



MN-12

COMMITTEE NAME	DATE	TIME & VENUE
GRIEVANCE MEETING	14/07/23	12: 00 P.M in the office FAO.
MEETING NUMBER :		
AGENDA		
Discussion on SD Refund of Students		
MINUTES OF THE GRIEVANCE MEETING		
Topic : SD REFUND	DISCUSSION	
	<p>1. Issue: Student requested refund his course security money, which was refundable. The student passed his Diploma in Pharmacy.</p> <p>Student name : Saqleen Ahmed Enrollment Id: ADTU/2020-22/DPS/053</p> <p>2. Issue: Student requested refund his course security money, which was refundable. The student passed his Diploma in Pharmacy.</p> <p>Student name : Dipankar Chetia Enrollment Id: ADTU/2020-22/DPS/033</p>	
<p>Solution: According to SOP a student will be eligible to apply for SD refund for programme up to one year from the year of completion of the programme. For applying the SD the link will open twice a year in the portal that is June and December.</p>		



MEMBERS PRESENT IN THE MEETING

NAME	DESIGNATION	DESIGNATION IN THE COMMITTEE
DRASHIM BARMAN	ADDITIONAL REGISTRAR (ADMIN)	CHAIRPERSON
MR. ANJANJYOTI DAS	GENERAL MANAGER DEVELOPMENT	CO- CHAIRPERSON
DR. YAHYAMAZUMDER	DEPUTY. REGISTRAR (ADMIN)	CONVENER
MS. PAUSHALIPRIYA DUTTA	ASSISTANT MANAGER- DIGITAL BRANDING	CO- CONVENER
MS. MANIKA BORA	DEPUTY. DIRECTOR HR & ADMIN	MEMBER
DR. RUHIT JYOTI KONWAR	DEPUTY REGISTRAR (ACADEMIC)	MEMBER
DR. NITULJYOTI DAS	DEPUTY REGISTRAR (ACADEMIC)	MEMBER
PROF. SEEMA SHARMA	DIRECTOR, DIRECTORATE OF STUDENT AFFAIRS	MEMBER
DR. ANKUR PAN SAIKIA	ASSOCIATE DEAN, LI&R	MEMBER
MS. NIRMALI DUTTA	ADMINISTRATIVE OFFICER	SR. MEMBER SECRETARY
MS. KASTURI DUTTA	TEAM LEADER- ADMISSION & MARKETING	MEMBER SECRETARY



ject

3, 2023 9:41 PM
 From: «Saqleen Ahmed» <saqleen7896@gmail.com>
 Student.grievance@adtu.in

Grievance cell
 Assam downtown Universit;, panikhati; guwahati.

Sub: application for security money refund.

Date. 13/07/2023

Sir/ma'am

With due respect, I ; Saqleen Ahmed student of Assam downtown University bearing enrollment I'd-ADTU/2020-22/DPS/053 have passed my diploma in pharmacy and I want to apply for security money which was refundable.

So, I kindly request you to look into the matter and do the needful at the earliest. Thanking you.

Yours faithfully

Name: Saqleen Ahmed

Enrollment No: ADTU/2020-22/DPS/053

- both years marksheet d. pharm-compressed.pdf
- Adobe Scan Jul 13, 2023.pdf

Saqleen.

According to sop student need to
 apply through online portal.
 the link open twice a year June & Dec.

Student need to apply from
 portal this December.

ADTU
 14/7/23.

सामान्यतः प्रयोग किए जाने वाले संक्षेपार्थ / **GENERALLY USED ABBREVIATIONS**

a/c = Account/खाता	Csh = Cash/कैश	Pos = Point of Sale/पॉइंट ऑफ सेल
adj = Adjustment/समायोजन	dep = Deposit/जमा	Pr = Principal/मूलधन
Amt = Amount/राशि	Dft = Draft/ड्राफ्ट	proc = Processing Charge/प्रक्रिया प्रभार
Ar = Arrear/बकाया राशि	dish/dsh = Dishonor/अस्वीकृत	rd = Recurring Deposit/आवर्ती जमा
bal = Balance/सेवा	DR = Debit/कामे	ret/rtn = Return/वापसी
Capn = Capitalisation/पूंजीकरण	DOB = Date of Birth/जन्म तिथि	Rnd = Round off/पूर्णांकित
Chg/ch = Charge/व्यय	eft = Electronic Fund Transfer/इलेक्ट्रॉनिक फंड ट्रांसफर	sb = Savings Bank/संचत बैंक
Chq = Cheque/चेक	Inop = Inoperative/निष्क्रिय	SC = Short Credit/शॉर्ट क्रेडिट
CF = Customer Information File/ग्राहक सूचना फाइल	Ins = Insurance/बीमा	SI/So/SORD = Standing Instruction/स्थायी अनुरोध
Clos = Closure/समाप्ति	Int / In = Interest/ब्याज	S/D/W/H/o = Son/Daughter/Wife/Husband of/पुत्र/पुत्री/पत्नी/पति
Coll = Collection/संग्रहण	lon/loan/ऋण	tr/trf/xfer = Transfer/अंतरण
Comm = Commission/समीकरण	min = Minimum/न्यूनतम	txn = Transaction/लेनदेन
COR/CORR = Correction/संशोधन	os = Outstanding/बकाया राशि	Wd = Withdrawal/आहरण
Cr = Credit/ऋण	P&T = Postal Charges/डाक प्रभार	+MOD bal = Total balance (SB+linked MOD a/c)/कुल जमा राशि (संचत बैंक + लिंक्ड मॉड अ/c)



