

**Indraprastha Institute of Information Technology-Delhi
FMS Division Processes Document**

S.no	Name of the Process	Type of works/services/complaints	How to Request	Documents Required	Turnaround Time	Whom to Contact	1st Point of Escalation	Escalation Matrix (PoE)
1	Civil - Repair & Maintenance works	Civil- Repair & Maintenance work including Minor Painting, Tile & Granite fixing , Plaster , false ceiling fixing, Furniture Polishing, Minor seepage/Waterproofing works and signage etc.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile:9868878433	Photos, precise location	Response within 1 day.	Sandeep / Tinku Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907560 Mobile: 9868878433	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419
2	Civil - New addition and alteration	Civil New addition and alteration including Setting up of New Labs/Offices, Civil Partition Work including furniture loose and fixed type etc.	Mukul Email: mukul@iiitd.ac.in Ext.: 123	Photos, precise location	Response within 2 days.	Anurag Email: anurag@iiitd.ac.in Ext.: 564		Registrar Email: registrar@iiitd.ac.in Ext.: 419
3	Electrical - Repair & Maintenance works	New Installations (Adding new AC, wiring, switchboards, sockets, lights, fans etc). Load Enhancement (Upgrading cables, MCBs, or distribution boards to handle additional load).	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Photos, precise location	Response within 1 day.	Ajay / Tinku Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420 / 566 Mobile: 9868878433	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
4	Electrical - New addition and alteration	Integration of New Systems: Connecting new equipment like Electrical, HVAC units, UPS, CCTV, etc.	Jonty Email: jonty@iiitd.ac.in Ext.: 111	Photos, precise location	Response within 2 days.	Umesh Email: umesh@iiitd.ac.in Ext.: 565		Registrar Email: registrar@iiitd.ac.in Ext.: 419
5	Firefighting Systems	Fire Suppression Systems (Sprinkler Systems & Fire Hydrants) . Fire Detection and Alarm Systems (Smoke & Heat Detectors, Hooters/Sounders, Fire Alarm Control Panel). Fire Pump (Jockey, Main, Diesel) Testing, Signage & Safety.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Location	Immediate	Jonty Email: jonty@iiitd.ac.in Ext.: 111	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419
6	Security System & Access Systems	Access Control Systems (Biometric Readers ,RFID Card Readers). Surveillance Systems -CCTV(IP & Analog Cameras Network Video Recorders (NVR)	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	For students an approval on email is required from Department officer	Immediate	Jonty Email: jonty@iiitd.ac.in Ext.: 111	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
7	CCTV	For any CCTV repair works and CCTV footage as per norms	Security IIITD Email: security@iiitd.ac.in Extn.: 592 Mobile: 9870326068	Request through email	Immediate	Umesh Email: umesh@iiitd.ac.in Ext.: 565		Registrar Email: registrar@iiitd.ac.in Ext.: 419
8	Audio Video works	Display Systems (LED/LCD Screens, Projectors & Projection Screens, TVs for conference) . Audio Systems (Speakers, Microphones, Amplifiers and Mixers) .Video Conferencing Systems (Cameras) .AV items (HDMI/AV Cabling, Extenders, Splitters)	AV Support Email: admin-av@iiitd.ac.in Extn.: 581	Location	Immediate	Jonty Email: jonty@iiitd.ac.in Ext.: 111	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
9	Plumbing - Repair & Maintenance works	Water leakage from any plumbing material, Blockages in Pipes, Plumbing material not working properly like Water Tap, Bottle trap, Shower, Geyser etc.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Photos, precise location	Response within 1 day.	Mukul/Ajay Email: mukul@iiitd.ac.in Ext.: 123	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419
10	Horticulture / Green Areas	Horticulture/Green areas including Plantation works, Beautification of Campus etc.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Photos, precise location	Response within 2 days.	Anurag Email: anurag@iiitd.ac.in Ext.: 564		Registrar Email: registrar@iiitd.ac.in Ext.: 419
11	Housekeeping Requests	Housekeeping request include Toilet Cleaning , Offices & Labs Cleaning etc.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Photos, precise location	Immediate	Tinku Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420 / 566 Mobile: 9868878433	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419

