



Revised
Maintenance Policy
(Effective from January 2024 onwards)

A handwritten signature in black ink, appearing to read "Shamir", written over a horizontal line.



Maintenance Policy

Purpose:

The purpose of this policy is to ensure effective maintenance, handling, and management of various physical, academic and support facilities of the university to ensure that not to break down unexpectedly. Preventive Maintenance Program procedures are designed to fulfil the needs of the Facility. There are systems and procedures in place to maintain and use physical and academic facilities, such as libraries, gymnasiums, and computer labs, central facilities etc. in the University. The maintenance of facilities is carried out by the respective departments with the help of in-house staff on a daily basis or periodically and through AMC. A supervisor from Facility Department is in charge of overseeing and maintaining the physical facilities as well as housekeeping. A brief description is presented below on the maintenance and utilization of the facilities.

1. Introduction

Maintenance of Building is to keep, restore or improve the facilities of every part of a building, its services including Horticulture activities to a currently acceptable standard and to sustain the utility and value of the facility.

The objective of maintenance is: -

- To keep machinery, buildings, and services in proper working order.
- To try to restore and maintain it back to its original condition and standards, and
- To upgrade the amenities in accordance with technological advancements in building engineering.

Basic Services includes:

- Repairing ventilation and building air conditioning systems.
- Repairing plumbing systems, clogged drains, RO system etc.
- Performing housekeeping and cleaning services. Facilities Management is responsible for cleaning offices, classrooms, circulation space, restrooms, laboratories, studios, auditoriums, gyms and conference rooms. These services are accomplished on a set Schedule to ensure the facility is clean, stocked and usable to accomplish University Management.
- Providing routine custodial services include cleaning public spaces, pest control, trash removal and recycling. The Building Services Department and the Building Coordinator Works together to develop cleaning specifications for each building that are unique to its operating requirements.
- Repairing electrical systems, defective lights, etc.
- Repairing interior and exterior doors, windows, etc.
- Repairing roofs, masonry work etc.
- Maintaining general classroom furniture Repairing lifts etc.
- Removing solid waste, recycling, and surplus materials.
- Maintenance seeks to keep the facility and services fully operational in an efficient and cost-effective manner. Maintenance feedback should be a continuous process for improving the design and construction stages.

2. Maintenance Services:

These generally consist of operations aimed at keeping buildings, services, and works

in regular use in good working order. The purpose for which buildings are created is a major determinant of the required level of care.

Excessive updating should be avoided at all costs. At the same time, maintenance should guarantee the occupant's or the general public's safety while also adhering to legislative standards. The requirement is also determined by the level of consumption. The repair works are classified in under mentioned categories:

- Day to day repairs/service facilities
- Annual repairs
- Special repairs
- Preventive Maintenance

2.1 Day to Day Repairs

On the basis of daily complaints, different engineering sections in all of the buildings and laboratory technicians under its care do day-to-day repairs.

Sushant University Gurgaon does day-to-day repairs of all the possessions. The activities that need to be done on a daily basis, such as clearing clogs in drainage pipes, manholes, restoring water supply, replacing blown fuses, repairing defective switches, watering plants, grass mowing, hedge cutting, leaf sweeping, and so on, are covered by day-to-day service facilities. The goal of this facility is to ensure that various services in the buildings continue to function properly. These services are offered after the engineering section receives a complaint from the users. Periodical complaints, such as white washing and painting, which are normally handled by contractors and cannot be handled on a daily basis, are transferred to the register of periodic repairs.

2.2 Annual Repairs

Some activities, such as white washing, distempering, painting, cleaning of lines, tanks, and so on, are carried out on a regular basis to maintain the aesthetics of buildings and services as well as to prolong their life.

Annual repair works are those that are done on a regular basis, such as white washing, colour washing, distempering, painting, and so on, and are usually done through a contracting system.

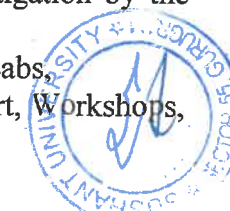
In addition, minor repairs to various pieces of work, replacement of glass panes, replacement of wiring damaged due to an accident, replacement of switches, socket tiles, and gap filling of hedges/perennial beds are all included. Replacement/Replanting of trees, shrubs, planting of annual beds, and trimming/pruning of plants, etc., which are not emergent and are deemed routine, can be collected and attended to for a group of households at a time and specific period of the financial year, depending on the urgency. Such work might also be done as part of routine maintenance.

