

Ref: VU/2021-22/004

Date: 03rd September 2021

Contact Details for Addressing the Queries

All students are hereby informed that write an email to respectively mentioned email addresses or call to respectively mentioned phone number as per the nature of difficulty/challenge/concern you are facing in context to administrative processes. For any query, excluding the already mentioned in the following table, students can write to (student.section@vupune.ac.in). Email communication only from the official email id will be considered. The prescribed time for the phone calls is during office hours (10 am to 1 pm & 2 pm to 5 pm) from Monday to Saturday (except holidays).

Sr. No.	Nature of query	Email address/phone number/person to be contacted
1	a. Not able to log in to ERP account b. Not able to pay the fee through ERP c. Not able to create the challan through ERP d. Not able to submit the exam form e. Not able to pay the exam fee f. Not able to upload the documents on EPR g. ERP shows wrong exam fee h. Not able to complete the subject registration i. Not able to see the correct/any subject in the subject registration, j. Students feedback related issues	Email to: erp@vupune.ac.in (Attach screenshot of error message to email) cc to: osd.sfc@vupune.ac.in
2	a. For getting Letter of recommendation b. For getting Bonafide certificate c. For getting Migration certificate d. For getting Transfer certificate e. Queries about pending documents f. For getting any other relevant document g. Queries about Identity card h. Queries about Medical check-up of FY students i. Queries about uniform k. Not able to login to subject registration l. Not able to login to vupune email id m. Queries about applicable Scholarships/freeships	Email to: student.section@vupune.ac.in cc to: osd.sfc@vupune.ac.in
3	VOLP related queries (Login issue due to pending subject registration)	Email to: fees@vupune.ac.in Phone No: 8669908312/13
4	a. For getting the fees structure for applying to education loan b. For getting the demand letter for applying to education loan c. For getting the fees receipt d. ERP showing wrong tuition fee e. Sharing the payment details for the online payment of fees	Email to: accounts.university@vupune.ac.in cc to: osd.sfc@vupune.ac.in Phone No: 020-26950320
5	a. Queries related to result b. Queries related to CGPI conversion factor c. Queries related to schedule of exam form submission d. Queries related to transcript e. Queries related to Hard copies of mark-sheet f. Queries related to convocation g. Queries related to degree certificate	Email to: exam.query@vupune.ac.in

6	a. Queries related to placement drives b. Queries related to recommendation letters for applying to internships	Email to: tpo@vupune.ac.in
7	VOLP related queries (Except login issue due to pending subject registration)	Submit the form (https://forms.gle/kKSgjtPiWsQeSKdHA)
8	Queries related to academic curriculum, CIE, etc.	Respective class teacher

Sd/-
Registrar
Vishwakarma University, Pune