

## **Frequently Asked Questions (FAQ)**

**1. How do I access the site to fill up the online application?**

**Answer:-** Applicant should visit to <http://www.wbpdcl.co.in/> and follow the link "Career" to access the web portal of the West Bengal Power Development Corporation Limited (WBDCL) for online application. Click on New Registration to fill the Application form.

**2. Is it mandatory to have an e-mail ID?**

**Answer:-** Yes. You must have a valid email ID for apply for any post. If you don't have a mail ID, it may be created at Gmail, Yahoo, MSN, rediff etc. free of cost.

**3. Is it mandatory to have a Mobile Number?**

**Answer:-** Yes, You must have a valid mobile number to receive message on the various stages of your application. You must enter your 10 digit mobile number.

**4. When I can submit online application for various posts? Can I apply any time during time limit prescribed in the advertisement?**

**Answer:-** Yes, An applicant can apply for a particular examination within the time limit prescribed in the advertisement released by WBDCL. After the time duration the link for filling up of the application will not be available.

**5. Can anyone apply online for post as mentioned in advertisement of WBDCL?**

**Answer:-** Yes, an applicant who fulfills the eligibility criteria prescribed in the advertisement (<http://www.wbpdcl.co.in/> and follow the link "Career") of WBDCL, can apply.

**6. Can I apply online for all post of WBDCL?**

**Answer:-** Yes, an applicant who fulfills the eligibility criteria for all posts as prescribed in the advertisement available on website (<http://www.wbpdcl.co.in/> and follow the link "Career") of WBDCL examination, can apply but the examination will be conducted on single day in one shift only.

**7. Are there any detailed instructions to guide an applicant for submitting an online application?**

**Answer:-** Yes, an applicant must go through the detailed instructions which are available on website <http://www.wbpdcl.co.in/> and follow the link "Career" for filling up the online application before doing so.

**8. What should I do if there is lot of delay in accessing the page?**

**Answer:-** The delay in accessing the Page depends upon various factors like Internet Speed, large number of applicants trying to register the application at the same time etc. Therefore if you are not able to get the page for registration promptly, please retry after some time or during off-peak hours. It is advisable not to wait for last minute rush.

**9. What information/ details /items are required while filling up the on-line application form?**

**Answer:-** The instructions/ items which are required for submission of the application fee, Photograph, age proof, caste certificate, handicapped certificate and Signature have been explained in the guideline and instructions (How to apply).

**10. What is the procedure to pay the application fee for the examination?**

**Answer:-** For payment of application fees candidate have only online mode. They can pay application fee online using any VISA/MASTER Debit or Credit Card or through Internet Banking Issued by any Bank.

**11. I have just appeared in graduation (of qualifying education), am I eligible to apply?**

**Answer:-** Please go through the advertisement of respective posts.

**12. My acknowledgment form is not generated, what should I do?**

**Answer:-** Please check whether:-

- i. You have not paid requisite application fees as per your category/eligibility for the post applied for.
- ii. You have not paid application fees online successfully.
- iii. For any query you may contact through the below WBPDCCL helpline numbers on any working day from 10.00 AM to 5.00 PM (Sunday and Holiday Helpline will be closed.)
  - a. For Technical Assistance:- 8420998905
  - b. For Payment related Issue:- 8420998907
  - c. Helpdesk Email ID:- helpdesk@wbpdcclonline.com

**13. I have made a typing mistake while filling up online application form, what should I do?**

**Answer:-** Request for change/correction in any particulars in the application form shall not be entertained. You have to fill another application with your alternate email ID and mobile number. The latest application form will be treated as final. WBPDCCL will not entertain any request for any kind of change/correction to entry in application form and any wrong details will lead to cancellation of the application form.

**14. I have successfully submitted the online application, should I send the print outs of the application to the West Bengal Power Development Corporation Limited (WBPDCCL) by post?**

**Answer:-** No, Once the applicant has successfully submitted the application through online, the same gets registered with the West Bengal Power Development Corporation Limited (WBPDCCL). However, it is strongly advised that the applicant should keep a hard copy of his /her application for his/her own record and for future communication with the West Bengal Power Development Corporation Limited (WBPDCCL), if any.

