

FREQUENTLY ASKED QUESTIONS (FAQS)

1. How and where can a student apply for medical and duty leave?

Students can apply for leave through CUIMS. Navigate to the "**Student Leave**" section and choose the appropriate leave type from the three options available: **Medical Leave, General Leave and Duty Leave**. Fill in the required details and submit the application online.

2. What is the attendance rectification process and the attendance criteria?

The minimum attendance **requirement is 75%** for basic subjects and 90% for DCPD subjects. Attendance rectification must be done within three days.

3. What should I do in case of Outlook/CUIMS password issues?

- Students can reset their password independently by entering their Date of Birth (DOB). An OTP (One-Time Password) will be sent, after which the password can be changed successfully.
- Students can also reset their Outlook password by visiting the Student Care Centre.

4. How can a Student allocate, deallocate or change their hostel room?

For Hostel Allocation:

- Students must fill the Consent Form on CUIMS. Once filled, the fee details become visible, and seat booking is usually approved within 2–3 days.

For Deallocation:

- Reporting students need to fill the NOC form.
- Non-reporting students must complete the Hostel Verification form.

For Room Change Requests:

Students must submit an application to the Senior Warden, which will then be forwarded to the Hostel Manager and subsequently to the Assistant Director of Hostels for final approval.

5. How and where can a student update their CUIMS profile information?

Required documents include:

- Aadhar Card and PAN Card (for parent's name change).
- Class 10th and 12th Mark Sheets (DOB or name spelling correction).

Students must visit the Registrar's Office, Block B1 - 208 for request updates.

6. Where and how can students get information on fee, refund policy, loan and scholarships?

Refund Policy:

The time frame for a refund is 15-90 days. Students need to obtain an academic NOC from the Registrar Department Block B1 and then visit the Accounts Department Block B3 along with academic NOC or send an email to refund@cumail.in

- **Fee Updates:**

Updates generally reflect within 24–72 hours.

- **Loan Process:**

Students must obtain a Demand Draft (DD) and apply through the Accounts section in CUIMS.

- **Scholarships:**

For scholarship-related queries, students should visit B1 Department, Room No. 204 or email to scholarships@cumail.in

7. How can students avail of the university transport facility?

Students need to visit the Transport Office located near Gate No. 2, next to the HDFC Bank.

8. Where should students report for lost or found items?

The "**Lost and Found Cell**" is located in the Department of Student Welfare (DSW), **Student Helpdesk No. 2 in DSW**. Students can report any lost or found belongings here.

9. Where the students should visit for ID Card related queries?

Write an application addressed to the **Lost and Found Cell** and submit it at **Student Helpdesk 2 in DSW**. After submitting your application, deposit the prescribed fees at the **B3 Accounts Department**. After one week of fee submission, visit **Room B1-204** with the **fee receipt** to collect your reissued ID card.

10. Where can students receive career counselling or emotional support?

Students may visit the CSW (Center for Student Wellbeing) located in front of the DSW Department for career counselling and mental wellbeing sessions.

11. How can students participate in NSS or NCC volunteering activities?

Students interested in joining NSS or NCC can visit the DSW and meet the Assistant Director- Youth Affairs & Services Room No. 105.

12. What documents are required at the time of admission and during the academic session?

Documents required:

- Migration Certificate
- Class 10th and 12th Mark Sheets
- Character Certificate
- Aadhar Card and PAN Card
- Birth Certificate
- Minimum 5 Passport-size Photographs

If any official document is required during or after the session, students must approach the Registrar's Office in **Block - B1**.

13. What mode of payment is accepted for fee submission at the Accounts Department?

You can log in to your CUIMS portal using your credentials. The updated fee details will be visible under the Accounts/Finance section. You can also visit to the **B3 Accounts Department** for fee submission. Only **cash payments** are accepted. Plastic money such as debit/credit cards will **not** be entertained. Please carry the required cash amount, your Student ID card, and any official documents (if instructed) to ensure a smooth process.

14. How can I update my contact number or email ID on CUIMS?

To update your contact details or email ID, you need to visit the **DSW Reception** and submit your request.

15. How can I update my parent's contact details in CUIMS?

To update your parent's contact details, you need to write an application and submit it to your **HOD Office**.

16. Whom should I contact for placement-related queries or concerns?

You need to visit the **CRC (Corporate Resource Centre) at C2 Block** for any placement-related concerns.

17. Where should I go for uniform-related concerns?

You need to visit **Block B2-301** for any uniform-related concerns.

18. What should I do if I face an LMS password issue?

Kindly drop an email at culms@cumail.in for assistance.

19. What can be the reason if a student is not able to download the virtual ID card?

The issue may occur due to **pending fees** or **missing profile photo** in the CUIMS portal.

20. How can I get my security refund?

Students can visit the **Block B3 Accounts Office** to initiate the security refund process.

21. How can I apply for medical leave for more than 10 days and what documents are required?

Students must submit a written application to their **concerned HOD**. The leave will be considered only after verification by the **Medical Board** along with valid medical documents issued by an **MBBS doctor**.

22. How can I avail an Internship NOC?

Students can approach their **concerned HOD** to obtain an Internship NOC.

23. How can I get my documents attested?

Students need to drop an email at ar.registration@cumail.in for document attestation.

24. How can I request documents from the university?

Students can send their request via email to info@cumail.in

25. What is the procedure for semester drop, repeat or current year branch change?

Students should send their queries to ar.academics@cumail.in

26. Whom should I contact for loan-related queries?

Students must visit **Block A1, Counter No. 15** with the **sanction letter**.