भारतीय स्टेट बैंक
STATE BANK OF INDIA

SAVINGS BANK ACCOUNT

IF No. : 90967307524
Account No : 41019924675
Customer Name: Mr. Saqleen Ahmed

S/D/W/H/o: Aher Ali Ahmed
Address: C/O: Aher Ali Ahmed, H No 39, Sontoli ba
zar, PO-mahatoli, Vill -sontoli satra
Mohatoli

Phone:
Email: saqleen7896@gmail.com
D.O.B. (If Minor):
NOP.: SINGLE
Nom. Rec. No.: 0000000371042353



BOKO
P.O. BOKO

Phone: 291129
Email: SBI.16942@SBI.C
Branch Code: 16942
Date of Issue: 29/07/22
29/07/2022 7429371
IFSC: SBIN0016942
MICR: 781002536
CONTINUAL POS
BRANCH MANAGER

SSAM
down town
UNIVERSITY

Security Money Refund Application

My Applied | Academic Module Login | Hi, Kasturi

Search Menu Items

- Dashboard
- Scholarship
- Students
 - Personal Information
 - Fees Allocation
 - Security Refund Application
 - Scholarship Account Details
 - Scholarship Application
 - Student's Feedback
 - Bank Account Details
- Academics
- Grievance

adtu/2020-22/DPS/053 Search

of 1 Records 1 to 1 of 1 25

Name	Refund Fees Name	Money Receipt No	Pass Certificate No	Bank Name	Bank A/c No	Bank Branch	IFSC Code	Guardian's Phone No	Refund Tally No	Status	Hostel No
SADLEEN AHMED	Course	232478	PC03155	STATE BANK OF INDIA (SBI)	41019924675	SOXD	SBIN0016942	8638076257		Application as applicant	

of 1 Records 1 to 1 of 1 25

Money transferred from our end.
Honor
Sk. Accounts Executive.

APPLICATION FOR SECURITY MONEY REFUND

Yandex.Mail

2023 9:22 PM
 From: «Dipankar Chetia» <dipankarchetia06@gmail.com>
 To: student.grievance@adtu.in

Grievance cell
 Assam downtown University, Panikhaiti, Guwahati
 Date-13/07/2023

Sir/Ma'am

With due respect, I Dipankar Chetia student of Assam downtown university bearing enrollment number-ADTU/2020-22/DPS/033.

I have passed my Diploma in Pharmacy and I want to apply for security money which is refundable. So I kindly request you to look in my matter and help me to get my refund. Hoping for a positive response from your side.

Your's faithfully

- Bankpassbook.pdf
- Pass certificate.pdf

Solved
 According to sop the student need to apply through online portal, we link after twice a year June & Dec.

Student need to apply through online portal mis number.

Dip
 21/09/23.

भारतीय स्टेट बैंक



State Bank of India

Branch: Ruksin

Code

Email: sbi.09409@sbi.co.in

Phone No.: 2247213

IFSC: SBIN0009409

Pass. Hrs:

MICR: 7870

Name: Mr. DIPANKAR CHETIA

S/O/R/O: LEKHAN CHETIA

CIF Number: 90677328947

Account No.: 39612479932

A/c Type: REGULAR SAVINGS BANK ACCOUNT

Address: C/O. LEKHAN CHETIA

VILL. MADHYAPUR

P.O. JONAI DEST. DHENAJI

(शाखा प्रबन्धक)
(Branch Manager)

HELP LINE 1800112211

Dipankar Chetia

Certificate generation.	after OTP	One week)		
		Approval by Librarian (post dean/ HoD approval)	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
		Accounts department will process payment	30 days (may fix a particular date of the month)	N/A
Maximum time may be required considering holidays and other factors from the date of SD refund application by student		60 days*		

BRANCH MANAGER



Security Money Refund Application

adtu/2020-22/DPS/033

Name	Refund Fees Name	Money Receipt No	Pass Certificate No	Bank Name	Bank A/c No	Bank Branch	IFSC Code	Guardian's Phone No	Refund Tally No	Status	Hostel V
DIPANKAR LHETIA	Course	25057	AP0457	STATE BANK OF INDIA	39612479532	BUNSI	5PIND003409	9101156496		Application approval	

- Search Menu Items
- Dashboard
 - Scholarship
 - Students
 - Personal Information
 - Fees Allocation
 - Security Refund Application
 - Scholarship Account Details
 - Scholarship Application
 - Student's Feedback
 - Bank Account Details
 - Academics
 - Grievance

AdtU- SoP for Refund of Security deposit of Programme and Hostel

This document defines the procedure of Security Deposit refund for programme and hostel for different user cases.

