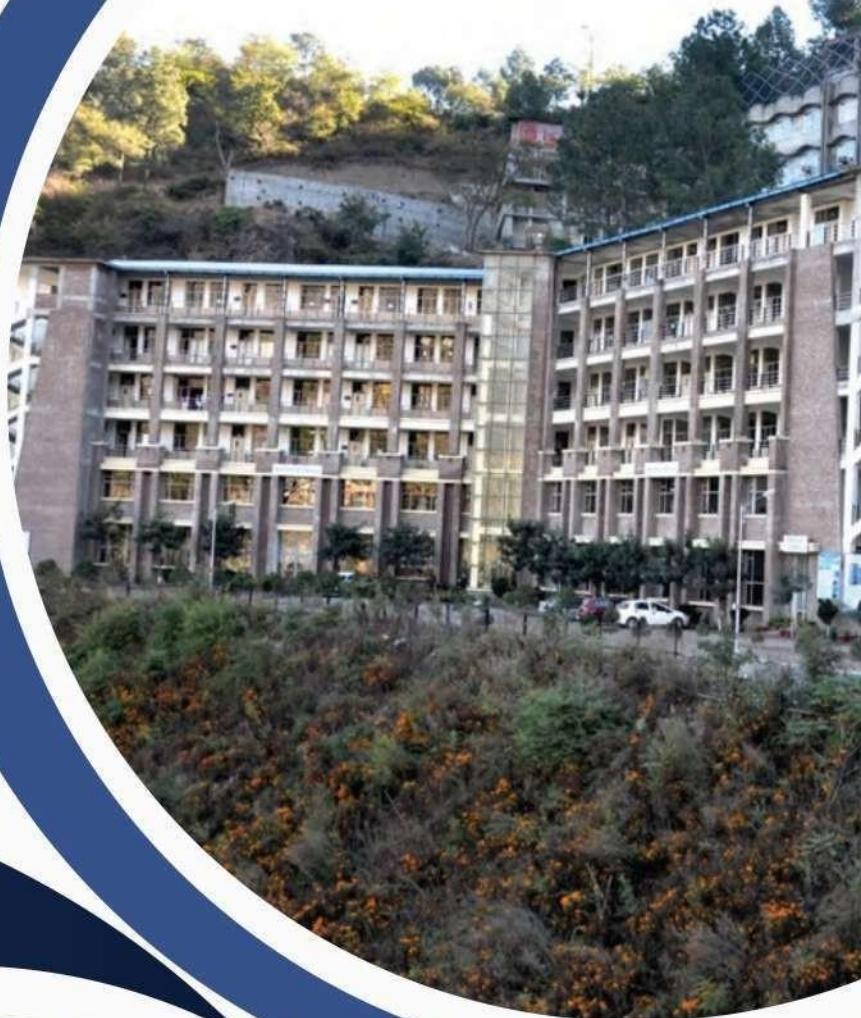


# **Criterion - 4**

## **Infrastructure and Learning Resources**

### **NAAC- SSR (2<sup>nd</sup> Cycle)**



**ETERNAL UNIVERSITY**  
BARU SAHIB, SIRMOUR-173101  
HIMACHAL PRADESH

# **4.4.2(1)**

## **Maintenance Policy, Complaint Register, Log Book Entries**



**ETERNAL UNIVERSITY**  
BARU SAHIB, SIRMOUR-173101  
HIMACHAL PRADESH

## **Maintenance Policy for Physical Facilities of Eternal University**



**ETERNAL UNIVERSITY**

**Baru Sahib, District Sirmour, Himachal Pradesh-173101**

## **Executive Summary**

This report presents the procedures and policies governing the maintenance of various physical facilities at Eternal University, including laboratories, libraries, hostels, sports complexes, computer centers, and classrooms. Efficient maintenance and optimal utilization of these facilities are vital for fostering a supportive environment conducive to teaching, learning, and research. A dedicated maintenance department, operating under the guidance of the Kalgidhar Trust, oversees these operations to ensure that all facilities meet the highest standards of safety, cleanliness, and functionality for students, faculty, and visitors.

## **1. Introduction**

Effective maintenance and utilization of physical facilities are essential for the seamless operation of any educational institution. Key facilities such as laboratories, libraries, hostels, sports complexes, computer centers, and classrooms significantly contribute to both academic and extracurricular activities. Establishing comprehensive procedures and policies ensures the optimal use of these resources while extending their longevity, ultimately enhancing the overall learning experience and institutional efficiency.

