

# **Standard Operating Procedures (SOPs)**

**for Dar-ul-Falah  
(Mother and Children Home)  
in Punjab**



**Social Welfare & Bait-ul-Maal Department  
Government of the Punjab  
Pakistan**

**PREAMBLE**

To accomplish the mandate of "Social Protection including Institutional Care, Skill Development and Rehabilitation" entrusted to Social Welfare and Bait-ul-Maal Department under Government of Punjab, Rules of Business, 2011 and to achieve the Sustainable Development Goal (SDG) No.1 "End to Poverty in its all Forms" through "implementation of nationally appropriate Social Protection Systems and measures for all, and by 2030 achieve substantial coverage of the poor and the vulnerable" and SDG No. 5 that is to "Achieve gender equality and empower all women and girls" by "ending all forms of discrimination against all women and girls everywhere", the following standard Operating Procedures (SOPs) have been drafted to improve the working of Dar-ul-Falah across Punjab.

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**PREFACE:-**

In our Society the family is dominated by male elder and it is the responsibility of male to provide food and shelter to the women and children. The man earns livelihood for entire family, therefore, if he dies or falls sick, the situation become more difficult for the whole family. If such situation arises, it becomes necessary that they may be given immediate relief and training so that they should not disorganize further. It is the responsibility of the state to provide basic necessities of life as mentioned in the Constitution of Islamic Republic of Pakistan 1973. To fulfill these responsibilities, the Social Welfare Department, Government of the Punjab has established 6 Mother and Children Homes (Dar-ul-Falah) in different districts of the province to provide these facilities to such families.

**1. OBJECTIVES OF DAR-UL-FALAH:**

Dar-ul-Falah is an institution established by the Social Welfare Department for the Welfare of widows, divorced, deserted and separated women along with their children. The main objective behind the establishment of these homes is to save the unfortunate, poverty-stricken families, leading a sub human life; forcing them to immoral pursuits and begging.

The Department established first Dar-ul-Falah in 1966 in Sialkot. After its successful feedback, 5 more Dar-ul-Falah were established in 1973-74. Today there are 6 Dar-ul-Falabs working in divisional headquarters of Punjab (Lahore, Sargodha, Rawalpindi, Sialkot, Multan and Bahawalpur).

**2. ELIGIBILITY CRITERIA:**

Following women shall be eligible to enroll:

- 2.1 Widows, divorced, deserted and separated women who have dependent children and have no one to support and will be in need of care and protection.
- 2.2 Wives and the dependent children of long- term convicts who have no relatives/ friends to support and protect them.
- 2.3 Wives and the dependent children of patients who are admitted in the hospitals and physically away from the family for a long time shall be admitted.
- 2.4 Preference shall be given to war widows and their dependent children.
- 2.5 Unmarried and dependent children (boys up to 11 years of age and girls up to 18 years of age) shall be admitted along with their mothers. However, boys above defined age may refer to child caring institutions. The age limit case of unmarried dependent daughters shall be relaxed by the superintendent under special circumstances with the approval of Advisory Committee.
- 2.6 The aged, sick and infirm women or with acute disability shall not grant admission. Their cases shall be referred to hospitals/ voluntary agencies working in these fields.

- 2.7 Extra Ordinary cases for admission shall seek relaxation by the approval of incharge Social Welfare & Bait-ul-Maal, Punjab in favor of state protocol.

**3. ADMISSION PROCEDURE:**

- 3.1 The process for admission will be as follows:
- 3.1.1 Eligible women referred by registered voluntary Social Welfare agencies, government and semi-government projects and institutions, court, police authorities and health authorities, etc shall be admitted.
- 3.1.2 Eligible women can also directly get admission in Dar-ul Falah.
- 3.1.3 Admission shall be granted after receipt of application on the prescribed form.
- 3.2 Written application for admission or referral along with following documents shall be required:
- 3.2.1 Three passport size photos
- 3.2.2 Copy of CNIC
- 3.2.3 Death Certificate in case of husband death
- 3.2.4 Copy of divorce in case of separation
- 3.3 Before approval, the Incharge of respective Dar-ul-Falah shall forward the applicant to the area officer of Social Welfare Department (CD) for verification/ recommendation. However, in case of urgency or as the Incharge may deem fit, temporary admission can be granted and after grant of such admission, requisite documents shall be completed within one week.
- 3.4 Every resident shall be medically examined by the nearest Government hospital/ DHQ at the time of admission and thereafter shall have to continue such practice once a year and record of all medical check-ups shall be maintained throughout the period that the residents remains in the institution.

