



# Important FAQs for Classroom Students

Dear Students,

Due to drastic increase in COVID cases, offline classes are on hold as per the government guidelines. Presently we are providing online classes to all our students enrolled in ESE/GATE classroom courses and later offline classes will be resumed once the conditions become completely safe to conduct offline activities.

We are making all possible efforts to provide the best support to our students. Students are advised to contact the below mentioned helpline numbers of respective department for quick support. Kindly keep patience or call after some time, incase our counselors are busy answering other students.

Queries	Helpline Nos	E-mail ID
<b>Queries related to Online Classes on MADE EASY Live App</b>	9650497441 8851176822 8882240981	infolive@madeeasy.in
<b>Log-in credentials for ESE 2021 Prelims Live Mock Test Series</b>	9650497441 8851176822	infolive@madeeasy.in
<b>Classroom Courses: Admission &amp; General Queries</b>	011-45124612 9810541651	infodelhi@madeeasy.in
<b>Prime Live Online Courses: Admission &amp; General Queries</b>	9958995830 8882240981	info@madeeasyprime.com
<b>Interview Guidance</b>	8800782323	interviews@madeeasy.in
<b>Postal Study Package</b>	8860378004	postalstudycourse@madeeasy.in
<b>MADE EASY Publication books</b>	8860378007	booksorder@madeeasy.in
<b>Bhopal Centre</b>	8120035652	infobhopal@madeeasy.in
<b>Indore Centre</b>	7566669612	infoindore@madeeasy.in
<b>Hyderabad Centre</b>	9160002324	infohyderabad@madeeasy.in
<b>Jaipur Centre</b>	9166811228	infojaipur@madeeasy.in
<b>Pune Centre</b>	9168884343 9818003870	infopune@madeeasy.in
<b>Patna Centre</b>	9955991166	infopatna@madeeasy.in
<b>Lucknow Centre</b>	8400029422	infolucknow@madeeasy.in
<b>Bhubaneswar Centre</b>	9040299888 9040999888	infobhubaneswar@madeeasy.in
<b>Kolkata Centre</b>	8981888880 8282888880	infokolkata@madeeasy.in
<b>To collect classroom books</b>	<b>Contact respective center's helpline number mentioned above</b>	

## FAQs : Frequently Asked Questions

### 1. When will the institute open and from when offline classes will resume?

Ans: Presently COVID cases are rapidly increasing throughout the nation, hence offline classes are put on hold. Offline classes will resume once the conditions are conducive, subject to permission from govt. authorities. Students are advised to visit our website regularly for latest updates.

### 2. Should I stay at PG/hostel or shall I move to my home town?

Ans: If you feel that the PG/hostel where you are staying is safe and is providing all the basic facilities, then you can decide to stay at PG/hostels. At the same time; even the parents may be worried about your safety, therefore you can take the decision after discussing with your parents/local guardians. It is always better to be at home with parents during critical conditions. Buffer time of 4-5 days will be given before resuming the classes, so that students can travel from their home town to respective MADE EASY centre.

### 3. What type of support will be provided by MADE EASY for students enrolled in classroom courses?

Ans : MADE EASY is providing online classes on MADE EASY Live App till the offline classes are resumed, so that our students can utilize the time productively.

### 4. Those subjects which are covered through online mode, will they be taught in classroom also?

Ans : Yes. Online classes are an additional support provided to the students in order to utilize the time efficiently, later all the subjects will be thoroughly covered in MADE EASY classrooms, once the conditions are safe. But those subjects which are taught in online mode will be covered in later phase of offline classes, provided enough time is available before examination.

### 5. What is the procedure to watch online classes on MADE EASY Live App?

Ans : Kindly click the MADE EASY Live App link below to download the app and to understand step by step procedure to watch the online classes. [CLICK HERE](#)

### 6. Whom to contact, in case I have not received the log-in credentials of MADE EASY Live App to watch the online classes?

Ans : Our technical team has already mailed the log-in credentials to all the enrolled students. If you have not received, then you can call us on : 9650497441, 8851176822 or mail your details to [infolive@madeeasy.in](mailto:infolive@madeeasy.in)

### 7. I am enrolled in classroom course for ESE/GATE 2021, will I be getting online classes; as I have opted for offline classes?

Ans : Yes. Offline classes were resumed in 1<sup>st</sup> week of April 2021, for those students who were enrolled in the year 2020, but these classes were stopped due to drastic increase in COVID cases. Online classes will be provided to such students also; who had opted for offline classes, till the further notification from MADE EASY management.

**8. Till when ESE 2021 Pre Classroom Test Series will be conducted through online mode?**

Ans : Amidst the present situation, management has decided to conduct first three tests in online mode. If the situation improves, then remaining tests may be conducted in offline mode. But if COVID conditions does not improve then remaining tests will also be conducted in online mode. Please note that first three tests will be conducted on Wednesdays' instead of Sunday and the test series will be commencing from 21<sup>st</sup> April 2021. The updated schedule of ESE 2021 Pre Classroom Test Series (Live Mock Test Series) is available on our website [www.madeeasy.in](http://www.madeeasy.in)

**9. Can I appear in the missed test of ESE 2021 Pre Classroom Test Series?**

Ans : No. Tests will be conducted in live mode according to prescribed time table only, hence students will not be able to appear in the missed tests. However, there is provision to download the question paper, OMR and solution from the portal for practicing and self-evaluation.

**10. Can I collect classroom books from respective center or through courier?**

Ans : At present most of the MADE EASY centers are not operational as per govt. guidelines, if the respective center is open then you can collect books by producing your fee receipt/ID card (if issued). It's not feasible to deliver books through courier before 30<sup>th</sup> April 2021, because of COVID curfew in various states.

**Note :** Delhi center will remain completely closed till 26<sup>th</sup> April 2021, in lieu of COVID curfew.

**Further updates will be notified  
on our website time to time**

**COVID conditions are very critical.  
We all need to keep ourselves &  
our family safe and secure**

**Stay Home & Stay Safe**