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NO.DSW-DIR (PROG) SOPs/2016  
GOVERNMENT OF THE PUNJAB  
DIRECTORATE GENERAL OF SOCIAL  
WELFARE AND BAIT - UL - MALL,  
PUNJAB, 41-EMPRESS ROAD, LAHORE

Tel:042-99204150

Dated: 22<sup>nd</sup> December, 2016

To,

**The Incharge,**

Model Children Homes,


Bahawalpur(M&F), Narowal(M&F), D.G.Khan(M&F), Rawalpindi(M ),  
Faisalabad(Male), Lahore(Male), Sargodha(Male), Gujranwala(Female) and  
Sialkot(Female).

Subject:

**GUIDELINES FOR MODEL CHILDREN HOMES ESTABLISHED BY  
SOCIAL WELFARE DEPARTMENT IN PUNJAB**

I am directed to refer the subject cited above and please to inform that department has developed uniform guidelines for the Model Children Homes which are dually approved by the Director General Social Welfare & Bait ul Maal, Punjab. These guidelines shall serve as a benchmark document to navigate the services and achievement of objectives of the institute in line with PC-I.

You are directed to implement these guidelines in your respective institution in its true spirit with immediate effect. Copy of Guidelines alongwith annexures is appended herewith.

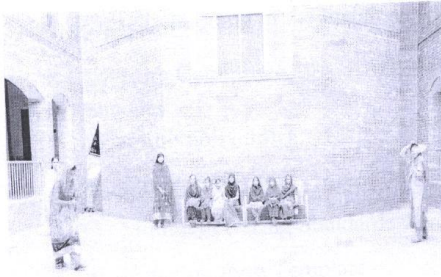
  
(ZAIB-UN-NISA)  
DIRECTOR (PROGRAMMES)

P.C.

- PS to Director General Social Welfare & Bait ul Maal, Punjab, Lahore.
- Concerned District Officer Social Welfare & Bait ul Maal, Punjab.



## **GUIDLINES FOR CHILDREN HOMES(MALE & FEMALE) IN PUNJAB**



**DEPARTMENT OF SOCIAL WELFARE & BAIT-UL-MAAL,  
GOVERNMENT OF THE PUNJAB**

MCH Guidelines

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## **MCH Guidelines**

### **Guidelines for the improvement of the functioning of the Children Homes (M & F) in the Province established by Social Welfare & Bait-ul-Maal Department**

#### **PREAMBLE**

It is the utmost responsibility of every society to look after its children especially under privileged and vulnerable. By neglecting their rights, we are paving the way for a disastrous future for the country. We need government, public, civil society and NGOs to come together to rectify the situation. Government of Pakistan is the signatory of several international commitments such as CRC.

Department of Social Welfare & BM, Punjab has established children homes for the welfare, proper growth, development and rehabilitation of male & female orphans and destitute children aged 6 to 18 years. The purpose behind is to provide an opportunity and favorable environment to orphans and destitute children so that they may become useful members of society.

Social Welfare Department has also converted the name of institution from "Orphanage" to "Children Home, Dar-ul-Atfal or Dar-ul-Shafqat" and to call the residents of such institutions by their names instead of orphans to promote feelings of dignity, self-respect.

#### **1. OBJECTIVES OF CHILDREN HOMES**

Following are the underlying objectives to establish Model Children Homes:

- (1.1) To provide shelter and basic necessities of life to the parentless/ orphan/ vulnerable/ destitute children.
- (1.2) To build their moral & social behaviors so that they can become good individuals.
- (1.3) To train them in all aspects of life so that they can become a useful & effective member of society.

Based upon the aforementioned objectives, the following guidelines are prepared to assist the management / staff of Home in smooth functioning and better service delivery. These guidelines shall also ensure the protection of rights and dignity of the children residing in Model Children Homes.

## MCH Guidelines

### 2. Eligibility for Admission

(2.1) Any child between the ages of 6-10 years shall be admitted who:-

- a) has lost his/ her parents or one of the parents or has no adequate source of income  
OR
- b) is unclaimed or abandoned/ deserted by parents

(2.2) Children belonging to the religion other than Islam shall also be granted admission in the children homes.

(2.3) Any child suffering from serious contagious communicable disease shall not be granted admission but be referred to other relevant public / private institution.

### 3. ADMISSION RULES

(3.1) No female child shall be admitted in the male children home and vice versa.

(3.2) The In charge of the respective children home shall grant admission to the child after receipt of an application on the prescribed form (**Attached at Annex-A**).

