

SOP - DEALER RATING SYSTEM

1. **Back Ground.** Dealer rating system was introduced from 01 October 2018 by DHA Bahawalpur to grade/ rate the performance of Property Dealers with a purpose to provide best services to the clients, moreover, to boost the business through inculcation of competitive spirit. Procedure being followed is as under:-

- a. After the transfer, a dealer rating form is being received duly signed from the **buyer.**
- b. Transfers of every dealer are being shown on Web site since the date of introduction of dealer rating system.

2. **Analysis of Current System.** This system has following will be done:-

- a. It counts the transfer since the implementation of policy, which relegates the current efficiency. Furthermore, initially due to lack of info some of the dealers did not deposit the rating forms, so the transfer were not counted against their name.
- b. It alienated the dealer who managed to sell the plot. As a matter of fact credit of a deal goes to the seller & buyer dealer's equally.

3. **New System.** To address the issue following is recommended:-

- a. Dealers rating will be carried out as per following formula:-
 - (1) 75% graded marks of last three months transactions.
 - (2) 25% graded of the last 1 x year (excluding last three months) transactions.
- b. To credit both parties, maximum 1.0 mark will be allocated for seller & buyer's dealer each. For calculation of points/ marks following procedure will be adopted:-
 - (1) For 1x mark in one Transfer = ★★ ★★ ★ out of 1x Transfer.
 - (2) For 0.8x mark in one Transfer = ★★ ★★ out of 1x Transfer.
 - (3) For 0.6x mark in one Transfer= ★★ ★ out of 1x Transfer.
 - (4) For 3x bad/ very bad grading in one half of the year, dealership will be suspended for 3x months.
 - (5) For conducting a deal an agreement must be made on an affidavit, on complaint against dealers for not conducting deals as per agreement as mentioned on an affidavit, (2x marks will be deducted for every single complaint), proven correct.

4. Dealers remaining inactive for 3x months will be served with a warning and his dealership will be suspended for 6x months.
5. Dealer form is attached.
6. List of first 20x dealers will be displayed in 1st week of January, April, July & October each year and first 3 x dealers will be given a certificate along with a gift pack.
7. **Post Script.** This SOP is to provide equal chances of business thriving for every single stakes holder while maintaining the standards of DHAB high.