CEN No. 04/2025 (Section Controller)

FREQUENTLY ASKED QUESTIONS

Q.1	What is the opening date of Application for CEN 04/2025?
Ans.	The opening date of application is 15-09-2025.
Q.2	What is the closing date for submission of online Application for CEN 04/2025?
Ans.	The closing date for submission of online application is 14-10-2025@23.59Hrs.
Q. 3	What is the last date for application fee payment for the submitted application?
Ans.	The last date for payment of the application fee for submitted applications is 16-10-2025.
Q.4	What are the dates for Modification of application?
Ans.	Modification window will open only after closing date for submission of application and will be active from 17-10-2025 to 26-10-2025. If candidates wish to modify, change or correct any details except details filled in the 'Create an Account' form (including email id and mobile number) and Chosen RRB, they may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion.
Q.5	Are PwBD candidates eligible to apply?
Ans.	The suitability or otherwise of a post for PwBD has been indicated against post, under the column "Suitability for Persons with Benchmark Disability" with details of sub disability in Post Parameters Table (Annexure A).
Q.6	What is the eligible age to apply?
Ans.	Please refer para 5.0, 5.1, 5.2 & 5.3 of Detailed CEN for age eligibility criteria.
Q.7	What is the crucial date for reckoning age?
Ans.	The crucial date for reckoning age is 01.01.2026. Please refer Para No. 5.0, 5.1 and 5.2 of the detailed CEN for further details.
Q.8	What are post parameters (i.e., educational qualifications, medical standard & suitability of the posts for PwBD) for post of Section Controller?
Ans.	Please refer Annexure-A of detailed CEN for post parameters.
Q.9	My final results are expected after 14/10/2025. Can I apply?
Ans.	No. Candidates whose final results of prescribed educational/technical qualifications are pending as on the closing date for submissions of application (14/10/2025) are not eligible to apply. Candidates should possess prescribed educational / technical qualifications on or before the closing date for submission of application for this CEN.

Q.10	**Who are all eligible for Fee Relaxation?**
Ans.	SC, ST, Ex-Servicemen, Female, Transgender, Minorities and Economically Backward Class (EBC) candidates are eligible for fee relaxation. Please refer Para 7.0 (S. No. 2) of CEN.
Q.11	**Can we use a mobile to Create an Account and filling up of application?**
Ans.	Yes, smart mobile phone may be used for filling the application using web Browser.
Q.12	**What are the requirements to 'Create an Account'?**
Ans.	Candidates must have their own active mobile number and a valid personal Email ID for all communication during the entire duration of recruitment, as all communication with them will only be through SMS and/or email.
Q.13	**I have already created an account for previous CENs of railways. Should I create another account for CEN 04/2025?**
Ans.	NO. Candidates who have already Created an Account during any previous CENs are not required to Create an Account again; they should login using the same username and password to apply for CEN 04/2025.
Q.14	**How to apply?**
Ans.	Kindly refer to Para 14.1 to 14.5.2 for details on how to apply. Candidates must read all the information and instructions given in the detailed CEN carefully before filling the ONLINE application to prevent mistakes.
Q.15	**What is the procedure to 'Create an Account'?**
Ans.	If the candidate has not "Created an Account" till now, candidates must first "Create an Account". Before proceeding to fill up the application for this CEN - by clicking on "Apply" tab at application link home page, then click on 'Create an Account'. Fill in the required details in the ONLINE 'Create an Account' form and create a PASSWORD. Password should be a combination of capital letters, small letters, special characters and numbers. Confirmation SMS and Email will be received by the candidates after successful "Creation of Account".
Q.16	**Can I edit the 'Create an Account' details?**
Ans.	details filled in the 'Create an Account' form cannot be modified at any stage once the account is created.

