

# **MANAV RACHNA INTERNATIONAL UNIVERSITY**

(Deemed to be University under section 3 of the UGC Act 1956)



**Policy No. MRIU-IQAC-PL-IUM/2016-17**

## **MRIU POLICY FOR INFRASTRUCTURE USAGE AND MAINTENANCE AND ITS SOPS**

**Notified vide MRIU/REGR/2016-17/127/2 dated: 3<sup>rd</sup> October 2016**

**MANAV RACHNA INTERNATIONAL UNIVERSITY**  
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HARYANA



## MANAV RACHNA INTERNATIONAL UNIVERSITY, FARIDABAD

Deemed-to-be-University

Accredited by NAAC with A Grade in the First Cycle

### Policy for Infrastructure Usage and Maintenance and its SoPs

Number: MRIU-IQAC-PL-IUM/2016-17

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Committee Constituted for Preparation of draft on 18.03.2016

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# **MRIU POLICY FOR INFRASTRUCTURE USAGE AND MAINTENANCE AND ITS SOPS**

In pursuance of the provisions of Section 26 of the Bye Laws of Manav Rachna International University, the Board of Management of the Manav Rachna International University hereby makes the following policy for Infrastructure Usage and Maintenance in the University and its SoPs.

## **SHORT TITLE AND APPLICATION**

This Policy shall be called Manav Rachna International University Policy No. MRIU-IQAC-PL-IUM/2016-17 and titled as "MRIU POLICY FOR INFRASTRUCTURE USAGE AND MAINTENANCE AND ITS SOPS".

**APPLICABILITY:** This policy and procedures shall apply to mainly to entire faculty, staff and students community of the university.

This Policy framework shall govern the stakeholders' involvement in effective usage of University Infrastructure and the related maintenance processes.

## **1. PREAMBLE**

**The resources at Manav Rachna International University (MRIU)** support the educational, instructional, research, and administrative activities of the university and provide an enabling ecosystem for all the stakeholders to achieve the set mission of the university and much avowed core values.

If an individual is found to be in violation of the Acceptable Use Policy, the University shall take disciplinary action, including the restrictions. A serious violation could result in more serious consequences, up to and including suspension or termination from the University. Individuals are also subject to central, state and local laws governing many interactions that occur on the Internet. These policies and laws are subject to change as state and local laws develop and change.

This document establishes specific requirements for the use and maintenance of all the infrastructure resources at MRIU.