**4. DURATION OF STAY:**

The maximum period of stay in the home for a family unit is 12 Months. It may be extended by the Advisory committee for a period of 6 Month in special cases. Cases justifying extension of period of more than one year shall be submitted for the approval of the head of the department.(Director General Social Welfare)

**5. RULES FOR THE RESIDENTS:**

- 5.1 Upon admission, Incharge Dar-ul-Falah shall provide written and verbal information/ guidance about Rules and Regulations of the institution to every resident.
- 5.2 Every resident shall follow the Rules provided to them under these guidelines.

- 5.3 All residents of Dar-ul-Falah shall keep the premises of the home in neat and tidy condition.
- 5.4 All residents shall maintain cleanliness of their rooms.
- 5.5 All residents shall cook and serve their food themselves.
- 5.6 All residents shall use utensils stoves etc turn by turn.
- 5.7 Residents shall manage all their day to day needs themselves. No servant shall be provided to them.
- 5.8 All residents shall take proper care of Dar-ul-Falah's assets.

**6. DISCHARGE/ RELIEVE/ EXPULSION AND GRANT OF HOLIDAYS TO THE RESIDENTS:**

- 6.1 The residents shall be discharged from the Home after completion of the due stay period.
- 6.2 The residents shall be discharged with the approval of the Advisory Body after filling the discharge form.
- 6.3 Any resident who will not follow rules and regulations of the institution or exhibits undesired, objectionable moral or anti-social behavior with other residents or with the staff of the institution, she after notice and personal hearing shall be expelled from the institution with the approval of Advisory Body and handed over to the person who referred.
- 6.4 The Dar-ul-Falah shall remain open throughout the year. On the written request of blood relatives/family member, the residents shall be allowed with her consent to go to spend the holidays or some part of holidays.

**7. FOLLOW UP OF DISCHARGED CASES:**

- 7.1 The discharged cases shall be followed up normally for two years.
- 7.2 The Superintendent shall make all possible efforts for the proper rehabilitation of the discharged residents.

**8. ADVISORY COMMITTEE:**

The Directorate General of Social Welfare will notify an Advisory Committee for each Dar-ul-Falah to advise the management on all matters concerning admission, maintenance, discharge, rehabilitation and welfare of the residents.

**9. INSTITUTIONAL SERVICES:**

**9.1 BOARDING FACILITY**

- 9.1.1 Safe and proper boarding shall be provided to the residents.
- 9.1.2 Access to basic amenities including approved stipend / Merit and healthy environment shall be ensured/ provided.

**9.2 PROVISION OF STIPEND/ MERIT**

Each family shall be provided the stipend / Merit per month at the rate decided in budget. Each family shall manage itself the household out of the amount of stipend / Merit independently.

**9.3 SAFETY AND SECURITY**

The institution shall prioritize the safety and security of the residents.

- 9.3.1 The Incharge shall ensure that CCTV Cameras are functional covering main entrance/ exit, activity rooms, bedrooms, dining hall, play room etc. with the backup of recording for at least fifteen days.
- 9.3.2 The fire alarms and fire extinguishers must be placed and in working order. Moreover, emergency exit plan approved by Recue 1122 shall also be displayed in the main corridor of the institution.
- 9.3.3 Armed Chowkidar/ Security guards must be deputed at the institution full (24/7) time at main entrance of institution in alternate shifts.
- 9.3.4 The Incharge shall implement the emergency protocols and conduct staff trainings on fire safety, basic lifesaving skills, first aid and use of safety equipment's through Rescue 1122 at least on quarterly basis and an updated first aid box for emergency, shall also be available in the institution.

