

OPERATIONS AND MAINTENANCE MANUAL

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1 .OBJECTIVE OF OPERATIONS AND MAINTENANCE DEPARTMENT

Introduction

O&M management is a critical component of the overall program. The management function should bind the distinct parts of the program into a cohesive entity. From our experience, the overall program should contain five very distinct functions making up the organization: Operations, Maintenance, Engineering, Training, and Administration—OMETA. Beyond establishing and facilitating the OMETA links, O&M managers have the responsibility of interfacing with other department managers and making their case for ever-shrinking budgets. Their roles also include project implementation functions as well as the need to maintain persistence of the program and its goals.

Developing the Structure Five well-defined elements of an effective O&M program include those presented above in the OMETA concept (Meador 1995). While these elements, Operations, Maintenance, Engineering, Training, and Administration, form the basis for a solid O&M organization, the key lies in the well-defined functions each brings and the linkages between organizations. A subset of the roles and responsibilities for each of the elements is presented below.



Operations

- Administration – To ensure effective implementation and control of operation activities.
- Conduct of Operations – To ensure efficient, safe, and reliable process operations.
- Equipment Status Control – To be cognizant of status of all equipment.
- Operator Knowledge and Performance – To ensure that operator knowledge and performance will support safe and reliable plant operation.

Maintenance

- Administration – To ensure effective implementation and control of maintenance activities.
- Work Control System – To control the performance of maintenance in an efficient and safe manner such that economical, safe, and reliable plant operation is optimized.
- Conduct of Maintenance – To conduct maintenance in a safe and efficient manner.
- Preventive Maintenance – To contribute to optimum performance and reliability of plant systems and equipment.
- Maintenance Procedures and Documentation – To provide directions, when appropriate, for the performance of work and to ensure that maintenance is performed safely and efficiently.

Engineering Support

- Engineering Support Organization and Administration – To ensure effective implementation and control of technical support.
- Equipment Modifications – To ensure proper design, review, control, implementation, and documentation of equipment design changes in a timely manner.
- Equipment Performance Monitoring – To perform monitoring activities that optimize equipment reliability and efficiency.
- Engineering Support Procedures and Documentation – To ensure that engineer support procedures and documents provide appropriate direction and that they support the efficiency and safe operations of the equipment.

Training

- Administration – To ensure effective implementation and control of training activities.
- General Employee Training – To ensure that plant personnel have a basic understanding of their responsibilities and safe work practices and have the knowledge and practical abilities necessary to operate the plant safely and reliably.
- Training Facilities and Equipment – To ensure the training facilities, equipment, and materials effectively support training activities.
- Operator Training – To develop and improve the knowledge and skills necessary to perform assigned job functions.
- Maintenance Training – To develop and improve the knowledge and skills necessary to perform assigned job functions.

Administration

- Organization and Administration – To establish and ensure effective implementation of policies and the planning and control of equipment activities.
- Management Objectives – To formulate and utilize formal management objectives to improve equipment performance.
- Management Assessment – To monitor and assess station activities to improve all aspects of equipment performance.
- Personnel Planning and Qualification – To ensure that positions are filled with highly qualified individuals.
- Industrial Safety – To achieve a high degree of personnel and public safety.

Operations and Maintenance - Sr. Manager (Roles and responsibilities)

- Assesses incidents, complaints, etc (e.g. building break-ins, utility problems, etc.) for the purpose of resolving or recommending a resolution to the situation.
- Guide Manager and other supervisors on building security for the purpose of ensuring the integrity and operational order of locks, doors, and windows.
- Collaborates with internal and external personnel (e.g. other administrators, auditors, public agencies, community members, construction managers, architects, vendors, etc.) for the purpose of implementing and/or maintaining services and programs.
- Develop a preventative maintenance program for the purpose of ensuring Hostels are maintained in a safe condition.
- Develops and monitors budget allocations, expenditures, fund balances and related financial activities for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.
- Facilitates meetings and workshops, etc. for the purpose of identifying issues, developing recommendations, supporting other staff, and serving as a Hostel representative.
- Inspects all aspects of new construction, repair work, projects, equipment, work orders, daily maintenance and supplies for the purpose of ensuring that jobs are completed efficiently, specifications are within regulatory requirements and inspection reports and payment requests are correct.
- Performs personnel functions for maintenance staff (e.g. interviewing, evaluating, supervising, counseling, disciplining, directing, training, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget in the Operations and Maintenance department.
- Recommends new hires, promotions, termination and transfers for the purpose of maintaining staffing needs and productivity of the work force.
- Recommends policies, procedures and/or actions for the purpose of providing direction for meeting the Hostel goals and objectives.
- Researches new products, laws, regulations, etc. for the purpose of recommending purchases, contracts and proper maintenance of Hostel wise services.

- Responds to emergency situations during and after standard hours for the purpose of resolving immediate safety concerns.

Manager maintenance and repairs to Hostel units- Main Activities

- Conduct inspections of Hostel units for needed services and repairs
- Coordinate emergency and regular repairs and coordinate repairs to buildings
- Maintain fire protection systems and equipment
- Coordinate maintenance and repairs to structural, mechanical and electrical systems
- Coordinate maintenance and repairs of boilers, heating and ventilation systems, pumps, stoves, refrigerators, washing machines and other equipments.

2. MANPOWER PLANNING

Manager's Job Responsibilities:

- Directs the Maintenance work force and provides on site expertise
- Ensures that work is accomplished in a safe and efficient manner.
- Reviews work planning and scheduling with the planner.
- Ensures quality of work
- Ensures equipment availability is adequate to meet the profit plan.
- Works with plant or production supervision to ensure first line maintenance is being performed by operators.
- Verifies the qualifications of hourly personnel and recommends training as needed.
- Enforces environmental regulations.
- Focuses downward and is highly visible in the field.
- Champions proactive maintenance vs reactive maintenance.
- Develop People.
- Orders and receives supplies and equipment, and maintains necessary inventories.
- Performs emergency repair services as necessary.
- Assumes responsibility for the general security of the buildings.
- Control maintenance budget and spending.
- Inspects work for completeness.
- Prepare preliminary work schedules for the crew supervised; coordinate schedules with management; on a daily basis, assign work and determine job priorities for the assigned crew.
- Scheduling the complaints registered in the CSC Maintenance software to the maintenance workmen and supervisors.

- Providing training for fire safety, types of fire prevention and fire extinguishing techniques, provide mock drills for the same.
- Ensure about signboards, rules and regulations and notice board maintenance in hostels.

