



ASSAM  
down town  
UNIVERSITY

# Assam down town University

Permission Granted Via The Assam Act. No. VIII of 2010, Gazette No. LGL.9/2010/11  
Sankar Madhab Path, Gandhi Nagar, Panikhatti, Guwahati-781026, **Website : www.actu.in**

Promoted by : **Down town  
Charity Trust**

MN-13

COMMITTEE NAME	DATE	TIME & VENUE
GRIEVANCE MEETING	04/08/23	12: 00 P.M in the office FAO.
<b>MEETING NUMBER :</b>		
<b>AGENDA</b>		
Discussion on SD Refund of Students		
<b>MINUTES OF THE GRIEVANCE MEETING</b>		
Topic : SD REFUND	DISCUSSION	
	<p>1. <b>Issue:</b> In the application student requested to credit the security refund in her bank account. Bank details she had attached with the application</p> <p><b>Student name :</b> Dristi Barman <b>Enrollment Id:</b> ADTU/2020-22/DPS/015</p>	
<p><b>Solution:</b> 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. YAHYA MAZUMDER	DEPUTY. REGISTRAR ( ADMIN )	CONVENER
MS. PAUSHALIPRIYA DUTTA	ASSISTANT MANAGER- DIGITAL BRANDING	CO- CONVENER
MS. MANIKA BORA	DEPUTY. DIRECTOR HR & ADMIN	MEMBER
DR. RUHIT JYOTIKONWAR	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



To  
Incharge  
(Grivence cell)

Dated  
03.08.2023

SUB: Payment of Security deposit.

With respect, I beg to state that I have completed course DPS (2020-22) from Assam downtown university and my enrollment no. is ADTU/2020-22/DPS/015. That, I request you to credit the Security money in my bank account. I attached my following documents herewith

1. Photostate copy of Bank pass book.
2. Photostate copy of Pass certificate.

Thanking you

Yours truly

Dristi Barman

ADTU/2020-22/DPS/015

For SD refund student need to apply through online portal.  
She need the apply on Dec, 2023.  
According to SOP the link open twice a year June & Dec.

Dristi Barman

Date  
04.08.2023.

Saved  
Student applied online and approved from our end.

[Signature]



Form No: PC03145



Form No: AdtU/Ex/7



# ASSAM **down town** UNIVERSITY

*Encouraging Success*

*On successful completion of all the requirements as specified in the Statutes and Ordinances and on recommendation of the Academic Council and the Board of Management, Assam down town University confers upon*



*Dristi Barman*

*Enrollment Number ADTU/2020-22/DPS/015*

*the Degree of Diploma in Pharmacy (DPS) With an award of First Class Given under the seal of the University.*



Registrar

Date: 19-11-2022

*Dristi Barman*

Vice Chancellor

Date:

## सुरक्षित बैंकिंग के लिए कुछ सुझाव

- अपने पासवर्ड में छोटे और बड़े अक्षरों, अंकों, एक विशेष चिह्न (Special Characters) का उपयोग कर उसे मजबूत और जटिल रखें।
- अपने व्यक्तिगत विवरण जैसे उपयोगकर्ता नाम, पासवर्ड, ओटीपी, कार्ड क्रमांक, पीपीवी, पिन, आदि किसी के साथ साझा न करें।
- अनजान प्रेषकों द्वारा आने वाले एसएमएस / ईमेल अथवा सोशल नेटवर्किंग साइट्स से प्राप्त होने वाली लिंक पर क्लिक न करें।
- अनजान व्यक्तियों की सलाह पर कोई भी एप्लीकेशन इंस्टॉल न करें।
- एसबीआई के द्वारा भेजे जाने वाले एसएमएस हमेंका SBI या SB संक्षिप्त कोड के साथ ही आयेगे। उदाहरण: SBIBNK, SBIINB, SBYONO, ATMSBI

सहायता हेतु हमारे हेल्पलाइन नंबर पर संपर्क करें:  
1800-11-22-11/1800-425-3800/18001234/1800111109.

## Tips for Secure Banking

- Keep your password strong and complex with a combination of small and capital letters, digits and special characters.
- Do not share your personal details like Username, Password, OTP, Card Number, CVV, PIN etc. with anyone.
- Do not click on links received in SMS/Emails from unknown senders or on social networking sites.
- Do not install any application on the advice of strangers.
- SMS sent by SBI will always bear Short Codes "SBI, SB" only, e.g., SBIBNK, SBIINB, SBYONO, ATMSBI.

Call our helpline number for assistance:  
1800-11-22-11/1800-425-3800/18001234/1800111109.

To report any suspicious activity, kindly email on [report.phishing@sbi.co.in](mailto:report.phishing@sbi.co.in) or call on the cybercrime helpline number 1930.  
For more information visit: <https://www.cybercrime.gov.in>, <https://bank.sbi/web/personal-banking/cyber-security>



Branch: GUWAHATI REF COMP (NOONMATI) Code: 6196  
NOONMATI  
भारतीय स्टेट बैंक  
STATE BANK OF INDIA  
Email: [sbi.06196@sbi.co.in](mailto:sbi.06196@sbi.co.in)  
Phone No.: 2911665  
IFSC: SBIN0006196

Buss. Hrs: 10:00:00-16:00:00  
MICR: 781002009

Name: Ms. DRISTI BARMAN

S/D/H/o : DHRUBAJYOTI BARMAN

CIF Number : 89967762811

Account No.: 37168854663

A/c Type : REGULAR SAVINGS BANK ACCOUNT

Address : HOUSE NO -34 A, KANCHAN NAGAR  
CHOONCHALI, BILPAR NOONMATI GHY  
781020

Phone No. : 000000000000

Email :

D.O.B. (If Minor):

PPC Number :

MOP: SINGLE

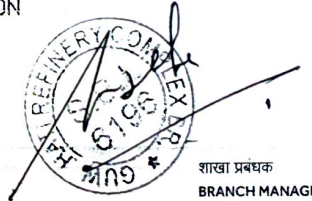
A/c Opening Dt: 15/09/2017

Nom Reg No:

Customer's PAN: EUSPB9254F

Date of Issue: 03/08/2023

CONTINUATION



शाखा प्रबंधक  
BRANCH MANAGER

*Dristi Barmann*





## 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

*afmu*  
 25/09/24  
 Vice Chancellor  
 Assam Down Town University  
 Panikhaiti, Guwahati-26



# Security Money Refund Application

- Search Menu Items
- Dashboard
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adtu/2020-22/DPS/015 Search

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Name	Refund Fees Name	Money Receipt No	Pass Certificate No	Bank Name	Bank A/c No	Bank Branch	IFSC Code	Guardian Phone No	Refund Tally No	Status	Hostel Ver
DIRISTI BARMAN	Course	230296	PC03145	SBI	37158854663	GUWAHATI REF CAMP (NOONMATI)	SBIN0006196	7636099635		Application approved	

» of 1 Records 1 to 1 of 1 25

Money transferred from our end.  
 H. J. J. J.  
 Sr. Accounts Executive.

OneDrive - Personal  
Not signed in