



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

12-M, Model Town Extension, Lahore

(042-99232184)

NOTIFICATION

No. S.O.(D)/2-15/2011(P-II): In view of expanding network of social welfare services by Government of the Punjab to cater the needs of impoverished and marginalized segments of the society, there is dire need to improve service delivery by enhancing skills of personnel. Therefore, “**Standard Operating Procedures/Guidelines for Standardizing the Training Programmes and for smooth functioning of Social Welfare Training Institute (SWTI), Lahore**” are notified as following:

CHAPTER-I

1.1 TRAINING PROGRAMMES AND COURSES:

- 1.1.1.** Training Programmes of SWTI, Lahore will comprise of basic, post induction, pre-promotion, need based and professional training courses within its objective framework and the mandate of the Social Welfare and Bait-ul-Maal Department, Punjab correlating Pakistan’s national and international priorities on **Human Rights (Particularly women, elderly citizens, PWDs, children with special needs, etc.), Harassment At Workplace, Human Trafficking, Convention on Child Rights (CRC) and international best practices of social welfare services** with a mainstreaming approach for the marginalized and underprivileged segments of the society. Collaborative activities like seminars, walks, conferences, motivation lectures, advocacy and awareness raising events shall also be part and parcel of Annual Training Plan of SWTI.
- 1.1.2.** Social Welfare Training Institute (SWTI) may develop its annual training plan on the basis of Training Need Assessment (TNA) and according to the following calendar, for its inclusion in the Annual Training Plan (ATP):

Activity	Deadline to forward case	Expected proposals deadline	Consolidation TNA reports, Review and inclusion in ATP	Final submission of ATP to authorities	Recommended by	Approved by	Expected start date
Submission for Training Need Assessment	First week of October	Mid-October (Within 10 days)	During the month of November	1 st week of December	Directorate General, SW & BM, Punjab.	Secretary, SW & BM, Deptt.	During 1 st week of January


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- 1.1.3. Once, the ATP is approved by the Secretary, Social Welfare & Bait-ul-Maal, nominations / participants for training courses exceeding 3 days shall be executed after due approval of Director General, Social Welfare & Bait-ul-Maal, Punjab (in case of Training of staff from BS-1-16) and from Secretary, Social Welfare & Bait-ul-Maal, Punjab (in case of Training of BS-17 & above). However, the concerned quarters will only be informed about trainings/activities of three and less. However, the Secretary, SW & BM may, as he/she deems fit, delegate his/her powers for the approval of ATP and nominations of participants to any officer sub-ordinate to him/her.
- 1.1.4. In case of any additional/urgent/special activity, approval may be sought from the respective Competent Authority.

1.1.5. **ADVISORY / CURRICULUM DEVELOPMENT COMMITTEE:**

SWTI may have its own Advisory / Curriculum Development Committee comprised of representatives from Academia, Line Departments, civil society organizations and professional trainers that will guide SWTI on following points:

- a) Designing of training contents / agenda and module like training methodology, teaching aids etc.
- b) Identification of target group and Resource Persons /guest speakers
- c) Module/contents development as per needs of the Social Welfare and Bait-ul-Maal Department.
- d) Joint collaborations with public & private sector institutions.
- e) Any other issue with due approval of the committee.

(1) **FINANCIAL MANAGEMENT COMMITTEE:**

A Financial Management Committee comprised of representatives from Administrative Department, Attached Offices and SWTI will guide the institution on following points:

- a) Mechanism to use generated revenue out of collected rent of training halls/auditorium/lawns/hostel facility and diploma courses as per policy and working of the Finance Department.
 - b) Any other financial issue with due approval of the committee.
- 1.1.6. Payment to the Guest Speakers/Resource Persons etc. shall be made as approved/sanctioned/prescribed by Finance Department, Government of the Punjab.

1.2. **DURATION OF TRAINING PROGRAMMES/COURSES AND REGISTRATION OF PARTICIPANTS:**

- 1.2.1. Post induction training courses shall be mandatory for initial recruitment, all newly recruited officers and officials of the Department. The proposed training calendar for new inductees is given below:



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Post induction training plan for BS-01-04	Post induction training plan for BS-above 04 till Bs-16	Post induction training plan for BS-17 & above
Maximum One week	Maximum Two weeks	Maximum 8 weeks for class (trainees may be given field exposure visits including visits of different NGOs and institutions of SW & BMD.)

Officers/officials from other Divisions shall be accommodated at hostel facility of SWTI.

