



ADDITIONS TO THE GENERAL TERMS AND CONDITIONS OF GOETHE- INSTITUT E.V.

EXAMINATION

**At Goethe-Institut / Max
Mueller Bhavan in India**

www.goethe.de

**GOETHE
INSTITUT**

Sprache. Kultur. Deutschland.

PREAMBEL

This Additions complement the *General Terms and Conditions of Goethe-Institut e.V.*, which regulate all aspects of the transactions via the Webshop of Goethe-Institut e.V. The *General Terms and Conditions of the Goethe-Institut e.V.* are sent to each customer throughout the booking process and apply to the booking process of both examinations and courses.

These *Additions to the General Terms and Conditions of the Goethe-Institut e.V.* regulate the processes related to examinations of the Goethe-Institut / Max Mueller Bhavan within India. They apply to all locations of Goethe-Institut / Max Mueller Bhavan in India, located in Bangalore, Chennai, Kolkata, Mumbai, New Delhi and Pune, as well as the four Goethe centers, located in Chandigarh, Coimbatore, Hyderabad and Trivandrum / Kochi, unless otherwise stated. The regulations also apply to examination dates conducted through Goethe-Institut / Max Mueller Bhavan in other locations within India, communicated on the official website as well as the respective booking confirmation received from Goethe-Institut / Max Mueller Bhavan.

The examinations listed on the website www.goethe.de/india as Goethe-Zertifikat or Fit are offered by Goethe-Institut / Max Mueller Bhavan pertaining the regulations and quality standards given out by Goethe-Institut e.V. in Munich. The examination guidelines and other documents regarding general regulations can be found on our website www.goethe.de/india. They are also sent along with the booking confirmation. Each examination participant is requested to read through these documents carefully and familiarize themselves with the procedures and guidelines described therein.

REGISTRATION

Examination dates as well as registration dates can be found on our website www.goethe.de/india and are published quarterly.

Examination dates at the official Goethe centers in India are published on their respective websites. Their terms and conditions for the booking process and payment apply.

Examination fees are published on the website of Goethe-Institut / Max Mueller Bhavan along with the examination dates. The fee stated online is the final fee for the examination and includes GST. No other costs apply throughout the booking process via Webshop.

Registration can only be executed online through the official Webshop of Goethe-Institut e.V., accessible via the website www.goethe.de/india. The registration is on an individual basis.

Registration for examinations at the official Goethe centers might be executed through their websites. Please refer to the information on our website www.goethe.de/india

Examination seats are not sold through third parties. Any such claims are on a fraudulent basis and are subject to further investigation.

Please ensure that the information entered into the system at the time of registration is correct and consistent with the information in your official Passport. Please verify the correctness of your personal information on your booking confirmation. This is the information that will appear on all communication and all documents issued, including the certificate.

In case you encounter any errors, please contact the language office at the respective institute immediately. The contact information can be found on the official website www.goethe.de/india and at the end of this document.

Any correction on your personal details post registration will be executed against an administrative fee of INR 2,900 (including GST).

Corrections in personal details can only be done up to the day of the examination and have to be requested in written form including proof of validity. Later changes are not possible and will not be accepted.

Goethe-Institut / Max Mueller Bhavan reserves the right to refuse a request for changes if it exceeds clear typos or minor mistakes.

In case of substantial differences between the information entered at registration and your official documents, Goethe-Institut / Max Mueller Bhavan reserves the right to exclude such person from the examination. The examination fee will not be refunded and the person does not have the right to be considered for the next examination date.

The examination fee is due at the time of registration. Examination fees, once paid, are non-refundable and non-transferable. For bookings via the website, the General Terms and Conditions of Goethe-Institut e.V. are applicable.

Once the registration is done, the date of the examination or any chosen modules cannot be changed. However, an exception can be made in case of illness against an official medical certificate, stating the name of the person, name and official stamp of the medical staff as well as the dates and duration of the illness. The medical certificate has to be handed in by e-mail or in person within two weeks of the examination date. Changes due to illness can only be claimed for the examination candidates themselves, not for illness of others. Other exemptions cannot be claimed. In case this exception is granted, the fee would be transferred to the next available examination date at the same examination center against a deduction of 25% of the paid examination fee. The Goethe-Institut / Max Mueller Bhavan reserves the right to deny any change due to illness, if appropriate proof cannot be obtained.

Those who have attended a course at Goethe-Institut / Max Mueller Bhavan, will be considered internal candidates at the time of registration till 6 months from the end of the current course. All others are considered external candidates.

For candidates with special needs, special rules apply. Please contact the respective Goethe-Institut / Max Mueller Bhavan at the address listed at the end of this document and provide medical documentation for the same BEFORE registration. More information can be found here: [Ergänzungen zu den Durchführungsbestimmungen: Prüfungsteilnehmende mit spezifischem Bedarf \(Personen mit Körperbehinderung\)](#)

All communication regarding the examination, such as the booking confirmation, room plan and other relevant information, will be sent via the e-mail address provided by you through the registration process.

EXAMINATION

Detailed information on admission times, specific procedures, locations and other relevant information regarding your examination will be sent via the e-mail address provided at the time of registration latest 4 days prior to the examination date.

