

FAQs:

1. Online Applications :

Q1 - How can I apply?

Answer - A candidate can only **Online**. The link to **Apply** is available on the website of the Department of Governance Reforms (www.dgrpunjab.gov.in)

Q2 – How should I register?

Answer: A candidate can register yourself by clicking “**New Candidate Registration**” link available on the home page of the Website. On successful registration, a Unique Username will be generated by the System. This Unique username is also sent to the candidate on his/her registered mobile number.

Q3 - Are there any detailed instructions to guide an applicant for submitting an online application?

Answer: Yes, for filling up the Online Application, the applicant must refer to “**Instructions to the Candidates for filling Online Application**” available on the website of the Department of Governance Reforms (www.dgrpunjab.gov.in)

Q4 - For how many different posts, can a candidate apply under one application?

Answer - A candidate can apply for all the posts, **for which she/he is eligible**, through a single application. Since the technical qualification for all the posts is same, she/ he will undergo one examination only. No separate examinations would be conducted for separate posts.

Q5 - Can a candidate make changes in his/ her applications after he has submitted it?

Answer - No. **Applications once submitted are final and no changes can be made after submission.** However, in case a candidate has submitted an application with incorrect entries, he/she can send an email from his registered email ID on itcadrepunjab@gmail.com to request for required changes by giving all the proofs.

Q6 – How will I upload my photograph/signature?

Answer: The photograph and signature should be scanned in **.jpg or .png** format and are to be uploaded in “Photo & Signature Upload” section.

Q7 - Whether the photograph should be in Black & White or should it be in a colour?

Answer: Both Black & White and Colored photographs are acceptable as long as they are as per the given specifications and also that the quality of the photograph is clearly identifiable and acceptable.

Q8 - What should be the size of the scanned photograph and the signature?

Answer: The candidate should sign on a white paper with black ink pen and scan his/her signature.

Scanned image of the photograph should not exceed 100 KB in size and for signature it should not exceed 50 KB in size.

Q9 - I have submitted the Online Recruitment Application. Should I send the printout of the application to the Department of Governance Reforms, Punjab?

Answer: No, you are not required to send the printout of the application by post/by hand. However, **if you are shortlisted for interview, then you have to bring the printout of your Online Application along with other documents, for which you will be informed separately.**

2. Selection Criteria:

Q1 - How will the candidates be selected – whether through interviews or through recruitment test followed by interview?

Answer - The evaluation for post of **Senior System Manager (SSM), System Manager (SM) and Assistant Manager (AM)** shall be as under: -

Sr. No.	Selection Stage	Maximum Marks	Weightage (in %)
1	Written Test – 100 questions in 2 hours	100	80%
2	Final Interview	100	20%
	Total	200	100%

However, the selection of the Candidates of the post of **Technical Assistant** shall be based on the merit of the written test only. There will be **no interview for the post of Technical Assistants.**

3. Examination Centre:

Q1 - Are requests for change of Centre/ Venue accepted?

Answer - The candidates should note that no request for change of Centre / Venue will be accepted.

4. Application fee:

Q1 - What is the procedure to pay the fee for the Online Recruitment Application?

Answer – Only Online payment of Fee is accepted. Following options are available for the payment of fee:

- (i) Pay by Credit / Debit Card:
- (ii) Pay by Net Banking facility

5. Age:

Q1 – What is the minimum age required to apply for these posts?

Answer: The eligible age for all the candidates must be between 18 to 37 years (**as on January 1, 2020**) to apply for the posts.

Q2 – Is there any relaxation of age for reserve category?

Answer – There is age relaxation as per below:

- i. For SCs/BCs – 5 years over and above the General Category as per circular no.10972-4WGI-65/3205 dated 16.02.1966 and Circular no.2/116/78-8001 dated 24.01.1979
- ii. For Physically Handicapped candidates of State of Punjab only – 10 years over and above the General Category will be given as per circular No. 10/45/98/5SS/623 dated 28.07.1999

6. The Examination

Q1 - What is the scheme/structure of the Examination?

Answer - Every candidate will undergo the same written test. The multiple choice questions test paper will have a total of 100 questions of 1 mark each, which are to be attempted in 2 hours. The distribution of marks will be 60% Technical & 40 General as per the syllabus detailed above.

Q2 – Is there any negative marking?

Answer – Yes, Each question rightly attempted will carry 1 mark and there will be a negative marking of 0.25 for each wrong answer.

Q3 – What is the syllabus for the examination?

Answer – The broad syllabus is a below:

60% Technical (Questions will be of B.Tech/B.E level) comprising of: -

- Project Management
- Basic Programming
- Solution architecture
- Networking
- Cloud
- OS
- MS office

40% General comprising of:-

- Mental Ability
- Test of Reasoning
- English Language

7. Shortlisting of Candidates and Interviews

Q1 – What is the minimum cut off marks of the written examination?

Answer - To qualify for the written examination, a candidate would be required to score at least 40% marks from technical section and 40 % in aggregate (both sections combined) which means minimum 24 marks in technical and 40 marks overall.