(3.3) The child shall be admitted only if he/she has been referred in writing by any of the following after completion of the admission requirements.

(3.3.1) Parent/ Guardians/ Relatives of the child.

(3.3.2) Registered Voluntary Social Welfare Agencies/NGOs

(3.3.3) Government or semi Government institutions.

(3.3.4) Political representatives of local councils/ Chairman, Local Zakat Council.

(3.3.5) Courts, Police authorities and Media.

(3.4) A child selected for admission in the children home shall have to report for admission within one week of his/ her selection. However, application will be processed within a day time.

(3.5) Every child shall be medically examined by the DHQ/ Doctor at the time of admission and thereafter continue such practice once a year and record of all medical check-ups shall be maintained on regular basis

(3.6) The child suffering from any acute disability may be referred to the public or private institution specially established for concerned disability.

MCH Guidelines

4. **RULES FOR DISCHARGE FROM CHILDREN HOMES**

- (4.1) Male child up to the age of 18 years can stay in these homes while female children can stay in these homes until and unless they are rehabilitated i.e married, or financially independent.
- (4.2) Every child shall be discharged after getting approval from Advisory Body after completing discharge form (At Annex-B).
- (4.3) If a resident runs away without any intimation along with the belongings of the institution and returns within three days shall be allowed to stay in the home and the person who referred him/ her will compensate the loss incurred. However, counseling of the child shall be arranged.
- (4.4) Upon the request of blood relative of the child, he/ she will be discharged after complete investigation, consent of child and approval of Advisory Body.
- (4.5) **Expulsion.** In spite of counseling and advice, if any child does not follow rules and regulations of these homes & exhibits undesired/ objectionable moral and social behavior shall be expelled from these homes with the approval of Advisory Body and handed over to the person who has referred that child.
- (4.6) **Holidays.** The Children home shall remain open throughout the year. Upon the written request of blood relatives, the child shall be allowed with his / her consent to go to spend all holidays or some part of public holidays or summer vacations with blood relatives.

5. **PERSONAL CARE / RIGHTS OF CHILDREN**

The children housed in Model children homes will enjoy all rights as laid down in the Minimum Caring Standards developed by Social Welfare Department with the collaboration of UNCRC (At Annex-C)

6. **SERVICES/ FACILITIES**

(6.1) **Boarding & Lodging**

- (6.1.1) Safe and proper boarding & lodging shall be provided to the children admitted in children homes. Access to basic amenities including balanced diet (as per balanced diet menu approved by child specialist /nutritionist) and healthy environment shall be ensured / provided.
- (6.1.2) Neat, clean and airy rooms shall be provided along with all requisite accessory such as bed, almirah, box, utensils, cloths, bedding etc. The sharing of rooms to the children shall be allocated with respect to the age group.



## MCH Guidelines

- (6.1.3) Balanced diet including milk according to the balanced diet menu approved by child specialist /nutritionist and pre decide schedule shall be provided.

### **(6.2) Formal Education**

- (6.2.1) Children shall be provided school education from reputable Government schools of the vicinity.
- (6.2.2) Transport shall be arranged for pick and drop of children.
- (6.2.3) After completing matric level education, scholarships through Bait-ul-Maal as well as through Advisory Body & Philanthropist shall be arranged for the children willing to continue their education.

### **(6.3) Vocational & Technical Education**

- (6.3.1) Although formal education up to primary level shall be mandatory, however, vocational and technical training education be arranged from respective public / private institutions for the children lacking aptitude in school education.
- (6.3.2) Transport shall be provided for pick and drop of children.

### **(6.4) Religious Education**

- (6.4.1) A Mualim or Mualima shall be engaged to impart religious & moral education to Muslim children.
- (6.4.2) With the help of Advisory Body, a non-muslim religious expert of the respective religion shall be arranged to impart religious education to the non-muslim residents of the Home as per need.

### **(6.5) Medical Facilities**

- (6.5.1) A detailed medical examination of each child shall be made each year including T.B test & X. Rays etc.
- (6.5.2) Vaccination shall be completed for every child and record maintained in personal files.
- (6.5.3) First Aid training shall be arranged for all staff members as well as residents (children) of home. Refreshers shall also be arranged as per need.
- (6.5.4) In case of any serious disease or emergency, child shall be referred to the hospital.

### **(6.6) Recreational Facilities**

- (6.6.1) Extra-curricular activities shall be arranged for healthy mental and physical growth of children.

