

## FREQUENTLY ASKED QUESTIONS (FAQs) for JNUEE-2021

### Part A – General Questions

S No	FAQ	Answers
<b>Registration, Online Application and Payment Related</b>		
1.	What are different modes to apply for JNUEE 2021?	Application Forms can be submitted in online mode only on the website <a href="https://jnuexams.nta.ac.in/">https://jnuexams.nta.ac.in/</a> The Application Form other than online mode will not be accepted.
2.	Can a Final year/semester students apply for the exam?	Please refer to Section XXII on Page 130 of the E Prospectus available on <a href="http://www.jnu.ac.in">www.jnu.ac.in</a> Relevant portion is reproduced below:  “The candidates who are due to appear in their respective qualifying examination may also apply. In the event of their selection they will be entitled to admission only if they have secured the minimum prescribed percentage of marks in their qualifying examination and they submit all documents including final marks-sheet of the qualifying examination before the deadline fixed for registration. .”
3.	Can I submit more than one application for one level/programme?	You can submit only one application form for one level/programme. However, you can opt for upto 3 fields of study within the same level/programme in the same form.
4.	The subjects I want to apply for, are not shown in the drop down menu, in the online application form.	Subject list is as per JNU admission for 2021. Please check the E-prospectus hosted on JNU website. a) Whether the course of study you want to apply for is offered or not and b) Whether there is intake in the said subject/s under the JNUEE category or not.
5.	What documents or certificates do I need to upload along with the Application Form?	<ul style="list-style-type: none"> <li>• Candidates need to upload <b>scanned images of photograph, signature, thumb impression</b>, with the Application Form.</li> <li>• No other certificates are required to be uploaded along with the Online Application Form.</li> <li>• The documents / certificates etc., shall be verified directly at the time of admission in the admitting university.</li> </ul>
6.	How can I pay Application Fee?	Fee can be paid using <b>SBI/CANARA/ Paytm Payment Gateway</b> through Debit Card/Credit Card/Net Banking/UPI. Candidates need to keep proof of fee paid. <ul style="list-style-type: none"> <li>• In case the Confirmation Page is not generated after payment of fee then the transaction is cancelled, and amount will be refunded to the candidate’s account.</li> <li>• However, the candidate has to make another transaction, in case the Confirmation Page is not generated.</li> </ul>
7.	Do I need to send Confirmation Page to NTA/JNU?	The Candidates are <b>NOT</b> required to send/ submit the Confirmation Page of Online Application Form (or any document) to the NTA/ JNU. However, they are advised to retain the following documents with them for any future reference/correspondence:

	<ul style="list-style-type: none"> <li>• Copy of the Confirmation Page of Online Application Form (Download, save and Print at least 3 copies)</li> <li>• Proof of fee paid (Download, save and Print at least 3 copies)</li> <li>• Photographs (same as uploaded on the Online Application Form)</li> </ul>
8.	<p>If I have made any mistake(s) while registering/applying, can I make changes later in the Application Form?</p> <p>Once 'Final Submit' button has been clicked, the candidate's details cannot be edited/changed. However, NTA shall open the correction window as per the schedule and Correction in certain particulars of Application Form can be incorporated on the website only during Correction Window. No corrections shall be allowed after the closure of correction window and all particulars entered by the candidate would be considered as final.</p>
9.	<p>I have made the online payment but my confirmation page has not been generated. What to do?</p> <p>Such problem occurs because of drop in connectivity from Banks' server to the Eduquity server on which NTA website has been hosted. You are advised to wait for 24 hours if such problem has been faced by you.</p> <ul style="list-style-type: none"> <li>• In case the Confirmation Page is not generated after payment of fee then the transaction is cancelled and amount will be refunded to the candidate's account.</li> <li>• In such cases, the candidate has to make another transaction, to confirm and complete the application process.</li> </ul>
10.	<p>I have made the online payment but my status is not updated on the system.</p> <p>If it is not updated within 24 hours, raise a query in Query redressal system or send a mail at <a href="mailto:jnu@nta.ac.in">jnu@nta.ac.in</a> giving details of your mobile number, application number, payment reference number and proof of payment</p>
11.	<p>I have made double payment of exam fee. When will I get refund of extra payment made by me?</p> <p>Any extra payment made by you will be refunded to you, after verification.</p>
12.	<p>What should candidate do, when 'continuous timeout', 'Server Error' or 'file not found error' occurs while making correction in Application Form of JNUEE 2021?</p> <p>Use updated version of Mozilla Firefox/Internet Explorer and good internet connection while filling application form. In case of continuous time out, one can clear cookies and history of the browser and fill during off-peak hours</p>
13.	<p>I am not able to verify my email ID or mobile number. What should I do?</p> <p>It is possible that there could be an error in the mobile number or email ID provided in the application form. You can correct the same through the correction window.</p>
14.	<p>I carried out corrections and submitted. After submission, I checked my form and discovered that still there is some more correction to be done. Can I do so?</p> <p>After submission of corrections, you cannot reopen the application and add more corrections. Please check the corrections before submission.</p>
15.	<p>Why am I asked to pay additional fee after making corrections, in the correction window?</p> <ul style="list-style-type: none"> <li>• No additional fee is charged for making corrections in the details of application form, if there is no change in the Category, and number of fields of study.</li> <li>• As amount of exam fee depends on the Category to which a candidate belongs and the number of fields of study, if you have changed your category or added more fields of study in your form, in the correction window, it may result in additional fee payable by you.</li> <li>• Please check the Information Bulletin for the amount of fee payable by different Categories.</li> </ul>

16.	Is there any specification for the photograph to be used on the application form?	The photograph should be coloured or black/white (80% face coverage, ears clearly visible and clear contrast). Please read the instructions given in the Information Bulletin in this regard. In case the photograph does not contain your name or date, application form will still be valid.
17.	In case the Photograph does not carry Name & Date of the Photograph, would the form be rejected?	The Application form will not be rejected in such cases. The Photograph with/without name and date will be accepted.
18.	Will I get a refund of fee in case I change my category from General to others, in the correction window?	No
19.	I have forgotten my application number. How do I get it?	On the log in screen of the portal, click the “forgot application number” button and follow the procedure given there. You will get your application number.
<b>Admit Card Related</b>		
20.	How will I get my admit card?	The admit card will be uploaded on NTA website <a href="https://jnuexams.nta.ac.in/">https://jnuexams.nta.ac.in/</a> as per the schedule communicated through the website. Candidates need to check the admit card carefully for all particulars e.g Roll No. Name, Subject Group, Date of Birth, Gender, Examination Centre Name, City, and Category, etc.
21.	If I do not get my Admit Card, whom should I contact?	Contact Number and email details will be displayed on the website. 011-40759000; Email for queries: <a href="mailto:jnu@nta.ac.in">jnu@nta.ac.in</a>
22.	Whom can I contact in case my admit card has some issue, or I am not able to download my admit card?	In case of any problem related to Admit card, please contact the given helpline numbers between 10:00 A.M. and 5:00 P.M.
23.	Where can I get the name of test centres?	The name of test centre will be mentioned in admit card.
24.	Can I use my friend’s email address when registering for?	No, you need to use a valid and unique email address of applicant only. Because, all communications are sent through registered e-mail id or SMS.
25.	Can I change my test city after receiving admit card?	<ul style="list-style-type: none"> <li>No, you will not be allowed to change your test city once admit card has been issued.</li> <li>While applying candidates have to select any four cities of their choice. The efforts will be made to allot city of examination to the candidates in order of the choice opted by them in their application form. Please select your preferred choices carefully.</li> <li>However, NTA reserves the right to change the city based on the feasibility.</li> <li>The Examination City Centre, once opted, shall not be changed.</li> </ul>
<b>Procedure to Appear in the Test</b>		
26.	What is the reporting time at the centre?	Reporting time starts 2 hours prior to the scheduled commencement of the exam.  However, candidates are advised to report as per staggered entry slot mentioned on their admit Card in order to avoid crowd during verification of the admit cards, registration, frisking, etc.

