

S.No	Parameter	Service Level
1	Delay in Opening a separate Bank Account for the outsourcing operations with the Mission as per Chapter VII: Scope of Work and Deliverables Required.	The SP agrees to share the details of the Bank Account opened to the Mission concerned before the start of outsourcing operations.
2	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.
3	Transfer of GOI fee/ revenue amounts received from the applicants to the Bank Account(s) of the Mission/Post(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/Post(s) concerned on the same day or in exceptional circumstances with prior notice to the Mission/Post(s) concerned, on the next working day.
4	Bounced Cheque/ failed transaction	The SP agrees to ensure that there shall not be any case of bounced cheque/failed transaction while transferring the amounts to the bank account of Mission/Post(s) concerned.
5	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.
6	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 as per the schedule fixed by the Mission/Post concerned.
7	Delay in returning passport/documents to applicants by SP	The SP agrees to return documents received from the Mission to the applicants on the same/next working day.
8	Postal/Courier applications	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 and the date/time of despatch to the Mission.
9	Scanning/Digitisation and Indexation of documents	Mission in Kuwait is integrated into GPSP system. Digitization is done at the time of online submission of application. In respect of regular (paper) visa and consular documents, scanning/digitization and indexation will be done by the Service Provider. This process should be completed within 07 calendar days from the date of handing over of processed application to SP. Those applications submitted directly at the Indian Mission/Post will be handed over with supporting documents to SP and shall be scanned/digitized/indexed to link with the visa application on IVFRT. Such process shall be completed within three working days of handing over the documents to the SP.
10	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. The SP also agrees to dispatch and return the documents/passports/PCC/SC/OCI via courier, at no additional charge/cost to applicants, for applications received by Post/courier.
11	Collection of unauthorized amounts from the applicants	The SP agrees to provide access to the Bank Statement of the designated Bank Account and its Statement of Daily Cash Collection to the Mission/Post(s) concerned.

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12	Short Collection of Fee	Any collection of fee short of the prescribed fee on any occasion shall be paid by the Service provider prior to raising the invoice for the said month/quarter as the case may be.
13	Opening of ICACs as per schedule	The SP shall be responsible for opening all the ICACs as per the timeline prescribed by the Mission along with the requisite infrastructure to the satisfaction of the Mission.
14	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.
15	Location of the ICAC	The SP agrees to ensure that as specified in the RFP, the location of the ICAC must be as per the information submitted in the RFP. Approval of Mission concerned is required in each such case.
16	Size of the ICAC	The SP agrees to ensure that the size of each ICAC shall be as per Chapter VII: Scope of Work.
17	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 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.
18	Appointment of Centre Manager at each ICAC and a Country Manager	Each ICAC should have a designated Centre Manager who is responsible for the functioning of the ICAC. The SP shall also ensure that a Country Manager responsible for operations of all the ICACs in the country concerned is appointed as Head of the ICACs.
19	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.
20	Waiting time at the call centre for telephonic queries	The SP agrees to ensure that telephonic queries shall be responded to from 7 A.M. to 7 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 concerned on a daily basis.
21	Email queries	The SP agrees to ensure that all email queries shall be answered within 24 hours, except queries requiring consultation with the Mission, which shall be answered in 48 hours. SP agrees to provide a weekly log of details of emails received and answered.
22	Status tracking and SMS updates	The SP agrees to ensure that the status of processing and movement of documents shall have the relevant checkpoints updated on a real-time basis (SP is responsible for installing such a system that reflects real-time status).
23	Provision of Courteous Services to the Applicants	The SP agrees to provide courteous services to the applicants and will not allow any acts of omission/commission which will bring displeasure or unpleasantness to applicants or bring disrepute to the Mission or Government of India.
24	Premature Termination of Agreement	The SP shall give an Advance Notice of six months to the Mission for termination of the Contract by giving reasons for the same.
25	Acceptance of Incomplete Documents	The SP shall be responsible to accept application forms after due scrutiny as per the checklist approved by the Mission/Post(s). The SP shall ensure that completed documents are re-submitted to the Mission at the latest within a period of ten working days.

