



POLICY ON CAMPUS SERVICES

Ashoka University is dedicated to creating a safe and comfortable housing experience for all its students. The **Policy on Campus Services** has been created to make students aware of the nature, standards, operational framework, repair, upkeep and management of all the services provided by Operations (which is inclusive of the Projects and Administration) and Information Technology (IT) at Ashoka University. As members of a diverse community residing in a close-knit environment, students are expected to familiarize themselves with this policy.

Furthermore, kindly be aware that as the campus culture grows and develops in the coming years, all policies including this document may be reviewed, revised and updated. Student feedback on the policy and its implementation is welcome and encouraged.

Campus Operations

Email: team.admin@ashoka.edu.in

Information Technology (IT)

Email: it.helpdesk@ashoka.edu.in

Email: systems.support@ashoka.edu.in

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I. RESIDENTIAL SERVICES

A. Housekeeping Services

1. Housekeeping services are available on request between **7:30 am to 4:00 pm** on a daily basis through the CollPoll app.
2. Please note that room cleaning services can be availed only once a week.
3. Used utensils left in common spaces (including but not limited to the pantry area) will not be washed by Housekeeping staff. Washing and taking care of personal utensils will be the individual's responsibility.
4. Students are expected to ensure cleanliness of their rooms and to help maintain general upkeep of the housing premises.
5. For queries with respect to housekeeping services, please contact the Housekeeping Helpdesk at hkhelpdesk@ashoka.edu.in

B. Laundry Services

1. The ¹Laundry facility is located in the **Basement of Residence Hall 05 (RH5)**
2. The timings to drop off your soiled clothes is between **8:30 am to 02:30 pm on Mondays and Thursdays.**
3. The timings to collect your washed clothes is between **4:00 pm to 9:00 pm on Wednesdays and Saturdays.**
4. Personal garments, socks, sarees, woolen clothes, blankets and handkerchiefs will not be covered under the laundry services provided by the University. All buildings are equipped with washing machines for this purpose.
5. For queries with respect to laundry services, please contact laundry@ashoka.edu.in

C. Pest Control Services

1. Weekly fumigation is conducted as per the published schedule. Advance information will be circulated to residents before carrying out any kind of fumigation.
2. Students are requested to vacate their respective residence as per the schedule. Other pest control activities are carried out at specific periodic intervals.

Note: Lift operations are suspended during the fumigation activity.

¹Ironing service (one pair only) can be availed on **Saturdays between 10:00 am to 4:00 pm.**

Dry-cleaning service is also available on a chargeable basis.

D. Snacks Vending Machines

1. One snack vending machine has been installed in each residence to be accessed on pay per use basis. Payments can be made via electronic mode and cash.
2. Machines will be refilled as and when required. Requests for refilling the machines can be made by writing to kamaldeep.singh@ashoka.edu.in

E. Escalation Matrix

Any student grievance/complaint with respect to Housekeeping, Laundry, Pest Control, and Vending Machine Services can be escalated according to the below stated levels:

Level 1	Kamaldeep Singh Senior Manager (Administration)	Tel: +91 0130-2300204, +91 8939705000 (M) Email: kamaldeep.singh@ashoka.edu.in
Level 2	Pooja Manaktala Director (Service Excellence and Administration)	Tel: +91 9818793448 Email: pooja.manaktala@ashoka.edu.in

II. MAINTENANCE AND ENGINEERING SERVICES

A. Power Supply

Electrical and power supply (including UPS power supply) is available 24x7, except during ²scheduled power outages for conducting preventive maintenance /up-gradation activities.

B. Domestic Water (for Non-Drinking purposes)

Domestic water is available round the clock, except during ³scheduled water supply interruption for conducting preventive maintenance/cleaning activities.

² In cases of scheduled power outage, a prior communication will be sent with relevant details.

³ In cases of scheduled water supply interruption, a prior communication will be sent with relevant details.

