



The ICFAI University, Tripura

Maintenance Policy Framework and Procedure



Art
Registrar,
ICFAI University Tripura
Kamalghat, Tripura (West)

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1. Introduction:

Maintenance Procedure and Policy Framework of The ICFAI University Tripura provides the policies and procedures for systematic and timely maintenance of Infrastructures. The University also offers a vibrant learning Ecosystem for the students, designed around its multicultural and innovative ethos throughout their stay at this campus and also as Alumni. This university imparts quality education across diverse verticals with the belief that "World is one Family".

The University established under section 4(2) of the Institute of Chartered Financial Analysts of Tripura University, Tripura Act. 2004.

It is committed to provide best in class infrastructure to all its functionaries to ensure that the infrastructure meets the requirement of teaching learning and other process both in the terms of quantity and quality.

The Standard Operating Procedure (SOP) follows in Maintenance of Infrastructure, related to Academic environment, Research and Administrative areas of the University. It also provides guidelines to administer these policies.

The ICFAI University Administration keeps all Maintenance policies current and relevant. Therefore, from time to time it becomes necessary to modify and amend some of these sections of the policies and procedures or add new procedures.

2. Applicability

The policy for infrastructure of The ICFAI University Tripura has been formulated for managing infrastructure through need analysis based on guidelines given by the University which includes educational technology procurement of infrastructure ensuring its quality and cost. In house workshop also developed for using quality raw materials. For proper accounting and safeguarding the equipment, all assets are given with inventory number in asset registers as per its category.

3. Enhancement of infrastructure

The ICFAI University Tripura shall regularly enhance infrastructure by modernization and removal of obsolescence, considering advancements in teaching-learning process, needs of the new programs and emerging initiatives.

4. Objectives of the Policy:

This policy provides guidelines for the maintenance of physical, academic and support facilities of the university to ensure that not to break down unexpectedly. Preventive Maintenance procedures are designed to fulfill the needs of the Facility. The purpose of it to savings the cost by:

- i. Reducing the downtime of critical systems and equipment.
- ii. Extending the life of facilities and equipments.
- iii. Improving equipment reliability.
- iv. Ensuring proper equipment operations.
- v. Improving the overall appearance of facilities.

5. Record of Infrastructure

Record of all infrastructure, including equipment, software, books maintained by the University in separate asset registers like, Furniture and fixtures, Office Equipments, Electrical Equipments, Computers and software's, Lab equipments, Library books, Vehicles, Miscellaneous etc.

6. Maintenance policy goals:

The inclusion of the following goals helps a facility to formulate an effective operation and maintenance program for the university:

- (i) Performs maintenance routinely on a periodic basis to examine status of the equipment's.
- (ii) Provide functional facilities that,
 - a) Meets the University's requirements,
 - b) Have an environmentally acceptable atmosphere for the Students, Faculties, and staff, and
 - c) Ensures the health and safety of all personnel.
- (iii) Detects potential problems early, within the context of the preventive maintenance system so that corrective action is planned, included in the budget cycle, and carried out promptly.
- (iv) Follows an orderly program, so that, administrative costs are minimized and the workload for the maintenance staff is at a relatively constant level.

- (v) Conserve energy and resources by ensuring maximum operating efficiency of energy-consuming equipment's and systems.
- (vi) Maintains credible relations with users by providing well-maintained facilities and information on preventive maintenance activities.
- (vii) Identifies and implements possible improvements that reduces costs, improve services, and result in more efficient operations.
- (viii) Revision will be done as per the review by relevant stakeholders.

In order to provide a safe, healthy, and secure environment, the University requires the use of two types of maintenance:

- (i) Preventive and.
- (ii) Break down.

6.1. Preventive Policy:

Preventive maintenance involves regularly tasks performed on equipment including periodic inspection, adjustment, minor repair, lubrication, reporting, and data recording necessary to minimize building equipment and utility system breakdown and to maximize system and equipment efficiency. It is performed while the equipment is still working to prevent unexpected break down. Preventive maintenance will be taking care by In-house staff only for most of the cases. The University takes the help of outsourcing for few types of equipment like elevators, copier machines, Water coolers, Air Conditioners etc. Preventive maintenance requires for Classrooms, Tutorial rooms, Conference Halls, Laboratories, STP, IRP, Water supply chain, 24X7 electric supply through TSECL and DG operation in case of power failure, Research Centers, Center of Excellence, Library, Sports complex, Moot Courts and Computers and its peripherals, printers, photocopiers etc.

