

**SHRI RAMDEOBABA COLLEGE OF  
ENGINEERING AND MANAGEMENT**

**PROCESS  
MANUAL**

**HOSTEL**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / A	INDEX OF WORK PROCEDURE	Page: 01 / 01
Ref. Clause : 4.4, 7.5.2		ISS. No:01,Rev No 00:Dt:1/1/18

WP No.	Title	Date	Clause	Page
HST / A	Index of Work Procedures	01/01/2018	4.4,7.5.2	01
HST / B	Revision Sheet	01/01/2018	7.5.2	02
HST / C	List of Documents &Evidences	01/01/2018	7.5.1	03
HST / D	Organisation Structure	01/01/2018	5.3	05
HST / E	Responsibility and Authority	01/01/2018	5.3	06
HST / F	Quality Objectives	01/01/2018	6.2.1,6.2.2	08
HST / PR / 01	Hostel Admission	01/01/2018	8.1	09
HST / PR / 02	General Hostel Administration	01/01/2018	7.1	10
HST / PR / 03	Hostel Environment	01/01/2018	7.1.4	12
HST / PR / 04	Control of mess operation	01/01/2018	8.1,9.1	14
HST / PR / 05	Maintenance of Utilities	01/01/2018	7.1	16
HST / PR / 06	Student Feedback	01/01/2018	4.2,9.1.2	17
HST / PR / 07	Internal Audit, Corrective Actions	01/01/2018	9.2,10.2,10.3	18

ALL THE SECTIONS IN THE MANUAL HST/A TO HST/ PR/07 ARE		
<p><i>Gan</i> <i>G.A. Mohankar</i> 1/1/2018 <i>Anil Murali</i> 01/11/2018</p>	<p><i>R. D. Adare</i></p>	<p><i>Adare</i> 01/01/18 (P. D. Adare)</p>
PREPARED BY HOSTEL WARDENS	REVIEWED AND APPROVED BY PRINCIPAL	ISSUED BY MR

**MASTER COPY**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

<b>HST / B</b>	<b>REVISION SHEET</b>	<b>Page: 01 / 01</b>
<b>Ref. Clause: 7.5.2</b>	<b>ISS. No:01,Rev No 00:Dt:1/1/18</b>	

<b>Process No.</b>	<b>Iss. No/Rev. No.</b>	<b>Date of Revision</b>	<b>Nature of Change</b>	<b>Approved By</b>
All	00/00	15/10/2004	Original Issue	Principal
All	00/01	10/04/2009	Routine Revision- Recertification	Principal
All	00/02	30/10/2013	Change in records/work procedure	Principal
All	00/03	01/07/2016	Change in entire manual	Principal
All	01/00	01/01/2018	Revised standard issue	Principal

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT**  
**HOSTEL MANUAL**

HST / C	LIST OF DOCUMENTS&EVIDENCES NTS	Page: 01 / 02
Ref. Clause: 7.5.1	ISS. No:01,	Rev. No.: 00 Dt.: 01/01/2018

Doc. No.	Title	Clause	Master Copy	Controlled Copy	Retention Period
-	Process Manual	7.5.1	MR	Wardens	Till next Revision
-	Quality Manual	6.2.1,6.2.2	MR	Wardens	Till next Revision
HST- 01	Hostel Occupancy	8.1,8.2.3.1	Warden	-	3 Years
HST- 02	Visitors Register	9.1.1	Warden	-	1 Year
HST -03	Night out Form/ Leave for absence form	9.1.1	Warden	-	1 Year
HST- -04	Daily Occurrence Register	9.1.1	Warden	-	1 Year
HST -05	Daily Attendance Register	9.1.1	Warden	-	1 Year
HST -06	Weekly Mess Menu	9.1.1	Warden	-	1 Year
HST -07	Complaint Register	9.1	Warden	-	1 Year
HST -08	Interaction with parent	9.1	Warden	-	1 Year
HST -09	Gate pass issue record	9.1	Warden	-	1 Year
HST -10	Movement Register	9.1	Warden	-	1Year
HST -11	Medical Facility Record	9.1	Warden	-	1Year
HST -12	Gym usage record	9.1	Warden	-	1Year
HST-13	Student Feedback	4.2,9.1.2	Warden	-	1 Year

