

S.No.	Parameter	Service Level
1	Delay in Opening a separate Bank Account for outsourcing operations	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. Receipt numbers must be continuous with no unexplained gaps.
3	Transfer of GOI fee/revenue amounts received from applicants to Mission/Post bank accounts	SP agrees to transfer the amounts received from applicants towards GOI prescribed fees, ICWF fees etc. to the Mission/Post bank account on the same day or, in exceptional cases with prior notice, the next working day.
4	Bounced Cheque / failed transaction	SP agrees to ensure that there are no instances of bounced cheque or failed transaction when transferring amounts to the Mission/Post bank account.
5	Loss/Damage of Passports/Documents	SP agrees to be responsible for loss or damage of passports/documents in its custody and during transmission between ICAC and Mission/Applicant.
6	Delay in submitting completed application forms with documents to Mission	SP agrees to send application forms with documents received from applicants to the Mission/Post as per the schedule fixed by the Mission/Post.
7	Delay in returning passport/documents to applicants after receipt from Mission	SP agrees to return passports/documents received from the Mission to the applicants on the same or next working day.
8	Postal / Courier applications	SP shall bring all postal/courier applications into the main tracking system on the day of receipt and transmit them to the Mission on the next working day after scrutiny. A daily statement of postal/courier applications received and dispatched must be provided.
9	Scanning / Digitisation and Indexation of documents	For regular paper visa and consular documents, scanning/digitisation and indexation must be completed within 7 calendar days from handing over of processed applications to SP. Documents submitted directly at Mission must be digitised within 3 working days.
10	Provision of Application Facilitating Services	SP agrees to provide services such as photocopying, photographs, form filling and courier services to applicants at ICACs without additional cost for consular applications.
11	Collection of unauthorized amounts from applicants	SP agrees to provide access to the designated bank account statement and daily cash collection statements to the Mission/Post concerned.
12	Short Collection of Fee	Any collection of fee short of the prescribed fee must be paid by the Service Provider before raising the invoice for the month/quarter.
13	Opening of ICACs and submission counters at Mission/Post	SP shall open ICACs and submission counters as per schedule with the required infrastructure to ensure smooth takeover or initiation of operations.

14	Working Hours of ICAC	SP shall ensure 48 working hours per week and 39 working hours for submission/collection operations unless changed by the Mission.
15	Location of the ICAC	SP must ensure ICAC location is as specified in the RFP unless prior approval is obtained from the Mission/Post.
16	Size of the ICAC	SP shall ensure the ICAC size complies with specifications defined in Chapter VII.
17	Number of Counters and Staff deployed at ICAC	SP shall ensure adequate counters and qualified staff are deployed as per RFP or Mission approval. Substitute staff must be provided during absence.
18	Appointment of Centre Manager and Country Manager	Each ICAC must have a Centre Manager and there must be a Country Manager responsible for operations of all ICACs in the country.
19	Overall Turnaround time at ICAC	Total processing time for CPV services should not exceed 30 minutes from token generation to receipt generation.
20	Waiting time at call centre for telephonic queries	Telephonic queries must be responded to between 8:30 AM and 5:30 PM with waiting time not exceeding 3 minutes.
21	Email queries	All email queries must be answered within 24 hours, or within 48 hours if consultation with Mission is required.
22	Five stage Website Tracking Mechanism	SP shall provide real-time tracking with stages including application receipt, dispatch to Mission, processing, return from Mission and dispatch to applicant.
23	Provision of Courteous Services to Applicants	SP must ensure courteous behavior towards applicants and avoid actions causing inconvenience or reputational damage to the Mission or Government of India.
24	Premature Termination of Agreement	SP must provide six months advance notice to terminate the contract.
25	Acceptance of Incomplete Documents	SP must scrutinize applications as per checklist and ensure completed documents are re-submitted within ten working days.
26	Return of Documents without written reasons	Documents must not be returned without providing written reasons.
27	Payment of Operational Penalties	SP must pay penalties imposed by the Mission as specified in the RFP/Agreement.
28	Recoupment of Bank Guarantees	If a bank guarantee is encashed by the Mission, SP must replenish it within two weeks.
29	Availability of CCTV live feed	SP must provide live CCTV feed of ICAC operations to the Mission.
30A	Online appointment system with live tracking	SP must provide an online appointment system with real-time tracking.
30B	Smart Queue Management System	SP must provide a smart queue management system integrated with the appointment system.
30C	Access to Online Appointment System	SP must provide admin credentials to the Mission/Post for monitoring online appointments.
30D	WhatsApp bot / Chatbot	SP must provide a WhatsApp bot or chatbot for applicant support.
30E	Digital CSAT at ICAC	SP must provide digital customer satisfaction rating systems at each ICAC counter.

31	No outsourcing/ sub-contracting of CPV services	SP must not outsource CPV services to any other entity.
32	Delay in submission of website certification	SP must obtain and submit website certification within three months from contract award.
33	Delay in submission of ICAC Insurance Policy	SP must obtain and submit the required insurance within three months and renew it as required.
34	Delay in submission of Third-Party Audit Report	SP must conduct annual third-party audits of processes and submit reports to the Ministry and Mission.
35	Delay in submission of Bank Statements	SP must submit weekly bank transaction statements to the Mission.
36	Adverse Security Report	Ministry reserves the right to conduct security verification of SP board members and directors.
37	SMS updates for applications	SP must provide four SMS updates regarding application status and document movement.
38	Availability of appointment slots	Appointment slots for submission should be available within five working days.
39	Phone call rates after free limit	SP may charge normal call charges after the free five-minute limit but special/higher charges are not permitted.
40A	Refunds towards incomplete applications	Incomplete applications may be retained for 21 working days to allow corrections.
40B	Handling of applications without response after 21 days	Applications without response within 21 days must be returned with refund of Gol fees after deduction of applicable charges.
40C	Monthly consolidated list of incomplete applications	SP must share a monthly consolidated list of incomplete applications with the Mission/Post.
41	Monthly certification of applicant data records	SP must certify monthly that it does not retain personal applicant records beyond permitted limits.
42	Delay in implementing Mission-prescribed website changes	SP must implement required website or appointment portal changes immediately as directed by the Mission.
43	Unauthorized changes to website or appointment portal	SP must not change portal content without Mission approval.
44	Delay in enabling Mission report generation	SP must enable report generation access for the Mission as prescribed.
45	Any other violation not mentioned above	Includes charging applicants for application facilitating services such as photocopying, photographs, form filling and courier services.