
Standard Operating Procedures (SOPs)

Hamara Ghar Welfare Trust (HGWT) Orphanage

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1. Introduction

Hamara Ghar Welfare Trust (HGWT) is a registered non-profit organization dedicated to providing comprehensive care, education, and empowerment opportunities for orphaned and vulnerable girls. HGWT operates with compassion, transparency, and commitment to community service — ensuring each child receives dignity, love, and equal opportunities to thrive.

The Trust functions under Islamic and humanitarian principles, focusing on holistic development through physical care, emotional support, education, health, and skills development.

2. Vision, Mission & Core Values

Vision:

To create a nurturing environment where every orphan girl is empowered with education, moral values, and skills to become a confident and independent member of society.

Mission:

To provide orphans with food, education, health care, psychological support, and character building in a safe, faith-based setting that promotes growth and dignity.

Core Values:

- Compassion and Empathy
 - Integrity and Transparency
 - Equality and Respect
 - Dedication and Professionalism
 - Accountability and Service
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3. Governance & Administration

HGWT is governed by an Executive Board, led by the President and supported by Directors, administrative staff, and specialized teams for education, welfare, and operations.

The governance structure ensures transparency, regular audits, staff accountability, and donor confidence. Policies and operational frameworks are reviewed annually.

4. Admission Policy

Admission is open to orphan girls who have lost their mother, father, or both parents. Eligibility is determined through proper verification and documentation.

Applicants are evaluated by the Admission Committee, which assesses the child's background, guardianship, and welfare needs. A medical check-up and psychological assessment are conducted before admission.

5. Residential Care Policy

HGWT ensures a safe, hygienic, and comfortable living environment. Girls are grouped according to age and educational level, under the supervision of trained female wardens and caregivers.

Each resident receives nutritious meals, clothing, educational materials, and healthcare support. Recreation, counseling, and moral guidance are part of daily life.

6. Health & Nutrition

Regular health screenings and checkups are conducted by certified medical practitioners. A balanced diet plan, designed by a nutritionist, is implemented for all residents.

Emergency medical care and financial assistance are provided to girls or families in need through the Trust's welfare fund.

7. Education & Skill Development

All orphan girls are enrolled in quality educational institutions or HGWT's own schooling system. The Trust also supports higher education for deserving students.

For those unable or uninterested in pursuing academic education, HGWT provides vocational and skilled training such as tailoring, computing, arts, or culinary courses to ensure their long-term self-sufficiency.

8. Psychological & Emotional Support

HGWT employs counselors and mentors to help children cope with emotional trauma and build self-esteem. Workshops on self-awareness, communication, and behavior are conducted regularly.

9. Religious & Moral Guidance

Daily prayers, Qur'an classes, and moral education sessions are integral parts of the routine. Religious observance is encouraged in a respectful and inclusive environment.

10. Child Protection Policy

HGWT upholds a zero-tolerance policy against any form of child abuse, neglect, or exploitation.

- All staff, volunteers, and visitors must adhere to the Child Protection Code of Conduct.
 - Children's privacy, dignity, and safety must be respected at all times.
 - Complaints are handled confidentially through a defined reporting mechanism.
 - Regular staff training ensures understanding of child rights, behavioral expectations, and safe interaction protocols.
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11. Discipline Policy

Discipline is maintained through positive reinforcement and counseling. Corporal punishment or humiliation is strictly prohibited. Guidance is provided in an encouraging and supportive manner.

12. Safety & Security Policy

Safety and protection of children and staff are paramount.

- CCTV cameras are installed throughout the premises.
 - Fire safety equipment and emergency exits are maintained.
 - Visitor access is restricted and monitored.
 - Security personnel are trained for emergency response.
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13. Staff Recruitment & Conduct

Staff recruitment follows a transparent process with background verification and reference checks.

All employees must sign a Staff Agreement outlining duties, conduct, and confidentiality.

Male staff are not permitted in female residential zones.

14. Financial Management

All financial transactions are recorded transparently and audited annually.

Funds are used strictly for welfare, education, maintenance, and operational expenses.

Audit reports are attached to the annual report for accountability.

15. Donor & Volunteer Engagement

HGWT encourages community participation through donations and volunteer work. All donors receive regular updates, transparency reports, and recognition for their support.

16. Exit Policy

When a girl reaches adulthood or becomes self-reliant, she may exit the orphanage with post-exit guidance.

- If a girl marries, it will be with her own consent and, where possible, the involvement of her mother, father, or grandparents.
 - If a girl is not interested or unable to continue formal education, she will be offered vocational or skill-based training to help her live independently.
 - In the event of an early exit, the sponsorship will be transferred to another needy orphan girl who is not yet sponsored or a new admission, ensuring continuity of support and education for those in need.
 - This approach aligns with the organization's mission to provide education and support to as many deserving girls as possible. By transferring the sponsorship, the organization can
 - Ensure the education of another needy girl continues uninterrupted.
 - Make efficient use of resources and donations.
 - Provide opportunities for more girls to benefit from the sponsorship program.
 - This policy promotes fairness, equity, and maximum utilization of resources, ultimately contributing to the organization's goal of empowering orphan girls through education.
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17. Record Keeping & Reporting

Each child has an individual file containing admission records, health reports, academic progress, and personal history.

In/Out registers for both children and staff are maintained regularly and monitored by supervisors.

18. Monitoring & Evaluation

Internal evaluations are conducted quarterly to assess program effectiveness, staff performance, and overall welfare standards. Independent audits may be carried out when required.

19. Review & Amendment

These SOPs shall be reviewed annually or whenever required. Amendments will be made with Board approval to ensure continuous improvement.

20. Infrastructure & Construction Standards

Every HGWT center will be constructed keeping in mind safety, accessibility, and comfort.

Each center must include:

- Staff annex/quarters
- Prayer area
- Recreational hall/auditorium
- Library and study space
- Safety cameras throughout the premises
- Male staff area located outside the girls' residential zone

Buildings shall comply with approved architectural and safety standards, with child-friendly designs and natural lighting.

21. Annexures (A–F)

A. Admission Form

B. Child Sponsorship Form

C. Staff Hiring Agreement

D. School Staff Hiring Agreement

E. In/Out Register – Children

F. In/Out Register – Staff

Approval & Authorization

President, Hamara Ghar Welfare Trust (HGWT) _____

Director, Orphanage Division _____

Date: _____