27.	What is the last time for entry?	<ul style="list-style-type: none"> <li>Candidates are required to be in the exam centre latest, half an hour before the commencement of the exam.</li> </ul>
28.	<p>What documents do I need to carry to the examination centre on the day of examination?</p> <p>What are the things allowed to be carried or not to be carried to the examination centre?</p>	<p>Candidates MUST bring the following documents on the day of examination at the test centre.</p> <ol style="list-style-type: none"> <li>Admit Card along with Undertaking downloaded from the NTA website (a clear printout on A4 size paper)</li> <li>Any one of the original and valid Photo Identification Proof issued by the government – PAN card/Driving License/Voter ID/12th Class Board Admit or Registration card/ Passport/ Aadhaar Card (With photograph)/ E-Aadhaar/ Ration Card./ Aadhaar Enrolment No. with Photo. <b>All other ID/Photocopies of IDs even if attested/scanned photo of IDs in mobile phone will NOT be considered as valid ID Proof.</b></li> <li>PwD certificate issued by the Competent Authority, if claiming relaxation under PwD category. The scribe must also carry an Undertaking regarding educational qualification, etc, passport size photograph, valid government identity proof and self declaration regarding COVID-19 (as per above format).</li> </ol> <p><i>Note: Candidate will not be allowed to take personal items such as mobile phones, digital/analogue watches, food items, study material, lockets, bags, electronic gadgets or any other prohibited items into the testing room. You are advised not to bring these to the test centre.</i></p>
29.	What precaution should I take while carrying document?	<p><b>The name on the photo identification must match with the name as shown on the Admit Card.</b></p> <p>If the name has been changed due to events such as marriage, candidate must show the relevant document like <b>Marriage Certificate / Divorce / Decree / Legal Name Change Document at the time of examination.</b></p>
30.	Should I carry a paper to the exam hall for doing some rough work?	<p>No. Blank Sheets for doing rough work/calculations will be provided to the candidates at the exam centre. All calculations/rough work are to be done only in the Blank Sheets provided at the Centre in the Examination Room/Hall. On completion of the test, candidates must drop these rough sheets along with Admit card and Undertaking in the designated box, as instructed by the invigilator on duty.</p>
31.	Should I carry a calculator to the exam hall?	<p>No. In most of the subject use of calculator is not permitted. If your subject permits use of calculator that would be available to you on your computer screen.</p>
32.	How do I answer questions in the computer based mode?	<p>Detailed guidelines on the Procedure for appearing in computer based tests are given in the Information Bulletin. You may go through them.</p>

