Executive Summary

With India’s changing socio-economic structure, increasing numbers of women are leaving their homes in search for better employment opportunities but one main challenge is in finding a safe, conveniently located and affordable accommodation. In this context, in 1972-73 the Department of Women and Child Development (DWCD), Government of India introduced a scheme titled, “The Working Women’s Hostel Scheme” for grant-in-aid for construction of new/expansion of existing building for providing hostel facilities to: (i) working women, (ii) women being trained for employment and (iii) girl students studying in professional courses.

PricewaterhouseCoopers (PwC) was retained by the Karnataka Evaluation Authority (KEA) to undertake ‘An Evaluation of the Working Women’s Hostels (WWH) in Karnataka’ with the objective of evaluating the process of sanctioning and functioning of the hostels and its economic/social/psychological impact on the working women in order to understand what has worked well and what has not while implementing the scheme in the State.

In accordance with the Terms of Reference (ToR), out of the 66 operational working women’s hostels in the State, a sample of 42 randomly selected WWHs across 22 districts were evaluated. Five main categories of respondents were interviewed namely, State officials – 3 nos., District Officials – 23 nos., Officials of Implementing Agencies – 42 nos., Hostel Wardens – 40 nos., Officials of Hostel Management Committees (HMC)- 70 nos., Community Representatives - 43 nos. and Hostel Inmates – 1,282 nos.

Evaluation findings and conclusions

Overall, the study attempts to distinctly measure the impact brought about by hostels in Bangalore vis-à-vis other Districts to avoid possible overstatement or understatement of the impacts and effects due to the inclusion of geography of Bangalore city in the overall analysis.

- In Bangalore, WWHs were preferred due to the economic advantage especially by inmates with incomes below INR 25,000 per month who found these hostels to be cheaper, more affordable and reasonable value for money. Further, WWHs are located in prime locations and are adequately safe and secure, with easy access. In majority of the other Districts, the availability of very few alternative options for accommodation is the major reason behind working women preferring to stay at the WWHs. It was found that in Bangalore, inmates from other States are seen in WWHs operated by IAs like YWCA and AIWC which have pan-India presence as they are generally perceived to be safe and well-maintained. However, in Districts other than Bangalore, the hostels majorly cater to inmates from neighboring Districts of Karnataka. Due to their proximity to jobs and industry, the capacity utilization is comparatively higher in WWHs in Bangalore when compared to other WWHs of other Districts.

- In Bangalore, most of the inmates are satisfied with the services they avail vis-a-vis rent paid, however many of them demand additional facilities at par with those offered by the paying guest facilities and private hostels. In other Districts, majority of the inmates felt that the rent paid was quite low for the facilities provided and the quality of food provided in the hostels is good.

- In Bangalore, running the WWHs is a social commitment for majority of the IA. In other Districts, majority of the IAs operate the hostels to accommodate students or employees of their institution. For a few of them, it is either a decent business proposition or they do not want to get out of the business as they were traditionally into it.

- Generally, it was found that WWH inmates tend to make friends with their roommates and also other inmates who are from their own State. Further, Yoga classes, counselling sessions and
motivational sessions conducted in WWHs help to enhance the psychological well-being of the inmates.

- It was also found that inmates who have spent more than 2 years in the hostels share a special bonding and camaraderie with the Warden, other hostel staff and inmates and they reported that there was no safety or security concerns.

**Study findings**

The study findings are presented under the following broad heads. Annexure 8 of the report contains the Status of sample WWHs across key parameters that are described below.

(1) **Construction of the Hostels**

- With an average built-up area of 16,567 sq. ft, 38% of the sample hostels took more than 2 years to complete construction due to various reasons such as delay in receipt of funds, delayed mobilization of construction contractor and delay from the end of the NGO/Trust to start the construction, 43% of the sample WWHs reported that the hostel construction was completed in 1.5-2 years and 19% of the remaining hostels were unable to provide the exact time taken by the authorities for completion of the construction activities due to a change in management.

- Approximately 93% were constructed on the land owned by the IA and 7% were constructed on public land taken on lease from the Government for a period of 30-99 years. Moreover while none of the hostels deviated from the approved Construction Plan nearly 23% of the hostels, reported a difference in the utilization of rooms and 77% of the hostels utilized the rooms as per the utilization purpose indicated in the construction plan.

- Additionally, construction costs were overrun in 12% of the sample hostels due to inaccurate cost estimates at the time of submission of project proposal and thus the additional funds were contributed by the IA. However, in 88% of the sample WWHs the grant money was sufficient for completion of the hostel construction. Further a majority (67%) of the hostels under the study have name-boards acknowledging the receipt of DWCD funds, the remaining 33% of the hostels did not have any reference on their name-boards

(2) **Admission and Administration**

- 74% of the WWH inmates heard about the hostel through word of mouth only 6% were informed through noticeboards at the DWCD office, 11% became aware through newspaper advertisements and 9% through local staff of NGOs and local offices. 40% of the hostels under the study show no differentiation between women from disadvantaged groups and other women. However 60% of the sample hostels make special efforts to admit girls from disadvantaged backgrounds through advertisements in local or regional newspapers.

- The enrolment process varies significantly from hostel to hostel as no standard process has been prescribed. 84% of all inmates reported that they only had to submit an application form, 11% had only an interview and 4% had both and 1% followed a first come first serve basis without any interview or application form. At the time of admission, several documents such as appointment/admission letter, PAN card, income certificate, address proof are collected from the inmates. Inmates in 19 of the sample hostels reported having submitted income certificates. Of these, inmates in 8 hostels submitted these certificates only once, at the time of joining and inmates in 11 hostels submit it on an annual basis.

- 67% of hostels charged a security deposit or a caution deposit at the time of admission; out of these, the deposit was refundable in 93% hostels except when the inmates have damaged hostel property (in 33% of the hostels) or leave without notice (17% of the hostels) and in the remaining 50% of the cases, the deposit was not refunded when the inmates have not paid the fees or any other charges outstanding to the hostel or if they leave before the minimum duration. In 82% of the hostels, the security deposit is a fixed charge that is common across all categories of rooms and...
inmates. In the remaining 18%, the security deposit is derived on factors such as room type and category of inmate.

- In 48% of the hostels, the warden allocated the rooms and no major issues were reported in the room allotment process and in 25% of the hostels, inmates were allowed to choose their room at the time of admission, in 17% of the hostels, rooms were allocated as per the availability or on a first come first serve basis, in 4% each of the hostels, women with higher income were required to take rooms with higher rent or were assigned by the IA and in the remaining 2%, women with physical disabilities or other genuine difficulties are allotted suitable rooms and the remaining rooms were then allocated to the other inmates.

- The average intake capacity of the sample hostels is 110 inmates. However, as of the date of evaluation, a majority of the hostels had average occupancy of less than 100. This can be partially attributed to the fact that most hostels do not have a high demand from working women.

- 40% of the hostels had a student intake of more than 30%. However most of these were hostels located within Universities where adequate numbers of working women are not available. The remaining 60% abided with the guidelines.

- 18 hostels reported having inmates with incomes above the specified limit (INR 25,000 per month in non-metros and INR 30,000 per month in metros as specified in the guidelines which were in use during the time of conducting evaluation). However, if we consider the revised income limit of INR 50,000 per month in metros and INR 35,000 per month in non-metros as specified in the recently notified scheme guidelines, 16 hostels have inmates with incomes above the specified limits.

- With regard to the professional status of inmates, a majority (35%) of the working women were Government employees, followed by non-teaching staff in the university (25%) Teachers (15%), Bank employees (10%), sales girls (5%) and the remaining 10% of the working women were holding other jobs such as village accountant, medical technician and nurses.

- 74% of the inmates live in the hostels as they are residents of another town or city, 15% of the inmate live in the same city but very far away from their office/university and thus prefer to live in the hostel as it is more conveniently located, 4% are destitute or orphans and 7% of the residents reported living in the hostels as they were employees of the university in which the hostel was located.

- Approximately 31% of all inmates stay for upto 2 years, 23% of the inmates stay for upto 3 years, 17% stay for 4 years, 8% stay upto a year and 21% of the inmates’ stay for 5 years or more as a majority of these inmates are research students and stay in the hostel for the entire duration of the research work with the university. There is no significant difference between the duration of stay of working women and students. 42% of all inmates that stayed beyond 3 years sought the permission from the DWCD and the remaining 58% did not seek any permission from the DWCD. 92% of all inmates leave before the specified duration and the remaining 8% stay the entire duration. 41% leave due to personal reasons such as marriage or child birth (94% of which are working women), 39% receive job transfers to another location (all working women) and 16% leave due to other reasons such as completion of their course (all students) and 4% leave to move to a better accommodation.

- In 27% of the hostels, room rents were fixed as a percentage of the inmate's income and in the remaining 73%, a fixed rent slab is followed for rooms of different capacities. 15% of the hostels revise their room rent annually depending on revised incomes of inmates and the remaining 85% have no regular basis for revision. 65% of all inmates interviewed reported that the rent paid was quite low (in comparison with other hostels in the neighborhood) for the facilities provided, 28% reported that it was reasonable, and 7% reported that the rent was too high since the quality of the infrastructures in hostels was poor.

- Visitors (both male and female) are allowed in 93% of the hostels however, they are only allowed to meet the inmates at the visitor's room during the visiting hours or days (as decided by each hostel), but, in the remaining 7% no visitors are allowed. Furthermore, while 64% of the hostels allow female guests (mothers or sisters of inmates only) to spend the night in the hostel (with prior
permission from the warden) but male visitors are not allowed to stay over and in the remaining 36%, no female guests are allowed either.

- The main full time staff appointed in the sample hostels includes Office clerk, Warden, Superintendent, Accountant, Security guards, Peon and Sweeper. In addition, other full time staff includes Cooks and Helpers. Some hostels have also appointed part time staff such as Gardener, Electricians and Plumbers. Of all the wardens interviewed, only 7.5% had more than 10 years of experience as warden before joining the working women hostel, more than 57.5% had no prior experience as warden while 30% had 0-5 years and 5% had 5-10 years of experience. In hostels where more than 67% of all inmates were students, approximately 8 permanent staff was appointed when compared to hostels where less than 33% of all inmates were students when approximately 5 staff were appointed. This can partially be attributed to the fact that the Implementing Agency reports that students require more oversight than working women.

- 30% of the sample hotels had no HMC but 70% of sample hostels had functional HMCs. On an average, most HMCs have 8 members of which 4 are male and 4 are female. Approximately 72% of all inmates agreed that there was no requirement to modify the composition of the HMC. However 28% reported that it might be more beneficial if more female members were included.

- Separate grievance redressal committees are reported to have been formed in only 12% of the sample hostels. In the remaining 88% of the hostels, there is no formal grievance redressal committee.

(3) Financial Assistance availed by Implementing Agencies

- The average amount of funds required for monthly maintenance comes to around INR 798/- per inmate per month and INR 64,015/- per hostel per month. While 26% of the hostels managed this expense from the rent received from the inmates. The remaining 74% required additional financial support from their Implementing Agency. However, only one hostel run by KLE Society, Karwar has applied for a maintenance grant but the same is yet to be received.

(4) Facilities for working women

- 80% of the hostels had a common room. Inmates in the hostels without a common room did not report facing any inconvenience as they do not feel the need for such a facility. Sufficient dining hall facilities are available in 83% of sample WWHs and in the remaining 17% of the WWHs, the lack of space, deviations from the approved construction plan (from utility perspective) and presence of arrangements to avail dining room facilities in adjacent hostels were cited as reasons for not constructing a dining hall in the hostel. 86% of the sample WWHs have a kitchen and store room facilities. A visitor's room or a waiting lounge is available only in 64% of the sample WWHs. In WWHs without visitor's lounges, the working women reported that it is a huge inconvenience when their parents and other visitors have to remain standing outside the hostel.

- 81% of sample WWHs have sufficient number of bathrooms and latrines. The major issues pertaining to upkeep of bathrooms and toilets are poor maintenance, lack of cleanliness, old and leaking fixtures and absence of electrical connections.

- Majority of the inmates were satisfied with the cots, mattresses, tables, chairs, fans, lights and cupboards. However, 3 WWHs do not provide fans in any accommodation rooms. In some hostels where lockable cupboards are not available, the working women emphasized that this facility should be provided to them to ensure the safety of their belongings.

- While some hostels provided fax facilities and telephone with STD facility, most inmates reported that these were not required, as there is no regular utility for such services. 29% of hostels covered under the study provide internet facilities. 77% of working women in hostels without internet mentioned that providing internet facilities would be beneficial. Out of the 71% WWHs which have a television, the inmates in 7% of such hostels reported that they were not able to use it because it was not working or because the hostel staff wouldn’t permit them to view programs of
their choice. In the remaining 93% WWHs, the working women reported that they were satisfied with the facility.

- **76% of the WWHs have all-year round regular water supply while remaining 24% of the WWHs face water shortage in few months especially during summers. Electricity is available throughout the day in 69% of the sample WWHs and a generator is available in 48% of the WWHs.**

- **88% of the WWHs have medical facilities** which include hospitals/health centers within 3 km distance, an on-call doctor linked to the hostel and/or hostel residents who are doctors or nurses. **98% of the hostels have a medical store nearby; the medical store is usually within 1.5 km distance. 57% of the hostels have a well-equipped first-aid box.**

- In 71% of the WWHs, the nearest railway station is located within 5 km distance. In all the hostels, auto-rickshaws are commonly available within 1km distance.

- Group activities such as cultural programs, indoor games and arts and crafts are undertaken in 71% of the WWHs. In the remaining hostels activities are not conducted due to lack of adequate space in the meeting room or the common hall, lack of interest among inmates and inability of inmates to participate in these activities due to their work timings. **Trainings are conducted in 38% of WWHs; these are provided free of cost and include yoga classes, martial arts sessions, computer training, stitching and crafts, sessions on administering first aid and counselling sessions.**

- 71% of the IAs and 40% of the HMCs and community representatives reported that they felt the need to provide additional facilities at the hostels for the inmates e.g. air conditioners and coolers, water purifiers, solar water heaters, washing machines, televisions, refrigerators and electricity generators, gym facilities, readings rooms, special guest rooms and rooms with attached bathrooms.

(5) **Facilities for children of working women**

- 2 WWHs (Arathi WWH of YWCA, Bangalore and Nittur Education Society WWH, Bidar) have a functional Day Care Centre (DCC). Though rooms were originally constructed for DCCs in 4 other WWHs, the DCCs are not functional because none of the hostel residents had children staying with them and, thus, these rooms have been converted into a library, a make-shift arrangement for an area for inmates to cook their own meals or are utilized for other purposes.

(6) **Facilities for staff of WWH**

- Among all the hostels which have wardens, 72% hostels have accommodation facilities for wardens. In the remaining 28%, wardens were not staying in the hostel due to personal reasons, proximity of their house to the hostel, etc.

- 45% provided for a room for the watchman while 55% of the hostels did not have any accommodation for the watchman as the watchman worked in shifts and did not require any room/accommodation.

(7) **Safety and Security**

- Approximately 88% of the inmates reported feeling safe and 12% reported facing safety issues commuting to and from the hostel and due to the absence of a security guard. Additionally, during the visits it was also observed that 1 hostel did not have a compound wall.

- In response to the safety issues faced by the inmates, hostel authorities have taken security measures such as installation of CCTV’s (48% of sample hostels), appointment of full time security guards (90% of sample hostels), establishing a good rapport with the police (75% of sample hostels) and local community that can assist during an emergency. Further all hostels reported being within 2 kms of a Police Station thus adding to the safety and security of the inmates.

- Suggestions to increase the safety include the presence of a compound wall, provision for more street lights, and an extra security guard to escort the girls from the bus stand to the hostel if the bus stand is located very far away from the hostel.
(8) Reporting and Monitoring

- **70% of all District Officials** (in Mandya, Bijapur, Bagalkote, Belgaum, Chitradurga, Gadag, Karwar, Udupi, Mysore and Raichur districts) **interviewed conducted monitoring visits** to the hostels; most of them used a standardized form to collect information across parameters such as infrastructure, number of working women, hygiene, sufficiency of staff, safety etc. However, there is **no formal mechanism to take actions against non-compliant hostels**; most DWCD officials send formal letters to the Implementing Agency detailing out the non-compliance issues to be addressed.

