

20. **Sports.** All individuals and teams involved in sports are expected to show sportsmanship, respect, consideration, and appreciation towards their opponents, teammates, officials, and University staff at all times.
- a. Under no circumstances should a player or sportsperson react violently nor use any form of foul or abusive language, whether it is directed at a member of staff, match official, opponent, playing colleague, team official, or spectators.
  - b. By signing the player registration form, individuals agree to abide by the code of conduct and will accept that any deviation from these rules will result in disciplinary action by the University.
  - c. Persons under the influence of drugs are not permitted to participate in sports activities at the University and as such the defaulters shall be liable to disciplinary action by NUST.
  - d. On a final note, please remember that no referee, umpire, or official is perfect. You may not agree with every decision that is made and, just like players, the umpires and sports officials too may make mistakes.
21. **Dress Code.** Clothes should not distract from the learning environment or be considered inappropriate in a business or professional setting and attract undue attention. Examples of inappropriate clothing include:
- a. see-through or revealing garments, backless dresses, skinny fitted clothes, leggings/tights;
  - b. casual footwear (e.g., flip flops/bedroom slippers);
  - c. short pants/short skirts, knickers/shorts;
  - d. clothing with derogatory, offensive and/or lewd messages either in words or pictures, or any piece of clothing promoting racism, violence, sex, drugs, alcohol, or other illegal activities;
  - e. dressing in culturally inappropriate clothes to emphasize body parts (both for male/females) may qualify as an example of Sexual Harassment by hurting/disrespecting human feelings and emotions of others;
  - f. any failing in this regard will lead to disciplinary action based upon the identified penalties as per NUST Regulations.
22. **Greetings.** Students are advised to adopt the habit of exchange of formal culturally appropriate/Islamic greetings i.e., Assalam-o-Alaikum / Wa Alaikum Assalam while meeting and interacting with colleagues/faculty and staff of the University. This is an important aspect of Islamic etiquette and obligations and should also be reflected in our lives.

23. **Safe Driving.** Students are advised to avoid reckless driving on the campus and should abide by the laid down speed limits and sign postings to avoid penalties.

24. **Redressal of Student Grievance.** NUST as an internationally reputable and progressive university continuously endeavours to enhance its exceptional quality in all dimensions. It promotes an environment conducive to the open exchange of ideas. Besides imparting academic knowledge of specific disciplines to its students, it endeavours to instill moral and ethical values along with the soft skills necessary for success in the workplace. NUST is aware that students occasionally face certain issues during their course of study. To be an effective professional, every student needs to be conversant with the policies and procedures for the harmonious resolution of their grievances. This policy document on student grievances details the course of action to be undertaken for amicably and efficiently addressing individual issues of the student body. Additionally, the NUST Student Forum has been entrusted to address collective concerns of the students, for which a separate policy document is formulated and may be consulted.

a. **The Students Grievance Committee (SGC)**

(1) **Aim.** The Grievance Committee is responsible for addressing the individual student's unresolved complaints.

(2) **Scope**

(a) Academic and administrative matters

(b) Misconduct of any individual in the University

b. **Initial Steps before approaching SGC.** Every student complaint should be resolved through the normal reporting channels. The following paragraphs provide the necessary guidelines to the student for reporting their complaints:

(1) **Step 1: Who should you go to?**

(a) **Faculty/ Officer.** If the complaint concerns a certain action or inaction by the faculty/officer on any academic (e.g., course progress, learning difficulties, etc.) or administrative (e.g., class/exam schedules, hostel, finance, etc.) issues, the student should first approach the concerned faculty or officer (DD Adm, DCE, Accounts Officer, Programme Coord, ILO, Trg Coord, SO NUST, HoD, etc.).

(b) **Student Advisor.** Students may also approach their respective Student Advisor/tutor for the above complaints along with issues related to academic deficiency/medical

conditions/personal and administrative matters (e.g., hostel, transportation, etc.). Depending on the urgency of the matter, the student can approach their Advisor anytime besides the scheduled meetings.

- (c) **Female Faculty Focal Person (F<sup>3</sup>H).** To report a sensitive matter, a female student may directly approach the concerned Female Faculty Focal Person at the School.

