



TWT Administrative Tasks Life Cycle

Table of Contents

Sr No	Particulars	Page No
1	Qardan Hasana Application Review	2
2	Economic Well Being Case study	3
3	Comprehensive Survey	4
4	Shop / Home / Factory Visits	5
5	Helpdesk Setup	6
6	Umoor Iqtadiyah Office Setup	7
7	Learning Management School	8
8	Photo Upload	9
9	Budget and Expense Management	10
10	EDP Administrative Training	11
11	Umoor Iqtadiyah (UI) Office	12
12	Umoor Iqtadiyah Musaid	14

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.

Qardan Hasana Application Review

The objective of quality of evaluation audit is to have

- Accuracy of profile
- Completeness of the application
- Proper documentation as per the purpose of the application.
- To check if proper evaluation been done on the basis of the recommended guidelines

Committee members to pre-identify Qardan Hasana applications for interview review.

Phase 1: Software Audit

1. Applicant Details:

- The quality of evaluation audit begins with a thorough examination of the applicant's profile and work details within the software.

2. Application Review:

- The audit assesses the completeness of the application, focusing on the information provided by the applicant.

3. Evaluation Analysis:

- The audit involves a comprehensive evaluation of the application, examining the accuracy and adherence to quality standards.

4. Submit Application Review

← **Conversion Point** 

- The individual scores for each audit parameter are aggregated to calculate an overall audit score.

Phase 2: Call with Committee

1. Organization of Call:

- A call is organized by the operations team or takes place during designated committee meetings (e.g., UKK calls)

2. Sharing Audit Findings:

- During the call, the audit findings are shared with the relevant committee members.

Target Audience – Identified special Mumineen Qardan Hasana Application

Frequency - One Time

TWT Module – Achievements will be updated in realtime after form submission on the TWT module.

Economic Well Being Case study

1. **Initiation and Data Collection:**

- Commence the economic well-being assessment
- Identification – those cases whose repayment has been completed 1 year ago

2. **Data Input:**

- The Khidmatguzar inputs collected data into the predefined Excel format, selecting relevant fields and entering information accurately.

3. **Score Generation:**

← Conversion Point 

- Based on the predefined formulas within the Excel a score is generated reflecting the economic status of Mumineen.
- Data to be submitted on the TWT module

4. **Analysis and Interpretation:**

- Analyze the score report to interpret economic well-being trends among Mumineen after Qardan Hasana to mumineen / After Moulas Tus Visit - Ziyafat - Qadam - Majlis

Target Audience – Identified special case Mumineen

Frequency - One Time

TWT Module - Achievements will be updated in realtime after form submission on the TWT module.

Comprehensive Survey

The Comprehensive Survey is a structured initiative to collect, update, and verify critical demographic, business, education, and qualification data of Mumineen. This data will serve as the foundation for Umoor Iqtesadiyah (UI) activities and Economic Development Plan (EDP) planning in the coming years. Below are the steps involved –

1. Data Collection & Form Update

- Committee Members initiate the data update process by collecting relevant information.
- If needed, they can take support from the Umoor Dakheliyah team to gather existing records.

2. Data Survey

- Conduct surveys to update demographic, business, education, and qualification details in the Comprehensive Form on the TWT Module.

3. Upload on TWT Module

← **Conversion Point** 

- Once data is collected, Committee Members fill the completed data in the template on the TWT Module – Comprehensive Survey Section.
- Ensure all fields are accurately filled, avoiding duplication or errors.

4. Post-Submission Data Verification

- After submission, Regional Planning Officers (RPOs) verify the submitted data for accuracy
- Discrepancies or missing information will be flagged for follow-up with the concerned Committee Members.

5. Data Utilization & Strategic Planning

- Verified data will now serve as the base for Umoor Iqtesadiyah activities and EDP plan.
- The collected information will help define goals, set strategies, and allocate resources for economic development initiatives.

6. Reconciliation & Continuous Improvement

- The survey will be re-conducted periodically to update incremental data

Comprehensive Survey will play a vital role in strengthening the economic and educational landscape of the local mouze community.

Shop / Home / Factory Visits

Khidmatguzars identify Mumineen in need and conduct physical shop, home, or factory visits to understand their livelihood and challenges.

1. Identification & Visit Planning

- Khidmatguzars identify Mumineen requiring support through local committee inputs
- Visit planning includes finalizing visit list (shops, homes, factories), Understanding the nature of activity (business, home-based work, manufacturing, services) and Coordinating with local committee or Masool where required

2. Physical Visit & Engagement

- Khidmatguzars conduct in-person visits to shops, homes, or factories of Mumineen.
- The visit is conversational and supportive, not evaluative.

