



Maintenance of Physical Infrastructure Policy

1. Policy Overview

This policy ensures the proactive and reactive maintenance of all physical infrastructure at D Y Patil International University (DYPIU) to create a safe, efficient, and conducive environment for learning, teaching, and working.

2. Policy Modification

This policy shall be reviewed every year by the Infrastructure Maintenance Committee (IMC).

- Modifications in the policy may arise from:
 - Feedback by the user (students, faculty, staff)
 - Infrastructure Audit Reports
 - Technology Upgrades or changes in legal/regulatory norms.
- All proposed changes must be approved by the Registrar and communicated to stakeholders via email and notice boards.

3. General Maintenance Process

1.Preventive Maintenance

- Regularly scheduled inspections, cleaning, servicing, and minor repairs.
- A preventive maintenance calendar will be circulated and followed by the Maintenance Team.

2.Corrective/Breakdown Maintenance

- Maintenance based on complaints or emergencies.
- Quick response as per the urgency level.

3.Record Keeping

- All maintenance activities will be logged in a centralized database.
- Reports will be reviewed monthly by the Maintenance Head.

4. Classroom Maintenance Process

- Cleaning floors, desks, boards, and windows needs to be cleaned every day
- Inspection of electrical systems, seating, projectors need to be done weekly.
- Repair/paint walls, deep cleaning, furniture check done every quarterly.
- Complaint Process: Staff or students can report issues via an online complaint form or helpline.





5. Water Cooler Maintenance Process

- Cleaning of external surfaces and drainage tray to be every week.
- Filter cleaning or replacement needs to be done bimonthly.
- Water quality testing and internal inspection should be done quarterly.
- In case of any Emergency Repairs it should be addressed within 12 hours of complaint.

6. Air Conditioning (AC) Maintenance Process

- Full servicing including gas check, wiring, filter cleaning needs to be done before beginning of the semester.
- Filter cleaning, basic functioning check should be done bi monthly.
- Prioritized to restore breakdown in classroom or office comfort within 24-48 hours.

7. Machinery Maintenance Process (Labs, Workshops)

- Visual inspection and cleaning of machinery needs to be done every month.
- Preventive maintenance and safety checks should be done quarterly.
- Major servicing and recalibration (if applicable) to be done annually.
- Lab staff to maintain logbooks for daily usage and report anomalies promptly.

8. Carpentering Maintenance Process

- All wooden furniture, doors, windows need to be inspected by annually
- Complaint-Based Minor repairs (squeaky doors, broken chairs) to be completed within 3 days.
- Larger renovation tasks to be scheduled during semester breaks.

9. Plumbing Maintenance Process

- Pipelines, toilets, drinking water points, drainage to be checked bi monthly.
- Major repairs, tank cleaning during non-academic periods.
- Emergency plumbing complaints to be resolved within 24 hours.

10. Complaint Reporting and Resolution Flow

Step	Activity	Responsible
1	Issue reported via online form, email, or phone	Any staff/student
2	Ticket generated and prioritized (Critical/Normal)	Facility Management Cell
3	Maintenance team assigned and issue resolved	Maintenance In-Charge
4	Resolution logged with time and action taken	Facility Management Cell
5	Monthly review of complaints and resolutions	Maintenance Head & IMC





D Y PATIL INTERNATIONAL UNIVERSITY
AKURDI PUNE

Established under Maharashtra Act No. LXIII of 2017

Sector 29, Pradhikaran, Akurdi, Pune – Maharashtra - 411044

11. Roles & Responsibilities

Role	Responsibility
Infrastructure Maintenance Committee (IMC)	Policy review, budget approval, oversight
Maintenance In-Charge	Execution of maintenance schedules, team management
Facility Management Cell	Complaint tracking, user communication
Vendors/Service Providers	Specialized repairs and AMC services
Heads of Departments	Reporting of classroom/lab issues

12. Continuous Improvement

- Quarterly infrastructure audits to assess condition and safety.
- Feedback mechanism to gather user suggestions for improvement.
- Annual budget allocation for maintenance upgrades.

