

## Frequently Asked Questions

### Application

1.	Which preferred browser can be used to apply?
Ans.	HPCL Application is best support and displayed in Edge, Mozilla Firefox, Google Chrome
2.	Why are banking details asked at the time of application?
Ans.	Banking details are taken to reimburse applicants for their travel during exam, interview through cashless means.
3.	While filling online application I have made an error. How do I rectify it?
Ans.	Please note that application process for all the positions is through online application. There is no manual intervention for editing application forms under any circumstances. You may reapply using a different email id.
4.	My name on Degree Certificate is mentioned as Sharma R K while in my Class X pass certificate the same has been mentioned as Robin Kumar Sharma. Please advise how should I fill in my name while applying?
Ans.	In case there is a mismatch in names (including the way it is written), in HPCL application form with that of any document like Class X/XII/ graduation mark-sheet/ Work Experience certificates, the onus will be on the candidate to establish that both the persons are same. If HPCL is not satisfied with the explanation/ proof provided, the candidature will be rejected.
5.	If I am not able to take print out 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?
Ans:	Yes. You can view and print your application anytime by logging in with your email ID and password generated after successful submission of your application online. You will not be able to make any changes in the application once submitted.
6.	There is no option for choosing Center for Examination. What will be my center for Examination?
Ans:	Centre for examination will be determined by HPCL basis the correspondence address mentioned by you in your application.
7.	If I have work experience, how do I enter work experience in the application form?
Ans.	Work experience is to be entered in reverse chronological order. i.e latest experience will be entered in the first row and next latest will be added in the subsequent rows. <b>Work experience will be counted post successful completion of Qualifying Degree.</b>
8.	I am unable to enter bank and branch name
Ans.	Bank name and branch will be auto-populated upon entering the correct IFSC code. You will not be allowed to fill the same manually.

## Eligibility

1.	I belong to the reserved category. When am I required to produce the Certificate?
Ans.	You are required to upload the certificate on HPCL document portal upon advice from us. Please ensure that you possess the requisite certificate as prescribed for appointment to posts under Govt. of India. Please visit download section on our career page <a href="https://www.hindustanpetroleum.com/hpcareers/Downloads">https://www.hindustanpetroleum.com/hpcareers/Downloads</a> for the exact formats for Caste / Community / Disability Certificates pertaining to EWS/SC/ST/OBC-NC/PwBD. In any case, it may please be noted that the onus of providing correct information w.r.t. Caste/community rests entirely with the candidates. Please note that at any stage of the recruitment process, it is found that the information/documents furnished by you is false/ incorrect, your candidature will be cancelled.
2.	I am not sure whether I fulfil the criteria for getting benefit under EWS category. What do I do?
Ans.	The onus of providing a valid relevant certificate rests with the candidate. In case it is found at any stage of recruitment process/ any time after recruitment, that the candidate has obtained reservation benefits by submitting false/ incorrect certificate/ information; the candidature of such candidates will be cancelled/ services terminated immediately.
3.	I belong to OBCNC category. I do not possess the certificate of current year. Can I claim the benefit of OBC Category/ will my candidature be accepted as OBCNC Category candidate?
Ans.	The OBCNC certificate must be valid as on the date of date of eligibility mentioned in advertisement. You must obtain the fresh certificate and produce upon advice from us.
4.	I belong to OBC NC category. The name of my caste appears in the State list; however, the name of my caste is not appearing in the Common List/ Central List. Can I claim the benefit of OBC Category/ will my candidature be accepted as OBC Category candidate?
Ans.	No. For getting the benefit of reservation, the caste/ sub-caste/ community essentially has to be in central list. If the caste you belong to appears in a state list but not in the central list, you are not eligible for getting the reservation benefits. Candidate can check the latest central list of OBCs published by the National Commission for Backward Classes (NCBC).
5.	I have completed my B.E. / B.Tech Engineering degree after diploma in engineering. Am I eligible to apply?
Ans.	Yes, as long as the engineering degree is as stipulated in the advertisement. You should have minimum 60% marks (For SC, ST & PwBD - minimum 50%) in qualifying graduate (B.E. / B. Tech.) Degree. You can mention your Diploma details in the additional row provided for educational qualifications or against Higher Secondary Exam as applicable to your candidature.
6.	I have a B.E. / B. Tech degree in a branch which has not been specified in the detailed advertisement. However, course curriculum is similar to Engg. Disciplines notified. Can I apply with my Engineering Discipline?
Ans:	No. Candidates having engineering degree in a branch other than specified in the detailed advertisement are not eligible to apply.
7.	Where the university does not give percentage and only gives Grades/CGPA/OGPA, how to fill-in the % of marks in the online application?
Ans:	The Grades/CGPA/OGPA should be converted into % as per conversion formula applied by the Institute/ University. A Percentage Conversion letter is to be obtained from the University. If

	university/ institute has no conversion formula, a letter is to be obtained from the University confirming the same. In such case the percentage can be arrived at by multiplying CGPA with 10.		
8.	How will my degree percentage be calculated?		
Ans:	If Percentage or CGPA is not mentioned on mark-sheet/degree certificate then	Candidate to produce documentary evidence from university/college stating the percentage & numbers with which the candidate has passed.	
	If candidate is unable to produce sufficient evidence to prove his/her claim of final degree percentage	The percentage of marks will be arrived at by dividing the total marks obtained by the candidate in all the subjects in all the semester(s)/year(s) by maximum marks of all the subjects of all the semesters *100.	
9.	My age / work experience (if applicable) is falling short by few days. Can I apply?		
Ans.	No, you are not eligible. Eligibility for the posts would be reckoned as of date of eligibility mentioned in advertisement.		

### Payment

1	I was making payment for application fee but due to a payment error, my payment is failed. What do I do?		
Ans.	Wait for 15-20 minutes for the transaction to session out and try making the payment again.		
2	My bank account has been debited with the payment, but HPCL application status shows pending.		
Ans.	If your payment is successful, Application status should change to completed within 24 hours. Make a note of the transaction number and if your status has still not changed email us your transaction details.		