
Key Responsibility Areas (KRA) and Key Performance Indicators (KPI) for Hostel Warden

1. Student Welfare & Discipline

- **KRA:** Ensure safety, discipline, and well-being of hostel residents.
- **KPIs:**
 - Number of disciplinary cases reported per semester (target: minimal / reduced trend).
 - Timely resolution of student grievances (e.g., within 48 hours).
 - Conduct of at least one monthly meeting with hostel representatives.
 - Student satisfaction score (via periodic survey $\geq 80\%$).

2. Safety & Security Management

- **KRA:** Maintain a secure hostel environment.
- **KPIs:**
 - Zero incidents of theft, ragging, or violence reported.
 - Functionality of security systems (CCTV, entry logs, fire alarms) $\geq 95\%$.
 - Conduct quarterly safety drills (fire/evacuation).
 - Daily attendance and gate-pass monitoring accuracy $\geq 98\%$.

3. Hostel Administration & Operations

- **KRA:** Ensure smooth day-to-day operations of hostel facilities.
- **KPIs:**
 - Timely allocation of rooms and record keeping (100% updated records).
 - Response time to maintenance complaints ≤ 24 hours for minor issues, ≤ 72 hours for major ones.
 - Hostel occupancy rate maintained above 90%.
 - Zero backlog in inventory management (beds, furniture, linens, etc.).

4. Mess & Hygiene Management

- **KRA:** Supervise quality of food and cleanliness of hostel premises.
- **KPIs:**
 - Monthly hygiene audit score $\geq 85\%$.
 - Number of food-related complaints resolved within 48 hours.

- Conduct surprise checks everyday in mess and sanitation areas.
- Regular pest-control and waste-disposal compliance (quarterly).

5. Student Engagement & Mentorship

- **KRA:** Promote a healthy and inclusive living-learning culture.
- **KPIs:**
 - Organize at least 2 hostel cultural/sports/community activities per semester.
 - Maintain mentor-mentee interaction logs (100% coverage).
 - Student participation rate in hostel activities $\geq 70\%$.

6. Compliance & Reporting

- **KRA:** Ensure adherence to university policies, government regulations, and hostel rules.
- **KPIs:**
 - 100% compliance with anti-ragging, safety, and fire norms.
 - Submission of monthly hostel management report to Dean/VC office.
 - Zero non-compliance issues raised during internal/external audits.

7. Financial & Resource Management

- **KRA:** Manage hostel budget, expenses, and resources effectively.
- **KPIs:**
 - Hostel expenses maintained within approved budget ($\pm 5\%$ variance).
 - Timely submission of expenditure statements (monthly/quarterly).
 - Reduction in wastage of electricity, water, and food by at least 10% annually.