

**Annex – I**  
**(Refer to Para No. 3.3)**  
**Waiting time at PSKs of Delhi**

Fortnight	Name of PSK	Category of PSK	Average no. of Applications processed per day	Counters A (RFP)	Operational Counters (A)	Shortage (-)/ Excess (+)	Wait time A (in minutes)	Counter B (RFP)	Operational Counters (B)	Shortage (-)/ Excess (+)	Wait time B (in minutes)	Counter C (RFP)	Operational Counters (C)	Shortage (-)/ Excess (+)	Wait time C (in minutes)	Total wait time A+B+C (in minutes)
Jan 1 to Jan 15	Bhikaji Cama Place	Medium	250	20	7	-13	0.92	5	3	-2	20.54	3	2	-1	15.83	37.29
	Gurgaon	Large	598	30	10	-20	7.09	8	3	-5	54.62	4	3	-1	13.28	74.99
	Herald House-ITO	Large	1046	30	25	-5	7.96	8	10	2	54.57	4	7	3	14.79	77.32
	Shalimar Place	Large	525	30	12	-18	4.57	8	4	-4	10.98	4	4	0	30.98	46.53
Jan 16 to Jan 31	Bhikaji Cama Place	Medium	248	20	8	-12	0.73	5	3	-2	15.3	3	2	-1	17.07	33.1
	Gurgaon	Large	539	30	12	-18	6.51	8	4	-4	54.91	4	3	-1	11.01	72.43
	Herald House-ITO	Large	947	30	28	-2	8.46	8	11	3	44.33	4	7	3	16.09	68.88
	Shalimar Place	Large	509	30	14	-16	5.29	8	4	-4	10.2	4	4	0	34.73	50.22
Feb 1 to Feb 15	Bhikaji Cama Place	Medium	326	20	9	-11	4.23	5	3	-2	13.76	3	2	-1	17.65	35.64
	Gurgaon	Large	594	30	12	-18	6.65	8	4	-4	46.1	4	4	0	7.84	60.59
	Herald House-ITO	Large	1104	30	28	-2	8.48+	8	12	4	40.84	4	7	3	14.35	63.67
	Shalimar Place	Large	540	30	14	-16	6.51	8	4	-4	13.64	4	4	0	26.57	46.72
Feb 16 to Feb 28	Bhikaji Cama Place	Medium	394	20	9	-11	7.37	5	3	-2	23.64	3	2	-1	17.79	48.8

**Report No. 7 of 2016**

	Gurgaon	Large	655	30	12	-18	7.72	8	4	-4	52.56	4	4	0	8.53	68.81
	Herald House-ITO	Large	1273	30	28	-2	9.16	8	12	4	69.23	4	6	2	29.32	107.71
	Shalimar Place	Large	661	30	14	-16	7.87	8	4	-4	13.7	4	4	0	31.32	52.89
<b>March 1 to March 15</b>	Bhikaji Cama Place	Medium	323	20	9	-11	7.44	5	3	-2	18.5	3	2	-1	16.76	42.7
	Gurgaon	Large	518	30	12	-18	9.2	8	4	-4	43.78	4	4	0	9.58	62.56
	Herald House-ITO	Large	1114	30	28	-2	7.42	8	12	4	59.53	4	6	2	24.58	91.53
	Shalimar Place	Large	570	30	14	-16	5.23	8	4	-4	12.35	4	4	0	24.29	41.87
<b>March 15 to March 30</b>	Bhikaji Cama Place	Medium	296	20	8	-12	7.19	5	3	-2	20.12	3	2	-1	33.04	60.35
	Gurgaon	Large	543	30	11	-19	7.7	8	4	-4	60.94	4	3	-1	12.04	80.68
	Herald House-ITO	Large	1495	30	25	-5	8.76	8	10	2	61.1	4	6	2	33.73	103.59
	Shalimar Place	Large	577	30	13	-17	5.46	8	4	-4	13.4	4	3	-1	26.15	45.01
<b>April 1 to April 15</b>	Bhikaji Cama Place	Medium	282	20	8	-12	7.06	5	3	-2	20.41	3	3	0	26.3	53.77
	Gurgaon	Large	554	30	12	-18	7.27	8	4	-4	60.16	4	4	0	15.29	82.72
	Herald House-ITO	Large	1344	30	28	-2	6.68	8	12	4	66.24	4	8	4	27.39	100.31
	Shalimar Place	Large	595	30	14	-16	4.49	8	4	-4	18.85	4	3	-1	26.73	50.07
<b>April 16 to April 30</b>	BhikajiCama Place	Medium	326	20	8	-12	8.92	5	3	-2	24.58	3	3	0	21.48	54.98
	Gurgaon	Large	668	30	12	-18	7.03	8	5	-3	60.72	4	3	-1	13.37	81.12
	Herald House-ITO	Large	1436	30	27	-3	7.86	8	12	4	80.65	4	7	3	26.45	114.96
	Shalimar Place	Large	641	30	14	-16	4.73	8	4	-4	14.7	4	3	-1	21.53	40.96
<b>TOTAL</b>			<b>21491</b>	<b>880</b>	<b>485</b>	<b>-395</b>	<b>151.07</b>	<b>232</b>	<b>179</b>	<b>-53</b>	<b>1174.95</b>	<b>120</b>	<b>129</b>	<b>9</b>	<b>665.86</b>	<b>2052.77</b>

