

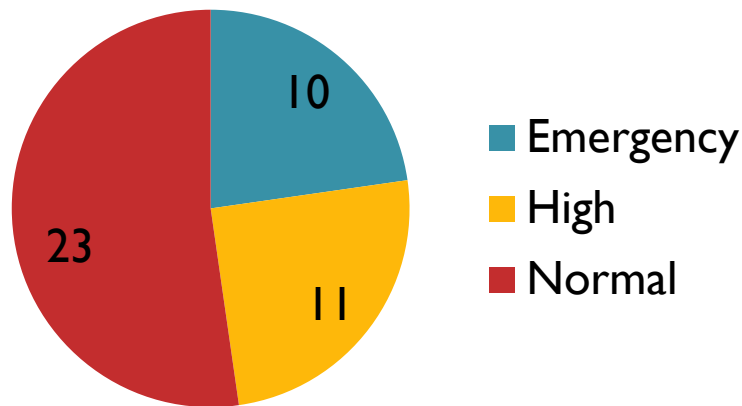
**Electrical**  
**Maintenance Division**  
**Status Report-**  
**A/c Maintenance**

September 2015

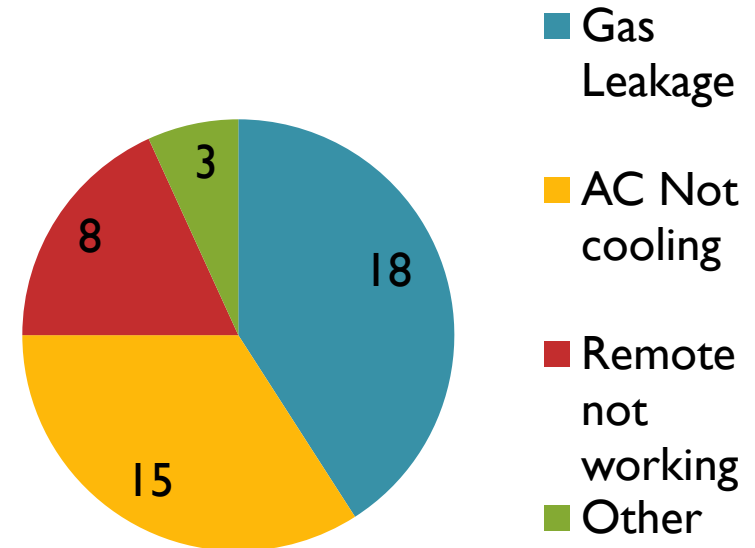
# Total complaints opened: 44

# Total complaints closed: 1,870

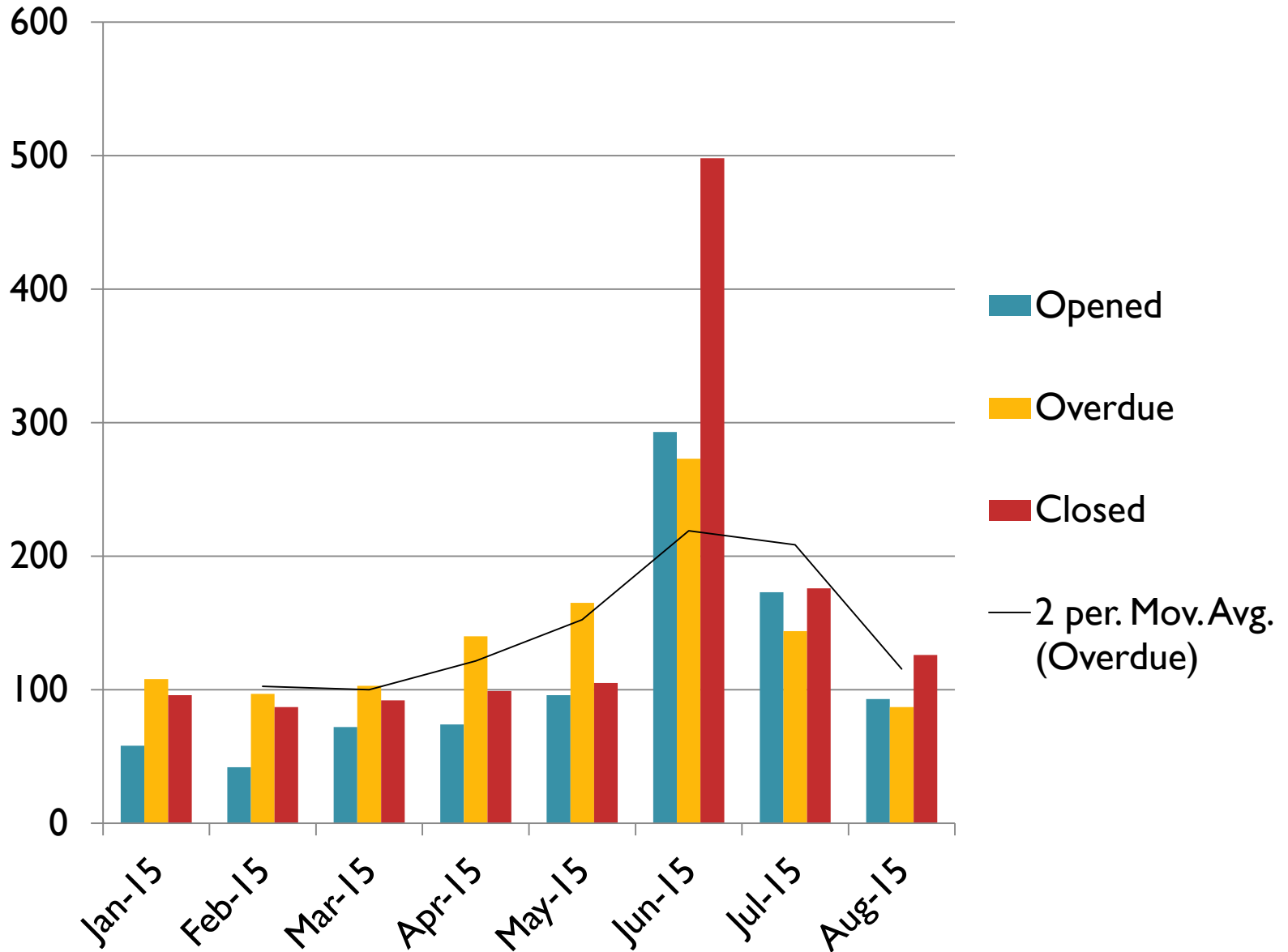
## Complaints Opened



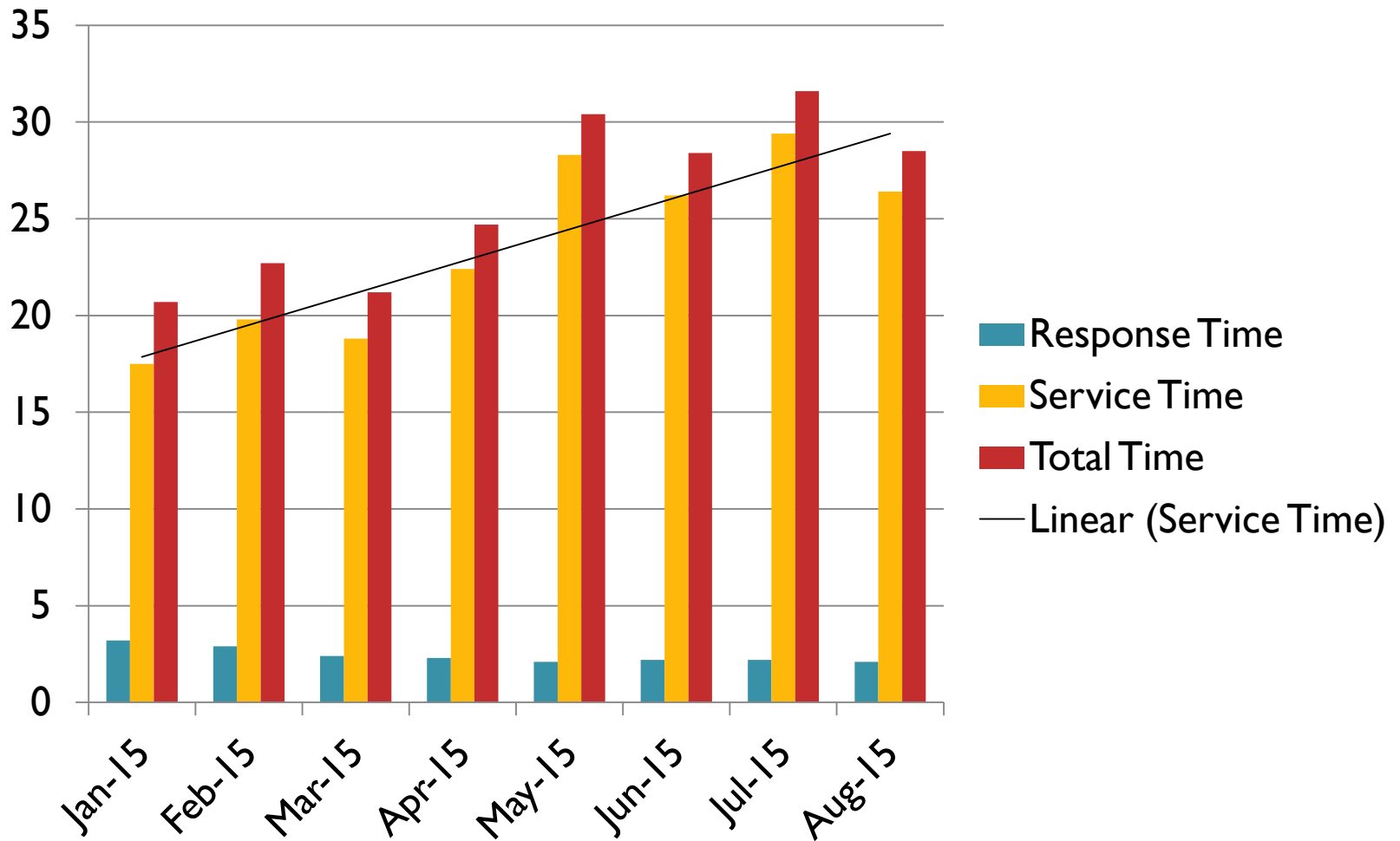
## Problem Detected



# Complaints Opened, closed & overdue Month-wise

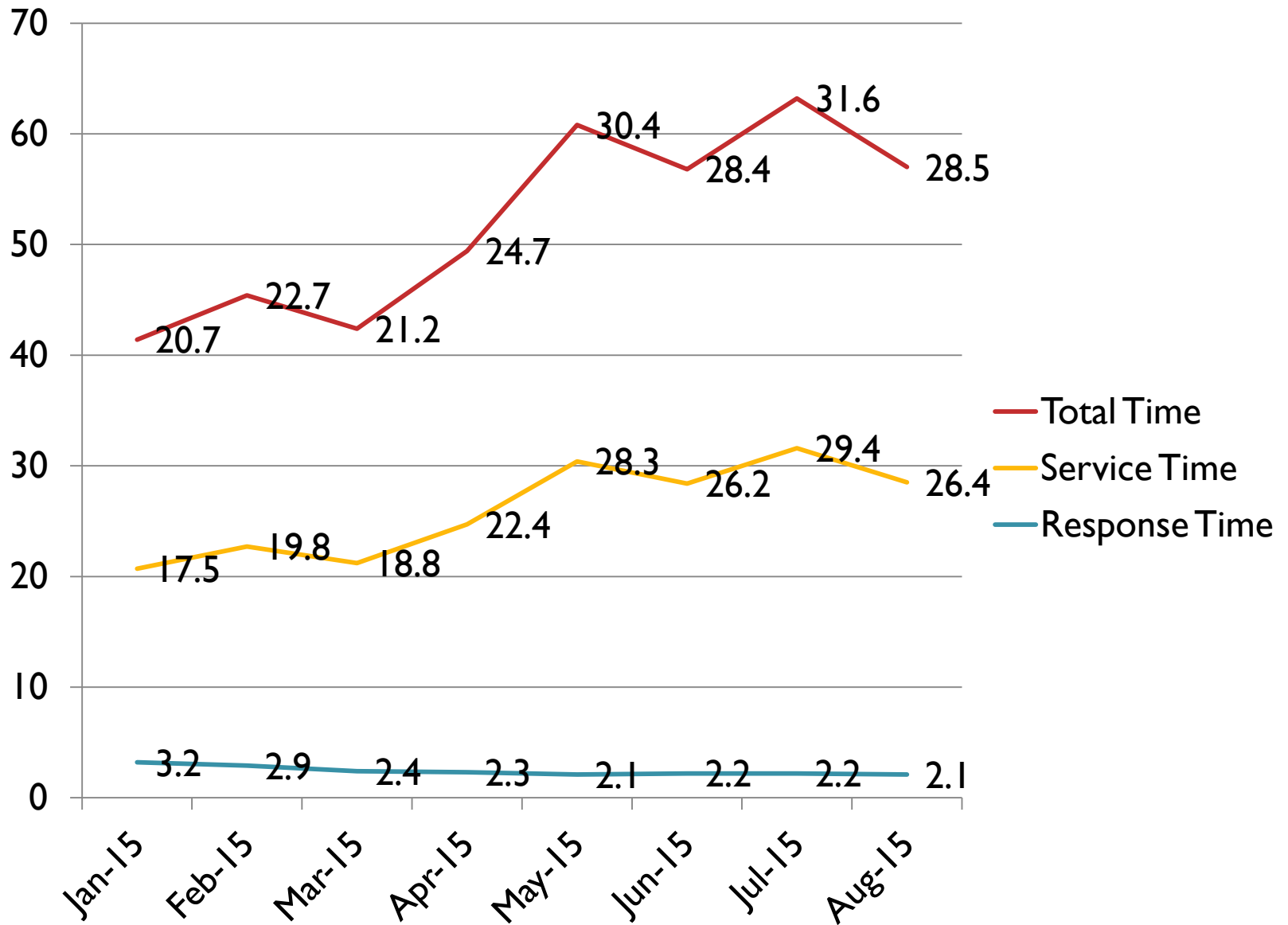


# Response and Service Time



Response Time has been improving. However, Service Time needs to lower down.