**9.4 MONITORING OF VISITORS**

- 9.4.1 The regular monitoring of visitors shall be done through CCTV cameras as well as the security guard on the main gate must be trained and well-equipped to check the visitors through scanners and maintain proper record of visitors.
- 9.4.2 All the visitors mentioned in admission forms by the residents shall be entertained during the official hours with the permission of Incharge on declared day. The Incharge shall display the visiting days for visitors, on the notice board of Dar-ul-Falah.
- 9.4.3 No visitors (except the visits directed by the competent authorities) shall be allowed after office hours.
- 9.4.4 No visitors shall be allowed to roam around the institution.

**9.5 EDUCATIONAL, RELIGIOUS AND VOCATIONAL TRAININGS**

All the residents shall be provided with opportunities to attend trainings according to their aptitude. After providing the technical and vocational trainings, the residents shall be arranged paid order work in collaboration with District Industrial Homes of the Department and with other relevant public/ private institutions. In this way, these widows may start earning and would be in the process of their rehabilitation.

**9.6 INCOME GENERATING ACTIVITIES**

- 9.6.1 Residents shall be provided information / awareness on income generating activities and availability of jobs.
- 9.6.2 The Incharge shall ensure adequate opportunities for display and sale of products prepared by the residents.
- 9.6.3 The money collected from the selling of the products prepared by the residents shall be given to them.

**9.7 RECREATIONAL ACTIVITIES**

- 9.7.1 Indoor and outdoor recreational activities for children and residents shall be arranged.
- 9.7.2 All national, International events including Eid, 14<sup>th</sup> August , Easter etc shall be celebrated.

**9.8 MEDICAL CARE**

- 9.8.1 Incharge and staff shall maintain regular contact with voluntary doctor (s) (preferably female) or part time doctors, including gynecologist and pediatrician of the nearest possible government hospital or a private clinic.
- 9.8.2 Incharge shall arrange regular visits by a lady doctor and maintain liaison with her to address the medical needs of the residents.
- 9.8.3 Incharge shall maintain liaison with the nearest government hospital to which the residents may be referred in case of an emergency.
- 9.8.4 Medical examination of each resident shall be carried out at the time of admission to the Dar-ul-Falah. Medical record of each resident shall be maintained by the Incharge which shall be handed over to the resident at the time of discharge. One copy shall be kept in the office record.
- 9.8.5 Incharge shall ensure vaccination of residents and their children in collaboration with the Health Department.
- 9.8.6 In case of a pregnant resident, the Incharge shall ensure pre and post natal care from a well reputed Government or Non- Government Hospital.
- 9.8.7 In case of child birth, the Incharge shall make adequate arrangements for the child to be born in a Government or Non- Government hospital in proximity to the Dar-ul-Falah.

- 9.8.8 If a child will be born during stay at Dar-ul-Falah, this fact shall not be mentioned in the birth certificate of the child.
- 9.8.9 The Incharge shall ensure the regular conduction of awareness session by doctors i.e general and personal hygiene, EPI-vaccination, skin problems and scabies, diarrheal diseases, Tuberculosis, dengue fever, sun or heat stroke.

**9.9 PSYCHOLOGICAL SUPPORT**

- 9.9.1 Incharge shall make arrangement of Psychologist (part time or volunteer) and also ensure that the psychological condition of each resident is assessed during the first consultation. Regular psychological service shall be provided afterwards as per need.
- 9.9.2 Counseling sessions, individual and in group, shall be arranged for each resident who expresses need and consent in this regard.
- 9.9.3 In order to maintain confidentiality, the psychologist shall be provided with a private room for the counseling session and the information shared by the residents to the psychologist, during the session, shall be kept confidential.
- 9.9.4 The psychologist may refer residents to psychiatric wards in case of mental illness (within the first three days of admission). The incharge shall maintain liaison with the psychiatric department of a governmental hospital in close proximity to the Dar-ul-Falah.