- Of the sample districts visited, **only Belgaum reported having a DWWC**. Other Districts had committees such as Vyasthapak Samiti (Chitradurga), Violence against Womens committee (Gadag) and a women harassment committee and a sexual harassment committee (Karwar), etc that helps resolve issues of the hostel inmates.

- **90% of all hostels submit QPRs** to the District authorities while 10% do not submit QPRs. Thus far, **corrective action based on QPR has been recommended to only 8% of the hostels**.

**Recommendations**

1. Specifications for operational performance should be mandated and clear indicators of measures should be set
2. Eligibility of hostel staff must be specified by DWCD
3. Enrolment procedures should be well-defined and standardized
4. The DWCD should maintain a database of details of inmates of WWHs
5. WWH Monitoring Committees should be constituted and effective reporting and monitoring processes must be ensured
6. The WWH should be made a signing point for Beat Police Officers
7. The provision for granting financial assistance under the Working Women’s Hostel Scheme to educational institutions should be removed
8. Awareness building and promotion activities should be undertaken
9. Crucial security measures should be mandated
10. The requirement for setting up Day CareCenters in WWHs should be considered
## Snapshot of Findings in response to Evaluation Questions in the ToR

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<th>Evaluation Questions</th>
<th>Key Findings</th>
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| **Whether the objectives set by the scheme for working women’s hostel have been met? If so, to what extent? And if not, why not?** | - The objectives of setting up WWHs have been majorly met. The overall economic, social and psychological impact of the WWHs on the resident women is positive  
  - In Bangalore, most of the inmates are satisfied with the services they avail vis-a-vis rent paid, however many of them demand additional facilities. In other Districts, majority of the inmates felt that the rent paid was quite low for the facilities provided and the quality of food provided in the hostels is good.  
  - In majority of the hostels, it was reported that there were no safety or security concerns, and in comparison to the other hostels, these working women’s hostels were considered safer |
| **Whether the conditions imposed by government for sectioning the hostels to Trust/NGOs/ as per Government of Karnataka order no. 67, 2010 dated: 09.09.2010 have been fulfilled by the trusts/NGOs? If not, furnish reasons for non-fulfillment.** | - The compliance on major conditions imposed by the Government of Karnataka in the Order dated 09.09.2010 is very high.  
  - Major non-compliance was observed w.r.t the conditions related to completion of construction of hostel building in 1 year, operating child care centers, displaying a board showing that the hostel is being run with the aid from the Women and Children Welfare Department, denial of accommodation to students, etc |
| **What is the average time taken for completion of the hostels (from the time land is allotted to the arrival of the first inmate)? Has there been any cost overrun? If yes, what was the total cost overrun, hostel wise details to be furnished? If so, whether the extra cost has been borne by the trusts/NGOs?** | - 43% of the sample WWHs hostels reported that the hostel construction was completed in 24 months or lesser; 38% were constructed in more than 2 years, 19% couldn’t provide information  
  - In 12% of the hostels, it was reported that over-run of total construction costs had occurred. Details have been provided in the section on ‘Study Findings’ |
| **What is the actual extent of land provided by development authorities/Corporations to these hostels at 50% of the guidance value? (Hostel wise details to be furnished).** | - None of the hostels reported obtaining the land at 50% guidance value. In most of the hostels, the current hostel management which is different from that which was involved in procuring land for construction could not retrieve such data from the land deal records |
| **What is the average built area of these hostels? Whether 25 rooms are constructed in each hostel? If not, reasons thereof to be furnished?** | - The average built-up area is 16,567.25 square feet  
  - Nearly 30% of the sample WWHs constructed less than 25 rooms for accommodation and did not construct additional accommodation rooms later. The major reasons cited for this non-compliance are insufficient total area of the hostels, insufficient funds for subsequent construction of rooms, low demand for such rooms in the location etc. 70% of the sample hostels had 25 or more rooms. |
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| **As per scheme guidelines, the pattern of funding is 12.50%:12.50% & 75% by State, trust/NGOs and Government of India respectively. Have the trust/NGOs contributed more than 12.50% of the estimated cost? If so, how many trust/NGOs have contributed more than 12.50% of the estimated Cost? (Cost wise grading of the hostels to be done for all hostels)** | - Six IAs contributed more than 12.50% of the estimated cost.  
- 2 of the sample WWHs have a functional and operational Day Care Center – (i) Arathi WWH of YWCA, Bangalore (ii) Nittur Education Society WWH, Bidar |
| **Do all the hostels have “Baby Care Centre” for children of working women? If not, how many hostels have this facility?** | - While approximately 88% of the inmates reported feeling safe in the hostel premises and commuting to and from the hostel, 12% reported facing some safety issues. Of this, 66% reported that the hostel was located in an unsafe location as it was quite isolated and located away from the main road.  
- It was also observed that some hostels did not have a compound wall  
- 9% of the inmates reported that it was dangerous to commute when the bus/rickshaw stand is more than 2 kms located far away from the hostel. |
| **Are these hostels in a safe and convenient place for residence and travel of women? If not, why not?** | - Among the 40 hostels which have wardens, 72% hostels have accommodation facilities for wardens; these are single rooms or double sharing rooms. In the remaining 28%, wardens were not staying in the hostel due to personal reasons, house of the warden being nearby, warden stays in the same campus, etc.  
- Out of the 35 hostels which had a watchman/security, 45% provided for room for the watchman while the remaining 55% hostels did not have any accommodation for the watchman/security. The reasons cited for by almost all of the hostels was that the watchman worked in shifts and did not require any room/accommodation. |
| **Is accommodation made for the warden and watchman in the same premises of the hostel? If not, why not?** | - 88% of the WWHs have medical facilities which include hospitals/health centers within 3 km distance, an on-call doctor linked to the hostel and/or hostel residents who are doctors or nurses while 12% hostels did not have any such facilities. |
| **Whether any medical facility is provided in the premises or not? If yes, of what type and extent is it provided? If no, what are the reasons for it?** | - Out of all the hostels studied, 26% hostels managed the maintenance expenditure from the rent received from the students, while 74% of the hostels manage it through the funds from their Implementing Agency – Society/Trust/University or through other parallel income sources like rent from letting out other infrastructural facilities like common hall; funds from the IA (Society/Trust/NGO/University/Association), rent from other programmes run by the IA like academic programmes, etc.  
- None of the sample WWHs have reported any deviations in construction from the sanctioned plan of the State Government  
- In nearly 23% of the hostels, it was reported that the present utilization of a few rooms differed from the percentage deviation. |
| **Is there any parallel fund flow available to these trust/NGOs apart from funds under this scheme for running these hostels? If so, give details hostel wise.** | - Out of the 35 hostels which had a watchman/security, 45% provided for room for the watchman while the remaining 55% hostels did not have any accommodation for the watchman/security. The reasons cited for by almost all of the hostels was that the watchman worked in shifts and did not require any room/accommodation. |
| **Have the hostels been constructed as per approved plan or any deviations are there? If so, what is the percentage deviation? Has government** | - None of the sample WWHs have reported any deviations in construction from the sanctioned plan of the State Government  
- In nearly 23% of the hostels, it was reported that the present utilization of a few rooms differed from the percentage deviation. |
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| Have Boards been displayed on all hostels stating that these are being run by funds of Women & Child Development department? If not, why not? | • 67% of the sample WWHs have boards stating that they have received funds from DWCD  
• In the remaining 33% hostels which do not have this board, the reasons cited for such non-compliance are (i) removal of the board during renovation, painting, etc. (ii) lack of awareness about the requirement for this board to be put up (iii) conflict in case of hostels which accommodate only students |
| What is the process of getting admission in the hostels? Have advertisements been made in the newspaper for soliciting applications or simply notifications put on the notice board? | • A majority of the inmates i.e. approximately 74% heard about the hostel through word of mouth from their friends, relatives or colleagues. 11% became aware through newspaper advertisements and 9% through local staff of NGOs and local offices and 6% heard about these hostels (such as Janatha Shikshana Samithi-Dharwad and Agriculture University-Raichur) from the noticeboard of DWCD and other Government Departments  
• 84% of all inmates reported that they only had to submit an application form along with the necessary documentation. 11% had only an interview with the HMC and/or representatives of the Implementing Agency and 4% had both, an interview and had to submit a form and 1% followed a first come first serve basis without any interview or application form |
| Whether the hostel management committees have been constituted as stipulated in the Government of Karnataka order no. 67, 2010 dated: 09.09.2010? If not, why not? How often the committees have met in a year? | • 70% of sample hostels had a functional Hostel Management Committee (HMC). The composition of the HMC varied but broadly comprised members from the Implementing Agency, wardens, social workers and inmates  
• It was reported that 53% of these HMC interact with hostel inmates on a quarterly basis when compared to 36% that interact on a monthly basis. 11% meet the hostel inmates annually. |
| Is there need for modification of the constitution of the hostel management committee in the above order, including more number of women members? If yes, what should be the new composition? | • On average, most HMCs have 8 members of which, 4 are male and 4 are female. Approximately 72% of all inmates agreed that there was no requirement to modify the composition of the HMC. However 28% reported that it might be more beneficial if more female members were included.  
• The composition of HMC specified in the MWCD guidelines should be adhered to |
| Whether applications are placed for selection in the committee? If yes, the reservation norm for admission in the hostel followed or not? Is allotment of seats is done on first come first served basis by the committee? If not, why it is not adhered to? | • HMCs undertake final verification and approval of inmates, conduct interviews (if any), ensures admissions are as per the guideline, etc  
• 40% of the hostels under the study show no differentiation between women from disadvantaged groups and other women but in the remaining 60%, special efforts are made to admit girls from disadvantaged backgrounds.  
• In 25% of the hostels, inmates were allowed to choose their room at the time of admission. However in 48% of the hostels, the warden allocated the rooms and in 4% of the hostels, rooms were allocated by representatives of the implementing agency. In 17% of the hostels, rooms were allocated as per the availability or on a first come first serve basis. In 4% of the hostels, women with higher income were... |
required to take rooms with higher rent and in the remaining 2%, women with physical disabilities or other genuine difficulties are allotted suitable rooms and the remaining rooms were then allocated to the other inmates.

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<th>What is the average intake capacity of these hostels? What is the occupancy as on date of evaluation? Is the number of students is equal to or more than the prescribed strength as per directions of the Government?</th>
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| • The average intake capacity of the sample hostels is 110 inmates. The smallest hostel has an intake capacity of 25 and the largest has a capacity of 320.  
• As of the date of evaluation, a majority of the hostels had occupancy of less than 100. This can be partially attributed to the fact that most hostels do not have a high demand from working women and as a result, a number of their rooms are empty.  
• As per the guidelines, trainees should not occupy more than 30% of the total capacity the hostel. However during our visits it was found that 40% of the hostels had a student intake of more than 30%.  
• Capacity utilization is approximately 78% in hostels that are not linked to Universities. However, for hostels that are linked to Universities, the capacity utilization is slightly higher at 83%. Moreover, capacity utilization is higher in the WWH in Bangalore (~81%) when compared to other districts due to its proximity to jobs and industry. |

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<th>Were there any instances of imposing penalty on the NGOs/Trusts for violating the guidelines such as:</th>
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| a. Non-conducting of meetings by the Hostel Management committee.  
b. Proper procedure not followed in admission.  
c. Collecting room rent in excess of amount fixed by government. |
| • 13% of the hostels have been charged some penalty. Of these, 40% of the hostels have been charged a penalty for non-adherence to specified rent amount and 60% have been charged for other non-compliance with other guidelines such as destruction of property and late payment of mess charges.  
• Penalty has never been imposed for non-conduct of meetings of HMCs or for following improper admission procedures |

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<th>Have the Trusts/NGOs maintained records of all assets acquired wholly or partly out of government grants? Are there any instances of assets being disposed of, encumbered or utilized for the purpose other than those for which the grant is given?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The IAs and HMCs of all sample WWHs reported that the government grants were fully utilized for the construction of the hostel buildings and assets have not been purchased using these grants.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What can be said about the cleanliness, hygiene and the safety and security measures of the hostel? What is the condition of the beds/mattresses/bed sheets/pillows and other items of daily use provided to the inmates?</th>
</tr>
</thead>
</table>
| • Cleanliness and hygiene of the bathrooms and latrines was reported as a major issue  
• Bed cots are provided in all sample WWHs. In 12% of these hostels, the inmates reported that the cots were not sufficient in number, were unclean and of poor quality. In the remaining 88% of these hostels, the inmates were satisfied with the quality of the bed cots. Mattresses are provided to the inmates in 52% of the sample hostels while inmates in the remaining 48% sample hostels had to arrange for their own mattresses. Working women in 95% of those hostels in which mattresses are provided reported that the mattresses were adequate in quality and quantity while those in the remaining 5% hostels reported that mattresses were insufficient in number. Bed sheets and pillows have to be arranged by the inmates themselves |
- In 86% of sample WWHs, tables are provided in the bedrooms whereas in the remaining 14%, tables are not provided in the rooms for accommodation. Out of the sample hostels which provide tables, working women in 31% of the hostels reported that the number of tables is insufficient for their use.
- Majority of the working women in the sample hostels which provide chairs mentioned that the number of chairs is adequate. In few of the WWHs situated in Bagalkote, Bidar, Mandya, Raichur and Dharwad, it was reported that the chairs were insufficient in number and are available only in some of the rooms.
- Among the sample hostels in which lockable cupboards are available, working women in 73% of the hostels were satisfied with the facility. In a few hostels in Chitradurga, Gadag, Dharwad, Bangalore and Belgaum, it was reported that the cupboards were insufficient in size and number and the inmates had to sometimes share the cupboards.

**What is the average number of bathrooms and latrines provided per inmate in the hostels? Is uninterrupted water facility provided? If not, why not?**

- 26% of the sample WWHs have 1 bathroom and latrine available for 6-8 inmates, 31% have 1 available for 4-6 inmates and 17% have 1 available for less than 4 inmates
- 76% of the sample WWHs have all-year round regular water supply while the remaining 24% face water shortage in few months especially during summers. 2 WWHs located in Bidar and Bellary have highly irregular water supply throughout the year due to water shortage issues specific to these Districts
- In WWHs in which water is not available for 24 hours in all the bathrooms and latrines, inmates can use water in the rooms for a fixed time slot in the day.

**When were the hostel and its rooms painted last? Whether well ventilated bath rooms and toilets with non-leaking fixtures are provided in the hostels? Are lockable cupboards for each inmate in a room with storage space & kitchen on each floor of the hostel is provided?**

- 80% of the WWHs were painted in the last 5 years, 10% were painted during 2005-10 and 10% before 2005
- The WWHs with poor ventilation in the bathrooms and latrines are located in Bagalkote, Belgaum, Mandya, Dharwad and Chitradurga districts. Inmates in 57% of the sample hostels reported that leaking fixtures were very common in the bathrooms and latrines.
- Lockable cupboards are present in 71% of the WWHs
- 86% of the sample WWHs have a kitchen and store room facilities but not on each floor of the hostel

**Has there been any incident of eve teasing/molestation/ intrusion by unauthorized persons/law and order incidents/ crimes etc. in the premises in the past? (The incidents may be documents without mentioning names of victims.) What measures have been taken by the hostel management to prevent recurrence of these?**

- 1% of inmates of the hostels reported eve teasing and 9% reported thefts but these were not frequent and immediate action was taken by the hostel authorities.
- While no major case of violence against the women has been reported, 8% of the respondents reported that they had faced issues such as conflicts between inmates and severe issues of eve teasing. However, the hostel authorities sought police intervention after which such incidences have reduced.
- In response to the safety issues faced by the inmates, hostel authorities have taken security measures such as installation of CCTVs, appointment of full time security guards, establishing a good rapport with the police and local community that can assist during an emergency.

