

## Frequently Asked Questions

Q1. What are the steps I need to take before applying online?

A1:

Step 1: Fee payment:

Download Bank Challan from the home page and make the fee payment of correct denomination at any SBI branch. Obtain Candidate's copy and ONGC's copy of the bank challan from the bank, duly receipted.

Step 2: Documents:

Option 1: Upload documents online:

Scan your photograph, your signature, and ONGC's copy of the bank challan. Keep electronic copies of these documents handy while applying online. The online application requires applicants to upload these online.

Option 2: Send documents through post:

Keep passport size photograph handy. Once you have submitted your details online and your registration slip is generated, take a print of the registration slip, sign it, affix your photograph, attach ONGC's copy of the bank challan to it and send it to the designated PO Box No.

Q2. What is the fee amount that I am required to pay?

A2. Fee details are mentioned in the detailed advertisement. Please read the advertisement carefully.

Gen/OBC: Rs. 500

SC/ST/PwD: Rs. 100

Q3. Do I need to submit my fee before applying?

A3. While filling the online application, all candidates are required to provide details of their fee payment. These details include Journal No., which will be provided by the bank after making the payment. It is therefore, important to make the fee payment before applying.

Q4. Are there any file size restrictions when uploading my documents online?

A4. Yes. Please refer to 'Guidelines to Upload Photograph, Signature & Bank Challan' on the home page.

Q5. Can I edit my information after submitting?

A5. Once submitted, no part of the application form can be edited. Candidates are advised to maintain accuracy of information while applying and recheck before submitting online application.

Q6. Which documents do I need to send?

A6. You need to send us your photograph, your signature, and ONGC's copy of the bank challan. You can either upload scanned copies of these or send these along with your registration slip through post.

Q7. How should I send my documents?

A7. You can send us your documents (photo, signature, and ONGC's copy of the bank challan) through:

- Uploading scanned copies of their photograph, signature, and bank challan form, or
- send these through post along with the registration slip.

Q8. What are the modes of applying?

A8. All applicants have to register online only and fill in their details in the online application form. A registration slip will be generated on successful registration.

Candidates can choose to either upload scanned copies of their photograph, signature, and bank challan form, or send these through post along with the registration slip.

Q9. If I get more than one position preference, is it necessary to select all preferences?

A9. Selecting one position preference is mandatory. It is optional to select the others.

Q10. Can I send my documents through registered post/speed post/courier?

A10. No. You must send your documents only through ordinary post. PO Box No. does not accept registered post/speed post/courier.

Q11. Do I need to upload my documents and send the same through post also?

A11. You need to choose from the two options. You can either upload your documents. Or you can send them through post. You cannot do both.

Q12. How can I get to know the status of my application after submission?

A12. Candidates can re-login into the system using their Registration ID, Email ID, and Date of Birth to know the status of their application.

Q13. What documents should I keep for future reference?

A13. A copy of your registration slip, your admit card, and interview call letter (if applicable) needs to be maintained till the end of the recruitment process.

Q14. Why am I not getting any preferences in my drop down menu?

A14. Please use Internet Explorer only (do not use chrome, firefox, safari, opera or any other web browser).

Q15. My friend and I tried to register at the same time using the same browser. We encountered problems. What should we do now?

A15. Always close the Internet Explorer after applying. The next applicant using the same computer as you, should restart the browser before applying. Do not allow another applicant to apply using the same browser session.

Q16. Why am I getting an error message when I'm trying to re-login to complete my application?

A16. The system will not allow to re-login if there is any mismatch between the data provided by you at the time of registering and the data provided by you at the time of re-login.

Please ensure that you use only your correct email ID, name, father's name, and date of birth while registering.