

# Manual of Policies and Procedures for Maintenance of Infrastructural and Logistical Support Systems of PMIST

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### 1. Introduction:

Periyar Maniammai Institute of Science and Technology (PMIST) 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, class-rooms, gardens, roads, hostels etc as well as the equipments, instruments and machineries. Even library is covered under this policy. It is scrupulously implemented for accurate, effective and efficient functioning of them at all times for the benefit of their users. This structured manual is far from static but a dynamic one with periodic review and revisit for continuous update.

### 2. Aims and Objectives:

- To prepare/design and document policies and procedures for proper and hassle-free maintenance of the facilities at PMIST that would avoid arbitrary and ad-hock approaches.
- To prepare and implement Standard Operating Procedures (SOPs) for every maintenance, service and replacement activity.
- To clearly define the period and condition at which the facilities such as equipment/instrument/ machinery are to be condemned and replaced.
- To have a fool-proof/error-proof SOP to scrap and discard/dispose the condemned item without any opportunity for any mal-practice or misuse.

- ❑ To create a framework for assigning responsibilities and accountabilities of various functionaries involved in maintenance and service activities.
- ❑ To establish and assign roles for an Estate Office and its sections in the activities of maintenance and service at PMIST.
- ❑ To provide an approved budget sanctions for meeting the expenses of the maintenance activities including wages and salaries of the concerned.

### **3. Scope of the Manual:**

The following infrastructure and support facilities fall under the scope of this manual:

- ✓ The administrative office buildings, classrooms, lab. and workshop buildings, Roads, pathways and any other structures.
- ✓ The Gardens, Greenways, Trees and plants.
- ✓ Water storage tanks/ponds drainage paths and surface rainwater collection etc.
- ✓ Supporting facilities such as equipments, electrical appliances, measuring and monitoring instruments etc.
- ✓ Computer and its peripherals both hard-wares and soft-wares.
- ✓ Safety equipments like Fire Extinguishers, Electrical safety devices, welding goggles, lifesaving equipments, Oxygen cylinders etc.
- ✓ Sports, games and fitness equipments.
- ✓ Library and its stocks.
- ✓ Institute buses and vehicles.
- ✓ Under construction and incomplete facilities, funded projects equipments, consulting partners' gadgets are NOT under the scope.

### **4. Estate Office for Maintenance:**

PMIST had established a formal / full-pledged Estate office with trained and skilled staff like plumbers, carpenters, electricians, computer analysts, gardeners, conservancy personals. Supervisors and engineers specialized in the respective fields oversee the maintenance work. It is headed by an Estate Officer.

They prepare SOPs for the maintenance, service and replacement activities and get them approved by the estate officer before executing the work of maintenance. The request for repair, service is received in the prescribed format issued by the estate office from the department concerned. It might be through online using BRAIN software. The activity to rectify / attend to is assigned to the respective skilled staff, who in turn carryout the service as per the SOP. Once the job is completed a closure report is submitted to the concerned department, retaining a copy with the estate office.

### **5. Types of Maintenance / Service:**

The entire maintenance and service activities are classified as:

- ❖ Routine maintenance like daily cleaning / sweeping / Watering etc.
- ❖ Preventive Maintenance such as regular checkup and service of equipments like fire fighting equipments, measuring and controlling instruments etc.

- ❖ Emergency / breakdown repair/ service as and when reported.
- ❖ Calibration of instruments and reading / monitoring equipments.

These are assigned to the competent staff for the execution following the corresponding SOPs.

## **6. Responsibilities for Maintenance / Service activities:**

The maintenance manual and the policy assign the responsibilities for various activities for proper up-keep of the academic and administrative and residential buildings, surrounding areas as well as the other maintenance functions:

### **6.1. Responsibilities:**

- Overall maintenance of the space and buildings shall be the responsibility of the Faculties and staff either directly or through Estate office.
- Services and infrastructure facilities shall be maintained by the maintenance department having trained and skilled staff.
- Cleaning of the toilets and other places shall rest with the Conservancy department.
- Lab equipments and machines shall be maintained by the lab-in-charges and technicians with routine maintenance schedule.
- The Log-books and inventory registers shall be maintained by the department/labs for overall control.
- The equipments/instruments shall be cleaned, calibrated and maintained with records, properly by the department and labs.
- Electrical/electronic equipments and UPS shall be maintained by the electrical Department.
- The gardens and other greeneries shall be maintained by the gardeners.
- Library shall maintain the books and other items under their control properly accounted. It shall maintain inventory register and logbooks for proper functioning.