Q.17	What document should I produce if I have already changed my name?
Ans.	Applicants must possess a Gazette Notification or any other legal document as applicable for name changes and should be submitted at the time of CBT, CBAT & DV. Date of such change or application for change should be prior to the date of submission of online application. Applicants should also have to fill the original name and the changed name during 'Create an Account'. In such cases, both the names will be reflected in the application.
Q.18	Why DigiLocker/Aadhaar Verification is required?
Ans.	Digi Locker/Aadhaar validation is required for smoother process at different stages of recruitment for the candidates themselves. Further, to ensure genuineness of candidature and to curb impersonation during CBT & CBAT. RRBs will not share Aadhaar details with any third party or use them for any purpose other than the objectives of this CEN. If applicants verify their identity & other primary details with alternate Photo IDs, they will be subjected to significantly stricter & more detailed scrutiny at every stage of recruitment process.
Q.19	What is next procedure after 'Create an Account'?
Ans.	After Create an Account, Log-in to the application in rrbapply.gov.in portal using RRB credentials or AADHAAR credentials. There are five broad sections to complete the online submission of application like Personal Details, Other Details, Educational Qualification, Upload Profile Documents, Preview and Preference& Submit The 12 details mentioned in "Create An Account" stage will pre-populate in the application which cannot be edited. Begin by entering all details, starting with Personal Details. After entering personal details, save and proceed to the next section and continue in this manner until reach the last section i.e., Preview and Preference & Submit, where a candidate can finally submit the online application for payment. After completion of fee payment process, the applicant will receive a confirmation on successful payment through email & SMS from RRB. After that, a candidate can take a printout of the submitted application containing the registration number. Note: Candidates who have already applied to RRB notifications of 2024 are advised to check data fetched from their previous saved data while applying for this CEN at respective pages of Personal Details, Other details and Educational of Application Module for correctness and then proceed further for submission of application for payment. Details filled in the 'Create an Account' form (Name, Father's name, Mother's name, Date of Birth, Gender, Nationality, Matriculation Roll No., Matriculation certificate Serial No., Matriculation certificate date, Matriculation Roll No., Matriculation certificate Serial No., Matriculation certificate date, email ID, mobile number and Aadhaar e-KYC details including chosen RRB) cannot be modified.
Q.20	What is the procedure to login?
Ans.	Go to the application link 'Home' page. Under the 'Apply' tab, select 'Already have an account' from the dropdown menu. Sign in to your account by entering registered mobile number or email ID or AADHAR credentials followed by Password, Captcha and then login.

Q.21	What should I do if I forget my password to sign into My Account?
Ans.	Click on the "Forgot Password" option at "Sign into Your Account" of login page. Enter either Aadhaar number or registered email/mobile number and date of birth. The revised password will be sent to the candidate's registered email ID only. Candidates have to login with revised password sent on their registered email.
Q.22	Where can I find the details of vacancies?
Ans.	The RRB-wise vacancies are at Annexure 'B'.
Q.23	What is the procedure for uploading the Live photograph?
Ans.	Candidate must capture a live photograph of theirs during the application process using either a webcam or the front camera of a smartphone. Uploading pre-existing photo is not permitted. Follow on screen guidelines for positioning, lighting, environment and attire.
	To use smartphone, Scan the QR code with mobile camera, login using user ID, password and OTP sent on the registered mobile number.
	The broad guidelines for capturing the Live Photograph of the candidate During Application are given below: a) Candidates are not required to upload a pre-existing photograph while applying. b) The application module is designed to capture a live photograph of the candidate at the time of filling up the application form. c) Live photo may be captured by web cam or by front camera (screen side camera) of the mobile phone. d) Ensure Dress yourself in **NON-WHITE** clothing, preferably in dark colours, to maintain contrast with the background e) For this purpose, the candidate must stand or sit in front of the camera when prompted by the application module and carefully follow the instructions below: • Ensure that the camera is positioned at eye level before capturing the photograph. • Position yourself directly in front of the camera and look straight ahead with a neutral expression. • Make sure your entire face is clearly visible and centered within the frame shown by the application module. • Ensure that your face is neither too close nor too far from the camera, and no part of the head or face is outside the delineated frame. • Do not wear a cap, mask, or glasses/spectacles while capturing the photograph. • Candidates may preview their captured photo and retake it if they are not satisfied with the image, until their application is submitted • Applications with photographs that do not comply with these guidelines are liable to be rejected. • The candidate's appearance during the entire process of recruitment must match the photograph submitted with the application. **Important Note:** Candidates must not attempt to take a picture of a printed or digital pre-existing photograph. Any application where such an image is submitted will be summarily rejected.

