



DR. D. Y. PATIL VIDYAPEETH, PUNE
(Deemed To Be University)

HOSTEL PROCESS MANUAL

AS PER INTERNATIONAL STANDARD ISO 9001:2015

ISSUE NO: 02, DTD. 01.01.2018

HTL/A	MASTER LIST OF PROCESSES		
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All the above procedures are approved by Registrar before release.		
Prepared By : HoD Hostel	Approved By – Registrar	Issued by: M. R.



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HTL/B	REVISION SHEET	
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Document No.	Rev. No.	Revision Date	Nature of Change	Approved By
All	00	01.06.2015	Original Issue, Issue No. 01 dtd. 01-06-2015	Registrar
All Procedures	00	01.01.2018	Revised ISO 9001:2015 Standard Implemented.	Registrar

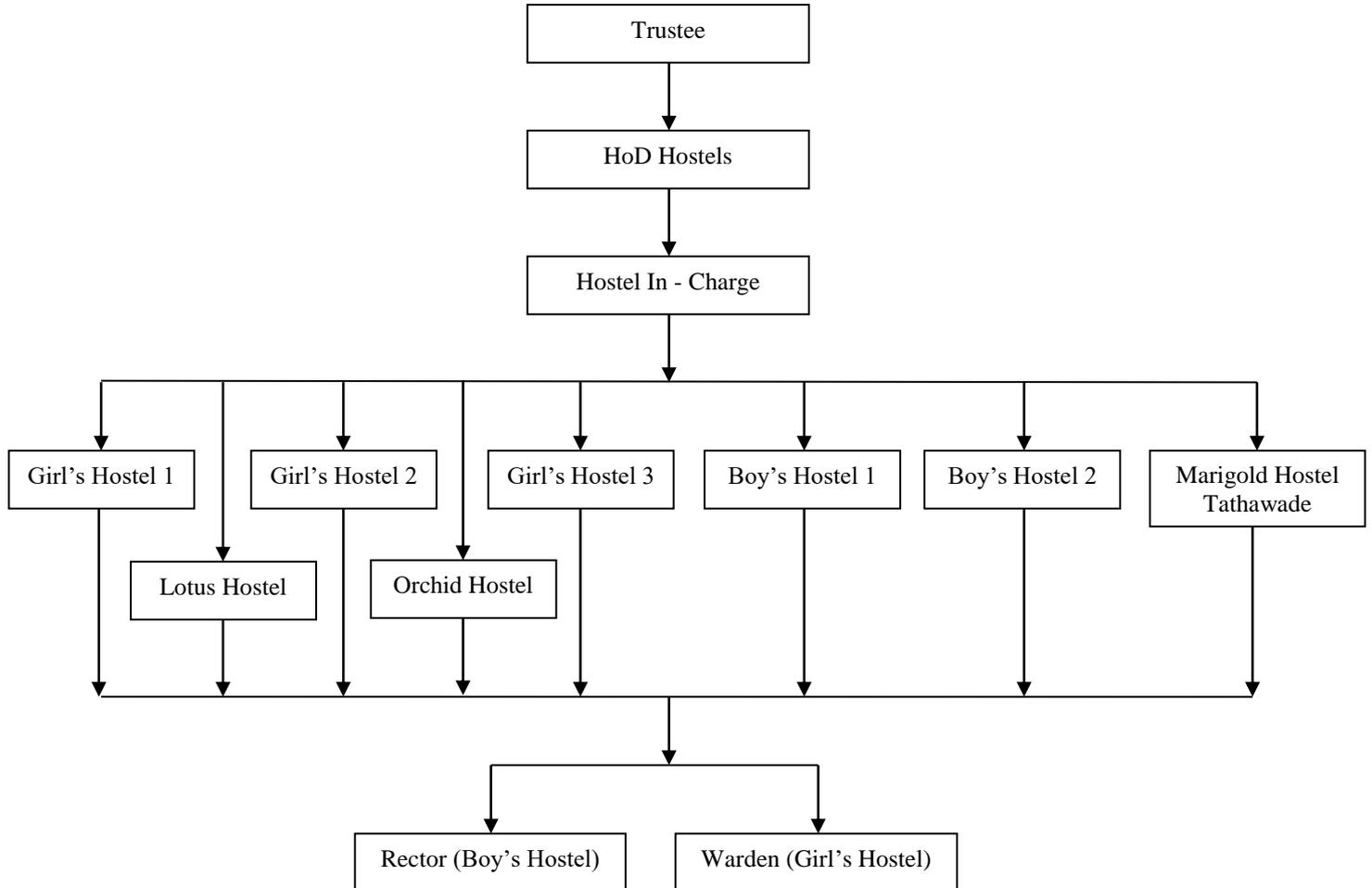
HTL/C	LIST OF DOCUMENTS	
Rev. 00 Dtd. 01.01.2018	Ref. Clause: 7.5	Page: 01 / 01

