

GOVERNMENT OF ODISHA
DEPARTMENT OF WOMEN & CHILD DEVELOPMENT

No. WCD-WW-MISC-0021-2021- 14086 /WCD, Dt. 09-09-2021

From:

Smt. Bithica Swain, OAS (S)
Joint Secretary to Government

To

All Collectors

Sub: Revised guidelines on the Working Women's Hostel constructed with the support from State Government and operated under self financing mode.

Ref: This office Letter No.4788 dt.18.03.2021.

Madam/Sir,

In inviting a reference to the subject cited above, I am to enclose herewith the revised Guidelines on Working Women's Hostel formulated by the Government of Odisha in the Women & Child Development Department for kind information and necessary action.

Yours faithfully,


Joint Secretary to Government

Memo No. 14087 Dated, 09-09-2021

Copy with a copy of the revised guidelines forwarded to all DSWOs for information.


Joint Secretary to Government

GUIDELINES FOR WORKING WOMEN'S HOSTEL

**Women and Child Development Department
Government of Odisha**

INTRODUCTION

With the progressive change in the socio - economic fabric of the country more and more women are leaving their homes in search of employment in big cities as well as in urban and rural industrial clusters. One of the main difficulties faced by such women is lack of safe and conveniently located accommodation. In order to address the problem,

Government of Odisha is constructing hostels for working women in several places and this guideline will help in effective operation of these hostels. This will promote availability of safe and conveniently located accommodation for working women who need to live away from their families due to professional commitments.

OBJECTIVE:

- Promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist thereby creating a conducive environment for women to work in formal sector.
- To provide accommodation for the children of working women who are up to the age of 10 years in case of girl child and 6 years in case of boys and will reside with their mothers.
- Day care services (crèche) for children of working women of the locality irrespective of stay in the hostel.

APPLICABILITY:

This guideline will be applicable for Working Women Hostels constructed with the support from State Government and operated under self financing mode (herein after referred as WWH) and in a non profit purpose.

BENEFICIARIES:

- The Working women/ girls (herein after referred as working women), who are above the age of 18 years, fulfilling other conditions mentioned in the guideline for admission and are either –

- Single, Widowed, Divorced, Separated, Married but whose husband or immediate family does not reside in the same city or area can apply for admission in the Working Women Hostel.
- Girls up to the age of 10 years and boys up to the age of 6 years can stay in the hostel accompanying with their mothers.
- However, Care leavers' girls/women of above category from any Child Care Institutions (CCIs) of Odisha shall be given first priority in admission.

C. INCOME LIMIT, RENT AND PERIOD OF STAY:

In order to be eligible for admission in Working Women Hostel, following conditions are to be fulfilled:

- The income of a working woman should not exceed Rs.35,000/- (gross pay in case of salary income) per month in the cities like Bhubaneswar, Cuttack, Berhampur, Rourkela, Jharsuguda, Angul. In case of other places of the State, it should not exceed Rs.30,000/- (gross pay in case of salary income) per month.
- In case, the income of any working woman residing in the hostel exceeds such prescribed limits, she will be required to vacate hostel within a period of four months of crossing the income ceiling.
- The operating agency will charge reasonable rent from the inmates of the working women's hostel. The rent will be decided by District WWH Supervisory Committee (herein after referred as DWSC), headed by District Collector, which ideally should not exceed 20% of their total emoluments or gross salary for single bed rooms; 12% in case of double bed rooms and 9% in case of dormitories. Fees charged for children in the Day Care Centre should not exceed 10% of the emoluments or salary of their working mothers, whether residing in hostel or not.

However, in exceptional circumstances, DWSC, with reasons to be recorded in writing, can fix rental charges for the rooms of WWH over and above the ceiling based on income as stated in previous paragraph.

- The rent does not include user charges of the mess, cafeteria, facilities like washing machine, crèche, amusement, sports, internet and computer services, laundry services etc, and such other services as

identified by DWSC for which user charges will be collected separately from the inmates of the WWH.

- A working woman is allowed to stay in the working women's hostel only for three years. However, in exceptional cases, the HMC may, for reasons to be recorded in writing, allow working women to stay in the hostel beyond three years on a condition that such extension does not exceed six months at one time and the total stay along with extension period does not exceed four years. Any unauthorized stay beyond this period shall attract penal rent which will be three times of the normal rent.
- 15% of the rent collected (including penal rent) shall be deposited in a separate corpus fund to be managed by DWSC, which shall be used for the purpose of major structural repair or replacement of complete damage of utilities of the WWH. No manpower or other consumables can be purchased from this fund.

