ATLAS SKILLTECH UNIVERSITY

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MAINTENANCE POLICY

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2 INTRODUCTION:

The purpose of the maintenance policy at ATLAS SkillTech University is to establish a systematic approach to the upkeep and management of the university's facilities, ensuring that all physical, academic, and support infrastructure are maintained to the highest standards. Building maintenance, a blend of technical and administrative actions, aims to keep the elements of a building in an acceptable condition to perform their required functions. Despite recent advancements in building technology, all buildings begin to deteriorate from the time they are completed, with the rate of deterioration influenced by numerous factors, some of which are beyond the control of the occupants. Effective maintenance involves numerous skills and is a continuous process requiring close monitoring and immediate remedial action, closely tied to good housekeeping practices. It is significantly influenced by the quality of the original construction, and responsibilities are shared among all stakeholders, and the maintenance agency. Ideally, these roles should merge into one cohesive unit for optimal outcomes. Notably, the need for maintenance is heightened during the first three years of a building's service life, making it advisable for every organization to have a dedicated maintenance division for the comprehensive upkeep of its buildings and projects. The objectives of this policy include ensuring safety and compliance with regulations, providing a conducive learning environment, maximizing the lifespan of buildings and equipment, enhancing operational efficiency, supporting academic and extracurricular activities, maintaining detailed records and transparency in operations, and managing maintenance budgets effectively. This manual outlines the administrative, procedural, and technical requirements for the operation and maintenance of buildings at ATLAS SkillTech University.

3 OBJECTIVES OF BUILDING MAINTENANCE

The primary objectives of building maintenance at ATLAS SkillTech University are to ensure the longevity, safety, and functionality of the university's infrastructure and facilities. Maintenance efforts are directed towards preserving buildings and services in optimal operating condition to extend their life and enhance durability. The buildings and facilities should be maintained to be ready for occupancy at all times and in compliance with government norms. By implementing regular and planned maintenance programs, the university aims to avoid crisis maintenance. This includes developing robust financial systems for initiating, planning, issuing work orders, purchase orders, execution, monitoring, and controlling task completion to restore facilities to their original standards. Proper planning is essential to achieve quality results while minimizing wastage of materials and labor, thus delivering outcomes at a minimum cost using practical technology.

4 FUNCTIONS OF BUILDING MAINTENANCE:

Maintenance activities at ATLAS SkillTech University encompass repair, replacement, and servicing of buildings and their facilities to ensure they continue to operate efficiently throughout their lifespan. The main functions of maintenance are summarized as follows:

1. **Policy Development:** Establish maintenance policies, procedures, and standards to guide the building maintenance system.
2. **Scheduling:** Plan and schedule maintenance work in consultation with relevant authorities.
3. **Repairs and Overhauls:** Execute repairs and overhauls of buildings, equipment, and facilities to achieve the required operational efficiency.
4. **Documentation:** Maintain detailed records of all maintenance activities, including repairs, replacements, overhauls, and modifications.
5. **Inventory Management:** Prepare and manage an inventory list of spare parts and materials required for maintenance tasks.
6. **Budgeting:** Forecast maintenance expenditures, prepare budgets, and ensure that maintenance costs align with the planned budget.
7. **Safety Standards:** Implement safety standards for the use of specific equipment and facilities, such as walk-in chillers, deep refrigerators, and gas banks.
8. **Operational Readiness:** Ensure the operational readiness of all buildings, facilities, and equipment required for emergency purposes, such as fire-fighting equipment, at all times.

5 FACTORS AFFECTING MAINTENANCE

The maintenance of buildings at ATLAS SkillTech University is influenced by a variety of factors that must be carefully managed to ensure the longevity and functionality of the facilities. These factors include:

1. **TECHNICAL FACTORS:**
    - These encompass the age of the buildings, the nature of their design, the materials used in construction, and the original specifications. The past standard of maintenance and the costs associated with postponing necessary maintenance tasks also play a critical role.

