

University Students Housing (USH) Standard Operating Procedures

Note:

All rules mentioned in hotel SOP's will be applicable on boarders till their stay in USH.

USH administration reserves the right to make any change in University Student Hostel rules without any prior notice to boarders.

Amendments and Interpretation

The Head OCMS shall be the final authority for interpretation of these Rules.

Amendments or addendums to these Rules may be issued by the Head OCMS as he may deem fit under intimation to Rector Office. In case of exigencies the Rector can over-rule any or all the provisions contained in these Rules.

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SOP's FOR MANAGING THE UNIVERSITY STUDENT HOSTELS

In exercise of the powers conferred by Management of UMT hereby makes the following rules:-

1. Short title and commencement:

- a. These rules may be called 'USH and Mess Rules of UMT'
- b. They shall come into force on the date of their approval from the Rector University of Management and Technology
- c. The rules as approved from the Rector UMT would be notified by the Head OCMS / Warden.

2. Definitions

- a. **"UMT"** means the University of Management and Technology, Lahore also referred as **"University"**
- b. **"USH"** means the University Student Hostels.
- c. **"Head"** means the Head Office of Campus Management and Services
- d. **"Hostel"** means the accommodation place given to the students of UMT to board and lodge in such hostel which are in the Jurisdiction of the UMT also known as **"University Student Hostel"**
- e. **"Hostel Authority"** means Head OCMS \ Warden who would be overall in charge/ disciplinary authority to maintain discipline and harmony amongst the boarders, between boarders.
- f. **"Warden"** means the Warden of USH.
- g. **"Boarder"** boarder means the bonafide students of the UMT who choose to reside in the hostel.
- h. **"Food Committee"** means the independent body constituted for 'overall direction superintendence and control, of student messes in the USH (Faculty and Senior Management nominated by Rector).
- i. **"Mess Committee"** means the independent Committee duly constituted from the boarders of each hostel in the presence of the warden of the hostel duly approved by the Head OCMS. Such Committee would be responsible towards the functioning of the mess of such hostel.
- j. **"Mess Contractor"** mean the Food Service providers primarily engaged in providing food services to boarders at USH on contractual for a specified period of time.
- k. **"Ragging"** means teasing, manhandling, ill-treating with rudeness with any fresher, psychological harm that raises fear in the mind of fresher, asking the fresher to perform any act, this has the effect of causing or generating a sense of shame so as to adversely affect his/ her physique/psyche.

3. Aims and Objectives

- a. To make the hostel life of a student cherish able for a lifetime.
- b. To create an atmosphere of harmony and co-operation amongst the boarders of each hostel.

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- c. To provide the boarders a peaceful and congenial environment to enable them to excel in their studies and personality development.
- d. To create amongst boarders, a sense of accommodation and to inculcate discipline.
- e. To run and to manage the Hostel and the Mess efficiently.

4. Admission to Hostel

- a. Only UMT active participants are eligible for hostel admission. There shall be separate hostels for male and female students.
- b. Admission to USH will be subject to payment of sum, as decided by University Authorities from time to time.
- c. Boarders are not allowed to use USH premises to run/manage any kind of business during the stay.
- d. **Note:** The mess / food expense is not included in the hostel fee.

5. Allotment of Rooms

Rooms will be allotted by the Warden(s) as per the policy after allotment, a student will report to official authorized by Warden and take possession of room after signing inventory of the furniture, electrical and other items in the room. Warden(s) may consider written requests for change of rooms within the hostel and decide the same on merit of each case. The furniture, electrical and other items in the room are exclusive property of the USH and their maintenance and upkeep would be the responsibilities of the USH. Such facilities are provided by the USH to the boarders to make their stay pleasant.

