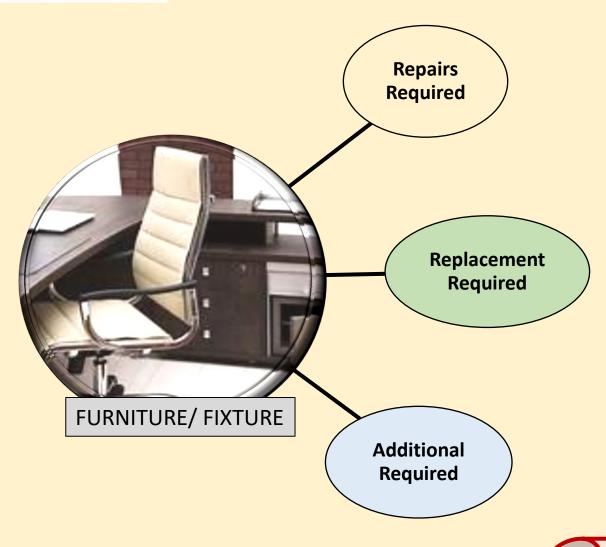




INFRASTRUCTURE MAINTENANCE/DEMAND PROCESSES

- EXPLORE YOUR POTENTIAL is the tag line of our University. To enable faculty and students to explore their potential, the campus takes effort to provide state-ofthe-art infrastructure.
- Upkeep, administration and maintenance of this infrastructure is a continuous process.
- The Administration Department and two Maintenance departments (General and Electrical) handle this task with utmost dedication and professionalism.
 - This presentation is an effort to help users understand the various processes related to infrastructure /furniture /fixtures and fittings for Academic and Refreshment Areas.





Before we proceed, we considered it necessary to explain to our users the difference between a repair, replacement and additional requirement of infrastructure, furniture, fixtures, or fittings.

Like shown in the image, a chair could need a repair, or it may have to be replaced or you may need additional furniture for a specific reason.

Action to be initiated by the user in all cases are different.

Hence all three processes are explained in the next few slides.





PROCESS	SLIDES
Maintenance Process	4 to 11
Replacement Process	12 to 16
Renovations / Additional Demands	17 to 19
Name Plates	20



MAINTENANCE PROCESS

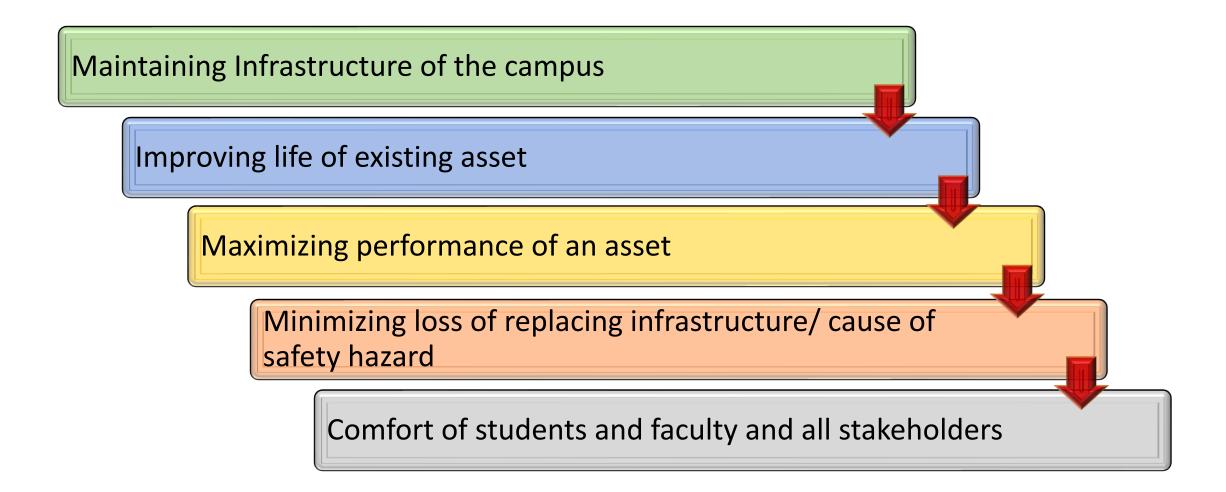


PURPOSE OF MAINTENANCE

- A huge amount of investment in terms of resources like manpower, space, material etc. is utilized in creating state-of-the-art infrastructure in the campus.
- Purpose of maintenance is an attempt to maximize the performance of any equipment or to improve the life of any asset.
- A broken asset would not provide comfort to any user. Further it affects the appearance of the venue where such asset is placed and could be a matter of concern as regards safety too for a user. Hence, maintenance of physical infrastructure is necessary to ensure comfort of all stakeholders of the organisation.
- A stitch in time saves nine goes the saying and this principle is very apt for maintenance.
- Timely action and quality work are base of good maintenance practices.









