FREQUENTLY ASKED QUESTIONS (FAQs) for
SWAYAM JANUARY 2022 SEMESTER

IMPORTANT : All Candidates are requested to read COVID-19 related guidelines/advisory available on NTA website.

This document is merely an attempt to provide answers to some common questions posed to us, by the candidates. However, this list is neither exhaustive nor does it purport to be a source of complete information on the subject. Hence candidates are advised, in their own interest to refer to the "Information Bulletin" on this site, besides referring to the SWAYAM website for detailed information, and ensure that they meet eligibility criteria. FAQs may be referred for a quick reference only.

S No	FAQ	Response of NTA
1	What is the mode of applying for SWAYAM exam ?	Application Forms can only be submitted through online mode on the website https://swayam.nta.ac.in. The Application Form other than online mode will not be accepted. Application form is deemed to be completed when the payment of examination fee is done. Apply for Online Registration using own Email ID - Using the same email ID used for Registration on SWAYAM portal.
2	Who are eligible to apply?	The student/learner who has enrolled in any of the 348 courses in the January 2022 semester is eligible to apply and appear in the examination of that course. Though the Courses are open and available for all, students enrolled for the January 2022 Semesters are eligible for SWAYAM 2022 (January Semester) Examination.
3	Can I submit more than one application form for the exam?	No. Only ONE application is to be submitted by a candidate for appearing in the exam. However, you can apply for more than one course in the same application form, subject to the papers opted being held in different sessions. Candidate has to ensure that the exams in respect of the papers opted by him/her are not being held in the same session.

		Candidates can apply for a maximum 4 courses as per schedule and shifts available. Courses distribution as per slots are available in Annexure II of the Information Bulletin hosted on the NTA website.
4	I applied for one course and paid exam fee. I want to add more courses to my application form and pay the additional exam fees. Can I add more courses to my application?	Candidates are allowed to apply for upto a maximum of 4 courses in the same application form and also make upto a maximum of 4 payments, subject to the exam of each of the selected courses being held in different sessions, four courses being the maximum as per the exam schedule. Candidates can add more courses to his application already made and pay for them as per his convenience, separately or in one sitting. However, the application number will be the same for all the courses applied and paid for separately or in one go.
5	What is the Exam Fee?	<table><tr><td>**Category**</td><td>**Fee per paper**</td></tr><tr><td>For General</td><td>Rs 1000/- per course</td></tr><tr><td>OBC(NCL)/SC/ST/PwD</td><td>Rs 500/- per course</td></tr></table>
6	What documents or certificates do I need to upload along with the Application Form?	Candidates need to upload **scanned images of photograph and signature** with the Application Form. Photo should be in JPG/JPEG format (size between 10 kb–200 kb) and signature should be in JPG/JPEG format (size between 4 kb–30 kb). PwD certificate and category certificates are to be uploaded, if applicable, while applying. Category /PwD certificate should be in jpg/jpeg format (size between 50kb to 300kb)
7	How can I pay Application Fee?	• Fee can be paid using Paytm through Debit Card/Credit Card/Net Banking/UPI. Candidates need to keep proof of fee paid. • 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. • However, the candidate has to make another transaction, in case the Confirmation Page is not generated.

8	Do I need to send Confirmation Page to NTA?	The Candidates are **NOT** required to send/ submit the Confirmation Page of Online Application Form (or any document) to the NTA. However, they are advised to retain the following documents with them for any future reference/correspondence: • Copy of the Confirmation Page of Online Application Form (Download, save and Print at least 3 copies) • Proof of fee paid (Download, save and Print at least 3 copies) • Photographs (same as uploaded on the Online Application Form)
9	If I have made any mistake(s) while registering/applying, can I make changes later in the Application Form?	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 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.
10	I have made the online payment but my confirmation page has not been generated. What should I do?	Such problem occurs because of drop in connectivity from Banks' server to the server on which NTA website has been hosted. You are advised to wait for 24 hours if such problem has been faced by you. • 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. • In such cases, the candidate has to make another transaction, to confirm and complete the application process.
11	I have made the online payment but my status is not updated on the system. What should I do?	If it is not updated within 24 hours, send a mail at swayam@nta.ac.in giving details of your application number, name, email ID, mobile number, payment reference number and proof of payment, name of the bank through which payment was made etc. Always use the same Email ID used for registration on the SWAYAM portal.
12	I have made double payment of exam	Any extra payment made by you will be refunded to

