

You are requested to go through all the questions & answers in this section and also the Appointment Notification before proceeding to apply for appointment for the posts of Assistant Teachers under the District Primary School Councils / Primary School Councils of West Bengal

Frequently Asked Questions (FAQ)

General Section

Q1. What are the devices that can be used to access the online application form submission portal?

Ans : In order to access the online application form submission portal, we recommend you to use a computer or a laptop having Microsoft Windows (XP service pack-3 or higher) as its operating system.

Q2. What will happen if I use a computer or a laptop having an operating system other than the one mentioned above?

Ans : In such circumstances the online application form submission portal may not respond properly.

Q3. What will happen if I use a smart phone or a tablet having android or windows as its operating system?

Ans : We recommend you not to use a smart phone or a tablet for filling up your application form mainly because of the smaller screen size in comparison to a computer / laptop, which will lead to an increased chance of filling in incorrect data. Furthermore the application form submission portal may not respond properly.

Q4. What will happen if I try to upload my application form from a place having fluctuating / slow internet speed?

Ans : If you are experiencing such type of difficulties at the time of submitting your application form, you are requested to wait for some time and allow the speed to stabilize, alternatively allow the webpage to load completely, thereafter fill in requisite details and then proceed to next page.

Q5. What are the recommended versions of the Internet browser?

Ans : The recommended versions of the Internet browser are :

Browser	Version Supported
Internet Explorer	9 and above
Mozilla Firefox	40 and above
Google Chrome	40 and above

Q6. Despite adhering to all the recommendations the website does not work and I am unable to complete my application, what should I do?

Ans : If the website is not accessible for any reason, please close the Internet browser (delete browsing history, cache & cookies of the web browser) and try again.

Registration & Application Section

Q7. Who is eligible to Apply?

Ans : Candidates who have qualified the TET-2014 examination conducted by WBBPE are eligible to apply. For more details pertaining to the same please refer to the Appointment Notification available in the Board's official website "www.wbbpe.org".

Q8. I am not sure whether I have qualified or not? Am I eligible to apply?

Ans : Before applying make sure that you have qualified the TET-2014 examination, otherwise you will not be allowed to apply. If you apply with a wrong Roll Number your candidature will be rejected at the time of verification of documents and appropriate legal action will be initiated against you.

Q9. I have not qualified the TET-2014 examination. Can I apply?

Ans : No, in order to apply it is mandatory for you to qualify TET-2014 examination. Please check "http://wbresults.nic.in" for your result. If you apply with a wrong Roll Number your candidature will be rejected at the time of verification of documents and appropriate legal action will be initiated against you.

Q10. My roll number has been displayed as "WITHHELD" in the result published on 14-09-2016. What do I do or whom shall I contact?

Ans : Since your roll number has been marked as withheld, you cannot apply. You are requested to meet The Secretary, WBBPE, with all your documents on any working day within 4th October 2016.

Q11. Is there any age restriction for applying?

Ans : Yes. Follow the notification issued on 26th September 2015 in the newspaper / website.

Q12. I have qualified the TET-2014 examination. How can I submit my online application?

Ans : For submission of online application forms you are required to follow the steps mentioned below :

- i. Register yourself with the application receiving portal.
- ii. Login into the portal using your User ID & Password and follow guided steps.
- iii. Fill in the application form with all requisite details
- iv. Check entered details
- v. Modify entered details (if required)
- vi. Make payment.
- vii. Take printout of your application.

Q13. What is the application fee?

Ans : The applicable fee is as mentioned below:

Category	Application Fees
S.C. / S.T. / Physically Challenged	Rs 50/-
Others	Rs 200/-

Q14. How can I pay my Examination fees?

Ans : Examination fees can be paid via Online Mode only (In this procedure, you can pay the requisite fees using a valid Credit Card / Debit Card / Net Banking Facility)

Q15. I am a new user. How should I register myself with the application receiving portal?

