



FAQ's

Q1. I didn't received OTP or received OTP after a long time ?

Ans : The web application allow you to activate your account in two ways one via OTP you receive on your mobile and second via email you receive. Click on the activation link on the email received to activate your account.

Q2. After submission of form I got disconnected or logged out ?

Ans : The web application allows you to login via Application id and Mobile no. any time just after registration. In case you are logged out you can login again and proceed without any problem.

Q3. Unable to fill / submit my form, website working slow ?

Ans : Such websites performance depends upon the simultaneous user present / active at a particular time, we suggest you to use a good internet connection and try in non peak hours for a smoother experience.

Q4. Do I need to register myself, submit form and make payment in one go ?

Ans : There is no such restriction, You may register yourself you will receive your application id with help of application id and mobile no. you may login any time and submit the form, after submitting the form check it once for correctness of your entered data and if your are satisfied please proceed for the payment.

Q5. After making payment got an error payment deducted from my account and my form shows payment status as unpaid ?

Ans : In such a situation first check your account to confirm if the amount is really deducted from your account if it is shows deducted and payment status unpaid on the form, Please report this via email to admin@puonline.co.in along with other details (application id , Name, email, mobile no., date and time of your payment and payment mode. (Or visit http://puonline.co.in/online/Help_Support.aspx) In most of the cases such payments gets reverted to the source payment method within 2-3 working days. please wait for maximum 2 working days or the same, in the problem still persist please contact via mail.

Q6. Submitted the form and made some mistakes in the form, there is no provision of editing what do i do, how to I get my detailed modified ?

Ans : We strongly recommend you to first check the steps involved in form filling, gather all required information and then start filling data. However after filling form and before making payment you must check the form data from the link provided above. In case of some major mistakes you can do two things.

- Start all over again and use a fresh mobile no. and email id and fill up the form with correct information. or
- Request the required changes by email to admin@puonline.co.in along with other details (application id, Name, email, mobile no) better attach the pdf copy of the form you submitted.