**15. When the relevant particulars i.e. the community/ age relaxation requirements/ disability status/ year of birth etc. do not appear in the corresponding parameters available in the drop-out menu. How should I fill up the relevant columns?**

**Answer:-** Before filling up the application, please check that you have selected the right examination in case more than one exam is notified during that period, although it may not happen as the required columns along with the drop-down menu for selection and inputting the

information is available on the online form for a particular examination. First of all you need to check the advertisement and if you are eligible then you may apply.

**16. What should be the back ground color of the Signature?**

**Answer:-**Signature to be scanned must have been done in black/blue ink on white paper (background).

**17. In which format the scanned photograph and signature?**

**Answer:-**The images of the photograph and signature should be scanned in the .jpg or .jpeg format only.

**18. What should be the size of the scanned photograph and the signature?**

**Answer:-** Allowed sizes are as follows:-

- i. Photograph Size 5KB to 50 KB (250 px width X 300 px hight)
- ii. Signature Size 5 KB to 20KB (250 px width X 60 px hight)

**19. If the Photograph/Signature is not of the proper pixel size given, then how to convert it?**

**Answer:-**Use any free image editing software such as MS Paint or Irfanview. To delete the unnecessary print area, use the CROP option after selecting the Image. To resize to proper pixel size use the resize option.

**20. If the Photograph/Signature is not in the desired format, then how to convert it?**

**Answer:-**If the image is in other formats such as .png, .tiff, .bmp, .gif etc, then open the photo in MS Paint or IrfanView and click save as option to save it in the desired format (.jpg or .jpeg).

**21. How do I upload my signatures/photograph?**

**Answer:-**The scanned photograph and signature in the format and the specification which has already been explained above is to be uploaded.

**22. How do I know that my application is registered/successfully submitted?**

**Answer:-** On successful registration you will get a mail and a sms to your e-mail id and contact number provided while registration and after successful submission you will get access to print your registration slip.

**23. I did not receive the e-mail intimation for registration of my application?**

**Answer:-** If your e-mail id is correct you must receive the mail from system. However, if you didn't received the e-mail, please check your e-mail id is correct or not, if entered e-mail id is correct then check in your spam box also, sometimes system generated e-mail may be stored in the spam section.

**24. I got an error message after submission of application online?**

**Answer:-** This may mean that the application has not been submitted successfully and you are required to apply afresh.

**25. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?**

**Answer:-**On completion of application Registration No. is generated by the system. If the same has not been generated and you are disconnected midway due to any reason, you have to enter the details of application afresh.

**26. Can the applicant go for multiple registrations for the same examination? What will be status of his candidature if he/she has successfully submitted more than one application?**

**Answer:-**The applicants are advised to submit only single application; however if due to any unavoidable situation, if he/she submits another/multiple applications, then he/she must ensure that latest application with Registration No. is complete in all respects like applicant's details, photograph, signature, fee etc. The applicants who are submitting multiple applications should note that only the last applications shall be entertained by the West Bengal Power Development Corporation Limited (WBPDCCL) and application fee paid against one registration No. shall not be adjusted and refunded against any other registration.

**27. What details should I retain after completion of successful submission of my application form?**

**Answer:-**It is strongly advised that after the completion of the process of submission of the online application, the applicant must take a print out of the submitted application form and keep the same for future reference. The candidate is also advised to keep his application fee payment proof which might be required by the West Bengal Power Development Corporation Limited (WBPDCCL) in case of any discrepancy.

**28. How to convert grade to mark?**

**Answer:-**The institution or University, from which the candidate obtained the certificate, has a set of principles for conversion of grade / grade points to marks and from CGPA to percentage of marks. Therefore candidates are advised to obtain the conversion formula from the institution or the university and accordingly calculate the marks or percentage of marks and fill up the relevant box in the online application form.

**29. I have paid application fee through net banking but after login it shows payment failed?**

**Answer:-** Ongoing process of payment through net banking you have to make sure that you have click on YES for sharing option of third party. If you click on NO then your payment get deducted and in your login page it shows your payment failed.

**30. I got "Unknown error" while uploading the Photograph and Signature?**

**Answer:-**If you get the error message "Unknown Error" while uploading the Photograph and Signature, then open the image in any image editor like "paint brush", Ms Office picture etc. and save the image as ".jpg" file or ".jpeg" file and then upload.

**Note: - Candidates should ensure that the photograph and signature are uploaded in the application at appropriate place and the photo and signature must be clearly visible in the form.**