

**Maintenance Support with Escalation Matrix**

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| **#** | **Topic** | **Description** | **Contact Mail Id** | **Contact / Whatsapp #** | **SLA** | **Escalation Contact (if not resolved within SLA)** | **Comments** |
| 1 | Drinking Water | Water not coming, Wastage, glass not available, hygiene/cleanliness |  |  | * Acknowledgement within 1 hr * Resolution within 24 hrs |  |  |
| 2 | Restroom | Cleanliness/Hygiene |  |  | Within 2 days from submission | Mail id with initial pwd(to reset) will be delivered to your personal mail id | Morning and Evening and Before/After breaks expected to be cleaned |
| 3 | Furniture | Broken chair/table/desk/board |  |  |  |  |  |
| 4 | Electrical | Broken/not functioning/issues in bulbs, fans, switches |  |  |  |  |  |
| 5 | Plumbing | Broken taps, water wastage due to any leakage |  |  |  |  |  |
| 6 | Green Campus | Separation of Biodegradable garbage and non-biodegradable garbage |  |  |  |  |  |
| 7 | Class Room/Campus Maintenance |  |  |  |  |  |  |
| 8 | Incident reporting | For any incident reporting like ID, mobile missed, misbehavior, etc., issues |  |  |  |  |  |

**For Support/Further details Contact: helpdesk@kanchiuniv.ac.in**