

HOSTEL STRUCTURE

OBJECTIVE

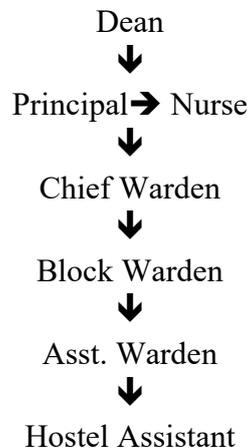
Hostel is like a home for the students in campus. Accordingly the students should be facilitated by the all utility services, facilities, food essential commodities, sports and events and hygienic environment for residing in the hostel. As well as students should be in a manner that's bring credit to him/her and to the school/college.

INFRASTRUCTURE

There are separate hostels for girls and boys in the campus. The details are as follows;

1. SardarVallabh Bhai Patel – Boys Hostel1
2. BalagangadharTilak – Boys Hostel 2
 - Subhash Chandra Bose – Boys Hostel 3
 - Kittur Rani chennamma – Boys Hostel 4
 - Jhansi Rani Lakshmi Bai – Boys Hostel 5
 - Akkamahadevi – Girls Hostel 1

DEPARTMENT STRUCTURE



FACILITIES

1. Each hostel has three floors, in each floor there are two blocks, in each block there are 5 dormitories, and each dormitory has capacity to accommodate 4 inmates.
2. Proper housekeeping staff is assigned for the maintenance of the cleaning in hostel premises and each dormitory.
3. Gym facility is available for the hostellers.
4. Newspapers are available in the each block of the hostels.
5. Laundry & washer man service are available in the each block of the hostel at door delivery.

6. Common room / T.V room is available in each hostel.
7. RO system is available in each hostel for the water purification.
8. Wi-Fi facilities are available in each hostel.
9. All required furniture and fixtures are available with each dormitory of the hostel.
10. Electricity and water supply is available round the clock except maintenance.
11. CCTV Cameras are fitted in all important areas of each block in the hostels for the security purpose.
12. A 10 bedded hospital is available in the premises for the medical facilities to the hostellers.
13. A hot water facility is available in each block.
14. Yoga and meditation facilities are available.
15. Study rooms are available in the hostels
16. In case of illness of the student, food is provided as per the instruction of medical advice but no case any non-vegetarian food is allowed in the hostels.

REPORTING SYSTEM

1. After taking admission student report to Chief Warden for taking hostel facility. Chief Warden will instruct block warden for allotment of the dormitory in the roaster.
2. Student fill “HOSTEL ALLOTMENT FORM” manually and chief warden to upload these details on ERP.
3. Student show the fees receipt to the Chief Warden.
4. Dormitory is allotted to the student as per their class, course etc.

SOP for Student Reporting after Admission.

1. Student enrolls by paying stipulated fee.
2. Student to meet chief warden with fee receipt.
3. The student details will be uploaded on ERP.
4. Chief Warden instructs block warden to allot the dormitory auto allotted on the ERP.
5. Issue hostel ID card and laundry inventory.
6. Students to submit inventory of items brought by him/her to the warden.

STUDENTS’ GRIEVANCE REDRESSAL SYSTEM/ DISCIPLINARY ACTION

In order to promote a responsive and conducive environment into the hostel a ‘Students’ Grievance Redressal process is established. The process shall also provide a platform to the students to come forward with constructive suggestions for more efficient and effective atmosphere. [NOTE: The term “Grievance” refers to a difficulty, problem, or a feeling of discontent at individual student level due to an act/omission of the staff/student of the hostel]

HOSTEL ANTI RAGGING/GRIEVANCES COMMITTEE

Sl. No.	Name of the Person
1.	Mr. ManjunathaRangaraju, Dean
2.	Mrs. J. S. Vanitha, Principal
3.	Mr. Praveen Banakar, Chief Warden
4.	Mr. S. Arun Prasad, Head IGCSE
5.	Mr. Rajesh Prasad, Head PUC
6.	Respective Block Wardens
7.	Student Counsellor

