

Annexure A

Service Level Parameters for Operators who intended to participate in this EoI.

S.No	Frequency	Quality Parameters	Service level benchmarks	Fine KM charges for Violation based on SLBs	Calculation techniques
1	Monthly	Trip Efficiency	95% of efficiency	cancelled km	number of scheduled trips/total number of trips
2	Monthly	Safety operations	0 fatalities	200km/fatality	Number of fatalities per month -on the basis of police & PMPML investigation and final decision of PMPML CMD
3	Monthly	Punctuality of buses	95% punctuality	5 kms/case	number of cases of poor punctuality such as 1. Arriving for a shift more than 10 min late. Shift shall be allotted to the operator by PMPML at least 24 hr in advance 2. Delay of more than 20 min beyond the allotted trip time except in cases of major traffic jams
4	Monthly	Fleet utilization	95%	cancelled km	number of buses on road/total number of buses
5	Daily	Bus cleaning	98% clean buses for the first trip in the morning	10km/bus/day	number of unclean buses
6	Daily	Malfunctioning Passenger Doors	98% functioning doors	5km/case	number of passenger doors malfunctioning cases

7	Daily	Broken/Loose/Missing Passenger Seat	98% well maintained interior cases	5km/day	number of seats malfunctioning, if the bus is operated with broken seats for more than 48hrs
8	Daily	Damage to the any vehicle tracking equipment or any Intelligent Transit Management System installed by the Authority	98% no damage assurance	10km/equipment	number of equipments damaged
9	Daily	Non operational or poorly performing AC for more than 7 (seven) working days period after being provided notice by the Authority in writing	98% of functionality	20km/bus/day	number of non operational (damaged A/c) A/c buses
10	Daily	The driver is not carrying a Driving License/ RTO badge/ training certificate	0% of defaulters	200km/bus/day	Traffic police, random checks
11	Daily	Use of Cell Phone by Driver while Driving	98% efficiency	20km/case	Traffic police, random checks
12	Daily	Skipping of Designated Stops without permission (applicabe for BRT stations)	98% efficiency	5km/stop skipping case	total number of stop skipping cases

13	Daily	To place any type of decoration or non-functional items inside or outside the vehicle, which have not been installed by the original manufacturer of the chassis or body without prior permission.	98% efficiency	25km/case	total number of cases/total number of buses
14	Daily	Bus external or internal surface is damaged by the graffiti, posters, advertisement material	98% cleanliness at the start of the trip	5km/day	total number of cases at the time of the first trip/total number of buses
15	Daily	Driving buses with lights (head lights, tail lights, indicator lights, brake lights) malfunctioning/ switched off, Broken side, front or back window, dents or impacts/ protruding covers/cases	98% functionality	5km/day	total number of cases/total number of buses
16	Daily	Parking buses in undesignated areas without prior permission	98% efficiency	25km/day	total number of cases without prior permission. Parking spaces will be designated by PMPML
17	Daily	Change in route without permission from PMPML	98% efficiency	5km/case	total number of cases without permission from PMPML
18	Daily	Forcing passengers to alight at non designated stops	98% efficiency	20km/case	total number of cases based on the proof submitted by the checkers

19	Daily	Overtaking inside the BRT corridor in the cases other than bus breakdowns or without permission from PMPML	98% efficiency	10km/case	Random checks based on the proof submitted by the checkers
20	Daily	Poor bus docking (applicable only to BRT corridors) Horizontal gap should not be more than 6cm	98% efficiency	15km/case	total number of poor bus docking cases- random checks based on the proof submitted by the checkers
21	Daily	Signal jumping in cases other than for giving way to the ambulance or police	98% efficiency	5km/case	Traffic police, random checks
22	Daily	Keeping the ITMS equipment switched off even if it is functional	98% efficiency	20km/bus/day	CCCC
23	Daily	Drunk and drive	0 cases	200km/case/day	Traffic police, random checks
24	Daily	Over speeding (speed more than the limit set such as 40kmph for BRT corridors)	98% efficiency	5km/case/day	central control and command center
25	Daily	Stopping on the zebra crossing at traffic signal	98% efficiency	5 km/case/day	Traffic police
26	Daily	Failure to follow CCCC instructions. Driver not responding to more than 3 consecutive directions sent	98% efficiency	10km/case/day	CCCC instructions related to over speeding and bus bunching