



MY POSHTELL

# STUDENT HAND BOOK



# 2025-26

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# WELCOME

**Dear Resident,**

Hello and welcome to **S' Residences** on behalf of its management. We are excited to become a part of your journey here at S' Residences and we hope that you are equally excited as well. We have taken utmost care to provide you with curated services to make your stay with us the most memorable one. Here, you will make new friends, make friends for life, create networks and learn valuable life-skills.

Living away from home can become challenging, sometimes leading you to feel homesick. We are your home-away-from-home. Beyond your stay, we are here to guide you through life and help you adapt to your new home. In case, you need anything at any time, do not hesitate to reach out to the Resident staff.

Once again, welcome home!

Warmest regards,  
Team  
**S' Residences**





# OUR PHILOSOPHY AT S' RESIDENCES

At **S' Residences**, we understand that choosing the right place to live is crucial for students embarking on their academic journeys at Dayananda Sagar University. Our hostels are thoughtfully designed to offer a variety of room types, ensuring that every student can find an option that meets their unique needs and preferences. Our mission is to create an environment that truly feels like a "Luxury Home Away from Home."

We pride ourselves on our dedicated team, which is committed to fostering a warm and supportive atmosphere for all residents. From the moment you arrive, you will be welcomed by staff who are attentive to your comfort and well-being. Whether it's addressing a maintenance request or providing guidance on local amenities, our team is here to assist you in every way possible.

The environment at S' Residences is not just about accommodation; it is a vibrant hub for learning and personal growth. We cater to students from a diverse array of academic disciplines, including Medicine, Allied Health Sciences, Engineering, Design and Management. This rich tapestry of backgrounds and fields of study encourages collaboration and networking among students, enhancing the educational experience.

In addition to comfortable living spaces, we offer a comprehensive range of services designed to support our residents' holistic development. Nutritious meals are provided, prepared with care to cater to a variety of dietary preferences. Recreational facilities and wellness programs are also available, promoting physical and mental well-being. Whether it's participating in group activities, or simply enjoying leisure time with peers, we believe in nurturing a balanced lifestyle.





The sense of community at S' Residences is one of our greatest strengths. Our residents come from various geographical and cultural backgrounds, contributing to a lively and inclusive atmosphere. This diversity enriches the student experience, allowing for the exchange of ideas, traditions, and friendships that last a lifetime.

While we celebrate this community spirit, we also prioritise the safety and well-being of all our residents. To maintain a harmonious living environment, we have established clear rules and regulations that all students are expected to follow. These guidelines are designed not only to ensure safety but also to foster mutual respect and responsibility among all residents.

We believe that a safe and supportive environment is a shared responsibility. Therefore, students, along with their parents and guardians, are required to submit necessary undertakings to acknowledge and adhere to our policies. By working together, we can create a secure and welcoming atmosphere for everyone at S' Residences.

S' Residences is more than just a place to stay; it is a community where students can thrive academically, socially, and personally. We are committed to providing an exceptional living experience that supports each student's journey at Dayananda Sagar University, helping them make the most of their time here. Welcome to a place where you can learn, grow, and truly feel at home.







# OUR ADMINISTRATION

**The following officers/staff constitute the S' Residences administration:**

- General Manager-Facilities
- Student Admin
- Resident Wardens
- Student Delight Staff

The residences are managed by General Manager/ Facilities who will oversee the end-to-end operations of the residences.

Resident Wardens are directly in-charge of the students of S' Residences to which they are attached. Resident Wardens will interact with the students under their care on a day-to-day basis. They will monitor the well-being of the residents and counsel them whenever required. The resident wardens also act as local guardians, in coordination with the parents.

Student Delight Staff (SDS) is the concierge that is available 24/7 to manage all activities and queries relating to or of students' day-to-day life at S' Residences.

Admission into the Residences is NOT a right but a privilege that is given to provide a thriving environment to a student to be able to enjoy life around the campus.

Each student is required to fill-up an application form or lease agreement at the beginning of each academic year. The form or the agreement is available at [www.myposhtell.in](http://www.myposhtell.in) and also on our My Poshtell app.

While filling the leasing forms, students will have to provide correct and complete personal information of themselves, their parents and local guardians. In case of any changes at a later time.





# REGISTRATION AND ALLOTMENT AT S' RESIDENCES

At **S' Residences** in Harohalli, our hostels operate under unified guidelines established by Dayananda Sagar University (DSU) and S' Residences. While the facilities across all hostels are consistent, availability is limited and subject to specific criteria; therefore, access to these amenities is neither guaranteed nor considered an entitlement.

## Hostel and Room Allotment for New Admissions

Hostel accommodations are allocated on a first-come, first-served basis, depending on availability. This service is specifically designed for students enrolled in undergraduate and post graduate programs, available to those who meet established eligibility criteria. Access to hostel facilities takes into account factors such as need and overall availability, and participation is entirely optional.

While hostels provide essential temporary housing for students, it's important to note that not all applicants will secure a place. Allotments are determined through a prioritisation process based on various considerations.

Students can register for hostel accommodation exclusively through the "My Poshtell App," an easy-to-use application that can be accessed on your desktop or phone. For further details and to access the application, please refer to Annexe I. All bookings will adhere to the established allocation plan, availability, and payment requirements.

We encourage students to familiarise themselves with the housing rules, regulations, and code of conduct before completing their application.

