

**Criterion IV – Infrastructure and learning resources**

**4.4 INFRASTRUCTURE AND MAINTENANCE  
POLICY**

**STANDARD OPERATING PROCEDURE (SOP)**

**IADC-A I&M /F-1**

## Contents

1. Policy Objective
2. Scope & Coverage
3. Policy Description
4. Upkeep Maintenance SOP
5. Agenda for Weekly Meetings
6. Agenda for Monthly Review
7. Work Order Creation/Documentation Guidelines
8. Work Order Priority Guidelines



A handwritten signature in black ink, appearing to read "C. S. Reddy", written over a horizontal line.

PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

## Objectives of the Policy:

Indian Academy Degree College – Autonomous owns and operates an extensive infrastructure for effective delivery of teaching/learning, research and practical orientation of both students and staff. The institution has a well-established system for maintenance and utilization of the overall infrastructure inclusive of ICT enabled classrooms, computers, laboratories and equipment. This policy provides a clear framework for outlining and managing the maintenance activities to ensure effective usage and upkeep of such facilities.

## Scope & Coverage:

This policy is applicable to all the key stakeholders of IADC-A responsible for using and managing the respective facilities.

## Policy Description:

### Maintenance of Building & Infrastructure:

1. The overall maintenance of the institutional infrastructure including the campus building, student hostels and parking area shall be under the direct supervision of the Facilities Manager.

The responsibility of any kind of repair/ service/ maintenance work of the above premises shall be with the Facilities Manager.



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

2. The Facilities Manager is entrusted with the responsibility of taking periodical preventive measures through maintenance of the buildings, including periodic whitewashing, performing electrical works, and plumbing works to provide uninterrupted water supply, maintenance of WTP/STP, power generators, and replacement of fire extinguishers. Facilities Manager will ensure a clean and green environment within the campus with the help of housekeeping staff and other contractual staff appointed by the institution for specific maintenance purposes.

3. Procurement of any material for civil engineering/ electrical/ plumbing/ furnishing purposes shall be raised by the Facilities Manager and approved by the Principal /Chairman.

4. The Facilities Manager must ensure the availability of Ramps and Special toilet facilities for differently abled students and staff, power back up facilities for the entire campus, and the availability of Fire Extinguishers at appropriate places within the premises for ease of access during fire accidents ensuring complete safety.

#### **Maintenance of Classrooms:**

1. The Facilities Manager will coordinate with the Head of Institution and Head of Departments ensuring proper utilization and maintenance of the classrooms/ smart classrooms, Seminar/ Lecture Halls, Labs/ lab equipment, and libraries.

2. The Facilities Manager will ensure that the classrooms have adequate furniture including benches/ chairs/ podium/ green board, tube/ led lights, ventilation provision and multiple electrical points. Also, periodic checks must be done for maintenance of all the resources.



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS

3. The Head of Departments will ensure the classrooms/ lecture halls are utilized only for academic purpose while instructing the students periodically on the irresponsibility of keeping the institution assets functional.

4. The Facilities Manager must maintain the Asset Register/ Log Book of all the assets in a systematic way and perform Annual Asset Verification exercise with the help of the Audit team constituted by the Principal.

5. Any form of damage/ loss of assets/ property have to be immediately reported by the Faculty/ Head of Department/ Head of Institution to the Facilities Manager.

#### **Maintenance of IT Facilities:**

1. The Facilities Manager will coordinate with the IT support team for uninterrupted functioning of Projectors in classroom, CCTV cameras across the campus premises, and biometric devices.

2. The IT team must ensure proper functioning of Wi-Fi access throughout the campus and provide IT support to faculty and students as required for smooth functioning.

#### **Maintenance of Laboratories:**

1. Any requisition for procurement of equipment for science labs must be raised by the respective HOD/HOI and approved by Principal/Chairman, while the Facilities Manager will ensure the service and maintenance of the equipment through AMCs and/or on call basis.

2. Asset Register for lab equipment must be maintained in the respective departments and Annual Asset Verification must be done by the Facilities Manager.





PRINCIPAL

INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

Indian Academy Degree College - Autonomous, Hennur Cross, Hennur Main Road, Bengaluru - 560 043, India.



+91-8067458900



principaloffice@iadc.ac.in

www.iadc.ac.in

3. The Facilities Manager will coordinate with the IT team to ensure computer systems are maintained and serviced periodically.

### **Maintenance of Sports Infrastructure:**

1. The Physical Education Director is the complete in-charge of the proper utilization and maintenance of the sports infrastructure while he/she will coordinate with Facilities Manager for support required towards maintenance of playing area, in door games premise and related facilities.

2. All sports equipment should be maintained in good condition by the Physical Education Director for regular use by the students and staff.

3. Facilities Manager must coordinate with the Physical Education Director for maintaining the Asset Register with every new procurement/ condemnation.

