CEN.No.02/2024
FREQUENTLY ASKED QUESTIONS

1. What is the opening date of Application for CEN 02/2024?

Ans. The opening date of application is 09-03-2024

2. What is the closing date for submission of Application for CEN 02/2024?

Ans. The closing date for submission of application including payment of fee is 08-04-2024

3. 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 09-04-2024 to 18-04-2024. 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 RRB, 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 RRB' cannot be modified)

4. My final results are expected after 8 th of April, 2024. Can I apply?

Ans. No. Candidates waiting for final results of prescribed educational/technical qualifications are not eligible to apply. Candidates should possess prescribed educational / technical qualifications on or before the closing date for submission of application for this CEN.

5. What are the requirements to 'Create an Account'?

Ans. Candidates should have their own mobile number and valid & active personal email id.

6. I have created an account for CEN 01/2024. Should I create another account for CEN 02/2024?

Ans. NO. Candidates who have already Created an Account during ALP (CEN 01/2024) form fill up/submission are not required to Create an Account again; they should login using the same username and password to apply for CEN 02/2024.

7. 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.

8. Can I edit the 'Create an Account' details?

Ans. Candidates **CANNOT** edit any details of the 'Create an account' once the account is created.

9. 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. Begin by entering all details, starting with Personal Details. After entering personal details, save and proceed to the next section, and continue in this manner until candidate reach the last section, Preferences 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.

10. Can use mobile to Create an account and filling up of application?

Ans. Some features of Application module will not work properly. So, please use Desktop/Laptop.

11. What is the procedure to login?

Ans. Enter registered mobile number or email id followed by password and captcha and submit.

12. How many Pay Levels are there in CEN 02/2024?

Ans. There are TWO pay levels in CEN 02/2024. (Level-5 & Level-2)

13. Can I submit common application for both Pay Levels?

Ans. No. A separate application must be submitted for each Pay Level.

14. Can I submit a single application for Technician Gr I Signal and for Technician Gr III posts?

Ans.   No. Technician Gr I Signal (Pay level-5) and Technician Gr III (Pay level-2) belong to different pay levels. A Separate application must be submitted for each pay level.

15.   Can I apply to different RRBs for different pay levels?

Ans.   Yes. Candidates may apply for Level-5 post to any one RRB of their choice, if they are eligible to apply. Similarly, candidates can submit a separate application for Level-2 posts to the same or different RRB of their choice, if they are eligible to apply for Level-2 posts. However, only one application should be submitted by a candidate for each pay level, indicating the order of preference for any or all of the notified posts in that pay level for which the candidate is eligible and interested in applying.

16.   Is the fee common for both the applications?

Ans.   No. The applicable Fee is required to be paid separately for each Pay Level.

17.   Can I apply to more than one RRB for the same pay level?

Ans.   **NO, YOU SHOULD NOT.** Applying to more than one RRB for the same Pay Level will result in the rejection of all applications for that Pay Level and will lead to debarment from all future examinations of RRB and RRC.

18.   I have qualifications in both 10+2 with Physics and Math, and ITI in prescribed trade(s). Can I submit two applications separately for Technician Gr III posts?

Ans.   No. Candidates should not submit two applications for the same Pay Level under any circumstances. Candidates should submit only single ONLINE application for all Technician Gr III posts to the RRB of their choice, providing details of 10+2 and ITI qualifications. This will ensure that they get all eligible post options applicable to both 10+2 and ITI under the chosen RRB. Candidates are advised to indicate their order of preference for as many posts as they are eligible for in the chosen RRB.

APPLYING TO MORE THAN ONE RRB FOR THE SAME PAY LEVEL BY A CANDIDATE WILL RESULT IN THE REJECTION OF ALL APPLICATIONS FOR THAT PAY LEVEL AND DEBARMENT from ALL FUTURE EXAMINATIONS OF RRB AND RRC.

19.   I have undergone LASIK surgery. Am I eligible to apply?

Ans.   Candidates undergone LASIK surgery are not eligible for posts that require Medical Standards A3. Please refer Para 3.0 Note (b).

20.   Why Aadhaar Verification is required?

Ans.   Aadhaar validation is required for smooth entry at the examination center. RRBs will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN.

21.   What should I do, if I don't have Aadhaar?

Ans   Candidates can give details of any of the following documents, if they do not have Aadhaar:
        1. Driving License.
        2. Passport
        3. PAN
        4. Voter ID
        5. Employer ID (Govt.)
        6. School/College/University (if still studying)
        The selected document in online application should be produced during the CBT, DV & ME etc.

22.   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.

23.   What should I do if I forgot password to Sign into 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 log in 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

24.   Can I change my password?

Ans.   Yes. Candidates should first log in 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.

25.   Can I change my 'Chosen RRB'?

Ans.   You cannot change the 'chosen RRB' after submission of application.

26.   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**.

27.   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)

28.   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'. They are also required to upload their Caste Certificate.

29.   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 02/2024.

30.   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.

31.   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 programme (or) holders of Izzat MST issued by Railways.
Candidates should not confuse ECONOMICALLY Backward Class with OTHER Backward Class and EXTREMELY Backward Class.

32.   What are the benefits given to EBC candidates?

Ans.   EBC candidates are given 'Fee concession'. Refer Para 7.3 of the detailed CEN 02/2024.