*\*\*Please note that we do not accept reservations or bookings via telephone, email, or any other method outside of the designated application process.*





## Category-wise allocation of new admission students for academic year 2024

Type of Accommodation	Classification of Admission	Accommodation Availability Classification by Gender	Hostel Name	Classification and Availability of Tower
4 Sharing	New Admission / Readmission	Male	S' Residences	Tower 1, Tower 2
3 Sharing	New Admission / Readmission	Male	S' Residences	Tower 1
4 Sharing	New Admission / Readmission	Female	S' Dorms	S' Dorms
2 Sharing	New Admission / Readmission	Female	S' Residences	Tower 3

### Hostel and Room Allotment Process for Senior Students at S' Residences

The room allocation process for senior students will follow these criteria:

1. Room Availability
2. Academic Performance from the Previous Year
3. Student's Track Record at the Hostel

#### A. Procedures for Senior Students

Students will receive a notification via email, WhatsApp and SMS to their registered phone numbers. This message will contain crucial information regarding readmission, including room rates, payment deadlines, and a link for payment.

Students wishing to reapply for their hostel accommodations must carefully review the information provided and ensure that full payment is completed by the specified deadline. A confirmation will be issued upon successful payment.

To complete the process, students are required to pay 100% hostel and mess fee online using the MyPoshtell App or alternatively, if they've made NEFT payment, then submit their payment receipt for proof of payment. This can be accomplished by sending the email to [accounts@poshtell.com](mailto:accounts@poshtell.com)

It is important to emphasise that students will not be allowed to occupy their assigned rooms for the upcoming academic year until all procedures have been completed and the payment receipt is presented to accounts department to obtain NOC upon arrival at the hostel. Following these guidelines will facilitate a seamless transition into the new academic year and ensure continued access to the amenities provided at S' Residences.



## Category-wise schedule of room charges for academic year 2025-26

Room Type	Accommodation Availability Classification by Gender	Room Rent Amount (in INR) Non Refundable	*Caution Deposit (in INR) Refundable	Mess Fee (including 5% GST)	Total (in INR)
4 Sharing	Male	Rs. 1,04,000	Rs. 10,000	Rs. 88,200	Rs. 2,02,200
3 Sharing	Male	Rs. 1,34,000	Rs. 10,000	Rs. 88,200	Rs. 2,32,200
4 Sharing	Female	Rs. 60,000	Rs. 10,000	Rs. 88,200	Rs. 1,58,200
2 Sharing	Female	Rs. 1,44,000	Rs. 10,000	Rs. 88,200	Rs. 2,42,200

*\*\*Note: It is mandatory to pay hostel fee and mess fee to the respective company accounts to be able to access each one. There's no grace given to students who fail to pay either of the two payments.*







# ARRIVING AT YOUR ACCOMMODATION

Dayananda Sagar University, located in the vibrant southern region of Bengaluru, in Harohalli, offers excellent connectivity through air, train, and road. To ensure a seamless arrival experience, please take note of the following important information:

## Check-in Procedures

Check-in for new students begins one week prior to the Orientation program and is available daily from 9:30 AM to 5:30 PM. It is imperative to arrive during these hours, as no move-ins will be permitted after 5:30 PM. To ensure all families are well-informed, a detailed circular will be sent to parents and students in advance, outlining the necessary dates and procedures by the university.

## Required Documentation

- Duly filled and signed Hostel Admission Form **(To be completed in-person or via My Poshtell app)**
- Recent passport-sized photographs (2 copies) **(Required for ID cards and registrations)**
- Clear digital photograph for biometric registration. This is to be submitted in person to IT desk
- Original Government-issued Photo ID (e.g., Aadhaar Card, Passport, Voter ID, Driver's License)
- Aadhaar-linked Mobile Number & Email ID **(To be used for OTP-based services and student records)**
- Proof of Online Payment **(if payment already made)**

Acceptable formats: Screenshot, UTR receipt, transaction confirmation

*\*\* If payment not yet made, be prepared to pay in full on the same day using one of the following:  
UPI, RTGS, NEFT, IMPS, IPG (Internet Payment Gateway)*

*\*\*\*No cash payments accepted*

*\*\*\*No grace period or installment facility provided*



## Onboarding Registrations

During the check-in process, students will also need to complete registrations for hostel accommodations, mess services, laundry, and any other available amenities along with accounts clearance with FULL payment. This onboarding is crucial for accessing the facilities throughout your stay.

## Requirements for Senior Students

Senior students are required to fill the Hostel Form at check-in, accompanied by a recent digital photograph. Room assignments will not be granted without the submission of this form and FULL payment of hostel and mess. Additionally, all students must re-register for biometric access and take a new access card to ensure they can enter their assigned rooms, mess halls, and other facilities.

## Moving Assistance

New admission students are advised to bring only one additional person to assist with the moving-in process. This policy is designed to maintain order during check-in and ensure that the experience remains efficient for all involved. The hostels and its staff are not equipped to handle large crowds.

## Room Assignment Policy

Once checked in, students are required to occupy only their assigned rooms; mutual exchanges between roommates are strictly prohibited. This policy is essential for maintaining a secure and organised living environment for all residents. Should there be any concerns regarding room assignments, please address them with the hostel administration at the time of check-in. The room change request will be taken in writing by the hostel administration, and the same will be reviewed and assigned subject to the valid reason of change, and availability of beds/rooms.

## Ongoing Communication

Effective communication is vital for a successful transition into university life. Students, along with their parents or guardians, should regularly check their emails for important updates regarding hostel arrangements, arrival procedures, and other relevant information. Staying informed will help ensure a smooth adjustment to your new living situation.

## Address of S' Residences, Harohalli

#515/528, Devarakagalahalli Village, Kanakapura Taluk,  
Harohalli, Hobli, Bengaluru South District- 562 112







# CODE OF CONDUCT

The community at S 'Residences is built on a foundation of mutual respect, personal accountability, and a shared responsibility for the well-being of all residents. Our Code of Conduct reflects the values we uphold—discipline, dignity, and diversity. All residents are expected to abide by these standards not only to maintain order but to foster a safe, inclusive, and harmonious living environment.