Q.24	What is the procedure for uploading the Signature? What type of signature should be uploaded?
Ans.	Candidates are required upload scanned copy of their signature, as per the specifications given below: • The signature must be written by the candidate only. • Use a black ink pen on white paper. • The signature must be, in running handwriting (i.e., cursive/joined letters), NOT in BLOCK, CAPITAL, or DISJOINED letters. The signature should be clear, legible, and entirely visible within the scanned area. **Specifications for signature:** • Scan the signed paper using a minimum resolution of 100 DPI. • Image file format: JPG/JPEG only • File size: Between 30 KB and 49 KB • Image dimensions: Minimum 140 pixels (width) × 60 pixels (height) • The scanned signature must be positioned within the designated scan box on the application form: Box size: 35 mm (width) × 20 mm (height). The signature image should be centred within this box Please refer to Para No.14.5.1 for the Grounds for Rejection of Online Applications Related to Signature
Q.25	How can I pay the fees?
Ans.	The fees can be paid only ONLINE through Net banking or Credit card or Debit Card or UPI services. All applicable service charges shall be borne by the candidate in addition to the fees. Please be cautious about genuineness of the mode of payment as well as closing date and time for online payment against this CEN, while making payment. Avoid unauthorised websites
Q.26	How do I know that my application is finally submitted & Can I take printout?
Ans.	Provisional acceptance of submitted ONLINE application will happen only after successful payment at RRB end. The applicant will receive a confirmation through email & SMS and after that candidates can take printout of the application.
Q.27	My application is accepted and also my E call letter is generated. Does this imply that I am accepted at all stages of recruitment process?
Ans.	Admission to all stages of the recruitment process shall be provisional, subject to the candidate satisfying all the prescribed eligibility conditions. The mere issuance of an E-call letter does NOT imply that the candidature of the candidate has been accepted for the subsequent stages of the recruitment process by the RRB. At the time of CBT, the appropriateness, authenticity& genuineness of their Photograph & Signature will be verified along with the other required credentials of the candidate before allowing them to take the CBT. Credentials of the candidates will be verified along with the authenticity of their submitted information at subsequent recruitment stages i.e. PET/Medical Examination/Document Verification.

Q.28	What are the stages of recruitment process and how do I know the schedules?
Ans.	Single stage Computer Based Test (CBT), Computer Based Aptitude Test (CBAT), Document Verification (DV) and Medical Examination (ME). Information on CBT schedule and venue will be given to eligible candidates in due course through RRB websites, SMS and Email. Request for postponement of any of the stages of CBT or for change of venue, date and shift will not be entertained under any circumstances.
Q.29	I am a PwBD candidate, shall I use a scribe for CBT?
Ans.	In case of persons with benchmark disabilities (PwBD) in the category of Blindness, Locomotor Disability (Both Arm affected – BA) and Cerebral Palsy, the facility of scribe shall be given, if so desired by the person. In case of other category of persons with benchmark disabilities, the provision of scribe can be allowed on production of a certificate to the effect that the person concerned has physical limitation to write and scribe is essential to write examination on his behalf, from the Chief Medical Officer/Civil Surgeon/Medical Superintendent of a Government Health Care institution. The candidate can avail the assistance of scribe after producing the certificate as per Annexure VIII(G) and submission of letter of undertaking as per Annexure VIII(D) at the examination centre. Candidates eligible for scribe as explained above and wish to avail the scribe facility must opt for scribe in their online application. Scribe eligible candidates will have to arrange for the scribe on their own at their own cost.
Q.30	How to avail the facility of scribe for eligible candidates in the CBT?
Ans.	a) Scribe eligible candidates must ensure that their scribe is registered with RRBs at rrbapply.gov.in(please refer para 11.7.7 regarding Registration of scribe in the Detailed CEN-04/2025) b) They Should Log on to application portal during a 5-day window provided immediately after the Modification Window closes, to furnish scribe details. c) Enter your scribe's One-Time Registration (OTR) Number. An OTP will send to your scribe's registered mobile number. d) Must enter the OTP sent to the scribe's registered mobile number to confirm the scribe.
Q.31	What is the procedure for registration of scribe?
Ans.	a) Any person engaged as a scribe by a scribe-eligible candidate must register on the RRB portal at rrbapply.gov.in by navigating to the Home page → Scribe Registration b) Upon successful registration, an OTR number will be generated and sent to the scribe's registered mobile number. c) Only registered scribes with valid OTR numbers will be permitted offer their services as scribe. (Please Refer to para no. 11.7.8 and 14.6 in the Detailed CEN-04/2025)
Q.32	How many Pay Levels are there in CEN 04/2025?
Ans.	There is one pay level in CEN 04/2025. (Level-6)

