



ADMINISTRATION POLICY

Health Education and Development Society (HEADS)



Abstract

This *Administration Policy* outlines the Health, Education and Development Society (HEADS)'s framework for ensuring efficient, transparent, and accountable administrative operations across its offices in Pakistan and Afghanistan. It provides clear guidelines for office management, procurement, logistics, communication, asset oversight, and staff responsibilities. The policy emphasizes compliance with legal and donor standards, promotes interdepartmental coordination, and integrates monitoring and evaluation mechanisms to enhance operational excellence. Updated in January 2025, it reflects HEADS' commitment to professional administration supporting its humanitarian and development mission.



Background:

Health, Education and Development Society (HEADS), is a non-profit, non-political and non-governmental organization registered in Pakistan under the Societies Act 1860. Since its establishment in 2013, HEADS has been actively engaged in the developmental and humanitarian sectors. The organization is led by a dedicated Board of Governors (BoG), consisting of professionals with diverse educational backgrounds and capabilities. HEADS operate under a comprehensive set of policies designed to ensure transparency, accountability and efficiency in its systems and operations. HEADS Currently registered in the Islamic Republic of Afghanistan, and established an office in the capital city, Kabul.

Throughout its history, HEADS has worked closely with communities and various stakeholders, addressing a wide range of issues, including but not limited to Education, Health, Protection, Livelihoods, Community Infrastructure (CPIs), Shelter and Settlement, Community Development, Institutional Capacity Building, Research, Gender Equality, Legal Counselling, Referral Mechanisms, Social Accountability, Right to Information, and Governance.

In addition to these programmatic areas, HEADS place a strong emphasis on cross-cutting themes, including social mobilization, gender mainstreaming, inclusion, and resilience in all its core programs. These themes reflect the organization's commitment to addressing the holistic needs of communities and promoting sustainable development.

Vision: Every Individual regardless of background or circumstances enjoy equal opportunities and rights with dignity.

Mission: Empowering Communities through strategic investment in human capital and institutional capacity development, raising sustainable development at the grassroots level.

Objectives:

- o Support and develop replicable models and strategies for sustainable human resource development through skills development initiatives.
- o Network and collaborate with the Govt. Departments, NGO's, CBO's, WOs and international agencies/donors for sustainable development.
- o Support initiatives for sustainable community-based gender sensitive development with particular focus on; Human and institutional Development, Natural Resource Management, Drinking Water Supply, Environmental Sanitation, Education, Agriculture, Health & Nutrition, Disaster Management and Micro Credit & Enterprise.
- o Create economic and recreational opportunities for youth through skill enhancement programs for peace promotion.
- o Enable equitable access to quality education and healthcare, raising holistic community development and well-being.
- o Promoting Social Inclusion and Empowerment;
- o Strengthen Resilience to Climate Change and Environmental Degradation.
- o Advocacy for Peace, Human Rights, and Social Justice.
- o Building Disaster Resilience and Preparedness



A handwritten signature in blue ink, consisting of stylized, overlapping loops and strokes, positioned to the right of the HEADS logo.

Introduction

The Administration Policy of HEADS provides structured guidelines for managing administrative functions effectively, ensuring compliance with organizational policies, and maintaining operational efficiency and supporting the organization's mission and objectives. This policy also serves as a framework for all administrative processes, including office management, communication, travel, asset management, and security protocols. The policy aligns with international best practices and legal standards, fostering transparency, accountability, and operational excellence. This policy ensures the efficient administration of HEADS operations.

Policy Objectives

The HEADS Administration Policy aims to:

- o Establish a structured framework for administrative operations.
- o Ensure transparency, accountability, and efficiency in administrative functions.
- o Standardize office management, procurement, asset management, and logistics.
- o Uphold compliance with legal, financial, and organizational policies.
- o Foster an effective and professional work environment for all employees.

Key Principles

The policy is guided by the following key principles:

- o **Efficiency & Effectiveness:** Ensuring smooth administrative operations.
- o **Accountability & Transparency:** Establishing clear responsibilities.
- o **Compliance & Best Practices:** Adhering to national laws and donor requirements.
- o **Resource Optimization:** Managing assets, finances, and logistics efficiently.
- o **Confidentiality & Security:** Protecting sensitive organizational information.

Scope

This policy applies to All HEADS employees, including full-time, part-time, and contractual staff. Administrative & support personnel managing daily operations. Suppliers, vendors, and service providers engaged by HEADS and Governance bodies, project teams, and implementing partners working under HEADS.

Responsibilities of Administration In-Charge

The Administration In-Charge plays a crucial role in ensuring smooth administrative operations. Responsibilities include asset management, office upkeep, cost control, handling courier services, personnel policy implementation, vehicle maintenance, and event coordination. The Admin In-Charge is also responsible for liaising with government authorities and ensuring the organization's compliance with relevant legal and regulatory frameworks.



