RECRUITMENT OF LIBRARY ASSISTANT - 2019

FREQUENTLY ASKED QUESTIONS AND ANSWERS

1.	**I wish to apply for the post of Library Assistant. I am unable to find the Link. Can you please send the direct link?** **Answer:** Link for applying online is available in the "CAREERS" portal of ISRO Website www.isro.gov.in. Then click on 'ISRO Headquarters Recruitments'. Please click on the corresponding advertisement (Heading) → click on "Visit Page" link and scroll down through the advertisement to see the link for applying online.
2.	**I have applied/registered for the Library Assistant. I did not get any email confirming my registration. Where do I find the Registration Number?** **Answer:** Once application is successfully submitted the registration number will be displayed on the screen This registration number has to be noted down immediately and to be preserved for future correspondence. A separate email will also be sent to your e-mail id on successful submission of an application.
3.	**My College/Institute/University name does not appear in the list given? Which university should I select?** **Answer** : You may select "other Universities" option available in the drop down menu
4.	**I am Male (General/OBC) candidate. I applied/registered for the Library Assistant. But I am unable to get/see the "make payment" button/option.** **Answer:** All Women candidates; and Scheduled Castes (SC)/ Scheduled Tribes (ST); Ex- servicemen [EX-SM] and Persons with Disabilities (PWD) candidates are exempted from payment of Application Fee. Please check if you have opted for any of these categories while submitting online application.
5.	**I am Woman/Female (General/SC/ST/OBC/PWD) candidate. I applied/registered for the Library Assistant. But I am unable to get/see the "make payment" button/option. How do I pay application fee?** **Answer:** All Women candidates **(General/SC/ST/OBC/PWD)** are exempted from payment of Application Fee. Female candidates need not pay application fee. Hence you will not get "Make Payment" button/option. **You will get an email on successful submission of online application.**.

6.	**I have applied/ registered successfully for the Library Assistant. What all documents I have to send to ISRO Headquarters? Whether Application Print out has to be sent? Whether I have to send my Photo? Where to upload my Photo?** **Answer:** Those candidates who are already employed under Central/State Govt/PSU/Autonomous Bodies should send the "**No objection certificate"** from the employer concerned to 'Administrative Officer (RMT), Antariksh Bhavan, ISRO Headquarters, New BEL Road, Bangalore-560094. All other candidates need not send any documents to ISRO HQ; however candidates have to produce the original documents, as and when required by the office
7.	**I have successfully registered/applied for the Library Assistant. When will I get the Admit Card for written test?** **Answer:** The call letters for the written test to the short-listed candidates will be sent only by e-mail after the norm based screening of applications received is carried out and written test date finalized. The list of candidates shortlisted for written test shall be uploaded in the website under the same advertisement as and when finalized. Candidates may therefore visit the website regularly for updates.
8.	**I am currently employed under Central/State Govt/PSU/ Autonomous Body and I have successfully registered/applied for the Library Assistant. How do I send the "No objection certificate" to the ISRO HQ? i.e. by Speed Post/Ordinary Post/Registered Post/Courier etc.** **Answer:** You may send the "No Objection Certificate" by Ordinary Post or Speed Post 'Administrative Officer (RMT), Antariksh Bhavan, ISRO Headquarters, New BEL Road, Bangalore-560094
9.	**I am working in a private sector/MNC. Am I supposed to submit No Objection Certificate?** **Answer:** No.
10.	**I am employed Under Central/State Govt/PSU/ Autonomous Body. My employer cannot give me NOC for written test. Can I produce/submit the No Objection Certificate during Interview?** **Answer:** No.
11.	**I have applied for the Library Assistant. If I am not shortlisted for the written test, whether my Application Fee can be refunded?** **Answer:** No. The 'Application Fee' is Non-refundable and shall not be refunded in any case.
12.	**I am employed in Central Government. However I have not completed 3 years of service. Whether, in the online application I should select**