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12	Minor Events	Minor Events- Faculty Workshop, Student event etc.	Event Coordinator Email: admin-event@iiitd.ac.in Extn.: 598	Location, Complete request through email	For small events(upto 50k) at least 48 working hours before & for events above 50k at least a fortnight before and above 2.5 lac at least 45days before depending on budgetary estimate.	Dheeraj Designation: Event Coordinator Email: admin-event@iiitd.ac.in Extension: 598 Jonty Email: jonty@iiitd.ac.in Ext.: 111	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
13	Major Events viz. Odyssey, Admission & Convocation	Odyssey, Convocation, Students Farewell , RIISE and E-summit etc.	Event Coordinator Email: admin-event@iiitd.ac.in Extn.: 598	Approval from HOD of department/Committee Chair	above 2.5 lac at least 45days before depending on budgetary estimate.	Umesh Email: umesh@iiitd.ac.in Ext.: 565 Anurag Email: anurag@iiitd.ac.in Ext.: 564		Registrar Email: registrar@iiitd.ac.in Ext.: 419
14	Common Space Booking	Faculty Lounge of R & D Block and Meeting room (1st and 2nd floor of Academic Block)	Support FMS Email: support-fms@iiitd.ac.in Extn.: 598	Location, Complete request through email	As per availability	Dheeraj Support – FMS Email: support-fms@iiitd.ac.in Extn.: 598 Jonty Email: jonty@iiitd.ac.in Ext.: 111	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
15	Swimming Pool Card Issuance	Swimming pool licence, Day to Day operations	Swimming Pool Email: swimming@iiitd.ac.in Extn.: 598	All individuals who have expressed interest through the Google Form (Shared by Swimming ID) or by emailing swimming@iiitd.ac.in are kindly requested to fill out the Swimming Pool Membership Form and submit the following documents: A valid medical certificate Two passport-size photographs These documents are required for the preparation of the Swimming Pool Membership Card. You may submit the documents at your earliest convenience through any of the following options: Submit physically at the BMS Room in the Service Block/ Room A-208 of the Academic Block/Email scanned copies to swimming@iiitd.ac.in	Same day	Mukul Email: mukul@iiitd.ac.in Ext.: 123	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
16	Faculty Apartment Allotment Letter	For letter of allotment of apartment to faculty	Support FMS Email: support-fms@iiitd.ac.in Extn.: 598	Request through email from DoFA office	As per availability	Anurag Email: anurag@iiitd.ac.in Ext.: 564 Umesh Email: umesh@iiitd.ac.in Ext.: 565		Registrar Email: registrar@iiitd.ac.in Ext.: 419
17	Guest House Booking	For Booking Of Guest House	Admin Guest House Email: admin-guesthouse@iiitd.ac.in Extn.: 598	For Guest House Booking 1. Log in to your ERP account using your email ID. 2. Navigate to Services. 3. Select Compose New and choose Guest House Booking. Ensure that you fill out all the required details in the form provided on the ERP portal to complete your booking request This will be sent to the relevant FMS which will take up the requirement and based on availability at the required dates and fulfilment of the criterion the booking details will be forwarded through ERP to indenter.	Immediate - As per availability	Praveen Kumar Admin – Guest House Email: admin-guesthouse@iiitd.ac.in Extn.: 598	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419

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18	Taxi Booking	Cab type	Support FMS Email: support-fms@iiitd.ac.in Extn.: 598	For Booking Taxi Services 1. Log in to your ERP account using your email ID. 2. Navigate to Services. 3. Select Compose New and choose Vehicle Request. Ensure that you fill out all the required details in the form provided on the ERP portal to complete your booking request. 4. This will be sent to the relevant FMS which will take up the requirement with the empaneled vendors and based on availability at the required time the vehicle no and a self-generated email for processing in the matter will be sent. Thereafter the vehicle and driver details will be forwarded through ERP to indenter.	Response within 1 day.	Praveen Kumar Support – FMS Email: support-fms@iiitd.ac.in Extn.: 598	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email- registrar@iiitd.ac.in (Ext.419)
19	Newspaper Ads Booking	NA	Support FMS Email: support-fms@iiitd.ac.in Extn.: 598	Request through email	Response within 2 days.	Mukul Email: mukul@iiitd.ac.in Ext.: 123	Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419
20	Shifting of materials	Any type of material shifting like Chair, Table etc.	Admin Facilities Email: admin-facilities@iiitd.ac.in Helpdesk: 011-26907420/566 Mobile: 9868878433	Request through email	For minor shifting works - after 11:00 AM & for major shifting works - after 4:00 PM	Mukul Email: mukul@iiitd.ac.in Ext.: 123	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419
21	Security	For security issue in campus	Security IIITD Email: security@iiitd.ac.in Extn.: 592 Mobile: 9870326068	Photos, precise location	Immediate	Security Officer – I Sh. Ranjit Singh security_officer_os@iiitd.ac.in Extn.: 171 Mobile: 9870326068	Anurag Email: anurag@iiitd.ac.in Ext.: 564	Registrar Email: registrar@iiitd.ac.in Ext.: 419
22	Any Emergency Condition in Campus.	Health Emergenct, Disaster -Fire,etc, Strife	Health Centre / Admin Infirmary Email: admin-infirmary@iiitd.ac.in Extn.: 531 Security Officer (OS) Email: security@iiitd.ac.in Extn.: 171 Mobile: 9870326068	Information of site	Immediate	Anurag Email: anurag@iiitd.ac.in Ext.: 564 Umesh Email: umesh@iiitd.ac.in Ext.: 565	Registrar Email: registrar@iiitd.ac.in Ext.: 419	