



## Jamia Hamdard, New Delhi

<b>Policy Title- Infrastructure Utilization and Maintenance Policy</b>		
<b>1</b>	<b>Policy Number</b>	JH/IQAC/PD-15
<b>2</b>	<b>Brief Description the Policy</b>	Policy is to have an effective mechanism in place for the upkeep of the infrastructure and other facilities to have optimum utilization of the facilities to have effective and smooth functioning of Jamia Hamdard.
<b>3</b>	<b>Scope/Objectives</b>	<ul style="list-style-type: none"><li>• To achieve optimum utilization of facilities and services for the benefit of stakeholders</li><li>• To receive constant, uninterrupted, and smooth functioning of physical, academic and support service facilities</li><li>• The policy is meant for day –to-day dealing. It provide guidance to all members in Jamia Hamdard</li></ul>
<b>4</b>	<b>Policy Applies To</b>	All academics Schools Non-teaching, Administrative Departments Managerial staff and processes in the university
<b>5</b>	<b>Last Update</b>	September 03,2022
<b>6</b>	<b>Approved By</b>	Academic Council Board of Management
<b>7</b>	<b>Responsible Authority for Implementation and Monitoring</b>	Registrar, Engineering & Maintenance Section, Estate officer
<b>8</b>	<b>Superseding Authority</b>	Competent Authority/Body of the University
<b>9</b>	<b>References for the policy (please tick)</b>	NAAC accreditation

In terms of infrastructure, Jamia Hamdard is one of the best institutions in the country matching international standards. Consistent with its history and philosophy, the University has continually expanded its infrastructure, both physical and digital, to excel at stakeholder's expectation and provide a conducive and vibrant environment for holistic development and progress. Presently, the infrastructure at Jamia Hamdard is classified as:

### Physical Infrastructure

Academic/Teaching-Learning and Research Infrastructure	<ul style="list-style-type: none"> <li>▪ Classrooms</li> <li>▪ Tutorial Rooms</li> <li>▪ Seminar Halls</li> <li>▪ Laboratories</li> <li>▪ Research Laboratories</li> <li>▪ Library</li> </ul>
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Administrative Infrastructure	<ul style="list-style-type: none"> <li>▪ Vice Chancellor office</li> <li>▪ Registrar Office</li> <li>▪ Accounts Office</li> <li>▪ Administrative Office</li> <li>▪ Chief Proctor Office</li> <li>▪ Computer Center</li> <li>▪ Dean/HoD Office</li> <li>▪ Provost/Warden Offices (for Hostels)</li> <li>▪ Admission Office</li> <li>▪ Foreign Student Advisor office</li> <li>▪ Examination section</li> </ul>
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Academic/Student Support Infrastructure	<ul style="list-style-type: none"> <li>• Committee Room</li> <li>• DSW Office</li> <li>• Staff Room</li> <li>• IQAC Office</li> <li>• Training and Placement Cell Room</li> <li>• Scholar House</li> <li>• VIP Guest House</li> <li>• Hostels</li> <li>• Bank &amp; ATM</li> <li>• Post office</li> <li>• Animal House</li> <li>• Laundry</li> <li>• Mother Dairy Booth</li> <li>• Kendriya Bhandaar</li> <li>• Stationery Shop</li> <li>• Canteens</li> <li>• Sport Complex</li> <li>• Yoga Centre</li> </ul>
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Conference and Cultural Infrastructure	<ul style="list-style-type: none"> <li>• Jamia Hamdard Auditorium</li> <li>• Seminar Room</li> </ul>
Green Infrastructure	<ul style="list-style-type: none"> <li>• Campus Lawns</li> <li>• Piped Gas Network</li> <li>• Solid waste Management (SWM) System</li> <li>• Solar Power System</li> </ul>
Health Infrastructure	<ul style="list-style-type: none"> <li>• Physical Health</li> <li>• Hospitals</li> <li>• Unani Hospital</li> <li>• Physiotherapy Centre</li> <li>• Basic Health Care Unit</li> <li>• Gymnasium/Fitness Center</li> <li>• Emotional and Mental Health Counselling Services Room</li> </ul>

## Objectives

The objectives of the Infrastructure Utilization and Maintenance Policy and Processes are:

- To achieve optimum utilization of facilities and services for the benefit of stakeholders
- To receive constant, uninterrupted, and smooth functioning of physical, academic and support service facilities
- To reduce probabilities of accidents at workplace for ensuring safety
- The policies are meant for day –to-day dealing. They provide guidance to all members in academic areas.
- The physical and academic facilities are implemented by policies to optimize the use of Resources based on needs of Education, Research and Administration
- The coordination between facility allocation and utilization ensures the optimal usage of Resources like Laboratories, Sports Gym, Library and Classrooms inside the campus.
- Jamia Hamdard policy is to have an effective mechanism in place for the upkeep of the infrastructure and other facilities to have optimum utilization of the facilities to have effective and smooth functioning of the Jamia Hamdard.
- To prevent misuse and misconduct of Resources and Services
- To achieve timely up-gradation, replenishment, repairing and replacement of Resources and Services
- To set standardized maintenance and utilization procedures for Resources.

## Infrastructure Maintenance Policy

- **Security In charge and security officer** has been appointed by Management to monitor day to day maintenance of infrastructure and safety and security of the entire Jamia Hamdard premises.
- The Management had appointed *4 Fire Marshalls* out of 12 trained staff. They were given adequate training to handle the Fire Extinguisher, First Aid and were made aware about lift safety measures during an emergency. A quick, immediate response was given.
- **Maintenance Complaints Muster:** The Grievance Redressal Cell has decided to maintain a Maintenance Complaint Muster which will be made available in the Jamia Hamdard office. All teachers and students are required to write their complaints about maintenancerelated problems like cleanliness, light, fan, tap etc. to help in speedy problem solving.
- The Heads of Departments of the Jamia Hamdard conduct a **periodic review** of repairs and maintenance requirements of their respective Departments.
- The Cleaning and the Maintenance of the classrooms and laboratories are done by thenon-teaching staff and outsource staff as per cleaning schedule which is monitored by maintenance in charge.
- Maintenance of **ICT Facilities** in Campus: 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.
- The **IT infrastructure** like Computer Labs, Computers at Office, Departments, Staff Rooms etc. are repaired and maintained by Two Full time Hardware Engineers allotted byNKN Systems and Services as part of AMC.The Computer Department purchased new bandwidth and installation of anti-virus, as well as new software for the Jamia Hamdard with the approval of the competent authority.
- **Campus Wi-Fi** is maintained by Computer Center Staff.
- The Canteen Committee supervises the day-to-day operations of the canteen and menuselection. The Canteen Manager will be responsible for the overall cleanliness and presentation of the canteen inside and outside. The Jamia Hamdard Canteen Committee willmonitor the canteen.
- Maintenance of **Campus Cleanliness:** Cleaning of the Campus areas including the academic and administrative buildings is performed daily in the morning before theregular classes begin with the help of the outsourced housekeeping team.
- **Laboratory Rules and Regulations** are prepared and displayed for students

- **Toilets** are cleaned twice every day. The whole campus area is maintained by the outsourced Staff who reports the completion of work to the Housekeeping in charge appointed by the competent authority.
- Maintenance of **Solar Panel** is done through outsourcing, which is maintained and supervised by electrical and maintenance section.
- The calibration, repairing and maintenance of sophisticated **Lab Equipment** is done by the Lab Technicians/Lab Assistants of the concerned Department.
- The **Microscopes** used for biological and geological experiments are annually cleaned and maintained by the concerned Departments and a record of maintenance is maintained by Lab Assistants and supervised by Laboratory In charges/HODs of the concerned Departments
- There are Technicians, Masons, Plumbers, Carpenters, and Painter deputed by the Management who ensure the maintenance of classrooms and related infrastructure
- The Jamia Hamdard has **E-Waste Collection** Corner throughout the year with following objectives To encourage students to dispose electronic waste in a responsible manner. To teach them the importance of e-waste collection drive.
- The Jamia Hamdard has Plastic Collection Center on the Ground Floor, to inculcate in students a healthy, ethical, and responsible attitude of discarding plastic waste which is then donated to the concerned NGO
- The Jamia Hamdard Website is maintained regularly by computer centre
- **Dead Stock Verification** and Inspection is carried out by the Heads of the Department at the end of the Academic Year.
- Technician visits the site by filling the gate pass and completes the maintenance as required. Head of the Department signs the Job Completion Report. Bill is generated and processed through the concerned authorities and forwarded to the finance section for final payment. All monthly/yearly maintenance bills are brought to the notice of the Finance officer Jamia Hamdard.
- An **Electrician** has been specially appointed to look into electricity related problems
- There are ample **Water Storage** facilities to ensure 24 hours water supply. Personnel are also designated to monitor the Facilities.
- There is **CCTV** surveillance throughout the Jamia Hamdard/ library with the assistance of security officer.
- **First Aid Kit** requirement and medicines orders are regularly placed by the office Staff Mr. Rakesh Bhatt by taking permission from the Principal.
- **Hardware Engineers** have been appointed by the Management for giving technical help in all Smart Classrooms, seminar Halls, laboratories etc.
- Duties were allotted to all sweepers for Floor Wise schedule of Cleaning

