RAJASTHAN PUBLIC SERVICE COMMISSION
AJMER

GUIDELINES FOR VARIOUS FACILITIES AVAILABLE ON THE RPSC PORTAL

(English Version)

Release Date: 22.06.2026

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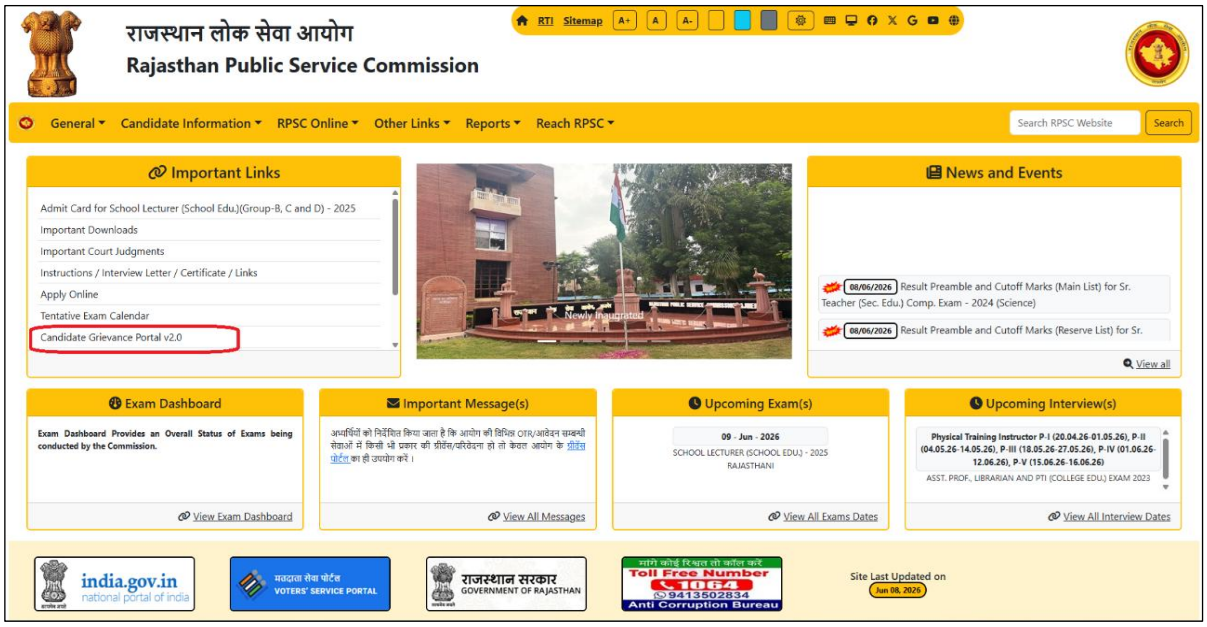
1. Process for registering a grievance on the grievance portal

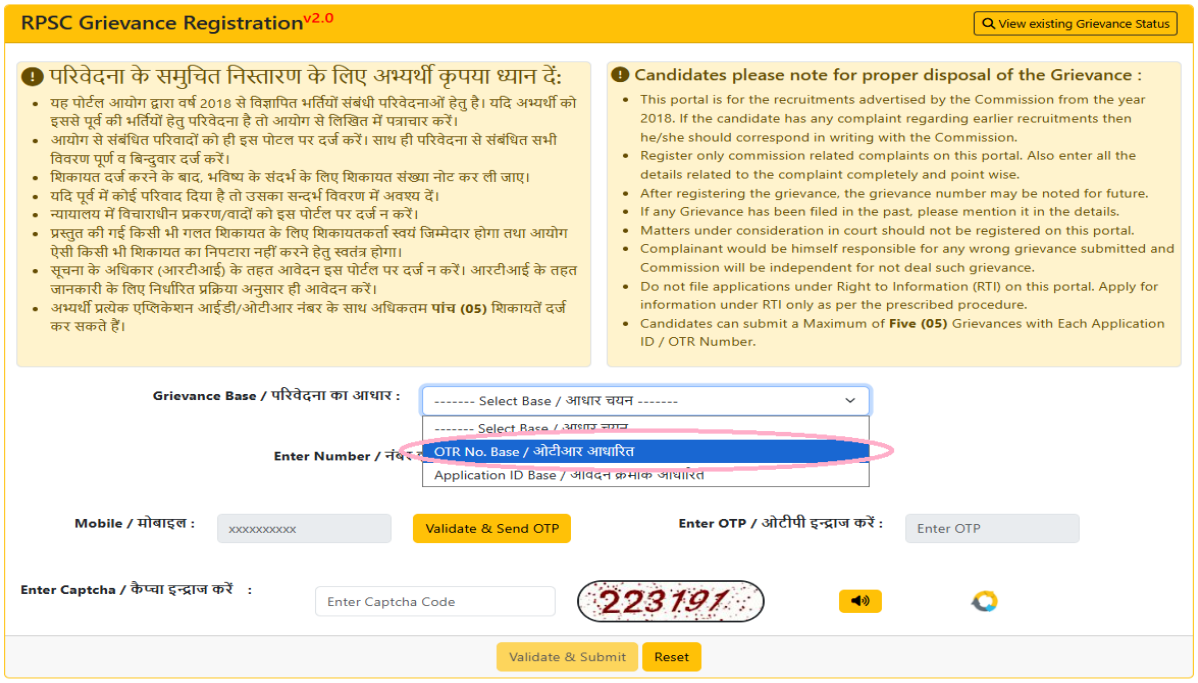
The Commission has currently authorized the grievance portal as the sole medium for submitting any type of grievance. Therefore, all candidates are instructed to use only the Commission's grievance portal to register any grievance.

The candidates may register grievance by visiting RPSC Official Portal (https://rpsc.rajasthan.gov.in) and click on **"Candidate Grievance Portal[2.0]"** link (https://rpsc.rajasthan.gov.in/grvlogin) under the Important Links tab as depicted below.

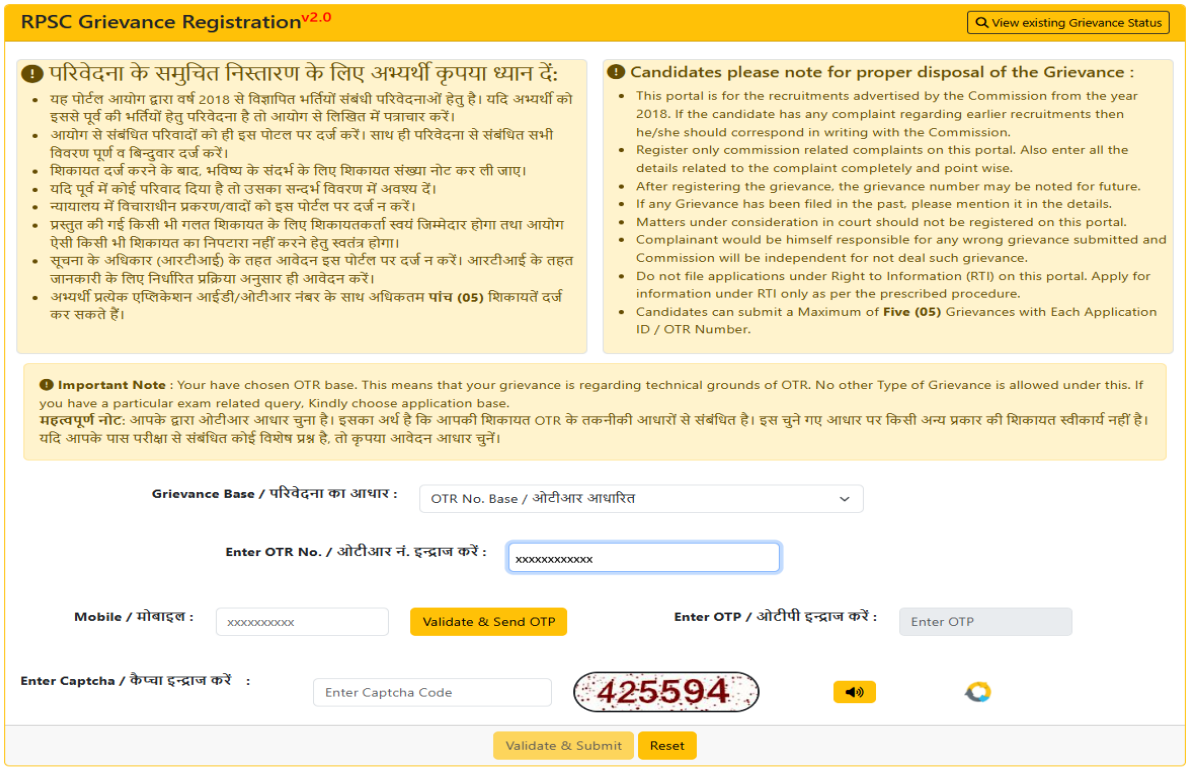


A candidate can choose the basis for their grievance in two (02) ways:

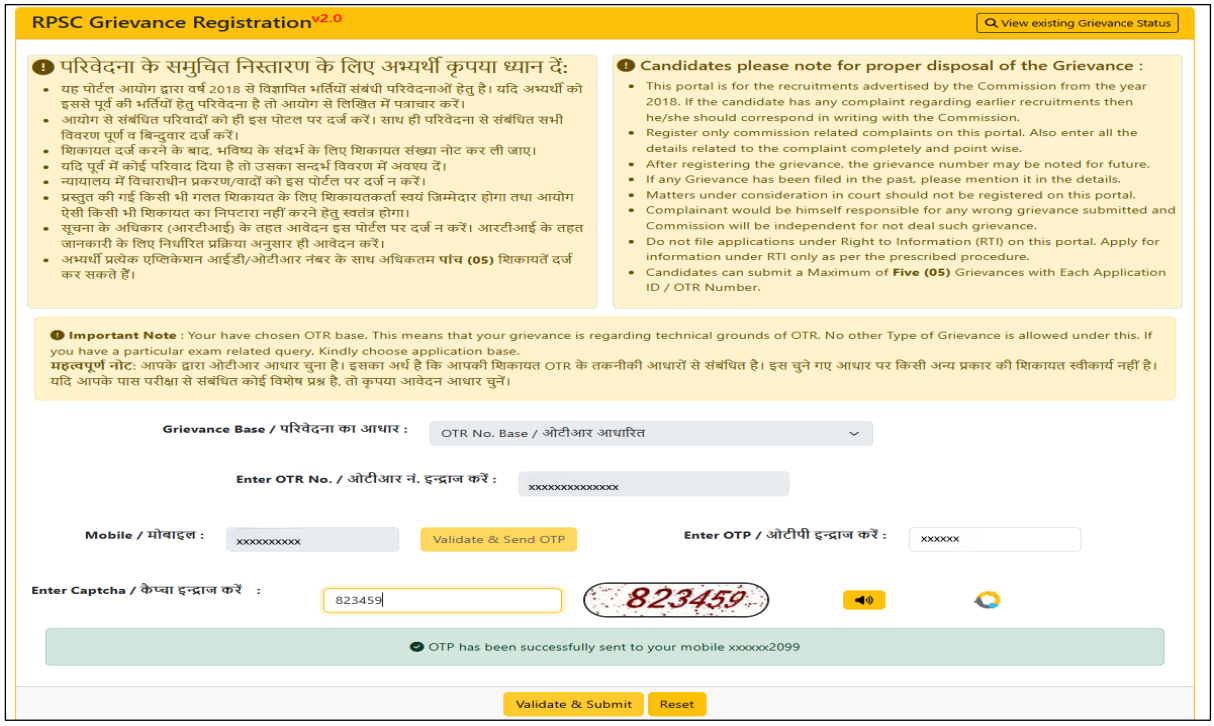
(क) OTR Base:



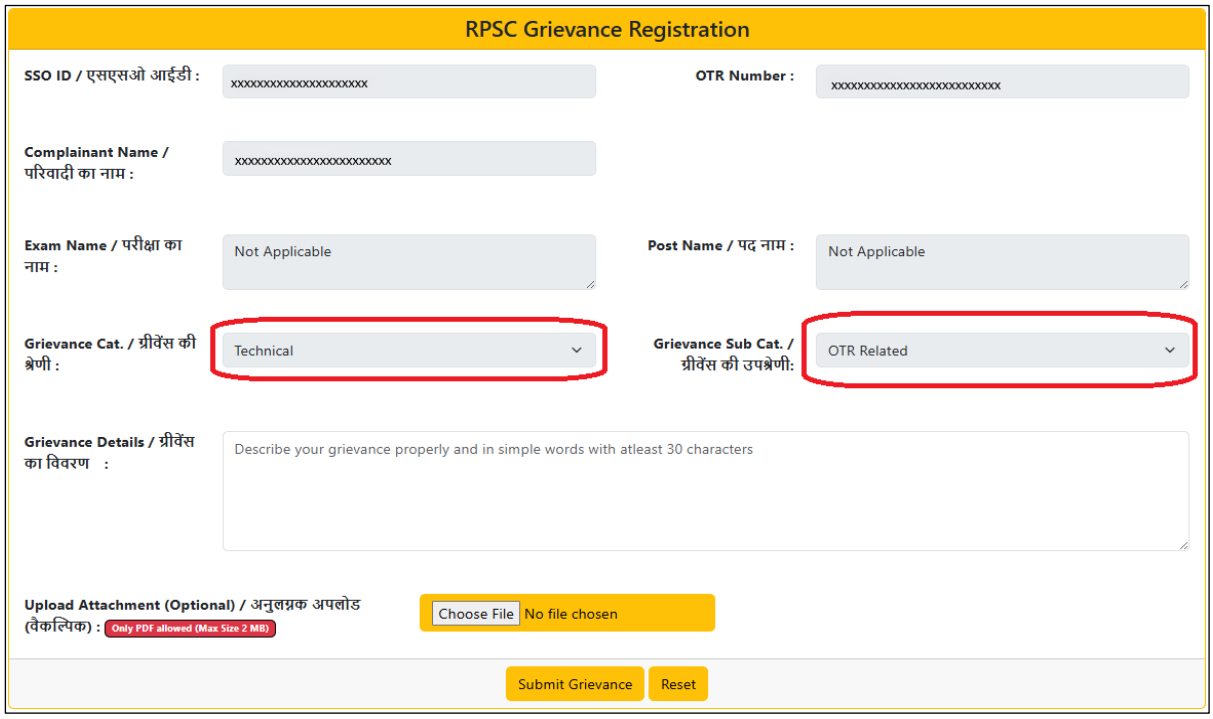
After this, candidates may enter the OTR and mobile number and then click on **"Validate & Send OTP"** button.



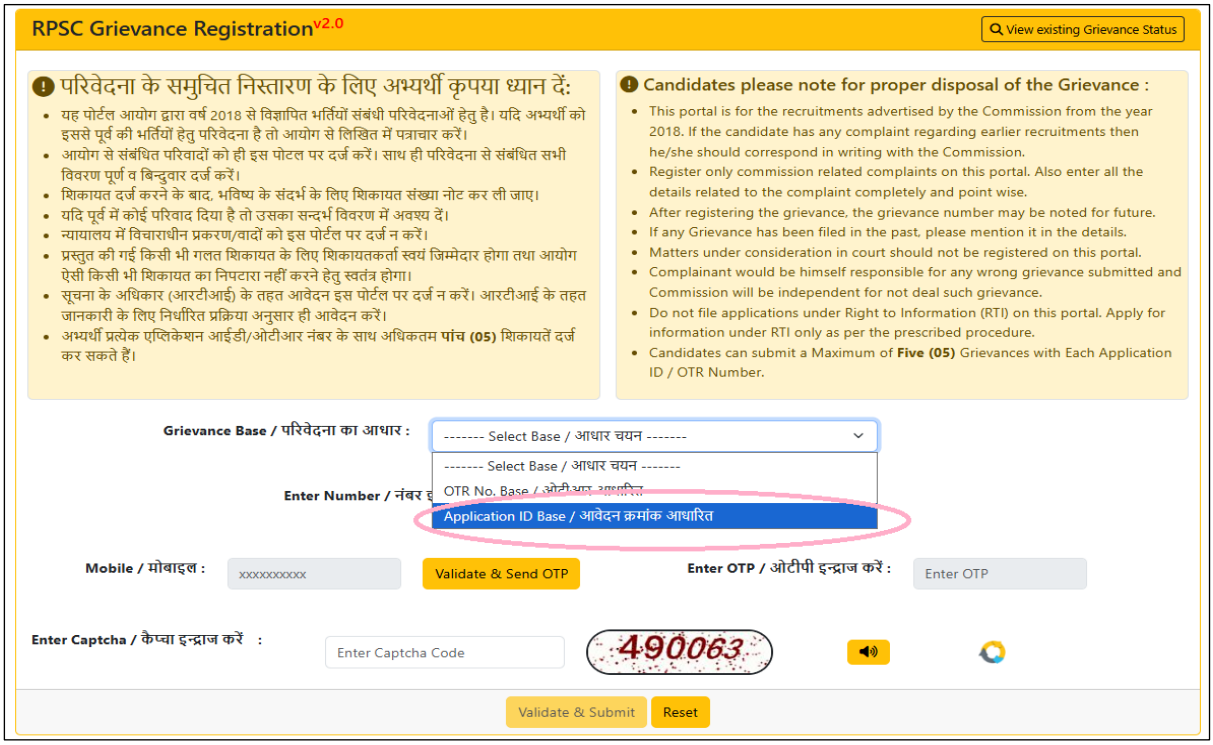
After entering OTP click on **"Validate & Submit"** button.



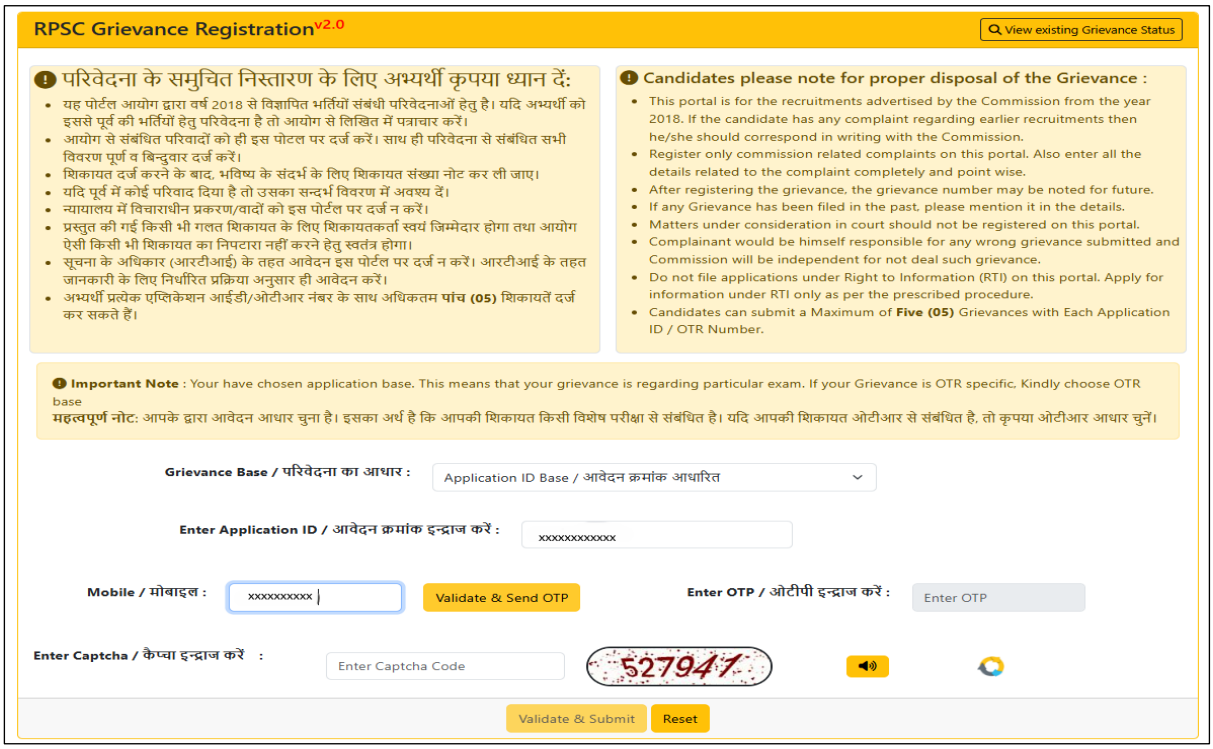
After the verification of all the aforementioned entries, candidates will be redirected to the grievance submission page. Since the candidate has selected the **OTR base** option, they should submit a grievance related to that specific category. Here, the candidate will not have the option to select a grievance category or sub-category.