### **Maintenance of Vehicles:**

1. Facilities Manager to ensure

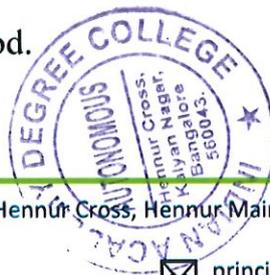
a. All institution vehicles are utilized only for official purposes

b. All the vehicles are to be maintained in good condition by the drivers and conductors appointed by the institution

c. Allocation of duty to the drivers and conductors

d. The drivers must maintain the log book for diesel and other repair works of the vehicles

e. The Fitness Certificate for all the vehicles is to be renewed with the RTO office every year during the vacation period.



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS

Indian Academy Degree College - Autonomous, Hennur Cross, Hennur Main Road, Bengaluru - 560043, India.

 +91-8067458900

 principaloffice@iadc.ac.in

## General Maintenance Procedure:

The Head of Institution/ Head of Departments/ Faculty shall inform the Facilities & Maintenance team for any kind of repair/breakdown/support needed through Upkeep Platform by sending an email to the respective ID [upkeep@indianacademy.edu.in](mailto:upkeep@indianacademy.edu.in)

## IAGI Facilities Maintenance SOP

This document describes the facilities maintenance SOP for all institutions under Indian Academy Group of Institutions – IADCA, IACN, IASMS, IAPUC. Facilities maintenance for IADC-A will be handled digitally via the 'Upkeep Maintenance Management' software.

### Team:

Facilities Manager : Mr. Harish N

Computer and System Manager : Mr.Chandan

### Workflow:

1. Heads of institutions, faculty and staff may submit maintenance requests via email to the address 'upkeep@indianacademy.edu.in'

2. FACILITIES MANAGER will be in charge of running the email address. He will read requests and approve or reject them. The email address will comprise of various folders with response templates.

3. Rejections can be due to wrong format/incomplete request or due to inappropriate request. When a work request email is rejected, FACILITIES MANAGER will move it into the appropriate folder based on the reason for rejection. He will then reply to the request using an appropriately chosen response template.

4. Approved requests will be entered as work orders in the Upkeep Software and assigned to the respective technician based on category of request.

5. Approved emails will be moved to the appropriate folder based on which technician the request is assigned to. The FACILITIES MANAGER will reply to the email using the appropriate response template, notifying the requester that their request has been approved and is being worked on.

6. The technician (may be FACILITIES MANAGER as well) is responsible for initiating and completing work orders on time, with proper documentation within the Upkeep app.

7. Once a work order is complete FACILITIES MANAGER will move the email to the appropriate completed folder. He will then reply to the email using the appropriate response template (unique template for each technician containing a link to a survey form), notifying the requester that their work request has been addressed and completed. A survey that will be sent to the requester to rate their satisfaction and experience.

8. Additionally, technicians (including FACILITIES MANAGER) have the ability to create their own work orders at any time in the Upkeep software. Any work done by a technician must be included in the Upkeep software.

#### **Review Process:**

1. A calendar of events detailing weekly and monthly review dates will be shared to the maintenance team at the start of each quarter.



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

2. Weekly reviews will be held to assess performance of the system. The agenda for this meeting is described on a separate page of this SOP. Weekly review meetings will be lead by the FACILITIES MANAGER using a prescribed format and PowerPoint. Management should maintain documentation of stats for each meeting.

3. Monthly reviews will be held to assess performance of the system. The agenda for this meeting is described on a separate page of this SOP. Monthly review meetings will be conducted by the MANAGEMENT using a prescribed format and PowerPoint. These meetings will include an audit to crosscheck expenses in Upkeep to expenses from the accounts dept.

4. A quarterly report will be compiled by the management using the documentation from weekly and monthly reports submitted by the FACILITIES MANAGER. A quarterly meeting will be held where technician performance is reviewed. This report will eventually be taken into consideration during the annual performance review and appraisal process.

#### **Audit Process:**

1. Monthly audits will be held where expenses reported from Upkeep are tracked and compared to expenses from the Accounts Dept incurred by each technician.
2. Mismatches here that cannot be explained will count as poor adherence to the facilities maintenance SOP by the technician.
3. This audit is essential to ensure the sanctity of record keeping (within Upkeep and the email domain) and process adherence.



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

### Agenda for Weekly Meetings

Weekly meetings will be conducted by the FACILITIES MANAGER. The meetings must be attended by the management and all members of the maintenance team (all technicians).

#### Agenda:

##### 1. Statistics (presented by FACILITIES MANAGER):

- a. Number of Active Work orders
- b. Number opened last week
- c. Number closed last week
  - i. Closed by due date vs late closure
- d. Priorities of current work orders
- e. Faculty requests made, request work orders created.
- f. Weekly expenses

##### 2. Review (conducted by management):

###### A. 3 Work orders reviewed at random (per creator)

- i. 10 Point Scale for Review
  1. Title
  2. Description
  3. Category
  4. Guideline for due date
  5. Guideline for priority
  6. Location



  
PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

7. Costs
8. Updates
9. Picture
10. Status

B.3 email responses reviewed at random

C. Faculty feedback review from last week

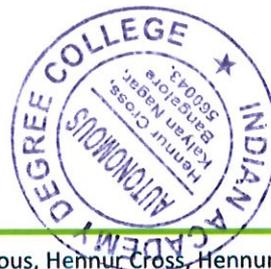
3.Feedback from maintenance team (taken by management)

## Agenda for Monthly Review

Monthly review meetings will be conducted by the MANAGEMENT. The meetings must be attended by the management and all members of the maintenance team (all technicians). This presentation will be compiled using the submissions from the last 4 weekly review presentations.