### **Coverage:**

The policies and standard operating procedures (SOPs) are applicable throughout the university, encompassing faculty residences, hospitals, hostels, laboratories, libraries, sports facilities, research farms, and support service infrastructure.

## **2. Purpose:**

- i. Establish guidelines for an effective operation and maintenance plan for equipment, while clarifying maintenance responsibilities for land and building assets.
- ii. Define the minimum standards for maintenance management.
- iii. Ensure proper maintenance of assets and effective management of associated risks.
- iv. Ensure compliance with statutory requirements.
- v. Guarantee the optimal performance and efficiency of land and building assets throughout their service life.
- vi. Support informed decision-making in the selection of maintenance strategies.
- vii. Provide a solid foundation for the allocation of maintenance funds.

### 3. Policy:

Eternal University is committed to ensuring the safety of its students, visitors, families, and employees through the following measures:

- i. **Maintenance of All Civil Assets:** Regular upkeep of the university's infrastructure, including buildings and facilities.
- ii. **Laboratory Equipment Servicing:** Routine maintenance and repair of all laboratory instruments and apparatus.
- iii. **Drinking Water and Electrical Systems Maintenance:** Ensuring the continuous operation and safety of potable water supplies and electrical services.
- iv. **Green Spaces and Pathways Upkeep:** Preservation and care of gardens, walkways, parks, and similar areas.
- v. **Campus Amenities Housekeeping:** Providing cleaning and maintenance services for all campus facilities.
- vi. **Transportation Facilities Maintenance:** Ensuring the proper functioning and safety of university transportation services.
- vii. **Safety and Security Services Management:** Maintaining and overseeing campus safety and security operations.
- viii. **Waste and Sewage Management:** Efficient handling and disposal of garbage and treatment of wastewater.
- ix. **Elevator Services Maintenance:** Regular inspection and servicing of all elevators to ensure safety and reliability.
- x. **Quality Assurance of Alternative Resources:** Ensuring the quality and reliability of alternative resources available on campus.
- xi. **Pest Control Management:** Implementing effective measures to manage and control pests within university premises.

#### A. Routine Maintenance: -

The Kalgidhar Trust ensures the consistent upkeep of its facilities by deploying trained personnel under the guidance of a supervisor or manager. This routine maintenance encompasses addressing daily issues and includes the costs of necessary materials.

### **B. Special Repairs: -**

Provisions for special repairs and additions or alterations shall be categorized under separate subheads. The specific items of work to be carried out shall be listed, with the quantities determined based on the previous year's executed work and the complaints received.

### **C. Annual repairs: -**

The items of Annual repairs i.e. whitewashing, painting, etc. shall also be included as distinct subheads, and quantities for this sublimed shall be based on yardsticks for these items for the building.

### **D. Up gradation Work: -**

Items related to annual repairs, such as whitewashing, painting, and similar works, shall be listed under separate subheads. The quantities for these works shall be determined based on the standard yardsticks established for the building.

### **Civil Assets:**

- i. Clear glass doors and panels must be marked with decals, labels, or other visible indicators to prevent them from being mistaken for openings.
- ii. Every exit should be clearly visible or have its route conspicuously marked so that every building occupant can easily locate an escape route from any point.
- iii. Exits and their access routes must be indicated by clearly visible signs, and they must remain unobstructed at all times.
- iv. Anti-skid flooring should be installed on all staircases within the university.
- v. The Engineering department is responsible for maintaining up-to-date drawings, including site layouts, floor plans, and fire escape routes, as well as civil, electrical, plumbing, HVAC, and piped medical gas system diagrams.
- vi. Pest control services must be provided for all buildings within KIM SDU, with periodic monitoring to assess the effectiveness of these measures.

