

IISERT/AO/Correspondence/19

25<sup>th</sup> June 2020

### FREQUENTLY ASKED QUESTIONS (FAQ)

**Q. 1)** If unfortunately, someone does get diagnosed with COVID19, will our insurance cover the hospital bill?

**Reply:** The Insurance will cover admissible **in-patient expenditure** only including COVID-19. No outpatient expenditure will be reimbursed as per extant rules.

**Q. 2)** Also will the hostel rooms be divided in to 2 smaller rooms or will 2 people share the same space?

**Reply:** The existing hostel rooms will be converted into twin sharing rooms.

**3)** How do we go out of institute to buy some everyday essentials? And what will be the guidelines for the same?

**Reply:** As a precautionary measure, The Institute suggests you to avoid unnecessary travel. However, in case of emergency travel, request you to strictly follow all safety measures like wearing of mask, maintaining social distancing and all other orders as issued by the local district administration and State Govt. from time to time.

**Q. 4)** I am committed to deposit the mess charge. But will the caterer ensure quality food? Hygiene in Mess as we have to use common utensils need clarification about sterilization.

**Reply:** The food quality, quantity and the hygiene will be regularly monitored by the officials of the Institute.

**Q. 5)** As director sir suggest on the meeting that experimentalist can join institute in between July 15 to 30 with certain precautions and own risk. As I mentioned I changed my research field but didn't start my work, so I wanted to join our institute but my parents and family members they are not giving me permission to going this situation with own risk.

**Reply:** Request you to kindly follow the safety protocols and plan your travel once you and your family have fully satisfied yourself that it's safe for you to travel. Please follow all safety norms and precautions issued by the Ministry of Health & Family Welfare and State Governments from time to time. Also, request you to please strictly adhere to the travel guidelines of the respective State Governments in case you wish to travel.

**Q. 6)** As sir mentioned it will be on our risk and institute will not take any responsibility and the situation is increasing day by day exponentially. So Institute will give assurance for my health.

**Reply:** The Institute cannot give any assurance to anyone's health. Request everyone to follow all safety and precautionary measures in their own interest and in the interest of others in the Institute.

**Q. 7)** As they know that there may be Student from different part of the country and situation can be anything. So they are very much worried and not willing to send me. Kindly suggest me what should I do?

**Reply:** Apart from classroom teaching, The Institute is also arranging for live streaming of classes for this semester. In the event of any student who cannot travel, the option of online learning is always available. The content will also be uploaded in the Institute Portal which can be accessed by the students at any time.

**Q. 8)** Do we have to stay for the entire period of semester (4 months) in campus? Or half the semester online courses at home and another half classroom teaching?

**Reply:** The batch-wise schedule for all the courses offered at the Institute will be uploaded in the Institute Website and the same can be adhered to. In case of any difficulty coming to Tirupati, the Institute is also offering live online streaming of the classroom teaching.

**Q. 9)** Can we know the details regarding fee structure and when to pay the fee for the coming semester?

**Reply:** The same is uploaded in the Institute Website.

**Q. 10)** It would be nice if you could send the decisions taken as an official mail or at least the recorded version of Director's address.

**Reply:** All the important information and decisions are being uploaded on the Institute Website from time to time.

**Q. 11)** As we left our campus at march 16, what is refunding norm of fees we paid (except tuition fee), especially mess fee?

**Reply:** As the Institute is running on a hired accommodation at ICI on charges @ per head per month which includes Mess fee also, and this was paid to ICI upfront as per the MoU between the Institute and ICI for accommodation of our students in their premises. However, the Institute is negotiating with ICI for refund of the same, when the Institute receives any reimbursement, the same shall be refunded to the students. Also, this issue of Mess fee is not applicable to students other than residing at ICI.

**Q. 12)** If someone get affected by covid-19 virus while travelling/from their native place, there are high chances of spreading of the same if we use common washrooms. How can it be solved?

**Reply:** Students visiting the Institute will have to undergo mandatory preliminary COVID test and temperature checking. They also have to mandatory fill and duly sign a COVID-19 undertaking requesting for their details of their stay, travel, health condition etc.

In the event of anyone being tested positive, the person will be sent to the nearest State recognised COVID-19 hospital and thereafter treatment and Quarantine as per the local State Government protocols shall be followed.

**Q. 13)** Social distance in labs and classrooms.

**Reply:** No labs will be allowed to operate and social distancing in classrooms is being arranged.

**Q. 14)** Transport facilities from permanent campus to /shopping malls/DMart/Tirupati market, and for the students who are staying outside the campus will institute provide transport, this to avoid usage of public transport.