and RegularUpkeep

- The Institution has **Annual Maintenance Contract (AMC)** for physical facilities and equipment and maintained on regular basis.
  
- **Library**
  - The library has undertaken the computerization of its house-keeping activities based on the popular library management system, LIBSYS, since 2004.
  - The databases can be easily accessed 24x7 throughout the campus and beyond on the Intranet and Internet topography.
  - All library members are provided bar-coded library cards with category specific privileges for borrowing materials from any issue counter within the library system. The RFID based circulation system has also been introduced since 2018-19 and integrated with the already running LIBSYS software of the HMS Central Library.
  - Introduction of Biometric fingerprints access and Charging/Discharging control system in the Central Library to facilitate real-time record of footfalls in the library. The Central Library also undertakes compulsory checking of all research papers and doctoral theses through the 'URKUND' software for which online link have been provided by the INFLIBNET.
  - The library offers periodic orientation programs and on-demand training programs to access the different databases and e-resources. Some of the library services that have been automated include, Charging/Discharging of documents, Book Bank service, Inter-library loan service (through DELNET), Documents delivery service (DDS), Electronic theses and dissertation (ETD) service, Short-range and long-range reference service, Anti-plagiarism check (through web tools URKUND), and providing In house digital content through Intranet.

### **Lamination and Digitization Facilities**

The library is undertaking regular conservation and preservation activities for protecting and increasing the shelf-life of the manuscripts available in the Manuscript Division. Digitization of rare, printed books are also undertaken to facilitate long-term preservation as well as easier global access of these valuable documents over the web. Most of these archival activities are undertaken with technical and financial supports from various government agencies such as National Mission for Manuscripts (NMM) and National Archives of India (NAI). Hundreds of depilated rare books which could be not handled by naked hands have been given fresh life for posterity through digitization and archival binding under the NAI projects. The National Mission for Manuscripts (NMM), another specialized body under the Ministry of Culture devoted to resurrection of old Indian arts and manuscripts has been engaged to digitize the majority of manuscript collection. Handsome grants have been received through the UGC on the recommendation of the INFLIBNET for the purpose of (i) uploading the back-files of Ph.D. theses to the Shodhganga ETD repository; (ii) purchasing of over-head scanner and server for setting-up the in-house ETD laboratory to support digitization process.

### **Library Maintenance Procedure**

- The addition and deletion of journals and magazines for the next calendar year is done through recommendation from Departments.
- The library will continue the existing subscription for journals and magazines if no recommendations are received.
- Physical verification of the library stocks is carried out to identify the losses, misplacement and mutilated documents that needs repairs or to weeding out from the library collection
- Weeding out of the outdated, unwanted, and old syllabus books is done as per the recommendations of Library Committee.
- Document maintenance includes Shelving, Dusting and Cleaning, Shifting and Rearrangement, Shelf Rectification, Stock Verification, Binding, Preservation, Care and Weeding out of Documents is done.
- Documents in the Library are arranged in a logical order to save the time of the users as well as staff

**Sports and Gym Facility:**

- ✓ The Sports Equipment, Fitness Equipment, Ground, and various Courts in both Campus are supervised and maintained by the full time Gym Trainer. Expensive equipment in the gym is maintained through Annual Maintenance Contract. Ground level maintenance is done annually during the vacation in addition to the seasonal maintenance done once in every three months. Grounds men, vendors of Sports goods and students of Physical Education jointly maintain the Sports equipment.