**MAUZE GRADING FORM – Instruction Sheet**

**Introduction**

In order to supervise, monitor and control all the activities of Mauze on a regular basis HQHB has developed a tool called Administrative Grading. Mauze Grading is an annual grading process. The primary objective of grading is to keep track of Mauze performance and compliance of the Mauze with the policies of HQHB. This serves as credentials which helps in evaluating the performance of the mauze. The primary step to start a Mauze Grading process is to first collect the required data, scrutinize and then fill up the questionnaire listed in Grading Form.

**Key Terms used in the Grading Form**

**Grading Point No. –** It represents each point on which the Mauze is evaluated. There are total 108 grading points upon which a Mauze is evaluated.

**Section - Ref Manual** – Section number as per the Mauze Administration Manual.

**Main Subject –** Main subject within a particular Section upon which the Mauze is graded.

**Sub Subject –** These are sub points under the main subject.

**Type *–*** Each standard is classified as a 1. Pre-requisite - Mandatory as per the Mauze Administrative Manual and 2. Progressive – Recommended in Mauze Administrative Manual.

**Standard / Rule** - It lists down the Standard/Rule as stated in the Mauze Administrative Manual.

**Evaluation Guidelines** – To ensure that the Standard / Rule as stated in the Mauze Administrative Manual are followed, evaluation guidelines provides directions to the coordinator as to what points or calculations needs to be done.

**Files to be checked** – This states which files need to be checked in order to answer the points stated in the Evaluation Checklist. Pick the listed files and look for the data stated in the evaluation guidelines. (In order to expedite the process, coordinator can put a filter in this column and arrive at all the checklist questions that needs to be addressed from a single file)

**Data available on software** – There are few Mauze where QH software has been implemented. Usage of software would reduce the efforts that goes into manual maintenance of records. Hence efficient utilization of software efficiently is equally important. This column has 3 options:

* Yes – Select where complete data/document is uploaded on the software
* No – Select where incomplete data/document or no data/document is uploaded on the software
* Not Applicable – There are few questions in the grading report which does not have interaction with the software. In such cases select Not Applicable from the drop down menu. Eg. Presence of banners, pamphlets, use of Badges, Jackets, Bags / Envelopes, Safe keeping of rehen etc.

**Evaluation Checklist-** These are questionnaires for which an answer in form of Yes or No (in the evaluation result column) needs to be selected based on the output of steps undertaken as mentioned in the evaluation guidelines.

Major points of consideration in this section are:

Some sub subject has a single question for which simply select Yes / No

Some sub subject has a set of question out of which only one would be yes and remaining shall turn no. Example

Percentage of Panchnama maintained as per the standard. After following the steps given in evaluation guidelines we arrived at 65% then the selection in the Evaluation result shall be as follows:

Less than 20% of the cases panchnama were maintained as per standard No

In 21% - 40% of the cases panchnama were maintained as per standard No

In 41% - 60% of the cases panchnama were maintained as per standard No

In 61% - 80% of the cases panchnama were maintained as per standard Yes

In 81 - 100% of the cases panchnama were maintained as per standard No

**Criticality –** Every grading point is assigned a certain level of criticality based on their risk and impact on overall Mauze operations. The basis of deciding the criticality are listed below:

|  |  |
| --- | --- |
| High | Significant / major control gap which may result into severe financial impact or major violation of Rules and Policies. |
| Medium | Deviations from controls, which may impact adversely or some weakness in existing controls or non-compliance with processes/ regulations. |
| Low | All other observations not falling under above categories. |

**Standard Scores** – These are the highest scores given to each grading point if there is 100% compliance of standard (*currently the highest score is 5 and lowest for non-compliance is 1*)

**Scores Achieved** – These are the actual scores achieved by a Mauze in each grading point based on their compliance with the standard.

**Weightage –** Everycriticality (high, medium, Low) is assigned weights. These weights are defined in such way that the impact of criticality reflects in the overall grading.

 Current assumption are as follows:

|  |
| --- |
| Weightage |
| High | Medium | Low |
| 110% | 100% | 90% |

**Coordinators Comments –** A Coordinator can mention general comments, observations for exceptional cases where standard could not be followed, or any other such points that needs a highlight.

**Error** – This column would show an error alert in case more than 1 criteria is selected as Yes in a single grading point

Some Criteria needs calculation of percentage of cases where standard is followed, same can be done as follows:

* + - The number of cases where standard is appropriately followed = xx%

 Total number of cases picked up in the sample

**Selection of Sample**

At many instances the evaluation guidelines stated in the grading report asks to pick data on a sample basis.

Example

Check Individual applicant file on a sample basis to enquire if any applications where sanctioned without Rehen:

Since the number of applications received during the year by the Mauze is high, it is not practically possible to go through all the application files and arrive at a result. In such cases there is a need to pick up few files on a sample basis and arrive at a conclusion.

**Steps for picking up samples**

**Step 1**: Co-coordinator should ask Mauze to provide a list of data as given below in order to choose sample files:

**New application during the Evaluation period**

Name of Applicant

ITS No. Of Applicant

Date of Application

QH Amount granted

Amount Outstanding as on date

Status - QH Outstanding / Fully repaid

Rehen Amount

Category (Business, Medical, Education etc.)

Gender (Male/Female)

**List of Defaulters as on date**

Name of Applicant

ITS No. Of Applicant

Date of Application

QH Amount granted

Amount of QH Outstanding

Rehen Amount

Category (Business, Medical, Education etc.)

Gender (Male/Female)

**Step 2:** From the list provided by the Mauze, coordinator shall pick sample files based on following rules:

* Sample data should consist of at least 20% of the entire data (i.e. if 100 applications are received then sample size shall be minimum 20 Individual Files)
* Sample data should be stratified from the entire database, representing all possible cases and not concentrated on a particular period (i.e. 100 applicant files shall consist of files from all 12 months and not just January / February files)
* Sampling is not required in case the data count is below 10 (e.g. Ability to repay for premature withdrawal within 24hrs – if there are not too many cases of premature withdrawal in the Mauze, the entire set of data should be verified rather than on sampling basis.

**Step 3**: Mail the list of sample files selected and need to be kept ready by the Mauze on his arrival.