

No.7/15(1)/2014-SD/S&S
Indira Gandhi National Centre for the Arts
Consultant(S&S/PMC)

01st July, 2014

**Sub: SOPs FOR COMPLAINT SYSTEMS RELATED TO
CIVIL, ELECTRICAL AND FURNITURE WORKS**

1. These SOPs are issued to institutionalise the system of complaints related to civil, electrical and furniture works.
2. The complaint registers as per attached format will be placed at the following places with the **Security Guards** in the IGNCA for registering complaints related to civil, electrical and furniture works by the users:-
 - (a) Main Entrance Gate of Kalanidhi, Kalakosha & Shared Resources Building.
 - (b) Media Centre.
 - (c) JS Gate of CV Mess Building.
3. All users/care takers/farash/security guards who observe any leakage, electric problems, un-serviceability, breakage etc can register their complaints in these registers.
4. There will be two registers for each place. One for odd dates (e.g.1,3,5,7.....) and other for even dates (e.g. 2,4,6,8.....).
5. These registers will be collected by the Farash of the building at 09.30 a.m. on every working day and handed over to EMU Office. Farash will also collect the previous day register from the EMU Office and hand over back to the respective security guard.
6. Consultant (CE) will make one of his staff responsible to detail respective electrician, carpenter, plumber, mason or contractor to attend to the complaint on the same day giving a job card duly serially numbered. This job card serial number will be entered in the column provided in the register. At the end of the day register will be completed with the job completion report or actions taken to complete the job.
7. All complainants are requested to write the feed back in the column provided in the register on the complaints.

8. The complaint registers will be put up to Consultant (S&S) and Dir (Admin) for review on every Monday by the Farash.
9. This issues with the approval of the Competent Authority and to be implemented with immediate effect.

(Jayant Kumar Ray)
Director(Administration)

HoD(KN)
HoD(KK)
HoD(JS)
HoD(Conservation)
PD(KD)
Director(CIL)
Controller (MC)
FA &CAO
Consultant (CE)
Consultant(S&S/PMC)
US(Admin)
SO (S&S)
Care Taker Unit
Security Supervisor

Copy for information to:

1. PS to MS
2. Sr. PS to JS