



Maintenance Policy – 2026

Sharnbasva University, Kalaburagi



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Sharnbasva University, Kalaburagi, Karnataka

Preamble

Sharnbasva University, Kalaburagi, recognises that a well-maintained campus – its buildings, laboratories, utilities, IT infrastructure and open spaces – is essential to providing a safe, healthy and conducive environment for teaching, learning, research and residential life. This Maintenance Policy establishes a structured framework for the upkeep, repair and periodic servicing of all University assets, and defines the roles, responsibilities and procedures for preventive and breakdown maintenance across the campus.

Objectives

1. To ensure that all buildings, laboratories, hostels, utilities and common facilities remain safe, functional and hygienic at all times.
2. To adopt a planned, preventive approach to maintenance so as to minimise breakdowns, extend asset life and optimise maintenance expenditure.
3. To establish clear responsibility and accountability for maintenance of every category of University asset.
4. To provide a transparent complaint-registration and grievance-redressal mechanism for maintenance-related issues.
5. To ensure compliance with applicable safety, fire, electrical and environmental regulations.
6. To maintain proper records of maintenance activity, expenditure and asset condition for audit, budgeting and accreditation purposes.

Scope

This Policy covers all fixed and movable assets owned, occupied or operated by the University, including academic blocks, administrative buildings, hostels, staff quarters, laboratories, workshops, library, sports facilities, roads, water and power supply systems, IT and communication infrastructure, fire and safety systems, and horticulture/landscaping across all campuses of the University.



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Categories of Maintenance

5.1 Preventive Maintenance

Planned, scheduled inspection and servicing of assets carried out at fixed intervals to prevent breakdowns and prolong service life, in accordance with manufacturer recommendations and the University's annual maintenance calendar.

5.2 Breakdown / Corrective Maintenance

Repair work undertaken in response to a reported fault or failure of equipment, utility or infrastructure, attended to as per the priority classification set out in Clause 7.

5.3 Predictive Maintenance

Condition-based monitoring of critical equipment (such as DG sets, transformers, lifts and HVAC systems) using periodic testing and inspection to anticipate failure before it occurs, wherever feasible.

5.4 Shutdown / Annual Maintenance

Comprehensive maintenance of buildings and major utilities undertaken during vacation periods or scheduled shutdowns, when disruption to academic activity is minimal.

Asset Categories and Responsibility

Maintenance responsibility is distributed among specialised sections under the overall coordination of the Estate Office, as summarised below:

Asset Category	Examples	Responsible Unit	Frequency
Civil & Structural	Buildings, roads, drainage, boundary walls	Estate / Civil Section	Annual + as needed
Electrical	Wiring, DG sets, transformers, lighting	Electrical Maintenance Cell	Monthly
Mechanical / HVAC	Lifts, air-conditioning, water pumps	Mechanical Maintenance Cell	Quarterly
IT & Networking	Computers, servers, LAN/Wi-Fi, CCTV	IT / Computer Centre	Continuous / on-call



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Laboratory Equipment	Instruments, apparatus, fume hoods	Concerned Department + Estate	Per manufacturer schedule
Furniture & Fixtures	Desks, chairs, cupboards, fittings	Estate / Carpentry Section	As reported
Fire & Safety Systems	Extinguishers, hydrants, alarms	Security & Safety Cell	Half-yearly
Horticulture & Grounds	Lawns, gardens, playgrounds	Horticulture Section	Weekly
Housekeeping & Sanitation	Cleaning, waste disposal, washrooms	Housekeeping Section	Daily

Complaint Registration and Priority Classification

All maintenance requirements shall be reported through the University's Maintenance Complaint Register / online facility-management portal, indicating the location, nature of the problem, and contact details of the person reporting. Complaints shall be classified and attended to as per the following priority matrix:

Priority	Nature of Complaint	Target Response Time
Emergency	Fire, electrical short-circuit, water leakage flooding a room, lift entrapment, structural safety risk	Immediate (within 1 hour)
Urgent	Power failure in classrooms/labs, drinking-water outage, non-functional washrooms	Within 24 hours
Routine	Furniture repair, minor plumbing, painting, general upkeep	Within 3-7 working days
Scheduled / Preventive	Periodic servicing as per maintenance calendar	As per approved schedule

Every complaint shall be assigned a unique reference number, and the complainant shall be informed of the expected resolution time. On completion of the work, the concerned section shall update the status in the register/portal, and the complainant may be asked to confirm satisfactory resolution.



