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

CORRECTIVE MAINTENANCE SYSTEM

• The institution is having a Complaint Management Software (CMS). The entire stake holders are being provided with a 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 maximum 02 days. However every Complaint is attended and resolved as soon as possible.

• If the complaint is not resolved within the Turn-Around-Time (TAT) duration then it is automatically escalated to the higher authorities as per the escalation matrix shown below: Escalation Matrix Level Particular Level I Resolver Level II Admin officer Level III Director-Admin

• The institution has an in house team to manage repair maintenance work.

• The Complaint is categorized as per following categories.

1. IT Services

2. Accounts

3. Administration

4. Hostel

5. HR

6. House-Keeping/Maintenance

7. Internal Complaint Committee (ICC)

8. Library

9. Registrar Office

10. Departments

11. Laboratory Equipment's