

SOP – HOSTEL MANAGEMENT

1. **GENERAL.** NUML, at present, has a total of five hostels including one for girls students, having a total capacity of accommodating 598 students. The hostels remain occupied throughout the year. The Administration Branch with the assistance of hostel management staff is managing the hostel administration matters quite well. However, there is a need to lay down Standing Operating Procedures (SOP) for smooth, smart and efficient management of all hostel matters related with resident of the hostels.

2. **SCOPE.** The SOP covers following aspects of hostel management:-

- a. Hostel Management Committee and its responsibilities
- b. Purchase Committee
- c. Accommodation
- d. Warden Living /Office Accommodation
- e. Hostel Accommodation Allotment Committees
- f. Code of Conduct
- g. Guests / Visitors
- h. Discipline
- i. Responsibilities of Residents
- j. Mess Rules

3. **HOSTEL MANAGEMENT COMMITTEE AND ITS RESPONSIBILITIES**

a. **Hostel Management Committee**

- (1) Director Students Affairs
- (2) Resident Warden for each hostel
- (3) Mess Supervisor each mess

b. **Responsibilities**

- (1) Director Students Affairs
 - (a) Overall responsible for administration of the hostels in consultation with Director Administration.
 - (b) Coordination between various wardens and supervise day to day routine work.
 - (c) Handle / resolve resident hostel students matters in coordination with respective wardens
 - (d) Maintain database (record) of resident students.

- (e) Overall responsible for maintaining discipline in hostel life.
- (f) Ensure implementation of various administrative decisions taken by the University administration regarding hostel management.
- (g) Keep Director Administration/DG informed of all hostel matters, directly related with students conduct and discipline and any administrative problem requiring special attention.
- (h) Oversee mess record (expenditure) maintained by mess supervisor.
- (i) Form students mess committee for the semester.
- (j) Ensure Mess Menu is prepared and implemented remaining within financial limits. Carryout evaluation periodically.

(2) Hostel Wardens

- (a) Allotment of rooms to the students as per instructions of the hostel accommodation committee, ensuring that each room is handed over with complete inventory of the room duly checked by the student/occupant himself.
- (b) Regularly visit / interact with the students.
- (c) Ensure proper cleanliness of the hostel (washrooms, corridors, kitchen, store etc).
- (d) Frequently visit student's rooms to see that students maintain / keep the rooms in neat/ tidy condition.
- (e) Regulate allotment of guest room. Maintain proper record. Guest would not stay more than a day.
- (f) Supervise the working of the hostel staff.
- (g) Handle discipline and conduct issues. DSA to be kept informed.
- (h) Ensure quality of food in the mess.

- (i) Ensure mess menu is prepared in consultation with the students, remaining within financial limits.

(3) Chief Mess Supervisor

- (a) Supervise and coordinate the mess work of staff including cooks.
- (b) Maintain quality of food.
- (c) Maintain record of vouchers, stock ledger, mess joining and leaving register and cash book.
- (d) Prepare estimate of the monthly requirement of items for bulk purchase (e.g. food grains), and forward it to purchase committee for purchase.
- (e) Head Purchase Committee supervise / ensure quality purchases.
- (f) Maintain attendance register of mess staff.
- (g) Maintenance of the stock of utensils, crockery, cutlery, furniture, kitchen and mess fittings, furnishings and equipments.
- (h) Maintain proper record of mess fine fund.
- (i) Maintain mess premises in clean and hygienic condition
- (j) Make available the sick diet to students on request.
- (k) To report to the warden names of the students who are violating the mess rules and defaulters in clearing the mess dues.
- (l) Recommend leave etc of all Mess Staff including Cooks/Waiters. (No sanction of leaves without his recommendation).