E. MANAGEMENT OF WORKING WOMENS HOSTEL:

The apex level organization for the management of Working Women Hostels at the district level will be the **District WWH Supervisory Committee (herein after referred as DWSC)** for all WWH within its jurisdiction with following composition:

1. Collector & District Magistrate	Chairperson
2. Additional District Magistrate	Member
3. Chief District Medical Officer	Member
4. Executive Engineer PWD	Member
5. All Sub divisional Magistrates	Member
6. District Social Welfare Officer,	Convener
7. District Welfare Officer	Member
8. District Social Security Officer	Member
9. One Representative of each operating Agencies	Member
10. Two senior female officers of the district (To be nominated by Chairperson).	Member

- | | |
|--|--------|
| 11. Two female representatives from 2 NGOs/
SOs working in the field of Women
Development
(To be nominated by Chairperson). | Member |
|--|--------|

Terms of Reference for the Committee:

- District WWH Supervisory Committee (DWSC) headed by the Collector of the respective district will be responsible for finalization of mode of operation of the WWH and the tenure for the same.
- The Committee will be responsible for selection of agency for operation of WWH, as and when required, if such mode of operation is selected from available options and finalization of RFP terms and conditions. .
- The committee will be responsible for fixation of room rent/charges of the Day Care Facility/ other charge/fees etc chargeable from inmates of WWH. It shall also identify different services within the WWH which shall be available on payment of fees/ charges.
- The committee shall be responsible for management of one corpus fund of all WWH of the district and finalize projects as allowed in the guideline to be done from this fund.
- It shall collect quarterly reports from all the Hostel Management Committees (here in after referred as HMC) of the district with regards to the working of the WWH and address any issue that needs its intervention or support. It will also ensure that HMC sits once in a month.
- To give suitable branding to the WWH.
- Any other matter which are incidental to the management of WWH with the approval of the Chairperson of the committee.
- In case of any dispute regarding management of hostel, stay of the boarders, daycare unit and issues relating to engagement of the staff, DWSC shall be the final authority to take the decision.

However, if the decision is taken by the department or DWSC to hand over the management of WWH to MVSN/ Social Welfare board, in that case the management of the WWH shall be done by the concerned organization in coordination with DWSC.

Composition, Roles and Responsibilities of the Hostel Management Committee (HMC):

- o The overall responsibility of day to day management lies with the Superintendent of the Hostel and the operating agency which shall function as prescribed in the guidelines and if not specifically mentioned in the guideline then while taking decision, best interest of the inmates shall be kept in mind.
- o However, for overall operational monitoring, supervision, compliance of the guideline and coordination, there will be one **Hostel management committee (HMC)** for each hostel. It will comprise of the following members –

- | | |
|---|---------------|
| 1. DSWO | - Chairperson |
| 2. PO | - Member |
| 3. Secretary or Representative of the operating Agency | -Convener |
| 4. Any other female officer of the district (nominated by the Collector) | - Member |
| 5. Superintendent of the hostel | - Member |
| 6. Two boarders of the hostel (nominated by the boarders of the hostel) | - Member |
| 7. 1 female representative from an NGO working in the field of women development in the district (To be nominated by the Collector) | - Member |

- o Quarterly reports on the functioning of the WWH shall be sent by HMC to the (DWSC) District level Supervision Committee, or as and when necessary. It will also share Half-Yearly and Annual report on the working of WWH through District administration to the Department of Women & Child Development and MS.
- o It shall meet on a monthly basis or as and when required.

MODE of Operation of Working Women's Hostel:

The District WWH Supervisory Committee (DWSC) will assess different mode of operation of WWH as mentioned below and will finalize operating agency for WWH.

- A. Direct management of the Working Women's Hostel by the DWSC by outsourcing human resource required for the day to day management of the Hostel.
- B. Rent to be collected by DWSC and all other activities including day to day management of the WWH to be outsourced.
- C. The entire management of the WWH by an NGO/SHG/Organization or agency selected through a transparent RFP process.
- D. Full operation by Block Level SHG Federation of the block, formed under Mission Shakti of the Government, in which the WWH is constructed without call for RFP.
- E. Direct management of the Working Women's Hostel by MVSN/ Social Welfare Board.

