

# STANDARD OPERATING PROCEDURES

AKANKSHA SAMITI  
UTTAR PRADESH



THE DEVELOPMENT SOCIETY OF THE IAS OFFICERS  
WIVES ASSOCIATION OF UTTAR PRADESH

OCTOBER 2018

*B*  
Mallu Gupta  
Renuka Pandey  
SMW  
Anehan  
Maun  
P. Bhatia

## FOREWORD

I am happy to introduce Standard Operating Procedures, a ready reckoner for overall uniformity and harmony for Akanksha Uttar Pradesh & its functioning.

Since its inception in 1986, Akanksha has grown in its various operations, adding many new activities in its kitty for the development and betterment of women and children. With the increase in number of activities and volume of work, we needed to put together these guidelines to streamline systems within Akanksha.

Through this document we intend to put procedures and systems in place that will methodically address situations of uncertainty, harmonization of work and reduce miscommunication within Akanksha.

I would like to thank past Akanksha Presidents for conceptualizing, developing and revising the Standard Operating Procedures. With some changes, I am pleased to introduce this document which I believe will help organize and bring efficiency in Akanksha's overall working.

This document has been carefully vetted and through this document we intend to bring transparency in our work culture.

*Renuka Pandey*

Mrs Renuka Pandey

President – Akanksha Samiti

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## Standard Operating Procedures

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*Renuka Perley*

*Halima* *Madhu Gupta*  
*Aachana* *SM*

*Akanksha Samiti Standard Operating Procedures (October 2018)*

*Vkumar*

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*P. B. Shrivastava*

*PS*

## INTRODUCTION

These Standard Operating Procedures (SOPs) have been developed to provide guidelines and standard policy and procedures on different organizational aspects. The SOPs are for use by Akanksha management team, members and staff. Compliance to the SOPs is mandatory and is expected to facilitate transparent and accountable management of the organization. All members and staff of Akanksha are expected to be familiar with the SOPs and use them for appropriate actions.

### Purpose of the SOPs :

- Provide clear guidelines on Akanksha policies and procedures
- Allow for transparent and standardized functioning of the organization
- Facilitate information to all Akanksha members through written guidelines
- Ensure compliance to standard processes to prevent organizational risk

### Approval and Update

The SOPs will be in synergy with the memorandum of the organization and will provide operational guidelines on implementation. The SOPs will be shared with the Executive Committee, working group/coordinators, focal points for review and contribution. It will be approved and issued by the President. This manual will be reviewed at least every two year for updates, additions and changes to continue to respond to the changing needs and requirements and to enhance it as per good practices for implementation in other similar organizations. Changes in the SOPs will be proposed by members and will need to be approved by the President. Secretary Akanksha will be the focal point for the SOPs and responsible for its regular update, dissemination and compliance.

### Structure of the document

This SOP Manual is divided into various sections to address Governance, Mandate, Membership, Working Modalities, Financials, Partnerships and other key operational aspects. Development of project specific procedures for working of Akanksha operations such as District/Divisional village initiative, Masala Mathri Prasikshan Kendra, Akanksha Vidya Kendra and others is also envisaged as part of strengthening quality and management effectiveness. For further information contact: [secretaryakanksha@gmail.com](mailto:secretaryakanksha@gmail.com).

Akanksha Samiti Standard Operating Procedures (October 2018)

*Pranita Pandey*

*Madhina  
Aachana*

*Madhu gupta  
SM*

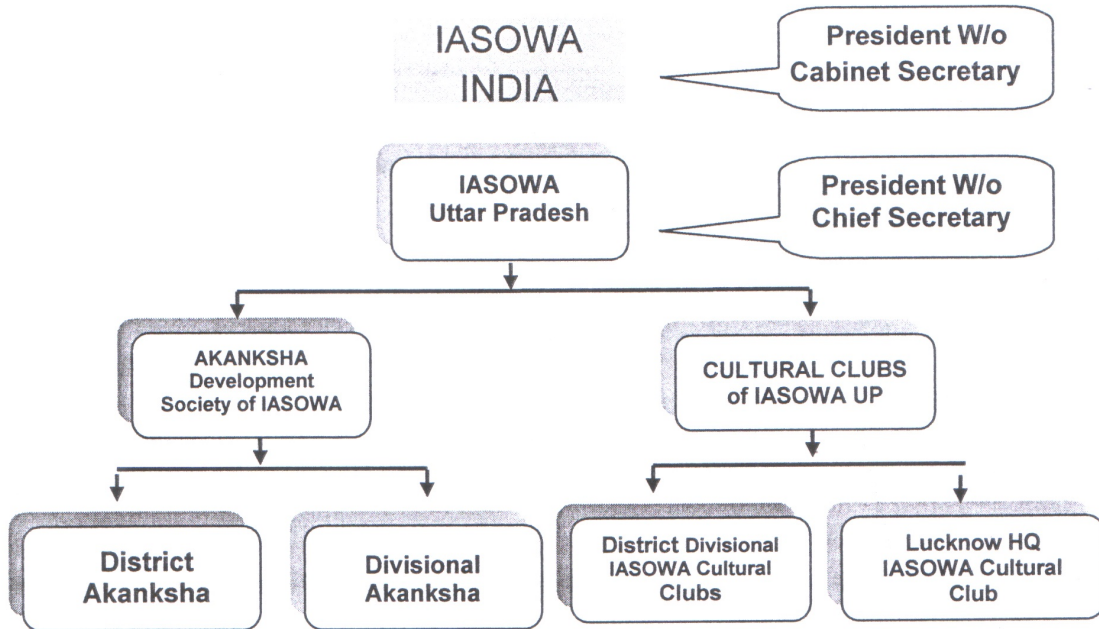
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# 1. GOVERNANCE

