



**MANAV RACHNA
UNIVERSITY**

Declared as State Private University vide Haryana Act 26 of 2014

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Guidelines and Procedure for Infrastructure Usage & Maintenance

**Notified Vide Ref. No. MRU/BoM (A&M)/2017/720-b, Dated:
31.10.2018**

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HARYANA



Guidelines and Procedure for Infrastructure Usage & Maintenance

The resources at Manav Rachna University (MRU) support the educational, instructional, research, and administrative operations of the university and offer a supportive environment for all stakeholders to realise the university's stated mission and professed fundamental values. This document lays forth detailed guidelines for the use and upkeep of all MRU infrastructure resources.

1. ABBREVIATIONS

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

2. ORGANOGRAM

Professional experts of the respective domain will maintain the university's physical infrastructure. There are four significant divisions in this area of the university's organogram. Services provided by these divisions fall under the purview of

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



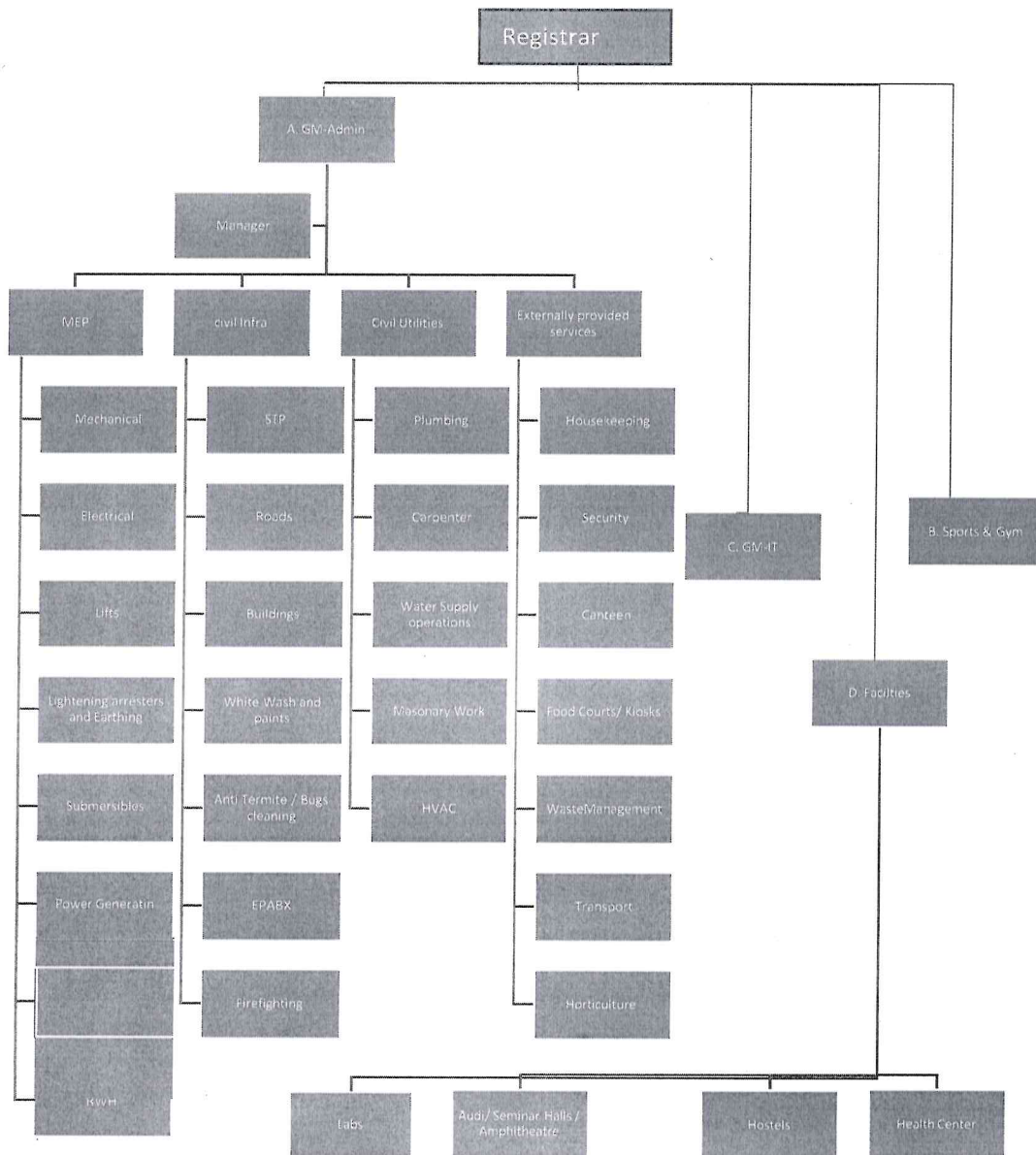


Figure-1: Organogram



3. SCOPE OF WORK

In terms of augmentation and maintenance, the scope of work identifies the many areas that fall directly or indirectly under the purview of GM-Admin. The document also provides a brief explanation of the infrastructure-related services, such as sports, infotech, and facilities, and serves as a reference.

Any complaints/suggestions in the campus can be directly sent to gm.admin@mrei.edu.in / director.admin@mrei.ac.in . GM IT may be directly contacted for IT related issues and can be contacted at gm.it@mru.edu.in. For sports related issues the concerned mail id is director.sports@mrei.edu.in. These are then forwarded to the appropriate section and dealt with within 24 hours. As an alternative, a system based on online tickets would be established to handle the problems relating to numerous domains.

A. Mechanical, Electrical and Power Supplies(MEP)

All of the mechanical, electrical, and power supply-related fields fall under the purview of GM-Administration, known as MEP.

Mechanical

- Repair and upkeep of windows, gates, doors, etc., which calls for welding and fitting tasks.
- The building and upkeep of temporary structures or sheds that involve iron bending, welding, etc.

Electrical

