



UNIVERSITY OF HYDERABAD

Hostel Rules & Regulations, 2019

(With effect from July 2019)

Rules and Regulations laid down in this, and any subsequent amendments (available at <http://uohhostels.in/>) are binding on **all bonafide boarders** in hostels of University of Hyderabad

Office of the Chief Warden

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Vice Chancellor's Message

WELCOME TO THE UNIVERSITY OF HYDERABAD!

A warm welcome to the University of Hyderabad (UoH)! As a national university, UoH is committed to providing accommodation to its students who come here to study from far flung places.

Right from its inception, the UoH has pioneered in teaching and research. University of Hyderabad is an equal opportunity institution with a firm belief in principles of equity and social justice. It is committed to constitutional provisions pertaining to students from the marginalized communities.

The University offers excellent facilities and a dynamic learning environment. We expect you to utilize the resources on the campus optimally and responsibly while delivering social and intellectual responsibilities on the campus. The hostels on the campus provide you with an opportunity to spend more time and excel in academics.

We expect you to utilize all resources optimally and responsibly while on campus. Here's wishing you a pleasant stay on the campus!

Best Wishes!

Vice Chancellor

Chief Warden's Message

Welcome to the hostels of the University of Hyderabad!

I take this opportunity to assure you that the offices of the Chief Warden and all the Wardens will try to ensure a comfortable stay to further your academic pursuits.

While we endeavour to improve the hostel facilities for a more comfortable stay, we also expect you to bring the problems you face to our attention, and bear with us as we work to resolve them.

I urge you to utilize the facilities responsibly.

Please make the hostel your home away from home!

Chief Warden

ATTENTION: RAGGING IS AN OFFENCE

University of Hyderabad views ragging very seriously and is bound by the Hon'ble Supreme Court's judgment in dealing with such cases.

The Hon'ble Supreme Court of India defined **ragging** in a 2001 judgement as:

Any disorderly conduct whether by words spoken or written or by an act which the effect of teasing, treating or handling with rudeness any other student, indulging in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student or asking the students to do any act or perform something which such student will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student.

- Ragging is as severe a criminal act as rape
- FIR will be filed without any delay
- Such cases will be accorded priority trial
- Those found guilty may be fined up to Rs. 2,50,000/-
- Those found guilty may be expelled up to four semesters
- Those found guilty may be denied admission elsewhere
- Authorities are also accountable for any failure or delay
- Defaulter institutions are likely to lose grants

University of Hyderabad Anti-ragging Helplines: 2313-1999, 2313-2999

Ministry of HRD and UGC's Anti-ragging Helpline: 1800-180-5522 (Toll Free)

ATTENTION: SEXUAL HARASSMENT IS A CRIMINAL OFFENCE

The Hon'ble Supreme Court of India defines sexual harassment as:

Sexual harassment includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely

- *physical contact and advances*
- *a demand or request for sexual favours*
- *making sexually coloured remarks*
- *any unwelcome messages through telephone or internet*
- *showing pornography*
- *any other unwelcome physical, verbal or non-verbal conduct of a sexual nature*

The university has set up an **Internal Complaints Committee (ICC)** to deal with cases of sexual harassment. Rules and procedures shall be applicable to all complaints of sexual harassment made

- By a student against a member of the academic/non-teaching staff/a co-student/resident/service provider/worker
- By a member of the academic/non-teaching staff/family member against a student/another member of the academic or non-teaching staff/resident in either case, irrespective of whether sexual harassment is alleged to have taken place within or outside the campus.
- By a resident against a student/member of the academic/non-teaching staff /service provider
- By a service provider/worker against a student/member of academic/non-teaching staff/resident/outsider
- By an outsider against a student/member of the academic/non-teaching staff/resident/service provider if the sexual harassment is alleged to have taken place within the campus.
- By a student/academic/non-teaching staff/ resident/service provider/worker against an outsider if it occurs on the campus

More details about the same may be obtained from the University website.

Section 1: Definitions and Overview

1.1 Preamble: The resident students (boarders) in the University of Hyderabad (UoH) hostels shall be regulated by these *“Hostel Rules & Regulations, 2019”*.

‘Hostel’ means a space of residence for the bonafide students of the University. It is provided, maintained, and recognized by the University. It refers to **‘Hall’** as defined in the University of Hyderabad Act, 1974.

‘Resident student’ (also known as **Bonafide boarder**) means a bonafide student who has valid semester registration and has been allotted a seat in the University hostel officially by the Office of the Chief Warden, University of Hyderabad.

‘Bonafide student’ means one who has a valid admission into an academic programme in the University and has a valid Semester Registration/Identity Card.

Aims of Hostel Life: Hostel life aspires towards three broad goals. First, it seeks to promote a robust academic culture and enable resident students to pursue their studies and research in a conducive environment. Second, it seeks to promote a commitment to public life and enable resident students to cultivate the spirit of mutual co-operation and good will. Third, it seeks to promote a healthy regard for co-curricular pursuits and enable students to derive benefits from sports, games, and the like.

1.2 The University has established and maintains a number of hostels for both men and women.

1.3 The **“Chief Warden”** is the principal executive authority in all matters relating to the Hostels. He is assisted and advised by the Deputy Chief Wardens, and Wardens. The Chief Warden is also assisted by his/her ministerial staff to perform day-to-day activities.

1.4 The **“Warden”** presides over the administration of a hostel. Within his/her jurisdiction fall all affairs related to the hostel’s welfare, namely, ‘law and order,’ ‘the mess’, and ‘maintenance and sanitation’ and other related issues and concern. The Warden is assisted by his/her ministerial staff along with other staff including kitchen staff, wherever mess is attached.

1.5 Each hostel has a **“Hostel Committee”** consisting of members elected by the residents. The Committee coordinates with the Office of the Warden to ensure smooth functioning of the Hostel and the Mess. The Constitution of the Committee and the Procedures of Election are given below under separate Section.

1.6 A **“Wardens’ Council”** meets regularly to review matters in respect of the smooth functioning of all hostels including the revision of the fees structure related to the Mess. The Council is also authorized to recommend the revision of the fee structure related to the hostel admission from time-to-time for the approval of the Competent Authority for the implementation. The Chief Warden serves as the Chairperson of this Council. The Council consists of the Wardens of all Ladies’ Hostels and Men’s Hostels of the University and Deputy Chief Wardens. The Council may co-opt the elected representatives of the Student’s Union (President and General Secretary), if required.

1.7 A **“Proctorial Board”** shall arbitrate on matters concerning the maintenance of discipline and law and order in the Residence Halls. Students are expected to be familiar with the *“The UoH Students’ Discipline and Conduct Rules”* (‘D&C’ Rules). For more information, the University webpage may be referred.

1.8 The University has zero tolerance for sexual misdemeanor and harassment of any kind. The **Internal Complaints Committee (ICC)** is the University's instrument for ensuring a gender sensitive academic atmosphere in the campus, free of hostility and violence. For more information, the University webpage may be referred.

1.9 Hostel Accommodation: Hostel accommodation is provided only to bonafide students of the University, **subject to availability**, after admission/joining an academic programme in the university.

1.10 Reservation of Seats: Reservation of seats in the hostels is as per the University norms as amended from time to time in accordance with prescribed directives.

1.11 Hostel Fee and Room Rent: The boarders in all hostels have to pay the prescribed fees and room rent regularly during their stay in the hostels. For details, refer website.

1.12 Medical Facilities: Students selected for admission into the hostels have to register with the University Health Centre within a week's time. Hostel residents **must** become part of the Medical Insurance scheme, for referral facility, by remitting the required insurance premium. **Those not covered by Medical Insurance will not be eligible for referral facility.** Details of the scheme are available with the **Office of the Dean, Student's Welfare (DSW)**. They should collect their Medical Insurance cards from the office of the Dean of Students' Welfare. They should report about any chronic ailment to the Medical Officer.

The Health Centre services are limited to primary health care only. Outpatient services are available at the Health Center. Services of specialists in various fields are also available in the Health Center on specific days. Ambulance facility is available, round-the-clock for emergency purposes. **The ambulance facility will be available to shift the patient to the first referral hospital only. The referral hospital will be at the discretion of the Medical Officer on duty.**

Students must not indulge in any activity that disturbs the normal activities of the University Health Centre. Any such disturbance caused by students shall be treated as indiscipline and dealt with sternly.

1.13 Chief Warden's Office (CWO): Administration and supervision of all the hostels of the University is entrusted to the Chief Warden (CW), Deputy Chief Wardens (DCWs) and the Wardens of the hostels, or to such other persons who are nominated by the Vice Chancellor. The Deputy Chief Wardens, staff at Chief Warden's Office (CWO), Hostel Wardens and their staff and the Hostel Committees in each of the hostels shall assist the Chief Warden in the running of the hostels and implementation of policies framed from time-to-time.

1.14 Hostel Warden: Hostels and the mess facilities are under the control of the Warden(s). The Warden is assisted by an Office Assistant, Junior Office Assistant, Mess Supervisor, other staff as well as the Hostel Committee, in managing the day-to-day matters of the hostel.

1.15 Hostel Committee: Each hostel will have a Hostel Committee to look after general matters related to hostel affair. The Hostel Committee will co-ordinate with the Warden's office to ensure smooth functioning of the mess and related issues. The Constitution and Election Procedures of the Hostel Committee are given in separate Sections below.

1.16 Revision of rules, regulations and guidelines: The Chief Warden or the Wardens of the hostels may revise or formulate certain rules from time-to-time regarding the day-to-day running of the hostels to maintain the general discipline and decorum in the hostels. These rules shall be binding on all the boarders. **The revised or newly formulated rules will be updated and**

displayed in the Notice Boards of the hostels, and periodically displayed on the website under the relevant head.