**Reply:** No transport will be provided by the Institute. However, we request and recommend in your own interest and of the Institute and everyone's safety to stay inside the campus and avoid unnecessary travel.

**Q. 15)** Students coming from different parts/hotspots of the country need clarification regarding Institutional quarantine.

**Reply:** Students visiting the Institute will have to undergo mandatory preliminary COVID test and temperature checking. They also have to mandatory fill and duly sign a COVID-19 undertaking requesting for their details of their stay, travel, health condition etc.

In the event of anyone being tested positive, the person will be sent to the nearest State recognised COVID-19 hospital and thereafter treatment and Quarantine as per the local State Government protocols shall be followed.

**Q. 16)** Some of us are doing our project outside Tirupati. But later it may so happen that the host Institute refuses to take visitors or students from outside due to pandemic or some other precarious situation. In that case will our institute allow us to do 5th year in our own Institute, provided the student may be late to start the fifth year project?

**Reply:** Yes. The Institute is always ready and will be happy to host you. However, the students should have informed the same positively on (or) before 20<sup>th</sup> June 2020.

**Q. 17)** Since cleaning staffs and wardens are daily coming and going out of the institute, how can we rule out the possibility that one of them can be affected? (since even fever starts few days after the infection and by the time, they can spread it.

**Reply:** They are being monitored on daily basis as per protocols. And staff residing in any hot spot areas (or) RED Zones are being stopped from coming to office and are self-quarantined. Any staff not keeping well and having COVID symptoms has to mandatorily undergo COVID test and only after a NEGATIVE report being obtained, the concerned is permitted inside the campus. Essential Housekeeping & Security staff is taking all necessary precautions.

**Q. 18)** If due to some reasons, the student and the external guide decides on to work on the project remotely for time being, can such students be housed at IISER Tirupati primarily for the need of a good internet connection for large data analysis?

**Reply:** We would not suggest students to visit institute if they have an option of working remotely.

**Q. 19)** When can students of projects doing outside the campus /BSMS 2015 visit the institute to pick up our luggage in our hostel rooms? And can we be allowed to stay in the hostel for a shorter period of time to finish some remaining work?

**Reply:** The students can visit the campus as and when the situation is normal. Hostel accommodation shall be provided subject to availability as the Institute Hostel is modified in view of social distancing and the hostel capacity has been reduced w.r.t the original capacity.

**Q. 20)** How are we going to address the problem of maintaining hygiene in common areas such as toilets, washing machines, and the utensils used by us in mess?

**Reply:** The Institute is disinfecting the common areas regularly and is giving priority to hygiene and sanitization all over the campus.

**Q. 21)** Can we use Mixer Grinder / tea kettle such as mild electrical items inside the room?

**Reply:** No electrical appliances are allowed in the Institute Hostel. Please visit the Hostel Guidelines in your course booklet for more information.

**Q. 22)** Can we use e-commerce services like Amazon, Flipkart etc. and home delivery food items through Zomato / swiggy etc.?

**Reply:** No food items shall be allowed inside the campus. However, essential services shall be dropped at the main gate and the same can be collected from the main gate.

**Q. 23)** Will the students be given transportation from railway station or airport towards IISER when we report back to institute, since availing public transport can be risk for both the parties?

**Reply:** Transportation shall be provided on payment basis subject to availability. Further, no transportation shall be provided by the Institute for local commutation during their stay in the Institute.

**CLARIFICATION ON FEE STRUCTURE:**

- 1) The Tuition fees will remain the same as instructions are being given On-line by all faculty and the Institute needs to continue with academic administration.
- 2) Regarding the hostel fees, all rooms are occupied by students who are staying in term and we need to maintain the building, pay rents etc for the full year. Though some of you may not be staying for half the term, the expenses for the Institution will remain the same and the rooms will now be of double occupancy. We need to pay for all extra expenses regarding COVID, as some extra facilities need to be provided for those who are staying and those will stay after the mid-semester break.

All rooms and classrooms have to be repeatedly disinfected etc. for which no separate budget is available from the government.

As such the room rents are subsidised and I hope you will realise the difficulties of reducing the room rent.

However, you will not pay mess fees for the time you are not on the campus and when you are here, eating food in the mess is compulsory and you have to pay the mess fees.

- 3) As a special case, the Institute for this semester only is providing option for all the students to pay the semester fee in instalments, subject to a maximum of three instalments.



  
(C P Mohan Kumar)  
Registrar

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