STANDARD OPERATING PROCEDURE

SOP No 2: FACILITIES MANAGEMENT

Continual facilities improvement is the new critical driver of competitive advantage.

SOP: FACILITIES MANAGEMENT

Introduction

1. Vivekananda Global University (hereafter referred to as VGU), established in 2012, is a leading private university of Rajasthan. It is located at Jagatpura, Jaipur and is sponsored by Bagaria Education Trust. The main campus has 7 buildings to include Academic Block, Technology Block, Administrative Block, Singar-I Boys Hostel, Singar-II Boys Hostel, Gargi-I Girls Hostel, and Gargi-II Girls Hostel.

2. The VGU campus has about 1.01 lakh sq m of built-up area and 1.19 lakh sq m of open area. Besides approximately 7500+ full time students and a staff complement of just over 500, a large number of visitors come to the University premises daily. After years of experience and number of iterations, VGU has developed and documented well thought out and conceived policies and procedures for the maintenance, service and even replacement of the entire infrastructure and logistical support systems. This includes the buildings, labs, classrooms, gardens, roads, hostels etc., as well as the equipment, instruments and machineries. It is scrupulously implemented for accurate, effective and efficient functioning of them at all times for the benefit of VGU internal stakeholders. This structured SOP is far from static but a dynamic one with periodic review and revisit for continuous update.

Aim

3. The aim of this SOP is to prepare/design and document policies, and procedures for proper and hassle-free maintenance of the facilities at VGU that would avoid arbitrary and ad-hock approaches to the various maintenance, service and replacement activities. This SOP is also aimed to create a framework for assigning responsibilities and accountabilities of various functionaries involved in maintenance and service activities.

4. This SOP will clearly define the period and condition at which the facilities such as equipment/instrument/machinery are to be condemned and replaced. As also, to have a fool-proof/error-proof procedure to scrap and discard/dispose the condemned item without any opportunity for any malpractice or misuse.

Scope

5. The following infrastructure and support facilities will fall under the scope of this SOP: -

(a) The administrative office buildings, classrooms, labs, workshop buildings, roads, pathways, parking areas and any other structures.

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(b) The garden lights, tree guards, landscaped areas and potted plants.

(c) Water storage tanks/ponds drainage paths, storm drains, surface rainwater collection points etc.

(d) Supporting facilities such as equipment, electrical appliances, back-up generators, water pumps, measuring and monitoring instruments etc.

(e) Computer cabling and electric connections.

(f) Safety equipment like fire extinguishers, electrical safety devices, welding goggles, lifesaving equipment, oxygen cylinders etc.

(g) Sports, games and fitness equipment.

6. The purpose of this SOP is to identify the various facility management services required for the upkeep and maintenance of the University's facilities, and thereafter, outline the detailed procedure for their efficient execution.

Criticality of Facilities Management

7. Facilities Management can be defined as the tools and services that support the functionality, safety, and sustainability of buildings, grounds, infrastructure, and real estate. At VGU, we believe that for people to do their best work and feel engaged in their environments, they need to be in buildings that are safe, welcoming, and efficient. The facilities management has a hand in everything that surrounds the people in facilities and on the grounds. So all the places where the students, faculty, and staff work, play, learn, and live should be comfortable, productive, and sustainable. Superior facilities management has always enhanced the VGU's productivity levels, and thereby, contribute to the bottom line, impacting the short-term and long-term value of property, buildings, and equipment. Hence, our facilities management efforts are crucial and should continually be directed towards the following: -

(a) Space optimization.
(b) Energy management, maintenance and operations.
(c) Workplace experience.
(d) Lease management, including lease administration and accounting.
(e) Guiding capital projects.
(f) Emergency management and business continuity.
(g) Real estate management.

Types of Facilities Management

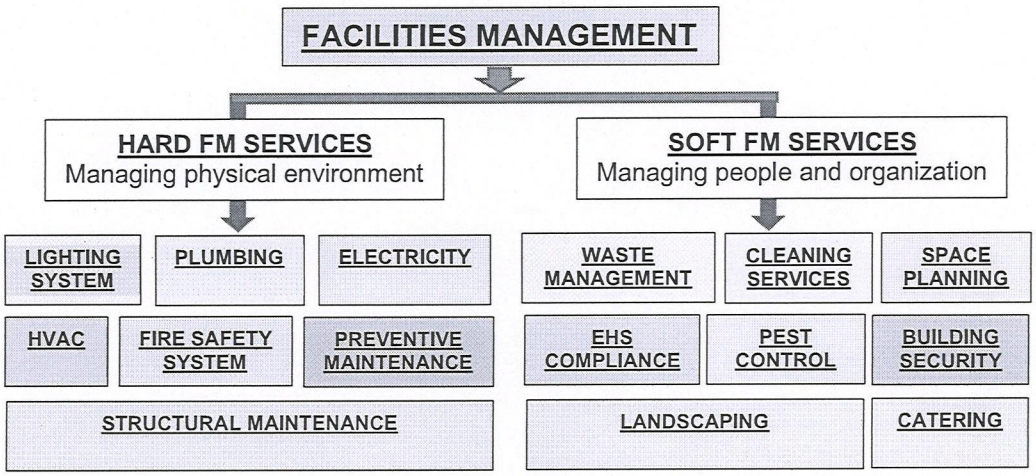
8. There are two basic areas: -

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(a) **Hard Facilities Management (Hard FM)**. Hard FM deals with physical assets such as plumbing, sanitation, wiring, elevators, and heating and cooling.

(b) **Soft Facilities Management (Soft FM)**. Soft FM focuses on tasks performed by people such as custodial services, lease accounting, catering, security, and grounds keeping.



9. **Hard Facilities Management Services (Space and Infrastructure)**. Hard FM Services primarily focuses on the physical components of the work environment and infrastructure, and therefore, most of them fall under the purview of infrastructure maintenance operations. An overview of hard facilities management services is enumerated below: -

(a) **The Plumbing System**. This system plays an essential role in bringing water to a building and removing the waste water. Over time, blockages can occur, pressure builds up, and fixtures/piping must be replaced. In view of excessive fluoride in the Jagatpura area, the FM Team should ensure that the plumbing system is regularly maintained and that the possible issues are fixed as quickly as possible.

