

CAT extended by one more day

CAT 2009 lives on for another day. The Common Admission Test, scheduled from November 28 to December 7, will now end on December 8 to accommodate students who couldn't take the test as per their original schedule thanks to all the software glitches. Test conductors, Prometric, said it has prepared the registration and scheduling system and all registered students can take the test. ► **Details, P 6**



IIMs, Prometric do CAT stretch

TIMES NEWS NETWORK

Bangalore: It's official. Prometric and the Indian Institutes of Management (IIMs) have extended CAT 2009 by a day. The Common Admission Test, scheduled from November 28 to December 7, will now end on December 8 to accommodate students who couldn't take the test as per their original schedule thanks to all the software glitches.

Prometric said it has prepared the registration and scheduling system and all registered students can take the test. Some testing labs experienced technical difficulties mainly on account of viruses and malware. "The majority of these issues have been identified and eradicated. Prometric, in partnership with NIIT, is continuing to monitor and assess all labs. If testing is not possible for any session at specific labs, affected students will be contacted via SMS and email the day before. Rescheduling of these students will then be initiated and new appointments communicated," said Prometric.

By December 3 (Day 6) more than 1.12 lakh students completed their test. Most affected students were given rescheduled dates and they have tak-

abad, Ghaziabad, Gurgaon, Guwahati, Hyderabad, Kolkata, Lucknow, Mumbai, Navi Mumbai, New Delhi, Noida, Greater Noida, Pune and Varanasi.

Ramesh Nava, vice-president and general manager, Asia Pacific, Japan & Africa, Prometric said: "We're working with the IIMs to add an additional session on Day 11 to accommodate the students within the city they were originally scheduled."

Prometric has extended hours for CAT Candidate Care (1800 103 9293), added more telephone lines and agents to accommodate the large number of calls. The Interactive Voice Response System (IVRS) and phone support is available every day from 8 am to 8 pm throughout the testing period. About 2.41 lakh students have registered for CAT 2009.

PROBLEMS GALORE FOR STUDENTS

Even as some students are yet to get their rescheduled date, some live quite far from their centres. This has created anxiety as many feel they may not be able to go there but some are willing to go that extra mile as they've invested a lot of effort already.

Ashish Jain, an engineering student in Bhopal, said he was supposed to take the test on November 29 but couldn't take it due to a technical snag. On Friday, he received a mail from Prometric saying his rescheduled date is December 7 in Lucknow. When he called the CAT Candidate Care, the agent told him it was unlikely that he would be allotted a Bhopal centre. "My college test starts on December 8. I've put in a year of hard work preparing for CAT. I have no other option but to go for Lucknow if it's not changed," he said.

Ashish may have decided to go but for Jairam, another engineering student from Bhopal, the rescheduled date proved to be disastrous as his name was missing from the list in spite of his getting an email from Prometric. "My test was rescheduled on Friday in Guwahati. I called the helpline in the morning and asked them to reschedule it to any centre near Bhopal. They gave the 3.30 pm slot on Friday. When I went there, they said I can't take the test as my name was not in the list. They made me wait for more than 1 hour and then asked me to call the helpline again. However, they have given me a new time and date



— 10 am on December 7. I hope it works this time. It's so frustrating," Jairam added.

Some students are in a worse position — they're yet to get a communication from Prometric. "I'm very upset. I was supposed to give the test on November 28 but when I went to the test centre the security staff told me the test has been cancelled. I called the helpline on November 30 and they informed me the rescheduled date would be sent through either SMS or email. Till date, I have not got any information. They don't reply properly to our calls," said Shireen Khan, an IT graduate from Manipal.

Even as students waiting for their reschedule date, Manoj (name changed) got the shock of his life on Thursday when he received a reschedule date when he has already given the test. "There is no reason why my test date is rescheduled. I'm trying to contact the helpline but not been able to get a proper answer," he added.

SAMPLE OF MAIL RECEIVED BY A STUDENT

Due to technical related issues, the seat you were scheduled for was closed. We regrettably have rescheduled your CAT 2009 test. An email and sms text will be sent to you with your appointment details. If you have not received this in 24 hours, please contact our CAT Candidate Service helpline.

It is not necessary to bring an updated admit card, you can take your old admit card with you to the testing centre. Seats are currently very limited and may not be available in the city you wish to test, however, if the rescheduled date/time is not suitable to you, please contact our CAT Candidate Service helpline at 1-800-103-9293. Please do not send an email through the webform. You must speak to a CAT Candidate Service Representative.



Exam Will Now End on December 8, But Anxiety Still Dogs Candidates

en the test too. "In the meantime, virtually all students are continuing to successfully test without issues, and the number of impacted candidates has decreased significantly," the press release stated.

On December 8, CAT 2009 will be held over one morning session in 20 cities — Bangalore, Bhopal, Bhubaneswar, Chandigarh, Chennai, Kochi, Farid-