

NEW PORTAL ONLINE APPLY PROCESS

Student Facilitation Centre of IKGPTU providing services like Applying and Receiving various documents/certificates related to Examination and Academics departments, through online mode. Student can avail these services from anywhere from the globe through our student support portal i.e <http://Support.ptu.ac.in>

Students are required to follow the following steps for creating query on support portal:

Step –1. Register/sign-up to create an account at support.ptu.ac.in

The following information is required for creating account:

1. Name
2. Gender
3. Last Qualification Roll Number
4. Mobile Number
5. Email Address
6. Set Password (Minimum 8 character & Maximum 15 characters are allowed with alphabets in upper case (A-Z), Lower case (a-z), number (0-9) and special characters (@\$#)
7. After entering all the details click on **CONTINUE & SEND OTP (Image-1.1)**
8. After Clicking on **COUNTINUE & SEND OTP** button, an OTP for verification will be received on mobile number/email
9. Once OTP is verified, login account is activated.
10. Enter Username & Password sent in email address and click on **LOGIN** button. (**Image-1.2)**

Image-1.1 & 1.2

The screenshot displays the web portal for the Student Facilitation Centre of I.K. Gujral Punjab Technical University. The page is divided into two main sections: registration (left) and login (right).

Registration Form (Image 1.1):

- Student Name*:** Text input field with value "ABS".
- Gender*:** Dropdown menu with "Male" selected.
- Student Roll No*:** Text input field with value "123456".
- Student Mobile Number*:** Text input field with value "987654321".
- Student Email Address*:** Text input field with value "abc@". A note below states "(email address will be your username)".
- Password*:** Password input field with masked characters "*****".
- Confirm Password*:** Password input field with masked characters "*****".
- Enter Code in the image:** Text input field with value "6DB24B". A CAPTCHA image showing "6DB24B" is displayed next to it.
- CONTINUE & SEND OTP:** A large blue button at the bottom of the registration form.

Login Form (Image 1.2):

- Username:** Text input field with placeholder "your registered email". A note above states "(your registered email)".
- Password:** Password input field.
- LOGIN:** A blue button below the password field.
- Forgot Password?:** A section with a link "Enter your registered email" and a text input field with placeholder "your registered email".
- Send OTP for Verification:** A red button at the bottom of the login section.

The page header includes the university logo, name in Hindi and English, and contact information: "sfc@ptu.ac.in" and "Helpline No - 01822-282513 | 01822-282531". The navigation menu includes: HOME, ABOUT IKGPTU, SERVICES OFFERED, HOW TO APPLY, SERVICES GUIDELINES, and CONTACT US.

Step-2. Add Qualification Detail

Student can add Qualification detail by clicking on **SELECT QUALIFICATION DETAIL** then add a new qualification detail & select the following option from the drop down list:

1. Education Mode(Regular or Distance)
2. Roll Number
3. Institute Name
4. Course Type
5. Branch
6. Session Start Year
7. Session End year
8. Grading of DMCs(Marks System or Grade System)

After filling all the required fields click on **SAVE & CONTINUE BUTTON**

Image-2

The screenshot displays the 'NEW QUERY/ SERVICE REQUEST' form on the I.K. Gujral Punjab Technical University website. The form is titled 'STEP 1 : QUALIFICATION DETAIL' and includes a dropdown menu to 'ADD NEW QUALIFICATION DETAIL'. The form fields are as follows:

Field	Value
Education Mode *	Regular
Roll Number *	123456
Institute *	A & M Institute of Computer & Technology, Pathankot
Course Type *	Bachelor Course
Branch *	Asr - B.Tech. (Mechanical Engineering) - Lateral Entry
Session Start Year *	2012
Session End Year *	2016
Grading of DMCs *	<input checked="" type="radio"/> Marks Sytem (e.g. Maximum Marks, Obtained Marks) <input type="radio"/> Grade System (e.g SGPA, CGPA)

Note:- If details of your Institute/ Course is not available in the above-mentioned lists, then please contact us at sfc@ptu.ac.in along with a proof of information.