Q.33	**Can I apply to more than one RRB for the same pay level?**
Ans.	NO, YOU SHOULD NOT. Applying to more than one RRB for the same Pay Level will result in the rejection of all applications for that Pay Level and will lead to debarment from all future examinations of RRB and RRC.
Q.34	**What is the crucial date to claim SC/ST/OBC/EWS status?**
Ans.	Community /category status for SC, ST, OBC-NCL and EWS as on the closing date of submission of applications against this CEN shall only be considered for reservation and related benefits as per eligibility. Any change in this status there after shall not be considered. Please refer para 8.0 (Vertical Reservation) of the detailed CEN for complete information. Candidates seeking reservation on the basis of SC/ ST/ OBC/ EWS status must ensure that they possess the caste/ community certificate as on the closing date for submission of application of this CEN. During DV, such candidates should produce their original caste/community certificate (in prescribed format) valid as on the closing date for submission of application i.e. 14.10.2025.
Q.35	**Whether OBCs present in state list are eligible for OBC-NCL reservation?**
Ans.	OBCs present in the State list but not covered in the central list of OBCs (as per the latest list in http://www.ncbc.nic.in) are NOT eligible to claim the reservation.

Q.36	What is the criterion for availing reservation under EWS?
Ans.	Refer para 8.13 of the detailed CEN for complete information.
Q.37	What is the crucial date for PwBD certificate?
Ans.	PwBD candidates must possess their disability certificate on or before closing date of online application i.e., 14.10.2025.
Q.38	I am currently serving in the armed forces can I apply as an Ex-Serviceman?
Ans.	For the armed services personnel who have been serving in armed forces on the closing date of application submission, shall submit "Employment certificate with probable date of discharge from service" as per Annexure VII which is VALID as on closing date of submission of Online application for this CEN. Further, a self-declaration of Undertaking as per Annexure VII (A) is to be submitted to claim Ex-servicemen reservation benefits, by all at the time of Document Verification.
Q.39	I have already secured Civil employment as an Ex-Serviceman. Am I eligible for Ex-Serviceman benefits against this CEN?
Ans.	Ex-Serviceman candidates who have already secured Civil employment under Central Government in Group 'C' & erstwhile Group 'D' (including PSUs, Autonomous Bodies/Statutory Bodies, Nationalized Banks etc) after availing of the benefits given to Ex-Servicemen will be permitted only the benefit of age relaxation as prescribed for Ex-servicemen for securing another civil employment in a higher grade or cadre in Group 'C'/erstwhile Group 'D' under Central Government. Such candidates will not be considered against the vacancies reserved for Ex-Servicemen. Please refer para 10.0 to 10.6 of the detailed CEN for complete information.
Q.40	Who should produce NOC at the time of Document Verification?
Ans.	Candidates serving (including those undergoing induction training/probation) in any Central/State Government Department including Railways or Public Sector Undertakings, may apply directly to the RRBs duly informing their employer. Shortlisted candidates should produce an NOC from the employer on the date of DV, failing which their candidature will be cancelled. It is the sole responsibility of the candidate to submit the NOC from his/her current employer within the prescribed time limit during/at the time of Document verification/empanelment/appointment, failing which his/her candidature/empanelment/appointment will be rejected & cancelled. Please refer to Para No. 12.0 of the notification.
Q.41	After submission of application, I have joined in Central/State Government/Public Sector Undertakings. Do I have to Produce NOC at the time of DV?
Ans.	Yes. Though you have joined service in any of the Central/State Government/Public Sector Undertakings after submission of application, you are required to produce NOC at the time of DV, failing which your candidature/empanelment will be cancelled.
Q.42	In the application, only matriculation is visible at educational qualification page. How do I add my other qualifications?
Ans.	Click on 'Add' button, fill in the Qualification details and click on 'Add' button again.