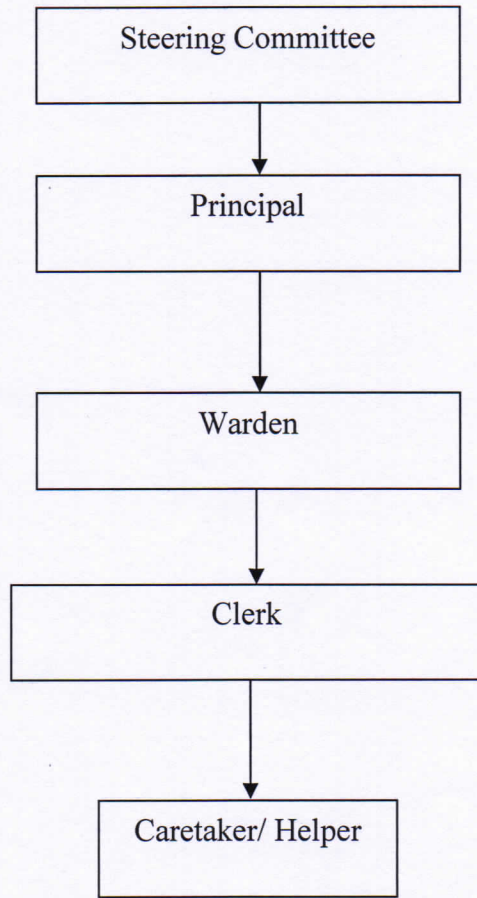
**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / C	<b>LIST OF DOCUMENTS&amp;EVIDENCES NTS</b>	<b>Page: 02 / 02</b>
<b>Ref. Clause: 7.5.1</b>	<b>ISS. No:01,</b>	<b>Rev. No.: 00 Dt.: 01/01/2018</b>

HST -14	Rules for Hostel admission and declaration form	5.3,8.3.3	Wardens	-	Display / Distributed
HST -15	Mess Contract	8.1	Wardens	-	1 Year
HST -16	Stock Register	7.1.5	Wardens	-	-
HST -17	Appointment letters	7.2	Warden	-	-
HST -18	MOUs with Hospital	8.1	Warden	-	-
HST-19	Quality Objective status	6.2.1,6.2.2	Warden	-	1 Year
HST-20	Internal Audit Record	9.2, 10.2, 10.3	MR	Warden	1 Year

Dispose off the documents after retenion period.

HST / D	ORGANISATION STRUCTURE	Page: 01 / 01
Ref. Clause: 5.3		ISS.No:01,Rev No 00:Dt:1/1/18



**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / E	<b>RESPONSIBILITY AND AUTHORITY</b>	Page: 01 / 02
Ref. Clause: 5.3		ISS.No:01,Rev No 00:Dt:1/1/18

<b>Responsibilities of Warden</b>	
01.	To control the overall hostel functioning.
02.	To maintain the discipline in the hostel through caretaker, Asst.Caretaker and watchwomen.
03.	To guide mess committee, proctoral committee in their functioning.
04.	To take necessary measures and actions to maintain good environment in the hostel.
05.	To interact with the students and parents (if necessary).
06.	To Report to principal, any misconduct by student for disciplinary action
<b>Authorities of Warden</b>	
01.	To give recommendation for selecting contractors for mess.
02.	To select the members for Mess and Proctoral Committee.
03.	To refuse the admission or to expel any student from hostel.
04.	To give suggestions to principal for the improvement in hostel functioning.
<b>Responsibilities of Caretaker/ Residential Warden</b>	
01.	To maintain discipline in the hostel.
02.	To monitor the activities of Housekeeping staff.
03.	To ensure that all the utilities are in good working condition.
04.	To carry out the maintenance of utilities in coordination with Construction and Maintenance department.
05.	To report to warden misconduct/late arrival by any student.
06.	To issue gate pass to students with genuine reasons for returning after 9.00/10.30 pm.
07.	To call doctor in case of any emergency.
<b>Authorities of Caretaker / Residential Warden</b>	
01.	To suggest improvements in the functioning of hostel.
02.	To take necessary actions to maintain discipline in the hostel in coordination with warden.
03.	Display of various notices on notice-board.
04.	To supervise maintenance of hygienic conditions in the mess and to direct mess contractor for the same from time to time.
<b>Responsibilities of Clerk</b>	
01.	To check mess-bill at the end of the month.
02.	To issue notices to mess contractor for details.
03.	To interact with accounts department.

**MASTER COPY**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

---

<b>HST / E</b>	<b>RESPONSIBILITY AND AUTHORITY</b>	<b>Page: 02 / 02</b>
<b>Ref. Clause: 5.3</b>		<b>ISS.No:01,Rev No 00:Dt:1/1/18</b>

<b>Authorities of Clerk</b>
To suggest improvements in the functioning of hostel.
To carry out the Hostel admissions and to maintain other records as directed by the Warden..
To scrutinize the Hostel admission form and supporting documents.
<b>Responsibilities of Watchmen/Security Guards</b>
To control the in and out movement of visitors.
To maintain the visitors record.
To maintain the discipline in the hostel.

**MASTER COPY**



**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

---

HST / F	QUALITY OBJECTIVES	Page: 01 / 01
Ref. Clause: 6.2.1, 6.2.2		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
1.	To increase the hostel students satisfaction Index	warden	HST-19

**MASTER COPY**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / PR / 01	HOSTEL ADMISSION	Page: 01 / 01
Ref. Clause: 8.1		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
01	Notices should be displayed on notice boards regarding the availability of hostel admission form, form fee, overall fee structure, supporting documents required along with filled up admission form,etc.	Clerk	Rules for Hostel A admission HST-14
02	Also inform students about the hostel fees, mess fees and rules regulations.	Clerk	--
03	Prepare the list of admitted student on the basis of merit list and present the same to principal for approval.	Clerk	
04	After the approval from the warden, display the list of admitted students and the rooms no. allotted.	Clerk	--
05	In case the student leaves the hostel before the start of the classes, 80 % fee of room rent is refunded.	Warden / Clerk	--
06	In case student leaves the hostel within 30days from the date of start of classes, only 50 % of fee of room rent is refunded.	Warden / Clerk	--
07	No refund will be made if the student leaves the Hostel after 30 days.	Warden / Clerk	--
08	In case results are delayed, provisional admission is given on the basis of the earlier examination results.	Warden	--
09	Admissions are confirmed only after the university results are declared and the student makes mark sheets available.	Warden	--
10	Based on the results, discontinued student / Failure in examination are disallowed hostel admission and their provisional admission if any in the hostel will be cancelled and their stay in the hostel will be considered as casual stay.	Warden	--
11	Casual students / Discontinued Students who come to appear for the examination are granted admission maximum for 30 days prior to and till the end of examination,if rooms are available.	Warden	--
12	Students should vacate their rooms within 3 days after the end of the academic year. Refundable caution money shall be returned after adjusting any unpaid fees, fine, dues for damages, etc.	Warden/Clerk	

**MASTER COPY**  
**Master Copy Stamp**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / PR / 02	GENERAL HOSTEL ADMINISTRATION	Page: 01 / 02
Ref. Clause: 7.1		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
<b>A</b>	<b>Housekeeping</b>		
01	Sweeping/cleaning of rooms should be carried out in the presence of students in coordination with contractor and house keeping staff.	Caretaker	--
02	Cleaningness of corridor and sanitation areas should be maintained in coordination with contractor and housekeeping staff.	Caretaker	--
03	Clean hostel surrounding and maintainance of lawn/ plants should be ensured in coordination with the contractor, housekeeping staff and gardener.	Caretaker	--
04	Activities of housekeeping staff should be monitored and a record of same should be maintained.	Caretaker	--
05	Availability of electricity and drinking water should be insured or else the same should be reported to the construction and maintainance department.	Caretaker	--
<b>B</b>	<b>In and out movement of Students and Visitors</b>		
01	Hostel Students are allowed to move in / out up to till 9.00 pm (Girls)/10.30 P.M. (boys) in hostel.	Caretaker /Security Guards	Movement Register HST-10
02	Admission in hostel after 9.00 P.M. (girls)/10.30 P.M. (boys) should be allowed only if the student posses gate pass otherwise the same should be informed to hostel staff duty.	Caretaker /Security Guards	Gate Pass Issue Record HST-09
03	Visitors who intend to meet the students are allowed so, after confirmation of such visitor by the student. The details of the visitor are noted in a register.	Caretaker /Security Guards	Visitors Register HST-02
04	If any student comes late i.e. after 9.00 P.M. (Girls)/ 10.30 P.M. (Boys), ensure that prior permission was taken by the student from the Warden and confirm the time upto which the permission was granted by the Warden.	Caretaker /Security Guards	

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

---

<b>HST / PR / 02</b>	<b>GENERAL HOSTEL ADMINISTRATION</b>	<b>Page: 02 / 02</b>
<b>Ref. Clause: 7.1</b>	<b>ISS.No:01,Rev No 00:Dt:1/1/18</b>	

05	Student can remain absent in the hostel for a day or more provided the leave application is made to the Warden and the leave is sanctioned.	Caretaker	Nightout Form / Leave for absence form HST-03
06	Daily rounds should be taken to ensure that students are not violating the rules (No gambling, fighting, alcohol, drugs etc.) and harmony is maintained in the hostel.	Caretaker	--
07	In case incidence of the above are noticed , the details are recorded in a register and the warden is informed. Also, any significant events observed are entered in register and reported .	Caretaker	Daily Occurrence Register HST-04

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT**  
**HOSTEL MANUAL**

HST / PR / 03	<b>HOSTEL ENVIRONMENT</b>	Page: 01 / 02
Ref. Clause: 7.1.4		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
<b>A Housekeeping</b>			
01	Cleaniness of hostel rooms, hostel office, guest / visitor room, mess, corridor and sanitation areas should be ensured on daily basis.	Caretaker /	--
02	Utilities like electricity, drinking water are maintained in good working condition.	Caretaker	--
03	Hostel surroundings are also maintained neat and tidy.	Caretaker	--
<b>B Maintenance of Discipline</b>			
	Following are the various measures taken to maintain discipline in the Hostel.		
01	Daily attendance and regular rounds should be taken ensure that hostel rules and regulations are followed.	Caretaker	Daily Attendance Register HST-05
02	The Warden carries out surprise checks in hostel any time.	Warden	
03	Proctoral committee is formed which consists of students from 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> and final year to resolve disputes among students. Suggestions are also called for to handle those students violating hostel rules.	Warden	
04	Regular meetings are held with the students to understand the problems (if any) faced by them.	Warden/ Caretaker	
05	To avoid ragging on 1 <sup>st</sup> year students, they are accommodated in a separate wing of the building. The proctoral committee is entrusted with the the responsibility of ensuring safety of the 1 <sup>st</sup> year students.	Warden/ Caretaker	
06	Meeting is arranged with the 1 <sup>st</sup> year students in the first two months to understand their problems.	Warden/ Caretaker	
<b>C Health services</b>			
01	First aid services are made available to students. However for any major ailments students have to bear the expenses.	Caretaker /Helper	
02	A Doctor is made available on all working days during prescribed hours to attend to routine problems & is available on call basis for emergency cases.	Visiting Doctor & Caretaker.	

**MASTER COPY**

HST / PR / 03	Page: 02/ 02
<b>HOSTEL ENVIRONMENT</b>	
<b>Ref. Clause: 6.4</b>	<b>ISS.No:01,Rev No 00:Dt:1/1/18</b>

03	Hostel staff should accompany the student for any kind of hospitalization till the arrival of parents / guardian.	Caretaker /Helper	
04	A lady Gymnasium Instructor should be made available on all working days during prescribed hours to train.	Caretaker /Helper	

