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.

<table>
<thead>
<tr>
<th>Queries</th>
<th>Helpline Nos</th>
<th>E-mail ID</th>
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| Queries related to Online Classes on MADE EASY Live App | 9650497441
8851176822
8882240981 | infolive@madeeasy.in |
| Log-in credentials for ESE 2021 Prelims Live Mock Test Series | 9650497441
8851176822 | infolive@madeeasy.in |
| Classroom Courses: Admission & General Queries | 011-45124612
9810541651 | infodelhi@madeeasy.in |
| Prime Live Online Courses: Admission & General Queries | 9958995830
8882240981 | info@madeeasyprime.com |
| Interview Guidance                           | 8800782323            | interviews@madeeasy.in |
| Postal Study Package                         | 8860378004            | postalstudycourse@madeeasy.in |
| MADE EASY Publication books                  | 8860378007            | booksorder@madeeasy.in |
| Bhopal Centre                                | 8120035652            | infobhopal@madeeasy.in |
| Indore Centre                                | 7566669612            | infoindore@madeeasy.in |
| Hyderabad Centre                             | 9160002324            | infohyderabad@madeeasy.in |
| Jaipur Centre                                | 9166811228            | infojaipur@madeeasy.in |
| Pune Centre                                  | 9168884343
9818003870 | infopune@madeeasy.in |
| Patna Centre                                 | 9955991166            | infopatna@madeeasy.in |
| Lucknow Centre                               | 840029422             | infolucknow@madeeasy.in |
| Bhubaneshwar Centre                          | 9040299888
9040999888 | infobhubaneswar@madeeasy.in |
| Kolkata Centre                               | 8981888880
8282888880 | infokolkata@madeeasy.in |
| To collect classroom books                   | Contact respective center’s helpline number mentioned above |
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 EASYLive 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

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 1st 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 PrClassroom 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 21st April 2021. The updated schedule of ESE 2021 Pre Classroom Test Series (Live Mock Test Series) is available on our website 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: Currently all MADE EASY centers are closed as per govt guidelines. Printing, Transport, Courier and other resources are not available, as curfew is imposed in most of the states. Students are requested to keep patience, we will make all possible efforts to provide classroom books once the the conditions are conducive. Kindly visit our website regularly for latest updates.

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