Asst Manager - Roles and responsibilities

- Follow up for resolution of maintenance and personnel issues in all the hostels
- Visit all the hostels regularly and check on maintenance and personnel issues, report it to the higher authorities and take necessary action.
- Coordinate with the Government authorities regarding water , electricity and other issues
- Monitor the supervisors who are nominated for each hostel
- Collect appropriate reports regarding supervisors performance and forward it to the higher authority
- Documents regarding all maintenance and personnel issues resolved and ongoing issues, to be monitored and major issues to be reported to the higher authority
- Report to management about any training requirement for the Supervisors and all other staff in the hostel.
- Control the cost of maintenance issues and give appropriate reports to Management regularly.
- Design a regular maintenance schedule and ensure that all the equipments and installations in the hostel are in working condition all the time and give reports to Management regularly
- Other activities as delegated by the Reporting Authority

Hostel visit:

1. Weekly twice boys hostel - 4 Hostels covering all the boys hostels in a month
2. Weekly once girls hostel - 2 Hostels covering all the girls hostels in a month

Other visits based on requirement.

Warden - roles and responsibilities

- Warden has the authority to take suitable disciplinary action except expelling an Inmate from the Hostel.
- Warden has to look after the welfare of the students.
- Regarding disciplinary action against the inmates, warden's report will be final.
- Warden / College officials have the authority to check the room and visit the students at any time.
- Warden is custodian and in-charge of all the hostel properties. Warden has to verify the stock periodically.
- To frame policy on the running of the hostels, messes and other facilities within the hostel.
- To ensure that no ragging takes place in the hostels and maintain a ragging free Hostels.
- To plan for up gradation of Facilities in the hostels.
- To ensure maintenance of Discipline in and around the Hostel.

Looking after the general problems of boarding students (personal and general);

- Maintenance of discipline in the hostels;
- Maintaining students' leave and attendance in the hostel
- Look into the problems of sick students and provide them with first aid, leave to go to the nearest dispensary or hospital;
- Maintain cleanliness and sanitation in the hostels.
- Act as the link between the parents and the College and office.
- Give counseling and guidance.
- Supervise detention work related to hostel context and SUPW within the hostels and gardens.
- Night check-up and supervision of night study if it is in the hostel.
- Looking after hostel property.

- Inform management about maintenance and repair of hostel property.
- Maintain student's records within the hostel.
- Grant short leave from the hostels based on the child's reason/cause.
- Send every student to activities like studies, morning assembly, classes and meals.
- Keep proper records of the indiscipline students.
- Checking the departure and arrival of the students on weekends, months, terms and yearly.

Supervisor's roles and responsibilities:

- Visit the allocated hostels on daily basis and solve all personnel and students issues
- Intimate the reporting manager about maintenance and other issues in the hostel and coordinate for its resolution.
- Maintain proper records about the daily visits and the issues handled.
- Ensure that emergency situations in the hostels are informed immediately to the higher authority and coordinate for its resolution.
- Supervises and assigns the work of maintenance employees. Inspects work for completeness.
- Determines material, equipment, and supplies to be used.
- Transfers equipment and personnel from one project to another as necessary.
- Keeps time cards and other routine records.
- Coordinates and inspects repairs and maintains the electrical, plumbing, mechanical and other related systems in all health department locations.
- Coordinates and inspects, operates and maintains the heating, cooling and ventilation systems (including boiler system) in all health department locations.
- Does general repairs such as painting, patching walls, security hardware, hanging shelves and landscaping.
- Coordinates renovations of existing facilities and the construction of new facilities.
- Coordinates and inspects major contract work on the electrical, plumbing, mechanical and other related systems in all health department locations.
- Possession of a current and valid motor vehicle operator's license.

SECURITY GUARD

Security Guard posted in the hostels will be responsible for:

- Watch and ward.
- Ensure that no property belonging to the hostel/University is removed by unauthorized person.
- Safe custody of keys of entry points and office rooms in the hostel.
- Check the entry of unauthorized persons.
- To remove stray cattle/dogs, etc. from the hostel and its surroundings.
- Patrol of buildings and other installations.

- Report cases of theft, sabotage or fire, etc. to hostel authorities and security officer at once.
- Any other duty assigned by hostel authorities/SecurityOfficer/Sr.

Electrician - Roles and responsibilities

- 1) Assemble, install, test, and maintain electrical or electronic wiring, equipment, appliances, apparatus, and fixtures, using hand tools and power tools.
- 2) Diagnose malfunctioning systems, apparatus, and components, using test equipment and hand tools, to locate the cause of a breakdown and correct the problem.
- 3) Connect wires to circuit breakers, transformers, or other components.
- 4) Inspect electrical systems, equipment, and components to identify hazards, defects, and the need for adjustment or repair, and to ensure compliance with codes.
- 5) Advise management on whether continued operation of equipment could be hazardous.
- 6) Test electrical systems and continuity of circuits in electrical wiring, equipment, and fixtures, using testing devices such as ohmmeters, voltmeters, and oscilloscopes, to ensure compatibility and safety of system.
- 7) Maintain current electrician's license or identification card to meet governmental regulations.
- 8) Plan layout and installation of electrical wiring, equipment and fixtures, based on job specifications and local codes.

Plumber - Roles and Responsibilities

1. Perform routine maintenance of plumbing systems in hostels and office
2. Respond to plumbing calls from our supervisor
3. Install plumbing systems in new construction.
4. Adhere to current rules and regulations related to plumbing so that ensure good services

Transport In charge - Roles and responsibilities:

- In charge of the day to day operations of the transport department.
- Efficiently managing a team of drivers and vehicles.
- Managing, monitoring and developing a team of drivers
- Being the first point of contact for all drivers.
- Making sure that all transport fleet vehicles are properly maintained and serviced.
- Arranging for the induction and training of new drivers
- Regularly ensure a smooth running of the services
- Developing and nurturing customer relationships.
- Maintaining accurate records.
- Organizing vehicle checks.
- Identifying operational issues in transport, potential problems and opportunities.
- Resolving and managing queries and complaints courteously and efficiently.

Driver & Medical In charge

- Drivers job
- Coordinate in taking the students and employees to hospital in case of medical emergency
- Ensure that the first aid kit in all the hostels is properly maintained
- Handling reimbursement of Medical insurance of students

Pick and drop students from college and back wherever the distance is more than 2 kms from the hostel.

