



UNIVERSITY

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“CELEBRATING DREAMS”



MAINTENANCE POLICY FRAMEWORK AND PROCEDURE

ITM UNIVERSITY GWALIOR

Message from Vice Chancellor

Dear Students, Faculty, and Staff,

At ITM University, Gwalior, we understand that a well-maintained infrastructure is essential for fostering a thriving learning environment. To ensure our campus provides a safe, comfortable, and conducive space for learning and development, I am pleased to announce the implementation of a new Maintenance Policy. This policy outlines a comprehensive framework for the upkeep and improvement of our university facilities.

The new Maintenance Policy prioritizes preventative maintenance practices. This proactive approach includes establishing regular inspection schedules for buildings, classrooms, laboratories, and other university spaces. By identifying and addressing potential issues before they escalate, we aim to minimize disruptions and ensure a consistently well-maintained environment. The policy also emphasizes efficient response times for addressing any reported maintenance concerns. This ensures a timely resolution of issues and minimizes inconvenience for students, faculty, and staff.

We believe a well-maintained campus fosters a sense of pride and belonging within our university community. This new Maintenance Policy reflects our commitment to providing a safe, functional, and aesthetically pleasing environment that supports academic excellence and a vibrant campus life. By working together, we can ensure ITM University remains a place where students can thrive and achieve their full potential.

Vice Chancellor

ITM University Gwalior

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INTRODUCTION:

The ITM University Maintenance Procedure and Policy Framework provide the policies and procedures for systematic operations to be performed from time to time in maintenance of all Infrastructures.

The Standard Operating Procedure should follow in Maintenance of Infrastructure related to Academic environment, Research and Administrative areas in the university. It also provides guidelines to follow to administer these policies.

The ITM University Administration will keep all Maintenance policies current and relevant. Therefore, from time to time it will be necessary to modify and amend some of these sections of the policies and procedures, or to add new procedures.

OBJECTIVES OF THE POLICY:

This policy provides guidelines for the maintenance of physical, academic and support facilities of the university to ensure that not to break down unexpectedly. Preventive Maintenance Program procedures are designed to fulfill the needs of the Facility. The purpose of the program is to produce cost savings by:

- A. Reducing the downtime of critical systems and equipment.
- B. Extending the life of facilities and equipment.
- C. Improving equipment reliability.
- D. Ensuring proper equipment operation.
- E. Improving the overall appearance of facilities.

MAINTENANCE POLICY GOALS:

The inclusion of the following goals should help a Facility formulate a successful operation and maintenance program of the university:

1. Perform maintenance routinely on a periodic basis to examine status of the equipment;
2. Provide functional facilities that (a) meet the University's requirements; (b) have an environmentally acceptable atmosphere for students, faculty, and staff; and (c) ensure the health and safety of all personnel;
3. Identify potential problems early within the context of the preventive maintenance system so that corrective action may be planned, included in the budget cycle, and completed in a timely manner
4. Follow an orderly program so that administrative costs are minimized and the workload for the maintenance staff is at a relatively constant level;
5. Conserve energy and resources by ensuring maximum operating efficiency of energy consuming equipment and systems;
6. Maintain credible relations with users by providing well-maintained facilities and information on preventive maintenance activities

7. Identify and implement possible improvements that will reduce costs, improve service, and result in more efficient operation.

In order to provide a safe, healthy and secure environment , the University requires the use of two types of maintenance: preventive and break down.

1. **Preventive Maintenance**
2. **Breakdown Maintenance**

PREVENTIVE MAINTENANCE:

Preventive maintenance is maintenance that is regularly performed on a piece of equipment that it provides periodic inspection , adjustment, minor repair, lubrication , reporting , and data recording necessary to minimize building equipment and utility system breakdown and maximize system and equipment efficiency. It is performed while the equipment is still working so that it does not break down unexpectedly. Preventive maintenance will be taking care by In-house staff only for most of the places. The University takes the help of outsourcing for the equipment like elevators, copier machines , Air Conditioners etc which normally are under annual maintenance. Preventive maintenance is required for Classrooms, Tutorial rooms, Conference Halls, Laboratories, Research Centers, Center of Excellence, Library, Sports complex, and Computers etc.

PROCEDURES – 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. 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 following services are in work force for up-keeping of classrooms and tutorial rooms.

Service	Frequency	Responsible Authority
i) Cleaning of Classrooms, and Chalkboards	Daily	Outsourced
ii) Floors dust mop, wet mop, High and low dusting		Outsourced
iii) Emptying wastebaskets		Outsourced
iv) Removing of unwanted circulars from Notice Boards		Attendees
v) Working condition of computer system, projector, and projector screen		Technical staff

MAINTENANCE OF LABORATORIES

The respective faculty members, staff, lab assistants and other service personnel are given responsibility to maintain the equipment under their purview. Stock registers, asset registers, log books, tools and plant registers 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 Registrar.

Standard operating procedures for all high end equipment are made available to the users. In- campus users register in the log books and are responsible for the safe handling of the equipment. 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/research scholars at the end of the year at the end of the programme.

