

## **FAQs related to Management Services Section**

### ***1. Whom should I contact for housekeeping services?***

**Ans:** Just drop a request mail to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) with full details like nature of work, where and when the service is required.

### ***2. Whom should I contact in case of any requirement of manpower to shift office furniture?***

**Ans:** Just drop a request mail to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) with full details like items to be shifted, from where to where, the number of staff required, date and time.

### ***3. How can I book the conference room No.620, Academic block-A?***

**Ans:** Just drop a request mail to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) with booking details like purpose of booking, date and duration.

### ***4. How can I book refreshments like Tea/Coffee, Biscuits, Special/Normal lunches etc.?***

**Ans:**

- i. For departmental events, you can directly contact the Mess Manager for the arrangement of Refreshments/Lunches and settle the bills directly with them.
- ii. For Institute related events, with the approval of competent authority you can drop a request mail to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) with complete details like, no of lunches/refreshments required, place, date and time of arrangement.

### ***5. Whom should I contact for a new telephone connection or to lodge complaint or request for instrument change etc.?***

**Ans:** Just drop a mail to "[admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in)" mentioning the problem including your room no.

### ***6. Whom should I contact for dispatch official communications or dispatch details?***

**Ans:** Send your mail to "[office.dispatch@iith.ac.in](mailto:office.dispatch@iith.ac.in)" to get details about dispatch of the documents/materials/parcels through Indian Postal Service or through courier.

### 7. How can I book a vehicle for local travel on official business?

**Ans:**

- (a) MS Section will arrange local transport only for Institute Guests invited by the Director, Deans, HoDs and the Registrar, and for local travel of Deans, HoD's, Registrar and any other functionary only when they themselves need to travel for Institute related activities. For this purpose, a request can be sent to [office.transport@iith.ac.in](mailto:office.transport@iith.ac.in).
- (b) Faculty members should use their project funds/block grants for their travel/transport needs. As of now, the Institute is utilizing the services of M/s. Sri Sai Travels, ODF Main Gate, Shankerpally (Cell:8179474824/9553841137/ email: rajusanju824@gmail.com) at the rates mentioned below. Faculty can directly contact them for their travel needs and settle the bills with them. However, faculty members are free to choose any other travel agent/cab supplier also.

S.No.	Vehicle Type	Particulars	Rates
1	Sedan	RGI Airport, Secunderabad, Nampally & Kachiguda RailwayStation, Drop or Pick-up	1800/-
2	Sedan (CityLocal)	8 Hours 80 KM	1800/-
		Each extra hour	125/-
		Each extra KM	13/-
3	XYLO	RGI Airport, Secunderabad, Nampally & Kachiguda RailwayStation, Drop or Pick-up	2600/-
4	XYLO (CityLocal)	8 Hours 80 KM	2600/-
		Each extra hour	175/-
		Each extra KM	14/-
5	Innova	RGI Airport, Secunderabad, Nampally & Kachiguda RailwayStation, Drop or Pick-up	2800/-
6	Innova (CityLocal)	8 Hours 80 KM	2800/-
		Each extra hour	195/-
		Each extra KM	15/-

### 8. How can I book my tickets for Air Travel on official business?

**Ans:**

- (a) MS Section will book air tickets only for the Director and the Institute guests invited by him.
- (b) All others can directly book their air tickets from M/s Balmer Lawrie Co. Ltd., for travels to attend to Institute related activities duly approved by the competent authority, themselves or through their respective

Departments/Sections, and submit their claims of settlement or reimbursement to the Accounts Section.

- (c) It may be noted that all air travels funded by the Govt. Agencies and the IITH should be done by Air India only. In case of travel by non-Air India, a specific approval of the competent authority shall be obtained mandatorily.

***9. Whose approval is required for travel by non-Air India?***

**Ans:** Approval of the Financial Adviser (FA) of the Ministry of Education (MoE) needs to be obtained through the Director's Office.

***10. How to know the Schedule of internal buses?***

**Ans:** Internal buses time schedule is available on the Institute's website at [https://iith.ac.in/bus\\_schedule/](https://iith.ac.in/bus_schedule/)

***11. Whom should I contact in case of complaints about internal buses?***

**Ans:** Just drop a mail to [office.transport@iith.ac.in](mailto:office.transport@iith.ac.in).

***12. How can I book an accommodation in the Institute Guesthouse?***

**Ans :** Just drop a mail request to [office.gh@iith.ac.in](mailto:office.gh@iith.ac.in) to know all guest house related matters like availability of the rooms, tariff etc., and book accommodation therein.

***13. Whom should I contact to get the details of RTI Applications and related matters?***

**Ans :** Just send a mail request to ([office.rti@iith.ac.in](mailto:office.rti@iith.ac.in))

***14. Whom should I contact for visiting cards, rubber stamps, name boards etc.?***

**Ans :** Just send a mail request to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) . It may please be noted that the M S section will only facilitate the procurement of these things. The bills have to be to be settled with the vendors by the departments/faculty/staff concerned from their funds.

***15. How can I apply for allotment of residential quarters on the campus?***

**Ans :** You can make a formal request for various services including allotment through an email to the following addresses

- (a) Request for quarter allotment : [office.housing@iith.ac.in](mailto:office.housing@iith.ac.in)
- (b) Collection of keys of the allotted quarter : [office.cmd@iith.ac.in](mailto:office.cmd@iith.ac.in)
- (c) Civil or electrical complaints in the allotted quarter: [civil.complaints@iith.ac.in](mailto:civil.complaints@iith.ac.in) & [elec.complaints@iith.ac.in](mailto:elec.complaints@iith.ac.in)
- (d) Request for initial cleaning of the allotted quarter : [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in)
- (e) Quarters vacating intimation : [office.cmd@iith.ac.in](mailto:office.cmd@iith.ac.in)
- (f) Complaint about non-collection of garbage : [office.green@iith.ac.in](mailto:office.green@iith.ac.in) or [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in)
- (g) Complaint about common areas cleaning : [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in)
- (h) Request for bee-hive removal : [office.green@iith.ac.in](mailto:office.green@iith.ac.in)
- (i) Request for office space : [space@iith.ac.in](mailto:space@iith.ac.in)
- (j) Request for community hall booking : [office.gh@iith.ac.in](mailto:office.gh@iith.ac.in)

**16. Whom should I contact for pest control services?**

**Ans :** Just drop a mail request to [admin.facilities@iith.ac.in](mailto:admin.facilities@iith.ac.in) together with details of location and the nature of pest menace.

**17. Whom should I contact for Institute Seal or endorsements on various official documents like Patent Applications, legal documents etc.?**

**Ans :** You may approach the Registrar's Office through [office.registrar@iith.ac.in](mailto:office.registrar@iith.ac.in) .

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