Ans : In order to register yourself follow the steps mentioned below :

- i. Click on the “Register Yourself” tab, in the home page to go to the registration page.
- ii. Enter your 9 digit roll number and click on the “Submit” tab. (The system will do a checking and if found correct will ask you to enter certain details. Else it will revert back with a message as “Roll Number not found”).
- iii. Enter your Name, Email Address & Mobile Number and click on the “Send OTP” tab.
- iv. The system will send an OTP to the entered mobile number.
- v. Type OTP exactly the same as is received in your mobile in the space “Enter OTP” and click on the “Verify OTP” tab.
- vi. The system will do verification and if found correct, the “Submit” tab will become active.
- vii. Click on the “Submit” tab to complete your registration.
- viii. An email will be sent to your registered email ID which will contain your User ID & password for logging into the portal.

Q16. Can my name, be different from the name written by me in the original TET Admit Card?

Ans : No. You must enter your name as it is written in your TET Admit Card.

Q17. My surname prior to marriage and after marriage is different. Which surname should I enter?

Ans : You must enter both of your surnames i.e. before and after marriage.

Q18. Can I use my coaching institutes or a friend's email address and/or mobile number when registering for TET?

Ans : No. You must provide a valid email address and mobile number of yours or any of your family members. Future correspondence pertaining to your application may be communicated to you via the registered email address / mobile number.

Q19. What should I do if I have not received the OTP or have lost the SMS?

Ans : If you have not received the OTP or have lost the SMS, click the Resend OTP link for resending the same.

Q20. What should I do if still do not receive the OPT after clicking on the Resend OTP link?

Ans : If you have not received the OTP, it is suggested to check that "Do not Disturb" (DND) facility is in deactivated status in your mobile phone.

SMS's may get delayed for numerous reasons and you are advised to check the settings in your mobile phone / get in touch with your mobile service provider.

Still if you are unable to get the OTP use a mobile number from a different service provider for your registration.

Q21. How can I obtain my User ID & Password ?

Ans : Upon successful registration, User ID & Password (system generated) are automatically delivered to the email address provided by you at the time of registration.

Q22. What do I do if I have not received any email?

Ans : Email can get delayed for various reasons, please check your mail box after sometime. You can also check the spam folder of your mail box for the same.

If you still cannot find the same, try registration procedure after some time.

Q23. Can I change any of the details asked for at the time of registration?

Ans : Details submitted at the time of registration cannot be altered/modified after receiving of OTP. If you wish to change any details you are required to do a new registration.

Q24. Can I change my mobile number and / or email address after registration?

Ans : After your registration is complete there is no provision for change of mobile number and / or your email address. If you wish to change the same you are required to do a new registration.

Q25. Which screen appears after I log into the website post registration?

Ans : After successful registration, you have to use the system generated User ID and Password (sent to your registered email) to log in to the website. Upon logging in, you are required to change the password as per your choice, after which you will be allowed to proceed for online filling up and submission of application form.

Q26. I am a registered user. How can I login into the application receiving portal?

Ans : In order to login post registration, please follow the steps mentioned below :

- i. Click on the “Login Here” tab, in the home page to go to the login page.
- ii. Enter your user Id & password and click on the “SUBMIT” tab.
- iii. The system will check, and if found valid will send you to your application submission page.

Q27. How can I know my last saved password?

Ans : There is no provision for getting information pertaining to your last saved password. If you cannot remember the same you have to follow the procedure of “forgot password” to login into your existing account.

Q28. What do I do if I have forgotten my password?

Ans : If you have forgotten your password, please follow the steps mentioned below :

- i. Click on the “forgot password” link available under the “Submit” tab in the login page.
- ii. A new page will open up, enter details as asked for by the system and click on the submit tab.
- iii. The system will check the same and if entered detail matches with the registered applicant’s database the system will send an OTP into your already registered mobile number.
- iv. Type the OTP exactly the same as is received in your mobile in the space “Enter OTP” and click on the “SUBMIT” tab.
- v. The system will send an email containing a new password and your existing user Id into your registered email address.
- vi. Login into the system with new password and follow the procedure of password change to complete the process and proceed to application submission page.