### **6.2. Activities:**

- General and routine maintenance/repair/service shall be done by the respective department staff.
- Where expert service is required outside Service Contract shall be entered into.
- If Estate office help is required the same shall be sought after through duly filled Complained Form submitted to the maintenance department.
- Wet and Dry cleaning of the class rooms, buildings, wash rooms, labs etc shall be done daily with sanitation liquids. Maintenance Charts shall be maintained as a record of compliance.
- The conservancy persons shall use proper safety Apron, Cap, Mask, Gloves etc. while performing cleaning operations.
- Vehicles shall be subjected to periodical checkups (mandatory and regulatory) for the safety and performance. Active Service contract shall be executed for the same. PRO and Transport officer shall be responsible for it.
- Fire fighting equipments and other safety gadgets shall be maintained with periodic checkup and refilling for their active usage. Staff and Students shall be trained in fire-fighting and rescue operations periodically.

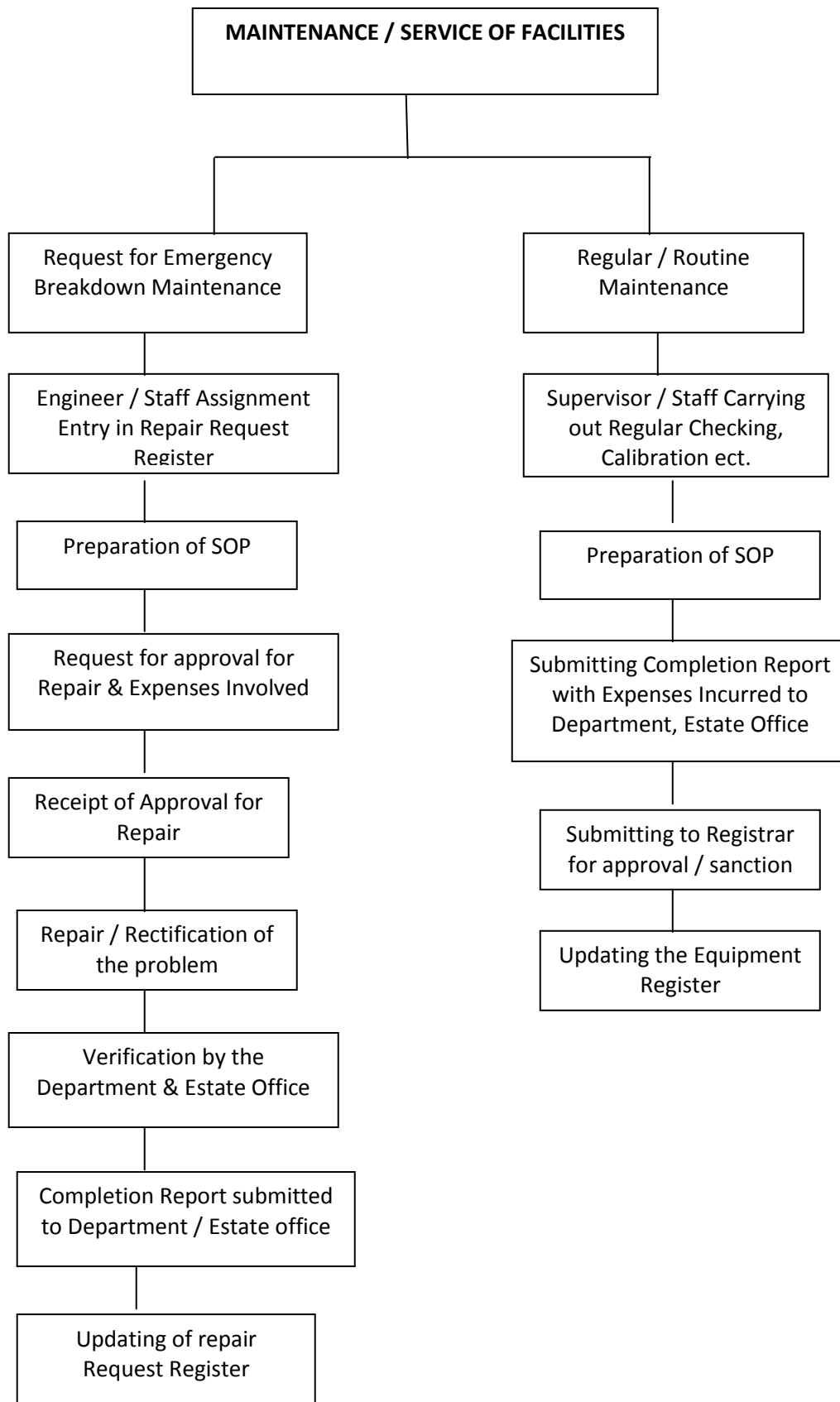
- Street lights shall be properly maintained with routine check up for the safety of the students and staff.
- Library Maintenance requires special attention, since it is a source of knowledge:
  - Bookshelves shall be properly packed to avoid any damage to the contents. The same shall be ensured by periodical checkup.
  - Bound volumes shall be maintained properly to avoid damage to the binding.
  - The shelves and books shall be routinely dusted for safe usage and storage.
  - Floor cleaning shall be carried out daily. Vacuum-cleaners might be used for the same.
  - Appropriate and safe chemicals shall be applied periodically to avoid silverfish that damage the books.
  - Routine fumigation and rodent control activities shall be carried out throughout the library.
- Smart and / ICT facilitated Class Rooms shall be maintained by the concerned department with the help of estate office skilled staff for effective use of them, by routine trials and check-ups. This includes the soft-wares and hard-wares and antivirus systems maintenance also. However, the normal cleaning of the classroom shall rest with the conservancy section..
- The auditoria and other common facilities for conducting functions shall be properly maintained by the estate office. The user shall make a request to the estate office for utilizing them and it shall be the responsibility of the concerned department for the careful use of the facilities.
- Indoor and outdoor physical education and fitness equipments shall be maintained properly by the physical education department for and effective use of them all the time.
- Special plants like Bio-methenation plants and other research study plants of PMIST shall be maintained by the concerned department. It might seek the help of estate office if required.

