**Business/Function**: SIEHS-Fleet\_

|  |  |  |
| --- | --- | --- |
| **Interested Parties *(External)*** | **Needs** | **Expectations** |
| Tracker Companies | Proper Tracking of Vehicles. | 24/7 Service delivery with immediate intimation in case of any non-routine activity with 6-Months Back-Up data. |
| Insurers | Proper documentation, timely premium payment & timely accident intimation. | Timely Claims settlement. |
| **Interested Parties *(Internal)*** | **Needs** | **Expectations** |
| Operations | Availability of Road worthy Ambulances as per target 24/7. | 24/7 service delivery from Fleet in case of Breakdown, accidents and non-reported issues related to Vehicle and Bio equipment. |
| Biomedical | Proper Coordination for Vehicle Availability in case of Bio-PM. | 24/7 support to fleet issues related to Biomedical equipment / Bio Engineer RQR. |
| IDS | Timely intimation about IDS related issues. | 24/7 support to fleet in issues related to Communication equipment. |
| Commercial | Complete “Item” or “Services” information in PR needs to procure. | Well in time delivery of items. |
| CCC | Timely information regarding Fleet issues. | Smooth coordination with Fleet. |

Reviewed Date: December-01, 2024

Issue no: 04