(b) **Lighting and HVAC Systems**. The FM Team should carry out periodic checks to see if the lighting and heating fixtures need repair or replacement. It's up to the team to decide the best solutions for cost and energy savings, comfort, and functionality.

(c) **Fire Safety Regulation Compliance**. Fire safety systems are required to be functional 24x7 throughout the year, and therefore, must be regularly maintained and checked for compliance issues.

(d) **Mechanical & Electrical Systems**. The FM Team should ensure that the electrical systems are running well to keep up with other building operations, as also the mechanical systems like back-up generators, STP plant, elevators (if any) and water pumps. It should be ensured that all of these systems are working properly and do not cause any safety incidents.

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(e) **Structural Maintenance**. Regular usage or even poor design can lead to structural issues over time. When it comes to buildings, weather and other elements can start to take a toll on the structures. Wind, sun, salt, and extreme temperature changes all play their part. As a part of facility management, there should be a structural maintenance plan to identify, classify, and deal with possible structural problems.

10. **Soft Facilities Management Services (People and Organization)**. Soft FM Services focuses on people and organizations, and therefore, includes services that create a more comfortable, healthier, safer, and visually appealing environment. The details of soft facilities management services are highlighted below: -

(a) **Waste Management**. If waste is not managed, garbage bins become overloaded, and things become smelly. This is never a good thing. Waste management gets the garbage into the correct containers. It sends it away to make sure that we stay within regulatory requirements and prevent trash overcrowding.

(b) **Cleaning Services**. Custodial teams come in to clean common areas and perform other janitorial duties. VGU has outsourced the janitorial staff.

(c) **Space Planning**. Space planning and management is an important part of facilities management. Whenever the University hires more people, expands to a new floor, buys new assets that take a big chunk of space, and wants to remodel the existing space, the FM Team has to help organize the space so that it remains comfortable, safe, and functional.

(d) **Landscaping**. Well-maintained grounds improve curb appeal and signal top-notch property management. The FM Team takes care of the seasonal and non-seasonal changes, such as planting flowers in the spring, trimming the grass during the summer, removing falling leaves during the autumn, or removing excess debris from the walkway after the dust storms.

(e) **Pest Control**. The FM Team should schedule seasonal pest controls or managing pest outbreaks, if they ever happen.

(f) **Building Security**. Having control of people going in and out of the facility is something that almost every building these days requires. It can also involve the management of restricted access areas inside the facility.

(g) **Environment, Health, and Safety (EHS) Compliance**. Defining and maintaining acceptable standards of comfort that might include temperature, noise, seating standards, and visual cues is imperative in every organization. Depending on the type of University operations and culture, EHS standards can differ widely.

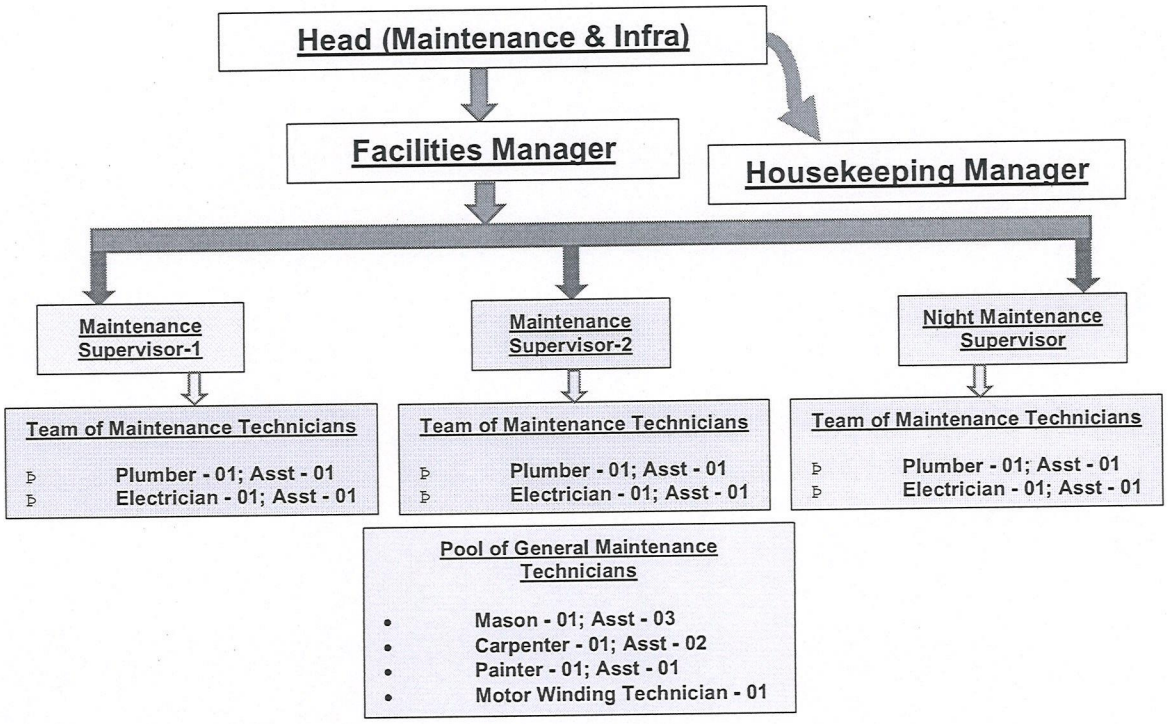
11. Since majority of the Soft Facilities Management Services are pertaining to Housekeeping, and have already been dealt separately in the Housekeeping SOP and Security SOP, the ***scope of this SOP will remain restricted to the Hard Facilities Management Services*** only.

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Organizational Structure and Reporting Channels

12. The Organizational Structure of the Facilities Management Set-Up will define the reporting channel and the escalation matrix of complaint reporting and resolution.



13. VGU has established a formal/full-pledged office of Head (Maintenance & Infra) with highly experienced supervisory staff, and trained and skilled maintenance technicians of different competencies like plumbers, carpenters, electricians, masons, painters, motor winding technician, etc. Supervisors and engineers specialized in the respective fields oversee the maintenance work, and undertake each and every maintenance, service and replacement activities as per this SOP.

14. VGU has adopted a hybrid approach of facilities management by employing in-house maintenance technicians to manage the day-to-day operations with outsourcing for highly specialized projects.