4. PURCHASE COMMITTEE. Purchase Committee will consist of following:-

- | | | | |
|----|---------------------|---|-----------|
| a. | Hostel Warden | - | In-charge |
| b. | Mess Superintendent | - | Member |
| c. | Mess Supervisor | - | Member |

- d. One Faculty member residing in Hostel - Member
- e. One Student - Member

5. ACCOMMODATION

- a. Priority of allotment of hostel accommodation is that of the students who apply for hostel accommodation.
- b. Faculty members, PhD / M.Phil scholars and researchers will be allotted accommodation earmarked for them on payment. Students accommodation will not be allotted to any other category of residents.
- c. The accommodation allotment committee will allot the accommodation by giving preference to students who have joined NUML from other parts of the country. Local students will have last priority and allotted accommodation if available after allotment to students mentioned above.
- d. Faculty members and project students/ researchers will comply with the same rules as applicable to normal students.
- e. Room once allotted to a student will not be changed for an academic session except on special situations with the permission of warden.
- f. Room will be handed over to the students on proper room inventories. The students will be asked to take over the rooms as per inventory and sign two copies of the voucher containing detail of the room items. One copy will be retained by the students and one copy in the warden office record.
- g. On vacation, the room will be checked as per the room inventory. Any discrepancy / damage will be made good by the occupant. For this purpose proper record will be kept.

6. WARDEN LIVING / OFFICE ACCOMMODATION

Presently, warden of hostel No.3 & 4 is occupying two rooms. It has been decided that the warden will have one room for living and the second room for office.

7. HOSTEL ACCOMMODATION ALLOTMENT COMMITTEE

Following two committees have been formed for allotment of hostel accommodation:-

- a. Girls Hostel
 - (1) DSA
 - (2) DD/AD Admn Branch
 - (3) Girl Hostel Warden
 - (4) One Faculty Member

- b. Boys Hostels
 - (1) DSA
 - (2) AD Admn I Branch
 - (3) Boys Hostel Warden
 - (4) One Faculty Member

Note: The composition of the committee may change if required.

8. STAND BY VEHICLE FOR MEDICAL COVER. 1x vehicle with driver will be detailed/remain available after the office hours to attend any emergency requiring evacuation to hospital.

9. CODE OF CONDUCT

- a. All residents are required to maintain good standards of conduct and behavior, expected of students of a prestigious institution of national repute. They are expected to behave courteously and fairly with every one inside and outside the University campus.
- b. All residents are required to always carry their valid Identity Cards issued to them by the University.
- c. The rooms, common areas and surroundings of the hostel should be kept clean and hygienic. Notices shall not be pasted on walls and walls shall not be scribbled on.
- d. Rooms are allotted to each student on his/her personal responsibility. He/she should see to the upkeep of his/her room,

hostel and its environment.

- e. Students should bring to the notice of the warden any pending maintenance work (Civil, Carpentry, Electrical, Sanitation) to be carried out in rooms, corridors, toilets or other areas in hostel premises.
- f. Students should co-operate in carrying out maintenance work and vacate their rooms completely when the Hostel administration requires the rooms for this purpose. On such occasions, the management will provide alternate accommodation.
- g. The students should not carry unauthorized/illegal movies in their rooms. Any violation will be dealt severely.
- h. In case of damage or loss of hostel property, the cost will be recovered from the students responsible for such damage or loss.
- i. The resident shall not remove any fittings from any other room or common area and get them fitted in his/her room.
- j. Ragging of students admitted to the University is totally banned. Any violation of this by the senior students will be dealt with very severely.
- k. Freshers (new intake) should report incidents of ragging immediately. Those who do not do so even when being witnesses or victims, will be considered to be part of this practice, and will also be punished accordingly.
- l. In the hostel premises, following are strictly prohibited –
 - (1) Smoking.
 - (2) Consumption of alcoholic drinks/drugs.
 - (3) Gambling.
 - (4) Intimidation or violence.
 - (5) Willful damage to property.
 - (6) Entering the hostel premises in intoxicated state.
 - (7) Moving near the Girls hostel premises after 7.00 pm.
 - (8) Shouting and using abusive language in their own hostel or in other hostel premises and campus.
 - (9) Employing unauthorized persons for personal work such as washing cloths, etc.

- (10) Cooking in room.
- m. Room services are strictly prohibited. However, sick diet may be served in room after taking permission from the warden.
 - n. Residents should not participate in any anti-national, anti-social or undesirable activity in or outside the campus.
 - o. The use of electrical appliances such as immersion heaters, electric stove/heaters are not allowed in the rooms. Such appliances, if found will be confiscated and a fine will also be imposed.
 - p. The use of audio systems which may cause inconvenience to other occupants is not allowed. The students should not view objectionable videos.
 - q. When the students go out of their room they should switch off all the electrical/electronic appliances, and keep it locked. Violation will attract suitable penalty and punishment as decided by authorities.
 - r. In case any student has to stay out of hostel for a day or more for any reason, he has to inform the warden and take his permission.
 - s. All residents of girls' hostels must be back in the hostel by specified timings by the Warden.
 - t. If a girl student needs to stay out of the hostel after 7.00 pm due to any reason, she has to apply for and take prior written permission from the Warden. Violation of this rule may lead to disciplinary action including expulsion from the hostel.