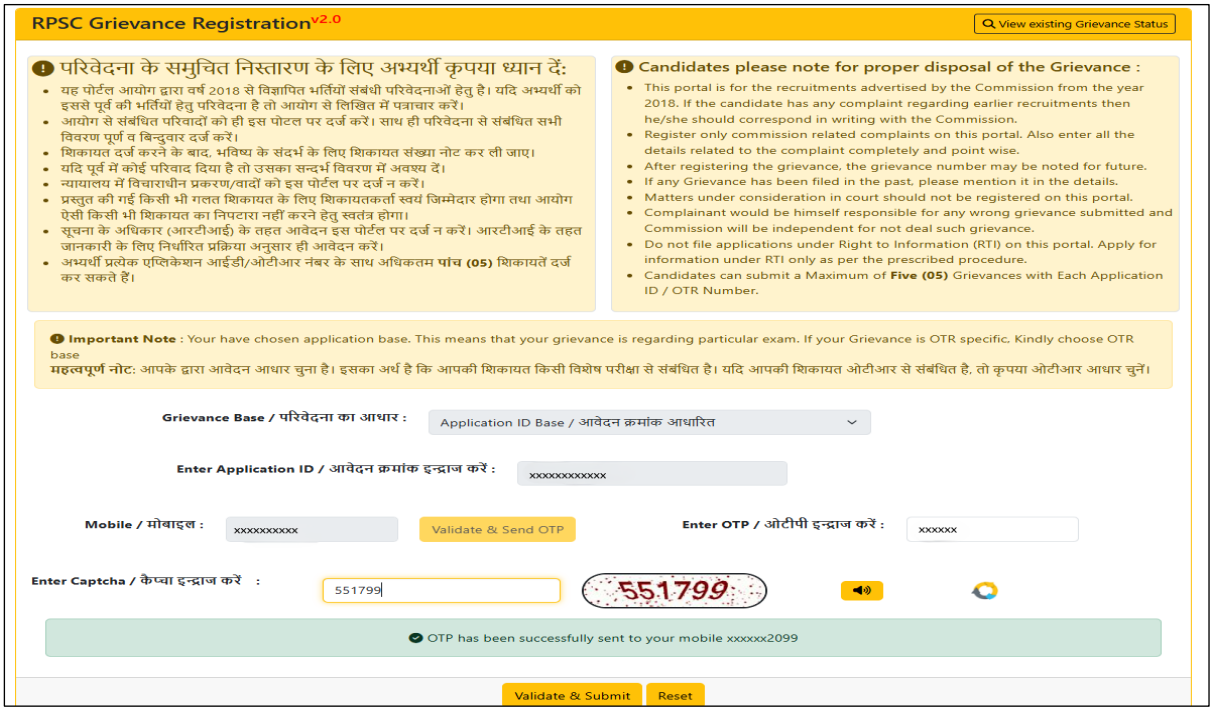
(ख) Application ID Base:



After this, the candidate may enter Application ID and registered mobile number and then click on **"Validate & Send OTP"** button.

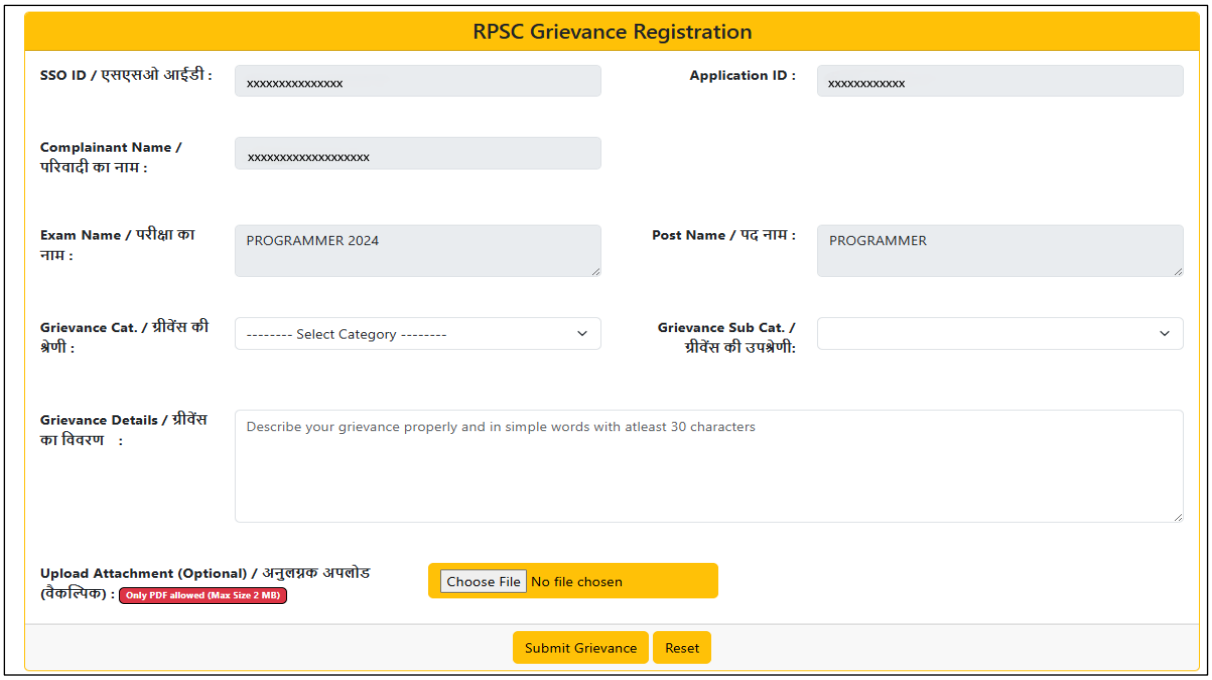


After entering OTP click on **"Validate & Submit"** button.

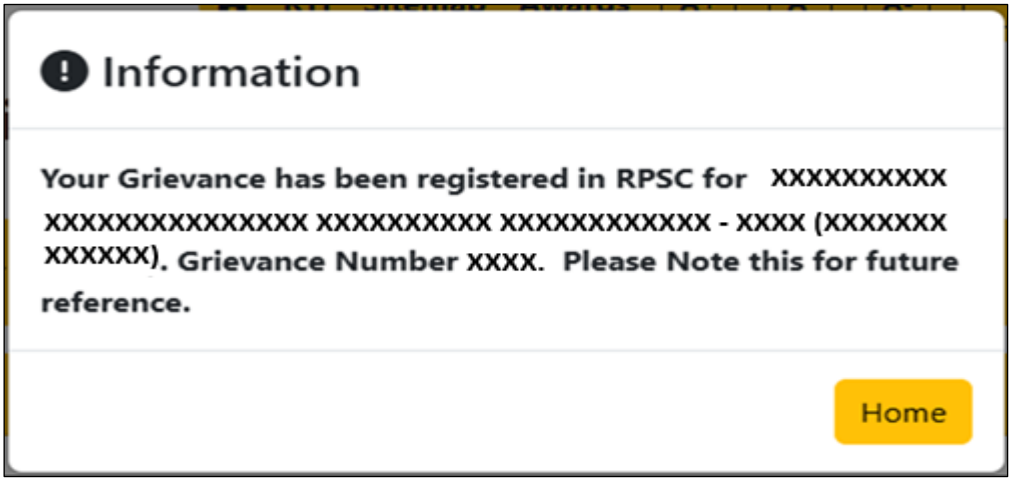


After the verification of all the aforementioned entries, candidates will be directed to the grievance submission page. Here, candidates must select the appropriate category and sub-category related to their grievance, enter the relevant details, and upload supporting documents if required.

Note: Candidates should select the correct category and sub-category for the prompt resolution of their grievances; it is also advised to provide full details of the grievance in simple language.



After entering all the relevant details, Candidates may click on **"Submit Grievance"** button and then a popup message displays in front of them which has unique **Grievance number**.