### **4. Preventive Maintenance/Regular Maintenance**

- i. Preventive maintenance schedules are developed based on an administrative review of historical data, with advance notification provided to the relevant departments.
- ii. The availability of essential spare parts, consumables, tools, and materials is ensured through standardization and planning, managed by Stores under the guidance of the Administrative Officer (AO) and the head of the concerned

- user department.
- iii. Preventive maintenance is conducted according to the established Maintenance Schedule and Records, with regular inspections carried out by the designated clerk.
  - iv. Upon completion of maintenance, a report is obtained from the user department.
  - v. All completed preventive maintenance tasks are documented in the maintenance register.
  - vi. During maintenance, the following aspects are checked:
    - a. The physical condition of the equipment or facility.
    - b. Verification of the maintenance report.
    - c. Service reports obtained from the service agency, which are reviewed and marked as either "O.K." or "Not O.K." after verification.

#### **5. Civil Maintenance: -**

The Kalgidhar Trust operates its own civil department, organized into distinct sections: civil maintenance, new construction, waste management, and water supply management. Together, these sections have played a pivotal role in developing and maintaining the expansive Eternal University campus.

#### **Steps for Civil Maintenance Work:**

- i. Identify and define the type of work required.
- ii. Based on the nature of the work, assign tasks to the appropriate personnel:
  - a. Plumber
  - b. Carpenter
  - c. Fabricator
  - d. Mason
- iii. Conduct a site visit and arrange the necessary materials for the specified work.
- iv. Complete the work promptly, adhering to the estimated time frame.
- v. If additional materials are needed, obtain permission and approval from higher authorities.
- vi. Submit the material requirements to the stores department.
- vii. Collect the approved materials and finalize the work efficiently.

#### **6. Civil New Construction/Renovation**

- i. The management decides on the initiation of new construction or renovation work.
- ii. Requirements are assessed, followed by a thorough site investigation.
- iii. A preliminary estimate is prepared along with detailed designs, plans, drawings, and specifications.
- iv. After initial discussions, a final decision is made upon receiving management approval.
- v. A detailed estimate and corresponding drawings are then prepared.
- vi. These documents are submitted to the competent authority for approval.
- vii. Upon approval, the Trust commences the work.
- viii. The engineering department and architect monitor the project's progress, quality, and schedule using bar charts and other tracking methods.
- ix. Before processing the final bill, a comprehensive audit checklist is used to verify all completed work.
- x. Running bills are prepared promptly and submitted to the accounts office.
- xi. The final bill is prepared and submitted after ensuring the satisfactory completion of the contracted work.

## 7. Electrical Maintenance.

### Functions and procedures:

- i. Ensure prompt and reliable electrical supply and connections across the campus as per specified requirements.
- ii. Operate and maintain substations, transformers, HT/LT control panels, DG AMF panels, distribution panels, and related systems.
- iii. Oversee the operation and maintenance of diesel generator sets.
- iv. Perform routine maintenance of electrical equipment, including tube lights, fans, geysers, motors, pumps, and laundry machines, and promptly address equipment breakdowns.
- v. Design and develop interior electrical layouts and execute electrical wiring works. Prepare technical estimates, tenders, Bills of Quantities (BOQ), and verify related bills.
- vi. vii. Conduct technical assessments and quality checks of electrical items.
- viii. Operate and maintain public address systems while providing necessary support services.
- ix. Maintain specialized equipment, including autoclaves and sterilizers.
- x. Provide support services for the installation and commissioning of new equipment.
- xii. xi. Assist in the operation and maintenance of the telephone system.
- xiii. Coordinate and verify maintenance activities performed by authorized service centers or solution providers during warranty periods, Annual Maintenance Contracts (AMC), and equipment breakdowns.
- xiv. xii. Ensure that all systems and services under the electrical maintenance department are properly maintained and operate at optimal efficiency.

## **8. Planning and implementation of following maintenance**

- i. Conduct routine maintenance to ensure smooth operations.
- ii. Implement planned maintenance schedules for systematic upkeep.
- iii. Carry out preventive maintenance to avoid potential failures.
- iv. Address breakdown maintenance to promptly restore equipment functionality.
- v. Utilize predictive maintenance techniques to foresee and mitigate equipment issues.
- vi. Perform corrective maintenance to rectify identified faults.
- vii. Provide emergency maintenance services to handle urgent repairs.
- viii. Maintain an up-to-date inventory of all equipment within the scope of the electrical maintenance department, along with their distribution records.
- ix. Prepare a forecasted list of spare part requirements and ensure adequate stock availability.
- x. Ensure that all facilities and services under the electrical maintenance department are safe and free from hazards.
- xi. Verify that all facilities and services comply with relevant legal regulations.
- xii. Actively participate in the effective procurement of equipment.
- xiii. Develop and submit proposals to management recommending cost-effective strategies for managing facilities and services, focusing on energy savings, procurement of equipment with low life-cycle costs, and high efficiency.
- xiv. Plan and organize continuous training programs for electrical maintenance staff to enhance work quality and improve quality management practices.

