NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL

INSTITUTE GUEST HOUSE REGULATIONS

I. Preamble

The National Institute of Technology Warangal, formerly known as Regional Engineering College Warangal, is top rated Institute from its inception when India's first Prime Minister Shri Pt. Jawaharlal Nehru Ji laid the foundation stone on 10th October 1959. Over the years it has developed into a premier institute of higher learning technical education institution in India. It has 13 academic Departments that offer 9 undergraduate and 36 post-graduate programs besides PhD programs. The Institute also offers Ph.D. programs in advanced areas of Engineering, Sciences, Management and Humanities. NIT Warangal has Central Library that is equipped with more than 20,000 textbooks, reference books, journals, and e-books. It is a partner in the INDEST for online Literature.

Institute has been performing exceedingly well in International Relationships and Collaboration. Institute inked many MoUs with several reputed foreign universities and industries. The Institute participate in Erasmus Mundus and Heritage program that facilitate students and faculty members to participate in many exchange programmes with leading European Universities. The Alumni Association of the Institute is very active with 15 Chapters in various cities of the country and Chapters in foreign country including USA.

More than 6000 National and International students live in the campus. It is a fully residential campus sprawling over 260 acres with excellent infrastructure in the form of state-of-the-art library, seminar halls, guest houses and laboratories. NIT WARANGAL has fully air-conditioned Kalam International Hall (KIH), Main Guest House (MGH), Sardar Patel Atithi Griha and Outreach Centre (North Campus) to provide accommodation to its stake holders including guests coming for several Institute activity. The KIH consist of 4 suites and 12 executive rooms, MGH is having 8 twin bedrooms and 1 dormitory, SPAG is established with 60 twin bedrooms whereas OC contains 2 suits and 20 executive rooms that accommodate Institute guests, visitors, parents, and students. In addition, guest house has separate kitchens and 2 dining halls. The KIH also provides a meeting room, and a function hall is in SPAG.

The guest house facility of the Institute is made available at a reasonable tariff. Still an attempt has been made to provide all essential services to the guests. While all steps are taken to ensure hygiene and comfort, frills such as people carrying luggage, room service of meals, meals outside designated hours have been dispensed with.

Rooms and other facilities can be booked by any member of the Institute faculty or staff for any person visiting the institute in official capacity or for their own friends and relatives. Research students who have taken withdrawal as well as QIP students may book rooms for themselves while visiting the Institutes. Students may book rooms for their parents or guardians visiting the Institute but need concurrence of their faculty or thesis advisor. The office of Dean, Alumni relation shall book rooms for alumni visiting the Institute from other cities or for relatives of alumni living in Warangal.

Rooms and other facilities should normally be booked on-line by clicking “Accommodation and Travel” in Institute Home Page: www.nitw.ac.in or by contacting Manager, Institute Guest House.

In case of any difficulty, guests are advised to contact :

Manager Institute Guest Houses, or PIC Guest House
NIT Warangal, Telangana – 506004
Email : ghnitw@nitw.ac.in; Telephone 0870-2468020

These regulations provide the guidelines for carrying out the day-to-day management of the guest house. It is expected that all concerned: faculty, staff and students of the institute, alumni, guests, and the guest house steward will uphold the spirit embodied in these regulations.

II. Categories of Guests

CATEGORY- A: (Institute Guest)

Type of Guest	Statutory Committee (BOG, B&W, Finance) External Examiners All IIT and NIT Director Campus Placement Guest invited by the Institute for academic / administrative work etc.
Booking Authority	Director / Deans / Registrar
Source of Payment	NIL
Billing/Payment Procedure	No Payment will be accepted from category – "A" guests

CATEGORY- B:

Type of Guest	Guest visiting related to Project/ FDP/ Seminars/ Workshops/ Conferences
Booking Authority	Dean (RD) / Dean (FW)
Source of Payment	Project/ FDP/ Seminars/ Workshops/ Conferences
Billing/Payment Procedure:	Related head grants

CATEGORY- C:

Type of Guest	Family/Relatives of Employee / Ex-Employee*
	Alumni of NIT Warangal**
	Parents of Students
	Guest from other academic institute (IIT/NIT/CFTI/Universities/Institutes)
Booking Authority	Dean (FW) / Registrar
	Dean (AR)
	Faculty Advisor / Supervisor
	Registrar / Prof. In-Charge (GH)
Source of Payment	Individual before checking out. If person decline, then person making the booking need to settle the bill
Billing/Payment Procedures	Concerned Guest or Booking person

*** 25% Discount applicable for Ex-NIT Warangal Faculty / Staff**
**** 50% Discount applicable for NIT Warangal Alumni**

CATEGORY- D*:**

Type of Guest	Govt. of India Functionaries
Booking Authority	Director / Registrar
Source of Payment	Booking authority
Billing/Payment Procedure:	Booking authority

***** For Category "D" the applicable tariff will be 1.5 times of the normal tariff.**

CATEGORY- E [#]:

Type of Guest	State Govt. Functionaries
Booking Authority	Director / Registrar
Source of Payment	Booking authority
Billing/Payment Procedure:	Booking authority

[#] For Category "E" the applicable tariff will be 2 times of the normal tariff.

CATEGORY- F*:

Type of Guest	NIT Warangal Alumni Association (Global Executive Body Members)
Booking Authority	Dean (AR)
Source of Payment	NIL
Billing/Payment Procedure:	No Payment

Note:

1. The management of the Guest House may at its discretion can cancel any booking & may offer alternate available accommodation (if any) due to institute requirement with approval of PIC (GH).
2. For all group / bulk bookings a written confirmation should be send by the host to the guest house about the exact number of rooms required/ list of participants and the invitees before 5 days of the commencement of the event failing which the said booking will be treated as cancelled.
3. There shall be no concession in tariff for failure of air conditioning electricity, water supply or any other facility.
4. **The room tariff does not include any meal, snacks and tea, except drinking water (CAT "A" is exempted)**.
5. Children under 12 years may be accommodated with parents free of charge in the same room without an extra bed.
6. Bookings can be made by the Manager of Guest House on the basis of email messages received from bonafide guests or from their hosts within the institute. A formal requisition, however, needs to be filled when the guest arrives or as soon as practicable.
7. Smoking and consumption of alcohol is totally forbidden in guest house premises including rooms, corridors and lawns.
8. There shall be no room service of food except drinking water and bed tea. When a meeting (e.g. placement interview) is permitted, tea, snacks and soft drinks, but no meals, may be served in the room. An exception can be made only with telephonic permission of PIC-GH, Registrar, Deans, or Director.

Penalties for Damage of Guest House Properties:

If the guests during their stay damage the contents (Linen, Mattress, Sofa, Tabletop Glass etc.) then Guest House Management after examining the nature of the damage may impose penalty to the guest to replace the contents. If guest is not paying the penalty, the person making the booking needs to settle the bill.

III. Institute Guest Houses Room Tariff

The details tariff is given in the 'Annexure - I

IV. Booking procedure

- Guest House booking shall normally be done on-line through the Institute web site. When there is a difficulty in making an on-line reservation, a room or other facility can be booked by a written request sent to ghnitw@nitw.ac.in. In emergent cases, the Manager Guest House may accept requests over email or telephone. He will, however, record the information on the electronic database in the first opportunity to do so.
- In emergent cases, the following officials are authorized to contact the steward in person or over telephone for accommodating a guest without going through the proper booking procedure.
  - Director, Deans and Registrar

  In all such cases, proper booking form must be submitted by the booking authority in the next working day. It will be the responsibility of the steward to obtain the filled booking form from the concerned authority within 2 working days.
- The Steward is not authorized to accept a guest without an approved booking. In extreme emergencies, he may permit a guest to stay on request from an institute employee, student, or a person in distress only after properly recording the circumstances on the electronic database or in the appropriate register.

V. Booking Blocking:

Booking of 3 or more rooms is called "BlockBooking".

