

Procedures and Policies for Maintenance and Utilization

PROCEDURES AND POLICIES FOR MAINTENANCE AND UTILIZATION OF ACADEMIC AND SUPPORT FACILITIES

CORRECTIVE MAINTENANCE SYSTEM (CMS):

- The institution is having Complaint Management Software (CMS). The entire stake holder are provided login id to access the software.
- In case of any breakdown, a complaint is raised by the user on the Complaint Management Software.
- The Complaint is automatically assigned to resolver depending upon the nature of complaint.
- Turn Around Time (TAT) to resolve any complaint is 02 days. However every Complaint is attended resolved as soon as possible.
- If Complaint is not resolved within TAT period then it is auto escalated to the higher authorities by following escalation matrix:
- Escalation Matrix Level Particular
 - Level I Resolver
 - Level II Admin officer
 - Level III Director Admin
- The institution has In house team to manage repair maintenance work.
- The Complaint can be categorized in the following categories:

1. IT

2. CIVIL

- a) Electrical
- b) Plumber
- c) Carpentry
- d) Building Maintenance

3. LABORATORY EUIPMENTS