



MIER COLLEGE OF EDUCATION (Autonomous)

College with Potential for Excellence Status by the UGC

Recognised by the J&K Govt. & Permanently Affiliated to the University of Jammu

Accredited by the NAAC with 'A+' Grade



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Website: www.miercollege.in



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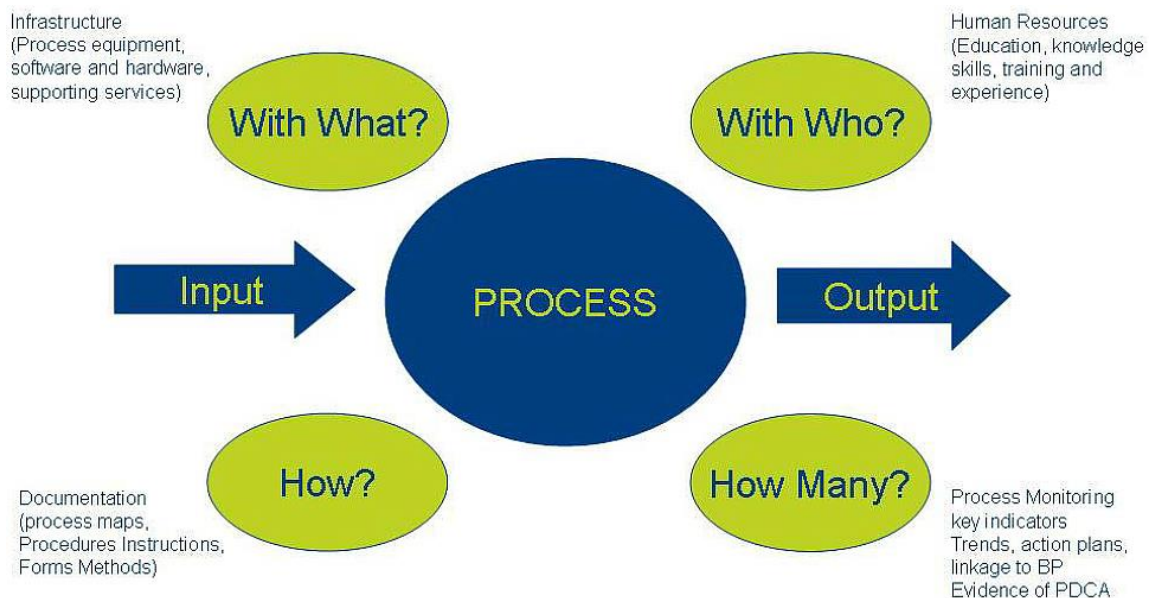
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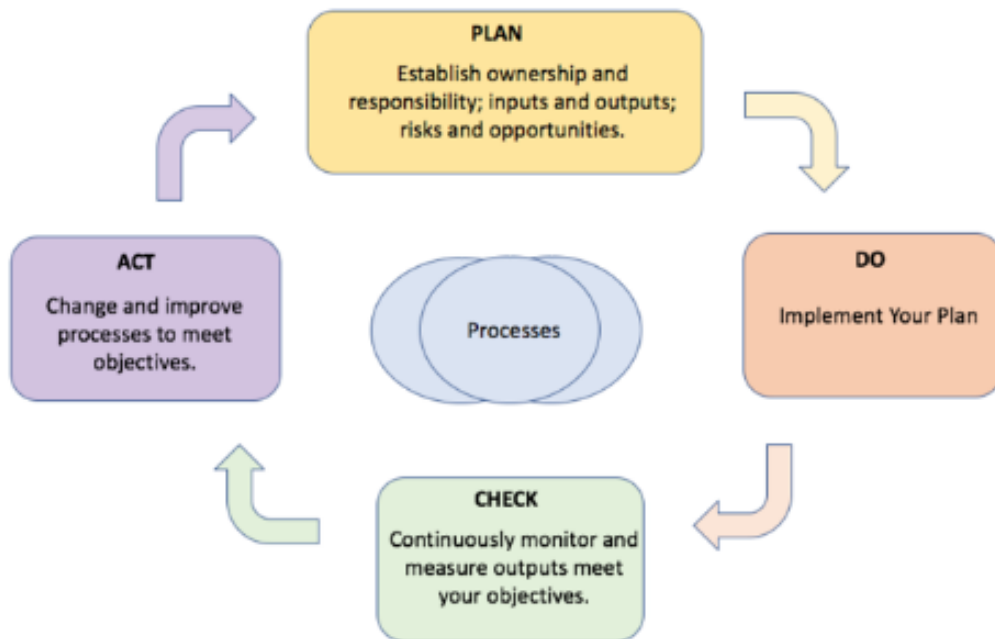