Following are the various Preventive Maintenance procedures:

6.1.1. Central Purchase requisition

Central purchase procedures are maintained for purchasing items and equipment. Requisition is submitted through online, especially designed for meeting all the needs. This purchase requisition is a request to procure goods or services. Typically, it shall

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contain a description and quality of the goods or services to be purchased, purpose, justification, the required delivery date etc.

A dedicated Central Purchase Department oversees the all the procurements as per established procedure ensuring the quality and cost effectiveness.

6.1.2. Maintenance of Classrooms

Classrooms with furniture and teaching aids are maintained by the House keeping departmental staff and attendants under the supervision of the Administrative Officers. The Heads of Housekeeping Departments report periodically to the Manager Administration regarding the maintenance activities. Students optimally utilize all classrooms during the daylong working hours and are also mentored to upkeep the furniture. A QR code is displayed at various location of the University to raise the complaint regarding any breakdown or maintenance related issues.

The following services are in work force for up-keeping of classrooms and tutorial rooms:

Service	Frequency	Responsible Authority
i) Cleaning of Classrooms, and Chalkboards	Daily	Attendees & Sweepers
ii) Floors dust mop, wet mop, High and low dusting	Daily	Attendees & Sweepers
iii) Emptying waste baskets	Daily	Attendees & Sweepers
iv) Removing of unwanted circulars from Notice Boards	Weekly	Attendees & Sweepers
v) Working condition of computer system, projectors and projector screen	Daily	Technical staff
vi) Smart boards and ICT enabled systems	Daily	Technical staff
vii) Working conditions of Electrical installations	Daily	Technical staff
viii) Working condition of CC cameras	Daily	Technical staff
ix) Working conditions of benches chairs, tables, podiums, curtains and other furniture.	Regularly	University carpenters

6.1.3. Maintenance of Laboratories, Advanced Research Centers, National Chairs and Centers of Excellence

- The respective Faculty Members, Staff, Lab Assistants and Other Service Personnel are to be given responsibility to maintain the equipments under their purview.
- Stock registers, asset registers, log books, tools and plant registers are to be maintained by the respective Lab assistants of respective departments.

- c) All the minor repairs are to be taken care by the Lab Assistants and dedicated Technical Staff Members of the University.
- d) All major repairs are to be identified and required to seek external expertise for maintenance of equipment wherever necessary with the permission of the Registrar.
- e) Equipment's beyond economical repair to be discarded after doing making board/committee consists of Faculty members of respective department, Technical Staff members and Admin staff members. Equipments are to be removed from the Asset register after getting recommendation from appropriate authority.
- f) Standard operating procedures for all high end equipment's are made available to the users. In- campus users register in the log books and are responsible for the safe handling of the equipment's.
- g) Breakage and repair if any are to be reported to Head of Department or to the respective Faculty-in-Charge for doing needful and speedy recovery and functioning of the equipment.
- h) Breakage of glassware intended for use by students and scholars is entered in the breakage register and charges levied based on the cost of the equipment payable by the student's / research scholars at the end of the year or at the end of the program. This to be initiated if found damage occurred intentionally or due to negligence.
- i) Annual maintenance contract (AMC) is sustained for maintenance of high-end equipment's and top-end servers and computers.