- 1.2.2. For short training courses, SWTI may request to get nominations from Directorate General, Social Welfare and Bait-ul-Maal, Punjab and field formations i.e. Divisional Offices of SW & BM, Punjab. In special circumstances e.g. training of officers/officials of the Department and Line Departments may also be requested to solicit nominations. Registration of the participants of such programmes /courses shall be confirmed as per requirement of the course.
- 1.2.3. SWTI may call officers/ officials, after prior approval / information of the Competent Authorities (Secretary / DG, SW & BM), for training programmes / courses designed to target the specialized group of service providers e.g. Superintendent, Dar-ul-Aman, Incharges of Care/ Residential Institutions, etc. However, such invitation shall be made under intimation to their respective reporting officers and concerned quarters.
- 1.2.4. SWTI shall report to the Competent Authorities for taking appropriate action against the officers / officials on non-compliance of timely registration to the programmes / courses without due intimation to the Course Coordinators / Principal SWTI on the basis of cogent reasons and just grounds.

CHAPTER-II

2.1. MODALITIES INVOLVED IN EXECUTION AND CLOSURE OF TRAINING PROGRAMMES/ COURSES:

- 2.1.1. Prior to the execution of certain training programme/course, following checklist shall be required to be taken care by Lecturers/Course Coordinators with consultation and approval of Principal, SWTI:
- a. Designing of training contents/agenda and module like training methodology, teaching aids etc.
 - b. Identification of target group and resource persons/guest speakers
 - c. Preparation of invitation letter


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- d. Confirmation of participants and resource persons
- e. Preparation of training file which includes; Training agenda, Hostel registration form (incase outside Lahore participants), Registration form, Attendance forms.
- f. Requisition of training material (stationary items and logistic arrangements)
- g. Preparation of training hall and committee rooms
- h. Training material files for participants (if required)
- i. Instructions will be issued to Hostel Warden to ensure refreshments arrangements i.e. Breakfast, Tea during training session, lunch and dinner as per training schedule
- j. Proper Hostel Facilities: this shall be ensured by the Hostel Warden keeping in view weather requirements e.g. Air Conditioner, Heaters, Water Dispensers, Fans, Lights, neat & clean bedding & washrooms availability and functionality
- k. Individual trainee assessment forms that may show obtained marks as well (it may be developed in consultation with the concerned committee)
- l. Pre and post-test form may also be developed in consultation with Advisory Committee in accordance with training contents and target group

2.1.2. During the training, following checklists shall be followed:

- a. Layout plan of inaugural ceremony and opening of training
- b. Forming Do's & Dont's
- c. Daily attendance of participants
- d. Maintain discipline by following training schedule
- e. Maintain minimum training facilities (training rooms and hostel)
- f. Address day to day issues/concerns raised by participants and Resource Persons
- g. Ensure provision of training material to participants (if required)
- h. Signature of Resource persons on Resource Person honoraria Performa
- i. If involved, proper arrangements for tea and lunch for participants
- j. Writing training certificate and get it signed from Principal SWTI and concerned staff of SWTI
- k. Distribution and collection of Resource Persons assessment form

2.1.3. Post-training steps to be ensured by SWTI are as under:

- a. Circulation and collection of Evaluation Performa filled by participants
- b. Circulation and collection of Output Analysis Performa after 3 months once after it is approved by the Advisory Committee
- c. TA/DA form for out-stationed participants
- d. Conduct Certificate Distribution Ceremony
- e. Group Photograph
- f. Training evaluation, findings and feedback for next training
- g. Individual assessment of each participant (it may be developed in consultation with the Advisory Committee)
- h. Clearance of bills from AG, Punjab, for Payment to Resource Persons.
- i. Keeping of record of Receipts of payments and closure of financial file


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CHAPTER-III

3.1. INSTRUCTIONS TO BE COMPLIED BY TRAINEES:

SWTI looks forward to establish a cordial relationship and rapport with the participants in order to make the training a rewarding experience for both the participants and the SWTI faculty. It is hoped that all the participants will not only reciprocate the endeavors of SWTI but will abide by all the rules and instructions which are as follows:

3.2. DRESS CODE:

All the participants shall observe following Dress Code:

- a. Dress shirt & pant with necktie and dress shoes for males
- b. Shalwar Qameez (un-starched) with or without Waist Coat and dress shoes on Fridays.
- c. Jeans, Joggers, chapples/sleepers, T-shirts, caps/head dress or any other type of casual dressing shall not be allowed
- d. For female participants, decent, unrevealing dressing is advised.
- e. Pointed Heels or open shoes, jeans, joggers and short shirts will not be allowed for female