5.1 MAINTENANCE POLICY:

- A well-defined maintenance policy ensures that expenditures provide value for money, while also protecting the asset and resource value of the buildings. This policy helps in systematically managing the upkeep of the facilities.

5.2 ENVIRONMENTAL FACTORS:

- Buildings are continuously exposed to external elements such as air, wind, precipitation, and temperature variations, all of which can affect their condition. The internal environment, including humidity, temperature, and pollution levels, also impacts maintenance needs.

5.3 USAGE FACTORS:

- The maintenance requirements are directly related to how the buildings and their parts are utilized. High usage and intensive activities can accelerate wear and tear, necessitating more frequent maintenance.

5.4 MATERIAL SELECTION:

- The choice of building materials significantly affects maintenance needs. Using high-quality, durable materials can reduce the frequency and extent of maintenance required.

5.5 CONSTRUCTION TECHNIQUES:

- The use of suitable and modern construction techniques contributes to the longevity and ease of maintenance of the buildings.

5.6 SPECIFICATIONS:

- Adequate specifications during construction and installation work are essential for ensuring that the buildings meet desired performance standards and are easier to maintain.

5.7 SUPERVISION:

- Effective supervision during construction and prompt rectification of defects before final certification are crucial to preventing future maintenance issues.

5.8 LANDSCAPING:

- Proper design and provision of adequate space for landscaping not only enhance the aesthetic appeal but also reduce maintenance requirements by preventing soil erosion and managing water runoff effectively.

  Addressing these factors comprehensively ensures that the buildings at ATLAS SkillTech University remain in excellent condition, providing a safe and conducive environment for all users.

6 MAINTENANCE MANAGEMENT PHILOSOPHY

Maintenance management at ATLAS SkillTech University is dedicated to ensuring the smooth and efficient operation of all buildings and facilities. This vital service function is crucial for maintaining the optimum operating conditions of the university's infrastructure, thereby supporting a conducive environment for learning, teaching, and other activities.

6.1 KEY PRINCIPLES OF MAINTENANCE MANAGEMENT:

Predict:	Regularly monitor and assess the condition of buildings and facilities to identify potential issues before they become critical problems. Use predictive maintenance techniques to foresee possible failures and plan interventions accordingly.
Prevent:	Implement preventive maintenance programs to address minor issues before they escalate. This involves scheduled inspections, routine maintenance tasks, and early interventions to prevent significant damage and prolong the life of assets.
Plan:	Develop detailed maintenance plans that outline the scope, schedule, and resources required for maintaining buildings and facilities. Effective planning ensures that maintenance activities are well-coordinated, timely, and within budget.
Participate:	Foster a collaborative approach to maintenance by involving all stakeholders, including maintenance staff, faculty, students, and external contractors. Participation and communication among all parties are essential for effective maintenance management.
Perform:	Execute maintenance activities efficiently and effectively, adhering to established standards and protocols. Performance should be monitored continuously, and feedback should be collected to improve future maintenance efforts.

By adhering to these principles—Predict, Prevent, Plan, Participate, and Perform—ATLAS SkillTech University aims to achieve a high standard of maintenance that supports the university's mission and goals. Maintenance management is not just about reacting to problems but proactively ensuring that facilities remain safe, functional, and ready for use at all times.the team

7 PLANNING OF MAINTENANCE WORK

At ATLAS SkillTech University, the planning of maintenance work is a critical process that ensures all building elements are kept in optimal condition. Maintenance work is planned logically, taking into account the likely maintenance cycle of each building element and conducting inspections at regular intervals. Annual maintenance plans are designed to consider subsequent years' programs, incorporating items to prevent additional costs and ensure financial efficiency. Careful planning is

crucial, especially since the design of some buildings can result in high indirect costs in maintenance contracts. Therefore, decisions to repair or replace components are made after thorough consideration to maximize financial benefits.

