एचपीसीएल राजस्थान रिफाइनरी लिमिटेड
HPCL Rajasthan Refinery Limited

Advt. No. - HRRL/RECT/02/2025

HRRL Recruitment 2025 – Frequently Asked Questions (FAQs)

A. ELIGIBILITY CRITERIA:

1. Can I apply for more than one position?

Yes. Candidates may apply for more than one position, provided they meet the eligibility criteria for each. Separate applications and applicable fees must be submitted for each position. Shortlisting will be based on the position for which the candidate submitted their first application.

2. Is this a permanent job or a contractual appointment?

All positions advertised are for regular appointment with HRRL, subject to successful completion of probation period as per the company's rules and verification of requisite eligibility criteria, including antecedent verification.

3. Will I be posted at Site location or any other location?

Selected candidates may be posted at HRRL's Refinery Project site at Pachpadra, Rajasthan, or at any other location under HRRL as per the organizational requirement.

4. Are final-year students eligible to apply?

No. Only candidates who have completed all requirements of their qualifying degree by the cut-off date are eligible to apply, i.e. 11th July 2025.

5. Can I apply if I have a backlog in any semester?

Candidates with active backlogs or pending results as of the cut-off date (11th July 2025) are not eligible to apply. All backlogs must be cleared on or before the cut-off date.

6. Are part-time or distance education degrees accepted?

No. Only full-time regular qualifications from AIU/UGC/AICTE/State Technical Board approved institutions are acceptable. Distance learning or part-time degrees are not eligible.

7. Are current PSU employees eligible to apply?

Yes. Employees working in other Public Sector Undertakings or Government organizations may apply, subject to fulfilling eligibility criteria and submitting NOC at the time of interview. Without NOC, candidates will not be allowed to appear for the interview process

B. APPLICATION PROCESS

8. Is there any application fee? How can I pay it?

Yes. Application fee of ₹1000/- + GST@18% i.e. ₹180/- (+ payment gateway charges if applicable) is applicable for UR, EWS, and OBC-NCL candidates. SC/ST/PwBD are exempted. Payment must be made online through the recruitment portal.

9. What documents do I need to upload while applying?

You need to upload your recent photograph and HRRL Bio data format.

10. Can I edit my application after submission?

No. Once submitted, the application cannot be edited. Ensure all details are correct before final submission.

11. Will I receive a confirmation after submitting the form?

Yes. A confirmation email or message will be sent upon successful submission.

12. What if I face a technical issue while applying?

In case of technical issues, candidates are advised to reach out to the support email– career@hrrl.in provided on the application portal along with the Screenshot of the error occurred.

13. I made a mistake in my application—can I submit a fresh one?

Yes, you may submit a fresh application using a different email ID if a mistake was made in the previous one. In case of multiple applications for the same post, only the latest application will be considered.

Please note:

- Multiple applications for the same post are allowed only if each application is submitted with a unique email ID.

- However, candidates can apply for multiple posts using the same email ID.

14. My internet failed during payment / a payment error is showing — how can I check if my application was submitted and the payment status?

You can log in again to the application portal using your credentials to check the status of your application and payment. Please ensure that your Application Number is entered correctly while making the payment to avoid such errors.

15. Will HRRL refund the Application fee in case my candidature is rejected due to any reason?

No, the Application fee once deposited is neither refundable nor adjustable for future recruitment.

16. I submitted my form but forgot to note the application number. How do I retrieve it?

You can retrieve your application number by logging into your account using your registered email and password.

17. Why are banking details asked at the time of application?

Banking details may be used for administrative processing such as refunding fee (if applicable) or for candidate identification purposes.

18. If I have work experience, how do I enter work experience in the application form?

You must enter details of all relevant employment, including dates, designation, organization, and roles, as per the format provided in the form. Work experience is to be entered in reverse chronological order, i.e., latest experience will be entered in the first row and next latest will be added in the subsequent rows. Work experience will be counted post successful completion of Qualifying Degree.

19. Where the university does not give percentage and only gives Grades/CGPA/OGPA, how to fill-in the % of marks in the online application?

The Grades/CGPA/OGPA should be converted into % as per conversion formula applied by the Institute/ University. A Percentage Conversion letter is to be obtained from the University. If university/ institute has no conversion formula, a letter is to be obtained from the University confirming the same.

20. I belong to EWS category and required to submit Income & Asset certificate against which year?

Candidates belonging to EWS category are required to submit an Income and Asset certificate issued by Competent Authority prescribed under point no. 5 of Department of Personnel and Training's O.M No. 36039/1/2019-Estt(Res) dated 31.01.2019. The condition prescribed for Unreserved category in the matter of age shall apply to EWS candidates.

For getting the benefits of reservation under EWS category, the Income and Asset Certificate shall be valid for the financial year 2025-26 and should have been prepared on the basis of income and asset verification for the financial year 2024-25.

