



K.S.RANGASAMY COLLEGE OF TECHNOLOGY

(Autonomous)

Tiruchengode - 637 215, Namakkal, Tamil Nadu

**COMPLAINTS CUM
GRIEVANCE REDRESSAL POLICY**

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1.0 About the hostel policy

K. S. Rangasamy College of Technology offers Hostel facility for students with the primary objective of instilling in every hosteller a spirit of friendliness, self-confidence and self-discipline. Hostel accommodation, separately for men and women, will be provided by Institute solely based on availability. The guiding principle towards the formulation of the Policy on Hostel Management and Operation Rules, to ensure that hostel residents feel a secure and home environment which is conducive to learning, and, all hostellers are required to strictly abide by the same.

2.0 Policy designing authority

- This policy shall be called the “K. S. Rangasamy College of Technology on Hostel Management and Rules of Operation”
- This policy shall come into effect from the date of approval by the Academic Council and ratified by the Higher Bodies, if need be.

3.0 Extent and applicability

This policy is applicable to the students residing at the Hostel premises of the KS Rangasamy College of Technology either owned or leased.

4.0 Hostel Authorities

The hostel authorities such as Chief Warden/Principal, Wardens and Assistant Wardens would normally reside within or close-by the hostel premises. They would be responsible for the day-to-day operations and administration of both boys and girls hostel. Responsibilities, roles and the powers of each of these authorities will be notified to the hostellers, as applicable.

5.0 HOSTEL ADMISSION

(i) Students seeking admission to hostels must apply for the same at the time of Admission during their course of study at institute. The student must pay the Hostel Fee as prescribed by the Institute (charged annually) and refundable Hostel Deposit of Rs. 5,000/- (Rs. Five Thousand) along with the institute fees. At the time of the hostel room allocation, the students should produce the institute Fee, Hostel Fee and Hostel Deposit receipts to the concerned hostel warden authority. In case the hostel room is not allotted to the concerned student, due to non-availability of hostel room or any other reason, the Hostel Fee and Hostel

Deposit shall be refunded to the student or shall be adjusted against Tuition Fee to be paid by the student.

(ii) The Hostel Deposit will be utilized for any emergency expenses incurred on the hosteller, like medical exigencies and associated expenses, and, any penalties/recovery costs related to damages/breakages caused by the student to the property/facilities of institute Hostel, Mess and Transport. When the student ceases to be a hosteller upon termination of the hostel facility (due to voluntary withdrawal from the hostel, completion of the program of study, the institute withdrawing the hostel facility for the concerned student), the refundable hostel deposit will be refunded to the student, after deducting any amount due on account of any hostel/mess dues and/or penalties/recovery costs as mentioned above in this clause. The minimum time required for the Institute to refund the hostel deposit after the date of withdrawal of the hosteller from the hostel, or his/her ceasing to be hosteller shall be one calendar month. The refundable amount calculated after deducting any dues and/or penalties/recovery costs as mentioned above in this clause, shall be paid by cheque and mailed through registered post to the address as given by the student at the time of admission to the hostel.

(iii) Students cannot vacate or cease using the hostel facility during the academic year. If they do so, they will forfeit the Hostel Fees paid by them for the entire academic year and no claim for refund shall be entertained. However, the refundable Hostel Deposit shall be refunded.

(iv). Upon completion of the Academic Session, when the student ceases to be a Hosteller, he/ she shall submit request letter for refund of the Security Deposit to the Finance Officer within 1- month post completion of the Academic Year along with the below mentioned documents:

- Aadhaar Card of the student along with any of the Parent
- Xerox copy of the 1st Page of the passbook reflecting IFSC Code and Account number
- Cancelled Cheque
- Original Caution/Security Deposit Fee Receipt

(v) Any penalties/ recovery costs related to damages/ breakages willingly caused by the student to the property /facilities of Institute Hostel, Mess and Transport will be recovered from the Caution deposit and only the balance amount shall be paid by NEFT to the Parent's Bank count, intimated by the student at the time of admission to the hostel in case of final year students. For the students who are continuing their studies at the Institute refundable Security

Deposit shall be adjusted for the Tuition Fee or Transportation Fee of the next Academic Year within 1 month from the date of receipt of the refund request letter from the Hosteller.