7.1 MONITORING OF COMPLAINTS:

All maintenance requests and complaints are monitored and regulated through a maintenance register. The Technician ensures that requests and complaints received are attended to within 48 hours and resolved as promptly as possible. Complaints of a civil nature, such as leakage or seepage, may require more time to rectify.

7.2 CATEGORIES OF COMPLAINTS:

7.2.1 Essential Complaints:

- These include critical issues like blockage of sewer lines, breakdown in water supply, non-availability of electrical power, electric shocks in appliances or metallic fittings, and inefficient air conditioning. Such complaints are prioritized and must be attended to immediately or within 24 hours of receipt.

7.2.2 Routine Complaints:

- These cover day-to-day issues such as repairs to plaster, flooring, woodwork, door shutters, and breakages of fittings or furniture. Routine complaints are generally attended to within 48 hours.

8 PROCEDURE FOR MONITORING COMPLAINTS:

Once a complaint is submitted, the technical team follows up on the issue and informs the campus incharge for further action. This streamlined process ensures that all maintenance issues are addressed efficiently and effectively.

8.1 TYPES OF MAINTENANCE

Maintenance work at ATLAS SkillTech University is undertaken through two primary methods: directly employed staff and external contracts. The decision to carry out maintenance through contracts or the university's own workforce depends on the nature of the work, its scale, and the urgency of the task.

In-House Staff: In-house staff are primarily responsible for day-to-day maintenance activities. They handle routine operations and maintenance tasks that keep the buildings in working order. Specialized and complex maintenance tasks, which fall outside the regular duties of in-house staff, are typically handled by contractors. Annual repairs such as color washing, distempering, painting, whitewashing, installation of doors, partitioning walls, replacing sanitary fixtures, and minor additions and alterations are usually managed by the in-house team.

Work Carried Out Through Contracts: Annual repair work that involves significant financial investment and specialized skills is generally outsourced to contractors. This includes structural repairs, exterior painting, façade cleaning, waterproofing, large-scale civil repairs, replacement of big glass panels, maintenance of water supply systems, air conditioning equipment, audio/video conference systems, substation equipment, DG sets, lifts, fire alarm detection, and firefighting systems.

8.2 MAINTENANCE SERVICES

Maintenance services at ATLAS SkillTech University primarily involve operations aimed at maintaining buildings, their services, and ensuring they are in ordinary use. The intended use of buildings is a critical factor in determining the requisite standard of care. Excessive maintenance is avoided, but safety for occupants and the public, as well as compliance with statutory requirements, is ensured. Maintenance needs also depend on the intensity of usage.

9 CATEGORIES OF MAINTENANCE WORK:

9.1 DAY-TO-DAY, WEEKLY, AND QUARTERLY MAINTENANCE AND REPAIRS:

- Day-to-day repairs are managed by the Maintenance Department based on complaints received. These include routine issues such as minor repairs and upkeep tasks.

9.2 ANNUAL REPAIRS:

- To maintain the aesthetics and preserve the life of buildings and services, periodic works such as whitewashing, distempering, painting, and cleaning of lines and tanks are carried out. These works are planned on a yearly basis.

9.3 Special Repairs:

- Special repairs involve replacing parts of buildings and services that have deteriorated due to aging. These repairs are necessary to prevent further deterioration and restore facilities to their original condition. This includes waterproofing treatments, repairs of internal roads and pavements, flooring replacement, and replacement of doors, window frames, and water supply installations.

9.4 Additions and Alterations:

- These works are carried out to meet the special requirements of occupants and improve functional efficiency. Facilities are updated through such additions and alterations.

10 Procedure for Monitoring and Executing Maintenance Work

Maintenance work is classified into various categories and planned accordingly:

10.1 Day-to-Day Maintenance:

- Routine repairs are carried out daily by the Maintenance Department.

10.2 Annual Repairs:

- Periodic works like whitewashing, painting, and cleaning are undertaken through a system of contracts.

