

Frequently Asked Questions (FAQs) – Registration of a aspirant on ITBP recruitment website and submission of Online Recruitment Application.

1. Is creating an account necessary for applying online on ITBP recruitment website?

Ans:- Yes. The account can be created here.

2. Is an e- mail Id/Mobile No. mandatory?

Ans:- It is mandatory to have a valid e-mail ID & Mobile No. since all the future communication will be sent to the candidates on the unchangeable registered e-mail ID & SMS sent to the registered Mobile No.

3. I am unable to apply for a particular Recruitment?

Ans:-You may not be possessing eligibility criteria required for that particular post. It is important to fulfill desired minimum eligibility criteria as per the advertisement for the post you want to apply for.

4. Do I have to pay fee?

Ans:-If you do not belong to a fee exempted category, then you have to pay the fee online through Payment Gateway by various means i.e. Credit Card, Debit Card and Internet Banking. Recruitment Fee structure in ITBP is as under:-

Sl. No.	Group	Amount (In rupees)
01	For all Group 'A' posts	₹ 400/-
02	For all Group 'B' posts	₹ 200/-
02	For all Group 'C' posts	₹ 100/-

5. What are the payment options to pay the fee for the Online Recruitment Application?

Ans:-There are three options for the payment of fee:

i) Pay by Debit Card.

ii) Pay by Credit Card

iii) Pay by Net Banking facility.

6. I have made multiple payments through credit card/debit card. Whether amount will be refunded back to me?

Ans:-Yes, extra payments made against an application number shall be refunded automatically within 3-4 days by the Payment Gateway entity.

7. I have submitted the Online Recruitment Application. Should I send the printout of the application to ITBP by post/by hand?

Ans:-No, you are not required to send the printout of the application to ITBP by post/by hand. However, if you are shortlisted for first stage of recruitment, then you have to bring the printout of your online application alongwith other documents, for which you will be informed separately.

8. I have filled up the Profile Details or the process is yet to be completed. I want to change the filled up information in one/many columns. How should I do this?

Or

I have submitted my Profile Details. I have made some errors. What should I do to remove these errors? or "I want to change my uploaded photograph and signature?"

Ans:-You can change/update the information in Profile Details (except registration details i.e. Name/E-mail ID and Date of Birth) before the submission of the Online Recruitment Application. System will show the preview of the completed application. You are advised that you submit your Online Recruitment Application when you feel that all information is correct. Once submitted, the information filled in Online Recruitment Application cannot be changed anymore. Candidate is also advised to check the quality of photo and signature being uploaded. The candidates may note that in case the quality of photograph/signature is not acceptable/ poor, then their application is liable to be rejected by ITBP.

9. In which format the scanned photograph and signature should be?

Ans:-The images of the photograph and signature should be scanned in the .jpg or .jpeg format only.

10. Whether the photograph should be in Black & white or should it be in a colour?

Ans:-Both are acceptable as long as they are as per the given specifications and also quality of photograph is good enough to be identifiable and acceptable. Please be aware that your candidature is liable to be rejected in case of poor quality of photograph & signature uploaded.

11. My photograph and signature uploaded on the website are not appearing to be in order. What should I do?

Ans:-After uploading the photograph and signature a fresh page shows the preview of the uploaded images. If, the applicant is not satisfied with the uploaded images he/she may again upload the Photograph or Signature by clicking ‘Upload image’ button. The process can be repeated till satisfaction. The Candidates may please note that if the quality of photograph/signature is poor or it is not in the prescribed format and specification, the application/candidature is liable to be rejected.

12. What documents am I supposed to upload on the ITBP recruitment website?

Ans:-While registration and applying for any post through ITBP recruitment website candidates are not required to upload/submit any document. However, the documents specified in respective recruitment notification shall be verified by ITBP during any stage of recruitment.

13. I did not receive the e-mail to validate my account on ITBP recruitment website?

Ans:-You may write on following e-mail address- rectsupport@itbp.gov.in.

14. After filling up the Profile Details or while uploading photograph/signature or submitting Online Recruitment Application, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved?

Ans:- The information up to the point where you last clicked the Submit” button shall be saved.

15. How do I know that my Online Recruitment Application is saved and have been received ONLINE in ITBP?

Ans:-Your online application will be available in the list displayed on clicking the "My Applications" Menu. Please keep a print out of your online application for all future communication with ITBP.

16. What details should I retain after completion of registration or submission of my Online Recruitment Application?

Ans:-It is strongly advised that after the completion of the process of registration or submission of the Online Recruitment Application, the applicant must take note of User ID (the email address registered by the candidate on ITBP recruitment website e.g. test@test.com) and Password and also take a print out of the submitted Online Recruitment Application and keep the same for future reference. The candidate is also advised to keep his fee payment proof which might be required by ITBP in case of any discrepancy.

17. What details should I provide while making correspondence with ITBP?

Ans:-In case of correspondence with ITBP an applicant must mention these details -Name of post for which he applied, Advertisement No., Advertisement number, User ID (the e-mail address registered with ITBP recruitment website), Applicant's name, father's name, date of birth and Reference Number/Roll Number generated by ITBP recruitment website.

18. Can I take the print out of my online application after the prescribed closing date?

Ans:-Printout of the Online Recruitment Application can be taken by logging in the account created on ITBP recruitment website and clicking the "My Application" button at any time.

19. I am facing problem in completing my registration/filling up Online Recruitment Application or making online payment of recruitment fees. How should I resolve my problem?

Ans:-Kindly proceed as follows:-

Step 1 - Ensure that your Web Browser/ Internet Browser is of latest version, Java Script is enabled, Pop-up blocker is disabled. If problem still persists, go to step 2.

Step 2 - If the problem is still not resolved, kindly communicate the problem being faced by you to ITBP through e-mail at rectsupport@itbp.gov.in. In your query, please provide your problem details, so that ITBP may contact you to resolve your problem.

20. Where do I contact for any queries related to recruitment for the post in ITBP for which I intent apply?

Ans:-Please refer to our website www.recruitment.itbpolicen.nic.in for details like Eligibility Criteria, Scheme of Recruitment, Pay scale of various posts, Results, Cancellation, Corrigendum etc. You may also contact at Recruitment Directorate of ITBP on following No. 011-24366021 or write us on e-mail address rectsupport@itbp.gov.in.