3.3. CONDUCT, DISCIPLINE & PUNCTUALITY:

- a. Attendance is mandatory in all academic, social and sports activities during the training.
- b. Absence from any of these activities without valid reasons shall be reflected in the overall assessment of the participant.
- c. Presence in the lecture room before the commencement of each session is mandatory. Late arrival in the class shall be noted & warning letter may be issued to improve the conduct of participant by the competent authority.
- d. No person shall be accommodated in any training session without nomination by the concerned authority.

3.4. LEAVE PROCEDURE/ABSENCE:

- a. Leave during the course shall be strictly discouraged, especially in short term course.
- b. In extraordinary circumstances, leave may be availed only after it has been sanctioned in writing by the Principal, SWTI.
- c. Number of all kinds of leaves availed must be within the admissible limit.
- d. Absence without sanctioned leave or late arrival and early departure from class shall amount to indiscipline and shall be recorded as such in the assessment report.

3.5. MOBILE PHONE & SMOKING:

- a. Use of mobile phone during training session shall not be allowed


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- b. Smoking shall be strictly prohibited during training hours and in hostel inside the SWTI

3.6. FLASH DRIVES:

- a. The participants shall be advised to bring with them their personal flash drives which will be of great utility to them in collection of data, reading materials and preparing of presentations, etc.
- b. Participants shall bring their own laptop and its charger in case of need.

CHAPTER-IV

4. EVALUATION OF PARTICIPANTS PERFORMANCE:

- a. Evaluation of participant's performance during the training course shall be recorded on factual basis. Trainees are expected to maintain highest level of conduct and discipline during the training at SWTI.
- b. Performance evaluation reports shall be kept in record for its sharing with concerned office after completion of the course which shall become a part and parcel of the service record of trainees.

4.1. HOSTEL REGULATIONS:

4.1.1. REGISTRATION/ADMISSION:

- a) The participants of a course are eligible to stay in hostel facility of SWTI.
- b) Participants shall be allowed to stay in SWTI hostel subject to availability of rooms
- c) Family of course participants are not allowed to stay in hostel rooms except in special circumstance where Principal deems appropriate e.g. participant mother with minor in need of baby sitter.
- d) Rooms shall be allotted on shared occupancy basis. Personal choices of the trainees regarding the selection of rooms shall not be entertained.
- e) Participants shall not remain out of hostel after 10.00 pm. For the Purpose of arrival/departure register shall be maintained at main gate of Social Welfare Complex.
- f) The boarders are not allowed to go in each other's bedrooms after 10:00pm
- g) All boarders will adhere to all rules of the hostel in letter & spirit. Any breach of rules will invite unwanted situation not only for boarders but for the institution as well. Furthermore, in case of any violation, SWTI will secure right to cancel the residency/room allotment.
- h) Before check in, the participants shall fill in the room allotment forms and accept the terms and conditions set forth by SWTI under these SOPs.

4.1.2. SAFE CUSTODY OF ITEMS:

- a) Boarders should not leave their valuables (i.e. cash, wallet, laptop, cell phones etc) in the hostel rooms.
- b) Rooms shall be opened with duplicate keys in the morning time for cleaning purpose while boarders are in classes.


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- c) No responsibility shall lie on SWTI Administration for the loss of any valuables of the boarders

4.1.3. MAINTENANCE OF CLEANLINESS:

- a) SWTI / Hostel staff shall clean all the areas of hostel including rooms and washrooms on daily basis.
- b) Boarders shall keep all areas neat and clean and ensure that their rooms are neat and tidy at all times.

4.1.4. CAREFUL USE OF HOSTEL:

- a) Proper use of fixtures, fitting, machinery and furniture in the hostel rooms and other areas shall be responsibility of the boarders.
- b) Any type of breakage/missing of dining hall, gym, recreation room, TV Lounge and living rooms and washroom items or hostel items shall be charged from the boarder.

4.1.5. ENERGY SAVING:

- a) In summer, air conditioners shall be allowed to be used in the rooms in the following timings:
 - o Evening - 4pm to 7pm
 - o Night - 11pm to 7am
- b) All tube lights, bulbs, fans, computers and air-conditioners must be used sparingly and must be switched off before leaving the room.

