



# SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY  
(UGC & AICTE Approved) Gurugram, Delhi-NCR

No. : SGTU/BOM/39.9/2022

Dated: 30<sup>th</sup> September, 2022

## Maintenance Policy

### Maintenance: -

Maintenance is defined as a process in which working condition of overall infrastructure including buildings, equipment, machinery, electrical gadgets and all other facilities are maintained at the optimum level as to give maximum output. Maintenance is normally done through repair, partial replacement or total replacement. Following is the significance of maintenance policy:

- Maintenance policy ensures that facilities are always in ready and reliable condition.
- This, in turn, ensures that there are no sudden and frequent breakdowns resulting in disruption of academic and non-academic activities
- This also ensures that the University is able to respond to any sudden requirement as well.
- Maintenance policy ensures that equipment are always calibrated to provide good-quality service.
- Maintenance policy ensures that costs are always controlled.
- A proper maintenance policy is necessarily required so that the safety of students, faculty and other staff is never compromised.

### Objective: -

In accordance with the above stated canon, SGT University seeks to put in place a Standard Operating Procedure (SOP) for maintenance encompassing matters pertaining to cleanliness, upkeep of University buildings, premises and maintenance of facilities such as water, electricity and infrastructure to ensure clean and hygienic working environment and for longevity of our assets and infrastructure. The emphasis is on the quality and efficiency of services. Further, due care has been taken to ensure that the practices and procedures should be implementable at the University and also provide for accountability.

There is a full-fledged **Maintenance Section** to execute the procedure efficiently in a time bound manner.

  
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Budhera, Gurugram

  
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### Responsibilities of Maintenance Section :-

The main responsibilities of the Section include but are not limited to the following: -

1. Provide a healthy and safe living environment for the conduct of university activities which would mainly include safe buildings, hassle-free lift operations, fire water tanks and fire equipment, electricity fitments, gadgets, wiring and operating equipment, air conditioning equipment and its fitments, clean and portable lab tested drinking water.
2. Maintain the building and its services on daily basis.
3. Maintaining lawns and gardens.
4. Maintaining Sports fields.
5. Maintenance of ICT System/facilities.
6. Maintenance of Transport facilities.
7. Maintenance of CCTVs and Bio-metric devices.
8. Maintenance of Hostels, Hospital and Residences.
9. Maintenance of Renewable Energy System.
10. Maintain hygienic environment.
11. Renovations and modifications in the workplaces.
12. Prevent fire and other accidents due to faulty electric connections, switches and plugs and electric appliances and also provide fire warning systems in the workplaces.
13. Maintain safe and healthy conditions in plant, equipment and machinery in the University and ensure safe storage/use of substances.
14. To undertake work after suitable and sufficient assessment of risk.
15. To put in place, a mechanism for periodic inspection of the electric gadgets, switches plugs and other equipment in use to prevent fire/accident.
16. To report immediately, all concerned and take actions as desired of him to control and extinguish any outbreak of fire.
17. To ensure that plant and equipment are periodically serviced and kept operationally fit.
18. To obtain NOCs for buildings, environment, fire compliances, sewage etc.
19. Maintaining all relevant records and documents including the inventory of all the machines, equipment, and gadgets.
20. Any other matter as assigned by the Management

### Operational Framework: -

The operations comprise instructions and processes for the following: -

- A. The duties and responsibilities of the Head/G.M. Facilities & Admin.
- B. Documents needed to be maintained.
- C. The Process to rectify/resolve the maintenance complains.

#### **A. Duties and Responsibilities of the Head/G.M. Facilities & Admin.**

The Section shall work under the direct supervision and control of the Head/G.M. Facilities and Admin.

The Head/G.M. Facilities and Admin has the overall responsibility of overseeing the maintenance operations of the University in order to keep the premises fully safe and operational to the satisfaction of our students, faculty and staff.



## **B. Documents to be maintained**

1. The Section is responsible to maintain the following documents.
  - (a) Master list of documents.
  - (b) List of Major electrical and other equipment held.
  - (c) Preventive Maintenance History-all Equipment
  - (d) Daily record of maintenance complaints and breakdowns resolved
  - (e) Stock and Issue Register of all durable and non-durable items held on charge
  - (f) Record of financial/other approvals given by the competent authority
  - (g) Material Indent Requisition
  - (h) Purchase orders
  - (i) Health and Safety Policy.
  - (j) Fire Fighting Policy.
  - (k) Files for various HUDA approvals, building designs and sanctions.
  - (l) NOC file pertaining to all NOCs.
  - (m) Water testing lab record file
  - (n) Electricity File of Educate India Society
  - (o) Electricity and water bills file.
  - (p) Telephone bills file.
  - (q) Any other file/form which the Head/GM Facilities and Admin. may consider it essential to maintain in order to ensure transparency of the receipt and expenses system.
  - (r) SOP on functioning of Maintenance Section.

## **C. Procedure to Rectify and Resolve Complaints.**

- I. **Step1** - Any complaint regarding a deficiency in periodic maintenance services or a breakdown noticed in some Department of the University or its college/institute or by any individual user, is to be sent by the complainant preferably by e-mail to the section at the designated e-mail address or over the telephone as well. The staff receiving the complaint normally forwards a copy of the same to the Head/GM Facilities and Admin. who in turn gets it recorded.

Apart from this, the Housekeeping, Horticulture, and Engineering staff during their continuous daily rounds may notice deficiencies and shall record their maintenance complaint/s, directly in the Maintenance Register. Emergent complaints would be reported to the Head/GM Facilities and Admin on their mobile phone number or by meeting him in person. Hostels shall maintain Maintenance Registers at their respective hostels. The maintenance staff shall visit and attend to their complaints in situ. This practice is being followed satisfactorily.
- II. **Step 2**-The Head/GM Facilities and Admin on entry of complaint, shall allocate priority and the concerned resource person for rectifying the complaint.
- III. **Step 3**- The Head/GM shall ensure that the complainant is informed regarding the work executed on telephone/by email. The entry to this effect shall be made on the register endorsing signature, date and time of completion.

  
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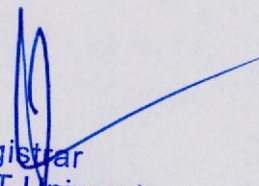
  
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- IV. **Step 4-** The Head/GM shall make due endorsement of item used and purchased in his records and keep the stock register up-dated all the time.
- V. **Step 5-** The Head/GM shall put up the Maintenance Register to the Registrar every fortnight with a summary of (a) Number of Complaints received (b) Complaints resolved (c) Complaints pending with reasons. The Registrar may then forward the register with his remarks to the higher authorities for their perusal and any further direction as deemed fit in this regard.



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