



F. No. 1-2(T.C.)/GM(C)2016-NVS(W)/ 56

Date: 06.02.2026

Construction Circular - 01/2026

**Standard Operating Procedure (SOP) for Repair and Maintenance Works at RO
and JNV level**

1. Background:

Repair and maintenance of JNV's infrastructure is of critical importance to minimize the downtime and for smooth functioning. As per the existing practice, annual repair and maintenance works of JNVs are taken up at JNV level and special repair works costing up to ₹30 lakhs are taken up at RO level.

2. Existing Procedure:

The following is the procedure followed at JNVs for Annual Maintenance and by ROs for Special M&R works.

(a). **Existing procedure for Annual Maintenance, Repair and Operation (AMRO) at JNV level:** As per the existing practice, an annual maintenance fund upto ₹10 lakhs is allocated to JNVs. The JNV Principal needs to get estimates prepared, finalise the specifications of construction materials, prepare BOQs, invite bids and assess the reasonability of rates, get the work executed on the ground, assess the quality of work, make the payments, and ensure regulatory compliances such as EPF, ESIC, GST, TDS, etc.

(b). **Existing procedure for Special M&R at RO level:** As per the existing practice, Dy Commissioner of Regional Offices receive bulk Special M&R funds every year. JNVs prepare the work proposals, identify the Maintenance Agency(MA) willing to take up the work, obtain estimates from the Maintenance Agencies and submit to DC, RO for sanction. The maintenance agency takes up tendering separately for each work, executes the work on ground, and DC, RO releases payment to the Maintenance Agency through JNV.

3. Difficulties Faced with Existing system: The following difficulties in execution of repair and maintenance works under the existing system were highlighted by DCs and Principals during DCs' and Principals' Conferences:

(a). Principals and staff at JNV level, faced difficulties due to lack of technical expertise in preparation of estimates and BOQs, ensuring statutory compliances, quality control of works, measurement and checking of bills, limited availability of qualified vendors, and lack of sufficient time for academic and administrative responsibilities.

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(b). In respect of Special M&R works at RO level, difficulties were faced in assessment of necessity and preparation of Special M&R proposals and estimates due to non-availability of professional support, delays in commencement of works for want of separate tendering for each work, poor contractor response, and delays by State agencies in submission of estimates and final settlements.

In view of the above difficulties, it was requested by DCs and Principals at various forums to make available a ready-to-commence contractor/vendor to whom the Principal or DC can directly place requisition of works to commence the work directly.

4. Revised Procedure: The above issues were examined and deliberated at NVS, and the repair and maintenance practices adopted by various other Government organisations were reviewed. The revised procedure to be followed henceforth for repair and maintenance of JNV infrastructure is given below:-

(a). NVS shall identify and empanel Maintenance Agencies (MA) and finalise region-wise service charges to be paid to such agencies.

(b). NVS shall appoint Maintenance Agencies to each region well in advance before commencement of each financial year.

(c). Maintenance Agencies shall conclude cluster-wise Annual Maintenance, Repair and Operation (AMRO) contracts for each cluster before commencement of financial year, with validity of at least one year.

(d). **Annual Maintenance, Repair and Operation (AMRO) at JNV level:** Repair and maintenance of all JNV infrastructure shall be taken up through cluster-level AMRO contracts. All Principals shall finalise Annual Maintenance Plans (AMP) by end of month of February of every year and prioritise works into Priority-I (Vital), Priority-II (Essential), and Priority-III (Desirable), and place requisition for Priority-I works to the contractor immediately on commencement of the financial year. All payments to the Maintenance Agency shall be released based on verification report submitted by the Vidyalaya M&R Committee through the JNV Principal. However, if any JNV principal, can not be part of cluster level AMRO contract, for exceptional local reasons, can do so under intimation to DC, RO.

(e). **Special M&R at RO level:** All DCs shall finalise list of Annual Special M&R works by end of month of February of every year and obtain estimates from the Maintenance Agency. DCs shall issue necessary sanction for all Priority-I Special M&R works immediately on commencement of the financial year. The Maintenance Agency shall commence and complete all Priority-I works during the summer vacation. Priority-II and Priority-III works may be sanctioned and executed during the financial year after the schools are reopened, subject to availability of funds. All payments for Special M&R works sanctioned by ROs shall be released by DC, RO against bills submitted by the Maintenance Agency.