## 1.1. Do's and Don'ts

S 'Residences is a diverse, respectful, and academically driven community. All residents are expected to conduct themselves in a manner that upholds dignity, inclusivity, and responsibility within this shared space.

### Do's

- Treat fellow residents, hostel staff, faculty, and visitors with courtesy and mutual respect.
- Maintain personal and room hygiene. Dispose of waste in designated bins.
- Use shared facilities like lifts, study rooms, and dining spaces responsibly.
- Carry your access card at all times and comply with biometric log requirements.
- Use the My Poshtell App for service requests, complaints, and gate pass approvals.
- Dress appropriately in all common areas of the hostel, especially in the presence of male/female staff and visitors.
- Maintain decorum in mixed-gender spaces. Respect privacy and shared cultural values.



- Ensure that interactions with others—regardless of gender—are respectful and do not cause discomfort to fellow residents or staff.
- Take consent before capturing photos/videos of others, especially in common areas.
- Think before you post—refrain from uploading or circulating any content online (including stories, posts, or group messages) that could harm the reputation, privacy, or dignity of fellow residents or staff.
- Cooperate with hostel inspections, audits, and fire/safety drills.
- Switch off lights, fans, and appliances when not in use to conserve energy.

### Don'ts

- Do not engage in objectionable displays of physical intimacy in public or semi-public areas. Behaviour that crosses respectful social boundaries will be dealt with firmly.
- Do not walk around common areas in attire that may be deemed inappropriate or revealing—especially in the presence of male/female staff or visitors. Respecting shared spaces is part of community living.
- Do not verbally or physically abuse hostel or university staff. Abuse is a criminal offence, and strict disciplinary/legal action will be taken, including police complaint and expulsion from the hostel.
- Do not enter other hostel buildings or towers where you are not authorised. Your access card and biometric credentials are strictly restricted to your assigned building.
- Do not stay back in your room during class hours unless you have a valid reason (e.g., illness) and have obtained prior permission from the Warden.
- Do not conduct combined study sessions in rooms. Shared academic activities must be held only in the designated study lounge or approved common areas
- Do not photograph, video record, or share images/videos of others without their explicit permission.
- Do not post defamatory, insensitive, or suggestive content about fellow residents, faculty, or staff on social media or digital groups.
- Do not damage or deface hostel property. Vandalism—including graffiti on walls, writing on doors, elevator damage, or broken fixtures—will attract severe disciplinary action.
- Do not tamper with fire safety equipment, biometric systems, or electrical infrastructure.
- Do not possess or consume alcohol, drugs, or tobacco within hostel premises.
- Do not attempt to bypass security systems or tailgate others through biometric gates.

**Note:** Hostel infrastructure—including rooms, common areas, and utilities—is provided to support your academic journey. The property you use today will serve hundreds of other students year after year. Preserve it as if it were your own home. Any act of vandalism or aggression toward individuals or property will not be tolerated and may lead to hostel eviction or university-level disciplinary action, including rustication.





## 1.2. Hostel Swayback: Duty to the Community

At S 'Residences, we encourage students to become responsible community members through a principle we call "Hostel Swayback." This philosophy is about giving back to the community and supporting shared values:

- **Maintain Orderliness:** Ensure that common spaces like corridors, dining areas, and lounges are used respectfully.
- **Support Quiet Zones:** Abide by silence hours (10:00 PM to 6:00 AM) to maintain a study-friendly environment.
- **Encourage Sustainability:** Minimise electricity and water wastage. Switch off lights, fans, and geysers when not in use.
- **Mentor and Be Mentored:** Senior residents are expected to guide juniors, not intimidate them. Likewise, juniors are expected to respect and learn from their seniors.
- **Volunteerism:** Participate in hostel clean-up drives, awareness programs, and community-building events organised by hostel authorities.

By practicing these values, you contribute to a living space that supports your growth and that of your peers.

## 1.3. Prohibited Items

To ensure safety, fire prevention, and compliance with hostel regulations, the following items are strictly prohibited within the rooms and premises of S 'Residences:

### Electrical/Fire Hazardous Items

- Electric kettles, induction cooktops, rice cookers, toasters
- Immersion rods, irons, room heaters
- Electric blankets, fans beyond hostel supply
- Decorative lighting, string lights, or non-standard electrical extensions

### Substances & Contraband

- Alcohol, narcotics, or any controlled substances
- Tobacco products, including cigarettes, hookah, and e-cigarettes
- Hazardous chemicals or flammable materials

### Weapons or Objects That Can Be Misused

- Knives, blades (except for personal grooming)
- Firearms, pepper spray, batons, or imitation weapons

### Others

- Pets or animals
- Personal furniture like cots, large chairs, or bean bags (unless approved)
- Speakers or amplifiers that produce high decibel sound

**Confiscation and Disciplinary Action:** If any prohibited item is found during room checks or inspections, it will be confiscated immediately, and the student may face penalties, including suspension or cancellation of hostel residency.



## 1.4. Visitors Guidelines

While we recognise the importance of family and friends, for safety and privacy reasons, S 'Residences has a strictly regulated visitor policy. This policy ensures minimal disturbance and optimal security for all students.

### Permitted Visitors

- Parents or legal guardians may visit the reception and designated visitor areas.
- Visitors are allowed only between 9:00 AM and 6:00 PM, unless a special exemption is granted by the Warden.