INTRODUCTION

MIER College of Education emphasizes pursuit of high ideals namely excellence in teaching and learning, high achievement levels, all round development of personality, self-reliance, innovation and introduction of new technologies, besides ensuring professional growth of teachers. The College has been offering teacher education programmes for over 40 years now and has trained nearly 7000 teacher who are spread across the country doing excellent jobs in the field of education as Nation Builders. In view of excellent staff and physical facilities, well equipped and fully automated library, provision for extracurricular activities, a rich tradition of rigorous curricular transaction, ICT being a thrust area, a 10+2 Experimental School attached to the College of Education and above all a rich tradition of Research activities the college is one of the reputed institutions in Northern India and students seek admission in this College as their first priority.

MIER College of Education has prepared the Utilization and Maintenance Manual as per the guidelines of the quality management system of the college. The processes, procedures and other guidelines have been based on the process approach and the PDCA cycle.





PURPOSE

The purpose of this manual is

- a. To achieve optimize usage of college facilities and services for the benefit of students and staff
- b. To provide access to the college facilities for the purpose of academics, research, support and administration without any hindrance
- c. to establish a uniform standard for maintenance, repair, renovations, cleanliness and upkeep of college infrastructure
- d. to implement the best practices in the area of maintenance
- e. to extend the lifespan of the facilities
- f. to eliminate the risk of deterioration of existing and future facilities.
- g. to provide a safe and healthy environment for students, teachers, administrators, staff and others; and
- h. to use resources and funds rationally and in an efficient manner

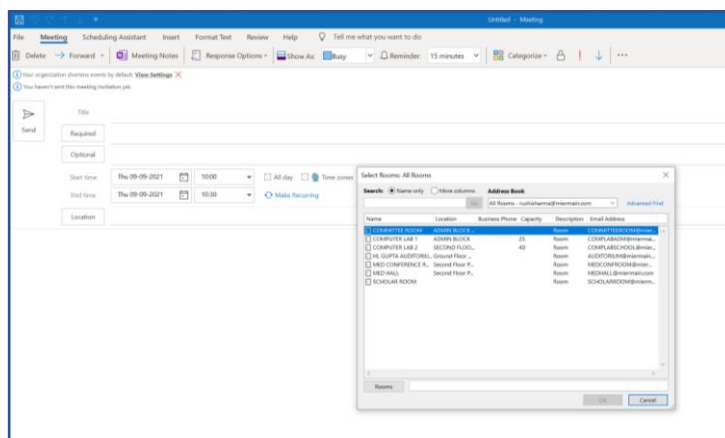


UTILIZATION POLICY

The college has well-furnished, air conditioned and spacious physical infrastructure as per UGC/University norms. The whole campus is spread over 2.15 Acres (8720.96 Sq. mts) with built up area of 3400 Sq. mts. The management has set adequate norms for effective utilisation of these resources for academic, research, support and administrative purposes.