## MCH Guidelines

- a. Indoor as well as outdoor games shall be arranged for the recreation of children.
- b. Children shall be taken out for some picnic or visit to some amusement park or historical place at least once in a month.
- c. Different national, International and religious days shall be celebrated and participation of all children be ensured.
- d. A Library having newspaper, children's magazines and other informative material shall be established.
- e. TV room / Common room shall be established.

### **(6.7) Rehabilitation**

- (6.7.1) Suitable employment and job shall be arranged for the children (M/F) who have completed education or technical trainings.
- (6.7.2) For female children of 18 and above, marriages with their consent shall be arranged with the support of Advisory Body.

### **(6.8) Security**

- (6.8.1) Boundary walls shall be higher than two meters and topped with security wires.
- (6.8.2) Armed chowkidar/ Security or police guard shall be deputed at the main gate on 24/7.
- (6.8.3) Two security cameras shall be installed and in working conditions: one at the main gate and another one at the entrance of the institution.
- (6.8.4) Visitors shall be allowed only during official working hours.
- (6.8.5) All visitors shall sign the visitors register.

### **(7) INSTRUCTIONS / RESPONSIBILITIES OF INCHARGE AND STAFF/ MANAGEMENT OF CHILDREN HOMES**

- (7.1) In-charge children home shall be responsible for the overall administration and discipline of home.
- (7.2) In-charge shall be responsible to make children abide by all rules and regulations.
- (7.3) The following registers shall be maintained under the supervision of Incharge.
  - (7.3.1) Attendance register of children.
  - (7.3.2) Admission and discharge registers.
  - (7.3.3) Movement register.
  - (7.3.4) Daily food expenditure register.



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- (7.3.5) Cash book, Inventory ledger, Stock register.
- (7.3.6) Distribution detail register of permanent and temporary items.
- (7.3.7) Dairy & Dispatch register.
- (7.3.8) Celebrations register
- (7.3.8) Personal files of all residents containing all relevant documents
- (7.3.9) Attendance register of religious classes
- (7.3.10) Activity register
- (7.3.11) Opinion book.
- (7.4) In-charge shall maintain record of all donations (Cash & Kind) received and its utilization on prescribed 'Donation Form'. Donations shall be entered in stock register as well. (Donation Form at **annex-D**).
- (7.5) In-charge Children Home shall prepare case histories and maintain personal files of each child.
- (7.6) In-charge children Homes shall ensure provision of all services quoted in above clauses to its residents (children/ either directly or through referrals).
- (7.7) Children's confidential details and records shall be respected and maintained.
- (7.8) In charge shall make unannounced/surprise visits to respective Model Children Home during nights and public holidays on regular basis in order to assess and monitor the functioning of the home.
- (7.9) In-charge shall be accessible to contact in case of any emergency and special circumstances after working hours.
- (7.10) Staff / Carer shall ensure quality child care, protection and regular support / supervision.

**(Job description of each staff member and In charge is attached at Annex-E)**

### **(8. CAPACITY BUILDING OF THE INCHARGE AND STAFF OF HOMES)**

- (8.1) To ensure a sustainable improvement in efficient service delivery at children homes as well as for the professional development of the service providers (In charge & Staff), need based training sessions specially on child protection related issues, case management etc shall be organized bi-annually at Social Welfare Training Institute, Lahore.

## MCH Guidelines

- (8.2) During and after Trainings, the progress of the staff shall be assessed through 'Impact Evaluation' and 'Performance Evaluation' criteria.

(9. **ADVISORY COMMITTEE:**

Policy Guidelines of Advisory Committee are attached at **Annex- F**.

Whereas it is expedient and necessary in the public interest and for good governance to provide measures for improvement of efficiency and quality of services, the above guidelines are hereby approved.

Date:



**Waheed Akhtar Ansari**

Director General  
Social Welfare & Bait-ul-Maal  
Government of Punjab

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**ANNEX-A**

**ADMISSION FORM OF CHILDREN HOME**

District \_\_\_\_\_

1. Name of the Child: \_\_\_\_\_
2. Father's Name and ID No.: \_\_\_\_\_
3. Mother's Name and ID No: \_\_\_\_\_
4. Date of Birth/ Age: \_\_\_\_\_
5. Place of Birth: \_\_\_\_\_
6. No. & Date of Birth Certificate (copy to be attached if available) \_\_\_\_\_
7. Religion \_\_\_\_\_ Child \_\_\_\_\_ Father \_\_\_\_\_ Mother \_\_\_\_\_
8. Address of the Child: \_\_\_\_\_
9. Parents (Alive/ Dead): Father \_\_\_\_\_ Mother \_\_\_\_\_
10. Date and Place of Death: Father \_\_\_\_\_ Mother \_\_\_\_\_
11. If Parents alive reason for seeking admission: \_\_\_\_\_
12. Details of Childs inherited property if any: \_\_\_\_\_
13. Guardians of the Child Property: \_\_\_\_\_

