

# Activity Report

Consultative Session on the Revision  
of Standard Operating Procedures (SoPs)

📅 May 16th-18th May, 2025  
📍 O'Spring, Murree

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## Overview

A three-day consultative session was held at O'Spring, Murree, in collaboration with the Social Welfare Department (SWD) Punjab. The session focused on the revision of Standard Operating Procedures (SoPs) related to NGO registration, with the goal of aligning them more closely with the needs of the department. Key participants included relevant government officials, such as District Officers, the Divisional Director (Rawalpindi), and the Director Admin, SWD Punjab.

This initiative aims to simplify the NGO registration and renewal process in Punjab and to promote uniformity and consistency in procedures across the province.

## Objective

### The session aimed to:

- Review the current SoPs and identify gaps and challenges.
- Gather stakeholder input to make the revisions practical and contextually appropriate.
- Draft a revised version of the SoPs based on group consensus and shared experiences.

### Facilitation & Coordination

The session was facilitated by Mr. Joseph Masih, Senior Technical Advisor and Senior Program Officer at CWSA Islamabad, whose strong command over the subject matter and excellent facilitation skills made a significant difference. He guided the discussions with clarity, encouraged participation, and created a collaborative environment that led to valuable insights and concrete outcomes.

## Key Activities

### The session included:

- Presentations on existing SoPs and the NGO E-Portal.
- Group discussions on current challenges and priority areas.
- Drafting of revised SoPs in working groups.
- Stakeholder impact analysis and action planning.

### Feedback from the participants

The session turned out to be one of the most engaging and successful activities we've conducted. Participants appreciated the participatory approach, and during informal discussions, several government officials expressed that such sessions should take place more frequently.

Below are some of the participants' reflections shared at the end of the session in response to two questions: (A) What was their key takeaway from the session? and (B) Was the session relevant to their expectations?

**“Valuable insight regarding existing NGOS SOPs 2022 in details/step-by-step the training is real brainstorming and constructive session was not derailed and according to the objective of the consultation”** - Ms Aqsa Rafique Chaudary, Deputy Director, NGOs Social Welfare Department – Punjab, Lahore

**“We read keys of SOPs and short comes of Act and Rules”** - Mr. Sharif Ghuman, Deputy Director Social Welfare, Sialkot

**“It was totally relevant and useful I learnt that there are flaws i.e timeframe of home department SOPS and ordinance”** - Mr. Aftab Ahmad Raja, Assistant Director, Community Development Officer, Bhakkar

**“Identified deficiencies of SOPs and discussed the key points. Yes, the training was very much productive and relevant”** - Mr. Ghalib Abbas, Assistant Director, Community Development Officer, Murree

**“All the discussion was very fruitful and relevant with training session objectives Before this no discussion session was held regarding any policy/rule frame by the department. There was a dire need to organize such sessions with grass root stakeholders.”** - Mr. Atif Ali , Deputy Director SWD, Mandi Bahauddin

**“Deficiencies and different approaches of different registration authorities. the discussion was quite relevant”** - Mr. Aamir Ejaz, Superintendent NGO

**“Deficiencies in SOPs of registration of organization Session proved to be very fruitful regarding the understanding of SOPs”** - Mr. Okasha Rasool, Deputy Director Khanewal

**“Key deficiencies were discussing in broader spectrum which were not discussed before in detail yes, the session was relatable to me”** - Mr. Habib ullah Khan , Assistant Director, Community Development Officer, SHP, SRG

**“Topic was good and relevant discussion was helpful I have learnt that existing SOPs can be modified and way of registration can be relevant, there is a need to address clients about facilitation of EAD”** - Mr. Adnan Rathore , Assistant Director, Community Development Officer, Dasla

**“I have learnt relevance and coherence between above mentioned point Lots of new information. Training was relevant to the content”** - Ms. Saman, Assistant Director



















