Purabi Dairy Recruitment Portal: Frequently Asked Questions

Q: How do I begin the application process?

A: The first step is to sign up on the portal using a **valid email address**. After signing up, you will receive an email; you must click **"Complete Registration"** within that email to be redirected back to the portal to set your password.

Q: What should I do if I forget my login details?

A: Your login credentials consist of your **Email ID and the Password** you set during the registration process. If you cannot remember your password, click on the **"Forgot Password"** option on the login page. Enter your **registered email ID**, and a password reset link will be sent to you. Follow the instructions in that email to regain access.

Q: Can I apply for more than one position?

A: Yes. If you meet the eligibility criteria for multiple categories, you may apply for them. However, you must submit a **separate application** for each specific post.

Q: What are the file size and format requirements for uploads?

A: To ensure your application is accepted, please follow these technical requirements:

Document Type	File Format	Maximum Size
Photograph	.jpeg / .jpg	100 KB
Signature	.jpeg / .jpg	100 KB
Other Docs	.pdf	1 MB

Q: Can I edit my application after I have submitted it?

A: No. There is no provision to make changes after clicking the **'Submit'** button.

Q: The system says my "Email ID is already registered."

A: This means an account already exists for that email. If you don't remember setting it up, use the **"Forgot Password"** link on the login page to reset your credentials.

Q: I am getting a "Missing Value Required" error when trying to move to the next page or submit. What does this mean?

A: This error indicates that one or more **mandatory fields (*)** have been left blank. To resolve this:

- **Check for Mandatory Marks:** Look for fields or drop-down menus marked as mandatory.
- **Verify Uploads:** Ensure that all required documents (Photo, Signature, Certificates, and ID Proof) have been successfully uploaded.

Q: Why am I getting an "Invalid PAN" error message?

A: This error occurs when the Permanent Account Number (PAN) entered does not match the standard 10-character alphanumeric format.

Q: Why does the portal say my Aadhaar number is "Invalid"?

A: Aadhaar numbers follow a specific 12-digit mathematical formula. If the portal rejects yours, check the following:

- Ensure you have entered exactly **12 digits**.
- Enter the number as a continuous string (e.g., 123456789012). Do not add spaces between the blocks of four digits.

Q: I am getting the error "Educational Qualification does not match Job Opening minimum qualification." What does this mean?

A: This error occurs when the system detects that your academic background does not meet the mandatory requirements for the position. Kindly rechecked the TOR/REOI for specific educational qualification for your desired Job Position.

Q: I am getting the error "Minimum required experience is [X], but provided experience is [Y]." What should I do?

A: This means the system has calculated your total work experience based on the "Joining Date" and "Relieving Date" dates you entered, and it does not meet the minimum requirement for the post.

Q: I am getting the error "Relieving Date cannot be before Joining Date." How do I fix this?

A: This error occurs when the **Relieving Date** you entered is earlier than the **Joining Date** for a particular Work Experience.

Q: I am seeing the error "Work Experience date overlap detected." What does this mean?

A: The system has detected that the **Joining Date** you entered for a new role (e.g., Row 2) is earlier than the **Relieving Date** of your previous role (e.g., Row 1). Look closely at the years and months. If you left Job A on **31-05-2023**, your Joining Date for Job B must be **01-06-2023** or later.

Q: I am getting "Error: Educational Qualification Row #1: Value missing for: Qualification Certificate & Marksheet." How do I fix this?

A: This error indicates that the system has not detected an uploaded file for your first educational entry. Even if you have filled in the degree and marks, you must attach the corresponding document.

Checklist to resolve:

1. **Locate the Upload Button:** Look for the "Attach" button specifically associated with in the Educational Qualification section.
2. **Check File Format:** Ensure the document is a **PDF**. The system will not accept image files (.jpg/.png) for certificates.
3. **Check File Size:** The PDF must be **between 100 KB and 1 MB**.

Q: I am getting "Error: Working Experience Row #1: Value missing for: Certificate." How do I fix this?

A: This error indicates that the system has not detected an uploaded file for your first working experience entry. You must attach the corresponding document.

Checklist to resolve:

1. **Locate the Upload Button:** Look for the "Attach” button specifically associated with in the Working Experience section.
2. **Check File Format:** Ensure the document is a **PDF**. The system will not accept image files (.jpg/.png) for certificates.
3. **Check File Size:** The PDF must be **between 100 KB and 1 MB**.