



RIMT UNIVERSITY

"education for life"

Delhi-Jalandhar GT Road (NH1), Sirhind Side, Mandi Gobindgarh, Punjab - 147301 (India)

Ref No: RIMT/ R/ 126-B/2017/Admin

Dated 26-6-2017

Policy

Infrastructure Utilization and Maintenance

for the RIMT

Registrar
RIMT University
Mandi Gobindgarh

Ref No: - RIMT/R/126-B/2017/AdminDated 26-4-2017**RIMT UNIVERSITY, MANDI GOBINDGARH****Infrastructure Utilization and Maintenance Policy****1. Introduction**

The various courses taught in the university include Agricultural Sciences and Technology, Architecture, Basic, Applied, Bio-Sciences, Life Sciences, Management Studies and Commerce, Hospitality Management, Computer Application, Education, Engineering, Social Sciences, Art & Design, Languages, Nursing., Pharmacy, Legal Studies, Forensic Science, Physiotherapy, Radiology, Operation Theatre & Anesthesia Technology, Dialysis Technology, Medical Lab Technology, Located in a totally pollution free environment, the university has a sprawling campus with state-of-the-art infrastructure including lush green Wi-Fi Campus, AC Class Rooms equipped with latest teaching aids, computer labs having latest model computers, well-stocked digital libraries, hostels for boys & girls with all modern facilities, seminar/conference halls, playgrounds and its own fleet of buses to transport students from different places.

The ultimate aim of RIMT University is to provide quality education and the best possible exposure to its students in order to make them not only highly successful professionals, managers, entrepreneurs and technologists but also to make them fully responsible and awakened members of the society by imparting them the much-needed value education and soft skills.

Environmental Consciousness, the University is spread in and extensive over approximately 35 acres. It expresses through refreshing shades revealing the environment and conditions truly designed to give the human spirit true sanity and comfort. Large plantations carried out at the university make the campus a living beauty, a sign of endless and in exhaustible plenty. Live atmosphere enhances working environment bringing a softening, civilizing touch to the surroundings. Dotted with green parks, strolling areas, herbal park, with many medical facilities, extending a warm welcome and symbolizes the "Worthwhile Education Planet" of 21st Century. Several of plants are regularly being planted in the Institute area.

The followings are the responsibilities of the concerned Departments/Designated Person (s):

A. Maintenance Department

I. Carpentry and general services

- a. Install and repair doors, hinges, doorstops and structural building repairs
- b. Install and repair window treatments (e.g. blinds)
- c. Glazing and fly screen repairs
- d. Repair damaged walls and ceilings
- e. Maintain furniture and fittings
- f. Repair/replace damaged windows
- g. Picture and whiteboard mounting
- h. Floor covering repairs and replacement
- i. Wall and floor ceramic tiling
- j. Locksmith service including key replacement, lock repairs and re-keying of doors

II. Electrical

- a. Operate complex electrical infrastructure, including high voltage system, to serve the campus
- b. Maintain high voltage distribution and building electrical systems
- c. Replace circuit breakers
- d. Repair electrical outlets/power points
- e. Repair interior and exterior lighting

III. Air conditioning (HVAC)

- a. Test and maintain air conditioning systems to ensure they are working to design specifications
- b. Repair of air conditioning.
- c. Disposal of redundant equipment.

IV. Painting

- a. Paint interior and exterior University facilities as prioritised and scheduled
- b. Remove graffiti

V. Physical plant

- a. Provide routine and emergency repair and maintenance services to mechanical, electrical, plumbing, piping, fire protections and structural systems in all campus buildings
- b. Monitor building temperatures, humidity and emergency alarms
- c. Maintain the structural and system integrity of buildings: windows, walls, doors, locks, lights, floors, ceilings, roofing, high and low voltage electrical distribution, lift safety systems, air supply and exhaust distribution systems, chilled and hot water distribution piping, sanitary and lab waste systems, and domestic water systems
- d. Preventative maintenance of building systems

VI. Plumbing

- a. Repair and maintain all plumbing (pipes and fixtures) integral to building operation systems
- b. Repair leaky faucets, drains and pipes
- c. Service clogged drains, sinks and toilets
- d. Repair tanks, valves, traps, heat exchangers, etc.
- e. Storm drain repairs
- f. Gas leaking detection and repairs
- g. Roof/gutter repairs

VII. Fire fighting system/equipment

- a. Check system/equipment is in place and is not damaged or obstructed.
- b. Inspect and test operation/function of system/equipment on regular bases.

