

**Frequently asked Questions (FAQ)**  
**Postman / Mail Guard Recruitment – 2016 Gujarat Postal Circle**  
**(FAQ's are only for Guidance/Information to applicants)**



1. Am I eligible for this Direct Recruitment?
  - A. Applicant must Indian and age – 18 to 27 years (For General Candidate). For Reserved Category, PH and Govt. Employee have a concession for upper age limit as per Rules.
  - B. Education Qualification – Postman/Mail Guard – Matriculation by Recognized board/University.Please, read the Notice/Notification, available on [www.gujpostexam.com](http://www.gujpostexam.com) for details.
2. Can I apply Off Line for this recruitment?  
No. Applicant can only apply Online.
3. Till when I can apply online for this Recruitment?  
Please, read Notice/Notification available on [www.gujpostexam.com](http://www.gujpostexam.com).
4. Are there any detailed instructions, for submitting an online application?  
Please, click on the tab – [www.gujpostexam.com](http://www.gujpostexam.com).
5. What should I do if there is lot of delay in accessing the page?  
Please, try after sometime.
6. Is it necessary, to fill up the details, related to pincode/Mobile No./email?  
Yes, all the three fields are mandatory to fill.  
Pin Code – to communicate with you.  
Mobile No. – to Send OTP for registration (this must be unique)  
Email ID – to send registration confirmation and any updates (this must be unique)
7. Does my mobile number and email id need to be unique or can there multiple applications with the same email / Mobile No.?  
Mobile No. and Email ID should be UNIQUE. Duplicate Mobile No. or Email ID is not allowed during Online Registration.
8. Can I make more than one application?  
No.
9. Do I have to pay fee for this recruitment?  
Yes, Rs. 100 registration fee is compulsory for all candidates.  
The Examination fees of Rs. 400 is exempted for some category of applicants.  
Please, refer the Notice for details.
10. What is the procedure to pay the fee for the Online Application?  
Fill all the required details on Online Registration portal. A payment challan will be generated. You have to deposit Fees, mention in challan, to the e-payment Post Office and keep the candidate copy along with receipt issued by post office.
11. Is there any alternate payment mechanism?  
No.
12. I have made the payment through Post Office but have not received any confirmation SMS or Email nor able to download my completed application form, what should I do?  
Please, write an email along with a copy of the receipt received from the post office for us to get it checked. Please, refer such mails to [payment@gujpostexam.com](mailto:payment@gujpostexam.com)
13. How can I check if my application process is complete and payment received by DOP?  
You will get a SMS and Email for payment confirmation, after your payment has been updated. This could take up to 3-4 working days after you have paid your fees in Post Office.
14. What will be the Nature of duty of Postman / Mail Guard?  
Postman – Door to door delivery of Mails transmitted through Post Office.  
Mail Guard – Exchange of mail / mail bags transmitted through Railway Mail Service.

15. Can I get a refund of my fees?  
No.
16. What will be the pattern of Exam?  
Aptitude test of total 100 marks, consisting 4 (four) parts, each of 25 marks. Duration of aptitude test will be for 2 (Two) Hours.  
1. General Knowledge                                    2. Mathematics  
3. English     4. Regional Language (Gujarati)  
Please, read the Notice/Notification, available on [www.gujpostexam.com](http://www.gujpostexam.com) for details.
17. I have taken the print of challan by clicking on the "Print" option. I have deposited the cash in the Post Office. Do I need to upload the payment proof anywhere?  
No.
18. I had taken a print of my challan, but have lost the same, how can I get a duplicate?  
You can come back to the portal [www.gujpostexam.com](http://www.gujpostexam.com) and use the Print/Download challan tab for printing duplicate challan.
19. Is there any other Form / Challan to pay fee by cash other than the challan generated through Online registered portal?  
No.
20. I have applied online, Should I send the printout of the application to the Department of Post by any other mode?  
No.
21. I am filling up the various sections in the Online Recruitment Portal and the process is yet to be completed. I want to change the filled up information in one/many places. How should I do this?  
Until you submit and confirm, you can edit your inputs details, in Online Recruitment Portal.
22. I have submitted my Online Application. I have made some errors. What should I do to remove these errors? Or "I want to change my uploaded photograph and signature?"  
Once you complete the registration process and confirm and submit the application. The same cannot be changed.
23. In which format the scanned photograph and signature should be uploaded?  
In JPEG format. Please, refer to the guidelines available in welcome screen
24. Whether the photograph should be in Black & white or should it be in a colour?  
The photographs have to in color – else the application can be rejected at any stage.
25. What should be the size of the scanned photograph and the signature?  
Photograph Size: 45 mm X 35 mm (mm = millimeter).  
Size of the attachment should not be more than 75kb  
Signature image – size to be less than 75kb
26. How do I upload my signature/photograph?  
Save the signature/photograph on your system. Click on the browse tab near the signature / photograph upload option, and you will need to provide the path and the image to be uploaded.
27. My photograph and signature uploaded on the Portal are not appearing to be proper, What should I do?  
You can change the same any time till you confirm and submit the application.
28. Whether any documents required to be uploaded in online Application, in addition to my photograph and Signature?  
None

29. I did not receive the e-mail intimation after, submission of my Online Recruitment Application?  
Email to us at [query@gujpostexam.com](mailto:query@gujpostexam.com)
30. After filling up the Online Application, I got Blank Screen/ Internet got disconnected/ My PC closed/hanged/shut down. Is my application saved?  
No, your application is not saved till you click on confirm button to save your application. If you have not clicked the confirm button and received an email, you will have to start the process again.
31. How do I know that my Online Application is saved and have been received ONLINE to the Department?  
Once it is saved, your will receive a SMS and Email to your registered Mobile No. and email Id.
32. What details should I retain after completion of submission of my Online Application?  
Your Registration number, displayed on the screen and message received to your email and SMS.
33. Can I take the print out of my application after the prescribed closing date?  
If you have made your payment, the facility will remain active, up a week, after closing date of online application.
34. Whether I can deposit examination fee at any Post Office in India.?  
No. You can deposit examination fee only at any e-payment enable Post Office in Gujarat.
35. I am facing problem in completing my Online Application, How should I resolve my problem?  
Please, send an email to [query@gujpostexam.com](mailto:query@gujpostexam.com) – with the problem, you will get revert with a solution.
36. Where do I contact for any queries related to the online application?  
You can go to our Query Tab on the online registration Portal and provide us your query details. Or you can mail us at  
For Online Registration: [query@gujpostexam.com](mailto:query@gujpostexam.com)  
For e-Payment : [payments@gujpostexam.com](mailto:payments@gujpostexam.com)  
For Admit Card : [admitcard@gujpostexam.com](mailto:admitcard@gujpostexam.com)  
For any other information: [examcell@gujpostexam.com](mailto:examcell@gujpostexam.com)
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