1.17 Updated Hostel Rules & Regulations and University Telephone Directory: The updated **Hostel Rules & Regulations** including revised guidelines, as well as the University of Hyderabad Telephone Directory, with official (intercom) as well as mobile phone numbers are available on the website.

1.18 Important: Duration of stay in hostel

Subsequent to the amendment of rules and regulations by UGC/MHRD, pertaining to M.Phil. and Ph.D. programmes that affect the duration of the programmes and consequently, the students' stay in hostels also stand amended. The duration of stay in the hostels for all students admitted into the university **after April 2016** will be as follows.

Programme of study	Earlier duration of stay	Maximum duration of stay as amended
Integrated Programme	Five years	Five years. Three years (for those wanting to exercise the exit clause after three years).
Master's Programmes	Two years	Two years. Three years for MPA (Theatre) students.
MCA	Three years	Three years
M.Phil.	Two years (1½ + ½ year extension)	Two years (have to mandatorily vacate on completion of Two years) . However, <ul style="list-style-type: none"> • Relaxation Persons with Disability (with up to more than 40% disability) for up to One year with valid reasons. • Relaxation for women for up to One year on grounds of Maternity/Child Care leave. • Total duration for PWDs and Women with valid reasons for up to THREE YEARS. • Subject to submission of Maternity Leave certificate for up to 240 days in the entire programme duration
Ph.D.	Six years (5 + 1 year extension)	Six years (have to mandatorily vacate on completion of six years) . However, <ul style="list-style-type: none"> • Relaxation for Persons with Disability (PWDs; with up to more than 40% disability) for up to Two years with valid reasons. • Relaxation for women for up to Two years on grounds of Maternity/Child Care leave. • Total duration for PWDs and Women with valid reasons for up to EIGHT YEARS. • Subject to submission of Maternity Leave certificate for up to 240 days in the entire programme duration

1. 18. 1 The following norms shall also apply:

- a) Academic extension does not automatically entitle a student for hostel accommodation and is co-terminus with the duration prescribed above.
- b) Students will need to hand over the keys to the room to the office staff once they have completed their course. Not doing so will lead to a fine of Rs.1,500 in addition to being charged Rs.70/day.
- c) Boarders will have to vacate the room right when they apply for No Dues Certificate. This is also applicable to M.Phil. and Ph.D. scholars when they are ready to submit their thesis. They will need to plan to vacate the hostel well in advance on completion of prescribed duration above.
- d) A maximum duration of **seven days' relaxation** may be provided as per the Warden and Chief Warden's discretion provided the student gives an undertaking to this effect. The boarder will be required to make a payment of Rs.70/day for the number of days relaxed. This applies to students of all categories.
- e) If a boarder does not adhere to the norms stated above, the Warden/Chief Warden reserves the right to clear the room with help from University security immediately and allot it to the next student in the seniority list maintained by the Warden's office.
- f) Ph.D. and M.Phil. Scholars, who opt for deregistration on any ground, are not entitled for hostel accommodation or fresh hostel admission. They cease to be the boarders forthwith from the day of obtaining their "No Dues Certificates".
- g) The university may also withhold certificates/ results of students who fail to adhere to these rules.
- h) M.Phil/ Ph.D. scholars under Faculty Development Programme and earning a salary will be required to pay hostel room rent as per norms.

1.18. 2 Provision of Hostel accommodation:

- a) Hostel accommodation will be provided only to those residing beyond 50kms radius.
- b) Priority will be given to outstation students on production of valid proof of residence.
- c) Accommodation will be provided only to those who have valid semester registration. Students who fail to register for a semester within the deadline will be asked to vacate the hostel.
- d) Repeaters in any programme will not be provided hostel accommodation
- e) Reservation norms as applicable in the university will also be followed in hostel admission. Persons with Disabilities (PWD) shall be provided accommodation on the ground floor only.
- f) Students requiring hostel accommodation shall also provide an undertaking that they shall not damage any property or misuse any kitchen-related crockery/ equipment. Failure to do so shall attract fines that will be recovered by the Warden/ Chief Warden. The same undertaking will also mention that they will vacate the hostel on completion of the prescribed duration of stay.
- g) No hostel accommodation will be provided for those wanting to pursue a second programme for a similar degree. For example, a student wanting to pursue a second PG programme in the university will not be provided accommodation.

h) Students of Centre for Distance Education and Virtual Learning are not eligible for hostel accommodation.

1.18. 3 Stay in hostels during vacation:

- a) Students other than M.Phil. and Ph.D. scholars will need to vacate their hostel during vacations. However, those wanting to stay back during vacations for the valid reasons mentioned below will need to shift to other hostels as required.
- b) Students/ Departments will need to provide/ endorse proof in respect of their claims for stay during vacations.
- c) Requests of stay during vacation will be entertained only on the following grounds:
 - (i) Official Internship as prescribed by an academic programme
 - (ii) Summer projects by MCA/MTech students
 - (iii) Summer courses, if offered by the CIS
 - (iv) UGC/NET/CSIR/SLET examinations, provided the schedules have been announced by the agency concerned.
 - (v) Competitive examinations announced by State and Central Governments only.
 - (vi) No other competitive examinations will be considered
 - (vii) Stay in hostels during vacations on grounds of participating in faculty projects will not be considered.

1.18. 4 Schools/ Departments/ Centres will need to provide a list of students undergoing official internships along with letters of proof to the Chief Warden's Office well before the End-semester schedule is announced. This applies only to those residing in the university hostels.

Section 2: Admission to Hostels

General Rule:

2. 1 The competent authority for exercising the powers of General Rules (**GR**) and Specific Rules (**SR**) pertaining to hostel admission and any other matters related to the functioning of the hostel is the Chief Warden or his representative in the form of Dy. Chief Warden or Warden.

2.2 Violation of any rules and regulations laid down in this by the boarders shall attract disciplinary action. This may range from fine/penalty (up to Rs.10,000/- or above) to eviction, expulsion and/or suspension from the Hostel / University. All fines/penalties shall automatically be added to the boarders outstanding dues, if they fail to pay within the stipulated time.

2.3 Men are not permitted to visit a resident in the rooms of Ladies' Hostels and vice-versa. Disciplinary action as per GR 2.2 shall be initiated against those violating this rule.

Specific Rule:

2.4 Eligibility criteria for admission to hostels

- (i) Admission to hostel cannot be perceived as a right of any student of the University. It is the discretion of the University to provide accommodation in the hostels, subject to vacancies.

(ii) Only students/scholars admitted to a full-time programme of study are eligible to apply for hostel accommodation.

(iii) Students/scholars who accept any type of employment or join any course outside the University during the course of their study including a course through open and distance learning mode shall lose their entitlement to hostel accommodation.

(iv) Students/scholars admitted into Second Integrated/Undergraduate/Master's/M.Phil./Ph.D. programme shall not be eligible for hostel accommodation. Those, who avail themselves of hostel admission by furnishing false information/documents shall be liable for disciplinary action as per GR 2.2 along with an additional penalty of Rs.100/- per day for the whole period of stay.

(v) A limited number of seats will be assigned from time-to-time for PDF/Project Assistant/Project Fellow/Intern working in various Schools/Departments/Centres in the University, subject to the availability of seats after allotting to the bonafide student/scholars of the University.

2.5 After admission into hostels, every boarder shall be issued with a multipurpose ID card. In the hostels, the Warden/Dy. Chief Warden/Chief Warden/ Security Official or any bonafide official of the university is authorized to check the ID cards of the boarders. Therefore, all the boarders are required to produce their ID cards to the aforesaid officials as and when required. Noncompliance to this shall attract disciplinary action.

2.6 Stay in the hostel is limited to the prescribed duration for which it has been allotted. Continuation in the hostels cannot be claimed on the basis of applying for another programme within the University. Academic extension does not automatically entitle a student for hostel accommodation and is co-terminus with the prescribed duration.

(i) M.Phil. and Ph.D. scholars are directed to attach the certified copies of the reports/minutes of the last Doctoral / Supervisory Committee Meeting along with their Academic Extension Request Forms to obtain "No Dues Certificates" from Office of the Chief Warden through the Office of the Warden concerned.

(ii) Repeaters in any course / programme are not eligible for hostel accommodation. Students who fail or have not completed a course / programme are required to vacate the hostel immediately. Non-compliance to this shall attract disciplinary action.

2.7 Once the boarder leaves the hostel for whatsoever reasons, s/he shall not be eligible for hostel admission again.

Section 3: Allotment of Rooms in Hostels

General Rule:

3.1 Every boarder is required to sign in the Hostel Joining Register at the time of admission and a Hostel Vacating Register at the end of their programmes. **This applies even when a boarder leaves the hostel during vacation.**

3.2 Allotment of the hostel rooms shall not confer on the allottee (boarder) any right to tenancy or sub-letting. The Office of the Warden shall have every right to seize the room and initiate Disciplinary action as per GR 2.2.

3.3 Allotment of rooms shall be made on the basis of their admission to hostel and subsequently as per the merit lists supplied by the Office of the Controller of Examinations.

3.4 The Chief Warden may allot a seat/room to a student(s) on medical grounds, keeping in view the seriousness of the ailment certified by a Registered Medical Doctor after considering the merits of the case.

3.5 Students belonging to the categories of SC, ST, or Persons with Disabilities (PWDs) shall be provided reservation as per the quota fixed from time to time by the University.

