

MARKING CRITERIA FOR ASSESSMENT OF QUOTA HOLDER HGOs

- a) The minimum threshold for existing quota holder companies (HGOs) shall be 60% of the total Marks.
 b) The distribution of quota shall be considered subsequently.
 c) The following marking criteria approved by HPFC, for existing quota holder companies (HGOs):-

a) Company Should be Private/Public listed company duly incorporated with SECP under companies Act 2017 (Formerly companies' ordinance 1984). (15 Marks)	
1) 2005 or before	15.00 marks
2) 2006	14.50 marks
3) 2007	14.00 marks
4) 2008	13.50 marks
5) 2009	13.00 marks
6) 2010	12.50 marks
7) 2011	12.00 marks
8) 2012	11.50 marks
9) 2013	11.00 marks
10) 2014	10.50 marks
11) 2015	10.00 marks
12) 2016	09.50 marks
13) 2017	09.00 marks
14) 2018	08.50 marks
15) 2019	08.00 marks
16) 2020	07.50 marks
17) 2021	07.00 marks
18) 2022	06.50 marks
b) Annual tax returns of last five years to be counted for allocation of marks, if company is active in ATL FBR for each year claimed for assessment, along with reconciled Audited Financials. (no marks for dormant year/ Nil returns) (10 Marks)	
1) Five Years	10 Marks
2) Four Years	08 Marks
3) Three years	06 Marks
4) Two years	04 Marks
5) One year	02 Marks
c) Company is compliant to filing of annual returns to SECP for last five consecutive years and fulfill the paid up and authorized capital 5 M and 7.5 M respectively for the years under assessment. (10 Marks)	
1) Five Years	10 Marks
2) Four Years	08 Marks
3) Three years	06 Marks
4) Two years	04 Marks
5) One year	02 Marks
d. Decision(s) of Complaint Disposal Committee and Appellate Committee (for last five Hajj years) (15 Marks)	
Nature of complaints	Marks deductions
1). No Major/Minor penalty	No deduction (award of full 15 marks)
2). Per Major penalty	Deduction of 05 marks up to max of 15 marks
3). Per Minor penalty	Deduction of 02 marks up to max of 15 marks
e. Feedback from Hujjaj of Hajj 2023 through SMS (15 Marks)	
A Excellent	15 Marks
B Good	10 Marks
C Average	05 Marks
D Below Average	00 Marks

f. Performance assessment of existing HGOs as per Service Provider Agreement (SPA) for Hajj 2023 (20 Marks)			
REQUIREMENT / PARAMETERS		CLAUSE	MARKS
1	Permanent independent office with following facilities: i. Computer ii. Internet iii. Approved Sign board with necessary information iv. Landline telephone facility v. Staff (At least 03 staff members including 01 IT qualified having one year IT Diploma)	3(A)(1)	05
2	Company's Website having following information: i. Company profile ii. Details of management iii. Recognition letter (RL) iv. Hajj package(s) v. Contact numbers for Hajj booking vi. Daily Quota Utilization Report (DQUR)	3(A)(2) 3(C)(9)	06
3	Estimated detail breakup of opted package(s)	3(B)(3)	05
4	Utilization detail of 50% sponsorship quota with foreign remittance evidence / bank statement	3(C)(2& 3)	10
5	Record showing 50% utilization of quota from the province for which the license has been granted	3(C)(5)	05
6	Booking of Hujjaj through; i. HGO-MIS ii. Payment of Hajj dues though bank account iii. Issuance of system-generated receipt	3(C)(7)	08
7	Signing of individual agreement with Hujjaj	3(C)(12)	05
8	Accompanying of HGO's representative with group(s) of Hujjaj	3(E)(3)	04
9	Presence of Chief Executive or Director with Hujjaj throughout their stay in KSA	3(F)(2)	05
10	Uploading of correct following information on HGO-MIS i. Accommodation details ii. Company's contact numbers in KSA iii. Hajj application form iv. Individual Hajj agreement v. Summary form vi. logistics form	3(F)(6) 3(G)(1)	10
11	Hajj trainings of Hujjaj conducted by HGO's i. 02 session of Hajj training (02 Marks) ii. 01 session of Hajj training (01 Marks) iii. No session of Hajj training (0 Marks)	3(I)(4)	02
Total Marks			65