



# COMSATS University Islamabad

## Wah Campus

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No. CUIW-Acad-5(20)-212

October 27, 2021

Subject: **Student Facilitation Desk**

It is to inform that Student Facilitation Desk is established at Student Affairs Office to facilitate students to deal all matters related to student's *financial aid, examinations, career development center, accounts, and academics* from Monday, November 01, 2021 instead of visiting various offices for different matters.

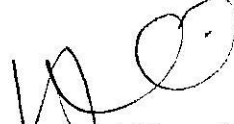
The students may apply through online portal (<https://portal.cuiwah.edu.pk>), by using their existing login and passwords and view ticket under 'General' menu. There is no need to print the ticket. The student may check status of their application/query/problem already uploaded/submitted.

After submission of application for any required documents as per list provided in the portal, the student will collect the same from student facilitation center on the time communicated to him/her.

Students may apply through email for issuance of following documents, the soft copy of these documents will be sent to them through email, and they may also collect the hardcopy of same from Student Facilitation Desk:

- Issuance of Certificate like Bonafide Certificate, English Proficiency Certificate, Character Certificate, and No Objection Certificate (NOC)	<a href="mailto:academics@ciitwah.edu.pk">academics@ciitwah.edu.pk</a>
- Internship letters	<a href="mailto:cdc@ciitwah.edu.pk">cdc@ciitwah.edu.pk</a>

The students may apply online from their portal for issuance of Internship letters and collect the hard copy from Student Facilitation Desk. Moreover, students may also approach the facilitation desk in case of any problem in online clearance.

  
Dr. Jawwad Ahmad  
Additional Registrar

**Distribution:**

- All HoDs
- All Section Heads

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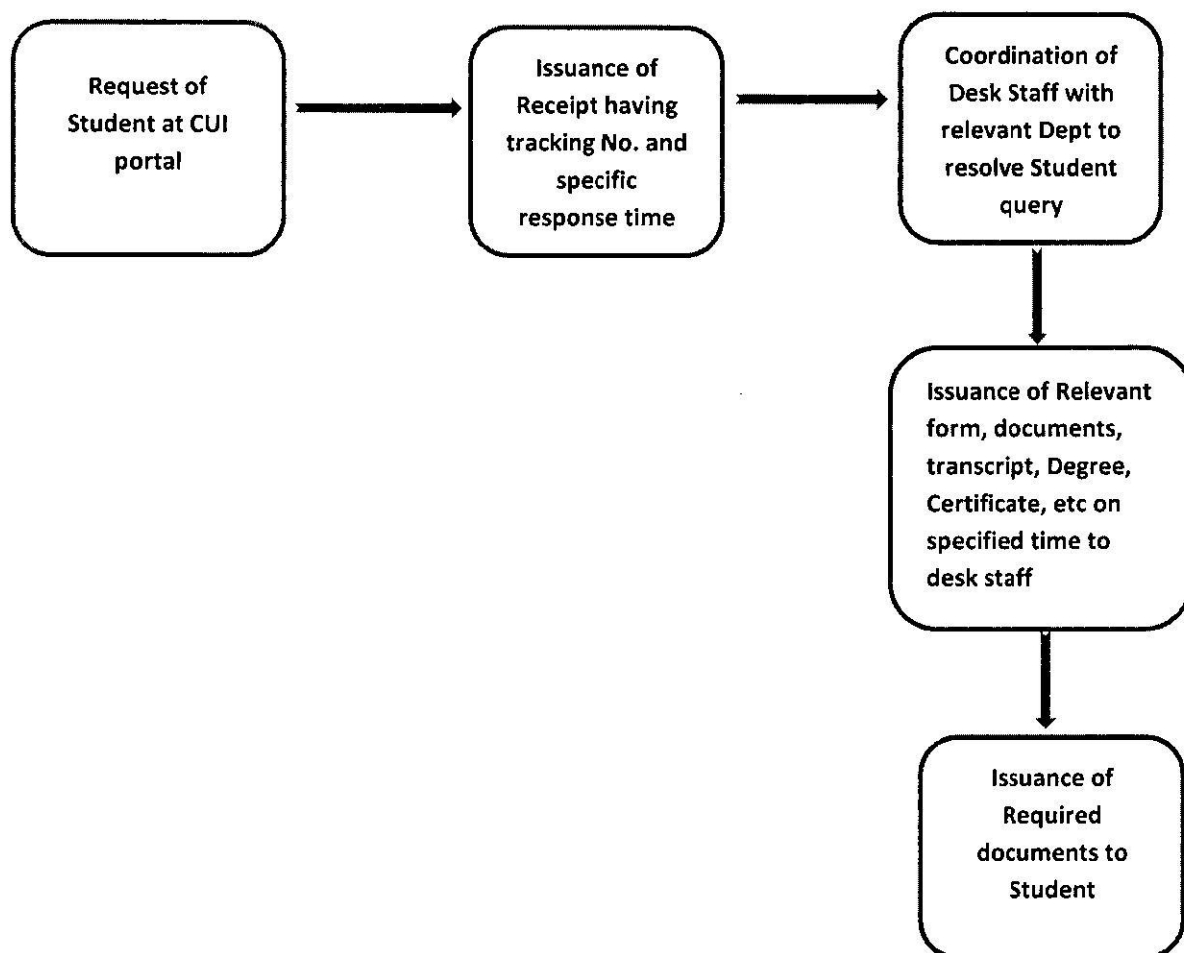
- Director (for kind information)
- Notice Boards

