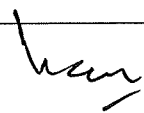
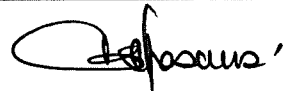


HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH DURING OFFICE HOURS

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name : Wan Rizaila bin Wan Mamat Saufi	Name : Mazlina binti Mustafa
Position : Senior Assistant Director, Residential and Service Department	Position : Director, Residential and Service Department
Date : 01/02/2024	Date : 01/02/2024

1.0 OBJECTIVE

This procedure is prepared to ensure that handling of facilities and maintenance report at Mahallah to be managed efficiently and effectively according to university procedure.

2.0 SCOPE

This procedure is to be used in all Mahallah at IIUM Gombak Campus.

3.0 ACCOUNTABILITY

Accountability	Detailed Procedure	
HM /AHM	1	Monitor the progress report in MMRS
AA2	2	Receive complaints from customers via MMRS.
AA2	3	Submit the maintenance complaints to DBSB through the following mediums: <ul style="list-style-type: none"> - Webwork system (User with valid access) - Direct call to DBSB Hotline - Email to DBSB - Fax transmission to DBSB
AA2	4	Record work request No. /work Order No. in MMRS.
AA2	5	Ensure the DBSB team acts accordingly (MO will be involved if there is external contractor).
AA2	6	Update the job completed in MMRS.
AA2	7	File all related documents accordingly.

4.0 ABBREVIATION (If any)

4.1 IIUM	:	International Islamic University Malaysia
4.2 RSD	:	Residential and Services Departments
4.3 PAFU	:	Project and Facilities Unit
4.4 MO	:	Mahallah Office
4.5 HM	:	Hostel Manager
4.6 AHM	:	Assistant Hostel Manager
4.7 AA2	:	Administrative Assistant 2
4.8 MMRS	:	Mahallah Management Report System
4.9 DBSB	:	Daya Bersih Sdn Bhd
4.10 WWR	:	Web Work Request
4.11 Customers	:	Students/Staff/DBSB cleaner
4.12 CMMS	:	Computerized Maintenance Management System

