

Department of Textile Engineering

Student Service Charter

A comprehensive guide to academic procedures, registration, tuition payments, exams, and administrative support contacts.

Academic & Administrative Services

Service	Description & Guidelines	Contact & Support
Student Registration	Login to ERP for course registration. (Watch Video Tutorial) • 1st Semester: Automatic registration • 2nd to 8th Semester: Self-registration via ERP	If complicated, contact coordinator: Mr. Md. Monjurul Islam Pranto Coordinator (TE) 01722089694
Tuition Fee Payment	Must be paid in advance by the 10th of every month . Otherwise, fine will be applicable. Bkash → Education Fee → Sonargaon University (Video Tutorial)	Accounts Section Mr. Ashik 01955544928 Mohakhali Campus Mr. Raj 01955544988 Green Road Campus
Exam & Admit Card	Admit card must be downloaded from ERP for exam attendance. Clearance Requirements: • 2 months tuition fee clearance before Mid-term exam • Total 4 months tuition fee clearance before Final exam (plus any other dues)	Self-Service via ERP If complicated, contact Exam coordinator: Mr. Diamond Roy 01722370764
Final Result Check	Final results published within 7 working days . Students must check the result for any discrepancy within 7 days and contact respective course teachers regarding any issue.	Respective Course Teacher
Supplementary Exam & Retake	• Supplementary Exam: For I & F grades in theory courses, apply within a week after result publication (Fee: 700 TK per Credit). • Retake: Mandatory for X grade in any course or I & F grade in sessional courses (Additional course fee applies).	Self-Service via ERP / Exam Coordinators Mr. Diamond Roy 01722370764

Grading & Result Status Legend

Grade / Status	Meaning / Condition
A+ → D	Passed
X	Absent in both Mid & Final Exams
I	Present in Mid Exam but Absent in Final Exam
F	Exam Attended but Failed

Administrative & Support Desk Contacts

Category	Scope / Issues Covered	Designated Contact Person
Academic Support / Infrastructure	Air Conditioner problems, Washroom facilities, Cleanliness, Classroom/Facility maintenance.	Mr. Mahmud AI Masud Deputy Registrar (Room no. 407) 01955544911
Result Related Issues	Result verification, Grade discrepancies, Missed courses.	Mr. Noor-E-Alam Deputy Exam Controller 01955544961
Student Welfare Services	Tribal quota, Sibling quota, Waiver applications.	Mr. Mahmud AI Masud Deputy Registrar (Room no. 407) 01955544911
IT & ERP Technical Support	ERP login, Technical glitches, Portal registration issues.	Mr. Abu Sadat Muhammad Tanveer Assistant Director (IT) Green Road Campus 01955544923