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

7. INTERNAL COMPLAINT COMMITTEE (ICC)

8. LIBRARY

9. REGISTRAR OFFICE

10. DEPARTMENTS

11. LABORATORY EUIPMENTS