Guidelines for management of WWH

- A. **Direct management of the Working Women's Hostel by the DWSC by outsourcing human resource required for the day to day management of the Hostel**
 - The DWSC shall finalize the terms and conditions for finalization of agency for the purpose of outsourcing of human resources. (In accordance with the guidelines of Finance Department).
 - The agency that comes on board shall have the following roles and responsibilities -
 - Provide human resource for the management of the working women's hostel and day care centre including house- keeping and security services.
 - Provide financial requisition on a monthly basis to the DWSC for the purpose of managing the human resources.
 - It shall ensure the formation of Hostel management committee (HMC) as per the guidelines of the Department. The committee shall comprise of the following members -

- o DSWO - Chairperson
 - o PO - Member
 - o Any other female officer,
(nominated by the Collector) - as Convener
 - o Superintendent of the hostel - Member
 - o Two boarders of the hostel
(nominated by the Collector) - Member
 - o 1 female representative from
an NGO working in the field of
women development in
the district (To be nominated
by the Collector) - Member
- The HMC shall undertake the following activities-
 - o Meet once in a month to review the working of WWH
 - o Submit quarterly, half yearly and yearly reports to the DWSC (to be done by the Superintendent of the WWH)
 - o The DWSC shall submit these reports to the Department of WCD & MS through the Collector.
 - o Discuss issues with regards to the working of the working women's hostel and share plan of action for approval to DWSC.
 - o It shall, through the hostel staff, encourage group activities for the residents and attempt to provide guidance to them as and when needed.
- The DWSC shall ensure that the Formal rules and regulations formulated by the Govt., Department of WCD & MS for admission of beneficiaries to the hostel, admission of children to the day-care centre, and for the hostel administration detailing the form of application, procedure, rent and other charges are meticulously followed.
- The Day care centre managed for the inmates of the WWH can accommodate outside children if the centre has space to accommodate them.
- The DWSC shall ensure the safety of the children of the Day care centre. It shall ensure that complete details of children are maintained including the list of their parents with their contact details. The enrolment forms of children duly filled in by the parents (containing

Address Proof, Photo, PAN, Aadhar card, and Organizations' ID etc) shall be available with the staff in the Day Care Centre.

- The DWSC shall ensure that the building is used for the purpose for which constructed and shall not be used for any other purpose, without the written permission of the Department of WCD & MS.
- It shall prominently display name of the WWH (to be finalized by DWSM) "Supported by the Department of WCD & MS, Government of Odisha", in Odia and English/Hindi.
- It shall ensure the maintenance of records of all assets acquired wholly or substantially out of the government grant. Such assets shall not be disposed of or encumbered or utilized for purposes other than those for which grant was given without prior sanction of the Department.
- The DWSC shall be wholly responsible for the maintenance of the building. Regular maintenance, repairs, upkeep etc. of the working women's hostel shall be done by the DWSC to ensure that the building or hostel remains in good condition.
- Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels on outsourcing basis.
- Hostel Management MIS developed by Department of Women and Child Development & Mission Shakti, Government of Odisha shall be used for all activities of the Hostel.

B. Rent to be collected by DWSC and all other activities including day to day management of the WWH to be outsourced -

- The DWSC will finalize the terms and conditions for finalization of agency for the purpose of management of Working Women's hostel against fixed monthly charges.
- An RFP for the purpose of hiring agency/ organization shall be floated in 2 Odia daily and 1 English daily.
- The agency/ Organization selected by due process shall be responsible for the following -
 1. Appointment of staff, their capacity building initiatives.
 2. Management of day care centre
 3. Day to day management of the centre including day to day maintenance, house-keeping, security services, office establishment, expenditure towards water and electricity charges and any other responsibility as bestowed on them by DWSC.

