

S/no	Parameter	Service Level
1	Procedure for issue of Receipts	The SP agrees to collect the fee as per Chapter VII: Scope of Work and issue a single Receipt of the total amount received from the applicant for each CPV Service availed in that regard. The Receipt numbers shall be continuous and there shall be no unexplained missing Receipt numbers.
2	Transfer of GOI fee/ revenue amounts received from the applicants to the Bank Account(s) of the Mission/(s) concerned	SP agrees to transfer the amounts received from the applicants towards fees prescribed by GoI for providing CPV services, Indian Community Welfare Fund (ICWF) fees etc. to the Bank Account(s) of the Mission/(s) concerned on the same day or in exceptional circumstances with prior notice to the Mission/(s) concerned, on the next working day.
3	Loss / Damage of Passports/ documents	The SP agrees to be responsible for the loss/damage of passports/ documents in his/ her custody and during transmission between ICAC and Mission/ Applicant.
4	Delay in submitting the completed application forms along with documents to the Mission	The SP agrees to be responsible for sending the application forms along with documents received from the applicants to the Mission/(s) as per the schedule fixed by the Mission/(s) concerned.
5	Delay in returning passport/documents to applicants by SP after having been received from the Mission.	The SP agrees to be responsible for returning the passports/ documents received from the Mission to the applicants on the same / next working day.
6	Postal/ Courier Application	The SP shall be responsible for bringing all postal/ courier applications into the main tracking system on the day of their receipt. Postal applications after scrutiny shall be transmitted to the Mission on the next working day of receipt at the latest. The SP agrees to provide a daily statement of

		details of postal/ courier applications received, indicating the tracking number, date/ time of receipt (verifiable from the tracking number) and the date/ time of despatch to the Mission.
7	Provision of Application Facilitating Services	The SP agrees to provide the Application Facilitating Services viz. photocopying, photographs, Form filling services and Courier services, at no additional cost, to applicants submitting consular applications at ICACs.
8	Working Hours of India Consular Application Centre (ICAC)	The SP shall ensure that there shall be 48 working hours per week and 39 working hours for submission / collection of applications at each ICAC unless working hours are changed by the Mission in consultation with the SP.
9	No. of Counters and Staff to be deployed at ICAC	The SP agrees to ensure that the number of counters and Staff at each ICAC shall be as given in RFP OR approved by the Mission/(s) concerned and that each counter shall, at all times, be manned by staff with appropriate qualifications. In case, a staff member is on leave, a substitute shall be provided and the Mission shall be kept informed.
10	Overall Turnaround time at the ICAC	The SP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant. Clear audit trails of these times shall be made available to the Mission/Post(s) concerned on a daily basis.
11	Waiting time at the call centre for telephonic queries	The SP agrees to ensure that the telephonic queries shall be responded to from 8 A.M. to 8 P.M. on all working days with updated

		information on a real-time basis. Waiting time shall not exceed 3 minutes. A daily log indicating the waiting time and the handling time for each call shall be provided to the Mission/Post(s) concerned on a daily basis.
12	Email queries	The SP agrees to ensure that all email queries shall be answered within 24 hours, except in the case of queries that require consultation with the Mission, where they shall be answered in 48 hours. SP agrees to provide a weekly log of details of emails received and answered.
13	Provision of Courteous Services to the Applicants	The SP agrees to extend courteous services to the applicants and will not allow any acts of omission/commission which will bring displeasure or unpleasantness to the applicants or bring disrepute to the Mission or Government of India.
14	Acceptance of Incomplete Documents	The SP shall be responsible to accept application forms after due scrutiny as per the checklist approved by the Mission/(s).
15	Return of Documents without giving the reasons in writing	There should be no case of returning/non-acceptance of the document without giving the reasons in writing.
16	4 SMS updates for application	The SP should mandatorily provide 4 SMS updates for application received in person at ICAC as well as Mission/courier applications: i) on receipt of application in the ICAC, ii. o n dispatch of documents to the Mission, iii. on receipt of documents in the ICAC from the Mission and iv. Intimation of despatch to applicant by Post/courier or intimation to applicant to collect in person. All these information should also be uploaded to the website tracking system on a real-time basis.

17	Delay in availability of appointments at ICAC.	SP should ensure that the appointment slots are available for submission within 05 working days.
18	Refunds towards Incomplete applications. Incomplete applications may be retained by SP for a period of twenty-one working days to enable corrections and rectify deficiencies.	SP should submit the completed applications to Mission/ at the latest within a period of ten working days.
19	For those applications where no-responses have been received within 21 days from the date of intimation to the Applicant or applications which remain incomplete after 21 days.	The applications shall be duly returned to the applicant along with refund of the Gol fees after deducting bank/agency charges, if any, within one month. The charges for returning the applications, if not collected in person, should be borne by the Applicant. The service fee can be retained by SP in full and non-refundable.