	fee. When will I get refund of extra payment made by me?	you, after due verification, before issue of admit cards. In case you do not receive the refund as stated above, you may write to NTA at swayam@nta.ac.in stating your application number, name, email ID, phone number, payment reference number, name of the bank through which payment was made.
13	I carried out corrections and submitted. After submission, I found that still there is some more correction to be done. Can I do so?	After submission of corrections, you cannot reopen the application and add more corrections. Please check the corrections before submission.
14	Why am I asked to pay additional fee after making corrections, in the correction window?	• No fee is charged for making corrections in the details of application form, if there is no change in the Category. • As amount of exam fee depends on the Category to which a candidate belongs, an additional fee may be applicable in certain cases when a candidate changes his category. • Please refer to answer to question No.5 for the fee payable by different Categories.
15	What should candidate do, when 'continuous timeout', 'Server Error' or 'file not found error' occurs while making correction in Application Form of January 2022?	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
16	Will I get a refund of fee in case I change my category from General to others, in the correction window?	No
17	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 by mail will be sent at the registered e-mail ID and/or through SMS at the registered mobile number. Candidates should use their registered email ID only for writing to NTA. Apply for Online Registration using own Email ID, i.e the same E mail ID used for Registration on SWAYAM portal.
Related to Admit Card and How to Appear in the Examination		
18	What precautions do I need to take	• Each candidate has to attempt the subject/s applied

	during the examination?	for and indicated on the Admit Card. • Please ensure that name of the subject on the screen is the same as indicated on your Admit Card. In case of any gap, please inform Invigilators immediately. • **The name of the course/s, once printed on the Admit Card it could not be changed.**
19	How will I get my Admit Card?	The admit Card will be uploaded on NTA website https://swayam.nta.ac.in 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.
20	If I do not get my Admit Card, whom should I contact?	You can call 011-4075 9000 or send a mail at swayam@nta.ac.in with the subject line "SWAYAM January 2022 semester"
21	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 NTA Helpline numbers between 10:00 A.M. and 5:00 P.M. or send a mail at swayam@nta.ac.in with a subject line – ""SWAYAM January 2022 Sem Exam"
22	Where can I get the details of test centre?	The name of test centre along with the address will be mentioned in admit card.
23	Can I change my test city after receiving Admit Card?	• No, you will not be allowed to change your test city once admit card has been issued. • While applying, candidates have to select any four cities of their choice. • 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. • However, NTA reserves the right to change the city based on administrative exigencies.
24	What is the reporting time at the centre?	Candidates are advised to report as per staggered entry time slot mentioned on their respective Admit Card in order to avoid crowding during verification of the admit cards, registration, frisking, etc
25	What is the last time for entry?	Candidates are required to be in the exam centre latest, half an hour before the commencement of the exam.

26	What documents do I need to carry to the examination centre on the day of examination? What are the things allowed to be carried or not to be carried to the examination centre?	Candidates MUST bring the following documents on the day of examination at the test centre. I. Admit Card along with Undertaking downloaded from the NTA website (a clear printout on A4 size paper) II. 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. All other ID/Photocopies of IDs even if attested/scanned photo of IDs in mobile phone will NOT be considered as valid ID Proof. III. PwD certificate issued by the Competent Authority, if claiming relaxation under PwD category, if applicable. IV. One sanitizer bottle(small) V. Drinking water in a transparent bottle VI. A simple transparent pen VII. A passport size photograph for affixing in the designated space in the attendance sheet. *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.*
27	What precaution should I take while carrying document?	The name on the photo identification must match with the name as shown on the Admit Card. If the name has been changed due to events such as marriage, candidate must show the relevant document like Marriage Certificate / Divorce / Decree / Legal **Name Change Document at the time of examination.**
28	Should I carry a paper to the exam hall for doing some rough work?	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.
29	How do I answer questions in the computer based mode?	Detailed guidelines on the Procedure for appearing in computer based tests are given in the Information Bulletin. You may go through them.
30	Will the question paper be bi-lingual or only in English?	The question paper will be in English only except for language papers which will be in the respective language.
31	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.
32	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, anytime before they enter submit button.
33	What precautions do I need to take during the examination?	• Please ensure that name of the subject in the screen is the same as indicated on your Admit Card. In case of any discrepancy, please inform the Invigilator immediately. • The candidates must attempt subjects as per their choice in the Application and indicated on their Admit Card. • Attempting different paper would lead to rejection of the candidature.
34	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. 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.
35	Can I cancel the exam?	No, under no circumstances a cancellation / refund shall be allowed.

