

## Appendix XIV Frequently Asked Questions

**Q. I have registered online on the DU undergraduate (UG) online portal. Do I still need to fill any offline form for undergraduate admission?**

**A.** There is no offline form for DU undergraduate admissions. You need to register and fill up the online form, available on the centralized online Admission Portal of the University, where a candidate can apply for both courses where admission is based on merit in Class XII qualifying examinations, as well as courses where admission is based on entrance tests.

**Q. What are the courses I can apply for using the online form?**

**A.** The following are the courses which applicants may submit applications for using the on-line registration form:

### Courses to which Admission is based on merit:

Name of the Faculty	Course
Faculty of Arts	B.A. Prog., B.A. Vocational Studies, B.A.(Hons.) in Arabic, Bengali, English, French, German, Italian, Hindi, Persian, Philosophy, Psychology, Applied Psychology, Punjabi, Sanskrit, Spanish and Urdu.
Faculty of Social Sciences	B.A.(Hons.) in Economics, Geography, History, Political Sciences, Social Work, and Sociology.
Faculty of Applied Social Sciences & Humanities	B.A.(Hons.) in Hindi Patrakarita, Journalism, B.Voc. in Health Care Management, Retail Management & IT, Web Designing, Printing Technology, Banking Operations
Faculty of Commerce & Business Studies	B.Com. (Hons) and B.Com.
Faculty of Mathematical Sciences	B.Sc. in Mathematical Sciences, B.Sc. (Hons) in Mathematics/ Statistics, B.Sc.(Hons) in Computer Science
Faculty of Sciences/ Inter-Disciplinary and Applied Sciences	B.Sc.(Hons.) in Anthropology/ Biological Sciences/ Botany/ Microbiology/ Zoology B.Sc.(Hons.) in Chemistry/ Physics/ Polymer Science B.Sc.(Hons.) Electronics/ Instrumentation/ Geology/ Food Technology/ Bio-Chemistry/ Bio-Medical Science/ Home Science. B.Sc.(Prog) Applied Physical Sciences/ Physical Science (Computer Science)/ Physical Science (Chemistry)/ Applied Physical Sciences (Industrial Chemistry/ Physical Science with Electronics, Applied Life Sciences/ Life Sciences, Bachelor of Science (Pass), Home Science.

**Courses to which Admission is based on Entrance Test:**

<b>Name of the Faculty/ Institution</b>	<b>Course</b>
Faculty of Applied Social Sciences and Humanities	B.A. (Honours) Business Economics Bachelor of Management Studies Bachelor of Business Administration (Financial Investment Analysis)
Cluster Innovation Centre	B.Tech. (Information Technology and Mathematical Innovations) B.A.(Honours) Humanities and Social Sciences
Faculty of Education	Bachelors in Elementary Education
Faculty of Inter-disciplinary & Applied Sciences	Bachelor of Science in Physical Education, Health Education & Sports
Indraprastha College for Women	B.A. (Honours) Multimedia and Mass Communication
Faculty of Music and Fine Arts	Bachelor of Arts (Honours) in Hindustani Music- Vocal/ Instrumental (Sitar/ Sarod/ Guitar/ Violin/ Santoor)  Bachelor of Arts (Honours) in Karnatak Music- Vocal/ Instrumental (Veena/ Violin)  Bachelor of Arts (Honours) in Hindustani Music - Percussion (Tabla/ Pakhawaj)
Faculty of Social Sciences	Five Year Integrated Prog in Journalism in Delhi School of Journalism (in English and Hindi)

**Q. Is there a way to apply for admission offline?**

**A.** No, there's no offline form/method. You have to apply through the centralized online Admission Portal <http://admission.du.ac.in/>.

**Q. What should I do if I filled an incorrect email address while registering?**

**A.** You have to register again with the correct email address to fill the registration form.

**Q. Can I register in multiple courses in an online form?**

**A.** You can register in multiple courses by choosing all the courses that you wish to apply through a single online registration form.

