

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 SERVICES
 - 2. ACCOUNTS
 - **3.** ADMINISTRATION
 - 4. HOSTELS
 - **5.** HUMAN RESOURCE
 - 6. HOUSE KEEPING/MAINTENANCE



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- 7. INTERNAL COMPLAINT COMMITTEE (ICC)
- 8. LIBRARY
- 9. REGISTRAR OFFICE
- **10.** DEPARTMENTS
- **11.** LABORATORY EUIPMENTS