VIII. Gardens

- a. Green space care and management
- b. Lawn care and maintenance
- c. Pruning trees and shrubs
- d. Maintaining and managing sports grounds


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All the academic/Non-Academic Departments

1. Maintenance of major scientific equipment/Machines
2. Maintenance of PCs, Networking, Xerox machines, UPS, Servers, printers.
3. Maintenance of sports facilities
4. Maintenance of reading material (electronic and Non- electronic)

General procedures of all type of maintenance

The heads of the building/department shall inform the maintenance department for any kind of repair/ routine maintenance/breakdown in writing. The maintenance department shall depute the concern technician/electrician for taking up the job within two days. Upon completion of the work, maintenance department technician/electrician shall enter the type of work completed in maintenance register and get it signed by the head/office of the requesting department. If the work is not complete, the maintenance department shall inform the requesting department about the reason for non-completion of the work within stipulated time and shall give an approximate time frame for addressing the issue.

In case equipment / machines if it is not covered by a warranty or maintenance contract, the department may elect to have the repairs performed by vendor/manufacturer. All the records pertaining to equipment / machine's warranty, maintenance contract shall be maintained by the department housing the equipment / machines. All the records pertaining to physical education / sports equipments warranty, maintenance contract shall be maintained by the sports department. Proper maintenance of all the reading material whether electronic or non-electronic shall be the responsibility of the respective Heads of the library.

*Encl:- Standard Operating Procedure
(Page 1 to 21)*


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Standard Operating Procedure

RIMT UNIVERSITY, MANDI GOBINDGARH

PREAMBLE

“Alone we can do so little; together we can do so much” -Helen Keller

Reference is made to policy on campus physical infrastructure, Version 1 (2019). It throws light on how infrastructure of the campus is to be taken over and maintained. The term Maintenance includes maintaining records of inventory, maintaining cleanliness as well general and electrical repair and maintenance of infrastructure.

RIMT University has created and provided state of the art physical Infrastructure to make the goal of world class education and research, a reality. Many teams have designated the responsibility to maintain the infrastructure and various facilities. Not with standing the same, it is the obligation of each and every stakeholder in the campus to make use of the facilities and infrastructure. To the fullest and at the same time take good care of the infrastructure.

Administration of space is a dynamic endeavor and the requirements of the space could change as and when requirements arise. The space shall be put to the best use based on the requirements at the time. It is the responsibility of each Dean/Director to ensure that the space allotted to them is utilized for the purpose it is allotted and intended for and in the best way possible. They should ensure that all guidelines in handling the space are followed in true letter and spirit.

The guide provides the Standard Operating Procedures (SOPs) to be adhered to by various teams to ensure that the campus physical infrastructure is well utilized and the employees, students and all other stakeholders that visit the campus. The Administration and Maintenance teams are the teams responsible to provide required support to maintain the campus physical infrastructure.