4. Formation of Hostel management committee and ensuring that the HMC meets on a monthly basis and shares quarterly, half yearly and annual reports to the DWSC.
 5. HMC shall be constituted as per the guidelines shared above.
 6. These reports shall be shared by DWSC to the Department through the Collector.
 7. It shall, through the hostel staff, encourage group activities for the residents and attempt to provide guidance to them as and when needed.
 8. Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels.
 9. HMC shall ensure that the Hostel Management MIS developed by Department of Women and Child Development & Mission Shakti, Govt of Odisha shall be used for all activities of the Hostel.
- Rent collected (except 15% Corpus Fund) shall be used to pay the operating agency for all services extended by them in the management of WWH.
 - Formal rules and regulations formulated by the Govt., Department of WCD & MS for admission of beneficiaries to the hostel, admission of children to the day-care centre, and for the hostel administration detailing the form of application, procedure, rent and other charges are to be meticulously followed by the agency/ organization that comes on board.
 - The Day care centre managed for the inmates of the WWH can accommodate outside children if the centre has sufficient space and the same shall have to be duly approved by the DWSC.
 - The agency/ organization shall ensure that complete details of children (admitted to Day care centre) are maintained including the list of their parents with their contact details. The enrolment forms of children duly filled in by the parents (containing Address Proof, Photo, PAN, Aadhar card, and Organizations' ID etc) shall be available

with the staff in the Day Care Centre. It shall be responsible for the safety of the children on the centre.

- The agency/ organization shall ensure that the building is used for the purpose for which constructed and shall not be used for any other purpose without the written permission of the Department of WCD & MS.
 - The agency/ organization shall prominently display on the building, the name of the Hostel, as finalized by DWSC and the endorsement "Supported by the Department of Women and Child Development and MS, Government of Odisha", in Odia and English/Hindi.
 - It shall ensure the maintenance of records of all assets acquired wholly or substantially out of the government grant. Such assets shall not be disposed or utilized for the purpose other than those for which the grant was given without the prior sanction of DWSC.
 - The Agency/ organization is not allowed to do any structural modification and any kind of temporary provision can be done only with the approval of DWSC
- Regular maintenance, repairs, upkeep etc. of the working women's hostel shall be done by the Agency/ organization to ensure that the building or hostel remains in good condition.
 - In case of any breach or damage to the infrastructure, the recovery of the damage shall be done from the Agency/ Organization.
 - Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels on outsourcing basis.
 - Hostel Management MIS developed by Department of Women and Child Development & Mission Shakti, Government of Odisha shall be used for all activities of the Hostel.
- C. **The entire management of the WWH by an NGO/SHG/Organization or agency selected through a transparent RFP process.**
- The DWSC will finalize the terms and conditions for finalization of agency for the purpose of hiring an NGO/ SHG/ Organization or agency through the process of RFP.

- The call for RFP shall be published in 2 Odia daily and 1 English daily.
- Formal rules and regulations formulated by the Govt., Department of WCD & MS for admission of beneficiaries to the hostel, admission of children to the day-care centre, and for the hostel administration detailing the form of application, procedure, rent and other charges are to be meticulously followed by the agency that comes on board.
- The agency/ organization selected by due process shall be responsible for the following -
 1. Appointment of staff, their capacity building initiatives.
 2. Management of day care centre
 3. Day to day management of the centre including day to day maintenance, house-keeping, security services, office establishment, expenditure towards water and electricity charges and any other responsibility as bestowed on them by DWSC.
 4. Formation of Hostel management committee and ensuring that the HMC meets on a monthly basis and shares quarterly, half yearly and annual reports to the DWSC.
 5. These reports shall be shared by DWSC to the Department through the Collector.
 6. It shall ensure that 15% of the fees collected every month from the Working women's hostel and Day care centre is deposited with DWSC as Corpus Fund without fail. In case the agency/ organization is unable to do so for a consecutive period of 3 months, a show cause notice shall be sent to them by DWSC for cancellation of contract.
 7. The agency/ organization shall have to submit the amount within 15 days of receiving the show case notice.
 8. In case the agency/ organization does not respond to the notice, the DWSC shall have the right to take legal action including cancellation of the contract and issue of fresh RFP for selection of new agency.

9. The Corpus Fund deposited with DWSC shall be used for undertaking major structural repair of the building.
10. The Day care centre managed for the inmates of the WWH can accommodate outside children if the centre has sufficient space for the same. The same has to be however approved by DWSC.
11. The agency/ organization shall ensure that complete details of children (admitted to Day care centre) are maintained including the list of their parents with their contact details. The enrolment forms of children duly filled in by the parents (containing Address Proof, Photo, PAN, Aadhar card, and Organizations' ID etc) shall be available with the staff in the Day Care Centre. It shall be responsible for the safety of the children on the centre.
12. The agency/ organization shall ensure that the building is used for which constructed and shall not be used for any other purpose without the written permission of the Department of WCD & MS.
13. The agency/ organization shall prominently display on the building, the name of the Hostel and the endorsement "Supported by the Department of Women and Child Development and MS, Government of Odisha", in Odia and English/Hindi.
14. It shall ensure the maintenance of records of all assets acquired wholly or substantially out of the government grant. Such assets shall not be disposed or utilized for the purpose other than those for which the grant was given without the prior sanction of DWSC.
15. The Agency/ organization are not allowed to do any structural modification and any kind of temporary provision can be done only with the approval of DWSC.
16. In case of any breach or damage to the infrastructure, the recovery of the damage shall be done from the Agency/ organization and contract can be cancelled after giving 30 days notice.

