



सम्पदा एवं अनुरक्षण सेवायों का मानुयल

MANUAL OF E&M SERVICES

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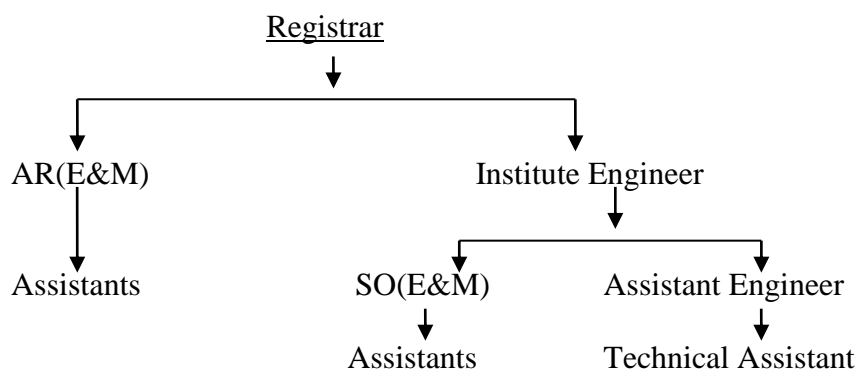
भारतीय विदेश व्यापार संस्थान
INDIAN INSTITUTE OF FOREIGN TRADE

NEW DELHI

MANUAL OF E&M SERVICES

1. Estate & Maintenance (E&M) Division

The Estate and Maintenance Division works under the superintendence and guidance of Registrar. The main function of the Division is to provide clean environment and prompt, efficient & systematic services and amenities to the inmates of the hostels, guest house, officers, staff and visitors in the Institute's campus. The organizational chart of the E&M Division is as follows.



2. Responsibilities of E&M Division

The main responsibilities/duties of the E&M Division includes:-

- i) Regular Maintenance of the buildings, viz., office buildings and hostels.
- ii) Periodical painting of office buildings and hostels.
- iii) Maintenance of all office and hostel furniture and fixtures.
- iv) Providing necessary physical arrangements during training programmes, seminars, workshops and convocation of the Institute.
- v) Liaison works with local statutory bodies like Municipal Corporation, BSES, IGL etc.
- vi) To supervise implementation of all annual maintenance contracts i.e.
 - (a) AMC for housekeeping, electrical, plumbing and carpentry services
 - (b) AMC for Horticulture
 - (c) AMC for Canteen and Mess services
 - (d) AMC for AC plant, split and window ACs
 - (e) AMC for HT panel
 - (f) AMC for Lifts
 - (g) AMC for pest control
 - (h) AMC for RO and water cooler
 - (i) AMC for Firefighting system
- vii) To supervise, control and allotment of guest houses.
- viii) To procure the materials in connection with the maintenance works and to supervise and control proper usage of the materials procured.
- ix) To ensure timely payment of utility bills, property tax, ground rent and other statutory payment.
- x) To ensure compliance of all relevant regulations regarding upkeep/maintenance of building, engagement of services and procurement of goods and services viz. GFR- 2017, CVC regulations etc.

3. Periodicity of Services/equipment maintenance

The services provided by E&M Division have been highlighted giving the periodicity of such services and the persons entrusted with the responsibility of getting things done and also the officers overseeing and supervising them. Broadly speaking, the services have been classified as under:

(a) House Keeping Services

(i)	General cleaning and sweeping of the whole campus (i.e. Block – I, II and C-9)	Daily
(ii)	Cleaning of office rooms (including furniture), classrooms, hostel rooms, washrooms, common areas, parking etc.	Daily between 8:00-10:00 a.m.
(iii)	Sweeping of the common floor areas will be done at regular intervals (at least 3 to 4 times a day) by the sweepers to keep the corridors and passages neat and clean.	Daily on week days
(iv)	Cleaning of Board room, Conference Rooms, Room no. 322, Nalanda, Sanjeevni (including furniture, computers and other operative equipment)	Daily
(v)	Cleaning of electrical fittings, windows, vanishing blinds, almirahs, dusting of file racks etc.	Weekly
(vi)	Washing of atrium and common areas in Block I & II	Weekly (on a holiday)
(vii)	Cleaning of auditorium and syndicate rooms	Weekly
(viii)	Cleaning of Roofs of all buildings	Monthly
(ix)	Cleaning of sewage system (minor cleaning)	Half- yearly