## 2. ABBREVIATIONS

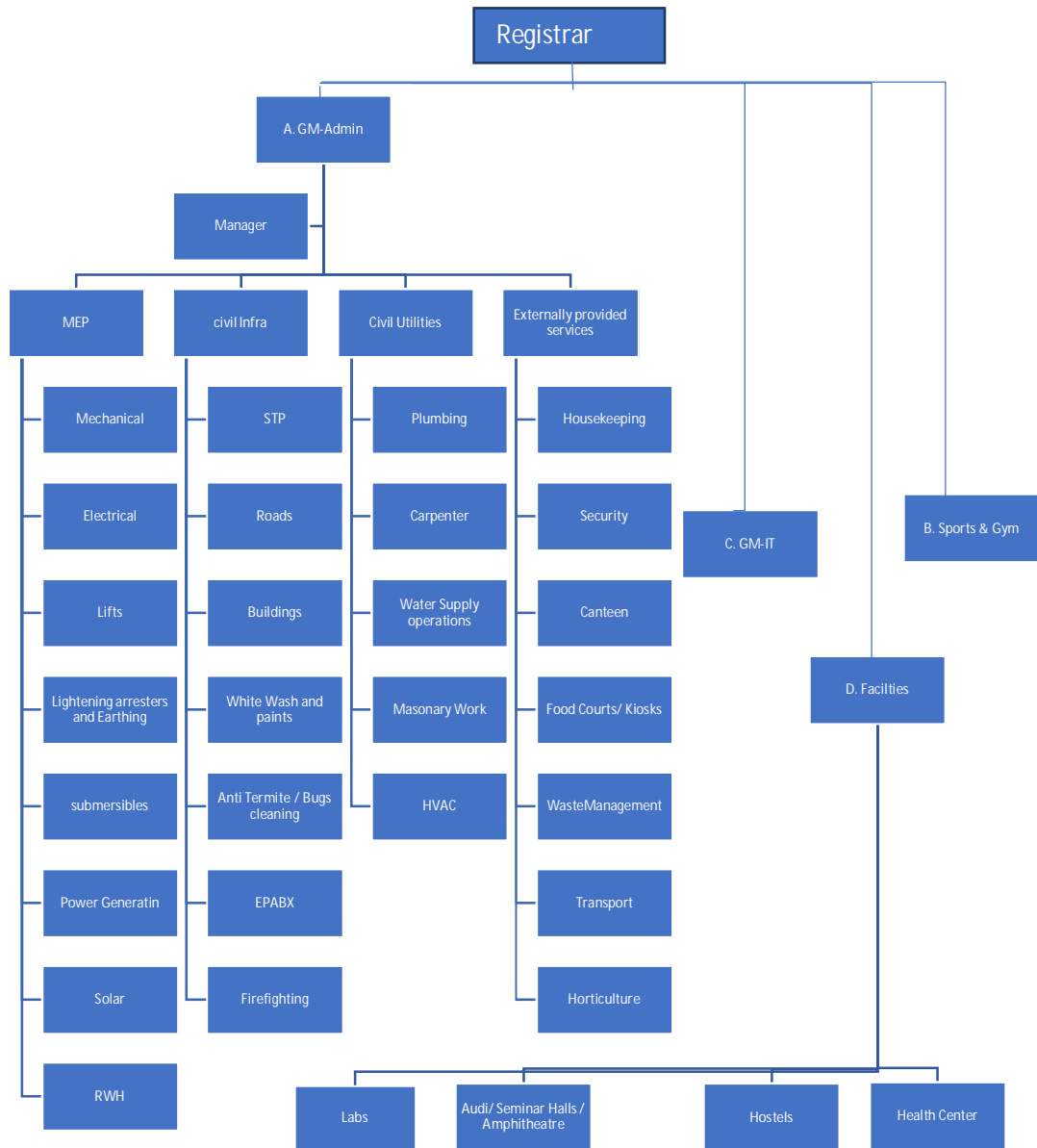
Admin	Administrator
AMC	Annual Maintenance Contract
CCTV	Close Circuit Tele Vision
CMC	Comprehensive Maintenance Contract
EPABX	Electronic Private Automatic Branch Exchange (Telephone Exchange)
GM	General Manager
GOVT.	Government
HVAC	Heating, Ventilation and Air Conditioning
InfoTech	Information Technology
Infra	Infrastructure
Lab/s	Laboratories
MEP	Mechanical Electrical and Power Supplies
MRIU	Manav Rachna International Institute of Research and Studies
PVC	Pro-Vice Chancellor
RWH	Rain Water Harvesting
SOS	Save Our Souls (Emergency Situation)
STP	Sewerage Treatment Plant
VC	Vice Chancellor

## 3. ORGANOGRAM

The infrastructure of the university will be maintained by a team of professionals skilled in their areas. The organogram of this section of the University includes four major divisions.

These divisions includes services covered under the scope of

- A. GM-Admin,
- B. Director Sports,
- C. GM-IT and
- D. General Facilities



**Figure-1: Organogram**



## **4. SCOPE OF WORK**

The scope of work defines the various areas which come directly or indirectly under the preview of GM-Admin with respect to augmentation and maintenance. The document also briefly explains and creates reference for the infrastructure related services which do not come under the direct preview of GM-Admin viz. Sports, InfoTech and Facilities.

The complaints/suggestions in the campus can be directly sent to [gm.admin@mriu.edu.in](mailto:gm.admin@mriu.edu.in). For IT related issues the mail is directly sent to [gm.it@mriu.edu.in](mailto:gm.it@mriu.edu.in). For sports related issues the concerned mail id is [director.sports@mriu.edu.in](mailto:director.sports@mriu.edu.in). From there they are redirected to the respective section and are handled within 24 hours. Alternatively, an online ticket based system will be implemented to take care of issues related to various domains.

