

Frequently Asked Questions (FAQ)

1. How do I access the website for filling online application of JGGLCCE-2021?

Answer – Candidate should visit to <http://jssc.nic.in> and Click on Application Forms (Apply) Link. After that click on the link of Online Application for JGGLCCE – 2021 and follow the instructions.

2. Is it mandatory to have an email id?

Answer – Yes, Candidate must have a valid email id for filling of online application for JGGLCCE-2021.

3. Is it mandatory to have a Mobile Number?

Answer - Yes, Candidate must have a valid mobile number to receive message related to various stages of application process.

4. When I can submit online application for various posts as mentioned in the advertisement? Can I apply any time during time limit prescribed in the advertisement?

Answer - Yes, Candidate can apply for the examination within the time limit given in the advertisement published by Jharkhand Staff Selection Commission Ranchi. After the time duration the link for filling up of the application will not be available.

5. Who can apply for various posts as mentioned in the advertisement of JGGLCCE-2021?

Answer - Yes, Candidate who fulfills the eligibility criteria prescribed in the advertisement of JGGLCCE-2021 can apply.

6. Are there any detailed instructions to guide an applicant for submitting an online application form?

Answer - Yes, Candidate must go through the detailed instructions which are available in brochure of JGGLCCE-2021.

7. What should I do if there is lot of delay in accessing the page?

Answer – The delay in accessing the Page depends upon various factors like Speed of Internet, Large number of applicants trying to register at the same time etc. Therefore, you are advised to retry after sometime or try during off-peak hours. It is advisable not to wait for last minute rush.

8. What information/details /items are required while filling up the online application form?

Answer - All details have been explained in the guideline and instructions (How to apply).

9. What is the procedure to pay application fee?

Answer – Application fee is accepted through online mode only. It can be paid online using any VISA/MASTER Debit or Credit Card, Internet Banking, Pre Paid Card, Wallet, BHIM App issued by any Bank/Institutions through SBI Collect link <https://www.onlinesbi.sbi/sbicollect/icollecthome.html> Or Offline Payment may be processed at any Branch of State Bank of India through the Pay-In-Slip (Challan) generated Online.

10. I have just appeared in Matric (Qualifying education), am I eligible to apply?

Answer - Please go through the advertisement of JGGLCCE-2021 for details.

11. My acknowledgment form is not generated, what should I do?

Answer - Please check:-

- You have not paid requisite application fees as per your category/eligibility for the post applied for.
- You have not paid application fees online or through online generated Challan successfully.
- For any query you may contact through the below JSSC helpline numbers on any working day from **10.00 AM to 6.00 PM**
 - a. For Technical Assistance:- **+91-9128589215, 9128589207, 8521917622**
 - b. For Payment Related Issue:- **+91-7759914622**
 - c. Email :- helpdesk@jsscjharkhand.com

12. I have made a typing mistake while filling up online application form, what should I do?

Answer – Candidate will not be able to change Name, Date of Birth, Email id and Mobile Number once submitted. So Candidate are advised to fill the Online Application form carefully. Other than above given data Candidate will be given a chance to make a correction.

13. I have successfully submitted the online application form, should I send the print out of the application to Jharkhand Staff Selection Commission, Ranchi by post?

Answer - No, Once the Candidate has successfully submitted the application form through online mode there is no need of sending its print out to Jharkhand Staff Selection Commission, Ranchi. However, it is strongly advised that the Candidate should keep a hard copy of his /her application for his/her own record and for future communication.

14. What should be the background color of the Signature?

Answer - Signature must be done in Blue/Black ink on white paper (background).

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

Answer - The images of the photograph and signature should be scanned in .jpg format only.

16. What should be the size of the scanned photograph and signature?

Answer - Allowed sizes are as follows:-

- i. Photograph Size 20 KB to 50 KB
- ii. Signature Size 10 KB to 20 KB

17. If the Photograph is not of the proper pixel size given, then how to convert it?

Answer - Use any free image editing software such as MS Paint. To delete the unnecessary print area, use the CROP option after selecting the Image. To resize to proper pixel size use the resize option.

18. How do I upload my signature/photograph?

Answer - The scanned photograph and signature in the format and the specification which has already been explained above is to be uploaded.

19. How do I know that my application is registered/successfully submitted?

Answer - On successful registration you will get an e-mail and a SMS to your e-mail id and contact number provided while registration and after successful submission you will get access to printout your registration slip.

20. I did not receive the e-mail intimation for registration of my application?

Answer - If your e-mail id is correct, you must receive the system generated E-mail. However, if you didn't receive an e-mail then you should re-check e-mail id mentioned in the registration process is correct or not, if entered e-mail id is correct then check the same in spam folder, sometimes system generated e-mail may be stored in the spam folder.

21. I got an error message after submission of application form online?

Answer - This may mean that the application has not been submitted successfully and you are required to apply afresh.

22. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?

Answer - On completion of application form Registration Number is generated by the system. If the same has not been generated and you are disconnected midway due to any reason, you have to enter the details of application afresh.

23. Can the applicant go for multiple registrations for the same examination? What will be status of his candidature if he/she has successfully submitted more than one application?

Answer - The Candidates are advised to submit only one application; However, if due to any unavoidable situation, if Candidate submits another/multiple applications, Candidate must ensure that application is complete in all respects like applicant's details, photograph, signature, fee etc. Candidates who are submitting multiple applications should note that all

the applications shall be entertained and application fee paid against each registration shall not be adjusted and refunded.

24. What details should I retain after completion of successful submission of my application form?

Answer - It is strongly advised that after the completion of the process of submission of the online application, Candidate must take a print out of the submitted application form and keep the same for future reference. They are also advised to keep application fee payment receipt for future reference.

25. How to convert grade to mark?

Answer - The institution or University, from which the candidate obtained the certificate, has a set of principles for conversion of grade / grade points to marks and from CGPA to percentage of marks. Therefore, candidates are advised to obtain the conversion formula from the institution or the university and accordingly calculate the marks or percentage of marks and fill up the relevant box in the online application form.

26. I have paid application fee through net banking but after login it shows payment failed?

Answer - Ongoing process of payment is done through SBI Collect link <https://www.onlinesbi.sbi/sbicollect/icollecthome.htm>. Make sure that you have selected correct payment category in the payment menu and follow instructions accordingly. If you have not selected correct payment category in payment menu then your payment may get deducted and in your login page it shows your payment failed.

27. I got "Unknown error" while uploading the Photograph/Signature?

Answer - If you get the error message "Unknown Error" while uploading the Photograph/Signature, then open the image in any image editor like "paint brush", "MS Office Picture" etc. and save the image as ".jpg" file and then upload afresh.

Note: - Candidates should ensure that the photograph, signature will be uploaded in the online application at appropriate place and photograph and signature must be clearly visible in the screen as well as online application form preview pages/registration slip. No Blur/Mix-up Photographs and Signature Shall be accepted under any circumstances. The Candidature of Blur/Mix-up/Celebrities /Animals/irrelevant photos / signature etc. shall be rejected and no correspondence in this regard will be entertained.