The physical and instructional infrastructure such as buildings, ICT facilities, laboratories, library and other allied infrastructure of the college are well maintained and strengthened from time to time. It is also ensured that the infrastructure is easily accessible to and utilized by the staff and students on regular basis. The infrastructure of the college is optimally used for conducting various curricular, co-curricular and other activities. The timetables of different departments are set in a way so that optimal use of the space and time can be achieved. The computer lab classes are also divided in batches for optimum utilization of resources. Both UG and PG departments have fully automated libraries with internet facility to facilitate students and staff to use library resources from 9 A.M to 5 P.M. Open book shelf system, Book Bank facility, and supporting staff of the concern library help in searching, issuing and returning of books for all registered users. Library conducts orientation programmes every year for new students to facilitate access to library resources. Library staff is expected to motivate users for optimum utilization of library resources. Well maintained grounds are available and are utilised for organising Sports and games activities. Coaches and trainers are available to train the students for various events. The Sports Committee organises inter-department/college level tournaments to provide maximum exposure and competition. ICT resources such as Computers, internet facility and software are available to students in academic blocks as well as in hostel. Teaching and other Staff members can access such facility in the academic and administrative block.

Scheduling of events and other activities are planned to ensure better utilisation of all college resources and there is online booking system to avail these resources.



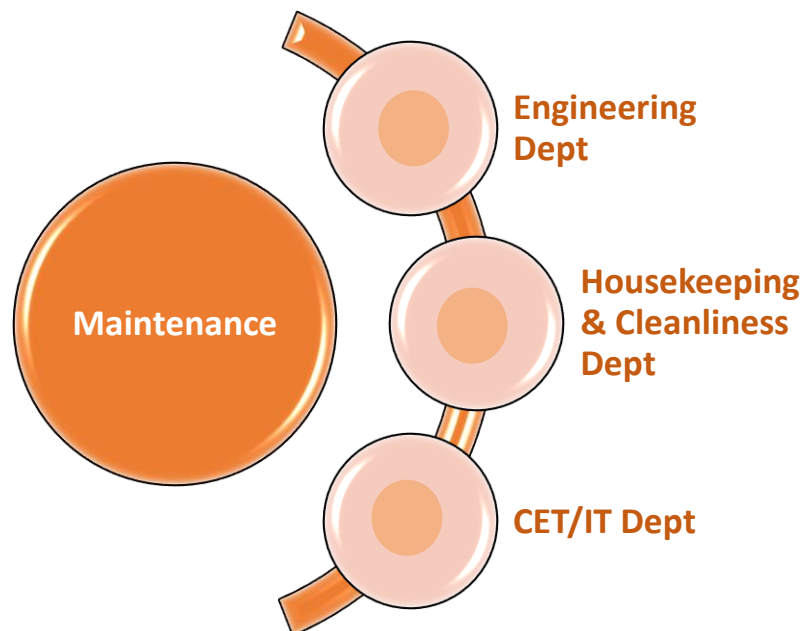


INFRASTRUCTURE & MAINTENANCE

This section of manual covers the maintenance of physical, academic and support infrastructure of the college to maintain high-quality standards of maintenance and cleanliness with zero threat to the staff and students due to infrastructure and other related issues. It also encompasses the process and procedures related to IT /ICT usage.

The college has divided the maintenance process in the following sections:

1. Engineering Department: It caters to all maintenance needs of the College related to civil, electrical and plumbing.
2. Housekeeping & Cleanliness Department: This section is responsible for the cleanliness and upkeep of the college.
3. CET/IT Department: All ICT and IT related issues are handled by this section.





INFRASTRUCTURE MAINTENANCE





MAINTENANCE OF PHYSICAL INFRASTRUCTURE

The college has full-fledged office of campus engineer catering to the needs of repair and maintenance of physical infrastructure of the college. The office of the campus engineer is manned by a Civil Engineer, Supervisor, Carpenter, Electrician, Plumber and a team of gardeners.