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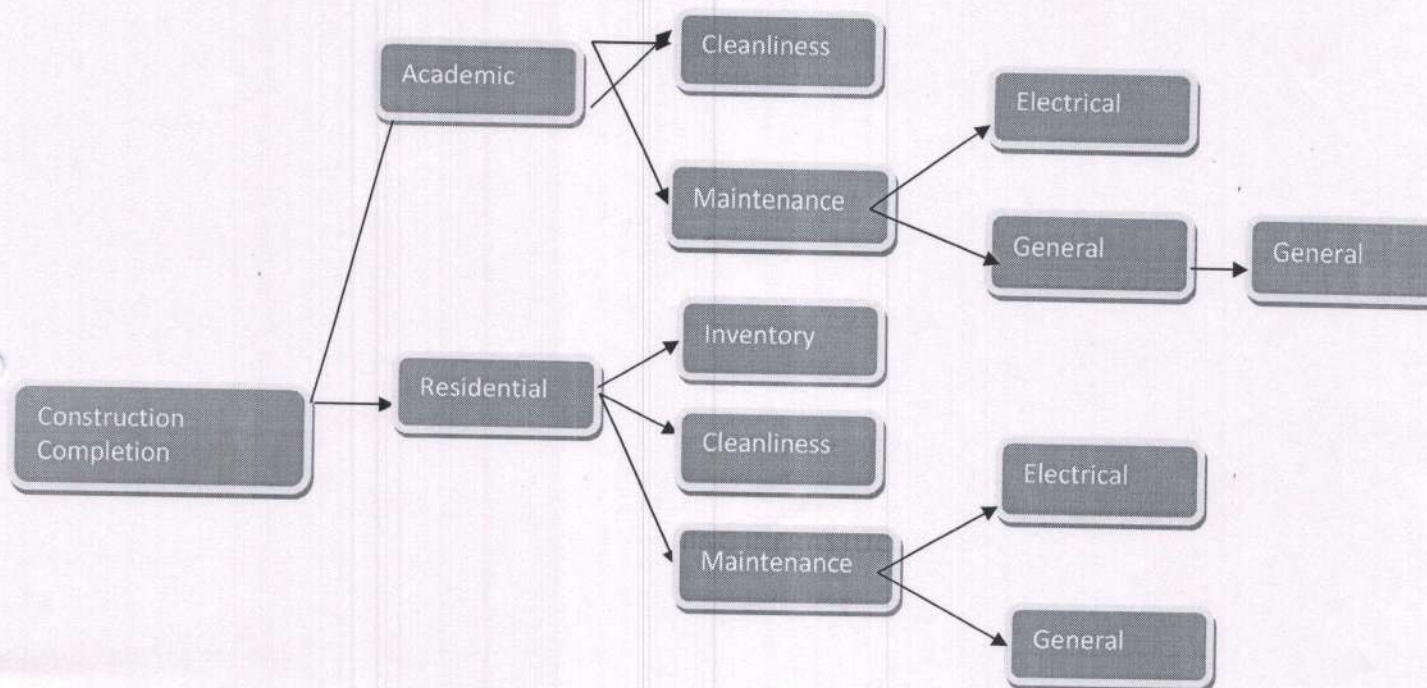
Chapter- 1

MAINTAINING CLEANINESS IN ACADMIC AREAS

1. The campus infrastructure of RIMT University has been designed for teaching, learning through interactive sessions. Clean, attractive, bright and lively facilities are a key component to a learning environment. The necessity of clean campus can never be underestimated. We should leave no stone unturned when it comes to creating a safe and healthy learning environment for our staff, students and stakeholders.
2. With daily usages by staff and students the academic building and facilities are prone to daily wear and tear. "A place for everything and everything in its place", should be the rule, followed. To live up to this, it is essential to create a safe and healthy learning environment which plays a huge role for a positive image of campus. System should be in place to enable the same. Further, the system should be monitored rigorously.
3. A clean and clutter free environment is desired by each one of us. Efforts always need to be put in, to provide a clean environment to the staff and student of RIMT University. Staff managing the cleanliness and maintenance of these area of the academic campus shall be divided (for assigning responsibility to maintain cleanliness) and allotted to concerned in-charge that include Estate Managers, Supervisors and a team of housekeeping staff. They shall be responsible to take care of the areas, assigned to them. The said housekeeping staff may be on roll of RIMT University or may be outsourced.
4. While the in-charge would handle the task of cleanliness through the housekeeping staff, the faculty and students are also encouraged to help maintain the cleanliness and follow etiquettes. They are also encouraged to bring in to the notice of any point that needs attention in regards to cleanliness and maintenance.
5. A housekeeping staff could either be a janitor (who shall handle the tasks of cleaning floors, mopping floors, cleaning of washroom, grounds etc.) or a service staff (who shall help in dusting activities, cleaning of fixtures and fittings and also proved service support to faculty in routine errands like photocopying recodes, shifting files etc.
6. The role of the user availing the various facilities and infrastructure and the role of the concerned staff ensuring maintenance of infrastructure and facilities are different. Both need to be aware of their roles and follow them meticulously for the best results. The roles of both teams are mentioned in the next chapters. First, let's have a look at how the academic areas are divided and managed.


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FLOW CHART-MAINTAINING INFRASTRUCTURE



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Chapter-1 -A

MAINTAINING CLEANINESS IN ACADMIC AREAS-USER'GUIDE

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1.1. INTRODUCTION: Every Academic building of RIMT University is placed under the continuous monitoring of a dedicated maintenance department team. The team would consist of an Estate Manager, supervisors and the team of housekeeping staff of various departments. This team shall make all efforts to provide a clean and comfortable work and study environment for the employees and students. In case of any complaints regarding cleanliness, the user may bring it to the notice by generating new ticket on RIMT support available on RIMT University webpage or personally contacting with the Estate Manager or concerned supervisor. Faculties/Schools/Departments are encouraged to share all concerns in regards to cleanliness of their buildings and surroundings.

