

Frequently Asked Questions (FAQ)

CEN. No. 08/2024 (Various Posts in Level 1 of 7th CPC Pay Matrix)

(English)

Que. 1 **What is the opening date of Application for CEN No. 08/2024?**

Ans. The opening date of application is **23-01-2025**.

Que. 2 **What is the closing date for submission of Application for CEN No. 08/2024?**

Ans. - The closing date for online submission of application is **22-02-2025** (23:59 hours).

Que. 3. **What is closing date for payment of fees?**

Ans. The Closing date for payment of fees of application **24.02.2025** (23:59 hours)

Que. 4 **What are the dates for modification of application?**

Ans. Modification window will open only after closing date for submission of application and will be active from **25-02-2025 to 06-03-2025**. If candidates wish to modify, change or correct any details except details filled in the 'Create an Account' form (including email id and mobile number) and chosen Railway, they may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion. **(Please Note: Details filled in 'Create an Account' form and 'Chosen Railway/RRB' cannot be modified).**

Que. 5 **Whom should I contact in case of queries related to submission of application and fee payment?**

Ans. (i) Helpline for candidates: For any queries related to submission of Application of CEN 08/2024 (10:00 AM to 5:00 PM on all working days)
Email: rrb.help@csc.gov.in Phone: 0172-565-3333 and 9592001188
(ii) Helpline for candidates: For any queries related to fee payment of CEN 08/2024

SBlePay Escalation Matrix : Contact Details for Candidates

	Contact Number	Email Id	For
Transaction issues related Help Desk	022-20876123 (24*7 customer care service)	sbiepay@sbi.co.in	Applicants
	022-20876121	agm3.aggregator@sbi.co.in (Second Level Escalation)	Applicants

Que.6 **What are the requirements to 'Create an Account'?**

Ans. Candidates should have their own mobile number and valid & active registered email ID.

Que. 7 **I have created an account for CEN 01/2024. Should I create another account for CEN 08/2024?**

Ans. NO, Candidates who have already created an account during any notification published by Railway Recruitment Board in the year 2024 i.e., CEN 01/2024 (ALP) or CEN 02/2024 (Technician), CEN 03/2024 (JE, DMS, CMA), 04/2024 (Paramedical), 05/2024 (NTPC/ Graduate), 06/2024 (NTPC/ Under Graduate), CEN.No.07/2024(Ministerial and Isolated categories) or RPF CEN 01/2024 (Constable) or RPF CEN 02/2024 (Sub-Inspector) they are not required to Create an Account again. They should login using the same username and password to apply for CEN 08/2024. **However, such candidates have to upload latest signature.**

Que. 8 **What is the procedure to 'Create an Account'?**

Ans. Under 'Apply Button', select 'Create an Account', enter all details asked for including candidate's mobile number and email ID. OTP will be sent to candidate's mobile number and email. The same have to be entered and submitted.

Que. 9 **Can I edit the 'Create an Account' details?**

Ans. No, Candidates CANNOT edit any details of the 'Create an account' once the account is created.

Que. 10 **What is next procedure after 'Create an Account'?**

Ans. Go to the 'Home' page. Under the 'Apply' tab, select 'Already have an account' from the dropdown menu. Sign in to your account. There are five broad sections: Personal Details, Other Details, Educational Qualification, Upload Profile Documents, Preference and Preview & Submit. After entering personal details, save and proceed to the next section and continue in this manner until candidate reach the last section 'Preference and Preview & Submit' where candidate can finally submit the application. Complete the fee payment process. Finally, take a printout of the application containing the registration number.