- In case of official programmes approved by the Institute with appropriate office order, Block Booking of accommodation (convocation, conferences, student activity, short term course, faculty or staff selection, examinations, lecture etc.) may be made up to 1 year in advance, to the extent of 75% of the capacity of any block in the guest house. PIC, Guest House must be satisfied that the requested numbers of rooms are indeed required. If not satisfied, the PIC can allot less number of rooms. In case of large conferences, after confirming 75% of rooms, the manager shall try to discourage booking of rest of the rooms by other guests during the conference period. These rooms, or a portion thereof, may also be given to the authority or person making the block booking one week before the event at the discretion of the guest house management.
- Approval of an official event (convocation, conferences, student activity, short term course, faculty or staff selection, examinations, lecture etc.) by the institute shall not imply approval of booking of rooms in the guest house. These rooms need to be booked by the organizers of the event separately. When rooms are booked for a conference, workshop or short-term course, a provisional booking is first made, and the date communicated to the Registrar. After the official order, the convener shall confirm the booking. If the booking is not confirmed within one week of provisional booking, the provisional booking shall stand cancelled automatically.
- Block booking for private social functions (marriage etc), can be done in Category- C only by an Institute employee. If the function relates to a dependent as defined in the employee's medical/LTC list, the guests will fall in Category-C. To avail this concession, an employee needs to make an explicit application to the GH. The burden of convincing the PIC (for example, by attaching original invitation cards and copy of medical card) rests solely on the employee requesting the booking. The host must ensure that no more than 2 persons occupy a room, the guests behave properly, do not smoke or drink, and do not generate loud noise. In case of violation of the conduct rules or a false declaration by the employee, as a penalty, billing for the event shall be made at a rate twice.
- Both in official and private functions, names of guests need to be given till one week prior to the event. If names are not made available, the guest house administration, at its discretion, may cancel the booking if rooms are required to accommodate other guests.

VI. Booking priority

- Priority in booking of accommodation will be accorded to guests of Categories A, B, C, D, E and F in that order of priority. Within the same category, rooms will be allotted on "First come, first served" basis.
- All bookings of category – C, D, E and F shall be provisional till one week prior to the date of expected occupancy.

VII. Refusal of Accommodation

- The guest house management shall not refuse to accept an accommodation request from an institute employee or student on ground of non-availability of room without exploring the possibility of accommodating the guest(s).
- Every institute employee or student desirous of making a booking has a right to examine the booking register, particularly when his request for accommodation is refused on grounds of unavailability. He may, at his own discretion, assist the management in exploring the possibility of adjustment of accommodation. But in no case he can force the guest house management to accept his suggestion.

VIII. Collection of Charges

- Charges of Guests of Categories A & B will be billed to appropriate account, while guests of other categories (Categories C, D, E and F) must clear the bills before leaving the Guest house, except when the booking authority has taken the responsibility of payment in advance.
- If a guest leaves without settling his account, the person making the booking is liable to pay. In case of failure to settle the bill expeditiously, the billed amount will be charged to his salary or be added to semester fees, as appropriate.

IX. Cancellation of Booking

- A small booking (up to 2 rooms) can be cancelled without any charges up to 24 hours prior to the expected date and time of occupancy. After that, there will be a charge for at least one day on the person or account making the booking under category C, D, E and F.
- In case of block booking (3 rooms or more), cancellation without charge can be done a week before the day of expected occupancy, failing which at least one day's charge on the number of rooms booked will be levied on the person making the booking.
- In case of failure of an officer to cancel a booking for a category-A guest, the guest house management shall draw the attention of the director, particularly on repeat lapses and where other guests have been refused accommodation due to shortage of rooms.

X. Food Service

- The Guest Houses shall offer food service at approved rates (Annexure - II). This will be provided by the steward. The food charges will be billed by him without involvement of the management. Meal charges to be paid directly to the Steward which has been fixed in consultation with the Institute Management. The Rate chart for food services is inclusive of GST.
- There is no provision for special menus for guests. The steward is not permitted to offer special dishes even at mutually agreed prices. The only exception admissible is medically prescribed food such as — fat free, sugar free, salt free, diabetic diet etc. which may be provided to guests at neither reduced nor enhanced tariff.
- Mineral water & Coldrinks provided as per market rate.