### **1. Mechanical, Electrical and Power Supplies(MEP)**

MEP consists of all the areas related to mechanical, electrical and power supplies, which come under the preview of GM-Administration.

#### **4.1.1 Mechanical**

1. Repair and maintenance of windows, gates, doors etc. which requires fitting and welding jobs.
2. Creation and maintenance of temporary structures / sheds which require iron bending, welding etc.

#### **4.1.2 Electrical**

1. Repair and maintenance of external and internal wiring of the campus
2. Repair, maintenance and replacement of external and internal lightings, fans and switches as per requirements.

#### **4.1.3 Power Generation/ Captive Power plants**

1. In order to support the uninterrupted power supply, the University will maintain and enhance the power generation through Diesel based Gensets.

#### **4.1.4 Lifts**

1. The comprehensive annual maintenance contract will be outsourced.
2. The power supply to lifts will be provided by the University through electrical.

#### **4.1.5 Lightning arresters and Earthing**

1. It is essential to install the lightning arresters at the top of each building
2. The earthing points in each building will be recharged biannually or annually as per the requirements after periodic checking or on SOS basis.

#### **4.1.6 Submersibles**

1. The small repairs of all the submersibles motors will be done inhouse.

#### **4.1.7 Solar Power Generation**

1. The solar power plant installation at the rooftops and parking is outsourced and MoU is signed for 25 years
2. The electricity generated by solar power plant is metered to MRIU
3. In case the Solar Panels generates surplus power, the additional power may be wheeled to the DHBVN grid through MRIU.

## **2. Civil Infrastructure**

The augmentation and maintenance of civil infrastructure come under the preview of GM-Administration.

#### **4.2.1 Buildings**

1. The augmentation of infrastructure including creation of new block / rooms will be outsourced to the respective vendor after due approval and process.

#### **4.2.2 University Roads and walkways**

1. Maintenance of University Roads to be outsources, as per the requirement.

#### **4.2.3 Whitewash and Paints**

1. Paint and whitewash of interior and exterior of university walls, doors, windows and other facilities of the university will be done, as per schedule and needs.
2. Polish work of furniture, wherever required will be done as per requirements.
3. Graffiti removal from the walls will be done, as per the requirements.

#### **4.2.4 Rain Water Harvesting and Storm Water Drainage System**

1. Installation of sufficient RWH and Storm water Drainage system in the campus
2. Cleaning and maintenance of the RWH and storm water drainage system on annual basis.

#### **4.2.5 Anti termite and bugs treatment**

1. The internal team will do the chemical treatment of buildings and areas for anti termite and bugs cleaning.

#### **4.2.6 Sewage Treatment Plant**

1. The sewage treatment plant will be maintained by the University staff.
2. The treated water will be re-circulated for horticulture and flushing systems in the buildings through dual water supply system.

#### **4.2.7 University EPABX**

1. The telephone equipment to be provided on each faculty student and staff table, security gates and facilities.
2. Erection and maintenance of underground telephone lines to be done internally by the team.

#### **4.2.8 Fire fighting**

1. The fire fighting equipment maintenance will be outsourced and periodic inspection / refilling to be done by the external party.
2. Check that the system is in place and is not damaged or obstructed.
3. The fire fighting drill to be conducted in each block with a group of faculty, students, and staff members on regular basis.

### **3. Civil Utilities**

Most of the civil infrastructure-based utilities once in place, will be maintained by internal staff of the university. This section of staff members will report to GM-Admin.

#### **4.3.1 Plumbing**

The plumbing staff will ensure the following:

1. Regular maintenance and cleaning of overhead/ underground water tanks
2. Maintenance of RO water systems on regular basis as per the schedule
3. Repair and maintenance of drainages, sinks and toilet seats as per requirements.
4. Repair/replacement of valves, taps, traps etc.
5. Cleaning and maintenance of storm water drainage system
6. Cleaning of clogged pipes, drains, sinks and toilets.
7. Detection/maintenance/ repairs of gas leakages within the campus.

