

Ref. No. MITWPU/EXAM/2022/299

28.11.2022

## Department of Examinations

### Service Level Agreement

Sr. No.	Section	Activity	Query Addressing Time
1	Records	Bonafide Certificate	4 Days
2	Records	Program Completion Certificate	4 Days
3	Records	Trimester to Semester Conversion Certificate	4 Days
4	Records	Consolidated Grade Card	5 Days
5	Records	Duplicate Grade Card	4 Days
6	Records	Marks Obtained Certificate	4 Days
7	Records	Certificate of Backlog Summary	4 Days
8	Records	Degree Verification	3 Days
9	Results	Grade Cards and their verification	3 Days
10	Results	Degree Attestation for higher studies	1 Day
11	Results	Degree Collection through authorisation	1 Day
12	Exams	Queries pertaining to Examination	Real time basis
13	Exams	Queries pertaining to UFM	Real time basis
14	Results	Percentage Conversion Certificate	4 Days
15	Results	Transcript for higher studies.	5 working days
16	Exams	Applying for Various Examinations – Exam forms	As per Exam Activity Schedule- Available on University Website
17	Exams	Rechecking form live	Within 5 days after result declaration
18	Results	CAP/Result Declaration	As per University Policy