Action :	Supervisor, House Keeping Agency
Supervision :	Assistant (E&M Division)
Random Checking :	AR (E&M) / Registrar

Duties & Responsibilities of the IIFT House Keeping Supervisors

1. Duty hours of the IIFT House Keeping supervisor will be 7:30 a.m. – 5.00 p.m.
2. As per priorities and schedule indicated, to supervise:
 - a) Cleanliness of furniture, fans, windows, lights, window blinds, switch boards of all Faculty and Staff rooms.
 - b) Cleanliness of bath rooms, common area and library etc.
 - c) Cleanliness of class rooms and their furniture and fixtures.
 - d) Cleaning of hostels, including student's rooms, common areas, mess, kitchen, TV Room, etc. in the hostel blocks.
 - e) Cleaning of lifts and IIFT Annexe

3. To check working of fans and lights in the common areas in the administrative block, academic block and hostels, etc. and, if any defects noticed, bring to the notice of E&M Section.

(b) Horticulture Services

The main target of horticulture staff is that the whole office premises must look rich with lush green lawns and parks and beautiful flowers so as to provide an excellent ambience of work environment. At the same time, make the office premises environmental friendly and to make a good impression on the visitors and public who visit here for various purposes

Routine Duties of Head Mali and Malis

- To maintain all the existing lawns and to develop more green areas if required.
- The trees and shrubs and other flower beds in the lawns shall have to be maintained along with the lawns.
- Cutting of grass in lawns, pruning of plants/ trees at required intervals and removing the waste to the proper place.
- Regular watering of grass, lawns, trees, plants shrubs etc. and hoeing and weeding in and around them.
- Spraying of insecticide and fungicide application/spreading of chemical and manure as and when required/advised.
- To plant trees, shrubs etc by excavation/digging as and when required in the interest of the beautiful maintenance of the ambience/park/lawn of Institute.
- To develop a nursery for seasonal and perennial type of flowers and plants.
- To keep flower pots with seasonal/ perennial flowers on the desks of identified officers on all working days.
- To maintain flower pots/ plants in the rooms of Senior officers and change them periodically

Action :	Head Mali, Horticulture
Supervision :	Assistant (E&M Division)
Random Checking :	AR (E&M) / Registrar

(c) Electrical, Carpentry and Plumbing Services:

(i)	Registration of complaints received from officers, staff , guest house, old & new and C-9 hostel on working days during working hours regarding electrical, carpentry and plumbing	Complaints in regard to electrical, carpentry and plumbing services will be registered on CMS Portal of IIFT (http://campus360.iift.ac.in/secured/cms). E&M Section will forward this complaint to concerned electrician/carpenter/plumber to rectify the defect and he will submit the report to E & M section after rectification of defect & getting the signature of concerned complainant. Then the complaint will be resolved on CMS portal which can be checked by the complainant.
(ii)	Electrical complaints received after office hours& on holidays	The complaint except emergent complaints will be given to electrician on next working day.
(iii)	Emergency electrical complaints during 10 PM – 8 AM	Emergent complaints will be conveyed to Technical Assistant staying in hostel-I in the campus.

A record will be maintained by E& M section.

Action:	E&M Section
Supervision by:	SO/AE/IE(E&M)

(d) White Washing Services

(i)	White-washing of hostel blocks (Old, New and C-9 Hostel)	Once in a year during April / May
(ii)	Class/Syndicate Rooms	In April/May alternate year
(ii)	Common areas	March every year
(ii)	White-washing of office rooms	After every 3 years or need based

A record will be maintained by TA(E&M).

Action:	E&M Section
Supervision by:	TA/AE/IE(E&M)

(e) Fumigation, Rodent and Termite Treatment Service

(i)	Fumigation	Monthly
(ii)	Rodent	Quarterly
(iii)	Termite treatment	Half-yearly or as and when required

Register will be maintained for keeping record of each service provided duly authenticated by SO (E&M). In case of need, the agency may be requested to attend to specific requests as and when required and record of that will also be kept in the register.

