



# Datta Meghe Institute of Medical Sciences

(Deemed to be University),

Sawangi(Meghe), Wardha

## SERVICE MANUAL FOR MAINTAINING & UTILIZING PHYSICAL, ACADEMIC & SUPPORT FACILITIES

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The University has put in place robust systems and procedures along with manpower monitoring to ensure proper maintenance and utilization of infrastructure, library, sports grounds, laboratories, classrooms, seminar halls, auditoriums and all service installations. To keep the campus hygienically clean and laboratories clean separate staff has been engaged. For the up keep of computers, LAN, internet, Wi-Fi and other ICT facilities and design, IT cell is responsible. Weekly reports are generated about the state of upkeep and fault repairs. The university has qualified regular staff for the maintenance of electrical work, civil work etc. To meet power break down and to provide adjustable power base, Gensets have been installed which are technically manned by the trained technicians.

## **A. PURPOSE**

The appropriate maintenance activity and utilization of Academic Infrastructure is paramount to the proper functioning of any educational institution. The Civil Operations & Maintenance Engineering Services is responsible for testing, repairing, and maintaining the facility in proper and safe operating condition.

## **B. SCOPE**

This procedure is applicable utilization and civil operation & maintenance works of all Academic Infrastructure in the constituent colleges of DMIMS (DU).

Academic infrastructure includes following areas along with the related equipments, furniture items and electronic gadgets like computers, projectors, AV systems etc.

1. Lecture halls,
2. Practical/ Demonstration Halls,
3. Dissection hall,
4. Laboratories,
5. Library,
6. Virtual Learning School,
7. Auditorium
8. Sport Complex
9. Food Court (Mess and Canteen Facility)

The Civil operations & maintenance engineering division (COMES) is responsible for preventive and corrective maintenance of the facility & provides evaluations of new technology, conducts device incident investigations and ensures that Academic facilities is in proper and safe operating condition.

## C. RESPONSIBILITY

Department	Responsible Authority for Maintenance activities
Civil Operations & Maintenance Department of DMIMS(DU)	Administrative Officer- 1
	Civil Maintenance/ Electrical Engineer- 2
	Civil Supervisor -2
	Water Supplier – 4
	Plumbers – 2
	Carpenters -2

## D. FUNCTIONS

The engineering department performs a wide range of functions which may be assigned to various units of department, It is responsible for the operation of all facility maintenance & repair specifically, the department performs the following functions.

Typically, the Academic Institutions maintenance work falls into one of the following classes

- Civil Operations Planning.
- Maintenance Management.
- Academic Infrastructure
  - Routine Maintenance.
  - Breakdown Maintenance.
  - Preventive Maintenance.

### 1. Civil Operations planning:

- a. The division supports for proper civil operation planning system that takes in to account the future requirements of the individual college in accordance with its scope of services and
- b. strategic plans.
- c. The plans are reviewed periodically or as and when required.
- d. All civil operations are selected, updated and upgraded by collaborative process.
- e. There is involvement of the end-users, management, finance, and civil maintenance

engineering departments in the selection of equipment.

## **2. Maintenance management:**

All civil maintenance is inventoried and proper logs maintained in the log sheets

- a) All civil maintenance is allotted serial numbers as an ticket nos.
- b) A list of all furniture requiring maintenances prepared and maintained. The list identifies the furniture by name, type, location, applicable service requirements, date of maintenance service done. The maintenance status is updated continuously by the Engineer.
- c) This list also indicates, whether maintenance is done in house or through external sources. Maintenance of Academic Infrastructure requiring an outside agency - a contract or purchase order is issued.
- d) This complete data is maintained in the system.

## **3. Academic Infrastructure:**

### **a) Routine maintenance:**

- i. The Civil maintenance Engineer is responsible for the overall management and upkeep the electrical equipment.
- ii. Designated staff, specifically civil supervisors, plumbers, carpenters using the equipment for facility management is responsible for daily maintenance of equipment based on daily monitoring checklist/Weekly monitoring /monthly monitoring.
- iii. Deficiency details are immediately entered as breakdown call in the online system and the same is accessible to the Engineer Civil maintenance engineering division and concern management authorities.
- iv. According to problem difficulty level this issue is tackled either appointing a maintenance engineer or by telephonic support or calling company service personnel by Engineer.

