

Service Charter

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

1. Student Registration

- 1 Login to ERP for course registration. (Watch Video Tutorial)
- 2 1st Semester: Automatic registration
- 3 2nd to 8th Semester: Self-registration via ERP

If complicated, contact coordinator: Ms. Tasnuva Binta Momin, Coordinator (AMT), 01874304079

2. Tuition Fee Payment

- 1 Must be paid in advance by the 10th of every month. Otherwise, a fine will be applicable.
- 2 Bkash -> Education Fee -> Sonargaon University (Video Tutorial)

Accounts Section: Mr. Ashik, 01955544928, Mohakhali Campus. Mr. Raj, 01955544988, Green Road Campus.

3. Exam & Admit Card

- 1 Admit card must be downloaded from ERP for exam attendance.
- 2 Clearance: 3 months tuition fee clearance before Mid-term exam.
- 3 Clearance: Total 6 months tuition fee clearance before Final exam (plus any other dues).

Self-Service via ERP. If complicated, contact coordinator: Ms. Tasnuva Binta Momin, 01874304079

4. Final Result Check

- 1 Final results published within 7 working days.
- 2 Students must check the result for any discrepancy within 7 days and contact respective course teachers regarding any issue.

Respective Course Teacher

5. Supplementary Exam & Retake

- 1 Supplementary Exam: For I & F grades in theory courses, apply within a week after result publication (Fee: 750 TK per Credit).
- 2 Retake: Mandatory for X grade in any course or I & F grade in sessional courses (Additional course fee applies).

Self-Service via ERP / Coordinators: Ms. Tasnuva Binta Momin, 01874304079
