

GAIL (India) Limited
Frequently Asked Questions (FAQs)
GAIL/OPEN/MISC/3/2021

Sl. No.	Query	Reply
1	In my degree course only CGPA/CGPI/OGPA/GPA/CPI has been awarded in place of percentage of marks. Can I mention it in online application?	Wherever CGPA/CGPI/OGPA/GPA/CPI or letter grade in a Degree is awarded, equivalent percentage of marks should be indicated in the application as per norms adopted by University/ Institute. Candidates will be required to submit documentary proof/ certificate to this effect from the Institute/ University at the time of the Selection Process, if shortlisted for the same. Entering CGPA/ OGPA/ CPI will lead to rejection of your candidature.
2	I have made the payment in portal. How do I obtain the receipt number to fill in the application form?	Please refer User Manual hosted in GAIL website before making the payment: https://gailonline.com/CRApplingGail.html
3	I have made payment using the link given in advertisement. But the status is showing as “pending” and I am not able to get the payment receipt.	To get immediate assistance for transaction query, Applicant can raise ticket for transaction related queries. Please find below steps to raise ticket for transaction queries, 1. Visit https://www.ccavenue.com 2. Click on Contact (Top right corner) → click on CUSTOMERS having transaction queries → Here, customer can mention their query related to transaction with required transaction details and Submit. OR Customer/Applicant may directly get in touch for transaction related queries through email: customercare@ccavenue.com If the issue is still not resolved you may write to us at career@gail.co.in using subject “Query: GAIL/OPEN/MISC/3/2021” with all the relevant screenshots. GAIL does not take the responsibility of responding to if emails are sent without the mentioned subject.
4	My payment status is showing pending. As I need to wait for the confirmation from bank before filling the online application form, will I get time extension in case payment confirmation is received after the last of submitting online application?	Candidates are advised to make the payment well before the closing date of application so that in case of such payment confirmation issues, sufficient time is available to resolve the issues.

5	I will apply on the last date as my experience is showing short by few days. (I will meet the required experience criteria on last day). Will I get extension in case my payment status shows pending on the closing day of application?	Candidates are advised to make the payment well before the closing date of application. No extension will be provided after the last date of application.
6	I have made some mistakes while filling the application. Can I make changes now?	Applications once submitted cannot be edited.
7	I belong to SC/ST/EWS/OBC (NCL)/PwBD category and from where I can get the prescribed formats of certificates?	Prescribed format of certificates for SC/ST/EWS/OBC(NCL)/PwBD categories are available career section of GAIL website. Candidates may access the same using the following path/link: https://gailonline.com/CrcurrentSCformdownload.html
8	Can I apply by sending email / Bio-data / Resume etc .	No. Applications can be submitted only online through GAIL website. No other means / mode of application shall be accepted
9	I have also applied previously in GAIL. Can I use my previous user id / login details / email for the current opening.	No. You have to create a new user-id to apply again.
10	What if my OBC-NCL/SC/ST/PwBD is not in prescribed format? Can I fill up the application form now?	Kindly note that the candidate has to ensure whether he/she is possessing relevant caste or PwBD certificate as per the eligibility criteria mentioned against respective post which he/she is applying to. Once the same is established, candidate may apply against the respective post even if the current certificate in his/her possession is not in prescribed format. However, candidate is mandatorily required to produce relevant caste or PwBD certificate in prescribed format and latest certificate (in case of OBC-NCL) during the selection process.
11	What should I fill in the caste name mentioned in application form?	Candidate is required to mention his/her community name exactly as mentioned in the caste certificate in his/her possession at the time of submission of application.
12	What do I do if I need to change my email id or mobile or correspondence address?	Kindly note that applications once submitted cannot be edited. Hence, the candidate has to exercise extreme caution while filling up the details while making the application

13	What if the company name mentioned is different in appointment letter and other experience documents like Promotion letter, joining letter, payslip or experience certificate.	In such a scenario, candidate has to get separate certificate from the employer on which direct rolls he/she is working. Candidate is required to produce documentary proof of the company of repute on whose direct rolls he/she is working or was working during the given period.
14	What if my company is meeting the eligibility criteria for consideration of organization of repute (Annual Turnover or Number of regular employees) any particular day in the financial year?	Kindly refer to Clause no. 2.12 of detailed advertisement.
15	I am working as a Fixed Term Employee (FTE) with State Govt/Central Govt/PSU department/Institution/Firm. Do I need to produce NOC during selection process?	Yes. In case there is no provision for issuance of NOC by the State Govt/Central Govt/PSU department/Institution/Firm; then a letter or certificate issued by the concerned department/Institution/Firm specifying that the same is not REQUIRED to be provided in case of FTE.
16	Am I eligible if I possess dual / Integrated qualification in Graduation degree for posts wherein the eligible qualifying degree is Graduation.	Kindly refer Clause no. 2.7 & 2.8 of detailed advertisement
17	Where do I contact in case I have any queries?	<p>For any query not answered above, you may write to career@gail.co.in through email using subject "Query: GAIL/OPEN/MISC/3/2021". GAIL does not take the responsibility of responding to if emails are sent without the mentioned subject.</p> <p>You may also contact us at: Phone no. 011-2617 2580/ 2618 2955, Extension 2488/ 2443/2473/2433.</p>