### Visitor Restrictions

- No visitor is allowed inside the hostel towers or resident rooms under any circumstances.
- Visitors must sign in at the reception with a valid government-issued ID and declare their relation to the student.
- Students must accompany their visitor at all times within the designated area.
- Overnight stay for visitors is strictly not permitted.

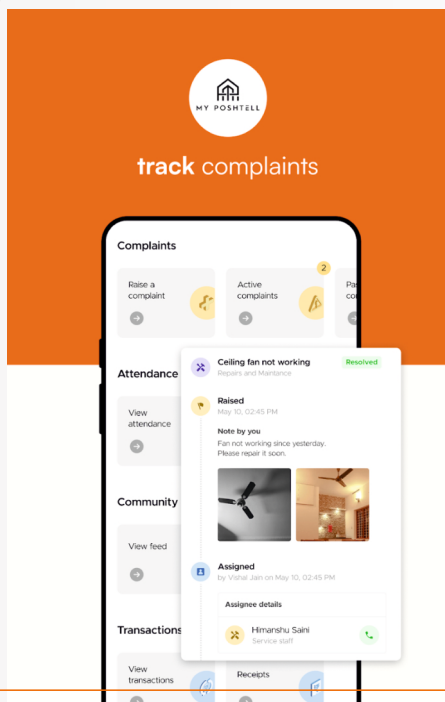
### Unregistered Visitors or Violations

- All courier packages and food deliveries must be collected at the hostel security gate.
- Delivery personnel are not allowed to enter any tower or climb up to any floor.
- Students are expected to collect their deliveries promptly and avoid crowding at the entrance.

All residents are expected to read, understand, and sign an acknowledgment of the Code of Conduct at the time of joining. Repeated violations or refusal to comply may result in escalation to university authorities and affect eligibility for future housing.







## RAISE COMPLAINTS AND ISSUE TOOL - MY POSHTELL APP

S 'Residences is committed to providing timely, efficient, and transparent support services to all residents. The My Poshtell App is the official digital platform for logging service-related issues and accessing hostel-related facilities.

The Raise Issue Tool within the app is designed to simplify the process of requesting support related to:

- Maintenance and Repairs (plumbing, electrical, furniture, etc.)
- Housekeeping Assistance (note routine Housekeeping will already be carried out. Special assistance will not be entertained to any student)
- Pest Control
- Room Amenities Replacement (where applicable with a pre-defined charge to the requester)

To raise an issue, follow the simple path:

**My Poshtell App → Complaints and Issues → Raise Request**

All requests are routed directly to the respective department (maintenance, facilities, housekeeping) and are monitored for resolution by the hostel administration.

### 1.1. Service Response Timelines

- Issues related to safety hazards or life-threatening emergencies will be addressed immediately.
- All other standard maintenance or housekeeping requests will be attended within 48 to 72 working hours.

Residents are encouraged to be patient and cooperative during this period. Updates and status can be tracked within the app.



## 1.2. Cost of Repairs

- If a repair is required due to routine wear and tear, it will be carried out at no cost to the resident.
- However, if the damage is assessed to be due to negligence, misuse, or abuse of hostel property, appropriate charges will be levied.
  - These costs will be deducted from the student's caution deposit with the consent and acknowledgement from the student before repair.
  - In cases of excessive or repeated damage, disciplinary action may be initiated.

Examples of chargeable issues include:

- Broken mirrors, glass panels, or windows
- Damaged door hinges or handles caused by force
- Misuse of plumbing or clogged drains due to inappropriate disposal
- Misuse of bunkers/beds/study table/chairs
- Misuse of bathroom fittings and accessories

## 1.3. Etiquette and Responsible Use

All residents are expected to use the Raise Issue tool responsibly and judiciously. This is a shared system intended to support all residents efficiently. Misuse of the system includes:

- Raising false or trivial requests
- Logging the same request multiple times unnecessarily
- Using the platform to challenge policies or bypass administrative procedures
- Posting unrelated comments, sarcastic notes, or personal grievances on service tickets

Such misuse is monitored, and repeated abuse will lead to penalties, including temporary suspension of Raise Request privileges.

Residents must treat the system with the same integrity and discipline expected in all aspects of hostel life. It is a channel to support and serve you—not a platform to offload frustrations or ignore due processes.







# HOSTEL DE-INDUCTION GUIDELINES

At the conclusion of each academic year, all residents are required to complete the de-induction process before vacating their assigned rooms. This process ensures that hostel rooms are vacated in an organised, safe, and traceable manner, and also facilitates efficient maintenance, room turnover, and cloakroom storage for returning residents.

The S 'Residences Cloak Room Facility, located on the rooftop of Tower 1 and Tower 2, is available for luggage storage during the semester break or academic year end. This facility is provided for convenience, but is subject to strict protocol and accountability by both students and hostel authorities.

## 1.1. Luggage Deposit Process

Residents who wish to store their luggage in the cloak room must follow this structured process:

- Submit a “Cloak Room Request Form” through hostel office 7 days prior to vacating the room.
- Upon receiving an acknowledgment from the hostel office, proceed to the cloak room located on the rooftop of Tower 1 or Tower 2.
- Each student will be allotted a designated section for luggage deposit, monitored and verified by cloak room staff.
- A Cloak Room Tag Number will be issued to each student, matching the physical luggage tags for tracking and return.
- Only eligible and permitted items may be deposited (see Section 3: Baggage Entitlement).

**Important:** Students must deposit their luggage at least one working day before room handover. Luggage will not be accepted at the last minute or outside the notified schedule.