Special Notes-

- Application for SD refund for Programme will be accepted twice in a year during the month of June and December.
- Application for SD refund for Hostel will be accepted once in a year during the month of December.
- The maximum time to be taken for the process of refund of SD is **3 months** after the last date of receiving application if the application is not rejected by any of the approving authority.
- A student will be eligible to apply for SD refund for Programme upto one year from the year of completion of the Programme. (The time may be extended in case of rejection by any of the approving authority. Decision on this will depend solely on competent authority of AdtU).
- A student will be eligible to apply for SD refund for Hostel upto one year from the date of leaving the hostel. (The time may be extended in case of rejection by any of the approving authority. Decision on this will depend solely on competent authority of AdtU).
- The students will apply for programme SD refund from Alumni Portal.
- The students will apply for Hostel SD refund from Student Portal.
- Students will be allowed to apply for SD refund only once. Repeated entry will only be allowed if the earlier application is rejected by any of the approval authority. Proof of clearance needs to be attached while applying for the second time.

User Cases	Process/ Approval Authority	Time allotted	Auto approval
1. Students getting Pass Certificate after OTP generation.	Student apply for SD refund through Alumni Portal	N/A	N/A
	Approval by Dean/ HoD of the Faculty of Study	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Approval by Librarian (post dean/ HoD approval)	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Accounts department will process payment	30 days (may fix a particular date of the month)	N/A
Maximum time may be required considering holidays and other factors from the date of SD refund application by student		60 days*	

User Cases	Process/Approval Authority	Time allotted	Auto approval
2. Regular Pass out students of previous years having Student Portal Access. 3. Compartmental pass out students having Student Portal Access.	Student apply for pass out through Student Portal with relevant documents	N/A	N/A
	Approval by Office of the Controller of Examination	15 days (may fix a particular date of the fortnight)	N/A
	Once approved, student apply for SD refund through Alumni Portal	N/A	N/A
	Approval by Dean/ HoD of the Faculty of Study	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Approval by Librarian (post dean/ HoD approval)	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Accounts department will process payment	30 days (may fix a particular date of the month)	N/A

Maximum time may be required considering holidays and other factors from the date of SD refund application by student

60 days*

User Cases	Process/ Approval Authority	Time allotted	Auto approval
4. Regular/ Compartmental pass out students not having Student Portal Access.	Students contact admission office/ raise grievance/ request from any other medium for SD refund	N/A	N/A
	Concerned personnel of AdtU will contact IT Office and IT Office will provide login credential for Student Portal	7 days (may fix a particular day of the week)	N/A
	Student apply for pass out through Student Portal with relevant documents	N/A	N/A
	Approval by Office of the Controller of Examination	15 days (may fix a particular date of the fortnight)	N/A
	Once approved, student apply for SD refund through Alumni Portal	N/A	N/A
	Approval by Dean/ HoD of the Faculty of Study	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Approval by Librarian (post dean/ HoD approval)	7 days (may fix a particular day of the week)	12:00 Midnight on day 7**
	Accounts department will process payment	30 days (may fix a particular date of	N/A

Maximum time may be required considering holidays and other factors from the date of SD refund application by student		60 days*	
User Cases	Process/ Approval Authority	Time allotted	Auto approval
5. Hostel SD refund application by any student	Student apply for SD refund through Student Portal	N/A	N/A
	Approval by Hostel Warden (Date of student leaving the hostel needs to be entered)	15 days (may fix a particular date of the fortnight)	12:00 Midnight on day 15**
	Accounts department will process payment	30 days (may fix a particular date of the month)	N/A
Maximum time may be required considering holidays and other factors from the date of SD refund application by student		60 days*	

**Additional 30 days are kept over and above the maximum estimated time for further verification, approval and account transfer.*

*** It is the responsibility of the approval authority to keep track of the application for SD refund through the ERP. In case of auto approval the concerned approval authority will take all responsibilities of any discrepancies arising out in due course of time after refund is processed by the accounts department.*

Deep Kakati
 Finance & Accounts Officer
 Assam down town University

affnu
 25/01/24
 Vice Chancellor
 Assam Down Town University
 Panikhaiti, Guwahati-26