- Que. 11** **Can mobile be used for filling up of application?**
Ans. Some features of application module will not work properly on mobile platform. So, it is advised to use Desktop/Laptop.
- Que. 12** **What is the procedure to login?**
Ans. Enter registered mobile number and email ID followed by password and captcha and submit.
- Que. 13** **How many Pay Levels are there in CEN 08/2024?**
Ans. Only one pay level in CEN 08/2024.
- Que. 14** **Can I apply submit common application for different Posts in same Railways?**
Ans. YES. Candidates are allowed to apply for different Posts in same Railways.
- Que. 15** **Can I apply to different Railway for different Post?**
Ans. No. Candidates are allowed to apply for one Railway only.
- Que. 16** **Can I apply to more than one Railway/RRB?**
Ans. No, you should not. Applying to more than one Railway/RRB will result in the rejection of all applications and will lead to debarment from all future examinations of RRB and RRC.
- Que. 17** **Can I apply multiple applications to same Railway?**
Ans. No, you should not. Multiple applications to same Railway will result in the rejection of all applications and will lead to debarment from all future examinations of RRB and RRC.
- Que. 18** **I have undergone LASIK surgery. Am I eligible to apply?**
Ans. Candidates, who have undergone Lasik surgery or any other surgery procedure to correct refractory error are not eligible for the post having Medical Standards A-2 & A-3. Please refer Para 3.0 of detailed CEN.
- Que. 19.** **Why Aadhaar verification is required?**
Ans. Aadhaar validation is required to ensure genuineness of candidature. Railways will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN.
- Que. 20** **What is the crucial date for reckoning age for this CEN-08/2024?**
Ans. The crucial date for reckoning age is 01.01.2025. Refer Para 5.0 of the CEN No. 08/2024 for further details.
- Que. 21** **What document should I produce if I have already changed my name?**
Ans. Applicants must possess a Gazette Notification or relevant legal documentation for name changes and be prepared to present it upon request during the recruitment process. The same should be submitted at the time of DV. Applicants should also have to fill the original name and the changed name during 'Create an Account'. In such cases, both the names will be reflected in the application.
- Que. 22** **What should I do if I forgot password to login My Account?**
Ans. Click on the 'Forgot Password' option on the login page. Enter either your registered email or mobile number along with your date of birth. The revised password will be sent to the candidate's registered email address. Candidates must then login using the revised password sent to their registered email. After logging in, Candidates then can create a new password by accessing the 'Change Password' option available on the upper right-hand side of the online application page.
- Que. 23** **Can I change my password?**
Ans. Yes. Candidates should first login by using the old password. After logging in, Candidates then can change their old password by accessing the 'Change Password' option available on the upper right-hand side of the online application page.
- Que. 24** **Can I change my 'Chosen Railway/RRB'?**
Ans. No, you cannot change the 'chosen Railway/RRB' after submission of application.
- Que. 25** **Can I edit my details during the application process?**
Ans. Yes. Any details in the application other than the details entered during 'Create an Account' can be edited till the application is submitted and registration number generated.