17. Regular maintenance, repairs, upkeep etc. of the working women's hostel shall be done by the Agency/ Organization to ensure that the building or hostel remains in good condition
18. It shall, through the hostel staff, encourage group activities for the residents and attempt to provide guidance to them as and when needed.
19. Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels.
20. Hostel Management MIS developed by Department of Women and Child Development & Mission Shakti, Govt of Odisha shall be used for all activities of the Hostel.

D. Full operation by Block Level SHG Federation of the Block in which the WWH is situated, formed under Mission Shakti of the Government, without any call for RFP.

- In the case where the DWSM is convinced that the working women's hostel can be efficiently managed by a Block level SHG Federation, of the block where the WWH is situated, formed under Mission Shakti of the Government of Odisha, it can directly hand over the entire operation of the WWH including Day care centre to the Federation after duly signing of contract for the purpose. .
 - The Formal rules and regulations formulated by the Govt., Department of WCD & MS for admission of beneficiaries to the hostel, admission of children to the day-care centre, and for the hostel administration detailing the form of application, procedure, rent and other charges are be meticulously followed by the District level SHG federation.
 - The Federation shall be responsible for the following -
 1. Appointment of staff, their capacity building initiatives.
 2. Management of day care centre
 3. Day to day management of the centre including day to day maintenance, house-keeping, security services, office establishment, expenditure towards water and

electricity charges and any other responsibility as bestowed on them by DWSC.

4. Formation of Hostel management committee and ensuring that the HMC meets on a monthly basis.

- 15% of the fees collected shall be submitted in the Corpus Fund account maintained by the DWSC on a monthly basis. In case the District level SHG federation is unable to do so for a consecutive period of 3 months, a show cause notice shall be issued to them by DWSC for cancellation of the contract.
 - The Federation shall have to submit the amount within 15 days of receiving the show cause notice.
 - In case the Federation does not respond to the notice, the DWSC shall have the right to take legal action including cancelation of the contract and issue of fresh RFP for selection of new agency.
 - The Corpus Fund deposited with DWSC shall be used for undertaking major structural repair of the building.
-
- The Day care centre managed for the inmates of the WWH can accommodate outside children if the centre has sufficient space for the same. The same has to be however approved by DWSC.
 - The agency/ organization shall ensure that complete details of children (admitted to Day care centre) are maintained including the list of their parents with their contact details. The enrolment forms of children duly filled in by the parents (containing Address Proof, Photo, PAN, Aadhar card, and Organizations' ID etc) shall be available with the staff in the Day Care Centre. It shall be responsible for the safety of the children on the centre.
 - The Federation shall ensure that the building is used for the purpose for which constructed and shall not be used for any other purpose without the written permission of the Department of WCD & MS.
 - The Federation shall prominently display on the building, the name of the Hostel, as finalized by DWSC and the endorsement "Supported by the Department of Women and

Child Development and MS, Government of Odisha", in Odia and English/Hindi.

- The Federation shall ensure the maintenance of records of all assets acquired wholly or substantially out of the government grant. Such assets shall not be disposed or utilized for the purpose other than those for which the grant was given without the prior sanction of DWSC.
 - The Federation is not allowed to do any structural modification and any kind of temporary provision can be done only with the approval of DWSC.
 - In case of any breach or damage to the infrastructure, the recovery of the damage shall be done from the Federation and contract can be cancelled after giving 30 days notice.
 - Regular maintenance, repairs, upkeep etc. of the working women's hostel shall be done by the Federation to ensure that the building or hostel remains in good condition
 - The monthly rent of the working women's hostel and the charges of Day care centre shall be finalized by the DWSC in line with the guidelines issued by the department of WCD &MS.
-
- The Federation shall submit quarterly, half yearly and annual reports to the DWSC.
 - It shall, through the hostel staff, encourage group activities for the residents and attempt to provide guidance to them as and when needed.
 - Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels.
 - Hostel Management MIS developed by Department of Women and Child Development & Mission Shakti, Government of Odisha shall be used for all activities.

