

# Service Charter

15 services · what to do, in what order, and who to ask

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## 1. Collect student ID Card, Email address and know about student portal. (For newly admitted students)

- › Contact to the Student Welfare Division (Room no: 311)

Rifat Islam (Assistant Director)  
Contact No: +880 1955-544907,  
e-mail: su.sad.bd@gmail.com Student Welfare Division  
Room no: 311 (Green Road campus)

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## 2. Course Offering

- › Department Office will publish the Course Offering -> Follow the Notice Board of the Department [https://su.edu.bd/welcome/program\\_details/5](https://su.edu.bd/welcome/program_details/5) (as per semester schedule)

Sheikh Abid Ibn Shahed (Lecturer & Coordinator)  
Contact No: 01951553673,  
e-mail: sheikhabid201@gmail.com  
Room no: 504 (Green Road campus)

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## 3. Registration Process

- 1 Accounts Clearance (Room no: 313) (By paying the required fees to the SU accounts or pay through online)
- 2 Meet with Batch Advisor (along with online clearance)
- 3 Check the Student Portal (for confirmation of the registration)

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Contact No: 01951553673,  
e-mail: sheikhabid201@gmail.com  
Room no: 504 (Green Road campus)

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## 4. Subject or Course Add/Drop/Changes

- › Contact to the Course Co-ordinator (Room no: 504)

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Contact No: 01951553673,  
e-mail: sheikhabid201@gmail.com  
Room no: 504 (Green Road campus)

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## 5. Semester Drop Process

- 1 Write an application from student's erp following the below process: Log in ERP> application process>Drop semester application.
- 2 Contact to the Student Welfare Division (Room no: 311)

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## 6. To register courses of previous syllabus

- 1 Write an application (for format of writing the application communicate with the Department Office)
- 2 Submit the application to the Department Office (Room no: 504) (for further process)

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## **7. Re-admission Process (Students will pay required Re-admission fee to the SU ac-counts section or online as per the DIU policy)**

- 1 Write an application from student's erp following the below process: Log in ERP> application process> e-application for Registrar office> subject> application body> mobile number> submit.
- 2 Contact to the Student Welfare Devision (Room no: 311)

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e-mail: su.sad.bd@gmail.com Student Welfare Division  
Room no: 311 (Green Road campus)

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## **8. Extension of the studentship**

- 1 Write an application from student's erp following the below process: Log in ERP> application process> e-application for Registrar office> subject> application body> mobile number> submit.
- 2 Contact to the Student Welfare Devision (Room no: 311)

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e-mail: su.sad.bd@gmail.com Student Welfare Division  
Room no: 311 (Green Road campus)

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## **9. Clearance for examinations-(Admit Card) (Midterm and Final)**

- 1 Pay your required fees (by paying the required fees to the SU accounts or pay through online)
- 2 Contact to the Department Office (Room no: 504) (for further process)

Sheikh Abid Ibn Shahed (Lecturer & Coordinator)  
Contact No: 01951553673,  
e-mail: sheikhabid201@gmail.com  
Room no: 504 (Green Road campus)

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## **10. Semester Result**

- › Studetns can see the semester result from the Student Portal (Need to complete the teaching evaluation from student portal then select your semester)

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Contact No: +880 1955-544907,  
e-mail: su.sad.bd@gmail.com Student Welfare Division  
Room no: 311 (Green Road campus)

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## **11. Email password problem, student portal problem and internship portal problem**

- › Contact to the Student Welfare Devision (Room no: 311). For e-mail support please contact to this e-mail: su.sad.bd@gmail.com

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Contact No: +880 1955-544907,  
e-mail: su.sad.bd@gmail.com Student Welfare Division  
Room no: 311 (Green Road campus)

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## **12. Scholarship/Waiver support**

- › Follow the website of the SU - [https://su.edu.bd/Admission/waiver\\_policy](https://su.edu.bd/Admission/waiver_policy) for the update information

Ekramunnesa joya (Admission officer)  
Contact no: 01955529725, email: suadm.data04@gmail.com  
Room no: Admission room (green road campus)

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## **13. Academic Transcripts / Certificates**

- 1 Payment (Pay your required fees to the SU section accounts or pay through online)
- 2 Collect the Documents (from Exam section, room no: 211, as per delivery deadline)

Md. Reazul Islam (Assistant Controller of Examinations)  
Contact no: 01955544951, email: md.reazulislam5130@gmail.com  
Room no: 211 (Green Road campus)

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#### **14. Teachers/ officers Information**

- › Follow the website of the SU -> Follow the website of the Department: [https://su.edu.bd/welcome/program\\_details/5](https://su.edu.bd/welcome/program_details/5)

Sheikh Abid Ibn Shahed (Lecturer & Coordinator)  
Contact No: 01951553673,  
e-mail: sheikhabid201@gmail.com  
Room no: 504 (Green Road campus)

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#### **15. SU Transportation**

- › Admitted Students can collect the information of the buses from reception, assigned for different routes for free transportation of the students.

Md. Jakir (Front desk officer)  
Contact No: 01992077157

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