**Annex-II**  
**(Refer to Para No. 4.2, 4.2.4)**  
**Service Level Metrics**

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
		Metric	Score	Metric	Score	Metric	Score		
<b>I. Efficiency Parameters</b>									
<b>IA. External Efficiency (Baseline Score = 30)</b>									
1.	Average Time Spent by citizen (walk-in) at PFC during Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 99% or more of the citizens being within 45 minutes]	<45 minutes	8	>=45 minutes	4	<30 minutes	12	>60 minutes	1. Average for a quarter for each PFC 2. Measured from the time a token is issued to the time full set of services are completed 3. PH for this metric will be a span of 2 hours to be identified by SP in consultation with MEA at the beginning of every year
2.	Average Time Spent by citizen (online) at PFC during Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 99% or more of the citizens being within 25 minutes]	<25 minutes	4	>=25 minutes	2	<18 minutes	6	>35 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. PH for this metric will be a span of 2 hours to be identified by SP in consultation with MEA at the beginning of every year
3.	Average Time spent by citizen (walk-in) at PFC during Non-Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 95% or more of the citizens being within 30 minutes and the Time Spent by 4% or less of the citizens being within 45 minutes]	<30 minutes	7	>=30 minutes	3			>45 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. NPH for this metric will be all those hours not identified as PH

**Performance Audit of Implementation of Passport Seva Project**

**Report No. 7 of 2016**

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
4.	Average Time spent by citizen (online) at PFC during Non-Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 95% or more of the citizens being within 18 minutes and the Time Spent by 4% or less of the citizens being within 25 minutes]	<18 minutes	3	>=18 minutes	2			>25 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. NPH for this metric will be all those hours not identified as PH
5.	Average Turnaround time of passport application related requests-response cycle (except transactions involving document upload) including initial page loading during application process on Portal [Average must be achieved with maximum turnaround time for 90% or more of the sample cases being within 5 seconds, and maximum turnaround time for 9% or less of the sample cases being within 8 seconds]	<5 seconds	4	>=5 seconds	2	<2 seconds	5	>8 seconds	1. End-user measurement system (automated measurement as part of SLA tool) will be adopted and frequency of measurement shall be 4 test transactions per hour during 6 AM to 11PM and 1 transaction per hour during 11 PM to 6 AM. 2. Measured as the elapsed time between the action link/button being clicked and its response appearing on portal. 3. Measured over a leased circuit or equivalent of 64kb/s. 4. Test data to be identified distinctly and path taken by test data to be similar to real transaction. 5. Cache to be cleared before measuring 6. DNS servers should simulate access by end user and not answered locally
6.	Average Turnaround time for transactions involving document	<45 seconds	4	>=45 seconds	2	<30 seconds	5	>60 seconds	1. End-user measurement system (automated

**Performance Audit of Implementation of Passport Seva Project**

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
	upload on Portal [Average must be achieved with maximum turnaround time for 90% or more of the sample cases being within 45 seconds, and maximum turnaround time for 9% or less of the sample cases being within 60 seconds]								measurement as part of SLA tool) will be adopted and frequency of measurement shall be 1 test transaction per hour during 6 AM to 11 PM. 2. Measured as the elapsed time between the action link/button being clicked and its response appearing on portal. 3. Measured over a leased circuit or equivalent of 64kb/s with attachments of 300 Kb for each test case. 4. Test data to be identified distinctly and path taken by test data to be similar to real transaction. 5. DNS servers should simulate access by end user and not answered locally
<b>IB. Internal Efficiency (Baseline Score = 15)</b>									
7.	Average request - response cycle time at PFC/PBO for workflow interaction	<3 seconds	7	>=3 seconds	3			>6 seconds	1. Average of all cycles invoked for passport application in a quarter will be computed for measuring compliance. 2. Measured as the elapsed time between the time an action link/button is clicked and the time its response appears. 3. SLA measuring tool will capture the time taken data for all the clients across all the transactions for measuring this metric.

