FAQ

1	**What should I do if there is lot of delay in accessing the page?**
	Speed for Registration of On-Line Application on Internet is based on <u>various</u> factors like Internet Speed, large number of applicants efforts to register the application at the same time, your service provider's downtime etc. Therefore, if you are not able to get the pages for application immediately, please retry after some time or check your internet connection speed.
2	**How do I know that my application is registered?**
	Successful submission of the Application Form is indicated by the Page displayed after clicking the "Submit" button and will be redirected to the completion page where you will get your Application data <u>printout</u>. The file can also be saved on your computer hard drive or any other storage media deemed fit by you. Your Application Number will also be available in that printout. You are advised to preserve the same for all future references pertaining to this recruitment drive.
3	**I did not receive the email intimation for registration of my application. What do I do?**
	Application No. will be sent by <u>auto-response</u> emails. Delivery of these emails purely depends upon the correctness of E-Mail ID provided, policy of your E-Mail service provider to accept and divert such emails under Bulk or Spam Mails or bounce back such mails without accepting it due to heavy number of emails generated by our Applications. In case of Govt./Official/Company email IDs, delivery is controlled by your Company Policies. Therefore, please <u>do not expect</u> replies from us, <u>if</u> you do not receive such confirmation/auto-response emails.
4	**How do I re-confirm that my application is saved?**
	In case of doubt about the successful submission, applicants are advised to login to the website and check the "My Account" page for the status of application. For e-Sahaj option, the VLE will have the list of pending applications and the applicant may get in touch with the VLE for completion of same. <u>If</u> valid mobile number is provided, then <u>SMS</u> will be sent to your mobile number as <u>confirmation</u>.
5	**After filling up the complete form, I got a Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?**
	Select the post you have applied and if you are logged in and if the application is not submitted fully, then you will again get the chance of submitting the application again with the data filled in <u>up to</u> where your application is saved.
6	**I did not receive the acknowledgement / reply to my email communication. What do I do?**
	"Reply to" email ID for the Application is created for the convenience of the applicants for genuine communications. Please <u>do not use</u> this address to send back the emails for "Acknowledgment". Our Email Server is configured to <u>delete</u> such emails automatically.
7.	**What details should I retain while writing to WBPRB by email?**
	While writing back emails for genuine problems to e-mail & address **wbprbonline@applythrunet.co.in**, please write your "<u>Application Sl. No.</u>", "<u>Name</u>", "Post applied for" in the email for future reference. In case of any problem faced at the time of filling up the application you may also call up helpdesk nos. **7044108689 / 7044109346** during office hours (10:00 AM to 05:30 PM) from Monday to Friday and 10:00 AM to 02:00 PM on Saturdays (except statutory holidays). You are required to give your contact details at the time of speaking with HelpDesk executives.

8.	**What details should I provide while writing for the problem?**
	Please do not forget to provide following details while writing to us: (1) APPLICATION SL NO. (2) DATE OF BIRTH & (3) FULL NAME as entered 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 8.0 or above, Mozilla 3.0, Firefox 3.5 etc.) used. In case of any problem faced at the time of filling up the application, you may also call up helpdesk nos. **7044108689/7044109346**.
9.	What is the purpose of e-mail & mobile number of the applicant while filling up the application?
	These are required for sending <u>auto-response</u> e-mail and <u>SMS</u> after submission of the application and time to time intimation from WBPRB for information related to recruitment for the post you are filling up the information. <u>It is not for any other communication</u>. Please note that the mobile and e-mail number should not be changed during the whole recruitment process, otherwise information will not reach you. WBPRB will not be responsible for non-receipt of communication in such a case too.
10	How do I write my length of service in the space provided if I am a NVF/Homeguard/CV in WBP?
	The whole space is divided into six boxes. Two boxes each are marked for entering year, month & days. Kindly note in case your service period is 11 years 11 months 29 days as on 01.01.2021, the input pattern should be 1 1 1 1 2 9. **Please note that to be eligible under NVF/ Homeguard/ CV in WBP, your length of service must be greater than equal to 3(three) years. No age relaxation is available for Civic Volunteers (CV).**
11	My Class X passing Board is not available in the list provided
	Please note that all recognized passing Boards of Examination are mentioned in the list. Hence please again go through the list to find your passing Board. In case you still do not find the same, you can send your problem statement in the e-mail address (noted in Sl. No. 7) or call up the call centre (noted in Sl. No. 7).
12	I want to change the data entered. How to do it?
	Please note that you must take utmost care in filling up the first page, especially Sl.No.2. This particular field cannot be changed <u>after clicking</u> on the "<u>Next</u>" button of the first page. You will also be prompted with a "Confirm" message box. In case you still want to edit the Sl. No. 2, please click on "No" option to edit the same. All other information except your mobile no. & the selected option in Sl. No. 2 of the application form can be edited before going to the "Payment Details" option. Please note after photo & signature upload, you will be provided with a preview screen of all information filled/keyed-in by you. Kindly go through each and every entry for its correctness/authenticity. In the event of any modification desired, you can traverse back and edit the same, except Sl. No. 2 & 12 of the application form. **After final submission no information can be edited / nor any request for modification will be entertained.**
13	My name is Sk. Hamid but I am not allowed to enter the same. What do I do?
	Please note in the fields Name & Father's Name, no wildcard entry is allowed, hence the applicant has to write 'Sheikh' (as you spell your name in Islam) & 'Mohammed' / 'Muhammed' /'Muhamet' (as you spell your Father's name in Islam).
14	I have passed Madhyamik/ Secondary School Exams, do I need to fill up all the blank spaces in that segment?
	No. It is only applicable for applicants having higher qualification than Madhyamik/ Secondary School Exams. They will fill up as per their qualification.

