FREQUENTLY ASKED QUESTIONS (FAQS)
(of the candidates applying for the variousvacancies of HP High Court & District Judiciary)

Telephone No. 0177-2635372 (for attending recruitment related queries)

SN	Steps	Frequently asked questions. (FAQs)	Answer
1	Registration	Where can I find the login link	Go to the High Court Website i.e., hphighcourt.nic.in or go to the recruitment portal link provided on High Court website https://www.hphcrecruitment.in
2	Login	How to login or create login ID?	• On visiting the aforesaid links the candidates have to register themselves on the login page, if not already registered on the recruitment portal. Candidates are required to fill Name, Mobile Number & Email ID. • The login ID will be same as email ID and Password will be auto-generated and sent to the registered Mobile number and Email ID in the Inbox/Spam folder.
3	OTP	Why I am not receiving OTP on registered Mobile No/Email ID?	Try twice if still OTP is not received by you then try again after Five minutes. The OTP will be received on the registered Mobile number and Email ID in Inbox/Spam folder. If the issue still persists, call on above contact number.
4	Captcha code	Why ORA not accepting the Captcha code?	You might have entered incorrect Captcha code. You can click the refresh button to get new captcha code.
5	Login Issue	Why I am not able to login by using even the correct User ID and Password.	• You are required to recheck the user ID and Password (by clicking 'eye' button. • Try to reset the password by using Forget password option. • Try to refresh the browser or login by using another browser. • Try to log in by using another Device / PC. • If issue still persists, please call the above contact number to reset the password etc.
6	Aadhar No	Why Aadhar Number entry is not accepting in ORA?	It is only possible in case you are entering an incorrect Aadhar number. Therefore, please check Aadhaar Number.
7	Date of Birth (DOB)	I have entered an incorrect DOB and how I can correct the same?	The 10th Certificate is mandatorily required to be uploaded as DOB proof & if the DOB is entered incorrect the same can be corrected by sending request on the OTR update in your profile. However, DOB can't be changed after submission of ORA.
8	Mobile No. & Email ID	a. I am not able to create login ID by using my mobile number/ Email ID and it shows error "Exception: Oops! Email/Mobile already exist in database. Please try with login." How to create login ID?	• The error message is displayed when your mobile/Email is already available in our Database or earlier already used for creating login ID. • You are required to enter new mobile/email for the creation of new login ID or you can click on Forget Password/Forget Email ID to retrieve your earlier login credentials.
		b. I wish to change my email ID/Mobile Number in my login credentials. How I can change the same?	You can change email/Mobile Number of your login IDs before submission of ORA. Once ORA is submitted you cannot change the same for that particular post.
9	Change Request	How to change my Name, Father's Name & DOB?	Candidates can change Aadhaar Number, Name, Father's Name & DOB by uploading proof in the OTR update at Login Homepage. However, other changes can be made without uploading any proof before final submission. Once final submission is made no changes can be made in the ORA.
10	Documents Uploading	Why documents are not getting uploaded?	Before filling up the Online Application, a candidate must have their photograph,

			signature & Other Certificates/ Documents duly scanned only as per the following size: **Photo of candidate:** 20 to 50 KB (JPG/JPEG/PNG) on white background **Sign of candidates:** 10 to 20 KB (JPG/JPEG/PNG) on white background **Matric Certificate (as age proof):** 100 to 500 KB (JPG/JPEG/PNG) **Other Certificates/Documents:** 100 KB to 2 MB (only in PDF)
11	Category	I belong to the general category and this category is not mentioned in the dropdown option. How I can opt?	• The candidates of General category can apply under UR category and it can be selected from the category option. • If the post is advertised for reserved categories the candidates of UR/ General category cannot apply for the post.
12	Qualification	How do I enter all my qualification details?	Please enter your qualifications starting from Matric onwards. The details you enter will be shown in qualification List therein. Likewise, please enter Other Qualification details also.
13	Experience	How do I enter all my experience details?	Please enter you experience starting from past experience. The details you enter will be shown in the grid below. Likewise, enter other past experiences, if any, and in the last, you can add your present experience details also keep in mind to save the details after adding it.
14	Editing Profile & Qualifications	Can I edit Profile, if I have entered details incorrectly?	Yes, but you have to edit your profile before submission of ORA and it takes about 24 hours to reflect the changes in the profile. However, changes made in Profile can be used for future ORA.
15	Review	I have entered and saved the complete profile now where can I check it?	You can review/preview the application in review tab before the final payment of fees.
16	Fee Payment	How I can pay fee?	• You have to pay fee only in Online mode before submitting final application Form you are required to review the application detail and click on Pay now button to pay requisite fee by using UPI/Debit Card /Credit Card and Internet Banking etc.
		How I can check my fee payment status?	• You can check your fee payment status in application history on the Dashboard.
17	Fee Unpaid status	I have paid the fee and the amount is also deducted from my account but the payment status of ORA on dashboard is still unpaid. How to resolve the issue?	• Please check your payment status from the bank concerned and also to check whether your payment instrument ATM cards are enabled for UPI payment/online transactions etc. • To avoid the last date, you are advised to pay the fee afresh and settle the payment issue with the bank account later on as the High Court will not be responsible, if the payment is not received before the last date of application.
18	Admit Card etc.	I am not able to download the admit card. How to download?	• The Admit card will be generated at the time of Screening/Written/ Proficiency Test /DV etc. • You can download your admit card by login with your Login IDs and Password. • You can also download the admit card by using your registered Mobile Number • Before downloading the admit card, kindly ensure that you have been shortlisted for next phase of exam/test.

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