

FREQUENTLY ASKED QUESTIONS

Based on the queries received in CBSE's Help Desk, information through following frequently asked questions is being provided to facilitate the aspiring candidates:

S.NO.	QUESTION	REPLY
1.	Aadhaar Number has been issued to me recently but when I am applying for NEET, it is showing the details of Aadhaar of candidates are not matching. What to do to complete the application submission process.	It is considered that your Aadhaar details have not been uploaded to the main server of UIDAI. To complete the form, you may submit the Aadhaar Enrolment Number which is of 17 digits in place of Aadhaar Number. Further, in the window "Selection Identification Type" select Aadhaar Enrolment Number in place of Aadhaar Number.
2.	I have made the online payment but my confirmation page has not been generated.	Such problem occurs because of drop in connectivity from Banks' server to the NIC server on which NEET website has been hosted. In such circumstances, Banks' servers are sending the message to NIC server 2-3 times a day to ensure that the dropped communication cycle is completed. Once your payment communication is reaching to the NIC server, you will be able to generate the confirmation page. You are advised to wait for 24 hours if such problem has been faced by you.
3.	What to do in following cases: a) I have given wrong e-mail ID & correct mobile number b) I have given correct e-mail ID & wrong mobile number c) I have given both e-mail ID & mobile number wrong	In case of (a) & (b), you would be able to get the SMS and e-mail respectively for all communication sent to you by the CBSE from issuing the one time password to any other information. In case of (c), mistake committed by you cannot be rectified. Hence, candidates are advised to ensure correct e-mail ID and Mobile Number for registration on NEET website to get the information timely sent by the CBSE.
4.	What to do in following cases: a) Candidate is of reserved category, mentioned as General and paid higher fee b) Candidate is of general category, mentioned as reserved and paid less fee.	a) When option to correct category will be given by the CBSE, such candidates can correct their category from General Category to Reserved Category. b) Such candidates will also correct their category as per details given (a) above. They also need to pay difference of fee to the CBSE through online process.

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5.	In my State, my category is "XYZ" which is not coming in the NEET option. "XYZ" category candidates are given reservation in my State. How I will be eligible for the reserved seat against XYZ category as this is not coming in NEET application.	CBSE is collecting only following categories: 1. UR, 2. OBC, 3. SC, 4. ST Such candidates will apply against the registration for counseling in their State. During registration, all desired information as per eligibility/reservation rules of the concerned State will be collected and accordingly merit list will be prepared by the State Admitting Authorities based on All India Rank issued by CBSE.
6.	I am from Uttar Pradesh but residing in Delhi from past 10 years. What should I fill in the Column " State of Eligibility (For 15% All India Quota) ".	Such decisions need to be taken by the candidates themselves. However, it is clarified that such candidates can apply for counseling in both Uttar Pradesh and Delhi and during the counseling, his/her eligibility for the 85% Quota seats will be checked by the State Admitting Authorities and if he is found eligible, he will be given admission otherwise not.
7.	One candidate is falling under OBC – Creamy layer but the same candidate is eligible for OBC quota under State Quota system in the concerned State. Please clarify whether the candidate should fill his category as Unreserved or OBC category while filling the NEET-2017 application form.	Such decisions need to be taken by the candidates themselves. However, it is clarified that the candidate will apply for counseling in the concerned State by giving the Category applicable in the State. His eligibility for the 85% Quota seats will be checked by the State Admitting Authorities and if he is found eligible, he will be given admission against reserved category otherwise not.
8.	I have appeared in AIPMT/NEET in the year 2015 and 2016 and now I have again applied for NEET-2017. Will NEET-2017 be my third attempt?	No. NEET-2017 will be considered as first attempt.
9.	My daughter will be appearing in NEET-2017 from Uttarakhand. There are XX% secured seats for Uttarakhandi girls in MBBS course in Uttarakhand. Is my daughter eligible for the same?	If your daughter is found eligible by the State Authorities for the XX% secured seats for Uttarakhandi girls in MBBS then they can give the admission otherwise not. It is advised to first confirm their eligibility from the State Government and then you submit your application accordingly.
10.	My daughter is residing in Kuwait and she does not have Aadhaar Card. What information is to be provided against Aadhaar Number.	In case of NRI, they are supposed to provide the passport number and not the Aadhaar.