1. 2. OFFICES: Offices of RIMT University are the work areas of faculty and staff. Efforts shall be made by the housekeeping team to provide clean offices. But maintains the cleanliness also needs to be ensured by the staff/faculty using the offices. Many offices are shared by staff/faculty.

a. Do not litter in offices. Dustbins are provided; use them

b. It needs to be ensured that the dustbins in offices are meant for dry waste. **Kindly do not throw food waste or wet waste into dustbins of offices.** These may be cleared only in the pantry dustbins.

c. It is suggested that open food material may not to be stored in storage spaces provided, as these attract rodents. Staff should use containers with airtight lids in case food material needs to be stored.

d. The storage facility/ almirahs provided should be maintained neat and clean, the records stacked neatly and dusted at regular intervals. Support of the housekeeping staff may be availed for the same

1. 3. CLASSROOMS: All staff and students of RIMT University are expected to follow classrooms rules and regulations. Students are expected to keep their classrooms clean during their lectures. All classrooms are cleaned after 4:30 pm every day on regular basis and maintained by housekeeping department.

1.4. WASHROOMS: All staff and students of RIMT University are expected to follow washroom etiquettes and to leave the washrooms clean for the next user. In case of any complaint regarding cleanliness or maintenance, they may immediately contact the Estate Manager/ concerned supervisor or by generating new ticket on RIMT support available on RIMT University webpage.

The lady staff and students should ensure to dispose sanitary waste only in the allotted disposal bins. The physically challenged may be given the due priority to use the washrooms meant for them.

1. 5. PANTRY: The most schools/departments of RIMT University with the facility of a pantry. These are to be maintained clean and hygiene, always. The electrical appliances also need to be used with care.

STOREROOMS- College/department/school of RIMT University have certain storage rooms where records/materials or projects are stored. Keys of these rooms are held with the concerned college/department/school. These rooms are opened only for any record/specific material to be taken out. Such areas could be prone to termites or rodents. Further as these rooms are not opened frequently, such issues could go unnoticed and could be a cause of concern.

COMPUTER LABS: The computer labs of the various Faculties/Schools/Departments of RIMT University are an important part of our infrastructure. The cleanliness of these labs is to be ensured through the concerned lab attendants. Aim of the administration would always be to ensure the best maintenance of the IT equipment in these labs and hence a dedicated team of housekeeping staff would be detailed to ensure vacuum cleaning of the IT equipment in all these labs, based on demands from the user.

LABS/RESEARCH LABS/LIBRARIES: Labs, Research labs and RIMT Central Library and all the Council Libraries are handled directly by the concerned college/departments/school. The access to these areas may also, in certain cases, be held with them. In such cases, administration shall provide the required support of cleaning as and when access is provided to the venue. The lab in-charge shall be responsible to handle the maintenance and cleanliness of the labs. Cleanliness is to be ensured daily. The regulation of excess and broken furniture not to be held, would apply to all labs too (unless the broken furniture/fixture or equipment is part of any projector research work).

SCRIBBLING & PASTING: Scribbling on furniture, fixture or walls or any areas of the university is not permitted. Pasting any kind of stickers, paper pieces with information, and instruction to students on paper pieces, decoration material etc. is not permitted on any wall, furniture or fixture. Use of neatly made standard design sun boards, flexes etc. at designated areas shall only be permitted. Notice boards can be used for information printed on paper to be displayed. For exam seating sheeting, certain stands are designated. These may be used.

LITTERING: Sufficient dustbins are placed in all building floors, including in corridors and in washrooms and in the pathways and grounds. These should be used to throw waste. Littering should not be allowed by staff or by students/staff should be strictly prohibited from throwing any waste out of the window or from the balconies or corridors.

CLEARANCE OF ALL DOORS/ PATHS- In many cases there may be 2 or more doors to a rooms/office and in routine may be only one door is used. There could be a tendency to stock records or may be use the space for some seating or placing some material etc. These are strictly prohibited. Access to all doors and paths should always be available. (An example is the stairway to the terrace). This is necessary for easy exit in case of any emergency.