Individual Responsibilities

To maintain accountability, the roles and responsibilities under this policy include:

- a) *Executive Director: Approves administrative policies, corporate agreements, and budget allocations. Oversees policy amendments and compliance.*
- b) *Administration & Compliance Department: Manages procurement, logistics, and asset management. Ensures adherence to corporate agreements and regulatory requirements.*
- c) *Finance & HR Department: Ensures financial compliance and budget oversight. Implements staff training on administrative processes.*
- d) *All Employees: Must adhere to administrative policies and report any policy violations. Maintain proper use of organizational resources and uphold confidentiality.*

Coordination Mechanism

HEADS fosters interdepartmental and external coordination to enhance operational effectiveness:

Internal Coordination:

- o Weekly administrative briefings with department heads.
- o Monthly coordination meetings between administration, finance, HR, and program teams.

External Coordination:

- o Establishing liaison networks with government bodies, donors, and implementing partners.
- o Ensuring compliance with national laws and international donor requirements.

Monitoring & Evaluation

HEADS ensures continuous monitoring and evaluation (M&E) of administrative processes to maintain efficiency, accountability, and compliance. The M&E process includes:

- o Quarterly internal audits to assess policy adherence.
- o Annual performance reviews to evaluate operational efficiency.
- o Feedback mechanisms for staff to report challenges and suggest improvements.
- o Periodic updates to align administrative policies with evolving organizational needs.

The Administration & Compliance Department will oversee M&E activities and report findings to the Executive Director for review and corrective actions.

A handwritten signature in blue ink is written over a circular official stamp. The stamp contains a logo and some text, but it is partially obscured by the signature.

Corporate Agreements

To ensure smooth collaboration with external entities, HEADS adheres to the following:

- o All contracts, MoUs, and corporate agreements must be reviewed and approved by the Executive Director.
- o Legal vetting is required before signing agreements with vendors, service providers, and donors.
- o Procurement & Vendor Management Guidelines must be followed when engaging external suppliers.
- o Renewals and amendments must be reviewed at least three months before expiration.

Office Administration

Office Timings: HEADS follows a strict office timing policy to ensure discipline and productivity. The official working hours are from 9:00 AM to 5:00 PM, with a one-hour lunch and prayer break. Employees must record their attendance through biometric or manual registers. Late arrivals and unauthorized absences may result in disciplinary action.

Leave & Holidays: HEADS adheres to government-announced public holidays. Employees must obtain prior approval for leaves, except in cases of medical emergencies or unforeseen circumstances. Unauthorized absences are subject to disciplinary measures.

Communication Facilities

Fax Services: All incoming and outgoing faxes must be recorded in the Fax Log Book, ensuring proper documentation and timely distribution to concerned departments.

Use of Office Telephone & Internet: Employees are required to use office communication tools responsibly. The use of STD calls is restricted to official purposes and must be approved by the department head. Internet access is monitored to prevent misuse.

Mail & Courier Management: All incoming mail and courier services are received at the reception, documented, and distributed accordingly. Outgoing mail is dispatched by 2:00 PM daily. Any mail received after office hours is processed on the next working day. All courier bills are verified before payment.

Hotel Booking: Employees traveling for official purposes must book accommodations 72 hours in advance through the Admin Officer. Bills are to be settled by the respective traveler, except for the Executive Director and designated guests.

Vehicle Booking: Vehicle requisitions must be submitted 48 hours in advance to the Admin Officer. Usage is strictly for official purposes, and bills must be settled per the travel policy.

Office Stationery Management: Departments must plan stationery requirements to minimize waste. Monthly demands are approved by the Program Manager, and

A handwritten signature in blue ink is written over a circular official stamp. The stamp contains some text and a central emblem, but the details are partially obscured by the signature.

urgent requirements require special approval. Issued stationery must be recorded, and replacements are provided upon return of used items.

Expense Entitlements for Drivers & Support Staff: Drivers and support staff are entitled to miscellaneous expenses for out-of-city duties. Claims for meals and travel must be supported by receipts and approved by the Admin Officer.

Policy for Drivers: Drivers must maintain professional conduct, follow safety protocols, and keep vehicle logbooks updated. HEADS provides medical insurance for drivers, covering hospitalization and accident-related expenses. In case of an accident, immediate reporting to the police and HEADS management is mandatory.

Security & Safety Measures: HEADS is committed to providing a safe working environment. Employees must follow safety protocols, including fire drills, first aid training, and emergency response plans. Security inspections are conducted regularly to ensure compliance.

Policy Amendments & Updates

HEADS acknowledges the need for flexibility and continuous improvement. Policy amendments shall be:

- o Reviewed annually by the Executive Director and Board of Directors.
- o Revised based on legal, financial, and donor requirements.
- o Communicated to all staff via official notifications.

