

## **Frequently Asked Questions (FAQ's)**

### **Recruitment of Non-Management Positions - 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.	No. Candidates possessing higher qualification such as degree in engineering, AMIE etc. are not eligible to apply.
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>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.7	<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/hpcareers/current_openings">http://hindustanpetroleum.com/hpcareers/current_openings</a> .
Q.8	<b>After successful submission of online application, do I have to forward hard copy of online application alongwith 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.9	<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. If applying through proper channel is pre-requisite for obtaining NOC at the time of skill test by current employer of the candidate.
Q.10	<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.	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. <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>
Q.11	<b>I belong to the reserved category. Am I required to attach the Certificate at the time of applying online ?</b>
Ans.	You are <b>required</b> to upload scan copy of 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://hindustanpetroleum.com/hpcareers/Downloads">http://hindustanpetroleum.com/hpcareers/Downloads</a> for the Govt. prescribed formats for Caste / Community / Disability Certificates pertaining

	to SC/ST/OBC-NC/PWD. <b>You are compulsorily required to produce original and photocopy of the same at the time of skill test also.</b>
Q.12	<b>While filling online application I have wrongly entered my category/ date of birth etc. How do I rectify it?</b>
Ans.	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.
Q.13	<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.14	<b>Is there any application fee?</b>
Ans.	No.
Q.15	<b>Where do I contact for my queries?</b>
Ans.	<p>For any other queries you may write to us on <a href="mailto:rectmr2018@mail.hpcl.co.in">rectmr2018@mail.hpcl.co.in</a></p> <p>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.</p> <p>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.</p>

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