Passport Size  
Picture

| Name | Address | Relationship with<br>the Child | Age | Occupation |
|------|---------|--------------------------------|-----|------------|
|      |         |                                |     |            |
|      |         |                                |     |            |
|      |         |                                |     |            |
|      |         |                                |     |            |

14. Particulars of the Childs close relatives/ siblings if any alive:



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| Name | Address | Relationship with<br>the Child | Age | Occupation |
|------|---------|--------------------------------|-----|------------|
|      |         |                                |     |            |
|      |         |                                |     |            |

15. Name, Address and Occupation of the Person applying Admission of the Child and his or her relationship with the child.

| Name | Address | Relationship with<br>the Child | Age | Occupation |
|------|---------|--------------------------------|-----|------------|
|      |         |                                |     |            |

16. Apparent Physical (Deformity if any): \_\_\_\_\_

17. Mark of Identification: \_\_\_\_\_

18. Indicate details (In Referred/ Recommended for Admission by Police or an Agency of or a Person other than Child relatives) \_\_\_\_\_

19. Personal effects / development level/behavior of the child registered at the time of his/ her admission

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

20. Whether the Child's Name has already been registered with the District Registrar

(Identification Card) if so give number etc: \_\_\_\_\_

21. Whether the child was admitted

in some other Children Home Previously

YES

NO

22. If Yes name and Address of the Children Home: \_\_\_\_\_

23. Reason for leaving the aforesaid Children Home: \_\_\_\_\_

24. Date of Admission (Aforesaid Children Home) \_\_\_\_\_ Leaving \_\_\_\_\_

(Attach relevant documentary record about already admitted in other institution for clause 22, 23 &

24)

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Certified that the above information is correct to the best of my/ our knowledge & belief. I / we also undertake that the child if admitted in the Children Home shall abide by all rules/ regulations and instructions issued by the institution from time to time.

Signature or Thumb  
Impression of the Child

Signature/ thumb  
impression with the Name  
and Address of the Person/  
Agency etc. deliver in the  
child to the Children Home

**For Office Use of the Children Home**

Particulars of the Child \_\_\_\_\_ D/ S/o \_\_\_\_\_

Of \_\_\_\_\_ as given above are checked and found correct/ incorrect, thereof the child is admitted/ not admitted in the Children Home. In case of refusal to admit give detailed reason below:-

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Registration No. \_\_\_\_\_ Signature of the Incharge of Children Home \_\_\_\_\_

Date : \_\_\_\_\_

Occupation

ANNEX-B

DISCHARGE FORM OF CHILDREN HOME

District \_\_\_\_\_

1. Children Home \_\_\_\_\_ Date of Discharge \_\_\_\_\_ Registration No. \_\_\_\_\_

2. Name \_\_\_\_\_ S/o, D/o \_\_\_\_\_

3. Age (At the time of Discharge from Home) \_\_\_\_\_ Permanent Residence \_\_\_\_\_

4. Reasons for Leaving: \_\_\_\_\_

5. Accompanied by \_\_\_\_\_ Relation \_\_\_\_\_

6. Address where She/he will live after leaving Children Home: \_\_\_\_\_

7. Permanent address of the relative if different from above \_\_\_\_\_

\_\_\_\_\_ Phone No. \_\_\_\_\_

8. What Type of Rehabilitation Mode: (i). Marriage \_\_\_\_\_ (ii). Employment \_\_\_\_\_

(iii). Referred \_\_\_\_\_ (iv). Re-adjustment with family \_\_\_\_\_ Any other \_\_\_\_\_

(Attach relevant documents related to clause 8 like nikhanama, contact letter, referral information, court orders etc)

Signature of Incharge  
Children Home

Signature or Thumb  
Impression of the Child

Signature or Thumb  
Impression of the Relative  
of Child





ation

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Annexure-C

**DONATION FORM TEMPLATE**

Month/ Year: \_\_\_\_\_

Name of Institute \_\_\_\_\_

1. Donation received in:-

- Cash \_\_\_\_\_
- Cheque \_\_\_\_\_
- Kind (Please specify) \_\_\_\_\_

2. Donation amount (both in words & figure): \_\_\_\_\_

3. Cheque No: \_\_\_\_\_

4. Total number of items received in form of kind \_\_\_\_\_

5. Date of donation received: \_\_\_\_\_

6. Donation given by (Optional):

- Name (First name & last name) \_\_\_\_\_
- Address: \_\_\_\_\_
- Phone #: \_\_\_\_\_
- E-mail Address (if any): \_\_\_\_\_

