



सम्पदा एवं अनुरक्षण सेवायों का मानुयल

MANUAL OF E&M SERVICES

(DECEMBER 2025)

भारतीय विदेश व्यापार संस्थान

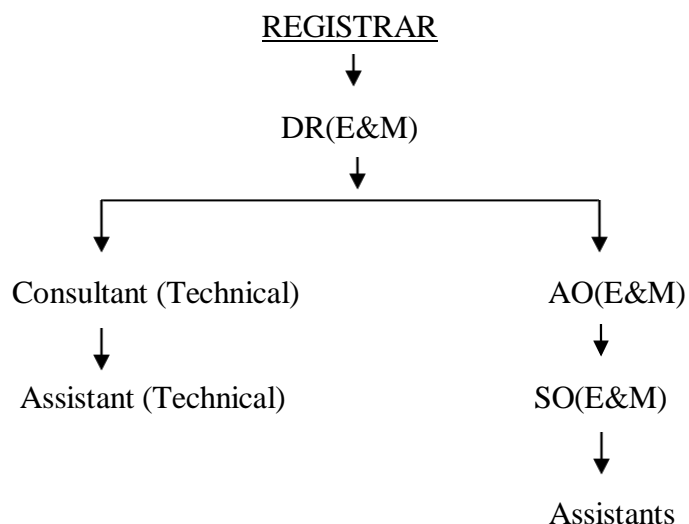
INDIAN INSTITUTE OF FOREIGN TRADE

NEW DELHI

## MANUAL OF E&M SERVICES

### 1. Estate & Maintenance (E&M) Division

The Estate and Maintenance Division works under the superintendence and guidance of Registrar. The main function of the Division is to provide clean environment and prompt, efficient & systematic services and amenities to the inmates of the hostels, guest house, officers, staff and visitors in the Institute's campus. The organizational chart of the E&M Division is as follows.



### 2. Responsibilities of E&M Division

The main responsibilities/duties of the E&M Division includes:-

- i) Regular Maintenance of the buildings, viz., office buildings and hostels.
- ii) Periodical painting of office buildings and hostels.
- iii) Maintenance of all office and hostel furniture and fixtures.
- iv) Providing necessary arrangements during training programmes, seminars, workshops and convocation, and other events of the Institute.
- v) Liaison works with local statutory bodies like Municipal Corporation, BSES, IGL, Fire Safety, Local police station, forest dept., etc.

- vi) To supervise the implementation of all annual maintenance contracts i.e.
  - (a) AMC for AC plant, split and window ACs
  - (b) AMC for HT panel
  - (c) AMC for DG Set Service
  - (d) AMC for Electric sub-station and electrical equipment
  - (e) AMC for whitewash, polish and paint work
  - (f) AMC for Lifts
  - (g) AMC for pest control
  - (h) AMC for RO and water cooler
  - (i) AMC for Firefighting system
  
- vii) To initiate and float tenders, maintain records for monitoring performance and compliance, and ensure timely renewal or reissue of contracts, such as:-
  - (a) Tender for Canteen Service
  - (b) Tender for Mess Service
  - (c) Tender for Photocopy service
  - (d) Tender for Coffee outlet
  - (e) Tender for Guest House
  - (f) Tender for Student's hostel
  - (g) Tender for all AMC work as mentioned on point vi. above
  
- viii) To supervise, control and allotment of guest houses.
  
- ix) To procure the materials in connection with the maintenance works and to supervise & control proper usage of the materials being procured.
  
- x) To ensure timely payment of utility bills, property tax, ground rent and other statutory payments.
  
- xi) To ensure compliance of all relevant regulations regarding upkeep/maintenance of building, engagement of services and procurement of goods and services viz. GFR- 2017, CVC regulations etc.

### 3. Periodicity of Services/equipment maintenance

The services delivered by the E&M Division have been clearly categorized, indicating the periodicity of each activity, the personnel responsible for their execution, and the officers designated to oversee and supervise them.