(f). The guidelines for prioritisation of work for maintenance services and Special M&R is enclosed as **Appendix-A**.

(g). Work Flowchart of revised procedure is given at **Appendix-B**.

5. Roles and Responsibilities: The roles and responsibilities of various functionaries at NVS, RO and at JNV Level and various functionaries of Maintenance Agency (MA)/ and the Vendor are given as Roles and Responsibilities Matrix at **Annexure-C**. The Maintenance Agency (MA) shall submit documentary evidence of EPF, ESIC, GST, TDS, etc compliance, including valid registration certificates and proof of timely deposit of statutory payments for all deployed manpower.

6. Performance / Response Standards: The Performance and Response Standards for maintenance complaints, indicating category-wise response and resolution timelines are given at **Appendix-D** and shall form part of the contract concluded by Maintenance Agencies.

7. Emergency Stock: The Maintenance Agency, through its contractor, shall maintain an emergency stock of essential urgent items, in addition to its regular day-to-day stores, to ensure prompt redressal of urgent complaints. The minimum reserve levels of such items, such as tube lights, fuses, MCBs, taps, valves, pipes, and other such essential spares, is given at **Appendix-E**. Additional items, if any, as finalised by the JNV / Regional Office, shall be maintained as emergency stock at all times.

8. Escalation Matrix: The vendor-side and department-side escalation matrix for the AMRO works for escalating the issues in case of failure to achieve performance standards and failure to meet response timelines along with actions and timelines for response at higher levels is detailed in **Appendix-F** and shall form part of the contract concluded by Maintenance Agencies.

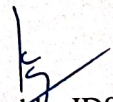
9. Penalty Clause: Penalty provisions for delay, poor quality of workmanship, non-adherence to timelines, and other contractual defaults by the Maintenance Agency, including cumulative penalty and termination conditions, is given at **Appendix-G** and shall form part of the Contract.

10. Performance Evaluation: The performance of the Maintenance Agency shall be evaluated for AMRO works for each financial year, using the performance rating criteria in Completion Certificate as per format enclosed as **Appendix-H**, covering quality of works, adherence to timelines, emergency response, manpower deployment, documentation, coordination, and penalties.

11. This revised procedure shall be adopted with effect from 01.04.2026.

12. This is issued with the approval of Commissioner, NVS.

Enclosure: Appendix A to H


(K. V. Reddy, IDSE)
GM (Construction)

Prioritisation of work for Maintenance Services

Priority of Maintenance works for Annual Maintenance Works and Maintenance & Repair / Special M&R Works to be executed through RO.

A). Priority-I (Vital – Health, Life, Safety & Security):

- (i). Repairs to internal and external **electrical systems** like faulty wires, cable faults, faulty bulbs, tubelights, fans, switches, sockets, MCBs/MCCBs, circuit breakers, distribution boards, earthing, DG sets, Panels, Transformers, street-lighting, etc.
- (ii). Repairs to internal and external **water supply and distribution systems**, including faulty taps, blocked, damaged or leaking pipes, pipe joints and fittings, valves, fixtures, pipelines, borewells, pumps, motors, sumps, overhead and underground water tanks, drinking water, leakages, blockages, and allied plumbing components, including urgent works to address no-water conditions, etc.
- (iii). Repairs to **sewerage and sanitation systems**, including blocked drains, choked or damaged sewer lines, manholes, inspection chambers, septic tanks, soak pits, sanitary fixtures, and allied works.
- (iv). Repair of structural damages to buildings (including staff quarters) requiring urgent repairs.
- (v). Repair to roof treatment and other leakage and seepage issues of all buildings.
- (vi). Accommodation problems for students (including provision of double-tier beds).
- (vii). Attending day-to-day maintenance complaints necessary for normal campus operations.
- (viii) Any other emergent work having direct implications on health, safety, security, or uninterrupted functioning of the Vidyalaya.