**Have the hostels been provided with facilities for meetings and group activities? If not, why not?**

- Group activities are undertaken in 71% of the WWHs. These include cultural programs conducted during festivals and annual hostel days, indoor games, arts and crafts and other group activities like tailoring, outdoor games and weekly cleanliness drives. In 29% of hostels where group activities are not presently
conducted, the reasons cited were lack of adequate space in the meeting room or common hall, lack of interest among inmates and inability of inmates to participate in these activities due to their work timings. In many of the WWHs linked to educational institutes, the Wardens mentioned that since students can participate in group activities arranged on the university campus, additional efforts to conduct activities for working women residing in the hostels are not taken.

- Trainings are conducted in 38% of WWHs; these are provided free of cost and include yoga classes, martial arts sessions, computer training, stitching and crafts, sessions on administering first aid and counselling sessions.

<table>
<thead>
<tr>
<th>What is the provision of furniture and fixtures made in each room of the hostel like beds, mattresses, tables, chairs, fans, tube lights etc?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Bed cots are provided in all the sample WWHs. In 12% of these hostels, the inmates reported that the cots were not sufficient in number, were unclean and of poor quality.</td>
</tr>
<tr>
<td>• Mattresses are provided to the inmates in 52% of the sample hostels while inmates in the remaining 48% sample hostels had to arrange for their own mattresses.</td>
</tr>
<tr>
<td>• In 86% of sample WWHs, tables are provided in the bedrooms whereas in the remaining 14%, tables are not provided in the rooms for accommodation.</td>
</tr>
<tr>
<td>• Chairs are provided in 93% of the sample hostels. The WWHs in which chairs are not provided to the inmates are located in Belgaum and Tumkur.</td>
</tr>
<tr>
<td>• Fans are provided in 90% of the sample hostels. 3 WWHs do not provide fans in any accommodation rooms; these are located in Madekeri and Dharwad.</td>
</tr>
<tr>
<td>• Lights have been provided in all the sample hostels. In 93% of the hostels, the lights were reported to adequate in number and in good working condition.</td>
</tr>
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<table>
<thead>
<tr>
<th>Whether telephone with STD facility, fax, email, TV, canteen is provided in the hostels? If not, why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Telephone with STD facility is provided in 45% of the WWHs. The working women reported that since they could use their personal cell phones, they did not require a landline phone with STD facility. Hence, even if telephones with STD facility are available in the hostel, these are rarely utilized.</td>
</tr>
<tr>
<td>• Fax facilities are available in 17% of the sample WWHs. It was reported that fax facilities are not required in the WWHs. In case of emergencies, the fax facilities in the hospital or educational institute to which the WWH is linked can be availed.</td>
</tr>
<tr>
<td>• Internet facilities are available in 29% of the sample WWHs. In the WWHs without internet, the working women in 77% of such hostels mentioned that providing internet facilities would be beneficial while working women in the remaining 23% of such WWHs remarked that they use their personal internet connection on their phones and hence did not require additional Wi-Fi facilities.</td>
</tr>
<tr>
<td>• Out of the 71% WWHs which have a television, the inmates in 7% of such hostels reported that they were not able to use it because it was not working or because the hostel staff wouldn’t permit them to view programs of their choice; in the remaining 93% WWHs, the working women reported that they were satisfied with the facility.</td>
</tr>
<tr>
<td>• 4 WWHs have an in-house canteen or a pantry- (i) Institute of Education Trust, Mysore (ii) Gulbarga University, Gulbarga (iii) Janatha Shikshana Samithi, Dharwad (iv) KLE Society, Karwar. The working women in these hostels found the facility adequate. In the WWHs which do not have a canteen, the Wardens reported that a canteen is not required since the mess facility is sufficient;</td>
</tr>
<tr>
<td>What is the grievance resolution mechanism built by the hostels? Does it vest with the warden or with the management committee only, or a separate grievance committee is constituted? Are representatives of the inmates on the hostel management committee?</td>
</tr>
<tr>
<td>What is the average maintenance grant required for the hostels? Is it sufficient? If not, how is the excess maintenance amount met? Does the management provide this or is it met from public donations or charging higher fees to the inmates? Give details?</td>
</tr>
<tr>
<td>What is the monthly income distribution and professional status of the inmates? Classify the status as per their post held in the working place/office.</td>
</tr>
<tr>
<td>What is the average period of stay of an inmate in the hostel? What are the reasons for their leaving the hostel?</td>
</tr>
</tbody>
</table>
| Have the trusts/NGOs appointed the | • The main full time staff appointed in the sample hostels includes office clerk, warden, superintendent,
administrative and others staff on regular basis for the hostels? If so, give details of appointments made for the posts of warden, superintendent, office clerk, accountant, peons, sweepers and watchmen etc. If not, what is the reason for not appointing them on regular basis?

- In the 2 hostels where day care centres are available, caretakers (1 each) have been appointed. It was observed that in hostels where the proportion of students was more than working women, the number of full time staff appointed was higher. This can partially be attributed to the fact that the IA reports that students require more oversight than working women.
- Approximately 65% of all wardens were recruited by the IA exclusively for the position of hostel warden. 35% were existing staff members of the IA. This was observed where the hostel was linked to a University or College as the warden was a university professor/lecturer who had been given dual charge as the hostel warden. Out of all the hostels visited, 2 hostels did not have a warden appointed at the time of the visits. In both the hostels, the wardens had resigned in the previous month due to personal issues like health problems. Of the 65% of the hostels where the warden was recruited by the implementing agency especially for the position, 60% had a formal interview with the IA members after which they were appointed to the position of warden. The remaining 40% were appointed due to their personal relationship with a member of the Implementing Agency. Of all the wardens interviewed, 8% had more than 10 years of experience as warden before joining the working women hostel. More than 58% had no prior experience as warden while 30% had 0-5 years and 5% had 5-10 years of experience.

What is the security deposit/advance deposit taken by the management from the inmates?

- 69% of all hostels charged a security deposit at the time of admission and the remaining 31% do not charge any deposit. The average security deposit charged is INR 3,843.
- In the hostels that charged a deposit, the deposit was refundable in 97% of these hostels except when the inmates have damaged hostel property (in 33% of the hostels) or leave without notice (17% of the hostels). In the remaining 50% of the cases, the deposit was not refunded when the inmates have not paid the fees or any other charges outstanding to the hostel or if they leave before the minimum duration.

What is the opinion of the inmates about the hostel charges, room rent, food, establishment and any other charges?

- 65% of all inmates interviewed reported that the rent paid was quite low for the facilities provided and 28% reported that it was reasonable and 7% reported that the rent was too high since the quality of the infrastructures in hostels was poor.
- In 53% of the hostels a fixed amount is paid every month to the warden or the implementing agency. And in 26% the charges were paid to the contractor who runs the mess. In the remaining 21%, a food mess is not operated so no separate charges for food are levied.
- In 40% of the hostels, the water and electricity charges are equally divided among all the inmates and/or are paid by the management. In 14%, fixed charges are levied irrespective of actual bill amount and in 5% of the hostels; inmates with higher income pay a greater share of the bill amount.

What is the opinion of hostel management about providing additional facilities and what are their suggestions for providing these facilities?

- 71% of the IAs reported that they felt the need to provision of additional facilities for the inmates while 29% felt that the existing facilities are sufficient.
- 53% felt that appliances like air conditioners and coolers, water purifiers, solar water heaters, washing
machines, televisions, refrigerators and generators should be made available for use by the inmates; 37% reported that rooms with gym facilities, readings rooms, special guest rooms and rooms with attached bathrooms should be constructed in the WWHs and 20% felt that the existing facilities could be renovated and refurbished to increase the comfort of the inmates and suggested that maintenance grants from the government could be utilized for this purpose.

- 40% of the HMCs and community representatives reported that they felt that inmates staying in the WWHs should be provided additional facilities like internet facilities, security guards during night hours, air conditioners and coolers, water purifiers, solar water heaters, vehicles for use during emergencies, attached bathrooms, better quality of food, trainings and group activities. 60% of these HMCs and community representatives reported that renovation and better upkeep of rooms has to be undertaken to ensure better living conditions for working women.

### What is the rating about facilities available around/nearly the hostels like transportation, market place of the inmates? What is their opinion about medical and recreational facilities?

- In 79% of the sample WWHs, central bus terminals are located within a 5 km distance and other bus stops are located within walkable distance. In 14% of the sample WWHs, the central bus terminals are located at 5-10kms from the hostel. In the remaining 7% of the hostels studied in evaluation, working women reported that the bus commute is difficult because the nearest bus stop is far away from the hostel.
- In 71% of the WWHs, the nearest railway station is located within 5 km distance.
- In all the hostels studied in evaluation, auto-rickshaws are commonly available within 1km distance. In case of WWHs which are located far away from town, auto-rickshaw stands are available outside the hospital or the university campus in which the hostels are located.
- 88% WWHs have a market place which is conveniently located close to the hostel
- 88% of the WWHs have medical facilities which include hospitals/health centers within 3 km distance, an on-call doctor linked to the hostel and/or hostel residents who are doctors or nurses while 12% hostels did not have any such facilities. The inmates in those WWHs which have medical facilities found them convenient and adequate.
- Gardens are present in most of the hostels.
- Group activities are undertaken in 71% of the WWHs. These include cultural programs conducted during festivals and annual hostel days, indoor games, arts and crafts and other group activities like tailoring, outdoor games and weekly cleanliness drives. Trainings are conducted in 38% of WWHs; these are provided free of cost and include yoga classes, martial arts sessions, computer training, stitching and crafts, sessions on administering first aid and counselling sessions.

### Are the inmates satisfied with various aspects of hostels like allotment of rooms, rules and regulations, timings, discipline, administrative staff behavior and competence, wardens, security etc?

- No major issues were reported in the room allotment process. 4% of all inmates) and 15% of all Wardens reported small issues with room allocation pertaining to preference for friends as roommates, preference for roommates from the same geographical region due to similar language and background, preference for roommates with the same food preference (veg/non veg), preference for rooms away from the bathroom
- 9.4% of the inmates reported that it was dangerous to commute when the bus/rickshaw stand is more than 2 kms located far away from the hostel. 12.5% reported that there was no security guard for the
hostel. Few cases of theft (9.4%) and eve teasing (1.3%) were reported but these were not frequent and immediate action was taken by the hostel authorities. Other issues such as lack of street lights were also reported by 1.6% of the inmates. While no major case of violence against the women has been reported, 8% of the respondents reported that they had faced issues such as conflicts between inmates and severe issues of eve teasing. 5% stated that the guards sometimes appointed failed to keep check on intrusion.

- Issues pertaining to rules and regulations, timings, discipline, administrative staff behavior and competence, wardens, etc have not been reported. Issues pertaining to rules and regulations, timings, discipline, administrative staff behavior and competence, wardens, etc have not been reported.

<table>
<thead>
<tr>
<th>What is the inmate's opinion about future plan of stay in the hostel like end of the period, end of the training, availability of better accommodation, transfer, till marriage, etc?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Majority of the inmates did not report a future plan of stay in the hostel. 8% of all inmates stay for the specified duration, 92% of all inmates leave before the specified duration. 41% leave due to personal reasons such as marriage or child birth (94% of which are working women and 6% are students) 39% receive job transfers to another location (all working women) and 16% leave due to other reasons such as completion of their course and 4% leave to move to a better accommodation.</td>
</tr>
<tr>
<td>Majority of the inmate respondents said that they have recommended the hostel to their friends, relatives and colleagues</td>
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<thead>
<tr>
<th>What is the opinion of staff and local community leaders about the functioning, infrastructure, administration and other facilities in working women’s hostels?</th>
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<tbody>
<tr>
<td>The staff and local community reported that overall functioning of majority of the hostels were satisfactory. In majority of the Districts other than Bangalore, economic considerations and higher safety levels were the main reasons for working women preferring the WWHs over other accommodation facilities</td>
</tr>
<tr>
<td>40% of the HMCs and community representatives reported that they felt that inmates staying in the WWHs should be provided additional facilities like internet facilities, security guards during night hours, air conditioners and coolers, water purifiers, solar water heaters, vehicles for use during emergencies, attached bathrooms, better quality of food, trainings and group activities. 60% of these HMCs and community representatives reported that renovation and better upkeep of rooms has to be undertaken to ensure better living conditions for working women.</td>
</tr>
</tbody>
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<thead>
<tr>
<th>What are the problems faced by the staff (mainly cleaners, caretakers watchmen etc.)?</th>
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<tbody>
<tr>
<td>Most staff did not report facing any major issues with running of the hostel. Some watchmen reported that they did not have a room to stay however the warden and IA reported that a room was under construction and would be ready shortly.</td>
</tr>
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<tr>
<th>What suggestions emerge to make the hostels better?</th>
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<tbody>
<tr>
<td>Specifications for operational performance should be mandated and clear indicators of measures should be set</td>
</tr>
<tr>
<td>Enrolment procedures should be well-defined and standardized</td>
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<tr>
<td>Constituting a WWH Monitoring Committee and ensuring stringent reporting and monitoring processes</td>
</tr>
<tr>
<td>Maintenance grants should be sanctioned by DWCD</td>
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<tr>
<td>The WWH should be made a signing point for Beat Police Officers</td>
</tr>
<tr>
<td>The provision for granting financial assistance under the Working Women’s Hostel Scheme to the educational institutions should be re-examined</td>
</tr>
<tr>
<td>Restrictions on availing hostel accommodation for longer duration should be waived off</td>
</tr>
</tbody>
</table>
- Awareness building and promotion activities should be undertaken
- Crucial security measures should be mandated
- Eligibility of hostel staff must be specified by DWCD
Evaluation Findings and Conclusions

The major evaluation findings which provide us insights into the economic, social and psychological impact of the WWHs on women are addressed in this section.

The study appreciates the peculiarities in the characteristics observed in the hostels in Bangalore district as against those in other Districts. We have attempted to distinctly measure the impact brought about by hostels in Bangalore vis-à-vis other Districts to avoid possible overstatement or understatement of the impacts and effects due to the inclusion of geography of Bangalore city in the overall analysis.

**Reasons for preference of WWHs over other alternatives:** The major reason for which WWHs are preferred in Bangalore is the economic advantage which these hostels have. Though paying guest facilities, private hostels and rented accommodation facilities are available in plenty in Bangalore, the WWH inmates especially those with incomes below INR 25000 per month found these hostels cheaper, more affordable and reasonable value for money. Other positives include location of most of the hostels in prime locations of the city and adequately safe and secure, with easy access.

In majority of the other Districts, the availability of very few alternative options for accommodation is the major reason behind working women preferring to stay at the WWHs. When compared to the few available privately-run paying guest facilities, the hostel charges are lesser. In towns like Mysore, Mangalore, Dharwad and Belgaum, though there are several alternatives available for accommodation, the working women prefer to stay in the WWHs because of economic considerations, higher safety levels due to better discipline and also the distance from the place of work.

**Psychological impact on inmates:** Yoga classes, counselling sessions and motivational sessions conducted in WWHs help to enhance the psychological well-being of the inmates.

**Place of domicile of WWH inmates:** In Bangalore, inmates from outside States are seen in WWHs operated by IAs like YWCA and AIWC which have pan-India presence and are generally perceived to be safe and well-maintained. However, in the remaining hostels which are run by IAs predominantly based out of Karnataka, the inmates are majorly from across different Districts within the State. In Districts other than Bangalore, the hostels majorly cater to inmates from neighboring Districts. Inmates from other States are found majorly in WWHs linked to Universities and educational institutes.

**Capacity utilization of hostels:** Capacity utilization is comparatively higher in WWHs in Bangalore when compared to other Districts due to its proximity to jobs and industry. Very few hostels face major issues with capacity utilization in spite of low room rents; this could be attributed to lesser room space, poor ventilation of rooms, inadequate infrastructural facilities, poor food quality, distance of hostel from workplace, etc. The capacity utilization of WWHs in Bangalore is approximately 81%.

In the remaining Districts, capacity utilization is 83% for hostels linked to Universities and 78% for those which are not linked to Universities. In townships, it is observed that while there is lesser demand for WWHs, there is preference for other private hostels and paying guest facilities; this could be due to higher freedom which inmates perceive in such facilities when compared to the discipline enforced in WWHs. There are instances where the demand for the WWH by working women could be low due to its distance from the town. An interesting example is the WWH run by Mangalore University which is far from the town, hence, has low demand among women whose work place is located in the town and further fails to attract working women from Infosys and other companies located nearby due to its strict rules w.r.t hostel entry and exit.

