

SLA for performance during maintenance period:

1. The original call log for all the logged calls of complaints & calls closed status should be sent by email to Department on monthly basis for monitoring.
2. Along with the above-mentioned call log, a date wise abstract of calls logged and repair status within SLA and outside SLA should be provided to APTS in the following format with supporting call reports duly signed by the user:

Date	No.of calls logged	Calls closed						
		Within 24 hours	Within 48hrs	Within 72 hrs	Within 96hrs	Within 5 days	Within 10 days	Within 15days

The above table will be used for calculation of penalties for not meeting the SLA requirements during maintenance/warranty period. In case the information isn't provided as mentioned above, a penalty of 0.5% per week up to a maximum of 10% on the total contract value will be levied until the information is provided. {clarification: This clause mentioned about the MIS reports regarding complaints received and resolution status applicable for all 4 schedules.}