B. Priority-II (Essential – Operational):

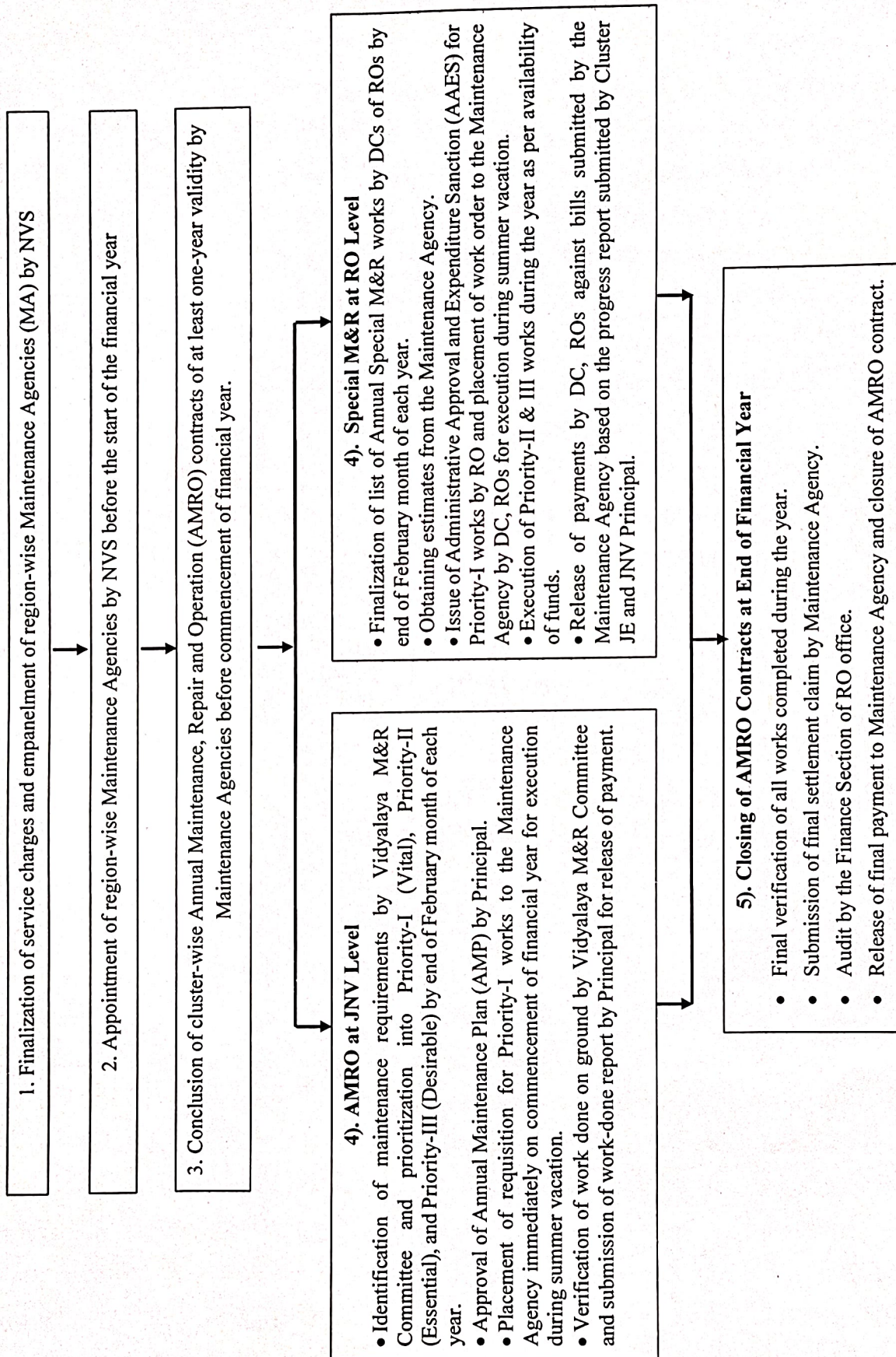
- (i). Repairs of doors, windows, shutters, window panes, hinges, locks, handles, fittings, and allied fixtures.
- (ii). Repairs of flooring, including tiles, skirting, steps, and similar finishes.
- (iii). Periodical maintenance like painting, whitewashing, and finishing works.
- (iv). Repair of leakage, seepage, and waterproofing works.
- (v). Vegetation management, including pruning of tree branches near electrical lines and clearing bushes/wild grass to prevent hazards.
- (vi). Cleaning of septic tanks, underground sumps (UGS), and overhead tanks (OHT), including chlorination.
- (vii). Ensuring proper water supply, including revival of existing/additional borewells or laying of pipeline from any other source.

C. Priority-III (Desirable):

- (i). Improvement and upgradation works, including patch repairs, minor refurbishments, and other aesthetic improvements not affecting essential services.
- (ii). Repairs and maintenance of internal roads, pathways, pavements, and hard standings within the campus.
- (iii). Repairs, strengthening, and upgradation of boundary walls, fencing, and gates.
- (iv). Repairs and maintenance of storm water drainage systems, including surface drains, culverts, and allied structures.



