

STUDENT'S FACILITATION DESK

1. **General.** Prime aim of all students at NUTECH is to stay focused on their studies and concurrently it is the resp of all Faculty / Sp staff to play their role in ensuring the same by providing them the hassle and trouble free environ. Towards this end, other than academic issues (which are addressed by academic advisors / HoDs), one of the distraction of students, however, could be small or major irritants in the shape of various administrative problems or procedural non clarities / delays that draw their attention / time and energies.
2. In order to relieve students of such worries and look into their issues in an efficient and pragmatic way, a "Students Facilitation Desk" (SFD), has been estb under the aegis of DSL office. The sole purpose of SFD is that all the procedural / administrative queries / problems of students that they face / register are handled by SFD. Students will not be req to run from one office to the other to help seek the solutions and instead spend the same time for more objective and qualitative purposes.
3. **Aim.** To facilitate students in resolution of their problems as "One Window Operation" through intra departmental coord.
4. **Objectives**
 - a. To act as first point of contact and link between students and the concerned depts.
 - b. To help students in resolution of their problems in a more org and efficient manner.
 - c. To reduce wastage of time by students while visiting various offices.
 - d. To help reduce the freq of visitors cum students in university offices i.e Admin, Admission, Registrar and CoE etc.
 - e. To help reduce the freq of un nec mov of students in Administration Block.
 - f. To help streamline / improve the procedures and responses by all related offices / depts.
5. **Composition / Staff Duties**
 - a. **DAD (SA).** Overall In Charge.
 - b. **Jnr Offr**
 - (1) Compilation of e - complaints and fwd them to related offices / depts.
 - (2) Close liaison / coord with related depts for fol up / early resolution of complaints.
 - (3) Supervise / delegate the tasks to Snr Supervisor and Assistant.
 - (4) Put up daily inflow of complaints and resolution status to DAD (SA).

c. **Snr Supervisor**

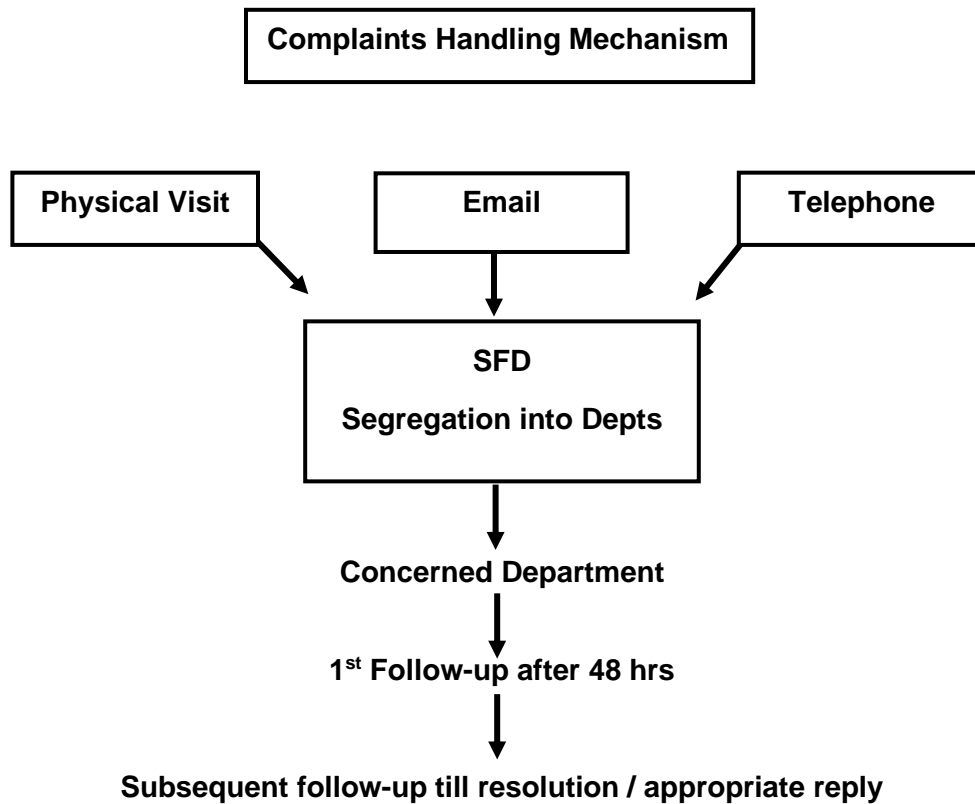
- (1) Physically visit various office / depts as instr by Jnr Offr for complaints resolution.
- (2) Keep track of the issues being fol.
- (3) Timely intimation to superiors about problems being faced while clearing the complaints.

d. **Assistant**

- (1) Issuance of Suggestion / Complaint forms to all desirous students.
- (2) Receipt of duly filled Suggestion / Complaint forms from students and their logging into register.
- (3) Dept wise segregation of forms and handing them over to Jnr Offr for email.
- (4) Prep dept wise monthly summary of complaints and resolution status (incl PPT).

6. **Modus Operandi**

- a. SFD has been estb within DSL office, at Lvl 1 of Academic Block.
- b. Complaints can be registered with SFD by students and their parents / guardian through fol:-
 - (1) Physical visit and obtaining / filling / submission of requisite form.
 - (2) Dedicated LL extn 364 (10 am - 4 pm).
 - (3) Addressing through email ID sfd.dsl@nutech.edu.pk
- c. All the Suggestions/ complaints will be properly logged into a register and fol up with related offices/ depts by the dedicated staff of DSL office.
- d. First reminder in case of non-receipt of response will be initiated after 48 hrs of 1st intimation and matter will be fol till resolution or till receipt of an interim / appropriate reply.
- e. In certain cases physical presence of students in various offices will be mandatory. For such cases, each dept will designate the concerned staff member by name and intimate his / her extn and cell no to SFD for smooth coord / exec of duties. Any change in this respect will be intimated to SFD on occurrence to avoid any inconvenience / delay.
- f. Summary of complaints along with resolution status will be processed / presented to Pro - Rector for visibility on monthly or on as req basis.



7. **Conclusion.** Formation of SFD under DSL is to help students in resolution of their problems through “One Window Operation”. To make this initiative a complete success, “Multi Departmental Concerted Efforts / Cooperation” with SFD is essential without which it will be difficult to achieve the intended purpose.