The condemned/obsolete items are discarded by procedure after getting the report of the appropriate authority and the same is entered in the stock register. Annual maintenance contract (AMC) is sustained for maintenance of high-end equipment and top-end servers and computers.

The following services are in work force for up-keeping of Laboratories, Advanced Research Centers , National Chairs and Centers of Excellence:

Service	Frequency	Responsible Authority
Cleaning of Laboratories/ ARC / CoE	Daily	Lab Technician
Floors dust mop, wet mop, High and low dusting		Lab Technician
Emptying wastebaskets		Lab Technician
Working condition of equipment in laboratory/ ARC, CoE		Lab Technician

MAINTENANCE OF CONFERENCE HALLS, SEMINAR HALLS AND AUDITORIUMS:

Conference halls , Seminar halls and auditoriums are under the various departments . Cleanliness is taken care of by a combination of housekeeping and outsourced team. Effective utilization of classrooms, seminar halls and auditoriums for organizing academic meetings, seminars, conferences, and cultural events is made.

For accessing the facilities , the organizing faculty/staff member submits a request form, through HOD and the date of event is registered . Then the halls are accessed on priority basis. The following services are in work force for up-keeping of Conference halls , Seminar Halls and Auditoriums.

Service	Frequency	Responsible Authority
Cleaning of Conference Halls \ Seminar Halls \ Auditoriums	Daily	Estate officer
Floors dust mop , ,wet mop , High and 10 \:v dusting		Estate officer
Emptying wastebaskets		Estate officer
Working condition of PA system, Computer system , projector, and projector screen		Network Cell/Lab Assistant

MAINTENANCE AND UTILIZATION OF LIBRARY AND LIBRARY RESOURCES:

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

- Bound volumes are not to be sorted out from their fore edges, as this process weakens the binding.
- Shelves should not be fully packed. A full shelf can crack spines and cause damage when a reader tries to remove a volume. Huge volumes are to be kept flat.
- 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.
- 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.
- 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 Gammoxine 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.

The following services are in work force for maintenance of library and library resources:

Service	Frequency	Responsible Authority
Book Binding	Once in a semester	Estate officer
Taking of Pest control measures		Estate officer
Old Volumes maintenance	Once in a Year	Estate officer
Cleaning of Tables, Chairs, and Bookshelves.	Daily	Attendees
Floors dust mop, wet mop, High and low dusting		

MAINTENANCE OF SPORTS COMPLEXES:

The sports equipment, fitness equipment, ground and various courts are supervised and maintained by the Physical Directress and Faculty members of Physical Education Department respectively. Ground level maintenance is done annually during vacation in addition to the seasonal maintenance done once every three months. Grounds men, vendors of Sports goods and students of Physical Education jointly maintain the sports equipment. Seasonal maintenance of all equipment and ground are carried out regularly by the Physical Education students as part of their curriculum. Gymnasium and playgrounds are maintained by the staff of the Department of Physical Education. The following services are in work force for up-keeping of sports complexes.

Service	Frequency	Responsible Authority
Watering	Daily	Physical Education Staff
Rolling		Physical Education Staff
Marking	Weekly	Physical Education Staff
Grass Pulling		Physical Education Staff
Grass Cutting in Cricket Court	Weekly	Physical Education Staff
Poles Painting in all courts	Once in a semester	Physical Education Staff
Basketball Court Painting		Physical Education Staff

MAINTENANCE OF COMPUTERS:

The hardware department and its support staff maintain the ICT facilities including computers, servers. The maintenance includes the required software installation, antivirus and up gradation. Campus Wi-Fi is maintained by respective centre.

The following services are in work force for up-keeping of computers:

Service	Frequency	Responsible Authority
Software Installation	Weekly	Network Cell
Hardware Repairs		Network Cell
Computer Peripherals		Network Cell

MAINTENANCE OF HOUSEKEEPING:

Cleaning of the campus areas including the academic and administrative buildings is performed daily in the morning before the regular classes begin with the help of the outsourced housekeeping team. Toilets are cleaned thrice every day. The whole campus area is maintained by the housekeeping supervisor who will be reporting the completion of work to the Assistant Registrar. A majority of housekeeping work has been outsourced.

Service	Frequency	Responsible Authority
Cleaning of office room and furniture	Once in two days	Attendees
Floor dust mop, wet mop, high and low dusting	Daily	Attendees
Emptying baskets		Attendees
Staircases and Corridors		
Cleaning of steps and floor	Daily	Attendees
Wet mop		Attendees
Rest Rooms		
Cleaning of Toilets	Twice in a Day	Attendees
Disinfecting all Washbasins and restrooms		Attendees
Wet mop, High and low dusting		Attendees
Emptying Waste Baskets	Daily	Attendees

BREAKDOWN MAINTENANCE POLICY:

The breakdown maintenance is a type of maintenance that involves using a machine until it completely breaks down and then repairing it to working order. University has technical staff who takes care of all the maintenance activities of university in various levels. Breakdown maintenance of any asset, facility , and equipment whether under AMC or under preventive maintenance is urgent requirement where the institute works in mission-mode. Breakdown maintenance will be taking care by In-house staff only. If requires University takes the help of outsourcing.