33.   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 of the detailed CEN 02/2024 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.

34.   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.

35.   What is the Crucial date for reckoning age?

Ans.   The crucial date for reckoning age is 01.07.2024. Refer para 5.0,5.1 and 5.2 of the CEN for further details.

36.   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 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 submission of application.

37. What is the criteria for availing reservation under EWS?

Ans. Refer Para 8.8 of the detailed CEN 02/2024 available in the official websites of RRBs.

38. 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.

39. I am currently serving in the Armed Forces. Can I apply as an Ex-Serviceman?

Ans. You can apply as an Ex-Serviceman if you will be released within one year (i.e, on or before 07.04.2025) from the closing date for submission of applications for this CEN

40. 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 10.6 of the detailed CEN 02/2024.

41. 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.

42. 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.

43.   Can PwBD candidates apply against unreserved vacancies?

Ans.   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 of CEN 02/2024. They will be eligible for age relaxation and fee exemption while applying for these posts

44.   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.

45.   Who are eligible to avail Scribe facilities?

Ans.   Candidates who are Visually Impaired (VI)/candidates whose writing speed is affected by Cerebral Palsy/ muscular dystrophy / candidates with locomotor disability (one arm) are eligible for Scribe facility. Refer Para 11.5 for more information on 'Scribe'.

46.   Is there reservation for CCAA?

Ans.   No. CCAA candidates are eligible only for age relaxation. Refer Para 5.1 and 5.2 of CEN 02/2024.

47.   My apprenticeship training period was more than 3 years. Will I get age relaxation for the full period of my apprenticeship training?

Ans.   The upper age shall be relaxed to the extent of Apprentice Training undergone under the Apprentice Act 1961, subject to a maximum of 3 years only.

48.   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 02/2024. Please note that modification fee is non-refundable.

49.   Please let me know the 'Refund policy' of RRBs.

Ans.   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.

50. 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.

51. 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 Ex. April-2022 may be mentioned as 30-04-2022

52. 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 state (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

53. I have done Diploma/Degree in Engineering, can I apply for the posts of Technicians Gr III posts?

Ans. NO. Diploma/Degree are not accepted in lieu of ITI/NAC for Technician-III posts.

54. I have done NTC & NAC. Can I add both the qualifications for Technician Gr III posts?

Ans. Yes, candidates can add both NTC & NAC for Technician Gr III posts Under 'Qualification' tab select the relevant qualification, fill in the qualification details and click on 'Add' button to add.

55.	I have both NTC/NAC and Diploma in Engineering. Can I include both qualifications in the application?
Ans.	candidates can apply for the Technician Gr III posts if they possess NTC/NAC qualifications in the prescribed trades. Additionally, they can apply for the Technician Gr I Signal post if they have a relevant Diploma in Engineering. Please note that separate applications must be submitted for each pay level, i.e., separate applications should be submitted for Technician Gr III posts and Technician Gr I Signal post.
56.	I have completed both Diploma and degree in engineering. can I include both qualifications in the application for technician Gr I post?
Ans.	Yes, you can. If candidates have the prescribed Diploma in Engineering or Degree in Engineering for the post of Technician Grade I Signal, they can include both qualifications when applying.
57.	I have completed a two-year diploma. Am I eligible to apply?
Ans.	No, only a three-year Diploma in Engineering is accepted for the Technician-I Signal post.
58.	I am a Graduate Act Apprentice; can I apply for the posts of Technicians in Pay Level-2?
Ans.	No, you cannot. Graduate Act apprentice will not be accepted in lieu of Course Completed Act Apprenticeship.
59.	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.
60.	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 30 KB to 70 KB. Scanned Signature, in jpeg format, should be between 30 KB to 70 KB. All dimensions are displayed in the 'Upload Profile Documents' page' itself.
61.	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.

62.   What is the Fees that I have to remit?
Ans.   Refer Para 7.0 of CEN 02/2024.

63.   What are the stages of recruitment process?
Ans.   Computer Based Test (CBT), Document Verification (DV) and Medical Examination (ME).

64.   What is the syllabus for CBT of Technician-I Signal (Level-5)?
Ans.   Please refer Para 13.1(A) of detailed CEN 02/2024 for CBT syllabus of Level-5.

65.   What is the syllabus for CBT of Technician-III (Level-2)?
Ans.   Please refer Para 13.1(B) of detailed CEN 02/2024 for CBT syllabus of Level- 2.

66.   Will there be Negative Marking?
Ans.   There will be negative marking (@1/3rd mark for every wrong answer) in CBT.

67.   Where should I choose my Choice of Language for my examination?
Ans.   Candidates can choose one language from a list of 15 languages available in the drop-down menu under 'Personal Details' page.

68.   Should I provide the order of preference for all the Technician Grade III 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 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.

69. Whom should I contact in case of queries related to submission of application?

Ans. Helpline for candidates: For any queries related to submission of Application of CEN (10:00 AM to 5:00 PM on all working days)
Email:rrbhelp@csc.gov.in
Phone:9592001188
       0172-565-3333

70. 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.

71. 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.

72. Can I take the print out of the application?

Ans. Yes. Candidates can take print-out of their application after payment of examination fees.