

# Maintenance Policy



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# Maintenance Policy

## I. PURPOSE

The purpose of this policy is to ensure effective maintenance, handling, and management of various physical, academic and support facilities of the university to ensure that not to break down unexpectedly. Preventive Maintenance Program procedures are designed to fulfil the needs of the Facility. The purpose of the program is to produce cost savings by:

- Cutting down on equipment and system downtime.
- Increasing the lifespan of buildings and machinery.
- Increasing the reliability of equipment.
- Ensuring that equipment is operated properly.
- Improving the facility's overall appearance.

## II. OBJECTIVES

- To provide amenities that meets the University's requirements; have an environment friendly ambience for students, staff and faculty; and ensure the health and security of all stakeholders.
- To carry out maintenance on a periodic basis.
- To identify possible areas early within the setting of the preventive maintenance system so that corrective measures may be planned, estimated in the budget and completed in a timely manner.
- To abide by an orderly program so that administrative costs are minimized and the workload for human resources is organised at a relatively constant level.
- To preserve energy and resources by ensuring maximum operating efficiency of energy consuming equipment and systems.
- To maintain good relations with users by providing well-maintained facilities and details on preventive maintenance activities.
- To identify and implement possible advances that will reduce costs, improve service, and result in more efficient operation.
- To upgrade the amenities in accordance with technological advancements in building engineering.

### **III. POLICY COVERAGE**

The Policy applies to all units of the University through continuous maintenance mechanisms in order to achieve the Mission and Vision of the institution.

### **IV. CLASSIFICATION OF MAINTENANCE**

These generally consist of operations aimed at keeping buildings, services, and works in regular use in good working order. The purpose for which buildings are created is a major determinant of the required level of care. The repair works are classified in under the following mentioned categories:

- 4.1.1 Day to day repairs/service facilities
- 4.1.2 Annual repairs
- 4.1.3 Special repairs
- 4.1.4 Preventive Maintenance

#### **Day to Day Repairs**

On the basis of daily complaints, different engineering sections in all of the buildings and laboratory technicians under its care do day-to-day repairs. Sambalpur University does day-to-day repairs in all of the structures under its care. The activities that need to be done on a daily basis, such as clearing clogs in drainage pipes, manholes, restoring water supply, replacing blown fuses, repairing defective switches, watering plants, grass mowing, hedge cutting, leaf sweeping, and so on, are covered by day-to-day service facilities. The goal of this facility is to ensure that various services in the buildings continue to function properly. These services are offered after the engineering section receives a complaint from the users. Periodical complaints, such as white washing and painting, which are normally handled by contractors and cannot be handled on a daily basis, are transferred to the register of periodic repairs.

#### **Annual Repairs**

Some activities, such as white washing, distempering, painting, cleaning of lines, tanks, and so on, are carried out on a regular basis to maintain the aesthetics of buildings and services as well as to prolong their life. Annual repair works are those that are done on a regular basis,

such as white washing, color washing, distempering, painting, and so on, and are usually done through a contracting system.

### **Special Repairs**

These repair projects are carried out to replace existing building parts and services that have deteriorated as a result of the building's age. It is vital to prevent the structure and services from deteriorating and, to the extent possible, to restore them to their original state.

### **Preventive Maintenance**

Preventive maintenance is done to keep machinery, devices, and equipment from breaking down and causing maintenance issues in buildings and services. Preventive maintenance is done out based on frequent inspections and surveys. Preventive maintenance is performed to avert mechanical failure or the onset of maintenance issues in structures and services.

In the case of buildings, preventive maintenance, such as against seepage, is essential. Preventive maintenance, on the other hand, is heavily reliant on frequent building and lab inspections and surveys. Examination of the building is required in order to do preventive maintenance. Before monsoon, the building must be inspected once a year.

