



DEPARTMENT OF SOCIAL WELFARE
GOVT. OF NCT OF DELHI
7TH FLOOR, MSO BUILDING, ITO, NEW DELHI- 110002
(SCHOOLS BRANCH)
E-mail ID-dds.school.dsw@gmail.com



F. No. 01(158)/SOP – Hostel for CWD/DD/School/DSW/2023-24/9951-9961

Dated:

01 SEP 2023

STANDARD OPERATING PROCEDURES FOR SCHOOL HOSTELS

DUTIES OF THE HOSTEL SUPERINTENDENT

The following rules shall be abided by the Superintendent/DDO of the Hostels of GSSSBB and GLNSSSD:

- i. It shall be ensured that students upto the age of 14 are kept in dormitories completely separated from dormitories of children who are 15 and above.
- ii. The entry gate of the main building of the hostel and entries to corridors of the dormitory must be digitally locked with biometric of the students. The concerned Superintendent shall put up a proposal accordingly within 1 week of issuance of this SOP.
- iii. Repair, maintenance of Hostel premises shall be undertaken routinely on need basis as per rules and approvals.
- iv. The duty rosters of all staff including security and sanitation shall be changed rotationally every month without exception.
- v. Up to date records of all hostellers with respect to academic performance, date of birth, nature of disability, and, general conduct and behavior shall be kept in separate files to be stored in safe custody.
- vi. It shall be ensured that all meals are provided to students as per prescribed dietary guidelines, and served on time, each and every day.
- vii. Kitchen staff shall be rotated between two hostels every month.
- viii. The superintendent shall put up a proposal for keeping the kitchen outside of the hostel premises, or ensure that no student except for an authorized mess committee member enters the kitchen.
- ix. The Superintendent shall arrange 1 feast meal per month for hostellers. If in a month, there is a festival, the feast meal served on the festival shall be counted as the monthly feast meal.
- x. All forms of misbehavior and indiscipline in the hostel shall be brought to the cognizance of the Director, Social Welfare within 24 hours of the incident, for decisions.
- xi. Weekly inspection of entry and exit registers with signature and stamp
- xii. Weekly inspection of rooms/dormitories accompanied by House Father/Mother or such authorized hostel staff
- xiii. Maintenance of records of students out on leave for hometown
- xiv. Updated Register of contact information of Local Guardians and Parents/Guardians
- xv. Ensuring round the clock security guard for entry and exit and in each floor, along with regularly maintained CCTV in all corridors and common areas
- xvi. Ensuring prompt availability in case of emergencies
- xvii. Submission of Monthly Progress Reports with achievements every month to the relevant Headquarter Office.
- xviii. Strict compliance of Delegation of Financial Powers issued by the Finance Department and the Department of Social Welfare from time to time.

Note: The staff authorized by the Superintendent shall conduct daily inspection of all rooms and washrooms at 6.00 AM in the morning during roll call, and at 10.00 PM at night during bedtime, and place the same on written record. Any form of violation found in such inspection must be reported on file within 24 hours for cognizance of the Superintendent, concerned DSWO and Director, Social Welfare.

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RULES FOR HOUSE FATHER/MOTHER

In addition to rules stipulated in the Manual of Functionaries of Institution and Services at page 236 para 7.34 titled "Boarding Superintendent", the following responsibilities shall lie upon the House Father/Mother:

- i. Daily inspection of entry and exit registers in the morning and at night with signature
- ii. **Daily inspection of rooms/dormitories at 6.00AM and 10.00PM along with security guards. Only female personnel will be allowed to inspect rooms of female hostellers.**
- iii. Attendance call daily at 6.00 PM and 6.00 PM
- iv. Maintenance of visitor books with daily signature at 6.00 PM
- v. **Ensuring that no visitors/parents/guardians enter or stay hostel rooms/dormitories/offices, kitchen, mess, or corridors thereof, under any circumstances.**
- vi. **Ensuring that all visitors/parents/guardians exit the hostel premises after 6.00 PM**
- vii. Provision of First Aid and Medical Aid through Registered Medical Practitioner as and when needed
- viii. **Supervision of kitchen staff and inspection of food before opening of mess**
- ix. **Supervision of sanitation staff during cleaning of students' rooms/dormitories and washrooms**
- x. **Supervision of Security Guards during visiting hours**
- xi. Ensuring that day scholars in the schools do not enter hostel premises for any reason whatsoever.
- xii. All communications/correspondence in case of emergencies in absence of the Hostel Superintendent

Note: In addition to the above, the House Father/House Mother shall assist the Superintendent and other administrative staff from time to time as per requirement.

