

REGISTRATION

1. Examination fee will not be accepted after the given date and time.
2. Exam fees, once paid, are **non-refundable** and **non-transferable**.
3. The information on the examination form shall appear on the certificate. Any change after the issuance of the examination receipt shall attract a penalty of INR 1500.
4. Candidates are requested to read and understand the Examination Guidelines and Procedures available on our website.
5. Special rules can be made in the case of candidates with special needs, provided the appropriate documentation is provided and acknowledged at the time of the registration.
6. Candidates, who have attended a course level at Goethe-Institut will be considered as internal candidates **once** for the examination of that particular level, all others are considered as external candidates.

ON THE EXAMINATION DAY

7. The candidate is required to be present at the examination centre **at the reporting time communicated to the candidate at the time of registration**. In case the candidate is delayed, neither shall extra time be granted nor will the exam be conducted again.
8. On the day of examination, the candidate must produce **ORIGINAL & VALID photo identification & the examination receipt** issued for that particular examination. The photo identification should bear the candidate's latest photograph and the date of birth (not only the year of birth).

The following documents shall be accepted for photo identification:

1. Passport
 2. PAN Card
 3. Driving license
9. On failure to produce the above mentioned documents, the candidates will not be allowed to appear for the examination. The management will be unable to entertain any protest made on this ground.
 10. Watches- analog, digital, smartwatches along with any kind of electronic devices, caps, hats or similar headgear are not allowed in the examination room.
Not only usage but also possession thereof shall lead to disqualification from the examination.

11. The examination can go on for the entire day and the candidates are expected to make travel arrangements accordingly.
12. Any complaints regarding the administration of the examination should be lodged with the management immediately after the exam.

AFTER THE EXAMINATION

13. The date of announcement of the results shall be announced on the date of the examination.
14. Examination results will not be communicated over the phone.
15. The candidate can view the results online:
<https://www.goethe.de/ins/in/en/sta/mum/prf/anm.html>
16. The **certificates** can be collected against:
 1. Goethe-Institut / Max Mueller Bhavan ID card and examination fee receipt (applicable for internal candidates)
 2. The examination fee receipt (applicable for external candidates)The same can be collected by another person holding an authority letter to this effect signed by the candidate and original & valid photo identification of the bearer of this letter. Against the background of the ongoing pandemic, Goethe-Institut / Max Mueller Bhavan Mumbai reserves the right to decide to dispatch certificates only by courier. In this case, INR 50 will be collected on the examination day towards courier charges.
17. In case of **loss of certificate**, a replacement certificate shall be issued against charges of INR 1500.
18. The **results may only be appealed** in writing to exams-mumbai@goethe.de within 2 weeks of receiving one's exam results. The Goethe-Institut may reject appeals that are unfounded or are based on unsatisfactory reasons. Merely pointing out that a certain number of marks was not scored does not qualify as a satisfactory reason for an appeal.
19. Candidates (minors in the company of a parent or guardian) may **view the exam** that they failed in the presence of the exam official. During this process, the applicable answer and evaluation sheets shall be presented. No copies may be made during this process. Candidates are not entitled to any individual counselling.

GRIEVANCES REDRESSAL

Grievances, if any, should be addressed in writing to the Language Office at exams-mumbai@goethe.de.