Performance Audit of Implementation of Passport Seva Project

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
8.	Average response time at PFC/PBO for interaction involving document download from Central Server	<4 seconds	8	>=4 seconds	4			>6 seconds	1. Average of all cycles invoked for downloading an application and its attachments in a quarter will be computed for measuring compliance. 2. Measured as the elapsed time between the time a request is submitted and the time the documents appear. 3. SLA measuring tool will capture the time taken data for all the clients across all the transactions for measuring this metric.
<b>II. Effectiveness Parameters (Baseline Score = 35)</b>									
<b>IIA. External Effectiveness (Baseline Score = 14)</b>									
9.	Availability of ALL Services over Internet	>99.9%	5	<=99.9%	2			<99%	1. The statistics from EMS, analysis of event log shall be used to determine availability of online services over the Internet (For this purpose the number of connection failures for the sessions initiated by the internal users shall also be considered). 2. SP shall ensure that all such errors are logged and such logs should be accessible for Review/report through EMS. 3. End-to-end loop back mechanism must be established for checking the availability of services. 4. Even one service being not available will mean no service being available.

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
10.	Answering of call within 3 rings by the Call Centre	>99.9% of all the calls	2	<=99.9%	1			<95%	Statistics from call logging and tracing system to be set up by SP
11.	Resolution/closure of a service call by the Call Centre	<2 minutes	2	>=2 minutes	1			>5 minutes	1. Records and logs maintained by SP 2. PMU to check the above records every quarter 3. PMU to conduct random surveys of citizen each quarter
12.	Quality (error-free) Passport services, to the extent of SP's responsibility	100%	5	<100%	0			<99.999%	Citizen Feedback Survey by 3rd Party
<b>II B Internal Effectiveness (Baseline Score = 9)</b>									
13.	Availability of ALL Services at ALL PFCs/ PBOs	>99.9%	5	<=99.9%	2			<99%	1. The statistics from EMS, analysis of event log shall be used to determine availability of online services over the Internet (For this purpose the number of connection failures for the sessions initiated by the internal users shall also be considered). 2. SP shall ensure that all such errors are logged and such logs should be accessible for Review/report through EMS. 3. End-to-end loop back mechanism must be established for checking the availability of services. 4. Even one service being not available will mean no service being available.

Performance Audit of Implementation of Passport Seva Project

**Report No. 7 of 2016**

SLA No.	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
14.	Submission of CCN to PMU/MEA, from the time of request for enhancement/change	<15 days	1	>=15 days	0			>21 days	Records maintained by MEA/CPV/PMU
15.	Timeliness of implementation of Change from the date of approval of CCN/non - CCN, within the agreed time	100%	1	<100%	0			<95%	Records maintained by MEA/CPV/PMU
16.	Employee satisfaction with SP's services (PFC & PBO)	>80%	2	<=80%	1				Employee Survey by PMU
<b>II C Technical Effectiveness (Baseline Score = 12)</b>									
17.	Availability of Passport System at each location (PFC & PBO)	>99.9%	5	<=99.9%	2			<99%	Measured from the logs generated by EMS Server.
18.	Availability of ALL systems at DC & DRC	>99.9%	5	<=99.9%	-3			<99%	Measured from the logs generated by EMS Server.
19.	Availability of Security Solution at DC and DRC	100%	2	<100%	-2			<99.999%	Measured using EMS. (24x7x365 days).
<b>III. Customer-friendliness Parameters (Baseline Score = 20)</b>									
<b>IIIA Environmental Parameters (Baseline Score = 10)</b>									
20.	Cleanliness Index (rating) of PFCs	100%	3	<100%	2			<90%	Inspections by PMU
21.	Operating the Air conditioners during business hours	>99%	2	<=99%	1			<80%	1. Log of Power consumption 2. Except for power outage hours
22.	Wearing of Uniform by the SP personnel at PFCs	100%	1	<100%	0				Inspections by PMU
23.	Comfort, convenience and overall experience (including Ambience and Amenities) at PFC	90%	4	<=90%	2				Citizen Feedback Survey by 3rd Party



