Gopal Narayan Singh University,

Jamuhar, Sasaram, Rohtas (Bihar)

A State Private University established under the Bihar Private University Act-2013

Coordinator
IQAC (NAAC)
Gopal Narayan Singh University
Jamuhar, Sasaram, Rohtas (Bihar)

MAINTENANCE POLICY

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1.	**INTRODUCTION**	
		The Maintenance Policy of Gopal Narayan Singh University, Jamuhar, Sasaram, is designed to ensure the systematic upkeep, functionality, and sustainability of the university's infrastructure, facilities, and technological resources. This policy outlines principles, procedures, and responsibilities to maintain a safe, efficient, and conducive environment for learning, research, healthcare, and administration.
2.	**OBJECTIVES**	
		The primary objectives of this Maintenance Policy are: • Ensure the physical and digital infrastructure is well-maintained and functional. • Establish clear lines of responsibility and accountability for various categories of maintenance. • Provide timely and effective maintenance services to avoid disruption of academic and administrative activities. • Promote sustainability and safety through preventive and planned maintenance. • Support the overall mission of the university by creating a clean, safe, and accessible campus.
3.	**SCOPE**	
		This policy applies to all buildings, equipment, IT systems, physical assets, and campus infrastructure under the jurisdiction of GNSU. It covers: • Academic and administrative buildings. • IT infrastructure and digital systems. • Residential and hostel facilities. • Campus grounds and cleanliness. • Laboratories, libraries, and medical facilities.
4.	**DEFINITIONS**	
	4.1	Routine Maintenance: Regular activities performed to keep the University facilities and equipment in good working condition.
	4.2	Preventive Maintenance: Scheduled maintenance activities aimed at preventing breakdowns and extending the life of facilities and equipment.
	4.3	Emergency Repairs: Unplanned maintenance activities required to address immediate and unforeseen issues that may pose a risk to safety or disrupt University operations.
5.	**MAINTENANCE PRINCIPLES**	
	5.1	Safety: Ensuring the safety of students, staff, and visitors through regular inspections and timely repairs.
	5.2	Efficiency: Conducting maintenance activities in a cost-effective manner without compromising quality.
	5.3	Sustainability: Using environmentally friendly practices and materials in maintenance activities.

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	5.4	Accountability: Clearly defining responsibilities and accountability for maintenance activities.
6.	**ROLES AND RESPONSIBILITIES**	
	6.1	**IT Head – Maintenance of IT Infrastructure**
		The IT Head shall be responsible for: • Maintenance, upgrades, and troubleshooting of servers, computers, internet infrastructure, and university ERP systems. • Data security, backups, and licensing compliance. • Periodic audits of IT assets and AMC (Annual Maintenance Contract) monitoring. • Ensuring minimal downtime of digital classrooms, smart boards, biometric systems, and examination software.
	6.2	**Housekeeping Department – Campus Cleanliness and General Maintenance**
		The Housekeeping Department shall: • Ensure daily cleaning of classrooms, laboratories, hostels, medical blocks, washrooms, offices, and public areas. • Undertake sanitation drives and pest control. • Maintain horticulture, waste disposal, and external campus hygiene. • Report any damages to infrastructure requiring repair or escalation.
	6.3	**Estate Manager – Maintenance of Buildings and Physical Infrastructure**
		The Estate Manager shall: • Monitor structural integrity of buildings, roofs, windows, plumbing, electrical fixtures, and campus utilities. • Oversee renovation, painting, and civil works. • Maintain building maintenance logs and coordinate with contractors for major works. • Supervise lift maintenance, fire safety compliance, water systems, and mechanical equipment.
7.	**MAINTENANCE PROCEDURES**	
	7.1	**Routine Maintenance**
		• Routine maintenance includes activities such as cleaning, minor repairs, painting, and servicing of equipment. These activities are scheduled regularly to ensure that the University environment remains clean and functional. • Cleaning: Daily cleaning of classrooms, offices, restrooms, common areas, and external grounds. • Minor Repairs: Addressing small issues such as fixing leaks, repairing broken fixtures, and patching walls. • Painting: Regular painting of interior and exterior surfaces to maintain aesthetic appeal and protect surfaces. • Equipment Servicing: Regular servicing of equipment such as HVAC systems, electrical systems, and laboratory equipment.
	7.2	**Preventive Maintenance**

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		Preventive maintenance involves scheduled inspections and servicing to prevent potential problems and extend the life of facilities and equipment. • Inspections: Regular inspections of buildings, equipment, and systems to identify potential issues. • Scheduled Servicing: Timely servicing of critical systems such as electrical, plumbing, HVAC, and fire safety systems. • Maintenance Logs: Keeping detailed records of maintenance activities, inspections, and repairs.
	7.3	**Emergency Repairs**
		Emergency repairs address urgent issues that may pose safety risks or disrupt University operations. • Reporting: Immediate reporting of emergency issues to the maintenance department. • Response: Quick response to emergency repair requests to minimize disruption and ensure safety. • Documentation: Detailed documentation of the issue, repair actions taken, and follow-up inspections.
	7.4	**Maintenance Request and Escalation Process**
		• Users shall submit maintenance requests via the designated online Maintenance Request Portal or physical forms. • All requests must be clearly categorized as routine, urgent, or emergency. • Requests will be acknowledged and timelines will be communicated based on severity.
8.	**MAINTENANCE STANDARDS**	
	8.1	**Safety Standards**
		• Compliance: All maintenance activities will comply with local, state, and national safety regulations. • Training: Maintenance staff will receive regular training on safety procedures and the proper use of tools and equipment.
	8.2	**Quality Standards**
		• Materials: High-quality materials and parts will be used for all maintenance activities. • Workmanship: Maintenance tasks will be performed to a high standard of workmanship to ensure durability and functionality.
	8.3	**Environmental Standards**
		• Sustainability: Environmentally friendly practices and materials will be used whenever possible.
		• Waste Management: Proper waste management procedures will be followed to minimize environmental impact.
9.	**BUDGET AND RESOURCE ALLOCATION**	
	9.1	**Budget Planning**

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		• Annual Budget: An annual maintenance budget will be developed based on anticipated maintenance needs and priorities.
		• Contingency Fund: A contingency fund will be set aside for unexpected maintenance emergencies.
	9.2	**Resource Allocation**
		• Staffing: Adequate staffing levels will be maintained to ensure timely and efficient maintenance services.
		• Equipment and Supplies: Necessary equipment and supplies will be procured to support maintenance activities.
10.	**MONITORING AND EVALUATION**	
	10.1	**Performance Monitoring**
		• KPIs: Key performance indicators (KPIs) will be established to monitor the effectiveness of maintenance activities.
		• Inspections: Regular inspections will be conducted to assess the condition of facilities and equipment.
	10.2	**Feedback Mechanism**
		• Feedback: A feedback mechanism will be established to collect input from students, faculty, and staff on maintenance services.
		• Improvements: Feedback will be used to identify areas for improvement and to enhance maintenance procedures.
	10.3	**Reporting**
		• Reports: Regular maintenance reports will be generated to provide an overview of maintenance activities, costs, and performance.
		• Review Meetings: Periodic review meetings will be held to discuss maintenance performance and address any issues.
11.	**CONTINUOUS IMPROVEMENT**	
	11.1	**Innovation**
		• Technology: Adoption of new technologies and best practices to improve maintenance efficiency and effectiveness.
		• Training: Ongoing training and professional development for maintenance staff to keep up with industry standards.
	11.2	**Evaluation**
		• Annual Review: The Maintenance Policy will be reviewed annually to ensure it remains relevant and effective.
		• Updates: Necessary updates will be made to the policy based on evaluation findings and feedback.
12.	**CONCLUSION**	
		This policy reinforces GNSU's commitment to maintaining its infrastructure, both physical and digital, at the highest standards of functionality, safety, and hygiene. Through efficient maintenance practices and clearly assigned responsibilities, the university aims to provide a seamless and secure environment conducive to academic and institutional excellence.

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