



**GOVERNMENT OF THE PUNJAB  
DIRECTORATE GENERAL OF SOCIAL WELFARE  
& BAIT-UL-MAAL  
41-EMPRESS ROAD LAHORE.**

Dated Lahore the

January 2020

## **NOTIFICATION**

**Subject:- STANDARD OPERATING PROCEDURES (SOPs) AND POLICY GUIDELINES TO RUN THE AFFAIRS OF THE KASHANA INSTITUTIONS:-**

NO-DGSW/DIR(PROG) KASHANA (SOPS)/2020/: Whereas, the Chief Minister's Inspection Team (CMIT) vide report dated 15-10-2019 recommended certain actions to streamline the affairs of the Kashana institutes.

Therefore, in pursuance of the recommendations of the Chief Minister's Inspection Team (CMIT), following Standard Operating Procedures (SOPs) are issued to run the day to day affairs of the all "**Welfare Homes for Destitute & Needy Girls**" (Kashana) institutions.

### **1. ADMISSION & RELIEVE**

The orphan/destitute/poor/needy and shelter less girl child between the age of 06 to 18, received through referral system as mentioned in clause 1 (d) shall be eligible to be admitted in "**Welfare Homes for Destitute & Needy Girls**" (Kashana) for shelter, institutional care and rehabilitation.

- a) The orphan/destitute/poor/needy and shelter less girl child belonging to minorities shall also be entitled for admission in the Kashana without any discrimination.
- b) The incharge shall grant admission after receipt of an application on the prescribed form after getting approval from Advisory Committee.
- c) Admission application shall be processed within a day time.
- d) The girl child shall be admitted only if she has been referred in writing through any of the following referral system after completion of the admission requirements.
  - i. Parent / Guardians/ Relatives of the child.
  - ii. Registered Voluntary Social Welfare Agencies/NGOs.
  - iii. Government or semi Government institutions.
  - iv. Courts, Police authorities and Media.

### **2. ELIGIBILITY AND DOCUMENTS REQUIRED FOR THE ADMISSION:**

- a) The orphan/destitute/poor/needy and shelter less girl child between the age of 06 to 18, medically fit shall be eligible for admission.

b) Written application for admission or referral along with following documents shall be required:

- i. Three passport size photocopy
- ii. Copy of CNIC of guardian/relative/parent
- iii. Death Certificate in case of death of parents.
- iv. Copy of divorce in case of separation.

c) Before approval, the application for admission be sent to the concerned Social Welfare Officer for recommendation/verification. 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 as prescribed in Clause 2(b) shall be completed within one week.

d) A girl child selected for admission shall have to report for admission within one week of her selection.

e) Every girl child 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 girl child remains in the institution.

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

g) The visitor list will be shared by the guardian/ parent of girl child. Only enlisted persons shall be allowed to visit the resident with her consent.

h) Psychological assessment of girl shall be carried out to avoid any sexual perversion in institute.

i) If a resident runs away without any intimation along with the belongings of the institution and returns within three days will be allowed to enter in the home and the person who referred him/ her will compensate the loss incurred.

### **3. Duration of Stay**

a) The girl child may stay between the age of 6 to 18 years. However on attaining the age of 18 years, the Director General, Social Welfare & Bait-ul Maal, may extend the period for further stay up to one year in exceptional and un-avoidable circumstances.

### **4. Discharge/relieve/expulsion and grant of holidays to the inmate**

a) The resident girl/child can be discharged with the approval of the Advisory Body after filling the discharge form.

b) Any girl child do not follow rules and regulations of the institution or exhibits undesired, objectionable moral or anti-social behavior with other inmates 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.

c) The Kashana shall remain open throughout the year. On the written request of blood relatives/family member, the girl child shall be allowed with her consent to go to spend the holidays.

