

## **Frequently Asked Questions**

### **1. How to Submit Online Form?**

- Scan the documents which are to be uploaded while applying online
- Save these images in a folder
- Register, log in and start filling online form.
- Upload the scanned images from the above folder wherever indicated
- Completely Fill all the details in the Form
- Make Payment in online mode
- Your form will be submitted only after the payment is successful

### **2. How To Print the Form?**

Since the entire process is paperless the software system does not provide facility for printing the form.

### **3. I Forgot My Password, How Do I Reset It?**

- Visit website
- Click on “Forgot Password” button present beside the Login button. A dialogue box opens.
- Enter your registered Mobile Number
- Click on Get Password button
- You will receive your password via SMS

### **4. How to Submit Incomplete Form?**

- Login to site
- Visit the tab where you wish to fill in the details or upload the documents.
- Visit the tab Summary and click on “Submit Application Form” button.
- It's possible to submit the form only if the payment is successful.

### **5. How To Find Out Whether My Submitted Application Is Submitted Properly Or Not?**

- Login to site with valid username and password
- The current status of the form will be displayed.

### **6. I have submitted the form. But, I have forgotten to upload the document image/ I could not upload the document image as it was not available**

- You may please upload the document image/s during grievance period.

### **7. I am not able to make the payment and hence, not able to submit the form online.**

- In online payment there is sometimes delay in the response due to a number of reasons. Please wait, log out and log in again after some time. You will be able to submit the form online. The waiting period can be as long as 24-48 hours at times.