BEST PRACTICES-
"PARTICIPATIVE HOSTEL MANAGEMENT"

GOVT' DB GIRLS' PG COLLEGE RAIPUR

I. Title of the Practice

"Participative Management of Women's Hostels"

II. Objectives of the Practice

The College provides hostel facilities inside the campus for students. In order to ensure affordability, the cost payable for hostel accommodation has been kept very low. Therefore, the physical, financial and administrative resources at the disposal of the Institute are quite limited, while the objectives of their safety and comfortable stay are not negotiable.

In order to address the inadequacy and challenge, a practice of participative management of our hostels has evolved over time, under which all members of teaching faculty along with the resident students and non-teaching staff contribute to the smooth management of the hostel.

III. The Context

Our College is located at Raipur, the Capital of Chhattisgarh, with excellent geographic connectivity. The student catchment area includes all parts of Chhattisgarh and other states. The College provides hostel facilities within the campus at affordable cost. The four hostels, Rani Laxmibai, Rani Durgawati, Avantibai and Mini Mata, have a total capacity to accommodate about 700 students, selected among approximately 2000 applicants. On the other hand, infrastructure has not developed much over the years, to meet the present day demands. Hence, scarcity of the necessary infrastructure has affected multiple aspects of hostel functioning and the college.

With such a large number of students and our commitment to provide a premium stay along with peaceful learning environment for each and every student, a direct challenge in the managerial component of the hostels was observed. Hence, the college decided to implement **"Participative Hostel Management"** involving all the faculty members, hostel students, and external medical officers with other non-teaching staff to achieve our goal.

IV.   The Practice

In order to encourage smooth functioning of our hostels, through participation, multiple layers have been created with adequate transparency among them.

➢ The hostels are being managed by a core management team of faculty and office staff. The team is headed by a warden and includes two assistant wardens, a hostel manager and a matron. The warden reports to the Principal, who is also patron of the hostel. Multiple groups of support staff have been hired by the Core Management Team to perform different functions.

➢ In order to ensure participation of stakeholders, students' committees are constituted amongst hostel residents. These committees ensure responsiveness and accountability and supplement the core management as the first layer of participative management. The Mess Committee not only decides the menu, but also keeps a watch over food quality. Similarly, the Newspaper Committee ensures that subscription of newspapers and magazines as per student preferences, and fair distribution of reading opportunities. Discipline related minor issues are immediately attended, resolved and reported by the Discipline Committee of hostels residents. Other aspects of hostel life are managed by participation through various other committees.

➢ As the second layer, six committees (three members in each of them) are formed amongst the teaching faculty of the college. Each of the six committees has been assigned a specific day of the week as per the roster. They supervise different aspects of functioning of the hostel and communicate with the resident students to resolve their issues. The roaster system ensures distributed workload and diversity of communication in the visiting faculty committee. All six committees report directly to the principal, ensuring a fair feedback loop and cross-verification of information.

➢ As the third layer of participative management, multiple teams of faculty members have been constituted to ensure smoothness, fairness and transparency in hostel management. The tasks of hostel admission, ragging prevention, hostel management, Hostel governance and supervision, and prevention of gender harassment are assigned to different faculty teams who coordinate with the Core Management Committee and supplement or supervise their efforts.

➢ Besides multiple channels of communication with hostel residents, there has been a "grievance redressal box" for posting grievances. The grievances of hostel residents have been addressed as high priority matters, and reported to the Patron/Principal of the Institution. As the hostel reopens after Covid-19 induced closure, the hostel residents are provided with many options to directly connect with the Principal through Telegram/WhatsApp bypassing all other channels of communication. This

would supplement the existing grievance redressal mechanism, so that hostel residents could have multiple channels to express their grievances.

V.   Evidence of Success

The Success of the **'Participative Hostel Management'** program can be sought through the following substantiations -

  i.   A multifold applications *vis-à-vis* the actual seats present in our hostels proves the reliability and genuineness of our hostels.
 ii.   Many distinguished alumnae of who had stayed in the hostel, have credited their respective success to the hostel.
iii.   A considerable fall in students' grievances in hostel related matters point towards to the success of the program.
 iv.   The feedback from students and parents indicates a more than higher level of satisfaction.
  v.   In spite of a large mess being operated at our hostels, with complex electrification and ample instrumentation in place, there are no records of any accidents till date.
 vi.   Our hostellers have been a major participants and winners of various sports, literary, cultural and other competitions.
vii.   Hostellers of our college have excelled in NCC and NSS related activities and examinations.
viii.   The process of waste management had improved with the installation of Bio-Gas plant and compost manufacturing units along with a subsequent reduction in the amount of waste.
 ix.   Solar water heaters installed in the hostels are fully functional and adds to the benefit of the students.

VI.   Problems Encountered and Resources Required

The practice of participative management for hostels has come up in order to address constant inadequacy of resources. Reluctance to share responsibility has been the most severe problem in implementing this solution. However, rather than implemented, this practice has evolved to address a need, and hence its growth was quite organic in nature. The participation of different faculty teams in supplementing hostel management has grown over the years.

In terms of resource requirements, this practice required zero resources. In fact, this practice has encouraged faculty-student interaction, and helped in creating a better academic environment at the College. There have been multiple instances of faculty members extending financial support to needy students, which have become possible only due to enhanced communication among them.