SAVE & CONTINUE

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Step-3 Add Service Details

Student can select the Following options:

1. Service Category (Image 3.1)
2. Service Sub-Category (Image 3.2)
3. Total No. of Sets
4. Postal Reference(Fill the Address, State, Country, pin code & Contact number)
5. Remarks/Comments (Student can add any remarks regarding the query)

NOTE: If required the soft copy of the documents then select the **E-mail** option which is extra chargeable i.e. Rs.1180/- (Image 3.3)

6. Click on **SAVE & CONTINUE** button

Image-3.1

The screenshot displays the 'STEP 2 : SERVICE DETAIL' form on the I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY - STUDENT FACILITATION CENTRE portal. The form is titled 'QUERY NUMBER: 38211635' and shows the following details:

- Mode:** Regular
- Roll Number:** 123456
- Course Type:** Bachelor Course
- Session:** 2012 - 2016
- Institute:** A & M Institute of Computer & Technology, Pathankot
- Branch:** Asst - B.Tech. (Mechanical Engineering) - Lateral Entry Semester

The 'STEP 2 : SERVICE DETAIL' section includes the following fields:

- Service Category ***: -- SELECT SERVICE TO APPLY --
- Service Sub-Category ***: -- SELECT SERVICE TO APPLY --
- Total No. of Sets ***: Original Documents
- Remarks/ Comments ***: Applying Transcript and Attestation of documents at Specific Address other than Verification Agency

Below the form, there is a checkbox for 'If you want to send scanned copy' and a note: 'Apply for 40 percent Case Academic Certificate'. A warning message in Hindi states: 'नेवर डुर्मी मवेन बीडी बप्पी रुटी: यदि आप स्कैन कॉपी के लिए आवेदन कर रहे हैं, तो आपको 1000/- रुपये अतिरिक्त शुल्क देना होगा।' (Never submit BDI BPP Ruti: If you are applying for scanned copy, you will have to pay an additional fee of 1000/- rupees.)

A note at the bottom states: 'Note:- if any query related to above-mentioned detail, then please contact us at sfc@ptu.ac.in.'

Image-3.2

Mail - Student Faci... X REPLY FORMAT FOR... X I.K. Gujral Punjab Te... X IKGPTU Student Sup... X about SFC IKGPTU... X Student Support Ce... X IKGPTU Vice Chan... X About IKGPTU - I.K... X +

https://support.ptu.ac.in/StudentPanel/NewQueryS2ServiceDetail.aspx

I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY - STUDENT FACILITATION CENTRE

Welcome, gill.suman1987@gmail.com

QUERY NUMBER: 38211635

Mode	Regular	Roll Number	123456	Course Type	Bachelor Course	Session	2012 - 2016
Institute	A & M Institute of Computer & Technology, Pathankot				Branch	Asr - B.Tech. (Mechanical Engineering) - Lateral EntrySemester	

STEP 2 : SERVICE DETAIL

Service Category *	Original Documents
Service Sub-Category *	-- SELECT SERVICE TO APPLY --
Total No. of Sets *	-- SELECT SERVICE TO APPLY --
Remarks/ Comments *	Backlog Certificate Bonafide Certificate Degree DMC Migration Certificate Provisional Degree Certificate Diploma Certificate

☐ If you want to send scanned copy
ਜੇਕਰ ਤੁਸੀਂ ਸਕੈਨ ਕੀਤੀ ਕਾਪੀ ਲਈ
ਬਿਨਾਂ ਆਪ ਸਕੈਨ ਕਾਪੀ ਦੇ ਲਿਓਂ ਆਵੇ
Note:- if any query related to above-mentioned detail,

Image-3.3

Mail - Student Faci... X REPLY FORMAT FOR... X I.K. Gujral Punjab Te... X IKGPTU Student Sup... X about SFC IKGPTU... X Student Support Ce... X IKGPTU Vice Chan... X About IKGPTU - I.K... X +

https://support.ptu.ac.in/StudentPanel/NewQueryS2ServiceDetail.aspx

I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY - STUDENT FACILITATION CENTRE

Welcome, gill.suman1987@gmail.com

QUERY NUMBER: 38211635

Mode	Regular	Roll Number	123456	Course Type	Bachelor Course	Session	2012 - 2016
Institute	A & M Institute of Computer & Technology, Pathankot				Branch	Asr - B.Tech. (Mechanical Engineering) - Lateral EntrySemester	

STEP 2 : SERVICE DETAIL

Service Category *	Original Documents		
Service Sub-Category *	Migration Certificate		
Total No. of Sets *	1	Postal Preference *	-- SELECT POSTAL PREFERENCE --
Remarks/ Comments *	Please issue Migration Certificate		

