



TWT Administrative Tasks Life Cycle

Table of Contents

| Sr No | Particulars | Page No |
|-------|--------------------------------|---------|
| 1 | Helpdesk Setup | 2 |
| 2 | Tijaarat Raabehah Office Setup | 3 |
| 3 | IDD Consultant Onboarding | 4 |
| 4 | Shop/Home/Factory Visits | 5 |
| 5 | Photo Upload | 6 |
| 6 | Budget and Expense Management | 7 |

This comprehensive document outlines the life cycles of various administrative tasks under TWT 1446. This guide provides a strategic overview of the key stages each task undergoes, from initial awareness to successful completion.

Helpdesk Setup

The Helpdesk Setup is designed to provide a localised support system for Mumineen regarding Qardan Hasana, Tijaarat Raabehah, and other Umoor Iqtisadiyah activities.

1. Planning & Pre-Setup Phase

- Identify a dedicated office space within the Masjid, Markaz, or a central area in the Mauze.
- Assign minimum two dedicated personnel to manage the helpdesk.
- Decide fixed working hours and communicate them to Mumineen.

2. Helpdesk Setup

- Submit a list of Helpdesk members from each Mauze
- A training session will be conducted to guide members on handling queries effectively.

3. Helpdesk Query Handling

- Provide basic support and guidance on: Qardan Hasana & Tijaarat Raabehah
- If an issue cannot be resolved at the Helpdesk, escalate via Helpline 7977995253
- Queries can be raised as tickets on the TWT Ticket System

4. Feedback & Improvement

- Use a QR code or manual forms to gather feedback on Helpdesk services.
- Update processes based on feedback and optimize the Helpdesk experience.

Helpdesk will serve as an efficient, accessible, and structured support system, helping Mumineen navigate business, financial, and economic development opportunities effectively.

Tijaarat Raabehah Office Setup

The Tijaarat Raabehah Office Setup aims to establish a structured office space in various Mawaaze to facilitate economic development and business support services. This process follows a strategic survey, evaluation, and execution model to ensure feasibility and sustainability.

1. Feasibility Survey

- A structured survey will be conducted in each Mouze to assess the demand and viability of setting up a Tijaarat Raabehah office.
- The survey will evaluate factors such as Mouze population, economic activity, business requirements, and infrastructure feasibility.

2. Survey Form Activation on TWT Module

- The survey form will be made live on the TWT module
- Committee Members & Khidmatguzars will be responsible for ensuring that all relevant data is accurately captured.

3. Data Analysis & Decision Making

- The collected survey data will be analyzed to determine the feasibility of establishing an office in each Mouze.

4. Discussion on Prospects with RDOs

- After data collection, Regional Development Officers (RDOs) will initiate discussions on the potential of setting up an office.
- The discussion will focus on location, staffing, operational feasibility, and funding requirements.

5. Office Setup Planning

- Identify office space options
- Equip the office with basic infrastructure
- Designate responsible members to manage the office.

6. Monitoring & Improvement

- Regularly monitor the usage, efficiency, and impact of the office.
- Gather Mumineen feedback to improve office operations and service delivery.

IDD Consultant Onboarding

The IDD (Industrial Development Division) Consultant Selection Process ensures that highly qualified professionals are engaged for manufacturing-related business consulting. The process follows a structured approach to identify, evaluate, and onboard consultants who possess the right expertise, experience, and industry knowledge.

1. Qualification & Eligibility Verification

- Technical Proficiency and strong understanding of manufacturing industry trends, KPIs, and best practices with at least 5 years in business consulting, preferably in manufacturing.

2. Screening Process

- Interview potential candidates and evaluate their past project performance and problem-solving skills.

3. Profile Submission & Registration

- Khidmatguzars must submit the consultants profile on the TWT website for formal registration.

4. Final Evaluation & Selection

- Shortlisted consultants undergo detailed interviews with the IDD selection panel.
- Based on assessments, the most suitable consultants are approved for engagement.

5. Onboarding & Contracting

- Selected consultants receive official confirmation and contract agreements.
- Consultants are assigned to relevant manufacturing projects.
- Performance reviews are conducted to ensure effectiveness.