The following services are in work force for up-keeping of Laboratories, Advanced Research Centers, National Chairs and Centers of Excellence:

Service	Frequency	Responsible Authority
i) Cleaning of Laboratories/ARC/CoE	Daily	Lab Technician
ii) Floors dust mop, wet mop, High and low dusting		Sweeping staff in presence of Lab Technicians.
iii) Emptying wastebaskets		Sweeping staff in presence of Lab Technician
iv) Working condition of equipment in laboratory/ARC/CoE		Lab Technician

6.1.4. Maintenance of Conference Halls, Seminar Halls and Auditoriums

Service	Frequency	Responsible Authority
i) Cleaning of Conference Halls Seminar Halls Auditoriums	Daily	Sweeping staff, under the supervision of Admin Staff members.
ii) Floors dust mop, wet mop, High and low dusting		Sweeping staff, under the supervision of Admin Staff members.
iii) Emptying wastebaskets		Sweeping staff, under the supervision of Admin Staff members.
iv) Working condition of PA system, Computer system, LCD's, CC cameras and ICT.		IT Department
v) Electrical installation like Lights, fans etc.		Electricians and Electrical Engineer.

6.1.5. Maintenance and Utilization of Library and Library Resources

The library staff is clearly instructed to take care and handling of library documents, particularly during processing, shelving and conveyance of documents. The following steps need to be taken:

- Shelves should not be fully packed, else it may damage books while removing. Books of huge volumes are to be kept flat.
- Bound volumes are not to be sorted out from their fore edges, as this process weakens the binding.
- Make sure that dust should not deposit on the Books/documents, because the collection of dust causes staining of documents and promote chemical and biological hazards. Continuous cleaning and dusting of books are to be done for prolonging the life of books. Cleaning and using vacuum should be done regularly and carefully.
- Proper pest controlling required to be done on a regular interval to minimize the problems caused by insects. Common salt or borax powder may be used to prevent cockroaches. Sodium fluoride is applied to bound volumes to save them from silverfishes. Spread of insecticides 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 may be used to save materials from Rats.

The following services are in work force for maintenance of library and library resources:

Service	Frequency	Responsible Authority
i) Book Binding	Daily	Asst. Librarian
ii) Taking of Pest control measures	Monthly	
iii) Old Volumes maintenance	Daily	
iv) Cleaning of Tables, Chairs, and Bookshelves.		Attendees
v) Floors dust mop, wet mop, High and low dusting		

6.1.6. Maintenance of Sports Complexes

The sports equipments, fitness equipments, ground and various courts are supervised and maintained by the Physical Education Director/ Principal and respective Faculty members of Physical Education Department. Ground level maintenance is to be done regularly in addition to the seasonal maintenance done in once in every three months. Faculty Members of Physical Education and Students of Physical Education maintain sports goods and equipments. Seasonal maintenance of all equipment's and grounds are done. Gymnasium and playgrounds are maintained by the staff of the Department of Physical Education. Dedicated Gymnasium for the Hostellers are to be maintained by the Hostel Supervisors.

The following services are in work force for up-keeping of sports complexes:

Service	Frequency	Responsible Authority
Watering	Daily	Ground staff members
Rolling	Weekly	
Marking	Regularly	Physical Education Staff and students
Grass pulling		Ground staff members
Grass Cutting in Multipurpose play ground		
Maintenance of Astroturf Cricket Pitch	Weekly	Ground staff members
Poles and Basketball Court Painting	As & when required	Painter

6.1.7. Maintenance of Computers

The Engineers from IT department and its support staff maintain the ICT facilities including Smart boards, computers, servers, PA system, Printers, CC cameras etc. The maintenance includes the installation of required software, antivirus and upgradation. Campus Wi-Fi is maintained by the IT department.

The following services are in work force for up-keeping of computers:

Service	Frequency	Responsible Authority
Software Installation	As & when required	Staff members of IT Department
Hardware repairs	Daily	
Computer peripherals		
Maintenance of smart boards, computers, servers,		
Maintenance of PA system, CC cameras etc.		

6.1.8. Maintenance related to Housekeeping

Cleaning of the campus areas including the academic and administrative buildings is performed daily in the morning before the regular classes begin with the help of the housekeeping team members of IUT, under the supervision of Administrative staff members. Deep cleaning of all the buildings is done in the weekends. Toilets are cleaned thrice in every day with toilet cleaning materials. The whole campus area is maintained by the Administrative Officer.

Cleaning and maintaining of campus other than buildings are to be looked after by Housekeeping staff members under the supervision of the campus is to be looked after by the of Administrative Officers responsible.

