



## PHYSICAL INFRASTRUCTURE SCOPE, POLICY & PROCEDURE

### SCOPE

This procedure is for the control of the supporting facilities, maintenance and services for all programs to ensure that appropriate facilities as required are available. Is to highlight the formalities and implementations.

### POLICY

ISME will be having Contracts, AMCs for various activities like **Security, Housekeeping, Mess & Cafeteria, Lift, Garbage clearing, Water Filters.**

ISME will have written down MOUs for maintenance services like Electrical, Plumbing, Carpentry, Generator, Load control and Transformer, UPS.

Other areas of maintenance of facility and infrastructure will be taken care through on call basis through known vendors and suppliers.

ISME will have a policy on **Hostel and discipline** which will be printed and given to the hostellers when they occupy the hostel.

### PROCEDURE

1. **SECURITY:** ISME will have a written annual contract with an agency for Security Guards and Supervisors under the following terms:
  - 1.1 Agency will provide 24/7 guards for ISME on shift basis mainly to cover the areas like  
Main Gate, Annex building, Boys hostel and Girls Hostel.
  - 1.2 The Girls hostel will be provided with lady guard and boys hostel will be provided with  
Male guard, who will be available in shifts throughout the day and night.
  - 1.3 The guards will be neatly dressed in uniform provided by the Agency.
  - 1.4 The Agency will provide a Supervisor who will be supervising the following areas:
    - Security engagement
    - Housekeeping work
    - Checking the facilities and infrastructure for upkeep.
    - Keeping a tab on the electricity, generator, motors, water at the campus.
    - The agency will have to come for monthly meeting with the college authority to get the monthly issues discussed and clarified.
    - The bill for the month will be cleared only after the meeting is recorded.
    - Minutes of the monthly meeting is kept in record.

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- 2. HOUSEKEEPING:** ISME will have a annual contract with an agency for providing Housekeeping staff at the campus on the following terms:
- 2.1 Agency will provide housekeeping staff for cleaning and maintain the hygiene of the Campus throughout out the day.
  - 2.2 Housekeeping staff will be posted in such a way that they will be able to clean the whole Premises, rooms and other facilities and keep the campus in the most hygienic way.
  - 2.3 The work of the housekeeping staff will be supervised by the supervisor and the agency Supervisor will be visiting frequently to sort out various issues if any with the housekeeping staff.
  - 2.4 The housekeeping staff will be working on all days as per the institute timings.
  - 2.5 The hostel housekeeping staff will working on rotation all the days under the supervision of hostel warden and supervisor.
  - 2.6 The housekeeping staff will be keeping the surroundings clean and maintain the washrooms, toilets and lobby clean throughout the day.

The number of security and housekeeping staff will be informed to the agency from time to time in addition to the contracted number of staff.

- The agency will have to come for monthly meeting with the college authority to get the monthly issues discussed and clarified.
- The bill for the month will be cleared only after the meeting is recorded.
- Minutes of the monthly meeting is kept in record.

- 3. MESS & CAFETERIA:** ISME will be having a contract with designated person for running the Cafeteria and Mess for students, faculty and staff.
- 3.1 The Menu for the Mess for providing Breakfast, Lunch & Dinner will be decided by the Student representatives from the hostel. A commonly agreed detail Menu for the week will be which will be applicable for 3 months will be prepared by the committee and circulated to the students and copy given to the mess in charge.
  - 3.2 The mess in charge will have a minimum number of cooks and suppliers as agreed in the Contract and the details of the persons working with him will be provided to ISME with proper documents.
  - 3.3 All the staff of the caterer will be neatly dressed and maintain proper hygiene.
  - 3.4 The mess in charge will be responsible for upkeep of all the crockeries, utensils and store.
  - 3.5 *The whole cafeteria will be kept clean all the time with clean table and supply area.*

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- 3.6 The mess in charge will keep a close touch with the mess representatives and see that all the issues arising out of the hygiene, preparation of items, maintenance of the cafeteria etc are sorted amicably.
4. **ANNUAL MAINTANANCE CONTRACT:** ISME will have a annual maintenance contract for the from the Co. which will keep a check on the functioning of life throughout out the contract period, by sending their engineer every month for monthly service and maintenance of lift. The monthly maintenance report of visit is kept as record.
5. **WATER FILTERS:** ISME will take up annual maintenance contract for the water filters supplied by the company for continuous supply of clean drinking water to the students and all the people at ISME.
6. **GARBAGE CLEANING:** ISME will have a permanent vendor for clearing the garbage on daily basis and a contract will be raised as a onetime contract with a specific amount payable on monthly basis.

**MEMORANDUM OF UNDERSTANDING:** ISME will have MOUs with various vendors to take care of maintenance of various facilities for repairs and replacements:

- 6.1 **Electrical, Plumbing, Carpentry, Fire Extinguisher, Generator and Load control panel:** ISME will identify and create a MOU with a licenced electrician, Plumber, Carpenter and Licenced electrical contractor, to take care of the requirements of electrical emergencies, plumbing needs, and carpentry requirements and maintenance & servicing of Generators at specified time and keeping the load control equipment at ISME campus. **The MOU will be on call basis, so that the problem are attended at the earliest.**
- 6.2 For any on call basis issues, the vendor is informed and his attendance is recorded and work done on daily basis is recorded. Once the bill for the work is presented by the vender, the bill is approved along with the copy of the attendance sheet and work done details.
- 6.3 All the items required for the work to be done by the vendor is procured by the institute from the identified supplier and given for the work to be completed.

**LIBRARY:** ISME will have a qualified librarian as per AICTE norms who will be in charge of complete upkeep of library, who will support students with latest publications and books on respective subjects, e-materials for course, journals, memberships of various association and institutes required for the proper reference of students.

**COMPUTER LAB AND IT FACILITIES:** ISME will have a qualified system administrator for maintaining and running the computer Lab, Language Lab, Internet, communications, various software and practices for proper functioning of the whole system. A separate policy on ICT to be created for ISME covering the following:

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- Bandwidth
- Internet usage
- Number of computers at various places
- Maintenance of computers
- Software requirement and procurement
- Accessibility and usage by proper person

Overseeing of proper usage and keeping a tab on e governance- to be covered under a separate policy, which will cover Attendance of faculty and Staff, Leave records, placement records, admission records, various teaching software and storing.

**HOSTEL:** ISME has a procedure to attend to the hostel issues by way of a hostel committee which decided by the students staying the hostel. The committee will report any issues with the infrastructure, maintenance or disciplinary to the warden and put the same in the Issue register kept at the respective hostel reception and also bring it to the notice of the warden. Warden after discussing with the management initiate rectification work or disciplinary action depending on the issue. The issue register is reviewed on daily basis by the warden and issues are updated for necessary action.

All the copies of the outside staff like security, housekeeping, Mess persons are kept as record with the administrative office, and the same is updated as and when the people change. The Agency will be responsible for their proper behaviour, dress and manner.

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