SOME POINTS TO NOTE-

- a) Movement to terrace is permitted only with prior approvals. Access shall be provided based on request from the concerned college/department/school head to the administration. In case there is a movement to the terrace for any reason, it would be the responsibility of the users to ensure that no material is left back in the terrace and the terrace is cleared of waste, if at all any, due to work/activity on the terrace. They may use the support of the housekeeping staff to clear the terrace, but handling over of terrace back to administration shall be permitted only after the user has the area cleared.
- b) In case there is a heavy wind when classes are in progress, kindly double check that the window stoppers are placed. This is to avoid the closing of the window with high speed and the glass panes falling off with the pressure. This could be dangerous to anyone sitting on the plinth. And for further safety it is suggested that in case of winds, students and staff should be strictly restricted from standing/sitting on the plinth areas surrounding the buildings.
- c) **Usage of Blinds-** Blinds is provided at many venues. These need to be handled with care. Students/staff and faculty should be guided to use them in the appropriate manner. In case there is a difficulty in using the same, support of housekeeping staff may be sought, rather than mishandling the blinds.
- d) **Avoid Wastage of Resources-** Staff and students should be encouraged to switch off lights/ fans/ ACs and other electrical equipment if not required. Water taps should also be closed after usage of water.

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Chapter 1B

MAINTANING CLEANLINESS IN ACADEMIC AREAS- ROLE OF MAINTENANCE DEPARTMENT

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MAINTAINING CLEANLINESS IN ACADEMIC AREAS: Cleaning is a continuous and meticulous process. There is a huge amount of planning required to ensure quality cleanliness. Based on the experiences of the housekeeping staff and the demands of cleanliness standards in campus, certain schedule and roaster have been finalized. The staff assigned the responsibility of maintaining cleanliness in academic areas would need to follow these laid schedules and routine.

CLEANLINESS SCHEDULE AT RIMT UNIVERSITY-ACADEMIC AREAS

- a) **Daily Cleaning:** It would be the role of the housekeeping team to ensure cleanliness daily. The planning and schedule of works should be done in such a manner that all venues are cleared at least once. On working days, time available for cleaning could be comparatively lesser in comparison to the cleaning needs to be carried out. Hence these works should be planned and undertaken accordingly.
- b) **Deep Cleaning:** Some cleaning schedules can be planned when activities and footfall are comparatively lesser in the campus. The cleaning done on days with reduced campus activity, when cleaning process can be done with more time and better efforts, is called deep cleaning. These refer mainly to the activities scheduled in the weekly and monthly cleanings. Schedules are laid for cleanliness, so the housekeeping staff can contribute in maintaining high standards of cleanliness, in all areas of the campus.
- c) Care has also to be taken to ensure that in case an event or function requires readiness of a specific building/venue/area could arise. The same be provided the due importance and the amends to the cleanliness schedule made accordingly to accommodate the urgency that arises. Hence the event schedule and common area booking schedule etc. have also to be borne in mind and the cleaning schedules planned and executed accordingly.

WHAT IS INCLUDED IN THE SCHEDULE: In case of a requirement (if cleaning on a Saturday is not feasible) fountains may be cleaned on Sundays. Also, in case of events on a day prior to holiday, to ensure readiness of venue on the next working day, the cleaning of grounds and surroundings (as per requirement) should be done on the holiday. Manpower shall be detailed for the same specifically and monitored.

1.2.4. ROUTINE CHART FOR CLEANING

ROUTINE CHART FOR CLEANING		
Venues/Areas	Periodicity	Suggested Timing
Washroom of Faculty This includes i. Washbasins ii. Seat covers and Commodes, iii. Taps iv. Mirrors v. Walls vi. Floor vii. Drain Covers	Thrice in a day	(1) Morning Before working hours (2) Midday before lunch break (3) By 04:00 pm
Washroom of Students This includes i. Washbasins ii. Seat covers and Commodes, iii. Taps iv. Mirrors v. Walls vi. Floor vii. Drain Covers	Five Times a day	(1) 08:00 am (2) 10:00 am (3) 12:00 pm (4) 02:30 pm (5) 04:30 pm (Dustbins to be emptied at 05:00 pm and earlier, if it gets filled before that.)
Drinking Water Area (includes scrubbing the floor and removal of foot mats before cleaning)	Five Times a day	(1) 08:00 am (2) 10:00 am (3) 12:30 pm (4) 02:30 pm (5) 04:30 pm
Classrooms Sweeping	Once a day	After Working Hours
Faculty Rooms Sweeping	Once a day	After Working Hours
Dusting of Faculty Rooms/Classrooms	Twice a day	Before Working Hours and After WorkingHours
Hospital	Thrice a day	(1) Morning Before working Hours (2) Midday before lunch break (3) By 04:00 pm. Also, in case the place has been dirtied by any patient.
Library	Twice a day	Before Working Hours and After University Working Hours
Entrance/Corridors/Stairways	Frequently	Foot mats to be removed and cleaned at least twice in a day
Glass panes of Windows and Doors	Once a week	