## **7. Process Flow Charts:**

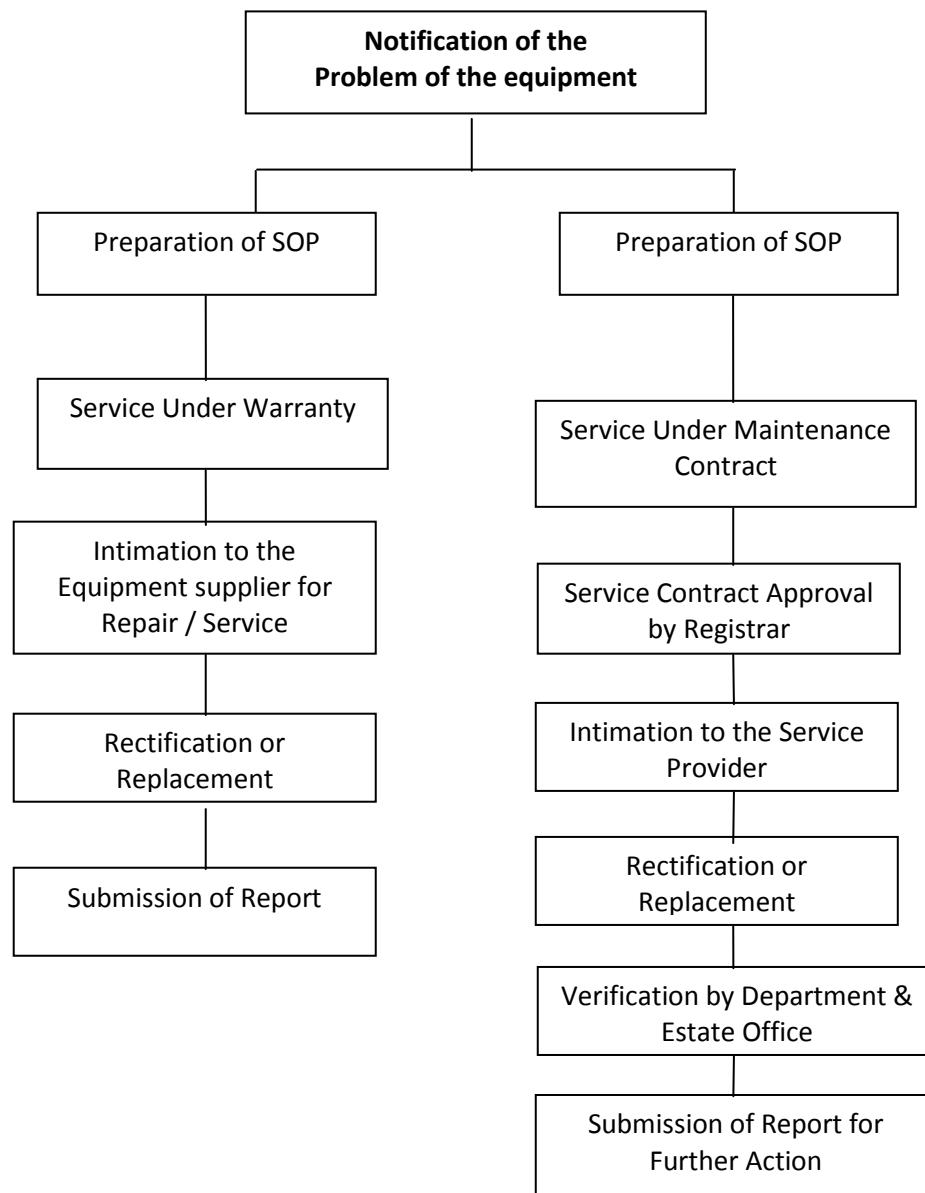
The following Maintenance Process Flow Charts shall be used as a guideline for the activities while servicing / maintaining the infrastructure.