SOP TO FILE A GRIEVANCE/SUGGESTION

1. A student may approach the Students' Grievance Redressal Cell in person and file her/his grievance/suggestion in the prescribed format.
2. A student may also drop the completed Performa in the Suggestion/ Grievance Box placed in front of each hostel.
3. No student is allowed to file a grievance/suggestion on behalf of any other student.
4. Chief Warden to convene a meeting of the cell to address the issue.
5. The proceeding are recorded.
6. Action taken is intimated to the student/s.
7. Obtain signature of closure.

SOP for GRIEVANCES RELATED TO MAINTENANCE

1. Block warden to raise a maintenance ticket on ERP and in the complaint register.
2. Chief Warden to verify the veracity of the issue and approve for facility intervention.
3. Facility manager will instruct the resource person to address the issue.
4. If procurement is involved, follow procurement SOP.
5. Facility manager will close the ticket once the issue is addressed.
6. Block warden will approve the closure once verified and sign the complaint register for closure.

GRIEVANCES RELATED TO FOOD

Grievance related to food quality should be noted down in the complaint register placed in the warden office at any time. SOP as mentioned above.

MEDICAL EMERGENCY

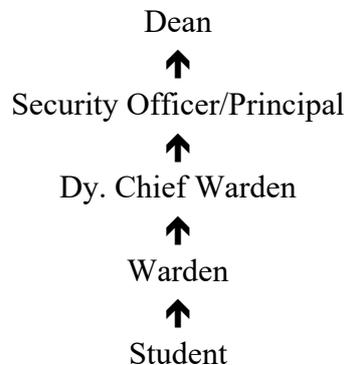
1. Medical emergency service is providing immediately. In case of any medical emergency, hosteller shall contact the block warden and Chief Hostel warden. The warden should take necessary action for the immediate relief and arrange first aid and ambulance etc. nurse must be intimated.
2. Hostel warden/ staff immediately call the nurse of the hospital for immediate help and other medical care if they feel any problem then hostel warden will contact to Chief Warden for further action.
3. Nurse shall administer first-aid or escort the child to the hospital if needed. All vital information is recorded. Warden will be kept informed at all time.

4. Hostel warden will review the condition of the students and also inform to their parents about their condition. If child needs rest, the warden shall inform the vice principal's on ERP and email.

SOP for Medical treatment

1. Student to report any sickness to the block warden or the nurse shall take cognizance of any illness during her visits to hostel between 9:00pm to 10:30pm or during school hours and report to the warden.
2. Warden to send the child to the infirmary.
3. Nurse to record vitals and enter these details into the student health file (both manual and ERP). If doctor's intervention is necessary escort the student to the hospital.
4. Enter the details of any medicine issued into the student file (both manual and ERP) and update medicine stock register (both manual and ERP). Update hospital bills (scanned copies on ERP and manually register) and submit these bills to the office. In case of spectacles and dentistry the same needs to be handled by the nurse.
5. Update the status of the child to the warden through ERP and manually. If admission to hospital is required inform the warden. Warden shall speak to the parent and do the needful. Warden to depute one personnel to take care of the child at the hospital or post discharge.
6. Generate weekly medical bill abstract and submit to the block warden.
7. Block warden to verify details and obtain student signatures.

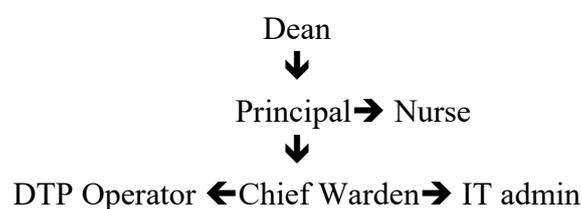
EMERGENCY REPORTING PLAN

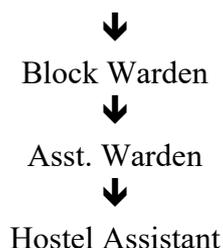


SOP FOR ADMINISTRATIVE WORK

ADMINISTRATIVE STRUCTURE

Hostel Department is one of the sections in the school/college. The current administrative structure for the Department is as follows:





RECORDS

REGISTERS

1. Room allocation register
2. Stock register
3. Student inventory file
4. Suggestion/ grievance/complaint register.
5. Housekeepers/ labour entry register
6. Student attendance register
7. Solar water heater/R.O/cleaning and spraying/pest control record register
8. Hostel staff meeting / Minutes of the meeting
9. Laundry register

FILES

1. Hostel rooms/staff quarters positions file
2. Course wise student file
3. Student apology/discipline file
4. Notice/order file
5. Mess menu checking file
6. Admit slip file
7. No due file
8. Out pass file
9. Student leave record file

OVERVIEW

Hostel department is responsible for maintaining housing services in the campus. The core activities of the department include:

1. Allocation of hostel rooms to students
2. Maintenance and repair of students' hostel rooms.
3. Requisition and issuance of hostel supplies
4. Sanitation and Quality control of the Mess
5. HR issues of the hostel employees
6. Issuing the gate pass/out pass
7. Maintain discipline and report to management
8. Ensure safety and security
9. Maintenance of all infrastructure
10. Stock verification
11. Taking care of students.

SOP for phone calls

1. Students are allowed to speak to the parents on Sunday (No relatives and friends).
2. The students are allowed to speak only for 5 minutes.

3. Warden to dial the number on the device.
4. Student shall speak to his/her family members in 5 minutes and return the device to the warden.
5. A student is encouraged to write a letter if the conversation required is very long.
6. If the student's parent work at various location and are not together the warden can consider to stagger the phone call.
7. Students whose parents live abroad will be allowed to make WhatsApp calls only upon the permission from the warden.
8. When a child is sick/participation in events/special occasions/emergencies wardens will permit the child to speak to his/her parents.
9. Parents can contact the warden during the week days for enquiries between 9:00am to 6:00pm strictly, unless there is a medical emergency. No parent can contact warden on Sunday.
10. Warden to generate weekly phone call bill.

SOP for attendance marking-

1. Student attendance will be marked on the register during the following times both exit and entry. Hostel assistant to mark attendance, verified by the block warden.
 - a. Jogging in the morning. (Exit and Entry)
 - b. Reporting to mess for breakfast. (Exit only)
 - c. Reporting to mess during lunch (at the dining hall - entry and at the school block entrance - exit).
 - d. Reporting to hostel after school hours (Entry only).
 - e. Reporting to field (Exit only).
 - f. Reporting to hostel for fresh-up (Entry only).
 - g. Reporting to mess for snacks (Exit only).
 - h. Reporting to dinner at mess (attendance at the dining hall).
 - i. Reporting to hostel post dinner (Entry Only).
2. Sick children shall remain in the hostel only with the permission of the block warden. Block warden must seek permission from the Vice Principal on ERP.
3. If the child visits the hostel during the school/college hours with the permit slip issued by the Vice Principal, then his/her entry and exit should be recorded manually and ERP.

SOP for OUTPASS

1. Student/parent requests for outpass with warden.
2. Warden will approve/reject the outpass as per school/college policy.
3. If approved, student fills the outpass form and submits the same for warden approval.
4. Warden updates information on ERP and directs the child to meet the accounts department.
5. Accounts department follows No-due SOP and issue no-due certificate.
6. Child produces no-due to the chief warden.
7. Chief warden approves the outpass and updates ERP and intimates main gate security on ERP.
8. Student to update outpass register at warden office.
9. Student to produce outpass form to the security and Exit after entering the details in the manual register maintained at the main gate security.
10. Student shall report to school/college on time as prescribed in the outpass (if applicable) and report to the Block warden. Block warden shall update the ERP of student's arrival.
11. Academic team to make necessary remediation plan.