Following guidelines shall be followed for planning and execution of Annual repair works.

- The annual survey of the buildings shall be such as to highlight defects of structural nature in the buildings which require personal investigation by the University Facility department.
- School/Department should carry out the annual repair work of Labs, Classrooms, Tutorial Rooms, Seminar Halls, Studios, Moot court, Workshops, etc. send the requirement to facility department.

2.3 Special Repairs

These repair projects are carried out to replace existing building parts and services that



have deteriorated as a result of the ageing. It is vital to prevent the structure and services from deteriorating and, to the extent possible, to restore them to their original state.

2.4 Preventive Maintenance

Preventive maintenance is done to keep machinery, devices, and equipment from breaking down and causing maintenance issues in buildings and services. Preventive maintenance is done out based on frequent inspections and surveys.

Preventive maintenance is performed to avert mechanical failure or the onset of maintenance issues in structures and services.

In the case of buildings, preventive maintenance, such as against seepage, is essential. Preventive maintenance, on the other hand, is heavily reliant on frequent building and lab inspections and surveys. As previously said, examination of the building is required in order to do preventive maintenance. Before monsoon, the building must be inspected once a year.

Roofs, hutments, water, and sewerage systems, bringing tremendous hardship to students and staff. To reduce such hardship preventive steps must be taken:

(i) Door /Window glazing:

All broken glazing should be replaced, and an adequate supply of glass window panes and ironmonger fittings should be maintained on hand in case of an emergency. The bolts, hooks, and eyes on the tower, as well as other wind appliances, should all be in good operating order. During stormy weather, occupants should be reminded to keep doors and windows closed, especially at night.

(ii) Checking buildings against seepage

All of the buildings' terraces may be inspected and any repairs made well ahead of the monsoon rains in June. To avoid clogs in roof gutters and rain water pipes, the roofs should be cleaned and debris cleared. Rainwater inlets should be inspected for damage and repaired if necessary. Vertical rainwater pipes must be securely fastened to the walls.

(iii) Checking of sewers and sewage installations

To restore sewage flow, all inspection chambers, manholes, and sewer lines should be cleaned and flushed. Grit, sand, and sludge should be removed from sewage sumps. Wherever possible, oxidation pond bunds should be reinforced.

(iv) Checking of electrical installations

Regular checking of the electrical installation is important. It is important to ensure the availability of a standby power supply in working condition with sufficient fuel in case of a power outage during the monsoon or during cyclones.

3. Means of effecting maintenance

3.1 Facility Department

The facility department in Sushant University has been tasked with receiving and resolving maintenance complaints from various schools and departments. The above components are usually overseen by a facility supervisor.

All the complaints regarding repairing or replacement of any infrastructure related issues and



booking of seminar halls, auditoriums buses for field visits are done with the ticketing system The Helpdesk Ticketing Portal for Facility department for |Bookings | Safety and Security | Facility| Transport | is live for Sushant University Faculty and Staff members. They have requested to raise tickets for any Facility -related query from the TCSION Helpdesk module.

During raising a ticket, facility related queries needs to be categorized under any of the following categories:

- Write Problem title
- Select Problem Category 3. Select problem type
- 4. Write in brief about the problem 5. Select severity
- And then submit.

Once you raise the ticket, they will receive a ticket number on their email which can be used for future reference. And the complaint is resolved by the respective department on the basis of priority.

3.2 Modalities of maintenance

One of the following methods is used to carry out the maintenance work: -

- (i) Staff Employed Directly
- (ii) With Contracts from Third Party

The nature of the following factors determines whether the task should be performed by a contract or by an in-house workforce.: -

- (a) Type of work
- (b) Amount of work
- (c) Urgency.

(i) Staff Employed Directly

For ordinary day-to-day maintenance, directly employed labour is the best option. The maintenance work is directly charged with the cost of establishment owed to personnel, such as their salaries, allowances, and so on.

(ii) Through contracts

The Annual maintenance tasks such as whitewashing, painting, and small repairs such as replacing glass panes, plaster repairs, and roof tile replacement are typically handled undercontract. Special repairs, such as the installation of water proofing treatment, the repair of water supply pump sets, and equipment, the annual maintenance charge is used to outsource the upkeep of central facilities. Under the supervision of the university electrical engineer and relevant supervisor, the approved vendor completes the maintenance of the central facilities covered by AMC, such as RO, Genset, Gardening, STP, UPS, and fire extinguishers.

