Frequently Asked Questions (For online services):-

1. **Permission cum Admission (PCA) application forms/ Renewal Registration Returns (RRR) to be submitted through school dashboard or student login window?**
   PCA/ RRR Forms can only be submitted through School/clerk account of the concerned institution.

2. **What to do if the School has lost credentials of School accounts?**
   School can email the request computercellitss@gmail.com (in case of Jammu Division) and inchargeofficeritsskd@gmail.com (For Kashmir Division) for resetting of credentials. The mail should be from an official email id or written request on letter head of the Institute duly signed and stamped by the head of the respective Institute.

3. **To whom I have to approach for my queries related to online services/Affiliation status of School/Registration related issues?**
   For Jammu Division:-
   a) For any issue related to online services email on computercellitss@gmail.com
   b) For any issue related to Affiliation of School email on generalsectionjd@gmail.com
   c) For any issue related to Registration email on rrsectionjd@gmail.com

   For Kashmir Division:-
   d) For any issue related to online services email on inchargeofficeritsskd@gmail.com
   e) For any issue related to Affiliation of School email on assistantsecretarygeneralkd@gmail.com
   f) For any issue related to Registration email on rrsectionkashmirdivision@gmail.com

4. **Is there any document required for filling of form/s through online mode?**
   No document is required for filling of forms, the details of the candidate will be auto fetched by using Registration number already allotted by the JKBOSE.However, rest of the fields are to be filled manually.

5. **As a candidate, do I have to submit hard copy of my PCA/ Renewal RR at School/ Board Office?**
   No, you do not have to submit any document/Format to the Board Office. Only, Specially abled candidates having disability equal to or greater than 40 percent shall have to take print out of their PCA / RRR Form and submit the attested copy along with Disability Certificate in the Concerned Board Office for necessary verification.

6. **As a school, do I have to submit any document at concerned Board Office?**
   Yes, you have to submit the Examination checklist (to be generated from school/ clerk account) at the concerned Board Office within the specified time after the culmination of Form Submission, as notified by the BOSE.

7. **Can I submit my PCA/ RRR form through offline mode?**
   No, PCA/ RRR application form can only be submitted through online mode.

8. **What if the candidate is unable to fetch details by using registration no.?**
   Ensure that the RR no. is correct and of 16 digits and the candidate should not have appeared in previous examinations of the same class. If problem still persists, send your query through mail.

9. **What to do if wrong particulars are reflecting against the entered Registration number?**
   Approach registration section or IT section of JKBOSE or email at
   computercellitss@gmail.com (in case of Jammu Division)
   and inchargeofficeritsskd@gmail.com (For Kashmir Division)

10. **What if the fee has been submitted and correction required in wrongly filled application?**
    Approach Examination Section concerned along with supporting documents.

11. **Is there any option to edit my PCA/ RRR Form once the form is submitted?**
    Edit option for few fields are allowed only upto fee submission, once fee is paid, application can't be edited.

12. **How can we edit exam form from school account?**
    Reject the exam form from principal account and edit the same from school account

13. **Do I have to submit the PCA Form and Renewal Registration Returns separately for each class (Class 11th and Class 12th)?**
    No, the PCA form and RRR Form have been merged for the current session 2022-23 and a single application form is to be submitted for each class i.e. Classes 11th and 12th separately.

14. **How can I submit my PCA/ RRR fee?**
    Application fee can be submitted through online mode only under PAY FEE window of School/Clerk Account via Billdesk/ Eazypay payment gateways using any Debit card, credit card, net banking or UPI IDs.

15. **Are specially abled candidates exempted from fee submission?**
    Specially abled candidates having disability greater or equal to 40 percent are exempted from fee.

16. **What is the allowed image size and extension for uploading photograph and signature?**
    The allowed image size is upto 50KB and the image extension should be in .jpeg or .jpg format. (The institution is advised to check the quality/ accuracy of photographs before submitting the application).

17. **I have passed by last exam 7-8 year back, how can I fill my exam form?**
    Approach Examination Section concerned along with supporting documents

18. **My subjects are wrongly reflecting in the details auto fetched**
Approach Examination Section concerned along with supporting documents

19. **If fee is deducted but the payment status on application form reflects as "NOT PAID", do I have to pay again?**
You should have to either wait for auto refund upto 24 hours or contact ITSS, JKBOSE immediately at computercellitss@gmail.com in case of Jammu Division and inchargeofficeritsskd@gmail.com in case of Kashmir Division.

20. **Is payment refundable?**
No, payment once done is non-refundable.

21. **Fee deducted from bank account but Acknowledgement receipt is showing as payment failed**
Approach customer care of your concerned Bank.

22. **Getting status as payment failed every time**
Try with another ATM/Credit card or by using different payment gateway. If error still exists, approach your bank concerned for activating your card for online payments or increase the limit, whatever case may be.

23. **Double payment was made mistakenly , how to request for refund**
Be very careful while making payment as penalty shall be charged for negligence. Approach IT section of JKBOSE within 15 days after termination of Online service along with supporting documents i.e application written on the letter head of the school, Copy of Bank Passbook, Bank Statement, Payment Acknowledge receipts of JKBOSE etc.

24. **I have received my payment refund after first round of online service, can I again pay the fee without late fee**
No, JKBOSE is not responsible for such type of issues related to payment failure or late settlement.

25. **I have passed my 11th class from CBSE with different subjects and have to appear in class 11th again with only 1-2 subjects from JKBOSE, how can I fill my examination form as there is no option to select particular subject manually?**
Approach IT section of JKBOSE along with supporting documents

26. **My previous school or some other school has wrongly filled my examination form how can i fill my form again?**
Submit written application to IT section for deletion of form along with relevant supporting documents.

27. **School account is reflecting my Affiliation Status as " Your School is not affiliated"**
Approach General Section of JKBOSE along with supporting documents

28. **I am unable to fill the Vocational Subject of students of my School**
You have to approach concerned Registration Section / IT Section of JKBOSE.

29. **Can we access the school/principal account using U-DISE code of School?**
No, JKBOSE School/Principal Ids are different from U-DISE code. For any correspondence related to online services of JKBOSE, the institution has to mention the login details as provided by JKBOSE.

30. **I belong to hard zone area, do I need to fill my exam form separately**
No, Exam form be filled jointly for both the zones / as per notification.

31. **I have passed by class 10th/11th from CBSE. The JKBOSE has issued Certificate of Eligibility in my favour. How can I pay the fee so that only examination fee shall be charged(excluding RR renewal fee)?**
At the time of submission of Exam Fee of the candidates having Eligibility certificate, please select the <u>Eligibility option</u> before going further for fee payment. Only examination fee shall be charged.