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# MAINTENANCE POLICY

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INTERNAL QUALITY ASSURANCE CELL, SANSKARAM UNIVERSITY



## MAINTENANCE POLICY

### 1. Introduction

The Maintenance Policy of Sanskaram University establishes a structured framework for the effective upkeep, repair, preservation, and enhancement of all physical, digital, and infrastructural facilities of the University. The policy ensures that all buildings, classrooms, laboratories, hostels, sports facilities, IT systems, landscaping, and utilities are maintained at optimal levels to support a safe, functional, and learner-centric environment. This policy aligns with statutory requirements, accreditation standards, and the University's commitment to quality education.

### 2. Objectives

1. To ensure timely, planned, and preventive maintenance of university infrastructure.
2. To maintain a safe, clean, and conducive learning and working environment for students, faculty, staff, and visitors.
3. To outline clear roles and responsibilities for maintenance activities.
4. To define procedures for reporting, monitoring, and resolving maintenance issues.
5. To extend the life cycle of assets through proper care and preventive actions.
6. To ensure accountability and transparency in the maintenance system.
7. To comply with regulatory and environmental guidelines.

### 3. Scope of the Policy

This policy covers the maintenance of:



### 3.1 Infrastructure

- Academic buildings (classrooms, labs, seminar halls)
- Administrative buildings
- Libraries
- Auditoriums and conference halls
- Hostels, staff quarters
- Roads, parking areas, pathways
- Sports facilities (indoor & outdoor)

### 3.2 Utilities & Services

- Electrical systems (wiring, lighting, power backup)
- Water supply and plumbing
- Air conditioning and ventilation
- Sewage and drainage
- Fire safety systems
- Elevators/lifts

### 3.3 Equipment & Instruments

- Laboratory equipment
- ICT equipment (computers, projectors, PA systems)
- Office equipment (printers, photocopiers)
- Safety equipment

### 3.4 Digital Infrastructure

- Internet, Wi-Fi
- Servers, ERP systems
- Surveillance systems (CCTV)



- Access control systems

### **3.5 Campus Environment & Landscaping**

- Gardens, lawns, plantations
- Cleanliness and waste management
- Pest control

## **4. Types of Maintenance**

### **4.1 Preventive Maintenance**

- Scheduled, periodic inspections
- Regular servicing of equipment
- Cleaning, lubrication, replacements
- Annual maintenance contracts (AMCs) for specialized systems
- Fire safety drills and inspections

### **4.2 Corrective (Breakdown) Maintenance**

- Repairs conducted after failure/damage
- Immediate response to emergency breakdowns
- Restoration of normal functioning

### **4.3 Predictive Maintenance**

- Condition-based monitoring
- Use of checklists and performance indicators
- Monitoring equipment health (vibrations, temperature, usage logs)

### **4.4 Routine Maintenance**



- Daily cleaning
- Minor repairs
- Upkeep of campus environment

#### 4.5 Annual Maintenance

- Structural repairs and painting
- Major servicing of equipment
- Asset verification and physical audit

### 5. Roles and Responsibilities

#### 5.1 Maintenance Department

- Coordinate all maintenance activities
- Maintain records of complaints, repairs, AMC, inspections
- Prepare annual maintenance budget
- Monitor contractor/vendor performance
- Ensure timely procurement of maintenance materials
- Maintain asset register

#### 5.2 Department Heads / Schools

- Report maintenance issues promptly
- Ensure departmental equipment is used responsibly
- Maintain lab equipment usage logs
- Conduct periodic checks in classrooms and labs

#### 5.3 Estate Office /

- Oversee civil, electrical, plumbing, and structural work
- Ensure statutory compliance (electrical safety, building codes, fire NOC)



- Supervise vendors, contractors, AMC service providers

#### 5.4 IT Department

- Maintain digital infrastructure, networking, servers
- Ensure cybersecurity and data backup
- Respond to hardware/software breakdowns

#### 5.5 Hostel Administration

- Ensure daily cleanliness and routine repairs
- Maintain hostel furniture, appliances, water coolers, RO systems
- Maintain visitor logs and complaint registers

#### 5.6 Security Department

- Report safety hazards
- Assist in emergency breakdown responses

### 6. Maintenance Request & Complaint Handling System

#### 6.1 Reporting Mechanism

Complaints can be registered through:

- Email to Maintenance Cell
- Physical complaint registers (hostels, departments)
- Emergency helpline number for urgent repairs

#### 6.2 Categorization of Complaints



| Category                   | Response Time    | Examples                                                          |
|----------------------------|------------------|-------------------------------------------------------------------|
| <b>Urgent / Emergency</b>  | Within 1-2 hours | Electricity failure, water leakage, fire hazard, lift malfunction |
| <b>High Priority</b>       | Within 24 hours  | AC failure, plumbing issues, lab equipment breakdown              |
| <b>Normal Priority</b>     | Within 2-5 days  | Furniture repair, painting touch-up                               |
| <b>Planned Maintenance</b> | As per schedule  | AMC servicing, preventive inspections                             |

### 6.3 Tracking

- All complaints must be logged, assigned, and closed with proper verification.
- Monthly reports submitted to Registrar.

### 7. Asset Management

- Every equipment or infrastructure asset must have a unique identification number.
- Annual physical verification of all assets.
- Obsolete or irreparable equipment to be written off following due procedure.
- Maintenance logs and service history must be maintained.

### 8. Vendor and AMC Management



- Critical systems (CCTV, lifts, fire safety, servers, AC plants, lab equipment) must have valid AMCs.
- Vendors selected through transparent procurement procedures.
- Performance to be reviewed quarterly.
- Compliance with warranty and service support norms.

## 9. Safety, Compliance & Environment Considerations

### 9.1 Safety

- Compliance with fire safety norms
- Regular fire extinguisher refilling and inspections
- Installation of safety signages

### 9.2 Environment Sustainability

- Use of energy-efficient devices
- Rainwater harvesting system maintenance
- Waste segregation and recycling
- Pest control in an eco-friendly manner

### 9.3 Legal Compliance

- Building safety certifications
- Environmental clearances
- Electrical, fire, and equipment compliance

## 10. Budgeting & Resource Allocation

- Annual maintenance budget prepared by Maintenance Department
- Approval by competent authority
- Separate budgets for emergency works, preventive works, and AMCs



- Quarterly expenditure review

### 11. Documentation & Record Keeping

- Maintenance registers for civil, electrical, plumbing, and general works
- AMC files with agreements, service reports
- Asset registers and write-off records
- Monthly maintenance performance reports
- Department-wise maintenance records
- Complaint resolution reports

### 12. Monitoring & Review

- Monthly review by Registrar
- IQAC to audit maintenance documentation annually for accreditation needs
- Feedback collected from stakeholders for continuous improvement
- Policy shall be reviewed every 3 years or earlier if required

### 13. Conclusion

This Maintenance Policy ensures that Sanskaram University maintains world-class infrastructure through a structured, transparent, and accountable system. It enhances safety, improves service quality, supports accreditation, and provides an optimal environment for teaching, learning, and research.





SANSKARAM  
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