	option 'Yes' or 'No'? **Answer:** You may select the option "No" if, you have not completed 3 years of continuous service. However, you may apply through proper channel or send the 'No objection Certificate' from the employer concerned to 'Administrative Officer (RMT), Antariksh Bhavan, ISRO Headquarters, New BEL Road, Bangalore-560094
13.	**I have applied/registered for the Library Assistant. I have committed error while entering DOB/Name/Address/Marks etc? Can I rectify the details?** **Answer:** No. There is no provision for editing the details already submitted online. Hence, you may reconfirm all the details entered before final submission. Candidates may, if required, submit a fresh application. However, the latest/last application submitted before the 'last date of submitting application-i.e.01.04.2019 shall be taken as final. Candidates may note that after 01.04.2019 no details including category (SC/ST/OBC/UR) shall/can be edited on request. Hence candidates may reconfirm all the details entered before 'last date of submitting application-i.e.01.04.2019.
14.	**I have applied/registered for the Library Assistant. I am facing some technical issues with online payment. Whom do I contact for help?** **Answer:** For any technical issues with online payment candidates may send an email to icrb@isro.gov.in, mentioning the required details like Name, Registration Number, Post Applied for, ISRO Reference number , and SBI Reference Number(if available). However, ISRO does not hold responsibility in case of non-payments of application fee, due to transactions which are either pending or failed. Candidates may if required contact their Banks and ensure that the payments are successful. An alternative method of payment of application fee i.e. by mode of challan, by personally visiting SBI is also provided to the candidates. *(Receiving of debit message on mobile phones of the candidates does not necessarily mean that the application fee is received by ISRO. Candidates may check the 'payment status link' on ISRO website for re-confirming the payment status)*
15.	**I have applied/registered for the Library Assistant. I have not made the payment the same day of submitting online application. Now, I wish to make payment. What is the procedure?** **Answer:** Link for applying online is available in the "CAREERS" portal of ISRO Website www.isro.gov.in. Please click on the corresponding

	advertisement (Heading). Next click on "Visit Page" link. Scroll Down to see a link for making online payment. The candidate can pay the fee before the last day for payment of fee (02.04.2019) by accessing the link "Make Payment" link available in advertisement page. Candidate has to provide his registration number, Date of Birth and later click on the "Make Payment" button and follow the payment process.
16.	**I have applied/registered for the Library Assistant. But I do not have Online Payment Facility. How do I pay the Application Fee?** **Answer:** The candidate can choose "Offline" payment option available after clicking on "Make Payment" link. A Challan/remittance form is generated which may be downloaded and printed. The candidate may now make offline payment by cash by visiting any of the nearest SBI Branches using the printed Challan/remittance form.
17.	**I have applied/registered for the Library Assistant and selected "Offline Payment" mode. But I could not print the Challan/Remittance Form. How do I get Challan/Remittance Form at later date?** **Answer:** Link for downloading Challan/Remittance Form is available in the ONLINESBI Website. Please click on the above mentioned link. Select Merchant Name "ISRO" from the drop down menu. Enter the other details required like, Bank Reference Number or Merchant Reference Number, Date of Birth or Mobile Number and Click on "Go" Button. A Challan/remittance form is generated which may be downloaded and printed. The candidate may now make offline payment by cash by visiting any of the nearest SBI Branches using the printed Challan/remittance form.
18.	**I have applied/registered for the Library Assistant. I have made online payment of application fee. I wish to check the payment status. What is the procedure? / Where can I check the payment status?** **Answer:** Link for applying online is available in the "CAREERS" portal of ISRO Website www.isro.gov.in. Please click on the corresponding advertisement (Heading). Next click on "Visit Page" link. Scroll Down to see a link checking the payment status. The candidate can click on the "Payment Status" link to check the payment status, after 24 hours of having made the online payment. *(Status updates shall not be available on Saturdays, Sundays, and any public holidays. Receiving of debit message on mobile phones of the candidates does not necessarily mean that the application fee is received by ISRO. Candidates may check the 'payment status link' on ISRO website for re-confirming the payment status)*