10.3 Special Repairs:

- Major repairs and replacements of building elements are planned well in advance to obtain necessary approvals and finalize vendors. At the beginning of the year, a survey of buildings is conducted to identify items requiring special repairs, prioritizing issues like leakage and dampness before the monsoon. These repairs are synchronized with annual repairs to ensure systematic execution.

Essential complaints, such as blockages or electrical issues, are addressed immediately or within 24 hours. Routine complaints, including minor repairs, are generally attended to within 48 hours.

11 Approval for Special Repairs

Any special repair work to be undertaken within ATLAS SkillTech University must be certified by the Head of Department. Estimates for special repairs are initiated by the Assistant director Operations, who ensures the necessity of the repairs and records this in writing. The proposal must then be approved by the CFO & Head of Operations.

12 PREVENTIVE MAINTENANCE (PM)

Preventive maintenance involves regularly scheduled tasks designed to reduce the likelihood of failures and avoid the consequences of unexpected breakdowns, such as increased costs and downtime. PM is largely dependent on routine inspections and surveys of buildings. Regular inspections are crucial for identifying issues early, minimizing restoration costs, and addressing essential repairs promptly. The factors affecting deterioration include climatic conditions, pollution, fungi, insect attacks, subsidence, flooding, intensity of usage, and careless usage. Maintenance inspections should be conducted biannually by the Maintenance team. If serious defects are identified, they should be reported to higher authorities for prompt remedial action, prioritizing the safety and structural soundness of the buildings.

13 MONITORING PREVENTIVE MAINTENANCE (PM)

The Maintenance Department is responsible for preparing need-based estimates for annual, special, and extraordinary repairs of buildings to ensure continuous monitoring and maintenance.

14 PRE-MONSOON MAINTENANCE

Buildings and services must be thoroughly checked for safety and functionality before the monsoon season. Precautionary measures include inspecting temporary roofing, door and window glazing, gaskets, external areas, sewers, sewage installations, electrical installations, and air-conditioning systems.

15 POST-MONSOON MEASURES

After the monsoon, maintenance teams from all disciplines should inspect important structures and services to plan and execute necessary repairs. This includes addressing issues with overhead cables, uprooted light poles, power supply restoration, water supply disinfection, sewage pumping operations, and repairs of roads and pathways. Detailed building inspections should be conducted to ensure all damages, such as broken false ceilings, glass panes, and roofs, are attended to promptly.

16 Maintenance of Fittings, Furniture, and Fitments

Fittings, furniture, and other fitments require regular repairs to remain functional. Periodical repairs include painting, polishing, and replacing upholstery and cushions. Constant use leads to wear and tear, necessitating the replacement of items following proper write-off procedures.

17 Hygiene and Cleanliness of Campus

- Any leaks from water supply lines, sewers, or unfiltered water supply lines in the campus will be repaired immediately.
- Stagnant water on roofs, courtyards, and roadsides, which can act as breeding grounds for mosquitoes, will be addressed.
- All precautions will be taken to keep the campus neat and clean.
- Unhygienic or health-hazardous conditions noticed in the campus will be reported and pursued for action.
- Overhead tanks will have lockable covers.

18 Pest Control

The Maintenance Department will determine if pests pose a safety threat or create unsanitary conditions in the campus. Necessary actions will be taken to remove pests without causing harm. Regular pest control and weekly fogging will be carried out.

19 Objectives of the Purchase Department

- Maintain continuity of supply of materials required for maintenance.
- Ensure quality standards of material supply.
- Develop reliable suppliers and maintain good vendor relations.
- Maintain an approved suppliers directory.
- Ensure quality of materials supplied.
- Partially control inventory at site.
- Be aware of material availability in the market and new products with technical know-how.
- Stay informed about market rates.

