

Guidelines for Hostel Facility Management System (HFMS):

Like any other system, HFMS comprises of three elements:

1. Infrastructure like buildings with its contained amenities like water, electricity, drainage, furniture and its surroundings like gardens, lawns, recreational facilities etc.
2. The administration which shall include not only Dean, Chief warden, Asst. Wardens, Hostel Superintendents and ancillary & PIU staff but, the end users like all UG & PG students too.
3. The Consumers and/or End users i.e. students.

Like Every system, HFMS works on three components:

1. **Input:** It comprises of feedback by the Ancillary staff & End users, observation and reporting by Hostel Superintendents, inspection and conclusion reports of Asst. Wardens and interpretations by the Chief warden and The Dean.
2. **Process:** It starts at the level of Students and aims at the resolution and/ or prevention of any Grievances arising from the system. It involves not only end users and administrative staff but also other ancillary and supporting agencies engaged in taking care of Hostel facility. It calls for integration at all levels.
3. **Output:** It will reflect the course of processes within the system. It should culminate in smooth, symptom free and healthy Hostel Facility Management System (HFMS). It is discussed in details in section regarding 'Aims & Objectives'.

Aims & Objectives:

1. To create the homely atmosphere for the students with parental guidance and care with discipline.
2. To create ambience and environment conducive to the overall growth of students in different aspects of development -- Academic, Socio-Cultural and Health fitness.
3. To take the preventive steps so that no grievances are developed and safety of students is ensured.
4. To resolve the complaints and grievances in the most possible speediest and smooth way to ensure the trust of hostel occupants.
5. To initiate communication channels between students and HFMS staff and to integrate them in the functioning of system.
6. To integrate and co-ordinate the functions of all the agencies & staff engaged in welfare of students.

Areas of Work:

These are broadly divided in three parts:

1. Hostel Room itself.
2. Hostel Block (Outside the room but, within Premise of Hostel building).
3. Outside the Premise of Hostel building (Surrounding Area)

A. Within the Room:

- a. Transparent room allotment process as per category of students e.g. UG, PG, Boys, Girls, Year of study etc. Choice for the room partner from the same batch shall be given to students.
- b. Provision of basic infrastructure facilities like Electricity with accessary fittings, drinking and tap water, drainage, pest & rodent control, mosquito nets, curtains etc.
- c. Provision of adequate furniture/ fixtures like chair, table, cots & cupboard etc.
- d. Room occupants shall be made responsible for maintenance of furniture and room cleanliness and hygiene.

B. Within Premise:

- a. Display notice boards containing information regarding contact details of Hostel administration, anti-Ragging committee, Time table of services of ancillary & supporting staff, instructions & protocols to be observed by students and supporting staff, roomwise namelist of students etc.
- b. Provision of adequate sanitation facilities with maintenance of cleanliness & hygienic measures
- c. Provision of adequate number of housekeeping staff to manage each block of hostel.
- d. Developing duty chart of housekeeping staff and maintenance of attendance register, CL reports, and supervision of staff work by hostel superintendent on daily basis.
- e. Toilet block cleaning 3 times in a day (on every shift change and daily compound cleaning by housekeeping staff.
- f. Provision of adequate cleansing materials and other equipments for cleaning and mopping to the staff.
- g. Provision of Black Dustbin with PVC black bag in each corridor of every floor of every hostel block and regular emptying of such collected garbage with proper disposal.

- h. Control of weeds, shrubs and jungle cutting by sanitary staff and out sourcing agency.
- i. Pest & Rodent control measures.
- j. Spray of Pesticides and powders and other mosquito breeding control measures.
- k. Provision of sports facility to the students like volleyball, basketball, table tennis, carrom-boards, chess & cricket etc.
- l. Provision of separate well furnished and computerised Asst. warden and/or Hostel Superintendent office, Visitors' room, Recreation room with sports, TV room and library facility having Periodicals & News-papers.
- m. Provision of adequate light, ventilation, Corridor lights, water supply with functioning water coolers and heaters
- n. Provision of CCTV cameras in every corridor & entrances of every hostel block with DVR facility for recording & backup storage facility for minimum last one month duration- for monitoring and security purpose.

C. Outside the premise:

- a. Provision of adequate security staff.
- b. Beautification of surroundings with development of garden, lawns and floral plants.
- c. Maintenance of cleanliness & hygienic measures.
- d. Provision of adequate personnel to carry out gardening and its maintenance.

Scope of Work:

For the attainment of the goals as mentioned above, following shall be the scope of work for all the stake-holders in HFMS.

A. Students:

- 1. Active & voluntary participation in the system.
- 2. For this, they need to have responsible and disciplined behavior as occupants of hostel rooms including maintaining tidyness in their allocated rooms.
- 3. To integrate the students, system needs to be extended to their level of participation by following managerial tools:
 - a. Students are to be encouraged to volunteer to become Representative of the floor of the hostel block they are residing in. There has to be one floor representative (FR) from each floor of hostel block. So that make 3-5 FR from one block of hostel. One student having basic leadership quality

and presentation skill should be selected by all students unanimously to present particular block as Block Representative (BR).

