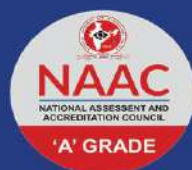




Living World of Diversity...



## PURCHASE, REPAIR & MAINTENANCE WITH RESOURCE MOBILISATION POLICY Guidelines & Procedures



*-: An Initiative of Tecnia Internal Quality Assurance Cell :-*

## TECNIA INSTITUTE OF ADVANCED STUDIES NAAC ACCREDITATION GRADE "A" INSTITUTE

Recognized Under Sec. 2(f) of UGC Act 1956, Approved by AICTE, Ministry of HRD, Govt. of India,  
Affiliated to Guru Gobind Singh Indraprastha University.

**INSTITUTIONAL AREA, MADHUBAN CHOWK, ROHINI, NEW DELHI, 110085**

ISO 9001:2015, ISO 14001:2015, ISO 21001:2018 & ISO 51001: 2018 Certified Institute;  
Rated as 'A' Category by JAC, Govt. of NCT of Delhi; A++ Category - Best Business School  
by AIMA - Business Standard Survey & Included in Top 100 B & IT School by Dalal Street Investment Journal.

*-: An Initiative of Tecnia Internal Quality Assurance Cell:-*

**PURCHASE, REPAIR &  
MAINTENANCE WITH RESOURCE  
MOBILISATION POLICY**  
**Guidelines & Procedures**

**PURCHASE, REPAIR & MAINTENANCE WITH RESOURCE MOBILISATION POLICY**

<b>S.No.</b>	<b>PARTICULARS</b>	<b>DESCRIPTION</b>
1	<b>Policy Number</b>	TIAS/IQAC/2019-22/
2	<b>Policy Structure</b>	<p>The objective of these guidelines is to ensure efficient procurement, repair, and maintenance of resources in alignment with organizational goals. Effective resource management provides key benefits such as optimized utilization, cost reduction, enhanced operational efficiency, and stronger strategic partnerships.</p> <p>The guidelines outline structured procurement procedures with transparency and competition, scheduled maintenance to minimize downtime, and strategic resource mobilization. Vendor management focuses on building reliable partnerships, while continuous monitoring and evaluation ensure process effectiveness.</p> <p>Resource mobilization is facilitated through Memorandums of Understanding (MoUs) with vendors, strategic resource allocation, and performance tracking. Implementation includes staff training, process improvements, and stakeholder feedback for ongoing refinement.</p> <p>These measures collectively support sustainable resource management, cost efficiency, and long-term organizational success.</p>
3	<b>Scope of the Policy</b>	The Central Repair and Maintenance Station (RMS) will record the complaints related to various departments and will coordinate between the departments to undertake the repair and maintenance works in various sections of the Institute. The policy also involves the condemnation board and also the powers of bill payments vested with various authorities.
4	<b>Policy Status</b>	Original –Version -1.0
5	<b>Originated By</b>	
6	<b>Reviewed By</b>	TIAS Internal Quality Assurance Cell (IQAC)
7	<b>Effective Date</b>	22/07/2021
8	<b>Approving Authority</b>	<ul style="list-style-type: none"><li>- Dr. Ajay Kumar, Professor &amp; Director, Internal Quality Assurance Cell (IQAC), Tecnia Institute of Advanced Studies, Delhi</li><li>- Coordinator, TIAS-IQAC, Tecnia Institute of Advanced Studies, Delhi</li></ul>
9	<b>Amendment Number</b>	Nil
10	<b>Effective Date of Amended Policy</b>	Nil

## **1.0 PURCHASE, REPAIR & MAINTENANCE WITH RESOURCE MOBILISATION POLICY**

12.1 **Preamble** The policy will be known as "Infrastructure Maintenance Policy of Tecnia Institute of Advanced Studies" (hereinafter referred as "Policy"). The Policy shall be applicable to entire TIAS.

### **12.2 Objective**

12.2.1 The objective of the Policy is to ensure that all maintenance work are conducted in a planned manner with as per prescribed standards/specifications and guidelines.