## 1.2. Luggage Return Process

To retrieve luggage at the start of the next academic term:

- Present the original Cloak Room Tag and Student ID at the respective cloak room.
- Only the student (or authorised representative with written permission) can collect the items.
- Cloak room timings for collection will be notified in advance and must be strictly adhered to.

Any unclaimed luggage after 30 days from the notified collection period will be treated as abandoned property. The hostel reserves the right to dispose of such items without further notice.

## 1.3. Baggage Entitlement and Labelling Requirements

To ensure effective organisation and prevent mix-ups, students are allowed to store only the following standard luggage items:

- 1 plastic bucket and 1 mug
- 1 bedding set (mattress roll or folded, blanket, pillow, bedsheet)
- 2 suitcases or bags (medium or large size)

### Total Items: Maximum 5 per student

Each item must be **clearly labeled** with:

- Student Name
- Branch and Year of Study
- Tower Number and Room Number
- Item Numbering (e.g., Bag 1 of 2, Bucket 1 of 1)

Improperly labeled items will not be accepted. Tags are to be weather-resistant and affixed securely to avoid loss during storage.

## 1.4. Loss or Damage of Luggage

While reasonable care will be taken to maintain the safety of stored items, S 'Residences does not accept liability for loss or damage due to:

- Improper labelling
- Delay in collection
- Storage of prohibited, perishable, or fragile items
- Negligence in securing luggage (e.g., open zippers, torn bags)

### Students are advised to:

- Use strong locks on all suitcases
- Avoid storing valuables, electronics, or documents in the cloak room
- Ensure buckets or containers are tightly sealed and clean before storage





### **In case of reported loss:**

- File a complaint with the cloak room supervisor/security supervisor
- Submit a written explanation along with your student ID and cloak room tag
- Hostel administration will attempt a trace and revert within 7 working days

Intentional misuse of another student's luggage tag, falsely reporting damage, or attempting to bypass process will be treated as a disciplinary violation and dealt with accordingly.

### **Final De-Induction Checklist**

Before you vacate the premises, ensure the following steps are completed:

- Submit cloak room request (if needed) and receive your tag
- Clean and pack your luggage as per entitlement rules
- Label all items clearly
- Submit room keys and access card at reception/warden office
- Clear all dues and obtain NOC from the accounts team
- Attend final room inspection by hostel staff
- Vacate room within your scheduled slot

**Note:** Students will not be allowed to leave their luggage in the room unattended. Items left in hostel rooms post de-induction will be discarded.

### ***Room Cleaning and Waste Disposal:***

- All students must remove 100% of garbage from their rooms before departure.
- Garbage bags will be provided. If additional bags are required, students may request more from housekeeping.
- Waste must be segregated into:
  - Books, papers, clothes, shoes, bedsheets
  - Food waste and wet garbage
- All garbage must be deposited at the designated sump yard temporarily set up behind the building for the vacating period.
- Failure to clean the room fully will attract a deep cleaning penalty of ₹2,000, which will be deducted from the caution deposit.

### **1.5. No Dues Process & Damage Assessment**

Before receiving clearance for exit, each student must undergo the No Dues (NOC) process, which will be conducted by a designated NOC Committee comprising:

- Warden
- Maintenance Team Representative
- Student Administration Officer



The committee will visit each room for inspection and verification. Based on their assessment:

- Any damage found will be recorded on-site.
- Damage charges will be calculated and informed to the student immediately.
- If damage is deliberate or extensive, further action will be taken.

### **Important Notes:**

- Standard wear and tear is not chargeable.
- Abuse, graffiti, or deliberate damage after NOC issuance will be investigated.

Such cases have previously included:

- Broken mirrors and glass panels
- Scratched or vandalised furniture
- Graffiti on walls or doors
- Damaged furnishing, fittings, or electrical fixtures

In cases where such damage occurs after NOC is obtained, and there is intent to cheat the process:

- The student's name will be reported to the university.
- Caution deposit will be fully forfeited.
- Parents will be informed for recovery of damages.
- The student may be denied hostel admission for the following academic year.
- In severe cases, the student may face rustication from the university.

S 'Residences treats this seriously, as the facilities are meant to serve all students year after year. Misusing shared property or evading responsibility shows a lack of integrity and will not be tolerated.

Students living in S 'Residences are akin to tenants or guests in any professionally run accommodation. They are expected to respect their living space and will be held accountable for their behaviour and any damage caused. Let's work together to maintain the system that works for all. For any assistance, please contact your Tower Warden or Facilities Coordinator in advance.







# ANTI-RAGGING GUIDELINES

At S 'Residences, we are committed to ensuring a safe, inclusive, and respectful living environment for all our residents. In alignment with the directives of the University Grants Commission (UGC), Dayananda Sagar University, and national laws, S 'Residences maintains a strict zero-tolerance policy towards ragging in any form.

## 1.1. What Constitutes Ragging?

Ragging is defined as any conduct—verbal, physical, emotional, or digital—that causes or is likely to cause harassment, embarrassment, intimidation, or psychological harm to another student. This includes but is not limited to:

- Physical abuse, assault, or threats
- Forced participation in degrading acts or pranks
- Verbal abuse, slurs, or offensive nicknames
- Isolation, exclusion, or public humiliation
- Bullying via social media, group messaging apps, or public forums
- Demanding personal services or undue favours

**Note:** Even seemingly “harmless jokes” or “traditions” can constitute ragging if they make someone uncomfortable or feel unsafe.



## 1.2. Preventive Measures at S 'Residences

S 'Residences has instituted multiple safeguards to prevent ragging:

- All students and their parents/guardians must sign an Anti-Ragging Undertaking at the time of hostel admission.
- CCTV cameras monitor common areas, corridors, and entry/exit points around the clock.
- A dedicated Anti-Ragging Committee is in place to monitor student conduct, review complaints, and ensure timely redressal.
- Senior students are oriented to actively support and uphold anti-ragging norms during the hostel induction program.
- Anonymous reporting options are available to ensure confidentiality and encourage openness.