7. Purpose for which donation is meant: \_\_\_\_\_

8. Page # of stock register after entry of donation: \_\_\_\_\_

9. Mode of Utilization: \_\_\_\_\_

10. Remarks of the Incharge of Institute: \_\_\_\_\_

Signature of the Incharge of Institute \_\_\_\_\_

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ANNEXURE-D

# **JOB DESCRIPTION OF INCHARGE & STAFF OF CHILDREN HOMES**

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### **JOB DESCRIPTION OF INCHARGE CHILDREN HOME**

1. Responsible for overall administrative and supervision and management of record of the institute.
2. Responsible for the overall process of admissions, discharge, institutional care, referral & rehabilitation of children.
3. To prepare case histories of children.
4. To undertake complete process of case management.
5. To arrange awareness and sensitization sessions for the staff of the institute.
6. To arrange educational, skill development/ technical training, religious and moral training, recreational facilities for the children.
7. Responsible to maintain complete record of functioning of Advisory body.



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### **JOB DESCRIPTION OF PART TIME DOCTOR**

1. Responsible for medical check up of children at the time of admission and regular check up on regular basis.
2. To visit the Children Home in case of emergency.
3. Responsible for immunization and vaccination of children.
4. To provide Health & Hygiene awareness to children and service providers.

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### **JOB DESCRIPTION OF CHILD CASE WORKER**

1. To arrange foster care to the children of home.
2. To manage the home affairs related to children.
3. To arrange recreational activities for children.
4. To play vital role in the character building and moral training of children.
5. Responsible for tuition to children.
6. Responsible for the counseling of children and their families if needed.
7. To coordinate with the Incharge of children home.

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**JOB DESCRIPTION OF WARDEN**  
**CHILDREN HOME**

1. Responsible to manage boarding and lodging of the children of children home.
2. To supervise the cleanliness, hygiene and sanitation of residents and institutional care facilities.
3. To provide/ arrange first aid/ health care facilities to the residents as and when required.
4. To prepare and maintain all required data related to the children/ residents of the home.



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**JOB DESCRIPTION OF ASSISTANT/ ACCOUNTANT  
OF CHILDREN HOME**

1. Responsible for the submission of financial summary.
2. Responsible for record keeping.
3. To maintain database of children of the home.
4. To handle correspondence.
5. To maintain account & financial books.
6. Responsible of PLA operation.
7. Responsible for the reconciliation of accounts with treasury office.

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**JOB DESCRIPTION OF RELIGIOUS TEACHER OF**  
**CHILDREN HOME**

1. Responsible for the character building of the children of the home.
2. To impart religious education to the children.

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**JOB DESCRIPTION OF STORE KEEPER OF**  
**CHILDREN HOME**

1. Responsible for the management of store.
2. To maintain stock register.
3. To maintain stationary items, furniture and machinery.
4. Responsible for petty purchases and supply of store items.
5. Responsible to handle cash flow.

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**JOB DESCRIPTION OF DRIVER OF**  
**CHILDREN HOME**

1. Responsible to provide pick and drop service to children.
2. To provide pick and drop for official movements.
3. To provide pick and drop for out door trips.
4. Responsible for care and maintenance of vehicle.
5. Responsible fore complete log book of vehicle.



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PO

## JOB DESCRIPTION OF COOK CHILDREN HOME

1. To prepare food and meals for the residents/ children of children home.

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**JOB DESCRIPTION OF NAIB QASID OF**  
**CHILDREN HOME**

1. Responsible for the cleanliness of offices.
2. To make tea for the employees of the institute and guests.
3. To do out door activities assigned by the Incharge and employees of the institute.
4. To wash utensils.

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**JOB DESCRIPTION OF WASHER MAN OF**  
**CHILDREN HOME**

1. Responsible for washing and ironing of the clothes of the residents/ children of children home.

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**JOB DESCRIPTION OF CHOWKIDAR OF**  
**CHILDREN HOME**

1. Responsible for the security of the children home.



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**JOB DESCRIPTION OF SWEEPER OF**  
**CHILDREN HOME**

1. Responsible to keep the offices and institution premises lean.

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### **JOB DESCRIPTION OF MALI OF CHILDREN HOME**

1. Responsible for the maintenance of lawns and courtyards.
2. Responsible for growing, watering and protection of plants.