Roles and Responsibilities

15. **Management and Responsibilities**.

(a) It is essential that adequate resources are made available for managing the facility management operations by ensuring proper maintenance and upkeep of the VGU's facilities.

(b) It is important that all personnel involved in implementing this policy are competent, trained and aware of their responsibilities.

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16. **Head (Maintenance & Infra)**.

(a) The Head (Maintenance & Infra) is responsible for all the facility management operations across the VGU's properties. He will ensure that requisite support/training and resources are made available to the Facilities Manager to implement the Facilities Management Policy, including assembling and maintaining a suitably qualified supervisory team. He has the authority to hire or discharge subordinates.

(b) The duties and responsibilities of Head (Maintenance & Infra) are enumerated at **Appendix A**.

17. **Facilities Manager**.

(a) He is responsible and accountable for the total maintenance and upkeep of the VGU's facilities. The Facilities Manager will supervise all maintenance supervisors, plan and assign work assignments, inform new employees of property regulations and maintenance protocols, inspect completed assignments, and requisition supplies.

(b) The duties and responsibilities of the Facilities Manager are enumerated at **Appendix B**.

18. **Day Maintenance Supervisors**. The duties and responsibilities of Day Maintenance Supervisors are enumerated at **Appendix C**.

19. **Night Maintenance Supervisor**. The duties and responsibilities of Night Maintenance Supervisor are enumerated at **Appendix D**.

20. **Maintenance Technicians**. The duties and responsibilities of Maintenance Technicians are enumerated at **Appendix E**.

21. **Help Desk Executive**.

(a) The help desk is the nerve centre of the facilities management department. The desk is manned 24 hours a day. Since the help desk is the hub of information dissemination in facilities management, the Help Desk Executive is a critical person in facility management operations. ***Help Desk Executive will record all the complaints reported to him, and not use his discretion to docket it or not.***

(b) The duties and responsibilities of Help Desk Executive are enumerated at **Appendix F**.

22. **Staff**. All staff must be knowledgeable of, and adhere to the Facilities Management Policy.

23. **Students**. Students must follow facilities management procedures and co-operate with requests from the Maintenance Teams, especially while undertaking the various maintenance and repair works.

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24. **Visitors**.

(a) Visitors are required to follow VGU's facilities management procedures and follow directions from their host/sponsoring section or the Maintenance Team, particularly when the repairs are in progress, and various tools and gadgets are spread out on the floor.

(b) It is the responsibility of the host/sponsoring agency to ensure all visitors are informed of and comply with the VGU Facilities Management Policy of not interfering with the repair work of the Maintenance Teams, as also not to use the facility till such time it is fully repaired.

Types of Maintenance / Service

25. The entire maintenance and service activities are classified as: -

(a) Routine maintenance like daily cleaning/sweeping/watering etc.

(b) Preventive Maintenance such as regular checkup, attending to leakage/seepage, oil top-up, wire-discipline, and service of equipment like firefighting equipment, measuring and controlling instruments etc.

(c) Emergency/breakdown repair/service, as and when reported.

(d) Calibration of instruments and reading/monitoring equipments.

26. **Importance of Preventive Maintenance**. Preventive Maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures. The primary goal of preventive maintenance is to prevent failure of equipment before it actually occurs. It is designed to preserve and enhance equipment reliability by replacing worn out components before they fail. Preventive maintenance activities include inspections, equipment checks, partial or complete overhauls at specified periods, oil changes, lubrication, electric connectivity checks and so on.

27. **Significance of Inspections**. An inspection will be carried out by a skilled and experienced maintenance technician, especially earmarked for the purpose to carry out a periodic scheduled examination to include lubrication check, minor adjustment, tightening of nuts/bolts and servicing of plant, equipment and systems. Inspections are carried out to keep the equipment in good running order, detect defects, estimate maintenance requirements and comply with established safety regulations.

Responsibilities for Maintenance / Service Activities

28. The maintenance SOP and the policy assign the responsibilities for various activities for proper upkeep of the academic, administrative and residential buildings, surrounding areas as well as the other maintenance functions: -

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29. **Responsibilities**.

(a) Overall maintenance of the space and buildings will be the responsibility of the Facilities Manager and Maintenance Supervisors.

(b) Services and infrastructure facilities will be maintained by the maintenance department having trained and skilled staff.

(c) Lab equipments and machines will be maintained by the lab-in-charges and technicians with routine maintenance schedule.

(d) The log-books and inventory registers will be maintained by the department/labs for overall control.

(e) The equipment/instruments will be cleaned, calibrated and maintained with records, properly by the department and labs.

(f) Electrical/electronic equipment and UPS will be maintained by the electrical department.

(g) Library will maintain the books and other items under their control properly accounted. It will maintain inventory register and logbooks for proper functioning.

30. **Activities**.

(a) General and routine maintenance/repair/service will be done by the assigned Maintenance Teams.

(b) Where expert service or major repair work is required to be undertaken, outside agency with requisite professionals will be contracted.

(c) If the help of office of Head (Maintenance & Infra) is required the same will be sought after lodging a complaint to the Help Desk Executive.

(d) Firefighting equipment and other safety gadgets will be maintained with periodic checkup and refilling for their active usage. Staff and Students will be trained in fire-fighting and rescue operations periodically.

(e) Street lights shall be properly maintained with routine checkup for the safety of the students and staff.

(f) The auditorium, seminar rooms, and other common facilities for conducting functions shall be properly maintained by the Head (Maintenance & Infra). The user will make a request to the CPC for utilizing them and it shall be the responsibility of the concerned department for the careful use of the facilities.

(g) Special plants like bio-methanation and other research study plants of VGU will be maintained by the concerned departments, however, the minor

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repair works will be undertaken by the Facilities Management Department. Similarly, the STPs and RO plants will also be provided with the maintenance cover by the Facilities Management Department.

31. **Complaint Registration, Rectification and Escalation Matrix**.

(a) **Complaint Registration and Rectification**.

(i) VGU has a 24x7 help desk to register complaints regarding facilities management. The contact number of Help Desk Executive has been displayed at number of locations.

(ii) Every facilities management complaint will be registered by the Help Desk Executive after ascertaining the caller's details viz. name, mob No., location of problem, and exact nature of complaint. Each complaint will be properly docketed and the complainant will be immediately intimated the Complaint No for tracking and giving feedback.

