Daffodil International University

Service Charter

Department of Tourism & Hospitality Management

Bachelor of Tourism & Hospitality Management (BTHM)

#	Service Title	Process Flow	Responsible
01	**Collect student ID Card, Email address and know about student portal** *For newly admitted students*	**Contact the Department Office** https://pd.daffodilvarsity.edu.bd/support_ticket	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
02	**Course Offering**	**Step 1: Department Office will publish the Course Offering** As per semester schedule ↓ **Step 2: Follow the Notice Board of the Department** Online: https://daffodilvarsity.edu.bd/department/thm/notice	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
03	**Registration Process**	**Step 1: Accounts Clearance** By paying the required fees to the DIU accounts or online ↓ **Step 2: Meet with Batch Advisor** Along with online clearance ↓ **Step 3: Check the Student Portal** For confirmation of the registration	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd **Cell:** +8801847334724 (DIU Accounts) **Email:** students.accounts5@daffodilvarsity.edu.bd
04	**Subject or Course Add/Drop/Changes**	**Meet with Batch Advisor** Within 7 working days to add/drop/change your course registration	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
05	**Semester Drop Process** *Students will submit the semester drop/course drop application to the department office as per deadline.*	**Write an application for semester drop** For the application format, communicate with the Department Office	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
06	**To register courses of previous syllabus**	**Step 1: Write an application** For the application format, communicate with the Department Office ↓ **Step 2: Submit the application to the Department Office** For further process	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd

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07	**Re-admission Process** *Students will pay the required re-admission fee to the DIU accounts section or online as per DIU policy.*	**Step 1: Collect Re-admission Form from the Department Office** ↓ **Step 2: Fill up the form and submit it to the Department Office** For further process ↓ **Step 3: Get the Confirmation of Re-admission** From the Department Office ↓ **Step 4: Follow the Registration Process** Communicate with the Department Office	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd **Cell:** +8801847334724 (DIU Accounts) **Email:** students.accounts5@daffodilvarsity.edu.bd
08	**Extension of the studentship**	**Step 1: Write an application** For the application format, communicate with the Department Office ↓ **Step 2: Submit the application to the Department Office** Along with partial transcript for further process	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
09	**Clearance for examinations** *Midterm and Final*	**Step 1: Pay your required fees** To the DIU accounts or online ↓ **Step 2: Collect clearance** From the DIU accounts section or THM Department office	**Cell:** +8801847334724 (DIU Accounts) **Email:** students.accounts5@daffodilvarsity.edu.bd **Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
10	**Semester result**	**View the semester result from the Student Portal** Complete the teaching evaluation on the student portal first, then select your semester	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
11	**Internship Process**	**Step 1: Apply for an internship letter** Through the internship portal: http://internship.daffodilvarsity.edu.bd/?app=applicant_login ↓ **Step 2: Collect the internship letter** From the department office within two working days ↓ **Step 3: Submit the internship letter** To the organization where you want to do the internship ↓ **Step 4: Submit the acceptance letter** If the organization accepts you, it will provide an acceptance letter; submit it to the department office ↓ **Step 5: Internship Supervisor assigned** Department will notify through email, cell phone and notice board **Note:** *After completing the required courses as per the syllabus, apply for a transcript through the student portal by paying 50 taka at DIU accounts. The department will complete the internship/thesis registration of 3/6 credits after checking the transcript.*	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd

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12	**Concern Letter, MoI, LoR, Testimonial etc.** *For running students*	**Step 1: Collect Running Students Application Form** From the department ↓ **Step 2: Payment** Pay 50 taka to DIU accounts ↓ **Step 3: Submit Application** To the department, and collect the document **Note:** *Students will submit the application through the Batch Advisor. It will be provided from the department office within 2 working days.*	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd **Cell:** +8801847334724 (DIU Accounts) **Email:** students.accounts5@daffodilvarsity.edu.bd
13	**Concern Letter, MoI, LoR, Testimonial, Migration Certificate etc.** *For alumni*	**Step 1: Apply through student portal** Using the DIU student application portal ↓ **Step 2: Collect the documents** Download from the student portal, or collect the hard copy from the Registrar Office as per deadline	**Cell:** +8801847140181 **Email:** registraroffice2@daffodilvarsity.edu.bd
14	**Email password, student portal and internship portal problems**	**Step 1: Payment** Pay 20 taka to DIU accounts section or online ↓ **Step 2: Submit Money Receipt to Department Office** Or apply through Helpdesk	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd **Cell:** +8801847334724 (DIU Accounts) **Email:** students.accounts5@daffodilvarsity.edu.bd
15	**BLC Support**	**Contact the BLC support team or visit the guideline** https://sites.google.com/daffodilvarsity.edu.bd/diu-blc-student-guideline/guideline-for-diu-blc-moodle-students?pli=1	**Cell:** +8801847027540 **Email:** blc1@daffodilvarsity.edu.bd
16	**Laptop** *One Student One Laptop: eligibility, distribution, information, credit completion etc.*	**Meet the eligibility requirement** Complete at least 16 courses or 48 credits successfully with SGPA 2.5, and payment must be clear up to the last semester	**Cell:** +8801713493088 **Email:** laptop@daffodilvarsity.edu.bd
17	**Scholarship/Waiver support**	**Visit the website** https://daffodilvarsity.edu.bd/scholarship, or contact the waiver and scholarship section	**Cell:** +8801811458843 **Email:** scholarship@daffodilvarsity.edu.bd **Cell:** +8801811458848 **Email:** scholarship1@daffodilvarsity.edu.bd
18	**Academic Transcripts / Certificates**	**Step 1: Payment** Pay your required fees to the DIU accounts section or online ↓ **Step 2: Apply through student portal** http://studentportal.diu.edu.bd/#/login ↓ **Step 3: Collect the documents** From the Exam section as per delivery deadline	**Cell:** +8801847140157 **Email:** nislam@daffodilvarsity.edu.bd **Cell:** +8801847027533 **Email:** exanoffice8@daffodilvarsity.edu.bd **Cell:** +8801847027526 **Email:** exanoffice9@daffodilvarsity.edu.bd

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19	**Teachers/Officers Information**	**Step 1: Teachers** https://daffodilvarsity.edu.bd/article/faculty ↓ **Step 2: Officers** https://daffodilvarsity.edu.bd/article/administration-directory	**Cell:** +8801847140061 (Ext: 43111) **Email:** thmoffice@daffodilvarsity.edu.bd
20	**Insurance Information**	**Contact the office of the Director of Finance and Accounts**	**Cell:** +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/15xUoX4BVci54TIkHp_AzSnj54CPYvCDMcPf_zs8R_qs/edit#gid=796622161	**Cell:** +8801847140037 **Email:** transport-dsc@daffodilvarsity.edu.bd
22	**DIU Boys Hostel** *Younus Khan Scholar Garden-01*	**Contact the Hall Office**	**Cell:** +8801847334956 **Email:** yksg3@daffodil.family **Cell:** +8801847334959 **Email:** yksg2@daffodil.family **Cell:** +8801847334955 **Email:** yksg8@daffodil.family
23	**DIU Boys Hostel** *Younus Khan Scholar Garden-02*	**Contact the Hall Office**	**Cell:** +8801847140030 **Email:** ksarker@daffodilvarsity.edu.bd **Cell:** +8801847334954 **Email:** yksg4@daffodil.family **Cell:** +8801847334957 **Email:** yksg7@daffodil.family **Cell:** +8801847334967 **Email:** yksg9@daffodil.family **Cell:** +8801847334966 **Email:** yksg10@daffodil.family
24	**DIU Girls Hostel** *Rowshan Ara Scholar Garden*	**Contact the Hall Office**	**Cell:** +8801847334929 **Email:** frahman@daffodilvarsity.edu.bd **Cell:** +8801847334960 **Email:** rasg1@daffodilvarsity.edu.bd **Cell:** +8801847334961 **Email:** rasg2@daffodilvarsity.edu.bd **Cell:** +8801847334963 **Email:** rasg3@daffodil.family **Cell:** +8801847334964 **Email:** rasg5@daffodil.family **Cell:** +8801847334965 **Email:** rasg6@daffodil.family

Note

1. You can also find this information at the following links:
   Student Portal: https://daffodilvarsity.edu.bd/article/students
   Departmental Website: https://daffodilvarsity.edu.bd/department/thm
2. Please let us know about the service you received at the following number: 01713-493000