**Q. Can I apply for undergraduate course based on entrance tests through this form?**

**A.** Yes, applicants can apply for undergraduate courses based on entrance tests through this portal.

**Q. Do I need to fill separate forms for applying to different colleges?**

**A.** No, one single form submits your registration and application for admission to the various colleges (except St. Stephens and Jesus & Mary College) of the University of Delhi.

**Q. I am also interested in applying to minority colleges, how can I apply?**

**A.** You would get an option to complete their registration form separately after applying through

DU portal, It is mandatory for the candidates who wish to apply to minority colleges (Christian) to mention the university registration number generated through the online registration process.

**Q. Which are the mandatory fields in the application?**

**A.** Mandatory fields are indicated by a red star asterisk (\*) adjacent to the titles of the fields. The applicant must fill the relevant information in these fields to complete the registration.

**Q. I made an error in filling my online registration form. Do I register again using different email id and fill the new registration form?**

**A.** No, the portal does not allow you to register twice. However, you can rectify your error by again logging into your account, and using the “Edit” button at the end of each session/page. You can do this till you click on the “Payment” link to pay the fee and thus submit your registration form. After you have submitted your form, you may only make a one-time correction for some limited types of information, for a fee of Rs. 100.

**Q. In online portal, I have created my account and filled my registration form. Can I use the same account to fill the registration form for my friend?**

**A.** No, only a single applicant can apply from one account for UG Admissions. Each applicant/candidate must create a separate account and fill the separate online registration form.

**Q. I do not have an email account. Can I use someone else’s email to create registration account during “Sign Up”?**

**A.** No, you should not use anyone else’s email account for registration. You must create a valid email account and remember its password, as all the communication from the University would be sent to your email account used during the admissions process.

**Q. I forgot the email account that I created to use during my registration process. What should I do?**

**A.** Your email address will be your login id during the registration process. It is absolutely necessary that you remember your email address, without which we will not be able to help you.

**Q. How can Persons with Benchmark Disabilities (PwBD) access and fill the online application form?**

**A.** The PwBD applicants may fill the online application form by using assistive technology. In particular, the visually impaired applicants may use screen reading softwares such as JAWS or NVDA to complete the application form. Those unable to use computer may take human assistance.

**Q. What should be done if the University website link hangs or becomes non-functional during the process?**

**A.** All possible measures are taken during the development phase to avoid such a situation. However, such a problem may arise due to Internet issues or if a large number of applicants access the site simultaneously. The registration form has a “Save and Continue” feature, which you may use if you are not able to complete the entire form in one session. You are advised to click on the “Submit” button on each page/session separately to save the information, and you may proceed with filling up of the remaining online registration form after refreshing the link or logging into your account in another session. You are also advised not to wait till the last day to

complete or submit the form.

**Q. How can I pay the registration fee on DU UG Portal?**

**A.** Payment is accepted online only through Credit card/Debit card/Net Banking/UPI. Make sure that you pay only through the payment link provided in the Admissions Portal.

**Q. Can I get a fee concession? What is the procedure for fee concession?**

**A.** All applicants have to pay the registration fee as specified in Section 1 of the UG Admissions Bulletin 2020-21. There is a provision for fee concession in most of the colleges but only after admission. You are advised to contact the college for details.

**Q. During online payment, the amount has been deducted from my account but I am still seeing the status “pending” on the UG admission portal.**

**A.** A detailed resolution pathway for dealing with technical issues related to online payment will be provided as an Annexure (to be updated on the University Website) to the Undergraduate Admissions Bulletin 2020-21. You may approach the numbers and emails listed there with complete details of the transaction under “Grievance Description”. Resolution of queries of this nature will be taken up on the priority basis.

**Q. Will the applicants be given admission on a first-come, first serve policy after declaration of cut-offs?**

**A.** Admissions in the colleges are not based on first come first serve policy. Instead, the applicant who has filled the online registration form and satisfies the criteria and cut-off for a particular course in a particular college will be considered for admission as per the schedule of admission specified.

**Q. I am a science student. Can I apply for Bachelor with Honours in Arts/Humanities subjects?**

**A.** Yes, provided you fulfill the course-specific eligibility conditions and meet the requisite cut-off for the course you wish to seek admission to. Refer to Sections 2 and 3 of the Undergraduate Bulletin of Information 2020-21 for more information.