The campus Engineer shall follow the below mentioned process as per the repair and maintenance policy of the institute. He shall be responsible for:

1. Supervising and executing all civil works of the institution as per the institutional norms and standards.
2. Conducting inspections of the buildings and other infrastructures of the institution on regular basis for examining their condition from safety and maintenance point of view and maintaining the same at all times.
3. Submitting the requirements of the identified needs of repair and maintenance for taking necessary action and getting approval from the management beforehand. Procuring items for repair/maintenance, in case, those are not available in the stock.
4. Inviting tenders and quotations of the items required for the works to be done in the institute from approved vendors list only.
5. Preparing cost estimates for materials, equipment, labour to determine a project's economic feasibility and submitting the same to the management for approval before the start of the work. Hiring skilled masons, labourers and other workforce for execution of work effectively with approval of rates for the same from the management.
6. Preparing progress reports of on-going work and submit the same to the management every week in writing.
7. Ensuring successful completion of the projects within stipulated time without any delays and disruptions.
8. Coordinating with the Conveners of Infrastructure and Maintenance Committees of the college for carrying out repair and maintenance activities in these wings.
9. Verifying requisitions of repair/maintenance of different departments of the college prepared by the conveners, verified by the HoDs and approved by the Chairperson / Director/Joint Director.
10. Giving directions to Carpenter/Plumber/Electrician on day-to-day basis to rectify the problems as per the repair/ maintenance needs and supervising the same for its completion in stipulated time and report the same to the management and Conveners.
11. Closing the problem in the records by getting it authenticated by the respective heads.



12. Preparing Maintenance Schedule for Saturdays and holidays of the Carpenter /Plumber/Electrician and getting a prior approval from the management for visiting different departments of the college for rectifying problems in time.
13. Getting the stock checked biannually through the Administrative Officer and submit a report to the management.
14. Updating Vendors list with the approval of the management from time to time.
15. Any other assignment as envisaged by the Management.

REPAIR AND MAINTENANCE POLICY OF THE MAINTENANCE STAFF

(Carpenter / Plumber/ Electrician)

- Carpenter/Plumber/Electrician shall follow the directions of the Campus Engineer regarding the repair/maintenance work.
- The workforce shall note the Job assigned in their respective diaries.
- They shall visit different departments of the College/Hostel/Admin wing as per the approved schedule to rectify/repair the problem along with required items and tools.
- They shall ensure that the rectification/repairing jobs should complete in stipulated time and report the same to the Convener.
- The convener shall check and record his/her remarks in their respective diaries about the status of work done.
- The staff of the maintenance section shall report to the Campus Engineer about the status of job assigned (completion/non completion and reason thereof)
- The Campus Engineer shall close the case after proper verification or take necessary action to ensure proper rectification of the problem

PREVENTIVE MAINTENANCE POLICY

- The Campus Engineer shall prepare a Preventive Maintenance Schedule for his workforce.
- The staff of maintenance department shall visit different departments of College/Hostel/Admin wing as per the approved schedule and inform the convener/Incharge about the preventive visit.
- They shall check different facilities to identify maintenance or repair needs
- They shall rectify minor issues on the spot with the permission of the convener



- They shall report to the Convener about major issues so that she can forward the requisition of repair to the Principal/Joint Director/HoDs for approval
- They shall submit a report to the Campus Engineer about the tasks performed during the Preventive visit
- The Campus Engineer shall verify and record the status in the Preventive Maintenance Register

Sample Formats

Maintenance Complaint Register

S.No.	Description	Reported on	Rectified on	Signature of the Maintenance Staff	Checked by the Convener	Verified by the Campus Engineer

Preventive Maintenance Register

S.no.	Date	Dept	Problem Detected during Preventive Visit	Action Taken by the Maintenance Staff	Signature & Remarks of Convener	Verified by Campus Engineer



Check List - Electrician

	Status		Last Replacement /Repair Date	Remarks
	Good Condition	Requires Repairs		
Tubes / Starter				
Bulbs / LED / CFL				
Fans				
Switch / Switch board / Sockets/MCB				
AC / Air Cooler				
Exhaust Fan				
Hand Dryer				
Wires				

Check List - Plumber

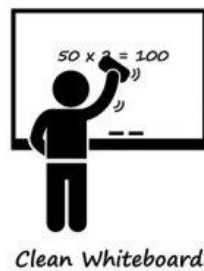
	Status		Last Replacement /Repair Date	Remarks
	Good Condition	Requires Repairs		
Taps				
Water Cooler				
Wash Basin				
Toilet Seat				
Urinals				
Flush Tank				
Jet				
Pipe / tap/ Blockage				
Washer/Rubber Coupling etc				

