

SIR SYED UNIVERSITY OF ENGINEERING AND TECHNOLOGY

SSUET/REG/2019/

August 26, 2019

STUDENT FACILITATION

1. To facilitate our students, SSUET has established Students **Help Desk (HD)** that is located adjacent to University Guard Room on Sardar Ali Sabri Road.

2. From the **HD** students can obtain forms related to Enrolment, ID, Migration, Transcript, Provisional Certificate and Degree, Verification, Scrutiny, Duplicate Mark sheet, Security Deposit, etc. These forms as required can also be Downloaded from SSUET Website: www.ssu.edu.pk (Application Forms).

3. **HD** is a One Window Operation Facility. All a student requires is to:

- a. Get the relevant forms & fee challan from the **HD**.
- b. Read instructions carefully filling up the Form not to miss out any detail.
- c. Fill up the form & tick urgency (Most Urgent, Urgent, Regular) as required. Fee for Most Urgent, Urgent and Ordinary requirement of documents is clearly mentioned in the relevant Forms.
- d. Ensure all the documents mentioned in the form are attached.
- e. Pay charges at MCB (SSUET Branch) and attach the counter foil with the application from on top above the application
- f. Attach a current photograph (Passport Size) as applicable.
- g. Deposit Application form at Help desk (**HD**) & get a slip with date mentioned for collection of the document from the concerned department.

4. **HD** issues a receipt that clearly mentions date of collection with Extension Numbers of DR-II and Examination Depts.

5. Students are to call the relevant dept for readiness of the form before visiting the University to collect the required document from the concerned dept.

6. The university gets the docs. signed from various depts as per the revised process and the students are not required to go from desk to desk to get the forms signed.

7. HD briefs the student's necessary details relevant to the process, fee, document attachment and requirement of attested copies as applicable.

8. Forms are not accepted for Mark Sheets, Transcript, Provisional and Degree in case there are outstanding Fee Dues and Misc. charges against any student. Similarly, the student must have returned all the drawn books and any equipment, book, handout or document from any Lab.

9. For getting any information/assistance (academic or non-academic) during the university hours both regular and passed out students can visit following offices:

- a. Reception: DDSA(Ops)
- b. Help Desk: Office Assistants (Mr. Shams and Ms. Sobia)
- c. AG-10: DDSA(Admin)

10. Additionally the students can visit the office of DSA (BG-01) for formal processing of their registered complaints/matters that are of extraordinary nature.

11. **HD** Timings are as mentioned below:

- a. Monday to Thursday: 9:00 AM to 3:00 PM
- b. Friday: 9:00 AM to 12:00 (Noon)

Engr Syed Sarfraz Ali
Registrar

Copy to:

All Concerned
Dept and General Notice Boards
SSUET Website
Registrar SSUET Face Book