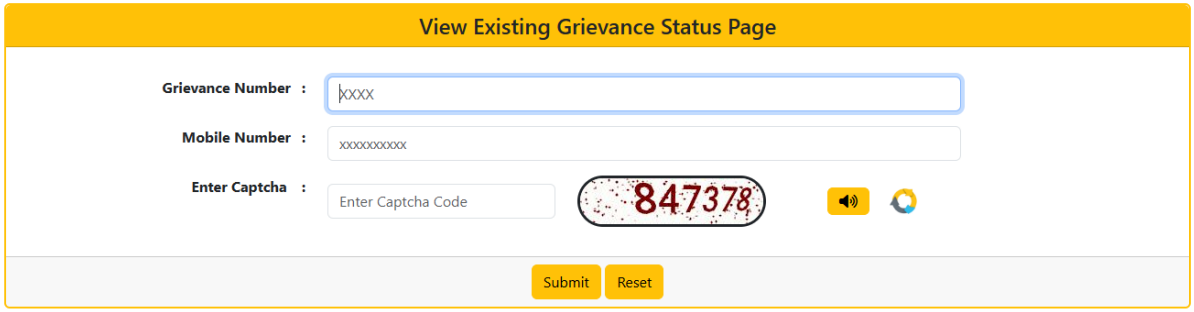


The candidate will also receive the said information via SMS on their registered mobile number.

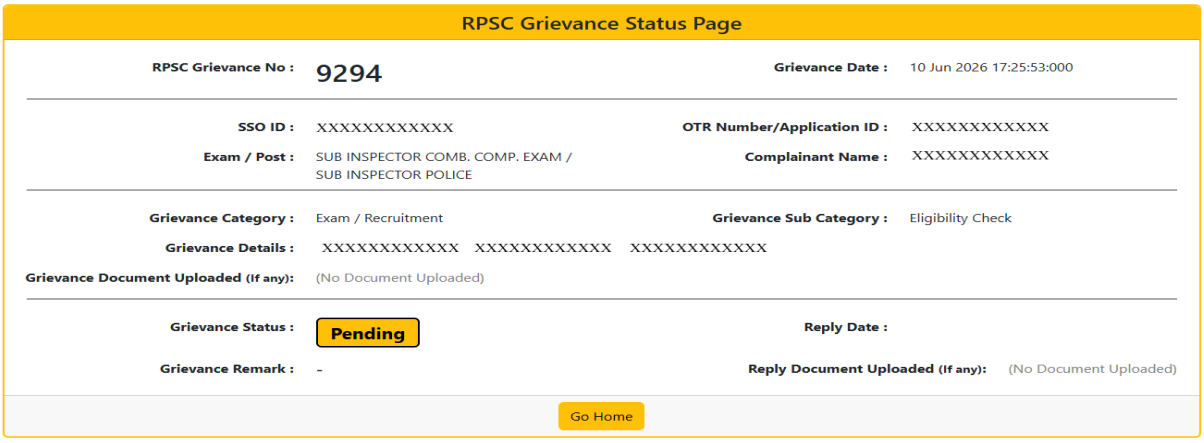
Note: A candidate can submit a grievance a maximum of 05 times using a single application number/OTR number.

The candidate will receive notification regarding the resolution of the grievance via SMS on the registered mobile number. To check the current status of the registered grievance, the candidate may visit the Commission portal's "**View existing Grievance Status**" link (http://rpsc.rajasthan.gov.in/grvstatus) as depicted below:

On the below page, enter the required details.



The status of the grievance filed by the candidate, along with the response, will be displayed as follows:



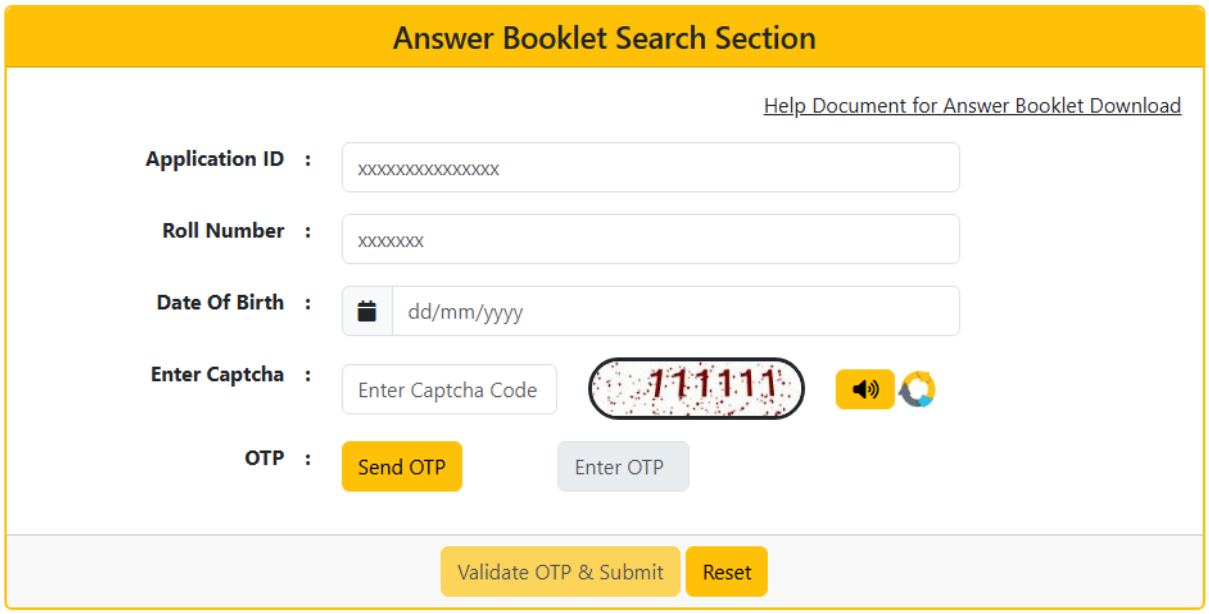
2. Descriptive Answer Sheet Re-totalling/Downloading Process

Candidates are invited to apply in accordance with the procedure prescribed by the Commission for the Re-totalling of marks in descriptive subjects; simultaneously, scanned PDFs of these subjects are uploaded to the portal from time to time for candidates to view or download, following the established procedure. Since the procedure for both is identical, the details are provided together below.

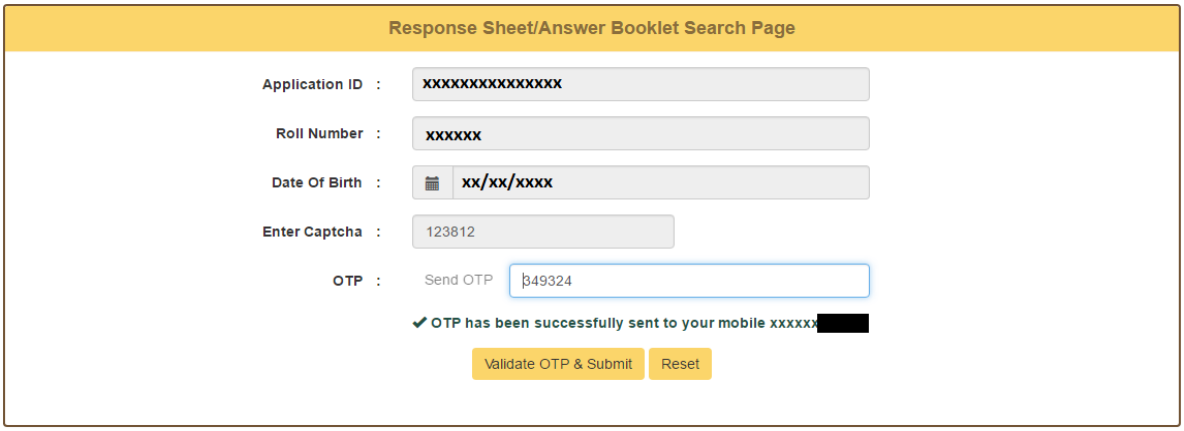
To request a re-totalling or download answer sheet, candidates should click the link corresponding to the relevant exam under the 'Exam Links' section (http://rpsc.rajasthan.gov.in/examlinks) on the Commission's portal. Candidates can pay the fee prescribed by the Commission per answer sheet through two (02) modes:

----- पैमेंट गेटवे के माध्यम से भुगतान -----

Login Page - The login page for re-totaling/downloading is the same. Candidates should enter their application number, roll number, date of birth, and captcha code and then click on **"Send OTP"** button to receive a One-Time Password (OTP) on their registered mobile number.



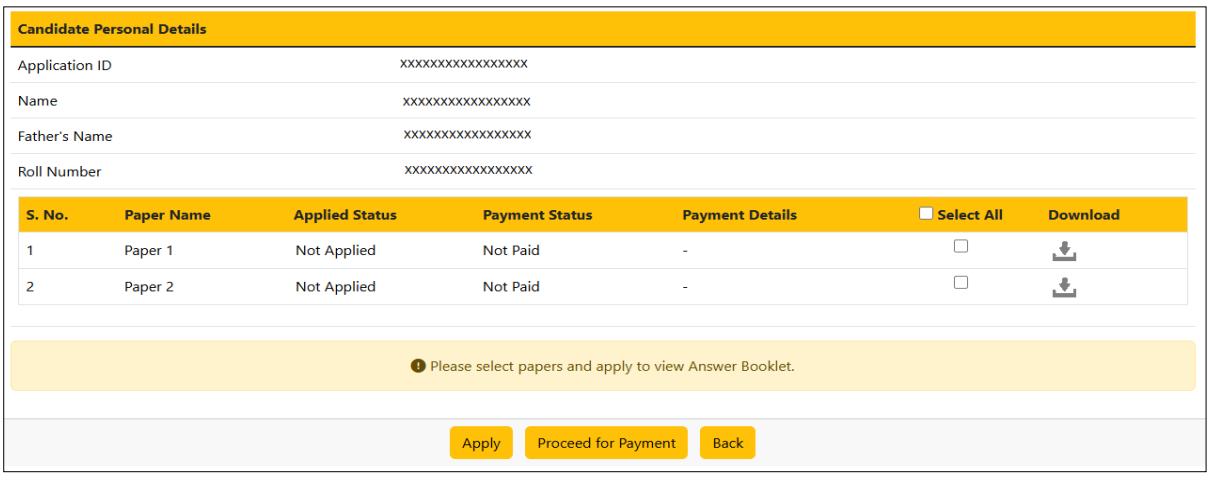
Candidate may enter the received OTP. For verifying OTP, candidate may then click on **"Validate OTP & Submit"** button.