3.6 The allotment of rooms to the PDF/Project Assistant/Project Fellow/Intern working in various Schools/Departments/Centres in the University shall be done on case-by-case basis after taking a concurrence from the Chief Warden subject to the availability of rooms in the hostels. Ordinarily, they will be allowed to stay initially for a maximum of three months which may be extended up to the completion of the project / assignment or termination of the project / assignment, whichever is earlier. Nevertheless, such duration of their stay/accommodation in the hostel shall be decided by the Chief Warden which is final and binding. This facility shall be availed only once. This facility shall not be extended to Guest Faculty and employees/staff of the University. For fee structure, refer website.

3.7 The Chief Warden/Dy Chief Warden/Warden reserve the right to deny entry into or stay in the hostel(s) to any visitor(s). Any boarder found entertaining unauthorized persons shall attract disciplinary action as per GR 2.2.

3.8 Change of hostel/room

1. Change of hostel (Inter-hostel change) will be permitted only once during a programme period.
2. Normally during the end of the second semester a prescribed time period will be provided, during which the resident students can apply for inter-hostel transfer. Once the transfer is effected, the boarder has to occupy the new room before leaving for the winter vacation.
3. Before applying for hostel change, the boarder must clear all outstanding mess dues. This is mandatory.
4. The boarder has to pay the mess caution deposit again in the hostel transferred without which the change shall not be effective. The inter-hostel change will be initiated by the Warden concerned and the change will be effective only after the approval of the Chief Warden. The decision of the Warden and Chief Warden in this respect is final and binding.
5. Requests for room change within the hostel (Intra-hostel) will be done by the Warden of the hostel concerned when required, subject to availability. In this matter, approval of the Chief Warden is not required and the decision of the Warden concerned is final and binding.

Specific Rule:

3.9 The Chief Warden/Dy. Chief Warden or the Warden of the respective hostel is the sole authority in allotting rooms considering the prescribed eligibility criteria. Allotment of room shall not be done on the basis of student's choice.

3.10 In case of double occupancy, the allotment of the rooms to the boarders is final and binding on boarders. Non-compliance to this will attract cancellation of admission to the hostel.

3.11 Hostel rooms when allotted to more than one student shall be shared without causing inconvenience to other roommates or boarders in any form. The boarders are directed to refrain themselves from the activities like

- (i) Playing loud music causing inconvenience and disturbance to other roommates

- (ii) Switching on lights in rooms at odd hours
- (iii) Smoking, consuming alcohol and drugs
- (iv) Cooking food inside room*
- (v) Throwing garbage and food residuals inside rooms or corridors
- (vi) Showing any other atypical /disorderly behaviour or any such other activities amounting to the inconvenience of the roommates/other boarders of the hostel

****Cooking by the residents in the hostel rooms is strictly prohibited. Any cooking equipment, if found in hostel rooms, shall be confiscated/seized immediately and disposed of by the Office of the Warden without returning them to the boarder(s) concerned and Disciplinary action shall be initiated against those involved as per GR 2.2.***

Non-compliance to the above shall attract disciplinary action as per GR 2.2.

3.12 The boarders are directed to refrain themselves from the activities like

- (i) Misbehaving/Abusing/Manhandling Warden, Dy Chief Warden, Chief Warden, their representatives, Office and Kitchen staff of the hostel, Security Staff or any authorized official/ staff of the University
- (ii) Posting issues related to the hostel in the social networking sites/media without bringing the matter before the Office of the Warden/Dy Chief Warden/Chief Warden
- (iii) Exhibiting any other atypical/disorderly behaviour or any such other activities causing irreparable damage to the reputation of the University

Non-compliance to this shall attract disciplinary action as per GR 2.2.

3.13 Ragging, teasing, misbehavior, and physical assault are strictly prohibited. The Hon'ble Supreme Court of India defined ragging in a 2001 judgement as:

Any disorderly conduct whether by words spoken or written or by an act which the effect of teasing, treating or handling with rudeness any other student, indulging in rowdy or indiscipline which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student or asking the students to do any act or perform something which such student will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student.

- Ragging is as severe a criminal act as rape
- FIR will be filed without any delay
- Such cases will be accorded priority trial
- Those found guilty may be fined up to Rs. 2,50,000/-
- Those found guilty may be expelled up to four semesters
- Those found guilty may be denied admission elsewhere
- Authorities are also accountable for any failure or delay
- Defaulter institutions are likely to lose grants

The Anti-Ragging Helplines of the University of Hyderabad are: **+91-40-2313-1999, 2313-2999**. The Anti-Ragging Helpline of the Ministry of Human Resource Development, Government of India and UGC is **1800-180-5522** (Toll Free).

3.14 The Boarders are not allowed to paste any posters and other materials on the hostel walls, doors, in the rooms, and corridors except in the earmarked Notice/Display Boards. **In this matter, the prior written permission from the Warden of the hostel concerned is mandatory.** Non-compliance to this shall attract Disciplinary action as mentioned under GR 2.2.

3.15 Any students/Students' Union/Students' Organizations of the University are not allowed to paste any posters and other materials on the hostel walls, doors, in the rooms, and corridors except in the earmarked Notice/Display Boards. **In this matter, the prior written permission from the Chief Warden/DCW/Warden of the hostel concerned is mandatory.** Non-compliance to this shall be treated as indiscipline and the matter shall be referred to the Proctorial Board for necessary Disciplinary action as per the extant rules of the University.

3.16 No outsiders are permitted to paste any posters and other materials on the hostel walls, doors, in the rooms, and corridors without the prior approval of the Competent Authority of the University. Violation of this shall be treated as offence and necessary legal action shall be initiated as per the law through the University Security Officer.

Section 4: Functioning of Hostels

General Rule:

4.1 University authorities, especially the Dean of Students' Welfare, Chief Warden, Deputy Chief Warden, Warden, Chief Security Officer and their representatives reserve the right to make surprise checks/visits in the hostels at any time either individually or as a team. No boarder can prevent such officials from carrying out their duties and responsibilities. Restricting such officials shall attract Disciplinary action as per GR 2.2 and legal action.

4.2 Basing on the requirement, the boarders are to obtain their Residence Certificates from the Office of the Chief Warden/Warden concerned on payment of a prescribed nominal fee into the hostel account that may vary from time to time. The Residence Certificate is generally issued for the purpose of issue of mobile SIM card, driving license and passport, opening of bank account, availing scholarship and fellowship, and claiming HRA etc. Nevertheless, it must be noted that the Residence Certificate shall invariably mention the validity of the Semester Registration and period of hostel allotment. Residence Certificates beyond the validity of semester registration or programme duration shall not be issued. It is also noted that the copy of the valid Semester Registration is mandatory to obtain Residence Certificate. These rules are applicable to both Indian and foreign students and scholars.

Specific Rule:

4.3 Boarders are to bring to the notice of the Office of the Warden all routine maintenance works (Civil, Electrical, Sanitation, Security, or Horticulture) to be forwarded to the respective Sections of the University.

4.4 Boarders are directed not to keep money and other valuable articles (e.g. jewelry, etc.) in the room. The University shall not be responsible for any loss of such private property of the boarders. The boarders are also directed to lock their rooms when they leave the same. The boarders may use facilities, like those provided by the State Bank of India (Hyderabad University

Campus Branch), and the Central University Campus Post Office, to keep their money and valuables in safe custody.

4.5 Boarders are personally responsible for furniture and other fittings of the rooms allotted to them. In case of any loss or damage to the furniture and fittings, either by negligence or by willful breakage, the boarder shall be liable to pay the cost of the items as may be decided by the Offices of the Warden concerned/Chief Warden. In case of joint occupancy, such costs shall be shared equally depending on the decision of the Warden concerned/Chief Warden.

4.6 Boarders are not allowed to shift any property (like furniture, telephone set, routers, electrical appliances, utensils, serving plates, buckets, water jugs etc.) from the Corridors / Common Room / Office Room / Mess / Kitchen / Dining Hall to their own rooms. Non-compliance shall attract disciplinary action as per GR 2.2.

4.7 Boarders are directed to observe strict economy in the use of electricity and water. They are required to turn off the lights, fans, music systems, and laptops when they leave their rooms, common room, and dining hall.

4.8 Using cooler, electric heater, immersion heater, refrigerator, washing machine, TV, LPG cylinders, and any such electrical/electronic equipment/gadgets other than laptop and mobile phone in the hostel rooms are strictly prohibited. Non-compliance to this shall attract Disciplinary action as mentioned under GR 2.2. The Warden and the Staff of the Office of the Warden are authorized to seize such materials immediately, if found, during the routine visit. Such seized items shall be disposed of by the Office of the Warden without returning them to the boarder(s) concerned. Preventing the officials in seizing or disposing of the above shall attract disciplinary action as per GR 2.2 and legal action.

4.9 The University or the Offices of the Warden/Chief Warden reserves the right to lock or open the lock of any room, if needed in specific circumstance. In such cases, the personal belongings of the boarder(s) shall be kept under the custody of the University Security Officer for a maximum of 15 days, and subsequently disposed of, if not received by the boarders concerned or her/his authorized representative(s).

4.10 Boarders, who have academic-programme-related work during vacation are to get proper certification from their Supervisors, Heads of the Department/Centre, and the Deans of the Schools. Such cases shall be considered case-by-case on payment basis, only if accommodation is available. Such boarders shall pay room rents for stay during vacation as decided by University. The Warden or the Chief Warden has the right to deny hostel accommodation to any such applicant without assigning any reasons thereof.

4.11 Music systems and computers are allowed to be used in the rooms, only if they are registered with the Office of the Warden and an undertaking given for proper use without causing inconvenience to the roommate(s), if any. The University shall not be responsible for any damages caused to such personal property.

