



**G.L. BAJAJ**  
**INSTITUTE OF TECHNOLOGY AND MANAGEMENT**  
PLOT NO. 2, KNOWLEDGE PARK-III, GREATER NOIDA

## **INFRASTRUCTURE MAINTENANCE AND REPAIR POLICY**

(Approved in the 20th BOG meeting held on 19-05-2018 vide agenda Item no. 20.8)

Registrar  
G.L. Bajaj Institute of Technology & Management  
Plot No. 2, Knowledge Park - III,  
Greater Noida - 201306 (U. P.)

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Managed By	: Rajiv Memorial Academic Welfare Society, Mathura
Approved By	: All India Council for Technical Education, New Delhi
Affiliated To	: Dr.A.P.J. Abdul Kalam Technical University, Lucknow



# INFRASTRUCTURE MANAGEMENT POLICY & REPAIR

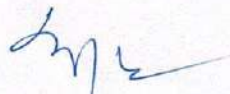
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## COMPLAINTS

1. All infrastructure maintenance-related complaints will be entered into a prescribed complaint register. The complaint register is kept with the Reception of a particular building under the supervision of the Receptionist.

## MONITORING AND RECTIFYING OF COMPLAINTS

1. Complaint register will be monitored or checked by the building in-charge or Administrative Officer on daily basis.
2. Building in-charge or Administrative Officer will distribute the maintenance work to the concerned maintenance staff and follow up with them till the complaint is resolved.
3. Maintenance staff will attend the complaint and report back to the concern authority of the building after rectifying the complaint with the status of the work done.



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4. In the case of non-availability of the material related to maintenance, Building I/C or Administrative. Officer will generate the requirement and arrange the material to maintenance staff.
  
5. In the case of emergency concerns, building I/C or maintenance staff of the institute can be contacted directly over the phone.

(Registrar)

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