

Institute Maintenance/Utilization Policy

The college has a huge campus consisting of an academic area, library, Sports complex, IT Department and clinical area. The institution has an Estate Office/Designated officers for overseeing the maintenance, renovation and construction of buildings, class rooms and laboratories, library, sports complex etc. The institution has assigned specific teams for all the maintenance of all the sanitation work, electric work, civil work, and plumbing services to maintain the existing facilities. To monitor all these teams, there is a separate supervisor for Dental College, Surya Hospital and Residential complex (Faculty residences UG/PG Boys and Girls hostels). All these supervisors report to the maintenance officer who then in turn reports to the administrator. To channelize the work properly, the institution has an online complaint management system (Almighty help desk system), in which a complaint can be lodged and it automatically reaches the concerned person for resolution within seven days of limited time frame. If the concerned person does not address the problem within the stipulated period of time, then the complainant can reopen the complaint, where it automatically redirects to higher authorities for appropriate action. For smooth functioning of seminar rooms classrooms and the facilities such as Projectors, smart board etc are regularly inspected and checked. To maintain the dental chairs and equipments in the various departments, the institution has a full time in house mechanic who not only does the regular service work but also deals with the abrupt problems arising in the dental clinic during regular dental procedures. For high end equipments such as CAD CAM machines and CBCT scanning machine an annual maintenance contract is drafted for proper maintenance which is renewed

The academic area consists of the following:

- ❖ Lecture Halls - 7 in number

- ❖ Auditoriums - 3 in number
- ❖ Central Sterilization S Department
- ❖ Laboratories - All Department laboratories
 - Artificial Simulation Service Laboratory
 - Radiology Laboratory
 - CAD-CAM Laboratory
 - Histopathology Laboratory/ Oral Pathology Laboratory
 - Research Laboratory

Following Standard Operating Procedure is followed for maintenance in the institution:

- One person appointed at individual Department level for maintenance of Departmental laboratories to overlook the upkeep and maintenance.
- All equipments which are part of individual Laboratories are under Annual Maintenance from the parent company for their regular maintenance.
- Complaints which cannot be resolved at department level are uploaded in Almighty Software.

Procedure followed for resolving complaints registered on Almighty Complaint Software are as follows:

1. The complainant files a complaint in the Almighty Complaint Software
2. The complaint goes to the 1st level resolver assigned for individual maintenance departments like Dental Chair mechanic, plumber, IT technician etc.
3. The first resolver has to resolve the complaint within 24 hours. If the first resolver is not able to resolve it within 24 hours, the software escalates the complaint to the next level of Senior managers in individual maintenance departments.

4. Senior manager has 24 hours to address the complaint after which the complaint is escalated to the level of Administrator who again has 24 hours to resolve the complaint.
5. Finally, if the complaint is still not resolved, the complaint is escalated to the level of Chairman, Vice Chairman and Secretary of the college.
6. After the complaint is resolved by the respective maintenance departments, an OTP is sent to the complainant which has to be entered in the software to close the complaint.