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Chapter 2

MAINTENANCE OF FURNITURE AND FIXTURE-PROCESS


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The complete campus of RIMT University is divided into academic area, residential area and refreshment area. Maintenance department handles supports for the academic areas. To instill belongingness and clarity on responsibility, the academic area is divided into various parts. Each part, including building and surrounding, are handled by an maintenance department, who would be responsible to take up demands of repairs and upkeep with the concerned maintenance team. Support required in renovation is also handled by this team.

2.1 BEING AWARE OF THE COMPLAINTS – To initiate necessary action to solve a problem, one should first know if and where the problem exists. Hence it is necessary to first be aware of the complaint. The maintenance department s are assigned certain building and areas. They are seats in the near vicinity of the buildings and hence would have easy access to all the areas of the building. They are expected to inspect their buildings daily for cleanliness and maintenance and ensure that the set standards are maintained. There are various methods in which requirements of maintenance can be known

- a. The housekeeping staff that cleans the area would be aware of certain repairs required in the building as they clean all corners of each room.
- b. The employees working in the building or the students attending class or workshop in the building can raise concerns for any venue/corridor or may be the washroom.
- c. Feedback from a visiting faculty or any guest to the building or venue can be analyzed to check if any complaints exist in the building.
- d. The teams that works late can note concerns that arise after working hours in a building.
- e. A picture taken or a report from the security during patrolling could also be a source of information regarding complaints in a building/venue.
- f. Observation while taking rounds in the building can also help maintenance department analyze requirements of repairs.

TYPES OF COMPLAINTS – RIMT University maintenance department has two separate teams for handle the complaints and supervision the Estate Manager of the university. One team that handles general maintenance requirements and the other that handles electrical maintenance requirements. The complaint should be raised with the concerned department. IT complaints are not raised to maintenance department. Users raise the complaints pertaining to  infrastructure, directly with the IT cell.

- a. One complaint demand should be for one type of work. Some works are interrelated. For e.g. if a wall needs repairs, it needs to also be painted after the cement work. Hence, mason work and whitewash would be automatically

included as the related repair work. But if a window is to be replaced, it involves removing a window, making a new window, repairing the wall, fixing the window and the required whitewash and paint. This would be treated as a minor renovation. A complaint that has more than two types of related work, would be marked as minor renovation.

- b. In certain case new works are also assigned to maintenance. Take for instance, making a new table, or a cupboard or any specific shelf etc. These shall be undertaken based on availability of manpower and the number of complaints in hand. Works that need contractor support shall be handled through contractor with required approvals of RIMT higher authorities.
- c. The priority of a complaint would depend on various factors. Maintenance department should be very clear about the priority of the complaint. The complainant should have a logical reasoning which should be mentioned on the complaint. This would enable the maintenance team to also appreciate the requirement.

FACTORS AFFECTING CLOSURE – It is pertinent for the maintenance department to understand that the closing of a complaint by the maintenance team would depend on various factors like circumstances, availability of material, availability of manpower, number of complaints received during the period, weather conditions, etc. Being the link between Maintenance Team and user, maintenance department should be aware of the reasons why a complaint is pending. For the same continuous communication and monitoring is advised.

COMPLAINTS RAISED ONLINE: Maintenance complaints are to be raised online by generating new ticket at RIMT support available on RIMT University webpage. The maintenance department members are provided access to the chalk pad to raise complaints. All the points should be considered when a complaint is being raised.

COMPLAINTS RAISED WRITTEN MODE: Complaint should be complete and specific every complaint raised should be complete and specific.

