

स्वास्थ्य एवं परिवार कल्याण मंत्रालय के तहत सांविधिक निकाय
Statutory Body under the Ministry of Health & Family Welfare

Frequently Asked Questions & Answers:

Q1. What to do when it is written there that Fee code already exist?

Ans: The following steps can help you to fill your online application form for suitability:

1. One has to login from their **old login id & password used for the application for suitability** from which they have logged in the year 2019-20 or 20-21.
2. Now, click on “Entry form” menu and check your Institution details. Do not re-enter the details which are already there.
3. Third step is to enter all the programme details which are found suitable under Section 13 & 14 of the INC Act.

Here you need to note that while entering the programme details **one should not leave any column blank**. For example, if your Institution has only females and no males are there, then please enter “00” or “NIL” in the column of male.

4. Now enter your other details and save it. Institution can edit/ update any detail by clicking on the “edit/ update all forms” menu.
5. The last step is the payment. Please note that the payment details will be shown only when one will enter the programme details as mentioned in the 3rd point.

Q2. What to do when there is a server error?

Ans: There can be many reasons for the error. Some basic errors can be:

1. One should upload the document in PDF file and image/ photograph should be in JPG or PNG format only with correct size i.e **300 kb and 200 kb** respectively.
2. The Date format should be in **DD/MM/YYYY**.

Q3. What to do when there is duplicity of the photographs while submitting the teaching faculty details?

Ans: If there is duplicity of photographs, then one should change the name of the file against each photograph and then upload it.



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Q4. How to unlock the account if the account is locked?

Ans: If the Institution account is locked, one need not to worry. The account will be unlocked automatically after one hour.

Please note that if the Institution has forgot the password, then they need to reset it by clicking on the “Reset Password” option and entering their registered details i.e. Application ID, Registered Mobile No. & registered email id.

Q5. What to do if the new Programme is not available in the application form?

Ans: One needs to add the Programme details as mentioned in the Q1 point 3 and select the check box if found suitable by INC. If not found suitable then Institute may apply for the application placed at Sr. No 5 under Institute Login menu namely “[Application from Institution Recognized by SNRC \(State Nursing Registration Council\) for INC Suitability under section 13 & 14 of INC Act.](#)”

Q6. How to login if the Institution is applying for the suitability for the first time?

Ans: If you are applying for the suitability for the first time, then Institution shall create a new user id & password on their own and shall be found suitable by INC under Section 13 & 14 of the INC Act.