E. Direct management of the Working Women's Hostel by MVSN/ Social Welfare Board.

- In case where MVSN/ Social Welfare Board is provided the responsibility of management of WWH, either by Govt or DWSC, it shall take all decisions in coordination with DWSC. In such case, no tender is required.

- The rules and regulations formulated by the Department of WCD for admission of beneficiaries to the hostel, admission of children to the day-care centre, and for the hostel administration detailing the form of application, procedure, rent and other charges are to be meticulously followed by the MVSN/ Social Welfare Board.
- MVSN/ Social Welfare Board shall be responsible for the following -
 1. Appointment of staff, their capacity building
 2. Management of day care centre
 3. Day to day management of the centre including day to day maintenance, house-keeping, security services, office establishment, expenditure towards water and electricity charges and any other responsibility as may be required.
 4. Formation of Hostel management committee and ensuring that the HMC meets on a monthly basis.
- 15% of the fees collected shall be deposited in the Corpus Fund account maintained by the MVSN/ Social Welfare Board at their level.
- The Corpus Fund deposited with MVSN/ Social security board can be used for undertaking major/ minor structural repair of the building.
 - The Day care centre managed for the inmates of the WWH can accommodate outside children if the centre has sufficient space for the same. The decision has to be taken by the respective agency in consultation with DWSC.
 - The agency/ organization shall ensure that complete details of children (admitted to Day care centre) are maintained including the list of their parents with their contact details. The enrolment forms of children duly filled in by the parents (containing Address Proof, Photo, PAN, Aadhar card, and Organizations' ID etc) shall be available with the staff in the Day Care Centre. It shall be responsible for the safety of the children on the centre.
 - The MVSN/ Social security board shall ensure that the building is used for the purpose for which constructed and shall not be used for any other purpose without the written permission of the Department of WCD.

- The MVSN/ Social security board shall prominently display on the building, the name of the Hostel, as finalized in consultation with DWSC and the endorsement "Supported by the Department of Women and Child Development Government of Odisha", in Odia and English/Hindi.
 - The MVSN/ Social Welfare Board shall ensure the maintenance of records of all assets acquired wholly or substantially out of the government grant. Such assets shall not be disposed or utilized for the purpose other than those for which the grant was given without the prior sanction of the Department.
 - The MVSN/ Social security board is not allowed to do any structural modification and any kind of temporary provision can be done only with the approval of the Department.
 - Regular maintenance, repairs, upkeep etc. of the working women's hostel shall be done by Govt/ MVSN/ Social security board to ensure that the building or hostel remains in good condition.
- The monthly rent of the working women's hostel and the charges of Day care centre shall be finalized by the MVSN/ Social Welfare Board.
 - The MVSN/ Social security board shall submit quarterly, half yearly and annual reports to the DWSC.
 - It shall, through the hostel staff, encourage group activities for the residents and attempt to provide guidance to them as and when needed.
 - Ex-servicemen may be considered for gainful re-employment on watch and ward duties in the working women's hostels.
 - Hostel Management MIS developed by Department of Women and Child Development, Government of Odisha shall be used for all activities.
- F. Besides the above mentioned guidelines, the implementing organization/ agency shall have to ensure -**
- CCTV at the main access, entry in the office and around the premises with a provision to keep Video back up of at least 30 days.
 - The Day care center should be clean and well-ventilated. It shall have adequate and safe play area outside the centre with some play and reading materials for the children

- First aid facility and arrangements to reach to a doctor or nearest hospital in case of need or emergency.
- Display number of various helpline numbers at the reception
- Contact details of the inmates with emergency contact number.
- Follow instructions issues by Government from time to time.

GENERAL GUIDELINES FOR APPLICANTS AND ONLINE DATA MANAGEMENT SYSTEM AT WWH:

Management of WWH shall be done through the MIS developed by Department of Women and Child Development & Mission Shakti, Govt of Odisha, which is available at : <http://wcdodisha.gov.in/>

All applicants/ inmates have to use the MIS intensively for all admission/ other communications while in hostel.

