

TAGORE
MEDICAL COLLEGE &
HOSPITAL

MAINTENANCE POLICIES


DEAN

TAGORE MEDICAL COLLEGE & HOSPITAL
RATHINAMANGALAM, MELAKOTTAIYUR POST,
Chennai-600 127.



Rev No.: 00

Issue No: 01

Issue Date: 03.09.2022

Doc No: MP1

Maintenance Policies

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Preamble

Tagore Medical College and Hospital owns and operates an extensive infrastructure to deliver its teaching, learning and research Programmes. The IQAC Team has prepared the Policy in line with the Institution policy for Quality Monitoring and Quality improvement. This documents provides a management framework and an outline on the allocation of responsibilities to ensure effective use and maintenance of existing infrastructure facilities.

a. Scope

This document describes the SOP for maintenance of all facilities located in the Campus of Tagore Medical College and Hospital

b. Maintenance of Physical Facilities

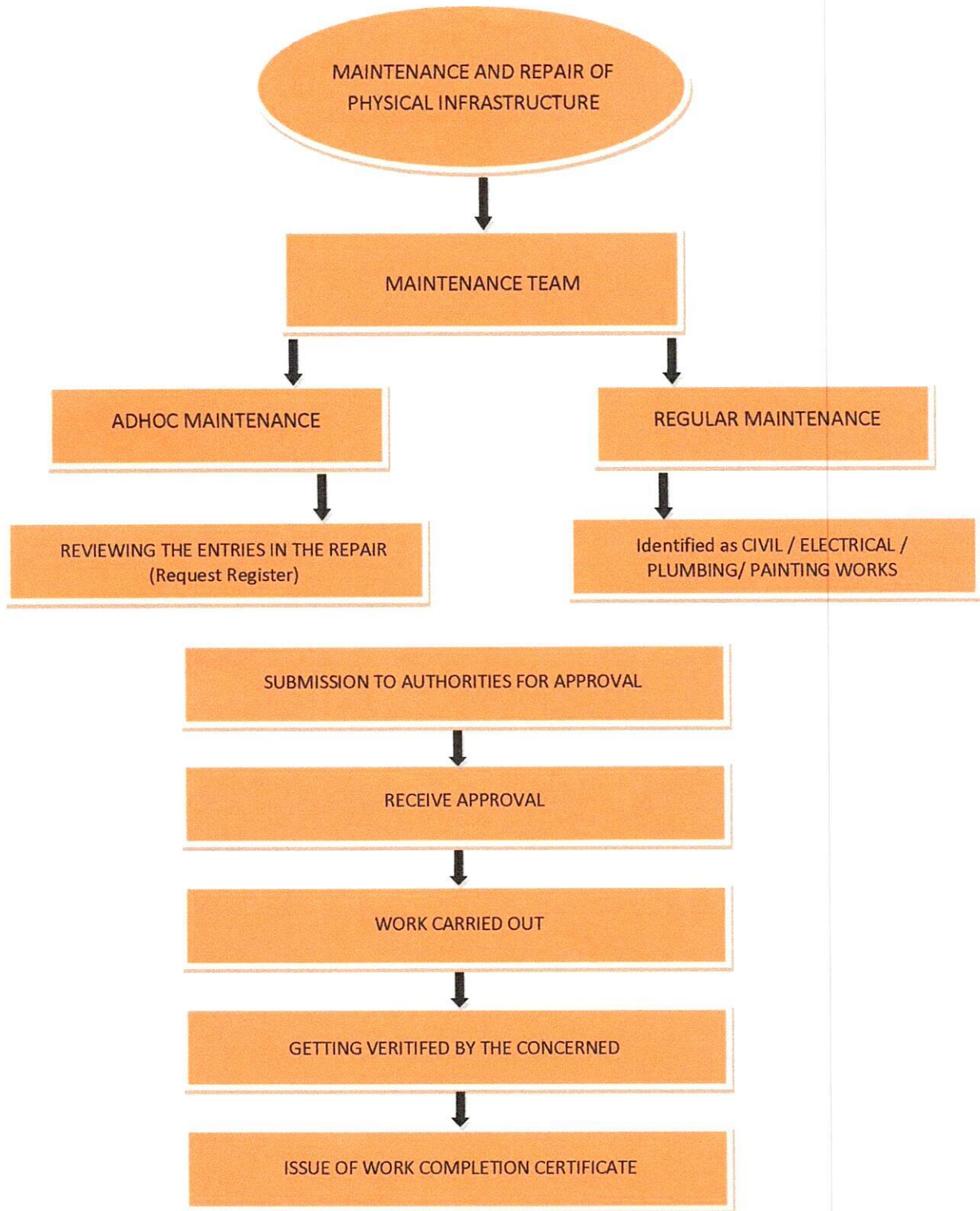
The physical facilities shall be maintained by the Institution's Maintenance Section, compriory of Civil Engineer and Electrical Engineers. The services of Plumbers, Electricians, and computer Analysts shall be available round the clock in the Campus. Electrical Engineer shall be responsible for the 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.