C. Drinking Water (RO Water)

D. RO drinking water is available 24x7 through water coolers.

E. Thorough cleaning of water coolers is carried out on a fortnightly basis while the drinking water quality (TDS) is checked on a weekly basis.

F. Hot Water Timings

1. Hot water supply timings will be **7:30 am to 9:30 am** and **7:30 pm to 9:30 pm**.
2. During the ⁴winter season, hot water supply will be made available starting from **7:00 am to 10:00 am** and **7:00 pm to 10:00 pm** on weekdays. During weekends and holidays, timings will be **8:00 am to 11:00 am** and **8:00 pm to 11:00 pm**.

G. Air-Conditioning (Cooling)

Room temperature will be maintained in the range of ⁵26±1 degree celsius with fan operational between **6:00 pm to 7:30 am on weekdays and 24 hours on weekends/holidays**.

H. Central Heating

Room temperature will be maintained in the range of ⁶18±1 degree celsius between **6:00 pm to 7:30 am on weekdays and 24 hours on weekends/holidays**.

I. Lift Operations

All lifts remain operational 24x7.

J. Interiors and Civil Work

Routine civil interiors and maintenance work will be carried out between **10:00 am to 5:30 pm**. Any work beyond the stipulated time will be carried out only in cases of emergency, with due consent from the concerned authorities.

⁴ Operational from **20th October to 10th March**, subject to change in weather conditions.

⁵ Operational from **15th March until 31st October**, subject to change in weather conditions.

⁶ Operational from **2nd December to 10th February**, subject to change in weather conditions.

K. Fire-fighting and Detection System

1. Fire-fighting and fire detection systems have been installed on all floors.
2. Any incident of fire alarm will immediately be attended to by dedicated fire personnel. Trained firefighters are available 24x7 to deal with any emergency.
3. In case of a fire emergency, immediately contact **+91 7496099984**.

Important: Electrical wirings/fittings in the student housing are not designed for heavy load and therefore use of electrical appliances like heater, electric iron, immersion rod etc. is strictly prohibited.

L. Escalation Matrix

1. Routine complaints received will be attended within 02 - 03 hours, subject to the availability of the occupant(s).
2. Non-routine complaints will be attended within 02 - 03 days, depending upon the nature of the complaint and support required from external service providers.
3. Cases of emergency will be attended to immediately though its resolution will be subject to the nature of the complaint and support required from external vendors.

Note: Any work carried out for resolving student complaints will be done only in the presence of the student resident (and security guards in women's residences).

4. Any student grievance/complaint with respect to the above mentioned Maintenance and Engineering Services can be escalated according to the below stated levels:

Level 1	Maintenance Helpline	Tel: +91 1302300429, +91 8199977074 (M) Email: maintenance@ashoka.edu.in
Level 2	Vikash Tiwari Manager (Administration)	Tel: +91 9045000239, 7082000415 (M) Email: vikash.tiwari@ashoka.edu.in
Level 3	Balbir Singh Jangra Associate Director (Administration)	Tel: +91 130 2300216 Email: balbir.jangra@ashoka.edu.in

III. DINING SERVICES

A. Dining Hall

1. Meal timings on all days in the Dining Hall are as follows:

- Breakfast - **08:00 am to 10:30 am**
- Lunch - **12:15 pm to 2:30 pm**
- Snacks - **4:45 pm to 6:15 pm**
- Dinner - **7:30 pm to 10:15 pm**

Note: The Kitchen Stories (TKS) will be operational from **01:00 pm to 3:30 pm** and **7:30 pm to 10:15 pm** for combo meal options.

2. Students must always carry their University ID cards to the Dining Hall.
3. In case of medical need, special meals (such as *khichdi*, soup etc.) can be made available and served to the ailing student in their rooms, upon the recommendation of the Infirmary.

Important: Dining utensils, crockery & cutlery are not to be carried to residential or academic areas at any time.