**Distance which inmates need to travel to reach their places of work or education:** In all Districts, for working women employed with a hospital or an educational institute run by the IA and for students, their place of work/education is situated within 1km from the hostel. For the other inmates, the average distance travelled ranges from 2km to 20km. In Bangalore, the availability of several WWHs presents inmates with options to choose the hostels which are closer to their work place.

**Impact of hostels on the social life of inmates:** Generally, inmates tend to make friends with their roommates and also other inmates who are from their own State. In hostels in which a food mess is not run, it is observed that inmates from the same State collaborate to share the responsibilities for preparing meals in the hostel kitchen. Due to the trainings and group activities held in some hostels, the inmates become friends and jointly undertake these activities even after the demonstration of the activities in the hostel is completed.
Inmates staying in dormitories tend to mingle faster with their dorm mates and hence make friends quickly when compared to their counterparts staying in single rooms or double rooms whose friend circles were restricted to their roommates and/or other hostel mates from the same work place or class. The diverse professional status (there are government employees, teachers, bank employees, court officials, nurses, sales girls, etc.) of working women in majority of the hostels positively impacts the social life of the hostel inmates.

Several working women reported that they do not prefer to mingle with students and preferred having separate recreation rooms and common lounges. In a few hostels, working women feel that students should be not be allowed to stay in the WWHs since these were originally meant to cater to the needs of working women only.

**Frequency at which inmates visit their home:** Inmates who have spent more than 2 years in the hostels share a special bonding and camaraderie with the Warden, other hostel staff and inmates and rated their hostel experience as a home away from home. After the initial 2-3 months which the inmates generally take to settle down in the hostel, the desire to frequently go home wanes as they make new friends in the hostel.

Most of the inmates visit home only during special family occasions and festivals. Working women who have a 5-day work schedule reported that they go home once or twice in a month. Students visit their home only during vacations or in case of illness.

**Perceived level of safety and security:** In majority of the hostels, it was reported that there were no safety or security concerns, and in comparison to the other hostels, these WWHs were considered safer. On the whole, inmates felt safe in these hostels due to provisions such as security guards, CCTVs establishing a good rapport with the police and local community that can assist during an emergency. No major cases of violence against the women have been reported.

**Overall level of satisfaction:** In Bangalore, most of the inmates are satisfied with the services they avail vis-a-vis rent paid, however many of them demand additional facilities at par with those offered by the paying guest facility providers and private hostels. In other Districts, majority of the inmates felt that the rent paid was quite low for the facilities provided and the quality of food provided in the hostels is good. Several of them feel that the hostels should be renovated and additional facilities should be provided to them.

Majority of the inmate respondents said that they have recommended the hostel to their friends, relatives and colleagues.

**Perception of hostel management towards running the hostels:** In Bangalore, running the WWHs is a social commitment for majority of the IA while few of them operate the hostels to accommodate students or employees of their institution. Running the hostels is one among the many ventures of all the IAs. In other Districts, majority of the IAs operate the hostels to accommodate students or employees of their institution or as part of social commitment. For a few of them, it is either a decent business proposition or they do not want to get out of the business coz they were traditionally into it. It is a one-off venture for all of them.
Study Findings

The study findings are presented under the following broad heads: (1) Construction of Working Women’s Hotels (2) Admission and Administration (3) Financial Assistance availed by Implementing Agencies (4) Facilities for working women (5) Facilities for children of working women (6) Facilities for staff of WWH (7) Reporting and Monitoring (8) Safety and Security (9) Fulfilment of conditions specified by the Government of Karnataka.

1. Setting up of Working Women’s Hostels

Built Up Area, Type and Number of Rooms

The built-up area of the sample WWHs ranges from 914 square feet to 80,000 sq feet. The average built-up area is 16,567.25 square feet.

Almost 18% WWHs had built-up area of 2.5 times of the total living area, nearly 45% had built-up area less than 2.5 times while approximately 8% had built up area more than 2.5 times the living area.

The average number of rooms for accommodation across all the hostels is 20. Majority of the rooms are two-seater (double sharing) rooms where the average number of rooms for accommodation is 38. The number of hostels which have accommodation rooms of different occupancy is presented in the graph below:

The number and type of rooms in each WWH is mentioned in Annexure 7.

33% of the sample WWHs constructed less than 25 rooms for accommodation and did not construct additional accommodation rooms later. The major reasons cited for this non-compliance are insufficient floor area of hostel building, insufficient funds for subsequent construction of rooms, low demand for accommodation facilities in the location, etc. 70% of the sample hostels had 25 or more rooms.

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6 Relevant documentation was not provided for the remaining 29% of sample hostels. These are (i) Institute of Education Trust Working Women’s Hostel, Mysore (ii) Shri Jagat Guru Siddheswara Cooperative Hospital and Research Centre’s Working Women’s Hostel, Belgaum (iii) Gulbarga University Hostel, Gulbarga (iv) Snehalaya, Davangere (v) Kuvempu University Hostel, Shimoga (vi) Sri Ramadevi Ayyathma Sangha Working Women’s Hostel, Madikeri (vii) Working Women’s Hostel, Mangalore University, Mangalore (viii) H.M.S. Working Women’s Hostel, Tumkur (ix) Janatha Shikshana Samithi Vidyagiri, Dharwad (x) Karnataka Vishesha Vidy Deeta Hostel, Dharwad (xi) Sri Sharada Kutira Working Women’s Hostel, Bangalore
Completion of Hostels and First Inmate’s Arrival

43% of the sample WWHs reported that the hostel construction was completed in 1.5-2 years while 38% were constructed in more than 2 years due to delay in receipt of funds, delayed mobilization of construction contractor, delay start of construction due to issues specific to NGO/Trust, etc. Due to the change in Management Body of 19% of the hostels, they were unable to provide the exact time taken by the authorities for completion of the construction activities.

<table>
<thead>
<tr>
<th>Percentage of Hostels</th>
<th>Time taken for construction of WWHs</th>
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<tbody>
<tr>
<td>17%</td>
<td>Less than 24 months</td>
</tr>
<tr>
<td>26%</td>
<td>24 months</td>
</tr>
<tr>
<td>38%</td>
<td>More than 24 months</td>
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</tbody>
</table>

While 50% of WWHs managed to get inmates immediately after the construction of the hostels, 40% took upto 6 months and 10% took more than a year to get inmates.

Land provided by Development Authorities/Corporations

Out of all the WWHs studied, nearly 93% are constructed on the land owned by the IA and 7% are constructed on public land taken on lease from the Government. The hostels which have procured government land on lease are as follows:

- Arathi – YWCA Working Women’s Hostel, Bangalore (Lease Period: 30 years)
- All India Women’s Conference Hostel, Bangalore (Lease Period: 30 years. Lease was renewed further for a period of 5 years)
- Loka Sundari Raman Working Women’s Hostel, Bangalore (Lease Period: 99 years)

Construction as per approved plan/Deviations to the plan

The IAs of all sample WWHs reported that the construction of the hostels has not deviated from the Plan approved by the Government.

However, in nearly 23% of the WWHs, it was reported that the present utilization of a few rooms differed from the utilization which was originally indicated in the Plan. 77% of the WWHs utilized the rooms as per the utilization purpose indicated in the construction plan.

Examples for present utilization of rooms differing from utilization indicated in Plan

- Conversion of dining hall to TV room
- Conversion of Day Care Centre to kitchen/library
- Utilization of a building or a few blocks/wings of the building to accommodate students or boys
The hostels which could not provide information related to time taken in construction of the building are (i) Sharada Working Women’s Hostel, Kumarswamy Layout, Bangalore (ii) Loka Sundari Raman Working Women’s Hostel, Bangalore, (iii) Kuvempu University Hostel, Shimoga (iv) Working Women’s Hostel, Mangalore University, Mangalore (v) H.M.S. Working Women’s Hostel, Tumkur (vi) Karnataka Vishwa Vidya Peeta Hostel, Dharwad

Display Board mentioning Funds availed from DWCD

67% of the sample WWHs have name-boards stating that they have received funds from the Department of Women and Child Development Department (DWCD) while 33% hostels did not have any such boards. In the remaining hostels which do not have display board, the reasons cited for such non-compliance are (i) removal of the board during renovation, painting, etc.; (ii) lack of awareness about the requirement for putting up the Board; and (iii) conflict in case of WWHs which accommodate only students

Assets bought out of Government Grants

The IAs and HMCs of all sample WWHs reported that the government grants were fully utilized for the construction of the hostel buildings and assets have not been purchased using these grants.

Over-run of construction costs

The IAs of 88% of the sample WWHs reported the grant money sanctioned was sufficient for completion of the hostel construction. In the remaining 12% of the hostels, it was reported that over-run of total construction costs had occurred. The hostel-wise details are as follows:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the WWH</th>
<th>Amount of Cost Over-Run (in INR)</th>
<th>Percentage of Cost Over-Run</th>
<th>Source of funds to meet the over-run costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arathi – YWCA Working Women’s Hostel, Bangalore</td>
<td>62,35,990</td>
<td>52%</td>
<td>Bank Loan</td>
</tr>
<tr>
<td>2</td>
<td>Veerashaiva Vidya Vardhaka Sangah Working Women’s Hostel, Bellary</td>
<td>21,71,000</td>
<td>48%</td>
<td>Contribution by the IA</td>
</tr>
<tr>
<td>3</td>
<td>Ladies Hostel Building, Agriculture University, Bijapur</td>
<td>71,000</td>
<td>3%</td>
<td>Funds from State Government/University</td>
</tr>
<tr>
<td>4</td>
<td>K.L.E. Society Working Women’s Hostel, Karwar</td>
<td>13,72,000</td>
<td>35%</td>
<td>Contribution by the IA</td>
</tr>
<tr>
<td>5</td>
<td>Karnataka People’s Education Society Working Women’s Hostel, Gulbarga</td>
<td>26,50,000</td>
<td>27%</td>
<td>Loan from Society</td>
</tr>
</tbody>
</table>

The reasons cited for cost over-run are (i) inaccurate cost estimates at the time of submission of project proposal (ii) prolonged construction period resulting in cost escalation (iii) non-receipt of funds from State DWCD in a timely manner. In the WWH run by KLE Education Society in Karwar, it was reported that grants from the State DWCD has not been sanctioned yet.

Implementing Agencies with contribution of more than 12.5%

The IAs who contributed more than 12.5% of construction costs attributed the higher contribution to wrong estimates or prolonged construction period leading to escalation of costs. The IAs whose contribution was greater than 12.5% are listed in the table below, along with the percentage of their total contribution.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Hostel</th>
<th>Total Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arathi – YWCA Working Women’s Hostel, Bangalore</td>
<td>14%</td>
</tr>
<tr>
<td>2</td>
<td>Sri Basaveshwara Vidya Vardhaka Sangha Working Women’s Hostel, Bagalkote</td>
<td>39%</td>
</tr>
<tr>
<td>3</td>
<td>Veerashaiva Vidya Vardhaka Sangah Working Women’s Hostel, Bellary</td>
<td>75%</td>
</tr>
<tr>
<td>4</td>
<td>V.M.S Sangha’s Working Women’s Hostel, Bagalkote</td>
<td>35%</td>
</tr>
<tr>
<td>5</td>
<td>Sri Siddhartha Working Women’s Hostel, Tumkur</td>
<td>56%</td>
</tr>
<tr>
<td>6</td>
<td>K.L.E. Society Working Women’s Hostel, Karwar</td>
<td>95%</td>
</tr>
</tbody>
</table>

9 In 2013, the funding pattern for these hostels was revised where of contribution of IA was made to 25% and central
governments share was 75%. However, since most of the hostels were constructed before 2013 and since the RFP also mentioned this as the parameter, hostels were evaluated based on the old guideline.

Details of originally conceived project costs, actual project costs and funds sanctioned under the scheme are provided in Annexure 5.

2. Admission and Administration

Admission

The enrolment process in the hostels can be broadly classified in 4 steps: Awareness, Enrolment, Allotment and Apportionment.

Step 1: Awareness generation

A majority of the inmates i.e. approximately 74% heard about the hostel through word of mouth from their friends, relatives or colleagues. 11% became aware through newspaper advertisements and 9% through local staff of NGOs and local offices and 6% heard about these hostels (such as Janatha Shikshana Samithi- Dharwad and Agriculture University-Raichur) from the noticeboard of DWCD and other Government Departments.
**Step 2: Enrolment Process**

The enrolment process varies significantly from hostel to hostel as no standard process has been prescribed. 84% of all inmates reported that they only had to submit an application form along with the necessary documentation. This was frequently found to be the case when the hostel was linked to a university and a majority of the inmates were either students or staff of the university. 11% had only an interview with the HMC and/or representatives of the Implementing Agency and 4% had both, an interview and had to submit a form and 1% followed a first come first serve basis without any interview or application form.

Over 60% of inmates stated that the time lag between submission of the application form and the admission decision was less than 15 days.

<table>
<thead>
<tr>
<th>Submission of Interview</th>
<th>Application Form &amp; interview</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>11%</td>
<td>4%</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time lag between submission of the application form and confirmation of the inmate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time lag</td>
</tr>
<tr>
<td>--------------------</td>
</tr>
<tr>
<td>Upto 15 days</td>
</tr>
<tr>
<td>16-30</td>
</tr>
<tr>
<td>31-60</td>
</tr>
<tr>
<td>&gt;60</td>
</tr>
</tbody>
</table>

However for 12% of the inmates the time lag was more than 60 days. According to the hostel warden and HMC this was attributed to the fact that all the inmates’ documentation was not in order and so several requests needed to be sent for the additional documentation hence the delay in acceptance. For 23% of the inmates, the time lag was 31-60 days and for the remaining 5% it was 16-30 days.

### Documents submitted at the time of admission

At the time of admission, several documents are collected from the inmates. The table below documents the same.

<table>
<thead>
<tr>
<th>Documents collected from inmates during the admission process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For Working Women</strong></td>
</tr>
<tr>
<td>• Appointment letter from place of employment</td>
</tr>
<tr>
<td>• PAN card</td>
</tr>
<tr>
<td>• Income certificate</td>
</tr>
<tr>
<td>• Photographs</td>
</tr>
<tr>
<td>• Proof of permanent address</td>
</tr>
<tr>
<td>• Residency certificate to ensure out of state status</td>
</tr>
<tr>
<td>• Undertaking from parents</td>
</tr>
</tbody>
</table>

Inmates in 19 of the sample hostels reported having submitted income certificates. Of these, inmates in 8 hostels submitted these certificates only once, at the time of joining and inmates in 11 hostels submit it on an annual basis.

### Security deposit charged by the hostel

67% of all hostels charged a security deposit or a caution deposit at the time of admission and the remaining 33% do not charge any deposit.
In the hostels that charged a deposit, the deposit was fully refundable in 93% of these hostels except in cases of damage to hostel property, discontinuing hostel stay without notice, pending payments, etc. 33% of cases of non-refund have been due to damage of hostel property, 17% due to leave without notice, 50% due to inmates not paying fees or any other charges outstanding to the hostel or if they left before the minimum duration.

The WWH run by Institute of Education Trust, Mysore had a non-refundable deposit and that run by Malnad Technical Education Society in Hassan had a partially refundable deposit.

In 82% of the hostels, the security deposit is a fixed charge that is common across all categories of rooms and inmates. In the remaining 18%, the security deposit is derived on factors such as room type and category of inmate.

The average security deposit charged is INR 3,843. The range of security deposit charged across the sample hostels has been tabulated below.

