

## Important FAQs for Enrolled Students

### Dear Students,

Due to COVID 19, the offline classes are on hold as per Govt. guidelines, therefore MADE EASY is providing online classes at "MADE EASY Live App" for students enrolled in ESE/GATE 2021 classroom courses. Online classes will continue till the COVID conditions become fully normal and safe to conduct offline activities. Online classes are conducted by the same MADE EASY teachers who are expected to take offline classes. Offline classes will start once the conditions become normal and safe considering the guidelines/SOPs of government authorities.

**Note 1:** Online lectures for classroom students will be available on "**MADE EASY Live App**" and will **NOT** be available on "MADE EASY PRIME App".

**Note 2:** To download the "MADE EASY Live App" click the links given below:



[Click here](#)



[Click here](#)



[Click here](#)

**Covid conditions are unexpected and have a worldwide effect, but we are making all efforts to support our students through the best possible alternative mechanism.**

## “We are dedicated to provide best services”

The helpline numbers of various departments committed to provide quick support are mentioned below. Students are advised to contact the respective departmental helpline numbers only. As the office is not operational, our executives are working from home to help our students in the best possible ways. Kindly keep patience and try after some time, in case our executives are busy attending to other students' queries. Please provide complete details (name, stream, name of centre, contact number, attach fee receipt) while e-mailing your concerns so that we can provide quick support. Your cooperation in this regard will be highly appreciated.

Queries	Helpline No	E-mail ID
<b>For Online classes at MADE EASY Live App (Classroom Students)</b>	9650497441, 8851176822 9958995830	infolive@madeeasy.in
<b>Postal Study Package</b>	8860378004	postalstudycourse@madeeasy.in
<b>ESE 2020 Interview Guidance</b>	8800782323, 8860378003	interviews@madeeasy.in
<b>Delivery of classroom books through courier services</b>	8851176828	classroombooks@madeeasy.in
<b>Self-collection of classroom books from centre</b>	Respective centre's helpline no. mentioned below	Respective centre's E mail ID mentioned below

Centre Specific Queries		
<b>Delhi Center</b>	011-45124612 9810541651	infodelhi@madeeasy.in
<b>Bhopal Center</b>	8120035652	infobhopal@madeeasy.in
<b>Indore Center</b>	7566669612	infoindore@madeeasy.in
<b>Hyderabad Center</b>	9160002324	infohyderabad@madeeasy.in
<b>Jaipur Center</b>	9166811228	infojaipur@madeeasy.in
<b>Pune Center</b>	9168884343, 9818003870	infopune@madeeasy.in
<b>Patna Center</b>	9955991166	infopatna@madeeasy.in
<b>Lucknow Center</b>	8400029422	infolucknow@madeeasy.in
<b>Bhubaneshwar Center</b>	9040299888, 9040999888	infobhubaneswar@madeeasy.in
<b>Kolkata Center</b>	8981888880, 8282888880	infokolkata@madeeasy.in

MADE EASY PRIME related queries		
<b>GATE &amp; ESE : Online Courses</b>	9958995830	esegate@madeeasyprime.com
<b>SSC : Online Courses</b>	8851176823	ssc@madeeasyprime.com
<b>Civil Services : Online Courses</b>	8800550197, 8800338066	cse@madeeasyprime.com
<b>Log in &amp; Technical Support</b>	9650497441	info@madeeasyprime.com

## FAQs : Frequently Asked Questions

**1. When will the institute open and from when our classes will resume?**

Ans. Institute will open once the conditions are safe, subjected to SOPs and other guidelines of the Ministry of Home Affairs. Students are advised to keep visiting our website regularly for the latest updates.

**2. Will MADE EASY provide classroom coaching to those students who were enrolled ESE\GATE 2021 classroom course, but due to COVID Online lectures were provided?**

Ans. Yes, MADE EASY will provide complete offline classes to the students enrolled in the classroom courses for GATE and ESE 2021 as committed. Batch commencement date, venue, timing will be informed once the conditions become normal and safe.

**3. I have taken admission in ESE/GATE 2022 classroom course which is commencing from Feb 2021, what will be the scenario if the institute remains closed due to Covid conditions?**

Ans. We are proposing the classes to begin from the end of February 2021 tentatively. If the conditions are not favorable, then online classes will be conducted; and offline classes will start once the situation normalizes.

**4. Recently I took admission in a classroom course, how can I get study material?**

Ans. If the classes begin from end of February 2021, then students can collect the study material from their respective study center. In case offline classes are postponed due to COVID-19 situation, then the institute will make a provision wherein, student can either collect the study material from our centers or through courier services by paying nominal charges.

**5. Will the faculties be the same in Live/Online classes and offline classes?**

Ans. Yes, Live/Online classes will be delivered by the same experienced faculties of MADE EASY, who teach at our classroom centers.

**6. Is there any facility to clear the doubts, in Live/Online classes of MADE EASY Prime?**

Ans. The teaching pedagogy is very effective and easy to understand. All the subjects will be taught by highly experienced faculties; hence, the chances of doubts are minimal. Every session has the CHAT FACILITY, where a student can raise his/her doubts to the concerned faculty during the class. In addition, the students can submit doubts even after the class and get a resolution to their doubts.

**7. Is it possible to extend the validity of the ESE+GATE 2021 and GATE 2021 online courses till respective examinations?**

Ans. Yes, all the videos will remain available till the respective examinations.

**8. I am interested to join Live classes, in case if I miss the live sessions then, will there be any facility for backup classes?**

Ans. Yes, in case a student misses the live session, then he/she has the facility to watch the same lecture twice in the recorded format.

**9. Will study material be provided to those students who are enrolled in ESE and GATE Live classes?**

Ans. Yes, the study material will be provided to the students enrolled in ESE 2022 and GATE 2022 live classes.

**10. I am interested to join Live classes of MADE EASY Prime, is it possible to switch from Live classes to classroom courses later on?**

Ans. Yes, the student can request for course transfer within 60 days of course commencement. However, the course fee whichever is higher will be applicable and student needs to pay the fee difference if required + transfer charges of Rs.1000.