The admission time for your respective examination date is mentioned in this information mail. Examination candidates will not be admitted onto the premises before the mentioned admission time. A waiting area outside the premises cannot be provided. Examination candidates are requested to plan accordingly.

Admission onto the premises is only allowed for examination candidates. Others accompanying the examination candidates will be prohibited to enter during examination time.

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.

Important information on proof of identity: A valid proof of identity is required both at the time of admission to the premises as well as throughout the examination. Each examination candidate is required to bring the booking confirmation (Buchungsbestätigung) for that particular examination issued at the time of registration as well as an ORIGINAL and VALID national Passport.

In case we cannot identify you with the documentation provided, we reserve the right to ask for more means of proof of identity. In case we cannot verify your identity sufficiently, we reserve the right to exclude you from the examination. You will not have the right for a refund of the examination fee nor for a rebooking onto another examination date.

As cell phones and other electronic devices are not permitted on the premises during examination, proof of identity has to be given in original format.

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.

FRAUDULENT AND DISRUPTIVE BEHAVIOUR

In case of disruptive behaviour during examination time, Goethe-Institut / Max Mueller Bhavan reserves the right to exclude the respective person from the examination and the premises and to take further steps.

In case of fraudulent behaviour, such as the use of outside materials as notes, technical devices, tampered clothing, bottles, but not limited to these cases, the Goethe-Institut / Max Mueller Bhavan will take legal action and exclude you from this as well as any further examination in accordance to the regulations of Goethe-Institut e.V. The sheer possession of such devices or materials, as detected before, during or after an examination, is enough to take further steps.

In case of exclusion from an examination date, any paid fee will not be refunded.

RESULT AND CERTIFICATE

The examination results will be published on the date given for the respective examination date throughout the registration process. The results will be published on that date only, not prior and or on individual request.

All results will be uploaded on "MeinGoethe.de". Examination candidates can access the results when login in with the account created or used at the registration process.

For all examinations from 01.03.2024, the certificates of the passed examinations / modules at Goethe-Institut / Max Mueller Bhavan will be available ONLY digitally on "MeinGoethe.de". Candidates are not entitled to paper certificates.

Certificates for passed examinations / modules at Goethe centers will still be published in paper until further notice.

Steps for checking the result and downloading the certificate are shared along with the room plan via the e-mail-address provided at the time of registration up to 48 hours prior to the examination.

In case of loss of a 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.

No replacement certificate will be issued for certificates issued digitally.

VIEWING

Examination candidates can request a viewing of the examination paper.

The viewing has to be requested in writing to the e-mail-address mentioned for the respective Goethe-Institut / Max Mueller Bhavan within 14 days from the date of the declaration of the examination results.

The viewing can only be done by the examination candidates themselves and in person, with the exception of minors who can be accompanied by their parent or guardian.

The viewing has to be done in person and on the scheduled date given by the language office. A viewing cannot be done online and cannot be done without prior scheduling.

The viewing is done 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 re-evaluation or rechecking of the examination result. "Viewing of paper" is an opportunity for candidates to get an orientation in their performance.

COMPLAINT MANAGEMENT

In case of examination related complaints, please write to the feedback mailbox at the respective Goethe-Institut / Max Mueller Bhavan as listed at the end of the document.

VERIFICATION OF CERTIFICATES

Paper certificates as well as digital certificates can be verified at www.goethe.de/verify. In case of an inconclusive verification, please contact pruefungen@goethe.de. Send a scan of the certificate (front and back) or a copy of the digital certificate along with your request.

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).

CONTACT INFORMATION

	BANGALORE	CHENNAI	KOLKATA
General inquiries on examinations	german-exams-bangalore@goethe.de	German.chennai@goethe.de	Exams-kolkata@goethe.de
Requests after the booking is completed	german-exams-bangalore@goethe.de	German.chennai@goethe.de	Exams-kolkata@goethe.de
Requests after the exam	german-exams-bangalore@goethe.de	German.chennai@goethe.de	Exams-kolkata@goethe.de
Requests for viewing	Viewing-exams-bangalore@goethe.de	viewing-chennai@goethe.de viewing-coimbatore@goethe.de	Exams-kolkata@goethe.de
Feedback on the examination process	Feedback-exams-bangalore@goethe.de	Feedback-chennai@goethe.de	Feedback-kolkata@goethe.de
Requests by candidates with special needs	german-exams-bangalore@goethe.de	Pruefungen-chennai@goethe.de	Exams-kolkata@goethe.de

	MUMBAI	NEW DELHI	PUNE
General inquiries on examinations	Exams-mumbai@goethe.de	Language-delhi@goethe.de	Exams-pune@goethe.de
Requests after the booking is completed	Exams-mumbai@goethe.de	Registration-delhi@goethe.de	Exams-pune@goethe.de
Requests after the exam	Exams-mumbai@goethe.de	Examination-delhi@goethe.de	Exams-pune@goethe.de
Requests for viewing	viewing-mumbai@goethe.de	Viewing-delhi@goethe.de / viewing-kerala-delhi@goethe.de	Exams-pune@goethe.de
Feedback on the examination process	feedback-mumbai@goethe.de	Feedback-delhi@goethe.de	Exams-pune@goethe.de
Requests by candidates with special needs	Exams-mumbai@goethe.de	Registration-delhi@goethe.de	Exams-pune@goethe.de