

| Issue Category | Ticket/Issue Type (Through Email or Call) | Minimum Information Required while reporting the issue to Helpdesk/ enquiry@mahapariksha |
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| Profile Registration | Not able to find the advertisement or Registration Login link of an exam on Mahapariksha portal | <ol style="list-style-type: none"> 1. Email Id being used/inputted for profile creation 2. Name of the Department Exam/ Registration Link of Mahapariksha Portal 3. Username -If the applicant remembers or available 4. Contact Details - If Available |
| | Didn't receive the activation mail after profile registration/ Activation Link received on registered mail has expired or Activation Link received on registered mail not working | |
| | Not able to create a profile Login through register option/ I had created the profile but forgot the user name or password | |
| Issue in Filling the Application Form | While completing the online registration, not able to save or submit a particular details/page of the application form | <ol style="list-style-type: none"> 1. Name of the Department Exam/ Registration Link of Mahapariksha Portal 2. Username 3. Registered Email Id & Mobile Number 4. Browser Used for registration - Chrome/IE/Mozilla 5. Screenshot of the issue faced 6. Any additional description/details |
| | I am fulfilling all the eligibility criteria of age, education qualification and other rules as per the advertisement but not able to proceed to apply for a particular post | |
| | Not able to edit photo/signature/other details as I have not submitted or completed the application form | |
| | Amount /Fees calculated is not correct as per the details mentioned in the advertisement | |
| Filled Application Form | Some of the information provided during online application registration is not visible in front end of My Profile | <ol style="list-style-type: none"> 1. Name of the Department Exam/ Registration Link of Mahapariksha Portal 2. Application Id/Registration Id 3. Name, Registered Email Id & Mobile Number 4. Browser Used for registration - Chrome/IE/Mozilla 5. Screenshot of the issue faced (If Available) 6. Any Id proof (Scan Copy) - Aadhar/VoterId etc. 7. Any additional description/details |
| | The details of the printed pdf application form do not match with the details filled during online registration | |
| | Correction of details/particulars filled or submitted in the application form | |
| | Not able to view or preview or download the filled application form | |
| Online Payment | Online Payment declined multiple times | <ol style="list-style-type: none"> 1. Name of the Department Exam/ Registration Link of Mahapariksha Portal |

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| | <p>Amount has been deducted from Bank Account or Credit card/debit card but didn't receive the payment confirmation</p> <p>Payment charged multiple times for a single payment/transaction</p> <p>The Reference Transaction Id of successful payment not showing in the Application Form or in printed Application Form Details in My profile</p> | <p>2. Application Id/Registration Id</p> <p>3. Name, Registered Email Id & Mobile Number</p> <p>4. Browser Used for registration/online payment -Chrome/IE/Mozilla</p> <p>5. Screenshot of the issue faced (If Available)</p> <p>6. Reference Transaction Ids with Time stamp (If Available)</p> <p>7. Any Id proof (Scan Copy) - Aadhar/VoterId etc.</p> <p>8. Any additional description/details</p> |
| Hall Ticket Issue | <p>Not able to trace or remember the application Id, Don't have copy or print of filled application form</p> <p>The Applicant personal details (Name/DoB/Gender/PH Type etc.) not correct on the hall ticket as per the filled application form</p> <p>Not able to download the hall ticket after logging in</p> <p>Hall ticket received with same exam date and same time slots for 2 different posts/exams</p> <p>Hall ticket received with for 2 posts/exam for 1 exam date, different slots but different exam center/cities</p> <p>Login for Hall ticket download gives a message of invalid or unauthorized login</p> | <p>1. Name of the Department Exam/ Registration Link of Mahapariksha Portal</p> <p>2. Application Id/Registration Id</p> <p>3. Name, Registered Email Id & Mobile Number</p> <p>4. Browser Used for registration/online payment -Chrome/IE/Mozilla</p> <p>5. Screenshot of the issue faced (If Available)</p> <p>6. Reference Transaction Ids with Time stamp (If Available)</p> <p>7. Any Id proof (Scan Copy) - Aadhar/Voter ID etc.</p> <p>8. Any additional description/details</p> |
| Exam Day Issues | <p>Delay at registration desk</p> <p>Biometric details not captured before online exam/ Signature and candidate Id verification process not followed properly</p> <p>No arrangement for keeping personal belongings</p> <p>Improper facility for drinking water, washroom etc..</p> <p>Mass copying or an invigilator helping candidate(s) with answers</p> <p>Candidates carrying mobile phone, digital watches, digital calculators or any such items prohibited in the exam as per hall ticket instruction</p> <p>Time Allocated for online exam was not as per time mentioned in Hall ticket/advertisement</p> | <p>1. Name of the Department Exam</p> <p>2. Exam Date, Slot Details and time</p> <p>3. Exam Center/City</p> <p>4. Name & Application Id/Registration Id</p> <p>5. Registered Email Id & Mobile Number</p> <p>6. Hall Ticket scan copy (If Available)</p> <p>7. Any additional description/details</p> |

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| | <p>Didn't get the additional allocated time for PH candidates</p> <p>Issues with computers/mouse allocated in the exam center</p> <p>CCTV Cameras not working properly</p> <p>The Invigilators and other technical /exam staff members were not trained properly</p> <p>The space provided for sitting was not sufficient and very crowded</p> <p>No partition or improper partition between 2 computer nodes</p> <p>Questions texts/images not visible completely on the screen</p> <p>Was not able to submit or view the submitted responses in the end</p> <p>Got a message that your responses have not been submitted</p> <p>Was asked to change computer node/system after few minutes of exam start</p> <p>Power/electricity issues at exam center</p> <p>The Exam console got stuck multiple times while submitting the response</p> | |
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| Question Paper Objection | <p>English to Marathi Translation and vice versa was not in sync or incorrect</p> <p>Question was not complete or truncated</p> <p>The image or text/graphics used in question was not visible</p> <p>None of the options were correct</p> <p>More than one option was correct</p> <p>Options were not visible/blurred, or question was not visible/blurred</p> <p>Spelling Mistake in question or option</p> <p>Number of overall questions or questions per section was not as per the advertisement details</p> <p>Questions were repeated in the same section</p> | <p>1. Name of the Department Exam</p> <p>2. Exam Date, Slot Details and time</p> <p>3. Exam Center/City</p> <p>4. Name & Application Id/Registration Id</p> <p>5. Registered Email Id & Mobile Number</p> <p>6. Hall Ticket scan copy (If Available)</p> <p>7. Section Name & Question Number</p> <p>8. Any reference content/link/docs/screenshot for objection proof</p> |

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| | Out of Syllabus question | |
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| Result /Marks Issue | <p>As per the revised answer keys published on portal my marks should have increased by "X" Marks, but it has not increased</p> <p>My total obtained marks shown on the portal are not correct as per the revised answer key</p> <p>I want the total attempted, total correct and total incorrect count for myself for this exam</p> <p>I want to know the actual marks scored by me before normalization of scores</p> <p>I want the individual response sheet for myself so that I can analyze the same with the published answer keys</p> <p>I want to know the normalization process and logic used for this exam</p> <p>I want to know how much marks I lost because of negative marking or incorrect answers</p> | <ol style="list-style-type: none"> 1. Name of the Department Exam 2. Exam Date, Slot Details and time 3. Exam Center/City 4. Name & Application Id/Registration Id 5. Registered Email Id & Mobile Number 6. Hall Ticket scan copy (If Available) 7. Expected and obtained score |