



## FAQ Allocation Portal

### Circle Allocation:

**Q1: I want to edit application**

**Solution:** No edit option is available in portal; candidate can register themselves using dubious utility (explained later in the document) and wait for competent authority for approval. After approval candidate will get mail when selected as genuine candidate.

**Q2: I didn't get any Login ID and PASSWORD on my Gmail as per the process**

**Solution:** Homepage has a utility naming "forgot password", candidate can enter their roll no and the utility will send password on their registered email and mobile.

**Q3: Shall I send allocation form anywhere?**

**Solution:** No need to send hard copy.

**Q4: When I wrote my full address it is not showing some words and in the board of 10<sup>th</sup>**

**Solution:** 100 character is allowed for each field, so be crisp and precise with the address.

**Q5: The jpeg file (10-20KB) of signature is not getting upload in step-4 .**

**Solution:** Please try JPG format if JPEG is not working both are acceptable format.

**Q6: When will my dubious application get approved?**

**Solution:** It is up to discretion of the competent authority usually it is processed post last date of allocation.

**Q7: I got a message temporary user id deleted related to dubious registration.**

**Solution:** It is confirmation that temporary user is deleted upon genuine selection of candidate now candidate can login that same form using userid and password provided in the mail which is selected as genuine.

**Q8: I got a mail and message regarding successful submission of preferences but showing "label".**

**Solution:** It is suggested to candidate to login and check the application is properly filled without errors and application is complete with preferences.

## Division Allocation:

**Q1: The preference is showing "Label" instead of division preference.**

**Solution:** Kindly login again and submit the preferences even if SMS and email has been received.  
Use Desktop version of the website.

**Q2: I got a mail and message regarding successful submission of preferences but showing "label".**

**Solution:** It is suggested to candidate to login and check the application is properly filled without errors and application is complete with preferences.

### Points to be noted while filling Division Preferences

1. Submit button is only enabled only when u have selected all the preferences.
2. Partial preferences are not accepted.
3. Upon clicking submit button, Confirmation dialog appears to confirm the preferences.
4. Website reloads when too many request come at once. And resets the preferences not submit.

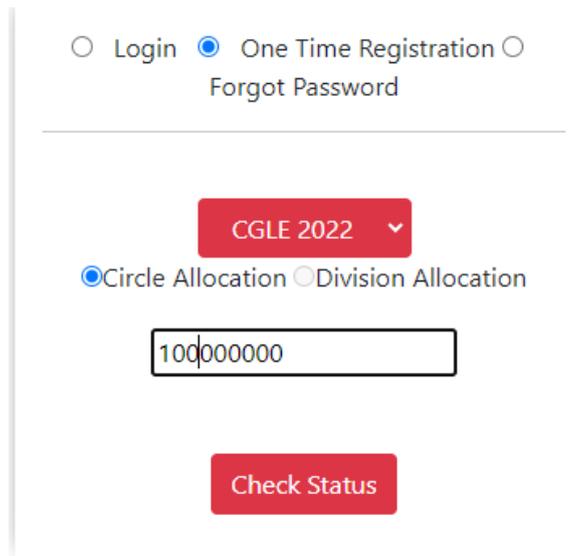
## Dubious Registration

Candidate can use this utility in order to report a candidate who has registered against their candidature.

This utility can also be used for making any changes in the application e.g. photo, sign or any other information updated wrong.

Step to report a dubious Candidate:

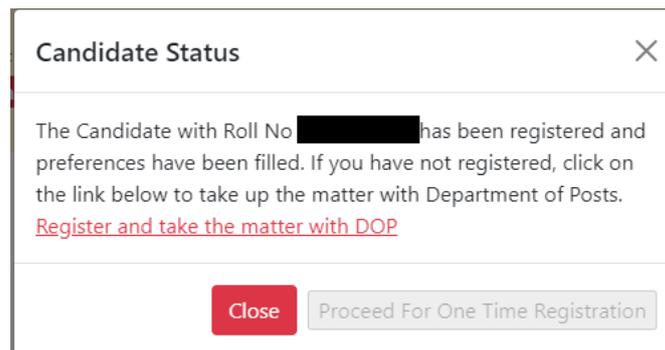
Step 1: Follow same instruction for OTR i.e. select OTR from radio button and select the exam give roll no and click on 'Check Status'



The screenshot shows a registration form with the following elements:

- Radio buttons for 'Login', 'One Time Registration' (selected), and 'Forgot Password'.
- A red dropdown menu showing 'CGLE 2022'.
- Radio buttons for 'Circle Allocation' (selected) and 'Division Allocation'.
- A text input field containing the roll number '100000000'.
- A red 'Check Status' button.

Step 2 if candidate has completed the registration process and filled preference given below dialog will appear.



The screenshot shows a dialog box titled 'Candidate Status' with a close button (X) in the top right corner. The message inside reads: 'The Candidate with Roll No [REDACTED] has been registered and preferences have been filled. If you have not registered, click on the link below to take up the matter with Department of Posts. [Register and take the matter with DOP](#)'. At the bottom, there are two buttons: a red 'Close' button and a grey 'Proceed For One Time Registration' button.

Step 3: Candidate can click on the red coloured link and follow instructions and register them as OTR (there is no difference in the process)

Step 4: Once candidate complete the registration process, Candidate will get user id and password. User id will post fixed with a 'underscore' and a 'number'. I.e. Temporary ID.

Step 5: Candidate can login using Temporary user id and password to give Preferences to complete the registration and preference process.

**Note 1:**

1. Merely registration thru this utility does not make the correction. It is as per discretion of the competent authority.
2. The application registered against dubious candidates is verified by competent authority, once it verified candidate will receive a mail regarding the same.

**Note 2:** Any other query can be send to '[cept@indiapost.gov.in](mailto:cept@indiapost.gov.in)' with subject as **"Allocation Portal Query"**