

ANNEXURE - 1

12.6 Manpower Service Levels

Sl. No.	Definition	Measurement Interval	Target	Penalty
1	Resource availability for all services agreed for Operation and Maintenance purpose of the project. DCO manpower should be available 24x7x365 days.	Quarterly	Single absence of a single resource	No Penalty (if replaced by equivalent skilled resource) Replacement should be subject to prior approval of Project Manager OSDC/ OCAC.
2		Quarterly	More than Single absence of a single resource OR more than multiple absence of a single resource OR more than Multiple absence of multiple resources	Double of the cost of the absent resources for the period of absence.