

MAINTENANCE POLICY

1.0 Introduction

Swargiya Dadasaheb Kalmegh Smruti Dental College and Hospital, Wanadongri, Road Hingna, Dist. Nagpur owns and operates an extensive portfolio of buildings and land assets utilised to deliver its teaching and research programmes. This policy provides a management framework to ensure that these assets are maintained facilitating productivity and utilization by stake holders at satisfactory level it also balances the associated resources to be expended and aims to maintain asset value as per books of account.

2.0 Purpose

The purpose of this policy is to outline a consistent and efficient approach to the maintenance of all infrastructure facilities. It also defines the roles and responsibilities of various committees and subcommittees to achieve effective maintenance through identification, resourcing and execution through a structured plan. As the institute caters to costly equipments, operational functionality and durability is of utmost importance which is achieved by repair and maintenance. Efficient maintenance is achieved by

- Periodic inspections
- Preventive maintenance
- Corrective maintenance

Policy aims to ensure that the equipment used is

- Suitable for its intended purpose
- Maintained in a safe and reliable condition
- Maintained according to the standards of the equipments as advised by the manufacturer

3.0 Objectives

Maintenance register is managed by the Material and Maintenance section to handle the maintenance record monitored by the departmental technical staff. This provides opportunity for them to get acquainted periodically with the new and upgraded equipments.

The objectives of this policy are:

- To ensure that all resources give best outcome for smooth functioning of the institution
- To ensure maintenance of physical facilities in campus regularly.
- Availability and longevity of these physical facilities for the paramount utilization by the stake holders, staff and the patients.
- To ensure that assets are properly kept
- To ensure that associated risks are effectively managed
- To confirm the maximum availability and reliability of equipments.
- Minimum downtime and maximum uptime.
- To prevent scrappage of consumables and spare parts.

4.0 Scope and Responsibilities:

It enables the schedule and other maintenance work which need to be resourced:

- (a) To ensure that land and building assets perform effectively and efficiently throughout their service life;
- b) Appropriate decisions are made in selecting maintenance strategies; and
- c) To ensure that a sound basis exists for the allocation of maintenance funds.

5.0 Policy

5.1 Introduction (Operational mechanism)

Departmental staff should make a safe use of the equipment and also continuously monitor the performance of the equipment. HODs should also keep a direct link with manufacturer / supplier/ service provider for any inadvertent breakage. They should also monitor the supplier's technical services periodically. This should be recorded in the maintenance register. Periodic inspection and maintenance includes:

- Visual inspection
- Performance tests
- Calibration
- Checkout

Maintenance funds will be used to achieve the greatest benefit for overall infrastructure facilities. Within the constraints of available resources, Institute facilities will be maintained to the best standard possible while meeting statutory obligations and the operational needs of the professional community.

5.2 Maintenance Standards

The regular maintenance is the upkeep of infrastructure and assets so that physical facilities can continuously be in a functional state. Maintenance is a means of renewing the milieu of infrastructure or a way of retaining its value so that it always serves the purpose for which it was procured.

5.3 Maintenance Categories

- All the maintenance procedures are accomplished in methodical manner through emails under following headings:

A) Department/laboratories/ Equipment:

All the departments follow the protocol for three- tier system meticulously which is as follows:

The **1st tier system** comprises those problems which can be handled at the departmental level by the respective HODs. If the said problem is resolved by the technician it will be entered in the departmental maintenance register with remarks of the technician (solved/ carried forward). If not resolved it will be taken to the 2nd tier system for further procedure.

The **2nd tier system** will include the problems which can be handled by the dealers/suppliers, for which it is required that all the departments should be updated with the records of suppliers name, address, mobile/landline no's, date of purchase of equipment's etc.

The HOD at his/her level will try to contact the dealer and deal with the issue by availing services of the technician to rectify the problem. The remarks of the technician will be entered in the register with date, time and signature of the technician as well as the HOD. The cost of these services will be paid by the HOD fund and a copy of all the details will be submitted along with the monthly reports. If the problem remains unsolved, considering severity and urgency and the cost of repair is above INR 5000/- then the 3rd tier system is to be followed.

In the **3rd Tier system**, if the issue is not in the purview of HOD and is above 5000/- intimation is sent to Dean Office from HOD through email. Special funds is also allocated the HOD of Public Health Dentistry (PHD) for maintenance of equipments and after approval from Dean, Payment is directly done by the HOD of PHD.

Maintenance related to plumbing, carpentry, electricity, civil works, solar panels, security, classrooms, laboratories, departments, conference halls, canteen, hostels etc are accomplished through 8 contractual agencies and eminent consultancies in a periodic manner.

B. Material & Maintenance Section:

All the major repair work or renovations are carried out by the MM section in the institution. It is executed following:

- a. Planned Preventive Maintenance
- b. Emergency/Accidental breakdown of equipment
 - a. Planned Preventive Maintenance (PPM) – intends to extend the life of the equipment and prevent failure. PPM involves periodic activities like lubrication, calibration, cleaning or replacing parts that are expected to undergo wear and tear. PPM for an equipment may vary due to factors such as type, age, frequency, etc. The record of PPM should be maintained in the register with the following details of equipment:
 1. Ref.ID
 2. Name
 3. Sr.No.
 4. Date
 5. Warranty period
 6. Under AMC/CMC
 7. Calibration Date
 8. Calibration due date
 9. Expenditure
 10. Remarks

At the institution level, a Maintenance incharge along with 8 contractual agencies and 5 eminent consultancies have a team of adequate housekeeping staff employed to meticulously maintain hygiene, cleanliness and infrastructure. Classrooms, departments, seminar halls, laboratories, washrooms, rest rooms etc are maintained regularly by housekeeping staff assigned for each floor so as to provide a congenial learning environment. Dustbins are placed in every floor. The complaint is registered by incharges through email to MM section which is resolved at institutional level. If expert maintenance is required, concerned

agency is called under AMC. The funds are allocated through Dean for the maintenance and repair work.

C. IT section:

The Institute IT section exists to maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established by the Institute on the campus. IT committee has a wide array of responsibilities for protecting the Confidentiality, Integrity, and Availability of the information assets that are accessed, created, managed, and/or controlled by the Institute. The ICT smart classrooms and all computers infrastructure related facilities are maintained by IT committee which is headed by one HOD along with two members. The complaint is forwarded by concerned HOD through email to IT committee. This complaint is managed following SOPs and services register. Periodic software and antivirus updates are done for smooth operation of the computers with periodic back-ups.

D. Library:

The institute has a library committee with subcommittee for smooth functioning and maximum utilization of library. For maintenance of library infrastructure and facilities the library committee and administration have been given the responsibility to purchase, procure books, manuscripts and other materials, as per the recommendations received from the departments of the colleges. The departments have a good stock of texts and references in their departmental libraries. The library committee regularly upgrades library from time to time. The funds are channelized through the library committee and Dean Office separately.

E. Sports:

The institute has a well-marked ground for kabaddi, volleyball, tennis and gymnasium along with indoor sports facilities. Sports committee is represented by a member from student council and it handles the procurement and maintenance of all types sports inventory under the guidance of the Dean. Adequate fund is allocated every year for maintenance of indoor and outdoor sports facilities.

F. Garden:

A robust mechanism is in place handled by garden committee along with contractual agencies to beautify our lush green campus daily. The green audit is

conducted yearly. If any maintenance is required, the committee registers complaint to MM section via email and manages it with the contractual agency.

5.4 Maintenance Strategies

This policy is designed for the support of technical requirement of modern infrastructure facilities and the challenges of a competitive and legislated environment. These strategies range from optimization of existing maintenance routine to eliminate the root cause of failure altogether and to minimize maintenance requirements.

5.5 Funding Responsibilities

An efficient structured mechanism is in place to finance maintenance. The finances below INR 5000/- is disbursed through head of the Department for their respective department maintenance. For the Financial approval above INR 5000/-, it is forwarded in the following sequence - MM section→Accounts→Dean→Treasurer→Hon'ble President Sir. Special maintenance fund is allocated to HOD of Public Health Dentistry for maintenance of equipment after approval from Dean.

5.6 Facilities Assessment

Assessments are done on a quarterly, half yearly or annual basis depending upon the requirements and priority of the concerned committee

5.7 Maintenance Procurement

All statutory and preventive maintenance services will be procured in accordance with the Institute's Purchasing Policy. A note sheet with comparative statement is prepared with three quotations from different vendors. It is submitted to higher authorities for approval and the maintenance is done after the final approval.

5.8 Maintenance Priorities and Optimization

Priority of maintenance is determined after gauging the severity of the problem and the importance of the equipment/instrument in question. If the equipment/facility is of utmost necessity then it is given primary importance so that the overall functioning of the department/Institute can continue unabated. Maintenance of equipment required for patients' treatment is always done on priority as the interests of the patient is paramount to our institute. The campus is kept up to mark with regular and vigilant upkeep of the instruments and other infrastructural facilities by meticulously following the structured mechanism of the maintenance policy. Optimization of the bountiful resources on a regular basis for the overall betterment of the patients has been the major parameter on which this Institute's foundation is based upon.