Meal Timings:

Bed Tea	6.30 - 7.30 a.m.
Breakfast	7.30 - 9.00 a.m.
Lunch	12.30 - 2.00 p.m.
Dinner	8.00 - 9.30 p.m.
Special Group Lunch	1.00 to 2.00 p.m.
Special Group Dinner	8.30 - 10.00 p.m.
Coffee/Tea/Snacks/cold drinks	As per convenience of steward

Violation of meal timings is viewed seriously against the steward. Guests are advised not to put undue pressure on the Steward's staff to serve meals outside the scheduled timing. Meal timings can be changed by PIC-GH only after due notification and wide publicity.

Notes:

- No Room Service: Delivery of food (except bed tea and drinking water) e.g. meals, snacks, tea, coffee, cold drinks in the rooms is strictly forbidden. An exception is the supply of tea/coffee/cold drinks and snacks during approved official meetings and placement interviews held in the rooms. The facility is, however, discouraged even for approved meetings.
- No food (except tea, coffee and cold drinks) shall be served in lounges, corridors or any otherplace except the dining hall and other designated places.
- Ordinarily no meals or tea/coffee will be served in the dining hall between 10.00 pm and 6.00 am.
- Tea/coffee and snacks may be provided by the contractor in the dining hall on request of guests, when resources permit.
- Drinkable water will be provided to every guest.Commercially produced bottled water may be procured from the contractor.
- There is provision for special "packed meals" for guests leaving the guest house well before mealtimes. The steward shall provide this facility except when it causes a serious inconvenience to him.
- Special parties, large or small, can be organized in the guest houses for both official functions such as conferences, short term courses, visits of special dignitaries etc. and private functions. The menu and cost can be negotiated with the contractor. Special timings must be followed for such events if the Dining Hall is used.
- If guest house kitchen and/or dining hall is to be used, the contract shall necessarily be given to the steward of the Guest House. If the food service will be provided in a temporary structure an outside caterer can be engaged. In that case, the host shall deposit a security fee of Rs.3000/- with the guest house contractor. The premises must be cleaned, and structures dismantled within six hours of the end of the meals. The Guest House Contractor shall be responsible for correcting any deficiency in cleaning and charging the expenses plus 50% as management cost from the deposit. In case of a dispute, the decision of PIC (Guest House) shall be final.

XI. Information

For information on the guest house, employees, students, alumni and visitors may visit the Institute web site or contact the steward at the reception desks. They may also feel free to contact:

Manager Institute Guest Houses, or PIC Guest House
NIT Warangal, Telangana – 506004
Email: ghnitw@nitw.ac.in; Telephone 0870-2468020

XII. Miscellaneous

- Accommodation charges are approximately on 24-hour basis, with night accommodation playing a crucial role. Persons checking in or out between 9 pm and 6 am will be charged one extra day's tariff, if in the opinion of the PIC-GH, another guest has been deprived of accommodation because of occupation of the room during normal

sleeping hours. This provision can be waived at the discretion of the guest house management when there is reduced demand for rooms.

- There will be a minimum charge of one day on every guest irrespective of the duration spent in the guest house.
- Accompanying spouses and minor children will be given the same category as the main guests.
- Staying in the guest house much beyond the legitimate period of business is not permitted, even if theguest is willing to pay the tariff.
- If a guest damages any institute property, litters the environment, spits, drinks, smokes, misbehaves, or causes any other nuisance, the institute shall recover from him (or from the person making the booking) the cost of correcting the damage along with a management cost and a punitive cost to be decided by the PIC-Guest House or a higher authority.
- Guest House receipt can be collected from the Guest House Manager if required.
- In case of any complaints, or suggestions guests and their hosts should communicate in writing with:
    (a) PIC, Guest House,
    (b) Registrar, or
    (c) Director
- Any legal issues resulting from guest house services shall be decided within the jurisdiction of Warangal court.

