



INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD OFFICE OF THE DEAN (ACADEMIC)

Procedure for submission of grievances / requests by students on Academic matters and Password reset.

Purpose	Procedure	Email id for submitting the request
For obtaining the password / credentials of official IIT(ISM) email id / Parent Portal etc.	<p>In case you do not have the correct credentials to login to the parent portal or official email id, the following steps are to be followed for getting the parent portal /official email credentials.</p> <ol style="list-style-type: none"> 1. Deposit Rs. 500/- through SBI Collect (https://www.onlinesbi.com/sbicollect/icollecthome.htm). 2. Share the receipt of the same at password@iitism.ac.in through your institute email ID only. 3. If you do not remember your institute email id, then you need to send the Copy of College Identity Card also along with the SBI receipt to get the credentials. 	<p>password@iitism.ac.in</p> <p>Mr. Bishnu Kumar Alternate: Mr. Raushan Kumar</p> <p>Requests sent to other ids will not be considered.</p>
For issues related to semester examination results.	<p>All grievances and clarifications on the semester examination results should be sent to the email id result@iitism.ac.in only</p>	<p>result@iitism.ac.in</p> <p>Requests sent to other ids will not be considered.</p>
For resolving issues concerning Fellowship / Assistantship, request for issuing of various Certificates / Official Transcripts, issues related to refund of Caution Money / Excess Fee paid etc.	<p>Request in the prescribed format to be mailed to acad_so@iitism.ac.in.</p> <p>For issue of official transcripts the following procedure to be followed:</p> <p>A. Names and addresses of the Institutions in favour of which transcript(s) are required, i.e. University/Institute's names. Where student provides no details of the University/Institute, transcript(s) may be issued without mentioning specific name(s) of the University/Institute.</p> <p>B. Set(s) of Good Quality photo copy (both sides) of all Grade Cards, Degree Certificate in appropriate numbers (one set for each transcript).</p> <p>C. The Charges for issuing transcripts are as under:</p> <p>(i) Within 5 years of passing: Rs. 2,000/- (for first two sets) & Rs.1000/- for each additional set + postal charges.</p>	<p>acad_so@iitism.ac.in</p> <p>Mr. R P Rajak (SO) Alternate: Assistant Registrar (UG)</p> <p>Requests sent to other ids will not be considered.</p>

	<p>(ii) After 5 years of passing: Rs. 3,000/- (for first two sets) & Rs.1500/- for each additional set + postal charges. Note: In case of personal delivery, postal charges need not be paid. The postal charges (Through speed post) for delivery within India will be Rs. 100/- for each set of transcript. The students are required to provide complete postal address for this purpose. Fees as per the details given above has to be paid through SBI Collect (https://www.onlinesbi.com/sbicollect/icollecthome.htm) and the receipt is to be attached with the request.</p>	
For resolving, all issues related to the academic activities from registration to examination of UG students.	UG Students will submit their request in the prescribed format and mail to reg_ug@iitism.ac.in.	<p>reg_ug@iitism.ac.in Mr. Sadan Paswan Alternate: Mr. Bishnu Kumar</p> <p>Requests sent to other ids will not be considered.</p>
For resolving, all issues related to the academic activities from registration to examination of PG students.	PG Students will submit their request in the prescribed format and mail to reg_pg@iitism.ac.in.	<p>reg_pg@iitism.ac.in Ms. Renu Ojha Alternate: Mr. Raushan Kumar</p> <p>Requests sent to other ids will not be considered.</p>
For resolving all issues related to the academic activities, such as registration, processing / submission of thesis, thesis defence, changing of academic status, issues related to examination etc. of PhD students.	PhD Students will submit their request in the prescribed format and mail to reg_phd@iitism.ac.in.	<p>reg_phd@iitism.ac.in Ms. Satabdi Sengupta Alternate: Ms. Nirmala Roy</p> <p>Requests sent to other ids will not be considered.</p>
Appeals/Re-appeals on the decisions of the Senate on termination etc.	All categories of students will Appeals /re-appeals on the decisions of the Senate on termination etc. will be submitted in the prescribed format with supporting documents to the email id appeal@iitism.ac.in. After verification, the Appeals/Re-appeals will be forwarded to the concerned department for obtaining the recommendation/feedback. Once the departmental recommendation/ feedback is received on the Appeal/Re-appeal, for admittance, the same will be sent to the Chairman, Senate and after receiving the consent from Chairman, Senate, the Appeal/Re-appeal will be sent to the	<p>appeal@iitism.ac.in Deputy Registrar (Academic) Alternate: Assistant Registrar (PG)</p> <p>Requests sent to other ids will not be considered.</p>

	Senate for consideration. Based on the decision of the Senate, rest of the process will be completed.	
--	---	--

Students are advised to strictly follow the procedure prescribed above for resolving various grievances and obtaining documents.

(Prof. G. Udayabhanu)
Dean (Academic)