Akanksha was established on 1st December, 1986 and is registered in Lucknow for operations throughout the state of Uttar Pradesh as well as for all-India initiatives. It is a voluntary organization and its registered office is situated at Shop Number 2, Butler Palace Colony, Jopling Road, Lucknow-226001. The registered name is "Akanksha Samiti" and is hereafter referred to as Akanksha in this document.

## 1.1 Linkages and Affiliations

Vide G.O. No. 8320/26-2-86-155/86 the wife of the Chief Secretary is designated to hold the office of President of Akanksha at the State Level. She is also the president of IASOWA UP (IAS Officers Wives Association of Uttar Pradesh). While Akanksha is registered separately, a comparative advantage is its linkages as the development society of the IAS Officers' Wives Association of Uttar Pradesh. IASOWA-UP is affiliated to IASOWA India that was registered under the Registrar of the Societies (Under the Public Trust of 1950) as the "ICS/IAS Officers Wives Association" under No. 3906 on 19th October 1968.



\* This document focuses on standard operating procedures for Akanksha Samiti and Its projects.

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## 1.2 GOVERNANCE STRUCTURE

### 1.2a. President

Vide G.O. No. 8320/26-2-86-155/86 dated 01.12.1986 the State Level Akanksha Samiti was constituted in which the wife of the Chief Secretary is designated to hold the office of President at the State Level. If the President herself is the Chief Secretary or there being no wife of the Chief Secretary, or during the absence of the President, one Vice-President will be delegated, by the President, the authority and functions of the President.

### 1.2b. Executive Committee

The Executive Committee shall consist of 11 (eleven) office bearers. All the office bearers, except the president, will be elected by the members of General Body.

The elected members of the Executive Committee will be:

(i)	Vice President	(I) (II)	2
(ii)	Secretary		1
(iii)	Treasurer		1
(iv)	Joint Secretary	(I) (II)	2
(v)	Members		4
(vi)	Co-opt. members for select meetings.		

Co-opted members can be additionally nominated to the Executive Committee from time to time, as deemed appropriate, with voting powers, by the President.

#### 1.2b.(i) Tenure

1. On completion of a period of three years as members of the Executive Committee, the office of each of the said member shall become vacant and elections thereafter shall be held before the expiry of the term.
2. An executive member should tender her resignation within a month of
  - 2.2. Transfer (of member or member's spouse) to districts outside Lucknow as a consequence of which the member has shifted residence outside Lucknow
  - 2.3. Retirement of member's spouse.

## 1.3 POWER AND DUTIES OF THE OFFICE BEARERS

### 1.3.a President

In the President shall vest all the powers of the Committee, and the President shall be the Chief Executive of the General Body and various Committees of Management.

- She shall summon the Executive Committee of the Samiti and preside over the meetings.
- She shall supervise, superintend and keep a general control over the affairs of the Samiti.

*Pranita Pandey*

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- She shall have the authority to deposit, invest and keep in the name of and on behalf of the Samiti, all movable and immovable properties of whatever description and kind, belonging to the Samiti.
- She shall also preside over the meetings of the General Body and various other committees. Direct the Secretary to call the meetings in accordance with the rules.
- To overall represent the Samiti and act for its well-being.

### 1.3.b Vice President (s)

- The duty of the Vice Presidents shall be to help the President in the due discharge of the functions.
- One Vice President will be elected from among the members who are spouses of currently serving IAS officers in U.P.
- One vice President will be elected from among civil society membership. A retired IAS officer's wife can represent Civil Society. Akanksha is committed to collaborate with civil society and believes civil in true representative.
- When delegated to do so in the absence of the President, one Vice President will be authorized to officiate as such.

### 1.3.c Secretary

- To call the meetings as directed by the President.
- To call the statutory meetings as directed.
- To represent Akanksha at various Committees.
- To place before the annual meetings the Budget of Akanksha through the Treasurer and work under the directions of the President for the welfare of the Samiti.
- Serve as focal point for the Standard Operating Procedures, its implementation, dissemination and update.
- To maintain proper records of Akanksha and all the minutes of the meetings.

