

# Service Charter

Department of Civil Engineering, Sonargaon University

What to do, in what order, and who to ask — for the things students need from the department office through the semester.

## 1. Collect Student ID Card, Email Address, and Portal Access (For newly admitted students)

1. Contact the Department Office
  2. Collect ID card and ERP login (Student Portal) credentials from the student welfare center.
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## 2. Course Offering & Registration

1. The Department office publishes the Course Offering
  2. Meet with the Coordinator for course advising
  3. Complete registration through the ERP or accounts clearance.
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## 3. Subject or Course Add / Drop / Changes

Student Welfare Center within the specified add/drop deadline to make changes in course registration.

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## 4. Semester Drop / Course Drop Process

Student Welfare Center

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## 5. Re-admission Process

1. Pay the required re-admission fees to the accounts section
  2. Student Welfare Center
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## 6. Clearance for Examinations (Midterm and Semester Final)

1. Clear all due tuition and semester fees through the accounts section
  2. Collect exam clearance/admit card from ERP panel.
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## 7. Semester Results & Grade Sheet

View semester results directly from the Student ERP panel once published by the Controller of Examinations.

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## 8. Thesis/ Project Process

1. The department assigns thesis or project work
  2. Students are assigned to a supervisor
  3. Confirmation and supervisor details are officially communicated via email.
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## 9. Testimonial, Mol, LoR, and Concern Letter (For running students & alumni)

1. Pay necessary fees (if applicable) through the accounts section
  2. Mol and other official certificates are provided by the Exam Division
  3. Recommendation Letters (LoR) can be obtained by contacting respective faculty members directly.
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## 10. Academic Transcripts & Certificates

1. Clear all university dues at the Accounts Section
  2. Apply through the Student ERP panel
  3. Collect from the Exam Controller's Office.
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## 11. Scholarship / Waiver Support

Contact the Student Welfare Center.

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## 12. Tuition Fees & Payments

Pay tuition and other semester fees directly via authorized bank booths, online banking, or the university accounts section.

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## 13. Faculty & Administrative Officers Information

Visit the official Sonargaon University website's faculty/department directory or contact the department desk for teacher/officer details.

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### Department Desk

Room: Room no: 414, Main Campus

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## 14. Library & Lab Facilities Support

Use your Student ID card to access the central library, reading room, and departmental laboratories (e.g., Civil Engineering Labs) during operational hours.

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