12.2.2 The policy establishes the guidelines for all maintenance work of the Institute.

12.2.3 There are different sections and departments which undertake these tasks and are responsible for proper maintenance and utilization of these resources. These are:

- a. Administration/Maintenance Branch: All support facilities and repair of furniture such as lab tables, office chairs, tables, general equipment's such as photocopiers, TVs, watercoolers, sanitizer machines, Canteen, etc. They also manage housekeeping services, canteen, Identity cards printing, EPABX, vehicle management (Institute and hired cabs), etc. The maintenance of hygienic, clean and green campus environment is the responsibility of this branch. Besides this, all general arrangements such as functions, events, national/festival celebrations are handled by this branch. They also take care of all the work to ensure its flora and fauna and lawns.
- b. The Institute has a division called 'Institute Works Division' which undertakes maintaining the entire physical infrastructure in the Institute. This includes-all physical resources such as lifts, civil and electrical work, new buildings, seminar halls, class rooms, air-conditioning systems, white washing, new facility creation, hostels and staff residences etc. It is headed by PRO with Admin. Officer and other maintenance staff.
- c. Institute maintain the academic infrastructure with support of IWD/Admin. branch. The class rooms and labs are managed by the Institute through lab technical staff.
- d. The maintenance of IT infrastructure is under Institute Information Technology Services (IITS) Cell. A dedicated team of maintenance staff is available in the campus for technical support. For all IT related complaints, online complaint booking system is operational and quite effective.

- e. IITS also maintain the Internet services in the campus. They also provide support for uploading of all notices and circulars and other information, sent electronically.
- f. The library and its services such as issue, return of books, use of e-resources, book bank, etc. is managed by Library Department.
- g. The student welfare department with the support of maintenance and Administration department is responsible for maintenance of sports facilities, health centre etc. All medical and health services such as specialists, psychologists, sports coaches, ambulances, etc. are managed by them.
- h. The Institute has adopted a system of AMC for all services such as Computers, Printer, UPS, Network, Internet, web hosting, peripherals, etc. to ensure proper functioning with least down time. Besides this, the university has dedicated staff for electrical, civil and carpenter and plumber on rolls available 24x7.
- i. There is a complaint system for reporting problems of all kinds of electrical and civil engg., IT and other services in the campus. The Institute provides adequate budget for maintenance and infrastructure facilities and equipment.
- j. The usage of the various resources and infrastructure is being managed by Administration and Maintenance Branch. The system is working fine.

### 12. 3. **Types of Maintenance**

The Institute conducts the following types of maintenance:

- a) Routine Maintenance
- b) Preventative Maintenance
- c) Scheduled Maintenance
- d) Corrective Maintenance
- e) Complaints/requests from departments, offices, branches etc.

### 12.4. **Routine Maintenance**

Cyclic or planned work activities funded through the annual budget, carried out to continue or achieve either the originally anticipated life of a fixed asset (i.e. buildings, equipment etc.) or an established level of performance. Normal/routine maintenance is performed on capital assets such as buildings and equipment to help them reach their originally anticipated life.

### 12.5. **Preventive Maintenance**

It is a planned and controlled program of periodic inspection, lubrication/oiling, and replacement of components and cleaning is done to extend the useful life of building systems and keep them operating near the design level. Thus, objectives of the preventive maintenance include the following:

- Reducing the occurrence of break downs

- Prevention of dampness, and seepage of buildings
- Reducing energy consumption
- Reducing overall maintenance costs

#### 12.5. **Scheduled Maintenance**

It included any repair, cleaning, or replacement of components or systems performed on a periodic basis to prevent its malfunction/failure. It is a task in which there is a fixed time interval frame for carrying out maintenance. Scheduled maintenance includes inspections, adjustments, regular service, and planned shutdowns.

#### 12.5. **Corrective Maintenance**

It refers to maintenance where in defects have been observed in civil, electrical, ICT infrastructure during its design life or operation. It includes cracks, seepage, plasters, breakdown of equipment etc.

## 2.0 **Types and classifications of Maintenance**

Table below presents the types and classifications of Maintenance in the Institute along with an indicative description of works. All other maintenance related to ICT facilities, library, and other support facilities can also be categorized as per this classification.