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26	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.
27	Payment of penalties (Operational penalties)	The SP agrees to make payment of penalties as indicated in the RFP/Agreement and shall also make payment of additional penalties, wherever specified, for any delay in payment of penalties imposed by the Mission.
28	Recoupment/Replenishment of Bank Guarantees by the SP	The SP agrees to ensure that in the event a bank guarantee is encashed by the Mission, the SP shall recoup that Bank Guarantee within two weeks of its encashment.
29	Non-availability of hunting CCTV live feed	The SP agrees to ensure that they shall provide hunting CCTV live feed of the ICAC to the Mission.
30A	Online appointment system with live tracking	The SP agrees to provide online appointment system with live tracking.
30B	Smart Queue management system linked with appointment system	The SP agrees to provide Smart Queue Management (SQM) system linked with the appointment system.
30C	Access to the Online Appointment System	The SP agrees to provide admin credentials of the appointment system to the Mission/Post for live monitoring of online appointments to applicants.
30D	WhatsApp bot/Chatbot	The SP agrees to provide a WhatsApp bot/Chatbot integrated with the appointment system.
30E	Digital CSAT at ICAC	The SP agrees to provide digital Customer Satisfaction Rating (CSAT) feedback system at each Counter of ICAC.
31	No outsourcing/No sub-contracting of CPV services by SP on commission or royalty or on any other basis	The SP agrees to ensure that he/she shall not further outsource any CPV services to any person/company or entity on commission or royalty or on any other basis. No sub-contracting is permitted.
32	Delay in submission of website certification	The SP shall submit the required website certification within the prescribed period.
33	Delay in submission of Insurance Policy in respect of the ICAC	The SP shall obtain and submit to the Mission the requisite Insurance in respect of the ICAC within 3 months from the date of award of Contract and will renew it appropriately.
34	Delay in submission of Third-Party Audit Report	The SP must conduct a Third-Party Audit of processes and procedures of the Work on annual basis and send a report to Ministry and relevant portions to Mission concerned within one month of the completion of the annual period.
35	Delay in submission of Bank Statements	The SP shall submit a statement of transaction from the bank on a weekly basis to the Mission concerned.
36	Adverse Security Report	Ministry reserves the right to carry out security verification of all the Board Members and Directors of the SP. In case of joint venture or consortium, the security verification in respect of all the Board Members and Directors of such companies shall be done.
37	Non-availability of SMS alerts to applicants	The SP agrees to provide SMS alerts to applicants at checkpoints: (i) On submission of application at ICAC, (ii) On despatch to the Mission, (iii) On receipt of documents in the ICAC from the Mission, (iv) Intimation of despatch to applicant by Post/courier. All information shall also be uploaded to the website tracking system on a real-time basis.
38	Delay in availability of appointment at ICACs	SP should ensure that the appointment slots are available for submission within 05 working days.
39	Phone calls rate after the free prescribed time limit (five minutes)	Service Provider can charge normal call charges after the prescribed free time limit (five minutes). Special/higher call charges are not permitted.
40a	Refunds towards Incomplete applications	Incomplete working applications may be retained by SP for a period of twenty-one working days to enable corrections and rectify deficiencies.

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40b	Applications where no-responses have been received within 21 days or applications which remain incomplete after 21 days	The applications shall be duly returned to the applicant along with refund of the GoI 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 — non-refundable.
40c	Consolidated list of all incomplete applications	The SP shall submit a consolidated list of all incomplete applications on a monthly basis.
41	Delay in submission of monthly certification regarding personal records of applicants	The SP agrees to submit the requisite monthly certification that it does not hold any personal records of applicants beyond the stated limit.
42	Delay in effecting changes in website/appointment portal prescribed by the Mission	The SP shall make requisite changes in website/appointment portal prescribed by the Mission immediately.
43	Unauthorised changes in content of website/appointments portal without Mission approval	The SP shall not make any change in its website/appointments portal without prior approval from the Mission.
44	Delay in enabling generation of reports by the Mission	The SP shall enable the Mission to generate reports as prescribed by the Mission immediately.
45	Any other violation not mentioned above, including charging for Application Facilitating Services viz, photocopying, photographs, form filling and courier services	Charging for Application Facilitating Services viz, photocopying, photographs, form filling and courier services and any other violation not mentioned in the Service Level matrix and Penalties.