Q.43	What date should I enter in the application if only the month and year of passing are mentioned on the matriculation certificates?
Ans.	In case the date is unavailable on 10th certificate, enter the last date of the month mentioned on the certificate. For Example: April-2024 should be mentioned as 30-04-2024.
Q.44	What all documents are to be uploaded in total?
Ans.	Candidates have to upload Candidate Signature in JPG/JPEG format as per specifications given in the CEN and SC/ST Certificate (For Candidates Requesting Free Train Travel Pass) in PDF format as per specification given in the CEN.
Q.45	What should be size of the scanned documents to be uploaded?
Ans.	The size of the scanned documents to be uploaded are as follows: 1. Caste certificate: The caste certificate should be up to 400 KB in pdf format. 2. Signature: Signature should be between minimum resolution of 100 DPI, dimensions: Minimum 140 pixels (width) × 60 pixels (height), 30 KB to 49 KB in JPG/JPEG format. The scanned signature must be positioned within the designated scan box on the application form. Box size: 35 mm (width) × 20 mm (height). Ensure that the signature is centered within the specified box dimensions.
Q.46	I have undergone LASIK surgery. Am I eligible to apply?
Ans.	Candidates who have undergone LASIK surgery or any other surgery procedure to correct refractory error are not eligible for posts that require Medical Standards A2. Please refer Para 3.0 Note (b).
Q.47	What should I do, if I don't have Aadhaar?
Ans.	Candidates are advised, in their own interest, to authenticate their identity using Digilocker or Aadhaar during the " Create an Account " stage. If they missed this stage, they can still authenticate during the online application details filling process by using the "Verify Aadhaar" facility and providing their Aadhaar details. This must be completed before final submission of application for a particular CEN. This will facilitate a smoother process at different stages of recruitment for the candidates themselves. If applicants verify their identity & other primary details with alternate Photo IDs, they will be subjected to significantly stricter & more detailed scrutiny at every stage of recruitment process.
Q. 48	Can I change my password?
Ans.	Yes. Candidates should first log in using the old password. After logging in, Candidates then can change their old password by accessing the 'Change Password' option available on the upper right-hand side of the online application page.
Q. 49	Can I change my 'Chosen RRB'?
Ans.	You cannot change the 'chosen RRB' after submission of application.
Q.50	Can I edit my details during the application process?
Ans.	Yes. Any details in the application other than the details entered during 'Create an Account' can be edited till the application is submitted and registration number generated.

Q.51	Can I edit my application details after submission of online application before making payment?
Ans.	No, candidates cannot edit details after submission of application. Candidates are advised to re-check the detailed filled by them in application preview at Preference and Preview & Submit page for correctness and further submit application if all the information is correct since no change is permitted after submission of application for payment. If any information is found incorrect at application preview, they can click on 'Edit' button and rectify the incorrect information at respective page of application module, then again preview application for correctness and submit the application. After submission of the application, pay the requisite examination fee and complete the payment process. If a candidate wishes to modify, change or correct any details except details filled in the 'Create an Account' form (12 details and chosen RRB), they may do so by paying a modification fee of Rs.250/- (non-refundable) for each occasion during the modification window from 17-10-2025 to 26-10-2025.
Q.52	My Date of Birth in Matriculation certificate is different from Aadhaar or other ID. Which Date of Birth I have to enter in application?
Ans.	Before submitting the application, Date of Birth in Aadhaar or other IDs needs to be corrected. However, only Date of Birth as per Matriculation certificate to be entered in application.
Q.53	Can I edit my details during the application process?
Ans.	Yes, any details in the application other than the details entered during the 'create an Account' can be edited till the application is submitted and registration number is generated.
Q.54	I have wrongly mentioned my community/caste in the application. Can I modify my community/caste after submission of application?
Ans.	Yes, editing of details is allowed during Modification window period only by paying prescribed fee. However, after Modification window period is closed editing of details is not allowed. You must submit Community and caste as per the online application during the Document Verification process, failing which your candidature will be considered under 'Unreserved' category only subject to fulfilment of all eligibility conditions.
Q.55	Who are eligible for 'Free Travel Authority' (free Railway Pass)
Ans.	Free Sleeper Class Railway Pass admissible to SC & ST candidates (on request), will be provided with their e-call letter for various stages of selection viz., CBT/CBAT/ DV/ Medical Examination (as applicable) as per details and valid caste certificate furnished in their ONLINE application. at community section of Personal details page, they can avail the same by choosing 'Yes' option from the drop down under 'Do you wish to avail free rail travel pass for the exam' and fill up 'Nearest Railway Station'. Only candidates wish to avail free rail travel pass will be asked to upload their Caste Certificate.
Q.56	How do I avail 'Free Travel Authority' (free Railway Pass)
Ans.	While booking train reservation and travelling, the original SC & ST community certificate must be shown to authorized Railway staff concerned, for verification of genuineness of the candidate. Any misuse of this free travel facility, shall lead to rejection of candidature at any stage of the selection process including debarment for future examinations.