## Establishment of Student Facilitation Desk

Through the newly developed Student Facilitation Desk in Student Affairs Section is committed to serve and guide admission aspirants, visitors, enrolled students of undergraduate and graduate programs and alumni positively and proactively within a specific period. The Student Affairs Section assures best service delivery and effective support to improve efficiency and addressing students' matters related to admissions, academics, examinations, accounts, financial aids, and career development.

We encourage and welcome our students to contact staff at Facilitation Desk regarding any concerns that you may have.

### Workflow of Student Facilitation Desk



## Response Time to Address a Student Request - Activity Chart

Department	Description	Execution Time
<b>Student Financial Aid Office</b>	Scholarship Application Processing	3-4 Hrs
	Signature/Attestation on Form for Various Scholarships	3-4 Hrs
	Scholarship Info	Same Time
	Submission of Form and Deficient Documentation	Same Time
	Disbursement of Cheque of all external scholarships	1 week
	Fee equivalence certificate	3-4 Hrs
<b>Academics</b>	Issuance of Certificate like Bonafide, English Proficiency, Character Certificate, NOC, etc	3-4 Hrs
	Issuance of ID Cards	3-4 Hrs
	Issuance of Migration Certificate	3-4 Hrs
	Signature on ISSB Forms	3-4 Hrs
	Late Course Registration	Same Day
	Course Add/Drop	3-4 Hrs
	Semester Freezing / Withdraw	1 Week
	Inter-Campus Migration	2 Week
	Collection of PEC/NCEAC Forms	Same Time
	DI Cases	2-3 Days
	Graduate Re-admission	2-3 Days
<b>Accounts</b>	Fee Vouchers Issuance	On Spot
	Disbursement of Scholarship Cheque	1 Week
	Clearance of Student	3-4 days
<b>Examinations</b>	Issuance of Transcript	3-4 Hrs
	Issuance of Degree	3-4 Hrs
	Issuance of Result Card	3-4 Hrs
	Issuance of Progressive Certificate	3-4 Hrs
<b>Career Development Center</b>	Internship Certificate	3-4 Hrs
	Signature on Internship Forms	3-4 Hrs
<b>Transport</b>	Issuance/ Collection of fee voucher	3-4 Hrs

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## **Admissions Desk:**

Admission desk provides general information and guidance to aspirants about admissions at CUI, Wah Campus throughout the year. Admissions are being held twice in a year known as, Fall Session and Spring Session. During the regular admission cycle, Admission Office deals with the candidates to help them for online admission form submission, NTS Test for undergraduate and graduate programs, display of merit list, and guidance for program choice, etc. Students are being facilitated by Phone calls, Email coordination, Admission portal, and Social media. Details are available on <http://cuiwah.edu.pk/Admissions/Prospectus>.

