

**Service Charter
(Department of Bangla)**

SL	Service Title	Process Flow			Responsible	
1	Collect student ID Card, Email address and know about student portal. (For newly admitted students)	Contact to the Student Welfare Devision (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)	
2	Course Offering	Department Office will publish the Course Offering → Follow the Notice Board of the Department: https://su.edu.bd/faculty_members/faculty_details/16/3			Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	
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)	Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	
4	Subject or Course Add/Drop/Changes	Contact to the Course Co-ordinator (Room no: 504)			Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	Taslima Begum (Lecturer & Exam Coordinator) Contact No: 01958642455, e-mail: mahbuba2341@gmail.com Room no: 504 (Green Road campus)
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 Devision (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)	
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)		Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	Taslima Begum (Lecturer & Exam Coordinator) Contact No: 01958642455, e-mail: mahbuba2341@gmail.com Room no: 504 (Green Road campus)
7	Re-admission Process (Students will pay required Re-admission fee to the SU ac-counts section or online as per the SU 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)		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)	
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)		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)	
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)		Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	Taslima Begum (Lecturer & Exam Coordinator) Contact No: 01958642455, e-mail: mahbuba2341@gmail.com Room no: 504 (Green Road campus)
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)			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)	
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			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)	
12	Scholarship/Waiver support	Follow the website of the SU - 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)	
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)	MD. Mahfuj Alam Officer, Office of the Exam Controller Contact No: +8801992077127, e-mail: mahfuj@su.edu.bd Room no: 211 (Green Road campus)
14	Teachers/ officers Information	Follow the website of the SU → Follow the website of the Department: https://su.edu.bd/faculty_members/faculty_details/16/3			Nilima Sultana (Lecturer & Coordinator) Contact No: 01778297589, e-mail: nilimasultana49299@gmail.com Room no: 504 (Green Road campus)	Taslima Begum (Lecturer & Exam Coordinator) Contact No: 01958642455, e-mail: mahbuba2341@gmail.com Room no: 504 (Green Road campus)
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	