The campus Manager with a team of members shall monitor the maintenance and Cleanliness of the buildings, classrooms, labs, furniture, campus ground, sports facilities, staff lounge, students amenity areas, cafeteria and hostel buildings. Housekeeping services shall be outsourced on annual contract basis and be made available during day time in all days.


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FLOW CHART OF WORK PROCESS



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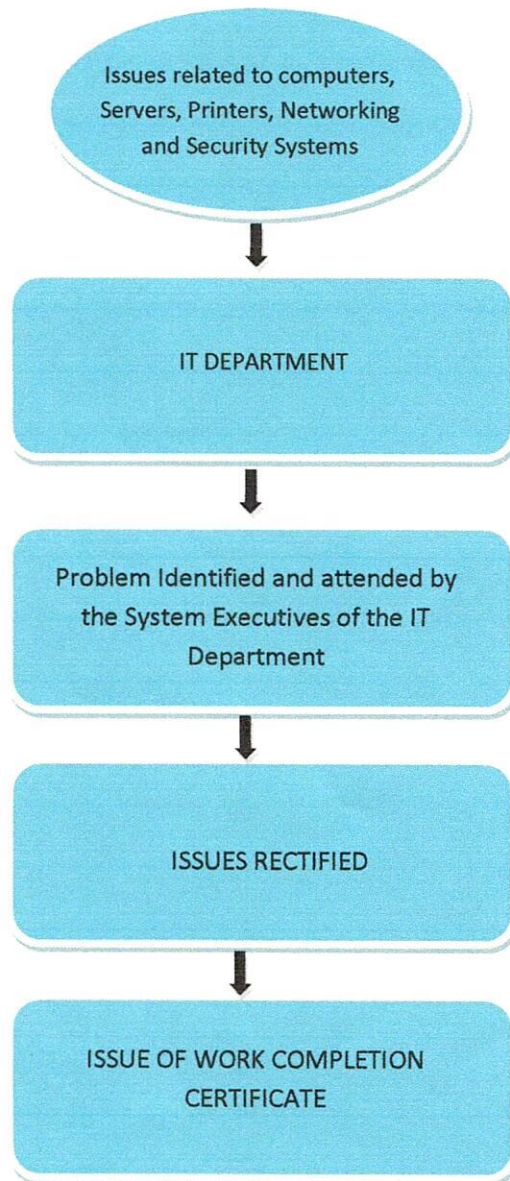


Maintenance of Computers / UPS

The following procedures shall be adapted for maintenance of computer facilities.

- A dedicated IT team is deployed for maintaining the IT infrastructure of the campus.
- If required The External Service Provider (ESP) will deploy to check all the equipments and take necessary actions.
- The ESP will ensure timely replacement of any parts as necessary.

