

JAWAHARLAL NEHRU UNIVERSITY
NEW DELHI-110067
ENGINEERING DEPARTMENT

F. No.: 4(374)/Engg./2010/786

Date: 23.06.2026

CIRCULAR

Sub.: Standard operating Procedure (SOP) to resolve the maintenance related issue for the Lifts installed at the Academic Area of JNU Campus, New Delhi.

The Comprehensive Annual Maintenance Contract for the lifts installed in the Academic Area has been assigned to the respective OEM of the lifts considering the safety & proper maintenance of these lifts.

In the recent past so many complaints of nonfunctional lifts & trapping of the users had been received to the undersigned through various forum/groups & these complaints are not reaching to the respective company/officials responsible to address such complaints in time.

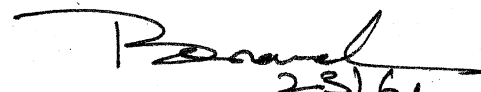
A standard operating procedure (SOP) has been outlined to address the day to day complaints/service related issues pertaining to the lifts in the Academic Complex at JNU.

- 1- Lift operator(s) of JNU shall inspect lifts of Academic Complex on daily basis to check the functionality of all safety devices and prepare a record for all such activities & shall intimate to concern JE (E)/AE (E) of the Engineering Branch if any deficiency is found in the safety devices.
- 2- Though each lift car has been provided with emergency call button connected with the hooter outside the lift car which can be pressed by the passenger travelling in the lift in case of sudden sticking of the lift because of technical glitch, but for the convenience of the users following emergency number of the lift operator(s) has been pasted inside the lift car.
 - i- Sh. B.K. Pandey, Lift Operator- 8447077107
 - ii- Sh. Rakesh, Lift Operator- 8285565903
 - iii- Sh. Yogesh, Lift Operator- 9015677767
 - iv- Centralized complaint Centre at Electrical Enquiry near SES, JNU: 01126704141
EPABX Number: 4141
- 3- The monthly service or any breakdown maintenance report shall be jointly signed by the lift operator/Engineering branch official and AO/Caretaker of the concerned school/special Centre etc.
- 4- JE(E)/AE(E) of the Engineering shall meet with the school administration on fortnightly basis to keep the regular monitoring on status of lift(s).
- 5- Concerned School Administration can also register complaints of lift(s) of their school on the following telephone /Mobile number(s) of respective lift manufacturer company:-

S.No.	Name of Building	Name of agency / Company	Contact Number
1	SSS-I & II, SLL&CS-I, SIS - I and Central Library	M/s Otis Elevator (India) Ltd	Toll Free Number- 18001030055, 1800227777 Mr. Manoj Middya, Service Area Manager – 9650391955
2	SC&SS, SSS-III, SLS (Goods lift), SPS, SIS-II, SLL&CS-II, SCLG and SS&IS	M/s Johnson Lift Pvt Ltd	Toll Free Number- 0124-2342400, 0124-4109924 Mr. Satya Narayan, Service Area Manager – 9205282334
3	SES and SCMM	M/s EISA Lift(s) Pvt Ltd	Mr. Hasan-8750068004
4	SLS (Passenger Lift)	M/s Omega Elevators	Toll Free Number- 011-42760168, 011-42760069

6- In case of no response, concerned school administration may contact & register their complaint to following officials of Engineering Branch:

- i- Sh. Ramesh Chandra Veshvakarma, AE(E&M):01126704020, EPABX - 4020, e-mail ID- rcveshvakarma@mail.jnu.ac.in
- ii- Sh. Pankaj Singh Parihar, JE(E)-01126704067, EPABX -4067, e-mail ID – psparihar@mail.jnu.ac.in


23/6/26
(B.S. Rawat)
Superintending Engineer

Copy to:

- 1- PS to VC/PS to Rector-I/PS to Rector-II/PS to Registrar for information please.
- 2- All Dean(s) of Schools/ Chairperson(s) of Special Centres/University Librarian with the request to issue the necessary direction in this regard please.
- 3- Director CIS with the request to upload the circular on JNU website please.