Types	Type of Maintenance	Description of Work	Frequency
Civil	Normal	Cleaning of overhead tank, water tank and sewage treatment plant	Once a year
		Whitewash of all buildings including classrooms and central facilities	Every 4 to 6 years
		Cleaning of drainage facilities including sanitary and storm sewers	Every year
	Routine	Cleaning of offices, buildings, and washrooms	Daily
	Preventive	a. Earthquake resistant design of new buildings b. Damp proof course c. Waterproofing of roofs	At the time of construction of new buildings
	Corrective	a. Waterproofing and spalling of plaster from ceiling	As and when it is required
	Complaints/ requests from departments	Repair and maintenance of civil works	As and when request is received (within 24 hours)

Electrical	Scheduled	lighting, power distribution system, solar panel	Every year
	Corrective	Electric wiring in old buildingsv Major breakdown in to transformers/ fire transformers	Every five years / as and when a situation arises
		Power breakdown because of heavy rain/wind and consequent uprooting of electric poles and cables	
	Complaints/ requests from departments	Repair and maintenance of electric supplyMajor breakdown in water supply	As and when a situation arises (within 12 hours)
ICT	Scheduled	Maintenance of facilities like, computers, LAN, internet, Wi-Fi and, MIS, LMS, CCTV security system, LCD projectors	Daily/asand when required
		All AMC-related aspects of ICT infrastructure	Every year
	Preventive	Installation of antivirus/network security softwarein institute internet facilities	As and when required
	Complaints/ requests from departments	Repair and maintenance of internet/wi-fi facilities	As and when requested
General Maintenance	Routine	Plantation maintenance of lawn and garden in the institute	Daily
		Sports facilities such as cricket ground, footballground, basketball ground and badminton ground	Daily
		Uprooting of tress	As and when required
		Fire extinguishers	Yearly

Standard procedures have been in place for the maintenance and up keep of various other departments, offices, facilities, and purchase activities connected to infrastructural maintenance. The Store and Purchase Section of the Institute, in collaboration with the Maintenance and other Section In charges, takes care of the purchase-related activities concerned with the maintenance of various sections.

### 3.0 Maintenance Section

- (i) **Civil Maintenance Cell:** Physical Infrastructure facilities like class rooms, Laboratories, Library, Computer Centre etc., are maintained internally by Civil Maintenance Cell of the Institute. Civil Supervisor, technical staff etc., are appointed in the Institute. The Civil Maintenance Work is monitored by building committee of the Institute.

- (ii) **Electrical Maintenance Cell:** Institute has a separate Electrical Maintenance cell to ensure uninterrupted power supply and maintenance of electrical assets of 33 kv substation, Lighting, power distribution system, solar panel etc. Admi. Officer is assigned the responsibility to monitor the EMC (Electrical Maintenance Cell) activities. The Assistant, technical staff, Electricians etc., are appointed in the Institute for smooth functioning of EMC.
- (iii) **ICT Maintenance Cell:** ICT maintenance Cell maintain the facilities like, computers, LAN, internet, Wi-Fi and, MIS, LMS, CCTV security system, LCD projectors, ICT based Teaching learning facilities other ICT facilities through dedicated staff and in-charge ICT Maintenance Cell. The ICT Maintenance Cell of the Institute works under the supervision & guidance of in-charge ICT of the Institute.
- (iv) **General Maintenance Cell:** The General maintenance cell is established to keep the campus hygienically clean, drinking water supply through dedicated staff. The maintenance of equipment's for water supply sets, sewage treatment etc. are undertaken as per standard maintenance schedule. The General Maintenance Cell is working under the supervision of Admin. Officer of the Institute.
- Separate Complaint registers are maintained for various services like electrical, plumbing, housekeeping etc. both for academic and hostel buildings. The e-system (through email) is functioning in the Institute for fast service.
- Minor work is carried out by labour appointed on labour rates.
  - Major maintenance work is carried out on contract through Annual Maintenance Contract System/tendering procedure/empanelment of service providers.
  - All repair, maintenance and upkeeps of labs are maintained by their lab incharges/technical staff.
  - The utilization reports are maintained by In-charge Laboratory, HoDs, In-charge Maintenance Cell.
  - The Advanced and Expensive Equipments are maintained through Annual Maintenance Contract (AMC)/ empanelment of service providers.
  - Equipment, instruments and appliances involved in the teaching-learning process are maintained through internal technical staff, service providers and AMC.
  - The procurement of services through AMC, parts/components are procured through well- established mechanism of purchase under the monitoring of Registrar/Deputy Registrar.
  - Periodic information/requirement of maintenance is submitted by HoDs/Section In charge to concerning Maintenance Cell.
  - Prior to commencement of new academic semester all teaching learning



facilities including hostels and sports are maintained by concerning Maintenance Cell.

- Each laboratory has one in-charge lab, a Lab Assistant and attendant. Lab in-charge is responsible to maintain and upgrade the laboratory with necessary equipments from time to time to cope with change in the curriculum. Stock verification (Physical Verification) is carried out to verify working/ nonworking / missing equipments etc. Yearly Preventive maintenance and performance monitoring is carried out by concern lab--staff. Every laboratory staff keeps the record of utilization of equipments, computers and other required material for experiments. All the safety equipments are installed in the laboratory to avoid any kind of hazard.
- The Institute Central Library is maintained by the Librarian with dedicated library supporting staff. The library services like MIS, digital section, reference sections, Books issuing section, equipments and other library facilities are maintained regularly through dedicated staff. Librarian with supporting staff ensures the availability and utilization of instructional material in teaching and learning process. At end of the Academic year, the stock verification is done. Librarian is responsible to prepare the report on the same and utilization of books by the students and staff. Procurement of books as per the requirement is initiated through library committee by inviting the requirement of books from various departments this is then processed following the procurement procedure.
- The fire safety equipments are installed at various locations as per standard Operating Procedure on safety and hazards.
- Various sports faculties like indoor game facilities, equipments are regularly maintained by club-in charge. Club-in charge of the institute looks after the sports facilities and the activities. The sports equipments are issued to the students as per the schedule of the events. If any equipments get faulty sport officer submits proposal for maintenance. Preventive maintenance measures are taken in time. Club-in charge is responsible for keeping the record of utilization of sport Facilities, activities held, awards/achievements of the students etc.
- The IT coordinators are appointed in various departments to maintain the ICT facility in the department. The In charge of concerned lab through HoDs are also responsible to coordinate with ICT Maintenance Cell of the Institute to maintain effective ICT facility. Technical Aids such as Multimedia Projectors, Laptops, desktops, printers, Wi-Fi, LAN etc. are maintained by IT Cell through service provider/ AMCs.
- Class rooms are allocated to all departments along with necessary ICT tools. The class rooms are utilized as per the time table of the department. The class rooms are cleaned on daily basis monitored by institute supervisor. HODs and Class In charge also monitor the cleanliness and ensure that the cleanliness is maintained in the class rooms.

#### **4.0 Departments and Maintenance of Laboratory Equipment**

The Institute laboratories are well equipped with state-of-the-art equipment and facilities with the proper stock maintenance. Each of the laboratories is assigned a Laboratory In-charge who is responsible for submit in maintenance / upgradation related to the proposal. The respective In-charges, technical staff, and lab assistants are responsible to maintain the laboratory equipment and general up keep of the laboratories. Technical and support staff of respective departments monitor effective utilization of the laboratories. Stock registers and asset registers are maintained by the departmental office in consultation with lab In-charges. Breakage and repair if any, are reported to the Head of Department or the faculty-in-charge as the case may be and suitable measures are taken for speedy functioning of the equipment. For the maintenance activities, which are not possible to be taken-up in-house, external equipment manufacturers are called or agreements/AMCs are signed with the relevant agencies. Depending upon the need, an annual maintenance contract (AMC) is carried out for high-end equipment, servers, and computers. The repair and maintenance of other electronic gadgets like computers, projectors, interactive smart boards, printers, and photocopiers are maintained by respective departments. All Classrooms with furniture, teaching aids, and laboratories are maintained by the respective department staff and attendants and supervised by the respective Head of the Department.

#### **5.0 Maintenance of ICT Facilities**

The ICT facilities (in terms of campus-wide network infrastructure, wi-fi, LAN, and Servers) are maintained by the In-charge IT. The In-charge IT is supported by technical staffs. The support staff maintains the computers, servers, Campus Wi-Fi, and other internet-related issues. The annual maintenance of computers including the required software installation and antivirus renewal/upgradation is carried out under the overall control of the In-charge IT. Based upon the complaint received from departments and administrative offices of the institute, the internet-related issues are looked after/resolved by the technical staff. Maintenance activities pertaining to the IT infrastructure including Computer Centre, Internet lease lines, Wi-Fi facility, MOOCS development Studio, Media Centre, Institute Website, Institute ERP System, IT enabled Classrooms, Seminar Halls, Auditoriums etc. are managed through well-defined IT Policy of the Institute.

#### **6.0 Maintenance of the Library**

The Institute has a Library for the purpose of keeping program-specific books. In addition, the Institute has a facility of digital library through which faculty and students can access books, journals, and other learning resources in online mode through computers available in the library and various departments. Library is looked after by the Librarian, and other supporting staff for the maintenance and enrichment.

## **7.0 Campus Cleanliness**

Cleaning of the campus areas including the academic and administrative buildings is performed daily in the morning before the regular classes begin with the help of regular and outsourced staff members.

## **8.0 Annual Stock Checking**

Annual stock checking of furniture, lab equipment, stationery, ICT facilities, and sports items in all departments/sections of the institute is carried out through the process of Physical Verification of Stocks and equipment auctioned, if not in use/or have completed their useful life.

## **9.0 Roles and Responsibilities**

The role of the PRO cum Admin-head of the Institute is to carry out the planning and maintaining of Civil Infrastructure in the Institute and processing the proposals to Board of Governance of the Institute for the final approval.

For effective implementation of the institute's Infrastructure maintenance policy, the roles and responsibilities of the main stakeholders shall be as under: Admin. Officer, IT Incharge, Lab Incharge, and PRO cum Admin-Head.



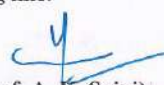
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**PROCEDURES AND POLICIES FOR MAINTAINING AND UTILIZING PHYSICAL,  
ACADEMIC AND SUPPORT FACILITIES**

The University has a decentralized system of maintenance of physical, academic and support facilities. There are different sections and departments which undertake these tasks and are responsible for proper maintenance and utilisation of these resources. These are:

- a. General Administration Branch: All support facilities and repair of furniture such as lab tables, office chairs, tables, general equipment's such as photocopiers, TVs, watercoolers, sanitizer machines, Canteen, etc. They also manage housekeeping services, canteen, identity cards printing, EPABX, vehicle management (University and hired cabs), etc. The maintenance of hygienic, clean and green campus environment is the responsibility of this branch. Besides this, all general arrangements such as functions, events, national/festival celebrations are handled by this branch. Garden Committee take care of all the work to ensure its flora and fauna and lawns.
- b. The University has a division called 'University Works Division' which undertakes maintaining the entire physical infrastructure in the University. This includes-all physical resources such as lifts, civil and electrical work, new buildings, seminar halls, class rooms, air-conditioning systems, white washing, new facility creation, hostels and staff residences etc. It is headed by Chief Engineer with Assistant/Junior Engineers and other technical staff.
- c. Schools maintain the academic infrastructure with support of UWD/GA branch. The class rooms and labs are managed by the Schools through lab technical staff.
- d. The maintenance of IT infrastructure is under University Information Technology Services (UITS) Cell. A dedicated team of maintenance staff is available in the campus for technical support. For all IT related complaints, online complaint booking system is operational and quite effective.
- e. UITS also maintain the Internet services in the campus. They also provide support for uploading of all notices and circulars and other information, sent electronically.
- f. The library and its services such as issue, return of books, use of e-resources, book bank, etc. is managed by University Information Resource Centre (UIRC).
- g. The student welfare department with the support of Engineering and GA department is responsible for maintenance of sports facilities, health centre etc. All medical and health services such as specialists, psychologists, sports coaches, ambulances, etc. are managed by them.
- h. The university has adopted a system of AMC for all services such as Computers, Printer, UPS, Network, Internet, web hosting, peripherals, etc. to ensure proper functioning with least down time. Besides this, the university has dedicated staff for electrical, civil and carpenter and plumber on rolls available 24x7.
- i. There is an online complaint system for reporting problems of all kinds of electrical and civil engg., IT and other services in the campus. The University provides adequate budget for maintenance and infrastructure facilities and equipment.

The usage of the various resources and infrastructure is being managed at central level using online booking such as: seminar halls, sports grounds, etc. The system is working fine.

  
(Prof. A. K. Saini)  
Director-Development &



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