

## Frequently Asked Questions (FAQ's)

### Recruitment of Technicians - MUMBAI REFINERY

Q.1	<b>What is the minimum educational qualification for the advertised positions ?</b>
Ans.	Candidates should have passed the qualifying examination as mentioned in the detailed advertisement.
Q.2	<b>I have appeared for my final semester / year examinations of Diploma and the result are yet to be announced. Am I eligible to apply ?</b>
Ans.	No. Candidates who have passed the relevant qualifying examination only are eligible to apply.
Q.3	<b>I have completed my B.E. / B.Tech. Engineering degree after diploma in engineering. Am I eligible to apply ?</b>
Ans.	Yes. Candidates meeting minimum qualification criteria mentioned in the advertisement and possessing further higher qualification are eligible to apply. e.g. for the position of Assistant Process Technician, candidate completing B.E. (Chemical) only after Diploma in Chemical Engg. shall be eligible to apply. This analogy is valid for other positions also.
Q.4	<b>In my Institute / University / Board, only last year marks are considered for calculation of percentage of marks. Can I use the same in my application ?</b>
Ans.	No. Percentage of marks means aggregate marks of all semesters / years irrespective of the norms / systems followed in the institute / university / board.
Q.5	<b>Where the institute / university / board does not award percentage and awards CGPA / OGPA / letter grades, how do I fill-in the percentage of marks in the online application ?</b>
Ans.	Wherever CGPA / OGPA / letter grades are awarded, the same should be converted into equivalent percentage of marks as per the conversion formula as per the norms adopted by institute / university / board. You are also required to obtain a certificate to this effect from institute / university / board.
Q.6	<b>Is First Class Boiler Attendant Competency Certificate mandatory for the position of 'Assistant Boiler Technician' ?</b>
Ans.	Yes.

Q.7	<b>I have acquired requisite qualification for the positions but it is part-time qualification. Am I eligible to apply ?</b>
Ans.	No. All the qualifications should be full time regular course recognized by AICTE or respective State Board or equivalent applicable competent authority. Courses offered through part time or distance mode will not be entertained for the purpose of educational eligibility criteria.
Q.8	<b>My name has been sponsored by Local Employment Exchange / City Sainik Welfare Board. Do I still have to apply online ?</b>
Ans.	Yes. All candidates sponsored by Local Employment Exchange / City Sainik Welfare Board are required to apply online. Please note that application process for all the positions is through online application mode only.
Q.9	<b>Which browser can be used to apply ?</b>
Ans.	HPCL website can be best viewed in Google Chrome. You may also apply using Mozilla Firefox, Microsoft Edge.
Q.10	<b>What is the procedure for online application ?</b>
Ans.	The detail modalities of online application are available in detailed advertisement which can be accessed through our website <a href="http://hindustanpetroleum.com">http://hindustanpetroleum.com</a> → Careers → Job Openings
Q.11	<b>After successful submission of online application, do I have to forward hard copy of online application along with hard copies of certificates to HPCL, Mumbai Refinery ?</b>
Ans.	No. The candidates are not required to send hard copies of online application and certificates to HPCL, Mumbai Refinery after successful submission of online application. <b>However, the same are required to be produced by the candidate at the time of scrutiny of applications prior to skill test, if shortlisted for the same.</b>
Q.12	<b>I am working with Central/State Govt. Dept. / PSU / Autonomous Body. Do I need to apply through proper channel, if yes, where do I send the hard copy of my online application form?</b>
Ans.	Producing NOC at the time of skill test is mandatory for candidates working with Central/State Govt. Dept. / PSU / Autonomous Body. No documents are required to be sent at application stage. The data submitted online will be treated as true and same will be verified at the time of skill test.
Q.13	<b>If I am not able to take printout of my application after filling the online application, can I take it at a later stage? Will I be able to view my application after submitting the same online? Can I make changes in the online application?</b>

Ans.	<p>Yes. You can view your application (as well as take printout) with your unique application ID number generated after successful submission of your application online.</p> <p><b>However, you will not be able to make any changes in the application once submitted. Hence, please go through all the instructions carefully before filling the application and confirm your details before final submission.</b></p>
Q.14	<b>I belong to the reserved category. Am I required to attach the certificate at the time of applying online ?</b>
Ans.	<p>No. You are not required to attach any Caste/Category certificate at the time of applying online. However, please ensure that you possess the requisite certificate as prescribed for appointment to posts under Govt. of India. Please visit our website <a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a> → Careers → Overview → Documents for the exact formats for Caste / Community / Disability Certificates pertaining to SC/ST/OBC-NC/EWS/PwBD. You are required to produce the same at the time of skill test. In any case, it may please be noted that the onus of providing correct information w.r.t. caste/community rests entirely with the candidate. Please note that at any stage of the recruitment process, if it is found that the information/documents furnished by you is false/incorrect, your candidature will be cancelled.</p>
Q.15	<b>While filling online application I have wrongly entered my category/ date of birth etc. How do I rectify it?</b>
Ans.	<p>Please note that application process for all the positions is through online application mode only and there is no provision of manual intervention for editing any details in the application forms under any circumstances once it is submitted. Candidates are advised to be cautious before submitting the application.</p>
Q.16	<b>While uploading a photograph I have by mistake uploaded my signature/pan card etc. how do I change it?</b>
Ans.	<p>Please note that application process for all the positions is through online application mode only. There is no provision for manual intervention for changing the photograph uploaded during online application, after submission.</p> <p>Please ensure that the photo uploaded during online application filling is of the candidate himself/herself only. Any other image (like signature, Pan card, Driving licence, Aadhar card) uploaded under candidates photograph is not valid. All such applications will be summarily rejected.</p>
Q.17	<b>I was making payment of application fee, but due to a payment error, my payment is failed. What do I do ?</b>

Ans.	Wait for 15-20 minutes for the transaction to session out and try making the payment again.
Q.18	<b>My bank account has been debited with the payment, but HPCL application status shows pending.</b>
Ans.	If your payment is successful, application status should be changed to 'Completed' status within 24 hours. Kindly note your transaction number and if your status has still not changed, please email us your transaction details for further verification.
Q.19	<b>Is there any physical fitness criteria for HPCL?</b>
Ans.	Candidate shortlisted for medical test has to be medically fit as per HPCL pre-employment medical standard. It may please be noted that Defective Color vision is a disqualification under Pre Employment Medical norms of HPCL.
Q.20	<b>Where do I contact for my queries?</b>
Ans.	For any other queries you may write to us on <a href="mailto:careersmr@hpcl.in">careersmr@hpcl.in</a>  Candidates have to necessarily mention their application number in the subject of the mail while corresponding for on any query / information, for better control and ease of response.  Candidates may please also note that personal calls and/or interaction with any of the HPCL's officials during recruitment drive is discouraged, except when absolutely necessary.

**NOTE : For detailed selection procedure & other eligibility criteria, please refer full advertisement available at [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) under "Careers".**