20 ORGANIZATION COMMITMENT

ATLAS SkillTech University is committed to ensuring high standards of maintenance and responsiveness to all stakeholders. The following commitments are made:

- **Prompt Complaint Resolution:** Routine complaints will be attended to within 24 hours.
- **Emergency Services:** Emergency essential maintenance services will be available beyond regular working hours, round the clock.
- **Professionalism:** Maintenance staff will always wear identity cards. They will behave courteously with students and users at all times.
- **Availability:** Ensure that lift/pump operators are clearly identified and available. In the absence of a lift operator, one operator will be assigned to a group of lifts. For unmanned lifts, clear instructions on whom to contact in case of emergency will be provided.

Quality Assurance

To maintain and enhance the quality of maintenance services, the following quality assurance measures will be implemented:

- **Timely Response:** User concerns and requests will be addressed promptly.
- **Trained Personnel:** Deployment of trained personnel, especially for equipment like electrical and AC installations, kitchen appliances, etc.
- **Status Updates:** students and all stakeholders will receive status updates if the Maintenance Department cannot resolve issues immediately.
- **Documentation:** Detailed documentation of concerns and steps taken to address them.
- **Effective Communication:** Maintenance personnel will be adequately trained for effective communication of essential data.
- **Periodic Inspections:** Regular inspections and reports of each building.
- **Issue Tracking:** Responsiveness to issues will be tracked, requests or issues will be submitted, contracted services will be analyzed, and performance of maintenance personnel will be evaluated.

21 METHODS OF REPAIRS AND MAINTENANCE

The following methods will be employed for repairs and maintenance:

- **Waterproofing:** Ensuring all waterproofing methods are up to standard.
    - **Water Closet Repairs**
    - **Bathroom Repairs**
    - **Terrace Repairs**

22 Post-Construction Anti-Termite Treatment

A thorough anti-termite treatment will be conducted post-construction to ensure the safety and longevity of the buildings.

23 Cleaning of Overhead Water Tanks

Overhead water tanks will be filled with filtered water and must always be covered with a lid. Each tank will be equipped with a ball valve and float to prevent overflow.

24 Maintenance – Troubleshooting

Proactive measures will be taken to troubleshoot and address any maintenance issues promptly.

25 General Maintenance Guidelines:- SPORT FACILITIES

25.1 Inventory Management:

- Maintain an inventory of spare parts and supplies to ensure quick repairs can be performed without delay.

25.2 Regular Inspections:

- Schedule regular inspections and maintenance tasks to identify and prevent potential issues before they escalate.

25.3 Staff Training:

- Train staff on proper cleaning and maintenance procedures for each facility to ensure consistent upkeep and safety standards.

25.4 Documentation:

- Document all repairs and replacements for future reference, facilitating transparency and accountability.

25.5 Maintenance Procedures for Specific Facilities

25.5.1 Table Tennis Table:

- Clean the table surface daily with a non-abrasive cleaner and wipe dry.
- Check net tension and adjust as necessary.
- Inspect paddles and balls for damage, replacing them if needed.
- Ensure proper lighting over the table for optimal visibility.

25.5.2 Foosball Table:

- Clean the playing surface and rods weekly with a damp cloth and mild detergent.
- Lubricate moving parts of the rods monthly with appropriate lubricant.
- Inspect players and handles for damage, replacing them if necessary.
- Ensure the table is leveled properly to avoid gameplay issues.

25.5.3 Pool Table:

- Brush the table surface daily to remove chalk dust and debris.
- Vacuum pockets weekly to remove dirt and debris.
- Inspect and replace worn or damaged pool cues, balls, and racks as needed.

- Check and maintain proper table leveling monthly.

25.5.4 Gym Equipment:

- Wipe down all equipment surfaces with disinfectant after each use.
- Inspect equipment daily for loose bolts, screws, or damaged parts.
- Lubricate moving parts of machines quarterly.
- Conduct thorough cleaning and maintenance of cardio equipment monthly.

25.5.5 Pickleball Court:

- Clean the court surface weekly with a damp mop and mild detergent.
- Inspect nets and posts for stability and damage, repairing or replacing them as needed.
- Check paddles and balls for wear and tear, replacing them if necessary.
- Ensure court markings are clear and visible.