Doc. No.	Document Title	Rev. No.	Revision Date	Master Copy	Controlled Copy
--	Hostel Process Manual	00	01.01.18	M.R.	HoD In - Charge, Dy. M. R.
HTL / D / 01	Hostel Rules and Guidelines	00	01.01.18	Hostel In - Charge	Display
HTL / D / 02	List of Hostels	00	01.01.18	Hostel In - Charge	--
HTL / D / 03	List of Outsourced Suppliers	00	01.01.18	Hostel In - Charge	--
Received from Dr. D. Y. Patil Medical College	College Brochure	00	01.01.18	Admin. Office	HoD Hostel

HTL/D	LIST OF RECORDS		
Rev. 00 Dtd. 01.01.2018	Ref. Clause: 7.5	Page: 01 / 01	

Record No.	Document / File Name	Rev. No.	Storage	Retention Period	Disposal Method
HTL/R/01	Hostel Admission form	00	File – 01	Till Student Passes out	Shred
HTL/R/02	Student Attendance Register	00	Reg.-01	1 Year	Shred
HTL/R/03	Student Furniture Allotment Record	00	File – 02	Permanent	
HTL/R/04	Occurrence Register	00	Book	1 Year	Shred
HTL/R/05	Electrical Maintenance register	00	Reg.- 02	1 Year	Shred
HTL/R/06	Plumbing Maintenance register	00	Reg.- 03	1 Year	Shred
HTL/R/07	Carpenter Maintenance register	00	Reg.- 04	1 Year	Shred
HTL/R/08	Water Tanks Cleaning Record	00	File – 03	1 Year	Shred
HTL/R/09	A.C. Maintenance Record	00	File – 04	1 Year	Shred
HTL/R/10	Solar Water Heater Maintenance Record	00	File – 05	1 Year	Shred
HTL/R/11	Water Coolers and Water Purifier Cleaning Record	00	File – 06	1 Year	Shred
HTL/R/12	Lift Maintenance Record	00	File – 07	1 Year	Shred
HTL/R/13	List of Hostel Anti – Ragging Committee Members	00	File – 08	1 Year	Shred
HTL/R/14	Visitors / Guest Register	00	Reg.-05	1 Year	Shred
HTL/R/15	Leave Application	00	File – 09	1 Year	Shred
HTL/R/16	Student Hostel Fees Record	00	File – 10	1 Year	Shred
HTL/R/17	Hostel Continuation Option Form	00	File – 11	1 Year	Shred
HTL/R/18	Student Late Entry Register	00	Reg.-06	1 Year	Shred
HTL/R/19	Student In Coming / Out Going register	00	Reg.-07	1 Year	Shred
HTL/R/20	Student Feedback Form	00	File – 12	1 Year	Shred

HTL/E	DEPARTMENTAL STAFF STRUCTURE	
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HTL/F	RESPONSIBILITY & AUTHORITY	
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Responsibilities of HoD Hostel

1. To ensure he receives a comprehensive report of all the hostels on day to day basis.
2. To ensure he receives severe complaints of the hostel services / students at that moment of time.
3. To doubly ensure that no incidents of ragging takes place in the hostel.
4. To take surprise rounds in the inside and surroundings of hostel premises to ensure cleanliness, proper sanitation etc.
5. To coordinate between hostel in charge and management.
6. To take meeting of the hostel staff quarterly or as and when required.
7. To ensure follow up and implementation of policy matters strictly.

