



12.4 Annexure - Needs and Expectations of Interested Parties

Issue No : 01	Revision No: 00	Doc. No: IMS-MITS/ANX/04
Issue Date: 01-04-2025	Revision Date: 01-04-2025	Page 1 of 5

Table A12.4.1: Needs and Expectations of the Interested Parties

S.No	Activity/Product/Services	Needs and Expectations of the Interested Parties
1	Utilization of High Tension Electricity	<ul style="list-style-type: none"> • Reliable, safe, and uninterrupted electricity supply for academic, administrative, research, healthcare, and residential activities. • Efficient utilization of electrical energy to minimize wastage and operating costs. • Continuous improvement in energy performance through monitoring and conservation measures. • Building-wise and activity-wise monitoring of electricity consumption. • Increased use of renewable energy to reduce dependence on conventional grid electricity. • Procurement and utilization of energy-efficient electrical equipment. • Compliance with statutory, regulatory, and environmental requirements related to electricity usage. • Reduction of greenhouse gas emissions and carbon footprint associated with electricity consumption. • Availability of adequate electrical facilities for teaching, research, and student activities. • Promotion of energy awareness and conservation practices among students, staff, and stakeholders.
	Supply from Electricity Board	<ul style="list-style-type: none"> • Reliable, safe, and uninterrupted electricity supply. • Adequate electrical power to meet present and future campus requirements. • Stable power quality with minimal voltage fluctuations and interruptions. • Compliance with applicable electricity regulations and safety requirements. • Timely maintenance and restoration of electricity supply during outages. • Transparent metering, billing, and energy consumption monitoring. • Cost-effective and environmentally responsible electricity supply. • Increased integration of renewable and sustainable energy sources. • Support for continual improvement in energy performance and conservation initiatives.



12.4 Annexure - Needs and Expectations of Interested Parties

Issue No : 01	Revision No: 00	Doc. No: IMS-MITS/ANX/04
Issue Date: 01-04-2025	Revision Date: 01-04-2025	Page 2 of 5

S.No	Activity/Product/Services	Needs and Expectations of the Interested Parties
2	Operation of Gensets	<ul style="list-style-type: none"> Reliable and uninterrupted backup power supply during electricity failures. Environmentally responsible operation of generators with minimal air and noise pollution. Compliance with applicable statutory, regulatory, and environmental requirements. Safe fuel handling, storage, and waste management practices. Efficient fuel utilization and reduced operating costs. Regular maintenance to ensure equipment reliability and performance. Monitoring and control of emissions, noise, and environmental impacts. Continuous improvement in energy performance and reduction in dependence on fossil fuels.
3	Generation of Electricity through Solar	<ul style="list-style-type: none"> Generation and utilization of clean, reliable, and renewable energy. Reduction in dependence on grid electricity and fossil fuel-based energy sources. Improvement in energy performance and sustainability of campus operations. Reduction in greenhouse gas emissions and environmental impacts. Cost-effective generation and utilization of solar energy. Safe, efficient, and compliant operation of solar power systems. Regular monitoring and maintenance to maximize energy generation and system reliability. Contribution towards institutional environmental, energy, and sustainability objectives. Compliance with applicable legal, regulatory, and electrical safety requirements. Continuous expansion and improvement of renewable energy generation capacity.
4	Water Treatment - RO	<ul style="list-style-type: none"> Safe, hygienic, and potable drinking water for all stakeholders.



12.4 Annexure - Needs and Expectations of Interested Parties

Issue No : 01	Revision No: 00	Doc. No: IMS-MITS/ANX/04
Issue Date: 01-04-2025	Revision Date: 01-04-2025	Page 3 of 5