#### **4.3.2 Carpentry**

A team of university appointed carpenters will ensure the following jobs:

1. Installation and repair of the doors, windows, hinges, building structures as per the requirements.
2. Installation of Window glass screens, curtains, and blinds.
3. Repair the damaged furniture and fittings.
4. Repair of wooden tile floors

5. Locks and latch repairs including locksmith services for faulty locks and missing keys of doors, drawers and almirahs.

#### **4.3.3 Small masonry work**

A small team of university appointed masons will ensure the following jobs:

1. Small masonry work for the normal repairs and patch work in and outside the campus by masonry staff.

#### **4.3.4 Water supply operations**

A small team of technicians will ensure the following jobs in each block:

1. Ensure adequate water supply in each block for washrooms.
2. Maintain the dual supply for flushing system through water from STP.
3. Maintain and operate R.O. base water filtrations system for drinking water.
4. Cleaning and maintenance of overhead and underground water tanks.

#### **4.3.5 Air Conditioning / HVAC**

A group of university appointed technicians will ensure the following jobs:

1. Regular maintenance of air conditioning systems as per the annual maintenance plan
2. Operations of centralized HVAC units
3. Inhouse repairs of HVAC units
4. Disposal of HVAC equipment, which are beyond repair.

### **4. Externally provided services.**

#### **4.4.1 Control of externally provided services.**

1. For each externally provided services the job work will be created as per requirement including budget estimates.
2. The written approval will be taken from the registrar/ VC.
3. The quotations will be invited.
4. On the basis of the past experience and cost, the work will be assigned to a vendor.
5. After the job completion, the vendor will give a completion certificate, authenticated by the university appointed expert/in charge.

#### **4.4.2 Housekeeping**

1. Cleaning of floors, roads, walkways etc, dusting of furniture on daily basis
2. Cleanliness and sanitization of wash rooms.
3. Weekly deep/chemical cleaning of the floors

#### **4.4.3 Horticulture**

1. Maintenance and upkeep of green space, lawns and potted plants in and around the campus
2. Support the tree plantation drives
3. Pruning of tree, shrubs and grass
4. Preparing the gardens for seasonal flowers
5. Cleaning of gardens

#### **4.4.4 Security**

1. Adequate security at the Gate to ensure restricted/authorized entry only.
2. Security guard at each floor/entry of the buildings to ensure the security of rooms and the fixtures installed there.

#### **4.4.5 Canteen, food court and kiosks**

1. Ensure hygienic and nutrition rich food as per the expertise through different vendors.

#### **4.4.6 Waste management**

1. Collect segregated garbage as per the green policy of University
2. Dispose off the bio hazardous waste as per the regulations

#### **4.4.7 Transport**

1. A separate transport department, for taking care of buses and their maintenance on daily, weekly, monthly, quarterly, half yearly & yearly basis
2. Maintain a fleet of luxury A/C buses to provide transport to the students for students and faculty members commuting from far of locations.
3. Maintain fleet of Non-AC Delux buses for the local students.
4. Maintain the essential devices in busses for passenger safety like like Fire Extinguisher, First-aid Kit, GPS to track the bus location, route, speed etc. and speed governor to restrict the speed of the buses (as per the guidelines of the Supreme Court).
5. Ensure that let the students board and de-board the buses inside the campus premises only at the scheduled time at arrival and departure.
6. Provide transport services to university staff, students and faculty members
7. Maintain a record of attendance of the drivers, cleaners, and support staff for providing smooth transport services
8. Keep the transport neat and clean.

9. Provide free Shuttle Service to & from Manav Rachna Badkhal Metro Station in the morning and afternoon.
10. During end semester exam days, apart from regular routes, provide additional shuttle service for Tughlakabad Metro Station, Delhi, Mathura Road (Badkhal Chowk) Faridabad & Pali Chowk from the campus.