Responsibilities of Chief Rector

1. To ensure he receives reports of all the hostels individually on day to day basis.
2. To report immediately of any misdoings in the hostel of grave consequences.
3. To ensure that no incidents of ragging takes place in the hostel.
4. To take rounds in the inside and surroundings of hostel premises to ensure cleanliness, proper sanitation Etc.
5. To ensure all maintenance complainants are attended to and if required purchase material for the purpose.
6. To prepare Purchase Demand Note OR Purchase Indent to purchase high value materials.
7. To maintain conducive atmosphere for studies in the hostel.
8. To coordinate between hostel staff and Student.
9. To ensure proper and timely medical assistance is given to students when needed.
10. To receive and meet parents of hostel students.
11. To monitor hostel staff for their regularity and punctuality.
12. To ensure follow up and implementation of policy matters strictly.
13. To take surprise rounds during night.
14. To check any lapses in the security duties.

HTL/F	RESPONSIBILITY & AUTHORITY	
Rev. 00 Dtd. 01.01.2018	Ref. Clause: 5.3	Page : 02 / 02

Responsibilities of Rector

1. To maintain discipline in the hostel.
2. To ensure basic amenities in the hostel are provided.
3. To take rounds in the inside and surroundings of hostel premises to ensure cleanliness, proper sanitation etc.
4. To attend complaints of student.
5. To maintain conducive atmosphere for studies in the hostel.
6. To coordinate between Hostel Authorities and Student.
7. To ensure follow up and implementation of policy matters strictly.
8. To take rounds during night.
9. To check any lapses in the security duties.
10. Ensure that all facilities provided in the hostel are working properly.
11. Ensure that all hostel documents are maintained properly.
12. Take hostel students attendance and ensure that all hostel students are present in the hostel during attendance time.
13. Report the matter to Hostel In - Charge if any hostel student is absent from the hostel without proper permission.
14. Ensure that all water tanks are filled properly.
15. Ensure that solar system valves are closed and opened in time.
16. Ensure that sick / ill student get medical help in time after working hours.
17. To conduct student feedback survey regarding hostel and take actions accordingly.
18. To ensure control over outsourced service providers and maintain records.

HTL / G	MONITORING OF QUALITY OBJECTIVES		
Rev. 00 Dtd. 01.01.2018	Ref. Clause: 6.2		Page : 01 / 01

S.N	Objectives	Indicator	Methodology of Calculation	Frequency of data collection	Responsibility of maintaining data
01	To make the hostel stay comfortable and conducive for overall development of hostel students.	No. of complaints	Ratio of Number of student complaints resolved to number of complaint received in a month	Monthly	Rector
02	To maintain discipline in the hostel.	No. of disciplinary Action completed	Actions initiated in case of misconduct / misbehavior / indiscipline in a Quarter.	Quarterly	Rector

Sr. No.	Process	Process Owner	Document / Record
01	Decide the targets for the Objectives.	Hostel HoD and Hostel In - Charge	--
02	Collect the data; compare it against the set target.	Hostel In – Charge, Rector & Warden	Quality Objective Status
03	In case of non-achievement of the targets of the Quality Objectives, analyze the failure and initiate necessary corrective actions.	Hostel In – Charge, Rector & Warden	Corrective Action.
04	Present the data and actions initiated (if any) related to Quality Objectives in the Management Review Meeting.	Hostel HoD and Hostel In - Charge	Minutes of MRM

HTL / PR / 01	Hostel Admission	
Rev.: 00 Date: 01.01.2018	Clause: 8.2	Page: 01 / 01

Input	Admitted student in college
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Sr.No.	Activity	Responsibility	Stage Out put
A	Admission for First Year (Fresher) Students		
01	Hostel and Room is allotted to the students at the time of college admission after payment of requisite fees by the Accounts department.	--	--
02	Ensure college admission and hostel admission fees receipt with the student.	Rector & Warden	Fees Receipt
03	Ask the student / parents to read the Hostel rules & regulations. Take undertaking and affidavit from student and parents as a consent for good behaviour.	Rector & Warden	Student Undertaking and Affidavit
04	Update Student attendance Register for the newly admitted students.	Rector & Warden	Student attendance Register
05	In case of any room maintenance requirement from the student such as colouring, electrical point shifting, etc., carry out the necessary maintenance and maintain record.	Rector & Warden	Maintenance Record
06	Receive copy of admission forms of the new students from Accounts dept. and maintain record.	Rector & Warden	Student Admission Form
B	Admission for Second, Third, Fourth Year and P.G. Second Year Students		
01	At the end of the academic year, get the hostel continuation option form duly filled from the student.	Hostel In – Charge, Rector & Warden	Hostel Continuation Option Form
02	As per the choice of the students, prepare list of SY, TY and Fourth year students admitted in the hostel.	Rector & Warden	List of students
03	Receive the hostel fees receipt from the students for continuation of the hostel.	Rector & Warden	Hostel Fees Receipt

Output	Room allotment to the admitted students
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HTL / PR / 02	Maintaining Discipline in the Hostel	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 01 / 02

Input	Students admitted in hostel, Hostel rules
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Sr.No.	Activity	Responsibility	Stage Out put
01	Formulate rules and guidelines for the students to be followed in the hostel.	Management	Hostel Rules and Guidelines
02	Add the hostel rules and guidelines in the hostel admission brochure for communication of same to the students.	Management	College Brochure
03	Ensure that the Hostel is guarded round the clock to maintain the discipline and security of the students.	Rector & Warden	--
04	Take hostel round in the morning at 9 am to ensure that all the students in the hostel are attending the classes.	Rector & Warden	--
05	Take hostel round in the morning at 11 am to ensure that all the students in the hostel are attending the classes.	Hostel In - Charge	--
06	Students are admitted to remain outside the hostel upto 10 pm. After 10 pm, record the details of the late coming student.	Rector & Warden	Student Late Entry Register
07	Verify the reason of late coming from the student. If Library pass is available with the student, then allow the student to go inside the hostel.	Rector & Warden	Student Late Entry Register
08	In case of student coming very late to the hostel, inform the parents immediately and explain the student's condition such as abbreviated condition, etc. In the morning, prepare report of these students and take them to the Dean, Medical College for counseling.	Hostel In – Charge, Rector & Warden	--
09	Take hostel round in the night at 10 pm to ensure the discipline in the hostel is maintained.	Hostel In - Charge	--
10	Take hostel round in the night at 12 mid - night to ensure that all the students in the hostel are present.	Rector & Warden	Student Attendance Register
11	Give entry only to hostel students in the hostel.	Rector & Warden	--

HTL / PR / 02	Maintaining Discipline in the Hostel	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 02 / 02

Sr.No.	Activity	Responsibility	Stage Out put
12	<ul style="list-style-type: none"> Conduct final roll call or attendance call every day at 12 PM to 2 am physically by visiting their rooms. Contact the individual on phone, if any student is absent without permission Contact parents, if student contact is not made and his whereabouts is not established. 	Rector & Warden	Student Attendance Register,
13	<ul style="list-style-type: none"> Give a written warning, if student is found absent from hostel without permission regularly. Inform his parents and take disciplinary action of removing from the hostel or refusal of next year hostel admission. 	Hostel In - Charge	--
14	<ul style="list-style-type: none"> Take night rounds in the hostel regularly to ensure that the students observe the hostel discipline and keep the hostel environment calm and conducive for study. Also make sure that students are sitting for study instead of loitering in the passage and making noise. 	Rector & Warden	Occurrence Register
15	Ensure surprise visits are made by the designated staff from Medical college first after 15 days of start of a new academic year to ensure no ragging of newly admitted students.	HoD Hostel, Hostel In - Charge	--
16	Also ensure surprise checks are conducted regularly by the designated staff from Medical college to ensure discipline and healthy atmosphere in the hostel by the students.	HoD Hostel, Hostel In - Charge	--

Output	Discipline in the hostel maintained
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HTL / PR / 03	Permission for Leave		
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 01 / 01	

Input	Students admitted in hostel, Hostel Rules / guidelines
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Sr.No.	Activity	Responsibility	Stage Out put
01	Allow hostel students to go on leave by obtaining proper permission through leave application on college holidays only.	Rector & Warden	Leave Application
02	Allow Hostel student to go on leave by submitting leave application on college working days in emergency with the permission from HOD.	Rector & Warden	Leave Application
03	Ensure that student makes the entries in the In Coming / Out Going register kept at hostel entrance gate while going out of the campus.	Rector & Warden	Student In Coming / Out Going register

Output	Monitoring of Student presence in the hostel
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HTL / PR / 04	Hostel Maintenance and Work Environment		
Rev.: 00 Date: 01.01.2018	Clause: 7.1.3, 7.1.4, 8.1		Page: 01 / 02