- Que. 26 Who are eligible for 'Free Travel Authority' (free Railway Pass)?**
Ans. Candidates belonging to Scheduled Caste and Scheduled Tribe only can avail 'Free Travel Authority' (free Railway Pass).
- Que. 27 How do I avail 'Free Travel Authority' (free Railway Pass)?**
Ans. This facility is available only to SC/ST candidates. While filling up ONLINE application, such candidates, should choose 'Yes' from the drop down under 'Do you wish to avail free rail travel pass for the exam and fill up 'Nearest Railway Station'. It is the responsibility of the candidates availing free travel authority to give the correct name of the Railway Station in online application, failing which their travel authority may get rejected while obtaining reservation. They are also required to upload their Caste Certificate.
- Que. 28 How can I receive the free travel facility?**
Ans. In case of eligible SC/ST candidates, their City Intimation Slip/e-call letter itself will contain the free travel authority (sleeper class railway pass). They will be allowed to book train reservation by submitting a self-attested photocopy of their City Intimation Slip/e- call letter and SC/ST certificate at the ticket booking counter. For further details, refer Para 17.0 (e) of CEN No. 08/2024.
- Que. 29 I am unable to upload my Caste Certificate.**
Ans. Check whether the scanned document is in 'PDF' format and the size is below 500 KB.
- Que. 30 What is EBC?**
Ans. EBC is 'Economically Backward Class'. Economically Backward Class (EBC) candidates are those whose annual family income is less than Rs.50,000/- (or) holders of BPL Card or any other certificate issued by Central Government under are recognized poverty alleviation program (or) holders of Izzat MST issued by Railways. Candidates should not confuse Economically Backward Class with Other Backward Class and Extremely Backward Class.
- Que. 31 What are the benefits given to EBC candidates?**
Ans. EBC candidates are given 'Fee concession'. Refer Para 7.3 of the detailed CEN No. 08/2024.
- Que. 32 I am an EBC. What should I do if I do not have EBC Certificate?**
Ans. Candidate should have a valid Income Certificate, as per Annexure III (A) of the detailed CEN, before submission of application. If they do not have Income Certificate as per Annexure III (A), Candidates can give details of their BPL card, or any other certificate issued by Central Government under the recognized poverty alleviation program (OR) details of IZZAT MST issued by Railways. Refer Para 7.3 of the detailed CEN No. 08/2024 for more details. EBC Certificate/BPL Card/IZZAT MST, valid as on date of submission of application, should be submitted during DV; otherwise, their candidature will be rejected.
- Que. 33 Are there reserved posts for EBC?**
Ans. No. EBC candidates are eligible only for fee concession. There is no reservation of posts for EBC candidates.
- Que. 34 Where should I choose my choice of language for my examination?**
Ans. Candidates can choose one language from a list of languages available in the drop-down menu under 'Personal Details' page.
- Que. 35 What is the crucial date to claim SC/ST/OBC/EWS status?**
Ans. Candidates seeking reservation on the basis of SC/ST/OBC/EWS status must ensure that they possess the caste/ community certificate as on the closing date (**22.02.2025**) for submission of application of this CEN. During DV, such candidates should produce their original caste/community certificate (in prescribed format) valid as on the closing date for online submission of application.
- Que. 36 What are the criteria for availing reservation under EWS?**
Ans. Refer Para 8.7 of the detailed CEN No. 08/2024 available on the official websites of RRBs.
- Que. 37 Who are all eligible for Fee Concession?**
Ans. SC, ST, Ex-Servicemen, PwBD, female, transgender, Minorities and Economically Backward Class candidates are eligible for fee relaxation.
- Que. 38 I am currently serving in the Armed Forces. Can I apply as an Ex- Serviceman?**
Ans. Yes. You can apply as an Ex-Serviceman. Refer Para 10.0 to 10.5 of the detailed CEN No. 08/2024.

- Que. 39. I have already secured civil employment as an Ex-Serviceman. Am I eligible for Ex-Serviceman benefits against this CEN?**
- Ans.** Ex-Serviceman candidates who have already secured civil employment under Central Government in Group 'C' & erstwhile Group 'D' (including PSUs, Autonomous Bodies/Statutory Bodies, Nationalized Banks etc.) after availing of the benefits given to Ex- Servicemen will be permitted only the benefit of age relaxation as prescribed for Ex-Servicemen for securing another civil employment in a higher grade or cadre in Group 'C'/erstwhile Group 'D' under Central Government. Such candidates will not be considered against the vacancies reserved for Ex-Servicemen. Refer Para 10.0 to 10.5 of the detailed CEN No. 08/2024.
- Que. 40. Who should produce NOC at the time of Document Verification?**
- Ans.** Ex-Servicemen candidates who have already secured Civil employment, Serving Railway Employees (SRE) and serving employees in Central/State Government/Public Sector Undertakings should produce NOC at the time of DV.
- Que. 41. What is the benchmark degree of disability specified for PwBD?**
- Ans.** To be considered as a Person with Benchmark Disability (PwBD), the disability should be 40% or more Refer Para 11.0 to 11.8 of the detailed CEN No. 08/2024.
- Que. 42. Can PwBD candidates apply against unreserved vacancies?**
- Ans.** Yes. PwBD candidates can also apply against unreserved vacancies of any posts that are not exclusively earmarked for them but the post must be indicated as suitable for their disability in Annexure-A (Post Parameters) of CEN No. 08/2024. They will be eligible for age relaxation and fee exemption while applying for these posts.
- Que. 43. How do I know about the suitability of various disabilities for the posts?**
- Ans.** The suitability or otherwise of a post for PwBD has been indicated in the Post Parameters Table (Annexure-A) against each post, under the column "Suitability for Persons with Benchmark Disabilities" with details of specified sub- category of disability.
- Que. 44. Who are eligible to avail Scribe facilities?**
- Ans** Refer Para 11.4 to 11.6 of the detailed CEN 08/2024.
- Que. 45. Who all are eligible for 'Refund of Fee'?**
- Ans.** Candidates who attend CBT are only eligible for 'Refund of Fee' (duly deducting bank charges) as given under Para 7.0 of detailed CEN No. 08/2024. Please note that modification fee is non-refundable.
- Que. 46. Please let me know the 'Fee Refund policy' of RRBs.**
- Ans.** Fee Refund policy: By proceeding with payment, the applicant acknowledges and agrees that the Payment made is non-refundable and applicants cannot raise Chargeback under any circumstances. The refundable portion of the fee (as per Para 7.0 of the detailed CEN) will be applicable only to those candidates who attend the CBT. There will be no refund of examination fee for erroneous, incomplete, or rejected applications and non-attendance of CBT.
- Que. 47. In the application, only matriculation is visible. How do I add my other qualifications?**
- Ans.** Under 'Qualification' select the relevant qualification, fill in the qualification details and click on 'Add' button.
- Que. 48. What date should I enter in the application if only the month and year of passing are available on the matric and other qualification certificates?**
- Ans.** In case the date is unavailable on any of the qualification certificates, enter the last date of the month available on the certificate. For example May-2024 may be mentioned as 31-05-2024.
- Que. 49. Which district /state should I mention if district/state have been bifurcated?**
- Ans.** Present district/state may be mentioned since some districts will not be shown for a respective state in lieu of bifurcation, i.e., after bifurcation of Andhra Pradesh in Two states (Andhra Pradesh & Telangana). Districts of combined Andhra Pradesh State have been divided into Andhra Pradesh and Telangana. Moreover, districts of respective states have been further bifurcated. So, present district/ state may be mentioned to avoid ambiguity.
- Que. 50. What all documents are to be uploaded in total?**