6. USH Admission Fee

Admission Fee	PKR 10,000/- at the time of admission
Hostel Security	PKR 5,000/- Refundable
USH accommodation Fee (Sharing basis)	PKR 79,900/- Per Semester
USH accommodation Fee (Single/Independent)	PKR 184,400/- Per Semester
Internet Facility Charges	PKR 1,000/- per month
Generator Charges	PKR 6,900/- Per Semester

Note: Additional charges/expense for the use of Air-conditioner, refrigerator, microwave ovens, hot plate, iron, room heaters, and room water cooler will be borne by the boarders on actual consumption and electricity tariff basis (Sub-meter installation cost will also be the responsibility of boarder). If a boarder found to use any of these appliance without the prior approval of Warden, a fine of 10,000/- be levied.

7. Fee Rules

- a. USH accommodation fee will be payable in full on six-month basis (at the start of every semester).
- b. That if a UMT bonafide student acquires accommodation in USH during semester, the hostel fee will be charged from the date of joining of USH.
- c. Late payment fine shall be PKR. 100/day.

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- d. The USH administration with the consultation of higher management reserves the right to revise the hostel fee/rent at any time. The revised rates will be applicable to all new and old boarders

8. Extension in Dues Payment Date

Warden may allow maximum 15 days extension. For more than 15 days' extension period, the approval from competent authority will be required. Treasurer UMT will be the final authority in this condition.

9. Hostel Dues Installments

- a. That Head OCMS/Warden may allow maximum two installments (to Boarders) in case of nationwide crisis like Pandemic Corona COVID-19 or other prolong catastrophe (War, Earthquake, riots, industrial crisis) or as an exception cases to cases related to participant's financial condition. For this condition special approval from competent authority will be required.
- b. That Head OCMS/ Warden may allow maximum two monthly installments in hostel dues, payable on 10th of each month in normal country's business conditions.

Note: All fees and other charges are subject to revision from time to time.

Student can use electrical appliances at additional cost, to be paid with hostel dues.

10. Hostel Leaving

The USH boarders are required to follow the leaving protocol as defined by USH administration in consultation with OTR.

- a. After receiving written request from the hostel boarder, the Warden will verify the status of occupant and initiate the clearance process. After filling the clearance document, the same will sent to OTR for financial clearance.
- b. OTR will finalize/verify all the financial matter relating to boarders hostel dues, i.e. room rent, electricity bills, or other unsettled payables and issue N.O.C to student and a copy to USH administration.
- c. After receiving N.O.C. from OTR, USH warden or his nominee will monitor the handing over of boarder's luggage process.
- d. The hostel administration will be responsible to obtain key of room, examine the fixture of room and if any asset found damaged, the appropriate financial charges will also be recovered from boarder before leaving the hostel.

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11.Rejoining of Hostel

Any student who leave the hostel on any reason or left hostel on completing his/her degree and wants to stay or rejoin the hostel may be treated as new candidate and he/she has to pay admission fee of hostel again.

12.Refund Policy

- a. Refund may only be provided to those USH boarders who are leaving hostel and university as well otherwise any excess amount as per the record of OTR will be adjusted in upcoming fee after endorsement from warden.
- b. Upon leaving USH before two months stay, only 50% of semester rent shall refunded or adjusted in tuition fee.
- c. Upon leaving USH after staying more than two months but less than three months 25% of the rent will be adjusted in tuition fee.
- d. After staying three months no refund request is acceptable.
- e. If a boarder left the USH without completing the USH clearance procedure at any time no refund request shall be entertained (regardless of the period of stay).
- f. Tax once deposited is non-refundable however Tax deduction certificate will be issued in due course of time.
- g. Refundable securities are paid at the time of leaving university after necessary adjustment of outstanding dues.

13.Fine Waiver

The UMT authorities sets the amount of fine on late submission of hostel dues/fee. Requests for waiver of fine shall be reviewed by Hostel Committee or its nominated person to review the genuineness of applicant's reason for inability to payoff said dues.

The Hostel committee or its nominated person will also consider applications for a full or partial fee waiver for individuals due to financial hardship or in special circumstances. The decision to waive a fine (in full or in part) is based on the information and supporting documentation provided by the requester.