21. What if I forget my log-in Id and password or want to change them in future?

You can reset your password using the "Forgot Password" option on the portal. The login ID is usually your registered email.

22. How do I register for the online application?

Visit the careers section on the HRRL website, select the relevant advertisement, and follow the step-by-step instructions to register and apply.

C. JOB NATURE, POSTING, EXPERIENCE

23. What is the probation period and placement policy after selection?

Selected candidates will be on probation for one year. On successful completion, they may be placed at any unit of HRRL as per the organizational need.

24. What kind of experience is considered relevant?

Only full-time, post-qualification experience in a relevant domain from a registered organization is considered. Internship, training, or part-time work is not considered as experience.

25. I have internship/project work—will that count as experience?

No. Internships, academic projects, apprenticeship, or training do not qualify as relevant work experience. Please refer to Advt. Clause No. 45 for detailed Information.

D. CERTIFICATES & RESERVATION

26. Which certificates are required for claiming reservation or age relaxation?

Candidates claiming reservation or age relaxation under SC/ST/OBC-NCL/EWS/PwBD/Ex-servicemen categories are required to produce valid certificates in the prescribed format issued by the competent authority. For complete details regarding certificate formats, issuing authorities, and validity criteria, candidates are advised to refer to the relevant section of the detailed advertisement available on the HRRL website (www.hrrl.in). Category Format can be downloaded from the HRRL website download section

27. Can I produce provisional certificates during verification?

Provisional certificates may be accepted for recent graduates; however, final documentation must be submitted before appointment.

28. Will my candidature be rejected if my documents are incomplete?

Yes. Incomplete or incorrect documents may lead to disqualification at any stage of the selection process.

29. What if I belong to a reserved category but apply under UR (unreserved)?

You will be considered under the UR category and cannot claim reservation benefits including age relaxation or fee exemption.

30. My OBC certificate is older than one year—will it be accepted?

No. The OBC-NCL certificate must be issued within one year from the closing date of application and should be in Central Government format.

Further the OBCNCL candidates will have to give a self-undertaking, at the time of Personal Interviews in terms of DOPT memo No. 36012/22/93-Extt. (SCT) dt. 08.09.1993 if called for, indicating that they belong to OBC-Non-Creamy Layer.

31. Are women candidates eligible for any special reservation or relaxation?

No separate reservation is provided for women; however, they may be eligible for other applicable category relaxations.

32. I fall under PwBD category—what support is provided during CBT?

PwBD candidates who are eligible and permitted to use a scribe, as per Government of India guidelines, shall be allowed **compensatory time of 20 minutes per hour** during the Computer Based Test (CBT).

All such provisions shall be extended strictly in accordance with the extant instructions issued by the Government and subject to submission of valid supporting documents.

E. TEST CENTRES & EXAM DAY

33. Can I choose my preferred test centre while applying?

Yes, the test centre can be selected from the drop-down list in the application form. However, once the form is submitted, no request for change in the test centre will be entertained.

34. What if my preferred exam city is not available?

In such cases, HRRL reserves the right to allot a nearby city. The decision will be final and binding.

35. What documents do I need to carry to the exam centre?

You must carry your admit card, original photo ID proof (Aadhaar, Passport, PAN, Voter ID, etc.), and any documents as instructed.

36. Will HRRL reimburse travel expenses for appearing in the test/interview?

No travel reimbursement is provided for the CBT. However, SC/ST/PwBD candidates called for the interview may be reimbursed 2nd class rail fare (for more than 30 KMs) as per rules.

F. SELECTION PROCESS

37. Is the Computer-Based Test (CBT) common for all roles?

The Computer Based Test (CBT) is applicable for **all positions up to Grade E2**. Positions **above E2 grade and Medical Officer** are **exempted** from CBT.

38. What is the syllabus for CBT and its duration?

The CBT consists of General Aptitude and Technical/Professional Knowledge relevant to the position. Duration is typically 2 hours. Syllabus will be uploaded on HRRL website.

39. Will there be negative marking in the CBT?

No. There will be no negative marking in the Computer Based Test.

40. Will all candidates have to appear for Group Task/Discussion and Interview?

Shortlisted candidates based on CBT scores will be called for Group Task/Group Discussion and Personal Interview as applicable.

41. Will interviews be conducted in person or virtually?

Interviews are expected to be conducted in person. However, HRRL reserves the right to conduct them virtually if required.

42. When will document verification take place?

Document verification will be conducted for shortlisted candidates at the time of the interview or final selection stage.

G. HELP & CONTACT

43. Whom should I contact in case of queries related to the application?

For any recruitment-related queries, candidates may write to us at **career@hrrl.in**. Ensure to mention your name, application number (if available), and the nature of your query for quicker resolution.

44. My bank account has been debited with the payment, but HRRL application status shows pending. What should I do?

Wait for 24–48 hours. If the status is still pending, contact the recruitment helpdesk with your transaction reference number.