Flow chart of the Process



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Maintenance of Class Rooms

- The Housekeeping department shall be responsible for cleaning of classrooms on daily basis.
- The cleanliness shall be supervised by Campus Manager of Tagore Medical College and Hospital.
- Any problem in the class room shall be reported to the Campus Manager.
- Campus Manager shall report to Facility Manager of the college for appropriate measures to be taken to correct the problem.
- Classrooms with furniture, teaching aids and laboratories shall be maintained by the respective department staff and attendants and supervised by the respective Head of the Department. The laboratory assistants shall take care of their respective laboratories. The Heads of Departments shall report to the facility manager periodically for all the maintenance works. Minor repairs are registered in a ledger maintained in the office and must be attended on priority basis. Staffs of respective department shall monitor effective utilisation of the laboratories. Students shall optimally utilize all classrooms during the daylong working hours and shall be mentored to upkeep the furniture.

Maintenance and Utilisation of Library and Library Resources

The library staff shall be instructed in the care and handling of library documents, particularly during processing, shelving and conveyance of documents- The following steps need to be taken:

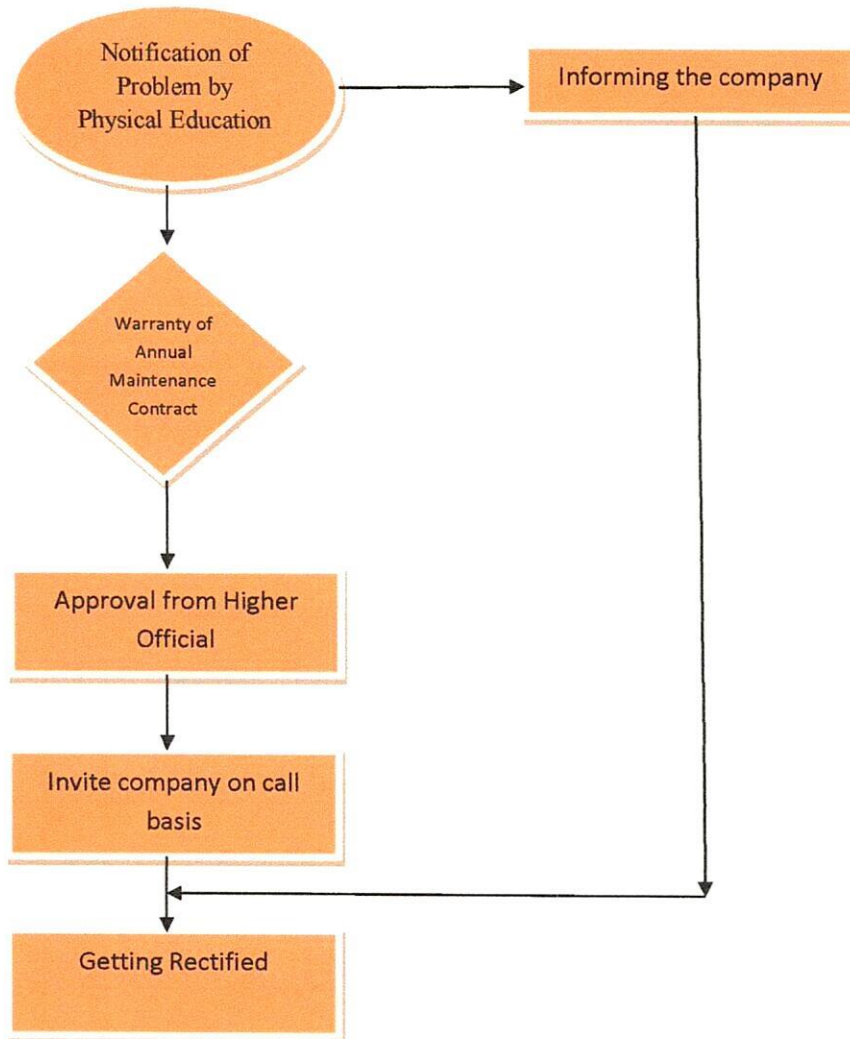
- Bound volumes are not to be sorted out from their fore edges, as this process weakens the binding.
- Shelves should not be fully packed. Huge volumes need to be kept flat.
- Dust should not be allowed to deposit on the documents because the collection of dust causes staining of documents and promote chemical and biological problems.
- Cleaning 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 must be done to minimize the problems caused by insects. Borax or common salt must be used to prevent cockroaches. Sodium fluoride must be applied to bound volumes to save them from silverfishes. Proper cleaning, fumigation and exposure to sunlight to the documents shall be done to reduce the effect of insects in the library.
- Repellents shall be used to save materials from Rats.