Q29. How shall I submit my online application form?

Ans : For submission of online application form you are required to follow the steps mentioned below :

- i. Fill in requisite details as has been asked for by the system.
- ii. In column “Communication Address” please mention your complete postal address.
- iii. Column “District” is a drop-down column and you are required to select the district of your communication address from the available options.
- iv. In column “Madhyamik (Class 10)” fill in requisite details.
- v. In column “Higher Secondary (Class 12)” fill in requisite details.
- vi. If you are a graduate candidate select “Yes” in drop-down option corresponding to the column “Graduate” and fill in requisite details.
- vii. If you are a trained candidate select “Trained” in drop-down option corresponding to the column “Training Qualification” and fill in requisite details.
- viii. Column “Name of Board” appearing under select “Training Qualification” is a drop-down column and hence you are required to select one amongst the available options.
- ix. Column “District for Appointment” refers to the district where you want your counseling, recommendation & appointment (if empanelled) to be made.
- x. Column “District for Appointment” is a drop-down column and you are required to select one amongst the available options.
- xi. Check mark on the “I Agree” box to accept the declaration.
- xii. To submit your details click on “Save & Continue”.
- xiii. Your entered detail is displayed on your computer’s screen.
- xiv. You can view the entered details in the computer’s screen; alternatively click on the “DOWNLOAD PDF” tab to download a copy of the same into your computer.
- xv. In order to make corrections in particulars click on the “BACK” tab to go back to the previous page.
- xvi. Alternatively in order to complete the process of submission of your application form, please click on the “SAVE & CONTINUE” tab.
- xvii. Click on the “Submit” tab to proceed to the making payment.
- xviii. A confirmation page opens up. Check mark on the “I Agree” box to accept the terms.
- xix. To proceed to the payment service providers portal click on the “Submit & Pay” tab.
- xx. Select the payment mode & enter requisite payment details and click on the “Pay Now” tab to complete the transaction process.
- xxi. Alternatively if you do not want to process the transaction and return back to the application submission portal, click on the “Go back to www.wbbpe.org” link.
- xxii. Upon successfully completing your transaction process you will automatically be returned back to the application submission portal.
- xxiii. Click on the “Print Your Application” tab to open your application form, a copy of the same automatically gets downloaded into your computer.
- xxiv. Take printout of the same for future reference.

Q30. How could I know that my application form has been successfully submitted into the online application form submission portal?

Ans : The process of submission of online application form ends with making payment for the same. Printouts of application form post payment of fees will contain your fees payment details corresponding to the relevant columns mentioned below:

Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q31. There is no option available for choosing my category, then how is my fee getting determined?

Ans : Fees have been determined based on the category selected and marked by you in your OMR Answer Sheet in the TET 2014 Examination.

Q32. How do I know that my fees have been successfully paid?

Ans : Upon successful payment, your payment details will get reflected/printed in your application form, in column Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q33. What do I do, when money has been deducted from my account but the same is not reflecting in my application form/nothing is getting printed in my application form?

Ans : In such circumstances please write to help desk mentioning the following : Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q34. Will my chance of getting selected for Interview / Aptitude test / Verification be more if I submit multiple applications?

Ans: The process of successful submission of application form ends with submission of application fees and you are requested to submit only one application. All successfully submitted applications will be called for interview / aptitude test / verification.

If at any stage it is found that you have made multiple applications all your applications may be rejected.

Q35. I want to apply in more than one district as my District for Appointment. What should I do?

Ans: You can apply for only one district and not for multiple districts. If at any stage it is found that you have applied for more than one district, your candidature for all the districts may be cancelled.

Q36. What will happen if I submit multiple application forms and appear for verification of documents in some/all of them?

Ans: If you submit multiple application forms and appear for verification in some/all of them, your candidature post verification of documents will be rejected for all applications

made by you irrespective of attending/non attending the interview / aptitude test / verification.

Q37. I am not interested to appear for the interview / I have casually made payment for my application. What is the procedure to get my application form cancelled and get back my application fees?