# Response and Service Time for Labs



# Solution of Recurring problems,& SLA

Types of Problem	Location	Containment Action	Permanent Action
<b>Compressor</b>	<i>Server Room</i>	Immediate, spare compressor will be provided	Repair in 1 week
	<i>Lab</i>	Replacement in 48 hours	Repair in 1 week
	<i>Faculty cabin</i>	--	Repair in 2 weeks
	<i>Class room</i>	--	Repair in 2 weeks
<b>Fan Motor</b>	<i>Server Room</i>	Immediate, spare fan to be provided	Repair in 3 days
	<i>Lab</i>	Spare to be provided within 24 hours	Repair in 3 days
	<i>Faculty cabin</i>	--	Repair in 1 week
	<i>Class room</i>	--	Repair in 1 week
<b>Leakage (Refrigerant)</b>	<i>Server Room</i>	Immediate repair, if not done in 12 h spare to be arranged	Repair in 3 days
	<i>Lab</i>	Immediate Repairs, if not repairable in 48 h spare to be arranged in critical labs.	Repair in 2 days
	<i>Faculty cabin</i>	--	Repair in 4 days
	<i>Class room</i>	--	Repair in 4 days
<b>General Repair</b>	<i>Server Room, Lab, Faculty cabin, Class room</i>	--	Repair 3 days

# Action items:

- **Service time needs to be lower down**
- **Performance of Vendor-** (1) Generate a monthly target with vendor agreement regarding performance (e.g. closure of complaints, servicing, numbering A/C)  
(2) Provide monthly performance review of vendor.
- **Unique Machine code for A/C units:** Earlier it was decided to assign unique Machine code for all A/c units to track the complaint history. As the new AMC agency have been awarded contract, this needs to be done, at the earliest.
- **Feedback on A/c complaints:** To record feedback of the user on closed complaint.



THANK YOU