<table>
<thead>
<tr>
<th>Amount of Security Deposit</th>
<th>Number of Hostels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than INR 1000</td>
<td>4</td>
</tr>
<tr>
<td>INR 1001 to INR 5000</td>
<td>19</td>
</tr>
<tr>
<td>INR 5001 to INR 10000</td>
<td>2</td>
</tr>
<tr>
<td>Above INR 10000</td>
<td>2</td>
</tr>
</tbody>
</table>

Given the day to day costs of running and maintaining hostels, in some of the hostels where the security deposit is less than INR 1,000, the warden’s recommended increasing the value as currently in case a student defaults, the deposit is insufficient to cover the cost of rent/damages caused. They further reported that when the value was less, inmates made less efforts to pay for damages and abide by the hostel norms.
Step 3: Allotment of rooms

In 25% of the hostels, inmates were allowed to choose their room at the time of admission. However in 48% of the hostels, the warden allocated the rooms and in 4% of the hostels, rooms were allocated by representatives of the implementing agency. In 17% of the hostels, rooms were allocated as per the availability or on a first come first serve basis. In 4% of the hostels, women with higher income were required to take rooms with higher rent and in the remaining 2%, women with physical disabilities or other genuine difficulties are allotted suitable rooms and the remaining rooms were then allocated to the other inmates. No major issues were reported in the room allotment process. 4% of all inmates (the remaining 96% had no issues) and 15% (the remaining 85% had no issues) of all Wardens reported small issues with room allocation.

<table>
<thead>
<tr>
<th>Mechanism for allotment of rooms to inmates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decided by IA</td>
</tr>
<tr>
<td>4%</td>
</tr>
</tbody>
</table>

Issues in room allotment

- Inmates would prefer having friends as room mates and, so, may sometimes cause issues in room allotment
- Inmates prefer having roommates from the same geographical region due to similar language and background
- Inmates prefer roommates with the same food preference (veg/non veg)
- Most inmates prefer rooms away from the bathrooms and so allocation becomes difficult

At the time of room allotment, a rule book is provided in 24 hostels, in the remaining hostels, the rules are either conveyed verbally or are displayed on the notice board. Kasturba Sadanand-Chikmagulur, Kuvempu University-Shimoga, Eshwarananda Mahila Seva Ashrama Society-Mangalore, Mangalore University and Manipal Academy impose a penalty on inmates for not abiding by the rules.

Intake and occupancy

The average intake capacity of the sample hostels is 110 inmates. The smallest hostel has an intake capacity of 25 and the largest has a capacity of 320.

However, as of the date of evaluation, a majority of the hostels had occupancy of less than 100. This can be partially attributed to the fact that most hostels do not have a high demand from working women and as a result, a number of their rooms are empty. A detailed table is available in Annexure 9.

<table>
<thead>
<tr>
<th>Intake Capacity</th>
<th>Number of Hostels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 100</td>
<td>23</td>
</tr>
<tr>
<td>101-200</td>
<td>14</td>
</tr>
<tr>
<td>201-300</td>
<td>4</td>
</tr>
<tr>
<td>More than 300</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupancy</th>
<th>Number of Hostels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 100</td>
<td>32</td>
</tr>
<tr>
<td>101-200</td>
<td>7</td>
</tr>
<tr>
<td>201-300</td>
<td>3</td>
</tr>
<tr>
<td>More than 300</td>
<td>0</td>
</tr>
</tbody>
</table>

As per the guidelines, trainees should not occupy more than 30% of the total capacity the hostel. However, during our visits, it was found that 40% of the hostels had a student intake of more than 30%. However most of these were hostels located within Universities where adequate numbers of working women are not available. The remaining 60% abided with the guidelines.

Capacity utilization is approximately 78% in hostels that are not linked to Universities. However, for hostels that are linked to Universities, the capacity utilization is slightly higher at 83%. Moreover, capacity utilization is higher in the WWH in Bangalore (~81%) when compared to other districts due to its proximity to jobs and industry.

Monthly income and professional status of inmates

18 hostels reported having inmates with incomes above the specified limit. It was found that on
average, 8 inmates in each hostel have incomes over the specified limit (INR 25,000 per month in non-metros and INR 30,000 per month in metros as specified in the guidelines which were in use during the time of conducting evaluation). Of these, 9 hostels require inmates with incomes above the specified limit to seek approval.

<table>
<thead>
<tr>
<th>Income per month</th>
<th>Percentage of Working Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than INR 10,000</td>
<td>52%</td>
</tr>
<tr>
<td>INR 10,000-INR 25,000</td>
<td>20%</td>
</tr>
<tr>
<td>Above INR 25,000</td>
<td>28%</td>
</tr>
</tbody>
</table>

Approval process for inmates with income above the specified limit

- Verbally request to warden: 12%
- Official letter to warden: 22%
- Permission from DWCD: 11%
- Stay on without approval: 44%

However, if we consider the revised income limit of INR 50,000 per month in metros and INR 35,000 per month in non-metros as specified in the recently notified scheme guidelines, 16 hostels have inmates with incomes above the specified limits. 52% of working women have a monthly income that is less than INR 10,000, 26% have a monthly income in the range of INR 10,000-35,000, 19% in the range of INR 35,000-50,000 and 3% have monthly incomes above INR 50,000.

Of the hostels that have an approval process, only Sri Basaveshwara Vidya Vardhaka Sangha has a process to seek permission from the DWCD. In 33% of WWHs, inmates submit a formal letter to the warden requesting permission and in 12% WWHs, inmates verbally request the warden for permission.

Of the hostels that abide by the guidelines, a majority of them especially in the urban areas reported that the hostel has to reject several potential inmates due to the income limits and, as a result, some of the hostel rooms were vacant. Moreover, several hostels were unaware that the limit had been revised from INR 15,000 pm to INR 25,000 pm in the previous guidelines.

With regard to the professional status of inmates, a majority (35%) of the working women were Government employees such as Court Officials and staff in the revenue department, DWCD, Education Department, DC office, Electricity Board. This was followed by non teaching staff in the university (25%), teachers (15%), bank employees (10%) and sales girls (5%). The remaining 10% of the working women were holding other jobs such as village accountant, medical technician and nurses.

Profession of working women

<table>
<thead>
<tr>
<th>Profession of working women</th>
<th>Percentage of Working women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teachers</td>
<td>15%</td>
</tr>
<tr>
<td>Bank Employees</td>
<td>10%</td>
</tr>
<tr>
<td>Government Officials</td>
<td>35%</td>
</tr>
<tr>
<td>Non-teaching staff at university</td>
<td>25%</td>
</tr>
<tr>
<td>Sales girls</td>
<td>5%</td>
</tr>
<tr>
<td>Others</td>
<td>10%</td>
</tr>
</tbody>
</table>
Reasons for Staying in the hostel

74% of the residents live in the hostels as they are residents of another town or city and 15% are residents of the same town/city but stay far away within the town/city and would otherwise have to commute long distances. 4% are destitute or orphans and 7% of the residents reported living in the hostels as they were employees of the university on which the hostel was located.

Average period of stay of inmates

During our visits, approximately 31% of all inmates had been staying for upto 2 years and 21% of the inmates' had been staying for 5 years or more as a majority of these inmates are research students and stay in the hostel for the entire duration of the research work with the university. While 23% of the inmates had been staying for upto 3 years, 17% for 4 years and 8% had been staying upto a year.

There is no significant difference between the duration of stay of working women and students.

As per the guidelines, inmates are allowed to stay in the hostel for 3 years however inmates in 15 hostels were found to be living in the hostels for more than 3 years. 42% of all inmates that stayed beyond 3 years sought the permission from the DWCD and the remaining 58% did not seek any permission from the DWCD. Of the 42% that sought permission approximately 85% were working women and the remaining 15% were students. For the 58% that did not seek permission from the DWCD, approximately 57% sought permission from the Implementing Agency (of which 78% were working women and 22% were students) and the remaining 43% (of which 83% were working women and 17% were students) sought permission from the HMC.

Overall, while 8% of all inmates stayed for the specified duration, 92% of all inmates leave before the specified duration. 41% leave due to personal reasons such as marriage or child birth (94% of which are working women and 6% are students), 39% receive job transfers to another location (all working women), 16% leave due to other reasons such as completion of their course and 4% leave to move to a better accommodation.
Step 4: Apportionment of rent and other charges

Fixing of room rents

In 27% of the hostels, the room rents were fixed as a percentage of the inmates’ income and in the remaining 73%, a fixed rent slab is followed for rooms of different capacities.

15% of the hostels revise their room rent annually depending on revised incomes of inmates and the remaining 85% have no regular basis for revision.

65% of all inmates interviewed reported that the rent paid was quite low for the facilities provided and 28% reported that it was reasonable and 7% reported that the rent was too high since the quality of the infrastructures in hostels was poor.

Fixing of food charges

In 53% of the hostels, a fixed amount is paid every month to the warden or the implementing agency. And in 26%, the charges were paid to the contractor who runs the mess. In the remaining 21%, a food mess is not operated so no separate charges for food are levied.

Fixing of water and electricity charges

In 40% of the hostels, the water and electricity charges are equally divided among all the inmates. In another 40%, charges are paid by the management. In 14%, fixed charges are levied irrespective of actual bill amount and in 6% of the hostels, inmates with higher income pay a greater share of the bill amount.

Maintenance Charges

The operational costs of hostels vary significantly. 36% of all hostels studied spend between INR 1000 and INR 3,000 per day, 32% spend between INR 3,001 and INR 6,000 per day, 28% spend less than INR 1000 per day and in the remaining 4%, INR 6000-9000 is spent per day.

In 24% of hostels, the rent collected from inmates is sufficient to cover the day-to-day functioning costs. However, in 76% of the hostels, the rent collected is not sufficient and other sources of funding are required to cover these costs; 85% of these hostels rely on funds from their implementing agency or university management to provide this additional funding while 15% rely on income received from fees from other programs conducted in the hostel.
Administrative policies

Guidelines for admission to the hostel

72% of the hostels studied had guidelines for admission. In the remaining 28%, there were no specific guidelines for admission to the hostel as the hostel comprised mainly students that were enrolled in the university/college linked to the hostel and the decision for admission is taken by the warden depending on the availability of space in the hostel.

Guidelines for admission to the day care

Of the sample hostels studied, there are operational Day Care Centres in only two hostels namely Arathi Working Women’s Hostel-YWCA Bangalore and Nittur Education Society-Bidar. These hostels had guidelines for admission to the day care.

In the Arathi Working Women’s Hostel-YWCA Bangalore, children from the general public are presently using the DCC. In the WWH run by Nittur Education Society, some working women have their children staying with them as there was no one else to take care of them. Hence, these women have been allotted double-sharing rooms. Neither of the hostels reported having inmates had sons who were above age 5 or daughters above age 18 and, thus, no special permission was required.

System of roll call

80% of the sample hostels followed a system of roll call. In the remaining 20%, attendance was taken either through a movement register signed by the inmates themselves or through a biometric machine. During our visits, it was noticed that approximately 88% of hostels maintained and regularly updated attendance registers; in the remaining 12%, the registers weren’t updated regularly.

Of the hostels that have a roll call process, 70% have it once a day in the evening and the remaining 30% have it twice a day—once in the morning after prayers and later in the evening before closing time. The time for the roll call in the evening begins at 6:30pm in some hostels and goes up to 10pm in other hostels. Inmates are allowed to stay out after closing time only with prior permission from either the warden or the IA. Similarly, in the morning, the roll call is taken between 7am and 9:30am.

Night outs are allowed in 90% of the hostels only with prior permission from either the warden or the IA. Students need a letter from their parents stating their approval of the same. In the remaining 10%, no night outs are allowed.

Visitor’s policy

Visitors (both male and female) are allowed in 93% of the hostels, however, they are only allowed to meet the inmates in the visitor’s room during the visiting hours. In the remaining 7%, no visitors are allowed.

While 64% of the hostels allow female guests (mothers or sisters of inmates only) to spend the night in the hostel with prior permission from the warden and donot permit male guests to stay over, 36% do not permit female guests either.

Staff Appointed in Working Women’s Hostels

Full time staff appointed

The main full time staff appointed in the sample hostels includes Office Clerk, Warden, Superintendent, Accountant, Watchmen, Peon and Sweeper. In addition, other full-time staff includes cooks, helpers and cleaning staff. Some hostels have also appointed part-time staff such as gardeners, electricians and plumbers. The table below shows the number and type of full time staff positions appointed by the various hostels.
In the 2 hostels where day care centres are available, caretakers (1 each) have been appointed. It was observed that in hostels where the proportion of students was more than working women, the number of full time staff appointed was higher.

In hostels where more than 67% of all inmates were students, approximately 8 permanent staff was appointed when compared to hostels where less than 33% of all inmates were students when approximately 5 staff were appointed. This can partially be attributed to the fact that the Implementing Agency reports that students require more oversight than working women.

**Appointment of warden**

Approximately 62% of all wardens were recruited by the implementing agency exclusively for the position of hostel warden. 38% were existing staff members of the implementing agency. This was observed where the hostel was linked to a University or College as the warden was a university professor/lecturer who had been given dual charge as the hostel warden.

Out of all the hostels visited, 2 hostels did not have a warden appointed at the time of the visits (though the position of warden was sanctioned in these hostels). In both the hostels, the wardens had resigned in the previous month due to personal issues like health problems.

A number of students and wardens themselves recommended that it is more useful to have a dedicated warden as she has to undertake a lot of responsibilities which, is difficult to discharge both the duties.

Of the 62% of the hostels where the warden was recruited by the implementing agency especially for the position, 60% had a formal interview with the IA members after which they were appointed to the position of warden. The remaining 40% were appointed due to their personal relationship with a member of the Implementing Agency.

**Prior experience of warden**

Of all the wardens interviewed, 7.5% had more than 10 years of experience as warden before joining the working women hostel. More than 57.5% had no prior experience as warden while 30% had 0-5 years and 5% had 5-10 years of experience.
Additionally, 12% of all wardens received some type of formal training and orientation before they took charge at the Working Women’s Hostel. The remaining 88% did not receive any formal training but did receive a hand-over from the earlier warden and were familiarized with the responsibilities before they took charge.

**Issues reported by the Staff**

Most staff did not report facing any major issues with running of the hostel. Some watchmen reported that they did not have a room to stay, however, the warden and IA reported that a room was under construction and would be ready shortly. Other issues, if any, were first raised to the warden and if still not resolved, it was reported to the HMC or IA and resolved at the earliest.

**Hostel Management Committee**

**Composition of HMC**

While 30% of the sample hotels had no HMC, 70% of had a functional HMC. The composition of the HMC varied but broadly comprised members from the Implementing Agency, Wardens, other hostel staff, inmates, social workers, etc.

In 45% of the hostels, the HMC consisted of only officials from the Implementing Agency (IA). Whereas in 31% of the hostels, the HMC included IA officials and warden; and in 24% of the hostels, IA officials, warden and other representatives from the residents, hostel staff, social workers, etc comprised the HMC.

It was reported that 53% of these HMC interact with hostel inmates on a quarterly basis when compared to 36% that interact on a monthly basis. 11% meet the hostel inmates annually.

33% of all hostels reported having an operation manual that details out the role and responsibilities of each of the HMC members. In the remaining 43% of the hostels visited that did not have a manual, responsibilities were either:

- Undertaken collectively
- Assigned to each member based on their skills
- Managed by the secretary who requests help from other members as required
- Undertaken on a voluntary basis by member with the general consensus of the HMC

**Need to modify the constitution of HMC**

On average, most HMCs have 8 members of which, 4 are male and 4 are female. Approximately 72% of all inmates agreed that there was no requirement to modify the composition of the HMC. However, 28% reported that it might be more beneficial if more female members were included.