### 1.3.d Joint Secretary

- The function of the Joint Secretaries shall be to help the Secretary in the due discharges of the duties and generally when delegated to do so.
- At least one Joint Secretary will be elected from among the members who are spouses of in service IAS officers.
- In the absence of the Secretary, one Joint secretary will be authorized to officiate as such.

### 1.3.e Treasurer

- To keep the accounts and the account books in order; To account for the receipts of money and expenses incurred.
- To keep up-to Rupees 10,000/- in hand for spending on petty expenses under the direction of the President.
- To keep all the registers and addresses of all the donors whether member of Akanksha or not and the amount donated and paid by them.
- To annually updated and present to the Executive Committee the status of donations and appropriate resources mobilization strategies.

*Renuka Pandey*

*Madhina*

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*Madhuv Gupta*

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- To keep the necessary registers and books in connection with accounts and property.
- To present the annual budget to Akanksha.
- To see that annual subscriptions are realized from the members.
- To issue receipts for all sum received on account of the funds of Akanksha under her own signature and the counter signature of the Secretary.

#### 1.4 THE POWERS AND DUTIES OF THE GENERAL BODY

- All the members of Akanksha Samiti shall form the General Body.
- The General Body of Akanksha shall meet regularly for consideration of all matter that may be placed before it by the Executive Committee at least four times in a year.
- The General Body of Akanksha shall meet to elect members and office bearers to the Executive Committee.
- The General Body will meet to pass the Annual Audit Report of Akanksha and the Annual Budget each year.

#### 1.5 ELECTION PROCEDURE

The General Body shall elect the following Office Bearers:

- Vice Presidents (2)
- Secretary (1)
- Treasurer (1)
- Joint Secretaries (2)
- Members (4)

- The President will be the Chairperson of the Election Meeting and the Secretary will perform all the duties entailed. Nominations shall be invited from the floor.
- Each nomination shall be proposed by a member and seconded by another member. In case of multiple nominations for any office the procedure shall be (a) offer of withdrawal from the Nominees (b) voting by secret ballot.
- In case of any dispute/discrepancy, an appeal may be made to the Chairperson of the Election Meeting whose decision shall be final and abiding.

#### 1.6 CASUAL VACANCIES

- Any casual vacancy in the Executive Committee in the event of demise or resignation shall be filled through nomination by the Executive Committee, chaired by the President Akanksha, from members of the General Body.

*Pandey*

*Madhukar Gupta*

*Madhina*

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*V. Kumar*  
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## 1.7 CHANGE IN THE CONSTITUTION

- This mandate is abiding overall. Any change in the constitution and the rules of Akanksha shall be made in a meeting specially called for the purpose and by passing of two-third majority of the total members present in the meeting in the particular general body meeting. Any proposed changes to the SOP can be made by/through President Akanksha.

## 2 MANDATE

### 2.1 Goal of Akanksha Uttar Pradesh is:

"Empowering Women and Girls in Uttar Pradesh through Education, Health and Income Generation Initiatives"

2.2 The focus of all of Akanksha's work and its projects will be to contribute towards the rights based development of women and girls in Uttar Pradesh. Special efforts will be made to increase information, access and utilization of government programmes and schemes by underserved and marginalized women and girls. In projects where boys are also beneficiaries, for example, school/ education initiatives, special consideration to the girl child will be ensured. A comparative advantage of Akanksha is to facilitate access and maximize utilization of existing government schemes for underserved women and children.

Specific objectives which will guide Akanksha's work will include:

- Facilitating capacity development of under-served and marginalized women and girls through access to information, training and services related to all dimensions of women's empowerment.
- Increasing information, access and utilization of government development scheme by the intended beneficiaries, particularly in remote/rural areas.
- Advocating for attention to the issues of women and girls in policy and programming.

## 3 MEMBERSHIP

3.1 Membership will be open to all individuals who are interested in contributing towards the development of women and girls in Uttar Pradesh. Spouses of any government service personnel or civil society person can be a member, provided they complete the due membership and referral formalities.

3.1a IASOWA-UP: Since its establishment, the Uttar Pradesh IAS officers' wives have contributed through volunteering their time and talents to the organization, which is sometimes besides their regular full-time jobs. The organization will continue to encourage IASOWA-UP members to

Pandey Chaitu  
Medina  
A. Chhane  
SMW  
PBL  
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participate and contribute actively to Akanksha initiatives in the headquarters and at district/divisional levels.

**3.1b Civil Society Membership:** The participation of civil society members is another strength of Akanksha, bringing in a strong community perspective and ensuring relevant and robust initiatives. Membership from civil society individuals and organizations should continue to be invited so that new civil society organizations are interested to collaborate and participate in Akanksha work, particularly across the state projects. Akanksha advocacy initiatives for women and girls of UP should particularly seek partnership and involvement with civil society organizations through its membership.