## 1.3. Reporting a Ragging Incident

Students are strongly encouraged to report any instance or suspicion of ragging immediately. Reports can be made to:

- Student Admin of S' Residences
- Chief Warden of S 'Residences
- Anti-Ragging Committee at the university
- Designated Helpline Number (available 24/7 and displayed across hostels)

Complaints may be made in person, in writing, or anonymously. All reports are treated with sensitivity, confidentiality, and urgency. Retaliation against a student for reporting ragging is strictly prohibited and will be penalised severely.

## 1.4. Consequences of Ragging

Any student found guilty of ragging—regardless of intent—will face serious consequences, which may include:

- Immediate suspension or expulsion from the hostel
- Debarment from university activities or academic privileges
- Cancellation of admission
- Lodging of a criminal complaint under the Anti-Ragging Act
- Fine and/or imprisonment as per Indian Penal Code

Seniors are expected to act as mentors, not aggressors. Every student has the right to a peaceful and dignified stay, and no senior student shall misuse their seniority to instill fear or superiority.

*“Ragging is not a tradition—it is a violation of human dignity and a punishable offence.”  
S 'Residences fosters a culture where diversity, friendship, and mutual respect form the core of community life.*







# SAFE AND SECURE LIVING ENVIRONMENT

At S 'Residences, your safety and well-being are our top priorities. We believe that a student's ability to thrive—academically, socially, and personally—is deeply connected to the environment in which they live. To this end, we have implemented robust security systems and protocols to ensure that every resident enjoys a safe, peaceful, and secure stay.

## 1. 1. Turnstile Entry System & Biometric Access Cards

All residents and authorised personnel must use biometric-enabled access cards to enter the hostel premises. Every main entry and exit point of S 'Residences is fitted with a turnstile barrier system that is integrated with individual biometric records. This system ensures that only registered residents and staff can gain entry into the building, while maintaining a verifiable log of all movements in and out of the premises.

Each student will be issued a personal access card at the time of check-in, which will also be linked to their biometric (fingerprint or facial recognition) data. This card is essential for:

- Entry to hostel towers, rooms, and mess halls
- Access to common areas like lounges and study rooms
- Attendance tracking where applicable
- Permission-based entry during approved leave or outings

In case of a lost or damaged card, students must report immediately to the Hostel Administration. A replacement card will be issued for a nominal fee after identity verification. Unauthorised use of another student's card or biometric access is considered a serious violation and may attract disciplinary action.



## 1.2. 24/7 Surveillance Cameras

S 'Residences is under round-the-clock CCTV surveillance to ensure continuous monitoring of all key areas. High-definition security cameras are installed in:

- Entry and exit points of all towers
- Lift lobbies and staircases
- Hallways and common areas
- Reception and security checkpoints
- Mess halls, laundry rooms, and study lounges

The surveillance system is managed by a central monitoring team and all footage is stored securely for a defined period as per data retention policy. These recordings are reviewed routinely and can be retrieved for review in case of complaints, incidents, or investigations.

Our security personnel are trained to respond promptly to any suspicious activity, guest violations, or emergency scenarios. Unauthorised persons attempting to access the premises without prior approval will be denied entry and reported to authorities if necessary.

## Zero Tolerance for Breaches

To maintain a secure community, students are expected to comply with the following:

- Do not attempt to tailgate others through the turnstile
- Do not lend your access card or allow others to use your biometric ID
- Do not tamper with security devices, cameras, or fire safety systems
- Report any suspicious activity, unauthorised access, or safety concerns to hostel staff immediately

At S 'Residences, we strive to provide more than just accommodation—we provide a protected space where students can feel secure at all times. By respecting the safety protocols in place, you help us maintain a living environment where every student can focus on their goals without fear or discomfort.







# MESS HALLS

- S' Residences, through its F&B partner SSquare, pledges to serve students with wholesome food in buffet style.
- In order to qualify to access the mess halls, students must pay the mess charges for the whole academic year in advance via My Poshtell website or app.
- The mess halls will serve both Indian vegetarian and Indian non-vegetarian cuisine.
- The menu is engineered carefully, keeping in mind the varied profile of palates as most students come from different States and cultures.
- All recipes are achieved with the inputs from clinical nutritionists to keep up with required nutrition for growing individuals.
- The menu is going to be put on a rotation basis and will include dishes from different parts of India in order to accommodate most varieties during the week or month.
- The mess halls will serve 3 meals a day – breakfast / lunch / dinner.
- Students are expected to be responsible and abide by the mess halls timings.
- As responsible citizens of the earth, students are expected to not waste food and water. Remember, the food you waste could have been on the plate of a needy, hungry person somewhere.

**Breakfast** : 7:00 AM – 9:00 AM

**Lunch** : 12:30 PM – 2:30 PM

**Dinner** : 6:30 PM – 9:00 PM

- Students are expected to maintain a decorum in the mess halls.