XIII. Exceptions

Notwithstanding anything stated in these regulations, the director, at his discretion, can authorize administrative measures different from those stated above for meeting unanticipated circumstances, or the improvement of services.

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NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL
INSTITUTE GUEST HOUSE

Guest's Feedback and suggestions

Dear Guest,

At NIT Guest House, we are constantly striving to provide comfortable and hygienic accommodation to our guests. Please take a minute, fill-up the form below and drop it in the suggestion box kept at the Front Desk.

PIC, Institute Guest House

1. Name of Guest: _____
2. Address: _____

   Phone: _____Email: _____

   Room No: _____ Date of Arrival: _____ Date of Departure: _____
3. Feedback details:

Sl. No.	Facility/ Service	Poor	Barely acceptable	Good	Excellent	Exceptional
1	The procedure of booking a room					
2	Infrastructure – Building and facilities					
3	Cleanliness and maintenance of Reception, Lounge, dining hall, corridors etc.					
4	Cleanliness and Maintenance of room and toilet					
5	Cleanliness and Maintenance of linen and furniture					
6	Courtesy and efficiency of Reception staff during check in, check out and other times.					
7	Adequacy of secondary facilities (Lounge, Lecture room, telephone)					
8	Courtesy and efficiency of staff in dining hall					
9	Quality of food and food hygiene					
10	Information on guest house					

Suggestions for improvement:

_____

_____

Signature of Guest

To,
Professor In-Charge,
Institute Guest House,
NIT Warangal

NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL

Dear Guest

Welcome to the Guest House of NIT Warangal. We sincerely wish your stay here to be pleasant, comfortable and memorable with the modern amenities and warm personalized service that we strive to provide. We, however, need your cooperation to provide superior hospitality to our guests. The following are some ways you can assist the guest house to meet this objective.

- The following are meal timings. Please do not embarrass the guest house staff by asking for meals outside these hours.
  Bed Tea: 6.30 - 7.30 am Breakfast: 7.30 - 9.00 am
  Lunch: 12.30 - 2.00 pm Dinner: 8.00 - 9.30 pm
  Tea, Coffee, Cold drinks/Fruit juice (in the lobby or lounge) : at the convenience of the kitchen staff.
- Room service is strictly forbidden except for bed tea and drinking water.
- If you are leaving much before normal meal times, our caterer can give you a packed meal. Please donot hesitate to contact the Reception Desk with sufficient time in hand.
- Smoking, consumption of alcohol, chewing pan and tobacco is strictly prohibited in the Guest House,including rooms, corridors and lawns.
- Laundry service is available at commercial rates, please contact the Reception Desk.
- Never leave any cash, jewellery, mobile phone or other valuables in the room. It is not feasible to provide security to your valuables.
- Please close the windows and switch off air conditioner, geyser and T.V. whenever you leave the room.
- Please leave room keys at Reception Desk when you go out, even temporarily.
- Please inform at reception about your departure and settle your account well in advance.
- The Institute does not normally provide transportation to the city or railway station to guests other thanthose of category A. But the Front Desk may help you with a list of private service providers.
- Room charges are levied on 24-hour basis with a preference for night accommodation. If you are leaving in the late evening, please check out early so that another guest can be accommodated for the night.
- Telephone is available in every room. The phone number is xxxxx Room No. Reception Desk phone numbers are: KIH – xxxxx.
- For any specific information, please feel free to contact Reception Desk or speak to PIC or Manager, Guest House at extension xxxxx [0870-246-xxxxx from outside], email: ghnitw@nitw.ac.in
- Your suggestions are very valuable to us. Please fill up the suggestion card and drop in the suggestion box kept at the Reception Desk.
- Please help us to keep the guest houses clean and tidy at all times. Please never drop a piece of wastepaper or plastic outside the dustbin.

Guest House Management
NIT Warangal