

## FREQUENTLY ASKED QUESTIONS (FAQs)

### Related to completing Admission/Registration formalities for the Academic Year 2020-21

Sl. No.	Query		Answer
1.	<b>Extension request</b>	<b>Where to upload?</b>	The request for extension should be uploaded against the said form/certificate, which is not available (Kindly fill and upload the extension form w.r.t. the document(s) not available with you at the moment).
	<b>Extension request</b>	<b>Can extension be sought through email?</b>	Follow the instruction as given above. Date of extension is 15.12.2020 only. Request should be uploaded.
	<b>Extension request</b>	<b>How to upload the required documents, if it becomes available upto 15.12.2020</b>	Uploading can be done again, against the required document.
2.	<b>Character Certificate</b>	<b>Who should issue?</b>	It may be issued by any Gazetted Officer or by the Principal of the last attended educational institute.
3.	<b>Fee payment issue</b>		Kindly contact: Helpline:7204459208 Email: <a href="mailto:jnueehelpdesk@gmail.com">jnueehelpdesk@gmail.com</a>
4.	<b>For any problem in uploading documents for Hostel, if exercised option for availing hostel.</b>		Kindly contact: Helpline:7204459208 Email: <a href="mailto:jnueehelpdesk@gmail.com">jnueehelpdesk@gmail.com</a>
5.	<b>Hostel related Query</b>		Kindly contact Dean of Students/Inter Hostel Administration (IHA) Office. The details are given below: Phone No.: 011-26704555, 26704554 & 26704556; Email: <a href="mailto:dean_students@mail.jnu.ac.in">dean_students@mail.jnu.ac.in</a> ; <a href="mailto:sajjansingh@mail.jnu.ac.in">sajjansingh@mail.jnu.ac.in</a> ; <a href="mailto:naveenkr@mail.jnu.ac.in">naveenkr@mail.jnu.ac.in</a>
6.	<b>Address proof</b>		Upload the documents as per the offer letter/checklist

7.	<b>Result not declared</b>	Request for Extension in such cases should be uploaded against the Marksheet/certificate not available. Last date for extension is 15.12.2020.
8.	<b>Unavailability of original Migration certificate in respect of those students who have their qualifying degree in Academic Year 2020-21</b>	Signed Undertaking should be uploaded against the column of original migration certificate. However original Migration Certificate should be uploaded on or before 30.12.2020
	<b>Undertaking for migration certificate (If original migration certificate is not available)</b>	
9.	<b>OBC-NCL certificate</b>	Uploaded OBC NCL certificate should be as per the instruction in the e-Prospectus 2020-21
10.	<b>EWS certificate not available can student get admission?</b>	Uploaded EWS certificate should be as per the instruction in the e-Prospectus 2020-21.
11.	<b>Re-upload document facility not available</b>	Re-uploading facility (only for uploading the correct document) shall remain open until 10.12.2020 (5.00 PM) in case the fees payment has been done and seat has been blocked by the due date as per the offer letter/notice.
12.	<b>Issue regarding uploading of Anti ragging certificate</b>	May be uploaded as per the instruction in the e-Prospectus and offer letter. One single .jpg file may be uploaded for multiple pages of size less than 2 MB.
13.	<b>There is no section for uploading the documents related to Hostel</b>	Only available if "Yes" option exercised for hostel facility.
14.	<b>Not having matriculation certificate</b>	Marksheet cum certificate can be uploaded at both the places i.e. marksheet certificate.

15.	<b>Uploaded wrong documents</b>	In such cases action should be taken as per the message received on the registered mobile/email for re-uploading the desired documents.
16.	<b>Documents will be available after 15 December 2020</b>	Extension can be considered only upto 15.12.2020, if, requested with uploaded form.
17.	<b>Pre-enrollment form is not generating /How to get pre-enrolment form</b>	<b><u>Modified Provision:</u></b> Once the documents uploaded are approved by the university, the students will get the message on his registered Mobile/Email to generate the pre-enrollment form including capturing of some more details, as per the required fields.