Maintenance of Indoor Sports

- The indoor sports shall be maintained and monitored by the Sports committee of the Institute.
- Interim maintenance must be performed as and when required.
- The purchase requests shall be forwarded to the Dean of the Institution, upon approval purchase takes place.
- The condemned sports equipment's must be discarded after the inspection from the committee.

Flow Chart of the Process



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Maintenance of Restrooms

- The cleaning of classrooms on daily basis must be done by the sweepers and cleaning staff appointed by the Institute.
- The campus Manager of the Institution shall supervise and review the status of the cleanliness.
- Any breakage of the restroom fitting must be reported to the Facility Manager for the replacement.
- Appropriate boards must be displayed for proper usage of the restroom facilities and to maintain cleanliness.

Maintenance of Electrical Facilities

Electrical facilities shall be maintained by Maintenance Department of the Institute. The details are as follows:

Roles & Responsibilities of Electrical Supervisor

- Plan and schedule projects, estimate time and materials, supervise subordinates, maintain records and files and prepare reports.
- Plan and supervise the work of electricians.
- Plan and estimate electrical jobs.
- Maintain records on electrical jobs and assign to appropriate personnel.
- Assist in coordinating job assignment with the other traders, e.g., plumbers, carpenters etc.
- Assist contractors on jobs.
- Maintain knowledge of electrical materials in stores.
- Getting advice from Incharge of technical problems concerned with installation, modification and repair of electrical assignments.
- Recommend procedure revisions when necessary to fully utilize assigned personnel and equipment.
- Determine procedures for maintenance, installation, modification and repair of electrical assignments.
- Inspect work to ensure compliance with standard procedures and electrical assignments.
- Examine electrical services for proper working procedures.
- Perform related work as required.

Roles & Responsibilities of Electrician

- Answer calls for electrical repairing work and enquire into nature of the problem.
- Take notes so that the problem can be understood properly.
- Ask questions to determine severity of electrical problem.
- Choose an array of tools and materials according to the repair work that needs to be done.
- Confer with customers to determine their electrical repair needs.



- Read and interpret blueprints and building schematics to understand how an electrical issue needs to be dealt with.
- Follow architectural drawings to determine installation of wiring systems.
- Perform a number of duties to ensure proper maintenance and testing of wiring systems.
- Replace faulty wires and parts and ensure that the new ones are in proper working order.
- Inspect electrical systems and components to determine condition and identify needed repairs.
- Ensure that both preventative and general maintenance tasks are carried out.
- Install a variety of electrical system components such as lighting alarms, switches, circuits and street signs.
- Identify hazards or defects in electrical systems by performing periodic inspections.
- Plan layout of electrical wiring and equipment keeping in mind local building codes and project specifications.
- Direct the work of apprentices to ensure that work orders are handled properly.

Maintenance of HVAC facilities (Air Conditioned Facilities are maintained by External Service Provider)

Duties & Responsibilities for AC Technicians

- Buying a high efficiency pleated air filter.
- Keeping AC & Heat units free of leaves, pollen & grass.
- Clear 2 feet of spaces around outdoor AC & heat units. I
- Nspecting refrigerant lines for every month
- Replacing air filter for at least once in 3 months.
- Fall, replace the humidifier filter and turn on water.
- Replacing carbon monoxide detector battery for yearly once.
- Unsure outdoor AC unit is on firm on level ground.
- Clear the AC condensate drains with a bleach water mixture
- Monthly once we will clean the filter, AC grill and Cooling coil.
- Check the wiring lines on every month.
- Checking AC gas through manifold gauge.
- Applying the grease to motor and other parts on every month.
- Maintaining all AC temperature at 24 degtee except Operation theatre AC.
- Operation theatre AC temperature only will be in 18 to 20 degree.
- All the AC parts cleaning through water pump on once in three month.
- Yearly 12 times filter service and 4 times water service.
- Painting work yearly once for rust AC parts.
- We will check the serviced AC AMPS performance through Digital meter.



