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STANDARD OPERATING PROCEDURE(SOP) FOR GIRLS' HOSTEL SAFETY AND STUDENT SUPPORT
W.e.f.: 04th March 2025

This SOP establishes the process for girls' hostel administration, campus safety support, inspections, emergency assistance and grievance referral. It implements the University's Policy on Women's Access and Participation in Higher Education alongside existing hostel, security and student-support rules.

Objectives

The objectives of this SOP are to:

1. Communicate residential arrangements, rules and reporting routes clearly.
2. Assign safety and welfare duties to the responsible offices.
3. Provide timely emergency assistance and appropriate grievance referral.
4. Maintain inspection, follow-up and student-feedback records.

Scope

This SOP applies to girls' hostels across all campuses, women residents, wardens, security staff and offices responsible for residential welfare and campus safety. Concerns arising during OJL or University-related travel shall be referred promptly to the responsible office and competent complaints mechanism.

Procedure

Allocate Accommodation and Orient Residents

Girls' and boys' accommodation shall be separate. The Registrar's Office shall designate a warden and make the warden's contact and escalation arrangements available to every resident. A designated woman staff contact shall be available for confidential welfare concerns. Residents shall receive an induction on hostel rules, emergencies, reporting routes and available student support.

Room types, capacity, allocation criteria, fees, deposits, refund conditions and applicable rules shall be communicated before hostel admission. Allocation and any waiting list shall be documented and applied fairly. Hostel fees are determined separately from tuition scholarships and fee waivers; any hostel fee concession shall follow a separate University decision.

Maintain Security and Access Arrangements

The Registrar's Office shall ensure appropriate security staffing, access control, visitor records and adequate lighting in hostel approaches and common areas. Residents shall receive written entry, exit and visitor procedures, including arrangements for approved OJL or evening academic commitments. Rules shall be applied consistently and proportionately and shall not be used to prevent a student from seeking help or reporting a concern. Entry and exit rules for the girls' hostel shall rest on the same principles as those for the boys' hostel; any difference shall be justified in writing on grounds of safety and reviewed each year.

Safety planning shall cover routes used by women returning from OJL or evening classes, foreseeable hazards and emergency escalation. Security personnel shall be



briefed on respectful conduct and response duties. Any surveillance shall protect privacy and shall not cover bedrooms, toilets, bathrooms or changing areas. Access to security records shall be restricted.

Provide Emergency and Welfare Assistance

Emergency contacts for the warden, security, Registrar's Office, ICC, local medical services and police shall be displayed prominently and kept current. Immediate threats, medical emergencies and fire incidents shall receive urgent action without waiting for routine complaint procedures. Staff shall assist residents to obtain medical attention or counselling through the University's designated referral arrangements. First-aid and emergency evacuation arrangements shall be checked during inspections.

Inspect Facilities and Close Safety Actions

The warden shall inspect safety, cleanliness and maintenance at least monthly. The Registrar's Office shall arrange an oversight inspection at least once each semester. Findings shall identify the issue, risk, action owner, due date and completion status. Urgent hazards shall be escalated immediately; unresolved items shall remain on the action register until closure is verified. Staff shall receive annual gender-sensitisation and role-specific safety guidance.

Reporting and Grievance Referral

Women students shall have direct access to the warden, Registrar's Office, EOC and ICC. Contact details and reporting routes shall be communicated at induction and displayed in accessible locations. A resident shall not be required to report through the warden before approaching the ICC or another competent body. Staff shall assist a student who needs help to submit a concern.

Sexual harassment complaints shall be handled by the ICC under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015; discrimination concerns shall be referred to the EOC, and hostel administration matters to the Registrar's Office. A receiving office shall facilitate referral without investigating matters outside its remit. Routine administrative complaints shall be acknowledged within two working days, with the responsible office and expected next step communicated. Statutory procedures and time limits shall prevail for matters governed by law.

Confidentiality shall be maintained on a need-to-know basis, consistent with lawful reporting and fair process. No retaliation, intimidation or disadvantage in education, accommodation, assessment or OJL shall be permitted for reporting a concern or assisting a complaint. Necessary interim safety or support arrangements shall be coordinated without prejudging the outcome. Appeals shall follow the applicable grievance or statutory mechanism.

Responsibilities

Registrar's Office: Shall oversee hostel administration, security, oversight inspections, emergency coordination and administrative grievances.

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Warden / security: Shall manage daily welfare and access management, emergency response, inspections and timely escalation.

EOC / ICC: The EOC shall monitor inclusion and welfare; the ICC shall handle sexual harassment complaints within its mandate.

Residents: Shall observe communicated rules, respect others' privacy and report hazards or concerns.

Review

This SOP shall be reviewed at least once every three years, or earlier if required due to changes in applicable legislation, University requirements, operational practices or identified needs for improvement.