- Pick and drop for students who are going to home town outside Bangalore till the railway station or bus station.

Chief Warden/Counselor:

- Maintain registers of Wardens Attendance
- Check the student's night out and other attendance registers maintained by the other wardens
- Supervise if the maintenance related and other issues are informed by the wardens to the respective supervisor or manager
- Counseling of the students
- Preparing the work schedule of Shift wardens and report to Manager.
- Reporting and tracking leave and absence of wardens and other hostel staff
- Tracking of housekeeper's attendance and shuffling them in between hostels
- Resolving issues among wardens and reporting it to the Management
- Keep track of facilities provided and ensure that electricity, water and other facilities are not misused.
- Conduct surprise visits to all the hostels (particularly girls) and do surveillance of student's activities to ensure there is no malpractice, drug abuse, ragging and other activities.

3 .EMPLOYEE ORIENTATION AND TRAINING

New Employee Orientation

Policy:

All Hostel employees will receive training on operations and maintenance prior to or during the first day of employment.

Procedure:

All Hostel employees must:

1. Meet with respective manager to receive training on basic procedures.
2. Review each point in the Checklist with manager. Each procedure will be discussed thoroughly with implications.
3. Ask questions to manager if policy or procedure is not clear.
4. Read, sign, and date the statement at the end of the checklist, indicating understanding and agreement with stated procedures.
5. Receive a signed copy of the document.

The manager will:

1. Schedule at least 30 minutes for the orientation session.
2. Inform new employees of the purpose and time of the session.
3. Explain the purpose of the checklist to employees.
4. Discuss each policy and procedure on the checklist. Refer to the department Standard Operating Procedures Manual as necessary. Check off each procedure as it is discussed. If employees have questions, note and follow up, if appropriate.
5. After reviewing all procedures, the manager should request employees to read, sign, and date the statement at the end of the form, indicating understanding and agreement. The manager also should sign and date the form.

6. Provide a copy of this form to each employee. Inform employees that a copy will be placed in their personnel file. If a copy is required for the Human Resources department, provide it and inform employees.

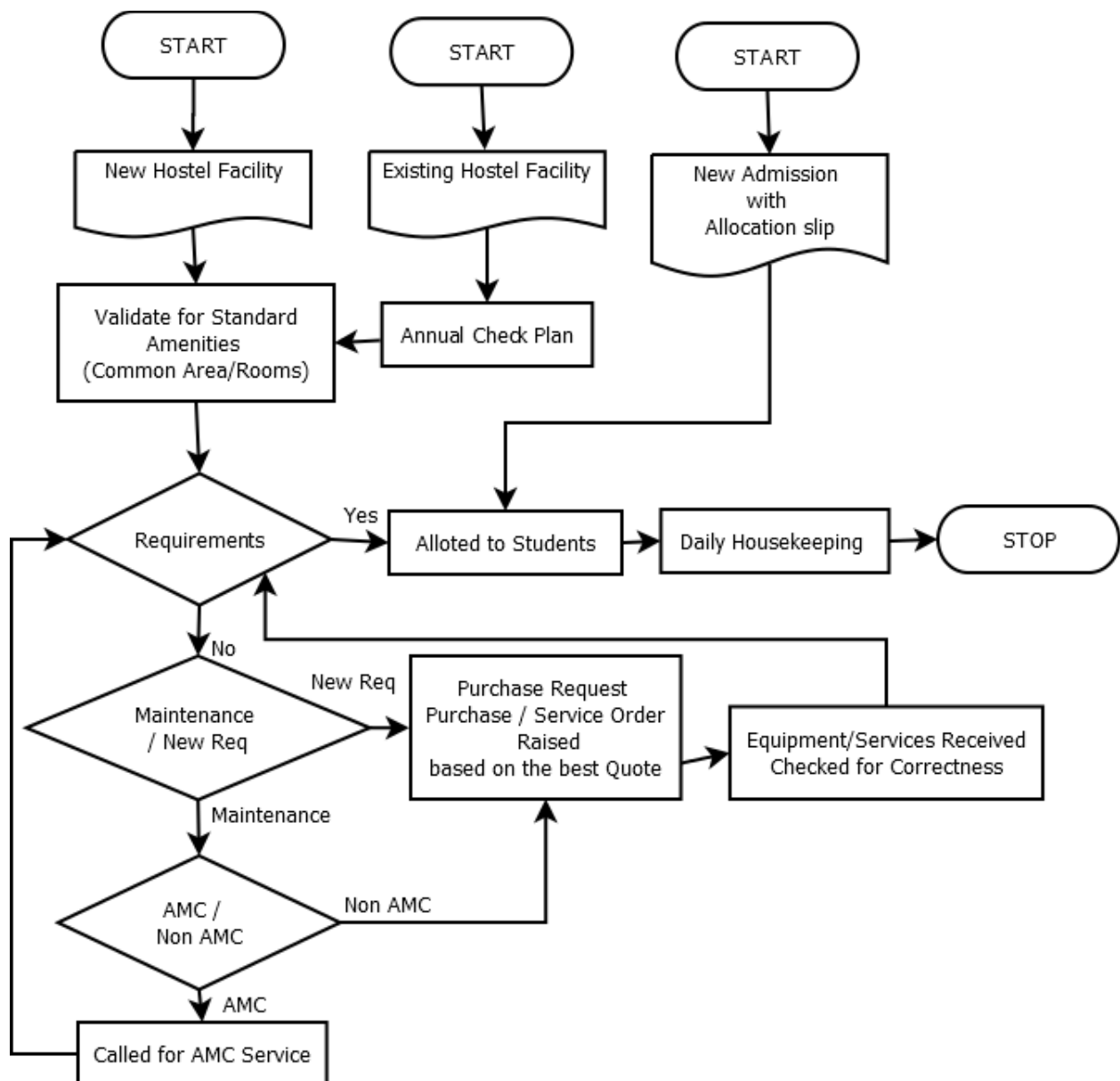
7. Remind employees of the location of a copy of the department Standard Operating Procedures Manual. This manual can be used as a reference, if questions or concerns occur later.

8. Thank employees for participating. Emphasize again the priority of safety and the involvement of every staff member.

4. FLOW CHARTS FOR OPERATION FLOW

TANGIBLE ASSETS

Tangible assets maintenance is the activity of maintaining all the assets of the hostels for optimum utilization and to ensure that there is no breakdown with regular checks. This also includes Building maintenance, Electrical maintenance and other Hostel maintenance activities. All Tangible Assets are maintained once in year as an agreed plan, however any incidents would be attended to on priority.