The procedure for re- totalling and downloading after logging in is as follows:

Re-totalling: Candidates may apply for the re-calculation of marks for their answer booklets within the stipulated timeframe. To do this, select the specific paper(s) for re-calculation by clicking the corresponding checkbox(es) on the following page. After selecting the paper(s), click the **"Proceed for Payment"** button. Details regarding the payment process are provided further on.

Candidates may apply for the re-totalling of marks for their answer booklets within the stipulated timeframe. To do this, select the specific paper(s) for re- totalling by clicking the corresponding checkbox(es) on the following page. After selecting the paper(s), click the **"Proceed for Payment"** button. Details regarding the payment process are provided further on.

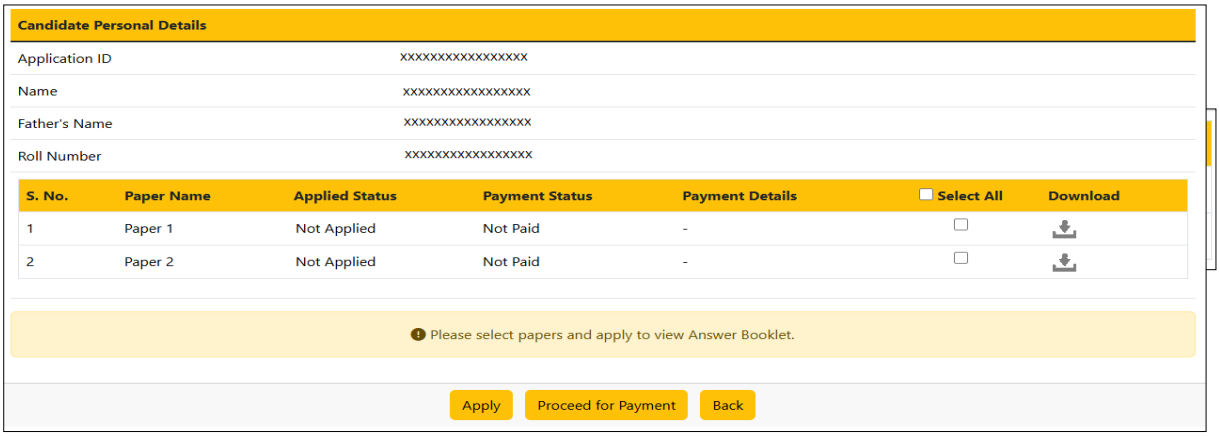


The application will be accepted only after the payment is completed. Therefore, please ensure that the "Payment Details" are displayed as follows:

S. No.	Paper Name	Applied Status	Payment Status	Payment Details	Select All	Download
1	Paper 1	Applied	Paid	Emitra Transaction ID: **250000306748** Payment Mode - Emitra Payment Gateway		
2	Paper 2	Applied	Paid	Emitra Transaction ID: **250000306748** Payment Mode - Emitra Payment Gateway		

Answer Booklet Download: Applications for downloading the answer booklet must be submitted within the stipulated timeframe. Answer booklets are made available for download only to those candidates who have applied within the prescribed period.

After login, select the desired paper to apply for the download of the answer booklet by clicking the checkbox next to it. Once the paper is selected, click the **"Apply"** button.



Candidate Personal Details

Application ID	xxxxxxxxxxxxxxxx
Name	xxxxxxxxxxxxxxxx
Father's Name	xxxxxxxxxxxxxxxx
Roll Number	xxxxxxxxxxxxxxxx

S. No.	Paper Name	Applied Status	Payment Status	Payment Details	Select All	Download
1	Paper 1	Not Applied	Not Paid	-		
2	Paper 2	Not Applied	Not Paid	-		

Please select papers and apply to view Answer Booklet.

Apply | Proceed for Payment | Back

After clicking the **"Apply"** button, "Applied" will be displayed under the Applied Status, as shown below.

Once an application for downloading the answer booklet has been submitted, the booklet is made available for download following verification by the Commission within the stipulated timeframe. To download it, candidates should select the checkbox corresponding to the desired paper on the following page and click the **"Proceed for Payment"** button.

S. No.	Paper Name	Applied Status	Payment Status	Payment Details	Select All	Download
1	Paper 1	Applied	Not Paid	-		
2	Paper 2	Applied	Not Paid	-		

Upon successful payment, the download icon next to the answer booklet will become active; candidates can click on it to download the answer booklet.

S. No.	Paper Name	Applied Status	Payment Status	Payment Details	Select All	Download
1	Paper 1	Applied	Paid	Emitra Transaction ID: **250000306748** Payment Mode - Emitra Payment Gateway		
2	Paper 2	Applied	Paid	Emitra Transaction ID: **250000306748** Payment Mode - Emitra Payment Gateway		

Payment Process:

Upon clicking the "Proceed for Payment" button, a page appears displaying the RPSC Transaction Number and payment details. After verifying the payment details, the candidate should click the "Make Payment" button,

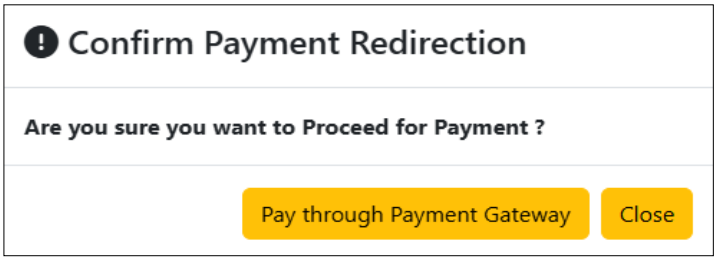
Candidate Answer Booklet Transaction Details

RPSC Transaction Number (Please Note down for Future Reference)	**10088970**
Application ID	202328129513
Number of Booklets	4
Departmental Charges	₹
Service Charges	e-Mitra/RISL Charges as Applicable

Important Note:
- Please do not click on Back/Refresh Button during Transaction.
- After Clicking on Make payment Button, the candidates will be redirected on Rajasthan's Payment Platform (Emitra) Portal. The Candidates should choose suitable payment option. After Successful payment, the Candidates will be redirected back to RPSC Portal.
- For Any reason, If the transaction gets failed, and the amount has been deducted, then it is advised to wait for 2 days for the transaction to get verified. If the Status is failed at Emitra/RPP Portal, then the amount will be refunded automatically in Bank Account/Wallet as per the rules applicable.

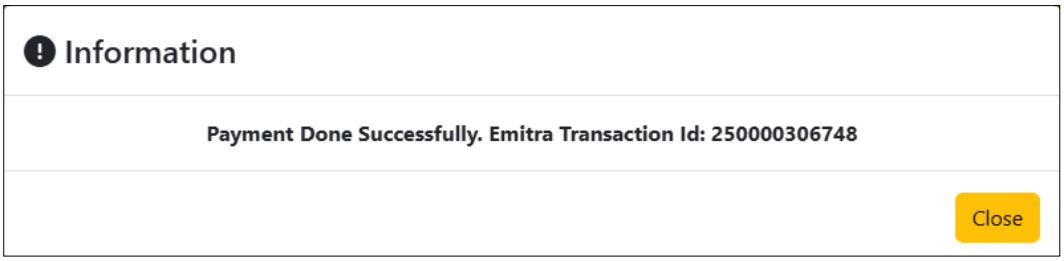
Verify Transaction | Make Payment | Cancel Transaction

Click the “Pay through Payment Gateway” button to make the payment.

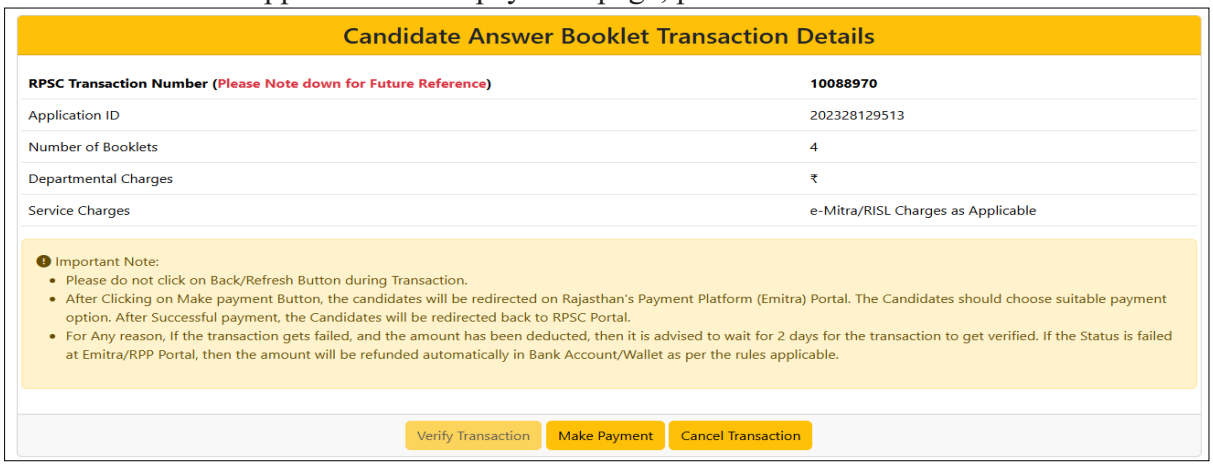


Subsequently, candidates will be redirected to the payment page. Candidates should select a payment method to complete the transaction; after the payment process is finished, they will be redirected back to the Commission's website. Candidates must save the eMitra

Transaction ID displayed in the pop-up and then click the "Close" button at the bottom of the message.