Process of Room Booking/ Allotment at the Working Women's Hostel -

- xx. Application for admission can be made throughout the year depending on the vacancy in the hostel.
- xx. Any person intending to book a room for a woman/girl can fill up the application form and submit the required details by logging in the website: <http://wcdodisha.gov.in/>
- xx. Once verified, the applicant needs to pay the required fees through online portal. If the payment is not made then the process is not deemed to be completed.
- xx. Once payment is successful, the woman/girl will receive a message on the mobile number.
- xx. If the applicant does not show at the WWH on the date of booking, a message would be send to the girl/woman via SMS/ Whatsapp.

- xx. If no response is received within 7 days from the applicant than the allotted room will be held to be cancelled and the same will be made available to other applicant.
- xx. The payment made for the booking (excluding the caution money) shall be refunded back to the bank account of the applicant within next 15 working days. In case there is a delay in receiving the amount, the same can be intimated via mail to the Superintendent, WWH.
- xx. Once allotted, in no case can the room be transferred or sub-let to other girl/woman.
- xx. Mess charges/ laundry/ using washing machines/ internet facility shall be chargeable. These charges are not included in the monthly room rent collected from the inmates of the hostel. The amount shall be finalized by the HMC in consultation with DWSM.

Period of Booking of rooms

- xx. The rooms can be booked for a period of 15 days to 3 years. The payment has to be made in advance on a monthly basis. In case the payment is not received within 15th of the month, a notice shall be sent to the inmate requiring them to pay the rent immediately.

Booking a room for the Guest

- xx. In case an inmate wants to book a room for her female guest/s then the same process of online booking of room has to be followed. However, it is subjected to availability of room in the Hostel.

In case of non-payment of hostel dues

- xx. If a resident of the hostel has not paid the monthly rent for a continuous period of 3 months, she would be required to leave the hostel. A 15 day notice period will be given to the resident for vacating the hostel premises.

In case of leaving hostel without prior information to the Hostel Superintendent

- xx. If a resident has gone out of the hostel without informing the Superintendent of the WWH and does not turn up within 15 days, the room will be deemed to be vacated and the personal belongings shall be removed. However if the applicant does not turn back within 3 months the personal belongings may be seized by the Superintendent and disposed as per the decision of the Hostel management committee.

Attendance Management at WWH

- xx. A biometrics / attendance register shall be maintained at the WWH reception counter.
- xx. The residents are required to sign before leaving the premises and after returning back to the WWH.

Feedback Management

- xx. A suggestion/ feedback box shall be kept at appropriate location of the WWH
- xx. Any issue/ grievance/ suggestion can be shared by the inmates online.
- xx. The box shall be open during the monthly meetings of Hostel management Committee. Similarly, all feedback mails shall be discussed in the monthly HCM meeting.
- xx. Any action that needs to be taken in the light of the suggestion received shall be intimated to the Superintended.

Leave Management

- xx. Inmates intending to go on leave shall have to apply online.
- xx. In case the inmate is not able to join back on the mentioned date the same needs to be intimated to the Superintendent of the WWH within 7 working days.

- xx. Leave history along with cancellation details can be viewed by the applicant or Hostel management committee in the portal, if required.

Housekeeping

- xx. Housekeeping details of the hostel will be available online.
- xx. The house keeping staff is required to take picture of the work done by them with geo tagging.

Mess Management

- xx. The mess shall be managed by the inmates.
- xx. The menu for the months shall be unanimously approved by the inmates. The decision of the Superintendent will however be final in case of any dispute.
- xx. The online feedback form on food quality and other parameters can be reviewed online by the authorities as and when required.

Asset Management

- xx. Hostel Management Committee will prepare a final list of assets of the WWH. The list shall be available with the Superintendent for inspection and verification as and when required.
- xx. Any new asset procured shall be included in the asset details by the Superintendent.

MIS (Management Information System)

- xx. An MIS shall be maintained and regularly updated by the Superintendent.