SLA No.	SLA Parameter	Baseline Metrics	Lower Performance	Higher Performance	Breach	Method of Measurement
<b>IIIB Customer Relations (Baseline Score = 10)</b>						
24.	Courtesy to citizens	90%	3	<=90%	1	Citizen Feedback Survey by 3rd Party
25.	Guidance & help to citizens	90%	3	<=90%	1	Citizen Feedback Survey by 3rd Party
26.	Professionalism/ Relevant Knowledge/ Communication Skills of agents at PFC	100%	2	<100%	1	<90% Inspection by PMU
27.	Exception-handling capability	100%	2	<100%	1	<90% Inspection by PMU

- Note: 1. If the measurement tool and/or data equivalent to more than 5% of sample size is missing or unavailable for a particular SLA metric or if the tool is found to be unreliable then the quarterly credit for that metric would be counted as Zero. Further, if such lapses occur in any of the consecutive quarters then this would be treated as breach.
2. The SLA measurement tool designed & developed by SP shall be tested and certified for its accuracy, reliability and completeness by a 3rd Party before it is deployed.
3. With respect to SLA metrics 1 to 4 in the above table; the amounts payable to the SP towards service charges shall be computed PFC-wise basing on the performance of each PFC against SLA.

**Annex-III**  
(Refer to Para No. 4.2.2)

**Total Payment made towards Walk-in category**

Quarter	Period	Total Transactional Revenue SLA performance	No. of service application walk-in mode	Walk-in PCC	Amount drawn	
					Walk-in amount @ Rs. 199	PCC amount @Rs. 108.23
1 <sup>st</sup> quarter	12.6.2012 to 31.8.2012	230420601	5121	105	1019079	11364
2 <sup>nd</sup> quarter	1.9.2012 to 30.11.2012	261231265	1045	2	207955	216
3 <sup>rd</sup> quarter	1.12.2012 to 28.2.2013	293694260	1987	6	395413	649
4 <sup>th</sup> quarter	1.3.2013 to 31.5.2013	313960959	5958	3	1185642	325
5 <sup>th</sup> quarter	1.6.2013 to 31.8.2013	276130176	5739	86	1142061	9308
6 <sup>th</sup> quarter	1.9.2013 to 30.11.2013	273500000	5461	460	1086739	49785.80
7 <sup>th</sup> quarter	1.12.2013 to 28.2.2014	329039582	4198	458	835402	49569.34
8 <sup>th</sup> quarter	1.3.2014 to 31.5.2014	337451962	2064	1205	410736	130417.15
9 <sup>th</sup> quarter	1.6.2014 to 31.8.2014	352290203	2409	1268	479391	137235.64
10 <sup>th</sup> quarter	1.9.2014 to 31.11.2014	371556368	1369	1003	272431	108554.69
11 <sup>th</sup> quarter	1.12.2014 to 28.2.2015	431134019	978	1142	194622	123598.66
12 <sup>th</sup> quarter	1.3.2015 to 31.5.2015	456315292	709	1286	141091	139183.78
<b>Total</b>					<b>7370562</b>	<b>760207.06</b>
<b>Total Payment made towards Walk-in category</b>					<b>7370562+760207.06 = 8130769.06</b>	

Quarter	Period	No. of service application walk-in mode	Amount drawn
4 <sup>th</sup> quarter	1.3.2013 to 31.5.2013	5958	1185642
5 <sup>th</sup> quarter	1.6.2013 to 31.8.2013	5739	1142061
6 <sup>th</sup> quarter	1.9.2013 to 30.11.2013	5461	1086739
7 <sup>th</sup> quarter	1.12.2013 to 28.2.2014	4198	835402
8 <sup>th</sup> quarter	1.3.2014 to 31.5.2014	2064	410736
9 <sup>th</sup> quarter	1.6.2014 to 31.8.2014	2409	479391
10 <sup>th</sup> quarter	1.9.2014 to 31.11.2014	1369	272431
<b>Total</b>		<b>27198</b>	<b>5412402</b>

As per published annual data of 2013 and 2014, official and diplomatic services rendered = 4086

