline applications are not accepted by Commission.
- ❖ All the 09 Regional Offices will advertise the posts in the Recruitment Notice falling under their Region with a specific Category Post Code Number. Separate application has to be submitted by the candidate for each post code he/she wishes to apply for.
- ❖ In order to avoid rejection at a later stage candidates have to read all the conditions in the Examination Notice carefully.

#### 4. How are Admission Certificates issued?

- ❖ Candidates will be issued Admission Certificates based on the Educational Qualification level only (ie. Matric or Higher Secondary or Graduation and above).
- ❖ The examination is conducted EQ level wise. A candidate who apply for multiple post for Matriculation/Hr. Secondary Level/Graduate Level will have to appear only once for the Computer Based Examination of the concerned Level of Examination. Otherwise their candidature will be cancelled for that exam.
- ❖ The Admission Certificate for common candidates who has applied for various posts, in one Region or spread across different Regional Offices of Commission, **will be issued by that Concerned Regional Office in whose jurisdiction Examination Centres opted (in the Online Application Form) by the Candidate are located . Thus, if the Examination centres opted by the Candidate are located in Lakshadweep, Karnataka & Kerala then SSC(KKR) shall issue the Admit Card and thus [www.ssckkr.kar.nic.in](http://www.ssckkr.kar.nic.in) may be visited to download the Admit Cards**

#### 5. How many Admission Certificates will be issued for multiple posts or levels?

Candidates who apply for posts covered under Matric Level / Higher Secondary / Graduation and above Level will be issued distinct Admission Certificate for each level of exam. For example, If a candidate applies for 01 or more posts under Matric level, 01 or more posts under Higher Secondary Level and 01 or more posts under Graduation level, then the candidate will be issued only **one** Admission Certificate for Matric Level, only one Admission Certificate for Higher Secondary Level and only one Admission Certificate for Graduation level.

#### 6. Method of short listing of candidates for subsequent stages:-

- ❖ Marks obtained by the candidate in the CBE of a particular Educational Qualification level will be used for drawing individual merit list for all the posts he had applied for, under that Educational Qualification level.
- ❖ Although the marks obtained by a candidate would be the same for all the posts he applied for in that level, his merit position for every post will depend upon the marks obtained by all the applicants for that post.
- ❖ The candidates are required to meet the cut off marks for the particular level of exam as prescribed in the Recruitment Notice for the post ('unreserved' or 'reserved' post as applicable) for consideration for the subsequent stages of recruitment ie. skill test, prescrutiny, document verification.
- ❖ Skill Test, wherever conducted as per Educational Qualification is of qualifying nature.
- ❖ A candidate under reserved category (OBC, SC, ST, EWS) will be considered for unreserved posts also, **if only if he/she meets the age limits and cut off marks** prescribed for the unreserved post.
- ❖ Further, the number of candidates (meeting the prescribed cut off marks) to be declared qualified for every vacancy in a particular post, will be in the ratio of 1:30 if the total number of vacancies is 05 or less, (ie. for every single vacancy under each category (reserved / unreserved) 30 candidates will be shortlisted). When the number of vacancies exceeds 05, in addition to the 150 candidates for the first 05 vacancies, candidates will be called in the ratio of 1:15 for every additional vacancy. However, if requisite number of candidates do not meet the cut off marks then the quantum of candidates declared qualified in CBE will be less than the prescribed ratio.



## 7. Publishing of Initial and Final Rejection List in the website of SSC(KKR)

- ❖ On declaration of results of qualified candidates in CBE, the hard copy of application and documents will have to be sent to concerned Regional Office to which the post code belongs. After pre scrutiny of hardcopy of application and documents, initial Rejection List and Provisional Eligible List will be uploaded in the website by that Regional Office.
- ❖ Candidates will be given 10 days time for representation against rejection. Late received representations are liable for non consideration due to administrative factors.
- ❖ After disposal of representation, final Rejection List and Provisional Eligible List will be uploaded in the website of concerned Regional Office to which the Post Code belongs.

## 8. Conduct of Document Verification for Provisionally Eligible candidates

- ❖ Document Verification will be conducted for all Provisionally eligible candidates in that Regional Office/By User Department as mentioned in the Recruitment Notice.
- ❖ Document Verification Schedule and Call letters for Document Verification will be only uploaded in website of the Regional Office where the post belongs to. Call letters **will not be sent** by post. Candidates are required to download the Admit Card for Document Verification.
- ❖ The eligibility of the candidates will be decided after Document Verification is completed.
- ❖ In case any candidate fail to attend the DV, it will be presumed that the candidates are not interested in the post and their candidature will be treated as "CANCELLED".

## 9. Final Results of Selection Post

- ❖ As and when the Commission declares the Final Results for various post codes, the same will be uploaded in the website of the concerned Regional Office along with details of nomination to User Department. Only the marks of the selected candidates will be indicated in the results. Marks of all the candidate who appear in CBE will be published only after entire Recruitment exercise as per the Notice is completed in all Regions.
- ❖ The selected candidates may contact User Department if Offer of appointment is not issued within 03 months of nomination.
- ❖ Reserve List (if available) will be operated only if the User Department returns the dossiers of SL candidates after completing all the formalities due to non-joining, with a request for operating the RL within the stipulated time period.

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