### **5. Boarding & Lodging**

a) Safe and proper boarding & lodging shall be provided to the residents.

b) Access to basic amenities including balanced diet and healthy environment will be ensured / provided.

c) Neat, clean and airy room shall be provided along with all requisite accessories such as bed, Almirah, box, utensils clothes, bedding etc.

d) The sharing of rooms shall be allocated with respect to the age group.

e) Provision of balanced diet as per approved menu by the advisory body.

- f) Personal belongings of residents shall not be taken away from the residents except cash and expensive jewelry, which kept in safe along with complete record.
- g) The deposited belonging will be returned at the time of discharge.

**6. Vocational & Technical Education:**

- a) Education up to primary level is mandatory, the girl child lacking aptitude in school education shall be provided vocational and technical training.
- b) Transport shall be provided for pick and drop from school/educational institution.

**7. Religious Education:**

- a) A religious teacher (Mualima) shall be engaged to impart religious & moral education to Muslim girl child.
- b) Advisory Body may arrange religious expert for minorities.

**8. Medical Facilities:**

- a) Day to day medical care will be arranged through nearest hospital or volunteer doctor arranged by Advisory Committee
- b) Every girl child 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 a detailed health profile of each girl child shall be prepared after their medical examination. Record of all medical check-ups shall be maintained throughout the period that the girl child remains in the institution.
- c) All staff members of Kashana and all inmate/residents shall be given first aid training, with the assistance of 1122.
- d) In case of any serious disease or emergency, girl child shall be referred to the hospital.
- e) The shifting of inmates to mental hospital or halfway home may be allowed only after obtaining the approval of Director General on the basis of medical certificates issued by the doctors.

**9. Recreational Facilities:**

- a) Extra-curricular activities shall be arranged within the institution.
- b) Indoor as well as outdoor games shall be arranged for the recreation.
- c) Once in a month, residents will be taken out for some picnic or visit to some amusement park or historical place, with the assistance of Advisory Committee
- d) Different national, International and religious days shall be observed/ celebrated.
- e) A Library having newspaper, children's magazines and other informative material shall be established.
- f) TV room / Common room will be established and indoor games will be conducted.

**10. Rehabilitation:**

- a) Efforts will be made for suitable employment and job shall be arranged for the residents who has completed education or technical trainings.
- b) The incharge with consultation of the advisory committee and prior approval of the Director General SW&BMD may arrange marriages of inmates of 18 years and above.
- c) Such marriages shall be contacted with the free will and consent of the inmate and her legal guardian with support of Advisory Body/Philanthropist.
- d) The girls age 18 above may be referred to Dar-ul-Falah and other institutions.

**11. Responsibilities/duties of the incharge Kashana.**

- a) To ensure overall administration of the institution as per Job description.
- b) To ensure safety and security of the girl child

- e) To ensure implementation of approved menu by the advisory committee and provision of balanced diet to the residents of the institute.
- d) To ensure cleanliness of overall institution and residential area.
- e) To arrange provide clean water in 24/7 hours to all residents while living in the institution.
- f) To provide hygienic items like soap, tooth paste and brush, clothing's, napkins etc to the girl child as per requirement.
- g) To ensure the facilities provided to girls / girl child are free of cost during their stay
- h) In charge shall be accessible 24/7 hours in case of any emergency and special circumstances.
- i) To ensure night duty of female staff on rotation basis.

#### **12. The responsibilities of the Social Welfare Officer of Kashana;**

- a) To maintain separate personal files for every resident
- b) To prepare case history of every resident.
- c) To ensure safety of valuables of the institution.
- d) To provide proper dress to the girl child
- e) To ensure girl child shall be involved in socio-educative activities and vocational activities
- f) Social Welfare Officer of the Kashana shall be accessible in case of any emergency and special circumstances.
- g) To get maintained medical record of each resident
- h) To get maintained record of all activities of the institution
- i) Any Other task assigned by incharge of the institution.

#### **13. Advisory Committee**

There shall be an Advisory committee, who shall perform duties as per the policy instructions of advisory committee as notified vide No.SO (D)2-3/2011(P) dated 9-10-2018.