For operational clarity and efficiency, these services have been broadly classified under the following categories:

#### (a) House Keeping Services

(i)	General cleaning and sweeping of the whole campus (i.e. Block – I, II, C-9 and hired premises i.e. Chatrapati Shivaji Bhawan)	Daily
(ii)	Cleaning of office rooms (including furniture), classrooms, hostel rooms, washrooms, common areas, parking etc.	Daily between 8:00-10:00 a.m.
(iii)	Sweeping of the common floor areas will be done at regular intervals (at least 3 to 4 times a day) to keep the corridors and passages neat and clean.	Daily on week days
(iv)	Cleaning of Board room, Conference Rooms, Room no. 322, Nalanda, Sanjeevni (including furniture, computers and other operative equipment)	Daily
(v)	Cleaning of electrical fittings, windows, vanishing blinds, almirahs, dusting of file racks etc.	Weekly once
(vi)	Washing of atrium and common areas in Block I & II	Weekend
(vii)	Cleaning of auditorium and syndicate rooms	Weekly once
(viii)	Cleaning of Roofs of all buildings	Monthly
(ix)	Cleaning of sewage system (minor cleaning)	Half- yearly

Action :	Supervisor, House Keeping Agency
Supervision :	Assistant (E&M Division)
Random Checking :	AO (E&M) / DR(E&M) /Registrar

#### Duties & Responsibilities of the IIFT House Keeping Supervisors

1. Duty hours of the IIFT House Keeping supervisor will be 7:30 a.m. – 5.00 p.m.
2. As per priorities and schedule indicated, to supervise:
  - a) Cleanliness of furniture, fans, windows, lights, window blinds, switch boards of all Faculty and Staff rooms.
  - b) Cleanliness of wash rooms, common area and library etc.
  - c) Cleanliness of class rooms and their furniture and fixtures.
  - d) Cleaning of hostels, including student's rooms, common areas, mess, kitchen, TV Room, etc. in the hostel blocks.
  - e) Cleaning of lifts.

3. To check working of fans and lights in the common areas in the administrative block, academic block and hostels, etc. and, if any defects noticed, inform E&M Section.

#### **(b) Horticulture Services**

The primary objective of horticulture staff is to maintain office premises surrounded with lush green garden and lawns along with vibrant flowers, creating a visually pleasing and welcoming work environment. Also to make the office premises environmental friendly.

#### **Routine Duties of Head Mali and Malis**

- To maintain all the existing lawns and to develop more green areas if required.
- The trees, shrubs and other flower beds in the lawns shall be maintained along with the lawns.
- Cutting of grass in lawns, pruning of plants/ trees at the required intervals.
- Regular watering of grass, lawns, trees, plants shrubs etc. and hoeing and weeding in and around them.
- Spraying of insecticide and fungicide application/spreading of chemical and manure as and when required/advised.
- To plant trees, shrubs etc. by excavation/digging as and when required in the interest of the thriving maintenance of the ambience/park/lawn of Institute.
- Keeping garden areas, green zones free of litter, debris, and fallen leaves.
- Apply gerua paint to flower pots before special events like convocation, NAAC Visit etc.
- To develop a nursery for seasonal and perennial type of flowers and plants.
- To keep flower pots with seasonal/ perennial flowers in the syndicate rooms on important meetings and events.

Action :	Head Mali, Horticulture
Supervision :	Assistant (E&M Division)
Random Checking :	AO (E&M) /DR(E&M)/ Registrar

**(c) Electrical, Carpentry and Plumbing complaint management system:**

(i)	Complaints received from officers, staff, guest house, old & new and C-9 hostel on working days during working hours in regards to electrical, carpentry and plumbing works.	Complaints in regard to electrical, carpentry and plumbing services will be registered on CMS Portal of IIFT ( <a href="http://campus360.iift.ac.in/secured/cms">http://campus360.iift.ac.in/secured/cms</a> ).  E&M Section will forward this complaint to concerned electrician/carpenter/plumber to rectify the defect and he will submit the report to E & M section & get the signature of concerned complainant. After that the complaint will be closed on CMS portal which can be checked by the complainant.
(ii)	Electrical complaints received after office hours & on holidays	The complaint except emergent complaints shall be given to electrician on next working day.
(iii)	Emergency electrical complaints during 10 PM – 8 AM	Emergent complaints will be conveyed to AO(E&M)/ Consultant Technical

A record will be maintained by E& M section.

Action:	E&M Section
Supervision by:	SO(E&M) / AO(E&M)

**(d) White Washing Services**

(i)	White-washing of hostel blocks (Old, New, C-9 Hostel, Annexe and Warden House)	Once in a year during April / May
(ii)	Class/Syndicate Rooms	In April/May (alternate year)
(ii)	Common areas	March every year
(ii)	White-washing of office rooms	After every 3 years or on need basis

A record will be maintained by Assistant (E&M)

Action:	E&M Section
Supervision by:	SO(E&M) / AO(E&M) /DR(E&M)

**(e) Fumigation, Rodent and Termite Treatment Service**

(i)	Fumigation	Monthly or as and when required
(ii)	Rodent	Quarterly
(iii)	Termite treatment	Half-yearly or as and when required

Register will be maintained for keeping the record of each service provided duly authenticated by SO (E&M). In case of need, the agency may be requested to attend to specific request as and when required and has to be recorded in the register.