Work Flow Chart for Cluster Wise AMRO Contracts



Roles and Responsibilities

1. Department-Side Roles & Responsibilities Matrix

S.No.	Role / Designation	Primary Responsibilities	Decision-Making / Escalation Authority	Key Performance Indicators (KPIs)
(a)	JNV Principal	- Approve Annual Maintenance Plan (AMP) prepared by Vidyalaya M&R Committee. - Place requisitions for Priority-I works to Maintenance Agency. - Ensure verification and approval of completed works by M&R Committee. - Coordinate with Cluster JE for technical inspection.	Escalate unresolved technical issues, or fund-concerns, or fund-related problems to Deputy Commissioner, RO.	- Timely submission of AMP and requisitions and placement of requisitions. - Timely Verification and approval of completed works. - Minimal defects or compliance issues at JNV level.
(b)	NVS Cluster Junior Engineer (JE)	- Provide technical support to JNVs and Maintenance Agency. - Verify estimates and proposals submitted by JNVs and Maintenance Agency. - Conduct site inspections, verify measurements, and ensure work specifications. - Prepare progress reports and submit to DC. - Assist in year-end verification and closure of AMRO/Special M&R contracts.	Escalate technical issues, discrepancies in execution, or quality concerns to Deputy Commissioner, RO.	- Accuracy of measurements and inspection reports. - Timely reporting of progress. - Minimal rework due to technical errors.
(c)	Assistant Commissioner of the Cluster	- Support DC in sanctioning Special M&R works. - Monitor compliance of contracts and fund utilization. - Liaise with Finance section for payment approvals.	Escalate policy, fund, or sanction-related issues to Deputy Commissioner.	Efficient coordination between RO, JNV, and Maintenance Agency.
(d)	Deputy Commissioner of RO	- Finalize Special M&R list and issue Administrative Approval & Expenditure Sanction (A/A&E/S). - Approve cluster-wise AMRO contracts. - Release payments to Maintenance Agency based on verification reports. - Ensure priority works are executed during summer vacation. - Oversee AMRO/Special M&R execution and vendor performance in the region. - Audit and close contracts at year-end.	Escalate critical or policy issues to NVS HQ.	- Timely sanction and execution of Priority-I works. - Promptness in payments.

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S.No.	Role / Designation	Primary Responsibilities	Decision-Making / Escalation Authority	Key Performance Indicators (KPIs)
(e)	Navodaya Vidyalyaya Samiti (HQ)	• Empanel Maintenance Agencies and finalize region-wise service charges. • Assign Maintenance Agencies to regions before start of financial year. • Review overall M&R policies, SLAs, and performance of ROs and Maintenance Agencies. • Facilitate fund allocation, policy decisions, and process improvements.	• Highest authority for vendor selection, and region-wide M&R oversight.	• Timely empanelment of vendors and finalization of service charges.

Notes:

- Each role has **distinct responsibilities**, but coordination across roles is critical for smooth execution.
- Escalation flows **upwards**, from Principal → Cluster JE → Assistant Commissioner → DC → NVS HQ.

2. Vendor-Side Roles & Responsibilities Matrix

S. No.	Role / Designation	Primary Responsibilities	Escalation / Decision-Making Authority	Key Performance Indicators (KPIs)
(a)	Area In-Charge of Maintenance Agency	- Attend and resolve complaints at the assigned JNVs/cluster within SLA timelines. - Supervise day-to-day execution of AMRO/Special M&R works in the assigned area. - Coordinate with JNV Principal and Vidyalaya M&R Committee for work schedules. - Ensure quality of materials and workmanship on site. - Report progress and issues to Cluster In-Charge.	Escalate unresolved complaints or Performance Standards /Response Timeline breaches to Cluster In-Charge.	- Timely resolution of complaints within Performance Standards /Response Timelines. - Minimal recurring issues. - Quality compliance at site.
(b)	Cluster In-Charge of Maintenance Agency	- Oversee multiple areas within the cluster and ensure resolution of complaints escalated from Area In-Charge. - Monitor compliance of work specifications, safety norms, and quality standards. - Facilitate coordination between Area In-Charges and Region In-Charge. - Ensure timely reporting of cluster-level progress to Region In-Charge. - Conduct periodic inspections of JNVs in the cluster.	Escalate unresolved or recurring complaints from Area In-Charge to Region In-Charge.	- Resolution of escalated complaints within 24 hours. - Cluster-level quality and SLA compliance. - Effective coordination across areas.
(c)	Region In-Charge of Maintenance Agency	- Take ownership of critical or safety-related complaints and non-compliance issues beyond Level 2. - Approve corrective actions and ensure timely execution. - Liaise with DC for major issues requiring administrative or financial intervention. - Review and audit cluster-level reports and ensure final compliance. - Ensure overall vendor performance in the region meets contractual standards.	Final escalation point for unresolved issues from Cluster In-Charge; authority to direct corrective actions.	- Resolution of critical complaints within 48 hours. - Safety compliance and adherence to contractual obligations. - Vendor Performance Standards /Response Timelines compliance at regional level.