**Annex-IV**  
(Refer to Para No. 4.3.2)  
**Details of CCNs billed and paid to M/s Tata Consultancy Services Ltd**

Sl. No.	CCN No	Particulars	Bill Amount	S.Tax	Total Amount (including S.tax) in Rs.	Amount Paid (including S.tax) in Rs.
1.	CCN 0048	Touch Screen Monitor	364960	251994	2290781	2290781
2.	CCN 0139	Manual application submission at RPO in exceptional situation	1005952			
3.	CCN 0142	Additional functionality for PSK VO to send application directly to PBO,GO	517875			
4.	CCN 0148	Bangalore Police Thana users training	150000			
5.	CCN 0156	Manpower Charges	20428571	2524971	22953542	22953542
6.	CCN 0135	Separation of PSK & PBO for Co-located sites" of Dehradun, Shimla and Raipur.	12344484	1180883	13525367	13525367
7.	CCN 0154	Design install and Display Public notice in 77 PSK	1155000	142758	1297758	1297758
8.	CCN 157	Infrastructure Cost- PSP Mobile Application	24563	3036	27599	27599
9.	CCN 0156-II	Manpower Charges	5523810.00	682743	6206553	6206553
10.	CCN 0135-II	AMC for Hardware & software for co-located PSK	2492055	289145	2781200	2781200
11.	CCN 0149	PSP Thana Integration	4113125	508382	4621507	7494713
12.	CCN 0169	Shifting WAN link in Surat RPO	100000	12360	112360	
13.	CCN 0158	Supply of hardware and software for LSI on Passport booklet	2457143	303703	2760846	
14.	CCN 0156-III	Manpower Charges	3,16,66,667	3914000	35580667	35580667
15.	CCN 0181	Camp	1380199	170593	1550790	1550790
16.	CCN 0181-II	Camp during Apr'14-Jul'14	277711	34325	312036	312036
17.	CCN 0158-II	AMC for LSI hardware & software	375315	46389	421704	421704
18.	CCN-156	Manpower Charges	1071429	132429	1203858	
19.	CCN-156-II	Manpower Charges	2809523	347257	3156780	
20.	CCN 0135-II	RE Qtr-1 year 2	540000	66744	606744	606744
21.	CCN 216	Grant Passport with validity in months and to till a specific date	1172619	144936	1317555	4741859
22.	CCN 222	Changes in cancelled/rescheduled appointment opening.	35714	4414	40128	

**Performance Audit of Implementation of Passport Seva Project**

**Report No. 7 of 2016**

Sl. No.	CCN No	Particulars	Bill Amount	S.Tax	Total Amount (including S.tax) in Rs.	Amount Paid (including S.tax) in Rs.
23.	CCN 227	Functionality to download lost/revoked passport data from PSP system for CBI INTERPOL's users.	827381	102264	929645	
24.	CCN 228	Changes in PSP system for new state 'Telangana'	333333	41200	374533	
25.	CCN 229	Changes in Back office functionalities.	1851191	228807	2079998	
26.	CCN 0135-III	RE Qtr-2 year 2	540000	66744	606744	606744
27.	CCN-244	Facility for registering and tracking of the Consular Services	2601190	321507	2922697	2922697
28.	CCN-220	Change in Formats related to LoC Permit Application	386905	47821	434726	9242948
29.	CCN-236	Misc-Enhancement in PSP Back Office	1369048	169214	1538262	
30.	CCN-238	Introduction of Transgender & Orissa will be renamed to Odissa	2005952	247936	2253888	
31.	CCN-239	Misc chages in Dash Board and MIS report	607143	75043	682186	
32.	CCN-247	Display PPT details to Immigration users	535714	66214	601928	
33.	CCN-248	Integration of devices	1482143	183193	1665336	
34.	CCN-249	Misc chages in Diplomatic and Official PPT application	1029762	127279	1157041	
35.	CCN-250	Misc enhancement in PSP online System	809524	100057	909581	
36.	CCN-245	Misc-Enhancement in PSP Back Office	886905	109621	996526	2253889
37.	CCN-253	Special category of appointment in PSK & Camps	1029762	127279	1157041	
38.	CCN-258	Changes in Police Module	89286	11036	100322	
39.	CCN-272	Software Setup & Support Service at Gulbarga PSLK	117772	21329	139101	139101
40.	CCN-135	Resident Engineers Charges 3rd Quarter of Year 2	540000	66744	606744	606744
41.	CCN-158	2 <sup>nd</sup> Year AMC for LSI	375315	46389	421704	421704
		<b>TOTAL</b>			<b>120345779</b>	<b>115985140</b>