

FAQ

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| 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 the printout of your Application form. 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 Sahaj Retail 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 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 "Acknowledgement". Our Email Server is configured to <u>delete</u> such emails automatically. |
| 7. | What details should I <u>retain</u> while writing to WBPRB by email? |
| | While writing back through "Raise Your Query" option for genuine problems, please write your " Application Sl. No. ", " Name ", " Post applied for " with subject 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. |

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| 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 10, 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. 7044108689 / 7044109346 |
| 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. You will also not be able to download your Call Letter for Personality Test (if shortlisted for the same) in case of change of your Mobile Number. Please refer the 'Information to Applicants' as uploaded in the website. WBPRB will not be responsible for non-receipt of communication in such a case too. |
| 10 | I do not find any option for NVF/Ex-servicemen / EC/MSP ? |
| | There are no provisions for these special categories in this drive against this post. |
| 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 go through the list again to find your passing Board. In case you still do not find the same, you can send your problem through "Raise your Query" option available in the site 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., E-mail Id. & 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 are 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 Mobile No., E-mail Id. & the selected option in Sl. No. 2 of the application form. <u>Even if you still submit the application with errors, you will be provided an "edit window" as specified in the Information to Applicants; where you can rectify the same except the above fields and your category from SC, ST to UR, EWS, OBC-A & OBC-B.</u> |
| 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 | What options are there in post option? |
| | Applicants have the options of SI(UB) , SI(AB) and Both selection. In the event of applicant choosing both the options; then one needs to specify his preference from the "Preference" drop box. Female applicants will be presented with SI(UB) option ; hence preference selection will not be required for them. The category to which a Transgender person is to be accommodated will be intimated in due course. In the event of acceptance of the same ; concerned applicant may proceed to fill-up the available options accordingly. |

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| 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/HDFC Payment Gateway Server or the Bank Server or a problem related to your card (debit &/or credit). If you fail in making on-line transaction in any one of the gateways, then please opt for the other gateway. You are requested to wait for sometime before attempting payment for the second time. Please note double payment against same application number is not accepted and gets refunded to the same as per norms of the concerned payment gateway through which the payment was made. For failure transaction also, do keep patience; the failed transaction gets rolled back by your banker as per banking norms and timeline. |
| 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 - 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 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 as it might be related to any system .dll file corruption or memory related issues; which may get flushed out due to a restart. |
| 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 you should take utmost care so that no portion of signature gets omitted. Same is applicable with your photograph also. Your face should be absolutely clear. If the problem persists take fresh image of your photograph / signature and then try to upload it. Do take care that the images are not virus infected. Please note that reference photo and signature are provided at the time of applying. Also ensure that the photograph is of recent times (within three months of the time of application) and the signature uploaded matches with your full name filled up during the application. |
| 19 | 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. |
| 20 | No Transgender vacancy is found? Should I apply? |
| | Transgender applicants are allowed to apply in this drive with due relaxations. Please refer to the information brochure for clear understanding and proceeding for application through the portal. |
| 21 | I have my social category/caste certificate, EWS 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, Income & Asset Certificate for EWS issued by Govt. of West Bengal, will not get any sort of relaxation based on caste/ category and EWS. Though she/he will be eligible to apply if she/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. However, for community certificate only, any Government authority can issue the same. |
| 22 | Am I not allowed to change my State in the “Communication, Qualification & other details” page? |
| | Please note you cannot change the State which you have entered and then confirmed over there in first page. |

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| 23 | My mailing address and permanent address are same, do I need to write both of them? |
| | Please refer to a small check box in the application mode(2 nd page) "Check if mailing address is same as above." You are advised to click on the box to copy the whole address to the next segment |
| 24 | 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. |
| 25 | Can I change my mobile number? |
| | Once entered while filling up the application, it cannot be changed and it should remain with you till the end of this recruitment drive, otherwise information cannot be received by you from time to time. You will also not be able to download your Call Letter for Personality Test (if shortlisted for the same), in case the number is changed, WBPRB will not change the number in its database and will not be responsible for delivery of SMS from time to time as desired by WBPRB. A valid mobile number allows the applicant to get vital information issued from the WBPRB with respect to this recruitment. |
| 26 | 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. |
| 27 | 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. |
| 28 | 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. |
| 29 | If a request over mail, regarding change of any of my credentials at any of the four pages will that be changed? |
| | No, <u>under no circumstances</u> will the same be entertained. Merely sending a mail does not allow any applicant the right of changing/ updating her/ his records. |
| 30 | Are departmental employees allowed to apply? |
| | Yes. Applicants working in WBP fulfilling requisite requirements specified in the information brochure may apply. |
| 31 | 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 |
| 32 | Can I change my Caste/Category after closing of Editing Window? |
| | Yes, provided you got your certificate issued after the closing date of editing window. Please go through Information to Applicants for getting such information in details. |
| 33 | Is my candidature liable to be cancelled if my face does not match at any stage with the photograph uploaded by me? |
| | Yes, please go through the "Information to Applicants" for getting such information in details. |
| 34 | I am not allowed to proceed after I have given the details about my previous attempts for the said post |
| | No departmental candidate will be allowed to appear in the competitive examination for direct recruitment for more than 3 (three) times taken together. |