Apart from above, below mentioned authorities may consider fine waiver requests keeping in view the nature of the matter.

Head OCMS

UP to 50% of fine.

Note: Head OCMS has a discretion to reduce or waive fine in a particular case based on financial hardship.

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Rector UMT

Rector has discretionary financial power to allow waiver in full and or in partial what so ever may deemed better.

14. Alumni Stay in USH

Alumni can stay three days free of cost at the time of convocation and or settlement of university academic issues by requesting in writing (through email) and prior approval of USH Warden. Successive days of stay will be charges @PKR 500/- night. This cost not includes meal, laundry or other service charges.

Note:

This facility will be provided subject to availability of accommodation and on first come first serve basis.

15. Guest/Visitor Policy

- a. Only those male or female visitors can be allowed to enter in the USH guest area whose particulars are given in the visitors list by the boarders. No female visitors are allowed to enter in boys' hostel or male visitors in girls' hostel under any circumstances.
- b. Only those male & female visitors will be allowed to enter the guest area whose name are mentioned in visitors list by the boarders at the time of admission in USH. It is the prime responsibility of boarders to provide the name, photograph and copies of NIC of parents and guardian at the time of admission in USH.
- c. Visitors are not allowed to enter in the USH premises without proper identification and submission of his/her N.I.C. at reception area.
- d. Guests once allowed will be charged PKR 500/per night/person to concerned USH boarders. If boarders' desires to keep his/her guest for more than three nights, the prior approval of Head OCMS is required.

16. Mess Rules

Mess will be run by a contractor under supervision of Warden USH. Facilities of breakfast, lunch and dinner as per approved menu and rates will be available to USH boarders.

- a. Boarders are required to pay the mess dues in cash for their meals.
- b. **Special Instructions for Contractor:** Mess schedule will be displayed properly on mess notice board and updated regularly.

17. Medical Issues

All illness cases will immediately be reported to USH incharge, who shall make necessary arrangements for medical help or shifting of patient to nearest hospital.

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18. Recreational Tours

During Study Semester period;

- a. Boarders are not allowed to plan or organize the recreational tours without the prior permission of USH administration and endorsement by Rector Secretariat.
- b. Permission will not be granted to boarders to accompany a recreational trip organize by private tour operators or any other group of persons in any case.
- c. All boarders are required to obtain approval from their parents and or guardian before left to any tour study or recreational.
- d. UMT administration will hold no responsibility to any crisis occurs during recreational or study trip by any mean, accident, life threat and lose of valuable.

19. General Conduct & Discipline Rule

- a. Every boarder shall be in his / her room by **11:00p.m for boys and 10:00 p.m.** for girls. The hostel incharge will take a round of the hostel after these timings to strict observance to the schedule by the boarders. Boarders are not allowed to leave the USH after (**08:00pm for Girls and 11:00pm for boys**) . Any boarder, who desire to stay out after time, shall take prior written approval from warden.
- b. USH administration will hold no responsibility if any crisis occurs after leaving USH by any mean, accident, life threat and lose of valuable.
- c. Boarders should keep their rooms and hostel premises clean. The boarder shall not damage any hostel property.
- d. Students should switch off lights, fans etc. when they are not required. For the use of other electric appliances, prior permission of Warden is necessary. They should agree to pay the electrical charges as per the USH policy effective from time to time.
- e. The boarders are not allowed to gamble, to consume intoxicants (narcotics, alcoholic beverages, smoking etc.), nor are they allowed to have possession of them in the hostel premises.
- f. The boarders are not allowed to invite any guest in to their rooms in the boys' / girls' hostel.
- g. The boarders are not allowed to accommodate guests in their rooms without written permission of the USH authorities.
- h. The boarders are not allowed to keep with them any fire arms or weapons even if they possess license thereof.
- i. The boarders are not allowed to keep any pets in the hostel premises.
- j. The boarders are not allowed to invite undesirable elements into the hostel premises.
- k. The boarders are not allowed individual cooking etc. in the rooms and messing outside the Hostel is also not allowed.
- l. The boarders are not allowed to stay overnight out of their hostels or to go out of station without prior permission of the Warden concerned.
- m. Any act of manhandling, group fighting, intimidation or violence, willful damage to property or drunken behavior constitutes a serious offence.
- n. The boarders shall refrain from ragging the junior students in any form and violation of it will be treated as a gross misconduct.