**MASTER COPY**

HST / PR / 04	<b>CONTROL OF MESS OPERATION</b>	Page: 01 / 02
Ref. Clause: 8.1,9.1		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
01	Hostel mess should be run on contract basis.	Steering Committee	--
<b>A</b>	<b>Selection of contractor for cooking, serving and washing</b>		
01	Contracts are entered with caterers of established and proven record of good service to the hostel and on the basis of recommendations by the Warden.	Steering Committee	Mess Contract HST-15
02	The contract should be formulated by taking into consideration the number of cooks, food servers, washers, etc. required. It includes terms to avoid workers suffering from contagious diseases & / or unhealthy habits.	DO	
03	The contract is entered for a maximum term of 1 Years&is extended only if recommended by the Students Mess Committee & the Warden.	DO	--
<b>B</b>	<b>Working of Mess</b>		
01	Mess should be run on contract basis.To cover its expenses an initial deposit should be taken and all monthly bills should be charged to this deposit.	Steering Committee	
02	The Mess Committee should comprises of 3 representatives each from 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> . Mess In-charge should be from final year. The Committee should decide on the weekly menu (lunch/dinner) with due regard to cost considerations in consultation with the Warden.	Mess Committee/ Warden	Weekly Mess Menu HST-06
03	Students should make an appropriate entry in the mess card after eating breakfast/lunch/dinner.	Mess Contractor	
04	If food quality is not satisfactory, the same should be informed to the warden and notice should be issued the mess contractor.	Mess Contractor	
<b>C</b>	<b>Mess Environment</b>		
01	Regular cleaning of all mess areas, furniture & utensils should be done.	Mess Committee/ House Keeping	
02	The dining arrangement should be comfortable.		
03	Cooked food in the mess should be kept covered.		

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

---

<b>HST / PR / 04</b>	<b>CONTROL OF MESS OPERATION</b>	<b>Page: 02 / 02</b>
<b>Ref. Clause: 8.1,9.1</b>		<b>ISS.No:01,Rev No 00:Dt:1/1/18</b>

04	Refrigerator should be cleaned once in a week.		
05	The hygiene requirements for mess staff as specified in the mess contract should be strictly followed.		
06	Adequate arrangements should be made to safeguard against any LPG leaks.		



**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / PR / 05	MAINTENANCE OF UTILITIES	Page: 01 / 01
Ref. Clause: 7.1		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
01	Desalination of overhead water tanks is done before the commencement of the academic year. Water pipelines should be periodically checked for any leakage, blockage & contamination.	Caretaker/ / Construction and Maintenance department	Daily Occurrence Register HST-04
02	Periodic checking for any loose connections & current leakage is conducted. Similar check should be made for all electrical appliances to ensure trouble free performance.	Caretaker / Construction and Maintenance department	Daily Occurrence Register HST-04
03	Annual Maintenance Contracts for coolers & water purifiers are monitored & renewed promptly.	Caretaker/ Construction and Maintenance department	Daily Occurrence Register HST-04
04	Preventive building maintenance to be carried out in consultation with the college Construction and Maintenance department.	Caretaker/ Construction and Maintenance department	Daily Occurrence Register HST-04

**MASTER COPY**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

HST / PR / 06	<b>STUDENT FEEDBACK</b>	Page: 01 / 01
Ref. Clause: 4.2,9.1.2		ISS.No:01,Rev No 00:Dt:1/1/18

No.	Process Stage	Process Owner	Output
01	In order to measure the effectiveness of hostel operations, a feedback is collected from students at the end of academic year.	Warden/ Clerk/ Caretaker	Student Feedback HST-13
02	Distribute the forms to the students at the end of academic year.	Warden/ Clerk/ Caretaker	Student Feedback HST-13
03	Receive the filled up forms from the student.	Warden/ Clerk/ Caretaker	Student Feedback HST-13
04	Analyze the feedback and identify the areas of poor feedback. Also determine the areas of improvement suggested by the student.	Warden	Corrective Action QMS-R-04
05	Decide necessary corrective action in discussion with principal to improve performance in the weak area.	Warden	Corrective Action QMS-R-04
06	Monitor the implementation of action.	Warden	--
07	Verify effectiveness of action taken through the feedback.	Warden	-

**MASTER COPY**

**SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT  
HOSTEL MANUAL**

---

HST / PR / 07	INTERNAL AUDIT, CORRECTIVE ACTION	Page: 01 / 01
Ref. Clause:9.2,10.2,10.3		ISS.No:01,Rev No 00:Dt:1/1/18

Sr. No.	Process Stage	Process Owner	Output
01	As per the audit plan, conduct the internal audit every three months.	MR	QMS-05
02	Take corrective actions on observation findings and NC ( if any).	Warden	QMS-05