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.	Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
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.	Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
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.	Jonty Email- jonty@iiitd.ac.in (Ext.111)	Umesh Email - umesh@iiitd.ac.in (Ext.565)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
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.	Jonty Email- jonty@iiitd.ac.in (Ext.111)	Umesh Email - umesh@iiitd.ac.in (Ext.565)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
7	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.	Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
8	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	Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)

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9	**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.	Praveen Kumar- Email- Event Coordinator admin-event@iiitd.ac.in (Extn. 598) Jonty Email- jonty@iiitd.ac.in (Ext.111)	Umesh Email - umesh@iiitd.ac.in (Ext.565)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
10	**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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)	Registrar IIITD Dr. Deepika Bhaskar registrar@iiitd.ac.in (Ext.419)
11	**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	Praveen Kumar- 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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
12	**Swimming Pool Card Issuance**	Swimming pool	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	Praveen Kumar Email- Swimming Pool swimming@iiitd.ac.in (Extn. 598) Mukul Email - mukul@iiitd.ac.in (Ext.123)	Umesh Email - umesh@iiitd.ac.in (Ext.565)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
13	**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)		Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)

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14	**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) / Mukul Email - mukul@iiitd.ac.in (Ext.123)	Umesh Email - umesh@iiitd.ac.in (Ext.565)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
15	**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) / Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
16	**Newspaper Ads Booking**	NA	Support FMS Email - support-fms@iiitd.ac.in (Extn. 598)	Request through email	Response within 2 days.	Anurag Email- anurag@iiitd.ac.in (Ext.564) / Umesh Email - umesh@iiitd.ac.in (Ext.565)		Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
17	**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:OO PM	Mukul Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
18	**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 II Sh Vijay Pal Security Officer security_officer_os@iiitd.ac.in (Extn. 171) Mobile- 9870326068	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)	Registrar IIITD Dr. Deepika Bhaskar registrar@iiitd.ac.in (Ext.419)

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19	**CCTV**	For footage regarding	Security IIITD Email - security@iiitd.ac.in, (Extn. 592) Mobile- 9870326068	Request through email	Immediate	Security Officer I Sh Ranjit Singh Security Officer II Sh Vijay Pal Security Officer security_officer_os@iiitd.ac.in (Extn. 171) Mobile- 9870326068	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)	Registrar IIITD Dr. Deepika Bhaskar registrar@iiitd.ac.in (Ext.419)
20	**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)	Email -AV Support 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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
21	**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 Email - mukul@iiitd.ac.in (Ext.123)	Anurag Email- anurag@iiitd.ac.in (Ext.564)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)
22	**Any Emergency Condition in Campus.**	Health Emergenct, Disaster - Fire,etc, Strife	Health Centre Email - Admin Infirmary admin-infirmary@iiitd.ac.in (Extn-531) Security Officer I Sh Ranjit Singh Security Officer II Sh Vijay Pal Email- Security Officer security_officer_os@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)	Sanjay Roy Email- sanjay@iiitd.ac.in (Ext.563)	Registrar IIITD Dr. Deepika Bhaskar registrar@iiitd.ac.in (Ext.419)