3. Situation Assessment & Gap Identification

- Khidmatguzars assess the situation based on observation and discussion.
- Assessment may include - Business viability and income stability, Operational challenges (space, tools, skills, capital), Household or personal constraints impacting work, Awareness of available Idara or UI support programs

4. Guidance, Counselling & Immediate Support

- Based on the assessment, Khidmatguzars provide - Practical guidance for improvement, Refer to Idarah services and schemes, Motivation and reassurance, Direction towards better practices or next steps

5. Visit Documentation & Reporting

← Conversion Point 

- Khidmatguzars document the visit outcome, capturing: details such as the type of visit (shop / home / factory), Key observations, Guidance provided and whether referrals or follow-up actions required.

6. Follow-up & Progress Tracking

- Where follow-up is required:
 - a. Khidmatguzars or committees check progress
 - b. Ensure referrals are acted upon
- Visits are documented and followed up to ensure sustained improvement and meaningful impact.

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.

Umoor Iqtesadiyah Office Setup

The Umoor Iqtesadiyah 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 Umoor Iqtesadiyah 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.

Learning Management School

The Learning Management School (TAP Learning School) is a structured, Mouze-led learning ecosystem designed to deliver continuous skill and business training for Mumineen. Its objective is to build local training capability, ensure consistent knowledge delivery, and create a sustainable, year-round learning culture aligned with TAP standards.

1. Identify Learning Needs & Mouze Readiness

- The Mouze assesses business and skill-based learning needs among Mumineen, including businessmen, professionals, and youth.
- A dedicated Training Manager (SPOC) is appointed at the Mouze level to own planning, coordination, and execution. The SPOC acts as the single point of contact for all TAP Learning School activities.

2. Build Local Training Ecosystem

← Conversion Point 

- The Mouze identifies and onboards local trainers, SMEs, and potential institute partners. Venues, resources, and governance structures are finalized to support year-round training delivery.
- A structured 12-month training calendar is developed in alignment with TAP guidelines and local needs. The calendar is reviewed and approved by the Idarah.

3. Mobilise Participants & Prepare Programs

- Participants are mobilized for scheduled programs through local outreach and communication. Trainer availability, venues, and materials are confirmed before execution.
- Training programs are conducted as per the approved calendar using standardized TAP content. Sessions focus on practical learning, participant engagement, and real-life application.

4. Capture Attendance, Assessment & Feedback

- Attendance, assessments, and participant feedback are recorded for each program.
- Program quality, trainer performance, and learning outcomes are periodically reviewed. Corrective actions and improvements are implemented where required.

5. Replicate to Neighbouring Mawaze

- Successful TAP Learning School models are replicated to nearby Mawaze through cluster-based expansion. Local capability is developed to ensure consistency and scalability.

6. Transition to BAU & Sustain

- The Learning School transitions into Business-As-Usual operations with minimal central support. The Mouze independently manages training delivery, reporting, and ecosystem growth.

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.

EDP Administrative Training

The EDP Administrative Training is designed to ensure that Economic Development Plans (EDP) are well-structured, effectively implemented, and aligned with mouze dynamics. This training enables Committee Members, Tawalli us-Salaat, and TWT Khidmatguzars (KGs) to collaborate on executing the EDP strategy efficiently.

1. Plan Meeting:

- Committee member should share agenda of the meeting with KG along with EDP report

2. Meeting Schedule:

- Ensure joint meetings between Tawalli-us-Salaat and committee members

3. Meeting Agenda:

- Facilitate discussions and provide support on EDP objectives.
- Present the 1445H EDP Plan and achievements.
- Discuss the 1446H EDP plan and align it with TWT target planning and achievement.

4. Minutes of the Meeting:

← Conversion Point 

- Minutes of the Meeting to be uploaded on the TWT portal within 24hrs

5. Photo Upload:

- Photos of the meeting to be uploaded on TWT portal

Umooor Iqtesadiyah (UI) Office

This initiative transitions UI from a reactive approach to a professional, institutionalized presence, serving as a single-window facilitation center for economic empowerment.

1. Initiation & Assessment (Shehrullah Phase)

The foundation of the project focuses on baseline data collection and determining the economic viability of each location.

- **Formal Direction:** HQHB issues the project scope and tier classification framework to identified mawaaze.
- **Economic Assessment:** TWT Khidmatguzars assist in validating economic viability and sustainability assumptions.
- **Feasibility Survey:** Local committees conduct on-ground surveys regarding space availability, staffing, and current Tijaarat Raabehah (TR) and Qardan Hasana (QH) volumes.
- **Tier Classification:** Mawaaze are categorized (Tier 1, 2, or 3) to ensure resource allocation matches the economic size of the region.

2. Planning & Proposal Development

Following the assessment, detailed roadmaps are created for each specific office setup.

- **Site Finalization:** Ummal Kiraam and committees identify and endorse the proposed office location and implementation approach.
- **Infrastructure Design:** Infrastructure requirements are finalized based on tier-wise standards for area, layout, and furniture.
- **Proposal Refinement:** Committees coordinate with HR and Operations to finalize staffing feasibility and setup budgets.
- **Araz Preparation:** Final proposals are consolidated for submission to HQHB for review and alignment with community vision.