Ans: The process of submission of online application form ends with making payment for the same. All application forms for which fees have been paid cannot be cancelled. Fees once paid will not be refunded under any circumstances.

Q38. What will happen if I have not paid the application fees?

Ans: If you have not paid the applicable application fees within the last date of portal closure; your online application form will not be considered for interview / aptitude test / verification.

Q39. I have detected an error in my application form prior to payment of application fees?

Ans: Applicants are advised to carefully check all particulars and satisfy themselves that the entered particulars are correct prior to making payment for their application form. For making corrections click on the “Back” tab situated at the bottom of the page to go to the previous page for enabling correction in particulars.

Q40. I have made a mistake in my application form and the same has been detected by me after making payment for the same?

Ans: There is no provision for allowing correction in entered particulars in cases where payment has already been made.

In such circumstances you should make a new registration and fill in a fresh application form through such registration. You are also advised not to appear for interview / aptitude test / verification for the incorrect application form.

Do not send us any request for the same, as the same will not be entertained under any circumstances.

Q41. I have made payment and the amount has been deducted from my bank account, but the payment particulars are not getting reflected in my application form. What should I do?

Ans : These type of problems arises mainly because of fluctuation / slow internet connection speed resulting in communication gap between two servers. Before attempting for a repayment please check the same with your banker, you are also requested to write to us with the following details : Payment Mode, Payment Type, Payment Amount, Payment Date and Transaction Reference No.

Q42. What are the things that are required for filling up the online application form?

Ans : Before filling up your online application form keep all your academic testimonial handy, you are also requested to calculate your Full Marks & Obtained Marks, both Without Additional Subject & with Additional Subject (if opted for) pertaining to both Class X & Class XII examinations.

Q43. Can I print my Application Form directly from my web browser?

Ans : Yes, you can directly print your Application Form from your web browser within the time period mentioned in the home page of the website. For doing the same please check the setting of your web browser & also of the printer.

Q44. Can I download my Application Form?

Ans : For downloading the online Application Form your computer should have Acrobat Reader 9 and above version installed in it. The file to be downloaded will be in PDF format. If you are unable to download the file please check if your browser has the requisite plug-in installed for the same.

Q45. What will happen if my particulars are found to be incorrect?

Ans : If any of your entered particulars are found not to be matching with your documents / testimonials, the authorities conducting interview / aptitude test / verification may cancel your candidature. The decision of the authorities conducting interview / aptitude test / verification shall be considered final.

Q46. How shall I get to know my interview / aptitude test / verification centre name, location, date & time of my interview / aptitude test / verification?

Ans : It will be notified in due course in the website of the Board.

Q47. Can I select my interview / aptitude test / verification centre name / location?

Ans : No, you cannot select the same.

Q48. Can I ask for a change of interview / aptitude test / verification centre? Or can I ask for a change of Date and / or time of interview / aptitude test / verification ?

Ans : No you cannot.

Q49. Do I need to send a print out of my application to the Board? If so then to whom it should be addressed to?

Ans : No, you are not required to send any printout of your application form to the Board. Applications completed in all respect and for which payment has been successfully made within the stipulated dates, shall be considered valid. You are required to keep the same in safe custody and produce the same only on demand.

Q50. How can I contact the Candidate Helpdesk?

Ans : The Frequently Asked Question are designed to enable self learning. You are requested to use these tools to guide you through the entire process and help answer most of your queries. In case you still face issues, you can write to us by submitting your query through help desk tab (located in the home page).

Please note, your Roll Number is a vital information which should be correctly filled in by you at the time of REGISTRATION.

You are advised not to send us request for scrutiny of your application form or change of any entered details. The same will never be entertained. It is your duty to correctly fill and submit your application form into the portal.

DO NOT USE SMART PHONE FOR FILLING UP OF YOUR ONLINE APPLICATION FORM. THE FORM SUBMISSION PORTAL MAY NOT RESPOND PROPERLY AND YOU WILL LAND UP FILLING INCORRECT PARTICULARS.