

**EMBASSY OF INDIA
WASHINGTON DC**

Service Level Agreement (SLA) between Embassy of India, Washington DC and M/s Cox and Kings Global Services for outsourcing of passport services

Embassy of India, Washington DC has appointed M/s Cox and Kings Global Services (CKGS) as its sole Service Provider for outsourcing of passport services for two years with effect from 7 May 2016. An Agreement has been entered into between the Embassy and CKGS on 19 April 2016 in this regard.

2. In pursuance of Para 2 (vi) of the said Agreement, this abridged version of the Service Level Agreement (SLA) indicating main obligations of CKGS under the said Agreement is being issued for information of the applicants.

3. Under the said Agreement, CKGS is obliged to fulfil the following Service Level Parameters, failing which penalties will be levied on CKGS.

Service Level Parameters

No.	Parameter	Service Level
1.	Overall Turnaround time in the India Passport Application Centre	60 minutes from arrival (time of token generation) to the submission of application (time of generation of submission receipt) in the case of applicants with appointments and a maximum of 120 minutes in the case walk-in applicants.
2.	Submission time spent at the counter	The scrutiny of the application at the submission counters should not exceed ten minutes.
3.	Waiting time at the call centre for telephonic queries	Telephonic queries will be responded to from 9 A.M. to 7 P.M. with updated information on a real time basis. Waiting time will not exceed 8 minutes.
4.	Email queries	All email queries will be answered within 24 hours, except in the case of queries that require consultation with the Mission/Post, where they will be answered in 48 hours.
5.	Postal/Courier applications	All postal/courier applications will be verifiably brought into the main tracking system on the same day. Postal applications after scrutiny will be transmitted to the Mission/Post on the next working day of receipt.
6.	Five stage Website Tracking Mechanism	The status of processing and movement of documents will have the following checkpoints, to be updated on a real time basis: i) Acceptance of application form in the IPAC b) Dispatch of application form with documents to the Mission/Post c) Processing in Mission/Post d) Receipt of documents from the Mission/Post e) Dispatch of documents to the applicant giving details for tracking
7.	Provision of Courteous Services to the Applicants	The Service provider will extend courteous services to the applicants and will not allow any acts of omissions/commissions, which will bring displeasure or



		unpleasantness to the applicants or bring disrepute to the Mission/Post or Government of India.
8.	Provision of Value Added Services (VAS)	Service provider understands that VAS is an optional service and will not be forced on applicants through coercion or misleading information. It is also understood that any unapproved VAS and overcharging for any service in the approved list are impermissible.
9.	Procedure for Issue of Receipts	Service Provider is committed to collect the fees of the Government and Service Fee as per the fee schedule correctly and issue receipts accordingly, without any malpractices. The Service Provider will not issue more than one receipt to the applicant to conceal any facts from the Mission /Post in a fraudulent manner. The receipt numbers will be continuous and there will not be any unexplained missing numbers.
10.	Acceptance of Incomplete Documents	The Service Provider will accept the application forms after due scrutiny as per the instructions of the Mission/Post.
11.	Delay in sending the completed application form along with documents to the Mission/Post	The Service Provider will send the application forms with documents received from the applicants on the same day of receipt to the Mission/Post or the next working day in case of delayed receipts.
12.	Delay in returning passport/documents to applicants by Service Provider after service by Mission	The Service Provider will return the passports with documents received from the Mission/Post to the applicants on the next working day.
13.	Loss of Passports/ documents	Service Provider commits that there will not be any loss of passports or documents during transaction between IPACs and Mission/Post and the applicants/Postal/courier services. In the case of any such loss, all replacement and legal costs shall be borne by the Service Provider.

4. Applicants may approach Embassy/Consulate to report deviations, if any, from the Service Level Parameters listed above.



Prasanna Shrivastava

(Prasanna Shrivastava)

First Secretary (Consular, Passport and Visa)

Embassy of India

Washington DC

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