### 3.2 TYPES OF MEMBERS:

#### 3.2.a Life Members

A person can be admitted as a life member by the Executive Committee after the member has demonstrated commitment and contribution towards the objectives of Akanksha Samiti in the capacity of an ordinary member of the Samiti for at least one year. An association or organization, with similar objectives, can also be made a life member and be represented by one of its members. All life members will be required to pay a contribution (as decided by the Samiti) towards the life membership status.

#### 3.2.b Ordinary Members

All persons who have completed the Akanksha membership form along with nomination from an existing member can become an ordinary member by paying an annual membership fee (as decided by the Samiti).

All members are expected to actively participate in Akanksha activities, according to their area of interest. They are expected to attend General Body Meeting held every quarter.

#### 3.2.c Sleeping Members

Those life members who have not attended previous three consecutive meetings will be considered sleeping members. These members choose not to be actively involved with any of the Akanksha activities but continue their association.

### 3.3 MEMBERSHIP FEES

- The Membership fee (as on October 2018) is as follows
  - Annual Membership Fees: Rs. 600/-.
  - Life Membership Fee: Rs 5000/-
- The fees should be paid annually in April every year.
- On paying the fees to the treasurer each member will be provided with a receipt.
- The contribution of life members, as well as the subscription of all members, may be reviewed and revised at the General Body Meeting from time to time.

*Sumita Pandey*  
*Madhu Gupta*  
*Meelina*  
*Aashane.*

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### 3.4 MAINTENANCE OF MEMBERSHIP LISTING

This list will be updated every January by Secretary Akanksha and will provide an update on the membership of Akanksha. The updated list will be shared with the Executive Committee every January for their attention on the membership status. The list will comprise the total strength of Akanksha during the year beginning April of the preceding year.

#### 3.4.a Divisional/ District Akanksha Membership

The Divisional Commissioner's wife is the Divisional Head of Akanksha Samiti U.P. and is responsible for overseeing and guiding the District Akanksha Samiti of the districts in the concerned division. The District Magistrate's wife is the President of the District Akanksha Samiti. The wives of district officials and select civil society ladies are members of the District Akanksha Samiti. There is no restriction on the number of members. In the absence of the DM's wife, the CDO's wife is the default Acting President of the District Akanksha Samiti. In circumstances where the DM's wife and the CDO's wife are not available, the wife of Divisional Commissioner may identify an appropriate officer's wife to take charge as Acting President of the District Akanksha Samiti. In exceptional circumstances, the Divisional Head may retain the charge with her. The District Akanksha Samitis will be independently coordinated by Commissioner/ DM's wife who will be fully responsible for the membership of District Samiti and its working in their respective regions.

### 3.5. PROCEDURE FOR MEMBERSHIP/ REGISTRATION

- All persons who want to become members should be referred by an existing Akanksha member for the membership.
- Any new member is only eligible for ordinary membership during the first year of joining the Samiti. Subsequently they may decide to either renew annual subscription or opt for life membership.
- Every new member is required to fill a membership form. This form has member's details and area of interest and in the form itself they can identify their preferred areas of work.
- All persons requesting membership should complete and sign the membership request form to Secretary Akanksha and pay the annual membership fees.
- This form should also be signed by a current introduction recommended by a present member.

### 3.6 REMOVAL OF THE MEMBERS

A person will cease to be a member, general body or executive, ordinary member or life member:

- if she does not attend 3 consecutive meetings without any leave of absence.
- if found acting against the interest of Akanksha.
- if she is found running parallel activities which could be detrimental to the activities of Akanksha.

Akanksha Samiti Standard Operating Procedures (October 2018)

*Amrita Pandey*  
*Madhu Gupta*  
*Neelima*  
*Aashu*

*SMW*

*V. Kumar*  
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An ordinary member is a member for the financial year for which she has paid the annual membership fees.

## 4 WORKING MODALITIES

### 4.1 MEETINGS

#### 4.1.a General Body Meeting

It will be mandatory for the organisation to hold at least one meeting of Members every quarter. All the members will be invited for these meetings. Progress reports of the groups shall be presented in the meeting. Minutes of the meeting will be maintained for the record.

#### 4.1.b Executive Committee Meeting

Executive Body should meet at least 6 times in the financial year. Executive Body can also meet more than this, to discuss any important issue or take decision on any other matter. Minutes of the meeting will be maintained for the record. All Executive Committee members are required to attend the committee meetings. **Those members who have personal commitments and will not be able to participate and attend meetings for more than 3 months must inform the President and Secretary in writing of this absence.** Besides the Executive Committee members, President can invite as and when deemed necessary members outside the executive to attend the meeting as co-opted members. These members would hold voting rights for that particular meeting.

#### 4.1.c Record of Minutes of the Meetings

Minutes of both Executive and General Body meetings shall be maintained separately. This will be maintained by the Secretary, in association with one of the Joint Secretaries.