(vi) At the time of admission to the hostel, a declaration agreeing to abide by the Hostel Management and Operation Rules as may be notified from time to time shall be signed by the student and countersigned by his/her Parent/Legal Guardian/Local Guardian.

(vii) On admission, the student will be allotted a room / space which will be invariably shared by

Three (03) students or four (04) students as per the fee paid by the student. These allotments can undergo change at any time, for administrative or other reasons considered appropriate by the institute.

6.0 Furniture & fixtures

(i) On allocation of the hostel room, the hostellers will be provided with the essential furniture and fixtures. The students should ensure that such furniture and fixtures are maintained in good condition.

(ii) Hostellers are required to hand over furniture and other materials in good condition when they change/vacate the hostel room. Failing which the concerned student/s will be charged for the damaged furniture/materials which may be recovered from the Hostel Deposit.

7.0 Mess rules

(i) Hostellers must have food in the hostel mess, and only in the Vegetarian or Non-Vegetarian section opted for by them at the time of joining the Hostel at the beginning of the Academic Year.

(ii) Mess timings are as follows:

- Breakfast 07:30 am to 08:45 am
- Lunch 12.30 pm to 02.00 pm
- Evening Tea and Snacks 04:30 pm to 06:00 pm
- Dinner 07:15 pm to 08:30 pm
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8.0 Hostel timings

- No hosteller will be allowed to stay in the hostel during class timings (09:0 am to 04.00 pm), until and unless medically excused.
- The hostellers are to be inside the hostel premises before 07.30 pm.

- Silence hour is between 10.30 pm and 05:30 am on all days. Violation of the same will result in disciplinary action against the errant hosteller(s).

9.0 Hostel Attendance rules

- All hostellers should report to hostel before 07:30 pm.
- Attendance will be taken between 8.30 pm to 10.30 pm daily. (During study hours)

10. Parents/visitors

- Parents/Authorized visitors of the hostellers are permitted to visit their wards with the permission of the prescribed hostel authorities at the designated place between 05.30 pm and 08.00 pm on weekdays and between 03.00 pm to 06.30 pm on holidays.
- No Parent / Guardian / Visitor or any person is allowed to stay with the hostellers in their rooms.
- No Girls are permitted in the Boys Hostels and no Boys are permitted in the Girls Hostels.

11.0 Permissions to be sought

General Out Pass

- A hosteller, who wants to go out after 7:30 pm for some urgent work or celebration, will be issued general Out Pass only after the receipt of an SMS requesting permission and approvals of parents in space basic app (specifying duration of out pass and reason) sent from the registered mobile number of the parent/ authorized guardian.
- Normal out pass will be given during working day (4.30 pm to 5.30 pm) and holiday (9.00 nm to 10 .00 am), Student has to report back to Hostel before 7:30 pm.

Leave Out Pass

- A hosteller, who wants to go out of station due to an exigency, will be issued Leave out pass only after the receipt of an SMS requesting permission approvals of parents in space basic app (specifying duration of out pass and reason) sent from the registered mobile number of the parent/ authorized guardian.
- Students, who wish to take leave during working days, should get special permission from Faculty In-Charge/HOD/Dean for the issue of Leave out pass from the concerned hostel authorities.

- Hostellers will be permitted to go out of hostel with parents/guardians on holidays after obtaining due permission from the concerned hostel authority.

Official Tour/Travel

- Hostellers who are leaving the hostel to attend events/programs organized by other University/institute should get prior permission from the concerned HOD/Dean and also their parents. The parents should give their consent in writing for the official tour/travel. Also, hostellers are required to inform the concerned hostel authority about the same.

Vacation

- During notified vacations, students must remove all of their belongings from their allotted rooms in order to allow the hostel authorities to carry out maintenance work and in case student wishes to continue the Hostel facility for next Academic Year, he/she must pack all the belongings properly and keep them in the assigned storage room.
- Students, who prefer to stay back in hostel during the end semester vacation for Internship/Professional Practice/Summer Term, etc., should take prior permission from the HOD/Dean of the concerned Department/School and hostel authorities.

