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## 12. Communication Protocols

12.1. Information in this information bulletin & National Board of Examinations website [www.nbe.edu.in](http://www.nbe.edu.in) and [www.natboard.edu.in](http://www.natboard.edu.in) will guide you through the entire process of application submission and help answer most of your queries.

12.2. In case you are still facing issues, then you can contact NBE through any of the following modes:

- **NBE Student Care helpline (Preferred mode):**

<b>Helpline Number</b>	+91-22-61087595
<b>Email</b>	helpdesknbeexam@gmail.com
<b>Official Website</b>	www.nbe.edu.in

- **By Post:**

Executive Director  
National Board of Examinations,  
Medical Enclave,  
Ansari Nagar,  
New Delhi -110029

12.3. The preferred mode for handling the FET 2021-FPIS related queries shall be by email. The emails may be sent to **dedicated FET 2021-FPIS help desk** at [helpdesknbeexam@gmail.com](mailto:helpdesknbeexam@gmail.com)

12.4. Emails related to FET sent at any other email ID of National Board of Examinations may be missed.

12.5. Queries shall only be processed if same are sent through email ID of student registered with NBE.

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12.6. Following Information must be provided in emails addressed to dedicated FET 2021-FPIS helpdesk:

- *Name of Student*
- *Email ID*
- *Mobile Number*
- *Correspondence Address*
- *Application ID/Roll Number for FET 2021-FPIS*
- *Session of Examination*

❖ **Emails sent without aforesaid information may not be entertained.**

12.7. Do not send the same email multiple times, as it will delay the response process.

12.8. Queries shall not be entertained from persons claiming themselves to be representative, associates or officiates of the student.