### 4.2 THE MEETING QUORUM

The quorum for all the meetings, General Body or Executive Committee, shall be one-half of its members. If a meeting does not meet the quorum, in order not to delay progress on Akanksha's activities, the following action will be taken:

- The minutes of the meeting and decisions taken at the meeting will be reviewed and finalized by the Secretary with the consent of the President. All minutes will be circulated to the President, officiating Vice President (if that may be the case) and all other EC members.
- EC members will be given 5 working days to provide comments on the minutes/ decisions. The decisions will be finalized on "No Objection" basis if there is no feedback.
- In case an issue cannot be resolved among the members it will be tabled before the President who is vested with the powers of the Committee.

*Pravara Pandey*

*Neelima*

*Ashana*

*Madhu-gupta  
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### 4.3 WORKING GROUPS & COMMITTEES

**4.3.a** The various Akanksha projects and initiatives will be steered through dedicated working groups. All Akanksha members will volunteer to be part of at least one working group. The members have a choice of opting to work in any area of their interest, hence people with same interests and expertise will form groups. This will enable the members to be focused. This will also help in proper implementation and even distribution of work and accountability.

**4.3.b** The President will be overall in-charge of the committees. Coordinators of all the working groups will report to the President. The President will be responsible for providing overall vision, strategy and guidance as required to all working groups/ committees. Thus, she will not be specifically member of any one working group but will participate and contribute to all groups. The leadership of the Financial and Budget Committee will be with the President with coordination support provided by the Treasurer.

### 4.4 OPERATING PRINCIPLES OF THE COMMITTEES/ GROUPS

**4.4.a** Each group will be led by a Coordinator who will be accountable for the completion of activities of the project group. A co-coordinator will also be designated, as far as possible, to ensure leadership in the absence of the coordinator.

**4.4.b** Coordinators will be responsible for overall coordination of the project and for the following:

- Submitting proposal for allocation of Akanksha funds for their project.
- Providing updates on the project at Akanksha meetings.
- Developing reports on the progress of the project.
- Coordinating day to day functioning of the project.
- Bringing to the attention of the President/ EC suggestions from the team for decisions as required.
- Organising meetings and other events.
- Any other aspect requested by the President related to the project.

**4.4.c** Each committee, as far as possible, will have at least one member who will serve as focal point to ensure that committees work as per Akanksha rules, policies and procedures. The focal point will help the coordinator ensure that Akanksha rules and procedures are followed. The coordinator herself can act as focal point to ensure Akanksha rules/ procedures adherence by the team.

**4.4.d** Akanksha members are expected to volunteer and contribute to the working group that best suits their interests.

**4.4.e** Members can volunteer for more than one working group.

**4.4.f** The list of members to the various groups will be compiled for every new project as it is set up.

**4.4.g** Akanksha coordinators will inform of any changes in the membership to the Secretary who will ensure the updates as required.

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Neelima

Anehan

SMV  
Madhu Gupta

P. S. Lele

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## 5 DISTRICT AKANKSHA SAMITIS

Functioning Akanksha Samitis are expected to be established in all districts of Uttar Pradesh led by the IAS Officers Wives contributing to the needs of women and girls across Uttar Pradesh. Divisional level Akanksha Societies are expected to be operational at the divisional headquarters.

### 5.1 SETTING UP A DISTRICT/DIVISIONAL AKANKSHA SOCIETIES

**5.1.a District Branch** of Akanksha will be established in all district of Uttar Pradesh under the registration of the Lucknow registered Akanksha Samiti. A district level member of the UP IAS Officers' Wives Association should communicate to the President of Akanksha Uttar Pradesh on the establishment of an Akanksha branch in the district, There will be only one branch of Akanksha in a district and will be linked to the State Akanksha headquarters. The District Akanksha Samitis will be independently coordinated by Commissioner/ DM's wife who will be fully responsible for the membership of District Samiti and its working in their respective regions.

**5.1.b District President:** The Divisional Commissioner's wife is the Divisional Head of Akanksha Samiti U.P. and is responsible for overseeing and guiding the District Akanksha Samiti of the districts in the concerned division. The District Magistrate's wife is the President of the District Akanksha Samiti. The wives of district officials and select civil society ladies are members of the District Akanksha Samiti. There is no restriction on the number of members. In the absence of the DM's wife, the CDO's wife is the default Acting President of the District Akanksha Samiti. In circumstances where the DM's wife and the CDO's wife are not available, the wife of Divisional Commissioner may identify an appropriate officer's wife to take charge as Acting President of the District Akanksha Samiti. In exceptional circumstances, the Divisional Head may retain the charge with her.

- **5.1.c Membership:** Membership will be open to all individuals who are interested in contributing towards social development, particularly of women and children. In order to start work for Akanksha at the district or division level, there is a need to form a group of members who can work as a team. Usually the wives of officers working in the district administration form the primary members. Civil Society local / eminent social personalities who are interested in volunteer service are invited to become members.

