Frequently Asked Questions about clt.

1. What should I do if there is a delay in accessing the page?

On-Line registration speed of application is based on various factors like internet speed, large number of applicants trying to register at the same time etc. Therefore, if you are not able to view the registration pages immediately, please retry after 15 minutes or during off-peak hours.

2. How do I know that registration is successful?

'Successful Registration' is indicated in the page displayed after clicking the **Submit Button**. This page will display the generated "PASSWORD". Please note down the same carefully and preserve it.   Notification through email / SMS will be sent to the registered mail ID / Mobile Number.

3. I did not receive the email intimation for registration of my application?

"REGISTRATION NO." and "PASSWORD" are sent by auto-response confirmation e-mails. Delivery of these emails depends upon

- The correctness of e-mail ID provided
- The e-mail delivery policy set by your e-mail service provider; to accept and divert such emails under bulk or spam mails or bounce back such mails
- In case of Govt. /official /company email ids, delivery is controlled by your company policies Therefore, please do not expect reply from us, if you do not receive such confirmation / auto-response e-mails.

4. I did not receive the acknowledgement / reply to my email communication?

"Reply to" e-mail Id for the application is created for the convenience of Candidate/Employee for genuine communication. Please do not use this address to send back the emails for "Acknowledgment", "Vacation Mail", "Friendship Offers", "Sales Offers" etc. Our e-mail server is configured to delete such emails automatically.

5. What details should I retain while replying to auto-response emails?

Reply to the auto response mail only if you have some genuine issue. Please retain the text containing "REGISTRATION NO." and "PASSWORD" details on the email.

6. What details should I provide while writing for the problem?

Please do not forget to provide following details while writing to us: (1) REGISTRATION NO. (2) PASSWORD (3) DATE OF BIRTH, (4) NAME as available in application. In case of application failure or any error message, we would like to have the screenshot of the error in JPG, GIF format or as MS Word file. Additionally, you may provide the PC Details including the Operating System (like Windows XP, Vista, Linux etc.) & Internet Browser & version (like Internet Explorer 6.0, Mozilla 3.0, Firefox 3.5 etc.) used.

7. I want to change / correct the details I entered in the portal?

You will be not able to change the Mobile number / Phone number and Email id in this website. Instead change the details in HRMS system.

8. What are the different modes of payment for taking the test?

You can make payment using your debit / net banking card or any Credit card powered by Master or Visa.
Note: you will not be able to use any International credit / debit cards for this purpose.

11. If I don't have debit / credit card, How will I make the Payment?

You can use any of your family member / friends card to make the payment.

12. What is the process for taking up the test?
- Candidate/Employee can register themselves by using http://clt.karnataka.gov.in/ by providing Registration number and Date of Birth
- On entering the valid details, system will generate the data from HRMS and display the Candidate/Employee profile details
- Once the details are provided / updated, then system will send Mail to the registered e-mail as well as SMS to the mobile number specified during registration
- Candidate/Employee can select online payment mode to pay the fees.
- On payment realization, email /SMS will be sent to the registered email ID / SMS
- Candidate/Employee can login using the User name / Password for scheduling the exam
- Candidate/Employee can login using the User name / password on the day of the exam to take the exam

13. What is the validity of the fees paid?

Candidate/Employee has to take the exam within 30 days from the date of Payment

14. What is the syllabus for the Computer Literacy test?

Click here for detailed syllabus

15. When Computer Literacy online test from computer training is conducted?

Currently this test is conducted only on Saturdays and Sundays..

16. What is the duration of the Test?

Duration of the exam is 90 Minutes

17. Is there any negative marking for wrong answers?

There is no negative marking against any wrong answer

18. What is the pattern of test?

All questions are of MCQ (Multiple Choice Questions) type and there would be also simulation/practical questions for the Candidate/Employee.

19. What is the marking system?

Each question carries 1 marks each and no negative marking for wrong answers

20. How much marks to be scored to clear the exam?

For existing employees minimum 35% to be scored to clear the exam and for propective employees minimum 60% to be scored to clear the exam

21. Amount paid through my credit / debit / ATM card, but the same is not reflected in the site.

Please make the payment again using the card. Amount paid earlier will be credited to your account in 7 to 10 working days.

22. Which language will the exam be conducted?

Exams will be conducted in English and Kannada

23. What should a Candidate/Employee do in case of any complaints on operational issues relating to test?

For any complaints on operational issues relating to test in any centre, please log on to the web site http://clt.karnataka.gov.in/ with your registration number and password and select "Register Complaint" option to register your complaint. You should be able to track the complaint using the docket number given to you at the time of registering the complaint.

24. what should a Candidate/Employee do in case of any problems faced during the time of registration before registration?

Candidate/Employee may send their issues / problem faced while registering to clt@karnataka.gov.in. Our help desk team will assist you in resolving your problem with in 24 to 48 hours.

25. If I have to take a test from the location out of India, how do I do it?

Currently test centers are available only in Karnataka, India.

26. How do I retrieve my password?

Password can be retrieved by clicking the link "Forgot password" option provided below the login button.

27. What are the reasons for some of the failures?

- No internet connectivity in the system you are working or taking the test
- Website might have encountered some issue
- Might be typo error while typing the URL in the browser
- Invalid Registration Number
- You have not entered the correct registration number
- Database validation is encountering some problem

28. If I cannot clear the test within 30 days of payment or within allotted 1 attempt what should I do?

You need to pay again for appearing in test. You will receive 1 attempt again within 30 days of this payment.

29. If I fail in first attempt what should I do ?

If you cannot clear the test in first attempt, you have to schedule and appear for test again (2nd Attempt) by logging in your account like you did for the 1st attempt. But for the 2nd attempt you have to pay the fee.

30. While registering I am getting a message "Error while Connecting to Server" OR "Not Found the Data". What should I do?

Please mail to us at clt@karnataka.gov.in giving details about your problem along with your KGID no, Date of Birth (DOB) and Name. We shall check and revert back to you.

31. I have made payment. How will I be intimated where to appear for test and when?

This portal is self operated. Use your registration no and password to enter your account and check your payment status if it is active. After your payment status is activated, please book the slot in a test centre through your account and after booking you can download the admit card. Be present at the centre at right time for the test.

32. I am not able to book a slot for test at early period of my 30 days payment validity period. What should I do?

Always intimate our helpdesk clt@karnataka.gov.in with your problem details immediately as soon as you are facing them. We may not be able to solve your problem if not intimated at early stage of problem occurring.