



CHAPTER 16

MISCELLANEOUS

16.1 Query Redressal System (QRS)

National Testing Agency (NTA) has established a Query Redressal System (QRS), an online web-enabled system developed by NTA. QRS is the platform based on web technology that primarily aims to enable the submission of queries/grievances by the Registered Candidate(s) of the JEE (Main)-2024 Examination with (a 24x7) facility for speedy and favorable redressal of the queries/grievances. A Unique Registration Number will be generated for tracking the status of the queries/grievances.

The Registered Candidate(s) are advised to use the online facility for a speedy response.

16.2 Correspondence with NTA

All the correspondence should preferably be addressed by e-mail. The email query shall be addressed only if it is not anonymous and contains the name, postal address, and contact number of the sender. An email containing vague or general queries and other queries as contained in the Information Bulletin shall not be entertained. Queries shall not be entertained from a person claiming to be representatives, associates, or officiates of the applicant candidate. The following information shall not be revealed by phone or email:

- a. Internal documentation/status.
- b. The internal decision-making process of NTA. Any claim/counterclaim thereof.
- c. Dates and venue of internal meetings or name of the staff/officers dealing with it.
- d. Any information which cannot be revealed in the opinion of NTA.

16.3 Weeding Out Rules

The record of Joint Entrance Examination JEE (Main) - 2024 will be preserved up to **90 days from the date of declaration of result.**

16.4 Legal Jurisdiction

All disputes pertaining to the conduct of the JEE (Main) – 2024 Examination including Results shall fall within the jurisdiction of Delhi/New Delhi only. Further, any grievance/representation arising out of the Result shall be entertained only when raised within 30 days from the declaration of the result. Further, the copy of the Legal Notice or Writ Petition/Petition/Appeal/Reply may be served to NTA only through: legal@nta.ac.in

16.5 RTI

Information uploaded on the website shall not be provided to the candidate or any other person under R.T.I. Act, 2005. The information uploaded on the website shall remain for a specific period only. Therefore, the candidates are advised to download the uploaded information and keep it with them for the future. In due course of examination or in the midway of process, neither any application under the Right to Information Act, 2005 shall be entertained nor information will be provided.