(iii) Complainant can also lodge the complaint by physically writing the details himself in the register maintained at the helpdesk.

(iv) Help Desk Executive will immediately get in touch with the Maintenance Supervisor/Facilities Manager, and report the issue. He will also ask the Maintenance Supervisor/Facilities Manager, the tentative timeframe in which the complaint will be attended to or fully rectified.

(v) Once the complaint is registered, a Digital Job Card will be created by the Help Desk Executive and forwarded to the Maintenance Supervisor/Facilities Manager and the complainant through WhatsApp. The Maintenance Supervisor/Facilities Manager besides assigning the task to a maintenance technician, as per his capability, will also guide him how to efficiently execute the task. Once the job is over, and the Maintenance Supervisor/Facilities Manager gets a confirmation from the maintenance technician that the job is over, a confirmation will be sought from the complainant. The complainant once gets satisfied by the job would forward the Job Card to the Help Desk Executive with a message 'Completed'. At this stage, the complaint would be considered as fully rectified, and the time noted in the register of job card closure.

(vi) In case, the response time is going to be more due to some other pressing needs, the Help Desk Executive will give an interim feedback to the complainant about the likely timeframe of rectification.

(vii) In case, the same complaint resurfaces, the complete cycle will be again followed with a new Complaint No.

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(b) **Escalation Matrix**.

(i) Escalation Matrix is a tool used by VGU to manage the escalation process. The purpose of escalation matrix is to track all facilities management issues encountered during our day-to-day work and their corresponding solutions to know where we stand on each issue at a time. This will help supervisory/managerial staff in making decisions regarding what problems need immediate attention, who should handle them and how best they should be resolved within our team or organization as a whole.

(ii) The escalation matrix format will also be used to track the number of issues that are reported, their severity, and whether they have been resolved or not.

(iii) Head (Maintenance and Infra) will create a WhatsApp Group, as an Admin, with all the Facilities Manager, Maintenance Supervisors, Help Desk Executive, and his own Reporting Officer as a member.

(iv) The Help Desk Executive will create an Excel Sheet and will keep posting it on the WhatsApp Group at 09:30 AM and 01:30 PM every day after fully updating it. The format of the escalation matrix is attached as **Appendix G**. ***This Excel Sheet is over and above the details maintained in the Complaint Register.***

(v) Every week a new Excel Sheet will be created, however, all the old/outstanding complaints with the same Complaint No will be carried forward.

Process Flow - 'Compliant Identification' to 'Rectification'

32. Block Marshal along with Housekeeping Supervisor and faculty in-charge of the department will inspect the premises viz designated AORs, at regular intervals and identify the problems and report to Help Desk Executive. Once the complaint is registered by the Help Desk Executive and complaint No allocated, the maintenance supervisor will be intimated the details of the complaint by the Help Desk Executive.

33. The maintenance supervisor will organise the maintenance team of right composition and send them to the compliant location after equipping them with the right tools, equipment, and spares to address the complaint based on degree of urgency of the problem. The problem will be solved immediately using the expertise of skilled maintenance technicians either available in the University or hired from outside, in case, no spares are required or spares are readily available with the Central Store.

34. In case, any repair material or maintenance store is not available with the Central Store, the request for procurement will be initiated by the Facilities Manager immediately. The Procurement Section will also process the demand by initiating

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'Local Purchase (LP)' and try to make it available within 24-48 hours. In case, the budget requirement is more than the LP Powers of the Head (Maintenance & Infra), the demand will be processed by hand by the Procurement Section to the authority with requisite financial powers, and sanction obtained.

35. In case, the facility/equipment/gadget is covered under AMC, the contract service provider will be contacted and asked to assess the repair/maintenance cost. Once the go-ahead is received, the faulty facility/equipment/gadget will be repaired.

36. In case, the facility/equipment/gadget is under guarantee/warranty, the equipment provider will be contacted and asked to repair/replace, as per the stated clause provisions.

37. **Maintenance Process Flow Chart**. A Maintenance Process Flow Chart reflecting both the 'Common Maintenance' and 'Maintenance through Service Contract' to be used as a guideline for the activities while servicing/maintaining the facilities is attached as **Appendix H.**

Facilities Management Inspection Checklist, Daily Facilities Audit Check Sheet and Procedure for Condemnation/Disposal

38. **Checklist for Facilities Management Inspection**. A recommended checklist for facilities management inspection is attached as **Appendix I.**

39. **Daily Facilities Audit Check Sheet**. All the Maintenance Supervisors will fill the Daily Facilities Audit Check Sheet and submit it to the Facilities Manager at the end of the working day. This will help to gauge the efficacy of the facilities management operations, and recommend procedural refinements. The same can also be filled by Facilities Manager and the Head (Maintenance & Infra) during their routine rounds. A format of the Daily Facilities Audit Check Sheet is attached as **Appendix J**.

40. **Procedure for Condemnation and Disposal of Stores**. The procedure for condemnation and disposal of stores is attached as **Appendix K.**

Important Contact Numbers

41. **Help Desk Executive**. The Help Desk is staffed 24 hours a day every day by an Help Desk Executive and can be contacted on Mobile No 9828418706.

42. **As per Escalation Matrix**.

(a) **Facilities Manager-I (All Three Blocks)**. Shri Balbir Sigh (Mob No 9828418706).

(b) **Facilities Manager-II (All Hostels)**. Shri Latif Ali (Mob No 6376518789).

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(c) **Head (Maintenance & Infra)**. Shri Arun Kumar Bedi (Mob No 7984090003).

Audits and Reviews

43. **Internal Facilities Management Audit**. Every month a team comprising of faculty and support staff members will carry out a comprehensive internal facilities management audit covering all facets of maintenance, service, and repair work, and comment on the efficacy of the Facilities Management Policy. The report will be put up to the Dy Dir, VGU through AVP (Establishment), and after due diligence rectification action on relevant issues will be taken by the Head (Maintenance & Infra) post haste, and interim/completion report rendered to the Office of Dy Dir.

44. **Policy Review Schedule**. This policy will be reviewed annually, or as new knowledge on the subject evolves and subsequent guidance is received.