## **V. MAINTENANCE COMPOSITION**

Chairperson	Vice Chancellor
Development Officer	Member Secretary
Senior Administrative Officers Chairman, P.G. Council Registrar Comptroller of Finance	Member
Deputy Registrar	Member
Junior Engineer (Civil)	Member
Junior Engineer (Electrical)	Member

## **VI. PHYSICAL INFRASTRUCTURAL MAINTENANCE**

The physical infrastructural maintenance includes both civil and electrical maintenance. All works which are to be executed by a civil engineer comes under civil maintenance, whereas the works to be executed by electrical engineer comes under electrical maintenance.

### **Civil Maintenance**

The civil maintenance department is headed by the University Civil Engineer. This section maintained the plumbing, building, carpentry, and whitewashing work. Each division is headed by a supervisor and is employed by the respective skilled workers. Any complaint received regarding the civil maintenance to be attended immediately. The complaint received and rectification date to be noted in the maintenance register.

### **Electrical Maintenance**

The University has an electrical section to ensure uninterrupted power supply and maintenance of electrical assets. The electrical maintenance section is headed by the University Electrical Engineer and supported by the Electrical Electricians and helpers. The electrical maintenance works related to repair of Inverter, Generator, Air Conditioner, Transformer, motors, pumps, electrical wiring, street light, painting of electric poles, earthing to buildings, solar panels etc. Any complaint received regarding the Electrical maintenance to be attended immediately. The complaint received and rectification date to be noted in the maintenance register.

## **VII. COMPLAINT REGISTER**

Complaint Register is an important document maintained at engineering section. All complaints received (Annexure – I) at engineering section are acknowledged (Annexure – II), entered in the complaint register (Annexure – III) and these are closely watched to ensure the complaints are attended as early as possible (Annexure – IV). There will be different registers for different types of maintenance for the convenience of concerned Junior Engineer.

### **Procedure for maintaining the Complaint Register**

Every complaint shall be assigned a serial number. Time of lodging of complaint shall be recorded. The complainant shall be intimated the complaint number and the likely time frame for attending the complaint for his reference. All complaint shall be entered in the register. Civil and electrical complaint shall be entered in different registers. As far as possible the complainant shall be asked to indicate the nature of complaints. So that the right person deputed for the job and the person carries with him necessary tools and materials. The complainants may be advised to approach the senior offices in the department only in case where the complaints are not attended within a reasonable time or the work has not been done satisfactorily.

### **VIII. MAINTENANCE OF CLASSROOMS**

Classrooms with furniture and teaching aids are maintained by the respective department staff and attendants and supervised by the respective Head of the Department/ School. The Heads of Departments report to the administration periodically for all the maintenance works. Students optimally utilize all classrooms during the daylong working hours and are also mentored to upkeep the furniture. The services are in work force for up keeping of classrooms mentioned in Table – 1.

**Table – 1**

<b>SERVICE</b>	<b>FREQUENCY</b>	<b>RESPONSIBLE PERSON</b>
Cleaning of Classrooms, Laboratory, and Chalkboards Floors dust mop, wet mop, High and low dusting, Emptying waste baskets, Removing of unwanted circulars from Notice Boards	Daily	Peon/Lab Attendant
Working condition of computer system, projector, and projector screen Working condition of Lab Equipments		Technician/ Lab Assistant

## **IX. MAINTENANCE OF LABORATORIES**

The respective faculty members, staff, lab assistants and other service personnel are given responsibility to maintain the equipments under their purview. Stock registers, asset registers, log books and tools are maintained by the respective laboratories to report entries and defects arising for rectification. All major repairs are identified and external expertise sought for maintenance of equipment wherever necessary with the permission of the University authority.

Standard operating procedures for all high end equipments are made available to the users. In campus users register in the log books and are responsible for the safe handling of the equipments. Breakage and repair if any are reported to the Head of Department or the faculty-in-charge as the case may be and suitable measures are taken for speedy functioning of the equipment. Breakage of glassware intended for use by students and scholars is entered in the breakage register and charges levied based on the cost of the equipment payable by the students at the end of the year and by the research scholars at the completion of the course programme. Annual maintenance contract (AMC) is sustained for maintenance of high end equipments and high end servers and computers. The services are in work force for up keeping of Laboratories mentioned in Table – 1.