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- o. The boarders shall not indulge in any act of theft, immoral acts, misbehavior with USH/mess staff, spread of regionalism, communalism and casteism etc.
- p. The boarders are expected to live in the USH as a community and with a full sense of responsibility. They should behave with restraint and decorum and should not act in any fashion, which may cause disturbance to anybody. The boarders shall observe **10.00 PM to 6.00AM** as silence hours.
- q. The boarders are not allowed to take any common room or mess property into their rooms except on issuance of the same.
- r. The boarders are not allowed to play out door games other than those allowed by the Warden, in the USH premises.
- s. Students are not allowed to convene any meeting in or around USH without the permission of Warden.
- t. The boarders must abide by any other instructions conveyed by Head OCMS and Warden from time to time for smooth functioning of USH.
- u. The concerned hostel authorities may visit/inspect the rooms of boarders any time to ensure proper cleanliness and other discipline related matters.
- v. The boarders (boys) should report back in the hostel before the specified time daily.
- w. In case of any emergency all the boarders should report the matter to any USH authorities / employee on duty i.e. Warden / Incharge Hostel / duty officer immediately.
- x. Boarder should not keep costly items like jewelry, electronic gadget etc. The boarder is responsible to keep proper security of their valuables. USH authorities shall not be responsible for any theft or damage.
- y. The boarder must possess their identity cards with them all the time including while they are going out. Prior permission from the Warden should be sought before leaving the station.
- z. The boarders are required to pay the Mess amount on time to avoid inconvenience

20. Additional Rules for Girls Hostel(S)

In addition to the general discipline rules specified in **Rule 19**, the boarders of Girls Hostel shall abide by the following rules;

- a. Every boarder should report back in the hostel before hostel timings, as notified by the USH authority. While going out of USH, proper entries have to be made in a register.
- b. Anyone leaving station for going home/ other places for weekend or for vacations must make proper entry in leave register and seek prior permission of the USH Warden.
- c. No guests, including parents are allowed after the hostel timings in the hostel.
- d. Workers/electrician etc can visit the girls' rooms only after making proper entries and with the prior permission of the hostel incharge.
- e. A Guest register has been kept at the reception counter. USH boarders should ensure that they make proper entries in that register when their guests visit. If the proper entries are not made in the register then a warning to such boarder would be issued. On repetition of this practice the matter shall be sent to hostel committee / Student Disciplinary who may pass such order as thinks fit.

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21. Ragging

- a. No act of ragging shall be tolerated.
- b. Any act of ragging shall not go unnoticed and unpunished. It is incumbent on the boarders to inform such act to USH administration or to Head OCMS or Warden.
- c. In case any boarder is found to indulge himself/ herself in the act of ragging by whatever means within premises of the USH or outside the USH shall expose himself/ herself for the following punishment which can be any or all:-
 - i. Expulsion from hostel.
 - ii. Fine with written apology.
 - iii. Withholding a scholarship or other benefit.
 - iv. Debarring from representation in events or campus placement.
 - v. Adverse entry in Character Certificate.
 - vi. Suspension from the university.
 - vii. Expulsion from the university

