**Minutes of the Departmental Meeting of General Services held on 14th December 2023**

Venue: Senate – Annexe, 3rd Floor, Manipal.edu, Manipal

**Time:** 3:30pm

**Members absent/excused:**

Deputy Director Environmental & Sustainability, MAHE

Asst Director – Development, MIT, MAHE

Estate Officer, MAHE

**Agenda Points:** As below:

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| **Sl. No** | **Agenda Point** | **Discussion/Action** | **Target Time** | **Responsibility** | **Remarks** |
| 1. | Welcome | The Director General Services welcomed all the members. | Nil | Nil | Nil |
| 2. | Review of previous meeting | Presentation of Departmental achievements for the month of November 2023 was reviewed in detail and was found to be within target limits. | Nil | Nil | Complete |
| 3. | Review of Quality, Environment, Energy Policy/Department Objectives/Review of Compliance Obligation with regards to EMS & ENMS | (a) Quality policy and EnvironmentalPolicy, Energy Policy/Departmental Objectives /Review of ComplianceObligation about EMS &ENMS of the University was projected on the screen and thePoints there in were reiterated.(b) Quantified objectives of all thesections were presented by theI/c Section.(c) Review of Quality policy toachieve better standards was deliberated upon. | NilHowever the  |  | Complete |
|  4. | Changes in Department Structure & responsibility | Nil | Nil | HR | Nil |
|  5. | Revision /Amendment if any in objectives & quality documents | Nil | Nil | Nil | Nil |
|  6. | New Initiatives if any | Nil | Monthly | All | Nil |
| 7. | Any other matter | **a) Air Condition**(i) The December meeting addressed 42 split AC complaints, with a focus on PCB malfunctions causing resident inconvenience.(ii) Zolo points highlighted major issues with PCBs; clarification assured an ample PCB supply for prompt repairs and replacements.**b) Ancillary Services**(i) There has been an increase in customer satisfaction based on recent measures; positive feedback received.(ii) Successful resolution of all complaints from hostels and institutions reported during the December meeting.**c) Central Stores**(i) The Central Stores Department reported a commendable achievement of 98.75%, successfully reaching the set target.(ii) The DGS issued clear instructions for immediate clearance of associated paperwork regard to PR’s. Emphasis was placed on swift action to avoid the possibility of returned purchases.DGS underscored the importance of efficiency by instructing concerned parties to promptly clear paperwork, ensuring a seamless and successful conclusion to the procurement process.**d) Civil****Technical** (i) The DDGS Civil instructed the Engineer to display the overall total number in future slides, emphasizing the importance of comprehensive data representation.(ii) Advised that all Zolo complaints should be presented as Hostel Complaints in order to avoid potential audit observations. This adjustment in categorization was recommended for greater clarity in reporting.(iii) Meeting stressed adding Total Complaints in future presentations for a comprehensive overview and improved transparency in Civil Department reporting.**e) Electrical**(i) The December meeting of the Electrical Department addressed that Every Complaints were resolved and achieved in an effective manner.(ii) DGS also informed that all data should be available in Energy Desktop & It has to be Single Energy Monitoring Cell.(iii) It was suggested that the new building should be included as a positive initiative in the upcoming budget discussions.**f) FSO**The Fire and Safety department's December meeting highlighted 100% achievement in Mangalore. Anticipated completion for MIT and Health Science is expected by March 2024.**g) KH**(i)During the December meeting at Kasturba Hospital, it was highlighted that the generation of biomedical waste was reduced, due to the Festival Convocation.(ii) In Security Safety, One New Speaker Camera should be installed in Dhanvantri Ward Counselling Room.**h) Plumbing**(i) The DGS directed the engineer to add a slide on water savings cost methodology in future presentations. Additionally, the DDES was tasked with projecting these savings, reflecting a positive initiative.(ii) It was also observed that Water Consumption increased due to Convocation & Fountain in MAHE.**I) TAPMI**It was noted that the AC complaints did not meet the set target. The DGS directed the concerned parties to promptly review targets in such cases to avoid potential findings by ISO in the future.**j) Miscellaneous**(i) At the December meeting for Satkar Paradise, building details were discussed. Chief Warden manages all allotments, except the Top Floor (under DGS). Further clarification is needed for Electrical and Plumbing responsibilities.**Status of Married accommodation**(i) It was noticed that out of 60 quarters planned for renovation 35 Quarters were completed and they insisted to increase more manpower to complete it by February.  (iii) A pledge to achieve 10% completion within the next 2 months was made, and DGS requested some quarters for international faculties, specifically two-bedroom houses, to be kept as spares. | Asap----Asap-Next Meetingasap----Next Meeting-Asap | AC Engineer---do—Central StoresTechnical Engineer, Civil----do------do----EngineersConcerned Engineers---do----CFSO  |  |
| 8  | Vote of thanks | Director proposed vote of thanks | Nil | Nil | Nil |

\* Remarks column for recording completed/not completed/in progress items (Not completed/ in progress to be compulsorily reviewed in the next meeting under the agenda no.2).

**Recorded by**

**DIRECTOR GENERAL SERVICES,**

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**Manipal – 576 104**