B. Food Outlets

Outlet Name	Operational Hours	Working Days
<i>Shudh Desi Dhaba</i>	10:00 am - 04:00 am	07 days
Subway	24 hours	07 days
Fuel Zone	10:00 am - 10:00 pm	07 days
Hunger Cycle	12:00 noon - 03:00 am	07 days
<i>Dosai</i>	12:00 noon - 03:00 am	07 days
Chicago Pizza	12:30 noon - 04:00 am	07 days
<i>Rasananda Juice Bar</i>	03:00 pm - 07:00 am	07 days

<i>Chai Shai</i>	24 hours	07 days
Food Truck	06:00 pm - 03:00 am	06 days (Tuesday closed)
Cafe (ACo4)	10:00 am - 11:00 pm	07 days
Amul Cafe	11:00 am - 11:00 pm	07 days
Nescafe	10:00 am- 02:00 am	07 days
Freshly	05:00 pm- 07:00 pm	07 days

C. Escalation Matrix

Any student grievance/complaint with respect to Dining Services and Campus Food Outlets can be escalated according to the below stated levels:

Level 1	Team Dining (except for Campus Food Outlets)	Email: dining@ashoka.edu.in
Level 2	Yogendra Kumar Sharma Assistant Manager (Administration)	Tel :+91-9870166471 Email: yogendra.sharma@ashoka.edu.in
Level 3	Pankaj Sehrawat Manager (Administration)	Tel :+91-9711558497 Email: pankaj.sehrawat@ashoka.edu.in
Level 4	Pooja Manaktala Director (Service Excellence and Administration)	Tel : +91-9818793448 Email : pooja.manaktala@ashoka.edu.in

IV. MEDICAL SERVICES

A. Infirmary

- The Infirmary situated in Sports Complex on campus provides the following services:
 - Availability of doctor on Campus

- Availability of paramedical staff 24 x 7
 - Medicines prescribed by the doctor are available on chargeable basis
 - Ambulance cover 24x7 (BLS and PTA)
 - Provision of beds for observation purposes (separate wards)
 - Facility of examination and treatment area
 - Availability of stretchers and wheelchairs
2. Infirmery remains accessible round the clock 24x7 on all days. The doctor will be available in OPD as per the following schedule: Morning (**8:30 am to 02:30 pm**), Afternoon (**02:30 pm to 08:30 pm**), and ⁷Night (**8:30 pm to 8:30 am**).
 3. Infirmery Helpline: **+91 8199977073, +91 8199977075, and +91 130-2300550**
 4. If further treatment is required, Ashoka University has a collaboration with Max Hospital (Shalimar Bagh) as well as with FIMS Hospital, Tulip Hospital and Nidaan Hospital in Sonipat.

B. Escalation Matrix

Any student grievance/complaint with respect to Medical Services can be escalated to Assistant Director - Administration (Ruchika Mehrotra) at +91 7082000567/ruchika.mehrotra@ashoka.edu.in

V. SECURITY SERVICES

A. Mailroom

1. Mailroom for receiving any mail (including couriers) is located in the basement of **Academic Building 02 (AC02)**.
2. The mailroom services can be availed between **9:30 am to 1:00 pm** and **2:00 pm to 5:30 pm** throughout the week.

B. Escalation Matrix

Any student grievance/complaint with respect to Security Services can be escalated according to the below stated levels:

⁷ On off days in case of an emergency, the doctor will be available on call and will visit the Infirmery as required.