- Repair, maintenance, and replacement of internal and external lights, fans, and switches as necessary.
- Repair, maintenance, and replacement of internal and external wiring of the campus.

Captive Power Plants and Power Generation

- The University will continue to maintain and improve its use of diesel-based gensets to generate power in order to support an uninterrupted power supply.



Elevators/Lifts

- The comprehensive annual maintenance contract will be outsourced.
- Lifts/Elevators will be provided the power supply through University electrical.

Earthing and Lightning Arresters

- Every building must have lightning arresters installed at the top.
- The earthing points in each building will be recharged every two years or every year, depending on the needs, after routine inspection or on an SOS basis.

Submersibles

- All minor repairs of the submersible motors will be made within the campus.

Solar Power Generation

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

B. Civil Infrastructure

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

Buildings, Roads & Pathways

- Any requirement for the creation of new block / rooms including augmentation of infrastructure will be outsourced to the respective vendor after due approval of the competent authorities.
- Maintenance of University Roads and pathways to be outsourced, as per the requirement.

Whitewash and Paints

- All the exterior and interiors of the university walls, doors, windows and other facilities of the university will be whitewashed and painted as per schedule and needs.



- Any furniture need to be polished, wherever required will be done as per requirements.

Rain Water Harvesting and Storm Water Drainage System

- Rain Water Harvesting and Storm water Drainage system in the campus will be cleaned and maintained on annual basis

Anti termite and bugs treatment

- Buildings and other ares of the university will be treated for antitermite and bugs chemical treatment by the the internal team.

Sewage Treatment Plant

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

Fire fighting

- The maintenance of equipment for fire fighting will be outsourced and periodic inspection /refilling will be done by the external party.
- The fire fighting drill shall be conducted in each block with a group of faculty, students, and staff members on regular basis for creating awareness.
- System is in place shall be checked for proper functioning and to ensure that they are not damaged or obstructed.