33.	Will the question paper be bi-lingual or only in English?	Medium of JNUEE is English and the question papers (other than the language papers) for JNUEE 2021 will be in English only.
34.	Can I take the exam from any computer?	No, a candidate will have to appear for the exam on a pre-assigned workstation of the test center allocated to him/her mentioned in the admit card.
35.	Can I move back and forth between the questions?	Yes, candidates will have the option to navigate between the questions by following instructions available on the User Interface. They may change even answer options, any time before they enter submit button.
36.	What precautions do I need to take during the examination?	<ul style="list-style-type: none"> <li>• Each candidate has to attempt subject as per the choice in the Application Form.</li> <li>• Please ensure that name of the subject on the screen is the same as per your admit card. In case of any gap, please inform Invigilators immediately.</li> <li>• The candidates must attempt subjects as per their choice in the Application, so they must exercise choice carefully. <b>Once printed on Admit Card it could not be changed</b></li> </ul>
37.	What if I could not appear in the examination on scheduled date?	No candidate will be allowed to appear at the examination centre/date/timings other than that allotted to them in their Admit card. <b>Important: For those who are unable to appear on the scheduled date of test for any reason, retest shall not be held by the NTA under any circumstances.</b>
38.	What will I be provided with during the exam?	At the test centre, each candidate will be allotted a desk with a computer terminal and white sheets for rough work.  Rough work cannot be done on any other paper/sheet, as no other material will be allowed inside the examination room. On completion of the exam, candidates will have to drop these papers in designated boxes as instructed by the invigilator.  Every candidate would also be offered a mask. They would be provided material for hand sanitization too.
39.	How do I know when the exam time has ended?	There will be an on-screen timer on the top right corner of your screen which will count down for the allocated time. Candidates are advised to check this timer regularly and allocate their time carefully.
40.	Will I be able to leave early if I finish the exam before the allocated exam time has ended?	No, candidates will not be allowed to leave until the entire duration of the exam is up with the exception of genuine medical emergency.
41.	In case of any technical problems with the computer system, at the exam centre, what should I do? Will I lose time?	NO. In case of any technical problems with the computer at the exam centre, and you are not able to continue the exam, inform invigilator. He/She would fix the issue or will map you to another PC through a proper process. Your exam time in the next session will commence from the time you discontinued your exam, There would be no loss of time for you.
42.	Do I have to surrender the admit card to the invigilator at the exam centre?	Yes

**Post Examination, Admission Related and miscellaneous queries**

<b>43.</b>	Can I cancel the exam? Or can I withdraw my application form?	<ul style="list-style-type: none"><li>No, under no circumstances a cancellation / refund shall be allowed.</li></ul>
<b>44.</b>	If I do not take my exam, will I be eligible for a refund?	<ul style="list-style-type: none"><li>No, your fees will not be refunded in case you do not appear in the exam.</li></ul>
<b>45.</b>	Who will determine the final merit list for Admission? How would be the results declared?	<ul style="list-style-type: none"><li>NTA will process the result and hand over to JNU for further process at their end.</li><li>No separate intimation about non-selection in examination and marks obtained therein, will be sent to the candidate.</li></ul> <p style="text-align: center;"><b>NTA has no role in preparation of Admission List.</b></p>
<b>46.</b>	How many seats are reserved for sports quota? Can I get admission in sports quota?	There is no sports quota in admission to JNU. Please read the E-prospectus available on <a href="http://jnu.ac.in">http://jnu.ac.in</a> and the Information Bulletin available on <a href="http://www.ntc.ac.in">www.ntc.ac.in</a> carefully, regarding reservation in admission.
<b>47.</b>	I am a JRF qualified candidate. Do I have to appear in JNUEE?	JRF qualified candidates shall be exempted from Computer Based Test (CBT) and will be shortlisted/called for viva-voce. For details please check JNU admission website.
<b>48.</b>	Should I upload the SC/ST/OBC certificate or the income/asset certificate while applying?	No. You need not upload these certificates while filling the form. However, you are required to keep them ready at the time of registration for admission, after selection.
<b>49.</b>	Where do I get details of intake in various courses? Or How many seats are available in various courses?	Please refer to the E-Prospectus hosted on JNU website <a href="http://www.jnu.ac.in">www.jnu.ac.in</a>
<b>50.</b>	Is there any negative marking in JNUEE?	No. There is no negative marking in JNUEE.
<b>51.</b>	What is the syllabus of the Examination?	The Questions in the test shall be based on the syllabus prescribed by JNU, which is available in E-Prospectus hosted on JNU website <a href="http://www.jnu.ac.in">www.jnu.ac.in</a>
<b>52.</b>	In which cities would JNUEE be conducted in India?	Please refer to the Information Bulletin hosted on NTA website.
<b>53.</b>	What is the admission policy in respect of various courses/programs?	Please refer to the document "Admission Policy" hosted on JNU website.