S.No	Activity/Product/Services	Needs and Expectations of the Interested Parties
		<ul style="list-style-type: none"> Reliable and uninterrupted availability of treated drinking water. Effective operation, maintenance, and monitoring of RO treatment systems. Regular cleaning and sanitization of water treatment and dispensing facilities. Prompt resolution of water leakages and operational issues. Transparency in water quality monitoring and treatment processes. Compliance with applicable drinking water standards and statutory requirements. Efficient water management and conservation practices. Continuous improvement in water quality, service reliability, and stakeholder satisfaction.
5	Wastewater Treatment - STP	<ul style="list-style-type: none"> Effective collection, treatment, and disposal/reuse of wastewater. Compliance with applicable environmental and wastewater discharge standards. Maximization of treated wastewater reuse and water conservation. Prevention of pollution, odor nuisance, and environmental impacts. Reliable, efficient, and safe operation of STP facilities. Regular maintenance and monitoring of treatment systems and associated equipment. Proper management and disposal/utilization of sludge generated from the treatment process. Continuous improvement in wastewater treatment performance and resource conservation. Protection of public health, environmental quality, and stakeholder well-being.



12.4 Annexure - Needs and Expectations of Interested Parties

Issue No : 01	Revision No: 00	Doc. No: IMS-MITS/ANX/04
Issue Date: 01-04-2025	Revision Date: 01-04-2025	Page 4 of 5

S.No	Activity/Product/Services	Needs and Expectations of the Interested Parties
6	Operation of Transportation Services	<ul style="list-style-type: none"> Safe, reliable, and accessible transportation services for all stakeholders. Environmentally responsible transportation operations with reduced emissions and pollution. Efficient utilization of fuel and transportation resources. Adoption of sustainable mobility practices, including electric and low-emission vehicles. Compliance with applicable transportation, safety, and environmental regulations. Regular maintenance and monitoring of vehicles to ensure safety, efficiency, and reliability. Prevention of environmental impacts arising from fuel handling, emissions, and vehicle operations. Promotion of sustainable transportation alternatives such as cycling, walking, and shared mobility. Continuous improvement in transportation safety, energy performance, and stakeholder satisfaction.
7	Housekeeping, Civil	<ul style="list-style-type: none"> Clean, safe, hygienic, and well-maintained campus facilities and infrastructure. Reliable operation and maintenance of civil, plumbing, electrical, and mechanical systems. Adequate sanitation facilities with efficient water management and conservation practices. Timely maintenance, repair, and modernization of campus infrastructure. Proper housekeeping and waste management practices to maintain environmental quality. Enhanced user comfort, accessibility, and stakeholder satisfaction. Competent maintenance personnel and continual improvement in facility management services. Compliance with applicable statutory, environmental, health, safety, and building requirements. Sustainable utilization of resources and reduction of environmental impacts associated with facility operations.
	Maintenance Activities and MEP Services	<ul style="list-style-type: none"> Reliable and uninterrupted operation of mechanical, electrical, and plumbing systems. Safe, efficient, and sustainable maintenance of campus infrastructure and utilities. Timely preventive and corrective maintenance to ensure equipment reliability and service continuity. Efficient utilization of energy, water, materials, and maintenance resources.



12.4 Annexure - Needs and Expectations of Interested Parties

Issue No : 01	Revision No: 00	Doc. No: IMS-MITS/ANX/04
Issue Date: 01-04-2025	Revision Date: 01-04-2025	Page 5 of 5

S.No	Activity/Product/Services	Needs and Expectations of the Interested Parties
		<ul style="list-style-type: none"> Compliance with applicable statutory, safety, environmental, and operational requirements. Proper management of maintenance-related environmental aspects and waste. Continuous improvement in maintenance performance, resource efficiency, and stakeholder satisfaction. Availability of competent personnel, adequate resources, and effective maintenance planning.
10	Horticulture Activity	<ul style="list-style-type: none"> Maintenance and enhancement of a green, healthy, and sustainable campus environment. Expansion of green cover through plantation of suitable native and indigenous species. Conservation of biodiversity and improvement of environmental quality. Efficient utilization of water and natural resources for horticultural activities. Proper management and recycling of horticultural waste through composting and reuse. Promotion of environmental sustainability, aesthetic value, and stakeholder well-being. Compliance with applicable environmental requirements and green campus initiatives. Continuous improvement in landscaping, biodiversity conservation, and environmental performance..