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 the 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 <u>info.conswbprb@applythrunet.co.in</u> , 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. **8013033300 , 8013033322** 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 15th August). 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 9.0 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. **8013033300 , 8013033322**
9.	What is the purpose of e-mail & mobile number of the applicant while filling up the application?
	These are required for <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 to you. WBPRB will not be responsible for non-receipt of communication in that case.
10	How do I write my length of service in the space provided if I am an ex-serviceman or a Homegaurd serving only in West Bengal Police (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, the input pattern should be 1 1 1 1 2 9 .**Please note in case of Ex-Servicemen ,if your length of service is less than six months , then you will not be eligible for ex-serviceman relaxation. Also take note that Homeguards serving in any other branches of State Police except WBP (West Bengal Police) are not eligible for getting the relaxation.**
11	My Class X passing Board is not available in the list provided
	Please note, 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 of still not finding 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 in the first page. How to do it?
	Please note the applicant has to take utmost care in filling up the first page, especially the PART – A of the application's first page because <u>after clicking</u> on the "<u>Next</u>" Button of the page, <u>no fields</u> can be edited in the PART –A of this page. Though all other Information across the application can be edited before final submission. After final submission no information can be edited. Please note after clicking the "Next" button at first page and the third page a pop-up message box will come depicting the major texts entered in the page. Please check and then click on the "OK" button for proceeding further. In case you want to change anything, please click the "CANCEL" button to return you to the page again, edit and proceed.
13	My name is Md. Islam 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 'Mohammed' / 'Muhammed' / 'Muhamet' (as you spell your name) Islam.
14	I am an SC/ST applicant but I am not taken to the payment page after filling up the Personal Details page. What to do?
	Please note it is the flow of the tool, as SC/ST applicants are not required to pay the fees , they are automatically taken to the third page - "Communication, Qualification & other details"
15	I have only Class X qualification, do I need to fill up all the blank spaces in that segment?
	No. It is only applicable for applicants having higher qualification than Class X. They will fill up as per their qualification.
16	I am not able to find <u>the name of</u> 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 in the space provided beside the selection box.

17	I am unable to make payment through the "BillDesk" option .What should I do?
	There may be a problem at BillDesk Server or the Bank Server or problem related to your card (debit &/or credit). If you persistently fail in making on-line transaction, then please opt for "UBI challan" payment mode. After selection of that mode , please download the challan and go to any UBI branch 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 Copy" of the UBI challan with you for any future reference.
18	I am trying to upload my photo & signature but, I am not being able to do so. What to do?
	The reason can be various – a) slow connectivity at your end, b) photo or signature is not of specified size, c) The images are virus affected. Once you are allowed to upload, please check what you have uploaded in space provided beside the upload options.
19	Why 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 you should take utmost care that no portion of signature is getting omitted (even the tails e.g y / g or headers e.g. T /E). Same is applicable with your photograph also . Your face should be absolutely clear. If problem persists take fresh image of photograph / signature and then try the uploading. Do take care that the images are not virus affected.
20	I have received a message that fund 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 fund is deducted and you are not allowed to proceed further, please note somehow valid transaction ID has not flowed back from the Aggregator server. Please get in touch with your banker for refund. You need to make payment once more.
21	I do not find Female option in the Gender Selection?
	Please note that there is no Female vacancy in this drive and hence only "Male" applicants are allowed to fill-up the form. Hence the no gender selection is allowed here. It is prefixed to Male.
22	I have my category/caste certificate not issued by 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 by Govt. of West Bengal, will not get any relaxation of any sort based on caste/ category. Though he will be eligible to apply if he 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 there 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. 16 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. 17.
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 the correct one.
26	Can I change my mobile number?
	Once entered while filling up the application, it cannot be changed and it should remain with the applicant till the end of this recruitment, otherwise information cannot be received by the applicant from time to time. In case the number is changed, WBPRB will not be responsible for delivery of sms from time to time as desired by WBPRB. A valid mobile number allows the applicant vital information issued from the WBPRB with respect to this recruitment.

27	Can I edit my data?
	Yes you can, but only before you click on the "Submit" button. Also note that information entered in the PART – A of first page cannot be changed after you click the "Next" button on 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 fresh password and you will get again an SMS to your 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 PRB 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. 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. 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 updating his/her records.