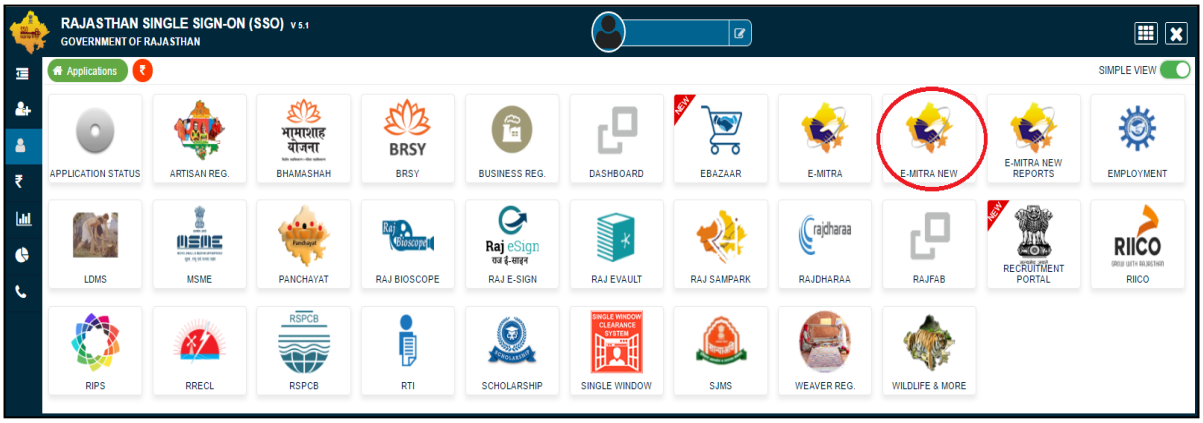
If the said screen reappears after the payment page, proceed as follows:



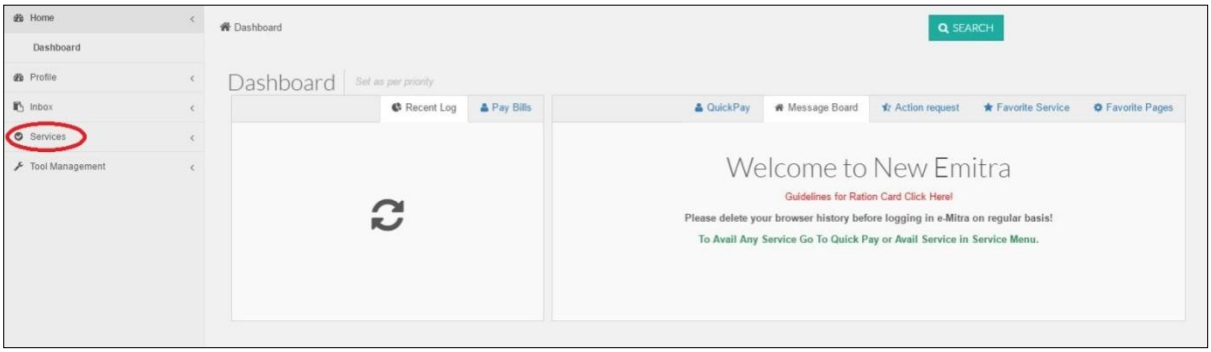
- If the payment has not been deducted from your bank account, click the **"Cancel Transaction"** button and restart the process to make the payment.
- If the payment has been deducted, log in again after some time; if the aforementioned screen appears again after logging in, click on **"Verify Transaction"** button. If the screen persists even after this, check the transaction status at https://emitra.rajasthan.gov.in/. If the status is "Success," lodge a grievance on the grievance portal by attaching a screenshot of it. If the status is "Failed", click the **"Cancel Transaction"** button and restart the process to make the payment.

---- Payment via e-Mitra Kiosk ---

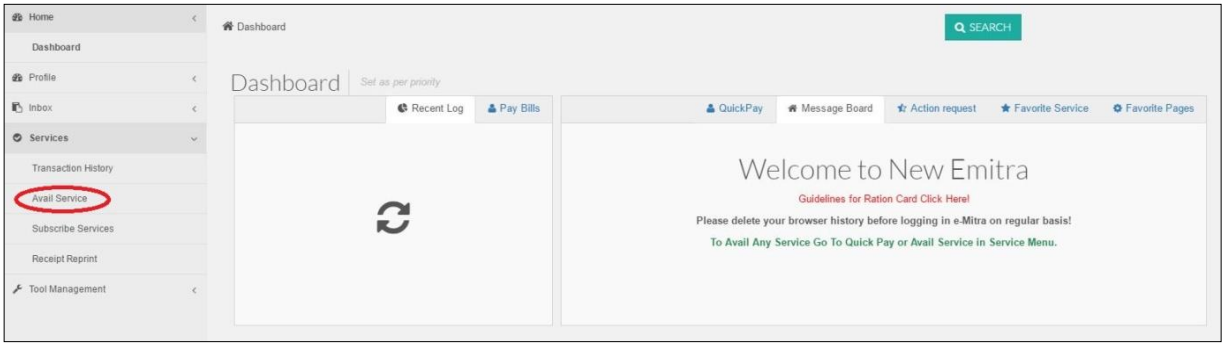
Candidates can also make the payment by visiting their nearest e-Mitra kiosk to have their answer sheets re-calculated or to download them. For this purpose, the e-Mitra kiosk operator should log in to the Rajasthan Single Sign-On (SSO) portal (https://sso.rajasthan.gov.in) and select the "E-Mitra New" app from the list of applications.



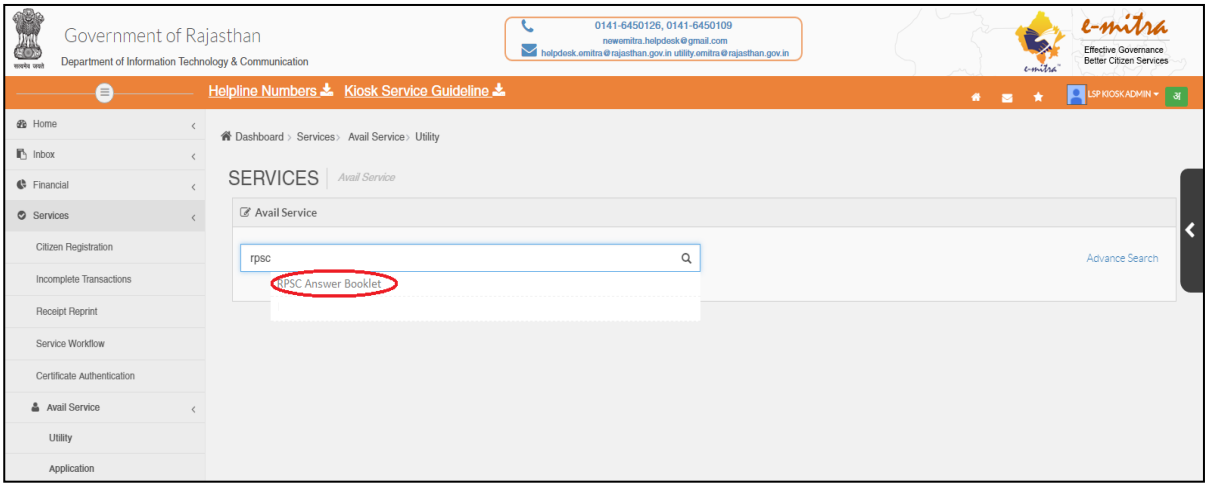
After clicking on the "E-Mitra New" app, kiosk operators will be redirected to the e-Mitra website. On the displayed page, click on "Services" in the left-hand menu.



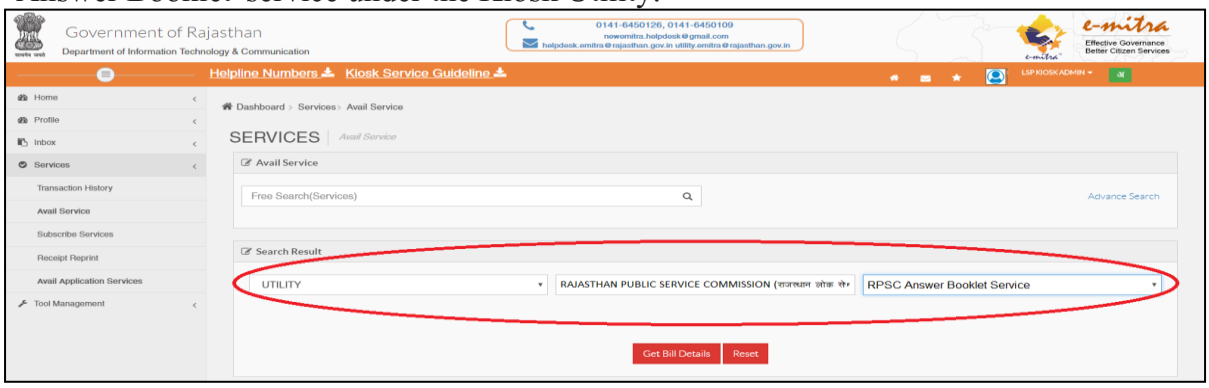
Under this, click on "Avail Service" at the kiosk.