Conclusion

45. SOP aims to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with standard and quality. It is a written procedure prescribed for repetitive use as a practice, which is aimed at obtaining a desired outcome.

46. Proper implementation of this SOP will go a long way to ensure that the downtime of the facilities in VGU is drastically reduced, and the repair work is undertaken by the maintenance teams in a hassle-free manner.

Place: - Jaipur

Date: - 3rd May 2024

Anil Bagaria
(Er Anil Bagaria)
Dy Director

For Vivekananda Global University, Jaipur

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10.	Head (Maintenance & Infra)	01	10

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Appendix A

DUTIES AND RESPONSIBILITIES OF HEAD (MAINTENANCE & INFRA)

1. The Head (Maintenance & Infra) will lead the facilities management set-up of VGU. He will direct the staff, assign/reassign responsibilities, assist in implementing organizational and operational procedures, control expenses based on budgetary limitations, assist in inventory management, and follow proper maintenance and service standards.

2. He will operationalize the existing Standard Operating Procedure (SOP) for maintenance and repair works, and to initiate new procedures to increase the efficiency of maintenance technicians.

3. He will provide a budget to the management, and undertake budget control and forecasting.

4. He will closely associate himself in the preparation of the Service Level Agreement (SLA) for the facilities managed by outside agencies. He will report every breach of contractual obligations, and document it properly. He will interact with the vendor, in case, the frequency of breaches take place too often, and if need be, may recommend termination of SLA.

5. He will attend the necessary meetings, both departmentally and interdepartmentally, to ensure proper communication is fostered to ultimately benefit the operations of the University.

6. Check the reports filed and the registers maintained.

7. He will ensure that the Local Purchase (LP) of maintenance stores is undertaken by the Procurement Section on priority, so that the repair work can be executed with minimum downtime. Moreover, fast-moving spares are procured in bulk, based on the consumption pattern, and kept in the Central Store.

8. He will hire new employees, warn employees when policies are violated, and recommend discharge of employees, when necessary.

9. He will counsel employees on various duties and on work-related issues.

10. Motivate his staff and keep their morale high.

11. Search constantly for and test new techniques and products.

12. Offer suggestions to the HR department concerning selection, recruitment, replacement, duty alterations, up-gradation, and so on.

13. Evaluate employees in order to upgrade them when openings arise.

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Appendix B

DUTIES AND RESPONSIBILITIES OF FACILITIES MANAGER

1. He will take instructions/directions from the Head (Maintenance & Infra).

2. He will ensure that services meet the needs of the staff it houses by inspecting and repairing electrical or plumbing problems. His primary responsibilities are maintenance, safety and security. He will be directly and indirectly responsible for employee experiences and customer satisfaction.

3. He will draw up the duty rosters. He will organize, supervise, and coordinate the work of maintenance supervisors on a day-to-day basis.

4. He will ensure excellence in maintenance and repair work, proper execution of AMC contracts, and regular preventive maintenance to ensure 100% serviceability of all facilities at all times. He will also prioritize the maintenance requirement to ensure that the downtime of important and critical equipment is minimized.

5. He will compile the requirement of maintenance stores from the various maintenance supervisors and project it to the Procurement Department. He will regularly liaise with the Procurement Department for the procurement of fast-moving spares to ensure that the minimum stock balance is maintained at all times, and there are no interruptions in the supply.

6. Inspect and approve all supply requisitions for the facilities management department, and to maintain par stock, inventory control, and cost-control procedures for all spares.

7. Maintain a time logbook for all employees within the department.

8. He will assign the maintenance technicians to the various Maintenance Supervisors based on their AOR and workload, as also additional assigned tasks.

9. He will collate the Daily Work Sheet of every maintenance technician prepared by the various Maintenance Supervisors, based on which the workload and proficiency of each maintenance technician will be assessed.

10. He will supervise the discipline and conduct of his entire staff.

11. He will also monitor the progress of the assigned tasks, and make an all-out endeavor to complete them in a reasonable timeframe.

12. He will personally monitor that all the complaints are attended to by the concerned staff at the earliest. In case, there is an undue delay, he will escalate the complaint to the Head (Maintenance & Infra) for an early resolution.

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13. He will keep the Head (Maintenance & Infra) updated on all the important facilities management issues.

14. He will take at least two rounds of the complete campus everyday especially the perpetual troubled spots to undertake preventive measures.

15. He will assist in training the new employees and upskilling of the existing employees.

16. He will plan and conduct inspection with Head (Maintenance & Infra), at least once every day.

17. He will get the stores issued to the various Maintenance Supervisors directly from the Central Store.

18. He will maintain a pool of outsourced third-party contractors, so that in case the maintenance/repair work is beyond the capability of in-house maintenance technicians, the same can be outsourced.

19. He will propose amendments to the Head (Maintenance & Infra) to refine the Facilities Management Policy, as and when required.

20. He will ensure proper communication within the department by conducting regular meetings with all personnel.

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Appendix C

DUTIES AND RESPONSIBILITIES OF DAY MAINTENANCE SUPERVISORS

1. One of the nominated Maintenance Supervisors will officiate as the Facilities Manager, in case of his/her leave/absence.

2. They will assist the Facilities Manager in all respect in the full implementation of the Facilities Management Policy, and the instructions issued by the management from time to time.

3. They will be responsible for the maintenance and repair works of all the facilities at VGU. They will be responsible for the site clearance, once the repair work is complete.

4. Before undertaking any maintenance work, they will coordinate with the Block Marshals and Housekeeping Supervisors, so that other activities/operations are not hampered. They will maintain a close liaison between the maintenance and housekeeping departments.

5. They will check, supervise, and approve the maintenance work carried out by the maintenance technicians.

6. Ensure that all the facilities are properly maintained and kept in a serviceable condition at all the times.

7. Ensure that all maintenance jobs are attended to in coordination with the maintenance department. Assist the maintenance technicians in their daily difficulties.

8. They will update record books, registers, and files.

9. They will check and report OOO (out-of-order) facilities.

10. They will ensure that all the maintenance technicians are optimally utilized and adequately tasked for the entire duration of the duty.

11. They will monitor the progress of work assigned to each maintenance technician.

12. They will mark the attendance of each maintenance technician, and give a feedback to the Facilities Manager, in case, someone underperforms or leaves the duty mid-way.