10. GUESTS AND VISITORS

- a. Subject to availability of guest room facility, the guest of a resident may be permitted, with the prior written approval by the Warden to stay in hostel for not more than one day on payment of the necessary charges, as fixed by the Hostel administration from time to time.
- b. No overnight guests are allowed in a student's room.
- c. Male students/visitors are not allowed inside the girls' hostel.

- d. Female visitors are not allowed in boys' hostels, however, lady family members may be allowed to visit a student in the visitors' room at the reception between 9.00 a.m. to 7.00 p.m. with prior permission from the Warden.
- e. Violation of any of the above rules regarding stay in the hostels will lead to disciplinary action including expulsion from the hostel.

11. DISCIPLINE

- a. Any student who is found to be indulging in undesirable activities such as ragging, physical assault, damage to property, causing inconvenience to other inmates, non-compliance of any of the conduct rules, or violation of any other rule will be liable to the following punishments:-
 - (1) Expulsion from the hostel.
 - (2) A record of his/ her misconduct will be made in his personal file.
 - (3) The cost of damage will be fully recovered from him/her together with penalty.
 - (4) He/she will also be fined commensurate with the offence committed.
- b. Any student found hosting/harboring an offender will also be liable to the punishments mentioned above.
- c. Availing room service or taking food or mess utensils to the room will attract a fine and disciplinary action by hostel administration.
- d. Any breach of the conduct rules or any act of indiscipline will invite an enquiry that will be conducted by the Hostel Administration. If the student is found guilty, the Hostel Administration will take disciplinary action that it deems fit. Depending on the case, the administration reserves the right to take direct disciplinary action, amounting to even expulsion at short notice from the hostel.

12. RESPONSIBILITIES OF RESIDENTS

- a. If the student(s) who caused the damage could not be identified. General damage to the hostel property will be the collective responsibility of all the residents and they will be required to make good such damage.
- b. Residents should not indulge in practices/activities, which may endanger their own personal safety as well as that of others.
- c. Residents will be personally responsible for the safety of their belongings.
- d. Residents are duty bound to report to the Wardens/University authorities in case they notice any unwanted incident or undesirable activity going on in the hostel or on the campus.
- e. Students should not arrange any functions or meeting within the hostel or outside or within the University campus without specific permission of the Warden. Meetings for routine hostel affairs (management of mess, organizing sports, co-curricular and extra-curricular activities etc.) have to be in the notice of Warden and with his / her consent.
- f. Students should not arrange for any picnic outside the campus without specific permission of the Rector.
- g. Residents are required to be conscious of the environment in which they live by keeping it clean, healthy and presentable.
- h. The residents of the hostel are responsible for the safe keeping of their personal belongings. They are advised to keep under lock (preferably a branded one) all valuable items such as Laptop, Mobile Phone, etc. and lock the room even when they are out for a short period.
- i. Any case of theft should be reported promptly to the university administration through warden.
- j. If students create law and order problems outside the campus, they are answerable to the police or city administration on their own. In such cases, they will also be answerable to the University administration as per the institute norms.
- k. It is better not go out in large groups which are difficult to

control. If a student gets involved in unpleasant situations, he is not the only one to be affected. He ends up creating a bad impression of his Institute too.

1. NUML authorities will do its utmost to protect the students as long as they are on the right side of the law. Do not overstep your limits. Help us to help you.