Accommodation during this period will be on payment basis and such payment shall be in addition to the hostel fees paid/payable.

12.0 Personal vehicle

Hostellers are not allowed to use any personal vehicles. Parents are requested not to provide any vehicle for their ward. Students are strictly instructed to use the transportation provided by the institute. Violation of this rule will result in the withdrawal of the Hostel facility for the errant hosteller.

13.0 Recreation

A recreation room and facilities for indoor games are provided within the hostel premises.

Hostellers are allowed to use these facilities as per the following timings:

- Morning 05:30 am to 07:00 am
- Evening 04:30 pm to 09:00 pm
- Holidays 05:30 am to 11:00 am and 04:00 pm to 09:00 pm

14.0 Medical emergency

- Any accidents or sudden illness should be reported immediately to the concerned hostel authority for necessary action. In case of a medical emergency, the hosteller will be given first aid medical care and Parents/Guardians will be informed immediately. Hence, it is very important that the Phone/Contact numbers must be updated by the hostellers/parents.
- The Institute will take all precautions in providing minor first aid medical care within the Hostel, and if deemed necessary, move the concerned hosteller to a local hospital for medical attention and hospitalization. The Institute shall not be held responsible for any incident or consequence during the provision of this service. Further, the institute shall not be held responsible in cases of any medical exigencies such as accidents, which may occur inside the hostel premises and journeys to and from the institute, including institute Transport facility. The Institute shall not be liable in torts or any other Law for any accident injury or damage caused to a hosteller due to any act or omission or commission by the concerned hosteller and /or if such injury or damage arises due to the concerned student failing to adhere to prescribed safety norms or directions or instructions or failure to adhere to the code of conduct prescribed.
- If required, the cost/medical expenses of initial medical treatment will be paid by the Institute and the same shall be reimbursed by the Parent or shall be recovered from the Hostel Deposit and/or as an additional amount due from the hosteller.

15.0 Room inspection

All rooms are subject to periodic and/or unscheduled inspection by the hostel authorities. The authorities shall be entitled to inspect the entire room, including personal bags and belongings.

16.0 Hostel committees

These committees are constituted and notified by the Institute Authorities. There are a few essential committees such as Hostel Committee, Mess Committee and Anti-Ragging Committee consisting of students and Wardens to look after the day-to-day functioning of the Hostels. Food, Sports, Discipline, and Cultural Committees.

17.0 Code of conduct for hostellers: Do's & Don'ts

GENERAL	
DO'S	DON'TS
<ul style="list-style-type: none"> • Maintain discipline inside and outside the Hostel and Institution Premises. • Keep your College Identity Card always with you. • Show your Identity Card to security personnel or any other authorities of Hostel / Institute as and when demanded. • Lock your room always, even when going out for short durations for security reasons. • Keep your rooms and apartments tidy, neat and clean at all times. • Dress appropriately when you are in hostel premises. • Lodge a complaint to the respective Warden for any maintenance work. • Share your problem(s) individually with the authorities. • Take special care of your mobiles and give your number to only authorized persons. • Keep your valuables and cash under lock. • Save electricity and water. • Switch off the fans and lights whenever you leave hostel room. 	<ul style="list-style-type: none"> • Take photographs inside the hostel premises. • Meddle with lock and key. Students are advised to get duplicate keys made with the permission of the concerned hostel authority to guard against loss of keys. • Keep or feed pets of any kind in your room or hostel premises. • Play or create disturbance in the corridors. • Involve/get involved in any un-lawful activity, violate any rules and regulations of the Hostel and Institute leading to un-becoming of a student. • Hang your clothes other than in the designated place. • Hire services of housekeeping staff for personal work even on payment basis. However, in a few exceptional cases like illness, student can avail the same with the permission of the concerned hostel authority. • Bring extra furniture and/or fixture into the room except with the permission of the concerned hostel authority. • Steal, cheat or spread rumors. Never use things without the permission of the owner (fellow hosteller). • Use/bring any personal vehicles to the hostel premises