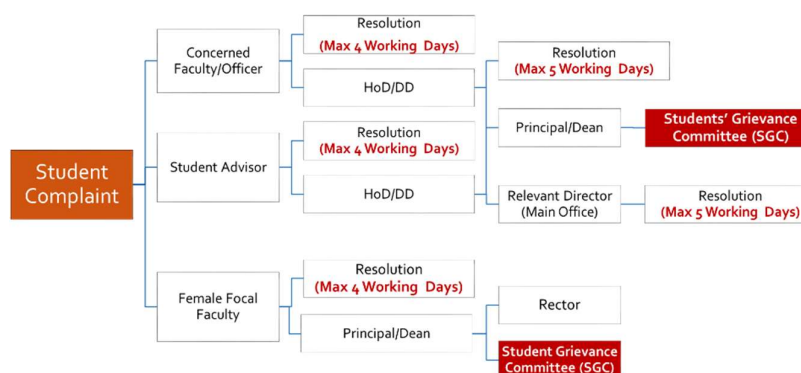
(2) **Step 2: Second Level of Reporting**

- (a) **Head of Department (HoD)/ Programme.** If the complaint is not resolved at the faculty/officer level, the student may report the matter to his/her HoD/Programme Head. If the issue is outside the school's domain, the HoD/Programme Head will report the matter to the relevant Director in the Main Office.

(3) **Step 3: Third Level of Reporting**

- (a) If the complaint is not resolved at step 1 and/ or step 2, the student may report the matter to SGC.
- (b) The following illustration outlines the above-stated process along with the expected resolution/ wait time at each step.

**FIGURE 1: COMPLAINT PROCESS**



- c. **SGC: Filing Process and Procedure.** If the individual's complaint remains unresolved till the expiry of the stipulated timeframe in Figure 1, the student may approach the Student Grievance Committee (SGC) through a written application/email to the Head of SGC. In exceptional cases, the student can also approach the committee directly. The responsibility for the decision to directly approach the SGC rests with the student. Similarly, a student can

withdraw a grievance at any stage of the process by sending a written request to the Head of the SGC. Once withdrawn, the grievance will not be reinstituted, unless a change in the circumstances has occurred.

d. **Composition of SGC**

- (1) Head (1x Senior Faculty)
- (2) 2 x Faculty Members
- (3) 1 x F3H (Co-opted member, when a female student agrees to report the issue to SGC)

e. **Duration of the Grievance Redressal.** Generally, the SGC is expected to settle all cases within a maximum of 15 working days. However, under exceptional circumstances, this time period may be lengthened. The grievance committee must ensure the confidentiality of its proceedings and inquiry. The decision and action taken can only be shared with the concerned student and concerned faculty/officer, as and when required. In case the student is not satisfied with the decision, he/she may take the matter to Pro-Rector (Acad).

f. **Responsibility of the Student.** A student is expected to keep in mind the following important points while lodging a complaint or a grievance:

- (1) Report the matter (preferably in writing) at the earliest: not later than 15 days after the occurrence.
- (2) Treat all concerned person(s) with courtesy and respect.
- (3) Do not engage in a behaviour that is unbecoming of a NUSTIAN.
- (4) Do not make complaints or grievances that are frivolous or lacking in substance.
- (5) Provide truthful information.
- (6) Do not purposefully misrepresent or withhold relevant information.
- (7) Cooperate during the process, including answering questions, providing further information and copies of documents, and attending meetings, if required.
- (8) Be patient and adhere to defined timelines before escalating the matter to the next level.
- (9) Keep a record of correspondence, if any.

25. All faculty members, administrative staff, support staff, and students are expected to monitor this code of conduct and report any disregard or violations thereof to the

institution/Main Office NUST for taking appropriate corrective action/remedial measures.

### **Writing of Articles**

Whereas NUST encourages freedom of expression and wants students to write on important national and international issues, however, such article, contributed by students with NUST ID, should be sent to Student Affairs Directorate, through the respective Principal, for vetting.

The purpose is to guard against misrepresentation of the University Policy.

#### **26. Anti Drug & Tobacco.**

- a. NUST has zero tolerance for drug use and is strictly dealt through NUST Disciplinary Committee and HEC guidelines. Smoking is discouraged and is restricted to earmarked outdoor spaces only. An Anti-Drug & Tobacco Committee is also constituted for awareness / preventive measures.
- b. Students, Faculty and Staff must go through NUST Policy on Drug & Tobacco abuse and an undertaking is also required to be signed by all new students and Father/Mother/guardian is attached as **Annex F** and for Faculty and Staff is attached as **Annex G**.