**Role of the HMC across various activities**

<table>
<thead>
<tr>
<th>Function</th>
<th>Role of HMC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scrutiny of applications</td>
<td>• Final verification and approval of inmates&lt;br&gt;• Interview (if any) of prospective inmates</td>
</tr>
<tr>
<td>Ensuring adherence to norms</td>
<td>• Ensuring quality of infrastructure is as per the guidelines&lt;br&gt;• Ensuring admissions are conducted as per the guideline</td>
</tr>
<tr>
<td>Selection of administrative and other staff</td>
<td>• Recruitment of hostel staff&lt;br&gt;• Interview and final approval of all staff</td>
</tr>
<tr>
<td>Inspection of hostel</td>
<td>• Regular visits (monthly or quarterly as per the norm) to ensure cleanliness&lt;br&gt;• Surprise checks on food quality&lt;br&gt;• Regular checks of the attendance register</td>
</tr>
<tr>
<td>Meeting maintenance cost</td>
<td>• Overall responsibility of the hostel maintenance&lt;br&gt;• Facilitating provision of additional funds to cover maintenance</td>
</tr>
</tbody>
</table>

---

10 In 24% of hostels, the respondents were not sure if an operation manual has been developed
<table>
<thead>
<tr>
<th>Function</th>
<th>Role of HMC</th>
</tr>
</thead>
</table>
| **Grievance redressal of hostel inmates** | • Acting as second level of redressal (after the warden)  
  • Resolves any complaints relating to the warden or other hostel staff |
| **Grievance redressal of hostel staff** | • Acting as first level of redressal  
  • Resolves issues relating to inmates that the warden is unable to resolve |
| **Overall Management**          | • Maintenance of records relating to finance and administration of the hostel  
  • Managing the expenses of the hostel  
  • Preparation of QPRs |

### Grievance redressal

#### Grievance redressal mechanism

Separate grievance redressal committees are reported to have been formed in 12% of the sample hostels. The composition of the committee is included alongside.

In the remaining 88% of the hostels, there is no formal grievance redressal committee; in **64% of these hostels, the inmates reported approaching the warden** with any grievances whereas, in **20% of the hostels, the IAs were approached**. In 14%, other officials such as the hostel manager or superintendent were approached and, in 2%, a hostel resident was approached.

**Grievances usually reported by inmates**

37% of the inmates reported facing issues with the quantity and quality of the food provided. Whereas 22% reported that too few facilities were provided, 27% reported altercations between inmates and the remaining 14% reported unreasonable food/electricity/rent charges.
3. Financial Assistance availed by IAs

Funds utilized for Maintenance & Parallel Fund Flow

None of the hostels have availed maintenance grants from the Government. The WWH run by KLE Society, Karwar reported that it applied for a maintenance grant but has not received any.

Out of all the hostels studied, 26% hosts managed the maintenance expenditure from the rent received from the inmates, while nearly 74% of the hostels manage it through the funds from their Implementing Agency or through other parallel income sources like rent obtained through let-out of other infrastructural facilities like common hall, rent paid by participants of the institution’s additional academic programs.

The average amount of funds required for monthly maintenance comes to around INR 798/- per inmate per month and INR 64,015/- per hostel per month. The table below shows the details of the maintenance costs of the sample WWHs:

<table>
<thead>
<tr>
<th>Monthly Maintenance Cost (INR)</th>
<th>Number of Hostels(^1)</th>
<th>Number of years of existence (Average)</th>
<th>Inmate Strength (Average)</th>
<th>Type of Implementing Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;= 10,000</td>
<td>8</td>
<td>19</td>
<td>73</td>
<td>Society, Trust, University</td>
</tr>
<tr>
<td>10,001 – 20,000</td>
<td>4</td>
<td>34</td>
<td>44</td>
<td>Society, University</td>
</tr>
<tr>
<td>20,001 – 30,000</td>
<td>3</td>
<td>29</td>
<td>74</td>
<td>Society, Trust</td>
</tr>
<tr>
<td>30,001 – 40,000</td>
<td>3</td>
<td>19</td>
<td>99</td>
<td>Society, Trust, Association</td>
</tr>
<tr>
<td>40,001 – 50,000</td>
<td>7</td>
<td>21</td>
<td>55</td>
<td>Society, Trust, University</td>
</tr>
<tr>
<td>50,001 – 1,00,000</td>
<td>1</td>
<td>17</td>
<td>107</td>
<td>Trust</td>
</tr>
<tr>
<td>1,00,001 – 2,00,000</td>
<td>6</td>
<td>19</td>
<td>122</td>
<td>Society, Trust, University</td>
</tr>
<tr>
<td>2,00,001 &lt;</td>
<td>1</td>
<td>15</td>
<td>151</td>
<td>University</td>
</tr>
</tbody>
</table>

It is observed that, on an average, the maintenance costs increases as the number of inmates increases.

\(^1\) 9 sample WWHs did not provide information on maintenance costs
4. Facilities available for working women

The adequacy and suitability of rooms, furniture, fixtures, water, electricity, facilities for group activities and training, medical facilities and transport facilities are examined in this section.

Room Facilities

The rooms which are generally available in WWHs are (1) common lounges which are majorly used as recreation rooms, (2) kitchens and store rooms, (3) dining halls, (4) reading rooms, (5) canteen or a pantry and (6) visitor rooms. The ‘libraries’ in WWHs are mostly small-size collections of books and magazines placed on shelves or within small cupboards in the common room or in the reading room.

<table>
<thead>
<tr>
<th>Room Facility</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common room</td>
<td>80%</td>
</tr>
<tr>
<td>Visitors lounge</td>
<td>64%</td>
</tr>
<tr>
<td>Dining hall</td>
<td>83%</td>
</tr>
<tr>
<td>Kitchen</td>
<td>86%</td>
</tr>
<tr>
<td>Store room</td>
<td>93%</td>
</tr>
<tr>
<td>Pantry</td>
<td>10%</td>
</tr>
<tr>
<td>Reading room</td>
<td>50%</td>
</tr>
<tr>
<td>Library</td>
<td>40%</td>
</tr>
</tbody>
</table>

Common Room

- **80% of the sample WWHs has a common room**: the working women felt that it is sufficient to meet their requirements. An exception is the WWH attached to the Agriculture University in Raichur where the working women residents mentioned that the size of the common room is insufficient to accommodate large number of inmates. The common rooms generally have televisions, indoor games like caroms or newspapers, etc.

- **20% of sample WWHs do not have a common room**: these are situated in Bagalkote, Belgaum, Bidar, Chitradurga and Dharwad. In these hostels, majority of the working women mentioned that the non-availability of a common room does not cause any inconvenience to them because they do not feel the need to utilize such a facility.

Dining Hall

- **Dining hall facilities are available in 83% of sample WWHs**: these were reported as adequate and sufficient by the working women. In the WWH in Nittur Education Society in Bidar, inmates suggested that the Management should ensure that the dining rooms are regularly cleaned and well-maintained. **75% of the working women mentioned that the food provided at the food mess is of good quality.**

- In the remaining 17% of sample WWHs which do not have a dining hall, **the lack of space, deviations from the approved construction plan and presence of arrangements to avail dining room facilities in adjacent hostels were cited as reasons for not constructing a dining hall in the hostel.** In most of these WWHs, the working women mentioned that they found it difficult to have their meals in their bedrooms or in the common rooms which have limited space.
the WWH run by Vanitha Samaj in Davengere, a food mess which was initially operated was stopped later because the inmates couldn’t arrive at a consensus regarding the day-specific food menu and subsequently, the dining room was converted to a TV room.

**Kitchen and Store Room**

- **86% of the sample WWHs have a kitchen and store room facilities.** The working women majorly found these facilities sufficient; in WWHs run by SJM Vidya Peeta in Chitradurga and Vijaya Mahantesh Vidya Vardhaka Sangha in Bagalkote, they felt that kitchen needs to be more spacious and requires regular cleaning and maintenance.

- In the remaining 14% of sample WWHs, there are no kitchen and store room facilities. The working women residing in these hostels remarked that a kitchen should be set up to enable them to operate a food mess or cook their own meals.

- **Inmates in 40% of the hostels studied can cook their own meals** in the main kitchen or in separate kitchens set up specifically for them. In some hostels, they are allowed to cook in their rooms. In the remaining 60% of the hostels studied, there are facilities for inmates to cook their own meals.

**Library**

- In WWHs with libraries, working women found the book and magazine collections sufficient in number and adequate in assortment.

- In WWHs without libraries, while majority of the working women inmates felt that a library should be set up, a few of them in some of the WWHs in Bangalore mentioned that there is no requirement for such facilities for working women.

**Reading Room**

- **50% of the sample WWHs have reading room facilities which were reported as sufficient** except in Mahila Vidya Peeta in Dharwad where it was felt that the reading room is not sufficiently spacious.

- In the remaining 50% WWHs without a reading room, the working women felt that the hostels should set up this facility and it would better if students and working women could utilize separate reading rooms.

**Visitors Room**

- **A visitor’s room or a waiting lounge is available in 64% of the sample WWHs.** The working women found the facilities adequate except in the WWH run by Vanitha Samaj in Dharwad where they felt that the facility is not sufficiently spacious.

- In the remaining 36% of WWHs without visitors lounges, the working women reported that it is a huge inconvenience when their parents and other visitors have to remain standing outside the hostel and hence a visitors room is much required.

**Pantry**

- **4 WWHs have an in-house canteen or a pantry**- (i) Institute of Education Trust, Mysore (ii) Gulbarga University, Gulbarga (iii) Janatha Shikshana Samithi, Dharwad (iv) KLE Society, Karwar. The working women in these hostels found the facility adequate.
In the WWHs which do not have a canteen, the Wardens reported that a canteen is not required since the mess facility is sufficient; however, while working women in 87% of such WWHs felt the same, those in 13% of the WWHs felt that they require a good canteen.

### Adequacy of Bathrooms and Latrines

A total of 81% of sample WWHs have sufficient number of bathrooms and latrines. 33% have 1 available for 6-8 inmates, 31% have 1 available for 4-6 inmates and 17% have 1 available for less than 4 inmates. 19% have 1 for more than 8 inmates.

10% of the hostels have attached bathrooms and latrines in some or all of their accommodation rooms.

The major issues pertaining to upkeep of bathrooms are poor maintenance, lack of cleanliness, old and leaking fixtures, absence of electrical connections and inadequate number of bathrooms and latrines. The WWHs with poor ventilation in the bathrooms and latrines are located in Bagalkote, Belgaum, Mandya, Dharwad and Chitradurga districts.

Though all the IAs and Wardens reported that leakages in the bathrooms are promptly repaired, the inmates in 57% of the sample hostels reported that leaking fixtures were very common in the bathrooms and latrines.

### Availability of furniture and fixtures in the WWH

The furniture and fixtures which are generally provided in the rooms for accommodation are cots, mattresses, tables, chairs, fans, lights and lockable cupboards.

- Bed cots are provided in all the sample WWHs. In 12% of these hostels, the inmates reported that the cots were not sufficient in number, were unclean and of poor quality. In the remaining 88% of these hostels, the inmates were satisfied with the quality of the bed cots.
Mattresses are provided to the inmates in 52% of the sample hostels while inmates in the remaining 48% sample hostels had to arrange for their own mattresses. Working women in 95% of those hostels in which mattresses are provided reported that the mattresses were adequate in quality and quantity while those in the remaining 5% hostels reported that mattresses were insufficient in number.

In 86% of sample WWHs, tables are provided in the bedrooms whereas in the remaining 14%, tables are not provided in the rooms for accommodation. Out of the sample hostels which provide tables, working women in 31% of the hostels reported that the number of tables is insufficient for their use. The WWHs which do not provide tables in the bedrooms are located in Tumkur, Mandya, Chitradurga, Dharwad, Belgaum and Bidar; in these hostels, inmates have to use the tables in the common rooms and lounges.

Majority of the working women in the sample hostels which provide chairs mentioned that the number of chairs is adequate. In few of the WWHs situated in Bagalkote, Bidar, Mandya, Raichur and Dharwad, it was reported that the chairs were insufficient in number and are available only in some of the rooms. The WWHs in which chairs are not provided to the inmates are located in Belgaum and Tumkur.

In 90% of the sample hostels which have fans, the working women reported that the facility is adequate; in the remaining 10%, it was reported that the fans were not functional, the fan speed was inadequate or the number of fans provided in each room was inadequate. 3 WWHs do not provide fans in any accommodation rooms; these are located in Madekeri and Dharwad. In the WWH run by Sri Ramadevi Adyathma Sangha in Madekeri, the Warden and the inmates mentioned that fans are not required since the climate is cool throughout the year. In the WWH linked to the Karnataka Vishwa Vidya Peeta in Dharwad, the Warden reported that table fans shall be set up soon.

Air-conditioners are not available in any of the sample hostels. A few working women in some of the WWHs in Dharwad, Belgaum and Bangalore remarked that air conditioners should be installed in their hostels.

Lights have been provided in all the sample hostels. In 93% of the hostels, the lights were reported to adequate in number and in good working condition.

Among the sample hostels in which lockable cupboards are available, working women in 73% of the hostels were satisfied with the facility. In a few hostels in Chitradurga, Gadag, Dharwad, Bangalore and Belgaum, it was reported that the cupboards were insufficient in size and number and the inmates had to sometimes share the cupboards. In the WWHs in which lockable cupboards are not available, the working women emphasized that this facility should be provided to them to ensure the safety of their belongings.

Availability of communication facilities

Telephone with STD facility is provided in 45% of the WWHs. The working women reported that since they could use their personal cell phones, they did not require a landline phone with STD facility. Hence, even if telephones with STD facility are available in the hostel, these are rarely utilized.

Fax facilities are available in 17% of the sample WWHs. It was reported that fax facilities are not required in the WWHs. In case of emergencies, the fax facilities in the

<table>
<thead>
<tr>
<th>Availability of communication facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone with STD facility</td>
</tr>
<tr>
<td>Internet</td>
</tr>
<tr>
<td>Television</td>
</tr>
<tr>
<td>Fax</td>
</tr>
</tbody>
</table>
hospital or educational institute to which the WWH is linked can be availed.

Internet facilities are available in 29% of the sample WWHs. Working women inmates residing in WWHs run by Malnad Technical Education Society in Hassan, YWCA in Bangalore, Agriculture University in Raichur, Nittur Education Society in Bidar and Kuvempu University in Shimoga are able to utilize Wi-Fi facilities provided by the IA; in the other hostels with internet facility, the inmates have to use the internet connection available in the office room of the hostel. In the WWHs without internet, the working women in 77% of such hostels mentioned that providing internet facilities would be beneficial while working women in the remaining 23% of such WWHs remarked that they use their personal internet connection on their phones and hence did not require additional Wi-Fi facilities.

Out of the 71% WWHs which have a television, the inmates in 7% of such hostels reported that they were not able to use it because it was not working or because the hostel staff wouldn’t permit them to view programs of their choice; in the remaining 93% WWHs, the working women reported that they were satisfied with the facility. In the 29% of the sample WWHs which do not have a television, the working women suggested that the IA should provide one.

**Water Supply**

76% of the sample WWHs have all-year round regular water supply while the remaining 24% face water shortage in few months especially during summers. It was reported that, in case of water shortage, the IA purchases water to be supplied to the hostel.

2 WWHs located in Bidar and Bellary have highly irregular water supply throughout the year due to water shortage issues specific to these Districts.

The daily duration for which water is available in the bathrooms and latrines varies across hostels. In WWHs in which water is not available for 24 hours in all the bathrooms and latrines, inmates can use water in the rooms for a fixed time slot in the day. Outside this time slot, they are required to go to the ground floor to fetch water from taps or wells in which water would be available.

90% of the WWHs have centralized water boilers and solar heaters for water heating purposes.
**Electricity**

Electricity is available throughout the day in 69% of the sample WWHs. Power cuts are common in 14% of the WWHs without a back-up supply for electricity and also in WWHs in which a UPS is available but is dysfunctional. The WWHs in which there is no back-up facility are located in Bangalore, Bangalore, Bagalkote, Bidar, Bijapur, Dharwad, Gadag, Gulbarga, Raichur, Tumkur and Udupi. It was reported that the WWH run by Vanitha Samaj has a UPS but it is not functional.

A back-up power generator is available in 48% of the WWHs; the working women inmates reported that the facility is sufficient. Among the remaining WWHs which do not have a generator, the inmates in 32% of the WWHs reported that it is not required since UPS is available.

**Medical Facilities**

A total of 88% of the WWHs have medical facilities which include hospitals/health centers within 3 km distance, an on-call doctor linked to the hostel and/or hostel residents who are doctors or nurses. In the remaining 12% of the WWHs, the inmates pointed out that they have to travel a long distance to visit a hospital.

In majority of the hostels, the Wardens accompany sick inmates to the hospital especially during odd hours in the evening or night.
98% of the hostels have a medical store nearby; the medical store is usually within 1.5 km distance. 57% of the hostels have a well-equipped first-aid box.