#### **14. Monitoring And Evaluation System**

- a) The M& E system will be developed with assistances of UNICEF as per part of work plan year 2019-20 of the UNICEF.
- b) The visits of respective Director and Deputy Director should be arranged according to schedule:

Supervisory Authority	Time Line	Verification Mode
Divisional Director Visits	Fortnightly	Minutes of Meeting
Deputy Director Visits	Weekly	Minutes of Meeting

c)The Divisional Director and Deputy Director shall pay surprise visit frequently and visit notes shall be sent to director general SW&BMD for perusal information.

#### **15. Maintenance of Records;**

The following record should be maintained by the Incharge Kashana, Lahore.

- a) Admission & discharge register.
- b) Attendance register
- c) Staff attendance register
- d) Visitor book
- e) Case history / Personal file record



- f) Admission and discharge form
- g) Referral form
- h) Movement register
- i) Medicine register
- j) Dietary Register
- k) Cash book, inventory and stock register
- l) Donation register'
- m) Minutes of meeting of advisory committee

#### **16. 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 registerhead 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

#### **17. Audit:**

Following audits are mandatory for Kashana Institute Lahore to be conducted after completion of each financial year to determine the proper utilization of funds and accounts maintenance:

- i. External Audit (through Director General, Civil Audit, Punjab).
- ii. Internal Audit (through Internal Audit team of Directorate General, Social Welfare & Bait ul Maal, Punjab, Lahore).
- iii. Advisory Accounts of Kashana, Lahore shall be audited through Chartered Accountant Firm.

#### **18. Donations Record:**

The record of donations shall be maintained according to following:

- a) Donation register will be filled up for every type of donation including cash and kind (attached at annex-I)
- b) The receiving, utilization and balance sheet will be maintained on daily basis after approval of Advisory Committee.
- c) Printed receipt book should be used for donation and issue the receipt with the signature of Incharge Kashana.
- d) Donation in cash may be deposited in the advisory Bank account which can be verified through Bank statement and Bank vouchers.



- c) Parallel donation recording system properly be implemented by creating a website of Kashana 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 Kashana institution. The name of donor, donation in cash or kind, date will be reflected on the website of Kashana.

**19. General Guidelines:**

- a) The incharge shall restrict entry of male visitor/ staff in the residential area.
- b) Avoid un-necessary media exposure of resident girls and their residential area.
- c) Prefer females who are relevant to (Social Welfare) as guest for the events/activities carried out in the institution.
- d) The incharge shall seek prior approval from the concerned authority i.e. Divisional Director, SW&BM well before the activities/functions and celebrations.
- e) The incharge shall not give interview/articles/editorials in the print or electric media without the prior approval of competent authority.
- f) 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 Kashana Staff.
- g) The incharge shall ensure fixation of time schedule for rotation of duties in case of warden is required.

Issued with the approval of competent authority.

*sd/*  
**DR. AYESHA SAEED**

**Director General**

**Social Welfare & Bait ul Maal,**

**Punjab, Lahore**

488-501

2/1/ DATED 02-01-2020

**ENDST. NO-DGSW/DIR(PROG) KASHANA (SOPS)/2020**

A copy is forwarded for information and necessary action to:-

- i. PS to Secretary Social Welfare & BM Department, Govt. of the Punjab, Lahore.
- ii. PSO to Director General Social Welfare & BM, Punjab, Lahore.\
- iii. All Directors of this Directorate.
- iv. Divisional Directors Lahore, Sargodha and Rawalpindi for strict application of the SOPs.
- v. Deputy Directors Lahore, Sargodha and Rawalpindi for strict application of the SOPs.
- vi. Incharge Kashana, Lahore, Sargodha and Rawalpindi for strict application of the SOPs.

*[Signature]*  
**Director (Programme)**

**Directorate General Social Welfare  
& Bait ul Maal, Punjab, Lahore**

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