



IMPORTANT FAQs for OFFLINE STUDENTS

1. How to get help for Solution of my problems?

Helpline Numbers		
Queries	Emails	Contact Number
Queries for New Admissions: Classroom/Live Online Courses/Test Series /Postal /Other Courses	info@nextias.com	011-49858612, 8800338066
Offline/Online GS Foundation Course (ENROLLED STUDENT)	support@nextias.com	9311102155
Interview Guidance/Mock Scheduling	interview@nextias.com	8800550197, 7428693235
Login Credentials/Technical Support For Online Classes on NEXT IAS Live App	onlinesupport@nextias.com	8448098176

2. When will the institute open and from when offline classes will resume?

Ans: Presently, due to rapidly increasing COVID-19 cases, offline classes have been suspended and will resume once the conditions are conducive, subject to permission from the Government authorities. Students are advised to visit our website regularly for the latest updates.

3. What type of support will be provided by NEXT IAS for students enrolled in classroom courses?

Ans: Till the offline classes are resumed, we will be providing online classes on NEXT IAS App for better and more productive utilisation of your precious time. Live Online Classes are subject to Government guidelines on COVID CURFEW in the National Capital Territory of Delhi.

SCHEDULE			
Batch Code	Timing	Tentative Date for Live Classes*	Subject
A	(09.00 AM-11.30 AM) Morning	Will be fixed and informed as soon as Covid Curfew is relaxed	Indian Polity
B	(05.00 PM-07.30 PM) Evening	Will be fixed and informed as soon as Covid Curfew is relaxed	World History
C	(09.00 AM-11.30 AM) Morning	Will be fixed and informed as soon as Covid Curfew is relaxed	Indian Polity
D	(05.00 PM-07.30 PM) Evening	Will be fixed and informed as soon as Covid Curfew is relaxed	World History
E	(09.00 AM-11.30 AM) Morning	Will be fixed and informed as soon as Covid Curfew is relaxed	Modern history
F	(05.00 PM-07.30 PM) Evening	Will be fixed and informed as soon as Covid Curfew is relaxed	Indian Economy
G	(09.00 AM-11.30 AM) Morning	Will be fixed and informed as soon as Covid Curfew is relaxed	Modern History
H	(05.00 PM-07.30 PM) Evening	Will be fixed and informed as soon as Covid Curfew is relaxed	Indian Economy
I	(09.00 AM-11.30 AM) Morning	Will be fixed and informed as soon as Covid Curfew is relaxed	Science and Technology

***Kindly visit our website regularly for the latest updates.**

4. If I miss the Live Classes due to some unavoidable conditions, will the recorded lectures be available on the NEXT IAS App?

Ans: Yes, the recorded lectures will be available on the NEXT IAS App till the resumption of Offline Classes and you can watch it up to 2 times.

5. If COVID CURFEW continues due to extension for a longer period, how will NEXT IAS support us?

Ans: In case Covid curfew is extended in Delhi and if it is not feasible to provide Live classes then we will continue to provide Recorded Online classes with periodic doubt sessions until Covid curfew conditions are relaxed.

6. How to clear our doubts about the recorded lectures? Will there be any doubt clearing sessions?

Ans: Yes, we will be arranging Zoom/Google Meet sessions of respective faculties on weekly basis or as required, to cater to your doubts.

7. Those subjects which are covered through Live Online mode, will they be taught in the classroom also?

Ans: Yes, offline classes will be provided for those subjects also which are covered in live online mode but those students who want to attend again in offline will be required to attend such subjects in extra time with some other batch for CSE 2022 or if time doesn't permit then can attend in new batches which will start in later phase for CSE 2023.

8. What is the procedure to watch Live Online classes?

Ans: Kindly click the NEXT IAS App link below to download the app and to understand step by step procedure to watch the online classes. [CLICK HERE](#)

All live/online courses are available on Microsoft Windows, Android, iOS and iPadOS.

9. In case I have not received my log-in credentials for the NEXT IAS App, whom do I contact?

Ans: Our technical team has already mailed the log-in credentials to all the enrolled students. In case, you have not received it, then you can call us on **8448098176** and **9311102155** or mail your details to onlinesupport@nextias.com. For other queries, please contact the helpline numbers provided below.

10. Will the weekly tests be conducted during this period and where to submit the subjective answers?

Ans: Yes, the mandatory weekly tests will be conducted as per the schedule. Students can mail their subjective answers to copyevaluation@nextias.com.

11. Can I collect classroom books from the respective centre or through courier services?

Ans: At present, Pusa Road Centre is not operating due to the CURFEW. You can collect the books after the centre re-opens by producing your fee receipt/ID card (if issued). Those students who are unable to collect books by visiting in person then such students can avail the courier/postal services by filling google form the link of which will be sent on registered mail id.

Options	Location	Procedure
1	Delhi Residents	Students can either come to the centre and collect the material themselves after re-opening or can get it at their addresses after filling the Google Form.
2	Rest of India	A Google Form has been mailed to enrolled students, in which all details have to be filled and the books will be sent to respective addresses after the centre re-opens.

Note 1: NEXT IAS Pusa Road, Old Rajinder Nagar Centre will remain closed till Covid Curfew continues in Delhi.

Note 2: Further updates will be notified on our website time to time.

COVID conditions are very critical. We all need to keep ourselves & our family safe and secure.

Stay Home & Stay Safe