Notes on Matrix Usage:

- Each level is both a point of responsibility and escalation.
- Performance Response time line for escalated issue:
 - Level 1 → 12 hours
 - Level 2 → 24 hours
 - Level 3 → 48 hours
- Regular reporting and coordination with JNVs, RO, and Maintenance Agency HQ shall always be maintained.

Performance Standards /Response Timelines for Maintenance Complaints

The response timelines for attending and resolving various categories of maintenance complaints in a cluster-based comprehensive maintenance contract covering Navodaya schools shall be as follows. The timelines are mandatory and shall form part of the Contract.

1. Complaint Categories and Response Timelines

Sr No	Category	Examples	Initial Response Time	Resolution Time
(a)	Emergency	Life safety, flooding, electrical hazards	1 hour	Immediate / 12 hours
(b)	Electrical	Power failure, short circuit, faulty lights/fans	2 hours	24 hours
(c)	Plumbing	Leakage, choked drains, non-functional toilets	2 hours	24 hours
(d)	Civil (Minor)	Broken tiles, door/window issues, plaster cracks	24 hours	72 hours
(e)	Civil (Major)	Structural distress, roof leakage, boundary wall damage	24 hours	7-30 days (as approved)
(f)	HVAC/ Mechanical	Pump failure, water supply systems	4 hours	48 hours
(g)	Fire & Safety	Fire alarm, extinguishers, safety systems	2 hours	24 hours
(h)	IT/ Communication	LAN, intercom, CCTV	4 hours	48 hours

Note: Response time refers to physical attendance on site. Resolution time refers to complete rectification and restoration of service.

Emergency Stock to be maintained at JNV by Maintenance Agency

The Maintenance Agency shall ensure availability of the following items at a minimum, along with adequate quantities, and shall maintain proper stock at all times with immediate replenishment upon use to ensure prompt redressal of urgent complaints. The emergency stock shall be readily available whenever required and shall be subject to verification by the JNV authorities. The list provided is indicative and not exhaustive, and the Maintenance Agency shall independently assess and ensure availability of all other essential items necessary for effective AMRO.

1). Electrical & Power Supply**Minimum Quantity**

(a). LED bulbs (9W / 14W)	10 nos
(b). LED tube lights	10 nos
(c). Ceiling fans	05 nos
(d). Switches & sockets (assorted)	25 nos
(e). Fan regulators	10 nos
(f). MCBs (SP/DP/TP assorted)	10 nos
(g). RCCBs / ELCBs	10 nos
(h). Electrical cables (1.5 / 2.5 / 4 sqmm)	150 m
(i). Cable joints, lugs, glands	Assorted (2 boxes)

2). Plumbing & Water Supply

(a). CPVC / PVC pipes (assorted sizes)	80 m
(b). Pipe fittings (elbows, tees, reducers)	05 nos
(c). Gate / ball valves	05 nos
(d). Float valves (overhead tanks)	02 nos
(e). Flexible hoses & connectors	30 nos
(f). Wash basin traps	05 nos
(g). WC flush valves	05 nos
(h). Solvent cement & sealing compounds	02 kg
(i). Teflon tape	02 rolls
(j). Pumps / borewell accessories	1 set

3). Dormitories & Accommodation

(a). Door locks / latches	10 nos
(b). Window bolts / stays	10 nos
(c). Mosquito mesh rolls	01 rolls

Note: For JNV's located in remote areas where lead time is more than 01 day, the emergency stock shall be double the above specified quantities.