Action by:	AMC Agency
Responsibility	E&M Section
Supervision	SO(E&M)

(f) Maintenance of Water cooler (Drinking Water)

(i)	Servicing and cleaning of water coolers	Monthly
(ii)	Overhauling of water coolers	Once a year/before summer
(iii)	Servicing of RO System	Monthly
(iv)	Water softening plant	Once a year/need basis

All water coolers will be numbered and a record will be maintained indicating the date of cleaning/service of each water cooler/RO/Water softening plant duly verified by TA(E&M).

Action:	AMC agencies
Supervision:	TA/AE/IE (E&M)

(g) Maintenance of Geysers

(i)	Servicing of geysers in hostel block-I,II&C-9	In the month of October
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Heating elements of Geysers will be kept extra in reserve to be used in case of emergency.

Responsibility	E&M Section.
Supervision:	TA/AE/IE(E&M)

(h) Preventive maintenance of Electrical Installations

(i)	Routine maintenance of electrical installations of IIFT	Monthly
(ii)	Preventive maintenance of electrical installations of IIFT	Once in a year during winter
(iii)	Earth System of electrical systems	Earth value of each earth pit to be checked by the contractor once in a year during winter and a record will be maintained by E&M section
(iv)	Preventive maintenance of street light	Once in a year during winter
(v)	Cleaning of light fixtures, fans, switch boards etc	Six monthly or as and when required
(vi)	Routine maintenance of DG sets	Monthly
(vii)	Preventive maintenance of DG sets	Once in a year
(viii)	Routine maintenance of Solar System	Quarterly

A record will be maintained by TA(E&M).

Action:	AMC agencies
Supervision by:	TA/AE/IE(E&M)

(i) Maintenance of Fire Equipment

(i)	Maintenance of fire equipment	The personnel deployed by the fire fighting agency engaged by the Institute will keep all equipment in perfect working order.
(ii)	Refilling of Fire Extinguishers	The weight of each fire extinguisher will be monitored by the agency monthly and initiate the procedure for re-filling the fire extinguishers if the weight of cylinder reduces by more than 10% of its weight. However all the fire extinguishers will be refilled after every three years.
(iii)	Mock drill	The agency will arrange for mock drill 6 monthly.

Action:	Fire fighting agency
Supervision:	TA/AE & IE (E&M)

(j) Functioning of Air Conditioners & Central AC plants and room heaters:

1.	Servicing of window, Split Air conditioners	Twice a year(six monthly) or as and when required
2.	Servicing of Central A C plants	December-January every year
3.	Room Heaters	As and when required through CMS portal

A record will be maintained by TA(E&M).

Action:	E&M Section
Supervision by:	TA/AE/IE(E&M)

(k) Maintenance of Lifts:

(i)	Routine maintenance of lifts of IIFT	Monthly to be done by AMC vendor
(ii)	Breakdown Maintenance of Lifts	As and when required

A record will be maintained by TA(E&M).

Action:	AMC agencies
Supervision by:	TA/AE/IE(E&M)

(l) Maintenance of Audio Visual Equipment

(i)	Servicing of LCD projector	As and when required
(ii)	Routine maintenance of AV system	Weekly

Register will be maintained by AVOs for keeping record duly authenticated by SO (E&M).

Action	AVOs
Supervision:	TA/AE/IE(E&M)

(m) Cleaning of overhead and underground water tanks

Cleaning of overhead and underground water tanks will be done yearly (preferably after monsoon). A record will be maintained by TA(E&M).

Action & Supervision	TA/AE/IE(E&M)
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4. Important events of the Institute

(A) For Special Programmes / Lectures / Workshops / Events, E&M Division will:

1. Take note of the date, time & venue of the Programmes / Lectures/ Workshops / Events and get it approved by the Registrar.
2. Make arrangements for banners, if required;
3. Ensure general cleanliness of the venue and surroundings areas;
4. Ensure proper functioning of lifts.
5. Ensure proper functioning of all electric points, mikes, etc;
6. Ensure special cleanliness of nearby bath rooms, which the participants are expected to use. In the bathrooms, arrangements for soap cake/liquid soap and towels will be made;
7. Check the functioning of Diesel Generator and put the same ON so that there is no disturbance due to power failure;
8. Check that electrician(s) are physically present at the venue during the period of the event;
9. Check whether orders to the canteen have been placed for refreshments, tea, lunch, etc. have been placed.