5.0 REFERENCE

5.1 Mahallah Maintenance Report System:

<https://goo.gl/JKHs9B>

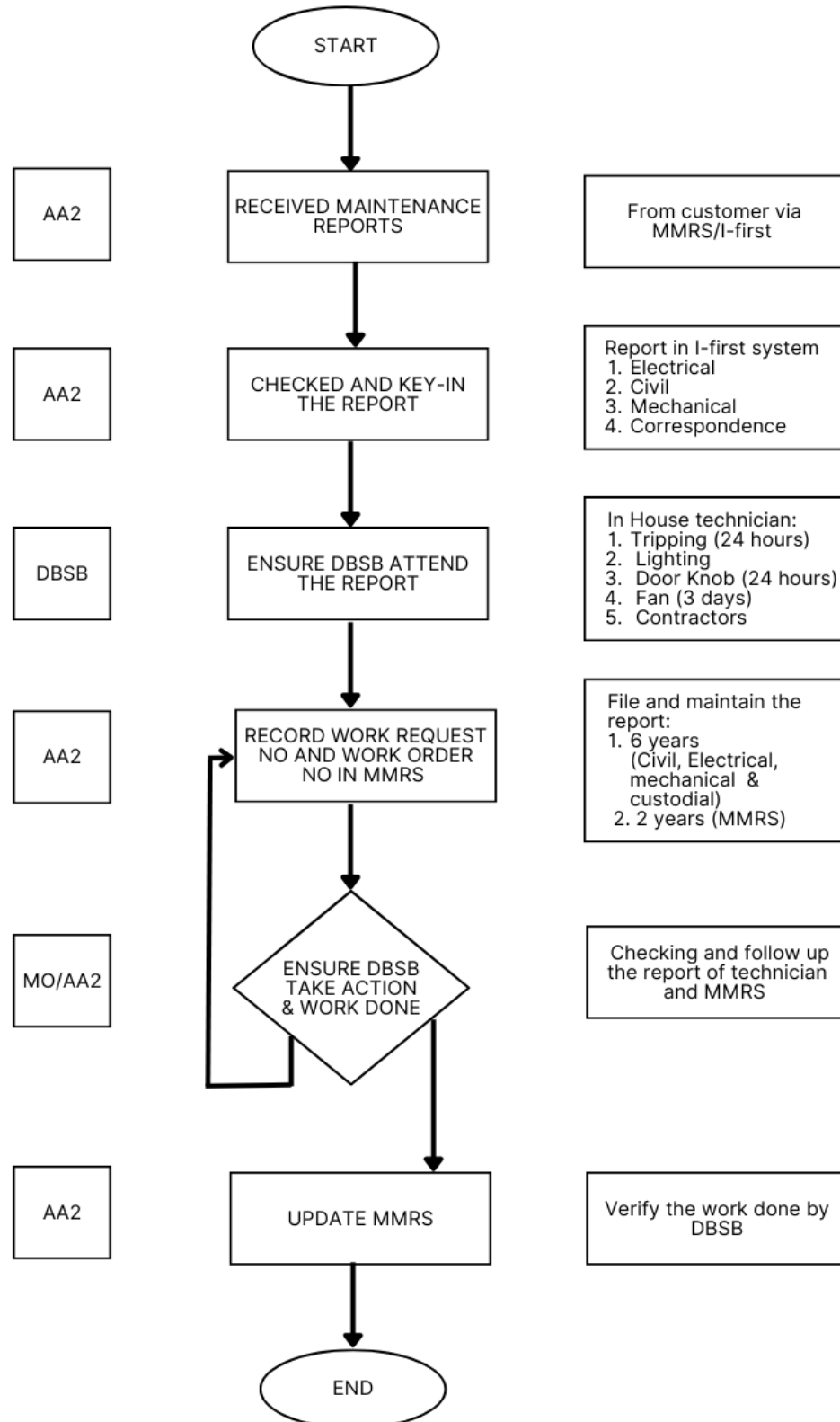
5.2 I first:

<https://i-first.iium.edu.my/portal>

6.0 RECORD RETENTION PERIOD

NO	QUALITY RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1	IIUM/213/XXX/9/4/1 Maintenance (Civil)	6 years	Respective Mahallah	AA2
2	IIUM/213/XXX/9/4/2 Maintenance (Electrical)	6 years	Respective Mahallah	AA2
3	IIUM/213/XXX/9/4/3 Maintenance (Mechanical)	6 years	Respective Mahallah	AA2
4	IIUM/213/XXX/9/13/22 Maintenance (Custodial)	6 years	Respective Mahallah	AA2
5	Report from student in MMRS	2 years	Respective Mahallah	AA2

7.0 PROCESS FLOW





Version No: 03
Revision No : 02
Effective Date: 22nd August 2024

**RESIDENTIAL & SERVICES DEPARTMENT
(PROJECT & FACILITY UNIT)**

Mahallah Request for Project and Facility Upgrading Work

Requestor 's Information (To be filled by Hostel Manager / Assistant Hostel Manager)

Name	:	
Mahallah	:	

1. Title of Project/Upgrading Request:

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2. Location:

a.	Block	
b.	Room	
c.	Others	

3. Details of Request (e.g. quantity, type, images)

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(Please use attachment if the space provided is insufficient)

4. Project Justification:

i.	
ii.	
iii.	
iv.	

(Please provide supporting document e.g. technical report)

5. Cost Estimation

Signature of requestor: Official stamp Date :	Recommended/Not Recommended Officer in charge: Project & Facility Unit Residential & Services Department Date :
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Pre- approved /Not approved

Director
Residential & Services Department
Date :

Note from Project & Facility Unit: