



# Infrastructure Maintenance Policy Works Department

लखनऊ विश्वविद्यालय  
**University of Lucknow**  
(Accredited A++ by NAAC)



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## Introduction

The University of Lucknow has an extensive infrastructure to deliver its teaching, learning and research programs. The Institute has an established system for maintenance and utilization of infrastructure in both the campuses (Campus I and Campus II).

The Works Department of the University is responsible for regular maintenance of all the infrastructural facilities, providing plans for campus development and other allied and incidental activities. It has civil and electrical Wings and it operates under the supervision of Superintendent of Works who is nominated by the Vice Chancellor.

This document provides a framework and an outline on the allocation of responsibilities to ensure effective use and maintenance of existing infrastructure facilities.

Diagrammatic representations of a procedure for the maintenance of various infrastructural facilities are presented in this document.

## 1. COMPONENTS OF A MAINTENANCE SYSTEM

The Works Department maintenance system shall include the following components:

- 1.1 Prioritization of work
- 1.2 Comprehensive work procedures
- 1.3 Performance standards and goals
- 1.4 Work order system
- 1.5 Long-range planning

By developing a maintenance policy that has these components in place, the department will have the tools it needs to control the performance of maintenance work at the University.

### 1.1 Prioritization of Work

The work priorities adopted by the Works Department exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively. The maintenance priorities of the University assets and buildings are as follows:

- i. Emergency repairs
- ii. Planned maintenance
- iii. Resident requests
- iv. General cleaning
- v. Inspection
- vi. Preventive maintenance
- vii. Miscellaneous



This will ultimately decrease on-demand work and maintain the property in a manner that will keep students and staff satisfied

### 1.2 Comprehensive Work Procedures

The Superintendent of Works will ensure that there are sufficient clear procedures in place to allow staff to implement the Maintenance Policy. All procedures will include the following:

- i. A statement of purpose.
- ii The job title(s) of the staff member(s) responsible for carrying out the activities in the procedure.
- iii. Forms needed to carry out the activities.
- iv. An annual review of the maintenance procedures.

### 1.3 Performance Standards and Goals

The Superintendent of Works will establish measures that will allow the effectiveness of maintenance systems and activities to be evaluated. In establishing these standards, the University will take into consideration certain factors:

- i. National/State building and fire safety by laws.
- ii. State Building Codes.
- iii. University Agreements.
- iv. Job descriptions of works to be undertaken.

Nothing in the documents listed above will prevent the Works Department from setting a standard that is higher than that contained in the documents. These standards and goals will be used to evaluate current operations and performance and to develop strategies to improve performance and meet the standards that have been set.

### 1.4 Work Order Systems

The Works Department shall have a comprehensive work order system that includes all work request information, viz. source of work, description of work, priority, cost and days to complete. This information is required for the University to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work schedules which will include at the minimum, the following:

- i. Source of request (planned, inspection, resident, etc).
- ii. Priority assigned.
- iii. Location of work.
- iv. Date and time received.



- v. Date and time assigned.
- vi. Worker(s) assigned.
- vii. Description of work requested (with task number).
- viii. Description of work performed (with task number).
- ix. Estimated and actual time to complete.
- x. Materials used to complete work.

### **1.5 Long Range Planning**

The Works Department will put in place and maintain a long range maintenance planning capability in order to ensure the most cost effective use of University resources and to maximize the useful life of University properties. By developing a work plan, the University will be able to anticipate its staff, equipment and material needs. It will also be possible to determine need for contracting particular services.

## **2. MAINTENANCE OF PHYSICAL FACILITIES**

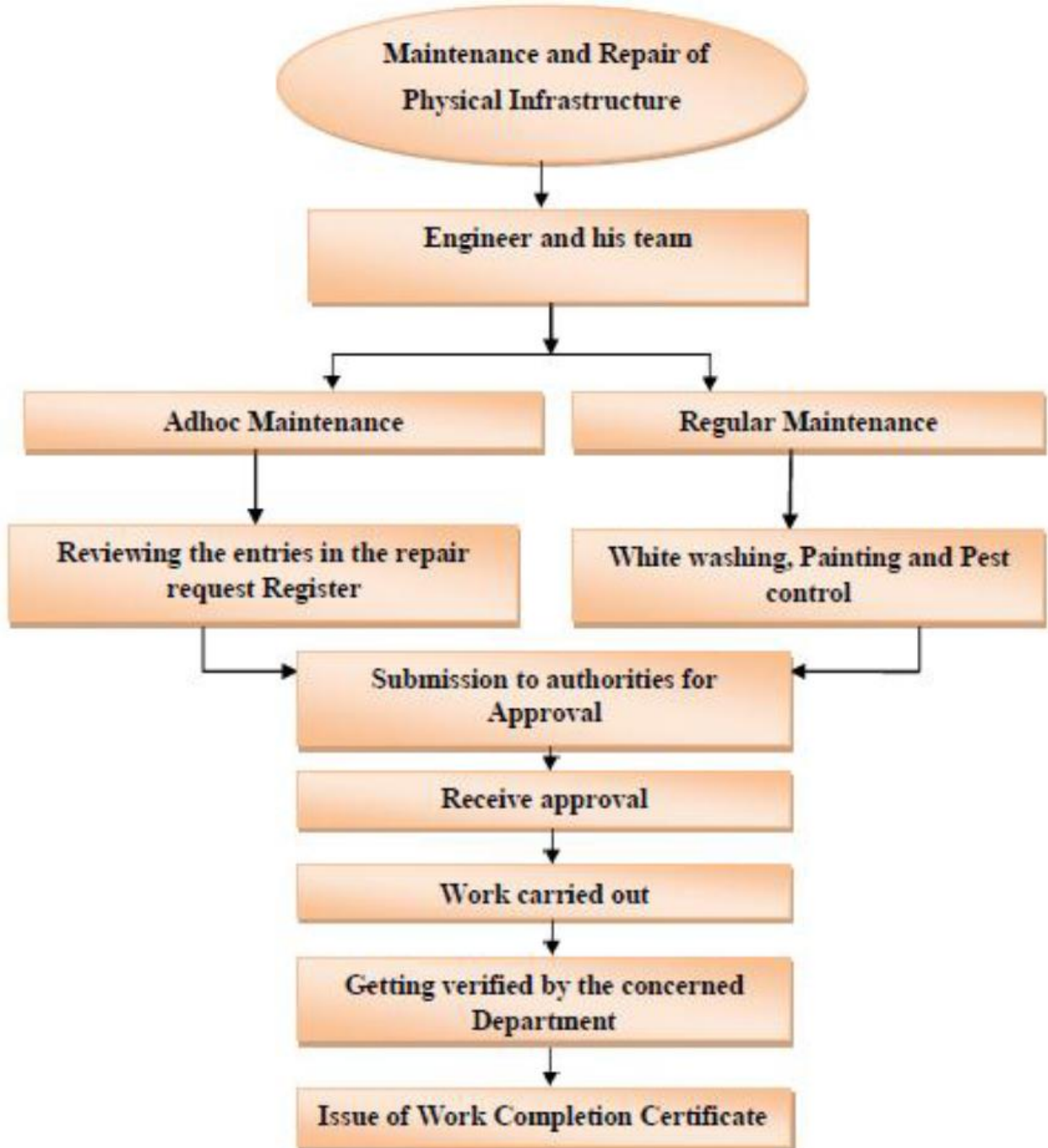
The physical facilities in both the campuses of the university are maintained by the Works Department comprising of competent civil and electrical engineers. The services of plumbers, electricians, carpenters, etc. are available round the clock in the campus.

Electrical engineer is responsible for the uninterrupted power supply and maintenance of equipment like generator sets, general lighting, power distribution system, solar panels etc. Maintenance of water plumbing plants, sewage and drainage is undertaken by support staff.

In campus II, the electrical and the civil complaints are handled by maintenance cell at second campus which is also under the supervision Superintendent of Works.

The Superintendent of Works with a team of members, monitors the maintenance and cleanliness of the buildings, classrooms, labs, furniture, campus ground, sports facilities, staff lounge, students amenity areas, cafeteria and hostel buildings. Transport facilities and all vehicles of the University are also monitored and maintained by the Works Department.

Ensuring adequate fire-fighting arrangement in common areas such as Tagore library, Malviya Hall, Committee room, at major events organized on campus such as Convocation etc. and coordination with respective departments for any such response in emergency, is an important responsibility of the Works Department.



**FLOW CHART OF PHYSICAL INFRASTRUCTURE MAINTENANCE**



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### 3. MAINTENANCE OF CLASSROOMS, FURNITURE AND LABORATORIES

Classrooms with furniture, teaching aids and laboratories are maintained by the respective department staff and attendants and supervised by the respective Head of the Department. The laboratory assistants take care of their respective laboratories. The Heads of Departments report to the administration periodically for all the maintenance works. Minor repairs are registered in a ledger maintained in the office and are attended on priority basis. Staffs of respective department monitor effective utilization of the laboratories. Students optimally utilize all classrooms during the daylong working hours and are also mentored to upkeep the furniture.

### 4. MAINTENANCE OF LIBRARY AND LIBRARY RESOURCES

The library staff takes care for library resources. They are trained in the handling of library documents, particularly during processing, shelving and conveyance of documents.

Dust should not be allowed to deposit on the documents because this causes staining of documents and promote chemical and biological problems. Cleaning and using vacuum should be done regularly and carefully. Magnetic discs or documents containing disc(s) should not be kept open or near any magnetic or electric equipment, i.e. tape recorders, air-conditioners, etc. Such materials should be kept in a dust-free, temperature and humidity controlled room. Proper pest management is done to minimize the problems caused by insects. Borax or common salt is used to prevent cockroaches. Sodium fluoride is applied to bound volumes to save them from silverfishes. Spread of kerosene oil, DDT or gammaxine powder over the affected area can help in removal of termites or white ants. Proper cleaning, fumigation and exposure to sunlight to the documents are done to reduce the effect of insects in the library. Repellants are used to save materials from Rats.

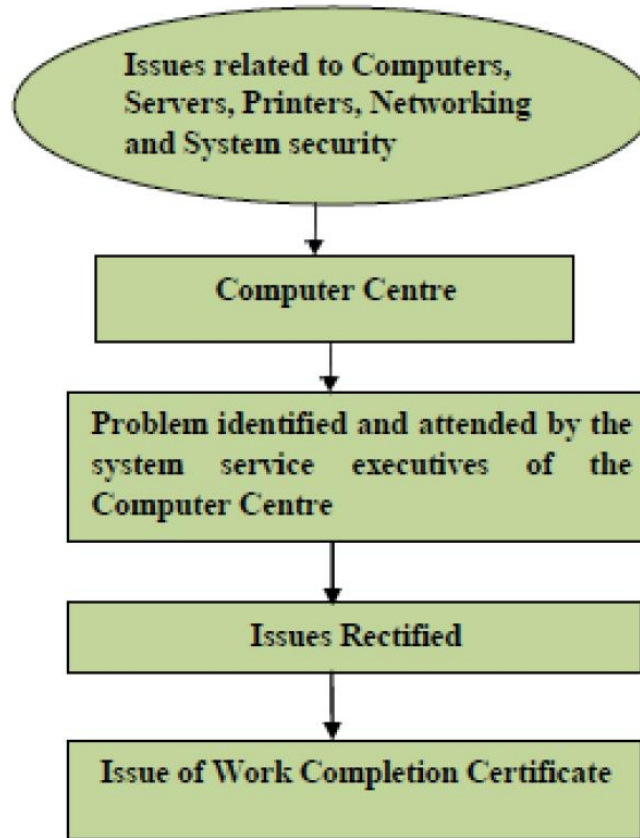
### 5. MAINTENANCE AND UTILISATION OF SEMINAR HALLS AND AUDITORIA

Maintenance of Seminar halls and auditoria are under the purview of the Superintendent of Works / Head of Departments. Effective utilisation of seminar halls and auditoria for organising academic meetings, seminars, conferences and cultural events is made.

### 6. MAINTENANCE OF ICT FACILITIES

The Computer Centre and its support staff maintain the ICT facilities including computers and servers. The annual maintenance includes the required software installation, antivirus and up gradation. To minimize e-waste, electronic gadgets like projectors, computers, printers, photocopiers are serviced and reused.



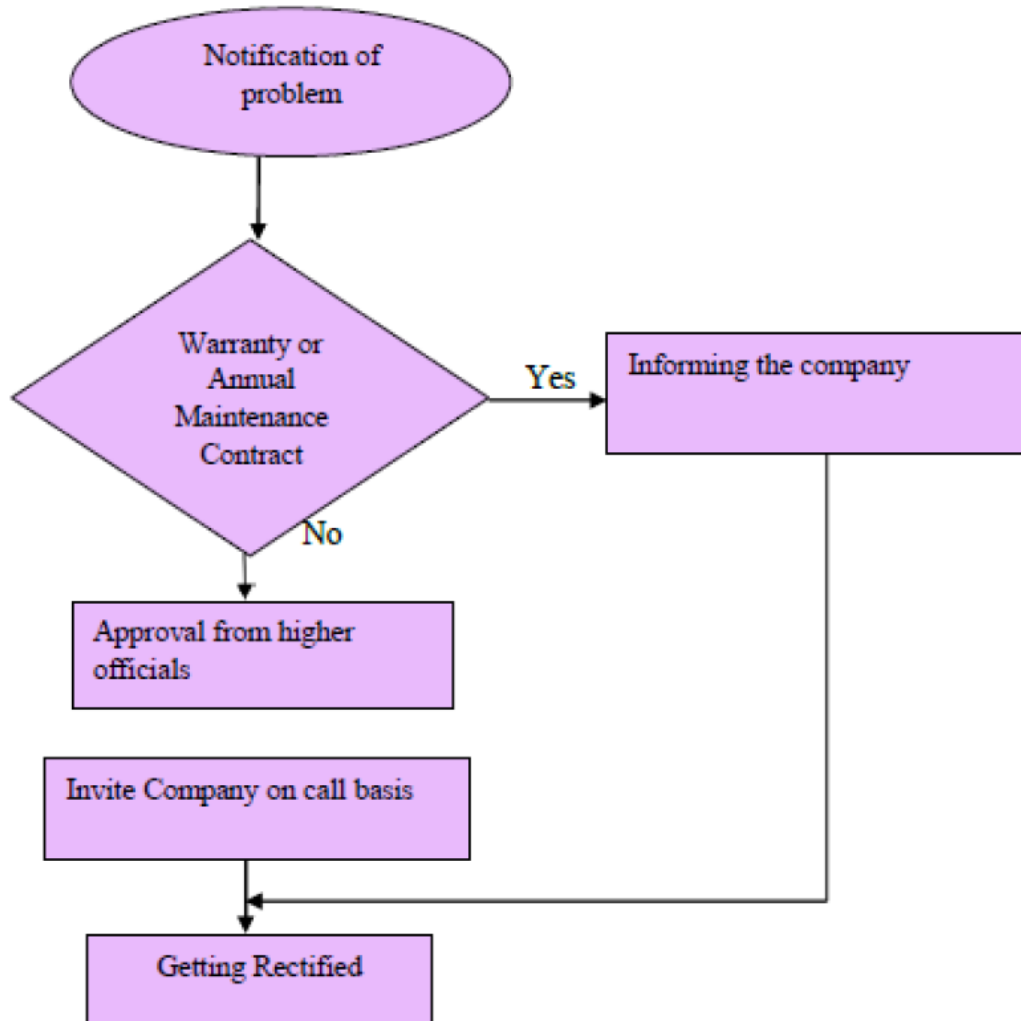


## MAINTENANCE OF ICT FACILITIES

### 7. MAINTENANCE OF SPORTS AND GAMES FACILITY

The sports equipments, fitness equipments, ground and various courts in both Campus I and Campus II are supervised and maintained by the Lucknow University Athletics Association (LUAA). Expensive equipments in the fitness lab are maintained through Annual Maintenance Contract. Ground level maintenance is done annually during vacation in addition to the seasonal maintenance done in once in every three months.

Grounds men, vendors of Sports goods and students of Physical Education jointly maintain the sport equipments. Seasonal maintenance of all equipments and ground are carried out regularly by the Physical Education students as part of their curriculum. Gymnasium and playgrounds are maintained by the staff of the Works Department and of Physical Education Department.



## FLOW CHART FOR MAINTENANCE OF SPORTS FACILITY

### 8. MAINTENANCE OF CAMPUS CLEANLINESS

Cleaning of the campus areas in both campuses including the academic and administrative buildings is performed daily in the morning before the regular classes begin with the help of the outsourced housekeeping team. Toilets are cleaned thrice every day. The whole campus area is maintained by the housekeeping supervisor who will be reporting the completion of work to the Public Relations Officer and his assistants.





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## 9. CAMPUS DEVELOPMENT ACTIVITY

- i. To prepare proposals for infrastructural development in the campus as instructed by the Vice Chancellor for University funded projects or for seeking funding from UGC/ RUSA, State Government and other Government projects through Registrar.
- ii. To coordinate with nominated government executing agencies for successful execution of such funded projects and submission of utilization certification by the Finance Officer.
- iii. To execute approved proposals for demolition of such dilapidated building structures which are deemed unusable for safety reasons through due process of auction on as-is-where basis.

## 10. ALLIED AND INCIDENTAL MAINTENANCE

- i. To prepare estimates of maintenance, repair, renovation or new projects as per approved schedule of rates prescribed by the UPRNN/ Public Works Department, seek administrative approvals, carry out due process of inviting quotation, tenders, Expressions of Interest etc. as applicable as per prescribed respective limits for quotations, tenders etc., assign work to successful bidder after ensuring prepared MOU to be signed by Finance Officer.
- ii. To monitor approved works for timely completion and adherence of quality, verify and process bills for payment to Finance Officer after due entry in measurement books, stock register etc.
- iii. To maintain records of all executed works and assist in provision of requisite information as needed to authorities, RTI and audit.
- iv. To install electrical meters in residential units, carry out readings for monthly consumption and ensure deduction of electrical charges from the salary bill of residential allottees through advice note to Finance officer.
- v. To ensure handing over the new added infrastructure facilities to the concerned In-charge of the office after verifying the lists of assets, fittings and fixtures etc.
- vi. To ensure handing over the keys of the allotted residential quarters to the concerned teacher/employee as per the allotment by the Allotment Committee /Vice Chancellor and also take the vacated quarter keys from outgoing occupant.
- vii. To issue No-Dues Certification to teachers/employees after ensuring all rental dues, electrical charges are paid and all fittings and fixtures are intact.
- viii. To assist in removal of condemned and discarded items of furniture, fixtures and furniture on the request of HOD or In-charge concerned to the scrap yard or store for disposal under the directions of Registrar.



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**Glossary:**

- i. Maintenance: Work performed on a facility or the fixed systems and building service equipment therein, for the purpose of maintaining quality and function.
- ii. Planned maintenance: Upkeep of property, machinery, and facilities, including buildings, utility systems, roads, and grounds. It is often characterized by its routine or recurring nature.
- iii. Preventive Maintenance: Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks that prolong system operation and useful life: inspection, cleaning, lubrication, and part replacement.
- iv. Repairs: The reconstruction or renewal of any part of an existing facility for the purpose of maintenance or restoration of its state

**Note 1:**

**LIFE SAFETY SYSTEMS**

The University shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Works Department shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment to be included in the plan are the following:

- i. Fire alarms and fire alarm systems
- ii. Fire extinguishers
- iii. Fire hoses
- iv. Emergency generators
- v. Emergency lighting
- vi. Smoke detectors
- vii. Sprinkler systems

The plan will include testing and servicing as per manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including the decision to hire a contractor.

**Note 2:**

All the procedures and protocols related with maintenance of infrastructure are subject to change in accordance with guidelines issued by U P State Public Works Department / Guidelines issued by State Higher Education Department.