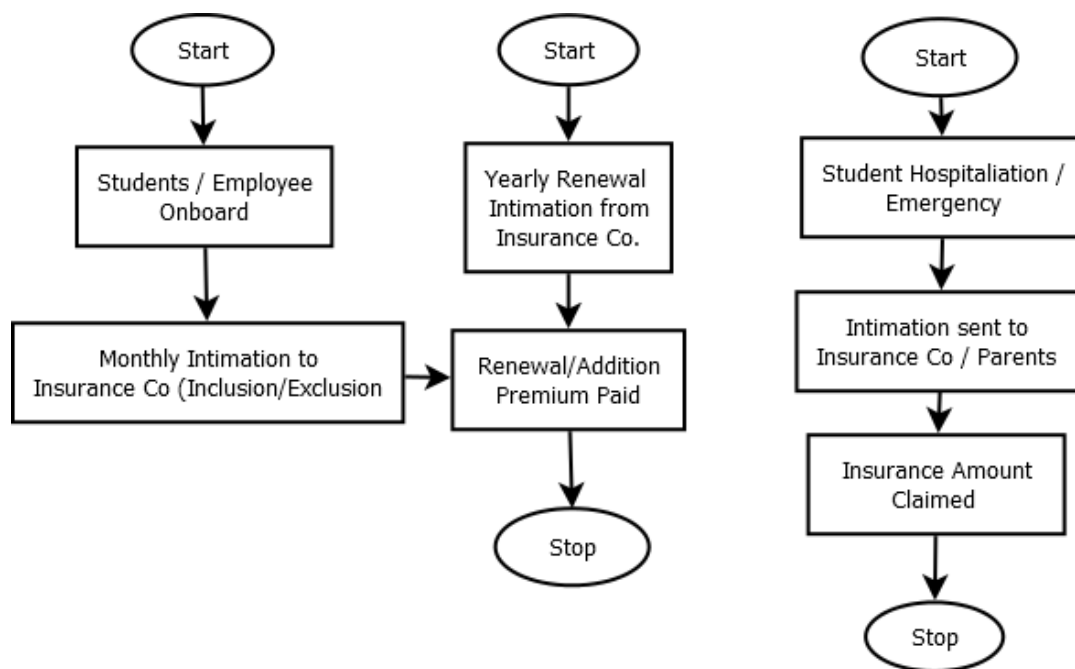
MEDICAL FLOW CHART

As a service, every student and employee is covered under Group Medical Insurance with specified limits at each Levels.

On a monthly basis, any new additions (Students or employees are added to this Medclaim policy.

Medical services involve facilities provided to the students like

- First Aid Kit maintained In House.
- Tie up with Hospitals and Insurance Co.'s
- Emergency Hospitalisation and information update to Parents.



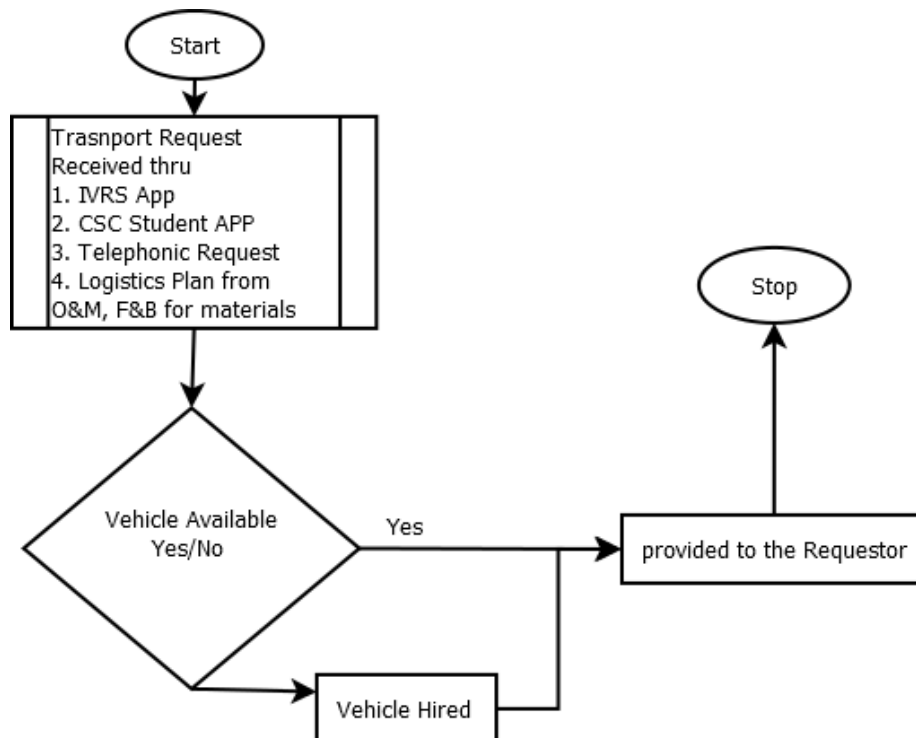
TRANSPORTATION FLOW DIAGRAM

Transportation team's primary responsibility is to ensure smooth movement of Students and Materials between

- Bus Stand/Station to Hostel.
- Hostel to College
- Medical Emergency.
- Material movement from
 - Central Stores to Hostel
 - Corporate office to Hostel
 - Hostel to Hostel

Also, Transportation is responsible for: -

- Service and Maintenance of Owned Vehicles
- Hiring of Vehicles (if necessary)
- Log book and Vehicle Tracking registers maintenance.
- Procurement of Vehicle fuel and consumables.



5. RESPONSIBILITY MATRIX

Responsibility Matrix – Process			
#	Task/Function	Standard	Exception
1	Material Procurement, Overall Operations & Audit Plan and execution	O&M Head	VP/COO
2	Tangible Asset Maintenance, Material Supply,	O&M Manager	O&M Head
3	Hostel Readiness check and maintenance.	Supervisor.	O&M Manager
4	Daily Operations at Hostel	Warden	Supervisor
5	Operational maintenance support.	Plumber 1 Electrician -1	Warden to supervise, O&M Manager
6	Hostel Cleanliness and Daily Housekeeping of rooms.	Cleaning staff 3 Per Hostel	Hostel Count taken as standard 100 Students
7	Transport	Transport Supervisor	
8	Transport Vehicle tracking, arrangement and communication.	Transport Executive	

6. MAINTENANCE

Repair / replacement in existing concrete / plaster / masonry work, wood work, sewerage work, steel work, plumbing work, road work, painting work, flooring work, roofing work, and interior decoration works; removal of chokes, seepage, leakage, dampness; clearing debris, wild vegetation, excavation of earth for miscellaneous purposes including electrical and mechanical works & back filling of same earth after completion of job etc., and various preventive maintenance works. Minor Addition / alterations / renovations in existing Civil works involving concrete work (including RCC), Brick work , structural steel work , plumbing work , wood work , earth works , site grading (including soling, sand filling, moron filling etc.,) , plastering , interior decoration and finishing work .

