



STANDARD OPERATING PROCEDURES ON INSTITUTIONAL MAINTENANCE

The Institute has established systems and procedures for maintaining the physical, academic and support facilities such as laboratory, library, sports complex, computers, classrooms etc. as given below.

1. Maintenance of Physical facilities:

The physical facilities are divided into sections like, **plumbing, electrical, building/infrastructure, garden and housekeeping**. Maintenance of all physical facilities is monitored by Administrative Officer.

- Classrooms, Staffrooms, Seminar halls, Laboratories and other infrastructural facilities viz., Restrooms, Lavatories etc. are cleaned and maintained by adequate staff through outsourced external agency.
- The Campus supervisor conducts periodic checks to ensure the working condition of the infrastructure.
- The Green Cover/Gardens of the campus is well maintained by Institute employed gardeners.
- A team of in-house maintenance comprising of electricians, plumbers, IT technicians working under **Administrative Officer (AO)** are deployed to monitor the maintenance activity of amenities (viz., Plumbing, Lights, A/V system, Diesel Generator, Air Conditioners, CCTV cameras and Water Purifiers on regular basis).

Any student/staff will have to follow the below mentioned procedure to raise a complaint and get it resolved.

- Staff/student will bring the infrastructural related problems to the notice of the **Campus supervisor**.
- Supervisor will escalate the problem to the next level, to the **Site Engineer**.
- Engineer will make an entry of the complaint raised in the complaint register and initiates action through concerned section **Technicians**.
- Technicians will note the problem from the complaint register and attend the same.
- After attending the complaint, technicians will make an entry of status into the complaint register mentioning resolved or pending and materials required with required explanation.
- If any material is required to solve the problem, Engineer will bring it to the notice of **Administrative Officer (AO)**.



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- AO will place order to the required materials after discussing with the Principal (IQAC chairman).

2. IT maintenance:

A team of well trained technicians will maintain the computers and network related issues in the entire institute (including computers available in library, laboratory, office, staff rooms, and any other) under the guidance of **System Administrator**.

- Any complaint regarding network or computer in class room/staff room will be communicated to the System Administrator by the head of the department through indent.
- System admin will assign the job to the technician as per indent placed.
- If any material is required to solve the problem, the same will be brought to the notice of Administrative officer.
- System administrator will place the order from due approval of Principal (IQAC Chairman) for further processing of procurement as per standard procedure.
- After procuring the equipment the problem is addressed by the technicians and the indent will be closed.

3. Laboratory maintenance:

Periodic reporting on requirements of repairs and maintenance of laboratory equipment are maintained in breakdown/maintenance register and the stock books of the laboratory by the lab instructors.

Maintenance Policy and Procedure

- The Faculty Lab in-charges along with lab instructor monitor the maintenance registers of all the laboratories to verify the progress of the maintenance periodically and appraise the same to HOD.
- HOD shall schedule a meeting with Faculty Lab In-charges and Technical staffs to discuss the issue related to the repair & maintenance. In the meeting it will also be decided whether the repair/maintenance can be done in-house or should be given for external vendor.
- Once the in-house/External maintenance is decided in meeting, the Foreman shall initiate the process through formal request to HOD.
- The HOD will intern, forward the request to Principal (IQAC Chairman).
- Upon receiving approval from IQAC Chairman, the foreman will follow the process to call for service engineer (in case of external maintenance) to obtain the estimate. Further foreman will arrange for work order through HOD. In case of in-house maintenance, the foreman with his/her technical support will repair or do maintenance of equipment.



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- All the Faculty Lab In-charges are responsible for maintenance of all the Laboratories periodically.
- In-house maintenance is carried out for all the computer systems present in the laboratories.
- Manufacturer's Equipment is operated in accordance with instructions and in a way which minimizes the cost of repairs and maintenance.

4. Transportation facility maintenance:

- The Campus supervisor is responsible to monitor the proper functioning of college vehicles and for timely arrival from various locations to college.
- The campus supervisor will provide the additional transport facility to students and staff on need basis, as requested to Administrative Officer.
- In case of any repair or maintenance of vehicles, the campus supervisor will report to AEF transport section through AO and the vehicles will be en-routed to AEF transport office for further action.


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