☒ If you want to send scanned copy of your documents via email, it is extra chargeable Rs.1000/-
ਜੇਕਰ ਤੁਸੀਂ ਸਕੈਨ ਕੀਤੀ ਕਾਪੀ ਲਈ ਅਰਜ਼ੀ ਦੇ ਰਹੇ ਹੋ, ਤਾਂ ਤੁਹਾਨੂੰ 1000/- ਰੁਪਏ ਵਾਧੂ ਫੀਸ ਦੇਣੀ ਪਵੇਗੀ।
ਬਿਨਾਂ ਆਪ ਸਕੈਨ ਕਾਪੀ ਦੇ ਲਿਓਂ ਆਵੇਦਨ ਕਰ ਰਹੇ ਹੋ, ਤਾਂ ਆਪਕੋ 1000/- ਰੁਪਏ ਅਤਿਰਿਕਤ ਖੁਲਕ ਦੇਣਾ ਹੋਵੇਗਾ।

Enter email address (only one email is allowed) * ABC@gmail.com

Note:- if any query related to above-mentioned detail, then please contact us at sfc@ptu.ac.in.

SAVE & CONTINUE

Step-4 Uploading of Documents

List of Prerequisites documents for each Service is mentioned in TABLE-2. Students are required to follow the following instructions for uploading the documents:

1. It is compulsory to upload all the documents before submitting the query.
2. Only pdf files are allowed to upload & allowed file size is 200KB.
3. To reduce pdf size use any software like pdf compression software.
4. Please make sure each PDF document is clear and page size is standard A4 in Portrait mode. You can use our **RESIZE PDF TOOL** or try using document scanner tools/ Apps like Adobe Scan, Cam Scanner etc. for best results.
5. Before uploading, please ensure your degree certificate is scanned or photographed in landscape orientation and fit into A4 page Portrait mode. Failure to upload in the correct orientation may result in delays in processing your documents.
6. After uploading all the compulsory documents as per the instructions, student can submit query by clicking on **SUBMIT QUERY BUTTON**.

Image-4

The screenshot displays the IKGPTU Student Support Center portal. At the top, a red banner shows the query number: 38211635. Below this, a form contains student details: Mode (Regular), Roll Number (123456), Course Type (Bachelor Course), Session (2012-2016), Institute (A & M Institute of Computer & Technology, Pathankot), Branch (Asst - B.Tech. (Mechanical Engineering) - Lateral Entry), and Grading of DMCs (Marks System (e.g. Maximum Marks, Obtained Marks)).

Service Category is Original Documents and Service Sub-Category is Migration Certificate.

STEP 3 : PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- It is compulsory to upload all the documents before submitting your query
- Only .pdf files are allowed to upload and maximum allowed file size is **200KB**.
- To reduce PDF size, you can use any software like PDF document compression software.
- Please make sure each PDF document is clear and **page size is standard A4 in Portrait mode**. You can use our **RESIZE PDF** tool or try using document scanner tools/ Apps like Adobe Scan, Cam Scanner etc. for best results.
- Before uploading, please ensure your **degree certificate** is scanned or photographed in landscape orientation and fit into A4 page Portrait mode (**see sample**). Failure to upload in the correct orientation may result in delays in processing your documents. You can use our **ROTATE PDF** tool or
- For **M.Tech. Courses**, if single DMC for complete course is issued to Student then please upload same copy against each Semester.

