



Student Services Division

CIRCULAR

7796 Dated: 04/05/2023

It has been observed that the school offices are directing the students to visit the Student Services Division to enquire about the files prepared and initiated by respective schools which results in increased public dealing and hindrance in discharging duties by the dealing person at Student Services Division. It is expected out of school Offices to take the initiative to follow up on the status of files and convey the information to the students of the status, instead of asking the students to follow up and directing them to visit other Divisions/Offices.

This can be a more efficient and effective approach as it can save students time and reduce any confusion or miscommunication that may arise from multiple follow-up attempts. It also shows that the school or office is taking responsibility for the file and is actively working to resolve any issues or provide updates.

However, it's important to note that there may be cases where students need to follow up on their own files, such as if they have specific questions or concerns that require clarification. In such cases, schools/Divisions should provide clear guidance on how to follow up and what information is needed. Overall, taking a proactive approach to follow-ups can help improve communication and streamline processes for everyone involved.

School Dean's are requested to direct their respective offices to follow up on the files and convey to students about the status instead of asking students to follow up from other divisions.

Circulated for strict compliance please.

This is issued with the approval of competent authority.


Dean, Student Services

Copy for information to:

1. Office of the Vice Chancellor
2. Office of the Registrar
3. Office of the CoF
4. **All Deans: SDS/SHE/SUS/SLS/SHS/SES/SCCE/SBPPSE/SDes/SoL/SGA/SVS/SLGC/SHRM**
5. Academic Services/Student Services/IT Services/Library/Planning Division
6. Webmaster- For uploading on the website & intranet