15	I am not able to find the name of my post office in the list provided, what should I do?
	There is an option for selecting "**Others**" from the list box. Please select the same and write your post office name correctly in the space provided beside the selection box.
16	I am unable to make payment through the "BillDesk" option. What should I do?
	There may be a problem with the BillDesk Server or the Bank Server or a problem related to your card (debit &/or credit). If you persistently fail in making on-line transaction, then please opt for "PNB challan" payment mode. After selection of that mode, please download the challan and go to any PNB branch in India for making the payment after two banking days from the date you download the challan (which will also be printed on your challan). Please preserve the "Applicant's Copy" of the PNB challan with you for any future reference.
17	I am trying to upload my photo & signature but, I am not able to do so. What to do?
	The reason can be various - **i)** The face covers the entire photo space; **ii)** slow connectivity at your end **iii)** photo or signature is not of specified size **iv)** The images are virus affected. Once you are allowed to upload, please check what you have uploaded in the space provided beside the upload options. In the event of getting the message "Automation error"; please change the browser (preferably you can opt for Mozilla Firefox) to solve the issue or can restart your PC/Laptop /Workstation.
18	How do I make my picture/signature fit the requirement?
	After uploading, you are provided with a cropping tool to readjust the uploaded photo & signature. Please note that you should take utmost care so that no portion of signature gets is omitted. Same is applicable with your photograph also. Your face should be absolutely clear. Applications are liable to rejection in case of following situations : ➢ If signature/photo is unintelligible. ➢ If uploaded photo is inappropriate or of improper size. ➢ If upload photo is not to standard. ➢ If signature image is truncated. If the problem persists take fresh image of your photograph/signature and then try uploading it. Do take care that the images are not virus infected. I case of OLE error displayed in the browser ; you should try with a different browser for uploading. It has got nothing to do with the application but the device you are using and sometimes browser related.
19	Can I sign in block letters?
	A person's signature must be cursive/long hand. Please affix your full signature and not your initials. It also has to be adjusted within the space allocated.
20	I have received a message that the funds have been deducted from my card account but I am not allowed to proceed further. What to do?
	First advise, "please do not panic". In case the fund has been deducted and you are not allowed to proceed further, please note down the said transaction ID. You have to make payment once again to proceed further. Please get in touch with your banker with the first Transaction ID for refund. Please note that no way double payment against a single post is taken into account.
21	I am asked to enter percentage and grade in the qualification segment. What shall I enter in the field, percentage or grade?
	Please note it is provided in "either/or" mode. You need to enter any one of them but in case you happen to have both the details at your disposal, then you can fill in both the information.

22	I have my social category/caste certificate issued by a State Govt. other than the Govt. of West Bengal, shall I get due relaxation in terms of eligibility criteria & /or fees?
	No. Any applicant, who does not have the Caste / Category certificate issued by Govt. of West Bengal, will not get any relaxation of any sort based on caste/ category. Though he/she will be eligible to apply if he/she is an Indian citizen but will be treated under Unreserved Category. In the caste/category selection option, the applicant has to choose "Unreserved Category" only.
23	Am I not allowed to change my State & District in the "Communication, Qualification & other details" page?
	Please note that these two information flows from the first page. Details once entered by you at Sl.No.2 & 12 of the application form is non editable here.
24	My mailing address and permanent address are same, do I need to write both of them?
	Please refer to a small check box below Sl. No. 17 of the on-line form "Check if mailing address is same as above." You are advised to click on the box to copy the whole address to Sl. No. 18.
25	My pincode is 700078, but when I select my post office, the pincode shows as 700075. What to do?
	Please change the pincode and enter your correct code.
26	Can I change my mobile number/e-mail Id?
	Once entered while filling up the application, it cannot be changed and it should remain with you till the end of this recruitment, otherwise information cannot be received by you from time to time. In case the number/e-mail is changed, WBPRB will not change the number/e-mail Id in its database and will not be responsible for delivery of SMS/e-mail from time to time as desired by WBPRB. A valid mobile number/e-mail Id allows the applicant to get vital information issued from the WBPRB with respect to this recruitment.
27	Can I edit my data?
	Yes you can, but only before you select the payment details page. Also note that Sl. No. 2 in first page cannot be changed after you cross the first page. It will ask for a confirmation and once confirmed the data can never be edited.
28	I have forgotten my password, what should I do?
	Please do not panic, put your username and click on the "forgot password" option, you will be allowed to give a fresh password and you will get again an SMS on your registered mobile number.
29	Do I need to send any hard copy of my application to WBPRB, if I am applying on-line?
	No. Your application once submitted has already reached WBPRB electronically. Hard copy submission is only required for off-line applicants.
30	Why do I need to click on the "I accept" button in the payment page?
	It is a mandatory requirement in case payment through your credit/debit card or utilizing net banking facility is used. This requirement is in line with the law of the land.

31	If a request over mail, regarding change of any of my credentials at any of the four pages will that be changed?
	No, under no circumstances will the same be entertained. This sort of communication will be just kept on record and will adversely affect your candidature for this drive. Final decision regarding those requests will be at the sole discretion of WBPRB. Merely sending a mail does not allow any applicant the right of modifying/ updating her records.
32	I do not find my railway station in the dropdown list provided
	It is an exhaustive list for all stations of West Bengal. If you do not find the desired name, please select "Other" option to give your input in the text box adjacent to the dropdown and then proceed accordingly