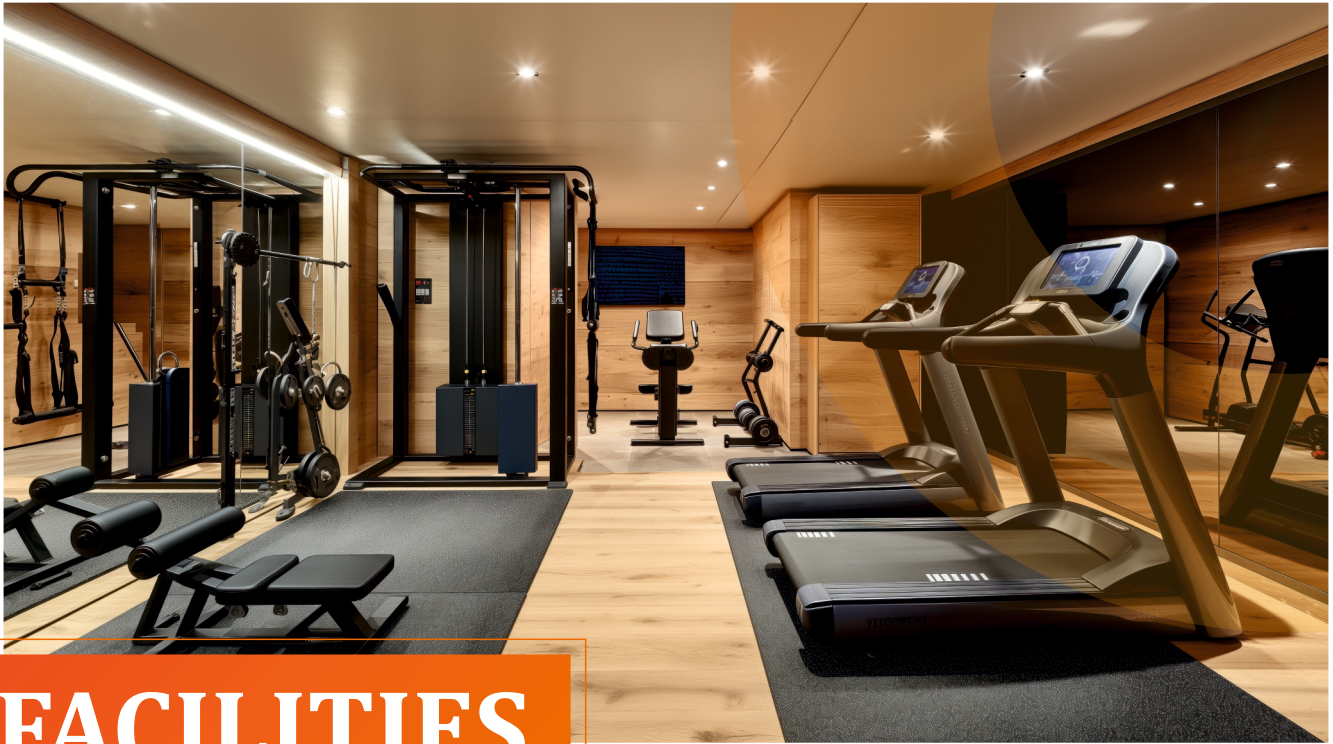




- Students are expected to keep the mess halls premises clean and follow the house rules of disposing off waste in designated waste bins, and soiled plates and cutlery in tray bins.
- Do not leave any soiled plates on the tables. Leave the tables clean for your friends who also have to eat after you.
- Students are not allowed to carry any food items outside of the mess halls under any circumstances.
- Food will not be supplied in the rooms. Residents are not allowed to take any plates, cups, saucers, tumblers, cutlery or any other utensils of the mess halls under any circumstances. Residents are not allowed to bring any guests or friends or day scholars to the mess halls, SSquare.
- Residents are free to bring guests or friends to the cafeteria located below SSquare. This cafeteria is open to all students, University staff, guests, etc. All student diners must carry their student university ID and resident access card while entering the mess halls.
- All students are expected to behave decently with all mess halls staff at all times, and not create unnecessary demand or speak in loud voice at any time. Manhandling or behaving indecently with staff is punishable by law and will attract severe action against the miscreants.







# FACILITIES

## Tower 1

- |   |                                    |                      |
|---|------------------------------------|----------------------|
| ➤ 24/7 Concierge  | ➤ 40000 sqft of recreational space | ➤ Outdoor Games      |
| ➤ 24/7 Security   | ➤ Indoor Game Rooms                | ➤ Vending Machines   |
| ➤ CCTV Cameras  | ➤ Video Game Room                  | ➤ Break-out Zones    |
| ➤ Monitored Entry/Exit with Face Recognition & Biometrics | ➤ Study Rooms                      | ➤ Furnished Rooms    |
| ➤ Free Parking  | ➤ Discussion Room                  | ➤ Hot Water          |
| ➤ Parcel Service  | ➤ LoungeGym                        | ➤ Laundry Services   |
| ➤ Resident Warden   | ➤ Yoga Room                        | ➤ Mess Halls         |
| ➤ WIFI Internet   | ➤ Meditation Room                  | ➤ Retail Cafeteria   |
| ➤ 24/7 Handyman   | ➤ Music Room                       | ➤ Men's Salon        |
|   | ➤ Movie Room                       | ➤ Medical Counsellor |

## Tower 2

- |   |                                    |                      |
|---|------------------------------------|----------------------|
| ➤ 24/7 Concierge  | ➤ 40000 sqft of recreational space | ➤ Outdoor Games      |
| ➤ 24/7 Security   | ➤ Indoor Game Rooms                | ➤ Vending Machines   |
| ➤ CCTV Cameras  | ➤ Video Game Room                  | ➤ Break-out Zones    |
| ➤ Monitored Entry/Exit with Face Recognition & Biometrics | ➤ Study Rooms                      | ➤ Furnished Rooms    |
| ➤ Free Parking  | ➤ Discussion Room                  | ➤ Hot Water          |
| ➤ Parcel Service  | ➤ LoungeGym                        | ➤ Laundry Services   |
| ➤ Resident Warden   | ➤ Yoga Room                        | ➤ Mess Halls         |
| ➤ WIFI Internet   | ➤ Meditation Room                  | ➤ Retail Cafeteria   |
| ➤ 24/7 Handyman   | ➤ Music Room                       | ➤ Men's Salon        |
|   | ➤ Movie Room                       | ➤ Medical Counsellor |