Duties & Responsibilities for AC Incharge

- Ensure the HVAC Ducts, Fittings, accessories and Child water pipes, fittings, accessories are available and approved by inspection department prior to installation.
- Ensure sufficient hand tools, power tools, ladder and scaffolding are available for installation.
- Coordinate with other discipline and ensure site clearance is available to start the HVAC Activities.
- Arrange the sufficient manpower such as Duct fitter, pipe fitter, Assistant duct and pipe fitter etc., and ensure all of them attended safety orientation and having proper PPE's prior start installation activities at site.

Types of AC using in Hospital Block:

1. Ductable AC
2. Split AC

Maintenance of UPS facilities

- The equipments are maintained by the Institute outsourced to External Service Provider (ESP).
- They will do periodical check up of all UPS comes under hospital equipments/ computers and others.
- They will also ensure no break downs of UPS during working hours.

Maintenance of Diesel Generator facilities

Diesel Generator Maintenance work:

- Diesel Generator and surround area must be in clean.
- We should keep away the materials which will fire easily from Generator.
- Engine Oil & Filter must be change once in 300 hours of usage.
- Change Air filter once in 1000 hours of usage.
- Yearly Once must be service the engine and alternate through proper mechanic.
- Remove and clean the Radiator yearly once.
- Check the Engine Silencer daily.

DG Operator Rules:

- All the operator and mechanic expected come correct time.
- Uniform and ID card is mandatory.
- All the operators should use safety equipment.
- Take the leaves with proper intimation.
- Check the generator battery condition on every day.
- Check the sink or wire and cable daily.
- Check the lubrication oil measure.



- Check the belt quarterly.
- Check Diesel hose valve daily.
- Air filter must be maintain without any problem.
- Check the battery charger anytime.
- Operator must be watch while battery on working.

Maintenance of STP plants

The STP plants are maintained by External Service Providers.

OPERATORS WEEKLY MAINTENANCE WORK:

- Weekly once all the Collection Chambers, Screen chambers and all man hole's, Hospital, College block and canteen cleaning Work done by the workers by using all necessary equipments.
- To make butterfly valves easy to open and close for the motors oil grease application done once in a Week.
- Checking all the gland color gland rope and Gas cut in the motors of the plants and if necessary they are changing new Gland rope and Gas cut.
- Checking all the hand tools whether they are in good condition and keep them safely in the almira.
- Cleaning the office in the plant.
- If any problem in the pipe lines, they have to rectify
- Cleaning all the four drying sludge beds.
- Cleaning the secondary clarifier top round.
- All the documents including the work defects and problem are entered in the log note book

OPERATORS MONTHLY MAINTENANCE WORK:

- Monthly once they are changing the connection of the two motors in the hospital side all the collection wells (working- stand by).
- Cleaning and operating the automatic motor float in collection well.
- Calculating the electricity of energy meter and hour meter and entering the computer.
- Then take a printout and get the approval of the higher authority and place it in the monthly file.
- Preparing the monthly duty roaster and fix it in the notice board.
- Checking the two air blowers' belt condition and changing if necessary. Cleaning the air blower filters and re-fixed.
- Checking and changing the air blower oil and Grease.
- Any defects in the plant are known from the operators and reported to the higher authority officer for rectification.
- All the documents including the work defects and problem are entered in the log book



OPERATOR'S YEARLY MAINTENANCE WORK:

- Overhaul service the motors pumps of the plant is done once in a year. With guarantee.
- All electric line and motor in let water lines and out let water lines are checked and service once in a year.
- Checking the main electrical panel board and starters and rectified the problems.
- Examine the condition of the inter mediate tank and treated Water tanks cleaning them with the help of septic tanker lorry's.
- All collection Chamber in the hospital and bar screen Chambers also cleaned above mentioned Workers.
- Changing the pressure sand filer and activated carbon filter media
- Necessary precautions are arranged during rainy season.
- Secondary clarifies V belt and Air blowers V belt Changed every year.
- Quality certificate for the treated water is obtained
- M.S pipe lines, plates and related painting work in done every year.

