

REGISTRAR OFFICE

Student Services Process Flow SMOOTH. TRANSPARENT. TIMELY

CERTIFICATES

(Bonafide, Character etc.)

Student Action : Submits application via email to Registrar office on student.services@its.edu.in with a request for certificates.

Registrar Office Action : Registrar office will process, generate the certificate and inform the students on mail when the documents are prepared.

Collection of Documents : Students will visit the registrar office and collect the signed copy as per the laid down timings.

REFUND REQUESTS

(Academics /Hostel/ Excess fee / Scholarship)

Student Action : Submits refund request through “Google Form” on the ERP

Registrar Office : Verifies fee details and supporting documents attached in “Google Form”.

Hostel Warden (if applicable): Verifies hostel clearance and no-dues.

Accounts Department: Cross-checks details and processes NEFT refund.

UNIVERSITY DOCUMENTS

(Degree, Mark Sheet, Migration, Language Certificate And CKN)

Student: Apply via University ERP Portal (AKTU) and makes payment from the portal.

For: - Transcript, Degree, Mark-sheet and Migration click on the link given below: -

<https://erp.aktu.ac.in/WebPages/StudentServices/frmssdashboard.aspx>

For: - Course Medium / Language Certificate

<https://erp.aktu.ac.in/WebPages/public/Students/StudentMediumOfInstruction.aspx>

For: - CKN (Chatra Kalyan Nidhi) Guidelines

<https://erp.aktu.ac.in/webpages/ckn/CKNGuideLine.html>

Registrar Office: Verifies academic record and forwards the request.

University: Approves and dispatches the document (via post).

Student: Receives the document at home or collects from university (if returned).