25.6 Emergency Procedures

25.6.1 Equipment Malfunction or Safety Hazards:

- Immediately restrict access to the affected area and notify maintenance personnel and on-floor security.
- Keep emergency contact information readily available for equipment suppliers or repair services.

26 Maintenance of IT Assets

26.1 Hub Room/Server Room Daily Inspection:

- **Ambient Temperature:** Check for the ambient temperature in the room to ensure it is within acceptable limits for equipment operation.
- **AC Airflow:** Verify the airflow of the AC to ensure proper cooling.
- **Visual Inspection:** Conduct a visual inspection of the room to identify any water leakages or potential issues.
- **Output Switches:** Check the working of output switches to ensure they are functioning correctly.
- **Rack Testing:** Perform rack testing by checking the incoming power source and ensuring the fan is in working condition.

26.2 Quarterly Maintenance:

26.2.1 PC/Printer Cleaning:

- **Switch Off:** Turn off the PC/Printer.
- **Dusting:** Use a brush to carry out dusting.
- **Functionality Check:** Turn the device back on and check for functionality. Highlight any deficiencies.

26.2.2 Projector Cleaning:

- **Removal:** Remove the projector from its stand using a ladder.
- **Safety:** Use three points of contact while moving up and down the ladder.
- **Dusting:** Unscrew the projector and dust it thoroughly using a brush.
- **Filter Cleaning:** Clean the filter thoroughly and place it back.
- **Reassembly:** Place the projector back inside the stand and switch it on.
- **Reset Function:** Initiate the reset function in the software.
- **Functionality Check:** Check for functionality and highlight any deficiencies.

26.2.3 Hub Rack Cleaning:

- **Illumination:** Ensure the area is sufficiently illuminated.
- **AC Airflow:** Verify the airflow of the AC.
- **Ambient Temperature:** Check the ambient temperature in the room.
- **Cable Management:** Ensure proper cable laying and dressing.
- **Dust Removal:** Clean the dust on the rack and cables using a blower.
- **Output Switches:** Ensure none of the output switches are disturbed.

26.2.4 Audio Video (AV) System Cleaning:

- **Illumination:** Ensure the area is sufficiently illuminated.
- **Safety:** Ensure the system is on the rack in lock condition and the power source is switched off.
- **Cleaning:** Remove the microphone and amplifier from the rack and clean them using a blower.
- **Battery Check:** Check the battery of the microphone by operating it.
- **Functionality Check:** Operate the AV system after placing it back on the rack to check for functionality and highlight any deficiencies.

27 MAINTENANCE OF ELECTRICAL ASSETS

27.1 QUARTERLY MAINTENANCE PROCEDURES:

27.1.1 Inspection & Cleaning of Distribution Board (DB):

- **Switch Off Main Supply:** Ensure the main electrical supply to the DB is switched off.
- **Unscrew the Panel:** Carefully unscrew the DB panel.
- **Cleaning:** Use a blower to clean the panel thoroughly.
- **Tighten Screws:** Tighten all screws and close the DB panel securely.
- **Switch On Main Supply:** Switch the main supply back on.
- **Functionality Check:** Verify the functionality of the DB and highlight any deficiencies.

27.1.2 Inspection & Cleaning of Cassette AC:

- **Switch Off Main Power Supply:** Ensure the main power supply is switched off.
- **Set Up Ladder:** Place a ladder on even ground and use three points of contact to reach the cassette AC.
- **Open Grill:** Use a screwdriver to open the grill of the AC.
- **Remove Filter:** Carefully remove the filter.
- **Clean Filter:** Get down from the ladder and clean the filter using a brush and blower.
- **Reassemble:** Use three points of contact to reach the cassette AC again, place the cleaned filter back, and close the grill.
- **Switch On AC:** Switch the AC on after restoring the main power supply.
- **Functionality Check:** Verify the functionality of the AC and highlight any deficiencies.