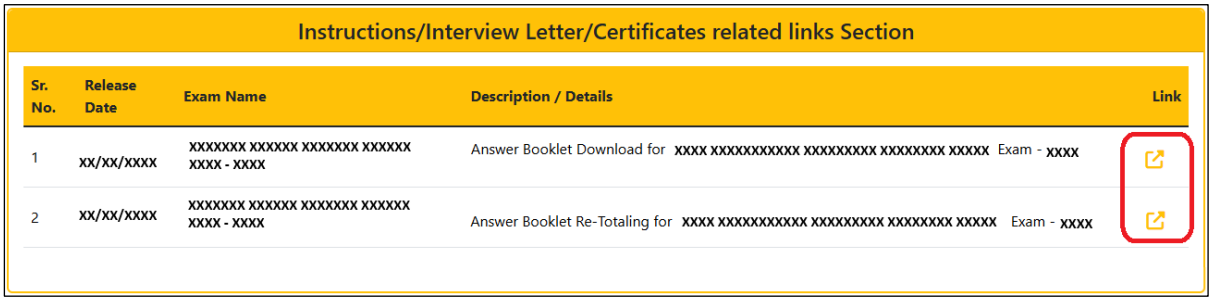
Type ‘rpsc’ in the search box under the “Avail Service” tab and select the Commission’s answer sheet service. Thereafter, click the **“OK”** button to be redirected to the Commission’s portal.



You can also be redirected to the Commission's portal by selecting the RPSC department's 'Answer Booklet' service under the Kiosk Utility.



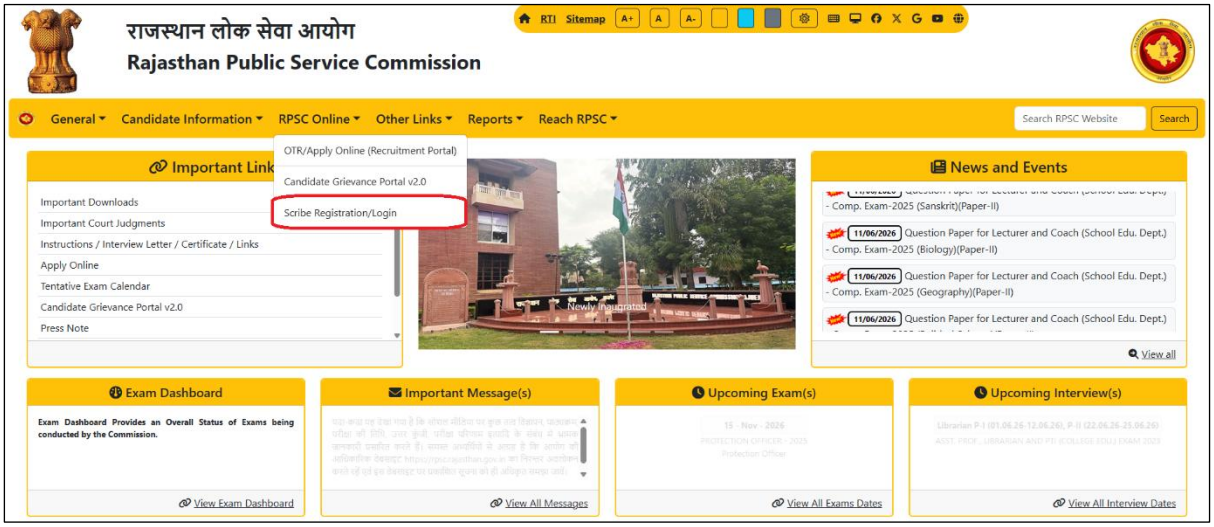
Subsequently, the kiosks will be redirected to the Commission's portal. Click on the link provided by the Commission there.

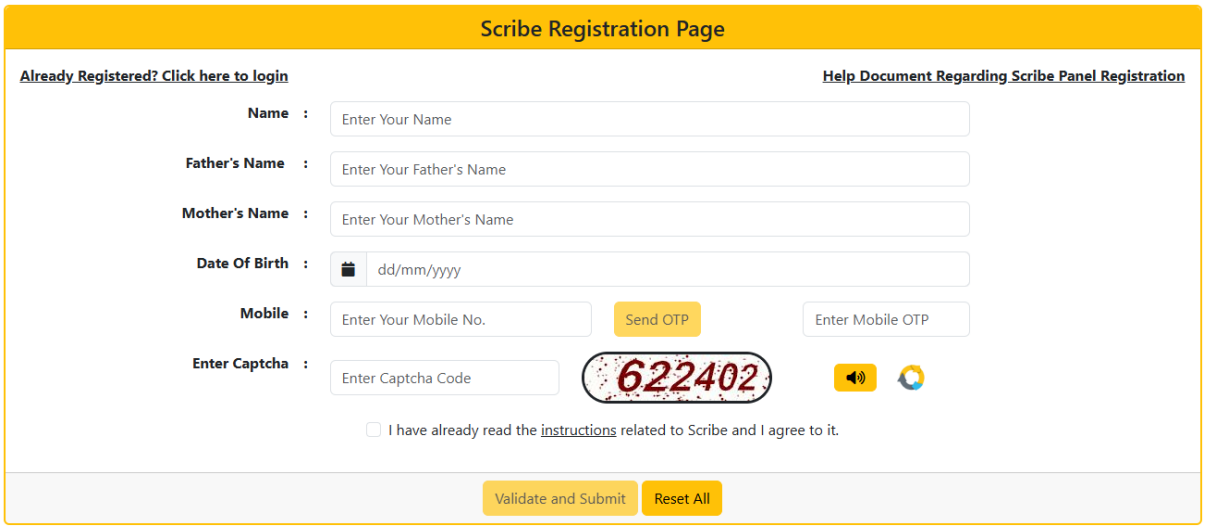


The remaining procedure will be as described above, allowing the kiosk operator to choose between using their own wallet or an available payment method. Once the payment is made, a download icon will appear, enabling the candidate to proceed with the next steps.

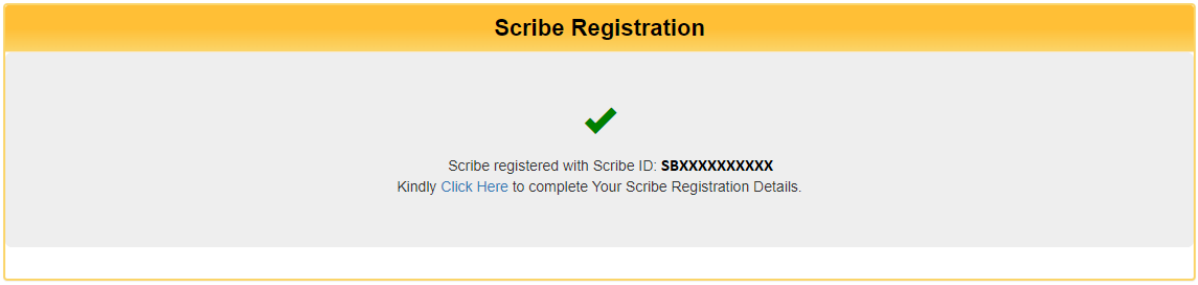
3. Process for registration on the Scribe Panel Scribe Registration Page

To register themselves on the Scribe Panel, candidates can first visit the **"Scribe Registration/Login"** link (https://rpsc.rajasthan.gov.in/scribereg) on the Commission's portal and enter their details.



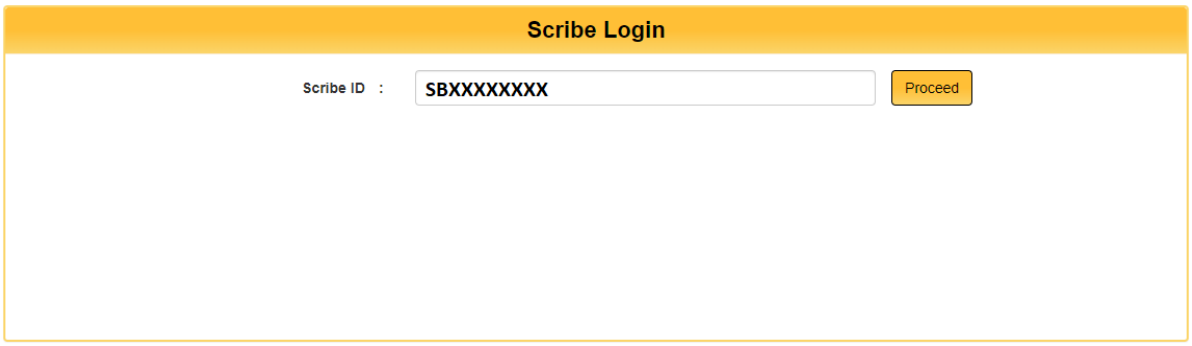


Please ensure you strictly follow the **"Instructions"** document available on the scribe commission's portal. After entering the aforementioned details and verifying your mobile number and e-mail, check the scribe checkbox and click on **"Validate & Submit"** button.

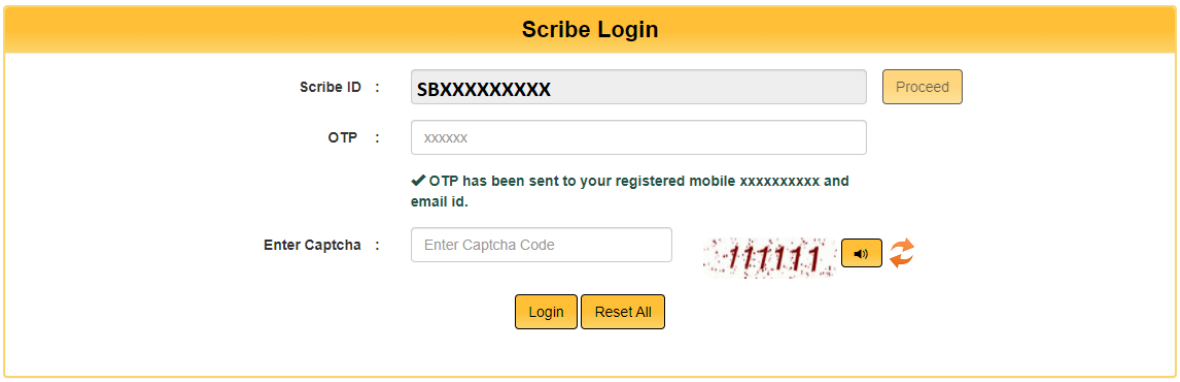


If all the details entered by the scribe are found to be correct, the system will assign a unique Scribe ID.