36	If I do not take my exam, will I be eligible for a refund?	No, your fees will not be refunded in case you do not appear in the exam.
37	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.
		Candidates who are appearing in hybrid papers will be given an answer book to write their answers for Section B and Section C. They will be required to submit the answer books to the invigilators before they leave the exam hall.
		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 sheets 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.
38	Is the Admit Card to be surrendered to the Invigilators after the exam is over?	Yes. If you are appearing in multiple sessions, you may print multiple copies of the Admit Card, for surrendering to the Invigilator, at the end of each of the sessions in which you are appearing.
39	What is the scheme of exam?	There are 348 courses for which the exam is being held in January 2022 semester.
		The exam will be objective type with MCQs.
		Exam will be held in Computer Based Test (CBT) mode for 262 courses. Of which:
		In 31 courses, the paper comprises 100 questions of 1 mark each. In 231 courses, the paper comprises 50 questions of 2 marks each.
		There are 86 courses for which exam will be held in hybrid mode.
		These papers of these 86 courses have 3 Sections each.
		Section A: 20 MCQs of 1 mark each in CBT mode.

| | | Section B: 10 questions of 3 marks each-30 marks in paper pen mode

Section C: 5 questions of 10 marks each-50 marks in paper pen mode
(Candidates will be required to answer 5 out of 7 questions given)

All papers are of 100 marks. |
|---|---|---|
| 40 | In hybrid papers, whether the questions in respect of paper pen section will be delivered on the screen or will they be given by way of a printed question paper? | In hybrid papers, questions relating to Section B and Section C which are to be answered on paper, will be delivered on the screen. Candidates will read the questions on the screen and write their answers on physical answer sheets that will be provided to them at the exam centre. |
| 41 | In hybrid papers, in Section C, I am required to answer only 5 questions out of 7 questions? In case I answer more than the questions required, how will my answers be evaluated? | In hybrid papers, in Section C, in case you answer more than the minimum number of questions required to be answered, the first 5 questions answered by you will be evaluated and the excess answers will be ignored. |
| 42 | 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. |
| 43 | 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 over with the exception of genuine medical emergency. |
| 44 | What other things should I be careful about? | Take care to sign the attendance sheet. That is the evidence of your presence in the exam. |
| 45 | I am a candidate appearing in a hybrid paper. I attempt Section A in the CBT mode.

However, I do not want to appear in Section B or Section C.

Should I still sign the physical answer sheet meant for Section B and Section C? | In hybrid papers, even if you do not wish to attempt Section B or Section C which are to be answered in physical answer sheets, you are required to sign the physical answer sheets of Section B and Section C, draw a line across the blank sheets and hand them over to the Invigilator. |

46	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 your time stopped. There would be neither loss of time nor answers already input. All your answers input will get auto saved.
POST EXAM RELATED		
47	Will there be negative marking for a wrong answer?	NO.
48	What are the exception handling criteria?	In case more than one answer are correct after verification of answer keys, those who had marked any of the correct answers will be given full marks. In case the question has to be dropped since the question is wrong or none of the answers is correct or for other technical reasons, those who appeared in the exam will be given full marks.
49	How will I come to know my score?	Score cards of individual candidates will be hosted on NTA website. Candidates are advised to be in touch with the NTA website.
50	Will the Score Cards give raw marks or percentile?	Score cards will give raw marks of the subjects in which the candidate appeared.
51	Is there any criteria for qualifying in the exam?	The students, who obtain 40% marks in term end written test conducted by NTA and 40% marks in internal assessment separately, will be eligible for certificate and credit transfer.
52	Can I apply for rechecking or re-evaluation of my marks?	No. There is no provision for rechecking or re-evaluation.
53	How do I get my final score/certificate?	Will be given by the respective National co-ordinator after the results of the proctored exam are declared.
FAQs- Miscellaneous		
53	What are the contact details of NTA?	Help Desk: 01140759000, 011 6922 7700 Email : swayam@nta.ac.in
54	I am a PwD candidate, eligible for a scribe. What relaxations am I entitled to?	PwD candidates with benchmark disabilities are eligible for compensatory time(Extra time) at the rate of 20 minutes for each hour of exam. They are also eligible for a scribe if they have a limitation to write

		the exam and upload a certificate to that effect from the prescribed Medical Authority, while applying. Candidates are required to indicate their status and whether they need a scribe or not in their application form while applying. **NTA will provide a scribe. Candidates are not allowed to bring their own scribe.**