**Transport Facilities**

In 79% of the sample WWHs, central bus terminals are located within a 5 km distance and other bus stops are located within walkable distance. In 14% of the sample WWHs, the central bus terminals are located at 5-10kms from the hostel. In the remaining 7% of the hostels studied in evaluation, working women reported that the bus commute is difficult because the nearest bus stop is far away from the hostel.

In 71% of the WWHs, the nearest railway station is located within 5 km distance. In all the hostels studied in evaluation, auto-rickshaws are commonly available within 1km distance. In case of WWHs which are located far away from town, auto-rickshaw stands are available outside the hospital or the university campus in which the hostels are located.

![Access to Transport Facilities in WWHs](chart)

**Market Place**

88% WWHs have a market place which is conveniently located close to the hostel. For the other hostels, the working women reported that it is inconvenient to visit the market place since the nearest market is more than 8 km away.

**Facilities for Trainings and Group Activities**

Group activities are undertaken in 71% of the WWHs. These include cultural programs conducted during festivals and annual hostel days, indoor games, arts and crafts and other group activities like tailoring, outdoor games and weekly cleanliness drives.

In 29% of hostels where group activities are not presently conducted, the reasons cited were lack of adequate space in the meeting room or common hall, lack of interest among inmates and...
inability of inmates to participate in these activities due to their work timings. In many of the WWHs linked to educational institutes, the Wardens mentioned that since students can participate in group activities arranged on the university campus, additional efforts to conduct activities for working women residing in the hostels are not taken.

Trainings are conducted in 38% of WWHs; these are provided free of cost and include yoga classes, martial arts sessions, computer training, stitching and crafts, sessions on administering first aid and counselling sessions. There are no paid trainings provided in any of the hostels.

**Provision of Additional facilities for inmates**

71% of the IAs reported that they felt the need to provision of additional facilities for the inmates while 29% felt that the existing facilities are sufficient.

53% felt that appliances like air conditioners and coolers, water purifiers, solar water heaters, washing machines, televisions, refrigerators and generators should be made available for use by the inmates; 37% reported that rooms with gym facilities, reading rooms, special guest rooms and rooms with attached bathrooms should be constructed in the WWHs and 20% felt that the existing facilities could be renovated and refurbished to increase the comfort of the inmates and suggested that maintenance grants from the government could be utilized for this purpose.

40% of the HMCs and community representatives reported that they felt that inmates staying in the WWHs should be provided additional facilities like internet facilities, security guards during night hours, air conditioners and coolers, water purifiers, solar water heaters, vehicles for use during emergencies, attached bathrooms, better quality of food, trainings and group activities. 60% of these HMCs and community representatives reported that renovation and better upkeep of rooms has to be undertaken to ensure better living conditions for working women.

**Painting of WWH**

80% of the WWHs were painted in the last 5 years.

<table>
<thead>
<tr>
<th>Time frame (years)</th>
<th>% of WWHs painted during the time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-15</td>
<td>80%</td>
</tr>
<tr>
<td>2005-10</td>
<td>10%</td>
</tr>
<tr>
<td>2000-05</td>
<td>7.5%</td>
</tr>
<tr>
<td>Before 2000</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

**Sharing of facilities with other facilities**

52% of the sample-WWHs have provision to share facilities with hostels and other campus facilities existing nearby. These include use of mess halls, services of on-call doctors, internet Wi-Fi networks, canteen, recreational facilities and common halls.
5. **Facilities for staff of WWHs**

**Accommodation for Warden**

Among the 40 hostels which have wardens, 72% **hostels have accommodation facilities for wardens**; these are single rooms or double sharing rooms. In the remaining 28%, wardens were **not staying in the hostel due to personal reasons, house of the warden being nearby, warden stays in the same campus, etc.**

**Accommodation for Watchman**

Out of the 35 hostels which had a watchman/security, 45% **provided for room for the watchman while the remaining 55% hostels did not have any accommodation for the watchman/security.** The reasons cited for by almost all of the hostels was that the watchman worked in shifts and did not require any room/accommodation.
6. Facilities for children of working women

In the WWH run by Nittur Education Society in Bidar, the working women who have their children staying with them have been provided accommodation in double-sharing rooms.

5% of the sample-WWHs have a functional and operational Day Care Center. The beneficiaries, fees charged and facilities available in these WWHs are mentioned in the table given below:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Sample WWH which have a fully operational DCC</th>
<th>Beneficiaries and Fees for the DCC</th>
<th>Facilities available at the DCC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arathi WWH of YWCA, Bangalore</td>
<td>• The DCC is open to both children of hostel inmates and the general public • Currently, 60 children of general public are enrolled in the DCC. None of the hostel inmates have children staying in the WWH • The public are not charged for utilising the DCC</td>
<td>• A separate caretaker appointed by YWCA • A clean and ventilated hall • Play materials and games • Reading materials</td>
</tr>
<tr>
<td>2</td>
<td>Nittur Education Society WWH, Bidar</td>
<td>• The DCC is open to only children of hostel inmates • 6 children aged between 3 and 6 years are presently enrolled in the DCC • The working women do not have to pay additional charges for utilising the DCC for their children</td>
<td>• A separate caretaker appointed by the inmates whose children are enrolled in the DCC • Adequate and safe play area outside the centre • Play materials and games • Reading materials</td>
</tr>
</tbody>
</table>

The working women inmates whose children are enrolled in the DCC reported that though they were satisfied with the facilities provided, the IA could appoint a teacher for the DCC and could also arrange for snacks to be provided to the children. Presently, they have hired a caretaker to look after their children in the DCC.

In the 4 WWHs run by Basava Samithi in Bangalore, Gulbarga University in Raichur, Vanitha Samaj in Davengere and Shri Jagat Guru Siddheswara Cooperative Hospital and Research Centre in Belgaum, the Day Care Centers are not functional; these constitute 10% of the sample WWHs. Though rooms were originally constructed for housing these Centers, these remained unutilized because none of the hostel residents had children staying with them. In the WWHs run by Gulbarga University in Raichur and Vanitha Samaj in Davengere, these rooms have been converted into a library and a make-shift arrangement for an area for inmates to cook their own meals respectively.
7. Safety and Security

Safety and Security issues faced by hostel inmates

Most hostels have taken several efforts to ensure the safety and security of their inmates. While approximately **88% of the inmates reported feeling safe** in the hostel premises and commuting to and from the hostel, **12% reported facing some safety issues.**

Of the 12% who reported safety and security issues, **65.5% reported that the hostel was located in an unsafe location** as it was quite isolated and located away from the main road and **9.4% of the inmates reported that it was dangerous to commute** when the bus/rickshaw stand is not close to the hostel. **12.5% reported that there was no security guard** for the hostel. A few cases of **theft (9.4%) and eve teasing (1.3%)** were reported but these were **not frequent and immediate action was taken by the hostel authorities.** Other issues such as **lack of street lights were also reported by 1.9% of the inmates.** During the visits to these hostels it was also observed that **some hostels (HMS working Womens hostel, Tumkur) did not have a compound wall.**

Suggestions to increase the safety include the provision for more street lights, an extra security

![Safety and security issues faced by hostel inmates](image)

guard to escort the girls from the bus stand to the hostel if the bus stand is located very far away from the hostel. Students also reported that the presence of a compound wall (where absent) would also improve security.

While **no major case of violence against the women has been reported,** 8% of the respondents reported that they had faced issues such as conflicts between inmates and severe issues of eve teasing. However, the hostel authorities sought police intervention after which such incidences have reduced. The remaining 92% did not report any issues.

**Measures taken to mitigate the safety and security concerns**

In response to the safety issues faced by the inmates, hostel authorities have taken security measures such as installation of CCTVs, appointment of full time security guards, establishing a good rapport with the police and local community that can assist during an emergency.

Over **75% of the inmates stated that the hostel authorities have established a good rapport with the police. 48% of hostels have CCTVs installed.** The Mangalore University hostel has installed a biometric machine to track students and staff. **90% of the inmates stated that their hostels relied mainly on security guards** to ensure their safety and security. Further all hostels reported being within 2 kms of a Police Station thus adding to the safety and security of the inmates.
Of the hostels that relied mainly on security guards, **23% have 1 guard** who is available in the night. There is no guard during the day. **35% reported appointing 2 guards** (Day and night). A majority of the hostels **(33%) reported appointing upto 3 guards** (1 during the day and 2 at night) to ensure the safety of the hostel. In cases were more than 1 guard was appointed, a lady guard was usually appointed for the day and a male guard for the night. 9% had more than 3 guards.

17% of the hostel authorities reported appointing ex-servicemen as their watchmen/security guards. While the remaining 83% did not appoint ex-servicemen.

In **54% of all hostels**, the security guards were appointed directly by the Implementing Agency, **38% had contracting arrangements with a security agency** and **8% appointed security guards with whom they had a personal relationship** such as a relative or family friend of member of the hostel committee or implementing agency.

While a majority **(89%) of the respondents faces no issues with the security guard**, 5% stated that the guards sometimes **appointed failed to keep check on intrusion** and 6% stated other reasons issues such as if the security guard has an issue with the agency they do not report for work and do not give any prior notice either. In such cases, the hostel authorities have to report the same to the agency.
8. Reporting and Monitoring

The responsibility of implementation and monitoring of the Working Women’s Hostels rests across a range of stakeholders at the State and District levels. Their roles and responsibilities as shared among the stakeholders are highlighted in the table below.

<table>
<thead>
<tr>
<th>Designation</th>
<th>Roles and Responsibilities</th>
</tr>
</thead>
</table>
| Deputy Director, State Level | • Undertaking administrative activities such as submitting reports to GoI, sanction orders etc  
                                • Monitoring and review of data sent from the District Officials but no physical inspection  
                                • Undertake the second level review of proposals received and submission of the same to GoI |
| Deputy Director, District level | • First level review of proposals received from various organizations and submission of the same to the State office  
                                       • Conducting inspection and monitoring visits to the hostels in the District  
                                       • Compiling the quarterly progress reports from all the Working Women’s Hostels in the District and forwarding the same to the State Department |
| Women Welfare Office, District level | • Conducting inspection and monitoring visits to the hostels in the District  
                                           • Compiling the quarterly progress reports from all the Working Women’s Hostels in the District and forwarding the same to the State Department |
| DWWC                          | • Resolve grievances of the Implementing Agencies                                           |

In addition, some deputy directors are also involved in the admission process as their approval is required before a candidate is admitted.

Thus, the two main components of the monitoring process are:
1. Conducting of inspection visits to the working women hostels
2. Submission of the quarterly progress reports from the hostel authorities to the District authorities

1. Inspection visits made to hostels

The main role of undertaking inspection visits is vested with the District authorities specifically, the Deputy Director and the Women Welfare Officer. In districts where there is District Women Welfare Committee (DWWC), the committee also makes visits and helps hostels resolve their grievances.

A. Inspection visits made by DWCD officials (Deputy Director and Womens Welfare Officer)

Approximately 70% of all District Officials interviewed have visited the hostels. Of these, a majority (46%) visits the hostels annually whereas 36% make quarterly visits. 7% each make bi-monthly and monthly visits and 4% make weekly visits.

During their visits, most officials use a standardized form to collect information. However, some officials stated that there is no standard format to record observations. A general note is prepared which is then shared with the hostel authorities. This is also recorded in the file at the District office and is sometimes (depending on the severity of the issues) shared with the State.

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12 Officials in Mandya, Bijapur, Bagalkote, Belgaum, Chitradurga, Gadag, Karwar, Udupi, Mysore and Raichur made visits
During these visits, the DD and women welfare officer assess the hostel across several parameters as mentioned in the scheme guidelines.

Parameters for assessment during Inspection Visits by District Officials

- The number of working women vis-à-vis students
- The quality and maintenance of the infrastructure
- The hygienic conditions
- Process of procurement of food and the quality of food
- Availability of sufficient staff
- Overall cleanliness
- Safety measures adopted
- Maintenance of records by reviewing the attendance registers

While **no formal mechanism to take actions against non-compliant hostels** was reported, most DWCD officials **send formal letters to the Implementing Agency** detailing out the issue. A **copy is also sent to the State Department**. If the IA doesn’t respond to the notice, the District officials reach out to the State for suggesting Directive. Furthermore, some officials are reluctant to visit these hostels due to the non-cooperation from the hostel authorities.

**No formal financial monitoring was reported as being conducted after the completion of construction.** This can be attributed to the fact that no grants are provided (after the initial construction grant) and so most hostels are not cooperative about sharing financial data.

Penalties Charged

In some cases, penalties are also charged. While 87% have not charged any penalty, **13% of the hostels have been charged some penalty**. Of these, **40% of the hostels have been charged a penalty for non-adherence to specified rent amount** and **60% have been charged for other non-compliance with other guidelines** such as room facilities provided.

![Incidences of penalties](chart)

Some of the issues faced by District officials during these visits include lack of cooperation from the hostel as some hostel authorities are of the opinion that since the Government does not provide any maintenance grants, they are not required to report maintenance and administrative issues to them.

**B. Inspection visits made by DWWC officials**

Of the sample districts visited **only Belgaum reported having a DWWC** comprising the CDPO, District collector, Assistant Executive Engineer- PWD, District Social Welfare Officer, Superintendent of Police, District Legal Service Authority representative and Deputy Director. Visits were made occasionally on a need basis.

In some of the other districts there were **other committees** such as Vyasthapak Samiti (Chitradurga) which is a managing committee which includes chairman (DC), members from PWD, DWCD and hostel inmates and looks into the functioning of the hostels, a **Violence against Womens committee** (Gadag) and a **women harassment committee and a sexual harassment committee** (Karwar) that helps resolve issues of the hostel inmates and separate committee in Bijapur comprising the District Collector and the Deputy Director serves the same purpose.
C. Inspection visits made by IA officials

A majority of IAs (48%) visited the hostels on a weekly basis and 15% of the IAs visited the hostels on a daily basis. This was usually the case when the hostel was attached to the University and the members of the IA were faculty and staff from the University. 20% visited on a monthly basis and 5% each visited on a quarterly, 4% on a need basis and 3% each visited on a bi-monthly or fortnightly basis.

2. Preparation and submission of Quarterly Progress Reports (QPRs)

90% of all hostels prepare and submit QPRs to the District authorities while 10% do not submit QPRs.

In 32% of these hostels, the Implementing Agency officials prepare the report and in 30% the warden prepares the report. In 27% others such as Society/Trust Accountant, Office Clerk, Estate Branch of College, Executive engineer or the Hostel Manager prepare the report. HMC members prepare the report in 8% of the hostels and the residents prepare the report in 3% of the hostels.

Thus far, corrective action based on QPR has been recommended in 8% of the hostels. No recommendations have been made in the remaining 92% of the hostels. Examples of corrective action recommended by District Officials include:

- Increase in the number of working women
- Comments on improving the maintenance and cleanliness of the hostel
- Provision of more rooms for working women in the hostel


### 9. Fulfilment of conditions specified by the Government of Karnataka

This section examines the fulfilment of the major conditions imposed by the Government of Karnataka in an Order dated 09.09.2010.