Scope of Work for FR:

- To remain vigilant regarding maintenance of cleaning and hygienic conditions on the floor
- To encourage students to keep their rooms clean and tidy at the same time to promote its awareness for clean surroundings by convincing them to use dustbins and not to litter in the lobby and toilet blocks.
- To remain vigilant about any unknown persons entering the hostel premise and/ or illegal occupants of hostel rooms & report the incidence to the authorities.
- To observe that the students occupy the rooms allotted to them, as no interchange is allowed by the students by themselves without prior approval of higher authorities.
- To report any untoward incident to the hostel authorities.
- FR will have to communicate verbally and/ or in writing to followings: (Three way communication)
 1. The Block Representative
 2. The Hostel Superintendent
 3. The Asst. Warden
- To do the follow up of the report/ complaint registered with Authorities to see that it gets resolved in stipulated time limits (One Week), otherwise bring it to the notice of Asst. Warden and/or Chief Warden.
- Attend to fortnightly meetings to be held by Asst. Warden at hostel block along with BR and discuss.

Scope of Work for BR:

- Same as described for FR but, it will include all floors of Hostel and mess facility.
- To report the irregularities of ancillary and security staff and be critical of their performance of duties.
- To listen to issues raised by FRs and categorise them and present them verbally and/ or in writing to: (Three way communication)
 1. The Hostel Superintendent
 2. The Asst. Warden
 3. The Chief warden
- To do the follow up of the report/ complaint registered with Authorities to see that it gets resolved in stipulated time limits (One Week), otherwise bring it to the notice of Asst. Warden and/or Chief Warden.
- Attend to fortnightly meetings to be held by Asst. Warden at hostel block along with BR and discuss.
- To select the volunteering students to form “ Self Help Groups” in the individual hostel blocks and to delegate duties to members of this group which may include:
 - ❖ Perform Social activities like Clean environment drive to clean hostel surroundings by the students, Blood donation camps organisation, Vigilance committee to find out illegal occupants or trespassers etc.
 - ❖ Development and maintenance of landscapes, gardens, plantations in hostel surroundings, Floor wise small floral plantations in pots etc.

- ❖ Watering of Plantations and/or gardens to be developed in the campus.
- ❖ Encouraging students leaving the campus after completion of studies to donate books for hostel/ college library. Even small contributions on long run creates massive empires.

Scope of Work of Supportive staff:

- Daily house keeping work like room, ceilings & corridor cleaning etc.
- Toilet block cleaning three times a day.
- Maintenance of areas outside of hostel premise.
- Maintenance of gardens with regular water sprinkling.
- Keep the dustbins in place with garbage plastic black bag in it. Regular emptying of dustbins with proper waste disposal.
- Cattle control measures.
- Security measures of the campus & buildings.
- Keep watch on the outsider persons / unauthorised people and report any unusual activity to HS & AW.

Scope of Work of Hostel Superintendents (HS):

- Daily presence of Hostel Superintendents at hostels in their respective offices at hostel blocks in stipulated hours is must.
- To pay individual surprise visits at odd hours to hostel blocks and observe student behaviors, subordinate staff presence and their work performance and also go for rounds with Asst. Wardens in surprise checks.
- Report any unusual activity or incident to higher authority.
- Maintenance & updation of list of FRs & BRs of every hostel block and carry out weekly meetings with them for discussing problem areas and integrate students in the system. All Hostel Superintendents are instructed to prepare the list and develop the time-table of meetings for next 6 months and circulate it to participants and display it on notice boards at the earliest.
- Daily personal inspection round of hostel blocks supervising following Tasks:
 - ❖ Maintenance of 'Complaint register' for the students with following format as shown in Annexure_____.
 - ❖ Daily scrutiny of Complaint register and necessary correspondence & coordination with Asst. Wardens and Supporting agencies to resolve the complaints within one week time of registration.
 - ❖ Maintenance of Attendance Muster for all subordinate staff along with their CL reports, leave reports, performance report, any complaints in their regards.
 - ❖ To supervise and maintain the Cleanliness & hygeinic measures inside & outside the hostel premise by subordinate staff including garbage disposal, jungle cutting, toilet block hygiene
 - ❖ To supervise the safety and security of hostel occupants.
 - ❖ Regular Updation of information and/or instructions on display notice boards.
 - ❖ Maintenance of Hostel room allocation records in academic term wise fashion and regular up dation on change of terms (Applicable more to UG hostel).
 - ❖ Maintenance of Dead Stock Register in the format as shown in Annexure -----.
 - ❖ Maintenance of record of all correspondence with supporting agencies, subordinate staff & higher authorities.

Scope of Work of Assistant & Chief Warden:

- To supervise the work of Hostel superintendents and other staff engaged in the HFMS and supervise hostel sanitation, mess and/ or canteen facility and dead stock article etc.
- To maintain discipline by students and other staff in the hostel
- To carry out transparent allocation process at the time of hostel admission and to supervise its record-keeping by HS.
- To give necessary guidance and help to the students and Hostel Superintendents in solving various problems of the hostel management.
- To carry out all the correspondence related to the hostel with their remarks.
- To inspect personally sanitation, cleanliness, quality of food supply in mess, and store of the hostel concerned periodically.
- To do any other duties in connection to the hostel management & student welfare that may be assigned by the higher authority.
- To pay individual surprise visits at odd hours to hostel blocks and observe student behaviors, subordinate staff presence and their work performance and also go for rounds with Chief Warden in surprise checks.
- carry out weekly meetings with all FRs & BRs of each hostel block allotted to them for discussing problem areas and integrate students in the system. All Asst. Wardens are instructed to prepare the list of FRs & BRs and develop the time-table of meetings for next 6 months and circulate it to participants and display it on notice boards at the earliest.
- Monthly meetings of FRs, BRs, PIU staff, all agencies concerned in HFMS, AWs and Chief warden shall be arranged for discussion regarding problems faced.
- Every three months, meeting of PIU staff, all agencies concerned in HFMS, AWs & chief warden shall be arranged under the chairmanship of the Dean.