

## Frequently asked questions (FAQ) about college admission:

### Q:01. What is frequently asked questions (FAQ) and how will it help me?

This is an Question & Answer session regarding online application and admission, which provides details on what to do if the applicant gets stuck at any stage during the application and admission process and what to do or where to contact for help.

### How do I access the admission system of a particular institution's admission portal?

In this case, you always have to go to the website of that particular institution/college and find the online admission option or link from there or go to the admission link in the specific notice of the institution/college for entry in portal.

### How can I contact the online admission authorities for help?

Before contacting the helpline, you should check to see if there are any mistakes on your part at any stage. In this case, the helpline can be contacted even after confirmation with appropriate supporting documents. This helpline number will be used for online admission purposes only.

### Is it Compulsory to register myself in time of submitting an application form?

Yes, it is compulsory to register your name by online application form with our Online Admission Portal.

### Is it possible to submit application through offline?

No, Submission of application forms in offline mode is prohibited as per government of West Bengal and University guidelines.

### What to look for before filling out the application?

The message or notice on the college website and admission portal should be looked at carefully, and then see guideline of admission, subject combination, Fees details, seat capacity, eligibility criteria, application-admission date schedule and then 'Admission Guidelines' the form should be understood. **Do not put any wrong marks in marks panel.**

### Is Own Email address and Mobile number compulsory to fill online application form?

Yes, you are required to use own E-mail address and mobile number to register for Online Application. If someone else's email address and mobile number are given, that can cause problem in future.

### What documents need to be prepared before filling out the application?

Please click on '**Documents Required**' option form home page of admission portal or see admission guideline. Do not share any documents and login credential to any other like acknowledgement number & form number, OTP message etc.

### What are the details Process for submitting online application form?

Please click on "**Admission Guidelines**" option form home page of admission portal.

### If there is a problem on the internet while applying, will the data that has been filled be saved or not?

No data is stored until the application form number and application acknowledgement number are generate or show on screen or the application message is received. So the data will not be saved if the internet does not work at the time or before the final submission of the application. In that case you need to fill out a new form.

### How do I know if my application has been submitted?

After submission of the online application, the application form number and acknowledgment number will be displayed on the screen and the message will be sent to the registered mobile. As a result, it should be understood that the application has been submitted.

### Do I have to make any payment while filling up the online application and if so, how do I know?

According to Government, no application money will be collected from students.

### **What to do if I make a mistake after submitting an application online?**

Before filling up the application form, it is necessary to check it thoroughly and then submit it. Once submitted, it is not possible to make any correction.

### **Can the application or admission be canceled if there are wrong facts somewhere in the application?**

Yes, the application form can be canceled for giving wrong information or if someone has paid the admission fee, the admission can also be canceled. In this case, the college authorities will take the final decision.

### **Will a confirmation message be received after submitting the application?**

Yes, after the admission, the admission payment confirmation message will come on screen, and even if you login to the admission portal, the admission receipt will be available and from the admission list, the status will also show "Admitted" besides of students' name.

### **What should I do with the form number or acknowledgment number that I get after submitting the application?**

This application form number and acknowledgment number will be required to login to the portal or make quick fee payment in the future or to view your own dashboard.

### **Do I need to collect any application form from the online portal after submitting the application online?**

Yes, of course and it is compulsory to download and print it. In the future, it is necessary to see the authority at the time of verification and submit it to them along with the necessary supporting documents.

### **What do I need to do after submitting the online application and printing out the submitted application?**

The merit list and admission list should be checked regularly along with the admission date schedule.

### **If I lose the form number and acknowledgment number, how do I get it?**

Please click on 'Know your Ack/Form No' option from home page of admission portal.

### **What is merit list and how do I get it?**

Merit points are made on the basis of the mathematical rules prescribed by the university with the marks of the subject from the marks obtained by the candidate according to the subject in higher secondary or 10 + 2. Later it is published merit list according to the course and subject, this is known as merit list. It can be found from the merit list button on the home page of the portal.