13. They will brief the maintenance technicians about the location and nature of complaint, likely stores required, and tentative timeframe to complete the repair work, and thereafter, ensure that they are implemented in toto.

14. They will disseminate the next day's workplan, a day prior only, to avoid wastage of precious morning/working hours.

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15. They will take daily morning and evening feedbacks from the Help Desk Executive about the outstanding complaints, as also important updates on occurrence, from the maintenance technicians, Block Marshals and the Housekeeping Supervisors to prioritize work and attend to them swiftly according to the level of urgency.

16. They will carry out random checks during the course of repair work to oversee that the maintenance technicians are performing their duties diligently. Any deviation/lapses will be immediately reported to the Facilities Manager, and suitable rectification/disciplinary action, if required, taken.

17. They will control the stock of tools, equipment, repair materials, and issue equipment and repair materials as per demand.

18. They will also prepare the requisitions for used-up repair materials and new maintenance products for the approval of the Facilities Manager.

19. They will also ensure that the maintenance technicians wear the VGU ID Card around his/her neck all the time.

20. They will promptly act to any maintenance complaint received from the Help Desk, and depute a team for its early rectification.

21. Immediately report any safety or security hazard to the security department or to the management.

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Appendix D

DUTIES AND RESPONSIBILITIES OF NIGHT MAINTENANCE SUPERVISOR

1. He will supervise all the night staff earmarked to meet the impromptu requirements of facilities management once the day staff has left the University premises.

2. During the off-office hours, he will also assist in manning the help-desk.

3. He will direct the maintenance technicians to undertake any facilities management operations required to be undertaken during off-office/night to cater for any emergent requirement, or when the traffic is low.

4. In case of multiple contingencies, he will plan the order of work according to priority and direct the staff accordingly.

5. He will try to attend to any outstanding maintenance complaints or take follow-up actions on the unattended complaints from the previous day shifts, so as to optimally employ the maintenance technicians on the night shift.

6. He will oversee that all lost-found articles are deposited with the Night Security Supervisor.

7. He will report any safety and security hazards to the Security Department.



Appendix E

DUTIES AND RESPONSIBILITIES OF MAINTENANCE TECHNICIANS

1. Keep all facilities fully maintained and serviced.

2. Monitor the work being executed by the AMC operators.

3. Random checking of all facilities and undertaking preventive maintenance.

4. On receipt of complaint, promptly reaching the site and correctly assessing the scope of repair. Projecting the demand of spares.

5. Perform any maintenance/repair task as per the trade work, as instructed, if within the technical expertise and capability.

6. Notifying maintenance supervisors of necessary repairs. Give periodic feedbacks about the progress.

7. Whenever free, assist other maintenance team members to complete their trade work.

8. Execute the repair work so well that there is no breakdown in near future.

9. Carry out proper site-clearance after the repairs.

For Vivekananda Global University, Jaipur

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Appendix F

DUTIES AND RESPONSIBILITIES OF HELP DESK EXECUTIVE

1. He will receive complaints on maintenance and repairs.

2. He will maintain all the registers kept at the help desk.

3. He will act as a pivotal person in receiving and disseminating information amongst the facilities management staff.

4. He will attend to all the phone calls received at the help desk, and thereafter, pass on the requirement to the concerned person along with the job card.

5. He will make the entries of job closure once the job card duly signed by the complainant is received. He will also mark all the unattended or partially completed complaints before closing for the day. In case, complainant refuses to sign the job closure, Facilities Manager after verifying the quality of repair work will confirm to Help Desk Executive to close the job card.

6. He will create an Excel Sheet and keep posting it on the WhatsApp Group at 09:30 AM and 01:30 PM every day after fully updating the details of the complaints to escalate the issues.

7. He will put up the complaint register to the Facilities Manager the next day morning.

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Appendix G

ESCALATION MATRIX FORMAT

Complaint No	Complainant Name	Time	Mob No	Exact Location of Complaint	Exact Nature of Complaint	Addressed/ Redirected To & Time	Completed (Partially / Fully) or Not Attended	Digital Job Card Received or Not	Remark

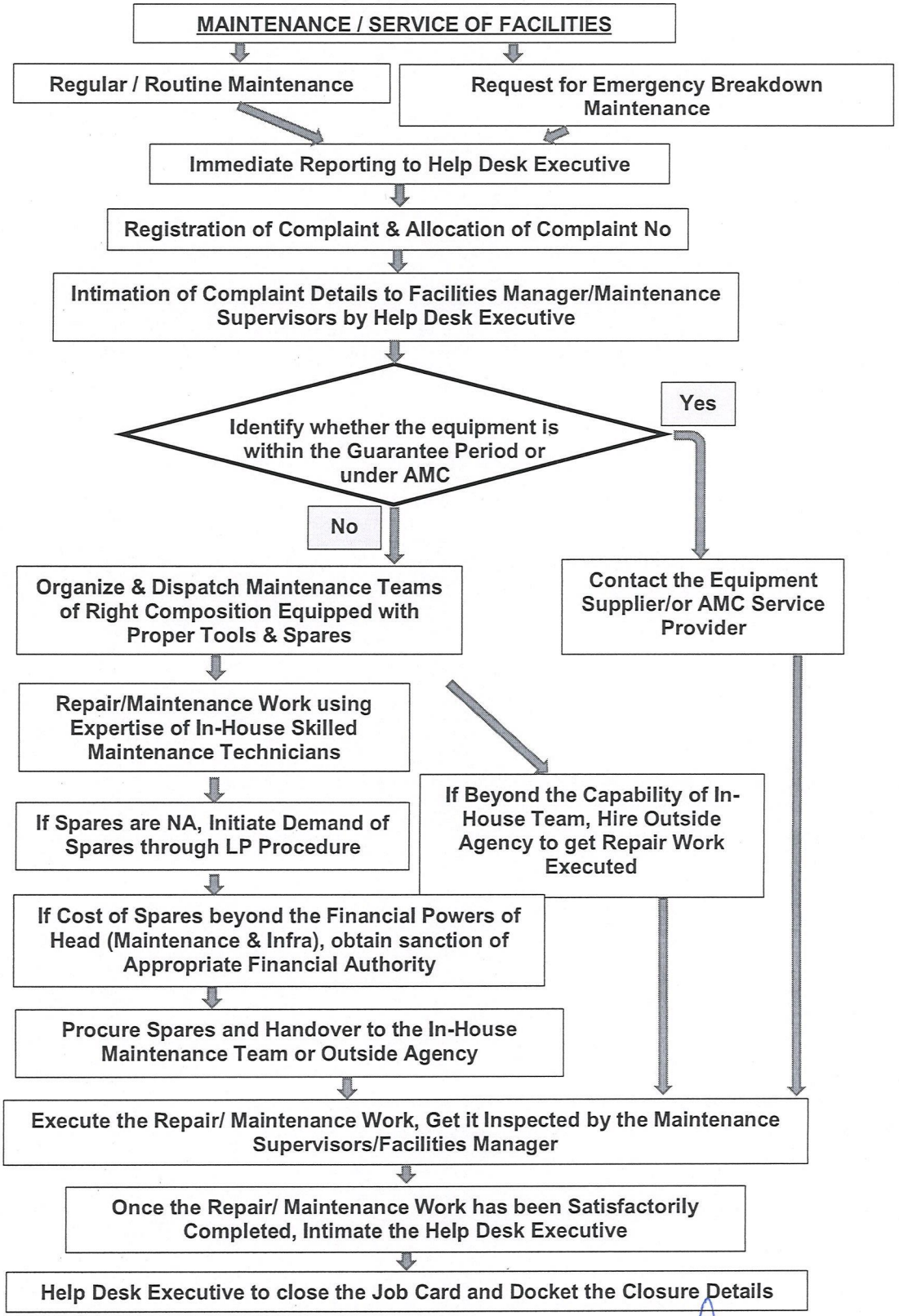
SUMMARY				
	Carried Forward	Registered Today	Total	Remarks
No of Registered Complaints				
No of Complaints Fully Addressed				
No of Complaints Partially Addressed (With Complaint Nos)				
No of Complaints Yet to be Addressed (With Complaint Nos)				