Level 1	Security Helpline	Tel: +91 130-2300151, +91 8199977071
Level 2	Security Officer	Tel: +91 130-2300153 Email: security@ashoka.edu.in
Level 3	Capt. Gurmeet Kaur Assistant Director (Administration)	Tel: +91 0130-2300232 Email: gurmeet.kaur@ashoka.edu.in

VI. STORAGE SERVICES

A. Locker Facility

1. Students can avail the locker facility to store their personal belongings on a first-come-first-serve basis during the check out at the end of the academic year.
2. The lockers are located in the **Basements of Residence Hall 03 as well as Science Block** and can be accessed between **10:00 am - 5:00 pm on weekdays**.
3. Students are expected to get their own padlock for the locker they are provided.
4. Students will be provided with details including charges prior to the summer break.
5. In case the lockers are not vacated before the specified dates, an additional fine of **INR 100/month** will be billed to the student's account.
6. To avail the locker facility, students should contact simpi.sethi@ashoka.edu.in

Important: The University takes no responsibility for the safety of personal items and belongings stored in the locker.

B. Escalation Matrix

Any student grievance/complaint with respect to the Storage Services can be escalated according to the below stated levels:

Level 1	Ashish Pathak Senior Manager (Administration)	Tel: +91 9810490031 (M) Email: ashish.pathak@ashoka.edu.in
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Level 2	Pooja Manaktala Director (Service Excellence and Administration)	Tel : +91-9818793448 Email : pooja.manaktala@ashoka.edu.in
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VII. TRANSPORT SERVICES

A. Shuttle Facility

1. Ashoka University facilitates commute through a shuttle service through Tempo Travellers – available for students, staff and visitors – to and from Jahangirpuri Metro Station and Ashoka University Campus, and the off-campus housing as per the approved and announced schedule.
2. The shuttle service will depart from **Gate No 01 on campus** and from the area between **Gate No 03 & 04 of Jahangirpuri Metro Station** respectively.
3. Commuters are expected to adhere to notified shuttle timings. No request for any delay or changes in shuttle timings will be entertained.
4. Commuters are advised to display their University ID cards while travelling in shuttle vehicle for the sake of identification and security.
5. Always keep a copy of the shuttle schedule handy. The transport helpline is for students' help in contingencies only.
6. Commuters are expected to maintain decorum and not disturb their co-passengers. They are expected to use headphones/earphones to listen to music etc.
7. Commuters are advised against sleeping in the shuttle while occupying the seat next to the driver for their own safety.
8. Drinking & eating is strictly prohibited in the shuttle for maintaining cleanliness & hygiene within the vehicle.

Important: The University will not be liable for any loss or damage to personal items during your commute using the shuttle service.

B. Escalation Matrix

Any student grievance/complaint with respect to Transport service can be escalated according to the below-stated levels:

Level 1	Transport Helpline	Tel: +91 8222930506 (M)
Level 2	Vikas Antil Deputy Manager (Administration)	Tel: +91 8222930514 (M) Email: yikas.antil@ashoka.edu.in

VIII. HORTICULTURE SERVICES

A. Facilities

1. Students are encouraged to participate in the plantation drives.
2. Students are expected to only walk on the dedicated pathways for the movement around built infrastructure.
3. Students must avoid laying in the green areas during dark hours as it causes bug bites.
4. For any event-related requirements, the team will require an intimation at least 72 hours in advance.
5. Students must ensure they don't cause any spillage in the lawns.
6. Plucking flowers or stepping on flowers/plants is strictly prohibited.
7. Students must avoid playing with irrigation water as it is STP treated and may cause allergies upon direct contact.
8. Use of any gardening implements without permission is strictly prohibited.

B. Escalation Matrix

Any student grievance/complaint with respect to Horticulture Services can be escalated to Assistant Director - Horticulture (Prashant Nannavare) at prashant.nannavare@ashoka.edu.in.

IX. IT SERVICES

A. Facilities

1. All students of Ashoka University are assigned an Ashoka email ID after they have enrolled in a program at Ashoka. Storage allocation for your email ID will be 20 GB.