4.12 The Cultural Secretary of the Hostel Committee of each hostel shall be the resident caretaker of the Reading Room and TV Room. In case of damage caused to the TV set/ Setup box/remote/wiring/cables etc., the cost shall be recovered from the boarders. Repeated incidents of such kind will result in the withdrawal of the facility.

4.13 Screening of audio-visual programmes in the TV hall will require prior permission of the Warden concerned. Even if permitted, it should not cause inconvenience to any boarder. Non-compliance to this shall attract Disciplinary action as per GR 2.2.

4.14 If there are any additional furniture other than those provided in a room, the occupant of the room shall hand them over to the Office of the Warden, failing which s/he shall be charged a penalty as decided by the Warden concerned.

Section 5: Vacation of Hostels

General Rule:

5.1 The University reserves the right to close any or all hostels including messes *suo moto* without citing any reasons thereof to control and avoid any unprecedented circumstances.

5.2 Before vacating the hostel, each boarder must hand over to the Office of the Warden concerned the complete **charge of her or his room (including keys) with all furniture and fixtures intact and clear all hostel and mess dues. S/he has to sign an “Undertaking” in prescribed format in this regard.**

5.3 The boarders while vacating or on being evicted from the hostel rooms shall have to pay total cost of article(s) found either missing or damaged, allotted in his/her name keeping in view the original price of the article(s) minus depreciation value as may be decided by the Office of the Warden concerned in consultation with the Office of the Chief Warden. Damage to furniture and any fixture will attract fines equivalent to three times the purchase price of the item.

Specific Rule:

5.4 Boarders shall vacate the hostel immediately on completion of their programme. For further details, refer “**1.18 Important: Duration of stay in hostel**”. Noncompliance to this shall attract Disciplinary action as mentioned under GR 2.2.

5.5 Boarders shall not be entitled to hostel accommodation, if they fail to complete their academic programmes within the prescribed period.

5.6 The Ph.D. scholars, residing in the hostels, if desire to avail themselves of the hostel facilities, may stay in the hostels until completion of their viva-voce, but not exceeding six years of their programme and subject to the payment of required fees as decided by the University time-to-time. In this case, prior permission is mandatory from the Chief Warden through proper channel routed through Research Supervisor, Head of the Department/Centre, Dean of the School, and Warden of the hostel concerned. Non-compliance to this shall attract Disciplinary action as mentioned under GR 2.2.

5.7 ‘No Dues Certificate’ (NDC) from the Office of the Chief Warden shall be given only on production of vacating report from the Office of the Warden of the hostel concerned (of stay and mess) on a prescribed form. No requests for continuation of hostel accommodation, once the NDC is issued, shall be entertained in any circumstances. Para 1.12 (f) may also be referred. This applies even to the foreign students. Foreign students are advised to plan for their visas, etc. well in advance. Nevertheless, the PhD scholars permitted to stay up to the completion of their viva-voce examinations as per SR 5.6 shall be allowed to stay up to the completion of such permitted period.

5.8 It is mandatory for the boarders to obtain the “Hostel Vacating Certificate” at the time of vacating the hostel and sign the Ledger, failing which the minimum days of the Mess and other fees shall be collected from such boarders up to the time of obtaining such Hostel Vacating Certificate. In case the boarders leave the hostels without completion of these formalities and without informing the Office of the Warden in writing, fees (Minimum for Mess and Other fees)

shall be levied and are to be recovered from such boarders, while taking Hostel Vacating Certificate.

5.9 If a boarder continues to overstay after hostel allotment is cancelled, s/he has to pay overstay fines as decided by the Chief Warden and may forfeit University admission for the succeeding semester.

5.10 The Warden of the hostel concerned is authorized to report such case of defaulter to the Controller of Examinations through the Chief Warden to recover the outstanding dues at the time of issuing certificates etc. to such students.

Section 6: Hostel Committees

6.0 Constitution of Hostel Committee

6.1 General Body: Each hostel will have a General Body consisting of all bonafide boarders of the hostel. There shall be a separate elected body of students for each hostel, which will be called the Hostel Committee.

6.2 Hostel Committee Membership: All the bonafide boarders of the concerned hostel shall be eligible to be elected to the Hostel Committee.

6.3 Election and Responsibilities of the Office-bearers of the Hostel Committee:

- a. Each hostel is entitled to have five Office-bearers—*Chairperson, General Secretary, Sports Secretary, Cultural Secretary, and Health Secretary*—for the Hostel Committee.
- b. Office bearers of the Hostel Committee are elected directly by the bonafide boarders of the hostel.
- c. Hostel Office would announce the list of candidates not eligible to vote / contest in the Hostel Committee elections at least three days before the formation of the Election Committee for conducting the elections to the Hostel Committee. Such boarders can consult the Hostel Office to verify the details. Warden of the hostel can allow such students to vote / contest, if they meet the requirements. In this matter, the decision of the Warden is final and binding.
- d. An Election Commission shall be set up to conduct the proceedings. Each bonafide boarders of the hostel shall have one vote. Each Office-bearer (Chairperson, General Secretary, Sports Secretary, Cultural Secretary, and Health Secretary) shall be elected by the bonafide boarders of the hostel by means of secret ballot. Candidate obtaining the highest number of votes polled shall be elected. In case of a tie, there shall be a re-election.
- e. All full-time students of the hostel are eligible for contesting for one post.
- f. In the event of any post falling vacant, re-election for the post shall be held within a week.
- g. **Election to the hostel committee shall be conducted in the manner prescribed below in a separate Section.**

6.4 Designation and Responsibilities of the Hostel Committee Members

- a. **Chairperson:** The Chairperson will be the Chief Executive of the Hostel Committee. S/he will chair the meetings of the committee and participate in the deliberations and will have only a casting vote.

- b. **General Secretary:** The General Secretary will assist the Chairperson in the activities of the Committee. It will be the duty of the General Secretary of the Committee to issue all notices, convening meetings of the General Body and to keep the minutes properly under safe custody. In the absence of the Chairperson, the General Secretary will carry out the duties of the Chairperson.
- c. **Sports Secretary:** The duty of the Sports Secretary is to look into all matters relating to sports in the hostel and upkeep of facilities where provided.
- d. **Cultural Secretary:** The duty of the Cultural Secretary is to look into all matters relating to literary and cultural events in the hostel.
- e. **Health Secretary:** The duty of the Health Secretary is to look into all matters relating to health and sanitation in the hostel.

6.5 The Office-bearers of Hostel Committee **individually or collectively are not allowed to interfere in the day-to-day administration of the hostel.** Their mandate is to liaison between the students and the Warden's Office. Any interference in the day-to-day administration of the hostel shall be treated as indiscipline and necessary disciplinary action will be initiated against such Office-bearer(s) as per GR 2.2.

6.6 Hostel General Body Meetings

- a. As mentioned above, each hostel will have a General Body consisting of all bonafide boarders of the hostel.
- b. The Chairperson and the General Secretary on behalf of the Hostel Committee can call General Body Meeting (**GBM**). The GBM can also be **requisitioned** by **1/6** of the bonafide boarders of the particular hostel(s). Such a demand shall be sent to the Chairperson and General Secretary in writing who shall convene the meeting with at least **24-hour notice** within **48 hours** (including holidays) of receiving such a demand.
- c. **Quorum for routine GBM shall be 1/5 of the total number of full-time bonafide borders of the hostel(s). Attendance for every such GBM shall be maintained by the Chairperson or General Secretary or Cultural Secretary. Quorum for GBM for Impeachment, No-confidence Motions and to discuss alleged corruption charges against Mess Secretaries should be at least 80% of the full-time bonafide borders of the hostel(s).**
- d. The word 'bonafide boarders' for any GBM refers to the bonafide students who are on the rolls of the University and are full-time boarders of the particular hostel(s).
- e. **Since the tenure of the Office-bearers is one year, students in the last semester of their programme of study will not be eligible to contest elections.**

6.7 Decisions of the GBM

- a. All decisions are to be taken by a simple majority vote.
- b. However, decisions regarding Impeachment/No-confidence Motion against the Office-bearer(s) are to be taken by **3/4** majority vote.

6.8 Tenure

Tenure of the Office-bearers of the Hostel Committee will be for **ONE YEAR** or until the next Hostel Committee is elected, whichever is earlier, provided the Office-bearers of the Hostel Committee continue to be bonafide students of the University.

6.9 Impeachment and No-Confidence Motion

- a. A **motion of impeachment** may be brought against any of the Office-bearers of the Hostel Committee by at least **1/3** of the total full-time bonafide boarders of the particular hostel(s) in writing and shall be decided upon by the hostel GBM by **3/4** majority of the present and voting. The quorum for this GBM shall be at least **1/2** of the full-time bonafide boarders.
- b. A **motion of no-confidence** against any of the Office-bearers of the Hostel Committee shall be moved by at least **1/3** of the members of the GBM in writing. It has to be passed by a **1/2** majority present and voting at a duly convened GBM. The quorum for such a GBM should be **1/2** of the full-time bonafide boarders of the Hostel.
- c. Notice for the Impeachment/No-confidence motion must be given **seven (7)** days in advance
- d. If the whole Hostel Committee is impeached, the Warden shall nominate a care-taker Committee until the elections are held for the next Hostel Committee.

6.10 Resignations

- a. Any letter of resignation of directly elected Office-bearers(s) must be addressed not to the Hostel Committee, but to the General Body. It may be, however, handed over to the Chairperson of the Hostel Committee. In the interim period of filling up the vacancy, the Office-bearer(s) may be asked to continue.
- b. In the event of resignation of all the Office-bearers of the whole Hostel Committee, they will continue to perform the care-taker role until the mid-term or general elections to all the posts of the Hostel Committee are conducted.