The Industrial Development Division (IDD) Consultant Selection process is a critical initiative aimed at ensuring Mumineen businesses in the manufacturing sector receive expert guidance to enhance efficiency, optimize operations, and achieve sustainable growth. Selecting the right business consultants is essential for driving industrial development, improving business performance, and facilitating successful transitions into manufacturing.

Shop/Home/Factory Visits

The Shop, Home, and Factory Visit Initiative ensures that Committee Members and Khidmatguzars systematically assess business operations, identify potential opportunities, and provide necessary guidance to Mumineen entrepreneurs. The visits help evaluate business challenges, explore expansion possibilities, and align with economic development goals.

1. Identification & Planning

- Committee Members should create a list of shops, homes, and factories to be visited.
- The compiled list should be forwarded to Khidmatguzars for structured visit planning.
- Khidmatguzars should schedule visits based on priority and feasibility.

2. Conducting the Visits

- Khidmatguzars & Committee Members should conduct on-site visits at the scheduled time.

3. Understand the Business Challenges

- Engage with Business Owners and discuss their business goals, pain points, and future plans.
- Understand their requirements related to Qardan Hasana, business mentorship, or industrial transition.

4. Post-Visit Reporting

- After completing each visit, Khidmatguzars must submit the visit report on the TWT module.

5. Follow-Up & Continuous Engagement

- Businesses visited should be monitored for progress, with periodic follow-ups.
- Encourage them to participate in training programs, financial planning sessions, and other Tijaarat Raabehah and DBohra initiatives.

Photo Upload

The Photo Upload Process ensures that Khidmatguzars systematically capture, categorize, and upload high-quality images for documentation and reporting on the TWT module. This process ensures proper record-keeping of events, tasks, and initiatives while maintaining professional visual standards.

1. Capturing Photos

- Use a high-resolution camera or smartphone with a good camera sensor.
- Ensure clear and focused images with proper lighting.
- Ensure that no device watermarks (e.g., "Clicked on Redmi," "Shot on iPhone") appear on images.
- Take photos that highlight key aspects of the event/task.

2. Organizing & Selecting Photos

- Choose only high-resolution, well-composed images for upload.

3. Uploading Photos on the TWT Module

- Identify the correct category for upload e.g. Shop visit, Workshop program etc.
- Ensure all images are uploaded in original quality without compression.

4. Marketing and Awareness

- The TWT team may review uploads for quality and compliance.
- These images will also be utilized by the TWT team for marketing, outreach, and awareness initiatives.

Photo categories –

- | | |
|---|--------------------------------|
| 1. Ashara Ohbat | 2. Mohammedi Scheme collection |
| 3. Husain scheme Tafheem | 4. Istiqbal |
| 5. Administrative Meeting | 6. Shop visit |
| 7. Industry visit | 8. House visit |
| 9. Solar initiative | 10. HR consultancy |
| 11. Educational / Workshop program | 12. Muzakarat Ilmiya |
| 13. Networking/Business counselling | 14. Economic Well Being |
| 15. Qardan Hasana application interview | 16. SHND/ Baasateen |
| 17. TWT office setup | 18. Helpdesk setup |
| 19. Household budgeting | |

Budget and Expense Management

The Budget and Expense Management process ensures accurate financial planning, tracking, and reporting for TWT-related activities in each Mouze. The process follows a structured approach where budgets are submitted once, while expenses are recorded on a rolling basis to maintain transparency and accountability.

1. Planning the Budget

- Assess the financial requirements for TWT activities in the Mouze.
- Determine estimated costs for each category based on past expenses and projected needs.

2. Budget Submission

- Access the TWT module and navigate to the Budget Submission Section.
- Fill in the pre-defined budget form with estimated costs for each category.

3. Approval & Allocation

- The TWT team reviews the submitted budget.

4. Expense Tracking & Submission

- Add day-wise expenses under the appropriate budget category (e.g., Refreshments, Trainer Charges).
- The system will automatically update the pending budget for each category after expense submission.
- Track pending budgets and remaining funds in each category to avoid overspending.

5. Final Review & Reporting

- Analyze the financial efficiency of the budget and identify areas for improvement.
- Use insights from the financial review to enhance next year's budget planning.

THANK YOU