27.1.3 Inspection & Cleaning of Split AC:

- **Switch Off Main Power Supply:** Ensure the main power supply is switched off.
- **Open Outdoor Unit:** Use a screwdriver to open the outdoor unit of the split AC.
- **Cleaning:** Clean the outdoor unit thoroughly using a brush and blower.
- **Reassemble:** Tighten the screws of the outdoor unit back.
- **Switch On Main Supply:** Switch the main power supply back on.
- **Functionality Check:** Verify the functionality of the AC and highlight any deficiencies.

28 MAINTENANCE OF FIRE SAFETY SYSTEMS

28.1 PROCESS FOR CO2 EXTINGUISHERS:

- **Access Check:** Ensure there are no obstructions blocking access to the extinguisher. Note any issues in the checklist and clear them.
- **Physical Condition:** Inspect the hose and horn for any physical damage.
- **Lock Pin:** Check the positioning of the lock pin to ensure it is secure.

28.2 PROCESS FOR DRY CHEMICAL POWDER EXTINGUISHERS:

- **Gauge Check:** Inspect the gauge to see if it is in the green or red zone. If it is in the red zone, the extinguisher should be sent for refilling.
- **Access Check:** Ensure there are no obstructions blocking access to the extinguisher. Note any issues in the checklist and clear them.
- **Physical Condition:** Inspect the hose and horn for any physical damage.

28.3 TESTING PROCEDURE FOR FIRE ALARM SYSTEM

1. **Detector Activation:**
    - Activate any detector on a pre-designated floor.
    - Confirm that the correct address of the activated detector is displayed on the internal fire panel and the building's main fire panel in the BMS.
    - Ensure that the hooters on the concerned floor are activated instantly.
    - The Fire Safety Officer (FSO) will then silence the alarm by pressing the SILENCE button on the internal fire panel.
    - The FSO will communicate with the base builder Fire team to confirm the address and silence the alarm on the building's main fire panel.
    - Clean the detector and fit it back in place.
    - Press the RESET button on both the internal fire panel and the building's main fire panel.
2. **Manual Call Point (MCP) Activation:**
    - Activate the MCP on the pre-designated floor.
    - Confirm that the address of the activated MCP is displayed on the internal fire panel and the building's main fire panel in the BMS.
    - Ensure that the hooters on the concerned floor are activated.

- The FSO will then silence the alarm by pressing the SILENCE button on the internal fire panel.
- The FSO will communicate with the base builder Fire team to confirm the address and silence the alarm on the building's main fire panel.
- Reset the MCP.
- Press the RESET button on both the internal fire panel and the building's main fire panel.

28.4 Preventive Maintenance Procedure

- **PPM Schedule:** Prepare a Preventive Planned Maintenance (PPM) schedule to check the functionality of the fire assets.
- **Monthly Testing:** Conduct monthly testing of the Fire Alarm System (FAS) and Public Address System (PA). Fill out floor-wise FAS & PA testing checklists.
- **Fire Extinguisher Inspection:** Perform monthly inspections of fire extinguishers and fill out the inspection checklist.

29 Procedure for Raising Issues

To streamline the process of raising maintenance issues and ensure timely resolution, ATLAS SkillTech University has established a comprehensive procedure.

29.1 Complaint Registration:

All maintenance-related issues, including electrical, plumbing, and infrastructure, should be recorded in the respective Complaint Register.

29.2 Fortnightly Review:

The Complaint Register is reviewed frequently by the maintenance team to ensure all recorded issues are being addressed promptly.

29.3 Resolution Time Frame:

Each registered complaint is assigned a 48-hour Turnaround Time (TAT) for resolution. This means that the maintenance team aims to resolve the issue within 48 hours of it being recorded.

29.4 Closure and Notification:

Once the complaint is resolved, the maintenance team will update the status in the Complaint Register, indicating that the issue has been closed.

30 Organizational Structure for Maintenance and Operations

30.1 Organizational Chart