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CIRCULAR

STANDARD OPERATING PROCEDURE FOR ELECTRICAL CIVIL AND PLUMBING REPAIRS IN THE CAMPUS

1. There is a functional organization for repairs of Civil, Electrical and Plumbing complaints that would occur in the Campus on a day to day basis. The procedure laid out shall be followed for carrying out repairs and maintenance in the Campus for the same.
2. **To ensure timely receipt of complaints to the correct department the following procedures shall be followed-:**
 - a. The internal communication numbers for all such repairs shall be displayed prominently at all important places
 - b. The telephones shall be continuously manned during working hours and shall be assigned to particular number after working hours for emergencies.
 - c. A register with relevant columns shall be maintained for the three type of complaints separately.
 - d. Action on complaint received and completion will be endorsed on the Register.
3. **Action to be taken on receipt of complaints shall be as follows-**
 - a) The relevant staff from the particular department will visit the location for ascertaining the problem.
 - b) Once the problem is ascertained it is repaired as follows-
 - i) If no spares are required in situ repair is carried out and closes the complaint accordingly.
 - ii) If spares are required and are available in the store/ maintained inventory – An indent is made, the spares are collected and repairs carried out and complaints closed accordingly.
4. **If spares are not available in stores or in Campus and have to be purchased – the following procedure will be adopted**
 - a. An indent for procurement for store /spares will be raised with the Purchase Department.
 - b. The Purchase Department will procure the stores/ Spares required at the earliest and provide it to the indenter.
 - c. The spares shall be used by the concerned department at the earliest to close the complaint and forward completion.
5. **The Register of complaints of individual departments shall be put up to the following persons in chain to ensure periodic check and improvement in procedure-**
 - a) Work Supervisor- Daily
 - b) Deputy Manager- Twice weekly
 - c) General Manager- Once a week
 - d) COO, Vice Chancellor, Dean/ Deputy Dean- As and when asked for
6. It is imperative for the three Departments of Electricity, Civil and Plumbing to function Speedily and Smoothly to ensure Clientele Satisfaction. This will ensure a smooth working and efficient environment in the Campus.
7. This SOP supersedes the earlier one issued on the subject.

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