**Form No: A20**

**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD**

 **OFFICE OF THE DEAN (ACADEMIC)**

 **FORM FOR ACADEMIC HELPDESK**

**[To be submitted in the Office of Dean (Academic) between 12:00 to 1:00 PM or 4:00 to 5:30 PM on Working Days Only]**

|  |  |  |
| --- | --- | --- |
| 1. | Name of Student |  |
| 2. | Admission No. |  | Department |  |
| 3. | Program |  | Branch (if any) |  |
| 4. | In Case of Ph.D. whether | Full Time |  | Part Time |  | External |  |
| 5. | Contact Number |  | Institute Email ID |  |

**Please tick (√) on the related issue and write the details in the box provided at the bottom:**

 *[Please choose only one: Separate Forms are required for different issues]*

**Table: A**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | SGPA/CGPA/OGPA Calculation |  | 2. | Backlog/Dropped Courses |  |
| 3. | Examination Schedule |  | 4. | Fellowship/Assistantship related issue |  |
| 5. | Change in Personal Details (MIS) |  | 6. | Leave |  |
| 7. | Dual Degree/Double Major/Minor |  | 8. | Status of earlier raised issues |  |
| 9. | Any other issue not covered here |  |

 ***(Please provide the brief details of your issue in the space provided at the back side of this form)***

**Issues primarily NOT RELATED with the Academic Office:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Sl. No.*** | ***Issues*** | ***Concerned Office*** | ***Sl. No.*** | ***Issues*** | ***Concerned Office*** |
| *1.* | *Physical Registration* | *Office of Dean (SW)* | *2.* | *Fee Refund* | *Office of Dean (SW)* |
| *3.* | *Fees Related Matters* | *Office of Dean (SW)* | *4.*  | *Caution Money* | *Office of Dean (SW)* |
| *5.* | *Attendance Related Issues* | *Concerned Course Instructor* | *6.* | *Scholarship* | *Office of Dean (SW)* |
| *7.* | *MIS Related Issues* | *Automation Centre* |  |  |  |

 **Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **(Signature of the Student/Scholar)**

**-----------------------------------------------------------------------------------------------------------------------------------------**

**Counterfoil to be provided to the Student/Scholar on submission of A20 Form No. \_\_\_\_\_\_\_**

Received from the student/scholar having Admission No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ an A20 form regarding point\_\_\_\_\_ of Table A on (date)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_at (time)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Kindly note that under normal circumstances you’ll get a response on your email or physically within 2-3 working days.***

Stamp: Technical Superintendent

 Office of Dean (Academic)

 **Write the details of the issue in the box (May also attach the supporting documents, if any):**

 **Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Signature of the Student/Scholar)**

*------------------------------------------------------------ For Office Only -----------------------------------------------------------*

**No. \_\_\_\_\_\_\_**

**Assigned to:**

|  |  |  |
| --- | --- | --- |
| Name of the Official | Date of Assignment | Signature of the Official |
|  |  |  |

**Details of Issue Resolved:**

|  |  |  |  |
| --- | --- | --- | --- |
| Date of Resolve | Signature of the Official | Information to the Technical Superintendent (Date) | Signature of Technical Superintendent |
|  |  |  |  |

**Intimation to the Student/Scholar:**

|  |  |  |
| --- | --- | --- |
| Date of Intimation | Through Email/Physically | Signature of the Official |
|  |  |  |