Check List - Carpenter

	Status		Last Replacement /Repair Date	Remarks
	Good Condition	Requires Repairs		
Doors				
Windows				
Furniture				
Notice Boards				
Chalk Holders				
Black Boards				
Banners				
Name Plates				
Almirahs				
Drawers of Tables/ Cubicles				
Desks				



CLEANING AND UPKEEP






CLEANLINESS AND UPKEEP POLICY

The management of MIER College of Education is fully committed and dedicated to provide the highest possible standards of cleanliness in the institute. A policy has been designed to manage the cleaning and maintenance activities effectively for improving college hygiene, reducing contamination, preventing infections and providing a healthy learning and working environment. A team of sanitary workers has been appointed for this purpose. This manual clearly outlines the process, procedures and roles and responsibilities. The cleaning staff is oriented by the Infrastructure and Maintenance Convener to handle these activities effectively. Adequate supply of good quality cleaning agents and materials are provided to them like dual-bucket cleaning systems that keep dirty and clean water separate, as well as microfiber mops and cloths etc. Check lists are also provided to the convener and Floor Incharges for effective supervision.

Purchasing Process

- The convener shall prepare a requisition in consultation with the floor incharges for cleaning and housekeeping items at the end of the month and shall submit the same to the Incharge Housekeeping.
- The Incharge Housekeeping shall verify and prepare a Stock Status and Demand report for seeking approval from the management for purchasing items.
- The Incharge Housekeeping shall place the order to the approved vendors. as per the orders of the management.
- The Incharge Housekeeping shall prepare an incoming Inspection report to validate the quality and quantity of the items.
- The convener shall receive the items and enter the same in the stock register before issuing to the cleaning staff of each floor.



 MIER College of Education (Autonomous) Accredited by the NAAC with 'A+' Grade	CURRENT STOCK STATUS REPORT	Record No.:109F Revision: 00
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Department:

S.NO	MATERIAL SPECIFICATION	OPENING STOCK	STOCK ISSUED	CURRENT STOCK	CURRENT DEMAND	REQD. STOCK

Reported By:	Supervised By:	Approved By:
Date:	Date:	Date:
Received By:		
Date:		



PROCESS OF CLEANING STAFF

- The Infrastructure and Maintenance Committee shall organise orientation/training sessions to orient the cleaning staff about the cleaning policy, process, procedures to utilize cleaning material judiciously and their roles and responsibilities.
- The convener shall assign duties to the cleaning staff to clean different areas of the institution.
- The staff shall perform their duties everyday as per their schedule and get it recorded and authenticated by the respective floor incharges.
- The cleaning staff shall report about any damage or poor quality of products or tools
- The convener shall identify works to be performed on every Friday and before every holiday in consultation with Floor Incharges and HoDs and shall prepare Duty Sheets for the cleaning staff accordingly.
- The supervisor shall ensure completion of assigned work for holidays and report to the convener.
- The convener shall check the status of assigned work on the next working day and take action if any.

DAILY TASK LIST	WEEKLY TASK LIST (2 nd Saturday)	MONTHLY TASK LIST 4 th Saturday
Sweeping	Remove Cobwebs	Clean Doors, windows, windows sills etc.
Mopping	Clean Tiles / Taps, Water points	Wash Mats
Empty Dustbins	Clean Chalk Holders	Dust Trophies and other items
Arrange Furniture in offices	Dust Notice Boards	Clean lights & fixtures
Arrange Desks in classrooms	Wash Dustbins	Vacuuming Carpets / Sofas
Dusting of Tables, Chairs, Cabinets racks etc.	Clean Doors, windows, windows sills etc.	Clean all labs /library properly
Adjust Venetian Blinds / Curtains	Ensure completion of all repair jobs	Clean all cabinets, almirahs etc.
Cleaning of Glass doors	Checking of stock	Remove graffiti from desks, walls etc.



