

**CONTROLLER OF EXAMINATIONS  
LOYOLA COLLEGE, CHENNAI 600 034**

**FREQUENTLY ASKED QUESTIONS**

**1. Can I get my Course Completion Certificate online?**

Yes, download from the Student Portal.

**2. How to apply for WES/Genuineness Verification?**

Apply online:

<https://loyolacollegechennai.directverify.in/student/index.html#!/app/studentrequest>

**3. Where to apply for IQAS/ Transcripts /Backlog / Rank Certificate?**

Email your request to [loyolaexam@loyolacollege.edu](mailto:loyolaexam@loyolacollege.edu)

**4. I have written the exam for improvement / arrears in April 2020, how to get my new Grade Card / Cumulative Grade Card (Mark Statement)?**

Surrender the old (Grade Card/ Course Certificate/ Consolidated Grade Card) Mark Statements in original to the Office of the Controller of Examinations and collect the new one the next day.

**5. To whom are the Semester Grade Cards /Consolidated Grade Cards issued?**

- i) 2018 Batch – UG
- ii) 2019 Batch – PG

**6. What are the certificates issued for regular students of 2018 UG and 2019 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 (issued by the University of Madras)

**7. Where can I collect my Provisional Certificate?**

College Office Shift- I (for both Shift I and Shift II students)

**8. 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
- V. Duplicate Grade Cards - after 48 hours (for old batches 10 days)

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

Register a complaint online for the lost document Report (in the case of Tamil Nadu) [www.eservices.tnpolice.gov.in/LostDocumentReport](http://www.eservices.tnpolice.gov.in/LostDocumentReport) and Submit the Lost Document Report from the Police

Duplicate Grade Cards will be issued after 48 hours (for old batches after 10 days)

**10. What to do if my photo is not available in ERP Student Portal?**

A formal passport size (formal Dress) photo in JPEG format of size below 38kb to be sent to E-mail [id.verification@loyolacollege.edu](mailto:id.verification@loyolacollege.edu)

**10. What are the certificates issued for the 2019 batch M. Phil candidates?**

Cumulative Grade Cards.

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

You may collect the mark statement up to 2014 Batch in our college office (Shift I).

The office of the COE has the mark statement from 2015 Batch onwards.

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

Send your request to [loyolaexam@loyolacollege.edu](mailto:loyolaexam@loyolacollege.edu) with necessary details and contact mobile number.

**13. 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.

**14. How to resolve my Queries relate to current Exam Results?**

Send your representation to [resultqueries@loyolacollege.edu](mailto:resultqueries@loyolacollege.edu) with mobile number and details with necessary document as proof (attachment).

**15. If I do not receive a reply within 48 hours, what I suppose to do for necessary actions?**

If you do not receive a reply within 48 hours, kindly report to [assistantcoe@loyolacollege.edu](mailto:assistantcoe@loyolacollege.edu) for necessary follow up.

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

When the revaluation mark is lesser than the published semester mark then the same mark will appear in the Grade Card without any changes.

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

[UPDATED July 08, 2021]