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COMPLAINT	EXAMPLE OF HOW TO RAISE COMPLAINT
The details of the room number and exact location should be mentioned	<ul style="list-style-type: none"> ➤ Whitewash touchup required in one classroom of School of engineering AB1-LR101 ✓ Whitewash touch up required on wall in AB1-LR101 School of engineering
Complete numbers of repair required should be mentioned	<ul style="list-style-type: none"> ➤ Many windows need stoppers. ✓ 9 wooden windows of College of Architecture third floorrooms need stoppers. 4 in AB1-ST301 & AB1-ST302

MAINTENANCE MEETINGS- Conducting regular maintenance meetings will with Registrar enable analyze the long pending cases and to initiate requisite action to prioritize cases, if required. Aim of these meetings should be to find best solutions and early closing of complaints.

When the maintenance worker approaches the building/venue to carry out the repair, it is the responsibility of the Maintenance Team to provide access and explain the work desired. As far as possible, try and close the complaint immediately if the work is completed satisfactorily. When providing access to the workers, the administration team should ensure that no infrastructure or fixture is spoilt or misused. For e.g. if an AC has to be repaired, the material (if any) placed below the AC should be cleared, if the ceiling needs repair the furniture in the area may need to be shifted slightly.

WORK COMPLETION: In case there is a delay for a complaint to get closed, check with user if there is any specific urgency and check with maintenance team if the work can be prioritized. Aim should be to enable a balance between the user and maintenance team so that an optimal solution is arrived at.

Where a delay is expected, be aware of the reason. Discuss with Maintenance Team.

In case the work is not completed satisfactory, but closed online, Administration should keep Maintenance team informed immediately, (within 3 working days). In such cases, the complaints, even if closed, shall be reopened by Maintenance, and should be monitored further for a satisfactory closure.

All queries should be discussed in the Maintenance Meetings.

DIFFERENCE BETWEEN REPAIR & RENOVATION- There can be no hard and fast rule as regards the difference between a work of repair and renovation work. Repairs

are usually one-off fixes that help keep the property habitable and in good working condition. Anything that increases the value of the property or extends its life is categorized as a "capital expense". Renovations, Such as replacing a roof or renovating a kitchen, are usually more labor-intensive than repairs and typically cost substantially more. The good rule of thumb is if a new item is being added or upgrading. An existing item or redoing complete area, than it's usually considered a renovation.

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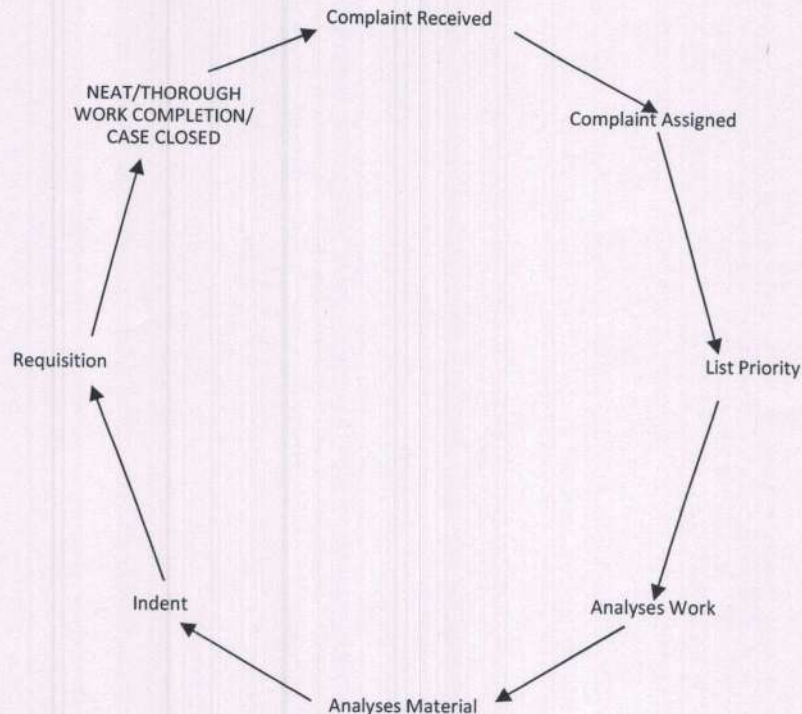
Chapter 2-A