**5.1.d District Akanksha Executive Committee:** The District President will adapt the Akanksha SOPs in the context of her district and decide on the membership of the Executive Committee. This would include one Vice President, one Secretary, one Treasurer and one committee member.

Renuka Pandey

Neelima

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## 5.2 TYPES OF DISTRICT AKANKSHA ACTIVITIES

Akanksha activities in the district must be identified in the context of the priorities and resources available to achieve clear results. It is suggested that each district Akanksha Samiti focuses on 2 to 3 key initiatives.

## 5.3 COLLABORATION WITH STATE LEVEL AKANKSHA HEADQUARTERS

5.3.a Each district level Akanksha Samiti will maintain a close collaboration with the State level Akanksha headquarters in the following ways:

- Inform about the establishment and operations of the district Akanksha Samiti.
- Share pictures and briefs on the Akanksha projects in the district so that they can be shared with other district Akanksha Samitis for good practices and experiential learning.
- Provide feedback to continue to improve Akanksha HQ guidelines and formats.

## 5.4 FORMATS AND DOCUMENTS

5.4.a District Akanksha Societies will use the forms and formats of these SOPs and adapt them to their local contexts as required.

# 6 HUMAN RESOURCES/ STAFFING

Akanksha projects will hire part time staff/ full time staff as per project needs and also overall organizational needs for implementation of Akanksha activities.

- All staff will be oriented and familiar with Akanksha principles and goals.
- Performance of the staff annually will be shared by the supervisors with the Executive Committee.
- Staff with high level of performance will be provided incentives as feasible.
- Total hours of work vary by staff and many staff are part time.
- Overall staff issues will be decided by the Akanksha Executive Committee chaired by the President.
- A review of staff every three years shall take place to assess their productivity and efficiency.
- Administrative staff shall be engaged on annual contracts renewable after each year based on satisfactory performance.

## 6.1 STAFF ROSTER

6.1.a Secretary Akanksha will be responsible for maintaining the updated roster of all Akanksha staff working on all the projects in one common folder along with their job, descriptions and salaries.

*Renuka Pandey*

*Medina*

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Madhu jeyale*

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**6.1.b** A clear job description should be available for each Akanksha staff member - whether part time or full time. Clarity on supervision and performance appraisal will also be included.

**6.1.c** As soon as the new staff recruitment is approved by the President, the coordinator will inform the Secretary of any changes in staff to keep this list updated.

**6.1.d** A team meeting of all Akanksha staff will be organized once every year in July/ August to orient them on the mandate of Akanksha, strengthen team work and collaboration and discuss any staff issues in July/ August each year.

## **6.2 STAFF SELECTION**

For selection of Akanksha staff, Coordinators should ensure adherence to the following procedures:

**6.2.a** The recruitment will be initiated by the Coordinator who will inform Akanksha EC through the Secretary Akanksha of the vacancy and share the job description.

**6.2.b** All EC members will be given the opportunity to provide CVs of competent candidates.

**6.2.c** A written Job Description will be shared about the work that will be performed by the recruited person.

**6.2.d** Three best CVs will be selected by the Coordinator and Committee to be called for the interview.

**6.2.e** The President/ Officiating President will nominate the interview panel.

**6.2.f** The interview panel will decide on the selection in consensus. Minutes of the selection process will be recorded by the Secretary in close collaboration with the Coordinator.

**6.2.g** In case the selection panel cannot reach a consensus on the candidate they will present the top two candidates to the President for final decision.

**6.2.h** The Secretary will share the minutes of the selection panel for final approval of the President. Staffing is an important matter and should be endorsed by the President herself.

**6.2.i** The replacement of a current staff member will follow the same procedure as above.

**6.2.j** If any coordinator is creating a new staff position, this should be submitted in the proposal for discussion and clearance by the EC of the new position. No new position can be created without EC approval.

**6.2.k** All staff appointments should follow the above procedures.

*Renuka Pardey*

*Medina*

*Aneeta*

*SMU  
Chadler gupta*

*P. Bhat*



### 6.3 DISMISSAL:

- A report on termination of contract on the grounds of (a) financial embezzlement or irregularity and (b) misconduct would be filed by the concerned Coordinator.
- Any employee who is dismissed from the organisation on the grounds of (a) financial embezzlement or irregularity and (b) misconduct, cannot be re-inducted or rehired.

## 7 FINANCE AND BUDGETARY

### 7.1 BANK OPERATIONS

**7.1.a** The Samiti shall keep its accounts in a Scheduled Bank and the Bank Accounts shall be operated by two of the following viz, the President/ Officiating President, Vice President, Secretary and Treasurer. The Executive Committee may also decide to include any other member.