- Common Maintenance Process Flow: Annexure 1
- Maintenance through Service Contract Process Flow : Annexure 2
- ICT / Smart Classroom Facility Maintenance Process Flow: Annexure 3
- House-keeping Process Flow: Annexure 4

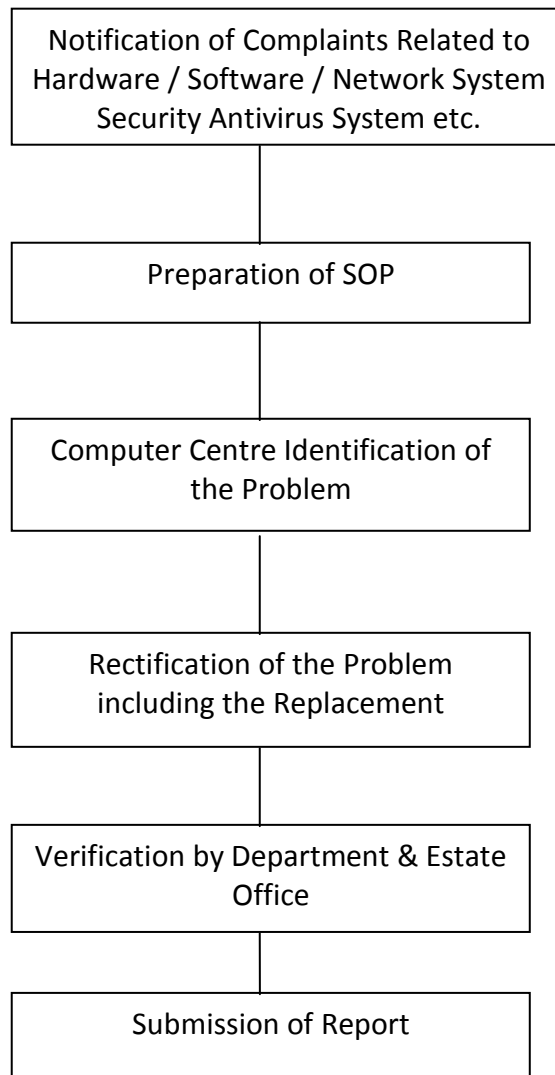
### Common Maintenance Process Flow - Annexure 1



## Maintenance through Service Contract Process Flow: Annexure 2



### ICT / Smart Classroom Facility Maintenance Process Flow: Annexure 3



### House-keeping Process Flow: Annexure 4