## **X. MAINTENANCE OF LIBRARY**

The library staff members are strictly instructed in the care and handling of library documents, particularly during processing, shelving and conveyance of documents. The following steps need to be taken:

- 10.1.1 Bound volumes are not to be sorted out from their fore edges, as this process weakens the binding.
- 10.1.2 Shelves should not be fully packed. A too-full shelf can crack spines and cause damage when a reader tries to remove a volume. Huge volumes need to be kept flat.
- 10.1.3 Dust should not be allowed to deposit on the documents because the collection of dust causes staining of documents and promote chemical and biological problems. Cleaning and using vacuum should be done regularly and carefully.



10.1.4 Magnetic discs or documents containing disc(s) should not be kept open or near any magnetic or electric equipment, i.e. tape recorders, air-conditioners, etc. Such materials should be kept in a dust-free, temperature and humidity controlled room.

10.1.5 Proper pest management is done to minimize the problems caused by insects. Borax or common salt is used to prevent cockroaches. Sodium fluoride is applied to bound volumes to save them from silverfishes. Spread of kerosene oil, DDT or gamaxine powder over the affected area can help in removal of termites or white ants. Proper cleaning, fumigation and exposure to sunlight to the documents are done to reduce the effect of insects in the library. Repellants are used to save materials from Rats.

## **XI. MAINTENANCE OF AUDITORIUM/CONFERENCE HALLS/SEMINAR HALLS**

Auditorium, Conference halls and Seminar halls are under the various departments used for different academic and cultural activities. Maintenance of Auditorium, Conference halls and Seminar halls is taken care of by the housekeeping team. For accessing the facilities, the faculty/staff that organise events has to submit a request note sheet, through HOD/Concerned Officer and the date of event is registered. Then the Auditorium/Halls are made available on first-come first served basis.

## **XII. MAINTENANCE OF SPORTS COMPLEXES**

The sports equipments, fitness equipments, ground and various courts are supervised and maintained by the Physical Education. Ground level maintenance is done annually during vacation in addition to the seasonal maintenance done in once in every three months. Seasonal maintenance of all equipments in Gymnasium and playgrounds are maintained by the staff of Physical Education Officer.

## **XIII. MAINTENANCE OF HOUSEKEEPING AND SECURITY**

Cleaning of the campus areas including the academic and administrative buildings will be performed daily in the morning before the regular classes begin with the help of the

outsourced housekeeping team. Further to this, sweeping of roads, residential area, and health centres, guest houses, hostels will be performed daily in the morning. Toilets will be cleaned thrice every day. The whole campus area will be monitored by outsourced security and maintained by the housekeeping supervisor who will be reporting the completion of work to the Assistant Registrar (Admin).

**COMPLAINT REGISTRATION FORM**

1. Room No./Lab No./Qr. No./Other
2. Name of the School/ Department/Other
3. Nature of Complaint
4. Name of the Complainant

Date: .....

Signature of the Complainant

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Received complaint for Room No./Lab No./Qr. No./Other -----

Date: .....

Signature of Receiving Officer

**ACKNOWLEDGEMENT TO COMPLAINT**

No..... Dated.....

To

-----  
-----  
-----

Ref: Your Complaint No. ----- Dated ----- for Department/Qr. No -----

Dear Sir/Madam,

The subject complaint is acknowledged. Necessary action is being taken to resolve the problem. We will revert back to you no sooner we are in a position to take up the subject complaint. I request you to kindly bear with us. However, the complaint is likely to be attended in next ----- Days/Months.

Yours sincerely,

(Junior Engineer)  
Civil/Electrical

**REGISTER OF ANNUAL/SPECIAL REPAIR**

Sl. No.	Complaint No.	Department/ Qr. No.	Nature of Work	Planned date for Initiation of work	Date of Completion of work	Remarks
1	2	3	4	5	6	9

**WORKERS NOTE BOOK**

Sl. No.	Sl.No. of Complaint	Department/ Qr. No.	Nature of Complaint	Details of Work done	Balance work if any	Sign of worker	Sign of Complainant	Remarks
1	2	3	4	5	6	7	8	9