**Q. Once I have taken admission in a particular subject, can I change my subject during the course of study or after completing first year?**

**A.** Once you are admitted in a particular subject, you can change your subject only before the last date of admission provided you have applied for that course in your online registration form, meet the requisite cut-off and provided seats are available. You cannot change your subject during the course of study or after completing the first year of your study.

**Q. I appeared in the class XII exam last year but failed to clear Mathematics. Then, I appeared in the compartment exam and cleared it. Now, I have two marksheets, can I get admission?**

**A.** Yes, you can get admission in the University of Delhi provided result of compartment exam is declared before the admission process is completed and seats are available. You are supposed to update the online registration form by filling your latest marks, possible till the end of admissions, while the registration portal is open.

**Q. I have just passed class XII with science subjects. I want to apply to Delhi University colleges including St. Stephens and Jesus Mary College. Can I apply in through the online form?**

**A.** The online registration form is applicable for all merit-based courses in various colleges. For applying to minority colleges like St. Stephens and Jesus and Mary, you will need to visit the portal of these colleges to fill their registration form separately. However, it is mandatory for those applicants who wish to apply to minority colleges to enter the university registration number in the online form of the minority colleges. These colleges shall follow the admission procedures notified well in advance on their websites.

**Q. Can I submit the online registration form, even if my result is awaited?**

**A.** Yes, you can submit the online registration form by choosing “Awaited” in the drop-down menu of “Result Status” on the “Academic Details” page/section while entering the information. However, you will have to fulfill the minimum eligibility criteria and meet the college- and course-specific cut-off list during the stipulated period.

**Q. Can I fill in the online registration form even if I have a compartment in class XII?**

**A.** You can fill in the online registration form using the “Awaited” option for “Result Status” if you have submitted your marks for re-evaluation or if you have appeared again for the paper(s) that you have not passed in. Once your updated marks appear, you may update the Registration Portal. However, your registration form will be valid only if you update your marks within the admission period, and if you fulfill the course-specific eligibility criteria, meeting the cut-off marks for that course/college and subject to the availability of seats.

**Q. Will registration fee be refunded or adjusted if I change my category?**

**A.** The registration fee is mandatory for all categories and will not be refunded or adjusted in any circumstances.

**Q. Why am I not able to preview my application and also not able to pay the fee?**

**A.** Please ensure that you have:

*i)* Completed the mandatory fields (marked with red asterisk) on every page.

*ii)* You have uploaded the required documents under “Mandatory Uploads.”

**Q. Can I register for multiple courses in one online form?**

**A.** Yes, you may select all courses of interest to you through a single online registration form.

**Q. Is it possible to change/update the information provided by the applicant in the online application form once the fee is submitted?**

**A.** No. Applicants cannot change/update the information after they submit the registration fee.

**Q. I belong to ST category and live in a remote place. How can I apply for undergraduate courses in your University?**

**A.** You can apply online by filling the registration form from any location with Internet access.

**Q. Is it important to have caste or tribe certificate in the name of the applicant? A.**

Yes, if you are applying under any reserved category, then you must have the relevant reservation certificate issued by the competent authority, in the name of applicant. The OBC certificate

must also specify that applicant belongs to non-creamy layer and the caste is listed in the Central Government list.

**Q. Will there be any disadvantage for gap year students?**

**A.** No, there is no disadvantage to gap year students and they will be treated at par with regular students. They should meet the requisite course-specific criteria for admission and must possess the necessary documents/certificates.

**Q. I did not have Mathematics in Class XII. Can I opt for Economics (Hons.) or B.Com. (Hons.)?**

**A.** No, you cannot opt for Economics (Hons.) or B. Com. (Hons.) without having studied Mathematics in Class XII.

**Q. Is the applicant/ candidate required to be present in-person to take admission once the cut-off is announced?**

**A.** No, the applicant is not required to be present in-person to take admission once the cut-off is required. But the applicant must ensure that he/ she fulfils the eligibility criteria, fall in the required cut-off and has paid the fees once his/ her admission has been approved.