TYPES OF MAINTENANCE WORKS

The demands for maintenance could be for general maintenance or could be related to electrical maintenance.

GENERAL	ELECTRICAL
Carpentry	Power Supply
Glasswork	AC Repair
Painting & Polishing	Intercom Repair
Whitewash	Appliances Repair
Mason	Motor Winding
Welding	Lift Repairs
Plumbing	Solar Panels Maintenance
Tailor	General Wiring

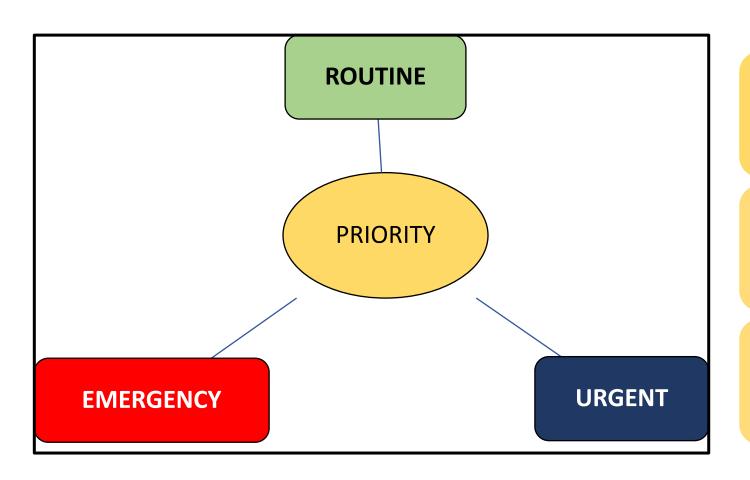


HOW IS A COMPLAINT RAISED

USER HAS A CONCERN (Eletrical or General) INFORM BUILDING SUPERVISOR ONLINE COMPLAINT IS RAISED BY BUILDING SUPERVISOR MAINTENANCE TEAM HANDLES THE COMPLAINT **COMPLAINT CLOSED ONLINE BY ADMINISTRATION** INCASE USER IS NOT SATISFIED, REPORT TO ADMINISTRATION & **REOPEN THE COMPLAINT**

CHITKARA 1

PRIORITY OF COMPLAINTS



The priority of a complaint would depend on various factors. It shall be finalized by user on a case-to-case basis.

The user should have a logical reasoning which, they are expected to mention on the complaint.

If it is felt that the priority is incorrectly being increased, the maintenance team may alter the priority.



FACTORS AFFECTING CLOSURE

- Closure of a complaint would depend on various factors like availability of material, availability of manpower, number of complaints received during the period, weather conditions, other urgent or emergency complaints listed, etc.
- A routine complaint could be converted into an urgent or emergency complaint owing to certain circumstances. For e.g., if an inspection is due at any venue, a routine painting complaint would get converted as an emergency complaint.
- In case there is an **emergency**, user may make a call to the building supervisor, as soon as possible, for the required corrective action. The user is expected to provide details of the emergency so that action can be initiated accordingly.