19.	**I have applied/registered for the Library Assistant. Can I change the Examination Centre?**
	Answer: Yes. There is a provision for changing the Written Test Centre provided in the online application, up to the date of screening of the online applications. <u>However, after the norm based screening of the online applications is completed, the requests of the candidates for change in the written test centre will not be entertained.</u>
20.	**I am an Ex-serviceman. I wish to apply for the post of Library Assistant. What is the age relaxation provided to Ex-servicemen?**
	Answer: Age relaxation is as per the Government of India orders.
21.	**Please find attached herewith my CV/ Resume. Kindly let me know whether I am eligible for the Library Assistant. Please inform as to when can I attend the Interview?**
	Answer: Only online applications are accepted. You may visit our website at www.isro.gov.in to apply.
22.	**I wish to apply for the Library Assistant. But I am unable to find my branch/division in the drop down menu. Am I eligible to apply?**
	Answer: Candidates with fields mentioned under our drop down menu only are eligible to apply.
23.	**It is mentioned in the advt "Posts are Temporary, likely to continue". What does this mean? Whether the posts are contractual/permanent?**
	Answer: The posts are permanent, but will remain Temporary until the incumbent completes prescribed period of probation.
24.	**I have successfully submitted the application for the post of Library Assistant. Can you allot me a different date/location for 'written test' due to personal reasons?**
	Answer: No. The request for change in the date/location of written test other than those finalised by ISRO HQ shall not be considered, unless otherwise notified in the website.
25.	**I am Male (General/OBC) candidate. I applied/registered for the Library Assistant. I have submitted two/more than two applications for the same post. Whether my candidature will be rejected?**
	Answer: In case of submission of duplicate/multiple applications, the application against which the 'application fee' has been received within the last date for payment of application fee (02.04.2019) only will be considered. Applications are considered to be duplicate, only if all details

	entered in both applications are identical.
26.	**I am Woman/Female (General/SC/ST/OBC/PWD) candidate. I applied/registered for the Library Assistant. I have submitted two/more than two applications for the same post. Whether my candidature will be rejected?** **Answer:** In case of submission of duplicate/multiple applications by Women candidates/Scheduled Castes (SC)/ Scheduled Tribes (ST); Ex-serviceman [EX-SM] and Persons with Disabilities (PWD) candidates, the last application submitted before the last date for submission of application (01.04.2019)shall be considered for further processing. Applications are considered to be duplicate, only if all details entered in both applications are identical.
27.	**I wish to apply for the post of 'Library Assistant'. Is there any relaxation in Educational Qualification/Marks for SC/ST/OBC/PWD Candidates?** **Answer:** No. There is no relaxation in Educational Qualification/ Marks for any categories.
28.	**Where will I get the old Question Papers?** **Answer:** Previous years question papers shall be uploaded in the ISRO Website and published under the advertisement, shortly.
29.	**I am pursuing M. Lib and will be completing my course during 2019. Can I apply?** **Answer:** No. Only those candidates who have already completed M. Lib with First Class are eligible to apply.
30.	**I have completed my SSLC/10th standard before attaining age of 15 years; and completed graduation before attaining age of 21 years. I am getting an error message for entering the date of birth. How do I proceed?** **Answer:** You may kindly contact ICRB Cell on the phone numbers mentioned below (at the end of the FAQs).
31.	**I have registered under National Career Services (NCS) Portal. Do I still have to apply online?** **Answer**: Yes. The candidates registered under National Career Services (NCS) portal and fulfilling the eligibility conditions may visit ISRO website @ www.isro.gov.in and follow the application procedure as stated in the advertisement/notification.

32.	**Please provide the postal address for sending No Objection Certificate.**
	Answer: The 'No Objection Certificate' may be sent to the following address by ordinary post or speed post: Administrative Officer, RMT Antariksh Bhavan, ISRO Headquarters New BEL Road,Bangalore-560094

For any queries not included in the above table, candidates may send email at icrb@isro.gov.in with a subject line "Query-Library Assistant Recruitment" or call at 080-22172465/22172264/22172260 only, anytime between 9.30 AM to 6.30 PM. _**For the queries, for which information is already available in the FAQs shall not be replied to over email/telephone.**_

******