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Escalation Matrix for Cluster-Based Maintenance Contracts

The escalation hierarchy for timely resolution of maintenance complaints under cluster-based comprehensive maintenance contracts for Navodaya schools shall be as follows. This escalation matrix shall form part of the Contract.

1. Vendor-Side Escalation Levels

Escalation Level	Designation (Vendor Side)	Trigger for Escalation	Maximum Time for Resolution at Level
Level 1	Area In-Charge of Maintenance Agency	Complaint not attended or not resolved within prescribed Performance Standards / Response Timelines.	Additional 12 hours
Level 2	Cluster In-Charge of Maintenance Agency	Failure to resolve at Level 1 or recurrence of similar complaints	24 hours
Level 3	Region In-Charge of Maintenance Agency	Critical complaints, safety-related issues, or continued non-compliance beyond Level 2	48 hours

2. School / Department-Side Escalation Levels

Escalation Level	Designation (School / Department Side)	Trigger for Escalation	Action to be Taken
Level 1	Principal	Non-attendance or unsatisfactory response by the vendor within Performance Standards / Response Timelines.	Issue written notice to Maintenance Agency Area In-Charge and record in complaint management system
Level 2	Cluster Junior Engineer (JE)	Failure to resolve complaint after Level 1 escalation or recurring deficiencies	Technical review, site inspection, and escalation to Cluster In-Charge of Maintenance Agency with penalty recommendation
Level 3	Assistant Commissioner of Cluster	Critical complaints, prolonged delays, or systemic failure by Maintenance Agency	Approval of penalties and escalation to higher contractual remedies as per agreement
Level 4	Deputy Commissioner	Critical complaints or prolonged non-compliance	Approval of higher penalties and initiation of contractual action
Level 5	Navodaya Vidyalaya Samiti (HQ)	Systemic failure, chronic underperformance, or safety-related breakdowns	Invocation of performance security, termination of contract, or re-allotment of cluster

General Provisions

- Escalation to higher levels shall **not absolve the vendor of penalties** applicable for delays.
- The NVS reserves the right to **intervene directly at any stage** in matters involving safety, security, or essential services.

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Penalty Clauses for Non-Compliance

The penalty provisions for failure of the maintenance agency to adhere to stipulated timelines and service quality under the cluster-based maintenance contract shall be as given below:

1). Penalties for delay in attending complaints

S.No	Nature of Default	Extent of Delay beyond laid down Response Timelines.	Penalty
(a)	Emergency complaints	Any delay beyond laid down timelines.	₹5,000 per instance
(b).	Other Complaints		
	(i). Failure to respond within response time	Delay upto 6 hours	₹1,000 per instance
	(ii). Failure to resolve within resolution time	Up to 24 hours	₹2,500 per instance
	(iii). Extended delay	Beyond 24 hours	₹2,500 per day
(c).	Repeat complaint (same issue)	Within 7 days	Double applicable penalty

2). Penalties for Substandard Work/Poor Workmanship

- Poor workmanship leading to rework: ₹2,500 per instance
- Use of substandard material: Cost recovery plus 10% penalty
- Non-deployment of minimum manpower: ₹2,000 per day
- Failure to maintain complaint register / digital system: ₹1,000 per day

3). Termination of contract and invoking Performance Security

If penalties persist for three consecutive months, NVS reserves the right to issue a notice for termination of contract and invoke performance security.

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Completion Certificate -cum- Performance Evaluation Form

Name of Maintenance Agency:

1). General Details

(a).	Name of JNV	
(b).	Cluster / Region & Location	
(c).	Name of Work	
(d).	Scope of Work	
(e).	Period of Contract:	
(f).	Date of Start	
(g).	Date of Completion	

2). Performance Evaluation (each on a scale of 01 to 10)

S. No.	Performance Parameter	Maximum	
(a).	Quality of Maintenance Works	10	
(b).	Adherence to Response & Resolution Timelines	10	
(c).	Emergency & Safety-related Response	10	
(d).	Deployment of Manpower & Resources	10	
(e).	Documentation & Record Maintenance	10	
(f).	Coordination & Professional Conduct	10	
TOTAL (out of maximum 60)		60	

3). Remarks along with any Major Defaults / Safety Incidents, if any

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Signature of Vidyalaya M&R Committee

Member 1

(Name: Designation:)

Member 2

(Name: Designation:)

Member 3

(Name: Designation:)

Member 4

(Name: Designation:)

Date:

Signature of Principal