

| Service Level Assessment for Security Services of Security for the month of _____ conducted on _____ | | | | | |
|---|---|------------------|-------------------|--------------------------------|------------------|
| Managing Points | Key Point Indicator | Weightage Points | MWCJ Assessment | Reference Document | Remarks |
| Compliance | Compliance to statutory requirement | Yes/No | | Audit | |
| | Submission of Bills by 4th of each month | Yes/No | | Submission of hard copy | |
| | Disbursement of Salary to Security Staff by 5th of each Month | Yes/No | | Confirmation mail | |
| | Availability of KYC for deployed security personal | | | | |
| | Availability of Police Verification for deployed security personal | Yes/No | | Physical Verification | |
| Security Services | Turn out of Security staff to be inspected and only complying staff to be deployed on post. | 5 | | Turnout checklist | |
| | Availability of post wise responsibility chart with security staff | 2 | | Physical Verification | |
| | Presence of security personal at designated place | 2 | | Physical Verification | |
| | Security staff not to be deployed on OT beyond statutory requirement | 4 | | Attendance Register | |
| | 24X7 clock security control on entry/exit. Ensure no unauthorized entry | 4 | | | |
| | 100% recording of vehicle number at entry & exit points. Submission of traffic data once in a month | 3 | | Monthly Report of traffic data | |
| | Maintaining visitor & material logs, lost & found register, work permits, Attendance and all relevant registers etc. | 3 | | Physical inspection | |
| | Traffic Management and avoid unauthorized parking | 3 | | Physical inspection | |
| | Ensure no encroachment & damage to Compound Wall across site & incident, if any, report to be shared within 12 hrs. | 2 | | Physical inspection | |
| | Recording of weather monitoring data & monthly report to be shared with MWCJ | 2 | | Monthly Report | |
| | Monthly Audit of city hydrant system to carried out and records to be maintained | 2 | | Monthly Report | |
| | Prevent theft cases including customers, incident report to be shared within 24 hrs. if any such occurrence. | 3 | | Incident Report | |
| | Patrolling to be carried out as per defined route | 3 | | Daily Report | |
| | Log books of all vehicles engaged in patrolling to be maintained | 4 | | Log Books | |
| | Ensure availability of operational walkie talky as per agreed Qty | 3 | | Physical inspection | |
| | Ensure availability of torch, baton & whistle with all security staff | 2 | | Physical inspection | |
| | Respond immediately for any fire alarms, seek assistance in emergency situations; investigate incidents on site and submit incident report with in 24hrs. | 3 | | | |
| | Night round by operation manager (weekly) and daily by security officer. Abnormality if any to be brought in notice of MWCJ immediately | 4 | | Night Inspection report | |
| | Maintenance of equipment installed/provided for security staff. Defects or observable maintenance issues to be reported immediately | 2 | | Equipment status report | |
| General | Training provide to security staff as per training calendar | 3 | | Training Calendar | |
| | Training data duly analyzed to be shared monthly with MWCJ | 3 | | Training Report | |
| | Adherence of all relevant SOPs. | 5 | | | |
| | Submit one improvement every month with implementation plan | 2 | | | |
| | Disbursement of Salary to Security Staff by 5th of each Month | 5 | | Confirmation on mail | |
| | Relevant DWM chart maintained at site | 1 | | Physical Verification | |
| | Closure of all pending points of previous MOM | 5 | | | |
| Customer Satisfaction | Based on Feedback from Customers | 5 | | Customer Feedback | |
| Overall Performance | | 85 | 0 | 0.00 | |
| SLA CONDITIONS Safety & Statutory compliance : Non Negotiable Service deliverables & Customer satisfaction: 90% or Above- No Deduction, 80% to 89% - 10% deduction, 70% to 79 % - 25% Deduction & Brief Details on SLA assessment: | | | | | |
| Checked & Verified | | Reviewed | | Approved | Processed |
| Service Provider representative | | Manager (O&M) | Sr. Manager (O&M) | DGM (O&M) | Billing Engineer |