

**कोचीन शिपयार्ड लिमिटेड / COCHIN SHIPYARD LIMITED**

**कोच्ची / KOCHI - 15**

**कार्मिक एवं प्रशासन विभाग / P&A DEPARTMENT**

**Frequently Asked Questions - Online Applications Reg.**

| <b>Sl. No.</b> | <b>Query</b>   | <b>Reply</b>   |
|----------------|--|--|
| 1              | Which browser will be compatible and easier to do the Online Application?  | Kindly use Edge Chromium or Mozilla Firefox (version 87 to 104) or Google Chrome (version 82 to 105) or Microsoft Edge (version 82 to 105) browser to fill in the Application Form. The Application Form is compatible with Android (version 4.0 and above) and iOS (version 9 and above).   |
| 2              | How will I proceed for online application?   | To apply visit (Career page -> Current Job Openings) Read the detailed vacancy notification given in the above page before proceeding for online application.  |
| 3              | I have entered the wrong Email address/ mobile number and I want to change it. Is it possible?                       | No. Once entered and submitted, Email address /mobile number cannot be changed. A unique "Application Number" and password will be sent to your registered email and registered mobile.  |
| 4              | I have made a mistake while entering some data in my application form. How can I edit /correct it?                   | The details in the Basic registration cannot be changed or edited. Applicant can edit if there is any other correction in the application form before making payment. Once you do payment and submit your application, you cannot make any changes in your online application form.  |
| 5              | I did not receive the email intimation for registration of my application?   | "Application No." and "Password" are sent by auto-response confirmation emails. Delivery of these emails purely depends upon the correctness of Email ID provided, policy of your E-mail service provider to accept and divert such emails under Bulk or Spam Mails. Hence please check all your email folders regarding the same. |
| 6              | My current mobile number might not be available since I work Outside India, so whose mobile number should I provide? | Please provide a valid mobile number of yourself or any authorized person in India to avoid any time loss in receiving official communication or instructions. You may also provide an alternate contact number of any of your relatives/friends if required to be contacted for any reason.                                       |
| 7              | How do i know that my application is registered?   | Successful Registration is indicated by the page displayed after clicking the submit button indicating the generated "Application No." and "Password". Please note down the same carefully and preserve the hard copy/soft copy of the form for reference. The same are also received in registered mail.                          |

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| 8              | I have forgotten to take the print out of the application form, what should I do now?   | To print application form, visit (Career page -> Current Job Openings). Click on application link and login (Only Registered Candidates). Print facility is available by logging in using the application number and password during the period of application process.  |
| 9              | How do I re-confirm that my application is submitted?   | In case of doubt about the successful submission, applicants are advised to visit the Career page and print the application through the application link as detailed at Sl. No. 8.   |
| 10             | What should I do if there is lot of delay in accessing the page?  | Speed of Registration/Submission of online application on Internet, is based on various factors like internet speed, large number of applicants trying to register the application/submit the application at the same time etc. Therefore if you are not able to get the pages immediately, please retry after a gap of 15 minutes or during off-peak hours. |
| 11             | I am unable to access the online application. Can I send the hard copy of application form by email or post?  | Only online mode of application is allowed. To apply visit (Career page ->Current Job Openings) and click on the Application link.   |
| 12             | I am a SC/ST/OBC/EWS candidate but don't have the caste certificate, can I apply as an Unreserved candidate?  | If you so desire, you may apply as Unreserved Candidate (if eligible for UR category) giving your category as "UR". In such an event, your candidature will be considered as "Unreserved" and no change in category will be allowed at a later date.   |
| 13             | I am working in a Govt/ Public Sector Company. Should I enclose NOC from my employer at the time of applying?   | Please see the Vacancy Notification for details.   |
| 14             | Whether upload of scanned copies of certificate/ testimonials in support of age, caste, Qualification, photograph, Experience, signature and other documents as applicable, mandatory during filling up Online Application? | Applicants need to provide all the documents as specified in the Vacancy Notification mandatorily.   |