Landscaping, beatification and similar works are to be looked after by the gardeners under the supervision of dedicated Administrative officers.

Service	Frequency	Responsible Authority
Offices		
Cleaning of office rooms, furniture		
Dust mop, wet mop, High and low dusting	Daily	Housekeeping staff under the supervision of Supervisor (Admin.)
Emptying wastebaskets		
Staircases and corridors		
Cleaning of steps and floors corridors	Daily	Housekeeping staff
Wet mopping		
Class rooms		
Cleaning of class rooms	Daily	
Mopping of class rooms	Weekly twice	
Dusting of benches, chairs, tables, podiums, dais	Weekly	Housekeeping staff under the supervision of Supervisor (Admin.)
Toilets and Others		
Cleaning of Toilets	Daily thrice	
Disinfecting all Washbasins and restrooms	Monthly	
Wet mob, High and low dusting	Weekly	
Emptying wastebaskets	Daily	

6.2. Breakdown Maintenance Policy

The breakdown maintenance is a type of maintenance that involves using a machine until it completely breaks down and then repairing it to working order. The dedicated technical staff oversees all the maintenance activities of various levels. Breakdown, maintenance of any asset, facility, and equipment whether under AMC or under preventive maintenance is urgent requirement where the institute works in mission-mode. Breakdown maintenance will be taking care by In-house technical staff only. If requires University takes the help of outsourcing.

All break down maintenance activities are classified into the following categories:

- i) Building maintenance
- ii) Electrical maintenance
- iii) Computer maintenance
- iv) Workshop maintenance
- v) IRP maintenance
- vi) STP Maintenance
- vii) Plumbing and related maintenance
- viii) Maintenance of water reservoirs and overhead tanks
- ix) Maintenance of Water coolers and purifiers
- x) Maintenance of firefighting equipment's and fire extinguishers
- xi) Solar System maintenance

The procedures of breakdown maintenance of various categories are described below:

6.2.1. Building Maintenance

Concerned Civil Engineers, Architect, Civil Diploma Engineers should look after the building maintenance activities such as plumbing, sanitation and painting works etc. The following is the procedure for resolving the building maintenance.

- a) Respective department logs the complaint in portal.
- b) Building maintenance administrator monitors the portal to identify the services requested by various departments.
- c) He initiates the actions to solve the problem with his Civil Engineers, Supervisors, supporting staff and technical staff such as plumbers, carpenters etc.
- d) He updates the portal after completion of the service request.

6.2.2. Electrical Maintenance

The Electrical Engineer with the help of the supporting technical staff oversees various electrical maintenance activities such as repair works of all electrical equipment like fans, lights, air conditioners, MCBs, UPS, Solar system, inverters, electrical lab equipment's, exhaust fans, DG sets, 33 KV HT Panel, all LT Panels etc. The following is the procedure for resolving the electrical maintenance request through The ICFAI University Tripura Web portal.

Following procedures are followed to resolve the electrical maintenance requests through the University web portal:

- a) Electrical department logs the complaint in portal.
- b) Electrical maintenance administrator monitors the portal to identify the services requested by various departments.
- c) In-Charge of the Electrical dept. to initiate the actions to solve the problem with his supporting staff and technical staff such as electricians etc.
- d) In-Charge of the Electrical dept. to update the portal after completion of the service request.
- e) Maintenance of Generators and support system during main power breakdown.
- f) Maintenance of log books for fuel and diesel consumptions.
- g) Ground level repairing of electrical equipment.

6.2.3. Computer Maintenance

Concerned Computer Engineers both software and hardware are responsible for looking after computer maintenance activities such as software installations and updates, hardware repairs, antivirus installations and network issues, etc.

Following procedures are followed to resolve the computer maintenance requests through the University web portal:

- a) Respective department logs the complaint in portal.
- b) Computer maintenance administrator monitors the portal to identify the services requested by various departments.
- c) He initiates the actions to solve the problem with his supporting staff and technical staff such as hardware technicians etc.
- d) He updates the portal after completion of the service request.
- e) Maintenance of all the servers.
- f) Maintenance of smartboards during class.