-PLUMBING

- Plumbing Systems and Fixtures. All plumbing fixtures shall be properly installed and maintained in working order, kept free from obstructions, leaks, defects, and capable of performing its function. Fixture Clearances.
- Plumbing fixtures shall have adequate clearance for usage and cleaning.
- Plumbing System Hazards. If a hazard is found, the person responsible shall require the defects to be corrected to eliminate the hazard promptly.
- All plumbing fixtures shall be properly connected to either a public sewerage system or to an approved private sewage disposal system. Every plumbing stack, vent; Waste and sewer line shall function properly and be kept free from obstructions, leaks, and defects.
- Response to student complaints
- AMC checklist of all plumbing equipments.

-ELECTRICAL APPLIANCES

- Electrical Equipment Installation. All electrical equipment, wiring and appliances shall be properly installed and maintained in a safe and approved manner. Every habitable space in a dwelling unit shall contain at least two separate and remote receptacle outlets. Any new bathroom outlet shall have ground fault circuit interrupter protection. Lighting Fixtures. Every public hall,

interior stairway, bathroom, kitchen, laundry room, boiler room, and furnace room shall contain at least one electric lighting fixture.

- Response to student complaints
- AMC checklist of electrical equipment.

-HOUSEKEEPING

- General sweeping, cleaning, mopping and drying of all floors, corridors, 1staircases, other centralized facilities of all the hostels twice daily with non-corrosive liquid cleaner or detergent etc. Vertical surfaces, ceilings, floors & windows of rooms and high reach area, ceiling of corridor/ lobby and staircases must be cleaned properly using Vacuum cleaner at least once a month and as per requirement.
- Cleaning and maintenance twice a day of toilets and bathrooms including floors, doors, windows, wash basins, mirrors and every other items within the toilets and bathrooms and of all floor area . Corners or dirty places, if any may be scrubbed using plastic hand scrubber. The floors are to be wiped dry.
- Response to student complaints

-LAUNDRY

- Makes sure machinery for washing and drying clothes for laundry is working efficiently and effectively. They may also test the water to make sure it is of good enough quality for clothes washing and generating steam.
- Keep a regular check on Laundry service provider services.
- Keep a check service provider comes twice a week.
- Keep a check on provision of laundry bags to every student.
- AMC checklist for washing machines.
- Respond to students complaints.

-WIFI

- The vendor will provide competent service engineers for trouble shooting related to any problems as and when required.
- Ensuring that servers have an uninterruptible power source
- Installing a firewall to keep the network secure
- Putting in adequate ventilation for heat-sensitive device.
- Response to student complaints.

-MEDICAL

- Medical facility available with medicines provided to sick students
- Transportation on medical emergency
- First aid kit maintenance with regular check on expiration of medicines

-PEST CONTROL

- Conduct routine inspections.
- Review infestation and control issues with PCO, take necessary steps to controlling and/or eliminating pests.
- PCO reports and staff observations logs.
- Install weather stripping around windows and doors to close off any gaps that pests could enter through. Inspect for worn-out door weather strips and sweeps and replace accordingly.
- Inspect vents and have them properly screened.
- Look for cracks and other damages to exterior wall structures. Make the repairs and seal with weather-resistant sealant.
- Inspect the roof for any cracks or missing shingles.
- Inspect for openings, voids or easily dug spots in building foundation where raccoons and skunks can dig to nest. Keep them out by sealing off these sites.
- Consider replacing your current exterior security lights with either high or low pressure sodium lights as these will not attract pests
- Respond to students complaints.

-WATER PURIFIER & COOLER

- Electronic Monitoring System to ensure complete purification of water before allowing the flow
- The activated carbon block and sediment filter is being replaced, the refrigeration circuit is to be serviced.
- The breakdowns of the complete equipment (Water Cooler & Water Purifier) are to be attended throughout the year. All the material required for repair/replacement of any of the component / system shall be arranged. All the parts to be used shall be sourced from O&M only.
- Responding to student complaints
- AMC Checklist for water coolers.

-TRANSPORTATION

- Regularly ensure a smooth running of the services
- Maintaining accurate records.
- Organizing vehicle checks.
- Identifying operational issues in transport, potential problems and opportunities.
- Resolving and managing queries and complaints courteously and efficiently.
- Responding to student complaints

-FIRE SAFETY

- Do all emergency fastening devices to the exits (push bars and pads, etc.) work correctly?
- Does testing a manual call point send a signal to the indicator panel?
- Did the alarm system work correctly when tested? Did staff and other people hear the alarm? Did any linked protection systems operate correctly?
- Escape routes Do all visual alarms work? Do voice alarm systems work correctly? Was the message understood?
- Is all equipment in good condition?
- AMC for all fire equipments.

-CARPENTRY

- Maintenance of a range of carpentry, joinery and other general maintenance work within our main hostel and surroundings.
- Repair and maintenance of furniture in the hostels under the overall control of Warden In charge (Maintenance). This activity includes welding for metal work, polishing; and wood work.
- AMC for all wooden things.
- Respond to students complaints.

-WATER TESTING

- Water treatment removes contaminants and undesirable components, or reduces their concentration so that the water becomes fit for its desired end-use.
- Detect defective portions by performing periodic maintenance and inspection.
- Reduce the failure rate by replacing parts at the designated period based on checks of the past inspections and promote preventive maintenance.
- In case of the failure, take a fast trouble-shooting action based on the past periodical inspection data and recover the facility at the earliest.
- AMC check.
- Respond to students complaints.

-DIESEL GENERATOR MAINTENANCE

- Routine engine exercise.
- Routine general inspection such as testing batteries, Fuel system, cooling system, lubrication of services.
- AMC check.