All break down maintenance activities are classified into following four categories:

- I. Building maintenance
- II. Electrical maintenance
- III. Computer maintenance
- IV. Workshop maintenance

PURPOSE OF THE POLICY:

This policy provides guidelines for the maintenance of various facilities of the university to ensure that in working condition.

PROCEDURES – BUILDING MAINTENANCE:

Concerned personnel should be appointed for looking after building maintenance activities such as plumbing, sanitation, and painting etc. The following is the procedure for resolving the building maintenance request to the Registrar.

Step1: Respective department logs the complaint in portal.

Step2: Building maintenance administrator monitors the portal to identify the services requested by various departments.

Step3: He initiates the actions to solve the problem with his supporting staff and technical staff such as plumbers, carpenters etc.

Step4: He updates the portal after completion of the service request.

ELECTRICAL MAINTENANCE:

The University Electrical Engineer with the help of supporting technical staff for looking after electrical maintenance activities such as repair works of all electrical equipment like fans, lights , intercoms, MCBs, UPS and Exhaust fans etc. The following is the procedure for resolving the electrical maintenance request through the Registrar.

Step1: Respective department logs the complaint in portal.

Step2: Electrical maintenance administrator monitors the portal to identify the services requested by various departments.

Step3: He initiates the actions to solve the problem with his supporting staff and technical staff such as electricians etc.

Step4: He updates the portal after completion of the service request.

COMPUTER MAINTENANCE:

Concerned personnel should be appointed for looking after computer maintenance activities such as software updates , hardware repairs, antivirus installations, and network issues, etc. The following is the procedure for resolving the computer maintenance request through the Registrar.

Step1: Respective department logs the complaint in portal.

Step2: Computer maintenance administrator monitors the portal to identify the services requested by various departments.

Step3: He initiates the actions to solve the . problem with his supporting staff and technical staff such as hardware technicians etc.

Step4: He updates the portal after completion of the service request.

WORKSHOP MAINTENANCE

Concerned personnel should be appointed for looking after workshop maintenance activities such as carpentry works, flexes erection, furniture repairs etc. The following is the procedure for resolving the workshop maintenance request through the Registrar.

Step1: Respective department logs the complaint in portal.

Step2: Workshop maintenance administrator monitors the portal to identify the services requested by various departments.

Step3: He initiates the actions to solve the problem with his supporting staff and technical staff such as, carpenters and mechanics etc.

Step4:He updates the portal after completion of the service request.

MAINTENANCE OF GARDENS

The gardens will be maintained by the in-house staff kept for the purpose. It is their responsibility to ensure that new plants are watered as per the requirement so that they survive. Additionally, they should take necessary actions that thrive existing gardens which include the g

- **Grass cutting:**

The gardeners shall maintain the height of the grass between 4 and 6 centimeters at all times. The gardeners are responsible for all equipment and fuels needed to complete this task. Use of proper lawn mowing machines should be made to ensure uniformity and neat appearance of the garden. The gardeners shall also ensure that patching of grass.

- **Edging:**

The gardeners shall edge all sidewalks, driveways and curbs each time the adjacent grass is cut. It shall be ensured by the gardeners that the edging is done every time there is grass cutting and there is no delay.

- **Trimming:**

The gardeners shall trim grass around trees, shrubs, cultivated areas, sprinkler heads, valves, fences, buildings, poles and structures so that grass height does not exceed the adjacent grass.

- **Weeding:**

The gardeners shall weed the grounds and gardens on a daily basis to prevent the growth of weeds into lawns and landscapes. The gardeners should manually remove the growth of weeds to eliminate grass and weeds in the cracks and joints within or along sidewalks and curbs.

- **Turf repair and re-establishment:**

The gardeners shall, whenever necessary, repair areas damaged by vehicular traffic, oil and gas, building repairs, and normal foot traffic. The damaged areas shall be filled in and levelled and then seeded or sodded, and maintained to conform to adjacent areas. The compliance of this shall be indicated by the Estate officer in the Monthly report.

- The method, frequencies and dates of grass cutting, hedging, trimming, weeding and turf repair shall be part of the gardeners' monthly plan. The gardeners must assess the condition of the trees in the premises periodically and send the report to HCI. The gardeners should advise on regular pruning of trees or cutting of trees (if required).
- The gardeners shall maintain trees, shrubs, hedges, vines, ground cover and flowers of good quality. The gardeners shall prepare a schedule for dates of pruning indicating method and frequencies of pruning. The gardeners shall prune all shrubs, vines, bushes, ground cover and trees to:
 - o Direct and encourage plant growth in directions desired;
 - o Pruning should be in the proper season according to best horticultural practices;
 - o Remove dead and unsightly growth; and
 - o Maintain a neat and attractive appearance
 - o Should be discussed with HCI representative regularly.