22. Procedure of Disciplinary Proceedings

- a. If the appropriate committee is satisfied that a prima-facie case exists against the boarder for violation any of the rules, the committee may suspend such boarder(s) from the hostel, pending a final enquiry. The final inquiry is to be done within 10 days from the date of the suspension of the boarder(s). The outcome of which is to be announced not later than 10 days from such a suspension. In case, the final inquiry is not completed or is delayed by any reason for more than 10 days than such suspension will stand revoked without any further proceedings to be conducted on the same cause of the action.
- b. Any boarder aggrieved by the decision of the appropriate committee may prefer an appeal to the Rector within 07 days from the date of decision and during the pendency of the appeal or till the period of 07 days are not expired any such decision would not be implemented. The Rector on receiving the appeal may dispose-off the appeal as he think fit in the facts and circumstances of the case within a period of 15 days. The order of the Rector is final and no further appeal lies to any authority or in any court.
- c. The respective USH warden will enquire all the cases of breach of USH conduct rules pertaining to a hostel and take suitable action.
- d. In case of serious breach of conduct, the warden USH may request Head OCMS to constitute a committee to enquire and take suitable action, defined under Disciplinary Penalties.
- e. In case of the inter hostel dispute /conflicts, a committee headed by Head OCMS will take appropriate actions after enquiry.
- f. Head OCMS may also appoint a committee for enquiry into breach of USH rules.
- g. The actions taken by above mentioned authorities/committees shall be reported to next Reviewing authority.
- h. While conducting the final enquiry the concerned authority will ensure that opportunity is given to the boarder to present his view point. After the decision is conveyed to the boarder, he may request the concerned committee for its review. An appeal for pardon, remission, commutation, reprieve, and relief shall be with the Student Disciplinary Committee/ Head OCMS /Rector as the case may be.
- i. Head OCMS may review action taken by Warden's.

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- j. Action taken by Head OCMS may be reviewed by Rector.

23. Disciplinary Penalties

A boarder found to have violated any of Conduct & Discipline rules:

- i. May be issued written/verbal warning
- ii. May be placed on conduct probation
- iii. May be asked to tender verbal/written public apology
- iv. May be fined up to a sum of Rs. 25000/-
- v. May be asked to call his/her parents
- vi. May be asked to make good any loss individually or jointly
- vii. May be suspended from hostel temporarily or expelled permanently
- viii. The case may be referred to Student Disciplinary committee/Police

24. Management of Messes in the USH through UMT Food Committee

- a. The UMT Food Committee shall be responsible for overall superintendence, direction and control of all messes in the USH.
- b. The Food Committee shall be custodian of all the food quality related matters.
- c. The Food Committee shall meet at least twice in a semester. A complete record of agenda and minutes shall be maintained in the office of Warden.
- d. To decide on outsourcing any of the services related to the mess and hostels

Note: Students shall have to take their meals in the Dining Hall and in no case meals will be served in their rooms. In case of illness, sick diet will be provided to the members under advice of the UMT Medical Officer and may be served in the room.

25. Mess Committee

The roles and responsibilities of the committee involves acting as liaisons between the administration and the students. The Mess Committee holds the responsibility of keeping a check on the mess infrastructure, housekeeping issues etc. There will be a mess committee for each hostel consisting of the following:

- a. Mess Secretary and Three Members.
- b. The warden of a hostel will call upon applications, from the hostel inmates interested to become Secretary and Members. The Head OCMS will hold interviews /nominate/appoint suitable candidates to the committee. The process should be completed within first 2 weeks of Fall Semester.
- c. The tenure of a mess committee will be one academic year.
- d. The Wardens will appraise the Head OCMS regarding the unsatisfactory conduct of any office bearer. The Head OCMS may warn the concerned person or terminate his membership as he may deem