3. Approval & Budget Finalization

This phase ensures financial discipline and secures the necessary mandates for execution.

- **Central Review:** HQHB Central Operations, HR, TR, and Finance teams assess proposals for policy compliance.
- **Development Board Manzoori:** Consolidated budgets are submitted to the Development Board for final approval and fund allocation.
- **Budget Allocation:** Formal funding directions are issued post-approval, based on tiered averages (e.g., Tier 1 setup averages ₹19,50,000).

- **Acquisition Governance:** The specific mode of office acquisition (rent, purchase, or conversion) is explicitly reviewed and approved.

4. Implementation & Setup

During this stage, the physical and human infrastructure is brought to life.

- **Physical Setup:** Local committees supervise vendors for renovations, interior fit-outs, and branding as per HQHB standards.
- **Technical Readiness:** IT infrastructure and utility systems are made ready for reporting enablement.
- **Staff Onboarding:** HR leads the recruitment and deployment of specialized UI Office personnel.
- **Mandatory Training:** 100% of staff must complete operational, compliance, and ethics training prior to the launch.

5. Go-Live, Operations & Monitoring

The office becomes an active community hub for economic support services.

- **Service Activation:** The office opens for walk-in consultations regarding TR mentorship and QH facilitation.
- **SOP Adherence:** Operations are governed by standardized SOPs for front-desk handling, business advisory, and finance.
- **Performance Tracking:** HQHB monitors monthly operational MIS, including footfall, cases handled, and financial metrics.
- **Periodic Audits:** Half-yearly audits are conducted to ensure financial adherence and compliance with policy frameworks.

6. Transition to Business-As-Usual (BAU)

The final stage ensures long-term sustainability as a permanent institutional unit.

- **Governance Shift:** Oversight transitions from setup-focused management to long-term performance governance.
- **Operational Funding:** The primary funding mechanism shifts to the OPEX budget for ongoing activities.
- **Continuous Improvement:** Insights from reporting and audits are used to enhance service delivery and community outcomes.

Umooor Iqtesadiyah Musaid

The process is designed to strengthen economic engagement at the household level by establishing a sustainable network of trained Musaids who serve as the primary bridge between families and Umooor Iqtesadiyah initiatives.

1. Pre-Implementation & Data Readiness

The foundation of the UIM project lies in accurate data integration and sector mapping to ensure every household is accounted for.

- Each Mauze is divided into sectors, and households are mapped to ensure a ratio of approximately 50 households per Musaid.

2. Musaid Identification & Onboarding

This phase focuses on selecting the right individuals to serve as Musaids and formally inducting them into the system.

- Committees review existing members and identify new potential Musaids to ensure adequate coverage for all mapped sectors.
- Selected Musaids are formally assigned to their specific sectors 50 households.

3. Training & Certification (TWT Phase)

A structured training framework ensures that Musaids are equipped with the necessary knowledge and soft skills to engage households effectively.

TWT Khidmat Guzaars conduct comprehensive training covering three core levels:

- **Level 1 (Orientation):** Role definition, code of conduct, and household visit guidelines.
- **Level 2 (Schemes):** Detailed processes for Husain Scheme, Mohammadi Scheme, and Qardan Hasana applications.
- **Level 3 (Communication):** Counseling techniques, handling objections, and identifying financial strain.

Attendance is captured digitally, and certification is issued upon successful completion of the training modules.

4. Field Execution & Household Engagement

This is the operational core of the initiative, where Musaids actively engage with families to drive economic participation.

- Musaids conduct visits to their assigned 50 households to build relationships and assess financial needs.

- The engagement focuses on maximizing participation in the Husain Scheme and Mohammadi Scheme, with specific collection targets assigned to each Musaid.
- Standardized engagement scripts are utilized to ensure consistent messaging regarding Qardan Hasana and Tijaarat Raabehah initiatives.

5. Monitoring, Reporting & Digital Tracking

Real-time monitoring ensures transparency and allows for immediate course correction during the execution phase.

- Idarah and Committees utilize real-time dashboards to monitor the number of active Musaid, training completion rates, and collection progress.
- Musaid and Committee Coordinators update collection data and engagement status on the portal daily to maintain data currency.
- Weekly reports are generated to analyze variance against targets, facilitating timely interventions by the Follow-up Team.

6. Sustainability & Post-TWT Expansion

The final phase ensures the initiative transitions from a project launch to a sustained, year-round support system.

- Ongoing capacity building is maintained through quarterly sessions focused on specific topics such as Qardan Hasana applications (Q1), Baseteen (Q2), and Tijaarat Raabehah (Q3).
- The model is progressively rolled out to Tier 1, Tier 2, and Tier 3 cities.
- A consolidated year-end evaluation is conducted to identify best practices, recognize high-performing Musaid, and refine the strategy for the subsequent cycle.

THANK YOU