

Frequently Asked Questions (FAQ)

1. What if I face issues in filling/submitting the Re-entry Cum Undertaking Form?

If faced with issues in filling the Re-entry Form, please ensure the following:

- First, ensure you have filled in all the mandatory details (marked by the red asterisk).
- Ensure that you have uploaded uncorrupted files in the appropriate size and format.
- If the issue persists, immediately write to our SWC Tech Support team at grp_swctechsupport@iitg.ac.in, along with a screenshot and a description of the problem faced.

Also, please ensure that you have filled the form before your arrival at the campus. This will help both you and Hostel office/Security with your smooth on boarding.

2. I am unable to make payment of the Advance Mess Fee through the E-payment portal.

For some students, it might happen that you are facing some error while making the payment through the portal. In such cases, please write immediately to return.students@iitg.ac.in, with a screenshot of the response page, your name, and roll number. The SA staff will look into it and resolve the matter in 1-2 working days. However, you are requested to make the fee payment well in advance to avoid any inconvenience. Entry to hostel without paying the advance mess fees is strictly denied.

We are working to establish the smooth functioning of the payment portal, but please follow the above-mentioned process until then.

3. I am coming to the campus for the first time. I am not allotted a hostel yet (Only for Students and Research Scholars).

If a hostel is not allotted to you, please select 'Not allotted' option in the drop-down while filling the Re-entry form. Once you reach campus in your appropriate time slot, you will be allotted with a hostel at the main gate and directed towards it.

4. When will I receive my invitation?

For all single dose vaccinated and students coming from Kerala, please ensure that you have filled the form. The SA office will send an invitation in a batch-wise manner as and when rooms are available for quarantine. You must wait until you receive your invitation.

5. For any other queries, whom to contact?

If there are still any queries, please drop a mail to General Secretary, Hostel Affairs Board (gensec_hostel@iitg.ac.in) / Joint Secretary, HAB (js_hostel@iitg.ac.in).