Maintenance of Water Management System

- The water management system is maintained by Maintenance department of the Institute.
- The maintenance staff will be posted in every pump room to ensure adequate water facilities to hospital services, student's hostel for uninterrupted supply of water.

Maintenance of RO plants

- The RO plant is maintained by Maintenance department of the Institute.
- There is a big RO plant at top of hospital to take care of hygienic water facilities to patients, attenders and staff of the hospital
- In addition there are multiple no. of small RO units in Dialysis and other areas for their water needs

Garden & Landscape

- Garden and Landscapes are maintained by Horticulturist and the gardeners of the Maintenance department of the Institute.

Solid Waste Management

Solid Waste management is maintained outsourced to External Service Provider (ESP) recognized by Government of Tamilnadu. The MOU is signed between hospital and External Service Provider (ESP) with terms and conditions of services.

Maintenance of Elevator Facilities

Maintenance of Elevator facilities is maintained by TMCH Electrical Department. Every elevator will put in to an AMC directly to the Original Equipment Manufacturer (OEM), or with the External Service



Provider (ESP) authorized by the OEM. However, the following safety norms and other procedures are trained by staff on duty.

- Safety Guidelines for Servicing, Maintenance and Use of Lifts
- These guidelines are applicable to Installation, commissioning examination, maintenance, repair.
- Original Equipment Manufacturer (OEM), or a Contractor Authorized by OEM. Only trained, qualified and skilled persons shall be allowed to carry out Lift maintenance.
- Prior to carrying out any lift maintenance works, proper risk assessment shall be conducted by OEM /ESP.
- The specific safety practices and recommendations made by manufacturer of the lift strictly adhered.
- Work tasks shall only be commenced when all the safety precautions are in place. The status of the works and the effectiveness of the safety precautions shall be closely monitored and regularly reviewed. During any lift maintenance works, no passengers will be allowed to stay in the lift.
- Adequate lighting for the works shall be provided to workers working in a lift shaft.
- Emergency lighting or a battery torch shall be provided or made available to workers for use in the event of power failure or sudden failure of the normal lighting.
- It is required to attend to the failure of any emergency device of a lift within 4 hours from the time when it has knowledge of the failure. Till that time power of the lift must be switched off and it must be kept out of operation.
- A guideline for Safe lift operation and Use should be provided inside the lift cabin /car help the users.
- All lifts shall be inspected and certified by Lift Inspector and competent persons under the Inspector of Factories Act and relevant State Rules as per the defined frequency.
- Periodic inspection of lift shall be done by competent persons as per Manufacturer guidelines.
- Safety Accessories should be provided and maintained inside a lift cabin/car a. Telephone for Emergency call b. Emergency Light c. Telephone Numbers to contact during emergency d. Certificate provided by Lift Inspector e. Carrying capacity in KGs / No. of Passenger.
- Safe Operating Procedure (SOP) given by the OEM shall be followed for taking control of lift

Maintenance of ICT Facilities (Information Communication Technologies)

- Maintenance of Audio and Visual Services, CCTV Cameras and Tele Communications is managed by Centrally IT Dept., of Tagore Medical College and Hospital.



- In Campus the IT department 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 -waste electronic gadgets like projectors, computers, printers, photocopiers are serviced and reused. Campus Wi-Fi is maintained by respective department.

Maintenance of Security

- Three security agencies are outsourced

Maintenance of Medical Services

- The Institution has 818 bedded multispeciality and well equipped hospital with all types of emergency facilities, working round the clock for 365 days in college campus.
- Any serious emergencies, is referred immediately to the hospital in the campus.
- The details of the doctors available at HR office, Medical Superintendent and Floor Manager.