### **b) Breakdown Civil Maintenance of Academic Infrastructure:**

- i. All breakdown entries are made in the system except emergency issues. For emergency issues direct call is made to in charge breakdown & maintenance and then complaint is logged incomes.
- ii. The complaint is registered and complaint number is generated (Ticket No.)
- iii. Maintenance engineer assigns the required technical team to the site for rectification as per first line service guidelines.
- i. If it is minor break down, corrective actions are taken by the Civil maintenance Supervisor with his team with the available spare parts in-house within 24 hours and the same is documented in the Ticket with the time of rectification details and it is

- counter signed by the Maintenance Supervisor.
- ii. If the problem is not solved, the Civil engineer raises the issue to the outsourced vendor for further plan of action & repair. Accordingly the line of action is planned.
  - iii. The contract agency personnel will report to the Engineer who then escorts him to the location of the faulty area along with civil maintenance engineer.
  - iv. The personnel from the contract agency rectify the defect. The record is updated with the required information and is validated by the Civil engineer.
  - v. If the facility / furniture cannot be repaired at the institute and is required to be taken to the Vendor workshop, a receipt for the material to be sent gate pass is prepared & is intimated to the central store with details of the furniture. The same is recorded by the Civil maintenance Engineer.
  - vi. The Furniture handed over the Vendor engineer after all the formalities of Gate Pass.
  - vii. After the fault is rectified and the furniture/ equipment is brought back to the institute, the Engineer take the entry of the equipment on Gate Pass and ensure that the equipment is installed at the site of the user department by the service engineers. If alternate material is provided by the store, same is stored in stores for future usage.
  - viii. Average down time depends on the type of breakdown.

**c) Preventive maintenance of Academic Infrastructure:**

- i. The Civil Maintenance Engineer prepares and maintains a maintenance plan as per the list of available furniture/ equipment. The intimation of preventive maintenance is communicated in advance to the various departments for release of list of which repairing are required to be done.
- ii. A schedule is prepared by the civil maintenance department for preventive maintenance as per the working & site conditions.
- iii. The availability of necessary spares, consumables, tools and necessary materials are ensured through standardization and /or advance planning, through Stores and guidance by Engineering Department.
- iv. After completion of maintenance (whether preventive or breakdown) the OK report is taken from the user department and also an acknowledgment is taken from user department on the Ticket report and in the software as well.
- v. The following is checked when maintenance is done—
  1. Physical condition of the equipment/facility
  2. Maintenance report to be obtained from service agency and after verification marked as O.K. /Not O.K.
- vi. Maintenance preserves the machine's accuracy and fitness for use. If equipment is found not fit for use, it should be withdrawn from use with the consent of the Head of the concerned Institute.
- vii. The consents for the same are to be obtained in writing and are to be maintained by

the Civil maintenance Engineer for future reference.

- viii. Persons handling the equipment/facility are trained on aspects like Do's, Don'ts, handling the equipment.

**Civil maintenance History Record of Academic Infrastructure:**

1. History of civil works been done or to be carried out in the Academic Institute is entered in the civil vertical sheet/ software.
2. All the history records are maintained and are accessible to the user Institute.

**E. FACILITY REPAIRPOLICY**

<b>Complaint registration timing.</b>	<b>On time</b>
Time for attending breakdown	Within 24Hr for general breakdowns and within 5-10 min in major breakdowns.
Maximum permissible downtime(if spare part not required to be purchased)	1 Week time.
Maximum permissible downtime(if spare part required to be purchased)	15 days

**F. ONLINE COMPLAINT POLICY**

1. Any complaint to be launched online by the user or its representative.
2. Exact issue to be written during launching complaint by complainer.
3. Once the complaints received, engineer should ensure to attend it within 12 hours.
4. If the facility is easy to be repaired by technical team, the same will be rectified in a 24 hrs of complaint registered.
5. At the time of attending a call maintenance team should update their remarks with date and if the complaint is not resolved at the same time, expected date of completion / further course of action should also be mentioned in remarks column.
6. Complainer shall track status of their complaint through phone.
7. After closer of complain by maintenance dept, complainant should add their remark within 3 days of repairs regarding satisfaction of repairs.

## **G. RECORDS to be GENERATED**

- Ticket History Record. (Offline Hardcopy).
- Material purchases Offline Hardcopy.
- Material issue Offline Hardcopy.
- Gate passes (Offline Hardcopy).

## **H. FORMS/DOCUMENTS**

Request Complaint Ticket (Offline Hardcopy).

Requisition Slip (Offline Hardcopy).

Gate pass (Offline Hardcopy).

Material issue slip (Offline Hardcopy).

Work done report (Offline Hardcopy).



**Registrar**  
**DMIMS(DU)**