**Q. Can I take admission in two different courses or the same course in different colleges after declaration of a cut off?**

**A.** No, you cannot take admission simultaneously in two different courses or the same course in different colleges. In case you take admission at two places, your admission will be cancelled from both the colleges/courses.

**Q. I was admitted under Sports Quota last year but could not clear the first year. Can I apply afresh and also change my course?**

**A.** You can clear your first year as an ex-student, if your internal assessment is complete (including attendance). In case you wish to apply afresh for another course, you can do so by cancelling your previous admission and then filling the online registration form again.

**Q. I have completed my class XII from NIOS (National Institute of Open Schooling). Can I get admission in a regular college?**

**A.** Yes, you can get admission in a regular college in a particular course provided you have applied in that course and meet the cut-off criteria.

**Q. Can I enroll myself for a certificate language course along with my regular graduation course?**

**A.** Yes, many colleges offer part time certificate courses in office management, foreign languages etc. However, it is advisable to first try to understand how your regular course works, how much free time you have, and then plan your certificate course accordingly.

**Q. Can an applicant for an Undergraduate Honours Course be considered for admission in the non-Honours Course in the same College or not?**

**A.** Applicants are required to select in the online registration form all those courses in which they intend to apply for admission. Admission shall be considered w.r.t. the courses applied in the filled online registration form. If you satisfy the course-specific eligibility and meet the cut-off

mark requirements within the duration specified, you may be considered for non-Honours and Honours courses that you applied for through your online registration form.

**Q. What is the mechanism of fee refund in case a student cancels his admission?**

**A.** You may examine the relevant Annexure (to be updated) of the Bulletin of Information for Undergraduate Admissions 2020-21 to know the rules thereon.

**Q. Is ECA and Sports quota applicable to courses where admission is based on entrance tests?**

**A.** No, ECA and Sports quota are not applicable to courses where admission is based on entrance-test.

**Q. How does one apply through the ECA or Sports quota? Is there a separate fee for applying to these quotas?**

**A.** You can apply for the ECA and Sports quota by selecting appropriate options in registration form. There is an additional fee of Rs. 100 each for applying under ECA or Sports quota, i.e. if an applicant applies for both ECA and Sports quota, it would amount to Rs. 200 in addition to registration fee of the form.

**Q. How many certificates must I furnish for admission through Sports Quota?**

**A.** You may upload for a maximum of three categories of Games/Sports. You may attach a maximum of three of your Best/ Scoring/Highest Certificates for each game/sport that you think is the best scoring. You may refer to section 6.2 of the bulletin for detailed information.

**Q. How many certificates must I furnish for admission through ECA Quota?**

**A.** You may upload a maximum of five certificates. issued between 1st may 2017 to 30th April 2020. You may refer to section 6.1 for detailed information.

**Q. Will there be a centralized sports trial?**

**A.** The policy of the sports trial will be notified on the University of Delhi website considering the situation in the wake of COVID 2019.

**Q. Is it possible to apply under ECA/Sports Category once I have paid my registration fee?**

**A.** No, once you have paid the fee, you will not be able to apply under ECA/Sports Category.

**Q. Does the University of Delhi offer hostel facilities?**

**A.** Yes, there are a few colleges of the University that offer hostel facilities to the students. The list of such colleges with details of the selection process is given in the relevant Annexure of the Bulletin of Information for Undergraduate Admissions 2020-21.

**Q. What is the procedure for getting hostel accommodations?**

**A.** The selection process for hostels is strictly based on the merit of the candidate. Once a candidate gets admission in a college offering hostel facility then, they have to apply separately for hostels; accommodation is subject to availability of seats.

**Q. Does the University of Delhi follow any policy with regard to ragging and sexual**

**harassment?**

**A.** Yes, the University believes in providing a safe and secure environment to all entrants. We adhere to the UGC guidelines, 2009 regarding curbing the menace of ragging and to ordinance XV-B of the University related to anti-ragging, in addition to following the provisions outlined in the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act 2013.