



DREAM INSTITUTE OF TECHNOLOGY

Approved by AICTE & Affiliated to MAULANA ABUL KALAM AZAD
UNIVERSITY OF TECHNOLOGY, WEST BENGAL (formerly known as WBUT)

Campus: Thakurpukur, B. H. Road, Kolkata – 700 104.

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Maintenance Policy and Procedure Manual

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Introduction

The Institute Maintenance Policy and Procedure Manual outlines the policies and processes for systematic operations that must be undertaken on a regular basis to maintain all infrastructure. The Standard Operating Procedures should be followed when maintaining infrastructure connected to academics, research, and administrative sectors of the institution. It also provides guidance for implementing these policies.

Dream Institute of Technology ensure that all Maintenance policies are updated and are appropriate. As a result, some elements of the policies and procedures need to be modified and amended from time to time, as well as new procedures being added.

Maintenance Policy Goals

The following objectives should assist a facility in developing a successful operation and maintenance of the institute program:

1. Performing maintenance on a periodic basis.
2. Providing functioning facilities that (a) meet University criteria, (b) provide an ecologically friendly environment for students, professors, and staff, and (c) prioritize the health and safety of all concerned.
3. Early detection of possible problems in the preventive maintenance system allows for effective planning, budgeting, and timely completion of corrective actions.
4. Maintaining an ordered program to reduce administrative costs and keep personnel workloads consistent.
5. Maximizing energy and resource efficiency in equipment and systems.
6. Maintain credibility with users by providing well-maintained facilities and information on preventive maintenance.



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7. Identifying and execute solutions to minimize costs, improve service, and increase efficiency.

Any comments, recommendations, or feedback on the policies and procedures outlined in this handbook are appreciated and will be included in the future iteration following a thorough assessment by stakeholders.

To ensure a safe, healthy, and secure environment, the Institute requires two types of maintenance: preventive and breakdown.

1. Preventive Maintenance Policy
2. Breakdown Maintenance Policy





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Preventive Maintenance Policy

Preventive maintenance is routine maintenance on a piece of equipment that includes periodic inspection, adjustment, minor repair, lubrication, reporting, and data recording in order to reduce building equipment and utility system breakdowns and maximize system and equipment efficiency. It is performed while the equipment is still operational so that it does not fail abruptly. Preventive maintenance is handled exclusively by in-house personnel (mainly Lab Technical Assistant, Group D staffs). Dream Institute of Technology (DIT) uses outsourcing for equipment that needs regular maintenance, such as elevators, copiers, and air conditioners. Preventive maintenance is required for classrooms, Laboratory, tutorial rooms, conference halls, laboratories, research centers, centers of excellence, libraries, sports complex, and computers, among other things.

Purpose of the Policy

This policy establishes rules for the maintenance of the institute's physical, instructional, and support facilities to prevent unforeseen breakdowns. The Preventive Maintenance Program processes are intended to meet the needs of the facility. The program's goal is to reduce costs by:

- Reducing the downtime of critical systems and equipment.
- Extending the life of facilities and equipment.
- Improving equipment reliability.
- Ensuring proper equipment operation.
- Improving the overall appearance of facilities.



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Procedures

Maintenance of Classrooms and Tutorial Rooms

Classrooms and tutorial rooms, complete with furniture and teaching equipment, are maintained by department personnel and attendants and overseen by the department's head. The heads of departments submit periodic reports to the administration on all maintenance projects. Students make the most use of all classrooms during the daylong working hours and are also mentored on how to maintain the furniture. The following services are in place to maintain classrooms and tutorial rooms.

Service	Frequency	Responsible Authority
Cleaning of Classrooms, and Chalkboards	Daily	Group D Staff
Floors dust mop, wet mop, High and low dusting		Group D Staff
Emptying wastebaskets		Hulla Desk
Removing of unwanted circulars from Notice Boards		Attender
Working condition of computer system, projector, and projector screen		System Administrator



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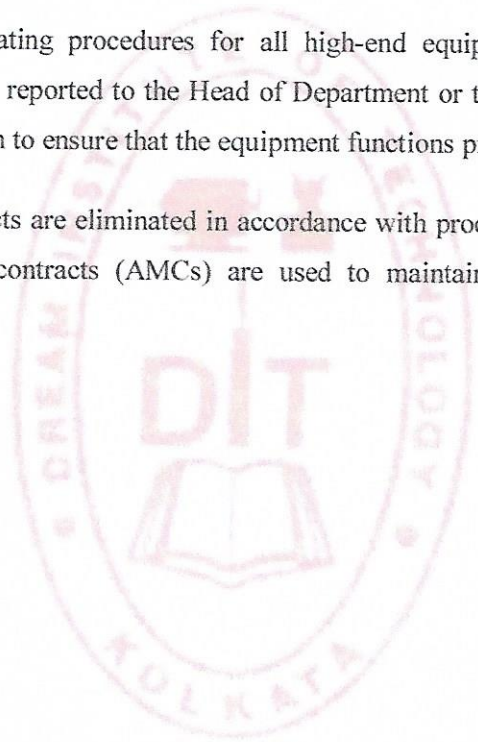
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Maintenance of Laboratories, Research Centers (RC) and Center of Excellences (CoE)

The Lab In-Charge, staff, lab assistants, and other service professionals are assigned the responsibility of maintaining the equipment under their supervision. The respective laboratories TA maintain stock registers, asset registers, and tools in order to report entries and defects that need to be corrected. All-important repairs are identified, and external expertise is sought for equipment maintenance as needed with the agreement of the Departmental Head.

Users can view standard operating procedures for all high-end equipment and simulation software. Breakage and repair, if any, are reported to the Head of Department or the Lab In charge, as applicable, and appropriate actions are taken to ensure that the equipment functions properly.

The condemned/obsolete products are eliminated in accordance with procedure and recorded in the stock register. Annual maintenance contracts (AMCs) are used to maintain high-end equipment, servers, computers, and UPS.





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The following services are in work force for upkeeping of Laboratories, Research Centers, and Center of Excellence

Service	Frequency	Responsible Authority
Cleaning of Laboratories/RC/CoE, and Chalkboards	Daily	Group D Staff
Floors dust, High and low dusting		Group D Staff
Emptying wastebaskets		Hulla Desk
Working condition of equipment, computer system, projector, and projector screen		Lab Technical Assistant and System Administrator



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Maintenance of Conference Halls, Seminar Halls and Auditoriums

Several departments manage conference halls, seminar halls, and auditoriums. The housekeeping team (mostly Group D employees) oversees maintaining cleanliness. Classrooms, seminar halls, and auditoriums are effectively used to host academic meetings, seminars, conferences, and cultural events. For access to the facilities, the organizing committee submits a request form to the IQAC via HOD of Committee convenor, and the date of the event is registered. The halls are then entered on a priority basis. The following services are in place to maintain conference halls, seminar halls, and auditoriums.

Service	Frequency	Responsible Authority
Cleaning of Conference Halls\ Seminar Halls\ Auditoriums	Daily	Group D Staff
Emptying wastebaskets		Hulla Desk
Working condition of PA system, Computer system, projector, and projector screen		Technician

Maintenance and Utilization of Library and Library Resources

The library staff is clearly taught how to care for and handle library documents, especially during processing and shelving. The following steps should be taken:

1. Shelves should not be fully packed. A too-full shelf can crack spines and cause damage when a reader tries to remove a volume. Huge volumes need to be kept flat.
2. Dust should not be allowed to be deposited on documents because the collection of dust causes staining of documents and promotes chemical and biological problems. Cleaning should be done regularly and carefully.



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3. Magnetic discs or documents containing disc(s) should not be kept open or near any magnetic or electric equipment, like air-conditioners, etc. Such materials should be kept in a dust-free, temperature and humidity-controlled room.
4. Proper pest management is done to minimize the problems caused by insects. Proper cleaning, fumigation, and exposure to sunlight to the documents are done to reduce the effect of insects in the library. Repellants are used to save materials from Rats.

The following services are in the work force for maintenance of library and library resources.

Service	Frequency	Responsible Authority
Book Binding	Once in a semester	Group D Staff under the supervision of Asst. Librarian
Taking of Pest control measures		Group D Staff under the supervision of Asst. Librarian
Old Volumes maintenance	Once in a Year	Group D Staff under the supervision of Asst. Librarian
Cleaning of Tables, Chairs, and Bookshelves.	Daily	Group D staff
Floors dust, High- and low-end dusting		Group D staff



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Maintenance of Sports Complex

The sports equipment, fitness equipment, ground, and numerous courts are overseen and maintained by Faculty members of the Sports Committee. Ground level maintenance is completed annually during vacation, in addition to seasonal maintenance performed once per semester. Groundmen, suppliers of sporting goods, students, and faculty members of the sports committee all work together to maintain the sports equipment. The Group D personnel maintain the gymnasium and playgrounds. The following services are required for the maintenance of sports complexes.

Service	Frequency	Responsible Authority
Watering	Daily	Gardener under the supervision of sports committee
Rolling	Yearly	Gardener under the supervision of sports committee
Gymnasium	Monthly	Sports Committee



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Maintenance of Computers

The system administrator and their support staff keep the ICT facilities, such as computers and servers, in working order. The maintenance covers the necessary software installation, antivirus, and updates. The respective center maintains campus Wi-Fi. The following services are now available for computer maintenance.

Service	Frequency	Responsible Authority
Software Installation	Weekly	Respective Staff
Hardware Repairs		Respective Staff
Computer Peripherals		System Administrator



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Maintenance of Housekeeping

Cleaning of the campus areas including the academic and administrative buildings is handled every day in the morning before the regular classes begin with the help of the in-house cleaning service. Toilets are cleaned daily. The housekeeping supervisor is responsible for maintaining the entire campus environment and will report job completion to the IQAC.

Service	Frequency	Responsible Authority
Offices		
Cleaning of office rooms, furniture	Daily	Group D Staff
Floors dust mop, wet mop, High and low dusting		Group D Staff
Emptying wastebaskets	Twice in a week	Group D Staff
Staircases and corridors		
Cleaning of steps and floor	Daily	Group D Staff
Wet mop		Group D Staff
Rest Rooms		
Cleaning of Toilets	Daily	Sweeper
Disinfecting all Washbasins		Third Party Vendor
Wet mop, High and low dusting		Group D Staff
Emptying Waste Baskets	Twice in a week	Group D Staff



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Breakdown Maintenance Policy

Breakdown maintenance is a sort of maintenance that entails using a machine until it completely fails and then repairing it to operational condition. DIT has already incorporated technical professionals in each area, as well as a lab in charge of all the institute's maintenance activities and AMC at various levels. Breakdown repair on any asset, facility, or equipment, whether under AMC or preventive maintenance, is an essential requirement where the institute operates in mission mode. Only in-house workers will be responsible for breakdown maintenance. If necessary, the institute seeks assistance from other sources.

All breakdown maintenance activities are classified into the following two categories.

- Building maintenance
- Laboratory maintenance

Purpose of the Policy

This policy establishes rules for the maintenance of the institution's numerous facilities to guarantee that they remain operational.

Procedures

Building Maintenance

Dream Institute of Technology hired **KS Enterprise & Sree Enterprise** to handle building maintenance tasks such as plumbing, sanitation, and painting. DIT also hired **Ghosh Engineering** to handle electrical maintenance tasks such as repairing fans, lighting, intercoms, MCBs, UPS, and exhaust fans.

Step 1: Respective department logs the complaint to HOD.

Step 2: HOD forward the complaint to the Registrar section.

Step 3: After receiving the complaint registrar section inform the hired third party about the problem.

Step 4: Third party updates the Registrar section after completion of the service request.

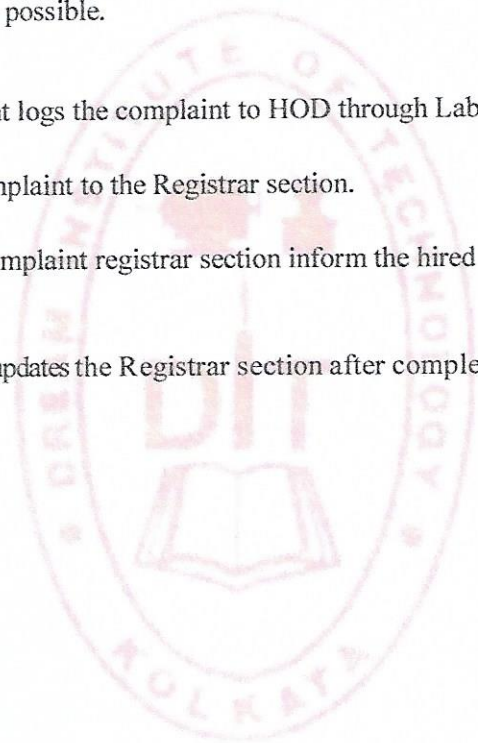



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Laboratory Maintenance

For the laboratory maintenance, the institute have an agreement with the companies from which the laboratory equipment is supplied and according to the agreement, the company provides an one year replacement and repairing policies for any faulty laboratory kits or equipment. Along with that, the institute have an AMC associated with EESSs which supports the institutes by repairing any breakdown of laboratory equipment as early as possible.

- Step 1: Respective department logs the complaint to HOD through Lab In Charge.
- Step 2: HOD forward the complaint to the Registrar section.
- Step 3: After receiving the complaint registrar section inform the hired third party or respective vendor about the problem.
- Step 4: Third party/ Vendor updates the Registrar section after completion of the service request.




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