Q.57	I am unable to upload my Caste Certificate.
Ans.	Check whether the scanned document is in 'PDF' format (up to 400 KB).
Q.58	Crucial date for educational qualification? Can candidates whose result expected after 14/10/2025 apply?
Ans.	Candidates (Existing/New) must possess their educational/ technical qualification on or before closing date of window period for submission of application i.e., 14/10/2025. Candidates waiting for final results of prescribed educational/technical qualification are not eligible to apply.
Q.59	What is EBC?
Ans.	EBC is 'Economically Backward Class'. Economically Backward Class (EBC) candidates are those whose annual family income is less than Rs.50,000. Candidates should not confuse ECONOMICALLY Backward Class with OTHER Backward Class (OBC) or ECONOMICALLY Weaker Section (EWS).
Q.60	What are the benefits given to EBC candidates? Are EBCs eligible for reservation benefits?
Ans.	EBC candidates are given 'Fee concession' only but they are not eligible for reservation benefits.
Q.61	What will happen if a candidate failed to produce EBC Certificate?
Ans.	If a candidate availed fee concession as EBC, he/she should have a valid Income Certificate (as per Annexure IV of the CEN) or BPL Card or any other certificate issued by Central Government under the recognized poverty alleviation program or IZZAT MST issued by Railways before submission of online application and will require to submit at the time of Document Verification, failing which his/her candidature will be rejected. Refer Para 7.0 of detailed CEN for complete information.
Q.62	Who is included under minorities?
Ans.	Minorities include Muslims, Christians, Sikhs, Buddhists, Jains and Zoroastrians (Parsis) which were given minority status by the State/UT where the candidate belongs, subject to evasion/deletion/inclusion if any received till last date of submission of online application.
Q.63	What are the benefits given to Minorities candidates? What will happen if a candidate failed to produce an affidavit for minority community declaration during document verification?
Ans.	Minorities candidates are given 'Fee concession' only and not eligible for reservation benefits. Minority candidates claiming waiver of examination fee will be required to submit an affidavit for minority community declaration (as per Annexure V of the CEN) on non-judicial stamp paper mentioning their minority community at the time of Document Verification, failing which their candidature will be rejected.

Q.64	What is the syllabus for CBT?
Ans.	Please refer Para 13.1 of detailed CEN for CBT syllabus.
Q.65	Who all are eligible for "Refund of examination fee"?
Ans.	Candidates who attend CBT only are eligible for "Refund of examination fee" (duly deducting bank charges). Refer to Para 7.3 of the Detailed CEN-04/2025. There will be no refund of examination fee for erroneous, incomplete or rejected applications. **Note: Modification fee is non-refundable.**
Q.66	Will there be Negative Marking?
Ans.	Yes, there shall be negative marking @1/3rd mark for each wrong answer in CBT.
Q.67	Where should I choose my Choice of Language for my examination?
Ans.	Candidates can choose one language from a list of 15 languages available in the drop-down menu under 'Personal Details' page. CBT questions will be displayed in the chosen language and in English.
Q.68	What is the use of application Registration Number?
	Candidates are advised to note and remember their Registration Number of submitted application till the completion of recruitment process. Registration Number will be used for further stages of recruitment process and correspondence with RRBs. Refer to Para 16.0 (b) (iv) of the Detailed CEN 04/2025.
Q.69	What are the likely reasons for rejection of applications?
Ans.	Please refer para 18.0 of the detailed CEN.
Q.70	Whom should I contact in case of queries related to submission of application?
Ans.	Helpline for candidates: For any queries related to submission of Application of CEN (10:00 AM to 5:00 PM on all working days). Email: rrb.help@csc.gov.in Phone:9592001188/01725653333

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