

SERVICE LEVELS

Operation & Maintenance				
SI No.	Service Parameter	Service level	Measurement Metrics	Penalty
1	Time taken for printing of the documents including RC, DL, LL, Permit etc. after approval from the department	Within 24 hours after the approval from the department (excluding holidays)	Software to monitor the time taken between receipt of request for printing and delivery of printed form	<p>Slab 1 : Between 24 and 36 hours from the approval (excluding holidays)</p> <p>Slab 2: More than 36 hours from the approval (excluding holidays)</p> <p>Penalty</p> <p>Slab 1: 5% of the payment due for the documents for which late delivery has been made.</p> <p>Slab 2: 15 % of the payment due for which late delivery has been made. A further penalty of 10% to be made for every hour delay in the delivery.</p>
2	Downtime of service availability to the front end counters and transport department in terms of the availability of application database	Downtime of Service availability should not be more than 10 hrs per month at each site	Downtime will be monitored by the staff of the department and department shall record the non availability of application and database related services in a month during the office hours for each site	<p>Slab 1: Downtime between 10 and 12 hours.</p> <p>Slab 2: Down time more than 12 hours</p> <p>Penalty</p> <p>Slab 1: 1% of the invoice value of the current month.</p> <p>Slab 2: 3 % of the invoice value of the current month.</p>
3	Replacement of faulty component	Replacement with the original component	Random checks by the departmental staff or third party appointed by the department. Each non compliance to be counted as a default	<p>Slab 1 1-3 default</p> <p>Slab 2 More than 3 default</p> <p>Penalty</p> <p>Slab 1: Rs. 1000</p> <p>Slab 2: Rs. 5000</p>
4	Updating of virus definition	Virus definition to be updated every 2 weeks	The date when the virus definition were last updated.	<p>Slab 1: Virus definition not updated in 2-4 days</p> <p>Slab 2: Virus definition not updated in 5 or more days</p> <p>Penalty</p> <p>Slab 1: Rs. 1000 per site</p> <p>Slab 2: Rs. 2000 per site</p>