Section 7: Procedure of Conducting Elections to the Hostel Committee

7.1 The elections for the new Office-bearers of the Hostel Committee should be held by the first week of August every year. A mid-term poll should be held, only if the post falls vacant within three (**3**) months of the elections. In case of any deviation or exigency, the Warden of the hostel may decide about the date in consultation with the Chief Warden.

7.2 Election Committee

- a. A GBM shall be called in the last week of July or the first week of August by the outgoing Hostel Committee / Warden to elect the Election Committee. The Election Committee will consist of a maximum of six persons to conduct the elections of the Office-bearers.
- b. Every member of this Election Committee must have the approval of **2/3** of the Hostel GBM called for the purpose.
- c. No member of the Hostel Committee is eligible for the membership of this Election Committee.
- d. Election Committee shall stand dissolved on the expiry of **24** hours from the declaration of results of election of Hostel Committee.
- e. Members of the Election Committee are barred from contesting any post in the Hostel Committee and are forbidden from canvassing in any form for any candidate.

7.3 Function of Election Committee

- a. Members of the Election Committee will meet to nominate the Chairperson from among themselves, who shall co-ordinate its work.

- b. Election Committee should hold the election within seven (7) days including holidays of its first formal meeting as a Committee.
- c. Quorum for the Election Committee will be **1/2** of its total members and a simple majority shall take all decisions.
- d. In the event of any vacancy or in the eventuality of any need for extra assistance, Chairperson may co-opt any full-time President of the concerned Hostel who will not have any vote in the Committee.
- e. All decisions of the Election Committee are final and binding on the bonafide boarders.

7.4 Election Committee will work within the purview of the following rules and procedures:

- a. All voting will be by secret ballot.
- b. Names of the contestants will be in English in alphabetical order, the first name of the candidate (not surname) appearing first.
- c. Votes will be marked on the ballot paper against the name of the contestants with the rubber stamp provided by the Election Committee.
- d. Nominations, proposed and seconded, shall be accepted in the prescribed pro-forma by the Election Committee from the eligible candidates as per the schedule announced by the Election Committee.
- e. Nominations shall be invalidated when the name of the proposer / seconder or the candidate does not figure in the Electoral List or when the proposer / seconder proposes or seconds more than the number of candidates that s/he is entitled to.
- f. A bonafide boarder is eligible to contest only for one post. In the event of a candidate filling nominations for more than one post, all his / her nominations shall be invalidated.
- g. In case of elections, the amount spent shall be levied to all bonafide boarders in the form counter charges.
- h. Election Commission members should submit bills if any, to the Warden's Office within 24 hours after declaration of results, beyond which, the bills will not be entertained.
- i. In case students don't take interest in constituting hostel committees respective wardens will take decisions in forming hostel committees.

Section 8: Mess, Other Facilities, and Management

8.1 The following rules and regulations for management of Mess have been framed for the smooth running of the mess. All the hostel residents are requested to cooperate with management/administrators and committee members for their efficient implementation. The hostel management reserves the right to revise the rules and regulations from time to time and will keep the hostel residents up-to-date of any changes in the form of notices on the hostel notice board/website.

At all times, the resident is expected to carry on his person the photo ID card issued by the Hostel/University. The security personnel/Hostel authorities may ask for this and may inspect this at any time. The Hostel administration has the right to enter a resident's room to make an inquiry or conduct a search, if considered necessary.

8.2 Organization of Mess

1. The mess will be managed by the Mess Secretary/ Mess Committee with the assistance of the hostel administration (i.e. Warden, Mess Supervisor and hostel office staff) and the kitchen staff.
2. The Warden will be responsible for proper administration and maintenance of discipline and accounts in the hostel mess.
3. The Mess Supervisor will work with the mess secretary for proper functioning of the mess daily basis. Mess supervisor will also act as a liaison between the warden and Mess secretary.
4. The mess will be run by the students themselves on '**No- Loss, No-Profit**' basis.
5. Each mess kitchen will have workers/staff as per rules of the University/UGC.
6. The Warden, Mess Supervisor and the Mess secretary/Committee shall be responsible for observing purchase procedures & maintenance of records as per rules.
7. Each Mess will have a Mess Secretary for every month, who will supervise the day-to-day running of the mess with the help of the Mess Supervisor and kitchen staff. If no resident comes forward to take responsibility of mess secretary, the mess shall be closed.
8. Mess cards will be issued only to bonafide boarders. These mess cards are not transferable and will be in the custody of the hostel office personnel who will ensure that each meal is marked on the card.
9. Guests can avail of tokens issued during each meal, or during timings notified by the hostel Warden, **only if accompanied by a bonafide boarder.**
10. Taking food / utensils / crockery items / provisions outside the dining hall is against hostel rules. Boarders found committing such offences will be levied **fine** as decided by the hostel Warden/Chief Warden from time to time. If boarders are found to continue to commit such offences, they are liable to be expelled.
11. Unbecoming behavior, particularly harassment of hostel / mess staff by residents in any form shall result in disciplinary action including eviction from hostel.
12. Only one mess each for the men's and the ladies' hostels, for IM, PG & M.Phil. students, may be run during vacation. Students who are allowed to stay in the hostels during vacation will be required to pay an advance as decided by the CWO to avail mess facility.
13. Monthly mess bills are displayed on hostel notice boards and the last date of payment is specified.
14. Mess dues are to be remitted to the respective hostel accounts at the State Bank of India, Hyderabad University Campus Branch, through a challan available in the hostel offices or through **online payment. The hostel bank account number is available in the hostel office and chief warden's office.**
15. Mess dues must be cleared on or before the last date specified in the mess bill.
16. Mess cards will be stopped if the dues are not cleared by the last date.
17. Non-payment of mess dues before the deadline will attract penalties as specified.

18. Every boarder will be charged for a certain minimum days as decided by the competent authority even if s/he does not consume food in the mess. Irrespective of the number of days s/he does not take food, mess charges will be levied for minimum of 10 days.
19. It is the responsibility of all students, including Social Welfare or BC scholarship, NBHM or ICMR / ICAR / DBT fellowship or RGNF / MANF/UGC-CSIR JRF / SRF or any other scholarship/fellowship holders, to ensure that there are no outstanding charges beyond the deduction from their scholarships. **The boarders are required to pay the differential amount and clear all their dues to avail the mess facility in the succeeding month and for the registration in the next semester. The out-going residents shall clear all outstanding dues irrespective of the expected scholarship amount from any source.**

8.3 Eligibility

1. All bonafide students of the University residing in one of the hostels in University will be the members of their respective hostel Mess.
2. Joining the mess is compulsory for the residents. **Once a student is allotted to the hostel he/she is deemed to become a member of the Hostel Mess until he/she officially vacates the hostel.**
3. A hostel resident has to apply to the Warden, with endorsement from the Supervisor / Head of the Department / Dean of the School, accompanied by a Medical Certificate, in order to opt out of the mess for any duration.

8.4 Enrollment in Mess

1. A new bonafide boarder will be enrolled in the mess only when s/he submits evidence or receipt of payment that s/he has paid the mess deposit and crockery fees in full.
2. The new bonafide boarders must also sign an undertaking that they have read and understood these rules and regulations of the hostel mess and agree to abide by them. All students should therefore read the Hostel Rules & Regulations carefully and seek advice where necessary.
3. The Mess Supervisor will include the new boarder name in the mess ledger and issue a Mess Card only after verifying all the information.
4. New Mess Card will be issued for each bonafide boarder each month.
5. **No requests for shifting of mess cards to other hostel messes shall be entertained.**
6. If any bonafide boarder stops availing the mess facility, for whatever reasons, without permission from or informing the hostel office in writing, s/he shall have to pay all the mess bills since s/he is considered a regular resident.
7. The bonafide boarders shall pay a mess deposit as applicable in the hostel allotted to them. The students should clear outstanding mess dues before registration of every semester. At the time of vacating the hostel, bonafide boarders will be required to get a "No Dues Certificate" from the hostel of stay and the hostel office where mess facility has been provided.

8.5 Service in Dining Hall

1. Before taking a meal, each bonafide boarder will sign the Mess Card in the dining hall. Failure to sign the card will not absolve the bonafide boarder of the liability to pay meal charges.