CHAPTER-V

5.1. ETIQUETTES:

5.1.1. Boarders shall strictly avoid:

- a) Possession, custody or access to liquor, drugs or intoxicants of any kind, lethal instruments of any description, explosives or fire arms.
- b) Tampering with machinery or its unauthorized use.
- c) Adding, abetting or facilitating trespass in the hostel by an unauthorized person under any circumstances.
- d) Acts involving moral turpitude or cognizable offences.
- e) Defiance of authority and breach of discipline.
- f) Acts like abusing, quarreling, fighting, insolence towards others and use of force.
- g) Indulges in acts which may cause insult or physical injury to the other boarders specially females, officers, staff of the SWTI or any other related person.
- h) Spreading of religious, factional, ethical, political, regional or linguistic conflicts by word of mouth or written material
- i) No pamphlets, hand bills or stickers of any nature shall be distributed/ posted in the hostel.
- j) Indulge in any kind of political activities including activities pertaining to service associations.

5.1.2. RESPONSIBILITIES OF BOARDERS ARE:

- a) Maintain complete harmony and peace in the hostel


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- b. Not engage in any activity detrimental to the calm and peaceful environment or against the instructions issued by the SWTI.
- c. Not use indecent language, undesirable remarks and gestures.
- d. Not play loud music, make noise, or indulge in rowdy behavior.
- e. To wear neat and decent dress, which is acceptable by the public at large (Shorts and slippers shall not allowed to be worn outside the hostel rooms). Same instruction shall be for female boarders
- f. Smoking shall not be allowed in the hostel area at any time except in the designated rooms and places. (In case of violation Rs. 500/- shall be the fine).
- g. Functions, Parties or other gatherings (by the boarders) in the hostel shall not be allowed without the prior permission of SWTI Administration.
- h. Boarders are not allowed to stay the night out on working days without prior permission of the Hostel Warden and written intimation.
- i. Boarders are required to stay in the hostel after 10:00 PM.
- j. The boarders coming after 10:00 PM shall make an entry in the register with the security guard on duty. The names of such late-comers will be brought to the notice of the Competent Authority.

5.1.3. MESS AFFAIRS:

- a. Best quality meals may be served in the dining hall during prescribed hours only. Exception may be made by the Hostel Warden in case of illness only.
- b. Boarders shall not be permitted to have private cooking arrangements in the Hostel.
- c. No boarder under any circumstances shall be permitted to take hostel cutlery/crockery and similar items to their rooms or out of the hostel.

5.1.4. EXPOSURE VISITS:

- a. During long training course, all participants shall be bound to attend exposure visits
- b. During visits, mutual harmony is expected to show towards other fellow trainees
- c. In nut shell, all in-house rules for trainees prepared by SWTI shall be applied to participants

CHAPTER-VI

6.1. DISCIPLINARY ACTION ON BREACH OF DISCIPLINE:

- a. File of participant/trainees shall be maintained which will include their individual assessment form, leave and complaint record in long term courses.
- b. In case of repeated complaints of a trainee regarding discipline, behavior and response towards training, this act shall be brought in notice of higher authorities for record in their personal files and may be recommended for taking disciplinary action under PEEDA, 2006.

NO. SO (D) 2-15/2011 (P-II)

DATED: 20-04-2023

(ZAHOOR HUSSAIN)
SECRETARY, SW & BM

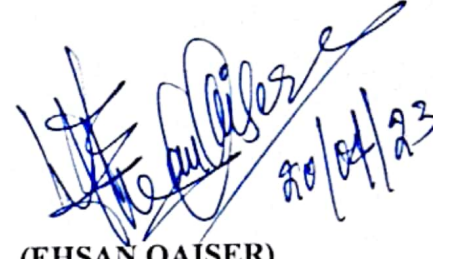
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A copy is forwarded for information and necessary action to:

1. The Director General, Social Welfare and Bait-ul-Maal, Punjab, Lahore.
2. The Additional Secretary, SW & BM Department.
3. The Directors (Admn), (P&E), (Programs) and (PCRD), Directorate General, SW & BM, Punjab, Lahore.
4. The Deputy Secretaries (Admn) and (Technical), SW & BM, Department.
5. All the Divisional Directors, SW & BM, Punjab.
6. The Principal, SWTI, Lahore.
7. All the Section Officers, SW & BM Department.
8. P.S.O. to Secretary, SW & BM Department.
9. Master file/personal file.



(EHSAN QAISER)
SECTION OFFICER (DEV.)