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Appendix H

MAINTENANCE PROCESS FLOW CHART



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Appendix I

CHECKLIST: FACILITIES MANAGEMENT INSPECTION

1. The Supervisory Staff will use the following checklist as a general workplace guide: -

(a) **Floors, Walls, Ceilings, Roof, Doors, Windows, Ventilators and Other Building Components**.

(i) Are there any holes, broken tiles, or worn out floors?
(ii) Do floor need any kind of repairs? Are floors well-drained?
(iii) Is skirting properly fixed?
(iv) Are walls properly painted and maintained?
(v) Are there any leakage or seepage marks on walls or ceiling?
(vi) Are the doors and windows properly closing? Are the locks and latches properly working?
(vii) Are there any broken windowpanes?
(viii) Are false ceiling properly fixed?
(ix) Is there any stagnation of water on the rooftop?
(x) Are there any leaking pipes on the roof?
(xi) Are there any blockages of storm water drains?

(b) **Plumbing and Sanitation**.

(i) Are all taps, faucets, showers, and flush cisterns working properly with no leakages?
(ii) Is water pressure at all floors adequate?
(iii) Are all drains properly working with no overflows?
(iv) Is there any stagnation or ponding near the drain holes?
(v) Are flush cisterns getting properly filled in reasonable timeframe?
(vi) Is wastewater getting completely drained? Are there any blockages resulting in foul smell?
(vii) Are there any hairline cracks on the Hand Washbasins?
(viii) Is any pipeline broken or blocked, and need replacement?

(c) **Overhead Tanks and Underground Tanks**.

(i) Are all tanks in serviceable condition?
(ii) Are overhead and underground tanks being regularly cleaned?
(iii) Are all tanks being properly covered with well-secured lids?
(iv) Are overflow valves and floats properly working?
(v) Are there any leakages or seepages from the tanks?
(vi) Are all inlet valves clear of fluorides and other deposits?
(vii) Are all unserviceable tanks properly replaced and disposed-off safely?

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(d) **Electrical Wiring, Equipments and Gadgets**.

(i) Is wire discipline proper? Are there any loose, hanging or naked wires?
(ii) Are all loose ends of electric wires properly insulated?
(iii) Are all wires kept concealed or in casing-capping?
(iv) Are all Control Panel Boards and MCBs working properly? Do any MCB need to be replaced?
(v) Are there any sparking in sockets reflecting loose contacts?
(vi) Are electrical appliances/gadgets in proper working conditions?
(vii) Are all lights, fans and sockets working satisfactorily? Do any of them need repair or replacement?
(viii) Is there any overload on any one cable?

(e) **HVAC Systems and Plants**.

(i) Are all heaters, exhaust fans and ACs working properly?
(ii) Are all HVAC Systems under AMC being serviced as per the frequency stipulated in the contract?
(iii) Do any AMC need to be renewed?
(iv) Are DG Sets, RO Plants, STP, and Bio-gas Plants working properly? Are all plants giving the desired yield?
(v) Are maintenance teams carrying out the preventive maintenance at the laid down frequency?
(vi) Are we maintaining the stock of fast-moving spares adequately?
(vii) Is there adequate stock of diesel to operate DG Sets?
(viii) Is load balancing in three phases of generators properly done?
(ix) Are the log books of DG Sets properly maintained? Is preventive maintenance being done on due dates once the pre-determined working hours are over?
(x) Is distilled water level in batteries low and need to be refilled?
(xi) Is water level in radiator low, and need to be refilled?
(xii) Is lubricant oil well above the minimum level?
(xiii) Is radiator fan belt in good condition?

(f) **Fire Fighting Equipment**.

(i) Are all firefighting equipment being regularly checked for its serviceability state?
(ii) Do fire points have the complete equipment properly displayed?
(iii) Are fire hoses properly maintained?
(iv) Is adequate water being stored in the storage tanks as per the firefighting norms?
(v) Are sprinkler heads clear of stored material?
(vi) Are fire extinguishers inspected and located along commonly travelled routes, and close to possible ignition sources?
(vii) Are gas refill cartridges or refill cylinders regularly replaced before the expiry date?
(viii) Is the date of refill clearly written in paint on the gas cylinders?

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(g) **Open Areas**.

(i) Are garden taps working properly with no leakages?
(ii) Are open joints of underground cables properly insulated?
(iii) Is road furniture properly maintained?
(iv) Are garden lights, security lights, and pathway lights are working properly?
(v) Are all sign posts and boards properly erected and maintained?