**7.1.b** Every receipt shall be duly signed by two persons: the Treasurer and Secretary (or the President). All expenses incurred shall also be receipted by the Treasurer and Secretary (or the President).

**7.1.c** All Bank accounts will be in the registered name of the Samiti. Accounts in the name of individual projects are not permissible. However, up to 3 accounts can be opened in the name of Akanksha only for separate budget streams if required.

### 7.2 Signing of Cheques

- All cheques of working groups will be signed by TWO Executive Committee Members which will be the Secretary and the Treasurer jointly.
- In the absence of any one of the two (Secretary or Treasurer), a third signatory nominated by the President who will also be a member of the Executive Committee will sign the cheques.
- Akanksha will ensure that always there should be minimum 3 signatories and maximum 5 who are authorized to sign on the cheques. These will include from Secretary, Treasurer and President should be part of the 3 core group.
- Two other signatories from among the Executive Committee members should be designated to sign in absence of any of the above 3 signatories.

## 8 PARTNERSHIPS, GRANTS & DONATIONS

### 8.1 DONATION BY MEMBERS

**8.1.a** Donation can be made by the members which will be exempted under 80G of the Income Tax Act.

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**8.1.b** A donation form will be filled by the members, this form will clearly indicate the Akanksha activities that can be supported through donations.

**8.1.c** Members can take an informed decision as to the activity they would want to make their donations for. They can also donate to overall Akanksha funds.

**8.1.d** The completed forms will be submitted to the Treasurer with the indicated donation.

**8.1.e** The Treasurer will inform the President/ EC of all the contributions and their use for the designated projects.

## **8.2 DONATIONS OF HARDWARE**

**8.2.a** Donations of goods like computers, furniture, air conditioners, etc. can also be made to Akanksha, if they are required by a project. Hardware donations from members/ partners will only be accepted after quality check if they are in good condition and working properly. Akanksha will not accept castaways and faulty articles from members/ donors.

## **8.3 GRANTS FROM PARTNERS FOR ACTIVITIES**

**8.3.a** Akanksha will mobilize resources from government for its various projects.

- The activity should fulfill Akanksha's mandate.
- Proposal by the committee should be approved by the Executive Body.
- Systems of liaison and reporting worked out and correspondence should be in order.

## **8.4 PARTNERSHIPS WITH GOVERNMENT/ PRIVATE SECTOR**

**8.4.a** Akanksha working groups can partner with private sector or government departments to bring about qualitative changes in its working. These partnerships could be for

- Hardware Acquisition e.g. Computer donation By TCS
- Skill development/ training e.g. Adult Literacy Program, Kaushal Vikas Mission etc.
- Sharing of information e.g. department of women and child welfare and department of tourism
- Joint ventures e.g. Collaboration with Lok Kala Sangrahalaya for the handicrafts project

**8.4.b** Prior to any partnership, the President, officiating Vice President and Executive Body will be informed of the partnership for discussion and approval.

## **8.5 Signing Authority**

**8.5.a** Partnership/ alliance contracts will be signed by the Secretary on behalf of Akanksha. She will be authorized to sign contracts and related documents with the partners after the project is cleared by the President/ Executive Committee.

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## 9 AUDIT & EVALUATION

### 9.1 INTERNAL AUDIT

9.1.a The Internal Audit of accounts/activities of all work groups will be carried out on quarterly basis.

9.1.b Treasurer Akanksha will be the focal officer for the Audit activities of Akanksha. She will be supported by accounts staff as required.

9.1.c The audit could be carried out by external team of reputed chartered accountant firm as appointed by the President.

9.1.d This form will give its report to the Treasurer for attention of the President and Executive Committee and General Body. Comments of respective Coordinators on their observations, will also be included.

### 9.2 Auditor

9.2.a The auditor shall not be a member of Samiti. The Auditor shall submit the report about the finance of the Samiti to the Treasurer for review of the President and Executive Committee as and when required.

### 9.3 EVALUATION

9.3.a Akanksha will commission external evaluation of critical projects to analyze results and value for money. Projects with large financial outlay are recommended to be evaluated at least once in five years. The Executive Committee will take a decision on commissioning the evaluation as it deems appropriate.

## 10 FACILITIES AND ADMINISTRATION

### 10.1 FILING SYSTEM

10.1.a All Coordinators will maintain a PROJECT FILE of their projects with the proposal, reports, media clippings, group members, staff in their project. This file will be handed over to the new coordinator by the outgoing coordinator.

10.1.b Secretary Akanksha will maintain the file with the minutes of all Akanksha meetings, list of all Akanksha members, list of all Akanksha proposals and groups with the support from Joint Secretaries as required.

### 10.2 LOGO/STATIONERY

10.2.a The standard Akanksha logo in the maroon and white colour will be used on all Akanksha stationary. As far as possible the colour coding and the font and tag line will be maintained and used

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by all members, staff and on all Akanksha formats. No member is permitted to change or adapt the logo in any way or use it for any other purpose except for Akanksha activities. All Akanksha projects will use the standard logo and colours on their boards /banners as in sample below.

