

DETAIL OF FORMS TO BE USED FOR VARIOUS MATTERS RELATED TO THE OFFICE OF THE DEAN (ACADEMIC) ALONG WITH ESCALATION MATRIX

IMPORTANT NOTE:

1. First Emails sent to email id other than the one prescribed for the purpose (at Level 0) will not be entertained.
2. The prescribed duration and escalation levels must be followed in case of need for a proper disposal of request.
3. The same email chain, having the first email and the subsequent reminder email sent to Level 0, needs to be forwarded for escalations up in the channel duly following the time periods prescribed for each type of request.

S.No.	Application for	Form No.	For	To be submitted by	To be emailed to (Level 0)	Remark 1	1st level of Escalation that may be reached after 3 working days of sending the reminder email to the concerned email id at Level 0	Remark 2	2nd level of Escalation that may be reached after 3 working days of sending the email to 1st Level of Escalation	3rd level of Escalation that may be reached after 3 working days of sending the email to 2nd Level
1	Academic Overload / Underload	A1	All Students	UG students	reg_ug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 2 working days	arug@itism.ac.in		adean_ug@itism.ac.in	adean_ac@itism.ac.in
				PG students	reg_pg@itism.ac.in		arp@itism.ac.in		adean_pg@itism.ac.in	
				Ph.D students	reg_phd@itism.ac.in		arpg@itism.ac.in		adean_pg@itism.ac.in	
2	Adding/Dropping of Course(s)	A2	All Students	UG students	reg_ug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 2 working days	arug@itism.ac.in	The same email chain, in which the first email and the subsequent reminder email were sent to Level 0, needs to be followed for escalation by the sender. Escalations up in the channel, without following the above instruction or without waiting for the prescribed duration for escalation, will not be responded to.	adean_ug@itism.ac.in	adean_ac@itism.ac.in
				PG students	reg_pg@itism.ac.in		arp@itism.ac.in		adean_pg@itism.ac.in	
				Ph.D students	reg_phd@itism.ac.in		arpg@itism.ac.in		adean_pg@itism.ac.in	
3	Adding 6th Backlog Course	A3	All Students	UG students	reg_ug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 2 working days	arug@itism.ac.in		adean_ug@itism.ac.in	adean_ac@itism.ac.in
				PG students	reg_pg@itism.ac.in		arp@itism.ac.in		adean_pg@itism.ac.in	
				Ph.D students	reg_phd@itism.ac.in		arpg@itism.ac.in		adean_pg@itism.ac.in	
4	Appearing In Missed Mid-Semester Examination	A4	All Students	UG students	arug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	adean_ug@itism.ac.in		NA	NA
				PG students	arpg@itism.ac.in		adean_pg@itism.ac.in			
				Ph.D students	arpg@itism.ac.in		adean_pg@itism.ac.in			
5	Reinstatement in Program	A5	All Students	UG students	appeal@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 14 working days	adean_ug@itism.ac.in		NA	NA
				PG students	appeal@itism.ac.in		adean_pg@itism.ac.in			
				Ph.D students	appeal@itism.ac.in		adean_pg@itism.ac.in			
6	Attendance Waiver	A6	All Students	UG students	arug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	adean_ug@itism.ac.in	The same email chain, in which the first email and the subsequent reminder email were sent to Level 0, needs to be followed for escalation by the sender. Escalations up in the channel, without following the above instruction or without waiting for the prescribed duration for escalation, will not be responded to.	adean_ac@itism.ac.in	dean_acad@itism.ac.in
				PG students	arpg@itism.ac.in		adean_pg@itism.ac.in			
				Ph.D students	arpg@itism.ac.in		adean_pg@itism.ac.in			
7	Bonafide Certificate	A7	All Students	UG students	certificates@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	certificates@itism.ac.in		arp@itism.ac.in			
				Ph.D students	certificates@itism.ac.in		arpg@itism.ac.in			
8	Late Registration	A8	All Students	UG students	reg_ug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 3 working days	arug@itism.ac.in		adean_ug@itism.ac.in	adean_ac@itism.ac.in
				PG students	reg_pg@itism.ac.in		arp@itism.ac.in		adean_pg@itism.ac.in	
				Ph.D students	reg_phd@itism.ac.in		arpg@itism.ac.in		adean_pg@itism.ac.in	
9	Migration Certificate	A9	All Students	UG students	certificates@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	certificates@itism.ac.in		arp@itism.ac.in			
				Ph.D students	certificates@itism.ac.in		arpg@itism.ac.in			
10	Refund of Excess Fee Paid (for existing students)	A10	All Students	UG students	refund@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 10 working days	arug@itism.ac.in	The same email chain, in which the first email and the subsequent reminder email were sent to Level 0, needs to be followed for escalation by the sender. Escalations up in the channel, without following the above instruction or without waiting for the prescribed duration for escalation, will not be responded to.	dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	refund@itism.ac.in		arp@itism.ac.in			
				Ph.D students	refund@itism.ac.in		arpg@itism.ac.in			
11	No Dues cum Caution Money Refund	A11	All Students	UG students	refund@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 14 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	refund@itism.ac.in		arp@itism.ac.in			
				Ph.D students	refund@itism.ac.in		arpg@itism.ac.in			
12	Transcript	A12	All Students	UG students	certificates@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	certificates@itism.ac.in		arp@itism.ac.in			
				Ph.D students	certificates@itism.ac.in		arpg@itism.ac.in			
13	Duplicate Certificates	A13	All Students	UG students	certificates@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, students should send a reminder to the same email id (Level 0) only after completion of 5 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	certificates@itism.ac.in		arp@itism.ac.in			
				Ph.D students	certificates@itism.ac.in		arpg@itism.ac.in			
14	Verification of Degree/Grade Card/Other docs	A14	Students/Employers/ Third party Verification Agencies/ Govt. Departments	Students/Employers/ Third party Verification Agencies/ Govt. Departments	verification@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, a reminder may be sent to the same email id (Level 0) after completion of 5 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
15	Scholarship (Dual Degree / Int. M.Tech Program)	UG1	Int.M.Tech / Dual Degree Students Only	Student	reg_ug@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, a reminder may be sent to the same email id (Level 0) after completion of 5 working days	arug@itism.ac.in	The same email chain, in which the first email and the subsequent reminder email were sent to Level 0, needs to be followed for escalation by the sender. Escalations up in the channel, without following the above instruction or without waiting for the prescribed duration for escalation, will not be responded to.	dr_acad@itism.ac.in	adean_ug@itism.ac.in
16	Compliance of UGC Regulations Certificate/ Ph.D Course Work Certificate / Provisional Ph.D Certificate	PH19	Ph.D Scholars Only	Scholar	phdexam@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, a reminder may be sent to the same email id (Level 0) after completion of 5 working days	adean_pg@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
17	Reset password of Parent Portal, MIS, and Email.	A15	All Students	UG students	password@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, a reminder may be sent to the same email id (Level 0) after completion of 2 working days	arug@itism.ac.in		dr_acad@itism.ac.in	adean_ac@itism.ac.in
				PG students	password@itism.ac.in		arp@itism.ac.in			
				Ph.D students	password@itism.ac.in		arpg@itism.ac.in			
18	Issue of Identity Card	A16	All Students	All Students	password@itism.ac.in	Emails sent to any other id (other than Level 0) will not be entertained. If necessary, a reminder may be sent to the same email id (Level 0) after completion of 15 working days	dr_acad@itism.ac.in		adean_ac@itism.ac.in	NA

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