Action by:	AMC Agency
Responsibility	E&M Section
Supervision	SO(E&M)

**(f) Maintenance of Water cooler (Drinking Water)**

(i)	Servicing and cleaning of water coolers	Monthly
(ii)	Overhauling of water coolers	Once a year/before summer
(iii)	Servicing of RO System	Monthly
(iv)	Water softening plant	Once a year/need basis

All water coolers will be numbered and a record will be maintained indicating the date of cleaning/service of each water cooler/RO/Water softening plant duly verified by–Assistant (E&M).

Action:	AMC agencies
Responsibility	E&M Section
Supervision:	SO(E&M) / AO(E&M)

**(g) Maintenance of Geysers**

(i)	Servicing of geysers in hostel block-I,II,C-9, Annexe and Warden House	In the month of October
-----	--	-------------------------

\* Heating elements of Geysers will be kept extra in reserve to be used in case of emergency.

Responsibility	E&M Section.
Supervision:	SO(E&M) / AO(E&M)

**(h) Preventive maintenance of Electrical Installations**

(i)	Routine maintenance of electrical installations of IIFT	Monthly
(ii)	Preventive maintenance of electrical installations of IIFT	Once in a year during winter
(iii)	Earth System of electrical systems	Earth value of each earth pit to be checked by the contractor once in a year during winter and a record will be maintained by E&M section
(iv)	Preventive maintenance of street light	Once in a year during winter
(v)	Cleaning of light fixtures, fans, switch boards etc.	Six monthly or as and when required
(vi)	Routine maintenance of DG sets	Monthly
(vii)	Preventive maintenance of DG sets	Once in a year
(viii)	Routine maintenance of Solar System	Quarterly

A record to be maintained by Assistant (E&M)

Action:	AMC agencies
Supervision by:	SO(E&M) / AO(E&M)

**(i) Maintenance of Fire Equipment**

(i)	Maintenance of fire equipment	The personnel deployed by the firefighting agency engaged by the Institute will keep all equipment in perfect working order.
(ii)	Refilling of Fire Extinguishers	The weight of each fire extinguisher will be monitored by the agency on monthly basis and initiate the procedure for re-filling in case the weight of cylinder reduces by more than 10% of its weight. However, all the fire extinguishers shall be refilled after every three years.
(iii)	Mock drill	The agency will arrange mock drill twice in a year.

Action:	Firefighting agency
Responsibility	E&M Division
Supervision:	SO(E&M) / AO(E&M)



**(j) maintenance of Air Conditioners & Central AC plants and room heaters:**

1.	Servicing of window, Split Air conditioners and cassette units	Twice a year(six monthly) or as and when required
2.	Servicing of Central A C plants	December-January every year
3.	Room Heaters	As and when required through CMS portal

A record will be maintained by Assistant (E&M)

Action:	E&M Section
Supervision by:	SO(E&M) / AO(E&M)

**(k) Maintenance of Lifts:**

(i)	Routine maintenance of lifts of IIFT	Monthly to be done by AMC vendor
(ii)	Breakdown Maintenance of Lifts	As and when required

A record will be maintained by Assistant (E&M)

Action:	AMC agencies
Responsibility	Assistant (E&M)
Supervision by:	SO(E&M) / AO(E&M)

**(l) Maintenance of Audio Visual Equipment**

(i)	Servicing of LCD projector	As and when required
(ii)	Routine maintenance of AV system	Weekly

Register will be maintained by AVOs for keeping record duly authenticated by SO (E&M).

Action	AVOs
Responsibility	Assistant (E&M)
Supervision:	SO(E&M) / AO(E&M)

**(m) Cleaning of overhead and underground water tanks**

Cleaning of overhead and underground water tanks will be done yearly (preferably after monsoon). A record will be maintained by Assistant (E&M).