ATM Services

- 24 hrs. ATM facilities are available at the Campus by Punjab national Bank and Canara Bank
- Institute Finance department are monitoring with bank officials for uninterrupted cash flow at ATM round the clock.

Maintenance of Fire Extinguishing Equipments

- The equipments are maintained by the Tagore Medical College and Hospital.
- Fire services and equipments are provided by an External Service Provider (ESP)
- Fire safety norms and procedures are circulated to staff of the institution for preparedness.
- Information Booklet on fire safety and hygiene is prepared:

Reprographic Service

- Reprographic facility is provided in the library.
- Maintenance of the reprographic machine is provided by ESP through IT Department

Pest Control

- Pest Control is conducted on a regular basis, in collaboration with an external agency

Dry and Wet Waste Management

- The Institution has placed separate bins to collect dry and wet waste in different parts of the campus.
- The Institution has appointed ESP to collect the dry and wet waste from the bins located in the campus and dump the waste on a daily basis.



E-Waste Management

- The Institution has a designated storage space for temporarily storing all electronic waste.
- The institution has appointed an ESP to collect the e-waste, quarterly.

Laundry Management

- Laundry management is maintained by the Tagore Medical College and Hospital.
- We have a laundry management for patients and students separately.

Sports Facilities Management

- Sports Ground, in the campus is maintained and supervised by the Physical Director and also by Maintenance department of Tagore Medical College and Hospital.
- The sports equipments, ground and various courts in the Campus are supervised and maintained by the Physical Director and Faculty members of Physical Education Department respectively.
- 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 sports equipments. Seasonal maintenance of all equipments and ground are carried out regularly by the Physical Director.

Maintenance and utilization of auditorium

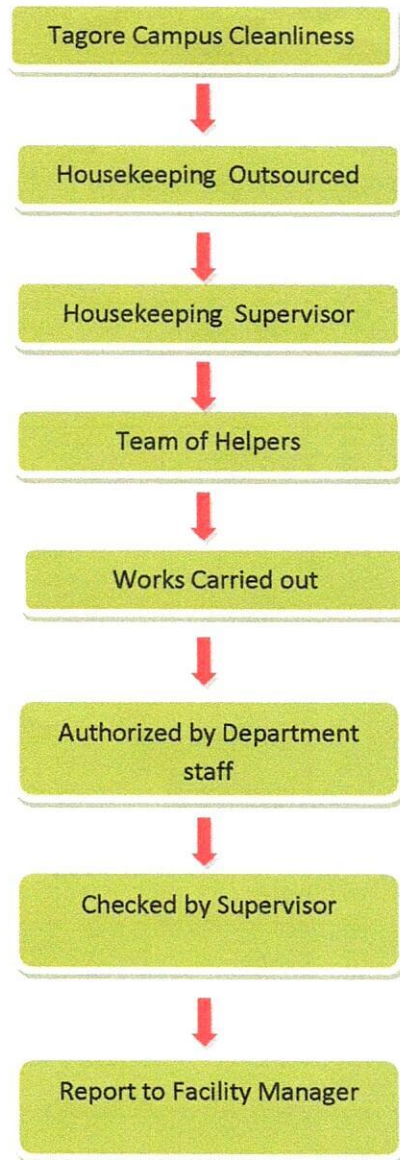
- Auditorium are under the purview of the civil engineer and electrical engineer and the cleanliness is taken care of by the housekeeping team.
- Effective utilization of auditorium for organising academic meetings, seminars, conferences and cultural events is made.
- For accessing the facilities, the organising faculty/staff member submits a form available in dean officer, through HOD and Dean and the date of event is registered and the halls are accessed on priority basis.

Maintenance of Campus Cleanliness

- Cleaning of the campus 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 hourly every day. The whole campus area is maintained by the housekeeping supervisor who will be reporting the completion of work to the Facility Manager and Campus Manager,



Campus Cleanliness Flow Chart



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