**9.10 AWARENESS SESSION**

The Incharge shall arrange sessions on basic health, hygiene, as well as legal education sessions at least four times a month. The incharge shall ensure that the residents are provided with relevant materials in the form of brochures, visual displays, discussions etc. These training sessions shall be provided to all residents of the home

**10. MAINTENANCE OF RECORD:**

The following record should be maintained by the Incharge Dar-ul-Falah, Lahore.

- a) Admission & discharge register
- b) Attendance register
- c) Staff attendance register
- d) Visitor book
- e) Cash history/ Personal file record
- f) Admission and discharge from
- g) Referral form
- h) Movement register
- i) Medicine register
- j) Cash book, inventory and stock register
- k) Donation register
- l) Minutes of meeting of advisory committee

**11. MAINTENANCE OF ACCOUNTS RECORD:**

There shall be following records for budget expenditure:

- a) Budget register
- b) Contingent bills and paid vouchers
- c) Monthly Expenditure Statement duly reconciled with AG. Punjab
- d) Cash Book
- e) Budget control register head wise
- f) List of Bank Accounts
- g) Separate maintenance of Cash book of each Bank Account
- h) Monthly receipt statements alongwith paid Challans and credit verification
- i) Bank Statement
- j) Bank reconciliation Statement
- k) Perishable Stock register
- l) Permanent stock register
- m) Dead stock register
- n) Fixed assets register
- o) Pending liability register
- p) Unserviceable stock/ store/ vehicles register
- q) No imbursement of expenditure without proper record keeping in original receipt.

**12. AUDIT:**

Following audits are mandatory for Dar-ul-falah to be conducted after completion of each financial year to determine the proper utilization of funds and accounts maintenance:

- a) External Audit (through Director General, Civil Audit, Punjab)
- b) Internal Audit (through Internal Audit team of Directorate General, Social Welfare & Bait-ul-Maal, Punjab, Lahore)

**13. DONATIONS RECORD:**

The record of donation shall be maintained as under:

- 13.1 Donation register shall be filled up for every type of donation including cash & kind.
- 13.2 The receiving, utilization and balance sheet shall be maintained on daily basis after approval of Advisory Committee.
- 13.3 Donation in cash may be deposited in the advisory Bank account which can be verified through Bank statement and Bank vouchers.
- 13.4 Parallel donation recording system may be implemented by creating a website of Dar-ul-Falah for collection and recording the donation. Just like Shoukat Khanum Hospital. By using this web system the donor can verify his / her paid donation through website of Dar-ul-Falah institution. The name of donor, donation in cash of kind, date shall be reflected on the website of Dar-ul-Falah.

**14. GENERAL GUIDELINES FOR THE INCHARGE OF DAR-UL-FALAH:**

- 14.1 The Incharge shall restrict entry of male visitors and staff in the residential area.
- 14.2 Avoid un- necessary media exposure of residents and their residential area.
- 14.3 Prefer females who will relevant to (Social Welfare) as guest for the event/ activities carried out in the institution.
- 14.4 The Incharge shall seek prior approval from the concerned authority i-e Divisional Director, SW & BM well before the activities/ functions and celebrations.
- 14.5 The Incharge shall not given interview/ articles/ editorials in the print or electronic media without the prior approval of competent authority.
- 14.6 The Incharge shall ensure trainings of staff through Social Welfare Training Institution (SWTI) on accounts matter and file maintenance procedures and other trainings for the capacity building of the all Dar-ul-Falah Staff.
- 14.7 The Incharge shall prepare and ensure implementation of duty roster of staff.

With the approval of

**SECRETARY  
TO GOVERNMENT OF THE PUNJAB  
SOCIAL WELFARE AND BAIT-UL-MAAL  
DEPARTMENT**

Dated:

**ENDS.NO.DSW-DD(WD)/SOPS/2024**

A copy of forwarded for information to:

1. All Divisional Directors, Social Welfare and Bait-ul-Maal, Punjab with the direction to ensure implementation of SOPs.
2. All Incharges Dar-ul-Falah with the directions for immediately compliance.
3. PS to Secretary, Social Welfare and Bait-ul-Maal, Punjab.



**(AMINA MUNIR)  
DIRECTOR GENERAL SOCIAL WELFARE  
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