

CORPORATE TRANSPORT SERVICE AGREEMENT (SLA)

This Service Level Agreement (SLA) is made on this ____ day of _____, 20__, by and between:

Service Provider: Central India Cabs Registered Office: New Manish Nagar, Near MIHAN, Nagpur. (Hereinafter referred to as the "Transporter")

AND

Client Company: Name: _____ **Registered Office:** _____ (Hereinafter referred to as the "Client")

1. SCOPE OF SERVICES

The Transporter agrees to provide the following services:

- **Employee Transportation:** Daily pickup/drop for Client staff in Nagpur/MIHAN.
- **Ad-Hoc Rentals:** On-call cabs for executive travel, airport transfers, and outstation trips.
- **Fleet Type:** AC Sedan, SUV, and Tempo Travellers as requested.

2. DUTY SLIPS & LOGSHEETS

- **2.1.** The driver must maintain a **Daily Logsheets / Duty Slip** for every trip.
- **2.2.** The Duty Slip must record: Start KM, End KM, Start Time, End Time, and Tolls paid.
- **2.3. Signature Mandatory:** The Duty Slip must be signed by the Client's authorized user/employee at the end of the trip. Unsigned slips may be disputed during billing.

3. BILLING & PAYMENT TERMS

- **3.1. Billing Cycle:** The Transporter shall submit the invoice on a **Monthly Basis** (e.g., by the 5th of the following month) along with original Duty Slips/Logsheets.
- **3.2. Credit Period:** The Client agrees to clear the invoices within ____ **days** (e.g., 15 or 30 days) of submission.
- **3.3. GST:** GST @ 5% (or as applicable) will be charged extra on the total bill.
- **3.4. Late Payment:** A penalty of **1.5% per month** will be charged on outstanding dues delayed beyond the agreed credit period.

4. SERVICE STANDARDS & COMPLIANCE

- **4.1. Vehicle Condition:** All vehicles shall be less than ___ years old, clean, with functional AC and seatbelts.
- **4.2. Driver Conduct:** Drivers must be uniformed, carry mobile phones, and hold valid commercial licenses.
- **4.3. Safety (POSH):** The Transporter strictly adheres to the *Prevention of Sexual Harassment (POSH)* policy. Any driver found misbehaving with female employees will be immediately removed and blacklisted.
- **4.4. Statutory Compliance:** The Transporter is responsible for all RTO compliances, Insurance, and PUC. The Client has no liability towards the driver or vehicle.

5. PENALTY CLAUSE (SLA)

To ensure quality, the following penalties apply for service failures:

- **Delay > 15 Mins:** ₹_____ penalty.
- **Vehicle Breakdown:** Free replacement within 45 mins; else taxi fare reimbursed.
- **Dirty Vehicle / AC Failure:** 20% discount on that trip's billing.
- **Driver No-Show:** 100% of the trip cost penalty.

6. INDEMNITY

The Transporter agrees to indemnify the Client against any claims, damages, or legal issues arising out of accidents, injury to third parties, or traffic violations committed by the driver.

7. TERM & TERMINATION

- **7.1.** This agreement is valid for **1 Year** from _____, renewable upon mutual consent.
- **7.2.** Either party may terminate this agreement with **30 days' written notice**.

IN WITNESS WHEREOF, the authorized signatories have signed below:

For Central India Cabs:

(Proprietor)

For [Client Company Name]:

(HR / Admin Manager)

Date: _____