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Procedure for Maintenance Work

1. Routine and preventive maintenance shall be carried out as per an Annual Maintenance Calendar prepared by the Estate Office in consultation with respective sections and approved by the Registrar.
2. Departments and hostel/ office in-charges shall conduct periodic self-inspection of their premises and equipment and promptly report defects through the prescribed complaint mechanism.
3. Maintenance work involving external contractors or vendors shall be carried out strictly as per the terms of the relevant Annual Maintenance Contract (AMC) or work order, and shall be supervised by the concerned section-in-charge.
4. Any maintenance work likely to disrupt classes, examinations or hostel life shall, wherever possible, be scheduled outside working hours or during vacation, and prior notice shall be given to the concerned Department/Warden.
5. Major repair or replacement works exceeding the estate budget's delegated financial limit shall require prior approval of the Finance Committee/Board of Management, following standard procurement procedure.

Annual Maintenance Contracts (AMC) and Vendor Management

- Critical equipment such as lifts, DG sets, fire-fighting systems, HVAC units, RO water plants and CCTV/networking infrastructure shall ordinarily be covered under Annual Maintenance Contracts with reputed, empanelled vendors.
- AMC vendors shall conduct maintenance visits as per the agreed schedule, and service reports shall be verified and countersigned by the concerned section-in-charge.
- Vendor performance shall be reviewed periodically by the Estate Office, and renewal of contracts shall be subject to satisfactory service delivery, in accordance with University procurement rules.

Safety and Statutory Compliance

1. All electrical installations, lifts, fire-fighting equipment, boilers/pressure vessels (if any) and DG sets shall be maintained, tested and certified as per applicable statutory requirements and inspected by competent authorities at prescribed intervals.
2. Fire extinguishers, hydrants and alarm systems shall be inspected and refilled/serviced at least twice a year, and mock fire drills shall be conducted periodically as per the University's Safety Policy.



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3. Any structural, electrical or fire-safety hazard identified during inspection shall be reported immediately to the Estate Officer and rectified on a priority basis, with interim safety measures put in place where necessary.

Budget and Financial Management

An annual maintenance budget shall be prepared by the Estate Office, in consultation with respective sections, and submitted for approval as part of the University's annual budget exercise. Expenditure on maintenance shall be recorded department-wise/asset-wise to facilitate cost analysis, and shall be subject to the University's internal and statutory audit.

Records and Reporting

1. The Estate Office shall maintain an Asset Register recording the description, location, date of installation, warranty/AMC status and maintenance history of major equipment and infrastructure.
2. A Maintenance Complaint Register (manual or digital) shall record all complaints received, action taken, and time taken for resolution.
3. A consolidated Annual Maintenance Report shall be submitted to the Registrar/Board of Management, summarising maintenance activity, expenditure, pending issues, and recommendations, and shall be made available for accreditation (NAAC/NBA) documentation.

Grievance Redressal

Any user dissatisfied with the resolution of a maintenance complaint, or with the response time, may escalate the matter in writing to the Estate Officer, and thereafter, if unresolved, to the Registrar, whose decision on administrative matters relating to maintenance shall be final.

Amendment and Interpretation

The Board of Management reserves the right to amend, modify or withdraw any provision of this Policy at any time. In case of any ambiguity in interpretation, the decision of the Vice-Chancellor shall be final and binding. This Policy shall be read together with the University's Safety Policy, Procurement Policy and other allied administrative policies.

Approved by the Board of Management, Sharnbasva University, Kalaburagi.