## Agenda

1. Statistics
  - a. Work orders opened, closed per technician
  - b. Work orders due date review
  - c. Average work order ratings as per weekly meetings for each technician
  - d. Faculty requests made, work orders created, response time to creation, closure
2. AUDIT: Monthly expenditures via upkeep vs monthly expenditures from accounts department for each technician



PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BENGALURU - 560 043, KARNATAKA

### 3. Technician Ratings per faculty feedback:

Upon completion of a work order that came from a faculty/staff maintenance request, the requester will be prompted to fill in a feedback form. They will rate their experience on a 5-point scale along the following metrics:

- Quality of Work
- Response Time
- Completion Time
- Professionalism

This feedback survey data will be reviewed for each technician

### 4. Feedback from technicians about process.

## Work Order

### Creation/Documentation Guidelines

Technicians are required to adhere to the following guidelines regarding work order creation or documentation. They will be rated weekly based on the quality of their work orders with respect to these parameters. These ratings will eventually be taken into consideration during the annual performance review and appraisal process.

1. Title: Brief summary of the problem
2. Description:
  - a. Clear and detailed description of the problem
  - b. Effects/consequences of the problem
  - c. Suggestions/thoughts on its resolution
3. Category: Appropriate category chosen from drop down menu



PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

Indian Academy Degree College - Autonomous, Hennur Cross, Hennur Main Road, Bengaluru - 560 043, India.

+91-8067458900

principaloffice@iadc.ac.in

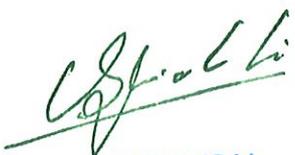
4. Priority: Appropriate priority chosen based on official IAGI priority guidelines
5. Due date: Due date chosen based on priority of the problem
6. Location: Correct location chosen from the drop-down menu
7. Costs: Technician must document all costs incurred for the work order
8. Updates: Timely informative updates must be entered into the updates tab
9. Picture: Pictures should be taken for all problems and included in the work order
10. Status: Appropriate status and status changes should be assigned for work orders at every stage of completion

## Work Order Priority Guidelines

**HIGH**

**Emergency:** Situations which pose an immediate threat to personal health or safety or of major damage to buildings, equipment, or other property. **Response time is expected to be within 24 hours.**



  
**PRINCIPAL**  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

### Examples:

- Smoke or natural gas smells, hazardous material spills etc.
- Exposed live electrical wires
- Shattered windows
- Sanitary: Clogged toilet, loss of water in restrooms, major water leaks etc.

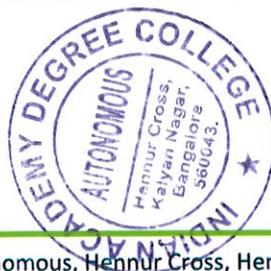
## MEDIUM

**Functional:** Work orders considered to be important in nature but is not urgent or an emergency. Conditions that immediately affect the continued performance of academic or administrative services. **Response time is expected to be within 3 days–1 week.**

## LOW

### Examples:

- Repairs to classrooms and furniture
- Damage to teaching or learning equipment - projectors, computers, lab equipment etc.
- Plumbing upkeep (non-bathroom) - Lab sinks, kitchen, canteen etc.
- Electrical upkeep- lights, switches, fans/air conditioners, elevators etc.



*[Handwritten Signature]*

PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS

Indian Academy Degree College - Autonomous, Hennur Cross, Hennur Main Road, Bengaluru - 560043, India

KALYAN NAGAR  
BANGALORE-560043, KARNATAKA

+91-8067458900

principaloffice@iadc.ac.in

**Cosmetic:** Work orders are for tasks that do not pose a threat to life, property or a serious disruption to the operation of the College. Nuisance conditions that do not require extensive work but which, if not remedied, would reflect poorly on the Institution. **Response time is expected to be within 1 week – 1 month.**

**Examples:**

- Paint upkeep, offensive graffiti removal
- Window cleaning, dusting
- Replacement and upkeep of damaged fixtures – tiles, granite, bulletin boards
- Scheduled maintenance work, preventative maintenance

**Facilities Manager**

**Principal**



PRINCIPAL  
INDIAN ACADEMY DEGREE COLLEGE  
AUTONOMOUS  
HENNUR MAIN ROAD, KALYAN NAGAR  
BANGALORE-560043, KARNATAKA