



**GOETHE
INSTITUT**
MAX MUELLER
BHAVAN

GENERAL TERMS & CONDITIONS EXAMINATIONS

REGISTRATION

- For examinations you will have to register online on our website www.goethe.de/delhi.
- The dates for the online registration and fee payment are available on our website.
- Please ensure that you enter the requested information correctly as the same data will thereafter reflect on all official documents and communication from the Goethe-Institut / Max Mueller Bhavan New Delhi. Please note that any correction in your personal details post registration would be done against an administrative fee of INR 2,900 including GST.
- Once the registration has been done, the date of examination cannot be changed. However an exception can be made in case of illness against a medical certificate. In this case the fee would be transferred to the next available examination date against deduction of 25% of the paid examination fee.
- Exam fees, once paid, are non-refundable and non-transferable.
- For bookings via the website, Webshop Terms & Conditions are applicable.
- You are requested to read the Examination Guidelines and Procedures available on our website carefully before booking your examination.
- The room plan along with all relevant information of the examination will be shared upto 48 hours prior to the date of examination via E-mail.
- You will be considered as an internal candidate if you are attending a course at Goethe-Institut at the time of registration till 6 months from the end of the current course. All others are considered as external candidates.
- For candidates with special needs there are special rules. Please provide appropriate medical documentation for the same at the time of the registration via E-Mail at. shibani.sondhi@goethe.de

EXAMINATION

- You are required to be present at the Goethe-Institut / Examination Centre atleast 30 minutes prior to the given examination time.
- You will be allowed to take the examination only after you show us the admit card/booking confirmation (Buchungsbestätigung) issued by the institute for that particular examination and an ORIGINAL & VALID photo identification with your latest photograph and the date of birth such as:
 - a. Passport | b. PAN Card | c. Voter's ID Card | d. Aadhar Card (with complete Date of Birth)
- Cell phones, watches (analog and digital), smart watches and any kind of electronic devices as well as stationary are not allowed during the examination. Pens will be provided in the examination room.
- We advise you not to bring any valuables and carry only a small bag along for your belongings. You will be asked to keep the bag at an allocated place in the premises.

RESULT AND CERTIFICATE

- The examination results will be uploaded 3 weeks from the date of examination on “MeinGoethe.de”.
- For all Goethe-Examinations from 01.03.2024, the certificates of the passed examinations/ modules will be available ONLY digitally on “MeinGoethe.de”. Candidates are not entitled to paper certificates.
- Steps for checking the result and downloading the certificate will be shared along with the room plan (via mail) upto 48 hours prior to the examination.
- In case of loss of previously issued certificate issued for exams conducted until 29.02.2024, a replacement certificate shall be issued against administrative charges of INR 2,900 including GST. This clause is valid only for an examination taken within the last ten years.
- In case of small corrections in personal details, changes will be carried out upon submitting a valid ID-proof and against administrative charges of INR 2,900 including GST. This is valid only when the correction is intimated in writing latest on the day of the examination.

VIEWING

- You (minors in the company of a parent or guardian) may inspect/view the examination paper, which you have taken in the presence of an examination official/an examiner. Only the applicable answer sheet and the evaluation sheet shall be presented for the same. You are not allowed to take any photographs or make copies during this process. No question papers will be presented for the same and neither are you entitled to any individual counselling.
- There is no facility of reevaluation or rechecking of paper. “Viewing of paper” is an opportunity for candidates to get an orientation in their performance.
- For viewing of the examination papers please write an email within 14 days from the examination - result-declaration-date to Krishna.Tyagi@goethe.de

Please note: Viewing of examination papers can't take place in online mode.

COMPLAINT MANAGEMENT

In case of examination related complaints please write to:

- a. Krishna.Tyagi@goethe.de OR
- b. languagecourses-delhi@goethe.de

In case the complaint remains unresolved, you may write to: Ms. Shibani Sondhi, Facilitator and Advisor Examinations at shibani.sondhi@goethe.de or Ms. Deepali Bajaj Singh, Head Language Courses and Examination at Deepali-Bajaj.Singh@goethe.de

LIABILITY OF THE GOETHE-INSTITUT / MAX MUELLER BHAVAN

The liability of the Goethe-Institut / Max Mueller Bhavan and its staff shall be limited to intent and gross negligence. The Goethe-Institut / Max Mueller Bhavan will have no liability for cancellation of its services due to force majeure (e.g. natural disasters, fire, floods, war, official orders and all other circumstances beyond the control of the contractual parties).