SOP for Laundry

1. Student to place clothes in their laundry bag and enter details like number of shirts, pants, bedsheet, bath towels, socks, undergarments, pillow covers, handkerchief etc.
2. Wardens to enter the details in the ERP and instruct the launderer to collect the baggage with the report of student wise laundry list. The deadline on ERP to be followed.
3. The launderer process clothes for washing and pressing.
4. The launderer delivers the clothes on the date of delivery between 10:00am to 03:00pm.
5. Wardens to individually check the bags against student wise laundry list on ERP and certify work completion.
6. Students to collect clothes after due verification and enter details in the laundry register.
7. Wardens to cross check laundry register with ERP data, clarify with students if there is any dispute.
8. Generate weekly laundry bill.

Note : Items like bed spread, pillow covers, blankets, towel, aprons, curtains, mess clothes, non-teaching staff uniform, housekeeping mops, table clothes, chair covers etc. will be washed free of cost.

SOP for Saloon Access

1. Bulk requisition for saloon service on ERP by the block warden.
2. Facilities to arrange for the saloon service and intimate block warden.
3. Hair dresser updates ERP through warden's login, about student taking services.
4. Generate monthly bill.

COVID-19 SOP at Hostel

1. Wardens to ensure physical distancing at all times in the hostel (study hours, entry of details by students, playing, sleeping, bathing etc.).
2. Ensure every student wears face mask, face shield, hand gloves, before exiting the hostel.
3. Ensure that the gloves and the mask (non-re-useable) are discarded into a closed dustbin by the students before they enter the hostel.
4. Upon entry to hostel, hostel assistant must sanitize facial shield and hands of students.
5. Warden to ensure that no body except those who reside in the hostel shall enter the hostel.
6. Parents, visitors and staff (who do not reside in that hostel) shall not enter.
7. Housekeeping staff and maintenance staff can enter the hostel with the permission of the warden only when the children are not in the hostel. These movements must be logged and specifics to be present on ERP.
8. Nobody to touch any personal belonging of the children like – clothes, bag, books, stationeries, laptops, bedsheets, pillow covers, suitcase, cupboards, shoes, buckets, mugs etc. as the same is cause of disease spread. Housekeeping staff to sanitize/disinfect corridors, passage in dormitory, space between the beds, door handles, cupboards handles, railings of the stairs and bunker beds, switches, grills, toilets, shoe rack, laundry rack, water dispensers, dryers, taps etc. and other frequently touched items.
9. Wardens to speak about covid-19 safety all the time.
10. School nurse to visit all hostels to check on student's health every day and speak to children about hygiene and covid-19 safety.
11. If there are flu like symptoms or any other health issues observed by wardens, staff or fellow students, it must be brought to the notice of the nurse immediately. If flu like symptom, it is advised to quarantine the student at the infirmary

12. Warden to allow students to meet parents at the school's café with mask, face shield and gloves on students at 2 meter distance. The duration of the visit cannot exceed 15 mins to check the spread of the virus if the visitors are asymptomatic carriers of the virus.

Grievance/complaint Form				Date:
Name of the Student				
Class :		Section :		<input type="checkbox"/> CBSE <input type="checkbox"/> IGCSE <input type="checkbox"/> PUC
Type of Grievance	<input type="checkbox"/> Academic Problem <input type="checkbox"/> Financial Matter <input type="checkbox"/> Library Problem <input type="checkbox"/> Accommodation Problem <input type="checkbox"/> Infrastructure issues		<input type="checkbox"/> Mess Problem <input type="checkbox"/> Laundry Problem <input type="checkbox"/> Any other harassment <input type="checkbox"/> Sports issues <input type="checkbox"/> IT /ICT/internet issues	
Complaint Description				
Has there been attempts to resolve this informally?				
Proposed resolution which you may believe will resolve the grievance?				
Root Cause and people involved				
Student Signature with date				
Warden Suggestions				
Action taken				
Grievance Closing date				
Signature of the student after closure				