MIER College of Education Accredited by the NAAC with 'A+' Grade	Check List Infrastructure & Maintenance Committee	Record No.:093C Revision:00
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S.No.	Particulars	Yes	No	Remarks
1.	The college is giving a neat and clean look.			
2.	The notice boards are in good condition in the a) Classrooms b) Corridors c) Psychology Lab & CET Room d) Staff Rooms e) Libraries f) Offices			
3.	All cobwebs are removed from the a) Classrooms b) Corridors c) Psychology Lab & CET Room d) Staff Rooms e) Libraries f) Offices			
4.	Corridors / Doors/ Windows / Staircase area are properly cleaned			
5.	Venetian Blinds are working properly			
6.	Banners and Fire extinguishers are dust free			
7.	Lecture Stands in classrooms are clean and without any breakage			
8.	Dustbins are being emptied and cleaned on regular basis			
9.	Proper lights and fixtures are in place			
10.	Breakage (if any)			
11.	Water point area is clean			
12.	Taps are working properly			
13.	Foot mats are without any tear			
14.	Locks and doors of Cabinets are in order			
15.	Glass panes / Glass doors are properly cleaned.			
16.	Nameplates are properly cleaned and without any breakage			
17.	IT equipment are dust free			

Signature of Observer:



MIER College of Education Accredited by the NAAC with 'A+' Grade	CHECK LIST FOR TOILETS	Record No.:093C Revision:00
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	YES	No	Remarks
Toilet areas are clean			
No Breakage in Toilet areas			
Toilets are cleaned at least twice daily			
Soap is available in all washbasins			
Toilets are well ventilated			
Dustbins are emptied on a regular basis			
Disinfect is used daily to clean the toilets			
Exhaust fan is working properly			
Proper lights & fixtures are in place			
Hand Dryer are working properly (wherever fixed)			
No bad smell is coming from the toilets			
There is no leakage of taps or pipes			
Flush is working properly			

Signature of Observer:



MIER College of Education Accredited by the NAAC with 'A+' Grade	Check List - Hostel Infrastructure & Maintenance	Record No.:093C Revision:00
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S.No.	Particulars	Yes	No	Remarks
Areas to be cleaned				
1.	The hostel is giving a neat and clean look.			
2.	The notice boards and other display boards are in order displaying latest information.			
3.	Following areas are properly cleaned a) Hostel Rooms b) Corridors c) Kitchen d) Dining Area e) Bathrooms f) Stores g) Staircases h) Rooftops i) Balconies			
4.	Chairs and tables in the Dining area are properly cleaned			
5.	Foot mats are put in order, clean and well maintained			
6.	The paint on the walls, doors and windows is in good condition.			
7.	Water point area is clean			
8.	Dustbins are being emptied and cleaned on regular basis			
Furniture and Fixtures				
9.	Beds and Study tables are without any breakage			
10.	Curtains are clean and hung properly			
11.	Fire extinguishers are in working order			
12.	Glass panes are			
13.	Locks on doors of rooms /almirahs are in working order			
14.	No windowpane is broken			
15.	Mops, brooms, buckets kept at designated places			
16.	Taps are working properly			
Electrical equipment/ gadgets & appliances				
17.	Proper lights and fixtures are in place			
18.	Fans / ACs are functional and clean			
19.	Mixie, Toaster and Microwave are functional			
20.	TV and other electronic equipment are working properly			
21.	Refrigerator / Water purifier are functional			



22.	Wi-fi facility is working properly			
23.	Geyser and Hand dryer are working properly			
24.	Electric Bell is working			
25.	Breakage (if any)			

Signature of Observers:		Date of Inspection:	
Infrastructure & Maintenance Committee Incharge:	Warden:	Convener:	
Remarks by the Joint Director:			



	MIER College of Education (Autonomous) Accredited by the NAAC with 'A' Grade	Monthly Report of Maintenance Committee	QF: 106A Revision:01 Month:
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DETAILS OF VISITS FOR COLLEGE UPKEEP AND CLEANLINESS

S.No.	Date	Visit By	Area	Observations	Action Taken	Remarks

DETAILS OF REPAIRS AND MAINTENANCE

Category	Total Complaints Received	Complaints Rectified	Pending	Remarks
Electric Fixtures & Fittings				
Plumbing				
Breakage / Repair (Furniture, Boards, Doors, Windows etc.)				