Supervision	SO(E&M) / AO(E&M)
-------------	-------------------

#### 4. Important events of the Institute

(A) For Special Programmes / Lectures / Workshops / Events:

1. Take note of the date, time & venue of the Programmes / Lectures/ Workshops / Events and get it approved by the Registrar.
2. Make arrangements for banners, if required;
3. Ensure general cleanliness of the venue and surroundings areas;
4. Ensure proper functioning of lifts and both fountains.
5. Ensure proper functioning of all electric points, mikes, Projectors, ACs etc;
6. Ensure special cleanliness of nearby washrooms, which the participants are expected to use. In the washroom, arrangements for soap cake/liquid soap and towels will be made;
7. Check the functioning of DG sets and put the same ON so that there is no disturbance due to power failure;
8. Check that electrician(s) are physically present at the venue during the period of the event;
9. Place Order to the canteen for refreshments, tea, lunch, etc. in case required.
10. Arrange table, chairs, coolers etc, in case required for Atrium.

Action/ Supervision	Assistant (E&M Division)
Responsibility	SO(E&M) / AO(E&M)

(B) For Annual Convocation, E&M Division will be responsible for the following arrangements:

- i. White washing and cleaning of the Auditorium
- ii. All round cleanliness of the Campus
- iii. Thorough checking of proper lighting and electrical points
- iv. Functioning of mikes, Projector, Sound and recording system
- v. Functioning of AC in the Auditorium
- vi. Functioning of Diesel Generator in case of power failure
- vii. Standby special Diesel Generator
- viii. Check the functioning of the lifts.
- ix. Stopping the lifts for Guest(s) of Honour and other VIPs
- x. Decoration (and lighting, if required) of the campus
- xi. Running of the fountains at the main entrance and in the atrium
- xii. To issue letter to the Electricity Department for ensuring uninterrupted power supply on the function day
- xiii. To issue letter to the Police authorities for making adequate security arrangements and properly regulating traffic around the campus
- xiv. Parking of vehicles inside and outside the campus

Action/ supervision	Assistant (E&M Division)
Responsibility	AO(E&M)

## 5. Allocation of Guest Houses

- i. Booking of Guest houses as per requests received from different Divisions/Departments after taking approval of AO(E&M) /DR(E&M).
- ii. Sending e-mail confirmations to the Guests indicating address of Guest house and contact number of Caretaker.
- iii. Allotment of Room to the Guests in the Guest House and provide services for their comfortable stay.
- iv. Arrangements for serving bed tea, breakfast, lunch, dinner, etc. to the Guests.
- v. Checking of cleanliness of rooms, proper functioning of all electric points, AC, Geysers etc., proper supply of toiletries, bed-sheets, blankets in each room.
- vi. A register will be maintained by the caretaker indicating the following fields

1. Name of the Guest : \_\_\_\_\_

2. Category of the Guest : Faculty/ Alumni/ Participant/ Others

3. Room No. (allotted) : \_\_\_\_\_

4. Date & time of Arrival : \_\_\_\_\_

5. Date & Time of Departure: \_\_\_\_\_

Action :	Caretaker
Supervision :	Assistant (E&M Division)
Random Checking :	AO(E&M)

## 6. Catering Services

### (a) Canteen

1. The Canteen contractor will provide breakfast, lunch and snacks to the employees and students of the Institute. The approved rates shall be properly displayed in the canteen area by the contractor.
2. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Canteen.
3. Appointed officers/officials will inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended by the Contractor.
4. The Contractor shall keep the Canteen and its surrounding areas clean every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs, etc.

5. IIFT management will have access to inspect the canteen premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises

**(b) Mess**

1. The affairs of the Mess in various hostels where students stay and it includes their breakfast, lunch and dinner, are to be taken care of by the Mess Committee.
2. The menu is decided by the Mess Committee in consultation with the students and will be displayed by Mess vendor on Mess Notice Board.
3. Any mess related problem will be brought to the notice of E&M Section by Mess Committee. Neither Mess Vendor nor Mess Committee will deal with any issue on their own.
4. The mess contractor will maintain the prescribed level of hygienic requirements at all times.
5. The contractor will bring to the notice of the designated officer in the E&M Section for any maintenance related complaint/s.

***SO(E&M) will make monthly visits to the Canteen and Mess to ensure that there is proper cleanliness and all the gadgets are maintained properly.***

**7. Progress Report of Activities of E&M Division**

AO(E&M) and SO(E&M) shall submit a monthly report to the Registrar on various activities of the E&M Division. The report relating to a month is to be submitted to the Registrar in the first week of the subsequent month.

**8. Gate passes system for taking the materials outside IIFT**

Any equipment which is to be taken outside the Institute for repairs is through gate pass system. The security supervisor will maintain a gate pass register and enter the details of the material. E&M Section will submit its requisition for sending the materials / equipment outside the Institute to General Administration. Once the requisition gets approved, gate pass is issued taken out of the Institute. A copy of the gate pass shall be retained with the security.

\*\*\*\*\*