

Frequently Asked Questions

1. When should I submit DOIP 101 Form?

- For all issues related to construction and renovation, use DOIP 101 Form.
- If you see a note in Campus App or Pingala, which asks for filling up of DOIP 101 Form against your maintenance request.
- If concerned engineer asks you to fill up DOIP 101 Form.
- If you have any prior knowledge about the procedure.
- For minor day-to-day complaints *such as* problems in existing light, switch, socket, water tap, wash basin, other bathroom fixtures, door latch and cooling problem in existing ACs – *use [Campus App, Android/iOS, <https://ccare.cse.iitk.ac.in/>] (preferable) or Pingala. **No need to submit DOIP 101 Form** unless specifically mentioned by complaint attending staff.*
- If confusion persists, please contact by email to campus_care@iitk.ac.in

2. How should I know that my work request is accepted?

Once the work request is received, it is entered in Office Automation Portal and an email will be sent to you with details of request tracking. You can check the status of work progress through this portal.

3. What should I do if my work request is rejected with a note RIO?

Please send an email to campus_care@iitk.ac.in and oic2_doip@iitk.ac.in along with the copy of the returned request for appointment with the concerned Associate Dean (ADPI-I: Civil and others; ADPI-II: Electrical and ACs) or Dean.

4. How should I know about the status of the work request?

Please check using Office Automation Portal.

5. What should I do during the site visit?

Please be present or ask someone who knows about the work request to be present to explain the details of all issues to the engineer(s). This will eliminate the confusion and complications at a later stage.

6. Where should I contact if the portal does not show any change in status after due time?

Please send an email to campus_care@iitk.ac.in and oic2_doip@iitk.ac.in along with the copy of the DOIP 101 Form request or receipt ID of DOIP 101 Form.

7. What is the timeline for work progress?

Check Office Automation Portal

8. How long does it take to process the form before the actual work starts?

Depending upon the nature of work requests and as per **Public Procurement Norms of GOI**, it may take anywhere **between 3 and 6 months to start the actual work from the day DOIP 101 form is approved.**

9. What should I do if my request is of an extremely critical nature?

Please send an email to campus_care@iitk.ac.in and oic2_doip@iitk.ac.in along with the copy of DOIP 101 request for appointment with concerned Associate Dean (ADPI-I: Civil and others; ADPI-II: Electrical and ACs) or Dean.

10. What should I do if I do not get response from campus_care@iitk.ac.in within next 3-5 working days?

Please send an email to the concerned Associate Dean (ADPI-I: Civil and others; ADPI-II: Electrical and ACs) or Dean. With a copy to oic2_doip@iitk.ac.in