## **9. Specific Area-wise Maintenance**

### **1. Laboratory:**

- i. The respective Head of Department (HoD) is responsible for maintaining laboratory infrastructure, equipment, instruments, and various consumables through coordination with department heads.
- ii. The Trust oversees the maintenance of physical infrastructure, furniture, plumbing, and water supply to the laboratories.
- iii. The electrical maintenance department manages the upkeep of electrical wiring and fixtures.
- iv. The electrical maintenance department is also responsible for ensuring a 24/7 uninterrupted power supply through main lines, generators, and inverters.
- v. The Maintenance In-charge handles the maintenance of equipment and instruments via contracts, Annual Maintenance Contracts (AMCs), and Comprehensive Maintenance Contracts (CMCs).
- vi. Standard Operating Procedures (SOPs) for handling various chemicals are prepared, reviewed, and maintained in all laboratories.
- vii. Dedicated housekeeping staff ensure cleanliness and hygiene throughout the facilities.
- viii. The IT department manages the maintenance of IT infrastructure, including connectivity, hardware, and software.

- ix. The Trust is responsible for the procurement and stocking of spare parts required by the civil, electrical, and IT maintenance departments to ensure smooth operations.
- x. Preventive maintenance plans are maintained by both the civil and electrical maintenance departments.
- xi. The security office is in charge of maintaining and ensuring the proper placement of fire extinguishers throughout the laboratories.

## 2. Library

- i. The Head Librarian is responsible for maintaining the library's infrastructure, books, and other learning resources.
- ii. The civil maintenance department oversees the upkeep of the library's physical infrastructure, furniture, plumbing, and water supply.
- iii. Dedicated housekeeping staff ensure cleanliness and hygiene throughout the library facilities.
- iv. The electrical maintenance department manages the maintenance of electrical wiring, lighting, and other electrical fixtures.
- v. The electrical maintenance department also ensures a continuous 24/7 power supply through main lines and generators.
- vi. The security department is responsible for maintaining and inspecting fire extinguishers strategically placed in the library.
- vii. Security personnel also manage and maintain the visitors' record.
- viii. The Head Librarian handles the procurement of new learning resources and the replacement of existing ones.
- ix. The IT department is tasked with maintaining the library's IT infrastructure, including connectivity, hardware, and software.
- x. Preventive maintenance plans are developed and implemented by both the civil and electrical maintenance departments.

## 3. Sports facilities:

- i. The Dean of Student Welfare (DSW) is responsible for maintaining the infrastructure, sports equipment, and kits.
- ii. Dedicated housekeeping staff ensure cleanliness and hygiene across all sports facilities.
- iii. The civil maintenance department manages the upkeep of physical infrastructure, furniture (including gymnasiums, yoga halls, badminton and basketball courts), plumbing, and water supply throughout the campus sports facilities.
- iv. The electrical maintenance department handles the maintenance of electrical wiring, lighting, and related fixtures.

- v. The electrical maintenance department is also responsible for maintaining communication and public address systems.
- vi. Ensuring a continuous 24/7 power supply through main lines and generators falls under the purview of the electrical maintenance department.
- vii. Preventive maintenance plans are developed and implemented by both the civil and electrical maintenance departments.

#### **4. Computers:**

- i. The university's IT department is responsible for maintaining the ICT infrastructure, including connectivity, hardware, and software.
- ii. The civil maintenance department manages the furniture requirements for both the IT department and end users.
- iii. It is also responsible for the physical upkeep of ICT-related facilities, such as switch rooms, networking rooms, and server rooms.
- iv. The electrical maintenance department handles the maintenance of fiber optics, CAT 6 cabling, electrical wiring, lighting, and related fixtures.
- v. Additionally, the electrical maintenance department ensures a continuous 24/7 power supply through main lines, inverters, and generators..