3. Cleanliness in the Campus

The cleanliness of the campus shall be maintained. Waste accumulated during the execution of repairs in residences/buildings will not be permitted to remain at the worksite.

Suitable sites in the localities will be selected where waste created from day-to-day work will be kept by departmental staff or contractors' workers. It will be assured that waste is collected from the work site and disposed of at the designated location after each shift. The agreement will include provisions for lifting waste from this selected location on a regular basis. There will be a safeguard in place to ensure that schools do not put waste on this Waste, as this would create unsanitary circumstances for the

pupils.

Any leaks in the water supply line, sewers, or unfiltered water supply line that are discovered on campus shall be fixed as soon as possible. Water shall not be permitted to stagnate on roofs, courtyards, or roadside to serve as a mosquito breeding ground.

4. Civil Maintenance

The civil maintenance department is headed by the facility department. This section-maintained the plumbing, building, carpentry, and whitewashing work. Each division is headed by a supervisor and is employed by the respective skilled workers. Civil work, such as whitewash and mason's work are complete before the semester begins.

5. Electrical Maintenance

The facility department of the university has an electrical section supported by the Electrical Supervisor and Electricians to ensure uninterrupted power supply and maintenance of electrical assets. The maintenance of equipment like General Lighting, Power Distribution System, electric motors and machines, Solar Panels etc. are undertaken as per their preventive maintenance schedules and guidelines by the equipment supplier.

6. Computers and IT Maintenance

The University IT department is responsible for the maintenance of computers and smooth functioning of network and Wi-Fi facilities in the Campus. Maintenance of computers, LCD projectors, printers, scanners, CCTV, and other IT related items repair work collected from all departments and is resolved by the IT team headed by the IT manager. EPBX systems are maintained with the help of internal facilities. In this all the complaints regarding IT related issues are done with the ticketing system. During raising a ticket, IT related queries need to be categorized under any of the following categories:

A: IT Related -> | Hardware | Software | Laptop | Printer | Other (Email Etc.)

B: ERP Related -> | Login Issue | Timetable Issue | Attendance Issue | CRM Issue | Report Generation Issue | Other

Once the ticket is raised, they will receive a ticket number on your email which can be used for future reference. Of major issues of maintenance, vendors are hired for maintenance of IT facilities. Step by Step Guide for the same is also prepared for the reference of staff and faculty.

7. Laboratory Equipment

The equipment, devices, and machineries in the laboratory/workshop are maintained by the lab In-charge /workshop In-charge with the advice of the Dean/HOD with the help of the facility department team. Utilization of labs is maintained by lab technicians. For maintenance of equipment/devices/machines which are not repairable in house, Deans/HODs are asked to collect the quotations from the supplier and forward them to the facility department for further action.

8. Classrooms

The class rooms are cleaned on a daily basis and monitored by the faculty in charge of the respective school.

9. Sport complex/ground/equipment

A sport officer has been appointed to look after the all-sports related activities in the campus. The sports equipment/items (indoor and outdoor) are issued to the captain of



the team as per the schedule of the events and to students for individual practice. If any equipment or ground gets damaged or needs repairs, the sports officer submits the requirement for maintenance to the facility department. Grounds-men and Grade IV staff are assigned for day-to-day maintenance and repair work.

11. Library

A Librarian with supporting staff has been appointed to maintain the library. Academic yearstock verification is done. In addition, the assistant librarian, and attenders helps the students for searching and lending of the books in the library. The maintenance requirements of library items is submitted to purchase committee by the librarian and also a recommended list for the binding of old books and a list of condemned books is also submitted. The librarian places an order with an approved vendor to bind the old books. The library staff members are strictly instructed in the care and handling of library documents, particularly during processing, shelving and conveyance of documents.

12. Medical Centre

The medical center of the university is governed by the Dean of School of Health Sciences. The health center has well equipped medical facilities and has enough space to cater to the needs of the patients. It is utilized by students, staff of the university. Permanent Nurse and Medical practitioner registered are on role of University

[Handwritten Signature]
31/5/24

Registrar

Sushant University