University EPABX

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

C. Civil Utilities

All civil infrastructure-based utilities once in place, will be maintained by internal staff of the university and this section of staff members will report to GM- Admin. In case of any requirement that can not be met by the internal staff, the facility and services will be outsourced.

Plumbing

The plumbing staff will be responsible for the following:

- Regular maintenance and cleaning of overhead/ underground water tanks
- Repair and maintenance of drainages, sinks and toilet seats as per requirements.



- Repair/replacement of valves, taps, traps etc.
- Regular maintenance of RO water systems as per the schedule
- Cleaning and maintenance of storm water drainage system, clogged pipes, drains, sinks and toilets to be regularly done.
- Detection/maintenance/ repairs of gas leakages within the campus.

Carpentry

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

- Installation and repair of the doors, windows, hinges, building structures as per therequirements.
- Installation of Window glass screens, curtains, and blinds.
- Repair of damaged furniture, fittings, locks and latch including locksmith services for faulty locks and missing keys of doors, drawers and almirahs.

Small masonry work

A small team of university appointed masons will ensure that any minor masonry work for the normal repairs and patch work in and outside the campus is properly done.

Water supply operations

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

- Adequate water supply in each block for washrooms.
- Maintenance of the dual supply for flushing system through water from STP.
- Maintenance and operation of R.O. base water filtrations system for drinking water.
- Cleaning and maintenance of overhead and underground water tanks.

Air Conditioning / HVAC

University appointed technicians will ensure the following jobs:

- Operations of centralized HVAC units and regular maintenance of air conditioning systems as per the annual maintenance plan
- In-house repairs of HVAC units
- Proper disposal of HVAC equipment, which are beyond repair.

D. Externally provided services

Control of externally provided services

- Any service requirement to be done from outside vendors as per job work



requirement will be created including budget estimates.

- The written approval will be taken from the registrar/ VC and accordingly quotations will be invited.
- On the basis of the past experience and cost, the work will be assigned to a vendor.
- After the job completion, the vendor will give a completion certificate, authenticated by the university appointed expert/in charge.

Housekeeping will be responsible for:

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

Horticulture

- Maintenance and upkeep of Lawns, green space and potted plants in and around the campus
- Support the tree plantation drives
- Pruning of tree, shrubs and grass
- Preparing the gardens for seasonal flowers and Cleaning of gardens

Security

- Adequate security at the Gate to ensure restricted/authorized entry only.
- To ensure the proper security of rooms and the fixtures installed, security guard shall be placed on duty at each floor/entry of the buildings

Canteen, Food-Court and Kiosks

- Ensure that the food provided at canteens and food courts is rich in nutrition and hygienic as per the expertise through different vendors.

Waste Management

- Collect segregated garbage as per the green policy of University
- Dispose off the biomedical and hazardous waste, if any, as per the regulations.

Transport

University has outsourced this facility and a separate transport department, coordinates with the third part for taking care all the aspects related to:



- Provision of transport facility to the students and faculty members commuting from far of locations.
- Monitoring the maintenance of the essential devices in buses for passenger safety like Fire Extinguisher, First-aid Kit, GPS to track the bus location, route, speed etc. and speedgovernor to restrict the speed of the buses (as per the guidelines of the Supreme Court).
- Ensuring that students do not have any issues to board and de-board the buses inside the university premises only at the scheduled time of departure and arrival.
- Make necessary arrangements and provide the facility in case of any industrial and field visit to university students after approval from the competent authorities. During end semester exam days, apart from regular routes, facilitating additional shuttle service for nearby Metro Stations from the campus.

E. Sports Infrastructure

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

F. Information Technology Infrastructure

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



G. Facilities

Auditorium, Seminar Halls, Boardrooms and meeting rooms

- Auditorium, seminar halls and board/meeting rooms are under the control of the Estate manager and the cleanliness is taken care of by the housekeeping team.
- For the optimal utilisation of these facilities, the interested unit need to send a formal request to the Estate manager through proper channel in the prescribed form. The resources will be made available on availability and priority basis with the permission of GM Admin.