Human Resources:

The following Human Resources shall be engaged for the day to day management of the Working Women's Hostel (for a unit of 100 inmates):

S no	Human resource	Number
1.	Senior Resident Superintendent	1
2.	Junior Resident Superintendent	1
3.	Caretaker (referred to House mother)	2
4.	Clerk cum Accountant cum DEO	1
5.	Watchman	2
6.	Cook	2
7.	Helper	1
8.	Sweeper	2
9.	Part time gardener	1

Eligibility, Roles and Responsibilities of the staff engaged at the WWH

Staff designation	Eligibility	Role
Superintendent (Has to reside at the WWH)	• The Superintendent should be a woman above 35 years of age and of good character. • She should be at least a Master Degree in any stream and having experience in management/ administration/ similar activity. • Should have computer knowledge.	• Overall, in charge or administrative head of the Hostel • Facilitate Admission to the boarder, arrangements for collection of rents, charges and other dues from the residents with proper acknowledgement. • Stay within the Hostel Premises. • Ensure all the

		facilities maintained in the hostel • To manage and operate WWH MIS
Deputy Superintendent Resident Superintendent (Residence at the WWH is optional or as decided by HMC)	• The Superintendent should be a woman within 25 to 45 years of age. • She should be at least a Graduate (any stream) having experience in management/administration/ similar activity. • Should have computer knowledge.	• To manage and operate WWH. • Assist the Senior Resident Superintendent and discharge the role of Senior Resident Superintendent in the absence of the former. • Stay within the Hostel Premises. • Ensure all the facilities maintained in the hostel
Caretaker(housemother)	• Should be a matriculate	• Stay within the Hostel Premises to look after the inmates of WWH. • Will take care of the children in the day care unit

Clerk cum Accountant cum DEO	• The Clerk cum Accountant should be preferably a woman of 25 years of age or above having experience in accounts. • Should have computer knowledge.	• S/He shall collect the rents, charges and other dues from the boarders and to issue proper receipts as an acknowledgement. • Maintain books of accounts, ledger etc. • Do online data entry, mail checking etc.
Watchman - WWH has to be 24*7 under watch by the watchman	• Should be qualified not less than higher secondary education. • Should be physically and mentally fit • Should be in good character • Should be an ex-serviceman	• Maintain the Safety & Security of the boarders and hostel. • Maintain registers for commutation of inmates and outsiders.
Cook	• Should be 8th pass/fail • Should have experience in cooking in mass. • Preferably a woman	• Preparation of hygienic food 3 times a day minimum.
Helper	• Should be literate. • Should have experience in cooking. • Preferably woman.	• To assist the cook in preparation and serving the boarders • Any other

		assistance as an when required as instructed by Resident Superintendent
Gardener	• Should be literate • Have experience of managing gardens	• Will ensure the development and maintenance of green cover around the building

ENCLOSURES

FORMATS/ REPORTS

The Hostel Management Committee/ Organization/ Agency shall have to submit quarterly, half yearly and annual reports to the DSWC. These reports shall be shared with the Department by the DWSC through the Collector.

Format for Quarterly/ Half Yearly/ Annual Report

1. Reporting Month and Year:
2. Name of the District and block:
3. Name of the Working Women's Hostel:
4. Current strength of the Hostel
5. Current strength of the Day Care Centre
6. MIS :
7. New Admissions in the hostel (month wise)
8. New admission in the Day Care Centre (month wise)
9. Members of the Hostel Management Committee:
10. Monthly meeting dates (proceedings copy to be attached)
11. Any other activity undertaken at the Hostel
12. Any other issue/ concern -

Senior Resident Superintendent

Name.....

Signature.....

Date.....

1. Record Keeping
 - i. Admission Register
 - ii. Exit register of boarder
 - iii. Daily Attendance registers of staff
 - iv. Register of boarders on leave
 - v. Accounts related – Cash book, ledger, bank passbook, bank statement, audit report, etc
 - vi. Visitors Register
 - vii. Grievance redressal register
 - viii. Stock Register
 - ix. Opinion Box
 - x. Any other as required
2. Format for the Undertaking to be submitted by the Hostel boarders (During the time of admission)

Self-Declaration Form

IBoarder of
..... Hostel..... (Place or District) will abide
by the rules and regulations of the hostel as prescribed below:

1. I will pay the monthly rent every month in time;
2. I will not damage any of the infrastructure or facilities provided by the hostel;
3. I will maintain hygiene and cleanliness in the hostel;
4. I will not keep any inflammable or electronic device for cooking or heating or boiling in the room for personal use;
5. I will not consume any substance (liquor, Smoking, Tobacco, Drugs, etc.) during the stay and in the premises of the hostel;
6. I will not allow any male member for personal contact in the hostel;
7. I will abide by the instructions given by the Hostel Management Committee.

By deviating any of the above-mentioned points, I shall be liable for initiation of any disciplinary actions, as deemed proper, against me.

Date & Place:

Name & Signature