#### **5. Classrooms:**

- i. The respective college dean is responsible for maintaining classroom infrastructure, including connectivity and hardware.
- ii. The civil maintenance department oversees the upkeep of furniture and the physical infrastructure of all classrooms.
- iii. The electrical maintenance department manages the maintenance of projectors, smart boards, electrical wiring, lighting, and related fixtures.
- iv. It is also responsible for ensuring a continuous 24/7 power supply through main lines, inverters, and generators.
- v. The university's IT department handles the maintenance of ICT infrastructure, including connectivity, hardware, and software, in all classrooms.

  
**Vice Chancellor**  
**Eternal University**  
**Baru Sahib (H.P.) 173101**



### Memorandum of Understanding

Between

**ETERNAL UNIVERSITY and KALGIDHAR SOCIETY, BARU SAHIB**

This MoU signed between **Eternal University**, Baru Sahib, Himachal Pradesh, India as **1<sup>st</sup> party** and **Kalgidhar Society**, Baru Sahib as **2<sup>nd</sup> party** for outsourcing the maintenance of physical, infrastructural and support facilities.

Eternal University under the aegis of the Kalgidhar Society is NAAC Accredited University established under the Himachal Pradesh Private University (Establishment & Regulation) Act 2006 & Himachal Pradesh Government Act No. 3 of 2009, with the right to confer degree as per the UGC public notice on private Universities dated April 18, 2011.

**1<sup>st</sup> Party:** Eternal University, The Kalgidhar Society, Baru Sahib, Tehsil Rajgarh, District Sirmour, Himachal Pradesh – 173101.

**2<sup>nd</sup> Party:** Kalgidhar Society, Baru Sahib, Tehsil Rajgarh, District Sirmour, Himachal Pradesh – 173101.

In signing this agreement, both parties acknowledge a commitment to maintain the infrastructure of the University in the following areas for the benefit of the Eternal University.

**The University will outsource the maintenance activities and the Society will provide sufficient services as per the requirements like:**

- Electricity Services
- Civil maintenance
- Housekeeping
- Transportation
- Health services
- Water supply
- **Security of the campus**

Neither Party shall use or publicize the MoU in such a manner as to cause any disgrace to other Party and shall not make any statement relevant to this MoU which may reasonable be Inappropriate to any of the parties.

Suppose any doubt arises as to the interpretation of the provision of this agreement or as to matter not provided theirin. In that case, the Parties to this agreement shall concerned with each other for each instance and resolve such doubts in good faith.

In case of dispute or difference arising out of, or in connection with, this MoU, the same shall settle through mutual discussion between both the parties.

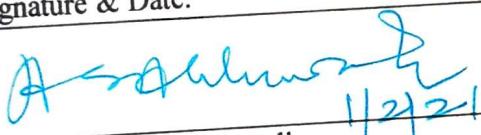
**IN WITNESS**, of which, both the parties here to have signed and executed this memorandum in presence of each other and insight of attesting witnesses.



The MoU is valid for a period of five years from the date of signature by both the parties and may be renewed for any other period as shall be agreed on in between the parties. If either Party does not wish to continue this MoU, then such Party provide the other Party of its intention to terminate this MoU, by giving 3 (three) months' notice in writing.

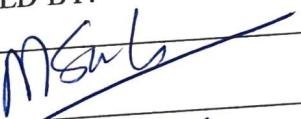
**On Behalf of:**

Eternal University, Baru Sahib, Himachal Pradesh  
Signature & Date:

  
11/2/21

Dr. Amrik Singh Ahluwalia  
Professor & Pro Vice- Chancellor  
Eternal University  
Email- [pvc@eternaluniversity.in](mailto:pvc@eternaluniversity.in)

WITNESSED BY:

  
DR NAVINDER PAL SINGH

**On Behalf of:**

The Kalgidhar Society, Baru Sahib  
Signature & Date:



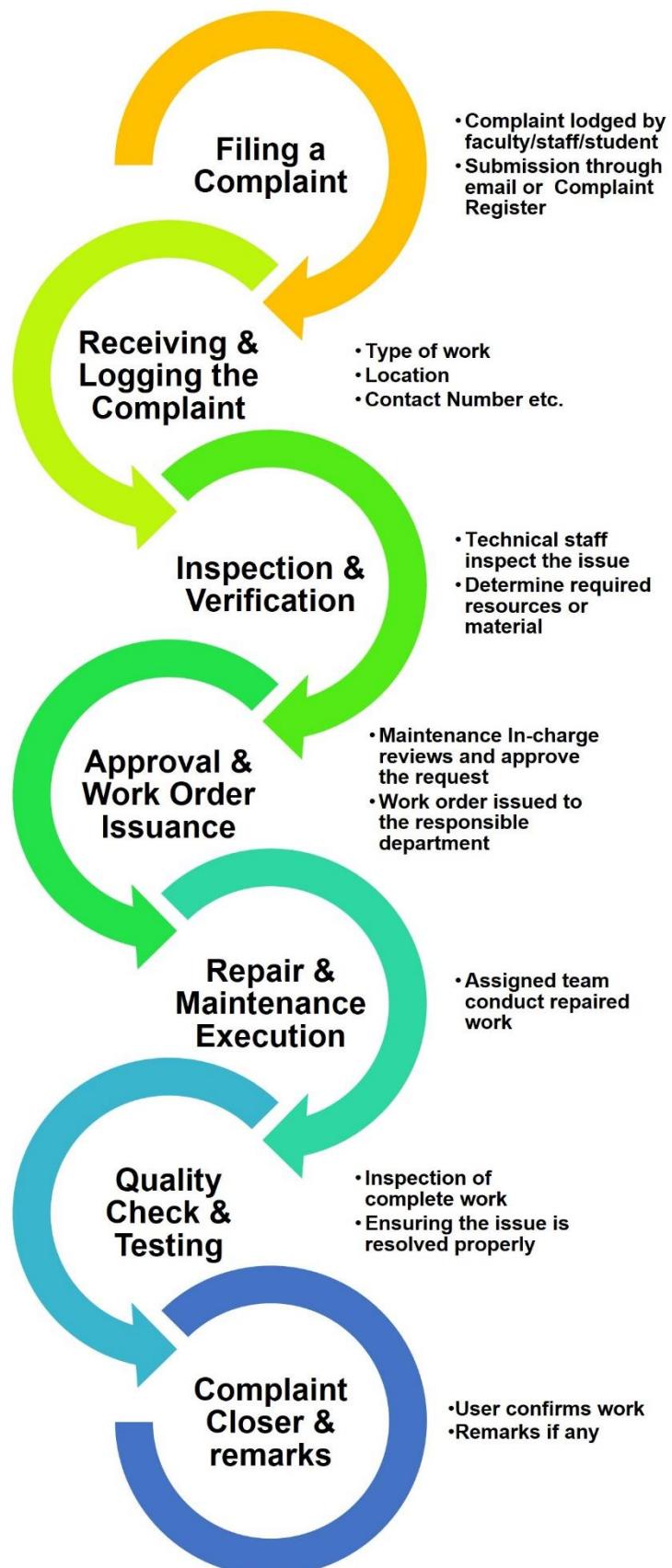
Dr. Davinder Singh  
Secretary the Kalgidhar Society, Baru Sahib  
(HP)  
Email- [secretarykts@barusahib.org](mailto:secretarykts@barusahib.org)

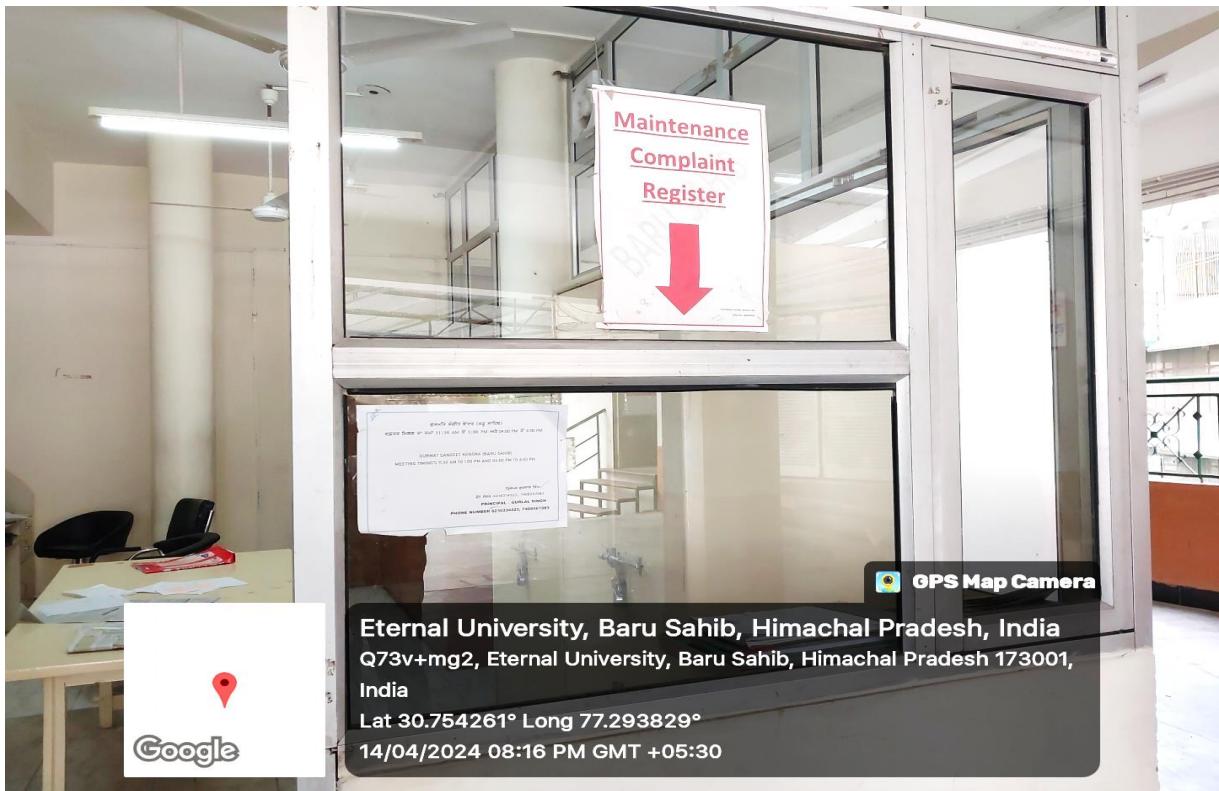
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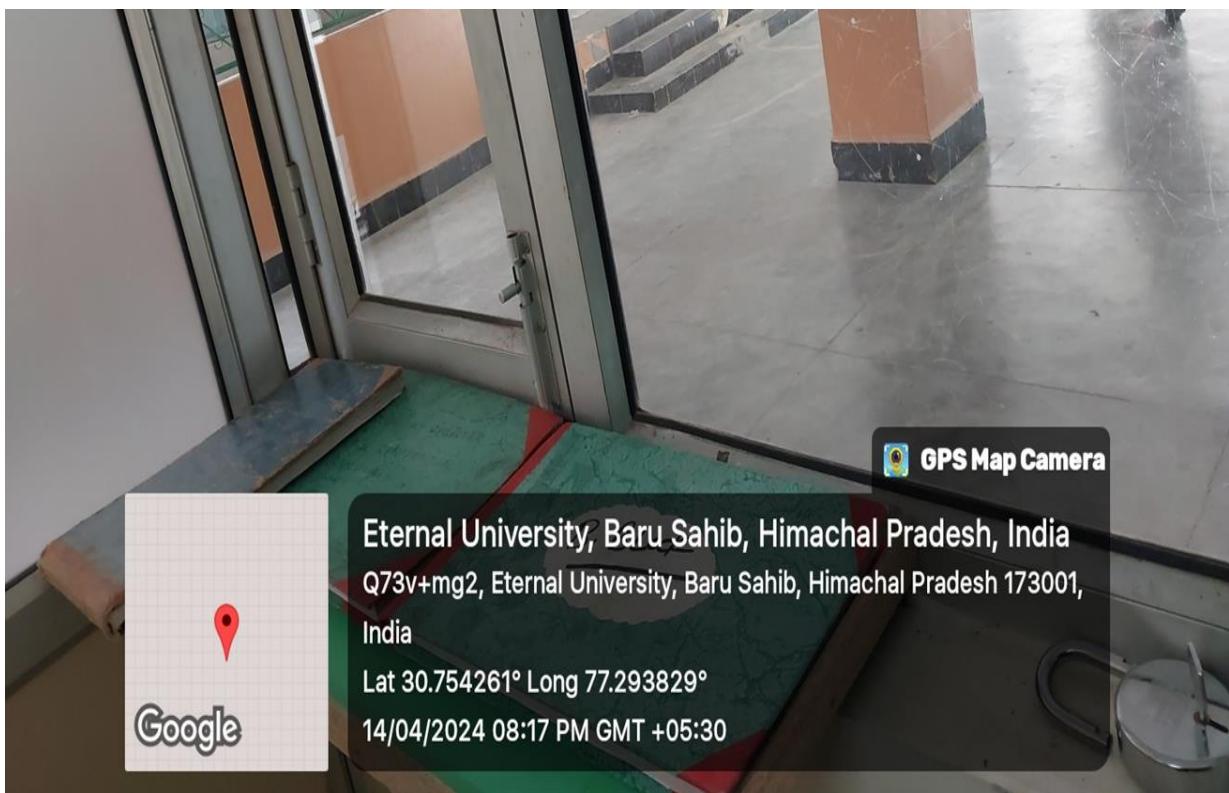
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## Process of Maintaining Physical Facilities