Input	Hostel infrastructure, work order to contractor
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Sr.No.	Activity	Responsibility	Stage Out put
01	Update record of new equipment's purchased.	Rector & Warden	Student Furniture Allotment Record
02	Receive complaints of the hostel students regarding electrical, plumbing, carpenter, etc.	Rector & Warden	Maintenance register
03	Inform the respective agency about the problem and get the problem rectified.	Rector & Warden	A.C. Maintenance Record, Solar Water Heater Maintenance Record, Water Coolers and Water Purifier Cleaning Record, Lift Maintenance Record
04	Inform the dedicated maintenance team about the problem in their routine rounds and get the problem rectified.	Rector & Warden	Electrical Maintenance register, Plumbing Maintenance register, Carpenter Maintenance register
05	In case any item purchase is required for maintenance upto Rs. 5000, carry out cash purchase of the item and maintain record.	Hostel In - Charge	Purchase Bills
06	In case of purchase requirement above Rs. 5000, raise a Purchase demand note or purchase indent and inform to Central Purchase dept. after obtaining necessary approvals.	HoD Hostel, Hostel In - Charge	P.O.
07	Ensure cleaning of overhead water tanks on quarterly basis by the external agency.	Rector & Warden	Water Tanks Cleaning Record
08	Ensure cleaning of water coolers and Aqua guards every month / as & when required by external agency.	Rector & Warden	Water Coolers and Water Purifier Cleaning Record
09	Ensure the internal cleaning of water coolers weekly and external cleaning daily by our employees.	Rector & Warden	--

HTL / PR / 04	Hostel Maintenance and Work Environment	
Rev.: 00 Date: 01.01.2018	Clause: 7.1.3, 7.1.4, 8.1	Page: 02 / 02

Sr.No.	Activity	Responsibility	Stage Out put
10	Ensure the cleanliness of the hostel passages, stair cases and toilets / bathrooms daily by the external agency.	Rector & Warden	--
11	Check hostel room cleaning is done daily by the housekeeping person.	Rector & Warden	--
12	Ensure Maintenance of solar water heater is done once in a year and the dusting of Solar tubes is done once in a month by the outside agency.	Rector & Warden	Solar Water Heater Maintenance Record

Output	Healthy environment maintained in the hostel.
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HTL / PR / 05	Hostel Clearance Procedure	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 01 / 01

Input	Students leaving the hostel
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Sr.No.	Activity	Responsibility	Stage Out put
01	Receive no dues form from the student leaving the hostel.	Rector / Warden	No dues Form
02	Check the student room status and give the appropriate remark for the student.	Rector / Warden	No dues Form

Output	Recovery of the hostel infrastructure damages from the student
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HTL / PR / 06	Ragging prevention	
Rev.: 00 Date: 01.01.2018	Clause: 8.2.2	Page: 01 / 01

Input	Students admitted in the hostel
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Sr.No.	Activity	Responsibility	Stage Out put
01	<ul style="list-style-type: none"> • Ragging in the Hostel and in the campus is strictly prohibited. • Ensure that hostel is guarded for 24 Hrs and particular attention is given for anti ragging. • Observe the students for any mischievous activity. • Form one central Anti-Ragging committee comprising college staff. • Form an internal Anti-Ragging committee comprising of all hostel staff and student representatives. • Ensure that every day two members of the central committee visit the hostel and submit the report to the committee In-charge. • Display all committee members list along with mobile numbers on the notice board. 	Hostel in Charge, Rectors, Wardens and student representatives	List of Hostel Anti – Ragging Committee Members
02	<ul style="list-style-type: none"> • Ensure that Anti - ragging warnings, instructions regarding anti - ragging are written in the hostel prospectus. • Take the Undertaking in this regard from Students and Parents every year at the time of admission. 	Rector & Warden	Hostel Admission form
03	Take two Affidavits from students and Parents each at the time of college admission once in three years as per the rules and regulation	Rector & Warden	Affidavits from students and Parents
04	Display all the news cuttings of ragging incidence on the notice boards.	Rector & Warden	--
05	Display the Anti ragging warning boards on the hostel walls	Rector & Warden	--

Output	Prevention of Ragging activities in hostel
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HTL / PR / 07	Student complaints and Feedback	
Rev.: 00 Date: 01.01.2018	Clause: 10.2	Page: 01 / 01