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| 15      | My final year/Semester result is not yet declared. Am I eligible to apply?                                    | Please see the Vacancy Notification for details. In cases of posts where final year students are eligible to apply, you may apply by providing marks obtained upto pre-final year/semester. Your final selection in CSL and candidature status is subject to submitting final year/semester mark sheet/provisional certificate as mentioned on the date/month specified in the vacancy notification.  |
| 16      | I have secured CGPA in qualifying examination. How should I enter in marks secured in the online application? | The applicants are required to fill in the exact percentage of marks scored by them in the qualifying examination in the online application. In case University/Institute/ Examination Board defines criteria for conversion of aggregate grade point into class and/or percentage of marks. Please select " <b>CGPA</b> " option in " <b>Percentage of Marks/CSPA/Grade</b> " field, fill in " <b>CGPA obtained</b> ", provide the " <b>Total CGPA</b> " and also " <b>CGPA Mutiplying Factor</b> ". However, where the University/Institute does not define criteria for conversion of Aggregate Grade Point into Class and/or percentage of marks, the CGPA may be multiplied by 10 to get the required percentage of marks. Candidate will have to produce equivalent certificate/document issued by the University evidencing equivalent percentage of marks when called for certificate verification. |
| 17      | Will any Travelling Allowance be paid to me for attending the Test / Interview?                               | Please refer the Vacancy Notification for details.  |
| 18      | Is application fee applicable for all categories?   | No application fee for applicants belonging to Scheduled Caste (SC)/ Scheduled Tribe (ST)/Person with Benchmark Disability (PwBD). All applicants except those belonging to SC/ST/PwBD should pay the application fee. It is important to note that their candidature will be considered only on receipt of application fee.  |
| 19      | What is the mode of payment of application fees?  | Payment shall be through online payment options viz. Credit Card / Debit Card / Net Banking and other payment options available on the website. <b>No other mode of payment will be accepted.</b>   |
| 20      | What if the transaction fails while I am paying online using any payment method?                              | In case the transaction fails, log out & re-login to the application. Click on the Pay button once again. If the transaction is successful, it will auto redirect to the application form preview for final submission & you may submit your application. Else, you will be asked to do payment.  |

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| 21      | What should I do, in case payment is deducted multiple times while submitting my application.     | If you have received message from your bank that amount has been debited from your bank account, <b><u>you should not make payment again</u></b> . You should log in and recheck the application after few hours. However, if you have not waited, and tried payment again, there are chances that payment may be deducted multiple times for the same application. In such cases of refund related queries, you may contact your banking service provider/bank customer care and raise a request for chargeback with the bank.  |
| 22      | How can I know the details of selection process   | You are advised to frequently visit CSL website and check your registered Email for all updates related to selection. Details of shortlisting shall only be published on CSL website & call letters available for download from CSL website/informed through e-mail. No such communication shall be sent by post.  |
| 23      | What details should I provide while writing for the problem?                                      | <p>a) Mention Advt. No. and Post Name in the Subject. Full Name as entered in application, Application Number (if available) and Date of Birth, Mobile No. should be written in the email.</p> <p>b) For any Technical Queries related to Application Form, write an e-mail to <a href="mailto:helpdesk.csl10@gmail.com">helpdesk.csl10@gmail.com</a>.</p> <p>c) In case of application failure or any error message, we would like to have the screenshot of the error in JPG, GIF format or as MS Word file. Additionally, you may provide the PC Details including the Operation System (like Windows XP, Vista, Linux etc.) &amp; Internet Browser with the version used (like Internet Explorer 11.0, Chrome 94.0 etc).</p> |
| 24      | Whom do I contact in case of technical queries / issues regarding the form?                       | For any <b>Technical Queries</b> related to Application Form of CSL (Kochi), write an e-mail to <a href="mailto:helpdesk.csl10@gmail.com">helpdesk.csl10@gmail.com</a> .   |
| 25      | Whom do I contact in case of non-technical queries or clarifications related to the notification? | For any other Non-technical queries or clarifications related to the notification of CSL (Kochi), you may get in touch with the CSL P&A department through <a href="mailto:career@cochinshipyard.in">career@cochinshipyard.in</a> or please call us on 0484-2501221 (between 8:30 AM to 3:30 PM) on working days.  |