<table>
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<tr>
<th>Sl. No.</th>
<th>Key guidelines mentioned the GoK Order dated 09.09.2010</th>
<th>Status of compliance</th>
</tr>
</thead>
</table>
| 1       | While sanctioning the hostels, sanction should be accorded according to the survey taken on the basis of the necessity | • It was reported by the IAs that they had undertaken a preliminary needs assessment prior to submitting the Proposal to the District DWCD and this was verified by the officials of DWCD.  
• However, this could not be validated through the DWCD because the respondent officials have taken charge long after the hostels were sanctioned in their respective Districts and hence, are unaware about the conduct of the needs assessment survey |
| 2       | The private and voluntary organizations should be registered institutions | • 64% of the IAs which run the sample WWHs are registered as Society, 17% as University, 17% as Trust and 2% as Association |
| 3       | The institutions should have rendered prominent service in the women’s welfare for at least 2 years | • All the institutions had a minimum of 2 years of experience in women’s welfare while applying for grants under the Scheme |
| 4       | These institutions should have legally constituted Executive Committees and their duties and territorial powers should have been specifically mentioned and should be reflected in a valid legal document | • All the institutions have legally constituted Executive Committees or Managing Bodies with published manuals specifying the powers, roles and responsibilities of each member of the Committee |
| 5       | In every District Headquarters and if there is need in every taluk headquarters, the concerned Development Authority / City Corporation will provide 10,000 Sq. Feet land in favour to such of the private organizations and voluntary organizations who come forward for construction of the working women hostel at the rate of 50% of the guidance value. Before submission of the application for grant of aid from the Government the private and voluntary organizations should furnish allotment order of the land from the concerned Development Authority / City Corporation | • 93% of the sample WWHs are constructed on the land owned by the IA  
• 7% of sample WWHs are constructed on public land which is taken on lease from the Government. It was reported that allotment orders were furnished as per specified norms.  
• In case of hostels constructed on leased land, the lease period ranged from 30 to 99 years. |
| 6       | The institutions selected by following the tender process will construct working women hostels | • 48% of the sample-WWHs have followed a tendering process for selection of construction agencies. The remaining 52% have chosen the construction agency through personal connections and acquaintances |
| 7       | Such working women hostels should be constructed as per the sanctioned plan of the State Government | • None of the sample WWHs have reported any deviations from the sanctioned plan of the State Government |
| 8       | The building should be completed within one year from the date of release of money from the State Government | • None of the sample WWHs reported completion of construction of the building within one year. The minimum time taken to construct the building is 1.5 years |
| 9       | Children caring centers should be run adjacent to the working women hostels for the benefit of working women. For this purpose 5% of the total income of the working women or actual expenditure may be obtained from the working women | • 5% of the sample-WWHs have a functional and operational Day Care Center. The working women do not have to pay additional charges for utilising the DCC for their children.  
• In 95% of the sample WWHs, DCCs are not operated because there are no working women residents who have children staying with them |
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<tr>
<th>Page</th>
<th>Statement</th>
<th>Highlighted Information</th>
</tr>
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<tbody>
<tr>
<td>10</td>
<td>The working women should be in safe place to enable them to travel everyday</td>
<td>• 88% of the inmates reported feeling safe in the hostel premises and commuting to and from the hostel, 12% reported facing some safety issues. Of this, 65.5% reported that the hostel was located in an unsafe location as it was quite isolated and located away from the main road. • 9% of inmates reported that it was dangerous to commute as the bus/rickshaw stand was not close to the hostel. • Few cases of theft (9%) and eve teasing (1%) were reported but these were not frequent and immediate action was taken by the hostel authorities. Other issues such as lack of street lights were also reported by 2% of the inmates. • Hostel authorities have taken security measures such as installation of CCTVs, appointment of full time security guards, establishing a good rapport with the police and local community that can assist during an emergency.</td>
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<tr>
<td>11</td>
<td>The working women in the age group of 18-60 years, who wish to obtain hostel facility, should submit their application in the prescribed form through the Head of the institutions / office in which they are working along with certificate of employment and salary certificate and obtain acknowledgement. The concerned Working Women’s Hostel Authority should register such applications and priority should be given on first come first served basis.</td>
<td>• The enrolment process varies significantly from hostel to hostel as no standard process has been prescribed in the scheme guidelines issued by MWCD. 84% of all inmate respondents reported that they only had to submit an application form along with the necessary documentation which generally included an appointment letter from place of employment, PAN card, income certificate, photographs, proof of permanent address, residency certificate to ensure out of state status. • Inmates in 19 of the sample hostels reported having submitted income certificates.</td>
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<td>12</td>
<td>Every working woman can obtain hostel facility for a maximum period of 3 years and not more than that. For no reason the stay will be extended. In case of resignation / termination from the job, the hostel should be vacated within 1 month from the date of becoming unemployed.</td>
<td>• Inmates in 15 hostels were found to be living in the facility for a maximum period of 3 years and not more than that. In accordance with scheme guidelines, 42% of such inmates sought the permission from the DWCD while 58% had not sought any permission. Of the 42% approximately 85% were working women and the remaining were students.</td>
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<td>13</td>
<td>A compulsory board should be displayed at the top of the hostel showing that the hostel is being run with the aid from the Women and Children Welfare Department.</td>
<td>• 67% of the sample WWHS have boards stating that they have received funds from DWCD. • In the remaining 33% hostels which do not have this board, the reasons cited for such non-compliance are (i) removal of the board during renovation, painting, etc. (ii) lack of awareness about the requirement for this board to be put up (iii) conflict in case of hostels which accommodate only students.</td>
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<td>14</td>
<td>Working women facilities should be provided to women belonging to all categories. While giving admission 30% reservation of accommodation should be provided to working women belonging to Scheduled Caste/Scheduled Tribe, Minorities and Physically handicapped.</td>
<td>• 40% of the hostels studied show no differentiation between women from disadvantaged groups. • In the remaining 60%, special efforts are made to admit girls from disadvantaged backgrounds. However, there is no specific quota for reservation; this could be due to lesser number of working women from the minority groups seeking admission to hostels.</td>
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<td>15</td>
<td>After completion of the construction of the hostel, Hostel Management Committee comprising of three members namely District Deputy Director, Women and Child Welfare Department and representatives from the residents should be constituted and meeting should be held once in three months. When the institution violates the</td>
<td>• 70% of sample hostels had a functional Hostel Management Committee (HMC). The composition of the HMC varied but broadly comprised members from the Implementing Agency, wardens, social workers, inmates, etc. • In 16% of the sample HMCs, meetings are held once in 3 months. In 81%, meetings are held more frequently. The District Committee has never imposed a penalty.</td>
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<tr>
<td>Rule</td>
<td>Description</td>
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<tr>
<td>16</td>
<td>Residence should be provided to the warden in the same hostel.</td>
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<td>17</td>
<td>Medical facilities should be provided to the residents.</td>
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<td>18</td>
<td>If the funds provided for the purpose of construction of working women hostel is not used for the said purpose, further release will be stopped and the amount already released will be recovered in any manner as deemed fit by the Government.</td>
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<tr>
<td>19</td>
<td>No accommodation shall be provided to the college/school girls.</td>
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<tr>
<td>20</td>
<td>The strength of the inmates should be minimum of 50 and maximum should be 100. The age limit of the inmates should be between 18 to 60 years.</td>
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<td>21</td>
<td>The fee structure for the hostel is as follow:- follows: o Single occupancy: 10% of the income of the inmate o Double occupancy: 5% of the income of the inmate o Others: 3% of the income of the inmate</td>
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<tr>
<td>22</td>
<td>Minimum of 10 rooms, 10 toilets and uninterrupted water supply should be provided. There should be facilities for warden and security.</td>
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Recommendations

1. Specifications for operational performance should be mandated and clear indicators of measures should be set

The Women and Child Development Department (DWCD) should formulate a set of minimum standards of space and services (keeping in mind the local climate, customs and traditions and the present day needs of the women inmates) in the WWHs and standard guidelines and records to be adhered to by all WWHs. These should be persuasively implemented so that all WWHs conform to providing certain codified minimum standards of facilities for all inmates and the procedures followed by all WWHs are common. This would eliminate the arbitrarism that presently afflicts the WWHs.

Suggested norms could include provision of refrigerators (in locations where temperatures are high) and room heaters (in cold locations like Kodagu) and kitchen facilities to cook own meals, mandating that all bathrooms are built within the hostel building, provision of dressing areas, provision of washing machines and adequate spaces for drying clothes, disposal and incineration of sanitary/hygiene articles, specifications of size of lockable cupboards, provision of electric water heaters and solar water heating systems, installation of solar lanterns and power back-up facilities, provision of Wi-Fi and adequate charging points in the rooms, creche/daycare centres, etc.

Indicators should be established to measure the status of availability and adequacy of facilities. For example, indicators for maintenance of the kitchen, adequacy of furniture and fixtures in the accommodation rooms, security measures and group activities and trainings conducted could be established to enable enhanced monitoring and quick identification of gaps and challenges. At least half-yearly inspections should be made to check the status against these indicators and to rate the hostels accordingly.

2. Eligibility of hostel staff must be specified by DWCD

Evaluation has revealed that a large number of hostel staff is recruited by the IA on the basis of personal relationships and acquaintances and not capability/suitability of the person to the job. The DWCD should mandate minimum eligibility standards and requirements for Warden, accountant, security, attendant and other positions so that competent, efficient and professional personnel run and manage the hostels.

During the inspection and monitoring visits, it should be ensured that these eligibility standards fixed by DWCD are being adhered to by the IAs.

3. Enrolment procedures should be well-defined and standardized

Considering that the enrolment process varies significantly from hostel to hostel as no standard process has been prescribed, the DWCD should develop standardized enrolment procedures for the WWHs.

The DWCD's guidelines could include the forms which are to be filled and submitted by residents, a list of supporting documents to be enclosed by residents, the timelines which the IAs have to follow for completing admission procedures, terms and conditions for security deposit to be charged, etc. It must be ensured that the room rent to be charged in all hostels is fixed by the district committee chaired by the Deputy Commissioner / equivalent after getting the assessment of the facilities provided and rental value fixed by the Public Works Department (PWD).

To standardize the security deposit which is collected from students, the DWCD could either recommend a fixed security deposit or could develop a District-based, income-based, room type based security deposit structure such that working women inmates in a particular income bracket in a District pay the same security deposit for the same room capacity in any WWH in that particular District.

It must also be emphasized that the identity proof of the inmates should be noted at the time of enrolment to enable verification of address, demographic data like age, etc. Submitting the list of newly
admitted inmates to the DWCD should be made mandatory for the IAs. However, it is essential to maintain privacy of inmates and their identity data should not be shared without authorization for any reason whatsoever except for the purpose specified.

4. The DWCD should maintain a database of details of inmates of WWHs

The DWCD should design an online portal on which the IAs can update accurate details of the WWHs. This online database should be maintained by the DWCD, ensuring only restricted access to the information.

5. WWH Monitoring Committees should be constituted and effective reporting and monitoring processes must be ensured

WWH Monitoring Committees must be constituted in each District to ensure regular tracking and monitoring of the hostels. The composition of this Committee is recommended to include:

- The Deputy Director, DWCD; he/she shall be the Chairperson of the Committee.
- The President or Secretary of the IA; he/she shall be the Member Secretary
- Two Women officials representing two NGOs who have been nominated by the Deputy Commissioner as having a successful track record in the field of women welfare and empowerment in the District
- The Women Welfare Officer, DWCD
- A woman Police Officer of Inspector and above rank
- A woman Medical Officer working in a government hospital who shall be nominated by the Deputy Commissioner
- A woman Academician of a local University nominated by the Deputy Commissioner
- The Hostel Warden or any other hostel staff.
- One working woman inmate of the WWH whose stay in the hostel has not exceeded the duration specified in the guidelines.
- One student or trainee inmate of the WWH whose stay in the hostel has not exceeded the duration specified in the guidelines

The Committee shall be responsible for overall supervision, monitoring and management of the WWH. It shall ensure conformity with guidelines, adherence to room rent fixed by the Deputy Commissioner and regular audit of financial accounts of the hostels. It would be authorized to review the QPRs which are submitted by the WWHs to the DWCD District Office. The Committee should meet at least once in 2 months.

Feedback from all key stakeholders should be integrated with the regular monitoring by the DWCD officials. All IAs must be instructed to constitute HMCs in accordance with the guidelines specified by MWCD; it should be ensured that the Deputy Director of the DWCD of the District is a member of the HMC and actively participate in the meetings and proceedings. Additionally, the Women Welfare Officer must undertake monthly monitoring visits without fail and interact with the hostel management, inmates and key stakeholders during such visits. He/she should regularly apprise the Deputy Director about the issues observed and the grievances reported at the hostels. Further, the IAs should maintain Minutes of Meetings (MoM) of the fortnightly meetings held by the HMCs and send these MoMs to the District DWCD every month.

As substantial public investment has been channeled into the establishment of these hostels for the benefit of working women, formal mechanism for taking action against non-compliant hostels should be devised by the State DWCD such that errant hostels are penalized for not adhering to mandated norms. In extreme cases, the State DWCD should be authorized to appoint an Administrator for managing and operating the WWH if, even after repeated notices, the IA does not comply with the specified guidelines and norms.

In addition to the existing practice of forwarding QPRs to the DWCD Head Office, an ‘Action Taken Report’ should also be submitted by the District DWCD outlining the issues of non-compliance observed and grievances reported by the hostel management and the action taken at the District-level to address such concerns.
Considering that a District Women’s Welfare Committee (DWWC) is reported to be present only in Belgaum, the DWCD must facilitate constituting DWWC in all districts in accordance with the specifications mentioned in the scheme guidelines. This shall enable these DWWCs to inspect hostel premises, assist the State Governments in conducting the actual gap analysis by doing need assessment, map existing facilities in districts to identify public land/locations fit for establishment/running of hostels, forward and recommend proposals, send recommendations for release of installments of the grant, etc.

During the monitoring activities, the DWCD must ensure that no inmate stays in the hostel beyond the permissible period.

6. **The WWH should be made a signing point for Beat Police Officers**

   If the WWH could be made a signing point for Beat Constables, it would increase the frequency at which these police officers visit the hostels. This is an important security measure that could be implemented without great difficulty. Increased patrolling and monitoring of activity in the hostel premises could be ensured through such Beat Officers under the supervision of the Station House Officer (SHO). This shall also enable the inmates to communicate with them, or reporting any matter of concern/law and order, without going to the police station.

7. **The provision for granting financial assistance under the Working Women’s Hostel Scheme to educational institutions should be removed**

   The Working Women’s Hostels constructed by educational institutions (schools and colleges) predominantly cater to students (in the 42 WWHs evaluated, 49% were students/trainees and 51% working women but in those WWHs constructed by educational institutions, almost 90% of the inmates were students). As such, the hostels located within university campuses become de facto extensions of the university hostels themselves. While that may be a worthy requirement for the education of women students, it is not the purpose for which this scheme was originally set up.

   Hence it would be appropriate to rationally re-examine the provision of financial assistance to such purposes within this Scheme. Therefore, it would be appropriate for the scheme to focus predominantly on the primary users for whom the scheme was designed, and make modifications as appropriate to the requirements for working women for whom the hostels are meant to provide support.

   The DWCD Head Office could forward its recommendations to the MWCD for removal of Universities and academic institutions from the list of eligible IA categories. This shall ensure that, henceforth, grants shall not be sanctioned to academic institutions and, instead, shall be provided only to deserving agencies which shall avail the funds to provide accommodation to working women.

8. **Awareness building and promotion activities should be undertaken**

   The Department should draw up a scheme for publicity and awareness about room availability in the hostels. Posters and notices about WWHs could be put up on the notice boards of all the government departments in the area.
Further, given that there is a requirement for accommodation among the women employed in industries and other private establishments, it would be important for the scheme to provide for community-level communication and awareness building among the target groups.

It is also recommended that the Scheme should encourage establishing of such hostels in high-demand areas (i.e. industrial pockets), the demand for which should be a mandatory input to approve construction of the facilities. Data towards this effect should be generated/ provided by the applicant institutions evincing interest to operate as ‘implementing agency’ under the scheme.

In hostels in which capacity utilization is quite low, the IA should be mandated to carry out specialized mobilization activities to identify eligible beneficiaries and make them aware of the hostel facilities which they could avail.

The support of the Information and Publicity Department could be availed for undertaking awareness initiatives and publicity generation efforts.

9. Crucial security measures should be mandated

Considering the recently revised MWCD guidelines and also the Supreme Court ruling pertaining to installing CCTVs in all hostels, CCTVs should be set up in all the WWHs in the entrance/foyer area for security. (this provision may not be relevant for hostels that were set up earlier as we cannot introduce new conditions after they are started) A compound wall, street lights and 24x7 security should be mandated in all hostels. However, it should be ensured that the strict security measures do not restrict the freedom of the residents of the hostels.

10. The requirement for setting up Day CareCenters in WWHs should be considered

It is important to ensure that WWHs are not restricted only to single women and/or women without children. To ensure that WWHs can fully support women with children if necessary, the requirement for mandating the setting-up of Day Care Centers should be considered and crèche/daycare facilities should be provided within the premises.