### **How to calculate my merit point?**

Please click on 'Merit Point Method' option from home page of admission portal.

### **What is admission list or e-counselling list and how do I get it?**

Applicants are called for admission as per the phase on the basis of merit (see merit list) and vacant seats as per the subject. And here you have to be admitted within the specified date in that list, it is not possible to be admitted if the date has passed or the next stage has started. And after admission the status can be seen from this list, the same is called admission list or e-counseling list. It can be found from the admission list or ecounseling list button on the home page of the portal.

### **What to do after getting the name in the merit list?**

For admission, you have to wait for the name to appear in the admission list or e-counselling list and keep track of the admission list time to time. Or check your registered mobile to get admission payment related sms.

### **What to do after getting the name in the admission list?**

If the name is in the admission list or any message on the mobile related to the admission payment is actually required, the admission fee has to be paid within the stipulated valid time. In this case, it is important to keep in mind time frame of that list.

### **When and how to make the admission payment?**

After the name appears in the admission list, the payment has to be completed by logging in to the admission portal prescribed by the college.

### How should I pay the admission fees and get payment receipt?

This admission payment process will be completed only through online payment..The Credit Cards and Debit Cards are accepted for making the payment of admission fee. Yes, the payment of fee can also be made through Net Banking. In case of UPI payment , always use desktop of laptops. Do not use mobile in case of UPI payment. In other mode of payment , also use desktop / laptop instead of mobile phones.

### There is a name in the admission list but it does not show the payment option for admission, what should I do?

In this case, you have to check whether the name is in the admission list and whether the valid payment date is there or not, you have to check from the admission list. If all is well then you need to contact the helpline for any inconvenience.

### What could be the reason for not having a pay option when making a transaction or blocking the transaction while making a payment?

Firstly, if you do not see the pay now option, you have to check whether the admission date is open or not by looking at the admission list or ecounselling list. Secondly If the card cannot be transacted, you need to check if any special letter was followed in your name at the time of application. In this case you need to contact the college helpline otherwise you have to check whether the card is valid for the transaction from the bank or payment gateway.

### What are the main reasons for online payment failure?

Problems related to payment failure can occur for the following reasons: i) If your internet connection is weak, ii) if the bank server is slow, iii) if you enter the payment gateway and take a long time for the transaction, iv) if the internet or computer shuts down during the transaction, etc.

### Payment has been deducted from Credit Card/Debit Card/ my account but I have not received any confirmation. What should I do?

If the payment has been deducted but you did not get acknowledgement or payment receipt for the same, please contact to helpline number with transaction details including the form no, your name, subject combination opted, mobile number, payment date & amount paid etc. Admission will not be considered valid without a valid admission receipt.

### How do I view the admission status from the online portal?

If you go to the admission list and choose the course, subject and admission phase, it will show the list, in this case if you have taken admission, it will show the "Admitted" status besides your name.

### What to do after taking admission?

It should be kept in mind that this is a provisional admission process, it can be said that admission is finally done only after the eligible documents are verified by college authority. Because if there is any wrong information in the documents, the admission will be canceled. Or contact with college or follow official website of institution.

### How can I change course or subject combination from online portal?

The course or combination can be changed only by surviving from the other course or combination in the same application form. However, in this case, the name and admission date must be open in the admission list.

### Is there any payment to be made in case of course change or subject combination change?

In this case you have to pay the difference amount, and if there is no difference amount or you see the amount is less then this change can be done by paying a minimum amount.[ Rs 5]

### If I want to cancel my admission after taking admission, how can I do it?

In this case you have to login to the portal, go to the admission cancel menu option and after clicking on cancel, you have to complete the cancel by entering the otp that will come in the register mobile. Once the admission is canceled, that name will be finally removed from the college admission list. Student will get a admission cancellation certificate from the portal.

### Will I get my money back if I cancel the admission?

Once Admitted no admission fees will be refunded as per refund / cancellation policy of payment gateway