

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 Form <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. <u>If</u> a 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 WBGDRB by email?
	While writing back emails for genuine problems to e-mail & address info.wbgdrb@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 no. 1860-345-2224 . You are required to give your name & contact details at the time of speaking with HelpDesk executives. The calls may get recorded for future references / training purposes.
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 no. 1860-345-2224
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 WBGDRB 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. WBGDRB will not be responsible for non-receipt of communication in that case.
10	I want to change the data entered. How to do it?
	Please note the applicant has to take utmost care in filling up the first page, especially your Permanent Address State in the first page because <u>after clicking</u> on the “ <u>Next</u> ” Button of the page, this <u>field</u> cannot be edited. 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 every page a pop-up message box will come depicting the texts entered in the page. Please check and then click on the “YES” button for proceeding further. In case you want to change anything, please click the “NO” button to return you to the page again, edit and proceed. Please go through the Preview page carefully. You will be able to see all things you have filled up in a single glance including your uploaded photograph & signature.
11	I am an SC/ST applicant but I am not allowed to select my category .What to do?
	Please note it only happens if you have chosen your “Permanent Address State” a state other than “West Bengal”. Only category certificates issued from the state of West Bengal will be recognized for consideration in any other category other than “Un-reserved” category.
12	I have only Class VIII qualification, do I need to fill up all the blank spaces in that segment?
	No. You are to fillup the segments against Class VIII only. The higher qualification segment is applicable only for those who possess higher qualification than Class VIII.
13	I am not able to find <u>the name of my</u> 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.
14	I am trying to upload my photo , signature and other uploads 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 or other to-be uploaded documents are not of specified size, c) The images are virus affected, d)browser problem, e)OS problem of your system. Once you are allowed to upload, please check what you have uploaded in space provided beside the upload options.
15	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.
16	I have my category/ caste certificate not issued by Govt. of West Bengal, shall I get due relaxation in terms of eligibility criteria?
	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.

17	Am I not allowed to change my Permanent Address State in the “Communication, Qualification & other details” page?
	Please note that this information flows from the first page. Detail once entered by you in this particular field is non editable here.
19	My mailing address and permanent address are same, do I need to write both of them?
	Please refer to a small check box “Check if mailing address is same as above.” You are advised to click on the box to copy the whole address.
20	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, WBGDRB will not be responsible for delivery of sms from time to time as desired by WBGDRB. A valid mobile number allows the applicant vital information issued from the WBGDRB with respect to this recruitment.
21	Can I edit my data?
	Yes you can, but only before you proceed for submission. Also <u>note that information entered in the “Permanent Address State” in the first page cannot be changed after you click the “Next” button on the first page.</u> It will ask for a confirmation and once confirmed the data can never be edited. Also note that the mobile number registered during the registration process cannot be changed at any point of time.
22	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.
23	Do I need to send any hard copy of my application to WBGDRB, if I am applying on-line?
	No. your application once submitted has already reached WBGDRB electronically. No Hard copy submission is required.
24	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. This sort of communication will be just kept on record. Final decision regarding those requests will be at the sole discretion of WBGDRB. Merely sending a mail does not allow any applicant the right of updating his/her records.