ELECTRICAL / ELECTRONIC EQUIPMENT	
DO'S	DON'TS
<ul style="list-style-type: none"> • Students can keep their own personal Laptops at their own risk by making an entry about Laptop details in the register book available with the concerned hostel authority. However, hostel authorities will not be responsible for any theft or damage of the same. • Use the laptop for academic requirements only, failing which the hostel authority may initiate disciplinary action. 	<ul style="list-style-type: none"> • Do not use sound system with speakers, or any other type of electrical and electronic appliances/gadgets in the hostel premises. However, a few items found to be essential can be permitted provided: <ul style="list-style-type: none"> ○ Permission is obtained from the concerned hostel authority, and ○ Fellow hostellers do not complain/object. • Do not download/screen/circulate any pirated/restricted/pornographic/unlicensed movies or video clips in your computers inside the hostel rooms, common areas and the College campus. Any violation will be dealt very severely, including expulsion from the hostels. • Do not use individual heaters, coils and iron boxes or any other heating or Cooking Gadgets in the room

HOSTEL MESS	
DO'S	DON'TS
<ul style="list-style-type: none"> • Inform your absence for a particular meal to the concerned Warden well in advance, to avoid wastage of food. 	<ul style="list-style-type: none"> • Do not waste food. • Do not cook in your rooms.

18.0 Strictly prohibited activities

Infringement of the following rules will be severely dealt with, which includes expulsion from the hostels:

- Ragging in any form is banned inside and outside the hostel premises. Strict action will be taken against defaulters. No leniency will be shown to offenders. Students involved in ragging will be expelled from the hostels and rusticated from the Institute.
- Consumption/possession of alcohol, smoking or use of tobacco, narcotic drugs, possession of obscene pictures, posters, pornographic materials, lethal weapons or inflammable materials and the related products are strictly banned in the Hostel and Institute premises. Violation of these rules will be treated as a serious offence resulting in immediate expulsion from the hostels.
- All hostellers are advised to extend their fullest co-operation to see that no unauthorized person enters in the hostel premises. If a hosteller finds any such unauthorized person, the matter should be brought to the notice of the concerned higher authorities immediately for further strict action.
- Playing with dry/wet colors or with plain water, using crackers inside the hostel premises even with excuses of celebrations and festivals are strictly prohibited.
- Hostellers shall not play games in the hostel premises which may cause any damage to the property and disturbance to others.
- Hostellers are not allowed to write/scribble/draw/paste anything on walls, windows or doors in the room or deface them in anyway.
- Hostellers are not expected to be remain in the hostel during class hours. However, a hosteller who is unwell may stay back in hostel during working hours, strictly on the advice of doctors and with the prior permission from the concerned hostel authority.
- No hosteller shall loiter in the hostel corridors, peep through the windows with voyeuristic tendencies or move surreptitiously between rooms causing disturbance to other residents in the hostel.
- Hostellers are not allowed to raise any religious /communal slogans in the hostel.

19.0 Grievance

If any hosteller has any grievance/problem, he/she needs to enter the grievance/complaint in the relevant “Grievance Book” kept in the hostel office. If the complaint is not attended to within a week, then he/she may take the issue to the concerned hostel authority. If the problem still remains un-resolved, he/she can report the grievance/complaint to the Principal/Director student affairs.

20.0 Expulsion from the hostels

The Institute reserves the right to cancel admission of a Hosteller from the Hostels without giving any prior notice or reason. Suspension/rustication from the Institute also implies consequent suspension/rustication from the Institute Hostel. In case, Student is expelled from the Hostel for any disciplinary action or fails to maintain a minimum of 75% of attendance in every course in the concerned academic term as prescribed by the academic regulations of the Institute, fees paid by him / her along will be forfeited. However, Hostel Security Deposit will be refunded.

21.0 Amendments

The Institute reserves the right to revise or amend the Hostel Management and Operation Rules From time to time as Autonomous institution affiliated with Anna University. Hostellers will be informed of such changes through notices/circulars and they shall abide by the revised/amended Hostel Management and Rules of Operation.