### Contact Person

Dr. Akmal Javaid, Senior Manager, Student Affairs

Email: [akmal@ciitwah.edu.pk](mailto:akmal@ciitwah.edu.pk),

Phone: 051-9314484-051-9314371

## **Academics Desk:**

The Academics department plays a vital role while making sure that all enrolled students have completed all pre-requisites as per SOPs. Students will coordinate with Academic Desk throughout their stay at CUI, Wah Campus and even after their graduation for the following matters:

- i. Registration of newly admitted students
- ii. Registration of courses
- iii. Display of scheme of study on CU online
- iv. Add/ drop or withdrawal of courses
- v. Upload pictures of students on CU online.
- vi. Issuance of students' ID cards.
- vii. Semester withdrawal
- viii. Semester Freeze
- ix. NOC Certificate
- x. Bonafide Certificate

### Contact Person

Ms. Khadija Saeed, Assistant Registrar

Email: [academics@ciitwah.edu.pk](mailto:academics@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 213

## **Examinations Desk:**

Examination section is mainly concerned with the smooth conducting of all the mid-terms and terminal examinations throughout the semester. A brief set of roles of the examination desk is as under:

- Issuance of Admit Cards to the students.
- Dealing with Paper Rechecking and Unfair Means Cases
- Providing result cards and transcripts to the students.
- Issuance of degrees to the students.
- Provision of information to the students regarding their pass out statuses.
- Providing provisional result card to the student.
- Provision of information regarding convocation of the graduating students
- Revised Degree Transcript
- Information regarding MS and PhD Thesis and formalities.

Contact Person:

Mr. Muhammad Tariq Zafar, Additional Controller of Examinations

Email: [exams@ciitwah.edu.pk](mailto:exams@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 222

## **Accounts Desk:**

The Accounts desk facilitates in matters regarding their fee and different challan forms as follows:

- i. Fee Challan
- ii. Bus challan
- iii. Hostel challan
- iv. ID card challan
- v. Semester result card challan
- vi. Disbursement of Scholarship Cheques.

Moreover, Fee vouchers are also available online in student portal.

Contact Person

Syed Shafiq ur Rehman Gillani, Deputy Treasurer

Email: [shafiqgilani@ciitwah.edu.pk](mailto:shafiqgilani@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 208

## **Hostel:**

CUI Wah Campus provides hostel facility for male and female students opposite to the campus in gated vicinity. All rooms are fully furnished and the management is highly dedicated to make sure a very comfortable and healthy environment in the hostel. Hostel has a warden and other relevant staff which deals with students and their queries, problems and complaints.

### Contact Person

Dr. Muhammad Sharif, Hostel Warden

Email: [sharif@ciitwah.edu.pk](mailto:sharif@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 205

## **Student Financial Aid Office (SFAO)**

The Student Financial Aid Office provides detailed information regarding various internal and external scholarships and process their cases. The SFAO interacts with students regarding announcement of scholarship, collection of application from students, conduct of scholarship interviews, notification of scholarship and preparation and submission of utilization reports to the donor agencies.

### Contact Person

Ms. Sadia Nawaz, Incharge SFAO

Email: [sfao@ciitwah.edu.pk](mailto:sfao@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 234

## **Career Development Center**

The primary goal of Career Development Center is to facilitate and support the professional and personal aims of students and their career planning for internship, experimental education, full-time employment and guidance for higher education based on job market trends through career development workshops, mock interviews, industrial visits and collaborations under umbrella of academia- industrial linkages, open house and job fairs, and liaison with alumni.

### Contact Person

Dr. Usman Ghani, Incharge CDC

Email: [cdc@ciitwah.edu.pk](mailto:cdc@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext. 235

## **Student Startup Business Center (SSBC)**

The Student Startup Business Center provides a platform to students to launch their startups. The goal of the program is promotion of talented students' entrepreneurship and enhancing their practical learning experience at the Institute.

The overarching objective of the Centre is to promote student startup businesses by offering necessary support both in the form of mentoring and initial financial resources through its Startup Entrepreneurship Fund. The SSBC will provide a continuous stream of student led businesses and innovations at CUI Wah Campus.

### Contact Person

Dr. Sohail Ahmed Khan, Incharge SSBC

Email: [ssbc@ciitwah.edu.pk](mailto:ssbc@ciitwah.edu.pk)

Phone: 051-4534200-201 Ext.236

W.S.