



# RASHTRIYA RAKSHA UNIVERSITY

An Institution of National Importance  
Pioneering National Security and Police University of India

No. RRU/Hostel/Hostel- Maintenance/2024-25/32

Date: 30/07/2024

## Hostel Infrastructure Maintenance SOP

### 1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to ensure the timely and efficient maintenance of hostel rooms and infrastructure and to provide a systematic approach for handling complaints from hostel students.

### 2. Scope

This SOP applies to all hostel students, maintenance staff, hostel wardens, and administrative staff involved in the maintenance and complaint handling process.

### 3. Responsibilities

- **Hostel Students:** Promptly report any maintenance issues.
- **Maintenance Staff:** Address and resolve maintenance issues efficiently.
- **Hostel Staff:** Oversee the complaint process and ensure timely resolution. Maintain records and coordinate between students and maintenance staff.

### 4. Procedure

#### 4.1 Reporting a Maintenance Issue

- **Identify the Issue:**
  - Students or hostel representatives identify maintenance issues in their rooms or within the hostel infrastructure.
- **Register Complaint:**
  - Hostel students or representatives shall register their maintenance complaints in the Complaint Register located at the Hostel Office.
  - In urgent or emergency situations, complaints can also be registered through the WhatsApp group and hostel student meetings. However, the complainant must follow up with the formal registration process as mentioned above.

#### 4.2 Action and Resolution

- **Notification:**
  - The hostel warden or office staff will inform the maintenance staff to rectify the issues. Maintenance staff will daily review the Complaint Register. Hostel staff will inform the complainant if additional time is required to resolve the issues.
- **Follow-Up:**
  - Hostel staff will follow up to ensure the issue is resolved satisfactorily. The maintenance staff will make an entry of the resolved matter in the Complaint Register.
- **Update Records:**
  - Hostel staff will update the maintenance records.

#### 4.3 Feedback and Escalation

- **Student Feedback:**
  - After the issue is resolved, maintenance or hostel staff will collect feedback and the complainant's signature in the register. Students are encouraged to provide feedback on the maintenance service.



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- **Escalation Process:**

- If the issue is not resolved satisfactorily, students can escalate the complaint to higher authorities:

- **First Level** : Asst. Hostel Warden
- **Second Level** : Hostel Warden
- **Third Level** : Hostel Head
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## 5. Monitoring and Review by Hostel Staff

- Conduct regular reviews of the maintenance process and complaint handling to identify areas for improvement.
- Hold periodic training sessions for maintenance staff to ensure quality and efficiency.

This SOP will be periodically revised to meet the university's needs and the interests of the students and staff.

Head, Hostel

To,

1. All Hostel Students, RRU
2. Campus Development and Maintenance Branch (CDMB), RRU