

PROJECT PROFILE

1. TITLE OF THE PROJECT

Preparation of Hostel Management Manual

2. CLIENT

Directorate of Social Welfare

3. PROJECT OBJECTIVES

The key objective is to bring out a standardized Operational Manual, which can guide the Officers working at Hostel Level, Sub-District Level, District Level and State Level, in discharging their activities in a streamlined, coordinated, predictable, efficient and effective manner with proper role clarity.

4. PROJECT SCOPE

- The scope of this assignment encompasses the following thematic areas
 - Functions, activities and tasks related to management of social welfare hostels (pre-matric and post-matric & boys' and girls')
 - Organization structures of the units involved in hostel service delivery at hostel, sub-district, district and state levels
 - Roles and responsibilities of the Officers involved in hostel management functions
- The scope of this assignment extends to all the organizational hierarchical units dealing with hostel management function

5. KEY STAKEHOLDERS

The key stakeholders of this project are as below.

- Boarders (Students) that are admitted into the SW Hostel
- Parents of the Boarders
- Regular Staff of the Social Welfare Dept. at the Hostel, Sub-district, District and Directorate level
- Outsourced / Contractual Staff working at the SW Hostel
- Social Welfare Department
- Vendors / Suppliers of the Social Welfare Hostels

6. PROJECT ACTIVITIES

The following activities were carried out in order to accomplish this project objectives.

- Study Phase
 - Project Initiation
 - Study of the Secondary Data
 - Stakeholder Consultations
 - Detailed Mapping of the relevant Current Functions, Structures and Processes

- Manual Preparation Phase
 - Gap Analysis and Formulation of Improvement Suggestions (for functional, structural and process streamlining)
 - Stakeholder Consultations and Finalization of Improvement Suggestions
 - Preparation & Submission of the Draft Hostel Management Manual (with streamlined functions, structures and processes)
 - Preparation and Submission of the Final Hostel Management Manual

7. PROJECT DURATION

The project duration was 6 months.

8. DELIVERABLES OF THE PROJECT

The following deliverables were submitted as part of the project.

- Draft Version of the Hostel Management Manual 1.0
- Final Version of the Hostel Management Manual 1.0 (after making appropriate changes based on the remarks given by the SW Directorate)

9. BENEFITS ENVISAGED / DELIVERED

Upon sustained implementation, this Hostel Management Manual is envisaged to bring in the following benefits for the key stakeholders.

- Standardization of all the key processes related to Hostel Management Function, across all the hierarchical levels from Hostel to SW Directorate
- Enablement of the staff in terms of tools and technics required to perform their assigned responsibilities efficiently and effectively
- Enhanced Role Clarity and Coordination and higher levels of Predictability of Service to the Boards
- Increased levels of Accountability and Transparency in the Hostel Management Function
- This Manual serves as a detailed Functional Requirement Document for subsequent software application development
- This Manual serves as a practical guide for the functionaries, so that absence of formal training / handholding may be compensated to a large extent