### 10.3 STANDARDIZED AKANKSHA LOGO

10.3.a The President, Executive Body members and the coordinators will use the Akanksha letter head for official correspondence.

10.3.b The President, Executive Body members and Coordinators can also use and share the logo with Akanksha approved Partners. (Akanksha computer training centre has shared its logo with TCS as part of their certificate of association). This could be either for association or for issuing certificates after an activity.

### 10.4 AKANKSHA CERTIFICATES

10.4.a Akanksha will give certificates of appreciation as appropriate. Coordinators will recommend the issue of certificates in their projects to the President. Where the certificate is being given in specific project activities, it will be signed by both the Coordinator and the President. All Akanksha certificates should be of the same colour and format and should have the signature of the President. An electronic signature of the President can be used which should be readily available with the Secretary.

### 10.5 PURCHASE AND SALE OF AKANKSHA ASSETS

10.5.a All assets like furniture, computers, machines & others purchased under the projects will be Akanksha property. Purchase of any asset will be included in the proposal at the beginning of the financial year, so that sanctions and monetary arrangements will be made in the Budget allocation.

10.5.b A list of all Akanksha project assets should be carefully documented.

10.5.c Old assets, not deemed necessary or appropriate, can be sold off only after informing the Executive Committee. The money received from the sales should be given into the account of the concerned committee's allocated Budget for use for other activities.

## 11 MEDIA & COMMUNICATIONS

### 11.1 MEDIA BRIEFINGS & SPOKESPERSONS

11.1.a The media and communication team will be coordinated by Secretary Akanksha. The team will be responsible for maintaining and updating the Akanksha website, dissemination of information about various activities undertaken by Akanksha and release of Annual report.

11.1.b President, Secretary, Treasurer or any Co-opted members/ project coordinator (as spokesperson) are authorized to speak on behalf of Akanksha. They will speak to the press, government and private authorities on matters related to

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overall Akanksha work. This applies to District, Divisional and State Presidents and Secretaries of Akanksha.

11.1.c Akanksha Coordinators can also set up dedicated media briefings on Akanksha projects if required. Correspondence to press/external parties should be routed through the Secretary to ensure record keeping and information to the President.

11.1.d No employee is supposed to speak on behalf of Akanksha.

11.1.e All project coordinators can correspond with the government or private sector/non government organizations on matters related to their respective committees with a cc to Secretary Akanksha.

## 11.2 AKANKSHA WEBSITE

11.2.a Secretary Akanksha under leadership of the President will be responsible for maintaining the Akanksha website.

11.2.b All material to be posted on the website will be cleared by the President.

11.2.c The website is expected to be updated three times per year.

11.2.d Members will be informed of the updates and encouraged to visit and share the link to the Akanksha website: <http://akankshasamiti.com/>.

## 12 AMENDMENTS TO THE SOP

12.1.a The SOPs will be in synergy with the memorandum of the organization and will provide operational guidelines on implementation.

12.1.b The SOP will be shared with the Executive Committee, working group, General Body Members, Coordinators, focal points for review and contributions. It will be approved and issued by the President.

12.1.c This manual will be reviewed at least every three years for updates, additions and changes to continue to respond to the changing needs and requirements of the organization and as per good practices from other similar organizations.

12.1.d Changes in the SOPs will be proposed by Executive Committee members and Coordinators. All changes will need to be approved by the President.

12.1.e Secretary Akanksha will be the focal point for the SOPs and responsible for its regular update, dissemination and compliance.

12.1.f The process for making amendments to the SOP is as follows:

- General body will review the SOP at least every 3 years and provide proposals for changes
- Coordinators will send their proposals of change to the President
- The changes, can be in the context of the following:
  - Experiences from implementing the SOPs
  - Good practices from other similar organizational procedures
  - Further enhancement of quality.

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- General Body Members will provide their proposals to the President
- President will need to herself approve all the changes in the SOPs
- The revised SOP will be updated as per the changes and issued to all members and the latest version uploaded on the Akanksha website.

### ACKNOWLEDGEMENTS

The initiative on development of first SOP (Standard Operating Procedures) for Akanksha was conceptualized and executed by Dr. Farah Usmani, Ms. Shyamoli Bobde, Ms. Simmi Singh, and Ms Archana Tyagi. Akanksha Executive Committee members reviewed the various drafts and provided inputs and comments. Subsequently, over the years, the Standard Operating Procedures have evolved according to the needs of the growing organization. The current version is based on revisions to April 2017 version of SOPs. This version was finalized in October 2018 under the leadership of Mrs Renuka Pandey (President) by the team comprising of Mrs Archana Tyagi (Secretary) and Ms Suhani Maharshi (Joint Secretary).

Neelima

Archana

SM  
Gadhwajpati

P. Bobde

V Kumar