Any proposed changes must be submitted to the Administration Department, which will conduct an impact assessment before approval.

Effective Date & Compliance

- o This policy is effective immediately upon approval by the Executive Director.
- o All HEADS employees must adhere to the Administration Policy and sign a compliance declaration as part of their onboarding process.
- o Non-compliance may lead to disciplinary action, including termination if necessary.
- o Regular compliance audits will be conducted to ensure adherence.

A handwritten signature in black ink is written over a circular blue stamp. The stamp contains some illegible text and a central emblem. The signature appears to be 'W. J. R.' followed by a flourish.

BOD Meeting Minutes

Date: January 06, 2025

Participated by:

Raza Ullah Jan	Executive Director
Uzma Amin	Chairperson Board
Samina Khanam	Board Member
Nawaz Ali Shah	Board Member
Amabareen Banori	Board Member
Muhammad Jidran	Board Member
Abid Ali	Board Member
Tahira Nasreen	Board Member
Sayed Ali Shah	Director Program
Asif Ali	Director Finance
Ramsha Khan	HR Officer

Agenda Items:

- Change in Leadership position
- Formation of the Annual Report, Annual Budget, and Strategic Plan.
- Completion of the NDRMF Capacity Improvement Action Plan.
- Processing for Charity Commission in Balochistan and Khyber Pakhtunkhwa.
- Revision of HEADS policies.
- Renewal of Society Act Registration for 2025.

Proceedings & Outcomes:

The meeting commenced with the recitation of the Holy Quran, followed by a formal welcome note delivered by the Chairperson, Ms. Uzma Amin, and the Executive Director, Mr. Raza Ullah Jan. The discussions focused on the agenda items and organizational improvements.

- The Board decided to shift Mr. Raza Ullah Jan from the position of Chairperson of the Board of Directors (BOD) to Executive Director of HEADS, following the resignation of Ms. Samina Khanam from the role of Executive Director. Ms. Khanam has now joined the Board as a Board Member. Additionally, Dr. Uzma Amin has been appointed as Chairperson of the Board, effective immediately.
- The Board emphasized the importance of preparing Annual Report/ Annual Budget and Strategic Plan to assess the organization's current standing and plan strategically for the upcoming year.
- As HEADS has been conditionally accredited by the National Disaster Risk Management Fund (NDRMF) for six months, the Board reviewed the shared Capacity Improvement Action Plan. It was decided to prioritize its completion within the stipulated timeframe, recognizing this as a crucial opportunity for the organization.

- The Board agreed to initiate the process for Charity Commission registration in Balochistan. Police verification for the Charity Commission in Khyber Pakhtunkhwa will be expedited to obtain the certification promptly.
- A comprehensive review of organizational policies was conducted. The Board proposed and approved necessary amendments to align with current needs and best practices.
- It was noted that the Society Act Registration expired in December 2024. The Board resolved to apply for its renewal for 2025 without delay.

The meeting concluded with a thorough review of the agenda items, ensuring they aligned with the organization's strategic objectives. The Board expressed optimism about the successful execution of the discussed initiatives. The Chairperson concluded the meeting with a vote of thanks.

Signed on this Monday January 06, 2025 by authorized signatory.



Dr. Uzma Amin
Chairperson Board



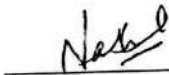
Mr. Raza Ullah Jan
Executive Director



Ms. Samina Khanam
BOG Member



Mr. Muhammad Jidran
BOG Member



Mr. Nawaz Ali Shah
BOG Member



Miss. Ambareen Banori
BOG Member



Mr. Abid Ali
BOG Member



Miss. Tahira Nasreen
BOG Member



Mr. Sayed Ali Shah
Program Director HEADS



Mr. Asif Ali
Director Operations HEADS



Miss. Ramsha Khan
HR Officer



Policy Review & Update Record

A Board meeting was held on January 6, 2025, with the key agenda of reviewing and updating all organizational policies of HEADS. The Board advised the management to undertake a comprehensive policy review to ensure relevance, compliance, and alignment with organizational goals and evolving operational needs.

In line with this directive, all organizational policies were reviewed and amended on January 31, 2025, under the leadership of the Executive Director and with the involvement of the Finance & Audit Committee and relevant departments.

The review process included:

- A thorough evaluation of existing policies.
- Revisions based on internal assessments, audit findings, regulatory requirements, and best practices.
- Incorporation of feedback from staff and stakeholders.
- Updates to enhance clarity, accountability, and operational effectiveness.

Means of Verification:

Revised policy documents, review reports, and documented feedback and approval records.



(H E A D S)

Raza Ullah Jan
Executive Director