WORK COMPLETION

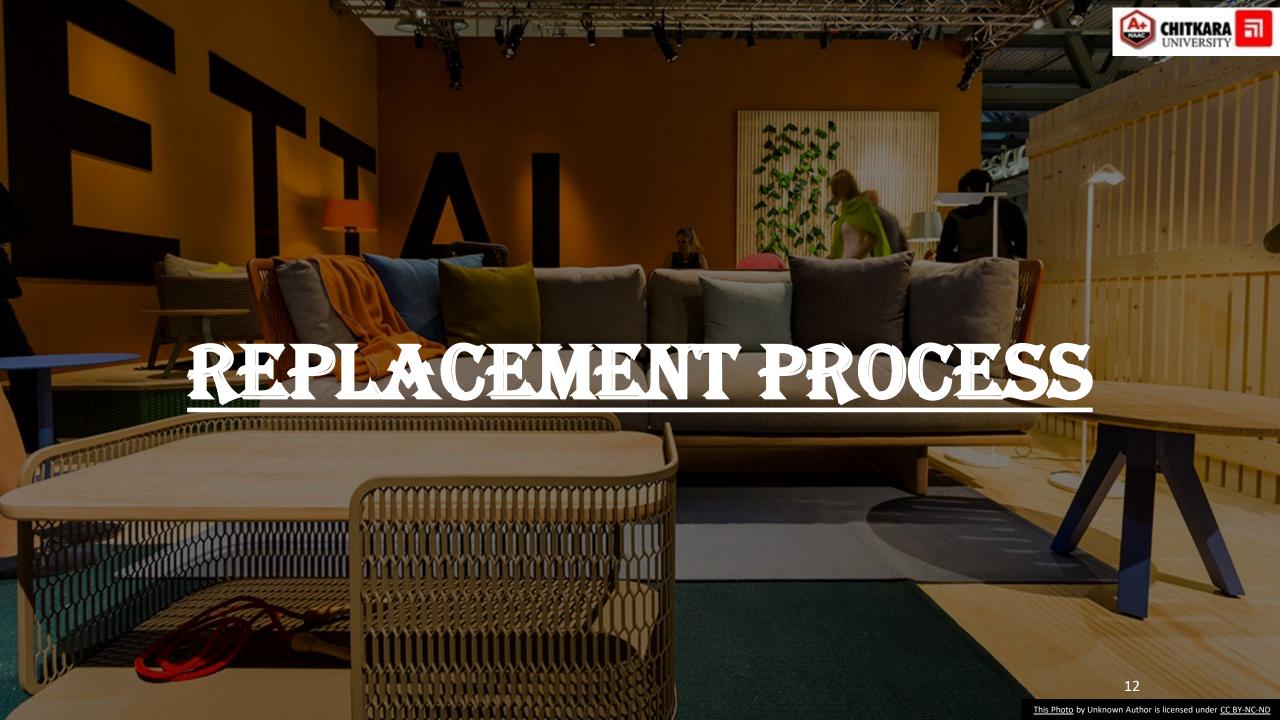


In case there is a delay for a complaint to get closed, the user may check with the building supervisor for the status. Matter may be raised to the next level in case desired.

When the work is complete, but if the user is NOT satisfied with the work done, user should keep Administration informed immediately. In such cases, the complaints, even if closed, shall be reopened, and monitored further.

LAB EQUIPMENTS/APPLIANCES

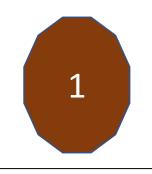
 While for the fixtures/fittings and furniture the users may lodge their maintenance complaints through the Building Administrative Staff, the complaints pertaining to lab equipment, appliances, machinery, sports kits and machines etc. need to be raised online by the concerned in-charges of the labs, sports venues etc.



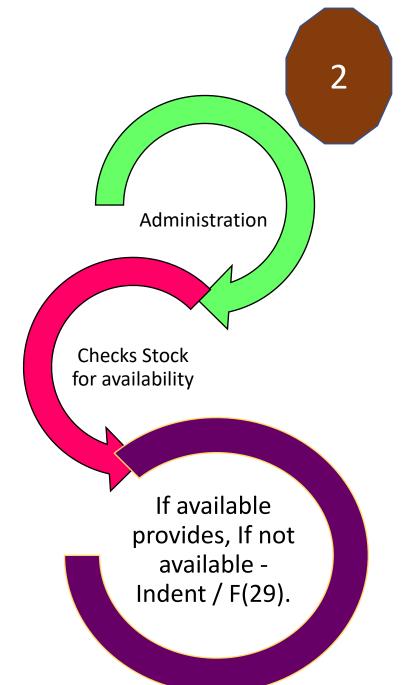


REPLACEMENT OF FURNITURE / FIXTURE

- The need for replacement of a furniture /fixture or fitting could be because of a demand raised by a user or could be due to a situation that arises due to the condition of the existing furniture/ fixture or fitting.
- **User demand** For e.g., a college needs stools in place of student chairs provided so that students can work in the labs better or a chair with height is required for the referee for a game and hence demand for replacement of the normal faculty chair provided by the Sports Board.
- **Situation** For e.g., a chair is sent for repair, but the Maintenance team realizes that the chair cannot be repaired economically, and the result of the repair may not be satisfactory. Hence the chair would need to be replaced. Or an electrical light frame may have rusted leading to a replacement requirement of the frame. Or if a furniture is termite affected, it shall have to be replaced.



User identifies the requirement and approaches the Administration Team. (Mail to be initiated providing the reason for the demand).





As the process involves cost and change in décor of the venue in certain cases, before the furniture is provided, matter is taken up for approvals through Office of Architecture and Design.