RULES FOR EMERGENCY SITUATIONS

I. CRIMINAL ACTIVITY

- i. Any case under Prevention of Children for Sexual Offences (POCSO) Act, 2012; Juvenile Justice (Care and Protection of Children) Act, 2015; or cases which come under sections of Indian Penal Code, shall be directly reported to the Delhi Police by the Hostel Superintendent or any staff in charge as per relevant Legal Provisions with concurrent permission of the Director, Social Welfare within 24 hours.
- ii. Any offence by staff members (regular/contractual/outsourced/daily wage/full time/part time) under Prevention of Children for Sexual Offences (POCSO) Act, 2012; Juvenile Justice (Care and Protection of Children) Act, 2015; or under sections of the Indian Penal Code, can be reported to the Delhi Police **by any staff or hosteller regardless of age, designation, disability, or any other factor** with immediate and direct intimation to the Director Social Welfare. Such staff member shall be debarred from entering the hostel premises with immediate effect pending internal inquiry and police investigation.
- iii. Hostellers implicated in such cases, if not arrested by the Police, shall be immediately taken away from the hostel premises in a separate room with a security guard until a decision is taken on their handover to concerned authorities or their local guardians.
- iv. Hostellers implicated in such criminal cases shall be immediately expelled from the hostel. They shall only be re-instated if they are acquitted of the charges against them by the relevant court of law, subject to the consideration of the Director, Social Welfare.
- v. After re-instatement, if any further complaint of similar nature is received against the same student, all due procedures pertaining to police report shall be followed and the student shall face immediate and irrevocable expulsion.

DISASTERS AND/OR ACCIDENTS

- i. The Hostel Superintendent shall ensure that the hostel has adequate fire extinguishers and updated First Aid facility at all times.
- ii. The Hostel Superintendent/House Father/Mother/any staff in charge shall ensure that all staff including security guards and sanitation workers, and all hostellers attend Fire Safety and Earthquake Safety Drills by the concerned authorities on a monthly basis.
- iii. In the event of fire, flood, earthquake or any calamity that impact the premises of the hostel and physical safety of staff and students, the Hostel Superintendent/House Father/Mother/any staff present, shall ensure safe, systematic and swift evacuation of students and staff without waiting for directions.
- iv. On the event of evacuation of the hostel premises, students may be allowed to temporarily shift to their local guardian's residence, or they may be allowed to temporarily leave for their hometown with the written consent of their local guardians if they are under the age of 18, or with their own undertaking if they are above the age of 18.
- v. In case the hostel premises are temporarily shifted to an alternate location, no student shall be allowed to go to any other alternative residential arrangement except for residence of the local guardian or their hometown.
- vi. Hostellers who do not abide by this rule shall be expelled with immediate effect under intimation to local guardians.
- vii. In case of accidents, the Hostel Superintendent or the senior most staff member present shall immediately arrange for first aid/ambulance and inform the local guardians and parents, without waiting for directions.
- viii. In case of death inside hostel premises, the Hostel Superintendent or the senior most staff member present shall immediately report to the local police and inform the local guardians and parents, without waiting for directions.
- ix. In case of accidents and death, a detailed report along with supporting documents shall be placed on record by the Hostel Superintendent before the Director, Social Welfare within 48 hours of such incident.

MISCELLANEOUS


- i. The District Social Welfare Officer and the concerned Deputy Director from the Headquarter shall undertake surprise visits to the Hostels at least once every month, and submit a report to the Director, Social Welfare within 2 days of the said visit.
- ii. The Hostel Superintendent and House Father/Mother shall be changed every 3 years by way of transfer postings.
- iii. Provision may be made by the concerned Deputy Director at the Headquarter level for engagement of child counselors specializing in counseling of visually impaired and hearing impaired students.

- iv. The Director, Social Welfare may be telephonically contacted in case of emergencies.

Note: These Standard Operating Procedures shall come into effect from the date of their issue and in case of non-compliance, violation, an explanation will be called from the concerned Superintendent of the Hostel.

In case there is no House Father/House Mother posted in the hostel, the Superintendent can authorize existing regular/contractual staff at his/her disposal in lieu of the same.

This issues with the prior approval of the Director, Social Welfare.



Swati Sharma
(Assistant Director, Schools)

Copy for Strict Compliance to:

- 29/11/19
AP
- i. District Social Welfare Officer (North)
 - ii. District Social Welfare Officer (Central)
 - iii. DDO, GLNSSSD (Hostel)
 - iv. DDO, GSSSB (Hostel)
 - v. Senior System Analyst, 7th floor, MSO Building, ITO, Delhi – 110002 (for uploading in the Departmental Website)

Copy for information to:

- i. PS to the Secretary, Social Welfare, 7th floor, MSO Building, ITO, Delhi – 110002
- ii. PA to the Director, Social Welfare, 7th floor, MSO Building, ITO, Delhi – 110002
- iii. Dy. Director (Admin), 7th floor, MSO Building, ITO, Delhi – 110002
- iv. Dy. Director (Litigation), 7th floor, MSO Building, ITO, Delhi – 110002 (For W.P.(C) 8210/2018)
- v. Dy. Director (Persons with Disabilities Branch), 7th floor, MSO Building, ITO, Delhi – 110002
- vi. Dy. Director, (Research, Training and Evaluation, Branch), 7th floor, MSO Building, ITO, Delhi – 110002
- vii. Senior System Analyst, 7th floor, MSO Building, ITO, Delhi – 110002 (for uploading in the Departmental Website)


Swati Sharma
(Assistant Director, Schools)