

S.No.	Parameter	Service Level
1	Delay in opening designated bank account	Service provider must open and share bank account details with the Mission before starting outsourcing operations.
2	Issue of receipts	Service provider must collect only approved fees and issue a single consolidated receipt to the applicant for all services availed.
3	Transfer of Government fees to Mission	Fees collected on behalf of Government of India must be transferred to Mission account on the same day or next working day with prior notice.
4	Failed or bounced transaction	Service provider must ensure there are no failed or bounced transactions when transferring government revenue.
5	Loss or damage of passport/documents	Service provider will be responsible for the safety of all passports and documents in its custody.
6	Delay in forwarding applications to Mission	Completed applications must be sent to the Mission according to the schedule fixed by the Mission.
7	Delay in returning passports/documents to applicants	Passports must be returned to applicants on the same day or next working day after receipt from Mission.
8	Courier or postal applications	Applications received by courier must be entered into the tracking system the same day and forwarded to Mission the next working day.
9	Scanning and digitisation of documents	All visa and consular documents must be scanned and digitised within the specified timeframe after processing.
10	Application facilitating services	Services like photocopying, photographs, form filling and courier support must be provided to applicants where applicable.
11	Unauthorized collection from applicants	Only approved service charges may be collected and full financial transparency must be maintained.
12	Short collection of fee	Any short collection must be compensated by the service provider before invoice submission.
13	Opening of ICAC centres	Centres must be operational with the required infrastructure as agreed in the contract.
14	Working hours of ICAC	Centres must operate according to standard working hours specified in the RFP unless otherwise instructed by the Mission.

15	ICAC location compliance	ICAC must operate from the approved location specified in the proposal.
16	Size and infrastructure of ICAC	Centres must meet the infrastructure specifications outlined in the RFP.
17	Counters and staff deployment	Adequate counters and trained staff must be deployed to handle application volumes.
18	Appointment of Centre Manager	Each centre must have a Centre Manager and an overall Country Manager for operations.
19	Overall turnaround time at ICAC	Total processing time for applicant service should remain within the prescribed limit from token generation to receipt issuance.
20	Call centre waiting time	Telephone queries must be answered within the maximum waiting time specified in the RFP.
21	Email query response	All applicant email queries must be responded to within the stipulated response time.
22	Online tracking system	A multi-stage online tracking system must be available for applicants to track application status.
23	Courteous applicant services	Service provider staff must maintain courteous behaviour towards applicants.
24	Contract termination notice	Service provider must give advance notice before terminating the agreement.
25	Acceptance of incomplete documents	Applications must be checked against checklist and incomplete ones handled as per procedure.
26	Return of documents with reasons	Documents must not be returned without written reasons.
27	Payment of operational penalties	Service provider must comply with penalty provisions defined in the agreement.
28	Recoupment of bank guarantees	Any encashed guarantee must be replenished within the specified period.
29	CCTV monitoring	ICAC operations must be monitored through CCTV with live access for the Mission.
30	Online appointment system	Service provider must provide an online appointment system integrated with queue management.
31	No sub-contracting of CPV services	CPV services must not be outsourced to third parties.
32	Website certification	Certification of website security must be obtained and submitted within the specified period.

33	Insurance policy submission	Required insurance policies must be obtained and maintained throughout the contract.
34	Third-party audit report	Annual process audit must be conducted and shared with the Mission and Ministry.
35	Bank statement submission	Weekly bank transaction statements must be shared with the Mission.
36	Security verification	Government reserves the right to conduct security verification of the service provider.
37	SMS updates to applicants	Applicants must receive automated SMS notifications for key stages of application processing.
38	Appointment slot availability	Appointment slots should be available within the specified timeframe.
39	Phone call charges	Only standard telecom charges may apply after free assistance period.
40	Refund handling for incomplete applications	Refund procedures must be followed as specified if applications remain incomplete after the defined period.
41	Data protection compliance	Service provider must certify that applicant personal data is not retained beyond the permitted period.
42	Website changes requested by Mission	Required website or portal changes must be implemented promptly.
43	Unauthorized portal changes	Website changes cannot be made without Mission approval.
44	Reporting access for Mission	Mission must have access to reporting and monitoring tools.
45	Other violations	Any other violation of the agreement terms or service obligations.