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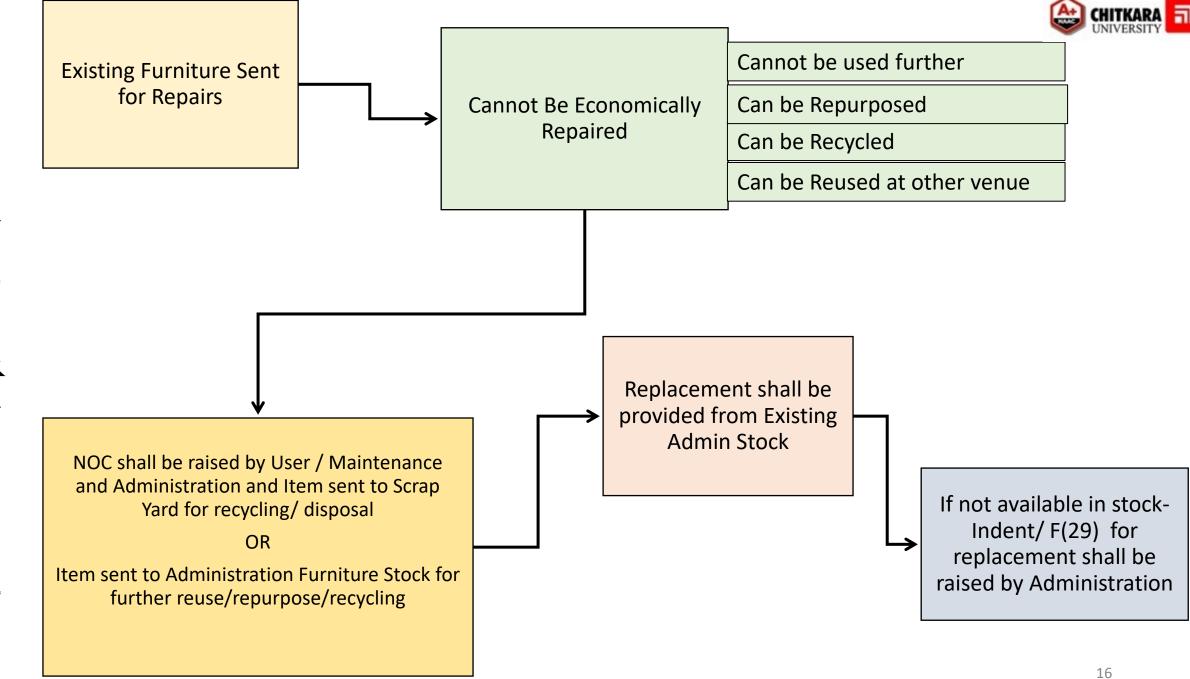
For Writing Board – White/ Green

User identifies the requirement and raises indent with the Central Store for the procurement.

Once the board is received in campus, the user may raise the required requisition (online) with Central Stores.

Support for fixing the board shall be provided by Administration through Maintenance.

Support for assessing size of the board required (before the indent is placed) shall also be provided by Administration through Maintenance





RENOVATIONS



- Demand for additional seating or a new lab or some additional requirements in a venue etc., can lead to the requirement of renovations.
- These are handled by the Planning Board.
- Once the approval of the Planning Board is in place, the Office of Architecture & Design shall design the venue. The users may liaise /communicate with the Office of Architecture & Design for such requirements.
- For new venues or renovated venues, the furniture layout and furniture to be used is finalised by Office of Architecture & Design.
- The venues, once ready, are handed over to the Administration, who further allots it to the user.
- Once the user is allotted the space, in case there is a demand for additional furniture they may liaise/communicate with the concerned departments as mentioned in the ADDITIONAL DEMANDS slide.



ADDITIONAL DEMANDS - WHOM TO CONTACT

- Furniture in office /classrooms/labs/common areas (Administration)
- Frosting of Glass panes (OAD)
- Blinds (OAD to approve/Administration to execute)
- Providing additional doors / removing doors (OAD to approve/ Maintenance or Civil to execute)
- Providing additional lights / fans (Electrical)
- Providing new / additional AC (OAD to approve/Electrical)
- Providing Intercoms (Electrical)
- Providing CCTV (Security / IT)
- Additional seating space / office /venue to be created (Renovations OAD)



NAME PLATES



Nameplates help easy identification of a venue /office/workstation etc.



Demands for nameplates may be placed by the user department / school / college with the Branding Department.



Nameplates for common venues / washrooms/ stores and pantries shall be taken up by Administration department with the Branding department.