

UPSC Extends Call Centre Operations to Ensure Greater Ease and Convenience for Students

All Measures Taken to Ensure Ease, Accessibility and Timely Assistance for Aspirants, says UPSC Chairman, Dr. Ajay Kumar

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The Union Public Service Commission has extended the operational hours of its call centre to provide enhanced support and guidance to aspirants, ensuring greater ease and convenience during the ongoing application process.

The call centre will remain operational on all days, including Saturdays, Sundays, and holidays, till the submission of application forms for the Civil Services Examination (CSE) 2026 and the Indian Forest Service (IFoS) Examination 2026. It will function in two shifts, from 7:00 am to 9:00 pm, enabling candidates to seek assistance beyond regular working hours.

In addition, the strength of the call centre has been doubled to significantly reduce waiting time for applicants seeking inputs or guidance related to the application process and examination-related queries.

Emphasising the Commission's commitment to candidate facilitation, UPSC Chairman Dr. Ajay Kumar said that the extended call centre operations are part of a series of measures being undertaken to support aspirants. "These steps are aimed at facilitating aspirants and ensuring that all necessary support mechanisms are in place," he said.

The initiative seeks to strengthen communication with applicants, enable quicker resolution of queries, and provide uninterrupted support to aspirants during this crucial phase of the examination cycle. It reflects the Commission's continued efforts to build an examination system that is efficient, responsive, and student-centric.

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