2. Self-service system will be followed in the mess. bonafide boarders shall collect their share of food from the counter in the dining hall after signing Mess Cards available with the Coupon Clerks.
3. **Impersonation, i.e. eating or signing the Mess Card for bonafide boarder, is strictly prohibited and the defaulter shall be dealt with as per norms, including lodging an FIR for the offence.**
4. The bonafide boarders will be charged for the days they have meals. **The bonafide boarders have to eat in the mess for a minimum number of 10 days.** The students might be exempted from this rule if s/he goes out of station for an academic event, field work, workshop, or sports event, provided such requests are recommended by the Supervisor and Head of the Department/Centre or Dean of the School, as the case may be.
5. Each resident student and his or her guest, if any, shall have to take the meal in the dining hall only. **They are not allowed to take the mess food outside the dining hall; doing so would invite disciplinary action by the Warden concerned.** Resident student with established health issues may be allowed to take the food outside the dining hall with the approval of the Warden concerned.
6. Only one resident student may eat from one plate or thali. For more than one person to eat from one plate or thali is prohibited.
7. The resident students are expected to behave with the Mess Supervisor and the Mess/Kitchen staff with proper decorum and must not enter into any altercation with them. If they have any grievance, they may record the matters in the suggestions book, and the Mess Secretary will bring it to the notice of the Mess Committee. Misbehaving with Mess/Kitchen/Office Staff on duty shall be considered as indiscipline and disciplinary action shall be initiated as per GR 2.2 along with legal action as deemed fit.
8. Smoking or consuming alcoholic drinks in the dining hall is strictly prohibited.
9. Resident students must not take any utensils or crockery out of the dining hall.
10. Resident students should not waste food.
11. Resident students should observe cleanliness in the dining hall.
12. Resident students must not ask mess/kitchen staff to prepare special dishes for them.
13. Resident students and others not on duty must not enter the kitchen.
14. Dining hours will be as fixed by the Warden concerned in consultation with the Mess Committee.
15. Resident students including their guests, if any, should adhere to the set timings scrupulously. No complaint shall be entertained, if a resident student fails to report within the fixed hours.
16. **Violation of any of the above rules shall render the student liable to fine and/or disciplinary action as per GR 2.2.**

8.6 General instructions for food handlers/mess staff

8.6.1 Food sanitation is directly dependent upon the state of personal hygiene and habits of the personnel working in the food establishment. All those who partake in food handling, utensils, and dish washing should observe the following instructions.

1. The food handlers must scrub and wash their hands with soap and water immediately after visiting a lavatory and so often as necessary at other times before handling food.
2. Finger nails should be trimmed periodically and should be kept free of nail dirt.
3. They should cover their heads so that loose hair do not get entry into food stuffs.
4. They must not cough or sneeze in the vicinity of food. They should cover their face to prevent droplets falling on food.
5. They should not smoke in food premises.
6. Licking fingers to taste food must be avoided.
7. Known cases suffering from Pulmonary tuberculosis, diarrhea, dysentery, typhoid fever, viral hepatitis and persons with wounds, discharging ears, boils and other skin infections should not handle food or utensils.
8. All mess workers shall report for medical examinations as and when required by the hostel administration.

8.6.2 The Mess Supervisor shall ensure that above instructions are followed by the mess staff.

8.7 Mess Committee

8.7.1 To assist the Warden, each hostel will have a Mess Committee consisting of the Warden as the ex-officio Chairperson, Mess Supervisor, and six members (preferably three vegetarians and three non-vegetarians) elected by the student residents. **The six elected members will hold office for one year.** The Committee will function in accordance with the rules laid down hereinafter. In general, the Committee will

1. Supervise the working of the mess
2. Ensure the compliance with the Mess Rules
3. Prepare the food menu to be adopted by the mess for each month in advance
4. Supervise the purchase of supplies for consumption in the mess
5. Suggest improvements in the quality of food served in the mess
6. Devise ways and means for achieving maximum economy
7. Arrange special dinners or other functions in the mess and fix the financial limit of expenditure to be incurred on such occasions

Section 9: Mess Secretary

9.1 Eligibility

- a. To run the mess, two Mess Secretaries are essential.
- b. Mess Secretaries will be chosen from the bonafide boarders of the hostel(s) to which the Mess is attached.
- c. Ordinarily the tenure of the Mess Secretaries shall be **ONE month**. In case of any exigency, the Warden of the hostel may decide about the extension of the tenure in consultation with the Chief Warden.

- d. The bonafide boarder will be chosen as Mess Secretary once in his/her academic programme.
- e. The bonafide boarder must not have outstanding dues at the time of submitting application for the position of Mess Secretary.
- f. Social Welfare Scholarship holders should have submitted the scholarship claim forms at the time of submitting application for the position of Mess Secretary. The Mess Supervisor will verify and intimate the Warden before the selection process in the prescribed application proforma.
- g. The resident student, who repeats a course, is not eligible for the position of Mess Secretary.
- h. The resident students with any kind of proven charges of indiscipline at any stage are not eligible for the position of Mess Secretary.
- i. The Warden of the hostel or Warden in charge of the Mess concerned is authorized to disqualify or nominate any bonafide boarders from the hostel(s) concerned for the positions of Mess Secretary, if s/he is convinced of any reasons not listed above. In such case, the decision of the Warden is final and binding.

9.2 Selection of the Mess Secretaries

- a. Mess Secretaries will be selected as per the norms evolved by the Wardens concerned in consultation with the Hostel Committees.
- b. Applications for the position of Mess Secretary should consist of at least two names, who will take full responsibility of running the mess in the hostels concerned. The prescribed Application Form is available in the Office of the Warden and online.
- c. Additional members, if required, can be co-opted with due permission from the Warden concerned. The decision of the Warden in the selection of Mess Secretary shall be final. **The Warden may refuse a resident student's application for Mess Secretary without assigning any reasons thereof. The Warden's decision shall be final and binding on all the resident students.**
- d. In case there are more than two eligible applications received by the Office of the Warden, selection would be purely on a lottery basis in the presence of the Warden.
- e. **Both in the PG Hostels and in the Research Scholars' Hostels, when there are no valid applications for the position of Mess Secretary, the Hostel Committee may run the mess for a maximum of one week. (Any two members of the Hostel Committee can take the financial responsibility). If no applications are forthcoming within that week, the mess shall be closed.**

9.3 Duties of Mess Secretary

9.3.1 The Mess Secretary will be responsible for the following.

1. S/he will convene meetings of the Mess Committee in consultation with the Chairperson and maintain minutes of such meetings duly signed by all members.
2. S/he will look after the quality of food and the general services rendered to the student residents and bonafide guests in the dining hall.
3. S/he will put up the complaints of the student residents, if any, before the Mess Committee for redressal.
4. S/he will check the indents for supplies to the mess and will ensure that for all bills, the stores have been taken into stock correctly and will certify as such on the bills.

5. S/he will check the correctness of issues of stores.
6. S/he will supervise the physical verification of the stores by a Mess Supervisor, crockeries lying in stock at the close of each month, and initial the relevant entries in the Stock Register.
7. S/he will actively associate himself with the functioning of the stores Purchase Committee and disposal committee of the mess and safeguard the overall interest of the mess.
8. S/he will examine and countersign the monthly mess bill.
9. S/he will discharge such other duties in connection with the mess as may be assigned to him by the Mess Committee

9. 4 Procedures to be followed by Mess Secretaries

- a. **Mess Secretaries** must submit a written request/indent to the Warden through mess supervisor to draw advance from the hostel account to meet the expenditure for running the mess.
- b. The advance drawn must be settled within four days of the date of issue of cheque and the balance amount must be credited to the hostel account. However, they can retain on hand, a maximum of **Rs.1,000/-** for petty expenses in running the mess.
- c. **Only one advance at a time can be drawn by the Mess Secretary. Wardens will issue the second advance only after the bills for previous advance are submitted and account is settled. Further, second advance will not be given unless the issue slips are given to mess supervisor up to date.**
- d. Mess Secretaries are strongly discouraged from using their personal finances, either for provisions or for running the mess. They can spend up to **Rs. 500/-** in case of emergencies with prior intimation (telephonic) to the Warden. Such bills should be submitted to the hostel Warden within **a day**, if the Warden is satisfied with the bills, they will be reimbursed.
- e. They must ensure that the daily stock-issue slips are properly filled in and passed on to the Mess Supervisor / hostel office within **12** hours of issuing the provisions from the stores.
- f. They should submit an advance written request for Warden's approval, if they are planning to provide any special food items or hosting special meals.
- g. **Handbills on mess-related expenses are usually not permitted. Wardens may permit such vouchers duly certified by the mess secretary up to a limited amount in genuine cases only. All bills should be cash receipts / cash memos with appropriate GST, TIN numbers on such bills. The hostel Warden may reject any cash receipts / cash memos if s/he is not convinced of the expenditure.**
- h. Bills of all kinds of expenditure should be submitted to the hostel office **within four days** of incurring the expenditure. ***A copy of all the bills should be displayed in the dining hall notice board without fail.***
- i. Mess Secretaries are responsible for proper maintenance of the stock of provisions in the hostel stores for the month. They can take the help of the Mess Supervisors in this regard. **Mess Secretaries and Mess Supervisors shall together maintain a consumption register for each day in the running of the mess.**
- j. Mess Secretaries, along with the Mess Supervisors, must ensure the accuracy of the quality and quantity of the provisions purchased or delivered to the hostel stores. Any difference in

quality or quantity at the time of receipt of groceries must be immediately brought to the notice of the Warden. It is the joint responsibility of the Mess Secretary / Mess Supervisor to ensure that such items are returned within *three days* of receipt. Mess Secretary shall also ensure that all branded items delivered are well within the expiry date.

- k. It is the joint responsibility of the Mess Secretary along with the Mess Supervisor to ensure that there are enough LPG cylinders before the next lot can be delivered to the kitchen. The mess may have to purchase commercial grade cylinders during LPG shortage in the market. The charges have to be borne by the boarders of the hostel.
- l. **While closing the stocks for the month, the Mess Secretaries must ensure that provisions are available to run the mess for a maximum of 03 days after the completion of his / her tenure, unless the mess is about to be closed because of vacation or any other reason.** The closing stocks must be handed over by the out-going Mess Secretary to the in-coming Mess Secretary in the presence of the Mess Supervisor on duty and the list with quantity and prices should be signed by both the secretaries and the Supervisor. Buying provisions in excess of estimates will be seriously viewed.
- m. If the kitchen staff have not reported for duty or are not available during the working hours, Mess Secretaries should bring the matter to the notice of the Mess Supervisor and hostel Warden immediately. Mess Secretaries can maintain a parallel attendance of workers present to cross check the attendance in hostel office.
- n. Mess Secretaries must co-operate with the Mess Supervisors to facilitate display of mess bills within two days after completion of their tenure.
- o. The Mess Secretaries are strongly advised to provide special items twice a week only. Feast will be allowed only once at the end of the academic year.
- p. If Mess Secretary suddenly refuses to continue after accepting the Mess Secretary ship and resumption of his duty whatsoever may be the reason cited by him, the warden will enquire into such case. If the warden feels that the Mess secretary has caused inconvenience to the students and hostel administration without proper satisfactory reason, he may recommend for his suspension from the hostel for 3 months to the Chief Warden. Similarly, the mess secretary will be immediately sacked on allegation of corruption which will be followed by an enquiry committee.
- q. Mess Secretary who resigns between his/her tenure without any valid reason will have to pay a fine of Rs. 10,000/-. Miss management of mess funds/provisions will invite fine which will be the purview of the concerned wardens based on the cases.
- r. Selected Mess Secretary should give an under taking in the format available in hostel office.

9.5 All hostel accounts (including Mess Accounts) are subject to audit by the Office of the Chief Warden and/or the Internal Audit Office of the University.

9.6 In case of financial irregularities, the Mess Secretaries shall be subject to disciplinary action and recovery by the Warden/Chief Warden. In case of a high mess basic and poor menu/quality/quantity of food served by the Mess Secretary, the bonafide boarders can call for a GBM either through Hostel Committee or by two third majority. The GBM can constitute a Fact-finding Committee to recommend measures to the Warden/Chief Warden. In such cases, the Warden concerned may suo moto inquire and verify the files and related documents and impose penalty/recovery accordingly. Decisions taken by the Warden/ Chief Warden in this respect shall be final. In case the resident student refuses/ cannot pay up the amounts towards

recovery, the same shall be added to his/her mess dues and recovered from him/her at the time of seeking 'No Dues Certificate'. Where there is the involvement of two Mess Secretaries, the recovery/penalty amount is to be equally imposed and recovered from both as mentioned above. In addition to the penalty/recovery, Disciplinary action may be initiated against such student resident(s) as per GR 2.2.

9.7 Fines for late-payment of Mess Dues

- a) Mess dues must be cleared on or before the last date of payment displayed along with the mess bill.
- b) Resident students who do not clear their mess bills within the deadline shall have to pay a penalty of **Rs.2.00 (Two rupees) per day** on mess basic. This will be automatically added to their dues.
- c) If the dues are not cleared within 15 days of last date of payment, the mess card shall be suspended. If the mess dues are not cleared within one month, the student shall forfeit hostel accommodation.
- d) If the mess is officially closed during the vacation period and if the mess bill is displayed before the vacation, such of those who do not clear the outstanding mess dues before vacation shall be charged the penalty as mentioned under 9.7 (b) for the vacation period also.
- e) Research Scholars (M.Phil. and Ph.D.) going on field work for extended periods must clear all their outstanding mess dues before they proceed on field work failing which they also have to pay the penalty as mentioned under 9.7 (b).
- f) The students who have vacated the hostels and not cleared all the dues will be required to pay the penalty as mentioned under 9.7 (b), if the dues exceed the mess deposit. In all such cases, maximum fine will be limited to six times the amount by which the dues exceed the mess deposits.

9.8 Details of Mess Charges

- a. Mess is compulsory for all bonafide boarders. If a bonafide boarder is found not availing mess facility or not staying in the hostel for one-month period, necessary disciplinary action may be taken by the Warden / Chief Warden, which may include sealing (With Double Locks) the rooms or as mentioned under GR 2.2 without any further notice.
- b. Bonafide boarders who are required to proceed on field work to meet academic requirements can apply for leave and Mess Rebate. In such cases the student has to submit a written request to the Warden, through the Head of the Department/Centre and/or Dean of the School with due certification from their Research Supervisors and obtain prior permission of the Warden.
- c. All outstanding dues must be cleared before proceeding on fieldwork.
- d. In an academic year, the Warden / Chief Warden may grant leave to M.Phil. and Ph.D. scholars for a maximum of three (3) months only at a spell. In case the duration is more than three months, the resident student shall vacate hostel and seek re-admission after returning from the fieldwork. In such case, the re-admission will be given, subject to availability of seat in the hostels.
- e. Boarders who do not adhere to this rule shall be subject to Disciplinary action as per GR 2.2.

9.9 Menu

1. Each hostel Mess Committee will decide the food menu of the mess every month in advance after taking into account the availability of seasonal vegetables and fruits, eating habits of the residents who have come from different parts of the country and the paying capacity of the members. Care should be taken to prescribe a balanced diet at a reasonable price.
2. The menu so decided should be displayed in the dining hall and one copy given to the Mess supervisor who will ensure its strict observance.
3. If due to non-supply of the required vegetables, etc. the menu decided by the Committee needs a change, the Mess Manager will immediately bring it to the notice of the Mess Secretary.

9.10 Monthly statement of income and expenditure

1. At the end of each month, the Mess Manager will prepare a monthly statement of income and expenditure.
2. The statement of income and expenditure should be checked by the examined by the Warden (Mess) and the Mess Secretary, who will initial it in token of having checked and examined. This should be done by the 3rd of the month following the month to which the bill relates.
3. For this purpose, all money realized from the resident students on account of mess advance, monthly messing charges, guest charges, partial mess bills and disposal of waste/ food empties will be taken as credits (income) and all payments made for running of the mess excluding salaries of the mess staff, the mess manager and expenditure on crockery will be taken as debits (expenditure). The total expenditure shown in the statement against item should agree with the total of the bill register.

9.11 Preparation and display of mess bill

1. After the monthly statement of income and expenditure has been prepared and checked, the Mess Supervisor will prepare individual mess bills.
2. The bill will be examined by the Warden and the Mess Secretary. **The preparation and checking of the bill should be completed by the 7th of the month following the month to which it relates.**
3. The mess bill should be pasted on Mess Notice Board /Hostel Notice Board along with monthly statement of income and expenditure.
4. Mess Supervisor will keep and file one copy for official records.

9.12 Payment of Mess Bills

1. The Mess Bill must be paid by the last date mentioned.
2. Subsequently, a fine/penalty of Rs.2.00 [Refer 9.7 (b)] shall be payable up to last day of the month. Such fine/penalty shall, however, continue to be levied on the student resident concerned till the date either s/he is evicted from the hostel or her/his outstanding dues are paid.
3. The names of all such residents whose mess bill is overdue by one month (past the last due date) should be immediately notified. A copy of the notification will also be sent to the Hostel Committee Chairperson for information.

4. If the resident students do not pay their mess bills after receiving the notification then their rooms are liable to be double locked (sealed) and mess cards stopped. This may ultimately lead to their eviction from the hostel.

9.13 List of defaulters

1. The Office Staff of the Hostel(s) concerned will prepare a list of resident students who are defaulters of clearing their outstanding mess dues in consultation with the Mess Supervisor. This list will be sent to the Warden for stopping their Mess Cards such defaulters and also for double-locking (Sealing) their hostel rooms.
2. After that the such defaulters are liable to be evicted from the hostels by the Warden without further notice.

9.14 Issue of guest coupons

1. While issuing coupons to the students, the Coupon Clerk will put his dated initials on them. He will also emboss each coupon with a rubber stamp 'Breakfast', 'Lunch' or 'Dinner, as the case may be.
2. The guest will be served food only when the coupon is presented to the mess staff across the counter. **Before serving the food, the mess staff shall tear the coupon so as to prevent its reuse and return it to the concerned student/guest.**
3. The Coupon Clerk shall be personally responsible for the loss of any coupon from his custody and shall make good any loss on this account.
4. The sale proceeds of coupons will be deposited each day.

Section 10: Purchases and Maintenance of Stores in Hostels

10.1 Preparation of requirements: General Norms of Purchase

All purchases related to hostel needs has to be foreseen sufficiently in advance so that piecemeal procurement can be avoided completely and thereby save on costs.

For individual hostels a purchase committee consisting of the Warden, the Mess Secretary and the Mess Manager should take care of purchasing food articles. Monthly consumption related to a particular hostel needs to be laid down wherever possible and indents needs to be scrutinized with reference to such limits/scale. Other purchases of stores like furniture, gas tawa, water coolers or any other items/equipment etc., may be purchased by either calling quotations or through a Purchase Committee which shall be duly approved by the Chief-warden. Finance section/Internal audit office needs to be consulted in case of doubts regarding procedure, proprietary items, etc. before purchasing for Hostel stores. All old/unserviceable items that are replaced and having resale value will have to be periodically sold out as early as possible so as to earn the best out of it, as per procedures of the University. The source of supplies will be decided by the Warden/ Mess Supervisor in consultation with the Chief Warden.

Gas should be procured from Indane/other approved dealers only. The Mess Committee can help actively in reducing the Mess Bill by resorting to bulk purchases in the whole-sale markets in a manner to be approved by the Warden (Mess). The Mess Committee will supervise the system of purchases to ensure utmost economy in the best interest of the hostel mess.

10.2 Receipt of stores

1. When delivery is taken the mess supervisor must ensure that all the material that is received shall be examined, counted, measured or weighed, as the case may be. The Mess Supervisor will be responsible to ensure that the quantities are correct, the quality is good, and the stores are according to approved specifications where presented, and will record a certificate (to be counter-signed by the Mess Secretary and the Warden) to that effect on the relevant bills of the suppliers.
2. Items like rice which for which the payment is not given immediately, but are kept in stock should be properly preserved in a store room. The Mess Supervisor will ensure that rats, rodents, etc. do not spoil the stores and will take the necessary precautions. The Warden will periodically inspect the stores to see that supplies have been kept in good and efficient condition.
3. The stores will normally be procured during the day preferably when the Mess Secretary and Mess Warden are also present.

