

## Frequently Asked Questions -

Q. I have not received the OTP on my mobile and email

Please write an email to support-hajdivision@nic.in to verify and update your current mobile no and email id along with supporting documents.

Q. The PTO portal website is being not opened properly and a message is displayed HTTP500/400 error

Technical Issue, Please call on HAJ Division Technical helpline no...or write email to support-hajdivision@nic.in

Q How much internet speed / bandwidth is required to use the system.

Minimum 512 kbps dedicated internet speed is required. We recommend to use 2mbps speed to upload multiple documents faster.

Q Can , I use apple MAC book/Android device to fill the form online

The site is best viewed in google chrome/Firefox browsers. You can also fill the form on Apple MAC / android device.

Q. The PTO website is very slow and unable to upload documents

Please check browser settings and try to remove history, cookies and browser temp files. In case website is still slow, it is advised to use the website during odd hours except 9 AM to 7PM.

Q A message is displayed while uploading of documents invalid file type -

Documents scanned only in pdf format is allowed. Please don't try to change the extension as pdf from any other file type.

Q Later on, I have noticed that my details are not correct and wrong document is uploaded on portal inadvertently.

If it is typo error, please write an email to support-hajdivision@nic.in with correct and wrongly filled details along with part of the mistake. At any stage, if HAJ division noticed that details and document pertains to some other firm, your application will liable to be rejected .

Q How to scan the document , so that required minimize can be maintain.

Before scanning of document, please set the type as grey/black and white except photo/drawing/letter head and dpi as 200 or below.

Q Which scanner, I should use for scanning purpose.

Any normal scanner on which A4 size sheet document can be scan.

Q Should, I sign on electronically printed form.

Yes, the authorize signatory of the pto has to sign on the online electronically printed form otherwise application

may get rejected.

Q How, I can scan large document / bank statement / ITR have 50 pages and upload.

Please scan all the pages in a single document and then upload .