## **5. Sports Infrastructure**

1. The usage and maintenance policy for sports comes under the preview of Director sports.
2. The office of Director-Sports will have a separate policy document to support the sports facilities in the campus.
3. The other support departments will support the sports department in doing the small repairs including welding, carpentry, masonry work, horticulture etc.

## **6. Information Technology Infrastructure**

1. The usage and maintenance policy for Information Technology comes under the preview of GM-IT.
2. The office of the GM-IT will have a separate policy document to support the IT facilities in the campus.
3. The other departments will support the IT department in doing the small repairs including welding, carpentry, masonry work, horticulture etc.

## **7. Facilities**

### **7.1.1 Auditorium, Seminar Halls, Boardrooms, meeting rooms and Amphitheatre**

1. Auditorium, seminar halls, board/meeting rooms and amphitheatre are under the control of the asset manager and the cleanliness is taken care of by the housekeeping team.
2. To use these facilities, the interested person need to send a formal request to the asset manager through proper channel in the provided form. The resources will be made available on availability and priority basis with the permission of GM Admin.

### **7.1.2 Lab Equipment**

1. The equipment, machinery, apparatus etc. will be maintained by the respective lab In-charges under the advice of concerned HODs/Lab IN charges.

2. The record of equipment and their usage to be maintained in the registers by the person associated with the concerned Lab.
3. The Heads of the Departments report to the administration periodically for all the maintenance works. Minor repairs are requested through a mail to the concerned department and are attended on priority basis
4. Systematic disposal of waste of all types, such as bio-degradable chemical and e-waste to be done in the proper way, as per the University policy.

### **7.1.3 Hostels**

1. The Chief hostel warden is custodian of all the hostels, supported by separate warden for each hostel.
2. Provide both on-campus and off-campus hostel accommodation for boys and girls with single, double and triple rooms.
3. Ensure that the hostel rooms are well furnished with essential modern facilities like TV, PCs, Wi-fi, Telephone, RO Drinking water, newspapers as well as games like Table Tennis etc.
4. Ensure to manage the well managed and hygienic mess, where nutritional needs and taste of students are taken care of, with the help of a hostel committee under the mentorship of Hostel warden.
5. Maintain additional ergonomically and aesthetically designed hostel basically meant for International students.
6. Ensure different categories of rooms in hostels viz. Air Conditioned, Non Air Conditioned, single seater, two seater, three seater and five seater rooms with attached/common bathrooms.

### **7.1.4 Health Centre**

1. Maintain a clean and hygienic clinic facility, to deal with all kinds of emergencies including a qualified doctor with necessary equipment and essential medicines.
2. Maintain ambulance services in the campus to deal with the emergency cases.
3. Have a tie up with local super speciality hospitals to take care of emergencies and support the healthcare of employee and staff of the institution.
4. Periodic conduct of health awareness campaigns.

## **8. Emergency Maintenance / repairs**

1. The emergency repairs including changing of light bulbs, repair of leaking pipes, valves, taps and cisterns, clogged drains, locks, doors / handles, repair of furniture(including doors, handles, locks, benches) etc. are taken care of by the respective departments within 24 hours of receiving the complaints on mail-id: [gm.admin@mriu.edu.in](mailto:gm.admin@mriu.edu.in).
2. The emergency repairs related to IT equipment are taken care of by staff members deputed in each block after receiving the complaints on phone call or through mail to [gm.it@mriu.edu.in](mailto:gm.it@mriu.edu.in).

## **9. Budget Preparation**

### **9.1.1 Budget for Periodic and Emergency Maintenance**

1. On the basis of the last year reports and keeping in view of the future requirements a separate budget for the periodic and emergency maintenance will be prepared by the respective section heads and the same will be submitted to their GM/Director/Section In charge.
2. The respective GM/Director/Section In-charge will present the maintenance budge to the VC.
3. After due deliberations, the budget will be approved by the Board of Management.

### **9.1.2 Budget for Infrastructure Augmentation**

1. On the basis of the last year audit reports and plan to introduce new courses, a separate budget for augmentation in infrastructure will be prepared and submitted by the respective section heads and will be submitted to their GM/Director/Section In charge.
2. The respective GM/Director/Section Incharge will present the maintenance budge to the VC.
3. After due deliberations, the budget will be approved by the Board of Management.