6.2.4. Workshop Maintenance

Estate Maintenance department is responsible for looking after workshop maintenance activities such as carpentry works, furniture repairs etc.

Following procedures are followed to resolve the workshop maintenance requests through the University web portal:

- a) Estate maintenance department logs the complaint in portal.
- b) Workshop maintenance administrator monitors the portal to identify the services requested by various departments.
- c) Estate dept. to initiate the actions to solve the problem with his supporting staff and technical staff such as, carpenters and mechanics etc.
- d) Estate dept. to update the portal after completion of the service request.

6.2.5. IRP maintenance

- a) Estate maintenance department oversees the serviceability of IRP
- b) Daily inspection to be done for ascertaining the serviceability of all the motors and system.
- c) Pump operators are to ascertain proper distribution of water in all the tanks.
- d) Utmost effort is to be given to avoid misuse of water if any.
- e) Mixing of required chemicals is to be inspected on daily basis.
- f) Sedimentation time is required to be given for proper purification of water.
- g) Backwashing of IRP system is to be done on regular basis. A dedicated register is to be maintained for this.
- h) A register is to be maintained to regulate entry and consumption of the chemicals/ minerals used for purification of the water.
- i) Periodical water testing is to be done for any abnormalities or water contamination if any.
- j) Periodical servicing and changing of media is to be done for IRP filters for smooth functioning of the IRP.
- k) All the pumps are to be checked regularly for its serviceability. In case, pumps are not operated for a long period, it is to be operated for a period of time on a regular interval to avoid jamming of the pumps.

6.2.6. STP Maintenance

- a) Estate maintenance department oversees the serviceability of STP
- b) Daily inspection to be done for ascertaining the serviceability of all the motors and system.
- c) Mixing of required chemicals is to be inspected on daily basis.
- d) Periodical water testing is to be done for any abnormalities.
- e) Consumption register is to be maintained for ascertaining of use of actual quantity of chemicals.
- f) Periodical servicing and changing of media is to be done for smooth functioning of the STP system.
- g) Backwashing of IRP system is to be done on regular basis. A dedicated register is to be maintained for this.
- h) Periodical servicing and changing of media is to be done for STP filters for smooth functioning of the STP.
- i) All the pumps are to be checked regularly for its serviceability. In case, pumps are not operated for a long period, it is to be operated for a period of time on a regular interval to avoid jamming of the pumps.

6.2.7. Plumbing and related maintenance

- a) Estate maintenance Department to look after all the plumbing related works under the direction of Head of the Estate maintenance department
- b) Plumbing staff members to look after all the plumbing related works under the supervision of Civil Engineer from the Department.
- c) Estate maintenance Department to make sure the serviceability of water supply system of all the buildings.
- d) Water taps are to be checked regularly for its serviceability to avoid and wastage of water.
- e) Drainage pipes are to be checked properly for any blockage.
- f) In case of any blockage, clearing of same to be done with university plumbers and if required outside agency to be called for any major blockage.
- g) Water delivery lines are to be cleaned every after 06 months with the help of blowers to get sufficient water and to clean blockage if any.

- h) Broken/damaged plumbing equipment's are to be replaced with the help of University Plumbers under the supervision of supervisor from the department.
- i) Proper safety rules are to be followed in case of working inside the ducts and overhead pipe lines.

6.2.8. Maintenance of water reservoirs and overhead tanks

- a) All the reservoirs and overhead tanks are to be cleaned periodically to avoid any contamination of water.
- b) Tanks are to be thoroughly cleaned every after 3 months with the help of cleaning staff under the supervision of Civil engineers from Estate Maintenance Department.
- c) Estate maintenance department are to oversee the maintenance of tanks.
- d) Department should make sure that tanks are covered properly with the lid.
- e) They should make sure that no bushes/plants grow on these tanks or its peripheries.

6.2.9. Maintenance of Water coolers and purifiers

- a) Estate maintenance Department is to look after the maintenance of all the water coolers and purifiers.
- b) All the water coolers and purifiers are to be cleaned after 6 months' interval. However, checking of water quality inside the coolers is to be checked on regular basis by the technical staff members of Pump house under the supervision of Civil Engineer.
- c) Backwash of all the water purifiers are to be done every after every 15 days' interval. Keeping in view the quality of water backwash to be done as and when required.