-BOILER MAINTENANCE

- Functionality testing of all components.
- Inspection and cleaning of all pipes and components.
- Replacement of any parts which are no longer functioning.
- Proper functioning and working of boilers during morning 6 A.M. to 10 A.M. and evening 6 P.M. to 8 P.M. Hours respectively.
- AMC check.

-BIOMETRIC MAINTENANCE

- Regular maintenance every three months, or as often as use demands, could eliminate these challenges and extend the life of the system.
- Necessary diagnostics on all systems.
- Critically assessing the network, the database, environmental factors, and the impact of other devices on the biometrics and related systems.
- Proactively address or make provision for changes in organizational processes, infrastructure and personnel.
- AMC Check.
- Respond to complaints.

-CCTV MAINTENANCE

- Visually inspect all major components and connections for signs of deterioration or damage
- Check all control equipment (DVR, NVR, multiplexer, video switcher, telemetry units etc) for correct operation
- Check mains & power supplies and stand-by batteries including charging rates.
- Check environmental conditions for adverse effects, including growth or shrubbery obscuring camera views
- Check time and date settings in equipment and update the settings as appropriate
- Check integrity of all cabling and sample check external insulation for damage
- Clean cable fixings for security
- Check auxiliary lighting equipment, infra-red units and photocells (if any) for correct operation
- Check air vents are clear in all control equipment including PCs

- Clean cameras, lenses and housing surfaces as necessary
- Check all glands and seals on external equipment
- Clean control equipment surfaces including PC (if applicable)
- Establish regular back-ups are taken
- Check camera is aligned to user specification, pictures for correct field of view and adjust as necessary
- Check brackets, towers and fixings for corrosion or damage. Check clamping bolts/brackets are tightened correctly
- Check wash/wipe units and wiper blades (if any) for correct operation and fill washer reservoir where necessary
- Check quality of recording during day time and night time modes
- Check pan and tilt assembly (if any) including fixings, electrical connections and functions.
- Check the satisfactory CCTV transmission of images to remote site (if applicable)
- Check warning signs are in place
- Check all camera presets
- Check all alarm presets (if applicable)
- AMC Check.

7. PURCHASES AND SUPPLIES

PURCHASES

1. PREPARATION OF REQUIREMENTS - GENERAL NORMS OF PURCHASE

- As far as possible the requirements of stores be foreseen sufficiently in advance, thus obviating emergency purchases which comparatively may cost more.
- As a rule, piecemeal purchases be avoided. The requirements of stores for a reasonable period be assessed and arrangements made for the purchase. For this purpose, the Committee concerned shall ascertain the requirements periodically being fixed with due regard to the shelf-life of the various items.
- Scales of consumption or limits of stores be laid down, where possible, and indents/consumption be scrutinized with reference to such limits/scale.

2. RECEIPT OF STORES

- All material received shall be examined, counted, measured or weighed, as the case may be, when delivery is taken. The concerned person will be responsible to ensure that the quantities are correct, the quality is good, and the stores are according to approved specifications where presented, and will record a certificate to that effect on the relevant bills of the suppliers.
- Supplies which are not charged off immediately, but are kept in stock should be properly preserved in a store room. The concerned person will ensure that rats, rodents, etc. do not spoil the stores and will take the necessary precautions. The concerned person will periodically inspect the stores to see that supplies have been kept in good and efficient condition.

3. ISSUE OF STORES

- Issue of items as and when needed should be taken care of by the concerned person.

- surprise checks to assess the correctness of issues and record a certificate as a token of their surprise checks.

4 .DAILY SUMMARY OF ISSUES

- A daily summary of issues will be prepared in a register . At the end of each month, total issues will be worked out and carried to the stock and issue register.
- All entries in register should be attested by the supervisor

5. STOCK REGISTERS

- All transactions of receipts and issues of stores should be recorded in a Stock and Issues Register. Entries of receipts will be made as and when the stores are received while entries of issues will be made in a lump at the end of each month, the total being taken from the daily summary of issues. The closing stock balance and its value should then be worked out in the register by the Manager.
- Entries made in the Stock and Issues register(s) should be attested by the concerned person.

SUPPLIES

HOUSEKEEPING SUPPLIES

1. Dust Picker
2. Hand Mop
3. Wet Mop
4. Dry Mop
5. Glass Wiper
6. Floor Wiper
7. Room Freshener Bottle
8. Colin Bottle
9. Cobweb Brush
10. Harpic Bottle
11. Odonil
12. Scotch Bright (Magic)
13. Floor Duster
14. Table Duster
15. Micro Fiber Cloth
16. Soft Brooms
17. Hard Brooms
18. Acid (Super Lime a way)
19. Phenyl

20. Naphthalene Balls
21. Dettol (500 ml) Bottle
22. Vim Bar/Sai Powder/Other
23. Mosquito Repellant Refill (All out or equivalent)
24. Mosquito Repellant Machine
25. Plastic Wrapper for tumblers
26. Toilet Seat
27. Polythene bag for waste paper basket (Small)
28. Polythene bag for waste paper basket (Big)
29. Liquid Soap
30. Nirma
31. Scrubbing Pad
32. W C Brush
33. Plastic Brush
34. Wire Brush
35. Vacuum Cleaners (mechanized industry wet cleaning)
36. Dustbins

STATIONARY SUPPLIES

1. Minor computer accessories (not IT products as these are provided by DPS)
2. Color/mono printer toner and consumables for DPS provided printers (this excludes toner purchases for Konica Minolta MFDs)
3. Standard and specialty paper products
4. Labels
5. Envelopes
6. Folders
7. Sheet protectors
8. Suspension files
9. Binders, clipboards and files
10. Pens and pencils
11. Notebooks, writing pads, post it notes and flags
12. Desk accessories
13. Stamps self inking (customized stamps limited to office addresses)
14. Batteries
15. Adhesive tapes and dispensers, including magnetized adhesive tape
16. Markers and highlighters
17. Staplers and staples (including electric)
18. Storage products
19. Dividers
20. Calculators
21. Punches
22. Sundries (such as scissors, clips, glue sticks, pins, erasers, rubber bands and correctors)
23. Diaries
24. Packaging material (brown paper, tape and bubble wrap)

HOSTEL FURNITURE SUPPLIES

1. Wardrobe
2. Bunk bed
3. Study Tables
4. Study Chairs
5. Table for Common Room
6. Chairs for Common room
7. Shoe Rack Hostel
8. Dressing Mirror Hostel
9. Lounge furniture
10. Sofa set for Hostel office

ELECTRICAL SUPPLIES

1. Audible Signaling
2. Cables Capacitors
3. Circuit Breakers
4. Connectors
5. Cord Sets
6. Counters
7. Disconnects
8. Distribution Equipment
9. Framing Systems

10. Fuse Holders
11. Fuses
12. IPACS
13. Limit Switches
14. Meters
15. Motor Control Centers
16. OEE Overall Equipment Effectiveness
17. Photoelectric Sensors
18. Pilot Devices
19. Power Supplies
20. Proximity Sensors
21. Push Buttons
22. Relays
23. Safety Switches
24. Sensors
25. Starters
26. Surge Suppressors
27. Testers
28. Timers
29. Tools
30. Visual Signaling
31. Ultrasonic Sensors
32. Wire
33. Wire Duct
34. Wiring Devices
35. Fan
36. Screw
37. Socket
38. CFL
39. Choke
40. Holder
41. Fan
42. Tube rod
43. Capacitor
44. Steel wire
45. MCB
46. Ignitor
47. PVC Insulated copper wire
48. Switch
49. TPN

50. Multi plug
51. Insulated paper cutter
52. Screw driver kit
53. Bulbs
54. Lamps
55. Battery
56. Tube starter
57. Anchor fastener

PLUMBING SUPPLIES

1. Bib Cock
2. Flush ball cock
3. Bend mix
4. Brass body
5. Cistern
6. Brass ball cock
7. Brass foot valve
8. Gate valve
9. Jet spray
10. Jali
11. M-seal putty
12. M seal plumber 500 gm
13. push cock (heavy)
14. Tap lon tape
15. pvc connection
16. urinal mouth

17. shower
18. urinal small
19. solvent tube
20. waste pipe
21. brass body
22. short body
23. Tap washer
24. mixer washer
25. pvc conn washer
26. sayfen washer 1/2"
27. wooden screw 3"
28. san kg
29. pau pkt
30. GI plug (diff sizes)
31. fitting lump sum
32. Pvc ball 65mm
33. Drain pump for drain cleaning

8 .CONTRACT MAKING

CONTRACTS

Terms and Conditions for Tenders for Annual Maintenance Contract for Security / Electrical / Plumbing / Housekeeping / Manpower (Room boys, Laundry boys, Utility workers), Front office / Admin / and Supply of Equipment, Furniture etc.,

1. The sealed tender is for the Annual Maintenance Contract for Security / Electrical / Plumbing / Housekeeping / Manpower (Room boys, Laundry boys, Utility workers), Front Office / Admin / and Supply of Equipment, Furniture etc.,
2. The tender should be quoted in sealed cover at the lowest rate for the above items. The sealed envelope containing the tender should have the name of the firm quoting the tender on the outer cover of the envelope and should be addressed to the Campus students communities private limited.
3. The tenderer should be a reputed / manufacturer / dealers authorized or approved agency renowned institutions and Government departments and should be able to produce documentary evidence to that effect.
4. The tenderer should deposit token as an Earnest Money Deposit at the time of submission of the tender. The tenderers should submit separately for each items enclosing separate earnest money deposit. The amount is payable by a demand draft in favor of the Campus students communities private limited. The earnest money deposit will be returned within 20 days to all the unsuccessful tenderers.
5. The demand draft should be deposited separately in the Accounts section and a receipt should be obtained for the same. Tenders without earnest money deposit will not be considered.
6. The Director / Secretary reserves the right to postpone / cancel / reject any tender without assigning any reasons.
7. The tender amount should clearly indicate the amount payable along with taxes, duties etc., if included in the price, the percentage of tax / duty to be shown separately. The rates quoted should be inclusive of all taxes, surcharges, excise duties, warranty, freight etc.,
8. The tenderer should furnish a copy of the Certificate of registration.

9. In cases of dispute, the decision of the Management shall be final.
10. For all legal disputes and Jurisdiction is Bangalore.
11. No advance will be paid with the order.

TERMS AND CONDITIONS:

1. This contract for one year and it may be terminated earlier by either side by giving 15 days notice. However we reserve our right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory at any time, we reserve the right to with hold any or part payments that are to be made to you.
2. You will abide by any instructions / suggestions etc., given to you either by the in charge or any other person nominated by the Director regarding your services rendered under this contract.
3. You must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed by between the parties that we will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
4. It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behavior and conduct. We will take appropriate disciplinary action against your employees if found indulging in any act indiscipline in our premises or in connection with the services referred to herein.
5. You should cover your staff under all-statutory requirements, viz, E.S.I. and P.F. etc., and comply with all formalities in this regard.
6. The company will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers.
7. Uniform for your staffs are to be provided by you with ID badges. They should wear them all the time on duty.
8. It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labour Act of Government of Karnataka.
9. Any theft, etc., the agency will be held responsible.
10. Any dispute arise the jurisdiction will be in Bangalore.
11. The tender should accompany with the copy of the letter of Labour Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, Experience certificate for 5 years from any reputed hotels / hospitals / MNC.

12. None of your employees are allowed to form any association, groups etc while working at the Institute / EDC / Hostels.

Duties and Responsibilities of the Contractor:

- They should maintain the complete electrical installation liaise with KEB, PWD and other Government agencies for appropriate maintenance and running of electrical installation and plumbing.
- Maintenance of Lift, Generator, Air conditioners. Maintenance of Solar generators etc. Plumbing in all rooms The works includes maintenance of HT panel, Sub station, water supply pump sets, borewell.
- People qualified, experienced with necessary certification with competent authority of the above works have to be positioned in the Institute

SECURITY:

Duties & Responsibilities:

To safeguard and look after the Hostels Property and any other Security related works etc., as may be assigned. In the event of any theft, etc., the agency will be held responsible and the amount will be recovered.

TERMS AND CONDITIONS:

1. This contract for one year and it may be terminated earlier by either side by giving 15 days notice. However we reserve our right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory at any time, we reserve the right to withhold any or part payments that are to be made to you.
2. You will abide by any instructions / suggestions etc., given to you either by the in charge or any other person nominated by the Director regarding your services rendered under this contract.
3. You must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed by between the parties that we will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
4. It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behaviour and conduct. We will take appropriate

disciplinary action against your employees if found indulging in any act of indiscipline in our premises or in connection with the services referred to herein.

5. You should cover your staff under all-statutory requirements, viz, E.S.I. and P.F., accidents, compensation, etc., and comply with all formalities in this regard.

6. The Institute will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers / employees.

7. Neat Uniform for your staff are to be provided by you with ID badges. They should wear them all the time on duty.

8. The security guards should have working knowledge of English.

9. It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labour Act of Government of Karnataka.

10. The rates claimed should be as per the Government rules.

11. If any legal dispute arises, the jurisdiction will be “Bangalore”.

12. The tender should accompany with the copy of the letter of Labour Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, Experience certificate for 5 years from any reputed hotels / hospitals / MNC

13. They should maintain registers at all the entry / exit gates (in English).

14. People should be ready to work in shifts.

15. At all time all the exits should be manned exits

16. All employees exiting from hostel entrance should be frisked.

17. No one should be allowed to carry any object without gatepass out of the premises (with the exception of garbage)

18. No employee should be allowed to bring in their personal belongings into the Hostels premises (except small personal items like wallet, purse etc.,) In case anyone is carrying any personal items, it should be registered at the entrance and struck out during the time of exit.

19. In case any employee is carrying out any object of value, it should be accompanied by a gatepass.

20. Any visitors should be issued visitors pass . Their tools should be entered in the register and checked back during exit. In case any item is being sent out with them, it should be accompanied with a gate pass.

Contract Manpower (Room boys, Laundry boys, Utility Workers for EDC)

TERMS AND CONDITIONS:

1. This contract for one year and it may be terminated earlier by either side by giving 15 days notice. However we reserve our right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory or in case of absenteeism at any time, we reserve the right to withhold any or part payments that are to be made to you.
2. You will provide the services as given in Annexure A.
3. You will abide by any instructions / suggestions etc., given to you either by the incharge or any other person nominated by the Director regarding your services rendered under this contract.
4. You must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed by between the parties that we will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
5. It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behavior and conduct. We will take appropriate disciplinary action against your employees if found indulging in any act of indiscipline in our premises or in connection with the services referred to herein.
6. You should cover your staff under all-statutory requirements, viz, E.S.I. and P.F. etc., and comply with all Government formalities in this regard.
7. The Institute will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers on any grounds.
8. Uniform and shoes for your staffs are to be provided by you with ID badges. They should wear them all the time on duty.
9. It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labor Act of Government of Karnataka.
10. Since they will be working / visiting some food handling area all need to be medically fit and certified to that effect that they do not suffer from any diseases.
11. Any dispute arise the jurisdiction will be in Bangalore.
12. All areas are to be cleaned daily – lobby restaurant, guest rooms, conference halls, corridors, public toilets, kitchens, staff areas, pump room etc.,
13. All standard of cleanliness as specified by the Institute are to be maintained.
14. Employees are not allowed to carry any personal belonging into the hostels or take out anything from hostels.

15. In case they have been authorized to carry any object out, it should be accompanied by a gate pass duly signed by the authorized persons.
16. Employees are not allowed to go out of the premises during shift hours.
17. Employees have to sign into the entry register and attendance register daily.
18. The tender should accompany with the copy of the letter of Labor Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, Experience certificate for 5 years from any reputed hotels / hospitals / MNC.
19. People should be willing to work in shifts; as required.
20. None of your employees are allowed to form any association, groups etc while working at the Institute / EDC / Hostels.

Contract Manpower for Housekeeping

TERMS AND CONDITIONS:

1. This contract for one year and it may be terminated earlier by either side by giving 15 days notice. However we reserve our right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory or in case of absenteeism at any time, we reserve the right to withhold any or part payments that are to be made to you.
2. You will provide the services as given in Annexure A.
3. You will abide by any instructions / suggestions etc., given to you either by the incharge or any other person nominated by the Director regarding your services rendered under this contract.
4. You must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed by between the parties that we will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
5. It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behavior and conduct. We will take appropriate disciplinary action against your employees if found indulging in any act of indiscipline in our premises or in connection with the services referred to herein.
6. You should cover your staff under all-statutory requirements, viz, E.S.I. and P.F. etc., and comply with all Government formalities in this regard.
7. The Institute will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers on any grounds.
8. Uniform and shoes for your staffs are to be provided by you with ID badges. They should wear them all the time on duty.
9. It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labor Act of Government of Karnataka.
10. Since they will be working / visiting some food handling area all need to be medically fit and certified to that effect that they do not suffer from any diseases.
11. Any dispute arise the jurisdiction will be in Bangalore.
12. All areas are to be cleaned daily – lobby restaurant, guest rooms, conference halls, corridors, public toilets, kitchens, staff areas, pump room etc.,
13. All standard of cleanliness as specified by the Institute are to be maintained.
14. Employees are not allowed to carry any personal belonging into the Hostel or take out anything from Hostel.
15. In case they have been authorized to carry any object out, it should be accompanied by a gate pass duly signed by the authorized persons.

16. Employees are not allowed to go out of the premises during shift hours.
17. Employees have to sign into the entry register and attendance register daily.
18. The tender should accompany with the copy of the letter of Labor Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, and Experience certificate for 5 years from any reputed hotels / hospitals / MNC.
19. People should be willing to work in shifts; as required.
20. None of your employees are allowed to form any association, groups etc while working at the Institute / Hostel.

FRONT OFFICE:

TERMS AND CONDITIONS:

1. This contract is for 12 months and it may be terminated earlier by either side by giving 15 days notice. However we reserve our right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory or in case of absenteeism at any time, we reserve the right to withhold any or part payments that are to be made to you.
2. You will provide the services as given in Annexure A.
3. You will abide by any instructions / suggestions etc., given to you either by the in charge or any other person nominated by the Director regarding your services rendered under this contract.
4. You must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed by between the parties that we will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
5. It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behavior and conduct. We will take appropriate disciplinary action against your employees if found indulging in any act of indiscipline in our premises or in connection with the services referred to herein.
6. You should cover your staff under all-statutory requirements, via, E.S.I. and P.F. etc., and comply with all Government formalities in this regard.
7. The Institute will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers on any grounds.
8. Uniform and shoes for your staffs are to be provided by you with ID badges. They should wear them all the time on duty.
9. It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labor Act of Government of Karnataka.
10. None of your employees are allowed to form any association, groups etc while working at the Institute EDC.
11. Any dispute arise the jurisdiction will be in Bangalore.
12. The tender should accompany with the copy of the letter of Labor Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, and Experience certificate for 5 years from any reputed hotels / hospitals / MNC.