



INDIAN INSTITUTE OF TECHNOLOGY INDORE
Infrastructure Development Office
Maintenance wing

Procedure to raise the maintenance request.

All requests for maintenance are to be raised through Maintenance Support System through the link <http://idhd.iiti.ac.in/open.php> available on the website of Infrastructure Development Office under “Quick Links”

Contact details for maintenance request.

A. During Office Hour

Civil/Electrical Maintenance – Please contact to IDO Maintenance Office @ 0731-6605347, 5348, 5349, 3419

B. Beyond Office Hour

(A) Water supply / plumbing issues please contact on duty technician – 76111 20841

(B) Carpentry related issues- please contact on duty technician – 86025 26800

(C) Electrical related issues please contact on duty technician – 0731-6603459 / 90745 41369

To facilitate Institute community members, contact details of the respective technicians (Civil / Electrical), who will take care of the complaints raised through the Maintenance Support System, is appended below.

Sr. No.	Name of Technician	Work Assigned	Contact Number
1	Mr. Vinod Pal	Plumbing Work	8818886134
2	Mr. Janu Khandekar	Plumbing Work	9981034220

3	Mr. Lalit Kadam	Carpentry Work	7828025546
4	Mr. Keshraj Pal	Plumbing Work	9713077756
5	Mr. Satish Mandloi	Plumbing Work	8818883471
6	Mr. Dayaram Garg	Carpentry Work	8602526800
7	Mr. Dhanraj Kanoj	Meson Work	9098611059
8	Mr. Rajesh Pal	Plumbing Work	9977140789
9	Mr. Ashok Verma	Electrical Work	7869862198
10	Mr. Jugal Kishor	Electrical Work	9926073470
11	Mr. Akhilesh Pathak	Electrical Work	9584040828
12	Mr. Jagdish Upadhyay	Electrical Work	9981034224
13	Mr. Rahul Kushwaha	Air Conditioning Work	8839454030
14	Mr. Manoj Pal	Electrical Work	9303256134
15	Mr. Jayshankar Upadhyay	Electrical Work	8359882253

If maintenance ticket is not attended in reasonable time

If the problem did not resolve in stipulated time (based on nature of complaint, normally 4-5 days), please contact to concerned engineer (Civil / Electrical) as mentioned below:

For Civil Maintenance Work – Mr. Ankit Yadav, Junior Engineer (Civil)
Contact No. 0731-6605349

For Electrical Maintenance Work – Mr. Pushpendra Singh Yadav, Junior Engineer (Electrical)
Contact No. 0731-6605348

For Air Conditioner and Electrical Maintenance Work – Mr. Ankit Sharma, Junior Engineer (Electrical) Contact No. 0731-6605347

Even if complaint did not resolve, kindly contact to the Maintenance - In - Charge
Contact No.0731-6603495

Frequently Asked Questions (For Institute Residential Accomodation Occupants of Studio Apartment/ Residential Complex/Bungalow)

1. What is the procedure to deal with a defective electrical meter?

In case the occupants feel that the electrical meter is defective, this fact is to be brought to the notice immediately to the maintenance wing. The Institute shall replace the same at its own cost (If found faulty).

2. When accommodation can be changed?

As per rule 4.15 of IIT Indore Residential Accommodation Allotment Rules, 2018: If an occupant of a residence has some special and serious difficulties in connection with his residence, he may appeal for a change of residence. The IRAC may itself take decision in the matter or request the Competent Authority to appoint a committee to investigate the matter and give its recommendations.

3. What is water charge for the occupants?

At present all the occupants are required to pay fixed water charges @ Rs. 250 per month for the same period for which license fee is charged. Water fee is chargeable even if accommodation is free of license fees.

4. Whether occupants will be required to pay for damages, if any?

The allottee, at the time of taking possession of the accommodation, shall note carefully all items, fittings and fixtures in the allotted accommodation and shall sign in the book of inventory kept for that purpose. He / she shall be responsible for damage except that which arises as a result of normal wear and tear. The cost of damage as assessed by the Estate Officer and approved by the appropriate authority shall be payable by the occupant.