6.2.10 Maintenance of Air conditioners

- a) Mechanical & Instrumentation Cell to look after maintenance of all the air conditioners.
- b) A Mechanical Engineer from the department to ascertain serviceability of all the Air Conditioners of the campus.

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- c) In case of any break down is reported, he should initially call the Electrical Engineer for ascertaining the serviceability of electrical power line.
- d) If electrical power line is found serviceable than Mechanical Engineer to call the outside agency for repairing the same after taking permission from the appropriate authority of the university.
- e) Periodic servicing of the Air conditioners with water jet cleaning to be done on every year before the winter season starts, through outside agency.
- f) Regular checkup to be done on all Air conditioner to ascertaining no bird or insect nest inside the outer unit.
- g) A log book is to be maintained to logging all the break downs of the particular Air Conditioner.
- h) A complaint book is to be made available for logging breakdown complaints of Air Conditioners.

6.2.11. *Maintenance of firefighting equipment's and fire extinguishers*

- a) Estate maintenance Department is to look after the maintenance of all the firefighting equipments and fire extinguishers.
- b) A civil engineer to look after serviceability of all the firefighting equipments and fire extinguishers.
- c) Serviceability of the firefighting equipment's are to be checked every after three months' interval.
- d) Make sure that all the pumps fitted along with the system are working properly.
- e) It is to make sure that all the fire extinguishers are position in its proper place.
- f) Make sure that fire extinguishers are serviced before life of these gets expired.

6.2.12. *Solar System maintenance*

- a) Engineers and Electricians oversee the serviceability of Solar system.
- b) Weekly inspection to be done for ascertaining the serviceability of inverters, Solar panels and all the electrical connections.
- c) All the solar panels are to be cleaned in every week.
- d) Daily power production to be maintained in a register for continuous monitoring of the system.
- e) Cleaning of inverter and panel room is to be done on regular basis to keep the room dust free.
- f) CO2 Fire extinguishers are to be kept nearby the panel room for firefighting.

6.2.13 : Vehicle Maintenance

- a) Maintenance of all the busses and other vehicles are to be looked after by the respective In charge of the IUT MT Department with the help of Officer in charges of the department.
- b) Officer in charges of the MT department should take the account for serviceability of all the vehicles by every evening after the cessation of the normal work for the day and confirm the serviceability of the respective vehicles through drivers and helpers everyday
- c) All the drivers are to report for serviceability/ unserviceability of the respective vehicle or for the breakdown if any to the Officer in charges of the MT Department.
- d) All the vehicles must have log books for maintaining running time of the vehicle along with details of the officer used the vehicle and take the signature of the Officer used the vehicle for the trip.
- e) Separate log sheets are to be maintained to record life of the tyres and Batteries of the vehicles.
- f) Drivers and helpers to make sure all the vehicles are neatly cleaned before bringing the vehicles on road. Officer in charges of the MT Department to ascertain the same by inspecting the vehicles.
- g) All the vehicles are to be cleaned with water in every week. However, water cleaning may be carried out any time as per the requirement.
- h) Department in Charge to renew the insurances of the all the vehicles before it expires.
- i) All the movable parts of the vehicles are to be greased or lubricated as per requirement, for smooth functioning of its movable parts.
- j) Small breakdowns if any are to be looked after by the Drivers/ helpers in presence of the Officer in charges of the MT Department.
- k) For major break down vehicles to be sent to the outside agency for repair or if needs, engineers/ technicians of outside agency may be called for repair of the vehicle, against the prior approval of the IUT authority.
- l) Helpers of the vehicles are to look after the neat and cleanliness of the seat covers and foot mats and to clean the same as per requirement.
- m) All the vehicles must have first aid box in it. Regular checkups to be carried out for monitoring the expiry of the medicine.
- n) All the vehicles must have at least one fire extinguisher in it.
- o) All vehicles to have its own tool box with emergency tools for carrying out repair works on road in case of emergency.

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