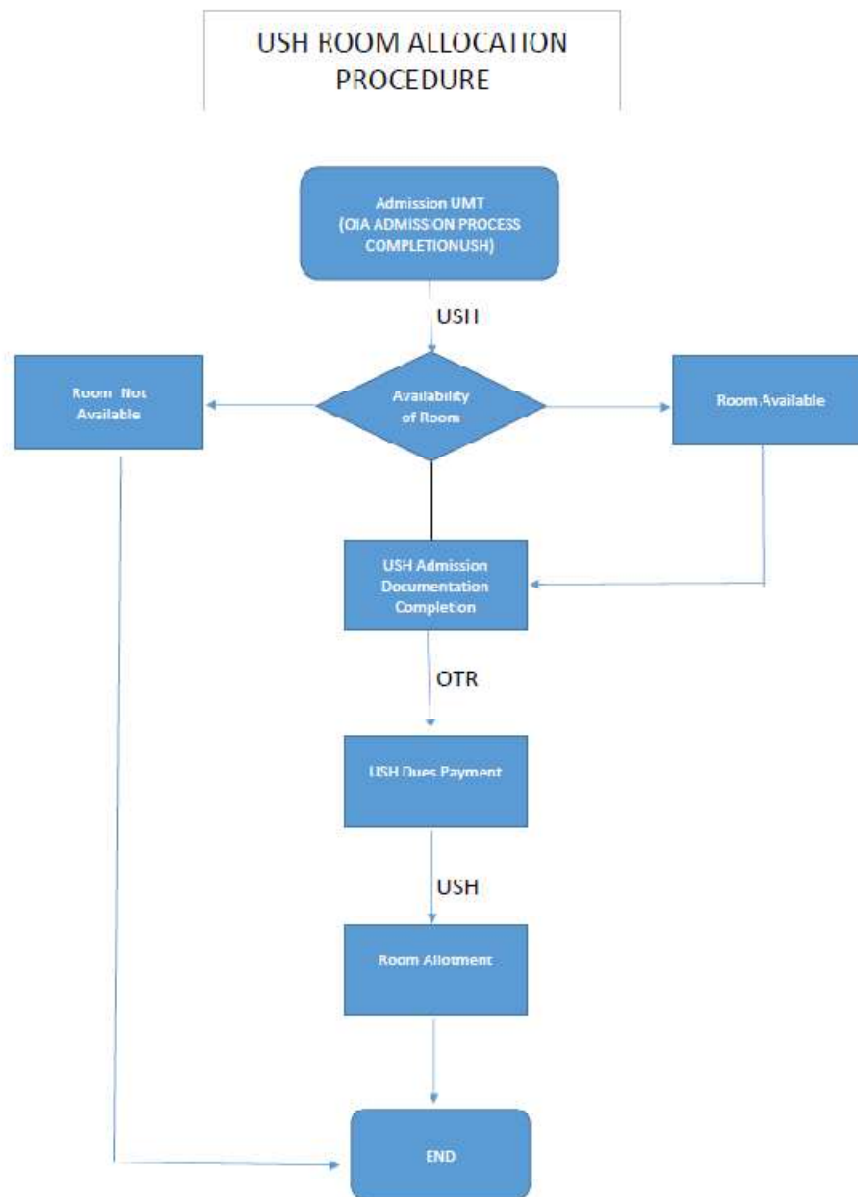
Duties of Mess Committee

- i. The mess Secretary shall report to the Head OCMS / USH Wardens for effective discharge of duties by the mess committee.

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- ii. The mess committee shall determine the menu in the various messes in consultation with the Warden and Mess Contractor. The menu of any mess will be determined by its representative i.e. the mess committee members
- iii. The mess committee will act as an advisory body and report to the Head OCMS , Food Committee, USH Warden about the quality of food and on the general cleanliness in and around the messes. The mess committee will also bring to the notice of the Head OCMS, the quality of service given by the mess contractor.
- iv. A general body meeting shall be convened by the Head OCMS on the recommendation of mess secretary if there is a requisition for such a meeting by more than 100 boarders of the hostel/mess.
- v. Quorum for a General Body Meeting shall be Mess committee members and 10 interested boarders.
- vi. The mess supervisors shall ensure that the mess staff prepares items according to the menu given by the mess committee. Any variation of this should be brought to the notice of the USH Warden for necessary action.
- vii. The Head OCMS must approve all changes of rules by the general body, before they become effective in operation

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Forms

USH

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UMT HOSTEL HOSTEL ADMISSION FORM

A PROJECT OF ILM TRUST

Male Female

Please attach
one recent
photograph

Size: 1" x 1"

Name in Block Letters: _____

Name of Father/Guardian: _____

Educational Program: _____ Duration: _____ Current Trimester: _____

UMT ID No: _____

Present Home Address: _____

Tel Self: _____

Permanent Home Address: _____

Tel Parents: _____

Nationality: _____

In case of Nationality other than Pakistan provide the required information.