Lab Equipment

- It is the responsibility of lab In-charges to maintain the equipment, machinery, apparatus etc. Of their respective labs under the advice of concerned HODs.
- The record of equipment and their usage to be maintained in the registers by the person associated with the concerned Lab.
- 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
- 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.

Hostels

- The Chief hostel warden is custodian of all the hostels, supported by separate warden for each hostel.
- Both on-campus and off-campus hostel accommodation for boys and girls shall be provided with single, double and triple bedded rooms.
- 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.
- Hostel wardens shall ensure the hygienic of mess and food served to meet the nutritional needs and taste of students. Hostel committee under the mentorship of Hostel warden must look into this.
- For International students, maintain additional ergonomically and



aesthetically designed hostel. 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.

Health Centre

- Maintain a clean and hygienic clinic facility, to deal with all kinds of emergencies including a qualified doctor with necessary equipment and essential medicines.
- 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.
- Periodic conduct of health awareness campaigns.

H. Emergency Maintenance / repairs

All 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.

The emergency repairs related to IT equipment are to be taken care of by staff members deputed in each block after receiving the complaints.

I. Budget Preparation

Budget for Periodic and Emergency Maintenance

- Based on the last year reports and keeping in view of the futuristic requirements a separate budget for the periodic and emergency maintenance will be prepared by the respective section heads and the same will be presented to the VC.
- After due deliberations, the budget will be approved by the Board of Management.

Budget for Infrastructure Augmentation

- 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.

- The respective GM/Director/Section Incharge will present the maintenance budget to the VC.
- After due deliberations, the budget will be approved by the Board of Management.

J. Annual Audit

- 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.
- 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.
- The team experts from various sections will perform an annual audit and submit report to the GM-admin for further necessary action.

K. Phasing out and writing off of the Obsolete Equipment, IT infrastructure

- The equipment's may be phased out because of change in technology, wear and tear, completion of life of items, development of new processes or products etc, as per the following procedure.
 - 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.
 - They can be transferred to other institutions, which were not having any such equipment so far.
 - The equipment may be auctioned or sold off as per the arrangements.
 - E-Wastes and Bio-Wastes will be disposed off to some specified vendors only as per MoU.
 - Any assets either transferred to other institutions or disposed off, need to be written off from the records.



L. Adherence with Central, State and Local Regulations

The respective department shall ensure to follow the national level policy guidelines with respect to

- Efficient and safe Electrical Operations
- Fire-fighting equipment
- Waste disposal including bio-hazardous waste disposal

- Green Environment and sustainability
- Lift Operations
- Provisions for security and safety in the campus
- Provisions for people with special needs
- Safe drinking water
- Hygienic food outlets
- Transport
- Diesel / Gas based power generation.

M. Guidelines Revisions

A team constituted by the vice chancellor shall look into the matters of guidelines with the heads, deans and directors of the concerned department/section as team members and senior most Dean to chair the meetings.

The team must submit its report within one-week time to the office of VC. After due deliberations, the suggested points shall be accepted and included in the new document.

N. Standard Operating Procedure

The university exercises its IT muscle to ensure that the complaints/suggestions which pertain to maintenance and utilization of facilities in the campus can be directly entered in to an online ticket based portal or sent to gm.admin@mrei.edu.in.
[/director.admin@mrei.ac.in](mailto:director.admin@mrei.ac.in)

- The concerned departments within 24 hours of receiving the complaints on mail-ensure that complaints are duly attended to.



- 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.
- The office of the director sports 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 classroom utilization for course delivery, time table is effectively prepared to ensure an optimal utilization of class room, laboratories and other teaching infrastructure and learning resources. For the use of other common utilities like auditorium, amphitheatres, sports facilities, request can be raised 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 dispatch whenever and wherever needed.

16. EXIGENCY, IF ANY

Notwithstanding anything stated in these Guidelines and Standard Operating Procedures, for any unforeseen issues arising, and not covered by these 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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