

## FAQ related to Module

1. How to generate first time user Id and password?

Go to website <https://www.serviceonline.gov.in/>

Click to register → Fill the mandatory details. After click on “Submit” button, user Id is e-mail ID as given in the details and password as fill up in the details.  
your Mobile number and Email.

2. How to retrieve contractor Applicant Reference No.?

After submission of application, got the message on registered mobile no. as well as e-mail IDs shall be flashed.

3. How to retrieve forgot password?

Go to Login → Click on “Forgot password” enter your user Id → Select mode for get message via registered Email or Mobile number.

4. Can contractor change category and class in draft application?

Yes, you can change.

5. Can contractor make any changes once application is submitted?

No, contractor cannot make any change.

6. Can contractor change his Applicant ID(email ID) if there is an error?

No, contractor cannot make any change.

7. Do contractor need to send hard copy of any documents?

Documents are only required to be uploaded through online mode.

## **FAQ related to Enlistment Rules 2020**

1. What is the date from which Rules for Enlistment of Contractors in CPWD 2020 are applicable?

These rules are applicable w.e.f. 17th August 2020. This office has issued Office Order vide dated 22.08.2020, which is available on website of I&FC Deptt.

2. How many classes of contractors are enlisted in I&FC Department?

Presently contractors are allowed for enlistment in Class-IV & Class-V only.

3. Is revalidation of enlisted contractor allowed?

Yes, revalidation of enlisted contractor is allowed in Class-IV & V only on online service mode.

4. How many categories are there in the CPWD enlistment rules, 2020?

There are three categories for enlistment of contractors in CPWD i.e. Building, Infrastructure and Horticulture.

5. Whether all the categories are enlisted in I&FC Department?

Only two categories i.e. Building and Infrastructure are enlisted in I&FC Deptt.

6. What will happen to road category contractors?

Road category contractors have been renamed as infrastructure category contractors for the same class.

7. Is enlistment fee refundable for contractors whose application is turned down?

No, enlistment fee is not refundable in any case.

8. Is enlistment fee adjustable during processing of application?

No, enlistment fee is not adjustable.

9. If form is not submitted but contractor have deposited enlistment fee. How to get it refund?

Enlistment fee is not refundable in any case.

10. What is enlistment fee structure for different category and class?

Please refer to Table 11 of Enlistment rules, 2020. The Enlistment fee for Class-IV registration is Rs. 5,000/- and Class-V is Rs. 3,000/-.

11. What is the normal time period in which application is processed by the department?

If all documents submitted by the applicant are in order, then processing time period is two months.

12. Can a contractor enlist himself in two or more classes in same category?

No, enlisted contractor is not allowed to enlist in two or more classes in the same category.

13. Can a contractor enlist in two or more categories?

Yes, enlisted contractor is allowed to enlist in two or more categories at a time.

14. How can contractor check his eligibility in various classes and categories?

Please refer to Table 3, 4, 5, 6, 7, 8, 9 and 10 of Enlistment Rules, 2020.

15. Which documents are to be submitted in support of financial soundness?

There are three documents i.e. Annexure V-1, Annexure V-2 and Annexure V-3 of Enlistment rules, 2020.

16. What is work experience required to get the firm enlisted?

Please refer to Table 3, 4, 5, 6 and 7 of CPWD Enlistment rules, 2020.

17. Can contractor also register on the qualification basis?

Yes, they can register for Class-V category only as per Enlistment Rule 6.1.6 which states that "A Diploma Engineer with experience of 3 years, or a post graduate engineer or architect (excluding those employed with Central or State Government Organizations or PSUs or Institutions) of any engineering or architectural stream from a recognized Institution or University can directly apply as individual for enlistment in Class-V Building category".

18. Is it compulsory to have proprietorship firm to register on qualification basis?

Yes, Sole Proprietorship is compulsory in case of enlistment on qualification basis.