

FREQUENTLY ASKED QUESTIONS (FAQs)

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

Sl. No.	Query		Answer
1.	(a) Extension request	Where to upload?	The request for extension should be uploaded against the required documents (Kindly fill and upload the extension form w.r.t. the document(s) not available with you at the moment).
	(b) Extension request	Can extension be sought through email?	Follow the instruction as given above Sl. No. 1. (a). Date of extension is 10.01.2021 only. Request should be uploaded in the said format.
	(c) Extension request	How to upload the required documents, if it becomes available upto 10.01.2021?	Uploading can be done again, against the required document. You will get message to upload the required document.
2.	(a) Unavailability of original Migration certificate in respect of those students who have their qualifying degree in Academic Year 2020-21		Signed Undertaking should be uploaded against the column of original migration certificate. However, original Migration Certificate should be uploaded on or before 31.01.2021
	(b) Undertaking for migration certificate (If original migration certificate is not available)		

3.	Character Certificate	Who should issue?	Character Certificate as mentioned in the e-Prospectus 2020-21 may be submitted at the time of physically reporting at JNU.
4.	Issue regarding uploading of Anti ragging certificate		It may be submitted at the time of physically arrival at JNU.
5.	Fee payment issue		Kindly contact: Helpline:7204459208 Email: jnueehelpdesk@gmail.com
6.	For any problem in uploading documents for Hostel.		Kindly contact: Helpline:7204459208 Email: jnueehelpdesk@gmail.com
7.	Hostel related Query		Kindly contact Dean of Students/Inter-Hostel Administration (IHA) Office. The details are given below: Phone No.: 011-26704555, 26704554 & 26704556; Email: dean_students@mail.jnu.ac.in ; sajjansingh@mail.jnu.ac.in ; naveenkr@mail.jnu.ac.in
8.	Address proof		Upload the documents as per the offer letter/checklist
9.	Result not declared for the qualifying degree		Request for Extension in such cases should be uploaded against the Marksheet not available. Last date for extension is 10.01.2021.
10.	Degree/certificate for the qualifying degree		The original degree certificate is required at the time of physically reporting at JNU.

11.	For not having matriculation/10th certificate	Marksheet cum certificate i.e. marksheet in which date of birth is mentioned can be uploaded at both the places (at the place of the Marksheet as well as the Certificate).
12.	OBC-NCL certificate	Uploaded OBC NCL certificate should be as per the instruction in the e-Prospectus 2020-21
13.	If, EWS certificate not available, can student get admission?	EWS certificate is mandatory if the admission is sought under EWS category.
14.	There is no section for uploading the documents related to Hostel	If "Yes" option is exercised for hostel facility, then it will be available for uploading.
15.	Uploaded wrong documents	In such cases, action should be taken as per the message received on the registered mobile/email for re-uploading the desired documents.
16.	Whether documents uploading will be available after 30 December 2020?	The date for uploading documents has been extended upto 10.01.2021. Extension requests can be considered only upto 10.01.2021.
17.	Rejection of documents	This may happen when the relevant uploaded documents are not valid or not uploaded in proper manner. In this condition, re-uploading facility shall remain available and candidates have to upload the same again.
18.	Re-uploading of relevant documents, who have submitted/uploaded extension form upto 30.12.2020	Uploading/ re-uploading of the required documents, for which extension has been sought, should be completed by 11.59 PM on 10.01.2021.

19.	Pre-enrollment form does not generate/How to get pre-enrolment form?	Verification of documents is under process. Once the documents uploaded are approved by the university, the candidates will get the message on his/her registered Mobile/Email to generate the pre-enrollment form.
20.	Enrollment number	Candidates who receive Pre-enrollment form, will get enrollment number in due course for their provisional admission. Enrollment generation is in process.
21.	Uploading of pending documents/uploading of documents for which extension/undertaking has been uploaded	Options for uploading pending documents are now available on their login accounts. The link is available against uploaded extension form/undertaking. Only those documents, for which extension form/undertaking has been submitted, have to be uploaded to the new link till 10.01.2021 (for uploading the migration certificate, this facility can be availed till 31.01.2021).
22.	Course registration	After getting enrollment number, student will get a message on the registered mobile number and email for course registration process. For the course registration, candidates can download folios from the concerned school/centre. Follow the instructions/steps given for course registration. For any further enquiry in this regard contact the concerned school/centre.
23.	Correction in the pre-enrollment form	Candidate has to submit written application for change in the pre-enrollment form (e.g change in the name, address, surname, income, etc.) with a valid proof to the concerned school/centre at the time of physical reporting at JNU.

24.	What are the documents to be submitted at the time of Physically reporting at JNU?	<p>Candidate has to produce all the original and relevant documents pertaining to admission/registration at the time of physically reporting at JNU with pre-enrollment form duly filled in by the candidates.</p> <p>Final admission is subject to physical verification of original documents at the time of physically reporting at JNU.</p> <p>The dates for physically reporting at JNU will be intimated by the university as per the Government Guidelines.</p>
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