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| **NO.** | **SERVICE LEVEL DESCRIPTION/PERFORMANCE REQUIRED** | **TARGET**  | **FINANCIAL PENALTY/AMOUNT AT RISK** |
| 1. | Reporting | In accordance with RFP timelines | 3%  |
| 2 | Fitness Certificates | To be issued within 7 days after rendering the service | 3% |
| 3 | Referrals | Within 24 hrs for multi disciplinary team and within 12 hrs for communicable diseases | 2% |
| 4 | Immunization | In line with timeframes in service request | 5%  |
| 5 | Calibration of equipment | Annually | 5% |
| 6 | Attending meetings  | As per RFP | 1% |
| 7 | Complaints resolution | In line with RFP timelines | 3% |
| 8 | Attention to queries and/or instructions | In line with RFP timelines | 2% |
| 9 | Awareness campaigns and education | As and when required and in line with a Service Request’s timeframes | 1% |