## **10. Annual Audit**

1. Each of the academic department will perform the physical verification of its infrastructural resources, with the help of a team of faculty and staff members.



2. A list of missing items, items not in use/ obsolete items, items requiring repair is to be prepared in the specified formats. The report will be submitted to the GM-Admin/GM-IT within the prescribed time.
3. The team experts from various sections will perform an annual audit and submit its report to the GM-admin for further necessary action.

## **11. Phasing out, Obsolescence and writing off**

1. Because of change in technology, wear and tear, completion of life of items, development of new processes or products etc, the equipment may be phased out as per the following procedure.
  - a. The equipment may be moved to lower level utilization. e.g. the computers, printer, scanners etc. may be given to staff members for office use.
  - b. They can be transferred to other institutions, which were not having any such equipment so far.
  - c. The equipment can be auctioned or sold off as per the arrangements.
  - d. E-Wastes and Bio-Wastes will be disposed off to some specified vendors only as per MoU.
  - e. The assets either transferred to other institutions or disposed off will be written off from the records.

## **12. Adherence with Central, State and Local Regulations**

1. The respective department make it sure to follow the national level policy guidelines with respect to
  - a. Efficient and safe Electrical Operations
  - b. Fire fighting equipment
  - c. Waste disposal including bio-hazardous waste disposal
  - d. Green Environment and sustainability
  - e. Lift Operations
  - f. Provisions for security and safety in the campus
  - g. Provisions for people with special needs
  - h. Safe drinking water
  - i. Hygienic food outlets
  - j. Transport
  - k. Diesel / Gas based power generation.

### **13. Policy Revisions**

1. A team will be constituted under the guidance of vice chancellor, to look into the matters of policy with the heads, deans and directors of the concerned department/section as team members.
2. The team will submit its report with in one-week time to the office of VC. After due deliberations, the suggested points will be accepted as new policy document.

### **14. Standard Operating Procedure**

The university leverages its IT muscle to ensure that the complaints/suggestions which appertain to maintenance and utilization of facilities in the campus can be directly entered into an online ticket based portal or sent to [gm.admin@mriu.edu.in](mailto:gm.admin@mriu.edu.in). For IT related issues the online portal or the technician posted at the block is approached. Alternatively the mail can be directly sent to [gm.it@mriu.edu.in](mailto:gm.it@mriu.edu.in). For sports related issues the concerned mail id is [director.sports@mriu.edu.in](mailto:director.sports@mriu.edu.in). From there they are redirected to the respective section and are handled within 24 hours.

1. The concerned departments within 24 hours of receiving the complaints on mail-id: [gm.admin@mriu.edu.in](mailto:gm.admin@mriu.edu.in) ensure that complaints are duly attended to.
2. The emergency repairs related to IT equipment are taken care of by staff members deputed in each block after receiving the complaints portal, on phone call or through mail to [gm.it@mriu.edu.in](mailto:gm.it@mriu.edu.in).
3. The office of the sports director ensures the optimal utilization of the available resources through coaches, instructors and staff members.

However, any stakeholder can also approach the concerned functionary on phone or in person to get his complaints resolved in emergency or even in normal course. The complaints shall be duly recorded and executed.

In respect of teaching in classes, time table is efficaciously prepared to ensure an optimal utilization of class room, laboratories and other teaching infrastructure and learning resources. Use of other common utilities like auditorium, amphitheatres, sports facilities, gyms can be requisitioned well in advance and an optimal scheduling is executed to ensure the ready

availability of these facilities. Special care is taken to ensure that security services/ guards can be summoned with greatest of despatch whenever and wherever needed.

**16. EXIGENCY, IF ANY**

Notwithstanding anything stated in this Policy and Procedures, for any unforeseen issues arising, and not covered by this Policy and Procedures, or in the event of differences of interpretation, the Vice-Chancellor may take a decision, after obtaining if necessary the opinion/advice of a Committee constituted for this purpose. The decision of the Vice- Chancellor shall be final.

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