# FREQUENTLY ASKED QUESTIONS AND ANSWERS

1.     **Already paid once but again getting a repayment option. Should I repay?**

Yes. <Re-Payment> option means your earlier transaction is not successful and the amount is not received by KPSC. In case, you want to apply again, making fee payment as applicable is mandatory.

2.     **Will I get a refund of the first payment after repayment is done?**

No. The fees once paid will go directly to the Govt. of Karnataka treasury account. Fee once paid will not be refunded or adjusted either for current or future notifications.

3.     **Payment status is successful on the main page but pending in the application form.**

During the payment cycle, software control moves from the KPSC Udyoga site to the Bankers' Site. Any message that payment is successful in the Bankers' site doesn't mean that the fee amount is received at KPSC. In case, the fee amount is successfully received at KPSC, the applicant will get the application download option. In case, the fee amount is not received applicant will get a Re-Payment option. Candidates are advised to wait in case they get "Processing" or "Pending" before sending inquiries or trying for Re-payment. Candidates are advised to contact their Bank in case of any payment failures and KPSC will not entertain any such requests.

4.     **Can I edit my profile if any mistakes are there?**

Yes, the profile can be edited if the final submission is not done. If the final submission has been done and fees have also been paid, then you have to delete the existing application and submit a new application. Fees first paid will neither  be refunded nor adjusted.

5.     **How to make changes to the profile after submission and fee payment?**

Delete the first application and submit a new application. Fees first paid will neither  be refunded nor adjusted.

6.     **What to do if I have forgotten my username or password?**

Use your mobile number or email as a username. Click on forgot password.

7.     **I have uploaded my signature and photo but while taking print it is not showing.**

If you successfully uploaded the photo and signature in the prescribed format within the file size mentioned, you will get them in the printout.

**8.** **I have made payment and then repayment also but still application has not been submitted and again getting a repayment option. What should I do?**

Please refer to Question 3.

**9.** **I have all the eligibility criteria but still getting messages as 'Not eligible ' for the post. (Like age does not match, course does not match).**

KPSC has taken all care to add as many courses and subjects. Only in case candidates have requisite educational qualifications as defined in the notification, they will be able to apply. The software will verify the educational qualification submitted by the applicants during OTR creation to ascertain their eligibility.

**10.** **My registration number is already used. How to apply now?**

Kindly register by using manual entry irrespective of the year of passing. Do not press the tab related to fetch data anywhere.

**11.** **My SSLC or PUC details fetched are not correct.**

Kindly register by using manual entry irrespective of the year of passing. Do not press the tab related to fetch data anywhere.

**12.** **My details are not getting saved and I am unable to move to the next step.**

Kindly register by using manual entry irrespective of the year of passing. Do not press the tab related to fetch data anywhere.

**13.** **Taking too much time to save or submit. The session gets expired abruptly.**

Please use high-speed internet if facing such issues.

**14.** **SSLC registration number showing as invalid IP.**

Invalid IP messages in the case of SSLC registration were solved. However, alternatively, candidates may go for manual entry instead of the 'Get Data' option.

**15.** **Not able to upload documents.**

Your document may be in other than the accepted format or more than the prescribed size limit. Please carefully go through the User Manual before starting to file your application. Candidates are advised to keep all required documents in the prescribed format and size ready before starting to fill out the application. Any timeout may result in filing an incomplete application.

**16.** **Can we apply/correct on the last date of the notification?**

a. Candidates are advised to submit their application well in advance. They are advised not to wait for the last date.

b. However, till the last date website is open for submitting a fresh application or to delete and resubmit any application. But candidates who wait till the last date will have to do this at their own risk.

c. KPSC considers only those applications that are successfully submitted within the last date prescribed.

**17.     How to Register, Edit, or Delete an application?**

For any other queries regarding how to register, edit, or delete applications, kindly refer user manual on the Login Page.

**18.     Is entering physical standards details and uploading supporting documents mandatory?**

If notification prescribes the physical standards, then entering physical standard details is Compulsory. Otherwise entering the said details and uploading supporting documents is not mandatory.

**19.      Previous KPSC Attempts details are not know. What should I enter?**

As per the rules, details regarding attempts must be entered.

**20.     Can I select an exam center?**

No

**21.      Is it mandatory for government employees to upload NOC or Joining order?**

No

**22.     Transaction failed but application submitted.**

The application will not be submitted if a transaction has failed. Please go to 'APPLIED POSTS'. Check on 'RE-PAYMENT'.

**23.     Cleared compulsory exam but unable to download.**

Not required for Gazetted Probationers/SAAD/SDA/FDA Examinations.

**24.      I have work experience but have not entered as I don't have a work experience certificate. Is it fine?**

If the notification prescribes work experience, then it is mandatory to fill in experience details. Otherwise, if the applicant wants to fill in the experience details, can do so in the respective column.

**25.     Caste or income certificate is valid during the time of applying for the notification but will expire soon. Should I get a new one before applying?**

It will work if the Certificate is valid during the time of applying for the notification.

**26.     Unable to delete and update education qualification.**

Kindly follow the below steps

After LOGIN:

1. Go to Application detail registration tab
2. Then education qualification tab
3. Application qualification details at last page of education qualification tab.
4. Under this click on "Delete/Edit" option.

**27. what to do if your mobile number or email has changed?**

In the update profile tab after login, mobile number/Email can be changed.

**28. Is it mandatory to take the Kannada Compulsory Exam?**

As per notification page no 9 Yes. Kannada compulsory exam is mandatory for land Surveyor Notification.

**29. My Course combination or Subject is not there in the list of Subjects given for PUC.**

Kindly go through the "Education Qualification Eligibility" section mentioned in the Land Surveyor Notification.