From: **Surya Doolla (Dean of Student Affairs)** dean.sa@iitb.ac.in
Subject: Correspondence ONLY through hardcopy - To avoid delays and backlogs
Date: 25 September 2023 at 7:40 AM
To: student-notices@iitb.ac.in
Cc: Office Dean SA dean.sa.office@iitb.ac.in, Associate Dean adean.sa@iitb.ac.in

Dear Students,

This is regarding various requests/applications/issues sent/reported by students via email to Dean (SA), Associate Dean (SA), and Office of Dean (SA). Email was very useful during the pandemic as we were required to maintain social distancing. Also, the number of emails received by this office was very less during the pandemic as majority of students were at home.

This method (email based) of communication is found to be not effective post-COVID. Many a times only one of the above are marked in the email. Sometimes, the email is not marked to the right person. One of the above has to then forward it to the right person (leading to a significant delay) and in many cases it was later found that separate emails were also sent to all by the same student.

This is leading to confusion, more time being spent on forwarding/sorting/answering such mails and subsequently, resulting in delays and backlogs.

Given the large number of emails that we receive, it is possible that some important emails might get missed out. It is very difficult to keep track of emails and ensure that the requests/applications are addressed to within the stipulated time.

From now on, all student communications to Dean (SA), Associate Dean (SA), and Office of Dean (SA) must follow the hardcopy route. We will NOT be attending to emails. Students should ensure that their hardcopy letter (application/request/complaint) is forwarded with recommendations of their facad/guide/course instructor/HoD/Warden (wherever applicable depending on the type of application/request). Such applications with original signatures are to be submitted to the Dean (SA) Office.

In case of any urgency, please reach out to hostel General Secretary/Hostel Manager/GSHA/Warden/A.Dean(SA)/Dean(SA) directly instead of sending an email.

Thank you for your continued support.

With regards,
Surya and Atul
Dean (SA) and ADean (SA)

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Best regards,
Surya

Suryanarayana Doolla
Dean of Student Affairs,
Professor, Department of Energy Science and Engineering,
IIT Bombay
Powai, Mumbai 400076

> On 29-May-2023, at 11:44 AM, Surya Doolla (Dean of Student Affairs) <dean.sa@iitb.ac.in> wrote:
>
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Given the large number of emails that we receive, it is possible that some important emails might get missed out. It is very difficult to keep track of emails and ensure that the requests/applications are addressed to within the stipulated time. To address this concern in the long run, we are working with students' technical team and ASC to develop an online portal to address routine requests (room retention during summer, extension, etc). However, this would take sometime.

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