

## **MAINTENANCE WORK**

**Purpose:**

To narrate the process involved in general civil repair works

**Scope:**

To provide quick and quality civil/electrical maintenance and repairs

**Responsibility:**

Primary Responsibility – Electrical maintenance In-charge & Site Supervisor

Secondary responsibility - Management

**Procedure:**

All complaints related to Civil, Electrical and plumbing is recorded in the complaint book kept at the reception. Complaint book is inspected by Electrical maintenance In-charge/ Site Supervisor. If any additional items are required for attending the complaints, it is done with the sanction of the Management.

Major Complaints or modification work is reported to the management. The management will set a contractor and Electrical maintenance In-charge/ Site Supervisor is responsible for the supervision of the work.

**REFERENCE:**

Quality Manual