



Service Charter

Department of Finance & Banking

BBA in Finance & Banking

SL	Service Title	Process Flow	Responsible
1	Collect student ID Card, Email address and know about student portal. (For newly admitted students)	Contact to the Department Office https://pd.daffodilvarsity.edu.bd/support_ticket	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
2	Course Offering	Department Office will publish the Course Offering(as per semester schedule) >>>>>> Follow the Notice Board of the Department (For Online https://daffodilvarsity.edu.bd/department-notice/bba)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
3	Registration Process	Accounts Clearance (by paying the required fees to the DIU accounts or pay through online)>>>>>> Meet with Batch Advisor (along with online clearance)>>>>> Check the Student Portal (for confirmation of the registration)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
4	Subject or Course Add/Drop/Changes	Meet with Batch Advisor (within 7 working days to add/drop/changes in your course registration)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
5	Semester Drop Process Students will submit the semester drop/course drop application to department office as per deadline.	Write an application for semester drop (for format of writing the application communicate with the Department Office)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
6	To register courses of previous syllabus	Write an application (for format of writing the application communicate with the Department Office)>>>>>> Submit the application to the Department Office (for further process)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd

7	Re-admission Process (Students will pay required Re-admission fee to the DIU accounts section or online as per the DIU policy)	Collect Re-admission Form from the Department Office (for format of writing the application)>>--->> After fill-up the Form Submit it to the Department Office (for further process)>>--->> the Confirmation of Re-admission (from the Department Office)>>--->> Follow the Registration Process (communicate with department office)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
8	Extension of the studentship	Write an application(for format of writing the application communicate with the Department Office)>>--->> Submit the application to the Department Office (along with partial transcript for further process)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
9	Clearance for examinations (Midterm and Final)	Pay your required fees (to the DIU accounts or through online)>>--->> Collect clearance (from the DIU accounts section or BBA office)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
10	Semester result	You can see the semester result from the Student Portal (Need to complete the teaching evaluation from student portal then select your semester)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
11	Internship Process (Note I: After completing required courses as per the syllabus. Apply transcript using students' portal by paying 50 taka at DIU accounts. The department will complete the internship/thesis & so on registration of 3/6 credits after checking transcript.)	For getting an internship letter (you have to apply through the following Internship portal link: http://internship.daffodilvarsity.edu.bd/?app=applicant_login)>>--->> Collect the internship letter (from the department office within two working days)>>--->> Submit the internship letter (to the Organization where you want to do the internship)>>--->> Submission of acceptance Letter (If the organization accept your internship the organization provide you an acceptance letter. You have to submit it to the department office)>>--->> Internship Supervisor (Department will notify through email, cell phone also notices board)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
12	Concern Letter, MoI, LoR, Testimonial and etc. (For running students) Students will submit application through Batch advisor. It will be provided from the department office within 2 working days.	Collect Running students Application Form (from the department)>>--->> Payment (pay 50Tk. to DIU accounts)>>--->> Submit Application (to the department and collect)	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd Cell No.: +8801847334724 (DIU Accounts) Email: students.accounts5@daffodilvarsity.edu.bd
13	Concern Letter, MoI, LoR, Testimonial, Migration Certificate etc.	Apply through student portal (by using DIU student application portal)>>--->> Collection the documents (Download required documents from student portal or	Cell No.: +8801847140181 Email: registraroffice2@daffodilvarsity.edu.bd

	(For alumni)	collect the documents (hard copy) from Registrar office as per deadline)	
14	Email password problem, student portal problem and internship portal problem	Payment (Pay 20 taka to DIU accounts section or pay through online)>>-->> Submit Money Receipt to Department office or apply through Helpdesk	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd Cell No.: +8801847334724 (DIU Accounts) Email: students.accounts5@daffodilvarsity.edu.bd
15	BLC Support	Contact to the BLC support team or Visit following link (Link: https://sites.google.com/daffodilvarsity.edu.bd/diu-blc-student-guideline/guideline-for-diu-blc-moodle-students?pli=1)	Cell No.: +8801847027540 Email: blc1@daffodilvarsity.edu.bd
16	Laptop (One Student One Laptop, eligibility, distribution, information, credit completion and etc.)	Need to complete at least 16 courses or 48 credits successfully with SGPA 2.5 and payment should be clear up to the last semester.	Cell No.: +8801713493088 Email: laptop@daffodilvarsity.edu.bd
17	Scholarship/Waiver support	Visit the web site (Link: https://daffodilvarsity.edu.bd/scholarship or contact waiver and scholarship section)	Cell No.: +8801811458843 Email: scholarship@daffodilvarsity.edu.bd Cell No.: +8801811458848 Email: scholarship1@daffodilvarsity.edu.bd
18	Academic Transcripts / Certificates	Payment (Pay your required fees to the DIU accounts section or pay through online)>>-->> Apply through student portal (Link: http://studentportal.diu.edu.bd login)>>-->> Collect the Documents (from Exam section as per delivery deadline)	Cell No.: +8801847140157 Email: nislam@daffodilvarsity.edu.bd Cell No.: +8801847027533 Email: exanoffice8@daffodilvarsity.edu.bd Cell No.: +8801847027526 Email: exanoffice9@daffodilvarsity.edu.bd
19	Teachers/officers Information	Visit for teachers: https://daffodilvarsity.edu.bd/article/faculty Visit for Officers: https://daffodilvarsity.edu.bd/article/administration-directory	Cell No.: +8801897644965 Email: finoffice@daffodilvarsity.edu.bd
20	Insurance Information	Contact to the office of the Director of Finance and Accounts	Cell No.: +8801847334799 Email: treasureroffice@daffodilvarsity.edu.bd
21	DIU Transportation	Visit the link: https://daffodilvarsity.edu.bd/article/transport or https://docs.google.com/spreadsheets/d/1xUoX4BVci54TIkHp_AzSnj54CPYvCDMcPf_zs8R_qs/edit#gid=796622161	Cell No.: +8801847140037 Email: transport-dsc@daffodilvarsity.edu.bd
22	DIU Boys Hostel	Contact to the Hall office	Cell No.: +8801847334956 Email: yksg3@daffodil.family

	(Younus Khan Scholar Garden -01)		<p>Cell No.: +8801847334959 Email: yksg2@daffodil.family</p> <p>Cell No.: +8801847334955 Email: yksg8@daffodil.family</p>
23	DIU Boys Hostel (Younus Khan Scholar Garden -02)	Contact to the Hall office	<p>Cell No.: + 8801847140030 Email: ksarker@daffodilvarsity.edu.bd</p> <p>Cell No.: +8801847334954 Email: yksg4@daffodil.family</p> <p>Cell No.: +8801847334957 Email: yksg7@daffodil.family</p> <p>Cell No.: +8801847334929 Email: frahman@daffodilvarsity.edu.bd</p> <p>Cell No.: +8801847334960 Email: rasg1@daffodilvarsity.edu.bd</p> <p>Cell No.: +8801847334961 Email: rasg2@daffodilvarsity.edu.bd</p>
24	DIU Girls Hostel (Rowshan Ara Scholar Garden)	Contact to the Hall office	<p>Cell No.: +8801847334963 Email: rasg3@daffodil.family</p> <p>Cell No.: +8801847334964 Email: rasg5@daffodil.family</p> <p>Cell No.: + 8801847334965 Email: rasg6@daffodil.family</p> <p>Cell No.: +8801847334967 Email: yksg9@daffodil.family</p> <p>Cell No.: +8801847334966 Email: yksg10@daffodil.family</p>