10.3 Issue of stores

Food articles will be issued by the Mess Secretary to the kitchen normally twice a day, once in the morning for breakfast and lunch and once in the evening for dinner. The quantity and the kind of stores to be issued will be determined on the basis of the prescribed menu and the effective strength of the dining members including guests. Where scales of consumption have been laid down, issues should be regulated according to the prescribed scales. Care should be taken to ensure that stores are not issued in excess resulting in wastage. Daily consumption form/quantum to be prepared and signed with date by the Mess Manager and Mess Secretary every day. The Warden will make surprise checks to assess the correctness of issues and record a certificate as a token of their surprise checks.

10.4 Issuing daily slips

A daily summary of issues will be prepared by the Mess Supervisor/Mess Secretary in the prescribed form which is available in the Hostel office. At the end of each month, total issues will be worked out and carried to the stock and issue register.

10.5 Stock registers

All transactions of receipts and issues of items should be recorded in a Stock and Issues Register. Entries of receipts will be made as and when the stocks are received while entries of issues will be made at the end of each month after taking the total from the daily summary of issues. The closing stock balance and its value should then be worked out in the register by the mess-supervisor. Items of food stuff which are procured for day to day consumption like bread, butter, eggs, vegetables, milk, sweets, meats, fish, chicken, etc. should be charged off as and when received. Similar treatment should be given to gas, washing powder, etc. A separate stock and issue register may be maintained for all such items. Entries made in the Stock and Issues register(s) should be attested by the Warden and the Mess Secretary.

10.6 Physical verification of stock

The mess supervisor along with the mess-secretary will physically verify the closing stock at the end of each month. As per stock register the balance should be tallied. If there is any shortage, the Warden will ask for the Mess Supervisor's explanation and fix responsibility. In case of any other discrepancy, the balance shown in the stock register should be rectified on the basis of actuals over the initials of the Warden and the Mess Secretary.

10.7 Valuation of the closing stock

The closing stock of materials will be valued at the last purchase rate. Where items of stores are grouped together like pulses, masalas, etc. the valuation will be made at the average rate (which is determined by dividing the total cost of purchase by the total quantity purchased in a month. The value of the closing stock as worked out will be taken in the monthly statement of income and expenditure.

10.8 Payment of supplies by mess

The mess supervisor will collect all the bills for supplies made to the mess. The mess-supervisor should check the particulars shown in the bill with those in the stock register. All bills should, as a rule, be disposed of within a week of their receipt. Particular care should be taken to ensure that bills received towards the end of the month are disposed off within that month itself. The Office In-charge will review the bill register weekly and, if any, bill found outstanding for more than a week, he will initiate action for its immediate disposal. Ordinarily, all payments will be made by means of Crossed Cheque, but in very special and emergent cases cash payments may be made.

10.9 Temporary advances

Temporary advance may be drawn by the Warden for any specific purchase where credit facilities are not available. The occasions for drawing of Temporary Advance should be reduced to the minimum. The mess supervisor should prepare well in advance the requisition related to the requirement of a temporary advance. A note of entry will also be kept in the requisition for temporary advance. All requisition of temporary advance should be disposed of immediately and, in any case, within three days of their receipt. If after purchase, any money out of the temporary advance is left over, the mess-supervisor shall immediately deposit it with the Bank without waiting for preparation of the adjustment bill. All temporary advances should, as a rule, be adjusted within 7 days from the date on which the advance was drawn, particularly no advance can be allowed to remain unadjusted at the end of the month when the mess bill is prepared. (The expenditure actually incurred against the temporary advance has to be brought to account within the month to which it relates.)

10.10 Inventory of crockeries

The Mess Supervisor will maintain a stock register of crockeries, utensils, etc. At the beginning of each semester, the Warden along with the Mess Supervisor will conduct a physical verification of the stock; record a certificate in the register and, if any, discrepancy is noticed, investigate it.

Whenever crockeries, utensils, etc. are found unserviceable, a suitable note should be kept in the register along with the particulars of their disposal. Entries in the register should be attested by the Warden.

Section 11: Upkeep, Maintenance and Cleanliness of Hostels

11.1 Sanitation

1. The Warden, with the assistance of the Sanitary Supervisor and the hostel staff, will keep a proper watch over the sanitation and cleanliness of the hostel.
2. The Sanitary Supervisor is responsible for the distribution and supervision of work among cleaning staff in each hostel.

3. The Warden and hostel staff will keep a watch over the proper use of sanitation articles supplied to the hostel from time to time on an indent signed by the Supervisor.
4. The cleaning staff will endeavour to
 - i. Empty waste bins every day in the bathroom and the corridor.
 - ii. Clean sinks, baths and shower rooms twice each day, all in accordance with cleaning schedules that are displayed on notice boards.
 - iii. Clean Dining hall of mess at least once thoroughly in a week.
 - iv. Clean the sinks in the kitchen and dining hall twice daily.
 - v. The concerned cleaning staff will obtain the signature of the residents every day after cleaning the bathrooms.

11.2 Priority will be given to the cleaning of common bath and shower rooms and kitchens to maintain standards of communal hygiene.

11.3 Maintenance

1. Furniture

- (i) Hostel staff supervises the repair and maintenance of University furniture in the hostels under the overall control of Warden. This includes welding for metal work, caning, polishing; and wood work. Furniture for each hostel is repaired within the hostel for which each hostel is required to send the job card to Maintenance Manager listing items of furniture to be got repaired with the approval of the Warden/In charge (Maintenance). As far as possible the code numbers will be indicated in the list of items sent with the job card.
- (ii) Each hostel is entitled to a reasonable margin of furniture over and above its needs at full occupancy. Furniture needing maintenance should be assembled at a central store for repair and its replacement issued from the margin in stock.
- (iii) CWO will arrange to depute Carpenter and Helper along with material to visit each hostel periodically for repair of furniture items. The CWO will keep record of repair work undertaken, material purchased consumed and disposed of as per University Rules.

2. Appliances

- (i) The maintenance of various appliances such as television, water cooler and the geysers required recourse to diverse agencies and appropriate arrangements are in force at any time. The primary responsibility for getting these repairs done is that of staff in the hostel.
- (ii) The residents are not permitted to bring any of the following electric appliances into hostel: cooking appliances (including induction cookers, microwaves, toasters and sandwich makers), heaters, irons or any other appliances that may constitute a hazard.

11.4 Electrical

- (i) The staff will maintain a stock of electrical bulbs and tubes for replacing fused ones whenever necessary (These are for use in common areas only, not in residents' rooms).
- (ii) A record of receipts and consumption in his stock register, using separate sheets for bulbs.

- (iii) The fused stock will be surrendered to the Estate at regular intervals by the caretakers to avoid dumping and unhygienic conditions in the hostel.
- (iv) Warden checks the register periodically; and (ii) indents fresh supplies of bulbs and tubes with Engineering Branch as needed.

11.5 Routine maintenance and safety checks of water supplies and equipment are carried out by a qualified engineer as follows:

- (i) **Quarterly checks of RO system**
- (ii) **Annual test of potable drinking water outlets**
- (iii) **Quarterly checks of shower heads**
- (iv) **Quarterly checks of geysers**
- (v) **Quarterly overhead tank inspections**

The hostel administration will endeavour to rectify or replace any defective fixtures, fittings, furniture or appliance within **four weeks** of notification. In emergencies, the Warden may, with the prior approval from the CWO, draw upon the imprest money to arrange for a private electrician or a plumber or carpenter for repairs. A maintenance log book should be kept in the hostel office.

11.5 Reporting and resolution of complaints

1. Electrical:

- a. A resident reports urgent complaints, like "no current" or "fan not working" directly to Electrical division in its complaint register or online. Residents are reminded to keep the copy for reference no. for further enquiry.
- b. For other complaints (like tube light fused in corridor), the Caretaker will report to Electrical division in its complaint register.
- c. The electrical division will endeavour to rectify minor failures in lighting within one working day of notification.

2. Civil:

- a. The hostel staff will report civil complaint to the civil division.
- b. The hostel staff will keep a check, whether the items reported have been attended to or not.
- c. The Civil division will endeavor to rectify minor tap and shower heads within five working days of notification.

3. If a complaint is not attended to within a reasonable time, the Warden may bring it to the attention of the appropriate Assistant Engineer or Executive Engineer.

4. In case any problems still remain unsolved after a reasonable notice, the Warden may contact the University Engineer or In charge, University Works Department through the Chief Warden.

Section 12: Important Contacts

Office	Phone Number/s
Dean, Students' Welfare	2313 2500
Chief Warden's Office	2313 2505/06/07
Office of the Chief Proctor	2313 4578/4042
Alumni Cell	2313 2500
Office of International Affairs	2313 4041
Fellowship Section	2313 2209/ 2210/2203/2205
Reservation Cell	2313 2136
Controller of Examinations	2313 2101
Asst Registrar (Academics)	2313 2103
Asst Registrar (Examinations)	2313 2120
Automated Admissions Office	2313 2122, 2444
Health Centre	2313 2401/ 02/ 03/04/08
Director, Physical Education	2313 2440
Campus Security	2313 1000/1001/2420/2425
Anti-ragging Cell	2313 1999/2999
Internal Complaints Committee (ICC)	2313 4095

Contacts of hostel offices are available at: <http://uohhostels.in/contact>

For updates on hostel-related activities, visit: <http://uohhostels.in/>



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