- Ans.** All candidates have to upload their scanned photograph and scanned signature as per prescribed specifications SC/ST candidates have to upload Caste Certificate in order to avail Free Travel Pass.
- Que. 51. What should be size of the documents to be uploaded?**
- Ans.** The caste certificate, in pdf format, should be less than 500 KB. Photograph, in jpeg format, should be between 50 KB to 100 KB. Scanned Signature, in jpeg format, should be between 30 KB to 50 KB. All dimensions are displayed in the 'Upload Profile Documents' page itself.
- Que. 52. How can I pay the fees?**
- Ans.** The fees can be paid only ONLINE through Net banking or Credit Card or Debit Card or UPI services. Processing charges and GST as applicable are chargeable from the candidate in addition to the fees.
- Que. 53. What is the fees that I have to remit?**
- Ans.** Refer Para 7.0 of CEN No. 08/2024.
- Que. 54. What are the stages of recruitment process?**
- Ans.** Single Stage Computer Based Tests (CBT), Physical Efficiency Test (PET), Document Verification (DV) and Medical Examination (ME).
- Que. 55. What is the pattern and syllabus for CBT?**
- Ans.** Please see Para 14.1.
- Que. 56. Will there be negative marking?**
- Ans.** Yes. There will be negative marking @1/3rd mark for every wrong answer in CBT.
- Que. 57. Should I provide the order of preference for all the posts for which I am eligible?**
- Ans.** Yes, candidates are advised to indicate their order of preference for as many posts as they are eligible for in the chosen Railway/RRB. Candidates with partial preferences will only be considered for the specific Railway Zones and posts/categories they have opted for, subject to vacancy availability at the time of allotment. If no preference is given for certain posts/categories, it will be considered as their unwillingness for those posts. Once preferences are submitted, they are final, and no changes will be entertained.
- Que. 58. How do I know that my application is finally submitted?**
- Ans.** Final acceptance of ONLINE application will happen only after receiving confirmation of fee payment. The applicant will receive a confirmation on successful payment through email & SMS.
- Que. 59. In case of rejection of my application, will the fee paid by me be refunded?**
- Ans.** No refund of fee will be made on account of rejection of applications.
- Que. 60. Can I take the print out of the application?**
- Ans.** Yes. Candidates can take print out of their application after payment of examination fees.

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