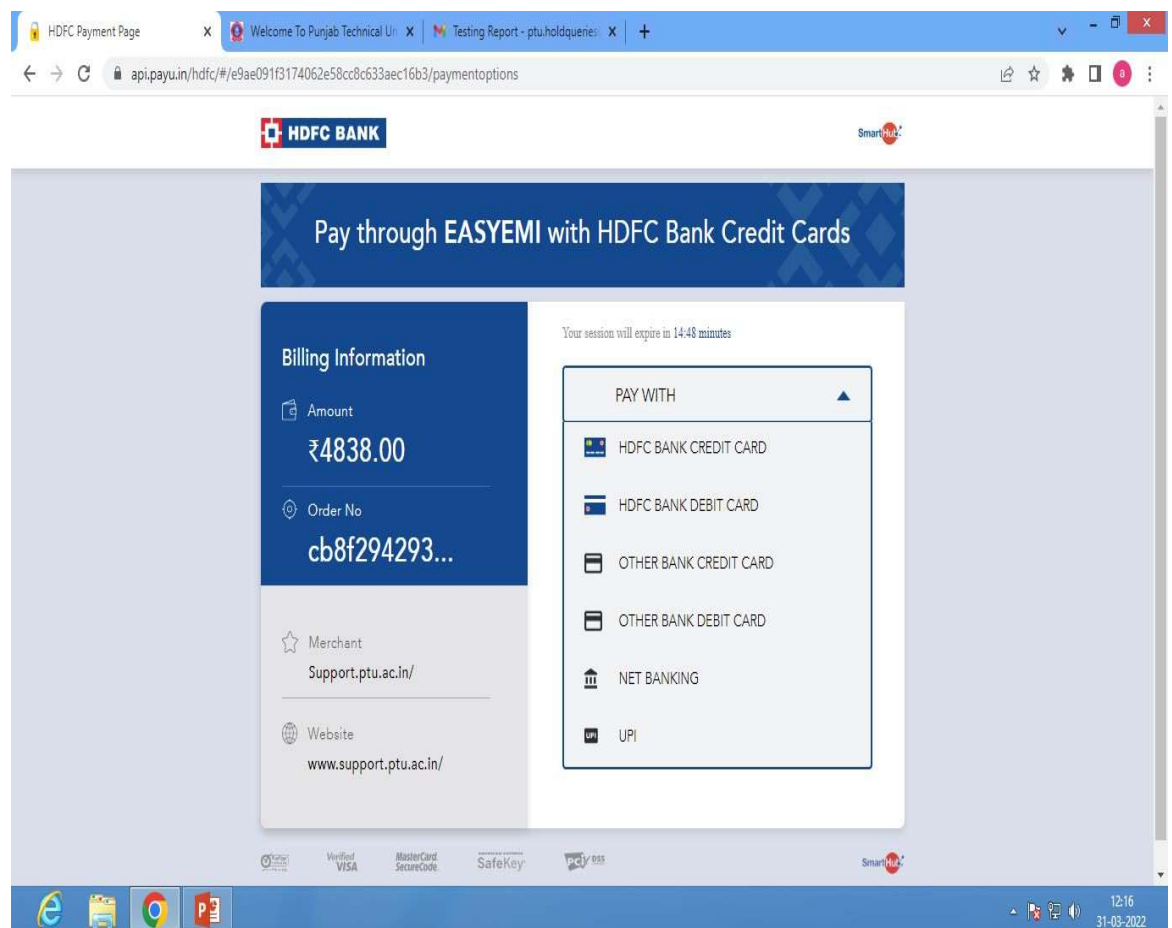
STEP 3 : UPLOAD DOCUMENTS

Document Title	Marks Obtained	Total Marks	EDP DMC Serial No (If EDP No. does not exists then submit DMC Serial No.)	Document* (Maximum PDF file size 200kb)	Action	Download
DMC Semester - 3 (B)	605	850	123456	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
DMC Semester - 4 (B)	655	900	56987	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
DMC Semester - 5 (B)	630	930	47896	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
DMC Semester - 6 (B)	710	900	56976	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
DMC Semester - 7 (B)	580	900	123458	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
DMC Semester - 8 (B)	610	900	456987	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
NDC from concerned college (In Punjab format) (S)				<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
Copy of 10th Certificate (S)				<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	
ID Proof of the Concerned Student (S)				<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	

Step- 5 Eligibility Check by SFC (IKGPTU)

1. The SFC team will perform eligibility check of the submitted query. In case of any discrepancy in the information/ documents, SFC team will send an alert email to upload correct documents and re-submit within 2 working days.
2. Once verified, the student will get an alert email to pay the fees through payment gateway (Image-5). The student can submit the fees through net banking/ credit card/ debit card. University will take 10-15 working days to process your query.

Image-5



Step-6 Dispatch Detail:

1. Once query is processed, the SFC team will dispatch (Speed Post) the documents, and the document dispatch number (tracking ID) will be available in student login account for tracking the speed post. The document soft copy is also available in Student login account.
2. The student may track his/ her query status through the portal login.

In the entire process, the student is advised not to require visiting the University in-person for obtaining documents as the portal is very user friendly and requires minimum external support.