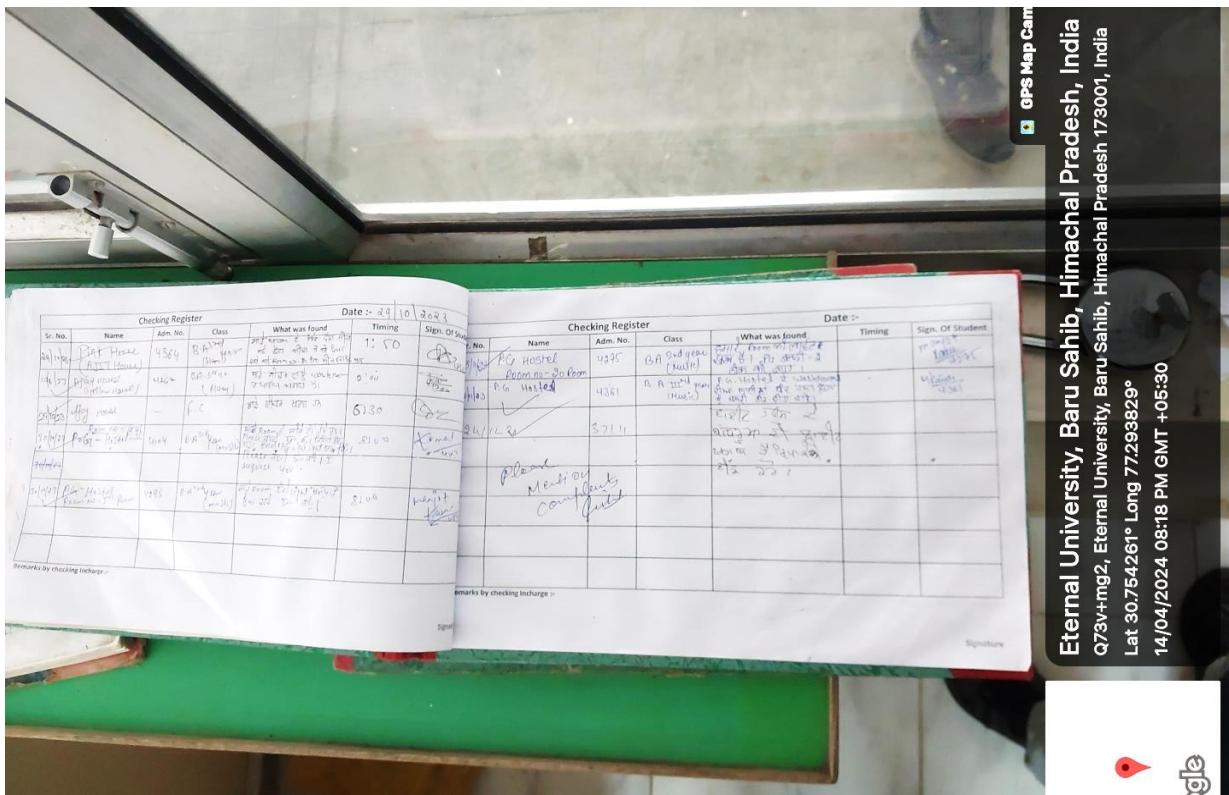




## Maintenance Complaint Counter



## Maintenance Complaint Registers



## Maintenance Complaint Register Logs