## Tower 3

- 24/7 Concierge
- 24/7 Security
- CCTV Cameras
- Monitored Entry/Exit with Face Recognition & Biometrics
- Free Parking
- Parcel Service
- Resident Warden
- WIFI Internet
- 24/7 Handyman
- 40000 sqft of recreational space
- Indoor Game Rooms
- Video Game Room
- Study Rooms
- Discussion Room
- LoungeGym
- Yoga Room
- Meditation Room
- Music Room
- Movie Room
- Outdoor Games
- Vending Machines
- Break-out Zones
- Furnished Rooms
- Hot Water
- Laundry Services
- Mess Halls
- Retail Cafeteria
- Men's Salon
- Medical Counsellor

## Dormitory

- Quiet Study Room with Internet Access
- Study Lounge with access to internet
- Discussion Rooms
- Meditation Room
- Open Lounge cum Entertainment Area
- Self-operated Washer-Dryers
- 24/7 CCTV surveillance on all floors
- Dedicated customer care staff 24/7
- Dedicated Resident Wardens 24/7
- 24/7 Security
- Hot water from 6:00 am to 9:00 am
- Clean RO drinking water 24/7
- Room housekeeping - once a week

## S' RESIDENCES RIGHTS

- The residence management reserves all rights to take disciplinary action against any student who is observed violating any of the house rules at any time.
- The residence management reserves all rights to review and revise the rules and regulations from time-to-time to include relevant information.







## EMERGENCY SERVICES AND SAFETY PROTOCOLS

At S 'Residences, your safety and well-being are our utmost priority. Emergencies—whether medical, fire-related, or technical—can happen without warning.

### 1.1. Medical Emergency

In case of illness, injury, or any medical emergency:

- Immediately inform the nearest warden or security staff.

S 'Residences is located within close proximity to Chandramma Dayananda Sagar Institute for Medical Education and Research (CDSIMER) Hospital, which offers 24/7 emergency and multi-speciality services. In case of severe emergency, the warden/security team will coordinate with:

- Campus medical officers
- Ambulance service
- Hospital emergency admissions desk

### Residents are advised to:

- Keep a copy of personal medical records and insurance cards handy.
- Inform roommates or friends of chronic health conditions (e.g., allergies, epilepsy, asthma) for assistance in emergencies.



## 1.2. Fire and Safety

### *Do's during fire incidents:*

- Immediately press the nearest fire alarm switch (located on all floors and corridors).
- Inform hostel staff/security at once.
- Exit the building quickly and calmly using emergency staircases—do not use lifts during a fire.
- Move to the designated assembly point outside the tower.
- Follow the instructions of the fire marshals and wardens.

### *Don'ts during fire incidents:*

- Do not try to recover personal belongings.
- Do not shout or create panic.
- Do not open doors that are hot to touch (possible backdraft).

### *Preventive Guidelines:*

- Do not use candles, incense sticks, or open flames in rooms.
- Do not overload plug points with multiple appliances.
- Do not block fire exits or tamper with extinguishers.

Regular fire safety drills will be conducted. Participation is mandatory for all residents.

## 1.3. Safeguarding Against Electrical Circuit Shocks

Electrical hazards are preventable with care and awareness. To ensure your safety:

- Only use ISI-marked chargers and appliances.
- Never touch electrical appliances with wet hands.
- Immediately report sparks, burning smells, or exposed wires to maintenance via the My Poshtell App → Raise Issue.
- Avoid overloading extension boards or plug points.
- Tampering with switchboards, wiring, or installing high-wattage devices (e.g., heaters, induction cooktops) is strictly prohibited.

### *In case of electrical shock:*

- Do not touch the person until the power source is turned off.
- Call hostel security and request medical assistance immediately.
- If safe to do so, switch off the MCB/power in the room.

## 1.4. Lift Emergency Procedures

Lifts in all towers are equipped with emergency call buttons and intercom systems. In case of malfunction:

- Stay calm. Press the alarm button and intercom help button to speak to the control room.
- Do not try to open lift doors forcibly.
- Wait for trained maintenance or rescue personnel to arrive.





### **Preventive Guidelines:**

- Do not exceed the maximum weight capacity posted inside the lift.
- Do not jump, lean, or engage in playful behaviour inside lifts.
- In the event of power failure, the lift will safely halt and backup protocols will activate.

**Important:** All lift incidents are logged and reviewed. Misuse or damage will lead to disciplinary action.

In every emergency situation, cooperation with hostel staff and adherence to protocol ensures a swift and safe outcome for all. All residents must take personal responsibility for safety by staying informed, vigilant, and calm.







## GENERAL DISCLAIMER

Residents acknowledge and confirm that the occupation of the room and the use of its fixtures and fittings are entirely at their own risk. S Residences and its staff assume no obligation or responsibility for the safety of residents, their visitors, or their personal belongings.

Residents shall indemnify and hold S Residences and its staff harmless against any loss, damage, cost, or expense arising from such occupation and use of fixtures and fittings, including but not limited to any loss or damage (to persons or property) caused by or resulting from fire, mishap, accident, theft, or robbery.

Nothing in this Student Handbook shall be construed, whether expressly or impliedly, as creating any duty on the part of S Residences or its staff toward the personal safety of residents, their visitors, or their belongings.