National ID No: _____ Passport No: _____ Visa No. _____ Visa Expiry Date: _____

Are you employed? Yes: _____ No: _____ If yes, where: _____

Have you ever stayed outside home during your educational life? Yes: _____ No: _____

If Yes, please provide the address of accommodation: _____

Tel: _____

Duration: _____ To: _____ Status: Paid Guest: _____ Unpaid Guest: _____

I certify that I have duly filled in the Hostel Admission Form personally. All the entries of this form are accurate to the best of my knowledge.

I further certify that I have read and acquainted myself with the rules and regulations of the UMT Hostel, I received with the application form, and hereby undertake to abide by them. I shall also comply with all the directions and orders issued by the authorities of the UMT Hostel from time to time and will complete one year mandatory stay at Hostel.

Signature of Applicant: _____

Dated: _____

Check List:	For office use only:
Photocopy of Hostel Dues <input type="checkbox"/>
Two Photographs of Size 1" X 1" Each (Attested) <input type="checkbox"/>
Photocopy of National ID Card (Attested) <input type="checkbox"/>
Photocopy of Valid Passport and Visa (if applicable) <input type="checkbox"/>
Photocopy of UMT ID Card <input type="checkbox"/>

Hostel Address: Mustafa Town, Lahore. Boys Hostel: 042 -35410531, 35411776 Girls Hostel: 042-35412580

Hostel Warden _____

University of Management and Technology, Lahore

Catno

Declaration Letter:-

Session 2015-16

University Of Management and Technology

Girls Hostel

It is hereby stated that Miss _____ D/O _____

ID No _____ Programme _____ Session _____

Is going to enrolled in your hostel. I permitted her to visit the following relatives with my consent relatives list:-

Name	Relation	Cell No
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

She can go alone outside the hostel

Yes___, No___

Signature

D. Warden

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UMT Student Housing (USH)
Clearance Form

<input style="width: 95%;" type="text" value="Student Name"/>	<input style="width: 95%;" type="text" value="ID #"/>
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<input style="width: 95%;" type="text" value="Joining Date"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 95%;" type="text" value="Room #"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
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<input style="width: 95%;" type="text" value="Leaving Date"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 95%;" type="text" value="Gender"/> <input style="width: 20px;" type="text" value="M"/> <input style="width: 20px;" type="text" value="F"/>
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Degree Completion <input style="width: 40px;" type="checkbox"/>	Self Accomodation <input style="width: 40px;" type="checkbox"/>
Travelling Abraod <input style="width: 40px;" type="checkbox"/>	Any Other Reason <input style="width: 40px;" type="checkbox"/>

Cafetaria <input style="width: 40px;" type="checkbox"/>	Laundry <input style="width: 40px;" type="checkbox"/>	Internet <input style="width: 40px;" type="checkbox"/>	
Keys <input style="width: 40px;" type="checkbox"/>			

Deputy Head USH

Head USH

Swcurity Refundable _____	
USH Rent _____	
Damages _____	
Electricity Bill / Gen Charges _____	
Fine _____	
Total Outstanding _____	Sign, A.O _____

<input style="width: 95%;" type="text" value="Student Name"/>	<input style="width: 95%;" type="text" value="ID #"/>
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<input style="width: 95%;" type="text" value="Joining Date"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 95%;" type="text" value="Room #"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
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<input style="width: 95%;" type="text" value="Leaving Date"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 95%;" type="text" value="Gender"/> <input style="width: 20px;" type="text" value="M"/> <input style="width: 20px;" type="text" value="F"/>
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Student's Sign