FREQUENTLY ASKED QUESTIONS

1. **How to apply for WES/ Genuineness Verification?**
   Apply online
   https://www.loyolacollege.edu/exam/docs/profile.html?file=Apply
   OnlineForWorldEducationServices.pdf

2. **Where to apply for IQAS/ Transcripts /Backlog /Rank Certificate?**
   Email your request to loyolaexam@loyolacollege.edu

3. **To whom are the Semester Grade Cards /Consolidated Grade Cards are issued?**
   I)   2019 Batch – UG
   II) 2020 Batch – PG

4. **What are the certificates issued for regular students of 2019 UG and 2020 PG batches?**
   I.   Consolidated mark sheet
   II. Course Completion
   III. 6th SEM mark sheet of UG and 4th SEM mark sheet of PG
   IV. Provisional Certificate

5. **Where can I collect my Provisional Certificate?**
   College Office Shift– I (for both Shift I and Shift II students)

6. **How long will it take to issue the Certificates which I requested for?**
   I.   Course Completion – after 24 hours
   II. Name Correction – after 48 hours
            [Submit Transfer Certificate or any other Certificate as proof in Original at the time of the request.]
   III. Cumulative Grade Card – after 48 hours
   IV. Transcript – after 48 hours

7. **How do I apply for the lost/ duplicate certificate?**

Submit the Lost Document Report from the Police
Duplicate Grade Cards will be issued after 48 hours (for old batches 10 days)

8. If my photo is not available in ERP Student Portal, what shall I do?

Send a formal passport size (formal Dress) photo in JPEG format of size below 38kb to id.verification@loyolacollege.edu and wait for the update.

9. What are the certificates issued for the 2021 batch M. Phil candidates?

Cumulative Grade Cards.

10. I have passed the Semester Examinations in 2012, where I can get the mark statement?

Up to 2014 Batch in our college office (Shift I).
From 2015 Batch onwards - office of the COE.

11. How to make my request for Grade Cards/ Transcripts / Genuineness / Verification or other issues relating to the Controller of Examinations?

Email your request to loyolaexam@loyolacollege.edu with necessary details and contact mobile number.

12. I could not view my result on the college website (regular/ passed out students), why?

You may have dues (library /laboratory /College office etc.)
Contact the office of the Vice Principal / COE for necessary actions.

13. If I do not receive a reply within 48 hours, how can I report or appeal for necessary actions?

Kindly report to assistantcoe@loyolacollege.com for necessary follow up,.

14. Why is there no change of mark in my Grade Card after re-valuation of the paper?

Same mark without any changes will appear in the Grade Card when the revaluation mark is lesser than the published semester mark.

If the revaluation mark is more than the published semester mark then the revalued mark will appear in the Grade Card.

[March 23, 2023]