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Appendix J

DAILY FACILITIES AUDIT CHECK SHEET
(FOR AOR - 1 / 2 / 3 / 4 / 5)

Date & Time of Audit	
Area Audited AOR-1 (VGU Block)/ AOR-2 (VIT Block)/ AOR-3 (Tech Block)/ AOR-4 (Boys Hostel)/ AOR-5 (Girls Hostel)	
No of Floors Audited	

Facilities Audited	Fresh Repair/ Maintenance Work Identified	Comments/ Feedbacks/ Action Taken on Ongoing Repair
In Building Area		
In Open Area		
Name of Maintenance Supervisor/ Auditor		
Signature of Maintenance Supervisor/ Auditor		

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Appendix K

PROCEDURE FOR CONDEMNATION AND DISPOSAL OF STORES

1. **Background**. Adequate maintenance of equipment/gadgets in VGU is critical to provide uninterrupted services. Variety of equipment/gadgets are required for proper functioning of the University. Despite careful use and adequate maintenance, certain equipment either becomes obsolete or beyond economic repair over a period of time. Continuous use of equipment & various other factors including environmental factors cause progressive wear and tear and render the equipment unserviceable. Such equipment needs to be replaced to avoid interruption in services. However, prior to replacement, the equipment needs to be condemned in an appropriate manner.

2. **Scope**.

(a) Guidelines for condemnation of non-functional, obsolete, non-reparable equipment in VGU.
(b) Guidelines for replacement of equipment in the event of equipment condemnation, or equipment irreparability.
(c) Action to be taken in case of surplus equipment.

3. **Condemnation of Equipment**. It is a process of conducting an evaluation to determine whether the said equipment should be removed from the service and sent for disposal.

(a) **Condemnation Committee**. The composition of condemnation committee would be as follows: -

(i) Head Procurement.
(ii) HOD (Where the facility has been installed).
(iii) Head, IT Cell.
(iv) Facilities Manager.
(v) Representative from Accounts Department.
(vi) Representative from CPC.

(b) The list of equipment which needs to be condemned shall be placed before the condemnation committee. The condemnation committee would examine parameters such as asset life, reparability, cost of repair, and recommend condemnation of the equipment. Equipment can be considered for condemnation, if any of the following conditions exist: -

(i) **Irreparable/ Unserviceable**. The equipment has been examined by competent service agency and has been declared to be irreparable/ unserviceable due to any reason including non-availability of spare parts.

(ii) **Obsolete**. Technically obsolete due to old specifications or availability of technological upgrades.

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(iii) **Unsafe**. Does not comply with safety requirements defined by the manufacturers.

(iv) **Cost**. Cost of repair is not economical.

(v) **Surplus**. Without a useful purpose for the University operations but may be transferred, donated or sold in scrap.

4. **Replacement of Equipment**. Replacement of equipment may be required when the equipment is condemned, non-reparable or unfit for use. Depending upon the equipment that is not functional, obsolete or irreparable, the University will weigh the asset life and usage of equipment and suggest replacement, if necessary.

5. **Guidelines for Condemnation and Replacement of Unfit Equipment**. In order to condemn equipment and / or consider it for replacement following guidelines would be applied: -

(a) **Condemnation of Obsolete, Irreparable/Unserviceable and Unsafe Equipment**. Identification of obsolete, unserviceable & unfit equipment will be done by respective faculty/department. Minimum criteria to be followed for condemnation of equipment is given below: -

(i) The equipment has become: -

(aa) Non-functional and irreparable/ unserviceable;

(ab) Non-functional and beyond economical repair:

(ac) Obsolete;

(ad) Unsafe (Environment hazard / Bio-hazardous).

(ii) Initial proposal will be put up by the rep of HOD and Facilities Manager to the HOD, who in turn will forward it to the Dean. Dean will, thereafter, endorse his remarks and forward the proposal to the Condemnation Committee.

(iii) **Condemnation Committee**. Condemnation Committee shall be constituted with the approval of the CEO and would have the composition as reflected at Para 3(a) above.

(iv) The condemnation committee will examine the proposal in detail and take into consideration asset life of the equipment. In case, such period is not prescribed / stipulated, the committee will examine the equipment history sheet and conduct physical verification of equipment and record reasons for consideration of condemnation.

(v) The recommendation of the Condemnation Committee will be put up to the CEO for approval. Any ongoing Annual Maintenance Contract / Comprehensive Maintenance Contract, if any, for such equipment will be terminated with the effective date of condemnation.

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(vi) Disposal of condemned equipment will be done by the University either by disposing it off safely or selling in scrap. If need be, condemned equipment may be used to cannibalize and improve the serviceability state of other equipment.

6. **Criteria for Deciding Asset Life and Acceptable Repair Cost of Equipment**.

(a) The asset life of equipment used in VGU varies from equipment to equipment. The equipment functioning well beyond its asset life should continue to be used. However, depending upon its usage, serviceability, technology and other related factors, equipment may become unusable/beyond economic repair before completion of its useful life.

(b) The equipment which has exceeded its asset life and the cost of repair during that financial year cumulatively is equal to or over 25% of the procurement cost of the equipment can be considered for condemnation, and replacement, if required.

(c) The equipment which are within the asset life and the cost of repair during that financial year cumulatively is equal to or over 50% of the procurement cost of the equipment, can be considered for condemnation, and replacement, if required.

(d) For equipment, which is non-functional and certified as non-reparable by service agency/manufacturer due to non- availability of spare parts, irrespective of the asset life, the equipment can be considered for condemnation and replacement, if necessary.

(e) In case, the procurement cost of the equipment is not available (e.g. it was received as donation) then the current cost of the same make and model or equivalent make or model can be used to assess the acceptable cost for repair.

(f) For equipment, which is obsolete or hazardous irrespective of its asset life or functionality can be considered for condemnation and replacement, if necessary.

7. **Surplus Equipment**.

(a) In case, the equipment is surplus the department/ faculty will consider relocating the equipment to another department/ faculty where it can be productively used.

(b) In case, the equipment cannot be relocated it can be considered for condemnation and the certificate should mention the reason for condemnation as surplus.

(c) In case of condemnation on the basis of being surplus, no replacement will be made.

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