2. Wi-Fi services are available in all parts of the campus. A maximum of two devices can be registered to use the Ashoka network.
3. The IT team is not responsible for any hardware related issues/any other kind of repairs/or maintenance of laptops/devices. However, they may assist the resolution of any such issue by providing the contact details of the concerned manufacturer/service center.
4. Printing/scanning services can be availed at the Documentation Centre in Student Commons (documents.centre@ashoka.edu.in) on a chargeable basis.

B. Escalation Matrix

Any student grievance/complaint with respect to IT services (network connectivity, software, applications, and websites) can be escalated according to the below stated levels between **8:00 am to 8:00 pm on all days except Sunday/Holidays**:

Level 1	IT Helpdesk	Tel: +91 130 2300313, +91 7082000418 (M) Email: it.helpdesk@ashoka.edu.in
Level 2	Sundeep Ladwal Deputy Manager (IT)	Tel: +91 130 2300314,+91 9911949454 (M) Email: sundeep.ladwal@ashoka.edu.in
	Neeraj Kumar Deputy Manager (IT)	Tel: +91 130 2300316, +91 7082000408 (M) Email: neeraj.kumar@ashoka.edu.in
	Madhukar Pandey Senior Manager (IT)	Tel: +91 130 2300315, +91 7082000406 (M) Email: madhukar.pandey@ashoka.edu.in
Level 3	Chandresh Kumar General Manager (IT)	Tel: +91 130 2300210, +917082000407 (M) Email: chandresh.kumar@ashoka.edu.in

X. OFF CAMPUS HOUSING

A. TDI Lake Grove

1. Postgraduate and doctoral students are provided off-campus housing in TDI Lake Grove managed jointly by the Residence Life Office and Team Operations.
2. The gate compound has low-rise apartments with 3 BHK units and one duplex unit on the top. It is located about 8 kms away from the University campus and takes 15 minutes of commute through our shuttle service.
3. The residents are governed by a dedicated off-campus housing policy.

B. ITEC Technopark

1. Young India Fellows are provided off-campus housing at ITEC Technopark managed jointly by the Residence Life Office and IIT Delhi authorities.
2. This facility is about 500 mts away from the University campus and takes 02 - 03 minutes of commute through our shuttle service.
3. The facility is governed by the rules of both IIT Delhi as well as Ashoka University.

C. Escalation Matrix

Any student grievance/complaint with respect to Off-Campus Housing can be escalated to the below-stated personnel:

TDI Lake Grove	Sunita Verma Warden (Residence Life Office)	Mobile: +91 9050012963 (M) Email: sunita.verma@ashoka.edu.in
	Shivender Singh Camp In-Charge (Administration)	Mobile: +91 8222930501, +91 7496099967 Email: shivender.singh@ashoka.edu.in
ITEC Technopark	PJ Fernandes Warden (Residence Life Office)	Mobile: +91 7082000574 Email: piyadad.fernandes@ashoka.edu.in
	Sushil Kumar In-Charge ITEC (IIT Delhi)	Mobile: +91 6239777801 Email: sushil.kumar.sharma@admin.iitd.ac.in

XI. COLL POLL

1. CollPoll is an application that consolidates many of the campus services requests into one place that can be operated both on mobile (on both Android and iOS) and web platform.
2. Students can raise service requests through this application for the following services:
 - Maintenance and Repair
 - Housekeeping and Pest Control
 - Lost and found
 - IT Helpdesk
 - Swimming pool slot booking

Note: If you have any queries regarding login or navigating through CollPoll, please write to collpoll.helpdesk@ashoka.edu.in

XII. GRIEVANCE REDRESSAL

In matters of negligence or continuing non-attendance of a complaint, the aggrieved student should write an email highlighting the matter to:

- Vice President - Operations (bhaskar.mishra@ashoka.edu.in) for all non-IT matters
- Senior Director - IT (anu.batra@ashoka.edu.in) for all IT matters

copying the Dean - Student Affairs (dsa@ashoka.edu.in), and Assistant Director - Residence Life Office (swati.choudhary@ashoka.edu.in).