Action/ Supervision	Assistant (E&M Division)
Responsibility	AR (E&M)

(B) For Annual Convocation, E&M Division will be responsible for the following arrangements:

- i. White washing and cleaning of the Auditorium
- ii. All round cleanliness of the Campus
- iii. Thorough checking of proper lighting and electrical points
- iv. Functioning of mikes and recording system
- v. Functioning of AC in the Auditorium
- vi. Functioning of Diesel Generator in case of power failure
- vii. Standby special Diesel Generator
- viii. Check the functioning of the lifts
- ix. Stopping the lifts for Guest(s) of Honour and other VIPs
- x. Car Calling System to be in place
- xi. Decoration (and lighting, if required) of the campus
- xii. Running of the fountains at the main entrance and in the atrium
- xiii. To issue letter to the Electricity Department for ensuring uninterrupted power supply on the function day
- xiv. To issue letter to the Police authorities for making adequate security arrangements and properly regulating traffic around the campus
- xv. Parking of vehicles inside and outside the campus

Action/ supervision	Assistant (E&M Division)
Responsibility	AR (E&M)

5. Allocation of Guest Houses

- i. Booking of Guest houses as per requests received from different Divisions/Departments after taking approval of the Registrar.
- ii. Sending e-mail confirmations to the Guests indicating address of Guest house and contact number of Caretaker.
- iii. Allotment of Room to the Guests in the Guest House and provide services for their comfortable stay.
- iv. Arrangements for serving bed tea, breakfast, lunch, dinner, etc. to the Guests.
- v. Checking of cleanliness of rooms, proper functioning of all electric points, AC, Geysers etc., proper supply of toiletries, bed-sheets, blankets in each room.
- vi. A register will be maintained by the caretaker indicating the following fields

1. Name of the Guest : _____
2. Category of the Guest : Faculty/ Alumni/ Participant/ Others
3. Room No. (allotted) : _____
4. Date & time of Arrival : _____
5. Date & Time of Departure: _____

Action :	Caretaker
Supervision :	Assistant (E&M Division)
Random Checking :	AR (E&M)

6. Catering Services

(a) Canteen

1. The Canteen contractor will provide breakfast, lunch and snacks to the employees and students of the Institute. The approved rates shall be properly displayed in the canteen area by the contractor.
2. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Canteen.
3. Appointed officers/officials will inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.
4. The Contractor shall keep the Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs, etc.

5. IIFT management will have access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises

(b) Mess

1. The affairs of the Mess in various hostels where students staying in the hostel take their breakfast, lunch and dinner, are taken care of by the Mess Committee.
2. The menu is decided by the Mess Committee in consultation with the students.
3. The IIFT administration will act as a facilitator for running the mess
4. The mess contract will be reviewed by the Mess Committee every year.
5. The Mess contractor will clearly indicate the menu for mess and make periodical changes.
6. It will be the responsibility of individual students to settle the mess bill by the deadline as fixed by the mess contractor.
7. The mess charges will be levied by the contractor after getting the approval of the Mess Committee.
8. Any mess related problems will be brought to the notice of the Mess Committee by both, the contractor and the students.
9. Neither the contractor nor the students are allowed to deal with any of the mess issues on their own.
10. The mess contractor will maintain the prescribed level of hygienic requirements at all times.
11. Food & snacks in the hostel will be served in the Dining Hall only. There will not be any room service nor will the students be allowed to take any food items to their rooms.
12. The contractor will bring to the notice of the designated officer in the E&M Section any maintenance relating complaint.
13. Cleanliness in the mess (kitchen and dining hall) will be the responsibility of the mess contractor.

SO(E&M) and IE will make monthly visits to the Canteen and Mess to ensure that there is proper cleanliness and all the gadgets are maintained properly.

7. Progress Report of Activities of E&M Division

AR(E&M) and SO(E&M) shall submit a monthly report to the Registrar through Institute Engineer on various activities of the E&M Division. The report relating to a month is to be submitted to the Registrar in the first week of the subsequent month.

8. Gate passes system for taking the materials outside IIFT

Any equipment which is to be taken outside the Institute for repairs is through gate pass system. The client section submits its requisition for sending the materials / equipment outside the Institute to General Administration. Once the requisition gets approved, gate pass is issued. The security supervisor will maintain a gate pass register and enter the details of the material taken out of the Institute. A copy of the gate pass shall be retained with the security.