13. MESS RULES

- a. All the inmates of a hostel will compulsorily become a member of the mess.
- b. Each hostel mess will run as a co-operative mess under the supervision of Mess Supervisor and Wardens.
- c. Each hostel mess will have a Menu committee consisting of 4-5 members of the hostel to be nominated by the warden/DSA. Among them, there will be a convener and a co-convener. The term of this committee will be for a period of one semester, unless extension is provided.
- d. All the vouchers will be signed by the persons who did the purchase on that day.
- e. The withdrawal of money from the hostel mess account would be done by Mess supervisor through cheques signed jointly by the Mess Supervisor and Deputy Director Admn.
- f. The mess committee/warden will also prepare the monthly menu in advance and display it on the notice board.
- g. The monthly mess bill will be prepared on the basis of vouchers for the month and will be signed by the Mess Supervisor.
- h. The audit of the mess account should be done after every semester as per Institute norms.
- i. Students should sign the Mess Joining Register kept in the mess at the time of their joining the mess.
- j. Students should sign the Mess Leaving Register kept in the mess whenever they leave the mess. Otherwise they will be considered present and charged accordingly.
- k. Students are not permitted to dine in the mess without signing

the Joining Register or after signing the Leaving Register.

- l. Lunch/Dinner will be served on the table. Well dressed up waiters will take care of this in proper manner.
- m. The quantity of food will be unlimited except in the case of special items.
- n. Students proceeding on medical Leave from the campus should produce the Medical Certificate issued by the Institute Medical Officer at the time of their leaving.
- o. In case of sudden illness, information on leaving the mess should be made available to the Hostel Office immediately and the application for mess rebate should be submitted within the next 3 days.
- p. No student can claim mess rebate unless he/ she had intimated his/her absence 24 hours in advance by applying for mess rebate in the prescribed form and signed the Mess Leaving Register at the time of his/ her leaving the mess. Mess rebate form attached.
- q. At the time of joining the mess after availing mess rebate, the students should sign the Joining Register kept in the mess.
- r. Students other than the Mess Committee Members are not permitted to enter the kitchen or store room of the mess on any account.
- s. Students are not permitted to cook any food on their own accord in the mess or in their rooms.
- t. Students on no account whatsoever will be permitted to take food outside the mess. Nor can they take mess utensils such as plate, spoon, glass etc, to their rooms.
- u. No food will be served in the rooms of the hostel for any student unless a certificate is produced from the Institute Medical Officer to the effect that the students' condition requires the food to be served in their rooms.
- v. No diner shall waste food. Paying mess bill does not entitle a diner to waste food.
- w. All diners shall interact with the mess staff in the dining hall in a courteous manner.

x. If any diner is medically ill and requires a special diet (eg. Oil-less food) he / she can request the mess supervisor to arrange for the same at the mess.

y. The guest rates will be as follows:

Breakfast : Rs. 100.00

Lunch : Rs. 200.00

Dinner : Rs. 200.00

Note: *These rates are subject to revision from time to time depending upon the prevalent rates in the market with the approval of Director Administration on the recommendation of Wardens.*

The mess timings are as follows and the students should adhere to these timings:

BREAKFAST : 07.00 – 8.30 am

LUNCH* : 12.00 – 1.30 pm

DINNER : 07.00 – 9.00 pm

* Subject to variations, if timing of classes change due to any reason.

z. No food will be provided to Admn Staff/faculty either complementary or on payment, who is not authorized to get from the Hostel Messes.

aa. Mess Fine/Fund. Will be utilized for the improvement in the mess services, as would be decided by the mess committee and hostel administration. Separate accounting for this fund should be maintained by the mess supervisor.

bb. Hostel Fine Fund. Will be utilized for hostel maintenance/ upkeep.

cc. The above fine funds are to be accounted clearly and are subject to internal audit in the same manner as the mess fund audit.

14. GUEST ROOM SOP

a. In order to accommodate students guests, one room in Hostel No.4 will be reserved and furnished. Girls hostel will continue to have a visitors room only.

b. Preferably, the students are expected to inform the warden/ make

entry in the guest register of expected guest in advance, particularly in case of guest is to stay overnight so that availability of guest room is confirmed.

- c. Guests will be restricted to guest room. However, with the approval of the warden, the resident student may take him around to cafeteria etc.
- d. Guest room charges will be cleared with two days.
- e. Guests arrival / departure will be recorded in the guest register.
- f. The guest will be served food in the guest room.
- g. The guest will be served the same food that is cooked for all resident students as per menu of the day.
- h. No female guest in the boys hostel.
- i. The warden will ensure that the guest is well treated/ served by the mess staff.

15. CONCLUSION. An effort has been made to lay down an SOP which helps improve the living environment of the hostel life. However, it is expected that the hostels residents being the main users of the facilities will play a major role in extending their full support/help to the Hostel Management to further improve the management / administration of the hostels.

Dated: 16th June 2017


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