MAINTENANCE OF FURITURE AND FIXTURES- ROLE OF MAINTENANCE

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THE MAINTENANCE PROCESS



STEPS INVOLVED

- Complaints can be received ONLINE or on requirement slip. Some complaints are raised by the Maintenance team itself.
- The complaints are noted in a work from and handed over to the concerned workers daily by the supervisor.
- When a work from is handed over to the staff, they are expected to first list out the priority of the complaint.
- For all cases where they need the guidance of supervisor and officer, they should discuss. The supervisor may also convey to the staff for a specific priority. The same should be ensured.
- For work that needs material to be indented assess the requirement and confirm to supervisor. Listed material would be procured by the Central Store and provided in routine. For such cases only the indent would need to be raised by Maintenance. In cases where material is not listed, the indent for the material would need to be raised online by Maintenance.
- Once the material is received the work should be undertaken and completed neatly.
- Managing resources and time for completion of work is an art which every staff of maintenance should possess. They should handle works that are on priority and for which

Chapter 3**MAINTAINING COMMON VENUES AND FACILITIES- ROLE OF ADMINISTRATION**

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3.1 INTRODUCTION – Common Venues in the campus include –

- a. Auditorium
- b. Seminar Halls
- c. Conference Rooms
- d. OATs and Grounds

SEMINAR HALLS – There are various common facilities in RIMT University, the most used being the various Seminar halls in the campus. The campus has state-of-the-art infrastructure and the Seminar halls are also created aesthetically and equipped with Audio Visual aids. Every Seminar hall has a different decorum and style. While most Seminar halls have a seating capacity of 200, the Auditorium in the University can accommodate more than 2500 people at a time.

BOOKING OF HALLS The various departments / schools need to book the venue to avail the facility. The booking shall be done through a mail specifying details of the activity planned at the venue and the date. For university level events booking shall be done centrally by the main user department (for e.g. Office of Dean Student Welfares) Once confirmed, the venue should be made ready, based on the demands of the users, and handover for the activity. All administrative support for the activity, demanded a per the laid process and within the laid timing, should be provided. The user shall confirm the following in the demand-

- a. Date when hall is required
- b. Timing (from/to) when hall is required
- c. How many guests would attend the event (internal guests or external guests)
- d. Any VIP guest – If yes, details of the guest
- e. Strength of audience (internal or external audience)
- f. Any specific arrangements required in the hall

Booking should be basically based on timing, date of requirement and audience strength.

- a. Points to be checked –
 - a. Venue is available and there is not double booking
 - b. The audience can be accommodated
 - c. The desired arrangements can be made
 - d. User to be guided to liaise with IT/ Electrical and OSS teams and confirm all the support required. This way all teams can be in sync.
- b. In case there is any concern as regards the venue, it is necessary to immediately get back to the user and find a solution/ convey the concern.
- c. First-come-first-serve should be the criteria, unless there is a specific priority confirmed by authorized Heads. There should be exceptions for no other cases.

Handling Halls shall be covered in two Parts:

Upkeep of Halls

- a) Cleanliness
- b) Nameplate
- c) Record & maintenance of assets

d) Maintenance of hall

- e) Others
- f) Electrical support (Mics /ACs)
- g) IT Support (Projectors)

Providing Halls to Users

- a) Halls allotted
- b) Arrangements required
- c) Handover / takeover of halls
- d) Points to note in halls

CLEANLINESS OF HALLS

- a. Every Seminar hall has a specific layout. This always must be maintained, unless specified otherwise.
- b. The furniture and fixtures of the hall should be maintained clean. (Chairs, tables, sofas, curtains, light fittings, fans (if any), Carpets, Windowpanes, door etc.).
- c. Extra care should be given to handles of main doors and the doors should not creak when being opened or closed.
- d. The storage cabinets provided should not be stuffed with unwanted items. No leftover wires, notebooks, flexes etc. should be stocked inside the cabinet.
- e. The foot mats should not be torn or worn-out.
- f. These are important areas and are used by large groups. Hence deep cleaning is to be ensured at least once in a week.

MAINTENANCE OF HALLS – The assets and infrastructure of the halls always have to be maintained in best condition. Hence the repairs for halls are to be marked as URGENT and the completion of these works monitored strictly. This would also mean strict scrutiny of the condition of assets and immediate corrective actions. When a hall is taken over from any user after an event, feedback from them can also be analyzed to understand in case there are any concerns that need to be addressed.

OTHERS – The other points that need to be taken care for various events / functions held in the halls are explained below.

Name Display Card

- a. Name display cards are not used for all functions.
- b. But when they are supposed to be used, the user should be guided (where required) to ensure that the written material is visible to the audience. The names should be viewable to the audience as well the VIPs who are to occupy seats accordingly.
- c. Hence, many a time, we place must place 2 display cards with matter on both sides.
- d. These should be placed on the table in alignment with the chair.