

FORM-E

Customer Relations & Contact Management services

S.No.	Parameters	Rating Standards	EAST ZONE	WEST ZONE	NORTH ZONE	SOUTH ZONE	Remarks
1	Enrolment & ID Card Services	7 days TAT, weekly reports to RO					
2	Working Call Centre & SMS Service as per SLA	24 hrs X 7 days around the year					
3	Whether Senior citizen cell available						

CEO OF THE TPA

CFO OF THE
TPA

STATUTORY
AUDITORS