Input	Student complaints and suggestions
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Sr.No.	Activity	Responsibility	Stage Out put
01	Receive the complaints, grievances and suggestions from the staff and students staying at the hostel.	Hostel HoD, Hostel In – Charge, Rector and Warden	Maintenance Records
02	Take appropriate action against the complaints, grievances and suggestions in consultation with the Management.	--“--	--“--
03	Receive the student’s complaints regarding civil work, electrical work, drinking water, housekeeping, plumbing, hot water and furniture in the complaint register. Assess and solve the work accordingly by the inner staff or get it done through the concern external agency.	--“--	--“--
Student feedback			
01	Once in a year, take the student and staff feedback regarding the hostels.	HOD Hostel	--
02	Assign responsibility to the concerned Rector / Warden for taking the hostel wise feedback.	--“--	--
03	Get the feedback forms filled from the concerned. Compile, review and summarize the feedback rating.	Hostel In – Charge, Rector and Warden	Student feedback form
04	Forward the copy of received feedback form and feedback summary rating to HOD.	--“--	--
05	Initiate necessary action to improve the feedback rating.	HOD Hostel, Hostel In – Charge	--

Output	Actions taken on student complaints
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HTL / PR / 08	First aid and Emergency Management	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 01 / 01

Input	Illness, Injuries & emergency incidences in the hostel
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Sr.No.	Activity	Responsibility	Stage Out put
01	Place the first aid box with necessary medicine on each floor.	Rector & Warden	--
02	Issue medicine after confirming about expiry date, any medical allergy.	Rector & Warden	--
03	Ensure that the student is taken immediately to the casualty department in case of sickness. If the case is serious, inform the parents immediately.	Rector & Warden	--
04	Make an inter office communication addressed to the dean the next day of the incident in case of admission to hospital. If the case is serious, inform the Dean immediately.	Rector & Warden	Communication Record

Output	Health care provided to the students
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HTL / PR / 09	Visitor management	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.1	Page: 01 / 01

Input	Visitors to the students, college
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Sr.No.	Activity	Responsibility	Stage Out put
01	<ul style="list-style-type: none"> • Receive the parents and visitors in the hostel office and make entry in the visitors register. • Inform the individual student immediately. • Inform the student to meet parents. • Don't allow the visitors to go to the student's rooms. 	Rector & Warden	Visitors Register
02	<ul style="list-style-type: none"> • Show the allocated guest room to the visitor (only parents) of hostel student for overnight stay. Allocation done by accounts department after making necessary payment. • Allocate guest room to college guest also on receipt of written or oral communication from higher authorities. • No visitor / parent is allowed to stay overnight in the student's room. 	Rector & Warden	Visitors Register

Output	Management of visitors
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HTL / PR / 10	Control of Outsourced Activities	
Rev.: 00 Date: 01.01.2018	Clause: 8.4.2	Page: 01 / 01

Input	Hostel infrastructure maintenance requirements
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Sr.No.	Activity	Responsibility	Stage Out put
01	Study and identify the processes for outsourcing. Presently following services related to the hostels are outsourced: 1. Security 2. Housekeeping 3. Water Purifier and Water Cooler Maintenance 4. Cleaning of overhead water Tanks 5. Air-conditioning Maintenance 6. Lifts Maintenance 7. Solar Water System Maintenance	Management	--
02	Identify the suppliers for outsourcing, discuss rates for the services and finalize the suppliers.	Purchase Department	--
03	Prepare work order for the outsourced activity and take approval from Management.	Purchase Department, Management.	Work Order
04	Prepare list of the outsourced suppliers.	Rector & Warden	List of Outsourced Suppliers
05	Vendors to make periodical visits as per schedule and also as per the need, explain the work to be carried out, the discipline to be maintained while working.	Rector & Warden	--
06	Supervise the suppliers work.	Rector & Warden	--
07	Verify that the work is done as per the requirements up to the satisfaction.	Hostel in Charge	Supplier Work verification Record
08	Certify the suppliers invoice, record the details of the work done on the invoice and forward it to the Accounts for final approval and payment.	Hostel in Charge	Supplier's Invoice
09	Release the supplier's payment for the work done.	Accounts Section	--

Output	Healthy College and Hostel facilities
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