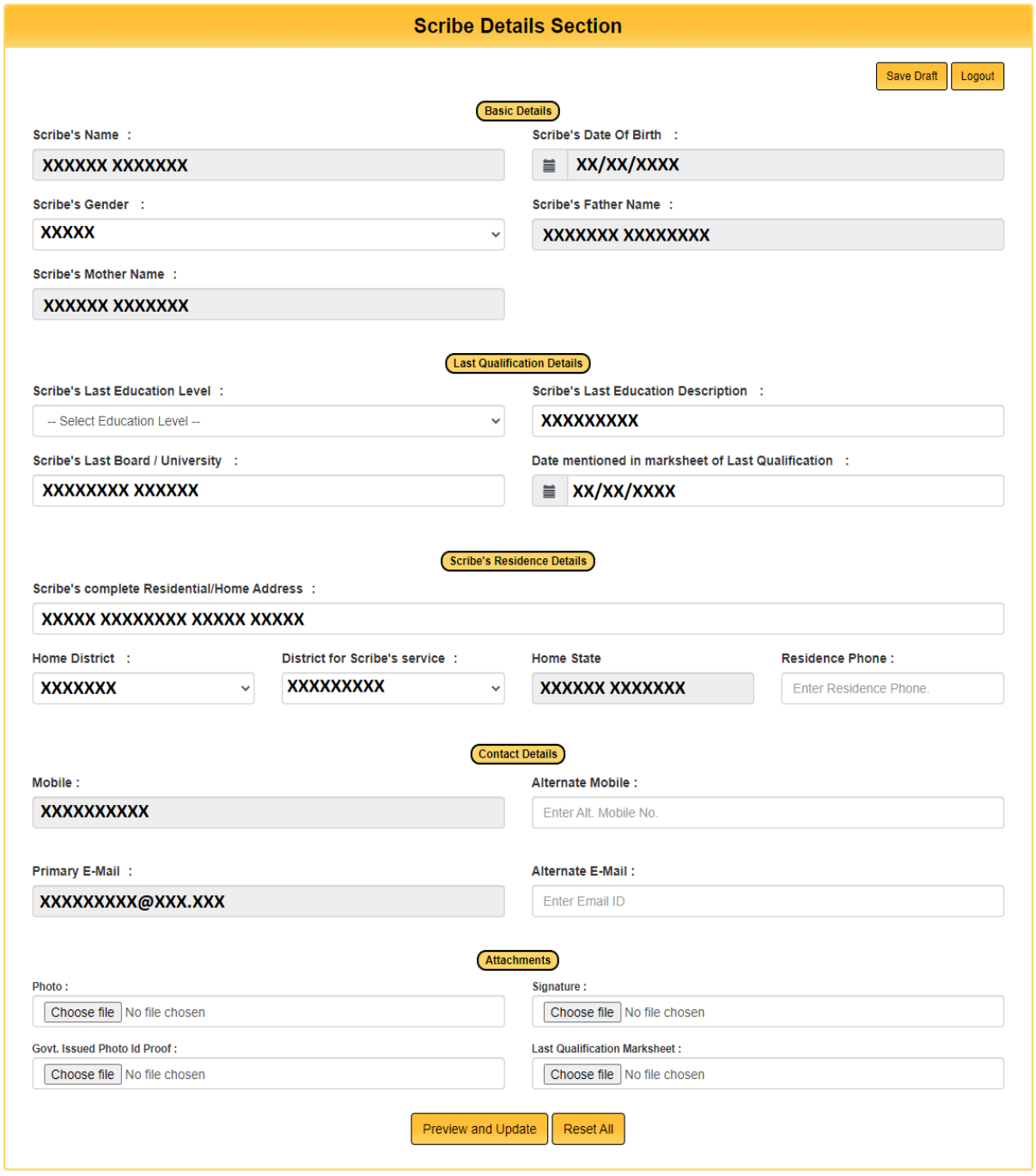
Scribe Login Page: To enter all details regarding the scribe, candidates should visit the link (https://rpsc.rajasthan.gov.in/scribelogin) on the Commission's portal, enter the ID obtained as mentioned above, and click the 'Proceed' button.

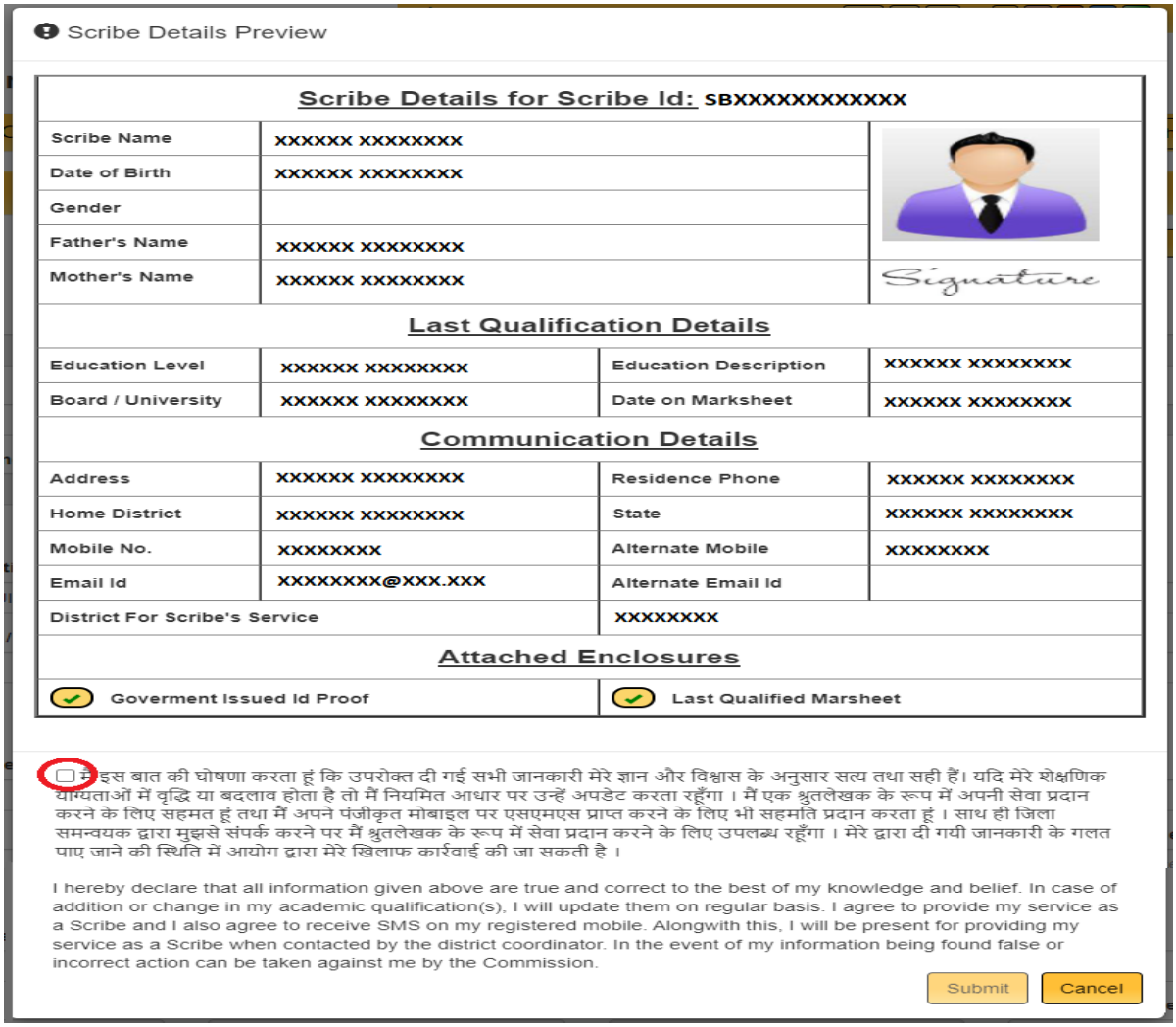


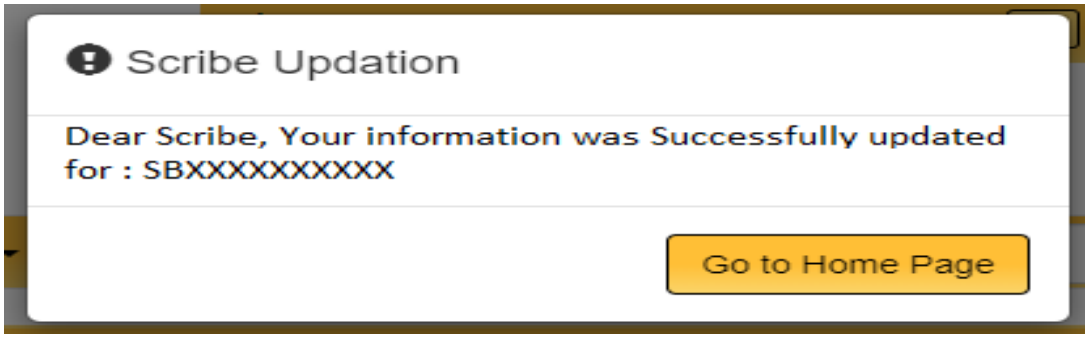
Candidates should enter the OTP and captcha on the registered mobile number and click the **"Login"** button.



Scribe Details Page: Here, the scribe should enter their basic details, highest educational qualification, home address, contact information, and document-related details.





After clicking the **"Preview and Update"** button, a dialog box displaying all the information entered by the scribe will appear. If the scribe finds the entered information to be correct and agrees to the terms, they should check the checkbox and click the **"Submit"** button.

After clicking the **"Submit"** button, a pop-up message indicating that the details have been updated will appear before the scribe.