DETAILS OF NEW INFRASTRUCTURE ADDITIONS

S.No.	Date	Description	Entered in the Stock Register on Page	Status of old items		Remarks
				Moved to Stores (in case of obsolete)	Relocated after approval from the authorities (New Location)	

ANY OTHER:

Prepared by Convener	Verified by the IQAC	Checked by the HoDs : PG /UG	Approved by the Principal
Date:	Date:	Date:	Date:



ICT/IT Maintenance Policy





ICT/IT Utilization Policy

MIER College of Education is pioneer in bringing latest digital technologies to the staff and students of the college and has won many awards for these initiatives. The Centre for Educational Technology of the college provides support by integrating and utilising latest technological interventions for enhancing and enriching teaching-learning process. The college has progressive and secure Information and Communication Technology (ICT) policy. The college ensures responsible and educational use of ICTs by taking various stringent measures to protect the misuse of technology.

MIER College has identified following devices or application to be included in the ICT category:

- Personal computers and laptops
- Mobile devices such as mobile phones and tablets
- Applications such as ERP, Leave, Attendance and Payroll Software, email and internet facilities
- Web-based tools such as social networking sites, chat rooms, blogs, and instant messaging systems
- Imaging tools such as video, still or web cameras and related software;
- Audio tools such as audio recording devices, iPods, mp3 players and related software and
- Fax, scanning and photocopying machines.

The following initiatives form part of our overall IT policy:

- A structured mechanism shall be established to provide appropriate information and skills relating to ICT use to students over the course of the academic year;
- The Centre for Educational Technology (CET) shall educate and train the staff for their professional development in appropriate ICT areas;
- All student login details and passwords shall be kept confidential to prevent others accessing their accounts
- Access to college networks shall be provided through a firewall service. The service is adopted to restrict access of inappropriate content by all stakeholders.
- The IT section shall take appropriate measures for providing spam and virus protection
- Approval shall be sought before connecting privately owned ICT equipment and devices to college networks to avoid the risk of malware
- Students shall be oriented on regular basis to abide by the College rules and regulations regarding ICT usage



- No student shall use college owned ICT equipment and devices for their personal use
- Breach of terms of acceptable ICT usage shall result in disciplinary action under rules
- Regular risk assessment of inappropriate ICT usage shall be done at regular intervals within the college
- Records of reported incidents of ICT misuse shall be maintained and analysed in order to identify persistent offenders and to implement targeted prevention strategies where appropriate
- Posters promoting appropriate ICT use shall be displayed strategically within the college.
- Staff shall monitor and be vigilant when students use ICT equipment and devices;
- Staff shall be responsible for educating students about the importance of privacy and safeguarding their login details and personal information.
- Following actions shall be included in the inappropriate usage category:
 - Participation in non-educational activities such as the purchase and/or sale of products or services
 - Illegal activities such as threatening the safety of others or engaging in criminal activity
 - Tampering with or damaging computer hardware or software
 - Making, installing or downloading copies of software that is not licensed by the college; and
 - Playing computer games (non-educational).
 - Any inappropriate internet sites accidentally accessed, incidents where students are offended by another person's use of ICTs and suspected technical security breaches must be immediately reported for investigation
 - Appropriate copyright clearance is sought and the source of any information used or published is acknowledged, to avoid plagiarism
 - The college reserves the right to monitor, traffic and review all content sent and received through the college network



ICT/IT Maintenance Policy

To manage and support institute's requirements in respect of information and communication technologies in an efficient, productive and secure manner. The CET shall be responsible for:


1. ensuring that all ICT equipment and supporting software are working properly before the start of the session.
2. recommending repair or facilitate procurement of hardware, software and other items well before commencement of the semester in consultation with the Head CET.
3. monitoring, maintaining and managing the functioning of all IT equipment (Computers, Laptops, iPads, Projectors, Screens, PA Systems, Relay System, EPABX, TV's, Set Top Box and other AV aids in the college.
4. ensuring effective functioning of different modules of College ERP, Website of the college, Online assessment system, CCTV Surveillance system.
5. preparing a schedule for monitoring and supervising ICT enabled Teaching Learning activities and maintain the Learning Management System (LMS) of the college.
6. organizing trainings and workshops to enhance the competency level of the staff in using ICT with the approval of the Head, CET or Principal.
7. providing ICT assistance during different events, seminars, conferences etc. as per the directions of Head ICT.
8. ensuring backup and storage of digital content and its use.
9. editing, reviewing and uploading/ streaming the approved content on website/YouTube channel of the college.
10. maintaining the records and files pertaining to Centre for Educational Technology as per the quality management system of the college.
11. maintaining inventory of CET equipment/ tools.
12. updating the stock register and get it authenticated from the Head CET on regular basis.
13. doing annual stock taking for verification and submit the report for the perusal of the management.
14. disposing of defected, non-repairable or outdated items with the approval of management.



	MIER College of Education Accredited by the NAAC with 'A+' Grade	Complaint/ Service Registration & Redressal Record	QF:124 Rev:00

S.No	Complaint / Service Request (SR) Received from	Nature of Complaint / SR	Complaint / SR Received at		Complaint referred to IT dept / CET		Job Completed		Remarks
			Date	Time	Date	Time	Yes	No	
							Date	Time	

Prepared by Service Engineer	Verified by Network Administrator	Approved by the Principal
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	MIER College of Education Accredited by the NAAC with 'A+' Grade	Monthly Report	QF:124A Rev:0

S.No	No. of Complaints / Service Request (SR) Received		Status Completed / Pending		No. of Trainings Organised	Trainings Required (if any)		Theft / Breakage Cases	Additions / Upgradation	Remarks
	Complaints	SR	Complaints	SR		Yes	No			

Prepared by Service Engineer	Verified by Network Administrator	Approved by the Principal
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 MIER College of Education Accredited by the NAAC with 'A+' Grade	Monthly Report of IT Section	QF: Month:
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Purchase Details

S.No.	Date	Item Description	Wing / Deptt/ Section	Reason of Purchase	Entered in the Stock Register on Page	Status of the old Item		Remarks
						Shifted to another Location	Disposed off & stuck off from Stock	

Repair and Maintenance Status

S.No.	Date	Item Description	Wing / Deptt/ Section	Inhouse Repair	Repair by external vendor	Status OK / Unrepairable	Remarks

Reallocation Status

S.No.	Date	Item Description	Shifted From	Shifted to	Reason	Approved by	Remarks

Other IT related Activities (Handling online transactions, Software issues – updation, Modifications, training etc.)

S.No.	Date	Description	Remarks

Prepared by the Networking Manager: Date:	Approved by the Director: Date:
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 MIER College of Education (Autonomous) Accredited by the NAAC with 'A+' Grade	Monthly Report of Centre for Educational Technology	QF No.: Revision: Month:
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1. Details of Extension Lecture / Orientation / Workshop / Training Programmes Conducted

S.No.	Date	Activities Conducted	Topic	Resource Person	Target Group	Remarks

Objective Evidence in: MIERPICS Folder _____

2. Website & Academia ERP Updation Details

S.No.	Item Description	Date of Updation	Remarks

3. Maintenance / Upgradation Details

S.No.	Name of Activity	Date of Updation	Remarks

4. Technical Services / Support Provided

S.No.	Date	Area	Occasion / Problem	Remarks

5. Additions in Equipment if any:

6. Any Other:

Prepared by: Incharge CET Date:	Approved by: Principal Date:
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